

# Oracle Supplier FAQ

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# General Questions

I got interrupted while filling out the information. How can I get back to the information I already entered?

We recommend clicking the “Save for Later” button in the top right corner at each stage. This saves your information and sends you a link (via email) to get back in if you have to pause and finish your registration at a later time. If you did not click the “Save for Later” button, you cannot retrieve your information.

Are there any fees?

No, there are no fees associated to use this portal and do business with us.

What Terms & Conditions will apply to the POs?

Purchase Orders will be sent to suppliers with our standard terms & conditions, as they are today, but you can always respond with requests for modifications. Larger contracts will include the opportunity to negotiate T&Cs during negotiation, in the system.

How will I receive PO's?

POs will be emailed and attached as PDF. Please make sure to include an email address that you associate with "Ordering" in it the Addresses section of the portal.

Are we still able to mail invoices?

We will still accept POs mailed to our PO Box.

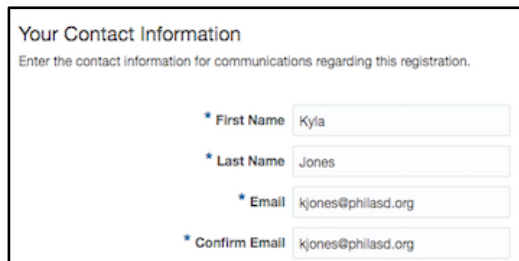
## Company Details

## Contacts

## Can more than one person in our organization create an account in the portal?

Yes, you can. First, you should NOT share the link with other staff people and have them enter their own registrations. This will create multiple, separate profiles in our system for your business, and that's not what you want. Do this instead:

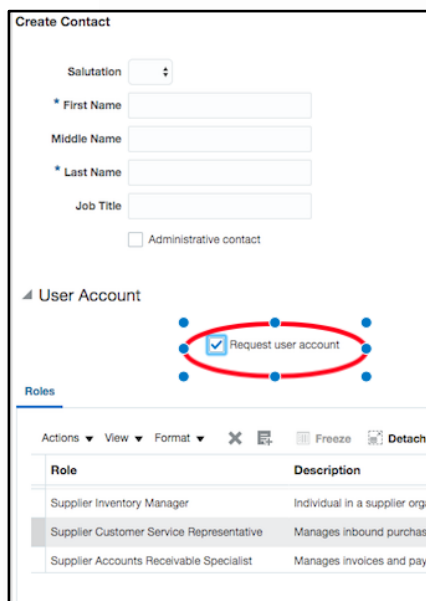
One person should go into the link and begin the registration. On the first page (Company Details), they should put their own name and email address.



The screenshot shows a registration form titled "Your Contact Information" with the instruction "Enter the contact information for communications regarding this registration." The form contains four input fields:

- \* First Name: kyla
- \* Last Name: Jones
- \* Email: kjones@philasds.org
- \* Confirm Email: kjones@philasds.org

On the next page (Contacts), there is an opportunity to add other staff person as contacts for your company. In order for them to get an email with instructions on logging in and setting a password for future access, you'll need to click the check box that says "Request user account". This will then prompt a bunch of roles to appear below that you can select to give this new person. Our recommendation is to a) select all of them if the individual has full control over the business or b) none of them, if they are a staff person that should have less than total access. As you get more accustomed to the portal, you can customize the roles further.



The screenshot shows the "Create Contact" form. The "User Account" section has a checkbox labeled "Request user account" which is checked and circled in red. Below this is a "Roles" section with a table of roles.

Role	Description
Supplier Inventory Manager	Individual in a supplier organization
Supplier Customer Service Representative	Manages inbound purchases
Supplier Accounts Receivable Specialist	Manages invoices and payments

# Addresses

## My phone number is not being accepted.

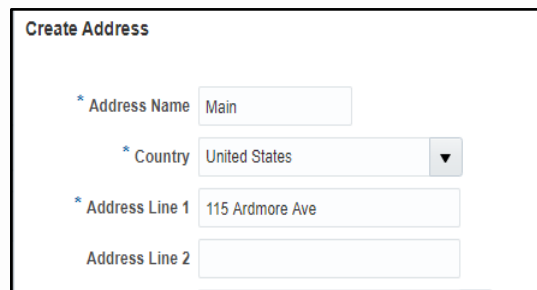
See the screen-grab below -- the phone number section is confusing but this shows how it should be entered.



A screenshot of a form section for entering a phone number. It includes three checked checkboxes: "Address" (with "Ordering" next to it), "Purpose" (with "Remit to" next to it), and "RFQ or Bidding". Below these is a "Phone" label followed by a dropdown menu showing "1", a field containing "484", and another field containing "453-8833".

## What should I put for "Address Name"?

Address Name is a required field, but it won't mean anything on our end -- it's really supposed to help you keep track of multiple addresses. Since you have one address for all transactions, we suggest labeling it "Main".



A screenshot of a "Create Address" form. It contains four fields: "Address Name" with the value "Main", "Country" with a dropdown menu showing "United States", "Address Line 1" with the value "115 Ardmore Ave", and "Address Line 2" which is empty.

## Every time I try to enter or City and State, the system reverts to something different. We live in NY, but it keeps reverting to ME.

This appears to happen when using autofill to populate the City and State and/or just entering the information directly. Instead, use the search feature to select your city and state. For example, if you lived in Farmingdale, NY, do the following:

Click the dropdown arrow next to "City":

\* Address Name

\* Country

\* Address Line 1

Address Line 2

\* City  ▼

\* State  ▼

This will bring up another screen where you can enter Farmingdale and then click "Search".

**Search and Select: City** ✕

▲ Search

\* Required

\* Geography

Language

Then click Search ->

**Geography**

No rows to display

Then, you should see an option to for Farmingdale, Nassau, New York. Select and Hit "OK".

**Search and Select: City** ✕

▲ Search

\* Required

\* Geography

Language

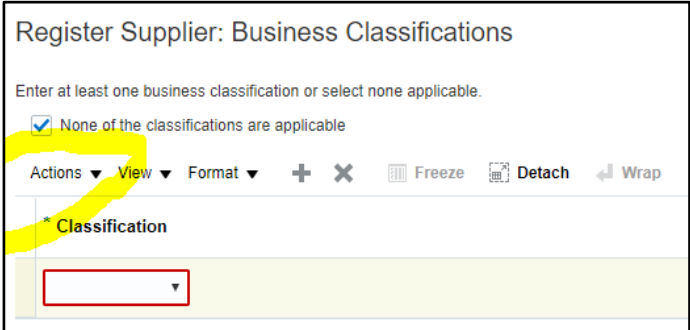
**Geography**

Farmingdale, Kennebec, ME
Farmingdale, Kennebec, Maine
Farmingdale, Monmouth, NJ
Farmingdale, Monmouth, New Jersey
Farmingdale, Nassau, NY
Farmingdale, Nassau, New York

# Business Classifications

I checked off the none apply box, but the site will not let me move on unless I choose a classification.

This may be because you created a line first. If so, click on Actions and select "Delete". Once the line is deleted, you should be able to proceed.



# Products and Services

## Questionnaire

What type of insurance are you looking for?

Please upload general insurance for now and we can follow up if more specific insurance is needed at a later date.

## After Submitting

Is there a way to edit our profile after registration?

Once the "register" button is clicked, you will have to wait until you receive an email with confirmation that the registration has been approved. This email will also include instructions for creating a login. At that time, you can login and edit the profile.