CLP Supplier Portal - Frequently Asked Questions

Question: Why am I receiving email from email address I don't recognize?
Answer:
Since CLP is leverage Oracle Cloud solution to run our CLP Supplier portal, it is normal for suppliers to receive Oracle system email, example highlighted in red:

Please mark these emails as 'Not Spam' to ensure future system emails are not missed.
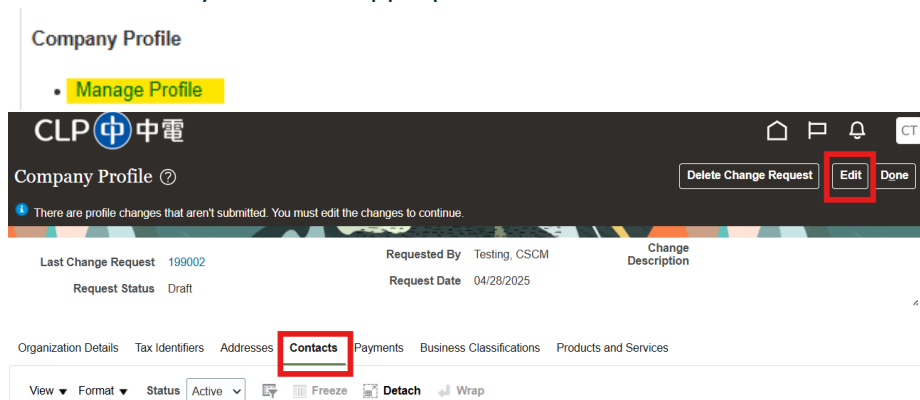
Question: I am trying to login to the CLP Supplier Portal. What is my User ID?
Answer: Your User ID is the email address you have registered with CLP. Please ensure **do not use** your previous SAP User ID i.e. Zxxxxxxxxa.

Question: How do I add accounts for my colleagues?
Answer:
Please follow the steps below to select Company Profile> Manage Profile> Contact> Edit> +. Then select "Request User Account" when creating a contact to ensure that your contacts can login to the CLP Supplier Portal. You may select the appropriate role for each contact:

Role Setting:

Question: Are there any limitations when adding attachments in the CLP Supplier Portal?

Answer:

1. There is a maximum file size of 2GB per attachment. If you have documents to upload that are larger than this limit, please split your document into multiple attachments.

2. The file name of each attachment is limited to 80 characters.

Question: Do I need to raise an invoice for ALL PO's?

Answer:

If "**Pay on Receipt**" is selected at the PO Header level, please **DO NOT** create Invoice in the CLP Supplier Portal **NOR** via email **NOR** submit a hardcopy invoice. Instead, payment will be arranged upon Goods Receipt by CLP users. Hence, no action is required from Suppliers for these PO's.

Question: Do I need to raise an invoice for ALL PO's? (Cond't)
For **"Estimated Order"**
Pease submit invoice via email AP_Invoice@clp.com.hk
Please **DO NOT** "Create Invoice" in CLP Supplier Portal

Question: If I submit invoice via AP_Invoice@clp.com.hk, is there any format I need to follow?
Answer:
Please refer to the Invoicing Guidelines for Suppliers.