



Supplier User Guide

i-Supplier Portal



Supplier User Guide – iSupplier Portal

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1. INTRODUCTION

1.1. DOCUMENT PURPOSE

This User Guide presents detailed instructions for suppliers to FPWC. The first sections of this Guide provide some general instructions on system requirement and access, and the remainder of material explains modules in the sequence of the Tabs found on the iSupplier Portal.

For questions or training, please consult your buyer at FPWC.

1.2. INTRODUCTION OF I-SUPPLIER PORTAL

The Oracle iSupplier Portal is a self-service, web based, collaborative application that enables FPWC and its suppliers to communicate with each other through a secure environment. It also enables suppliers to have real-time access to information regarding open orders, shipments, creation of invoices etc.

Benefits associated with using iSupplier include:

- ✓ Improved efficiency by decreasing the number of calls between Suppliers and Accounts payables or suppliers and buyers.
- ✓ This integrated and real time portal will help suppliers to view their purchase orders with header, line, shipment, and item details, along with related invoices and receipts.
- ✓ Helps to evaluate by viewing purchase order history with revision details.
- ✓ Increases on-time payment by using self-service invoicing which reduces time spent tracking down delayed or held payments.
- ✓ Increases visibility of all the events and transactions that occur between FPWC and its Suppliers.
- ✓ When invoices are entered online, FPWC receives them immediately eliminating mail floats.



2. SYSTEM REQUIREMENTS AND SUPPORT

2.1. SYSTEM REQUIREMENT

Accessing FPWC Oracle iSupplier portal has few computer related requirements. These requirements consist of:

- Internet Connection 1 Mbps or Above
- Web Browser – Microsoft’s Internet Explorer (version 10 or later) or compatible browsers
- The use of pop-up blockers will negatively affect the use of iSupplier. Please allow for special exceptions in the blocking software to allow full access to the portal.

2.2. EMAIL SPAM FILTERS

Please ensure FPWC email address is enabled as a trusted sender. This is the e-mail address from which FPWC system communications will be sent.

2.3. HELP AND SUPPORT

Any questions can be directed to the FPWC iSupplier Support Team by phone or e-mail.

Hours of Operation: Monday through Friday, 8:00am – 5:30pm EST.

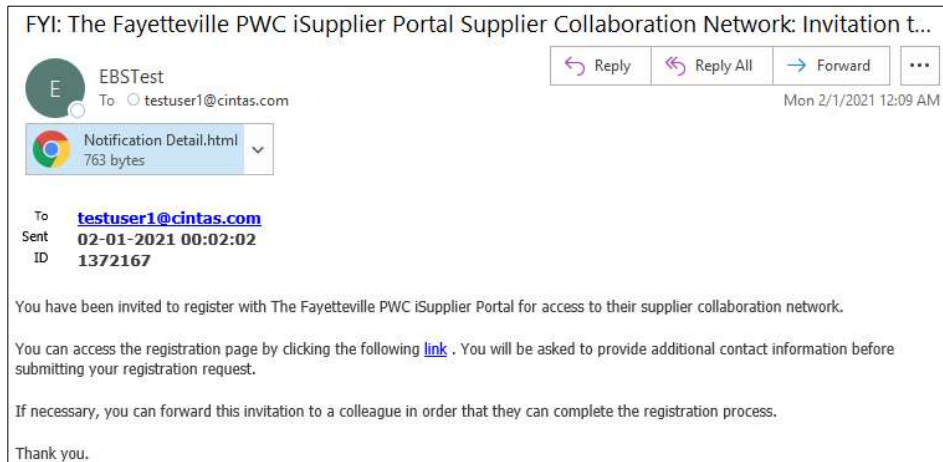
E-mail: isupplier@faypwc.com

Address:
Fayetteville Public Works Commission
955 Old Wilmington Rd,
Fayetteville, NC 28301

3. EXISTING SUPPLIER REGISTRATION

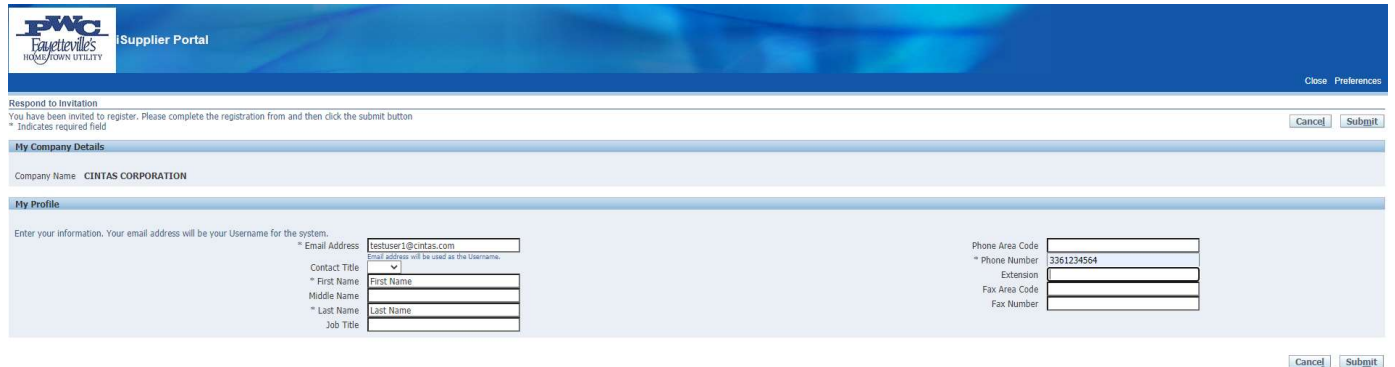
All the existing suppliers of FPWC will receive system generated email invitation on their registered email id. Company representative who wishes to access the system can use the link provided in the invitation, provide contact details, and can accept the invitation to receive login credentials to access FPWC iSupplier Portal.

3.1. REQUEST FOR REGISTRATION EMAIL FROM FPWC



3.2. REGISTRATION STEPS

Click on the [link](#) provided in the email invitation from FPWC.



- You must provide all valid information including your email address, so the system can send you updates about the registration request. Registration Form is divided into 3 sections.

3.3. SUBMIT APPLICATION

- You may submit the invitation form once all mandatory details are filled. Your details will be received by FPWC Supplier Administrator for approval process.
- Once your application is approved, you will receive an email from FPWC containing your username and initial log-In password.
- Sharing of user account details and/or Password is strictly prohibited. The vendor will take full responsibility for any misuse or fraudulent activity through FPWC’s iSupplier Portal.

4. LOGGING ON TO FPWC I-SUPPLIER PORTAL AND GENERAL TIPS

4.1. ACCESSING THE PORTAL

Your company must be registered and approved as a supplier to FPWC Doughnut Corporations and you must be registered as a FPWC iSupplier Portal user.

To request access to the portal you may fill out a self-registration form. Please access the registration form here: http://ebsprd.idm.faypwc.com:8010/OA_HTML/jsp/pos/suppreg/SupplierRegister.jsp?oid=BDB7AF1018A39E4A

Alternatively, you may contact your buyer with FPWC to request an account.

4.2. HOW TO LOGIN

To login to the portal, open a web browser and navigate to: <http://ebsprd.idm.faypwc.com:8010/>



Type in your Username (email address) and Password then click on the Login button. Passwords are case sensitive. You will be prompted to change your password when you log in to the system for the first time.

** If you have not received your new user registration email, please contact your buyer.

4.3. PASSWORD

When a user is logging in for the first time, when a user has requested a password reset (and the system has generated a new password), or when the password expiration date has been reached (90 days) the Supplier user will be required to change the password upon logging in and will be directed to a password change page.

Enter the following:

- Username
- Password
- Click on the Login Button

The Change Password page will prompt you to change your password. Please follow these guidelines when setting or changing your iSupplier Portal Password.

- Must be a minimum of 7 characters.
- Must contain UPPERCASE and lowercase letters.
- Must contain numbers.
- Must contain Special Characters such as &, %, *, @
- Must contain the special characters.

4.4. FORGOT USERNAME OR PASSWORD:

If by any chance you have forgotten your password or your username, you can request a password be reset or retrieve the username using the 'Login Assistance' feature on the login page.

* User Name
(example: michael.james.smith)

* Password
(example: 4u99v23)

Login Assistance

* Indicates required field

Forgot Password

Enter your user name, instructions for how to reset your password will be emailed to you.

User Name

Forgot User Name

Enter the email address associated with your account, your user name will be emailed to you.


Email

(Example: first.last@domain.com)

4.5. NAVIGATION TIPS:

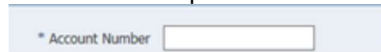
The following information will assist you while navigating and searching information through iSupplier.

4.5.1. Back Button of the Browser

Do not use the Back button  on your browser. This can cause errors in the application.

4.5.2. Various Icons

An asterisk {*} prior to a field name indicates that the field is required and must be populated with the information requested.



4.5.3. The pencil icon allows you to make field updates.

4.5.4. Click on the calendar icon to select a date.



4.5.5. The magnifying glass icon allows you to search a field for a list of values. If you know the field value, begin typing it and click the tab key. The field will populate. If you do not know the value, click the magnifying glass icon. The Search and Select screen will populate. Click Go for the list of values. Click Quick Select to populate the value in the field.

4.5.6. Use the percent sign % to perform a search with incomplete information.

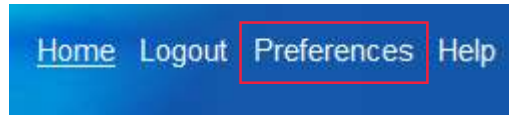
Example: To search for FPWC, type either: FPWC% or %FPWC or FAY%PUB%. We refer to this functionality as a Wildcard search.

4.5.7. This means there is an attachment in the field. Click on the same to review or update the attachment. iSupplier allows Text, URL or File as an 'Attachment'.

4.5.8. This feature lets you export and download the Search results in the *.tsv format. This can be opened or download in the excel format for further analysis.

4.6. USER PREFERENCE:

Users can change settings or preferences at any time using the Global Button “Preferences” in the upper right-hand corner of the screen.



Click on Preferences will take to below screen, where various preferences can be changed.

1. General – Language, Territory, Time Zone, Client Character Encoding, and Accessibility features. (Note: Date and time values are always displayed in the user’s preferences even if NWC is in a different time zone.)
2. Notification – Select how notifications are to be received in e-mail.
3. Formatting – Define how the date/time and numbers are presented in the user account.
4. Password – Reset or change the user account password. (A valid password must be at least five but not more than 30 characters. Passwords can be numeric, alphanumeric, or special characters.)

To save changes that have been made, select the “Apply” button towards the right hand of the Screen located near the top or bottom of the page. To discard changes, select “Cancel.”

4.7. SEARCH TIPS:

Many tasks begin with searching for the items that you want to view or act on. To view all available items, simply click the Go button without entering any information in the search fields. If you want to narrow the search results to a smaller number of items, you can enter search criteria. This lesson explains how to enter search criteria in iSupplier Portal.

When entering information in any field on a search page, you can use the percent wildcard character (%) to represent unknown characters. The placement of the wildcard determines the search results that are returned:

- If you type west, your results list displays all matches that start with west, for example, west or western.
- If you type %west, your results list displays all matches that contain west, for example, southwestern.

4.7.1. Entering information in free form text fields; refer to 1 above.

Free form text fields allow you to enter any text in the field.

- Type a complete or partial value in the field.
For example, you could type the PO number as 396 to return all POs that begin with 396, for example, 39611 and 39688.

4.7.2. Entering information in date fields; refer to 3 above.

There are two ways to enter a date. You can type the date or select it from a calendar. If the system gives you an error message for a date that you have typed, select the date using the calendar to ensure that the date is entered in the expected format.

- Type a date directly in the field. The date must be entered in MM/DD/YYYY format.
For example, enter 01/01/2021.
- To select a date from the calendar, click the Calendar icon to open the calendar. Select a Month and Year from the drop-down lists, and then click a date on the calendar to select it.

4.7.3. Select a Search By value from the drop-down list, see 2 above.

5. HOME PAGE (TAB)

After successfully logging into iSupplier Portal. Click on 'PWC iSupplier User', you are directed to the portal 'Home' page. The home page presents a dashboard of commonly used information and quick navigation buttons to other areas of the application.

The screenshot shows the iSupplier Portal home page. Callout 1 points to the navigation tabs: Home, Orders, Shipments, Finance. Callout 2 points to the search bar with 'PO Number' selected and a 'Go' button. Callout 3 points to the 'FAYETTEVILLE PWC iSupplier Portal User Manual' link. Callout 4 points to the 'Orders At A Glance' table. Callout 5 points to the 'Shipments At A Glance' table. Callout 6 points to the right-hand navigation menu.

PO Number	Description	Order Date
31300025924	TEST PO	01-22-2021 15:09:48
31300025921	ACSE - Inventory PO for CRP - Test 1	01-21-2021 14:24:28
31300025918	ACSE - Inventory PO for CRP - Test 1	01-21-2021 04:18:12
31300025917	ACSE - Inventory PO for CRP - Test 20	01-19-2021 20:28:58
31300025914	ACSE - Inventory PO for CRP - Test 6	01-19-2021 19:55:06

5.1. QUICK PURCHASE ORDER 'SEARCH'

You can perform quick searches for Purchase Orders, Shipment Numbers, Invoices and Payments by filling in the quick search input box. Clicking the 'Go' button will take you directly to the searched item.

5.2. DOWNLOAD USER MANUAL

Click on 'FPWC iSupplier Portal User Manual' to view and download this user manual.

5.3. NOTIFICATIONS

Notifications are messages waiting for your review. Some notifications are view- only, while other notifications require action. To view your notifications, click the linked subject to open the Notification Details page. This page provides complete notification details, as well as the appropriate action button.

5.4. 'ORDERS AT A GLANCE'

This section displays the five most recent purchase orders. Click a purchase order number to view purchase order details.

5.5. 'SHIPMENTS AT A GLANCE'

This section displays the five most recent shipments. Click a Shipment number to view its details.

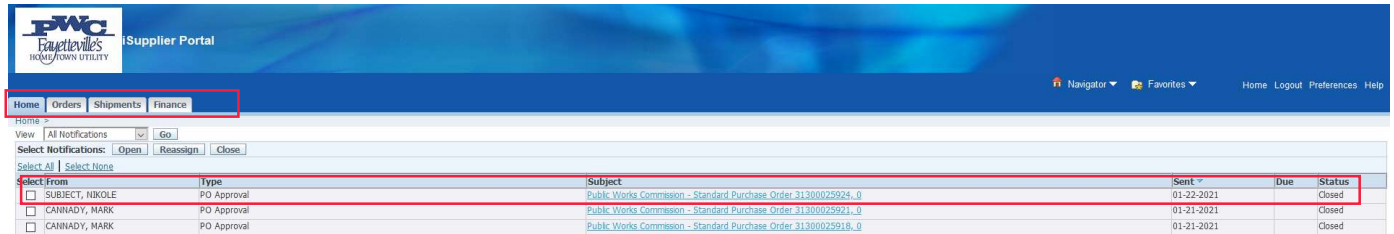
5.6. QUICK NAVIGATION LINKS

This section is displayed on the right and provides links for the procure-to-pay flow; through the Oracle iSupplier Portal application. Click any link to go directly to the corresponding page.

5.7. NOTIFICATION PAGE:

You receive e-mail notifications for various events that occur throughout the procure-to-pay process. The Notifications page provides access to the notifications that you have received. You can review the notifications which have been sent or view notifications which you have accidentally deleted from your inbox.

5.7.1. Click the **'Home'** tab and then click the **'Full List'** button in the Notifications section to open the Notifications page.



5.7.2. If necessary, select a notification **'View'** type from the drop-down list and click the **'Go'** button, above. Available notification types are:

- Open Notifications: A list of notifications which you have not yet viewed or responded to.
- All Notifications: A complete list of all notifications that have been sent.
- FYI Notifications: A list of the notifications that do not require a response.
- Notification From Me: A list of any notifications that you have sent.
- To Do Notifications: A list of notifications which require your response.

5.7.3. If you want to sort the list, click a raised column heading. Click the same column heading again to reverse the sort order, for example from A-Z order to Z-A order.

By default, the results list is sorted by date sent from most recent to oldest. Column headings include:

- Type: The notification type.
- Sent: Date when the notification was sent to you.
- Due: If entered, date by which the notification should be completed.
- Status (All Notifications view only): Open (needs a response), Closed (response was entered), Canceled (response no longer required).

5.7.4. To view a notification, click a **'Subject'** link. The notification displays in a new window.

5.7.5. For notifications that do not require a response, click OK to indicate that you have viewed the link. After you click OK to indicate that you have read the message, the notification status will change to closed and the notification will no longer appear in your Open notifications list.

5.7.6. For notifications that require a response, for example, to accept a PO, refer to the appropriate lesson in this manual for detailed instructions. After you have taken an action, for example accepted or rejected a PO, the notification status will change to closed, and the notification will no longer appear in your Open notifications list.

6. ORDERS TAB: PURCHASE ORDERS

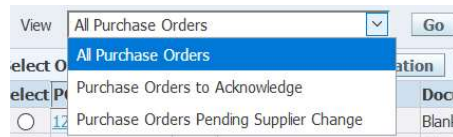
The orders module provides real time information for all purchase orders created with FPWC. Using purchase order information, you can acknowledge purchase orders, make change requests to purchase orders, split shipments, or cancel orders. You can also view all purchase order information and the revision history of a purchasing document.

6.1. VIEW AND PRINT PURCHASE ORDERS

Follow the steps below to view a Purchase Order, print a Purchase Order or View a Buyer.

Select	PO Number	Re	Operating Unit	Document Type	Description	Order Date	Buyer	Currency	Amount	Status	By	Actions
<input type="radio"/>	31300025924	0	Public Works Commission	Standard PO	TEST PO	01-22-2021 15:09:48	PUNNIYAKOTI, JAYASANKAR (JAY)	USD	0.10	Closed		View
<input type="radio"/>	31300025921	0	Public Works Commission	Standard PO	ACSE - Inventory PO for CRP - Test 1	01-21-2021 14:24:28	CANNADY, CHRISTOPHER M (MARK)	USD	342.00	Closed		View
<input type="radio"/>	31300025918	0	Public Works Commission	Standard PO	ACSE - Inventory PO for CRP - Test 1	01-21-2021 04:18:12	CANNADY, CHRISTOPHER M (MARK)	USD	80.00	Open		View
<input type="radio"/>	31300025917	0	Public Works Commission	Standard PO	ACSE - Inventory PO for CRP - Test 20	01-19-2021 20:28:58	CANNADY, CHRISTOPHER M (MARK)	USD	181.00	Open		View
<input type="radio"/>	31300025914	0	Public Works Commission	Standard PO	ACSE - Inventory PO for CRP - Test 6	01-19-2021 19:55:06	CANNADY, CHRISTOPHER M (MARK)	USD	56.00	Open		View

1. Click on the 'Orders' (1) tab and then 'Purchase Order'.
2. The view will default to All Purchase Orders. Click the drop-down box (2) to refine the results view. You can filter the list to predefined search parameters for quickly and easily managing your orders using views. Advanced search options are available for searching on specific parameters.



3. Locate the Purchase Order to review. Click the Purchase Order number hyperlink (3) to view Order Information and Purchase Order Details.
4. There are a variety of Purchase Order Statuses (4). The list below provides you with a brief definition. If you have questions regarding the status of a Purchase Order, please contact the Buyer indicated on the Purchase Order.
 - Open – The Purchase Order has been created. Payment has not yet been made.
 - Closed – The Purchase Order has been created and is closed for invoicing.
 - Cancelled – The Purchase Order has been cancelled. Goods/Services no longer needed.
 - Accepted – Contract record status. The document type will indicate Contract vs. Standard. Purchase Order.
 - Supplier Change Pending – The Supplier has requested a change to a Purchase Order. The Buyer has not yet acted.
 - Buyer Change Pending – The customer/buyer has requested a change, waiting on Buyer's action.

6.1.1. The Purchase Order Information and Details will populate.

Order Information

General	Terms and Conditions	Summary
Total 0.10 Supplier CBHTAS CORPORATION Supplier Site PO-01 Address PO BOX 630803 CINCINNATI, OH 45263-0803 Buyer PUNNETAKOTTI, JAYASANKAR (JAY) Order Date 01-22-2021 15:09:48 Description TEST PO Status Closed Note to Supplier Operating Unit Public Works Commission Sourcing Document Supplier Order Number Attachments None	Payment Terms NET 10 Carrier FOB Freight Terms Shipping Control Ship-To Address Address PWC OPERATIONS COMPLEX 955 OLD WILMINGTON RD Fayetteville, NC 28301 Bill-To Address Address PWC OPERATIONS COMPLEX 955 OLD WILMINGTON RD Fayetteville, NC 28301	Total 0.10 Received 0.10 Invoiced 0.10 Payment Status Not Paid

PO Details

Show All Details | Hide All Details

Details	Line	Type	Item/Job	Supplier Item	Description	UOM	Qty	Price	Amount	Status	Attachments	Reason
Show	1	Quantity	3885868		MASK, 3 PLY, NON MEDICAL (BOX / PACK)	BX	10	0.01	0.10	Closed		

Return to Orders: Purchase Orders

Actions: View Change History | Go | Export

6.1.2. The following Actions are available from the drop-down list of values. If you are requesting changes that option is only available on Purchase Orders where the status is Open. You can also Export any of the results.

Actions: Request Changes [Go]

- Request Changes
- Request Cancellation
- View Change History
- View PDF
- View Receipts
- View Invoices
- View Payments
- View Shipments

NOTE: The View PDF value allows the Supplier to view or print the Purchase Order The image provides you with the Requesters Name, Ship to Location and Desk Location.

- i. The Buyer is listed on the Purchase Order. Click the Buyer hyperlink on the Purchase Order details page to view the Buyer’s name, phone number and email address.

6.2. VIEW DELIVERY SCHEDULE

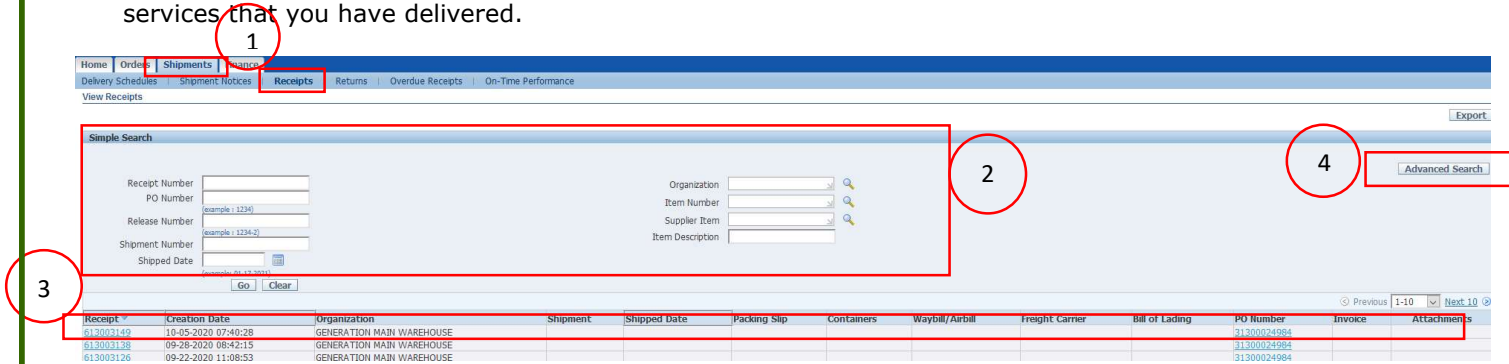
Use the Delivery Schedules page to easily determine deliveries that need to be scheduled and deliveries that are past due.

The screenshot shows the 'Delivery Schedules' page in the iSupplier Portal. The page includes a navigation bar with tabs for Home, Orders, Shipments, and Finance. The 'Shipments' tab is active, and 'Delivery Schedules' is selected in the sub-menu. Below the navigation bar is a search form with fields for Organization, PO Number, Supplier Item, Item Description, Item Number, Ship-To Location, Promised Date, and Need-By Date. A table below the search form displays delivery schedule data with columns for Organization, PO Number, Supplier Item, Item Description, UOM, Quantity Ordered, Quantity Received, Ship-To Location, Carrier, Item Number, Supplier Config ID, Supplier, Supplier Location, Promised Date, and Need-By Date. The table contains several rows of data, including items like 'MASK, 3 PLY, NON MEDICAL (BOX / PACK)' and 'HAND SANITIZER STATION, REFILL'. An 'Export' button is located in the top right corner of the table area.

1. Click the 'Shipments' tab and then click 'Delivery Schedules' in the blue taskbar below the tabs, see 1 above. *The Delivery Schedules search page displays as shown above.*
2. Enter your search criteria and click Go, see 2 above. Refer page for more information on entering search criteria. Leave the search fields blank to display all items. *The results list displays the POs that are not fully receipted, and which match the criteria that was entered.*
NOTE: Click the Magnifying Glass icon to search for values to enter in a field.
3. Click a raised column heading to sort by the information in the column, see 3 above. Click the column heading again to reverse the sort order from ascending (A-Z) to descending (Z-A).
4. Click the PO Number, Quantity Received and Ship-To Location links to view further detail, see 4 above. If you click the Quantity Received link, Receipt Transactions are displayed.
5. Click on 'Export' (5) button to export and download all the searched data into excel.

6.3. VIEW RECEIPT

The Receipts Transactions page provides a historical view of all receipts that have been recorded for goods and services that you have delivered.



1. Click the **'Shipments'** tab and then click **'Receipts'** on the blue taskbar, see 1 above. The Receipts Transactions search page displays as shown.
2. Enter your search criteria and then click Go, see 2 above. Click the Magnifying Glass to search for and select a value. Leave the search fields blank to display all items.
3. The results list displays the POs for which receipts exist and which match the criteria entered. Click a Receipt Number or PO Number link to view further detail, see 3 above. If you click a Receipt Number, the Receipt Transactions are displayed.
4. Another way to search for receipts is to Click the **'Advanced Search'** button, see 4 above. Enter the Search Criteria and then click Go.
5. Click on 'Export' button to export and download all the searched data into excel.

6.4. VIEW RETURNS

The Returns Summary page enables you to view the return history, the causes for goods returned by Ameren, and the inspection results of a shipment. The results list includes details such as quantity received, quantity returned and a reason for return.

The screenshot shows the 'Returns Summary' page in the iSupplier Portal. The navigation bar at the top includes 'Home', 'Orders', 'Shipments', 'Finance', and 'Returns'. The 'Returns' tab is selected. Below the navigation bar, there is a search section with the following fields: Organization, PO Number, Receipt Number, Shipment Number, RMA Number, Item, Supplier Item, and Item Description. There is also an 'Advanced Search' button and an 'Export' button. A table of search results is displayed below the search section.

Organization	Receipt Number	PO Number	Shipment Number	RMA Number	Receipt Creation Date	Item	Supplier Item	Item Description	UOM	Quantity Received	Quantity Returned	Return Date	Reason	Supplier Config ID
Public Works Commission	113054748	31300014734			10-26-2017 14:36:52	3855081	9281	TOWEL, PAPER, 800' ROLL, WHITE	CS	19	19	12-21-2017 12:27:38		

1. Click the '**Shipments**' tab and then click '**Returns**' in the blue taskbar below the tabs, see 1 above. The Returns Summary search page displays as shown above.
2. Enter your search criteria and click Go, see 2 above. Refer to Lesson 1- 5 for more information on entering search criteria.
The results list displays the POs for which returns exist and which match the criteria that was entered.
NOTE: Use the Magnifying Glass icon if you want to search for values to enter in a field. Leave the search fields blank to display all items.
3. Click the Receipt Number and PO Number links to view further detail, see 4 above.
4. Another way to search for receipts is to Click the '**Advanced Search**' button, see 4 above. Enter the Search Criteria and then click Go.
5. Click on 'Export' button to export and download all the searched data into excel.

6.5. VIEW OVERDUE RECEIPTS

The *Overdue Receipts* page enables you to view the details associated with shipments for which receipts have not yet been entered.

1 Overdue Receipts

2 Simple Search

3 Search Results

4 Advanced Search

Organization	PO Number	Item	Supplier Item	Item Description	Due Date	UOM	Quantity Ordered	Quantity Received	Ship-To Location	Carrier	Buyer	Supplier Config ID
Public Works Commission	31300025918	3885155		HAND SANITIZER STATION, REFILL	01-21-2021 04:11:35	EACH	20	5	PWC OPERATIONS COMPLEX		CANNADY, CHRISTOPHER M (MARK)	
Public Works Commission	31300025918	3885868		MASK, 3 PLY, NON MEDICAL (BOX / PACK)	01-21-2021 04:11:35	BX	10	5	PWC OPERATIONS COMPLEX		CANNADY, CHRISTOPHER M (MARK)	
Public Works Commission	31300025914	3885155		HAND SANITIZER STATION, REFILL	01-19-2021 19:26:44	EACH	12	1	PWC OPERATIONS COMPLEX		CANNADY, CHRISTOPHER M (MARK)	
Public Works Commission	31300025914	3885868		MASK, 3 PLY, NON MEDICAL (BOX / PACK)	01-19-2021 19:26:27	BX	10	1	PWC OPERATIONS COMPLEX		CANNADY, CHRISTOPHER M (MARK)	
Public Works Commission	31300025913	3885155		HAND SANITIZER STATION, REFILL	01-19-2021 19:22:36	EACH	12	0	PWC OPERATIONS COMPLEX		CANNADY, CHRISTOPHER M (MARK)	
Public Works Commission	31300025913	3885868		MASK, 3 PLY, NON MEDICAL (BOX / PACK)	01-19-2021 19:22:20	BX	10	0	PWC OPERATIONS COMPLEX		CANNADY, CHRISTOPHER M (MARK)	

1. Click the Shipments tab and then click Overdue Receipts in the blue taskbar below the tabs, see 1 above. The Overdue Receipts search page displays as shown above.
2. Enter your search criteria and click Go, see 2 above. Refer to Lesson 1- 5 for more information on entering search criteria. The results list displays the POs for which returns exist and which match the criteria that was entered. **NOTE:** Use the Magnifying Glass icon if you want to search for values to enter in a field. Leave the search fields blank to display all items.
3. Click the PO Number, Ship-To Location and Buyer links to view further detail, see 3 above. You can use the browser's back button to return to this page after viewing the detail.
4. Another way to search for receipts is to Click the 'Advanced Search' button, see 4 above. Enter the Search Criteria and then click Go.
5. Click on 'Export' button to export and download all the searched data into excel.

6.6. VIEW ON-TIME PERFORMANCE

The On-Time Performance page provides the delivery status of shipments you made against purchase orders. You can view your performance for timeliness of deliveries.

The screenshot shows the 'On-Time Performance' page. At the top, there is a navigation bar with tabs for 'Home', 'Orders', 'Shipments', and 'Finance'. Below this, there is a sub-navigation bar with 'Delivery Schedules', 'Shipment Notices', 'Receipts', 'Returns', 'Overdue Receipts', and 'On-Time Performance'. The 'On-Time Performance' tab is selected. Below the navigation bar, there is a search form with the following fields: Organization, Due Date (with a date picker), Receipt Number, Supplier Item, Delivery Status, PO Number, Shipment Number, Item, and Waybill/Airbill Number. There are 'Go' and 'Clear' buttons at the bottom of the search form. To the right of the search form, there is an 'Advanced Search' button. At the bottom right of the page, there is an 'Export' button. Below the search form, there is a table of search results with the following columns: Organization, PO Number, Due Date, Shipment Number, Receipt Number, Receipt Date, Item, Supplier Item, Description, UOM, Quantity Received, Waybill/Airbill Number, Carrier, Delivery Status, and Configuration Id. The table contains 10 rows of data.

Organization	PO Number	Due Date	Shipment Number	Receipt Number	Receipt Date	Item	Supplier Item	Description	UOM	Quantity Received	Waybill/Airbill Number	Carrier	Delivery Status	Configuration Id
Public Works Commission	31300025924	01-25-2021 14:58:13		113099067	01-22-2021 15:12:31	3885868		MASK, 3 PLY, NON MEDICAL (BOX / PACK)	BX	10			On-Time	
Public Works Commission	31300025921	01-21-2021 14:01:42		113099065	01-21-2021 14:26:19	3855155		HAND SANITIZER STATION, REFILL	EACH	20			On-Time	
Public Works Commission	31300025921	01-21-2021 14:01:31		113099065	01-21-2021 14:26:19	3885868		MASK, 3 PLY, NON MEDICAL (BOX / PACK)	BX	10			On-Time	
Public Works Commission	31300025918	01-21-2021 04:11:35		113099063	01-21-2021 04:21:18	3885868		MASK, 3 PLY, NON MEDICAL (BOX / PACK)	BX	5			On-Time	
Public Works Commission	31300025918	01-21-2021 04:11:35		113099063	01-21-2021 04:21:18	3855155		HAND SANITIZER STATION, REFILL	EACH	5			On-Time	
Public Works Commission	31300025917	01-19-2021 20:30:48		113099063	01-19-2021 21:18:49	3855155		HAND SANITIZER STATION, REFILL	EACH	10			On-Time	
Public Works Commission	31300025917	01-19-2021 20:30:33		113099062	01-19-2021 21:18:49	3885868		MASK, 3 PLY, NON MEDICAL (BOX / PACK)	BX	10			On-Time	
Public Works Commission	31300025914	01-19-2021 19:26:44		113099061	01-19-2021 19:58:46	3855155		HAND SANITIZER STATION, REFILL	EACH	1			On-Time	
Public Works Commission	31300025914	01-19-2021 19:26:27		113099061	01-19-2021 19:58:46	3885868		MASK, 3 PLY, NON MEDICAL (BOX / PACK)	BX	1			On-Time	

1. Click the Shipments tab and then click On-Time Performance in the blue taskbar below the tabs, see 1 above. The On-Time Performance search page displays as shown above.
2. Enter your search criteria and click Go, see 2 above. Refer to Lesson 1- 5 for more information on entering search criteria.
The results list displays the POs for which receipts exist and which match the criteria that was entered.
NOTE: Use the Magnifying Glass icon if you want to search for values to enter in a field. Leave the search fields blank to display all items.
3. Click the Receipt Number and PO Number links to view further detail, see 4 above. You can use the browser's back button to return to this page after viewing the detail.
4. Another way to search for receipts is to Click the 'Advanced Search' button, see 4 above. Enter the Search Criteria and then click Go.
5. Click on 'Export' button to export and download all the searched data into excel.

7. FINANCE TAB: SUBMIT INVOICES

7.1. CREATE PURCHASE ORDER MATCHED INVOICE

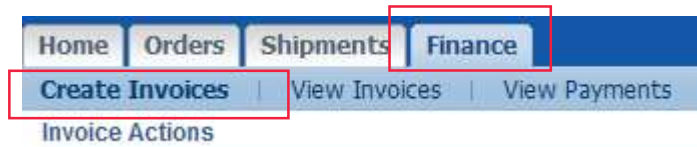
iSupplier allows you to create and submit PO matched standard invoices and credit memo invoices to FPWC online.

Note:

- The system will not allow any instances of overbilling against a Purchase Order on either the price or the quantity ordered.
- If it is necessary to invoice FPWC for more than what the Purchase Order states, you must submit a Purchase Order change request through the iSupplier application prior to entering the invoice in the system. See the Purchase Order Changes section in this manual.

7.1.1. To create and submit a PO match standard invoice or credit memo invoice, start by clicking on the Finance tab, then 'Create Invoices' tab.

7.1.2.



7.1.3. Select 'With PO' for Create Invoice field. Click the Go button to get to the next screen to enter your Purchase Order number.

7.1.4. The invoices screen will display providing you with the four-step process:

- Purchase Orders
- Details
- Manage Tax
- Review and Submit

7.1.5. Purchase Orders

Select PO Number	Line	Shipment	Advances or financing	Item Description	Item Number	Supplier Item Number	Ordered	Received	Invoiced	UOM	Unit Price	Curr	Ship To	Organization	Packing Slip	Waybill
<input type="checkbox"/> 31300025917	1	1	<input type="checkbox"/>	MASK, 3 PLY, HIGH MEDICAL (BOX / PACK)	3885868		10	10	10	BX	2	USD	FPWC OPERATIONS COMPLEX	Public Works Commission		
<input type="checkbox"/> 31300025917	2	1	<input type="checkbox"/>	HAND SANITIZER STATION, REFILL	3855155		10	10	10	EACH	16.1	USD	FPWC OPERATIONS COMPLEX	Public Works Commission		

1. Enter your Purchase Order number and then click 'Go' button.

NOTE: An Invoice can be created using multiple Purchase Orders. To do this you must search for Purchase Orders by the Purchase Order date and select all the Purchase Orders to add to the invoice.

2. Select the Purchase Order to add to the invoice and then click the 'Next' button or click on the 'Add to Invoice' button after selecting.

7.1.6. Details:

The screenshot shows the 'Create Invoice: Details' page. The 'Supplier' section includes fields for Supplier (CINTAS CORPORATION), Tax Payer ID (311703909), Remit To (AP-01), and Address (PO BOX 630803 CINCINNATI OH 45263-0803). The 'Invoice' section includes Invoice Number, Invoice Date (02-01-2021), Invoice Type (Invoice), Currency (USD), and Invoice Description. The 'Customer' section includes Customer Tax Payer ID (566000841), Customer Name (FPWC), and Address (PWC OPERATIONS COMPLEX 955 OLD WILMINGTON RD Fayetteville NC 28301 US). The 'Items' table has columns for PO Number, Line, Shipment, Item Number, Item Description, Supplier Item Number, Ship To, Available Quantity, Quantity, Unit Price, UOM, and Amount. The 'Shipping and Handling' section includes a table for Charge Type, Amount, and Description, with an 'Add Row' button highlighted.

1. Click on magnifying icon at the end of the 'Remit To' field and select the appropriate Remit to address. The Search and Select screen will open. Click the Go button to populate a list of your Supplier Remit To addresses. Quick Select the correct Remit To address or enable the Select radio button and then click on the Select button on the right. The correct Remit To address will populate.
2. Enter the Invoice Number, Invoice Date (will default today's date), Invoice Type and an Invoice Description.

NOTE: If the invoice submitted will be a Credit, choose Credit Memo from the Invoice Type drop down box. You will enter a negative value using a hyphen in the Quantity field.

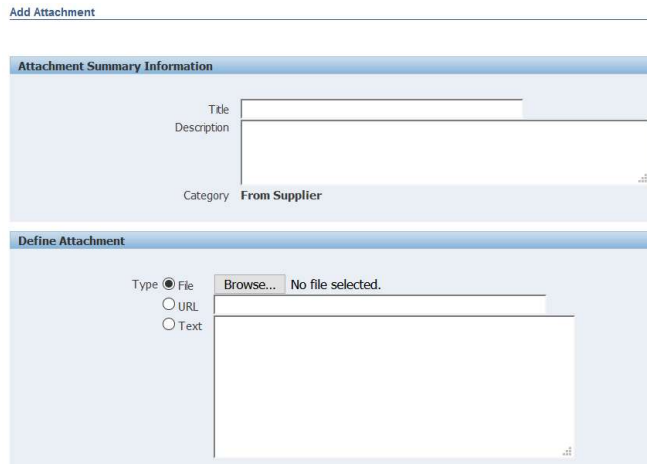
iSupplier will only allow you to create a credit memo invoice against a Purchase Order that is partially or not received. If the Purchase Order you need to create your credit memo invoice against will not allow you to create there is a high probability the Purchase Order is fully received. The iSupplier system will not allow you to create a credit memo invoice against a fully received Purchase Order.

In this circumstance contact the Buyer listed on the Purchase Order by submitting a change request for that Purchase Order, you must request the Buyer to initiate a return of receipts against the Purchase Order for you to proceed with entering the credit invoice. Once you receive the approval from the Buyer that the return of receipts has been processed you may proceed with creating the credit memo.

3. At times it may be necessary for the Supplier to submit soft copy of the invoice, corresponding documentation such as an Excel or Word file with additional invoice details in addition to the actual invoice. Additional text verbiage can also be submitted in lieu of a file. To do this click on the '**Add**' button

Attachment **None** **Add...**

and it will take you to below form.



- i. Type a title in the Title field and add a description in the Description field.
- ii. If you are attaching a file, enable File button for the Type and click on the Browse button. Search for the correct file and click on it then click on Open in the dialog box.
- iii. If you are just submitting a message you may change the Type to Text and type your message in the open field.
- iv. In either instance click the Apply button.
- v. A confirmation message will display that your attachment has been added successfully and the Attachment section will now show an attachment listed.

NOTE: If you do not have anything to attach you should skip these steps.

4. If it is necessary to modify the invoiced quantity, enter the new quantity in the Quantity field.
5. If it is necessary to add '**Freight**' or a '**Miscellaneous**' charge, click on the '**Add Row**' button to populate those charge fields. Add the dollar amount of the charge and a description. Add as many rows as necessary. Click on the '**Next**' button.



Supplier User Guide – iSupplier Portal

7.1.7. Manage Tax

Purchase Orders Details Manage Tax Review and Submit

Create Invoice: Manage Tax Step 3 of 4

Supplier

* Supplier: CINTAS CORPORATION
* Tax Payer ID: 31-1703809
* Remit To: AP-01
Address: PO BOX 630803 CINCINNATI OH 45263-0803
Remit To Bank Account: XXXXXX1918
Unique Remittance Identifier
Remittance Check Digit

Invoice

* Invoice Number: 31300025914_2
* Invoice Date: 02-01-2021
* Invoice Type: Standard
* Currency: USD
Invoice Description: 31300025914
Bklt Contract Attachment: None

Customer

* Customer Tax Payer ID: 566000841
Customer Name: FPWC
Address: PWC OPERATIONS COMPLEX 955 OLD WILMINGTON RD Fayetteville NC 28301 US

Summary Tax Lines

Summary Tax Line	Number	Tax Regime Code	Tax	Status Code	Tax Jurisdiction Code	Tax Rate Code	Tax Rate	Tax Amount	Line Status
2		FPWC US	STATE	NC	NC	NC STATE 4.75%	4.75	0.24	Active
1		FPWC US	COUNTY	CUMBERLAND	CUMBERLAND	CUMBERLAND 2.25%	2.25	0.12	Active

Items

PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Qty	Quantity To Invoice UOM	Unit Price	Amount
31300025914	1	1	MASK, 3 PLY, NON MEDICAL (BOX / PACK)		PWC OPERATIONS COMPLEX	9	1.00 BX	2.00	2.00
31300025914	2	1	HAND SANITIZER STATION, REFILL		PWC OPERATIONS COMPLEX	11	1.00 EACH	3.00	3.00

Shipping and Handling

Charge Type: No results found.

Amount	Description
5.00	Items
0.00	Less Retainage
0.00	Freight
0.00	Miscellaneous
0.36	Tax
5.36	Total (USD)

Step 3 of 4

FPWC iSupplier Portal is fully integrated with tax system. It will auto calculate the applicable tax amount irrespective of the PO was with or without tax.

1. IF, PO is with tax and the tax amount calculated by SYSTEM is not as per your calculation. Please over-ride the amounts in '**Tax Amount**' field and
2. Click on '**Calculate**' button.
3. Click on '**Recalculate Total**' button to refresh the total.
4. Click on '**Next**' button to review and 'Submit' the invoice.
5. Alternatively, you can click '**Submit**' button from here to complete the invoicing process.

A confirmation notice will display that your invoice was submitted to our Accounts Payable department for processing.

7.2. VIEW INVOICES STATUS

1. Click on 'Finance' tab and then 'View Invoices' tab.
2. Enter your search criteria and click Go, see 2 above. Refer to page for more information on entering search criteria.

Other Invoice Search Options

Purchase Order - To view the invoice related to a particular Purchase Order, enter the Purchase Order Number. If you do not know the number, enter the % (wildcard) in the Purchase Order Number field.

Payment Status - Statuses include: Not Paid, Partially Paid and Paid.

Invoice Date Range - Enter a single date or a start and end date.

3. Click on the 'Invoice Date' field to sort the search results in ascending or descending order.
4. The view provides you with the Payment Status, Due Date & Payment Number if applicable at the time, etc. Click on the hyperlinks Invoice Number or Due Date to view additional details. The Export option is available and allows the export of information within the view.
5. Another way to search for receipts is to Click the '**Advanced Search**' button, see 4 above. Enter the Search Criteria and then click Go.
6. Click on 'Export' button to export and download all the searched data into excel.
7. Below is a list of Invoice Statuses an invoice can be in and its description.

Approved – Invoice is ready for payment.

Cancelled – Invoice was cancelled by FPWC. Please re-submit a new invoice.

In Process – Invoice is currently getting worked upon by FPWC payables team.

On-Hold – Invoice is on hold. Can be for various reason. Please click on link in the hold column for its details. Kindly contact FPWC if you would have any queries.

Rejected – Invoice was rejected by FPWC. Please re-submit a new invoice.

Unsubmitted – Invoice is not complete and not yet submitted to FPWC. Supplier action awaited.

7.3. VIEW PAYMENTS STATUS

Payment	Remit to Supplier	Remit to Supplier Site	Payment Date	Currency	Amount/Method	Status	Status Date	Bank Account	Invoice	PO Number
52245	CINTAS CORPORATION	AP-01	09-22-2020	USD	680.86 FPWC_ACH	Negotiable	09-21-2020	General Fund Bank Account	Multiple	Multiple
54160	CINTAS CORPORATION	AP-01	09-14-2020	USD	48,215.51 FPWC_ACH	Negotiable	09-14-2020	General Fund Bank Account	Multiple	Multiple
53022	CINTAS CORPORATION	AP-01	08-24-2020	USD	3,256.43 FPWC_ACH	Negotiable	08-24-2020	General Fund Bank Account	Multiple	Multiple
53828	CINTAS CORPORATION	AP-01	08-17-2020	USD	21,914.71 FPWC_ACH	Negotiable	08-17-2020	General Fund Bank Account	Multiple	Multiple
53281	CINTAS CORPORATION	AP-01	08-10-2020	USD	31,348.60 FPWC_ACH	Negotiable	08-10-2020	General Fund Bank Account	Multiple	Multiple

1. Click on 'Finance' tab and then 'View Payments' tab.
2. Enter your search criteria and click Go, see 2 above. Refer to page for more information on entering search criteria.

Other Payment Search Options

Purchase Order - To view the payment related to a particular Purchase Order, enter the Purchase Order Number. If you do not know the number, enter the % (wildcard) in the Purchase Order Number field.
 Payment Amount Range - Enter a single amount or an amount range.
 Payment Date Range - Enter a single date or a start and end date.

3. Click on the 'Payment Date' field to sort the search results in ascending or descending order.
4. The view provides you with the Payment Date, Amount & Status, etc. Click on the hyperlinks Payment or Invoice to view additional details. The Export option is available and allows the export of information within the view.
5. Another way to search for receipts is to Click the '**Advanced Search**' button, see 4 above. Enter the Search Criteria and then click Go.
6. Click on 'Export' button to export and download all the searched data into excel.

8. ADMIN TAB: PROFILE MANAGEMENT

Supplier User having 'PWC iSupplier Profile Admin' role can manage their profile.

Supplier Profile Management (PWC iSupplier Profile Admin) enables you to manage key profile details used to establish or maintain a business relationship with FPWC. This profile information includes address information, contacts, business classifications and banking details which you can provide to the FPWC.

FPWC Supplier Administrator will review the details you provide and use them to update the appropriate records in the buyer's purchasing transaction system.

You benefit from managing your profile yourself. Supplier Profile Management enables you to effectively represent yourself to FPWC and update your profiles details as necessary, making essential information accurate.

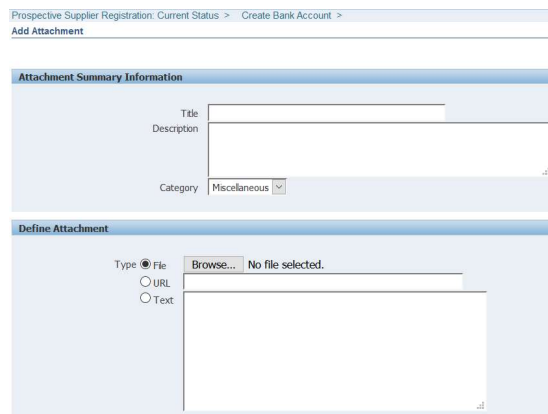
8.1. GENERAL

The General information page provides a quick, high-level display of information at the company level. You can use the General information page to add an attachment to your profile.

8.1.1. ADD ATTACHMENTS

Attachment allows you to add supporting documents for your application. Attach PDF/JPEG/JPG/ MS Office files only. Do NOT attach any hand-written documents.

Under '**Attachment**' section. Click on '**Add Attachments**' button under '**Attachments**'.



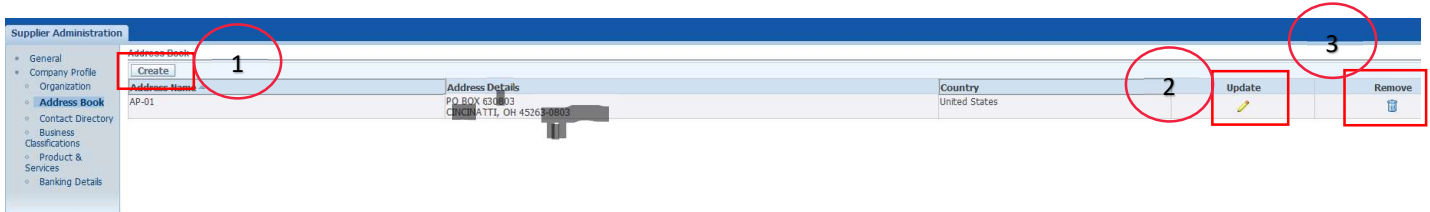
- i. Type a title in the '**Title**' field and add a description in the '**Description**' field.
- ii. Ignore '**Category**' field.
- iii. If you are attaching a file, enable '**File**' button for the Type and click on the '**Browse**' button. Search for the correct file and click on it then click on Open in the dialog box.
- iv. If you are just submitting a message you may change the Type to Text and type your message in the open field.
- v. In either instance click the Apply button.
- vi. A confirmation message will display that your attachment has been added successfully and the Attachment section will now show an attachment listed.
- vii. The page will allow you to add multiple attachments.
- viii. Click on '**Add another**' another to add additional attachments. The title and description will help to understand the Attachment.

8.2. ORGANIZATION

Organization page will allow you enter and manage your organization information like duns number, year of establishment, employee numbers AND TAX AND FINANCIAL INFORMATION.

8.3. ADDRESS

You can add, remove, or update the Address of your business locations on this page. Any change/ update in Address would be subject to review by FPWC Supplier Administrator. Following Steps are required to create new address.



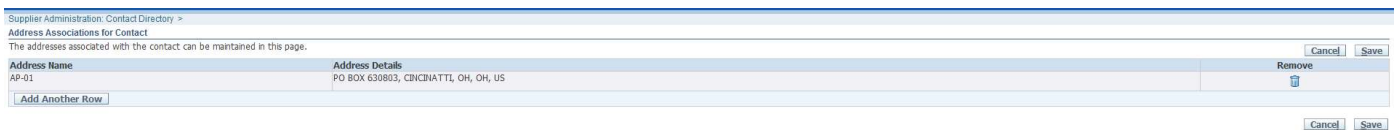
1. Click on 'Create' button to add a new address.
2. Click on 'Update' (pencil icon) to update an existing address.
3. Click on 'Remove' icon to remove/delete an address.

8.4. CONTACT PERSON

As an Admin user, you may add or remove users from your organization so they can have access or denied access to iSupplier portal too.



1. Click on 'Create' button to add a new contact person.
2. Click on 'Addresses' icon to link contact with your business address.



- i. Click on 'Add Another Row' to link an appropriate address with contact.
- ii. Click on 'Remove' icon to de-link an address with contact.

8.5. BUSINESS CLASSIFICATION (CERTIFICATIONS)

You can check 'Applicable' for all the Classification (Certifications) that are appropriate/applicable to your business.

Classification	Applicable	Certificate Number	Certifying Agency	Expiration Date
Local Business - Physical presence in Cumberland Or Hoke County	<input checked="" type="checkbox"/>			
Emergency Management	<input type="checkbox"/>			
Federal 6(a)	<input type="checkbox"/>			
Federal ASMP - Small Mentor Protégé Program	<input type="checkbox"/>			
Federal EDWOSB - Economically Disadvantaged Women-owned	<input type="checkbox"/>			
Federal HUBZone	<input type="checkbox"/>			
Federal MBE - Minority Business Enterprise	<input type="checkbox"/>			
Federal SDB - Small Disadvantaged Business	<input type="checkbox"/>			
Federal SDVOSB - Service Disabled Veteran Owned Small Business	<input type="checkbox"/>			
Federal VOSB - Veteran Owned Small Business	<input type="checkbox"/>			
Federal WOSB - Women Owned Small Business	<input type="checkbox"/>			
LEED - Leadership in Energy and Environmental Design	<input type="checkbox"/>			
NCDIA HUB - NC Dept of Administration Historically Underutilized Businesses	<input type="checkbox"/>			
NCDOT ACDBE - Airport Concession Disadvantaged Business Enterprise	<input type="checkbox"/>			
NCDOT DBE - Disadvantaged Business Enterprise	<input checked="" type="checkbox"/>			
NCDOT MBE - Minority Business Enterprise	<input type="checkbox"/>			

8.6. PRODUCT AND SERVICES

'Add' all the Product and Services that are appropriate/applicable to your business.

Select Code	Products and Services	Date Added	Approval Status	View Sub-Categories
<input type="checkbox"/> 11.111140	Agriculture, Forestry, Fishing and Hunting,Wheat Farming	01-15-2021	Approved	
<input type="checkbox"/> 23.236210	Construction,Industrial Building Construction	01-15-2021	Pending Approval	
<input type="checkbox"/> 23.236220	Construction,Commercial and Institutional Building Construction	01-15-2021	Pending Approval	

1. Click on 'Add' button to add a new Product and Services.
2. Click on 'Remove' button to remove existing Product and Services.

8.7. BANKING DETAILS

To simplify the process of capturing bank account related details and to improve data quality, you can create and maintain your own bank account details and assign these accounts to multiple addresses within your company.

Details	Account Number	IBAN	Currency	Bank Name	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update
Show	XXXXXX1918		US Dollar	FIFTH THIRD BANK	07-26-2017		1	▲	▼	Approved	