

## Contents

I am a Buyer.....	2
What can I do as a Buyer?.....	2
I cannot proceed with the registration as a Buyer as it said the Registration No./Organization No. already exists.....	2
How do I access my former administrator’s account?.....	2
Why do I need to White-label my company?.....	2
I am a Vendor.....	4
Who is considered as Vendor?.....	4
I cannot proceed with the registration as a Seller/Vendor as it said the Registration No./Organization No. already exists.....	4
Where can I know the Type of Registration for my company? .....	4
What is e-Tender? .....	4
Why I did not receive Email Notification from Buyer to associate the connection? .....	4
Why I did not receive Email Notification to respond to the invitation to bid? .....	4
Payment .....	6
How can I know if my payment was successful? .....	6
What if I did not receive any notification? .....	6
Which credit cards are accepted for payment?.....	6
Where can I request an official receipt? .....	6
Do you keep my credit card details? .....	6
What are the payment methods available? .....	6
Cancellation and Refund.....	7
How to remove an item in the Shopping Cart? .....	7
How can I cancel my order? .....	7
Data Security.....	7
What is the Password setting requirement? .....	7
How safe is my tender information?.....	7

## I am a Buyer

### What can I do as a Buyer?

Please create an account in WeManage as Buyer to use the features as below:

- Tender, Request for Quotation/Proposal/Information, Direct Negotiation
- Purchase Requisition (Coming Soon)
- Contract Management (Coming Soon)

### I cannot proceed with the registration as a Buyer as it said the Registration No./Organization No. already exists.

The Registration No./Organization No. is a unique identifier, you will see this message as your Administrator would have register the number with us as a Buyer, do reach out to your Administrator or you can send us an Email [enquiry@wemanage.cloud](mailto:enquiry@wemanage.cloud) and we are happy to assist.

### How do I access my former administrator's account?

If the Administrator is still with your company, the Administrator can reassign the role to another user(s). However, if the Administrator is no longer with your company, please send us an Email [enquiry@wemanage.cloud](mailto:enquiry@wemanage.cloud) and we will contact you to verify information.

### Why do I need to White-label my company?

White-label is used to setup the short URL and differentiate your company with the other Buyer.

### Why am I not able to register for free trial account?

You are only able to register for trial account ONCE.

### Why am I no longer able to use a free trial account?

The free trial account is only valid for 30 days.

### Why am I not able to invite Vendor(s) for the Tender/RFQ/RFP/Direct Negotiation?

You need to ensure that the Vendor(s) you would want to be included in your Tender/RFQ/RFP/Direct Negotiation has been associated with your company.

### Why am I not able to see Tender Setting?

Only user with access role as Procurement Officer will be able to see and access Tender Setting. Procurement User will only be able to initiate tender. Please check with your Administrator with regards to your role in WeManage system.

## I am a Vendor

### Who is considered as Vendor?

Please create an account in WeManage as Vendor if you are supplying Goods and/or Services and would want Buyer to connect with you for any type of tender.

### I cannot proceed with the registration as a Seller/Vendor as it said the Registration No./Organization No. already exists.

The Registration No./Organization No. is a unique identifier, you will see this message as your Admin would have register the number with us as a Seller/Vendor, do reach out to your Admin or you can send us an Email [enquiry@wemanage.cloud](mailto:enquiry@wemanage.cloud) and we are happy to assist.

### Where can I know the Type of Registration for my company?

You can find the Type of Registration information under your Company Profile's Business Details tab.

### What is e-Tender?

e-Tender is a web-based portal that allows vendor to response (Accept/Decline) tender invitations online. Vendor can submit tender proposal (technical / commercial proposal) as well as the pricing via online. Moreover, Vendor can ask question for clarifications and perform tender submissions.

### Why I did not receive Email Notification from Buyer to associate the connection?

Email Notification will only be sent to the user where the Role is Admin. If you are the user and holding only Finance and/or Sales' role, you will not be receiving the Email Notification.

### Why I did not receive Email Notification to respond to the invitation to bid?

Email Notification will only be sent to the user where he/she is holding Admin and/or Sales role. If you are the user and holding only Finance role, you will not be receiving the Email Notification for invitation to bid.

### When will my Vendor Profile be available to the Buyer(s) that I have associated with?

When there is association between Vendor and Buyer, the Buyer will be able to see the Vendor Profile, regardless whether the Vendor Profile has been submitted or otherwise.

I have completed my Vendor Profile, why the bar graph of the Profile Completeness is still showing 99%?

The bar graph of the Profile Completeness will only show 100% if you click on the Submit button. Once your profile is submitted to the Vendor, Buyer that you have associated with will be able to validate your profile.

## Payment

### How can I know if my payment was successful?

An Email notification will be sent to you upon successful completion of your order.

### What if I did not receive any notification?

You can send us an Email [enquiry@wemanage.cloud](mailto:enquiry@wemanage.cloud) and we are happy to assist.

### Which credit cards are accepted for payment?

We accept Visa, MasterCard credit or debit cards and is 3D Secure (Verified by Visa, and MasterCard Secure) enabled. All your credit card information is protected by means of industry - leading encryption standards.

Please note that additional charges may be incurred if you are using a **non-Malaysian issued** card due to Foreign Exchange.

### Where can I request an official receipt?

Upon successful payment, you will receive the email notification from ipay88. If you need official receipt from us, you can contact us at [enquiry@wemanage.cloud](mailto:enquiry@wemanage.cloud).

### Do you keep my credit card details?

Your security is important to us and we take it seriously. Every credit card transaction occurs within a secure environment. We do not retain your credit card information after your order is completed; it is submitted directly to the bank(s).

### What are the payment methods available?

We support Credit/Debit Card, Online Banking and Paypal method.

## Cancellation and Refund

### How to remove an item in the Shopping Cart?

You can remove the item by clicking the **recycle bin**  button in your shopping cart.

### How can I cancel my order?

Sorry, cancellation of purchase upon payment is not allowed at the moment.

## Data Security

### What is the Password setting requirement?

The minimum characters for a Password are 8 characters.

Below are some suggested Rules of setting Password:

- Length of password is more than 8 characters
- Contain lowercase and/or uppercase characters
- Contain a combination of characters and numbers
- Contain 1 special characters
- Contain at least 2 special characters

Below are the definitions of a Password strength:

- Weak: If the Password meets 1 or none of the above rule
- Medium: If the Password meets 2 of the above rules
- Strong: If the Password meets 3 or more of the above rules

### How safe is my tender information?

- WeManage has SSL encryption for general access.
- We have access control based on user role, hence only the person in charge / respective user with the access authority is able to access to the tender information.
- We have audit trail and access log.
- We encrypted all the uploaded documents, for example tender document that prepared by Buyer and bidder submission document(s).
- We protected the commercial bid by controlled by the completion of technical evaluation (depend on the evaluation method).