



FREQUENTLY ASKED QUESTIONS

1. How would I receive my orders & payment?

You will receive a notification of the order via email and text reminder. Payment will be made after submission of proof of delivery within the agreed credit terms.

2. How do I know when to deliver the goods?

The latest delivery date is determined based on the lead time registered with Supplycart.

3. What if I currently do not have the goods that corporate customer(s) ordered?

Should you be unable to fulfil the order received, you would need to immediately notify Supplycart's fulfilment team to provide an alternative resolution.

4. Can I deliver the goods via courier service?

Yes. You may fulfil the order through a courier service however it is the responsibility of the Vendor to ensure that the goods are delivered to the Corporate Customer in good condition

5. I am unable to perform Nationwide delivery.

In the registration process, you will be able to list out the delivery coverage that you are comfortable with.

6. Do I have to pay listing fee?

No. Registration and listing your offerings in our Procurement System is free of charge.

7. How can my company be exposed to corporate customers in Supplycart?

Supplycart will expose your company to our corporate customers in many ways:

- a. Electronic Direct Mail (EDM): Supplycart periodically updates our pool of corporate customers on the latest addition of Vendors and its offerings
- b. e-RFQ: Request for quotation will be sent to Vendors selected by the corporate customers for the offerings listed in our system
- c. Customer matching: Based on the Vendor's reliability, requirements & geographical location of the corporate customers, Supplycart will invite suitable Vendor to participate in consolidation purchase exercise.

8. What is the average order size by the corporate customers?

Supplycart's target market is SMEs and MNCs hence the average basket value ranges from RM500 above. However, the average spends varies from industries.

9. Will Supplycart only award contract to select few Vendor?

Selection of Vendor is objectively considered based on corporate customers requirements. Supplycart believes in healthy competition and assures that there is no biasness in the selection.