

I-SUPPLIER MANUAL

i-Supplier Module

Version: 1.1

Date: 06-January-2015

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Terms Used in the User Manual:

- 1. NWC: National Water Company.
 - a. http://www.nwc.com.sa/English/Pages/default.aspx
- 2. PO: Purchase Order
- 3. WC: Work Confirmation
 - a. Work Confirmation is a mechanism that allows suppliers to confirm on the progress they have made against the request for delivering goods or services received for the Projects

Introduction to iSupplier

NWC Oracle iSupplier Portal (iSupplier) is an internet based interface that provides our supply base with real-time information from our Oracle procure to pay environment. Through this site a supplier is given instant visibility to standard (spot) purchase orders, blanket agreements, blanket releases, receipts, Work Confirmations and other administrative information including invoices and payments. The end result of this access is the increased ability of NWC and our suppliers to communicate more effectively with the same level of information providing the means for a successful partnership.

i-Supplier will be the primary way that you will be able to answer the following questions:

- What has been ordered from NWC?
- How do I raise a Work confirmation?
- When has the receiving been done by NWC?
- When did I invoice NWC?
- How much was I paid?
- When was I paid?
- What was I paid for?
- Who from my company has access to iSupplier?

<u>Note:</u> By using iSupplier, your information will not be shared with other persons or companies. We limit access to your information and use safeguards to protect it. We restrict access to your non-public personal information to our employees who must use it to provide a service. Our employee use of the information is limited by law and written agreements where appropriate. In addition, our employees are also required to adhere to high standards of ethics and integrity in performing their jobs as documented in NWC employee code of conduct. NWC personnel will not have access to your bank account information. These security measures help ensure that your data is secured and encrypted.

Requirements/Software Recommendations

Accessing NWC 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 in order to allow full access to the portal

Navigation Tips

The following information will assist you while navigating through iSupplier.

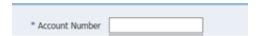
Back Button of the Browser



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

Various Icons

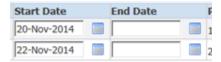
An asterisk {*} prior to a field name indicates that the field is required and must be populated with the information requested.



The pencil icon allows you to make field updates.



Click on the calendar icon to select a date.



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.



Attachments

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

<u>Example</u>: To search for Abdulrahman Fahad Alhaqbani, type either: Abdulrahman % or % Alhaqbani or Abdulrahman% Fahad% Alhaqbani . We refer to this functionality as a Wildcard search.

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 a Attachement.



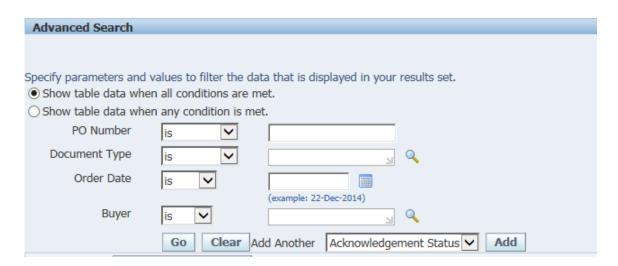
This can be opened in the excel format and further analysis.

Search Features



<u>Simple Search:</u> From the Home Page click the Full List button, located under Orders at a Glance. This feature allows you to search for the following: All Purchase Orders, Purchase Orders to Acknowledge and Purchase Orders Pending Supplier Change.

Advanced Search



<u>Advanced Search</u>: From the Home Page click the Full List, located under Orders at a Glance, Then click on the Advanced Search button. Enter the search criteria. Select the applicable field, show data when any/all conditions are met.

Introducing iSupplier

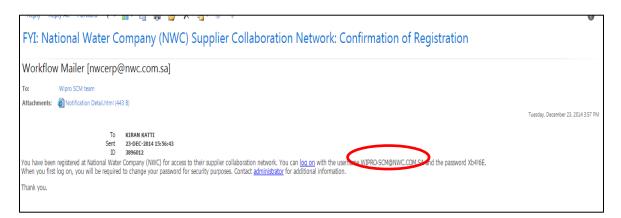
Supplier Login

You will receive an e-mail from NWC that contains the URL to iSupplier. The subject line will display: FYI:NWC Corporation Supplier Collaboration Network: Confirmation of Registration

Click on the log on link within the email.

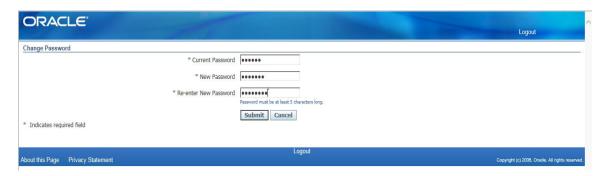


2. Log on to iSupplier using your Username and your password that was provided to you in the Registration Notice sent via email



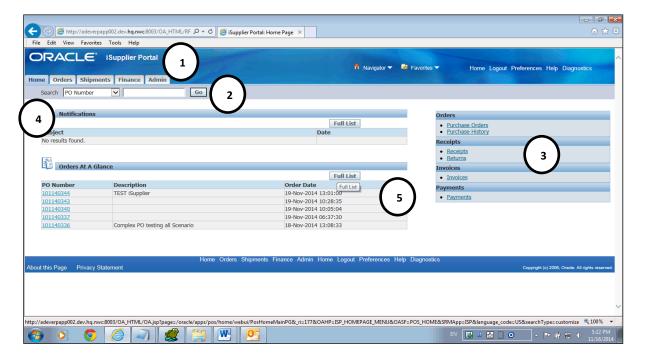
3. You will be immediately prompted to change your password. Enter the current password. NOTE: Passwords must be at least 5 characters long

4. Enter a new password. Re-enter the new password. Click Apply.



Basic Overview of the iSupplier Homepage

The iSupplier Portal Homepage will look like the screen shot below, consisting of several elements to aid in "At A Glance" reviews and various arrays of buttons/links to aid in navigating the portal.

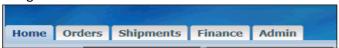


The homepage consists of the following elements:

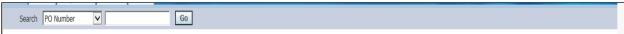
Global Buttons – Home, Logout, Preferences, and Help.



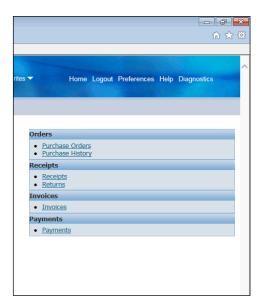
- Home Returns the user to the main portal where they can select another responsibility or application.
- Logout Logs the user out of NWC Oracle iSupplier Portal
- Preferences Displays the users Preferences page (time zone, password, etc)
- Help Access Oracle's help index page
- 1. Tabs Provides easy navigation by grouping the common areas of iSupplier into various categories.



2. Search Field – Allows the user to enter a document number and search for purchase orders, releases, invoices, and shipment notices.



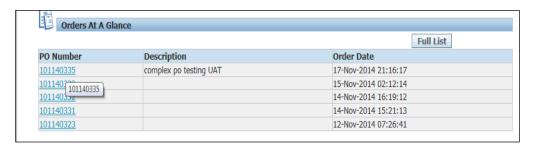
3. Quick Links – Displays a typical procure-to-pay flow of Oracle's iSupplier Portal. Clicking on any of these links will directly load the corresponding page.



4. Notifications – Notifications are messages waiting for supplier users to review. Some notifications are view only, while other notifications require an action from the user. Clicking on a notifications subject line will open the "Notifications Details" page displaying the complete notification details as well as any action buttons.



5. Orders at a Glance – This section will display the five most recent purchase orders/releases issued to the supplier. Clicking on a PO Number will open and display the purchase order/release details.

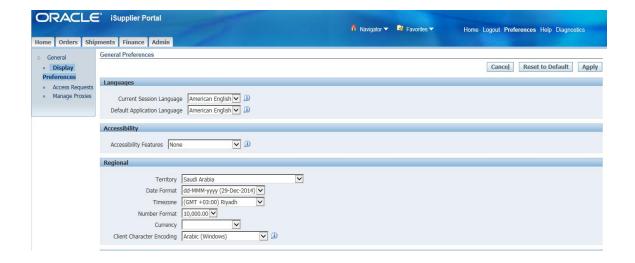


User Preferences



Users can change settings or preferences at any time using the Global Button "Preferences" in the upper right hand corner of the screen. The various preferences that can be changed are:

General – Language, Territory, Time Zone, Client Character Encoding, and Accessibility features.
(Note: Date and time values are always displayed in the users preferences even if NWC is in a different time zone.)



- Notification Select how notifications are to be received in e-mail.
- Formatting Define how the date/time and numbers are presented in the user account.
- 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."

Actions by Tab

From the Home Tab, the following actions can occur:

- View and search by Purchase Order Number, Shipment Number, Invoice or Payment
- View Notifications
- View Orders At A Glance

From the Orders Tab, the following actions can occur:

- View Purchase Orders. Request changes or a cancellation to a Purchase Order.
- Acknowledge of Purchase Order (not required).
- View Change History

From the Shipments Tab, the following information is available:

• View and Search receipt information.

From the Admin Tab, the following information is available:

• View, add or update the following information: Address Book, Contact Directory, Business Classifications, Products & Services, Bank Accounts & User Accounts.

From the Finance Tab the following actions can occur:

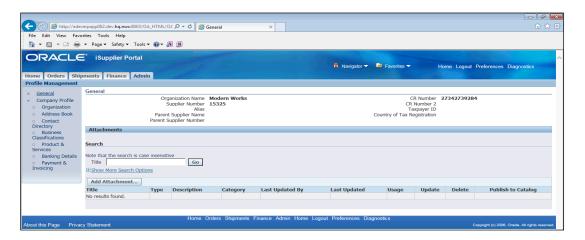
• Create, search and view invoices View and search payment

View Supplier Details

Admin Page

1. Click on the Admin tab.

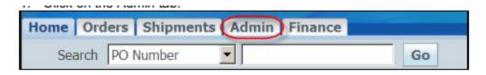
This view will produce your Supplier name as listed in our system,



View Address Book Detail

1. Click on the Admin tab.

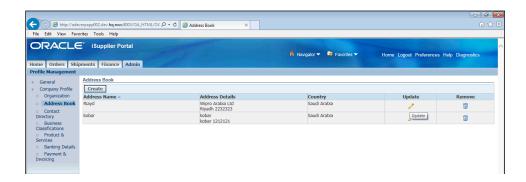
Using Supplier Profile Management, you can enter profile details such as address book information online. You can create and modify the multiple addresses used in transactions .After you enter address information, NWC administrators are notified of the changes. NWC administrators must review the updates and decide how to use the details to update the purchasing system



2. Click on the Address Book link.

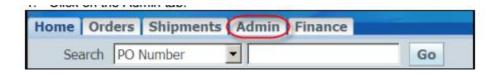


3. Will display all the address attached to the Supplier



Add/Delete Supplier User

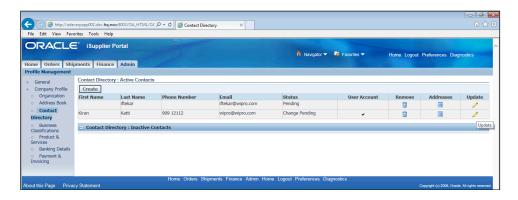
1. Click on the Admin tab.



2. Click on the Contact link.



3. Update Contact: You can enter contact directory information online. You can create and modify information about the multiple contacts in your organization that interact with NWC. After entering the contact details, you can link the contacts to the appropriate address. As people move within your organization, you can also revise the address details for a contact. You can create multiple contacts and link each one to as many addresses as needed. Each contact must be unique based on first name, last name, and phone number.



Business Classifications

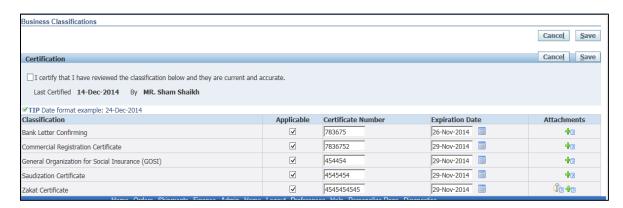
1. Click on the Admin tab.



2. Click on the Business Classifications link.



3. Update the Classifications with the Number and Attachments. The status will be pending till the time it is approved



Bank Account Creation

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. NWC can then access and approve these details for propagation into their payables systems. You can create and maintain bank account details that you want NWC to use when they make payments to you.

1. From the Supplier Profile Management page, click Banking Details. The Bank Accounts page displays information on any bank accounts already defined for your company.

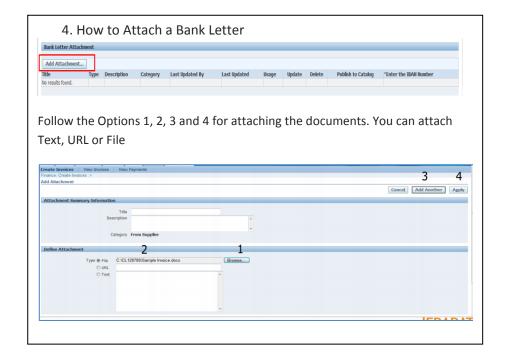


2. To create a new bank account, click Create.



3. Download the Transfer Request Form: For Saudi Vendors only. For Foreign attach copy of your Bank letter confirming the account/IBAN with the Bank seal: (Refer Point 6 on How to Attach)





5.Enter the Other details like Bank Name, IBAN, etc. A PO number for which NWC is Liable to Pay has to be mentioned.

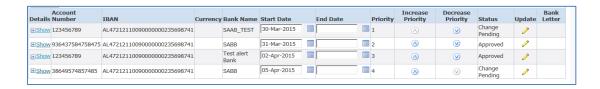


6.Enter the Notes in case you have for NWC Team and then click on save



Once submitted the status of the Bank account will be "New" and will change to Approved once NWC team approves the account. Any changes done will need to be approved again.

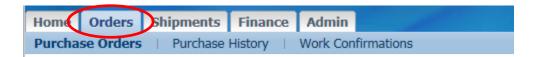
You will receive a Notification once the Bank is Approved or rejected. In case rejected kindly check the comments and create a new Bank Record



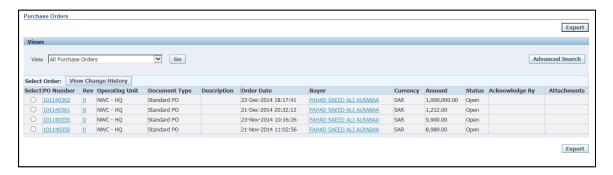
Viewing and Managing Purchase Orders

Follow the steps below to view a Purchase Order, Print a Purchase Order

1. Click on the Orders tab.



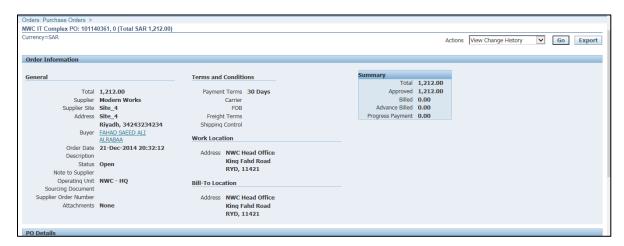
2. The view will default to All Purchase Orders. Click the drop down box to refine the results view.



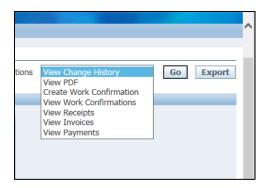
3. Locate the Purchase Order to review. Click the Purchase Order number hyperlink to view Order Information and Purchase Order Details.



4. The Purchase Order Information and Details will populate.



5. 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.

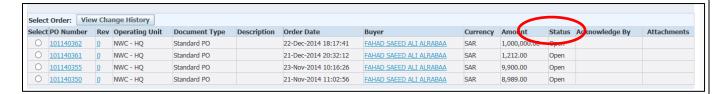


NOTE: The View PDF value allows the Supplier to view or print the Purchase Order

Purchase Order Status Definitions

The Orders tab provides you with a Full List of your Purchase Orders.

There are a variety of Purchase Order Statuses. 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.



Purchase Order Status and Definitions

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.

Click on the Button View Change History to check the history of the PO

Viewing and Managing Receipts and Returns

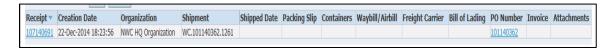
1. Click on the Shipments



2. Enter the PO Number in the PO Field and press Go Button



3. You can see the Receipt Numbers for a PO



4. Click on the receipt Number for further details



Creating the Work Confirmation.

1. Click on the Orders tab.



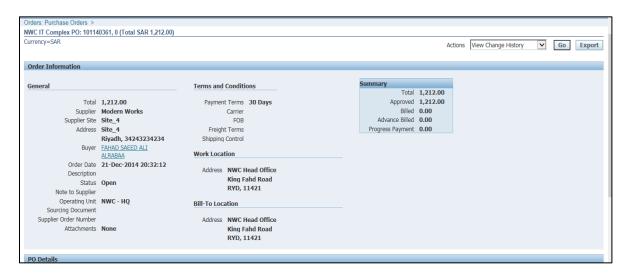
2. The view will default to All Purchase Orders. Click the drop down box to refine the results view.



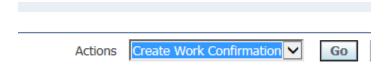
3. Locate the Purchase Order to review. Click the Purchase Order number hyperlink to view Order Information and Purchase Order Details.



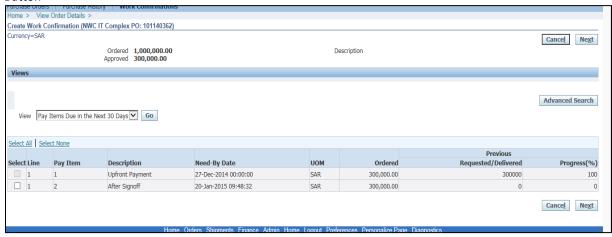
4. The Purchase Order Information and Details will populate.



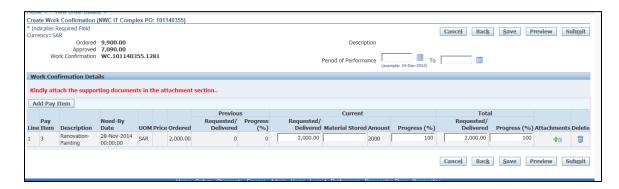
5. The following Actions are available from the drop down list of values. Click on the LOV and choose the Work Confirmation and Press Go



6. Select the Line number for which you need to create a work confirmation. Once done click on the next Button



7. Enter the desired details and choose the Percentage of the work done. Also attach the documents where it is necessary to do so. Once done click on Submit Button.



8. After submitting the status will be processing. The NWC ERP validates the Work Confirmation and once validated changes to Pending Approval. After the Approval the status changes to Processed.



Viewing the Work Confirmation.

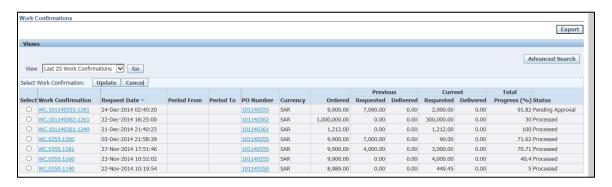
1. Click on the Orders tab.



2. Then Click on the Work Confirmations



3. Will show the list of Work Confirmations with the status



Submitting Invoices

iSupplier allows you to create and submit standard invoices and credit memo invoices to NWC electronically. The system will not allow any instances of overbilling against a Purchase Order on either the price or the quantity which is delivered to NWC

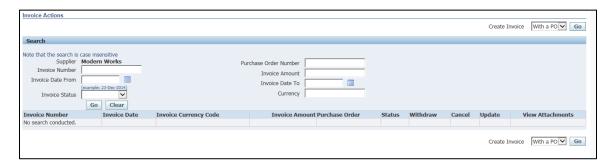
1. To create and submit a standard invoice or credit memo invoice, start by clicking on the Finance tab.



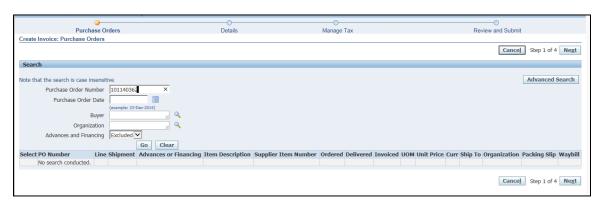
2. Then click on the Create Invoice Sub Tab



3. Click on the Go Button (With PO)

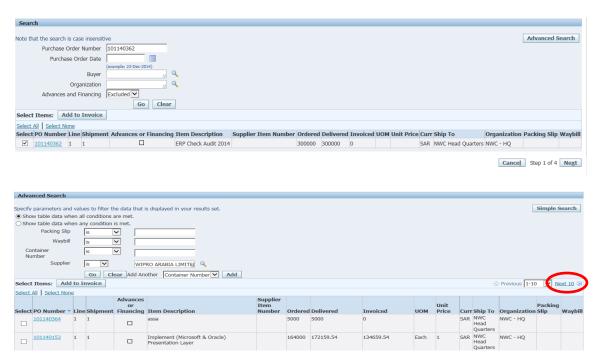


4. Enter the PO Number for which the invoice has to be raised and press Go Button.

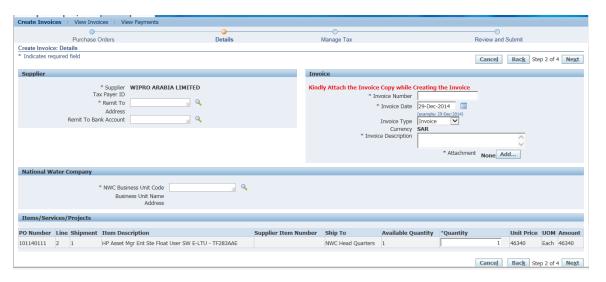


5. Select the Line or all the lines for which invoicing has to be done and click Next Button

PO lines appear in table at the bottom of the screen. The max number of PO lines that will display on a screen is 10 lines. If your PO has more than 10 lines, click to view additional PO lines to select



6. This Will open the Invoice Screen for the supplier

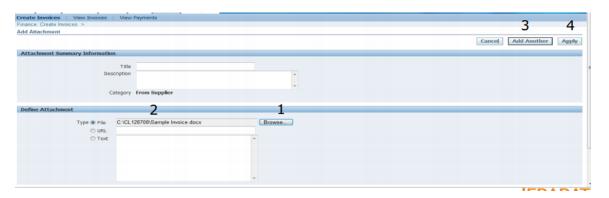


Terms Used:

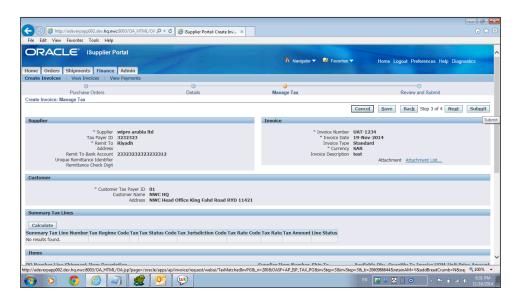
- 1. Remit To: This value will populate with the address associated to your PO.
- 2. Remit To Bank Account: Click on magnifying icon to display search screen. When the search screen displays click 'Go' to view the bank account associated with the Remit To address.
- 3. *Invoice Number: Enter the Invoice Number
- 4. *Invoice Type: This value will default to "Invoice". For credits, please select the credit memo option and enter negative quantity values on the PO lines.
- 5. *Invoice Description: The Description of the invoice
- 6. *Attachment: Mandatory
- 7. *NWC Business Unit: Choose from the List for the Business Unit Value
- 8. To attach the Invoice Copy to the Invoice, click on the Add invoice Button,



Follow the Options 1,2,3 and 4 for attaching the documents. You can attach Text,URL or File



9. Click on the Next Button to review the Invoice details entered. Then Press Submit



10. Once submitted the supplier will see the below screen message.



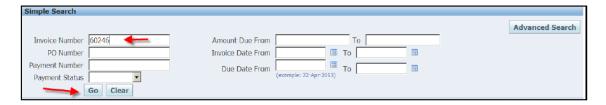
Once you have submitted your invoice, it will display in Accounts Payable. As long as you had the confirmation page, you DO NOT need to resubmit your invoice. An Invoice number can only be used once. Entering Multiple Invoices for the same purchase can result in your invoice being put on hold and payment may be delayed.

View Invoice Status

1. Click on the Home tab. Then click on the Invoices hyperlink



2. Enter your Invoice number search criteria. To return all invoices, enter the % (wildcard) in the Invoice Number field and click Go.



The view provides you with the Payment Status, Due Date & Payment Number if applicable at the time, etc.

NOTE: 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.



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

View Payment

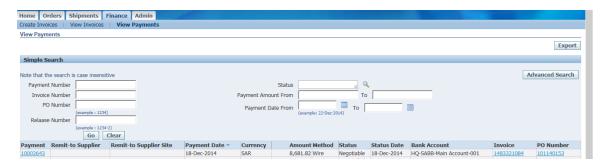
1. Click on the Home tab. Then click on the Payments hyperlink



2. Enter your search criteria. To return all payments, enter the % (wildcard) in the Payment Number field and click Go.



The view provides you with the Payment Date, Amount & Status, etc.



Click on the Payment Number to see the details of the payment

