Frequently Asked Questions (FAQ)
For Suppliers

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Supplier Registration and Profile Maintenance Related Questions

Supplier Registration:

1. **Q: When completing the Number of Employees field, should employees of the Hong Kong headquarters and Mainland China or overseas factories be included?**

   A: Suppliers should report the number of employees of the legal entity registered in the MTR Supplier Portal only. For example, if the supplier account is registered under a Hong Kong company, only employees of that Hong Kong registered entity should be counted. Employees of any parent company, headquarters, branch office, subsidiary, or factory in Mainland China or overseas that is not part of the registered legal entity should not be included.

2. **Q: Which legal entity should be registered in the MTR Supplier Portal when the group has multiple entities in different locations?**

   A: The legal entity that will participate in the sourcing activity, receive Purchase Orders, and receive payment from MTR should be registered in the MTR Supplier Portal.

   Each legal entity is managed separately in the MTR Supplier Portal. Therefore, if an overseas affiliate, sister company, subsidiary, or other group entity is invited to participate directly in a sourcing activity, it must maintain its own Supplier Profile and user account in the MTR Supplier Portal.

3. **Q: How can I register my company if my company name only consists Chinese characters?**

   A: Suppliers whose company name consists only of Chinese characters should endeavor to input an English company name during registration and provide supporting documentation showing the corresponding English company name. The submitted information and supporting documents will be reviewed as part of the registration process.

4. **Q: After activating the Account, are there any other mandatory steps to complete besides uploading the Business Registration Document?**

   A: After activating their supplier account, suppliers must set a password, complete OTP verification and accept the Portal Terms of Use. For administrative supplier user with **"MTR iSupplier Portal User"** system role, please verify and update the Organization Information in "Administration" tab; provide the Business Registration Number; upload the latest Business Registration Certificate; update the details in Contact Directory, Address Book, and Banking Details.

   Suppliers are strongly recommended to complete and maintain this information to ensure their company profile is up to date and ready for participation in sourcing activities. An incomplete company profile may affect the supplier's ability to participate in certain sourcing activities and could result in delay submissions.

Supplier Profile Maintenance:

1. **Q: What data from existing Supplier Profiles will be migrated automatically?**

   A: The basic company profile information of existing MTR suppliers will be migrated to the new system through data conversion. This includes company information, registered bank details, and any outstanding open orders associated with the supplier.

   After their first login, suppliers should review and verify the migrated information, including Company Name, Address, Contact Information, and Banking Details, to ensure that it is accurate and up to date. Suppliers are also required to provide information on Business Registration related information and any other information required by the system, and upload supporting documents such as the latest Business Registration (BR) Certificate or Company Registration Documents.

2. **Q: How can I request additional supplier user accounts?**

   A: To request additional supplier accounts, suppliers should create a new contact and specify contact purpose of the user under **"Contact Directory"** in MTR Supplier Portal using **"MTR iSupplier Portal User"** system role. MTR Procurement Team will then review and approve the request, and the new supplier contact will receive an email notification to activate their user account.

   Please note that system role(s) for sourcing, administrative and invoices handling, will be assigned to the user accounts based on the contact purpose specified.

   For details, please refer to the relevant user guide.

3. **Q: If a supplier has multiple users, does each user need to enter Organization Information, or can it be managed jointly?**

   A: All users with **"MTR iSupplier Portal User"** system role can jointly manage the Organization Information.

4. **Q: How can I check my existing orders and how should I submit invoice for this order?**

   A: Existing orders can be checked and invoices can be submitted via MTR Supplier Portal, please refer to the relevant user guide for details.

5. **Q: Can the suppliers view the PO, Acceptance and Receipt Status?**

   A: Yes, suppliers may view the PO details and Accept / Reject status under the "Orders" tab in MTR Supplier Portal. To download or print a PO, open the relevant PO and select Printable View. For details, please refer to the relevant user guide.

Sourcing Process Related Questions

1. **Q: Is E-Cert or I-Cert required for submission of response?**

   A: No, suppliers are not required to provide any E-Cert or I-Cert before submitting a response for an RFI / RFQ in MTR Supplier Portal. Any supplier user account that has been assigned the **"MTR PON Supplier"** system role can submit responses to RFI / RFQ through the MTR Supplier Portal.

2. **Q: Why does the RFI / RFQ invitation email appear abnormal and display a "Response Template" in the email body without any RFI / RFQ information provided?**

   A: In some cases, suppliers may receive an RFI/RFQ invitation email where the content is displayed abnormally.

   To resolve the issue, sourcing supplier may try the following:

   (i) Open the email using Outlook on the Web (OWA) or Outlook.com, which generally handles email formatting more effectively than desktop email clients.
   (ii) If using Microsoft Outlook, change the email format settings to HTML or Plain Text.
   (iii) Review and update Outlook layout settings:
   Go to Settings > View all Outlook settings > Mail > Layout.
   Ensure the relevant options, such as Inline previews and Show attachments in message list, are configured appropriately.

   Contact your internal IT support team to review email client and mail server settings if the issue persists.

3. **Q: What is the file size limit of each file? What file types are supported?**

MIME_TYPE	FILE_EXTENSION
application/pdf	pdf
application/vnd.ms-outlook	msg
application/vnd.ms-excel	xlsx
application/vnd.ms-excel	xls
application/vnd.msword	doc
application/x-out	out
application/vnd.msword	docx
image/jpeg	jpg
text/plain	txt
application/vnd.ms-excel.sheet.macroEnabled.12	xlsm
image/tiff	tif
image/png	png
image/jpeg	jpeg
x-ms-bmp	bmp
message/rfc822	eml
application/vnd.ms-powerpoint	pptx
application/rtf	rtf
video/mp4	mp4
application/vnd.ms-powerpoint	ppt
application/x-dwg	dwg
image/gif	gif
application/vnd.ms-xpsdocument	xps

application/vnd.ms-outlook	oft
video/x-msvideo	avi
application/pdf	ppdf
application/vnd.ms-word.document.macroEnabled.12	docm
application/postscript	ai
video/quicktime	mov
video/mpeg	mpg
application/step	step
application/vnd.openxmlformats-officedocument.presentationml.slideshow	ppsx
image/tiff	tiff
application/postscript	eps
text/xml	xml
application/x-bentley-dgn	dgn
application/dxf	dxf
application/vnd.rar	rar
application/zip	zip
application/x-7z-compressed	7z

A: Before submission, please ensure the format of attached file(s) is supported by our system.

File Types:

- **Text/Documents:** - Plain Text (TXT); Microsoft Rich Text Format (RTF); Hypertext Mark Up Language Format (HTML); or Adobe Portable Document Format (PDF).
- **Documents from Microsoft Office:** - MS Word (DOC); MS Excel (XLS); or PowerPoint (PPT).
- **Graphics:** - Encapsulated PostScript Files (EPSP); Tag Image File Format (TIFF); Windows BitMaps (BMP). Graphic Interchange File Format (GIF); or Joint Photographic Experts Group (JPEG).
- **Computer Aided Design (CAD) drawings:** - AutoCAD Format developed by Autodesk (DWG); MicroStation Drawing (DGN); or Autodesk Drawing Exchange Format (DXF).

The file size of each file attachment is limited to 100 megabytes (MB). Tenderers are allowed to submit attachments multiples times.

Tenderers must not submit any executable file; otherwise, the tender offer will not be accepted.

4. **Q: How can I search for an Advertisement?**

A: Supplier Contacts specified in an advertisement invitation will receive an email notification and can also view the invitation under Sourcing Homepage in the MTR Supplier Portal. For an Open Advertisement, suppliers can search for the relevant Advertisement on the MTR Corporate Website or on the MTR Supplier Portal. If interested, they may contact the Buyer via Online Discussion to request inclusion on the Invited Supplier List.

5. **Q: Will an invitation be sent to a specific supplier contact?**

A: Yes. The invitation notification will be sent to the designated supplier contact. If suppliers have any special requirements or would like the invitation sent to an alternative contact, please discuss this with the Buyer through the Online Discussions channel.

6. **Q: When there is a new enquiry, invitation, or message, will the supplier receive both an email and a MTR Supplier Portal notification?**

   A: Yes, an email notification will be sent to the relevant or designated Supplier Contact. In addition, notifications will be displayed in the MTR Supplier Portal, including on the Landing Page, within the Worklist/Notification area, and through the Bell Icon at the top of the page. Suppliers may log in to the MTR Supplier Portal at any time to view new Enquiries, Invitations, or Messages.

7. **Q: If this is an Advertisement, do we need to confirm receipt of the Invitation?**

   A: Yes, suppliers are advised to create and submit a response to confirm receipt of the invitation. The buyer responsible may review the list of suppliers who have responded and use this information to evaluate and select suppliers for the next stage of the sourcing process.

8. **Q: If a supplier can only supply some of the items in an RFQ, how should they acknowledge this and submit the quotation?**

   A: This is subject to the Buyer's control settings of the particular RFQ. If the Buyer allows partial quotations, the supplier may enter the Quantity and Price for only the Line Items they can supply and submit the quotation.

9. **Q: Can suppliers batch download the entire Tender Package after receiving a Tender Invitation in the MTR Supplier Portal?**

   A: No. the MTR Supplier Portal does not provide a function to download all tender attachments in a single batch; attachments must be downloaded individually. All tender-related attachments uploaded by the Buyer are available in the **"Attachments"** section of the Tender details page. Suppliers can view and download each attachment by clicking on the respective attachment title.

10. **Q: What is the latest time by which suppliers need to click participate and submit a RFI / RFQ response?**

    A: Suppliers must acknowledge their participation and submit their RFI / RFQ response on or before the Submission Closing Date and Time specified in the RFI / RFQ.

    Once the RFI / RFQ has closed, the system will no longer allow suppliers to participate or submit responses. Suppliers are therefore advised to allow sufficient time to prepare their submission, upload attachments, and complete the final submission process before the deadline.

11. **Q: After the MTR Supplier Portal is launched, will all tenders be required to be submitted electronically, with physical submission fully discontinued?**

    A: Not necessarily. The MTR Supplier Portal is the primary electronic channel for RFI, RFQ, and Tender activities. However, the actual invitation and submission arrangements will continue to follow the requirements of each individual Procurement Exercise and the Responsible Buyer's instructions stipulated in the Invitation to Tender ("ITT") document. Some projects may still require physical submission.

12. **Q: If a supplier can only supply some of the items in an RFQ, how should they acknowledge this and submit the quotation?**

A: This is subject to the Buyer's control settings of the RFQ. If the Buyer allows partial quotations, the supplier may enter the Quantity and Price for only the Line Items they can supply and submit the quotation. If the supplier does not intend to participate in the RFQ, select "No" option under "Acknowledgement Participation".

13. **Q: If the original item cannot be supplied, can an Alternative or Replacement Product be submitted?**

    A: Whether an Alternative or Replacement Product can be submitted depends on the settings of the individual RFQ/Tender. If the Buyer has enabled the option to accept Alternative Quotes, suppliers may submit an alternative or replacement product for the Buyer's consideration. Otherwise, suppliers should submit a quote based on the specified item requirements only.

14. **Q: Can more than one quote or alternative offer be submitted for the same Request for Quotation / Tender?**

    A: This is subject to the Buyer's control settings of the particular Request for Quotation / Tender. If the buyer allows **multiple submissions**, suppliers may select **"Create a New Quote"** to submit multiple quotes or alternative offers separately.

    If only a single submission is permitted, all quotation details and alternative offers must be included within the same response and submitted in accordance with the tender instructions.

    Note: If multiple submissions are not allowed for the RFQ/Tender, the system will display a warning message before submission.

15. **Q: Can all Tender/RFQ responses be modified before the closing deadline, and is MTR unable to view the submitted quote before the deadline?**

    A: In general, suppliers may modify, supplement, or resubmit their RFQ / Tender response at any time before the Submission Closing Date and Time. Once the closing deadline has passed, no further changes can be made or submitted through the MTR Supplier Portal.

    However, whether multiple submissions or modifications are allowed depends on the settings of the individual RFQ / Tender. For example, if the Buyer has configured the RFQ / Tender to allow only a **Single Best Quote**, the MTR Supplier Portal will display a warning message before submission, advising suppliers that only one submission is allowed. In such cases, additional submissions or amendments of the quote are not permitted.

    Buyers cannot view the content of suppliers' submissions before the Submission Closing Date and Time. All responses remain inaccessible to MTR until the RFQ / Tender closes.

16. **Q: What if we have submitted a quote in the original RFI/RFQ, but did not acknowledge and submit an updated quote based on an RFI/RFQ amendment? Will we be disqualified, and will buyers not evaluate my initial submission?**

    A: Suppliers are advised to acknowledge all RFI/RFQ amendments and submit a revised quote whenever an amendment is issued. If a supplier fails to acknowledge the amendment and does not resubmit its quote, the system may not recognize the supplier as having an active submission for the amended RFI/RFQ. As a result, the supplier may be disqualified from the sourcing process.

Whether the supplier's original submission will be considered during evaluation depends on the specific circumstances and procurement requirements.

The final decision rests with the **MTR Procurement Team**. Therefore, suppliers should always acknowledge amendments and submit updated quotations to ensure their offers remain valid and eligible for evaluation.

17. **Q: For an RFQ/Tender, should Item Description, Quantity, and Price be entered directly in the MTR Supplier Portal, or should a Quotation or Pricing Template be uploaded?**

    A: This depends on the Buyer's settings for each RFQ / Tender. Some RFQ / Tender require suppliers to enter the Item, Quantity, and Price directly in the MTR Supplier Portal, while others require them to upload a Pricing Template, Quotation, or Supporting Documents. Please follow the buyers' instructions for the relevant RFQ/Tender Invitation.

Purchasing and Goods Receipt Related Questions

1. **Q: Which new and existing Purchase Orders (PO) will be searchable or viewable in the MTR Supplier Portal after go-live, and will existing "Open" Purchase Orders be migrated?**

   A: New POs issued after 9th October 2026 will be searchable on the MTR Supplier Portal. For existing POs, only those that remain "Open" will be migrated to the MTR Supplier Portal. If you are unable to find the relevant PO, please contact the MTR Buyer or MTR Procurement Team for assistance.

2. **Q: There are some situations where the migrated PO / BPA amount may be different from the original PO Header Amount of the PO or the Agreed Amount under the BPA, why is that the case?**

   A: For existing PO's as well as RO's under the BPA, we will only migrate those that remain "Open" to the MTR Supplier Portal. For those that have been closed because of completion of payment, those will remain in the previous system and will not be migrated to the new MTR Supplier Portal.

3. **Q: Who will receive the email notification when a Purchase Order is issued? Will all supplier contacts receive it?**

   A: When a new invitation or PO is issued, an email notification will be sent to the Purchase Order's designated supplier contact. Other users may also view the relevant company Purchase Orders in the MTR Supplier Portal based on their own login accounts.

4. **Q: For a one-year contract, will the new system issue one PO each month (i.e. 12 PO's in total), or only one PO?**

   A: For a one-year contract covered by a single lump-sum Purchase Order (PO), a separate PO is not necessarily required for each monthly invoice. If the agreed contract terms provide for monthly billing, you may submit monthly partial invoices against the same PO via the iSupplier Portal.

5. **Q: If the supplier receives payments in HKD and other foreign currencies based on different products or purchase orders, what should the handling method be?**

A: The supplier should register and obtain approval for the bank account(s) available under Banking Details, and specify the Currency supported for each Account. If different bank account numbers are used for different currencies, create separate bank accounts, provide the relevant supporting documents and MTR Finance Team will review each submission accordingly. The supplier should ensure that the selected accounts support the currency used for the PO / payment.

6. **Q: How can I check the Goods Receipt Note (GRN) status in the MTR Supplier Portal?**

   A: The supplier may check the GRN status on the shipment page of the MTR Supplier Portal. For additional details, please refer to the relevant user guide for details.

7. **Q: Is the completion of the Goods Receipt Note (GRN) still required before payment?**

   A: Yes. The Goods Receipt Note (GRN) must be completed before payment processing.

8. **Q: In case of questions related to the tendering or purchasing process, who should be the point of contact?**

   A: The MTR Buyer refers to the MTR Procurement Personnel responsible for the relevant procurement exercise, whether it be a sourcing negotiation (RFI / RFQ) or the issuance of an awarded contract (BPA / PO / RO). In case of any questions, the supplier can communicate with the MTR Buyer and submit queries through the Online Discussion function in "MTR PON Supplier" responsibility.

Banking, Payment and Invoice Submission Related Questions

1. **Q: Are P-card invoices submitted via MTR Supplier Portal?**

   A: No, P-card invoices are not submitted via MTR Supplier Portal. P-card invoice payments should continue under the existing as-is process and do not need to be submitted through the new MTR Supplier Portal.

2. **Q: Which contracts and invoice types should be processed through the MTR Supplier Portal?**

   A: The MTR Supplier Portal supports standard Purchase Order (PO) invoices and PO credit memos. P-card invoices, ERS/self-invoicing transactions, non-PO invoices, prepayment or proforma invoices, and requests for release of retention should continue to follow the existing offline process. For prepayment PO, the proforma / prepayment invoice is submitted offline, while the subsequent standard / original invoice should be submitted through the MTR Supplier Portal so that the system can apply the prepayment.

3. **Q: When should suppliers start submitting invoices through the new MTR Supplier Portal?**

   A: Suppliers are recommended to use the MTR Supplier Portal once their account has been activated. A transition period applies until 31st December 2026. After that date, all in-scope invoices should be processed through the MTR Supplier Portal, regardless of the PO or BPA issue date, unless MTR announces otherwise.

4. **Q: After uploading an invoice through the MTR Supplier Portal, is it still necessary to print and mail the original invoice and related documents to MTR Finance Team for verification?**

   A: Once the MTR Supplier Portal account is activated, all new in-scope invoices are recommended to be submitted through the MTR Supplier Portal. Invoices submitted through the MTR Supplier Portal do not need to be mailed in hardcopy, while suppliers whose accounts have not been activated may continue with the existing arrangement during the transition period (from 9th October 2026 to 31st December 2026).

5. **Q: Does the system check for duplicate invoice numbers when an invoice is submitted?**

   A: Yes. The MTR Supplier Portal has an invoice number duplication check mechanism, where each invoice submitted must have its own unique invoice number.

6. **Q: What supporting documents should be uploaded with an invoice?**

   A: A soft-copy invoice must be uploaded. Any additional supporting documents should follow the requirements stated in the relevant contract, agreement or PO. A signed delivery note is not mandatory unless required by the applicable commercial arrangement. Each uploaded attachment file size may be up to 100 MB, and multiple files may be uploaded.

7. **Q: Can an invoice be submitted before an active PO is available?**

   A: No. Invoice submission through the MTR Supplier Portal requires an active PO. If goods or services have already been provided but the PO has not been issued, the supplier should contact the relevant MTR Procurement Team or Business Team and request that the PO be released before submitting the invoice.

8. **Q: Can the "Invoice Date" be earlier than the invoice creation or submission date on the MTR Supplier Portal?**

   A: No. You cannot manually set the MTR Supplier Portal's Invoice Date to an earlier date. The system defaults the "Invoice Date" to the "System Date" on which the invoice is submitted. Payment / Credit Terms are also calculated from that date, rather than from the date shown on the uploaded invoice soft copy. Hence, MTR Finance Team recommends that the supplier submits the invoice as soon as possible after delivery is completed.

9. **Q: Can an Invoice be created or submitted before the Goods Receipt Note (GRN) is completed?**

   A: Yes. An Invoice may be created before the Goods Receipt / Inspection process is completed, but it will only pass validation once the goods receipt / inspection has been completed. Submission of an

invoice prior to this process will result in the invoice being rejected. Please note that payment will be processed only after a compliant invoice has been received and the relevant GRN process is completed.

10. **Q: Can an invoice cover multiple purchase orders (POs)?**

    A: No. A single invoice can cover only one purchase order.

11. **Q: How to handle a situation where the invoice amount exceeds the PO amount or when the PO amount / quantity does not match the actual situation?**

    A: Please first contact the relevant MTR Buyer or the relevant MTR Procurement Personnel to confirm whether the PO needs to be updated or re-issued. Do not submit an invoice with an amount or quantity that does not match until the PO details have been appropriately corrected and confirmed.

12. **Q: How should partial deliveries, multiple invoices or multiple PO lines be handled?**

    A: MTR Supplier Portal supports multiple invoices against the same PO or PO line. However, please note that each invoice must contain its own unique invoice number.

    For partial deliveries, suppliers may invoice the quantity delivered and received. Where a PO contains multiple line items, suppliers should select the delivered line items that relate to the invoice. It is not necessary to wait until the entire Order Line is completed before submission of invoices.

13. **Q: How should service, consultancy or progress-based invoices be entered when billing is not based on physical units?**

    A: For service-related invoices, the quantity field is used to enter the amount being invoiced, while the unit price is generally entered as 1. Suppliers should submit invoices in line with the approved work progress and the applicable PO or contract terms.

14. **Q: How should retention amounts be invoiced and released?**

    A: When submitting the invoice through the MTR Supplier Portal, suppliers should enter the full invoice amount, including retention. Release of retention should continue to follow the existing process after the Defects Liability Period or as agreed in the contract, together with the required supporting documents. MTR Supplier Portal does not automatically release retention or issue a retention-expiry alert. Suppliers should continue to submit the required supporting documents to the relevant teams in advance with the current Contract / Agreement process, after which MTR Finance Team will help to complete the review and arrange the release.

15. **Q: How should prepayment and proforma invoices be processed?**

A: A prepayment or proforma invoice should be submitted offline to the MTR Finance Team under the existing process. The subsequent standard or original invoice should be submitted through the MTR Supplier Portal.

16. **Q: Can a submitted invoice be amended, cancelled or resubmitted?**

    A: A submitted invoice cannot be edited or voided directly by the supplier in the MTR Supplier Portal. The supplier should contact the MTR Finance Team to arrange rejection before resubmission. The same invoice number cannot be reused, so a revised version number should be used for the resubmitted invoice.

17. **Q: How will suppliers know whether an invoice has been rejected or paid?**

    A: Suppliers can check invoice and payment status in the MTR Supplier Portal. If an invoice is rejected, the MTR Finance Team will issue an email notification with the reason for rejection. The supplier should correct the information provided based on the reason and resubmit it through the MTR Supplier Portal.

    For payments settled by autopay, remittance advice will continue to be issued under the existing process until portal-based email payment advice is introduced.

18. **Q: If the payment is not received by the due date, will the MTR Supplier Portal display the reason for the delay, and how should the suppliers follow up?**

    A: The MTR Supplier Portal allows the supplier to check the payment status, but it does not display detailed reasons for overdue or unpaid payments. If the payment has not been received by the due date, please contact the relevant business partner or MTR Finance Team personnel for follow-up.

19. **Q: Will the existing payment schedule change after MTR Supplier Portal go-live?**

    A: No. The payment schedule remains unchanged, and payment continues to be subject to the invoice due date and completion of the applicable invoice and supporting-document requirements.

20. **Q: Can a supplier register multiple bank accounts or receive payments in different currencies?**

    A: Yes. A supplier account may be linked to multiple bank accounts. A separate bank account record or application should be maintained for each applicable currency. The first-priority bank account is treated as the default account for settlement unless an approved alternative arrangement is selected.

21. **Q: Prior to creation of a new bank account, what must be checked by the supplier in the MTR Supplier Portal?**

    A: The supplier should ensure that payment address is created (prefix of ACCOUNTS DEPT.) and is marked as “Current”. The supplier should also check to ensure that the latest bank statement and the BR

certificate are attached under the "Attachments" section in the MTR Supplier Portal. The documents must clearly show the Bank Name, Account Number and the Company Name. After submission, the MTR Finance Team will review and approve the request. For details, please refer to the user guide.

22. **Q: How can suppliers check whether a new or changed bank account has been approved?**

    A: An approval email will be sent after the bank-account application or change request has been approved. A deactivated bank account cannot be reactivated by changing its termination date; a new bank-account application is required.

23. **Q: How can suppliers confirm that the bank account has been approved and activated in the MTR Supplier Portal?**

    A: After the MTR Finance Team formally approves the application, the supplier will then receive an approval email notifying them that the bank account has been approved.

24. **Q: What bank information is required for local HKD payments and foreign currency payments, respectively?**

    A: For local HKD payments, the supplier should provide the beneficiary's name, beneficiary address, bank information and account details exactly as stated on the bank statement. For foreign currency payments, the supplier should provide the City / Town, SWIFT Code, IBAN (where applicable) and the required intermediary bank information. For details, please refer to the user guide.

25. **Q: Is it possible to reactivate a deactivated bank account by changing the termination date?**

    A: No. A de-activated bank account cannot be reactivated by changing the termination date. The supplier should submit a new Bank Account through the MTR Supplier Portal based on the prescribed process. For details on creation of a new bank account, please refer to the relevant user guide.

User, Account, Roles and Login Related Questions

1. **Q: What is "MTR PON Supplier" role? What kind of user contact requires this role? How does it differ from "MTR iSupplier Portal User" role**

   A: The **"MTR PON Supplier"** role is intended for users who participate in MTR sourcing activities, including Advertisement, Pre-qualification, Request for Quotation, and Tender processes. Users assigned this role can view RFI / RFQ information, express interest, and submit responses on behalf of their company.

   The **"MTR iSupplier Portal User"** role is intended for users who manage supplier profile and transactional activities, such as maintaining company information, managing Blanket Purchase Agreements (BPA), Purchase Orders (PO), Release Orders (RO), invoices, and transaction status.

Depending on business needs, the same user may be assigned to both roles. For example, a user who is responsible for both tender submissions and order/invoice management may require both the **"MTR PON Supplier"** and **"MTR iSupplier Portal User"** roles.

2. **Q: How to change the user account type?**

   A: If update in user account type is required, please contact MTR through supplierportal@mtr.com.hk for assistance. It generally takes approximately one business day to be reflected in the system. Depending on business needs, the same user can hold both the **"MTR PON Supplier User"** and **"MTR iSupplier Portal User"** roles simultaneously.

3. **Q: If my company has different teams to handle different categories of tenders, can we restrict a user account to only view its own tender?**

   A: No. Access control in the system is maintained at supplier company level, not individual user or tender category level. Therefore, all user accounts with **"MTR PON Supplier"** system role under the same supplier company can view sourcing activities and tender information that are accessible to the company account. Individual user accounts cannot be restricted to view only specific tenders.

   However, only the supplier contact(s) selected will receive tender-related email notifications, including tender invitation emails and amendment notifications.

4. **Q: Are MTR Supplier Portal messages or Replies considered official correspondence by MTR personnel?**

   A: All responses within the MTR Supplier Portal are official replies from MTR Procurement Personnel.

Transition Arrangement and Go-Live Support Related Questions

1. **Q: If an existing tender requires clarification (Q&A), will it be processed in the new MTR Supplier Portal after go-live?**

   A: No new tenders will be issued via e-tendering system (ETS) after 9th October 2026. If clarification is required to be issued to tenderers such clarification will remain in ETS until completion.

   For issuance of new tenders after 9th October 2026, they will be handled via the MTR Supplier Portal.

2. **Q: When can we login to the account? In case we do not receive the activation email after go-live, who should we contact?**

   A: The MTR Supplier Portal will be accessible only after go-live on 9th October 2026. Activation emails will be sent to suppliers who expressed intention to participate in batches approximately one or two weeks after the go-live date. Suppliers should activate their accounts and set their passwords via the activation email. In case the email is not received after this period, please contact the Centre of Excellence (COE) Team.

3. **Q: Does an invoice submitted to the MTR Finance Team before go-live date need to be re-submitted in the MTR Supplier Portal?**

   A: No. Invoices submitted to the MTR Finance Team do not need to be resubmitted. Regardless of the PO Award Date, new in-scope invoices should be submitted through the MTR Supplier Portal once their user account is activated. Please note that the transition period will last until 31st December 2026. From 1st January 2027 onwards, all in-scope invoices should be processed through the MTR Supplier Portal unless otherwise formally notified.

4. **Q: Will existing supplier information, bank accounts and unpaid invoices be migrated?**

   A: Yes. Existing supplier profiles and active bank accounts will be migrated. Submitted PO invoices that remain unpaid as of 9th October 2026 will also be migrated into the MTR Supplier Portal.

5. **Q: Will a trial environment or sandbox environment be provided to suppliers after go-live?**

   A: Unfortunately, we do not have any other test platforms available for supplier testing after go-live. For enquiries, please reach out to MTR Buyer or the Centre of Excellence (COE) Team.

6. **Will there be a Chinese-language interface for the MTR Supplier Portal?**

   A: Only English interface is available.

7. **Is it necessary to download or install any software, plug-ins or certificates prior to using the MTR Supplier Portal?**

   A: When using the MTR Supplier Portal, access via a web-browser is required. Common web browsers include Firefox, Microsoft Edge, Google Chrome or Safari which are all supported, and no additional installation requirements are required.