

iSupplier Portal

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## Supplier Portal Administrative Questions

For your convenience, listed are the most frequently asked questions related to the iSupplier portal administrative section. These set of questions should be able to address the basic queries related to administrative operations of iSupplier portal. If you come across certain section you need more help, kindly contact Navistar.

## Administrative Questions and Answers

### Am I required to have any specific hardware or software to access the iSupplier Portal?

You will need to use Internet Explorer version 5.5 or higher to acknowledge orders or create advanced shipping notices (ASN). You can use Internet Explorer 5.0 for other uses of the iSupplier Portal. If you are a non-EDI supplier and will be using the iSupplier Portal to create ASNs, to ensure compliance please refer to Navistar’s 856 process guidelines at this link: <http://evalue.internationaldelivers.com/supplier/EDI/EDI_Business_Guides_Service_Parts.asp>

### Do I need to have a Password to access the iSupplier Portal (iSP) Application?

Yes, this is a secured application and you will need a Navistar access ID to access this application.

### What is my Login ID / User Name?

Login ID and User Name is the same. It starts with ‘S’ followed by your 5 digit vendor code and the 4 digit system generated numbers. This is an example of USERNAME or Login ID : ‘S123451001’

### Can I change my username /login ID to something different? For example can it be my name?

No, this username /login ID is automatically generated by the system. You will not be able to change it.

### I have changed my password to logon the iSupplier Portal, but I do not remember it. What should I do?

Inform the designated administrator in your supplier organization and he/she can reset your password.

### Does each person at a supplier site, performing separate functions, get a logon?

Yes, to keep the information secured each person will need to have a logon.

### Why do we need logons for each site?

At this time, the iSupplier Portal software requires different logins for each Operating Unit.

### I can sign into the portal but cannot see any orders.

Your sites were not set up correctly by your administrator. He/she will have to access the user account information area of the portal and click on the modify sites button. From there the correct sites can be selected. Once selected click the apply button.

### I can see all orders except for my critical and direct ship orders?

Your sites were not set up correctly by your administrator. He/she will have to access the user account information area and click on the modify sites button. From there select the TOL-OU-A20 for your particular site and hit the apply button.

### I have not used iSupplier Portal for over 6 months; will my original logon still work?

No, if iSupplier Portal has not been accessed within 6 months, then the logon will be de-activated. You will need to contact your local iSP Administration Contact, to request a new iSupplier Portal Logon.

### Is it possible to have the e-mail notifications sent to more than one e-mail address?

Yes, iSupplier Portal workflow notifications can only be sent to multiple email address.

### I am not receiving the correct workflow e-mail notifications for my company. What is the process?

Contact your local supplier administrator as soon as possible. He or she will make the appropriate changes in the Oracle system.

### I no longer receive email notifications from Workflow Mailer even though the orders are going to the portal?

Your administrator may have turned off his/her notifications which, by default turn off other users. You must sign on to the portal and turn your notifications back on.

### I have requested a new password but I have not received the email (from Workflow Mailer) with the new information.

If you email notifications have been turned off you would not be able to receive the email. You must contact Navistar.

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### Why does the system log me out after only 5 or 10 minutes of inactivity?

For security purposes and not to use additional memory, you will be logged out after a period of inactivity.

### I am a supplier and a customer of Navistar. Is the iSupplier Portal tied together with customer information?

No, the iSupplier Portal only contains Navistar procurement information; the data is related to your entity as a supplier to Navistar.

### What’s the link to access the training aids?

[www.navistarsupplier.com](http://www.navistarsupplier.com)

You will be able to access the training aids only if you have a valid account in iSP.

### What is the limit on number of users I can add on the portal?

There is no limit to the number of people accessing the portal from your company. You can create as many users as you need, just make sure they are all assigned the correct site information.

## Supplier Portal Transactional Questions

For your convenience, listed are the most frequently asked questions related to the iSupplier portal transactional section. These set of questions should be able to address the basic queries related to transactional operations of iSupplier portal. If you come across certain section you need more help, kindly contact Navistar.

## Transactional Questions and Answers

### How often should I log onto the iSupplier Portal?

You should make the Portal as part of your day to day business and align it with the order volume with Navistar; you should access the iSupplier Portal frequently to view your orders and notifications. We recommend that you access the portal several times daily even if you receive your POs via EDI.

### How will I know if I must acknowledge through the iSupplier Portal?

When accessing the iSupplier Portal homepage you will see new order notifications indicating which actions you need to take.

### We currently are getting our orders via EDI; do we still need to use the iSupplier Portal?

Yes, if your orders are coming to you via EDI, that will continue; however, you do need to log into the iSupplier Portal to view and respond to your orders. Also, the iSupplier Portal can be used view other information such as Supplier contact information and forecasts.

### Can I submit price changes using the iSupplier Portal?

No, you will not have options to change the price in the portal. If you have any questions on the price, please contact the buyer.

### Who do I contact if I have questions regarding the PO?

Please contact the PO owner if you have any questions regarding the Item or the ship date. If you have any questions related to the price on the PO, please contact the buyer.

### Will we have to use the iSupplier Portal to invoice Navistar?

No, you should continue to use your current method of sending invoices to Navistar.

### Can I see whether my invoice has been paid?

No, at this time the invoice functionality is not activated.

### Will the iSupplier Portal be used for request for quotes (RFQ)?

No, at this time Navistar is not using the RFQ feature of the iSupplier Portal.

### Do we have to use the Advanced Shipping Notice (ASN) functionality of the iSupplier Portal every time we ship something to Agilent?

**If you do not use EDI**, then you should provide ASN's to Navistar via the iSP. Please refer to Navistar’s 856 process guide to ensure compliance and avoid penalties for incorrect ASNs: <http://evalue.internationaldelivers.com/supplier/EDI/EDI_Business_Guides_Service_Parts.asp>

### How can we import PO information directly into our systems?

The delivery schedule screen has an export button at the bottom of the screen. This function will allow you to export purchase order details into an Excel file***. NOTE: if you do not use EDI, the iSupplier Portal is your ONLY source to receive PO’s from Navistar.***

### I missed the previous iSupplier Portal training session; are there training materials or aids that I can use?

Go to <http://evalue.internationaldelivers.com/supplier> for additional training aids including step-by-step training modules designed to walk you through specific administrative and transactional activities.

### What should I do if incorrect pricing shows on the purchase order?

If there is an incorrect price, call your Purchasing contact. *Avoid rejecting the PO in the iSupplier Portal*. Rejecting the PO will nullify the PO. Rather, if your intent is just to correct the PO, call your Purchasing contact, and he/she will make the necessary modifications.

### Will the Navistar Purchase Order Contact’s e-mail address be on the purchase order?

The contact's e-mail address is on the purchase order. You can also get it in the iSupplier Portal by double clicking on the contact's name.

### We are getting some purchase orders through EDI, should we acknowledge via the iSupplier Portal?

We do not require suppliers who receive their POs via EDI to acknowledge all of their POs in the portal; however, because we do not require acknowledgement, it is implied that you will meet the required ship date for the PO. If you are unable to meet the date, you must open the PO in the portal and provide a revised promise date.

### We are receiving some PO's through EDI and would rather receive them through iSupplier Portal. How can we use just one method?

At this time iSupplier Portal is only available for orders originating from the Navistar Part Group. Other Navistar Business groups continue to transmit using the current methods. Also, Navistar currently requires that all suppliers use EDI.

### How can we tell which revision of a part Navistar is ordering?

Navistar part numbers will display your part number where available. If you are unsure which drawings correspond with the item revision number, inform your Purchase Order Contact.

### Can I reject a PO? if so what are the dos and donts?

Yes you can reject a PO but, please be aware of the reason behind the rejection

Do’s

1. You can reject a PO if you do not deal with the item anymore
2. You can reject a PO if you have already shipped the item and this is a duplicate, provided you have communicated the same to Navistar.

Don’ts

1. Do not reject a PO if you do not agree on a ship date, instead change the date and initiate the change request
2. Do not reject a PO if you do not agree to the price on the PO, please contact the buyer
3. Do not reject a PO if it does not meet the minimum order quantity, instead change the quantity and initiate the change request

### Can we add notes or attachments to purchase orders?

If you are rescheduling a purchase order, we encourage you to add a note to explain why you need to change the delivery date. You also have the ability to add attachments which can be viewed by double clicking on the paperclip icon in the iSupplier Portal.

### I cannot split a critical order. What should I do?

Accept the order and put the quantities and dates in the free text box.

### When I export data from the purchase order screen, I only get general information such as purchase order numbers and dates. How can I export more useful data?

The Delivery Schedule under the Shipments tab contains the detailed order information. Exporting from this page will give you the line by line item information.

### The delivery schedule export does not show the unit price.

If a purchase order has been migrated from Navistar legacy system, the price will not be shown.

### After I request a delivery date change, and then try to view the purchase order, I get an error. The error says information on this Purchase Order cannot be viewed. Check back later.

After you request a delivery date change, the purchase order enters a pending status, and the Navistar Purchase Order Contact is notified to review the date change. After he/she acknowledges and approves the date change, the purchase order will appear back on the main purchase order list.

### What does ASCP on the forecast mean?

ASCP stands for Advanced Supply Chain Planning. In Navistar legacy, the planning system was called DRP.

### Is there a difference between accepting and acknowledging an order?

No, accepting and acknowledging an order is the same thing.

### When I attempt to accept an order, I cannot use the dropdown menu, but I can manually enter in the code. Is this okay?

No. The iSupplier Portal will not accept anything that is typed into the Action box of the Acceptance page. Note that you must have Internet Explorer v. 5.5 or higher in order to use the iSupplier Portal's Acknowledge/Accept order functionality.

### If I want to ship early, can I use the Advanced Ship Notification (ASN) and not be penalized for an early shipment?

No, the ASN is only to notify Navistar receiving department of the shipment. If you want to change the delivery date of an order, you will need to call your Purchase Order Contact.

### If I want to ship short, can I notify Navistar of this by using the ASN functionality?

No, you must contact the Purchase Order Contact if you are going to make a short shipment.