SUPPLIER'S USER MANUAL

Qatar Airways Group

Oracle iSupplier Portal

Table of Contents

C H A P T E R

1 < Oracle Applications Overview>

This Chapter about Oracle Applications Overview provides a short introduction to the graphical user interface (GUI) available with Oracle Applications.

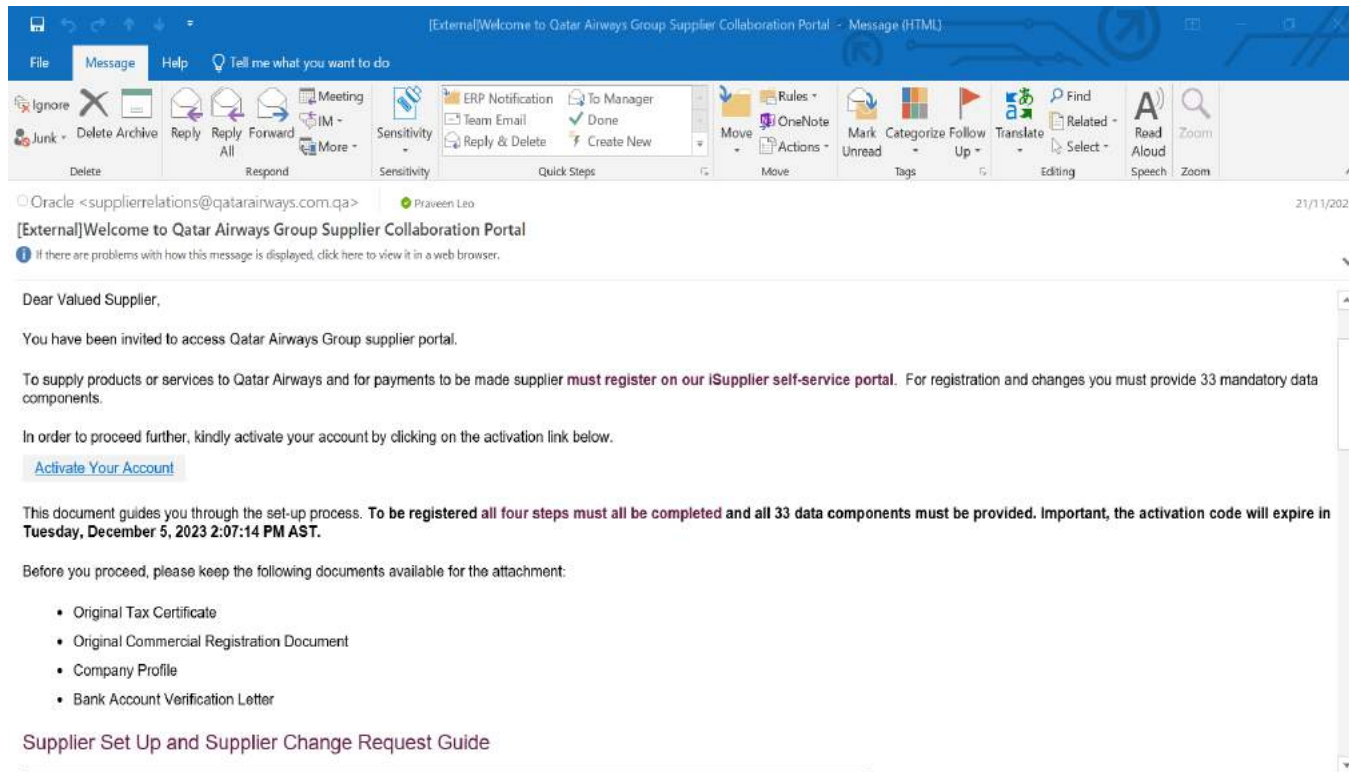# 1. Activation of Oracle iSupplier Portal account

1.1 Account Activation email

Supplier will receive Account Activation email from Qatar Airways Group to register their profile in iSupplier portal.

From email address - supplierrelations@qatarairways.com.qa

Email Subject - Welcome to Qatar Airways Group Supplier Collaboration Portal

Supplier to click on Activate Your Account link, sample email provided below for reference.

Please update all your contact details by clicking the 'PEN' icon or add a new line by 'Create' > 'Save'.

d Banking Details

Please press 'Go' > select 'Address' > click the icon under 'Assignments' > click 'Create' to add a bank account for selected address > 'Save'. The 'Link an existing bank account' is to select an existing bank account under a different address.

Please note, post review of your profile by Qatar Airways, you will be receiving and email on the bank account verification call back instruction.

Contact Us

If you need assistance, please contact supplierrelations@qatarairways.com.qa or call +974-40226049

Mandatory Data Checklist

Organization	Address Book	Contact Directory	Banking Details
☐ Taxpayer ID	☐ Address Name	☐ Contact Title	☐ Country
☐ Company Registration no	☐ Country	☐ First Name	☐ Bank Name
☐ Place of Registration	☐ Address Line 1	☐ Last Name	☐ Branch Name
☐ Registration Date	☐ Address Line 2	☐ Job Title	☐ Account Number
☐ Registration Expiry Date	☐ City	☐ Contact Email	☐ Currency
☐ Original Commercial Registration Document	☐ State/Region	☐ Phone Area Code	☐ Beneficiary Name
☐ Original Tax Certificate	☐ Postal Code	☐ Phone Number	☐ Bank Account Verification Letter
☐ Company Profile	☐ Phone Area Code	☐ Purpose	
	☐ Phone Number		
	☐ Payment Remittance Email Address		

Thank you.

1.2 Create new password

Once Supplier clicks on "Activate Your Account" link, Application will prompt to create new password.

Click on Reset Password button after entering the new and confirm password details.

Once Account has been activated successfully, Supplier will get system generated email confirming successful registeration of Qatar Airways Group iSupplier user account.
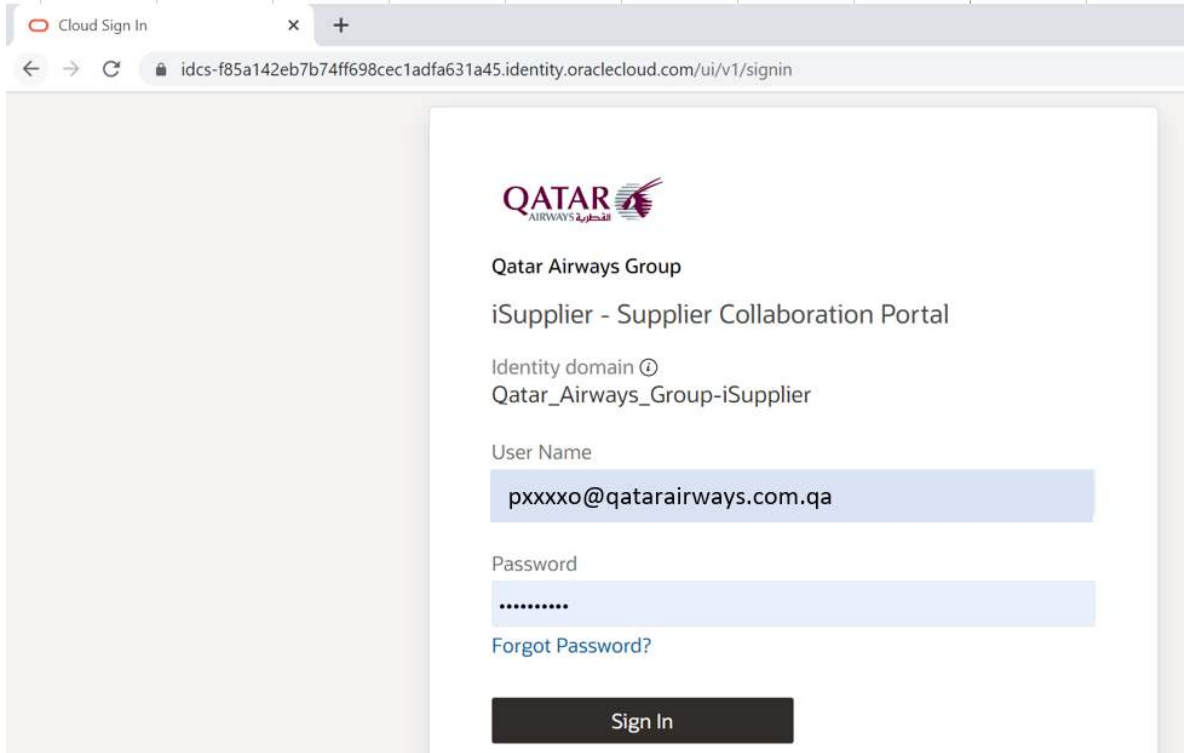
1.3 Sign In for 1st time & enable Multi factor authentication (MFA)

Click on "Continue to Sign in" button to login

Enter the username and password and click on "Sign In" button

For 1st time login, system will prompt for multi factor authentication (MFA) , click "**Enable secure verification**" button to activate MFA.

Select the "Email" option as your default secure verification method.
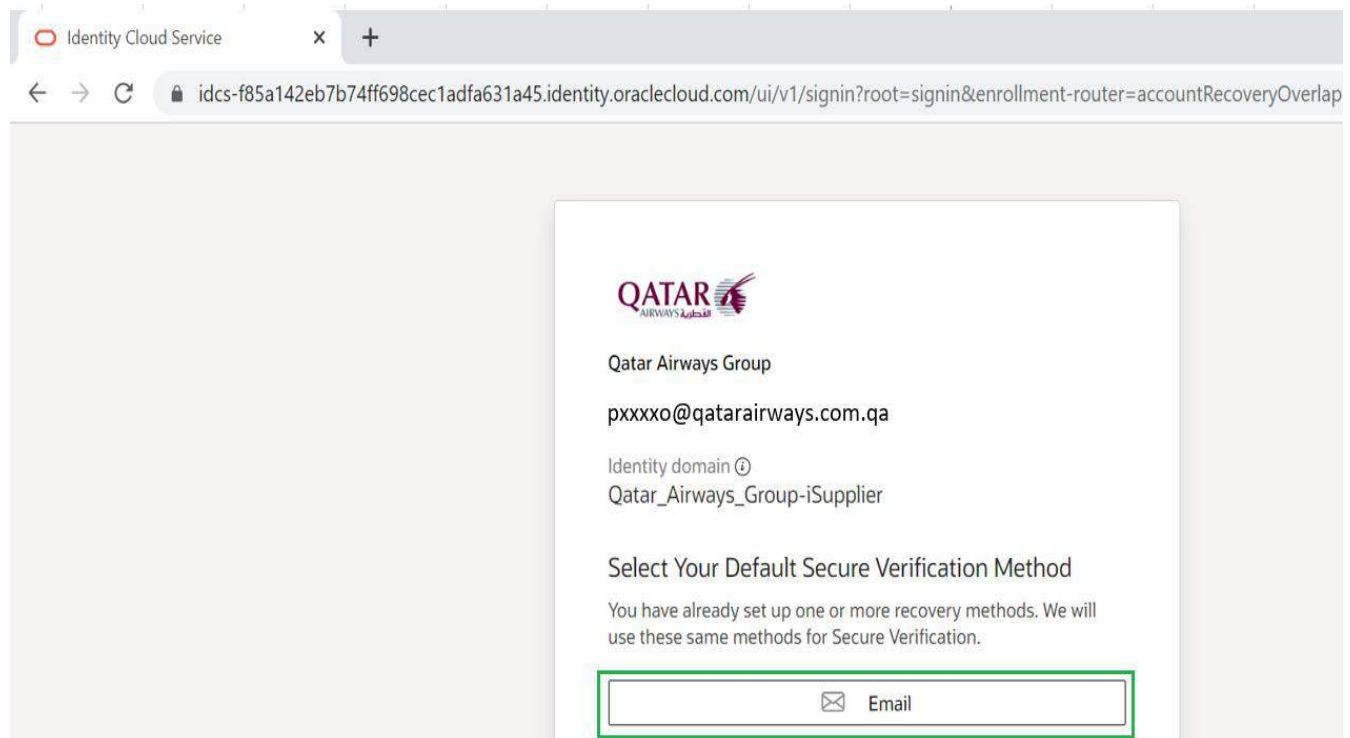
Application will ask you for secure verification code to be entered
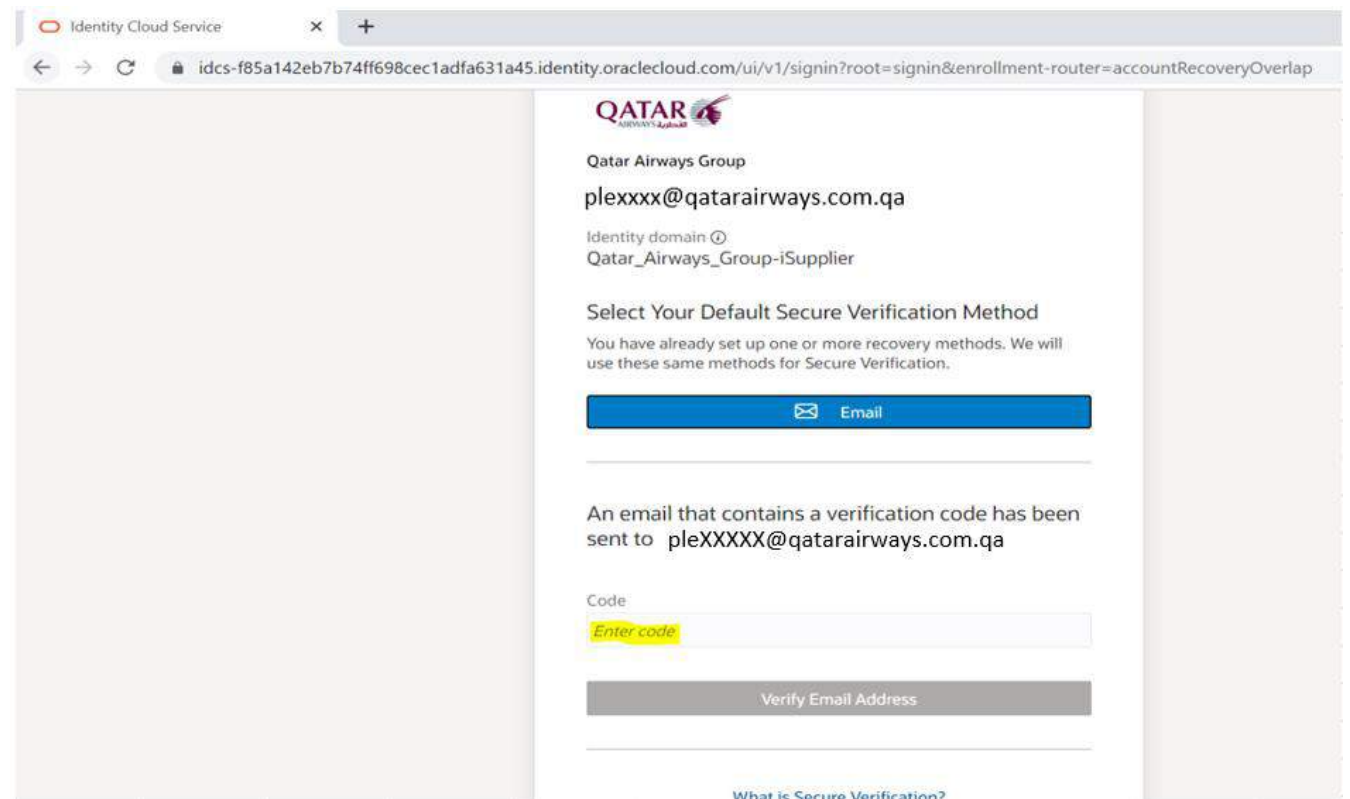
You will receive a system generated One-time verification code on your registered email as below
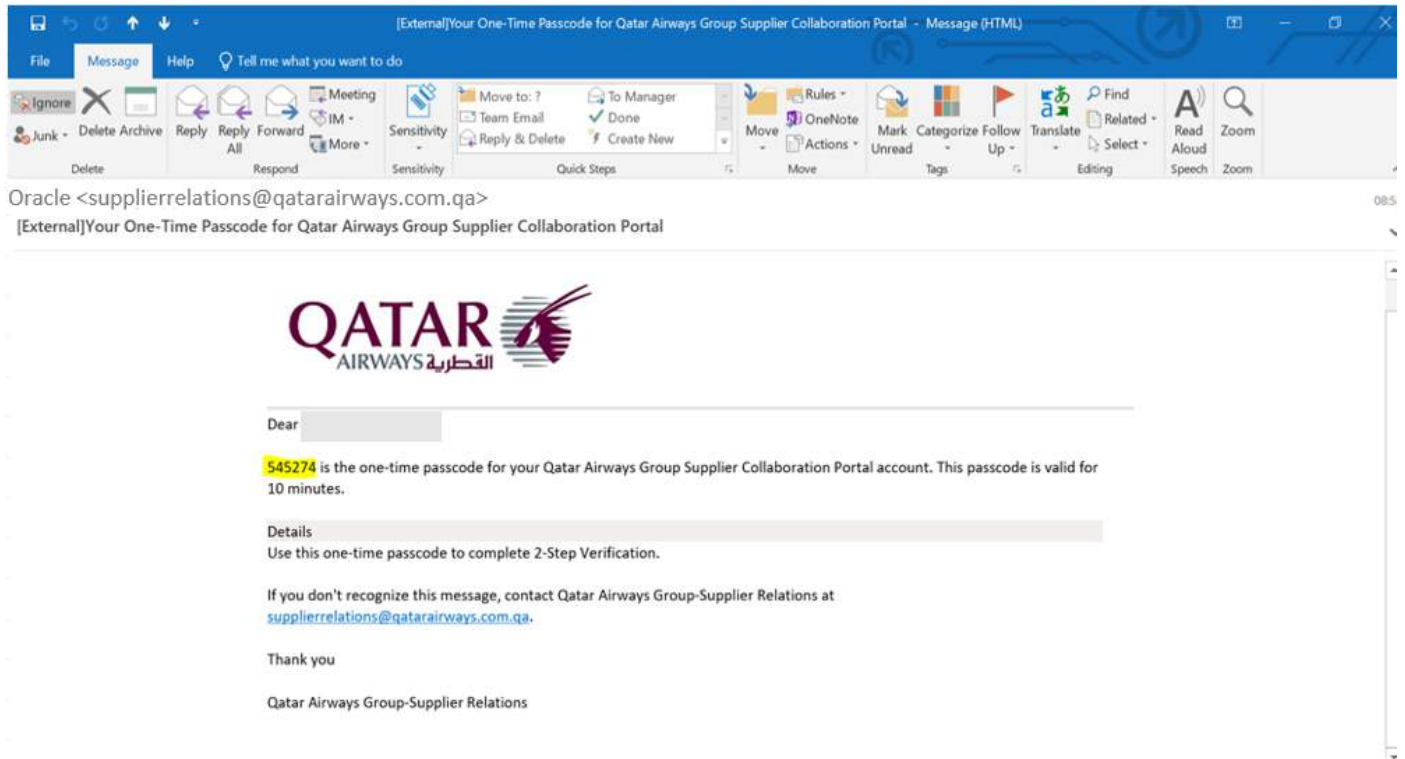
Enter the one-time verification code and click on "Verify Email Address" button
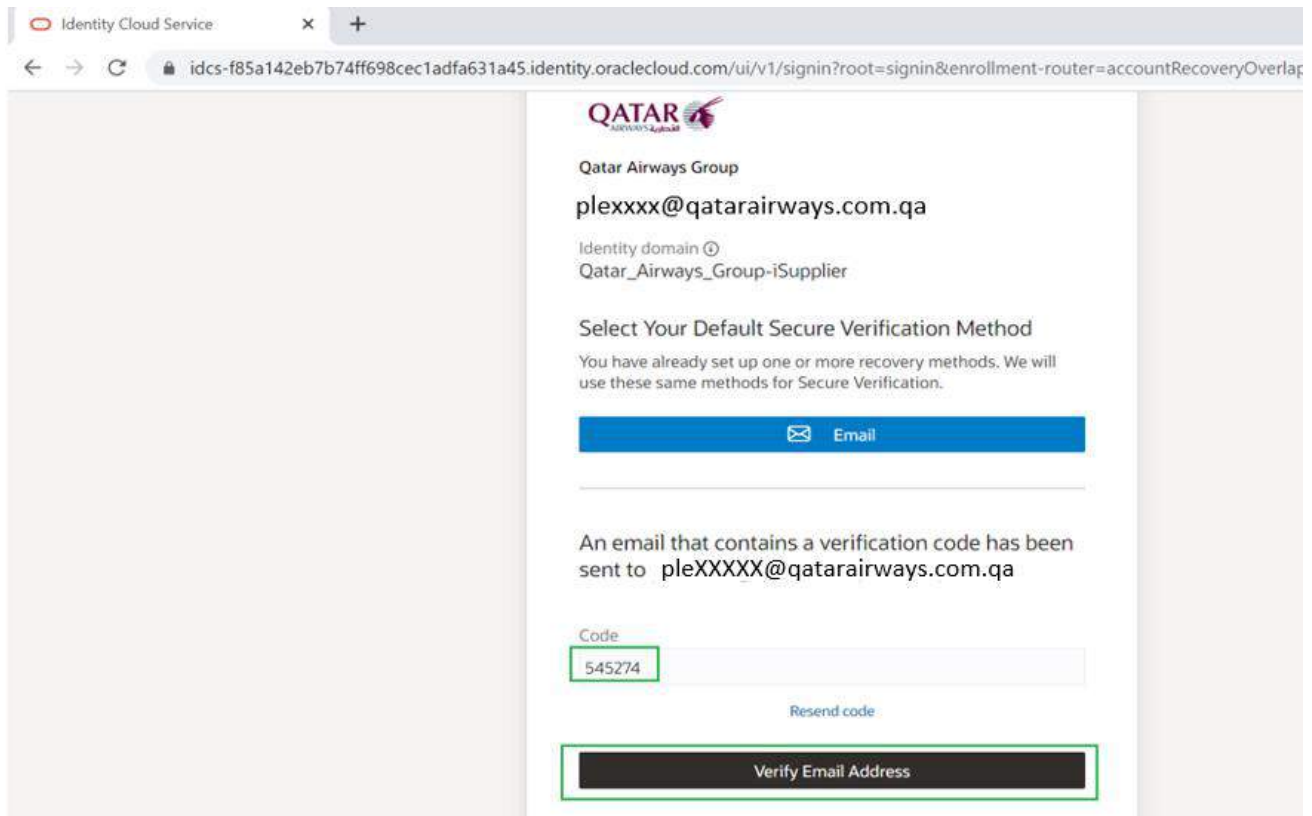
You will get a confirmation as below after successful enrolment of iSupplier Portal account.
Oracle iSupplier Portal account activated successfully to Oracle Application.
Click on "Done" button
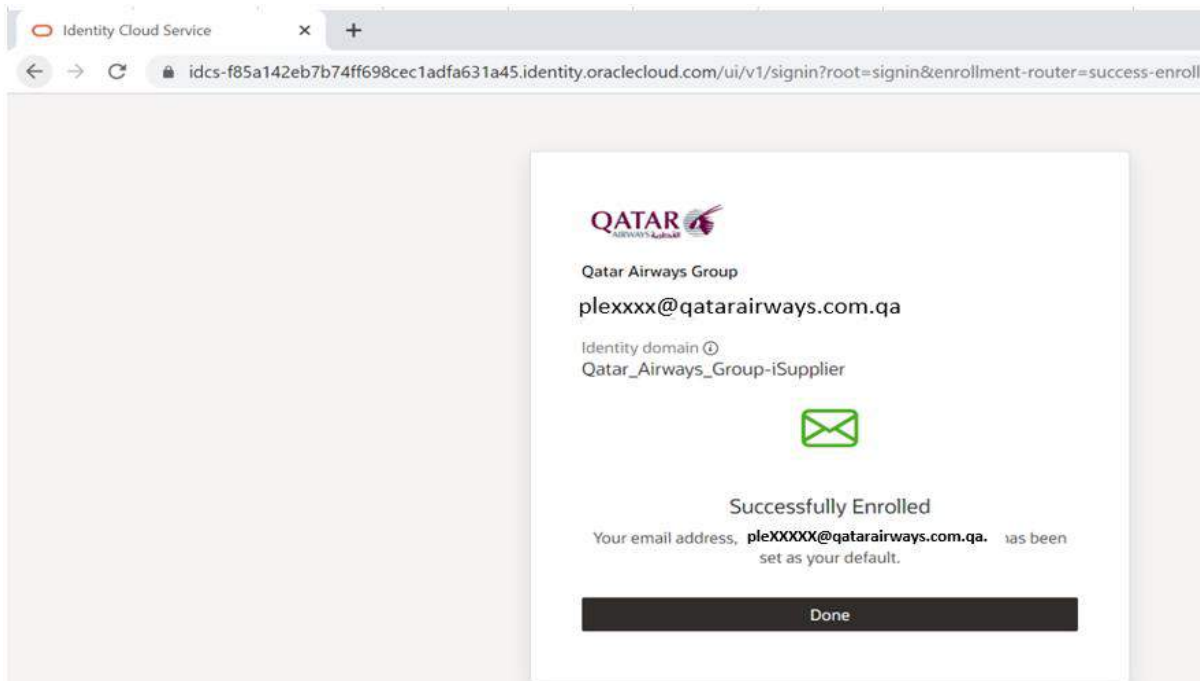
1.4 Login Qatar Airways Group iSupplier Portal

If you forgot the password, please refer to sub section 2 on how to recover your password.

URL https://isupplier.qatarairways.com.qa
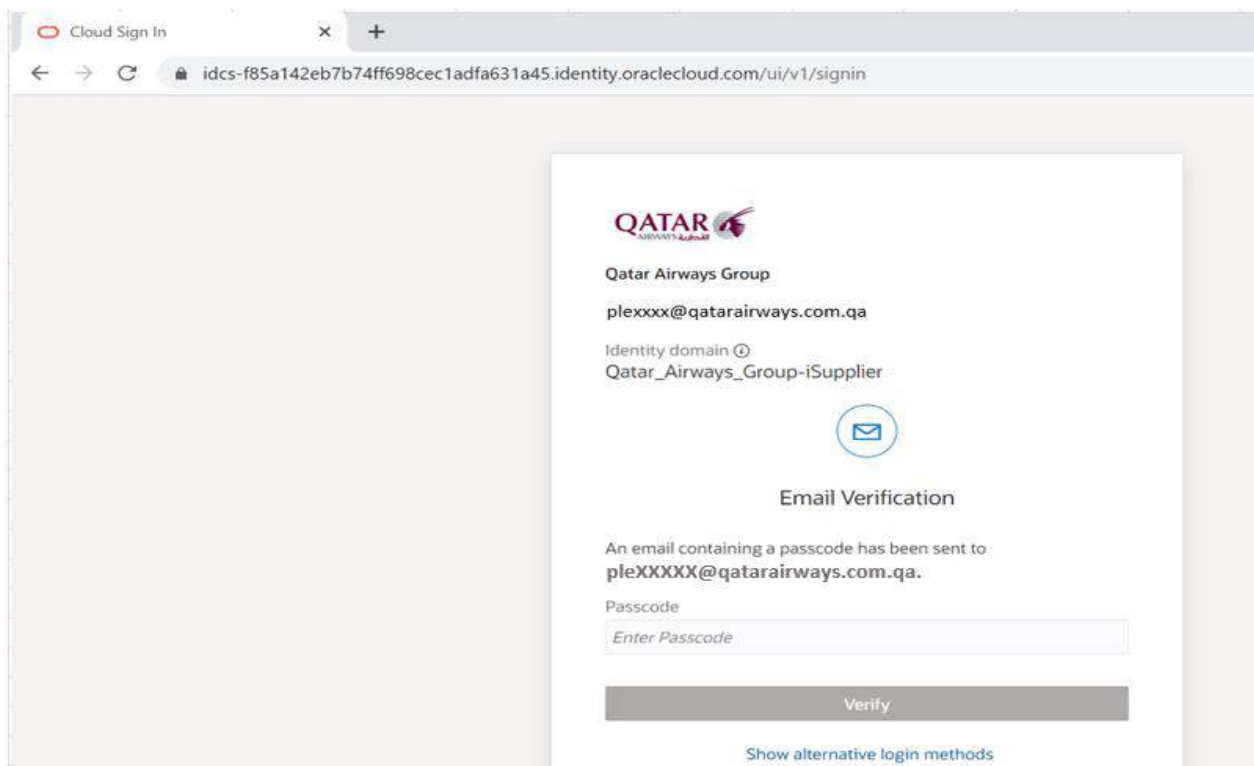
Check your email for the one-time passcode. Passcode will be received as below
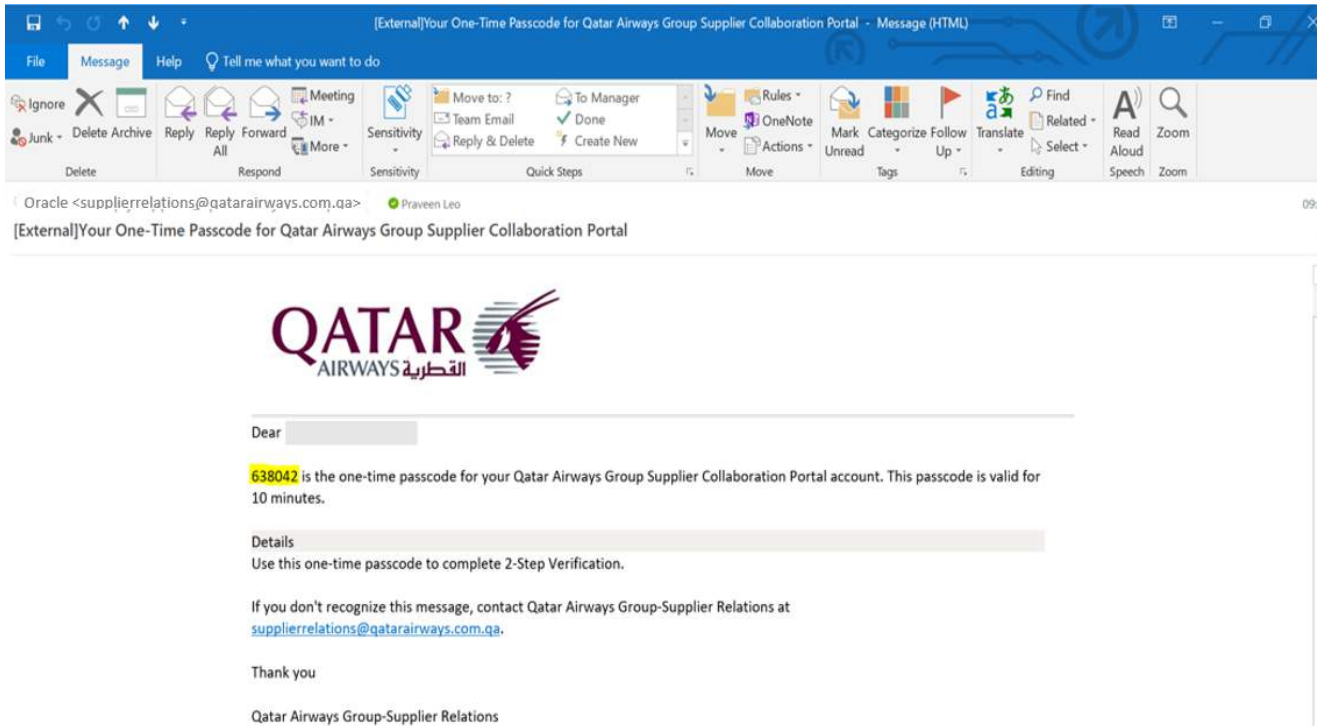
Enter the Passcode and click on "**Verify**" button to login
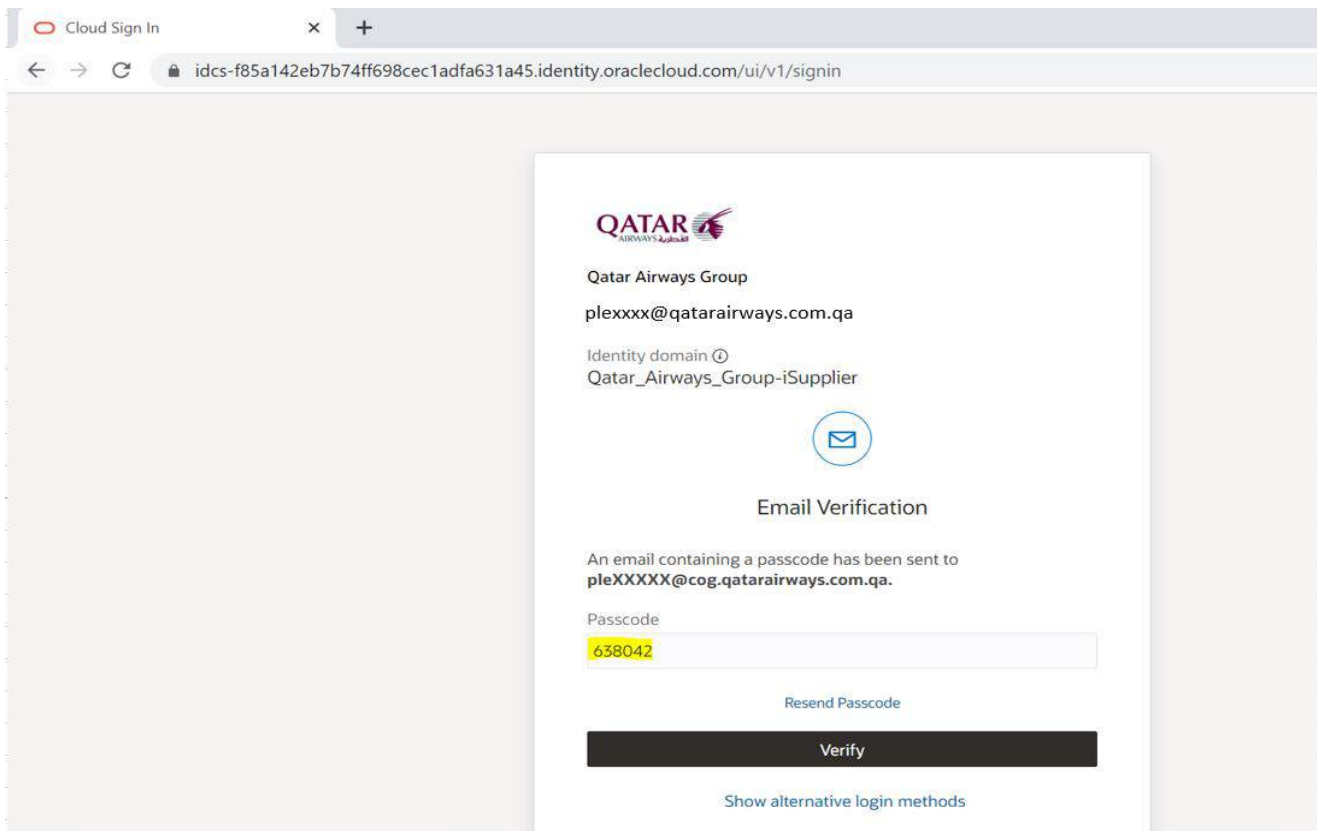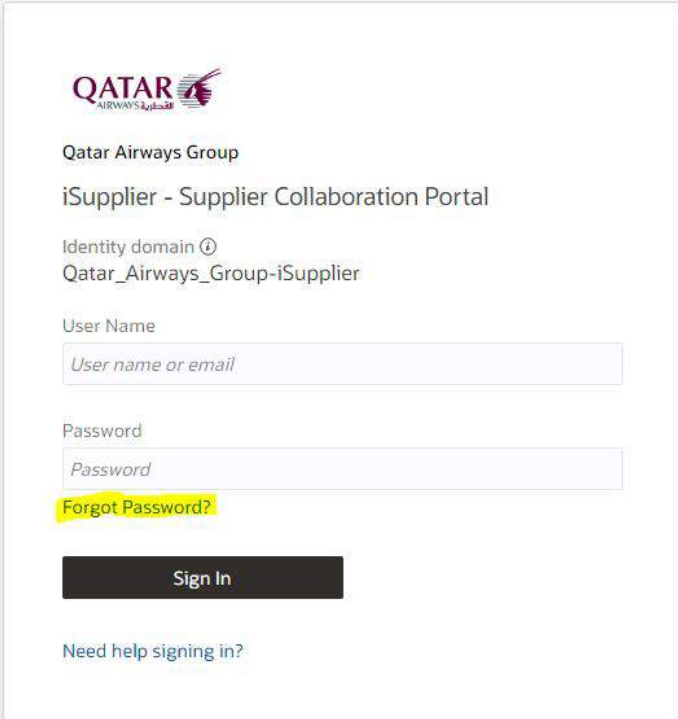
Logged in to iSupplier portal successfully. Click on the Home page icon as shown below
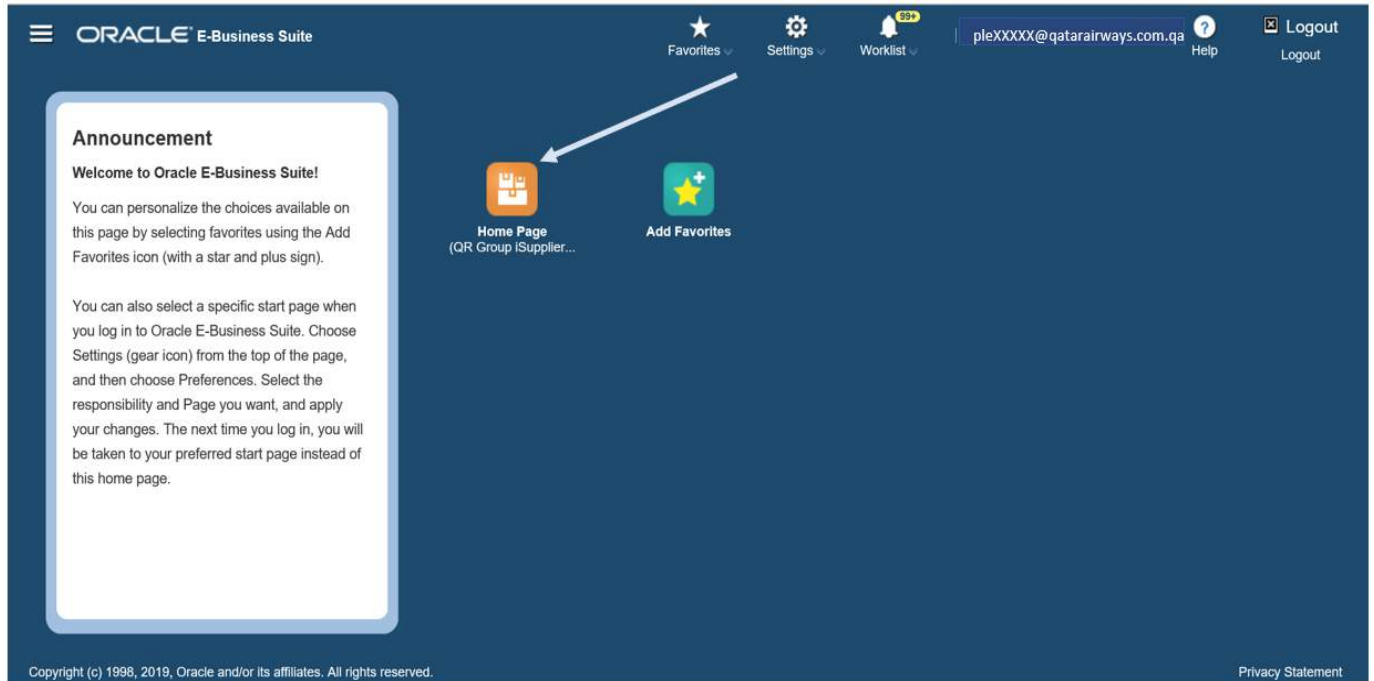
If you have successfully logged in, please skip the below Forgot Password section and navigate to Chapter 2.

2. Forgot Password

Click on "Forgot Password" link, in case if you forgot the password or to reset the existing password.

Enter the user name & click on Next button

Supplier will receive Reset Password email from Qatar Airways Group to reset their password.

From email address - supplierrelations@qatarairways.com.qa

Email Subject - Please Reset Your Password for Your Domain Qatar_Airways_Group-iSupplier in Qatar Airways Group Account

Supplier to click on Password Reset link, sample email provided below for reference.
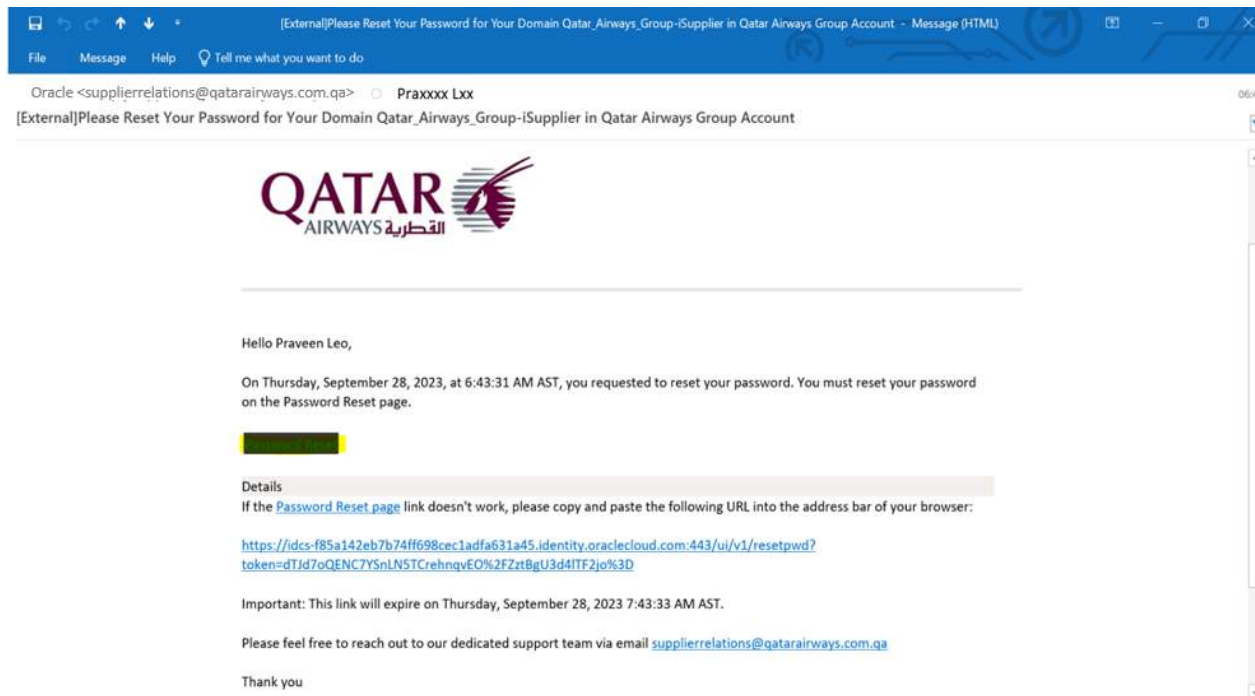
Once Supplier clicks on "Password Reset" link, Application will prompt to set new password.

Click on Reset Password button after entering the new and confirm password details.

Reset your password

Set a password for your user account.

New Password

••••••••••

- The password must have at least 8 characters.
- The password cannot exceed 40 characters.
- The password cannot contain the First Name of the user.
- The password cannot contain the Last Name of the user.
- The password cannot contain the user name.
- The password must have at least 1 lowercase characters.
- The password must have at least 1 uppercase characters.
- The password must have at least 1 numeric characters.
- Cannot repeat the Current Password

Confirm New Password

••••••••••

Reset Password

QATAR ✈

Qatar Airways Group

pleXXXXX@qatarairways.com.qa

Identity domain ⓘ
Qatar_Airways_Group-iSupplier

✓

Congratulations!

Your password has been reset. Please login using your new password.

Continue to Sign In

Once the password reset is successful, Supplier will get system generated Password Reset confirmation email for Qatar Airways Group iSupplier user account. Sample email provided below for reference.
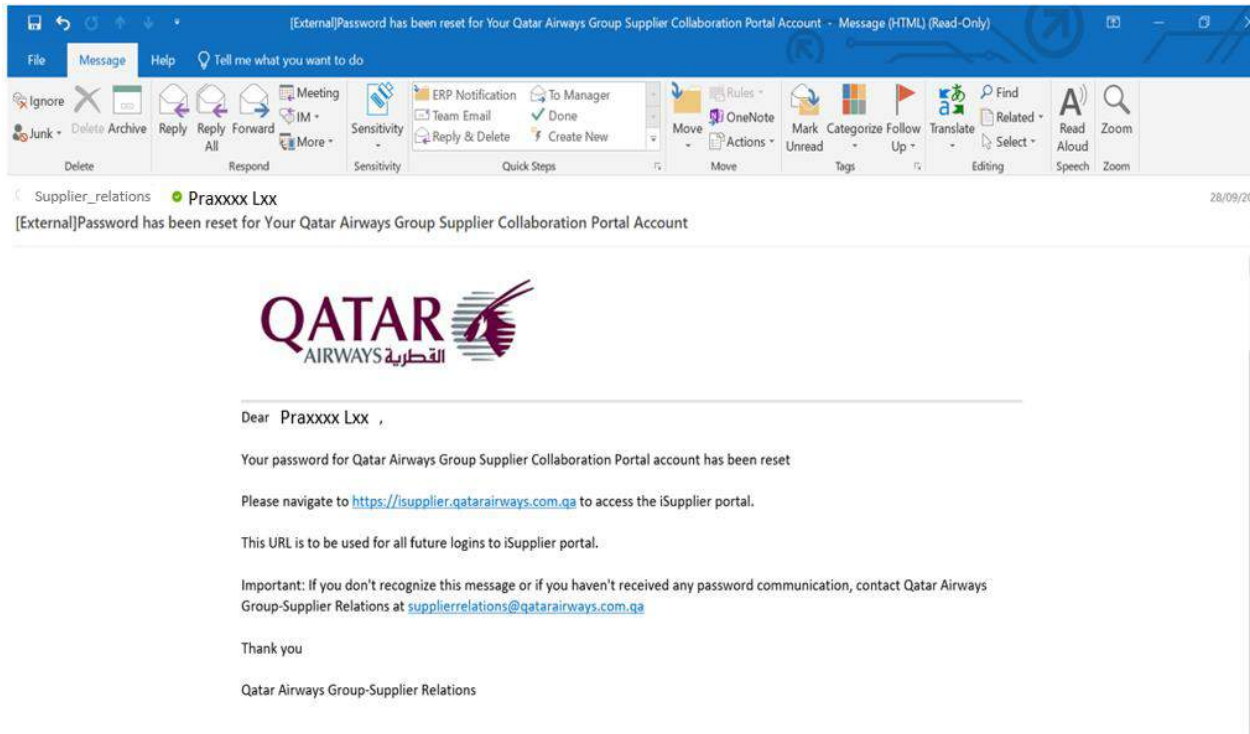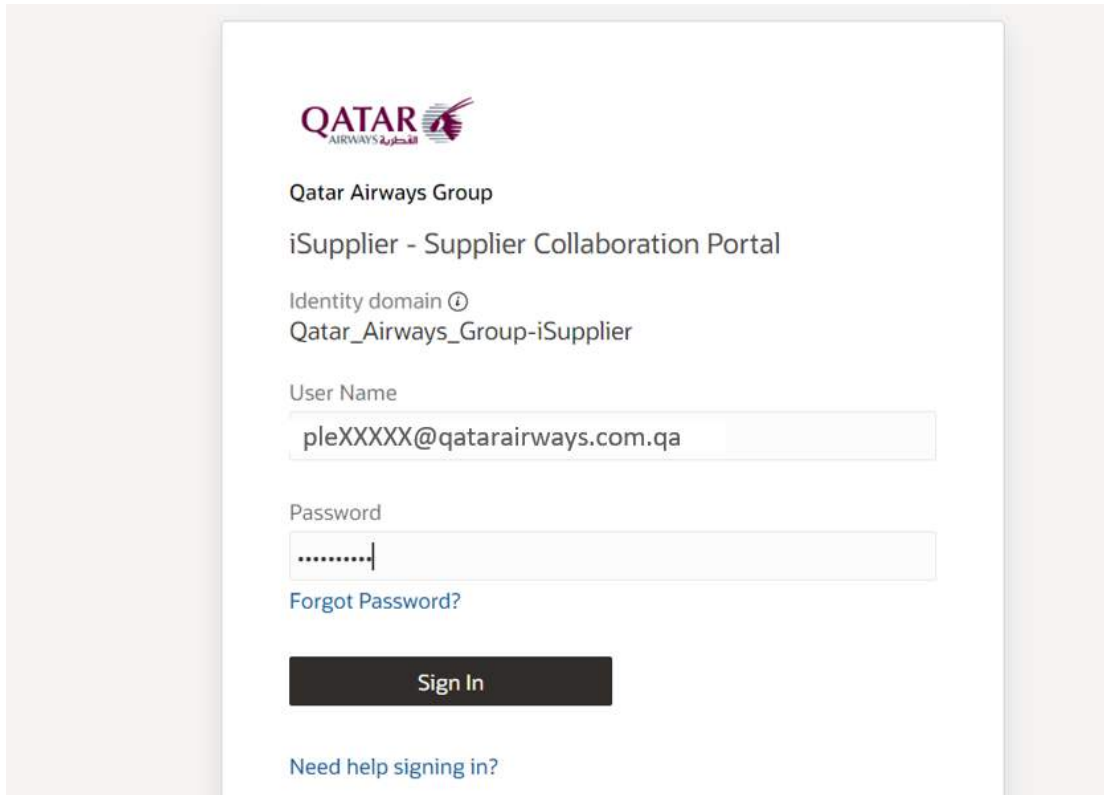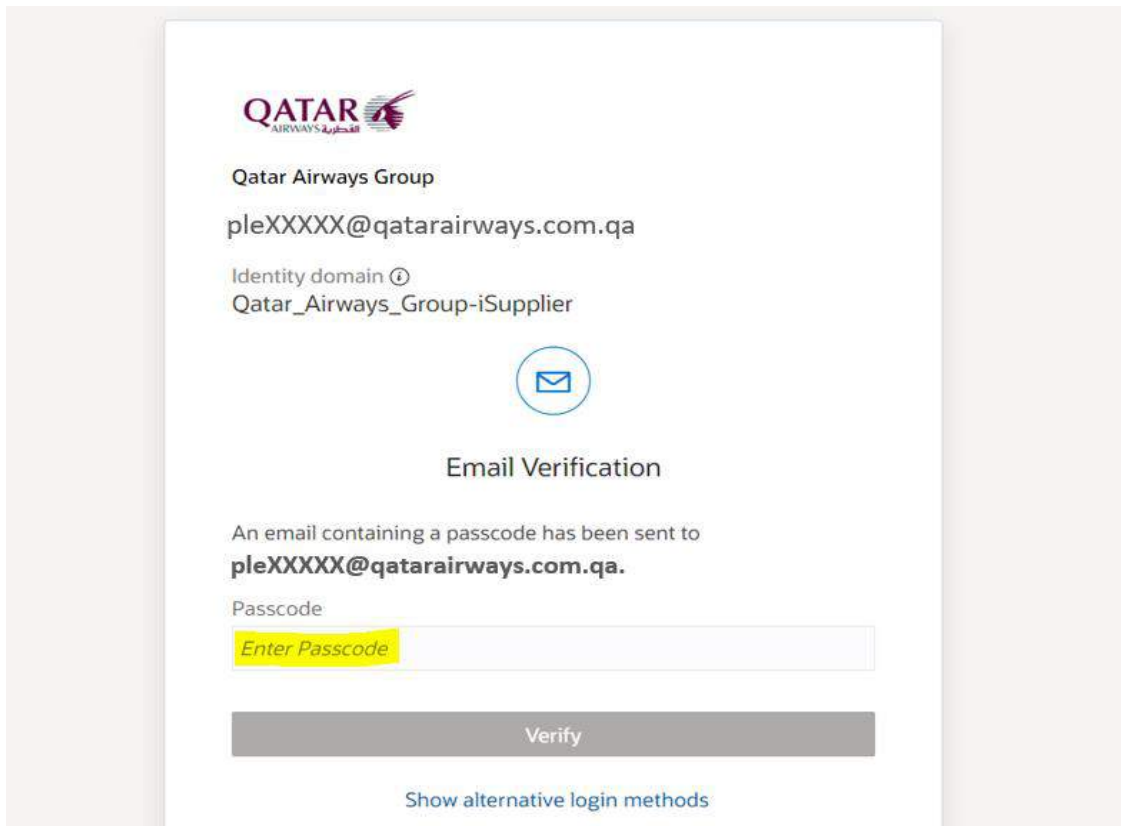
Click on "Continue to Sign in" button to login
Alternatively, use https://isupplier.qatarairways.com.qa URL to Login in to Qatar Airways Group iSupplier Portal.

Enter the username and password and click on "Sign In" button

Check your email for the one-time passcode. Passcode will be received as below

Enter the Passcode and click on "Verify" button to login

CHAPTER
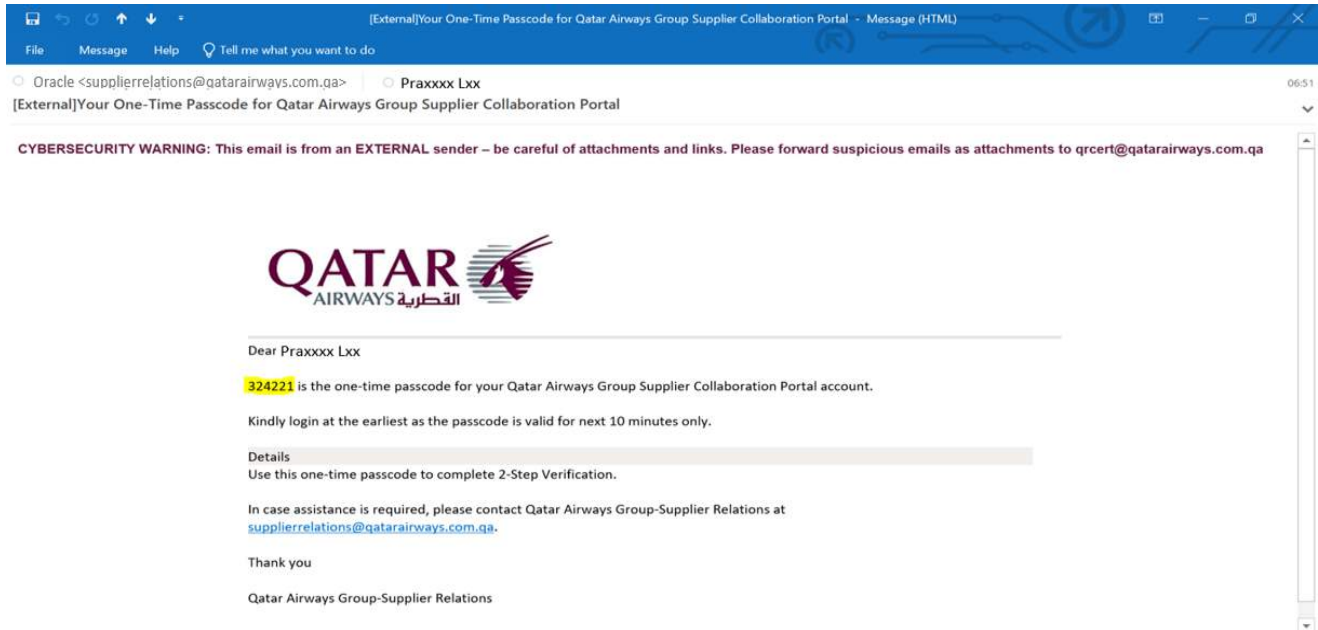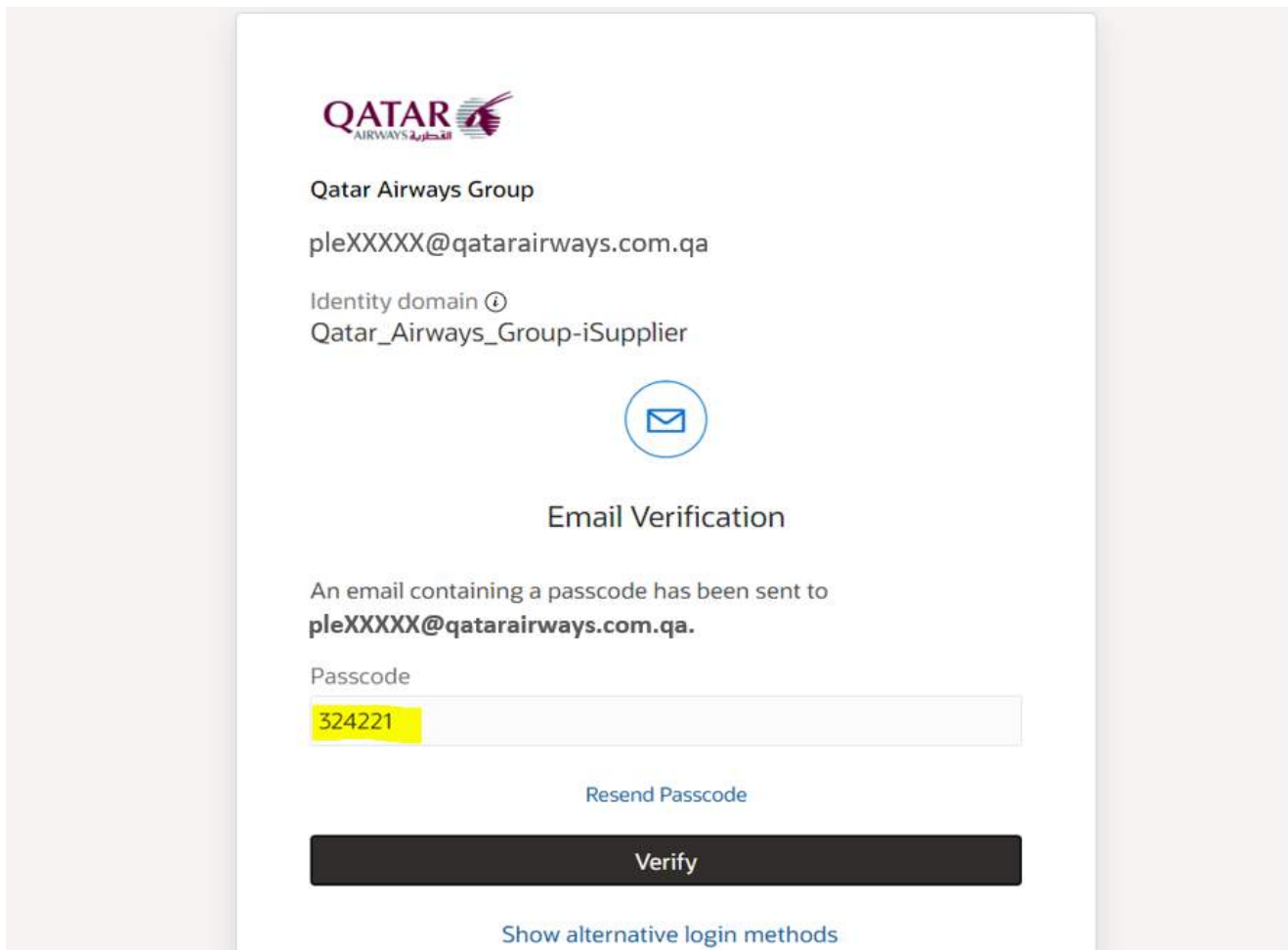
2 <Acknowledgement of Compliance Policy>

All suppliers who gets registered with Qatar Airways group's iSupplier Portal must adhere to the compliance policies by accepting the terms & conditions as per the attached policy documents.

2. Download, Read, Accept Compliance Policies & User Manual.

2.1 Download the Qatar Airways Compliance documents by Clicking on "Download.Pdf" hyperlink, read and understand the compliance requirements and acknowledge the same.

Select the **Check box** and click on (B) **Submit**.

2.2 Confirmation Message after policy documents acknowledgement as below

2.3 Download the user manual by clicking on "User Manual" hyperlink at the right-side of home page.

CHAPTER

3 to 8 <Supplier Profile updates & Approvals>

After a supplier's registration request is approved by an SRM administrator, a company profile is created for that supplier. Supplier profile contains company information such as tax IDs, Dun and Broadcaster numbers, supplier addresses and contact names, descriptions of goods and services provided by the supplier, classification details such as ownership status (for example, minority-owned) and bank account details. Suppliers maintain the information and update it as needed. Suppliers have the responsibility for ensuring the information about their company is current and correct.

SRM administrators can access and, if necessary, maintain the information contained in a supplier's company profile. As appropriate, SRM administrators use this information to update the purchasing and payables system with any new details that a supplier provides. For example, a supplier may add new addresses or contact information. SRM administrators can view this new information and use it to update any corresponding site or site contact information in the purchasing and payables system that is no longer current. Through the use of Supplier Management Groups, you can divide the responsibility for maintaining supplier information among several SRM administrators.

3 Supplier Profile Update – Organization Section

3.1 Navigate to QR Group iSupplier Access → Administration

3.2 Click on "Organization" section under Company Profile and update the required information

3.3 Update the organization details, Commercial registration details, Tax card & Company Profile attachment details.

3.4 Click on Save button

3.5 Confirmation Message appears as below:

4 Supplier Profile Update – Address Book – Create New Address

4.1 Click on "Address Book" section under Profile management

4.2 Click on Create button

4.3 Enter the Address details and click on Save button

4.4 Confirmation Message

5 Supplier Profile Update – Address Book – Update existing Address

5.1 Click on the Address Book section link under Profile management.

5.2 Update the Address details on any one of the existing addresses

5.3 Click on Save button

5.4 Confirmation message:

6 Supplier Profile Update – Contact Directory – Create New Contact

6.1 Click on the Contact Directory section link under Profile management.

6.2 Click on Create Button to create new contact.
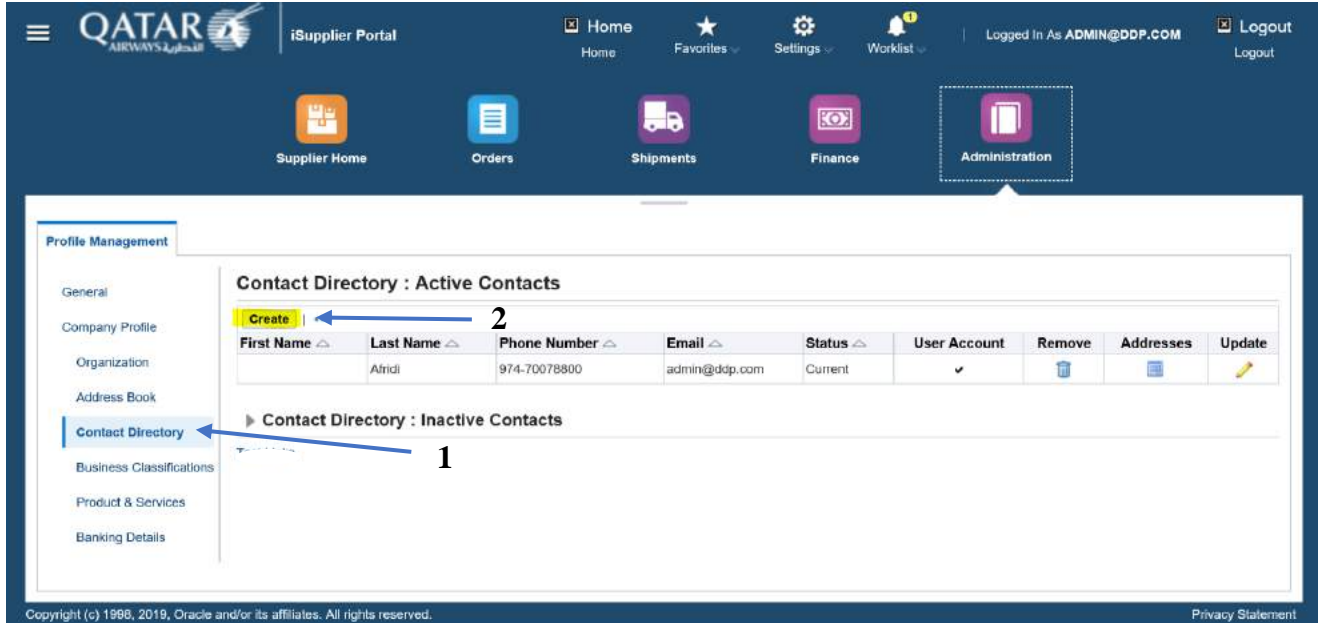
6.3 Enter the contact details and select the Contact purpose as "Administrative Contact" if the user requires user access to iSupplier Portal. Else select any other relevant values from the list of values except "Administrative Contact"

6.4 Click on Save button

6.5 Confirmation Message

7 Supplier Profile Update – Contact Directory – Update Existing Contact

7.1 Click on the Contact Directory section link under Profile management.

7.2 Select the existing contact which is with status 'Current' & update with the required contact info.

7.3 Update the required info and Click on Save button

7.4 Confirmation Message

8 Supplier Profile Update – Banking Section – New Account Creation

8.1 Click on the Banking Details section link under Profile management.

8.2 Default page appears with the view as "All Assignments". Click on go button

8.3 Select the assignment icon against a specific Address under which the bank account needs to be created.

Please ensure an address is added under Address Book section before proceeding with bank account update.

8.4 Click on create button to create a new bank account.

8.5 Select the Country name.

8.6 Click on the search icon and select from the list of existing bank and branch name.

For optimal search, for Bank Name enter first part of the Bank Name followed by % and for branch selection kindly enter Branch Name followed by %.
To view all the Bank or Branch names, click on Go without entering the Name.
If you are still unable to find Bank or Branch name, please follow Step 8.11.

8.7 Enter the bank account details and additional details

8.8 Upload Bank verification letter as Mandatory & Click on Save Button

8.9 Confirmation Message

8.10 If you do not find the Bank / Branch in the list of values, kindly download the template from the below highlighted hyperlink and fill the Bank / Branch details in the template and share it to the email id which you see in the page.

Once you receive email confirmation that the Bank/Branch is added, please login the portal to proceed to the creation of the bank account by selecting the required Bank name & Branch name
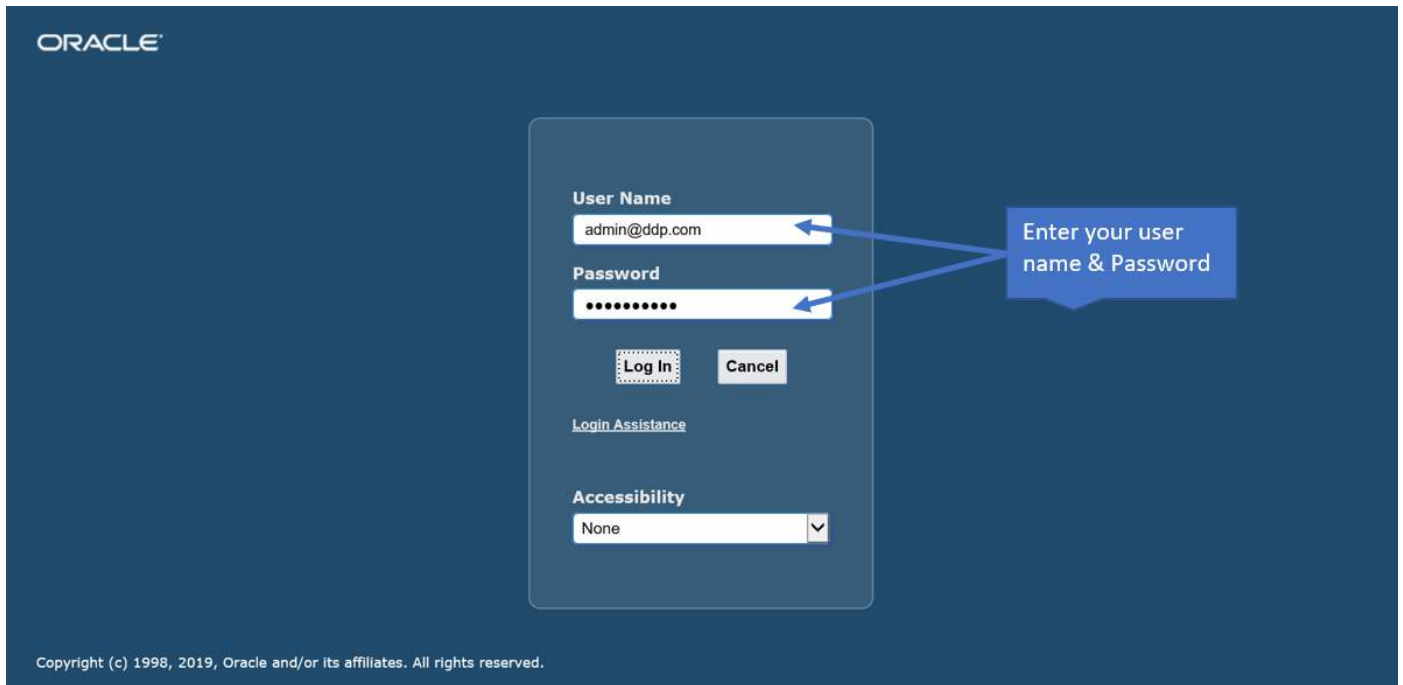
CHAPTER

9 < Order Information>

The real-time data provided in Oracle iSupplier Portal allows you to communicate procure-to-pay information with the buying company while viewing the purchase order flow. Using purchase order information, you can acknowledge purchase orders, make change requests to purchase orders, split shipments.

This Chapter includes the following topics:

1. Purchase Orders
2. Order Acknowledgement
3. PO History
4. View Receipts & Returns

iSupplier Portal Home Page

1. **Supplier User** will **Login** to **iSupplier Portal Home Page**
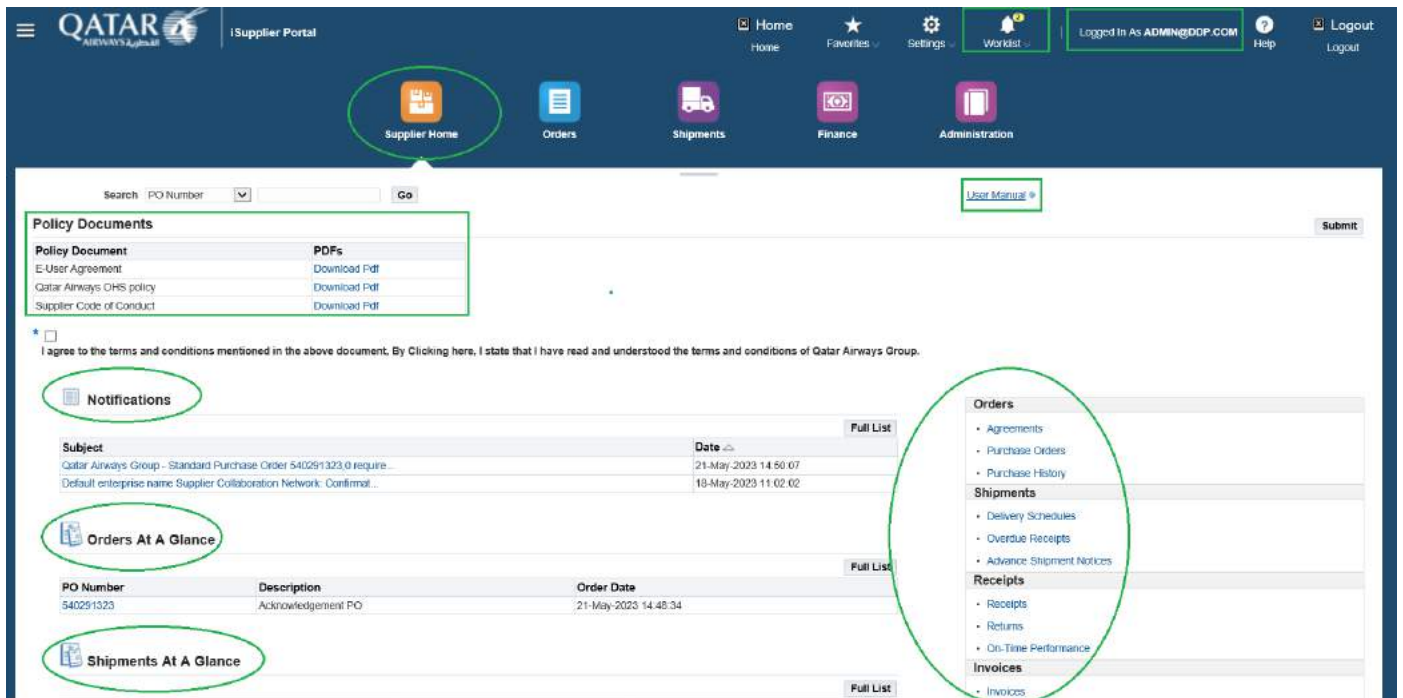
2. Upon Supplier login to application will be prompted to **iSupplier Portal Home** Page

   You won't be able to navigate through the system unless you acknowledge the policy documents, please refer to section <u>Acknowledgement of Compliance policy</u>

Order Acknowledgement/Acceptance

1. Once the Purchase Order gets approved, Supplier gets a notification as below.

2. Click on Worklist → Click on Notification to open the notification

3. Click on "PDF Document" hyperlink to download the PO copy for review and acknowledge
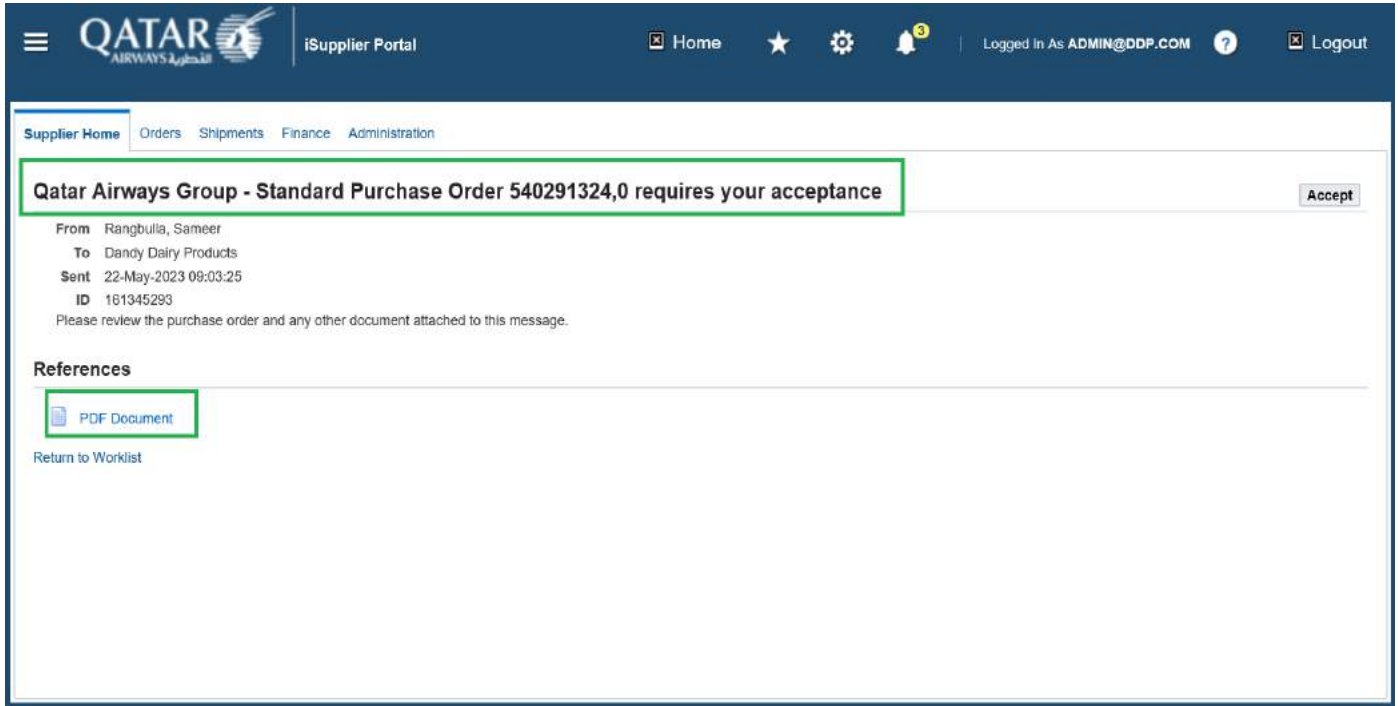
4. Press on (B) **Accept** to acknowledge the PO
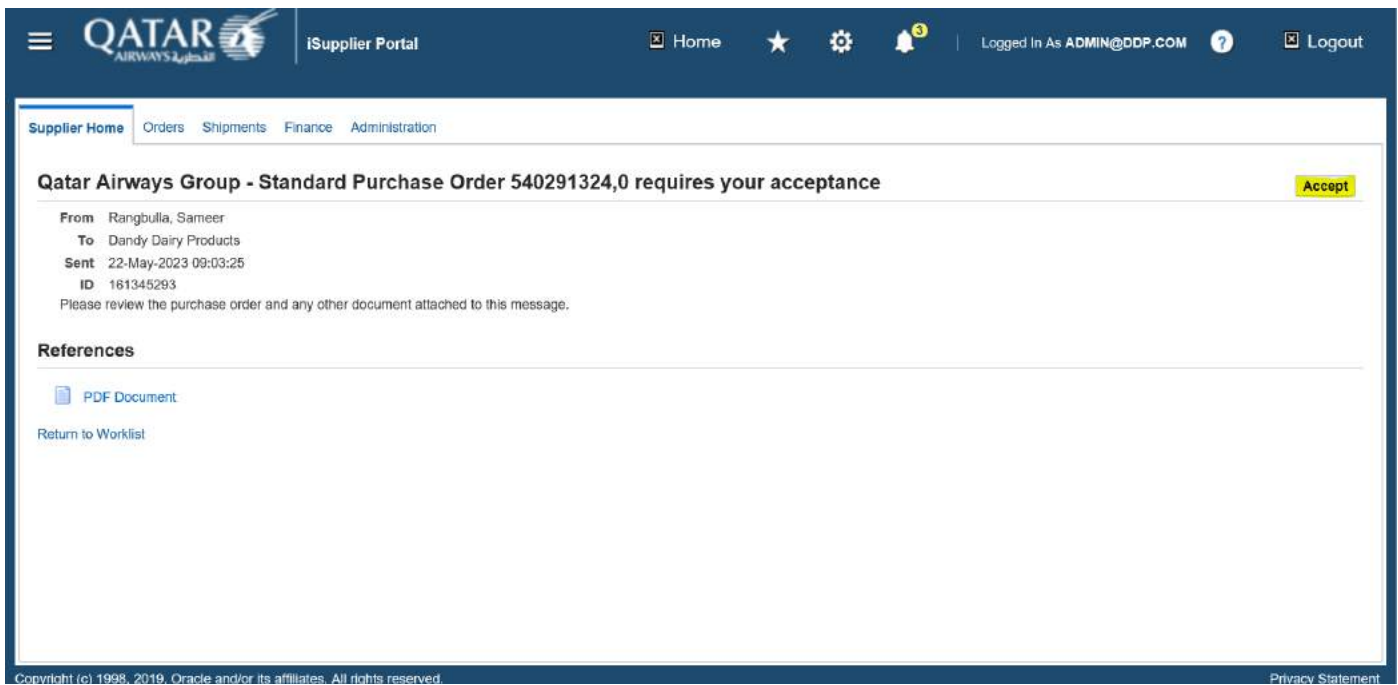
PO Change Requests

1. Login as Supplier in iSupplier Portal
2. Click on Orders tab
3. Select a PO (Radio Button) and click on Request changes button.

4. Or directly click on PO number and select 'Request changes' from action button and click on Go

5. Enter Supplier Item number on the PO line.

6. Click on Details icon to to see/change the shipment details.
7. Click on Split button to split the shipment with required Quantities and change the promised date as required.

8. Please make sure, that the quantity you split should be equal to the original PO line quantity.
9. Enter reason in both the splitted lines and select the Action as 'Change'

10. Click on Submit button

11. Confirmation message

12. PO Change request Status changes to "Supplier Change Pending"

Purchase Orders   Multiple PO Change   Export

Views

View All Purchase Orders [v] [Go]   Advanced Search

Select Order: Acknowledge   Request Changes   View Change History | | •••

PO Number	Rev	Operating Unit	Document Type	Description	Order Date	Buyer	Currency	Amount	Status	Change Request Status	Acknowledge By	Attachments
○ 540291321	0	Qatar Airways Group	Standard PO	Calibration service	14-May-2023 15:43:50	Wgkxobtcbim	QAR	17,525.00	Requires Acknowledgment			
○ 540291320	3	Qatar Airways Group	Standard PO	Calibration service	14-May-2023 15:36:03	Wgkxobtcbim	QAR	17,525.00	Accepted			
○ 540291306	2	Qatar Airways Group	Standard PO	Calibration service	14-May-2023 12:55:03	Wgkxobtcbim	QAR	3,602.00	Accepted			
○ 540291319	0	Qatar Airways Group	Standard PO	Pre-payment invoice testing for Advance payments	11-May-2023 12:47:15	Wgkxobtcbim	QAR	19,093.00	Open			
○ 540291311	2	Qatar Airways Group	Standard PO	Acknowledgement required	08-May-2023 14:13:56	Wgkxobtcbim	QAR	7,575.50	Open	Draft		
○ 540291317	0	Qatar Airways Group	Standard PO	Acknowledgement Playback 2	08-May-2023 13:25:12	Wgkxobtcbim	QAR	2,771.10	Buyer Change Pending		10-May-2023 00:00:00	
○ 540291316	0	Qatar Airways Group	Standard PO	Testing inv RC	08-May-2023 12:15:09	Wgkxobtcbim	QAR	6,682.55	Open	Supplier Change Pending		
○ 540291315	0	Qatar Airways Group	Standard PO	Testing	08-May-2023 12:15:05	Wgkxobtcbim	QAR	1,200.00	Open	Draft		
○ 540291314	0	Qatar Airways Group	Standard PO	Service lines - Changes	08-May-2023 11:33:34	Wgkxobtcbim	QAR	1,020.00	Open	Draft		
○ 540291313	0	Qatar Airways Group	Standard PO	Aprons - ASNs	08-May-2023 10:26:09	Wgkxobtcbim	QAR	14,227.90	Open			
○ 540291312	0	Qatar Airways Group	Standard PO	Inventory destination PO	08-May-2023 10:07:46	Wgkxobtcbim	QAR	6,620.65	Open	Supplier Change Pending		
○ 540291300	1	Qatar Airways Group	Standard PO	Testing	16-Apr-2023 16:00:27	Wgkxobtcbim	QAR	5,536.97	Open	Supplier Change Pending		
○ 540291303	0	Qatar Airways Group	Standard PO	Acceptance required	16-Apr-2023 15:43:54	Wgkxobtcbim	QAR	3,818.60	Requires Acknowledgment		19-Apr-2023 00:00:00	

PO History

1. Supplier can Login to view Orders revision History on iSupplier Portal
2. Navigate to Orders → Purchase History → Search PO by parameter → Compare & See changes

3. Show all changes 'view' as below

Viewing Receipts & Returns

1. Supplier can Login to view the receipts & returns under Shipments section
2. Navigate to Shipments → Receipts → Enter the required search parameters and view the details

3. Navigate to Shipments → Returns → Enter the required search parameters and view the details

CHAPTER

10 <Advance Shipment Notices>

Oracle iSupplier Portal enables you to view your existing shipments. Using your shipments, you can create or cancel advance shipment notices. The system enables you to view other shipment information such as delivery schedules. Using shipping features, you can alert the buyer to upcoming shipments and expedite receipts and payments.

Shipping information details all of your shipping transactions on Oracle iSupplier Portal. You can create or cancel shipment notices as well as view shipment delivery schedules and overdue shipment receipts.

Advance Shipment Notices (ASN)

When you enter an Advance Shipment Notice (ASN), you alert the buying company of upcoming shipment deliveries. To create an ASN, Select the Purchase order shipments being shipped and provide the appropriate shipment details. You can create advance shipment notices using PO shipment lines.

- Advance Shipment Notices are provided by Supplier to Buyer
- Buyers received notification and details on the advance Shipment Notice
- This helps buying company know about the incoming supplies

To Create Advance Shipment Notice (ASN):

1. Click the (T) **Shipments**, and then click (ST) **Shipment Notices**

2. Click on (H) **Create Advance Shipment Notices**

3. Select **Checkbox** for PO Line(s) and then Press on (B) **Add to Shipment Notice**

4. Click on (T) **Shipment Header** to enter Shipment information

4. Click on (T) **Shipment Line,** Enter **Quantity Shipped** & other required information
5. Click on 'Default to All Lines' button to default the shipment line details to all the lines

6. Values got defaulted to all shipment lines

7. Click on Submit button to submit the ASN

8. Confirmation message

CHAPTER

11 \<Invoicing\>

Supplier can submit an invoice online to the buying company based on the purchase order lines they have fulfilled. Supplier need to only identify those items shipped and enter a quantity. Supplier can invoice against Open and Approved Purchase Orders (Standard & Releases) that are not fully billed. Supplier can submit invoice against multiple purchase orders.

Supplier can also enter a credit memo against a fully billed purchase order (use negative quantity amounts to enter a credit memo).

However, the currency and organization of all items on an invoice must be the same. The organization is the entity/operating unit within the buyer's company that the supplier is invoicing. Supplier can also partially complete an invoice, save it, and submit it later. After the supplier submits an invoice, supplier cannot change the invoice. If the supplier needs to adjust a submitted invoice, they can create a credit memo against the same purchase order items to net out the invoice charges. The purchase order will then be available for a new invoice.

Suppliers can create Invoices for the PO lines that are from the same Purchase order. Multiple Purchase order lines in one invoice is restricted as per business requirement.

Invoicing

1. **Create Invoice:**

1.1 Login as Supplier in iSupplier Portal

You won't be able to navigate through the system unless you acknowledge the policy documents, please refer to section Acknowledgement of Compliance policy

1.2 Click on Finance tab → Create Invoice "With a PO"and click on Go button.

1.3 Enter the PO number and click on go button. Use advance search option and enter select supplier name to see all eligible PO lines for invoicing.

1.4 Select the required PO line(s) for invoicing and click on "Add to Invoice" button. Click on Next

1.5 Enter the below invoice header details
1.6 Invoice Number
1.7 Invoice Date
1.8 Select Invoice type as 'Invoice'
1.9 Remit to Bank account (Optional)
1.10   Invoice Description

1.11   Add attachment (Supplier invoice copy)
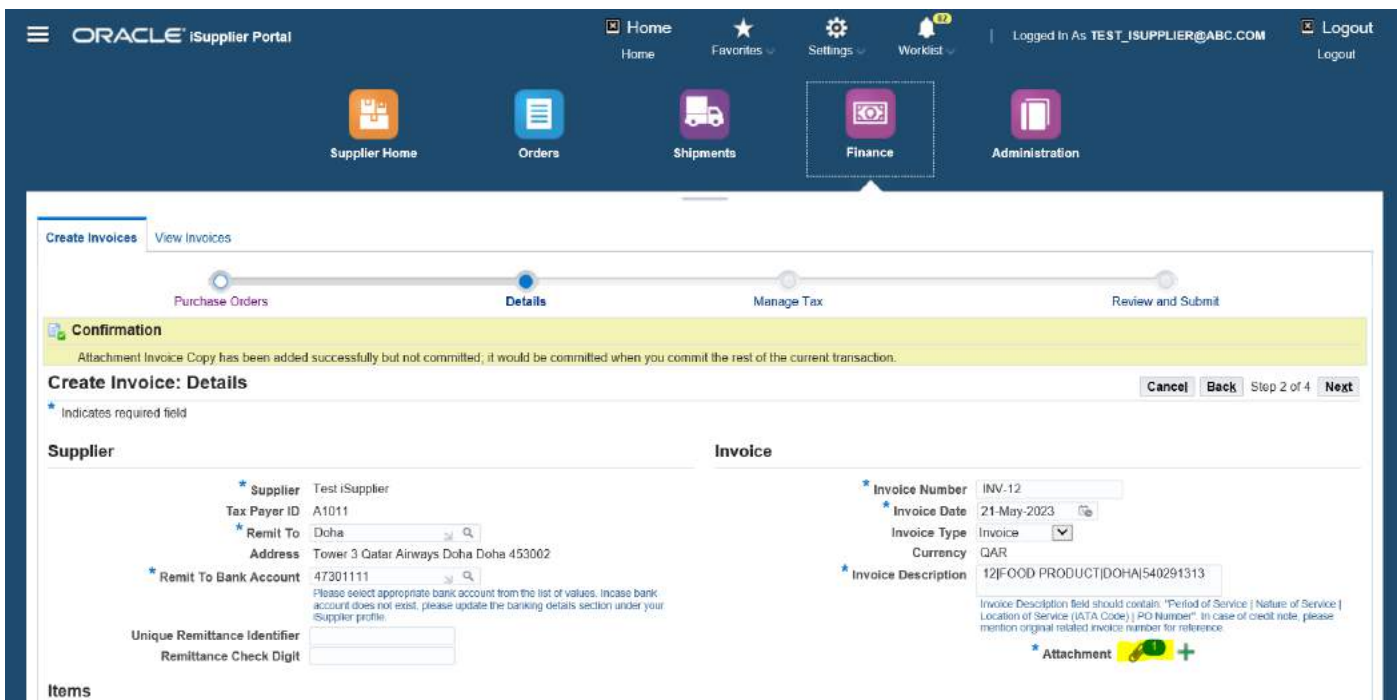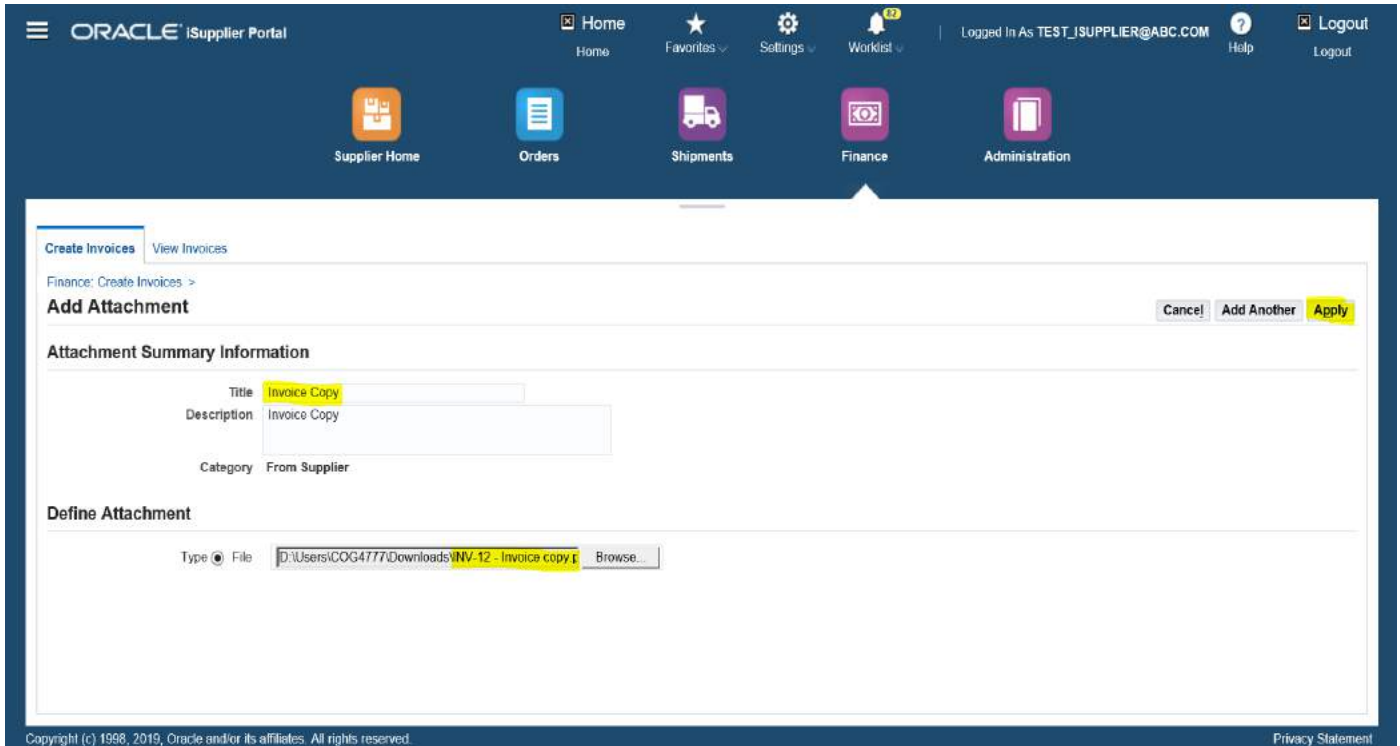
1.12 Enter the actual Invoice Qty for which the invoice is raised and click on (B) Next

1.13 Enter the tax details & click on Next button

1.14 Review the invoice details and click on Submit button.

1.15 Invoice Submitted confirmation message

1.16 To see the created invoice and the invoice status, Click on Finance tab → View Invoices

1.17 Enter the Invoice number which is created in the above step and click on go button.

1.18 Click on Invoice number to see the invoice details.

1.19 Payment status can be seen in "Payment Status" field (Paid / Not Paid)

1.20 Invoice details as below

Credit Memo

2. Create Credit Memo:

2.1 Login as Supplier in iSupplier Portal

You won't be able to navigate through the system unless you acknowledge the policy documents, please refer to section Acknowledgement of Compliance policy

2.2 Click on Finance tab → Create Invoice "With a PO"and click on Go button.

2.3 Enter the PO number and click on go button.

2.4 Select the respective PO line(s) for invoicing and click on "Add to Invoice" button. Click on Next button

2.5 Enter the below invoice header details;
2.6 Invoice Number
2.7 Invoice Date
2.8 Select Invoice type as 'Credit Memo'
2.9 Invoice Description

2.10   Add attachment as Mandatory (Supp. Credit Memo)

2.11   Enter the Invoice Qty (Negative value)
2.12   Click on Next Button.

2.13 Enter the tax details & click on Next button

2.14 Review the Credit memo details and click on Submit button.

2.15 Confirmation Message

1.1 To see the created Credit Memo and the credit memo status, Click on Finance tab → View Invoices
1.2 Enter the Credit Memo number which is created in the above step and click on go button.

1.3 Click on Credit Memo number to see the Credit Memo details.
1.4 Payment status can be seen in "Payment Status" field (Paid / Not Paid)

1.5 Credit Memo Details as Below
1.6 Invoice Status can be seen in the "Status" field

If you require assistance or facing any errors, please take a screenshot and reach out to our dedicated team at Supplier Relations supplierrelations@qatarairways.com.qa

Thank you!