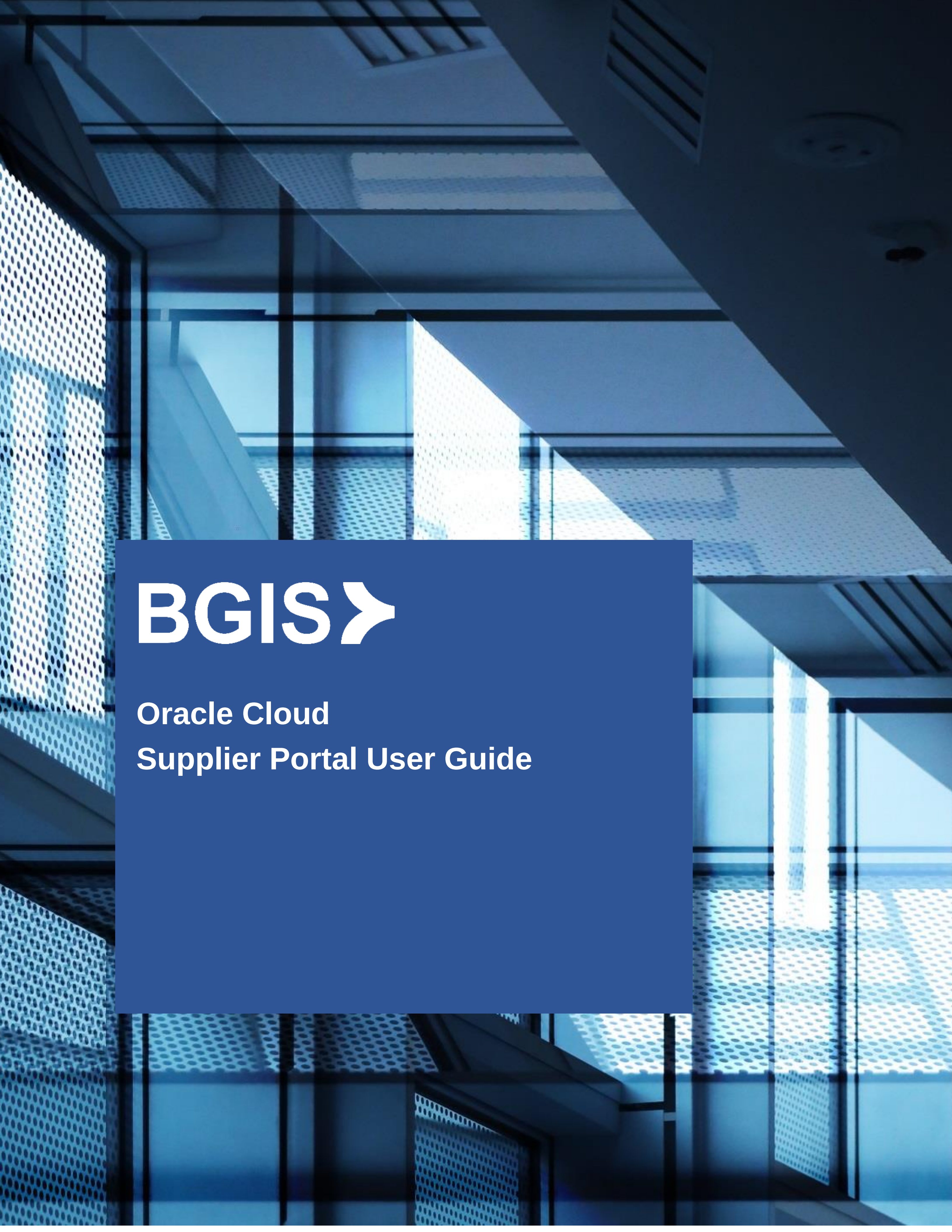


Oracle Cloud
Supplier Portal User Guide

Contents

1. Introduction

As a Service Provider of BGIS you can now submit invoices using **Supplier Portal module of Oracle Cloud** directly at your own convenience.

Supplier Portal can be used for the following actions:

- *To create an invoice relating to a Purchase Order or Work order*
- *To create a Credit Memo*
- *To add a contact to access Supplier Portal*
- *Check the Invoice, WO and PO status including payment details if invoice has been paid*

Supplier Portal <u>should not</u> be used for the following actions:

- *Submitting an invoice which does not have a BGIS WO or PO referenced*
- *To submit a future dated invoice*
- *Update your Company information in BGIS records (name and address)*

2. Sign into Supplier Portal

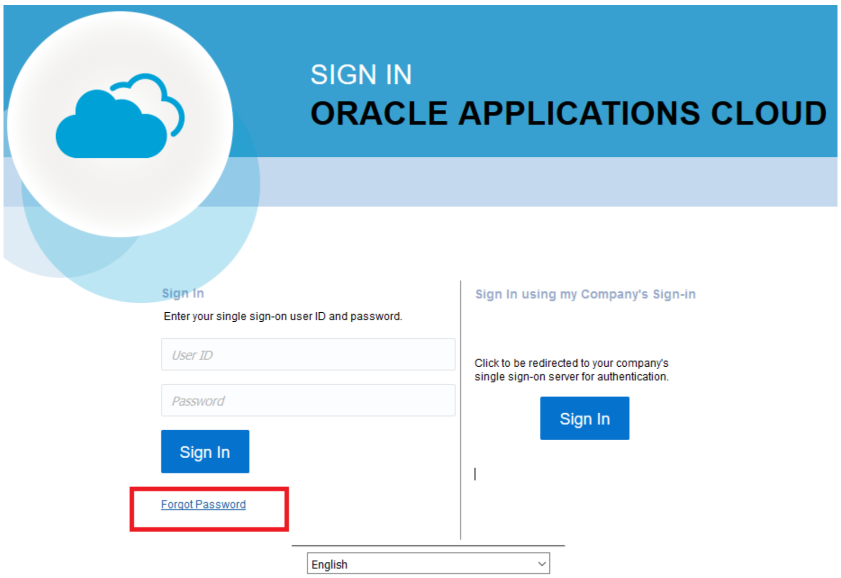
Microsoft Edge and Chrome are the recommended browsers by Oracle to use Oracle Supplier Portal

2.1 Sign into Supplier Portal by clicking on the URL provided in the email which is provided in your initial email Add the URL this will make it easier for the suppliers

2.2. Login credentials would be part of this email

Below is the first screen you see when you sign into Oracle Cloud

2.3. In the event you forget the username/password, please click on Forgot Password

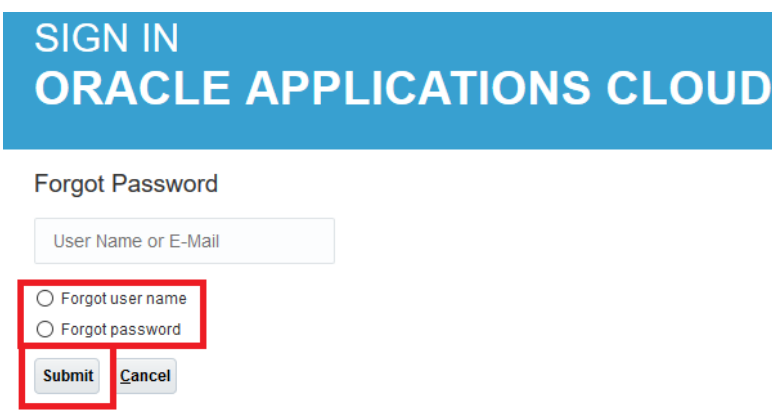


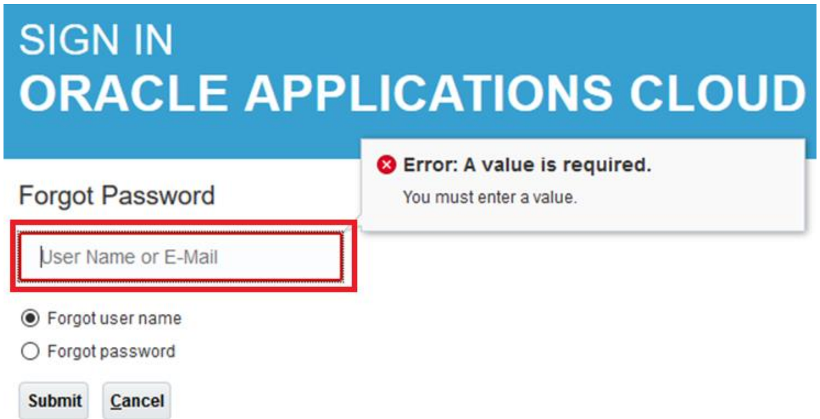
2.4. Select either **Forgot username** or **Forgot password**

2.5. To reset username, provide **email**

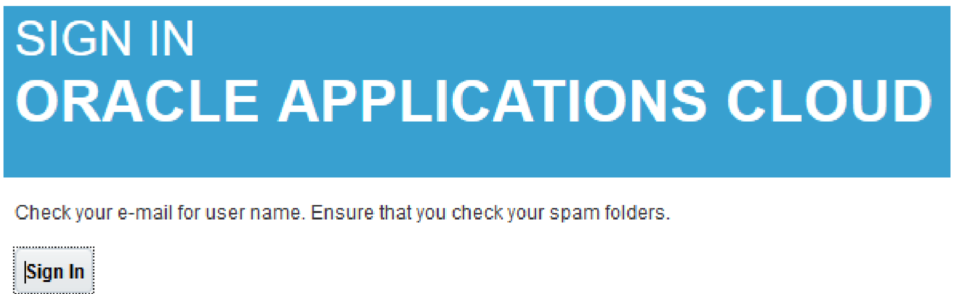
2.6. To reset password, provide **username**

2.7. Click on **Submit**





An automated email notification will be sent to reset username or password.



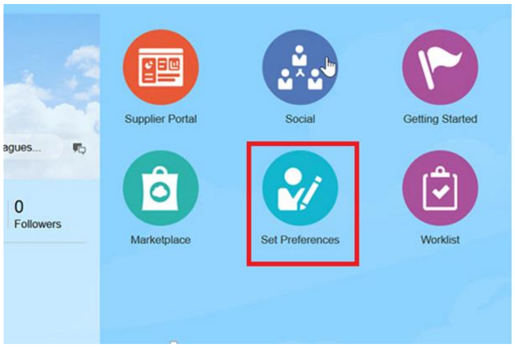
Open the email and reset your **username or password** as required.

3. Set Preferences

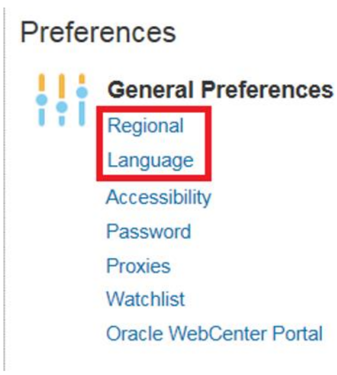
After logging in for the first time, please ensure to setup your General Preferences as default settings.

Follow the below instructions to set your preferences

3.1 Click on "Set Preferences" icon



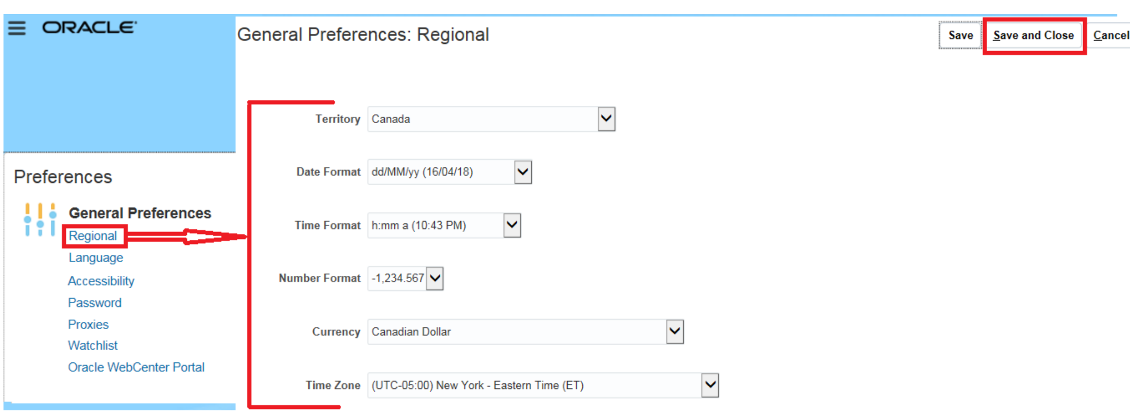
Under **General preferences** tab, setup your **Regional** and **Language** preferences.



3.1.1. Click on **Regional** button

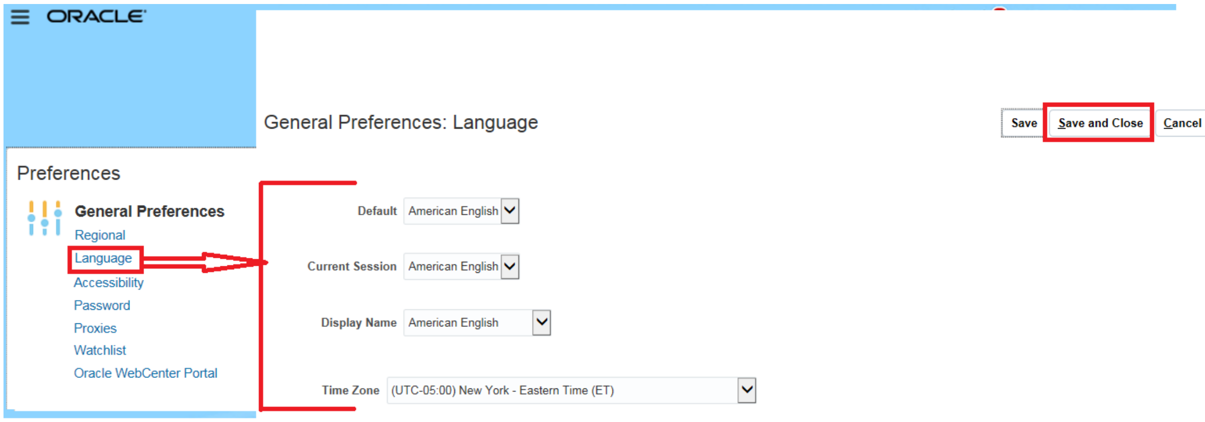
*3.1.1.1 Enter your **Region** and **Time Zone** details*
3.1.1.2 Click on Save and Close.

When you log in next time, Region and Time will be updated and defaulted on your computer.



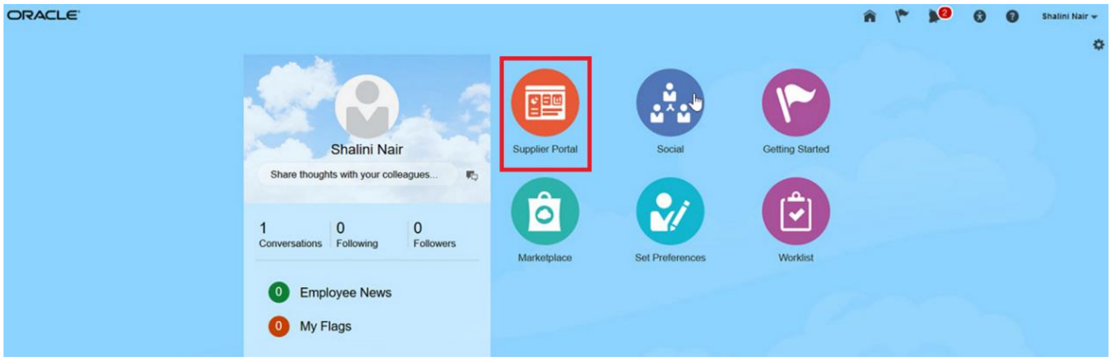
*3.1.2 Click on **Language** button*
*3.1.2.1 Enter your **Language** details*
3.1.2.2 Click on Save and Close.

When you log in next time, Region and Time will be updated and defaulted on your computer.

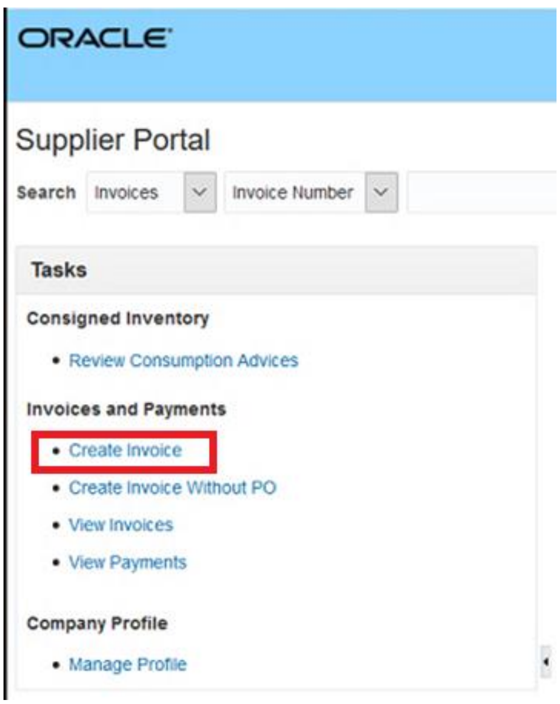


4. Create an Invoice or Credit Memo

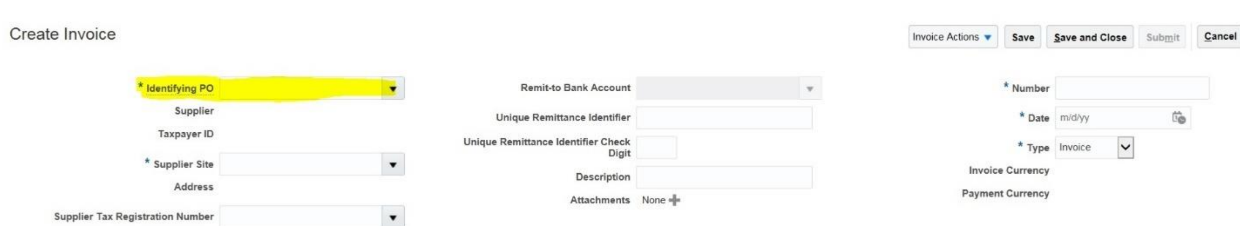
*1) Click on **Supplier Portal** icon on the home page*



2) Click on Create Invoice under Invoices and Payments tab



***3)** Under **Identifying PO** field, select the Purhase or Work order that you are submitting an invoice for. In Oracle Cloud,Work Orders and Purchase Orders are referred to as Purchase Order.*



Only approved Purchase Orders and Invoiceable and Complete Work Orders are available for invoicing. Please ensure you are **only** submitting an invoice corresponding to the Purchase Order or Workorder being references under “Identifying PO”

4) Supplier site

- *The Supplier site and corresponding address on the invoice is populated from the PO. <u>Please do not attempt to correct any address information in Cloud during invoice submission.</u> If any updates are required, please contact Sourcing.*
- *If there are any inactive sites still showing up in the dropdown, please contact the Manager from BGIS to deactivate these sites.*

*5) Number - This is the **Invoice Number** of the invoice submission to BGIS for processing. Please note the invoice number should be alphanumeric with no special characters noted. (**All capital letters**, e.g. INV10234)*

*6) Date - This is the **Invoice Date.***

*7) Type **Invoice -** Always select **Invoice** for debit invoices and **Credit Memo** for credit invoices.*

*8) Description - Type in a brief **description** of the service performed.*

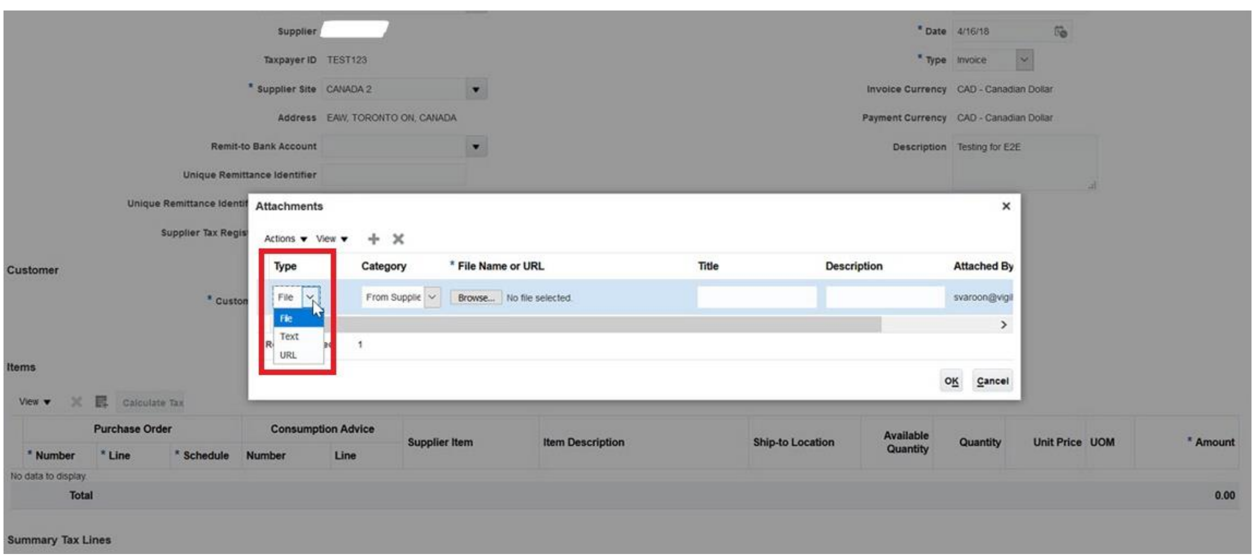
1. Attach an Invoice Image & Documentation

- *Although this field is not identified as a MANDATORY item, attaching an invoice copy is required for each invoice submission via Supplier Portal. If the invoice copy is missing, BGIS will reject and return the invoice for resubmission. Additional documentation of the excel breakdown of charges at the building level should also be attached to the submission.*
- *Follow below steps to attach copy of the invoice.*
- *Click on **+** sign beside **Attachments (**highlighted in **Blue**)*

Update! The address is still visible. Please no reference to anything. I Realize it is our address but let’s keep it clean.

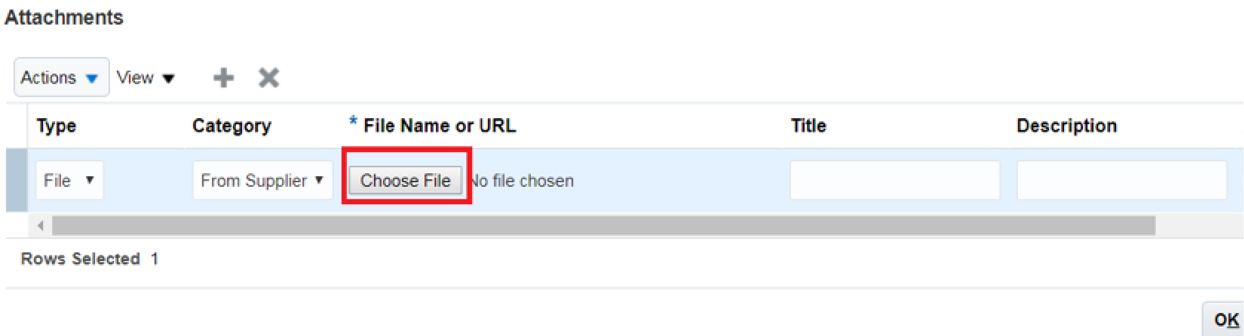
The screen below appears.

- *Click on drop down under **Type***
- *Select **File***



- *Select **From Supplier** under Category drop down.*

- *Click on **Choose File** to upload the invoice from a folder*

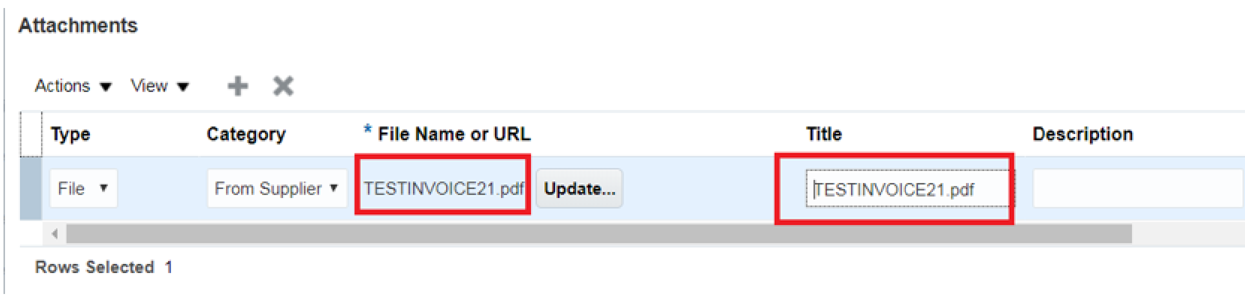


You will see the invoice attached under File Name or URL tab.

You will also see the title auto populates with the same invoice number.

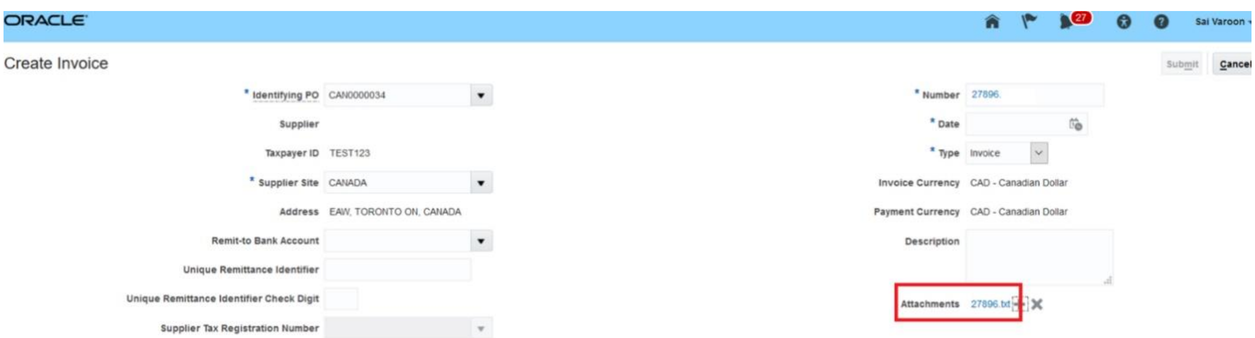
This is the same invoice number the PDF attachment will have.

- *Click on **OK***



Invoice copy is now attached.

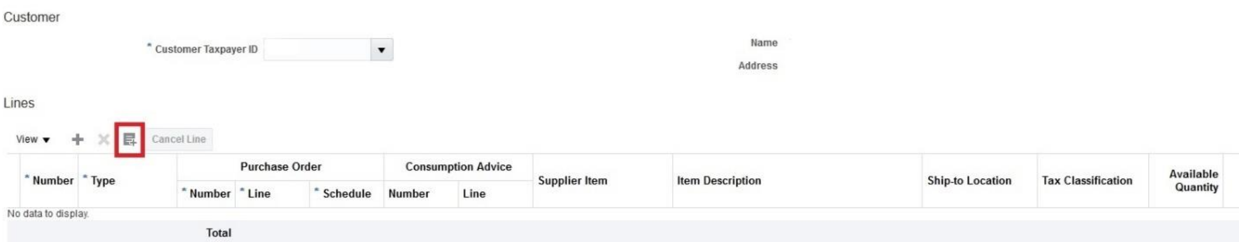
To delete the attached copy, click on 'X' button.



2. Matching an invoice to the Purchase Order, Work Order and Contract Purchase Order

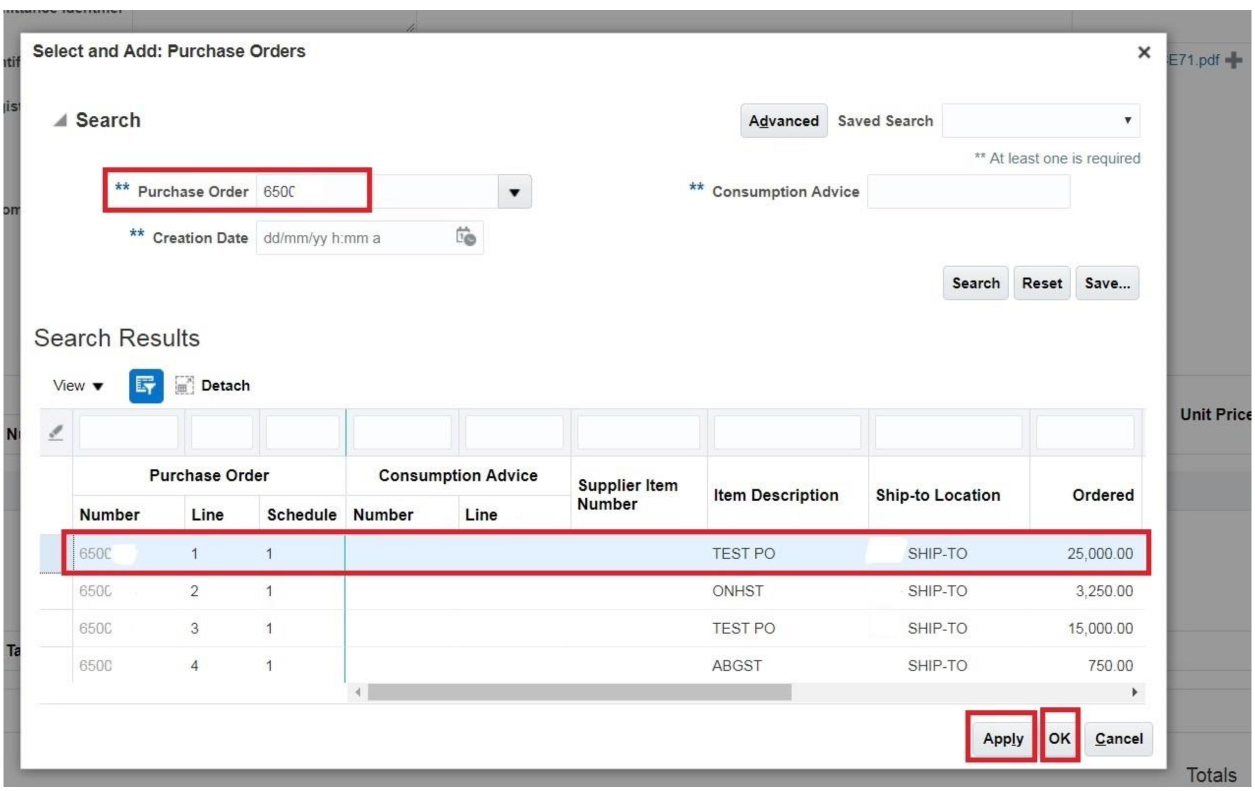
4.2.1 - Follow the below steps to match the invoice to a Purchase Order or Work Order*:*

- *Click on **Select and Add** icon highlighted below*



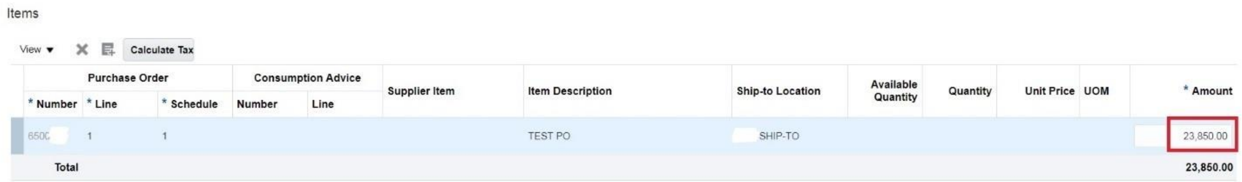
The **Purchase Order** or **Work Order** you have entered on the **Create Invoice** screen appears automatically.

- *Select the PO line which matches the item description, service period, building ID and address of the service you have provided.*
- *Click on **Apply***
- *Click on **OK***

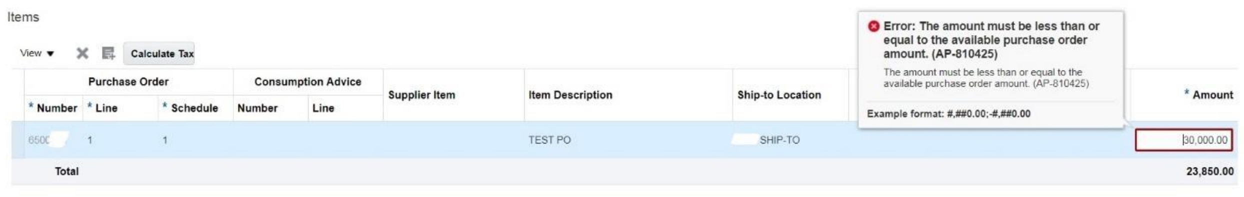


You will see the amount remaining on the PO line.

- *Input the invoice amount into the amount field as per the invoice.*



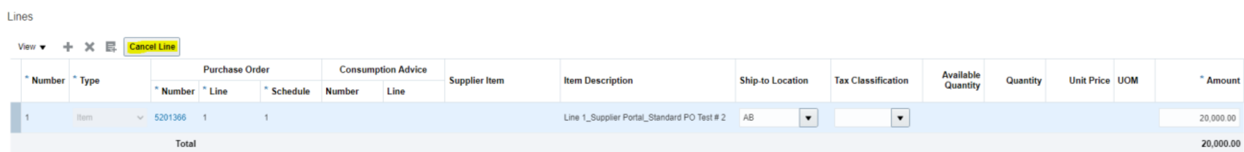
You cannot exceed the ordered or balance line amount.



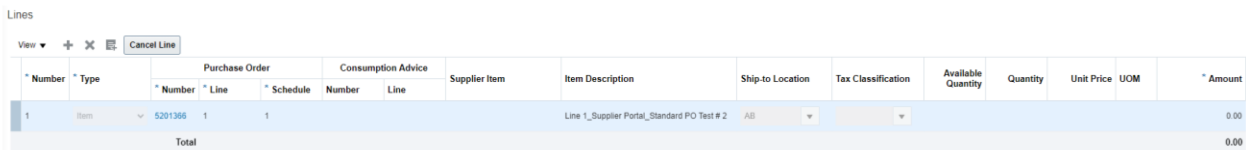
Once the line is matched you **cannot** rematch that line again. If an update is required, the line can be cancelled and matched again.

Canceling a Matched Line

Once a line is matched it can be cancelled by, selecting the line you would like to cancel and clicking cancel line. Please see screenshot below.

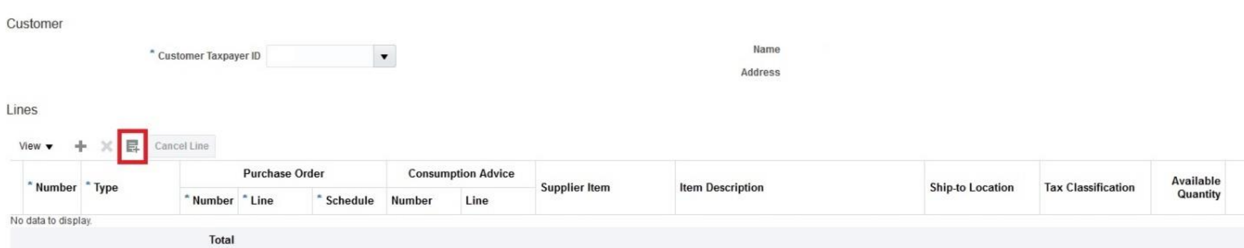


Once line is canceled you will see the fields have been greyed out and amount should be $0. Please see screenshot below.

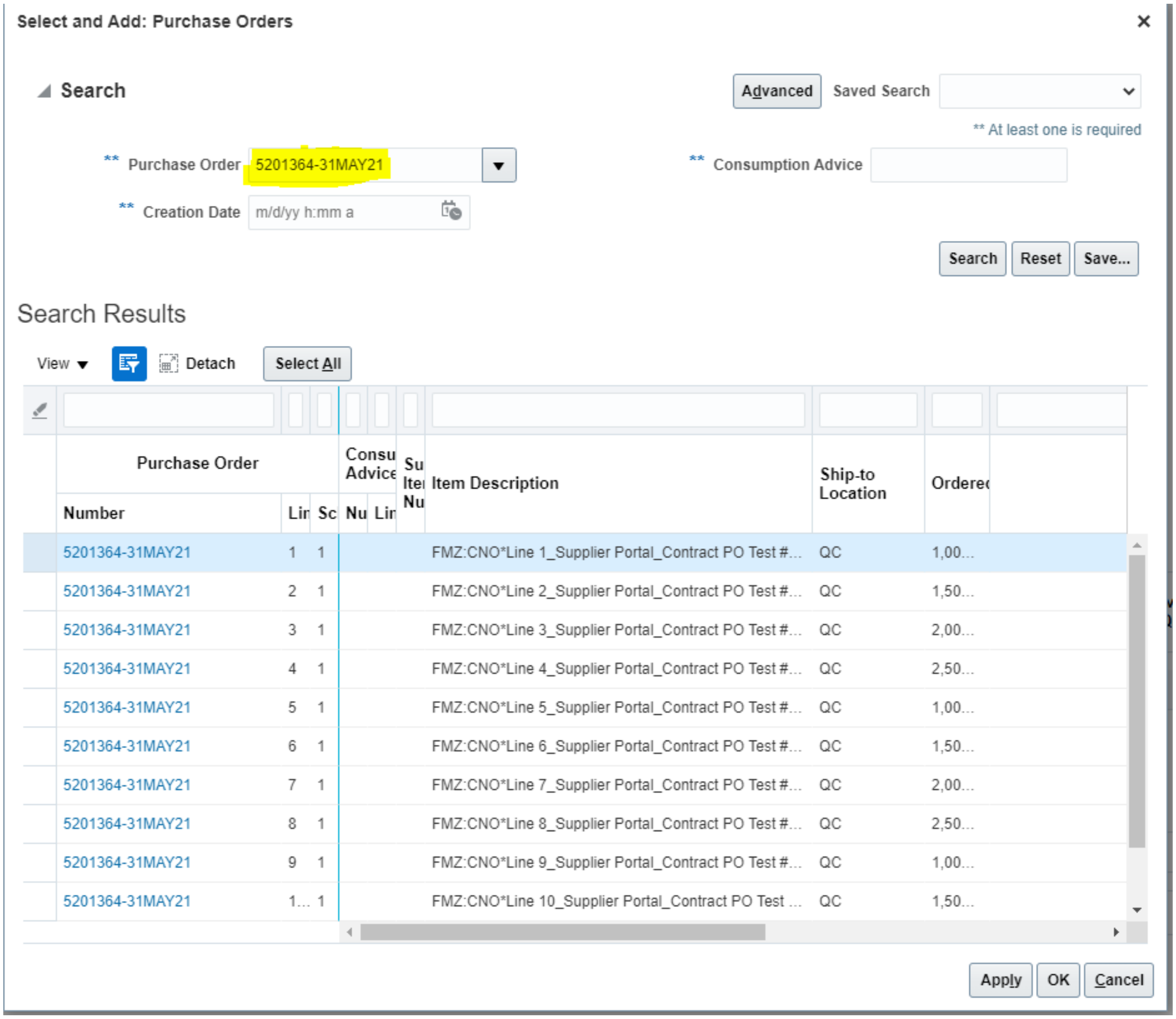


4.2.2 - Follow the below steps to match the invoice to a Contract Purchase Order:

- *Click on Select and Add icon highlighted below*

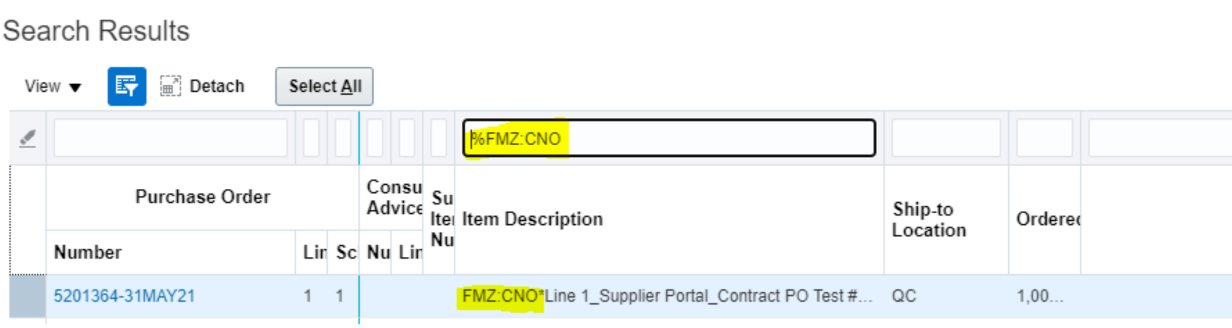


The **Contract Purchase Order** you have entered on the **Create Invoice** screen appears automatically.



- *To search the item line by building ID, enter in the Item Description field as shown below.*

  Recommend submitting invoices by FMZ.



Select the PO line which matches the item description, building ID and address of the service you have provided.

Click on Apply

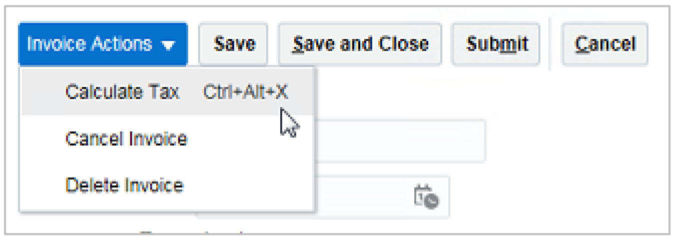
Click on OK

3. Tax Calculation

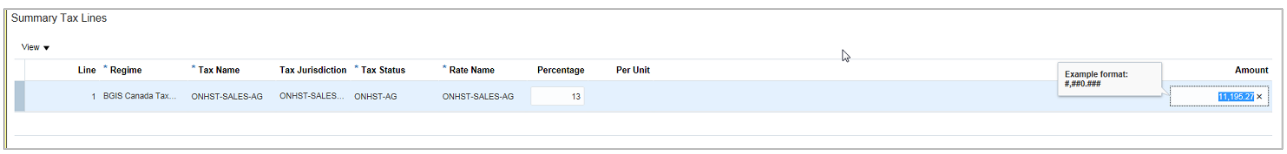
For Purchase Orders where the PO has tax lines:

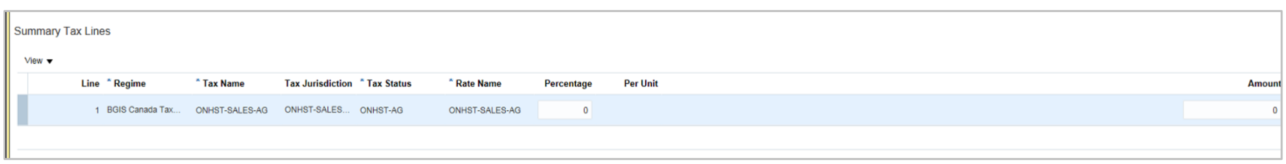
- *Invoice should include the PO lines as well as the respective tax amount lines.*

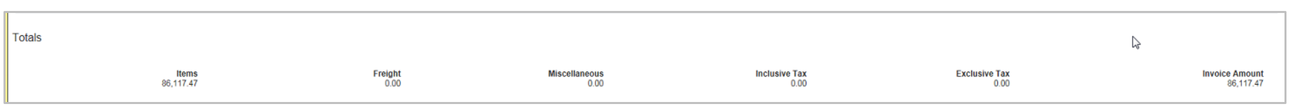
- *Click on* ***Calculate tax*** *from the* ***Invoice Action button*** *to populate the tax amounts.*



- *To avoid additional tax being included, once the tax is calculated by the system, revise it to $0 by changing the* ***Tax % to Zero.***

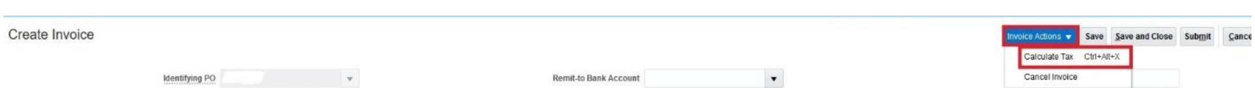




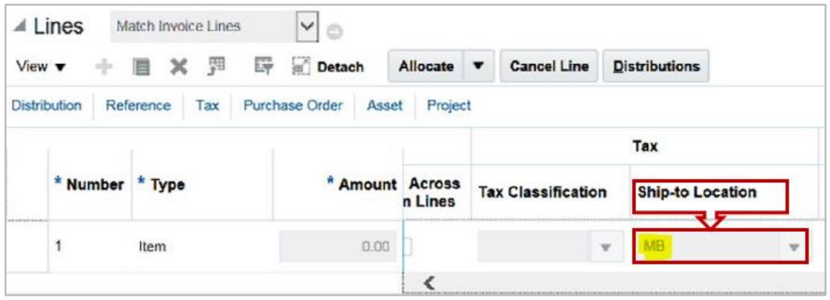


For Purchase Orders where PO does not have tax lines:

- *Match only the applicable PO lines.*
- *Click on* ***Calculate tax*** *from the* ***Invoice Action button*** *to populate the tax amounts (For shortcut please use CTRL + ALT + X on your keyboard).*



- *If the Ship-to Location Code is incorrect, select from the drop-down table below to pick the correct Provincial Tax Code. The ship to location determines the tax calculated on the invoice based on where the service was performed.*



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Province	Provincial Tax Codes
Alberta	AB
British Columbia	BC
Manitoba	MB
New Brunswick	NB
Newfoundland and Labrador	NL
Northwest Territories	NT
Nova Scotia	NS
Nunavut	NU
Ontario	ON
Prince Edward Island	PE
Quebec	QC
Saskatchewan	SK
Yukon	YT

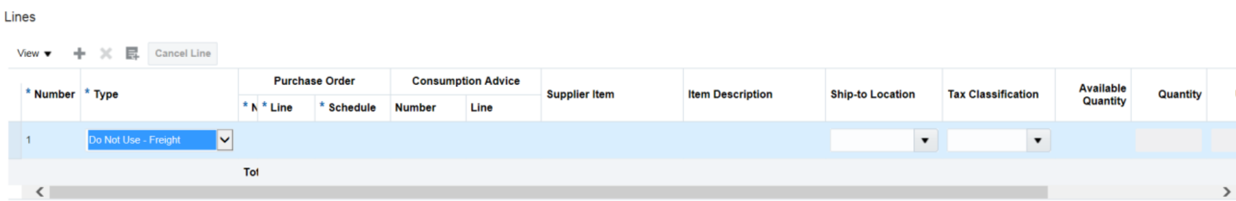
Note: HST, GST and QST are the standard taxes and should not be overwritten. However, PST can be updated as per service applicability. If the invoice is submitted with incorrect taxes, it will be rejected for resubmission.

- *To change the PST tax amount, update the tax percentage and then click on Calculate Tax button one more time. The changes will be reapplied on the invoice total.*

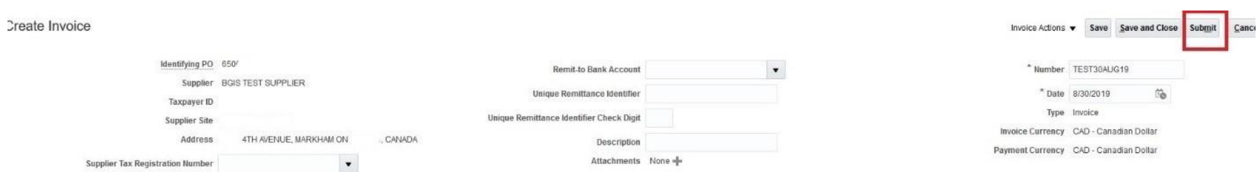
- *The Summary Tax Lines are updated with tax amounts.*
- *Also, the invoice amount is updated in the bottom right corner.*
- *Do not add any Freight or Miscellaneous expense.*

If you have charges such as freight and other miscellaneous expense, they should be reflected in the Purchase Order or Work order amount. Please contact the Manager who engaged your service for support.

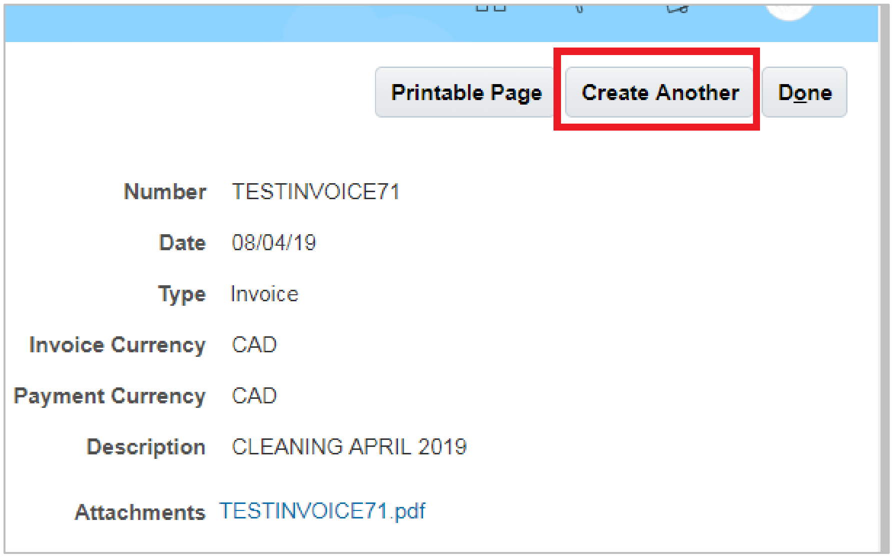
Both Freight and Miscellaneous are marked as DO NOT USE and will cause your invoice to be rejected.

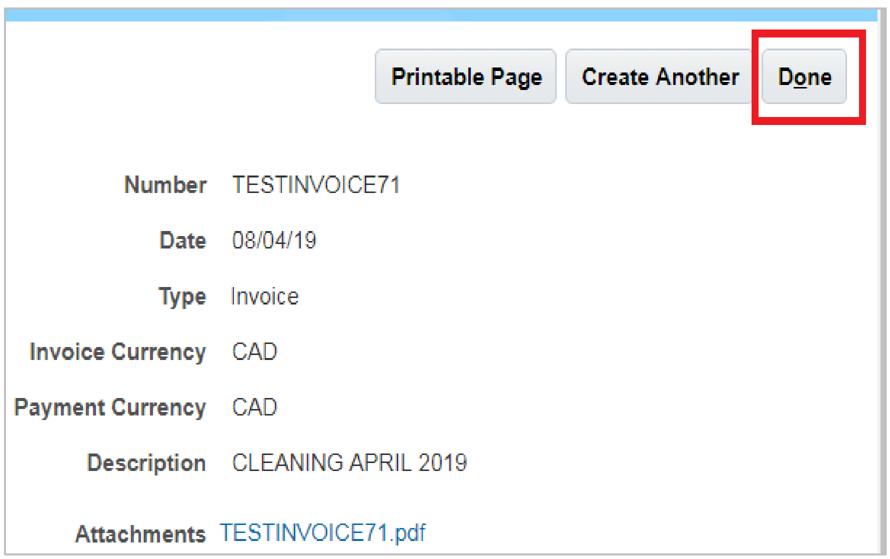


- *Review the invoice submission*
- *Once invoice has been reviewed and is ready for submission, please proceed to the next step.*
- *Click on **Submit** button.*
- *After submission, a confirmation message appears that the invoice is submitted.*
- *Once invoice is submitted you cannot cancel the entry.*
- *Click on Ok.*



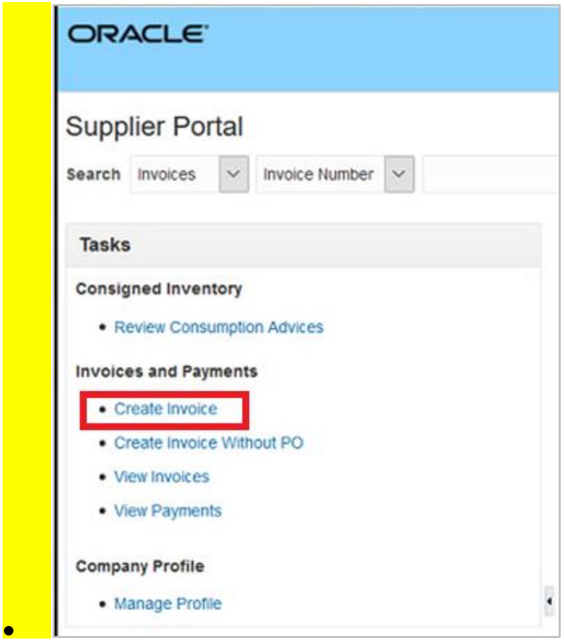
- *If invoice is not ready to be submitted and requires revision, you can simply click on **Cancel** to delete the invoice entry.*
- *If you have other invoices to submit click **Create Another** to submit another invoice.*
- *Otherwise, click on **Done** to go back to the previous screen.*


Printable Page
Create Another
Done
Number TESTINVOICE71
Date 08/04/19
Type Invoice
Invoice Currency CAD
Payment Currency CAD
Description CLEANING APRIL 2019
Attachments TESTINVOICE71.pdf


Printable Page
Create Another
Done
Number TESTINVOICE71
Date 08/04/19
Type Invoice
Invoice Currency CAD
Payment Currency CAD
Description CLEANING APRIL 2019
Attachments TESTINVOICE71.pdf

4. Matching a Credit Memo to a Purchase Order

4.4.1.1. Click on Create Invoice under Invoices and Payments tab

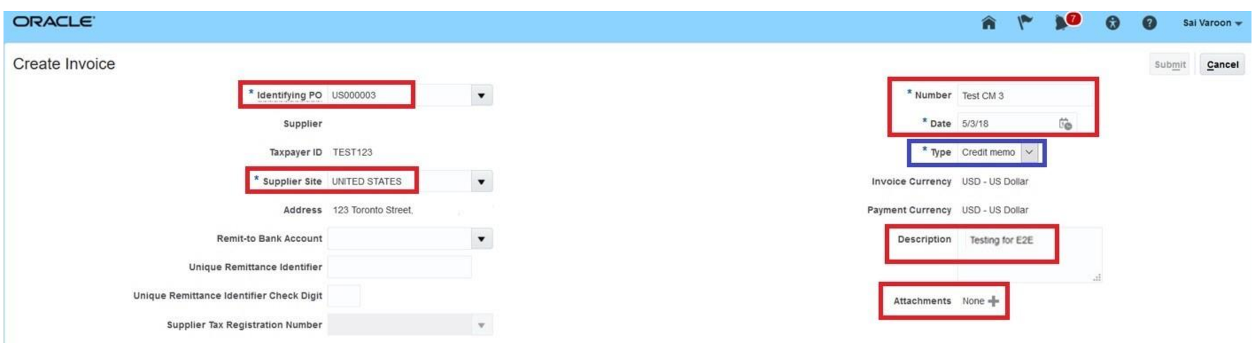


Now proceed to enter all the fields highlighted in **red**, including Description (* *marked fields are mandatory*)

All the details remain same except **Type**.

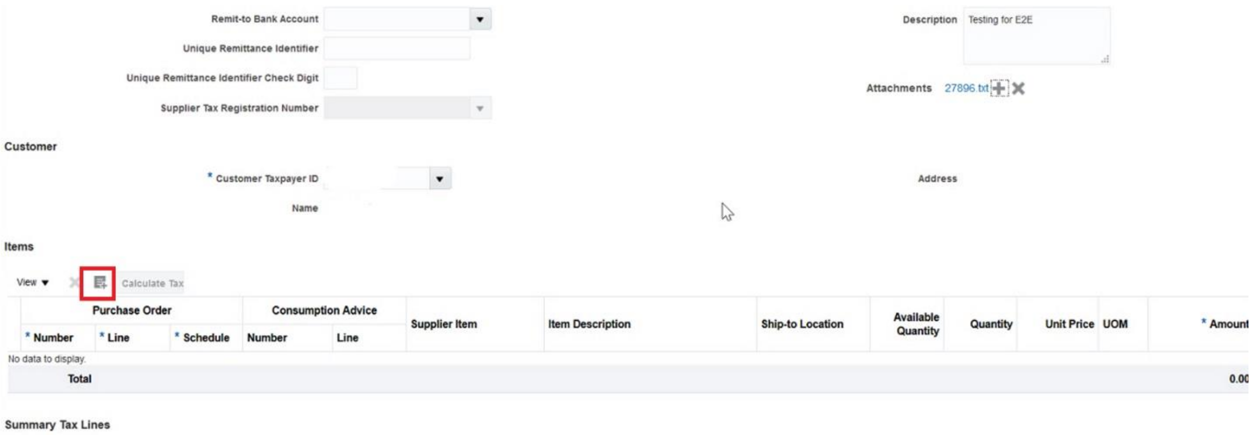
Refer to section 4.2. for matching an invoice to a purchase order, work order, or contract purchase order.

*4.4.2. Ensure to select **Credit Memo** under Type (highlighted in blue).*



4.4.3. Matching a Credit Memo to a Purchase Order.

*4.4.4. Click on **Select and Add** icon highlighted below*



The **Purchase Order** you have entered on the **Create Invoice** screen appears automatically

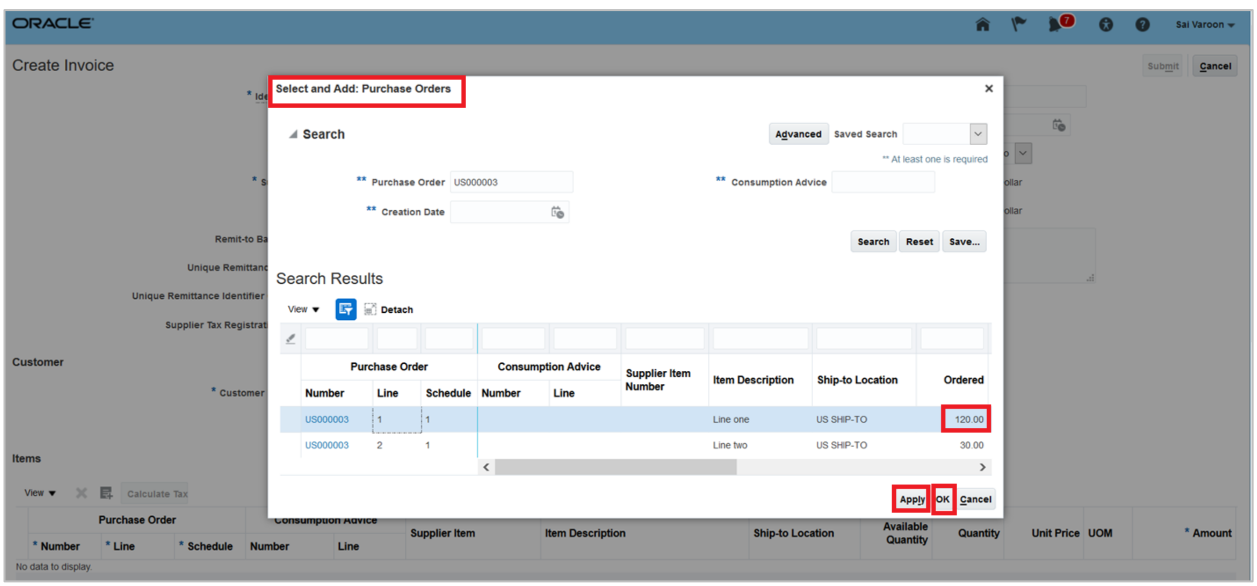
4.4.5. Select the PO line which matches the item description of the service you have provided.

- *If the line amount is equal to the invoice amount, then*

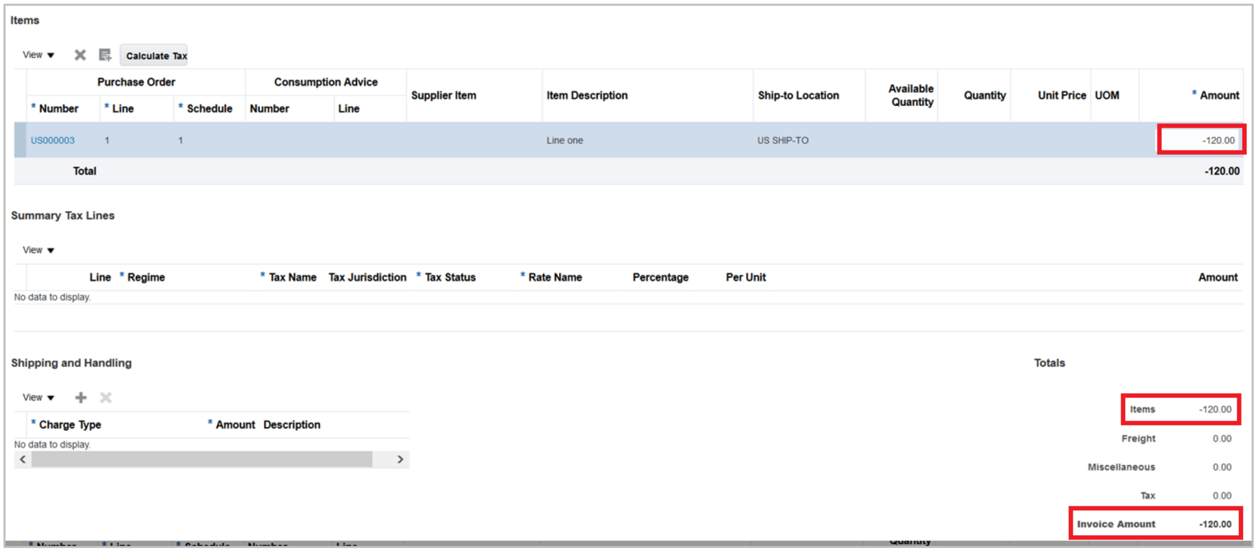
*4.4.6. Click on **Apply***

*4.4.7. Click on **OK***

- *If amount is lesser then update the amount.*



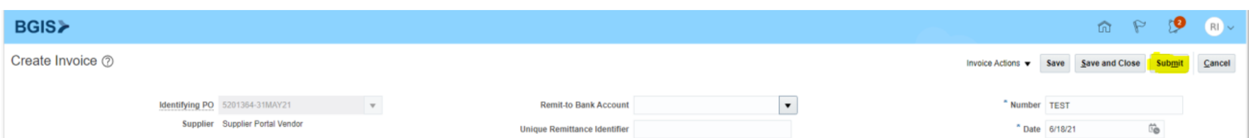
- *The negative amount auto populates.*



Once the matching is complete, you can edit this matched amount as per the invoice subtotal amount.

Calculate taxes.

4.4.8. Click on Submit



Now a credit memo has been created and submitted.

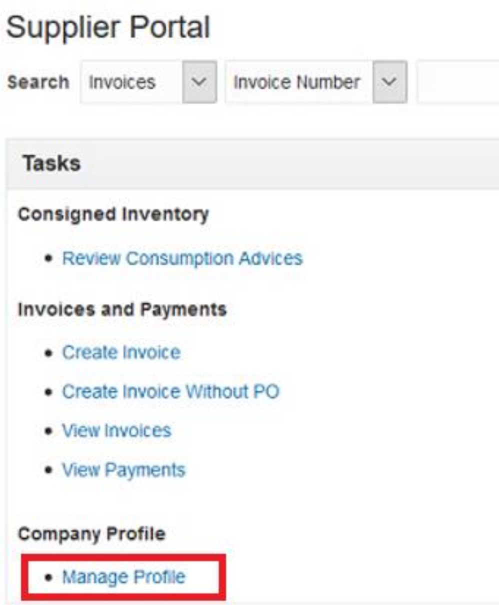
Click on Cancel button to discard this entry before clicking on Submit.

Once the invoice is submitted, the below confirmation appears on screen.

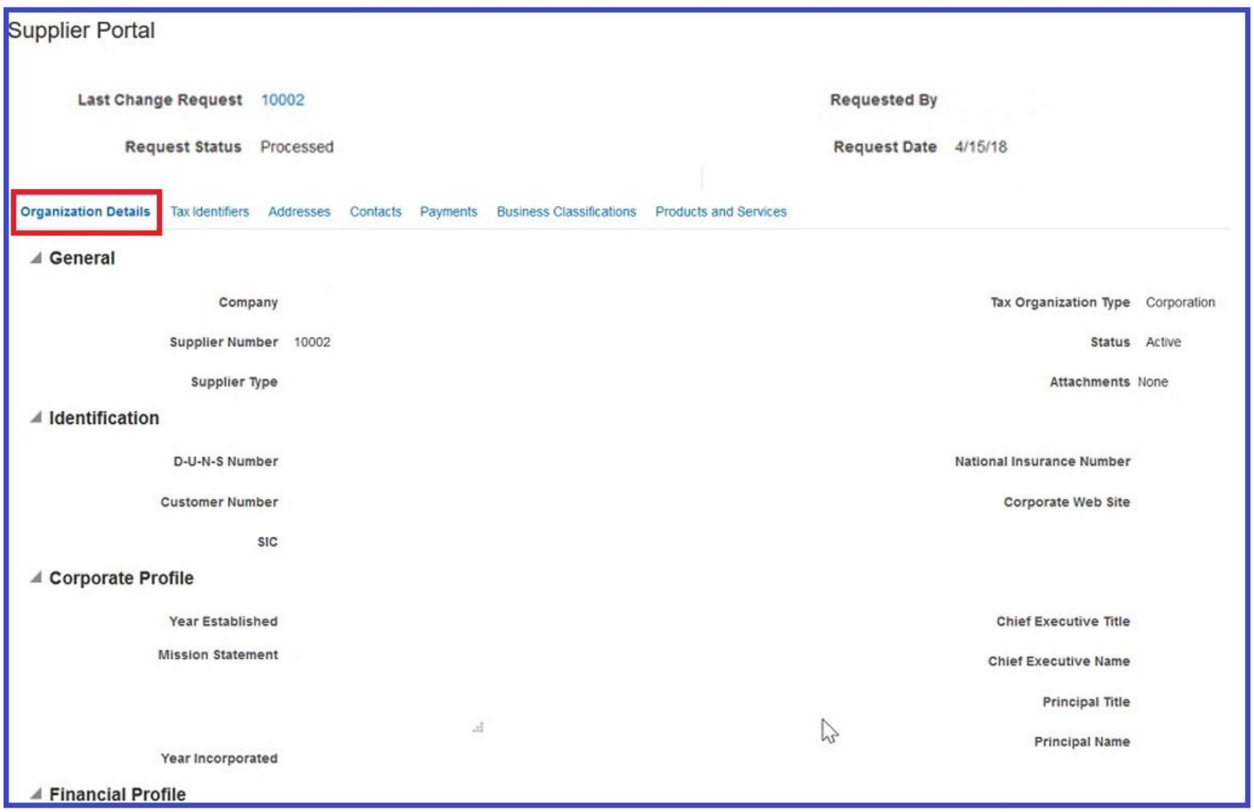
5. Manage Company Profile

Supplier can view or update the Company Profile Information under Supplier Portal tab. Follow the steps below to make updates to your Company Profile.

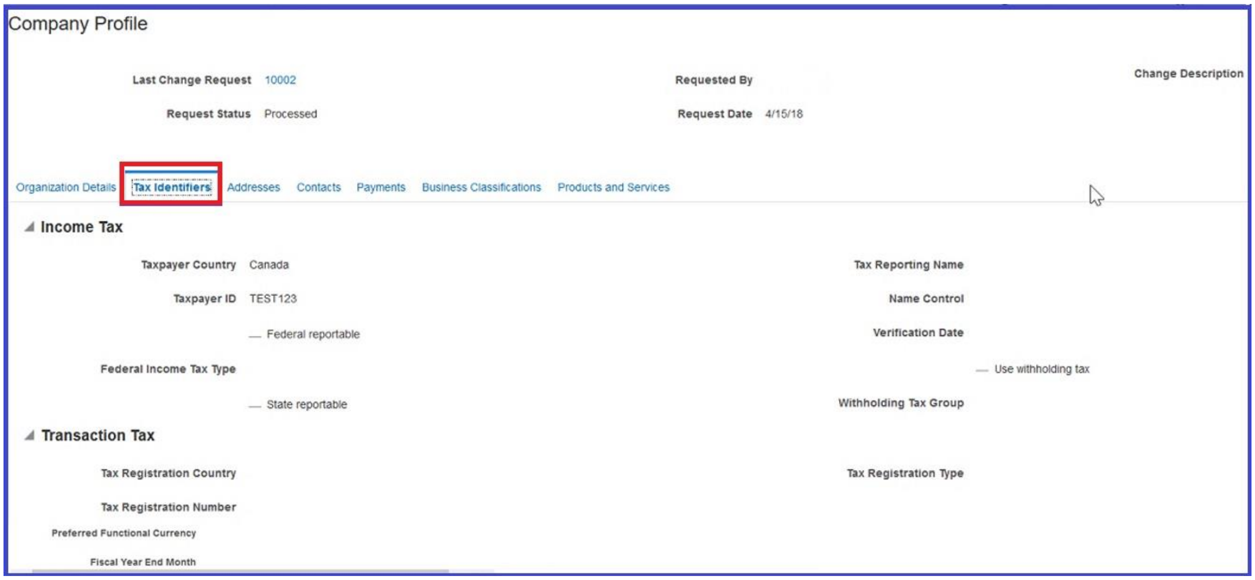
5.1. Click on Manage Profile under Company Profile tab



Click on **Organization Details** to view details of your company



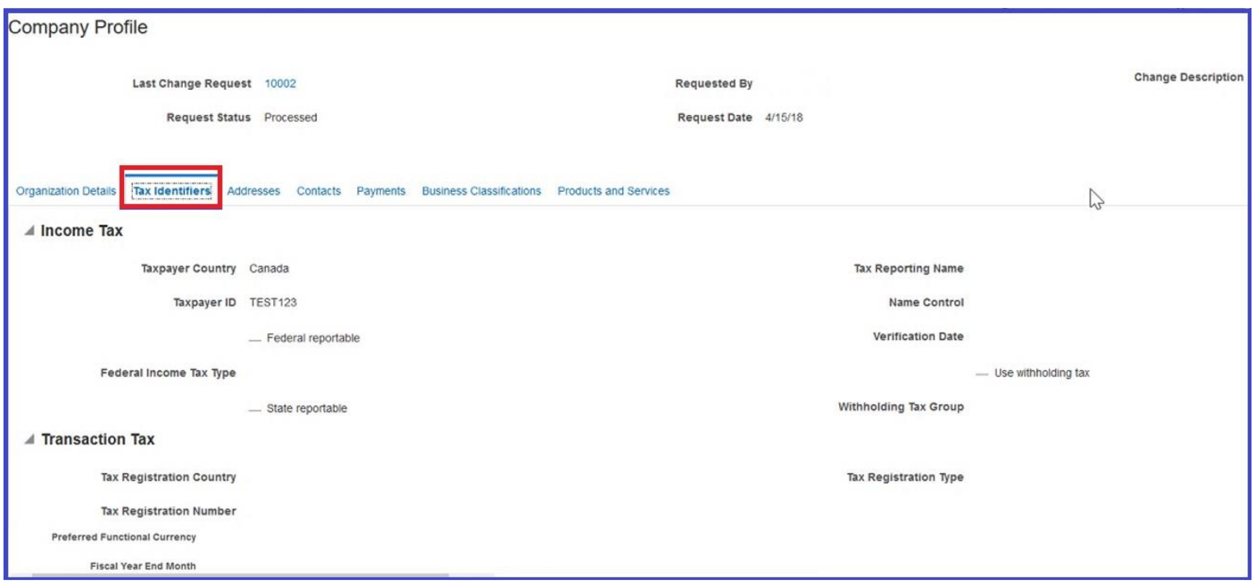
*5.2. Click on **Tax Identifiers** to view **Income** and **Transaction Tax** information*



*5.3. Click on **Addresses** to **<u>view</u>** all your addresses.*

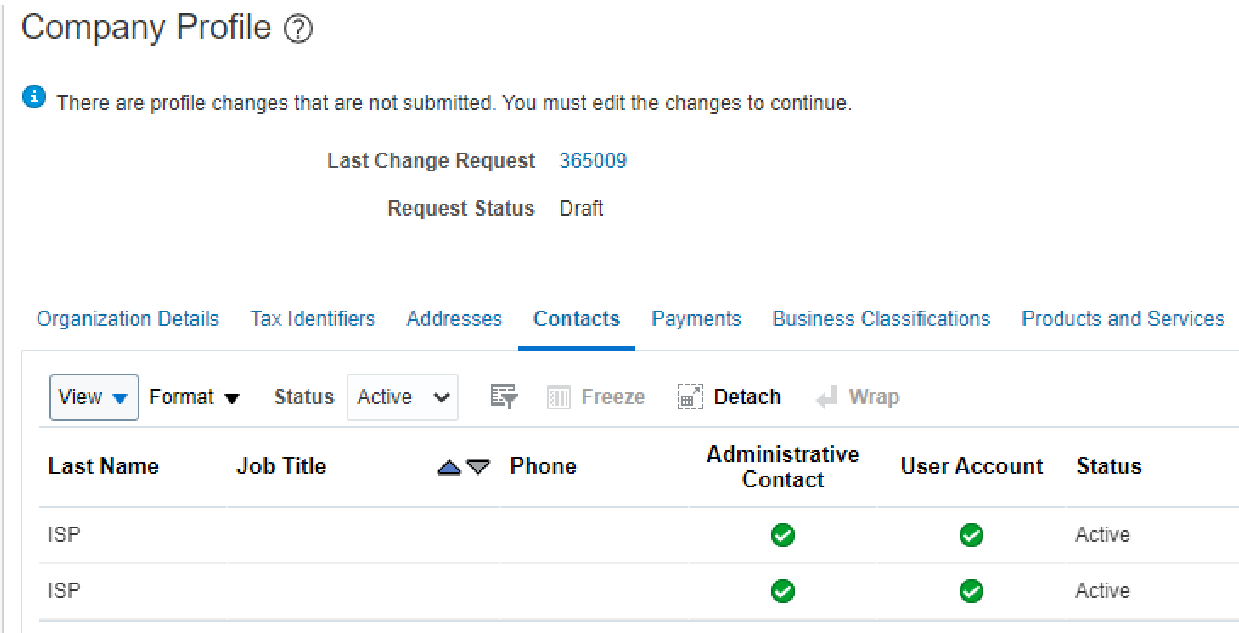
Please note addresses cannot be changed via Supplier Portal.

If there is any update in your address information, please contact the Manager who engaged your service.



*5.4. Click on **Contacts** to update any contact information.*

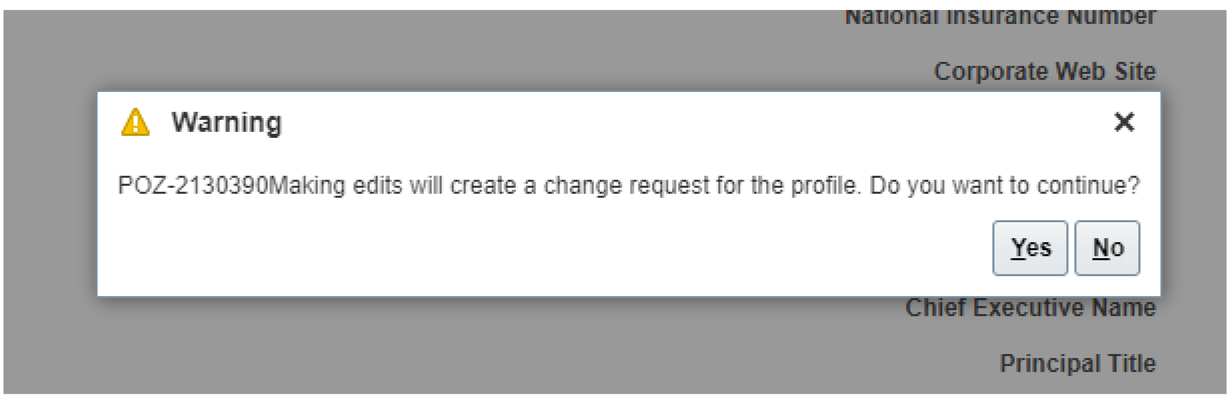
- *Updating this tab is very important as this is the information BGIS will use for invoice related communications.*



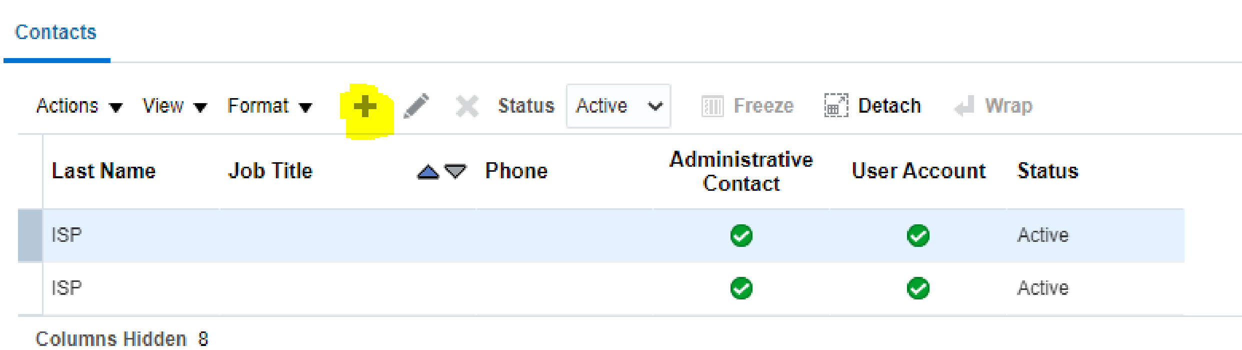
Below warning appears when Contact tab is clicked on.

If any changes are to be made to Contact details, then

*5.5. Click on **Yes** and proceed further.*

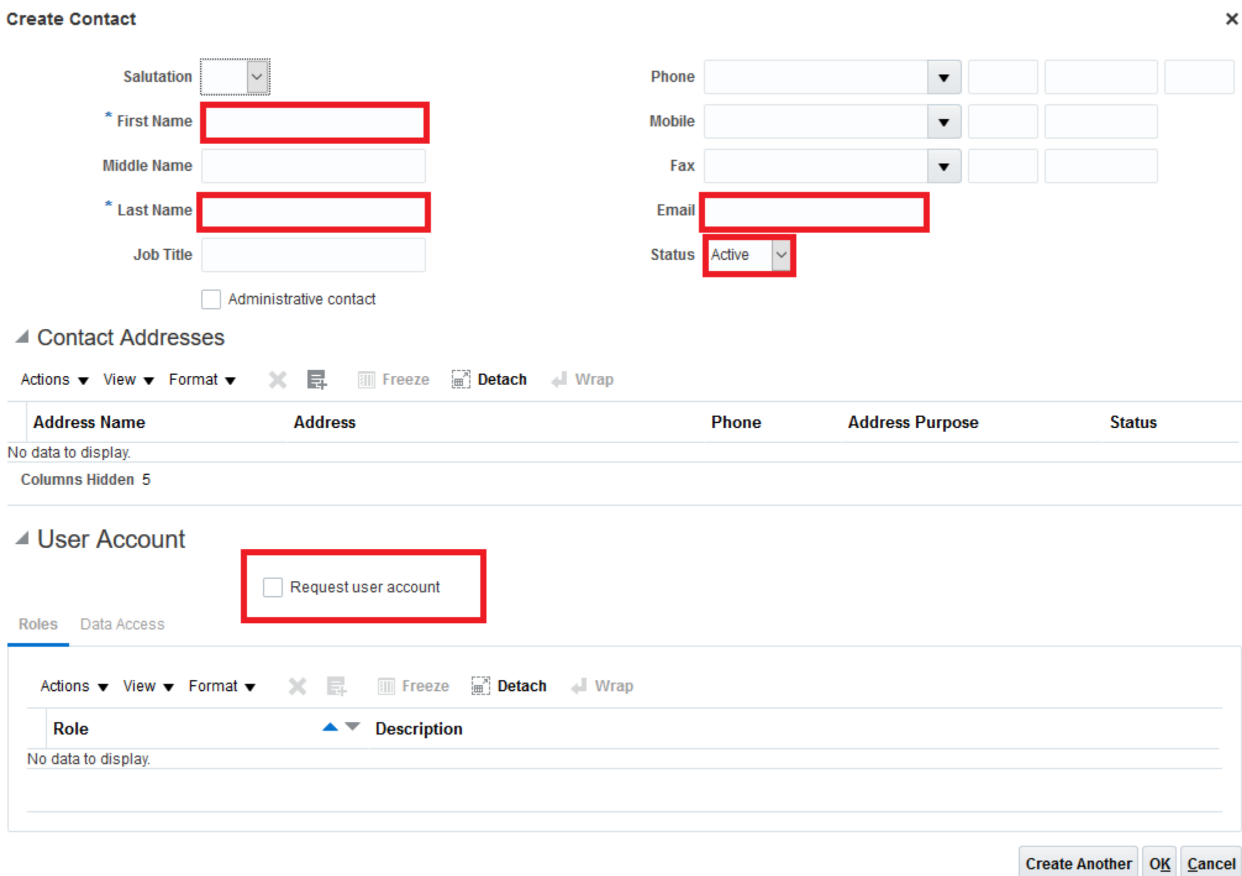


*5.6. Click on **+** icon to add a line*



5.7. Update the new contact's details on the appeared screen.

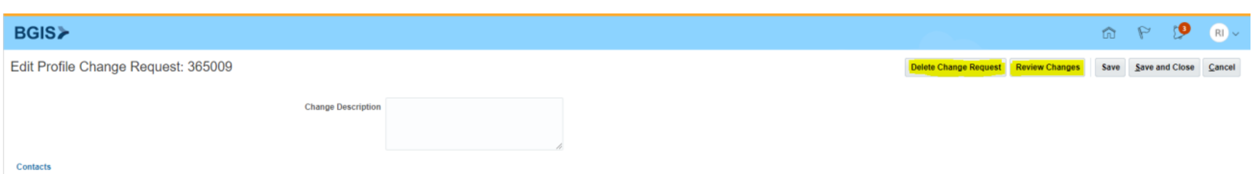
Check the "Request user account" box if you want to add a new user as marked below:



5.7.1. Update the ***Address*** *(if required)*
5.7.2. Click on ***Apply***
5.7.3. *Click on* ***OK***

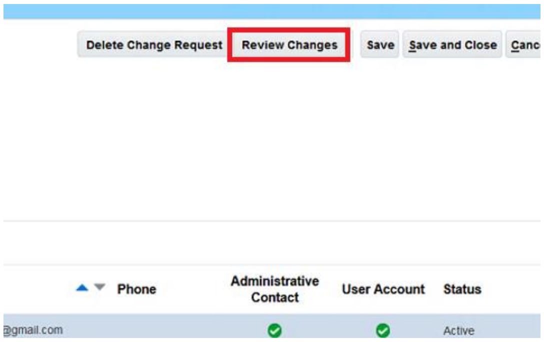
New contact's name is added to the list of contacts.

You can click on **Delete Change Request** to delete the new entry.



In order to review the changes made,

5.8. Click on Review changes

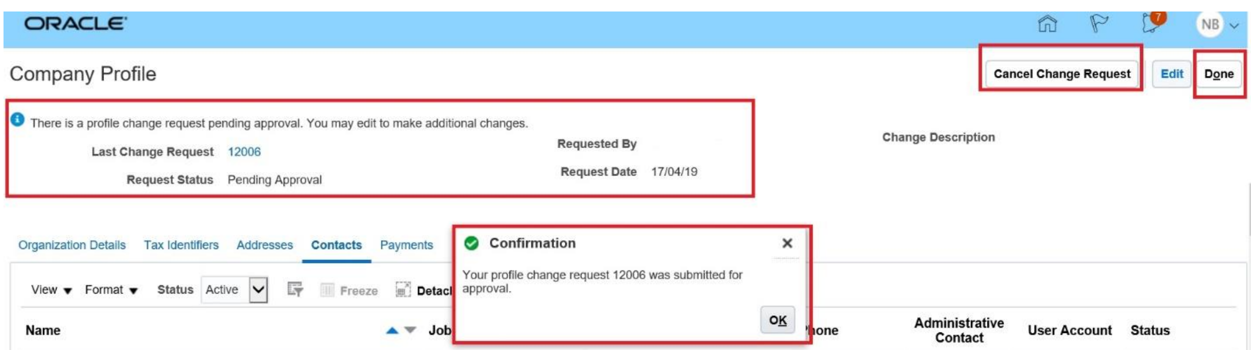


Changes which have just been made only will be visible in this **Review changes** section.

If the changes are captured correctly,

*5.8.1. Click on **Submit***

- *If no further changes are required, click on **Submit** button. (**Note:** that Submit button will only be available after you click on **Review Changes**).*
- *Once Submit button is clicked you will receive a confirmation message that the profile change request was submitted for approval.*
- *Click on **Ok**.*
- *You still have an option to cancel the change request or edit it at this point of time before clicking on **Done**.*
- *If the changes are confirmed, click on **Done**.*



- *An automated message which says, "There is a profile change request pending approval. You may edit to make additional changes" will appear.*
- *The Supplier Profile will be locked until the new contact acknowledges this request.*
- *The new contact will receive an email notification with the login hyper link.*
- *Please inform the new contact to click on the hyperlink received in the email and create a login as requested to unlock the Supplier Profile.*
- *You can any time unlock the profile by clicking on **Cancel Change Request.***
- *This completes adding a contact to your company profile.*

5.9. Setting up an Accounts Receivable (AR) contact to receive invoice Rejection Notifications.

*5.9.1. Using the **Add Contact** feature add a designated AR contact email to the company profile (e.g. AR@gmail.com). This can be a designated centralized AR email for the company monitored by multiple individuals.*

5.9.2. Ensure the contact is marked as “Accounts Receivable” under “Job Title”.

The contact that is marked as Accounts Receivable with the designated AR email will receive all invoice rejection notifications from BGIS Accounts Payable.

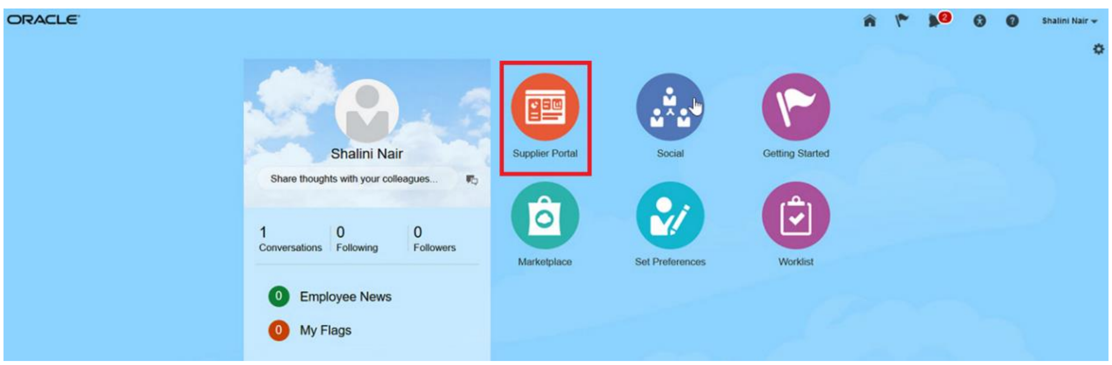
5.10. Click on Worklists under the Navigator on the Home page.

Invoice, WO and PO Inquiry

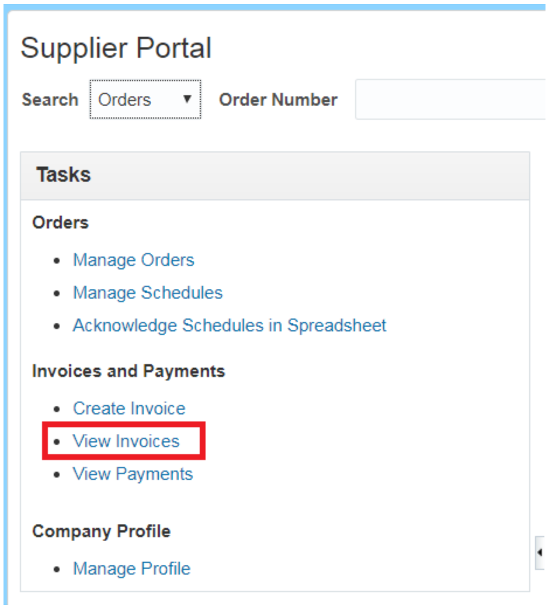
6.1 Checking Invoice Status

Follow the steps below to check status of an invoice you have submitted.

Click on **Supplier Portal** on Home Page



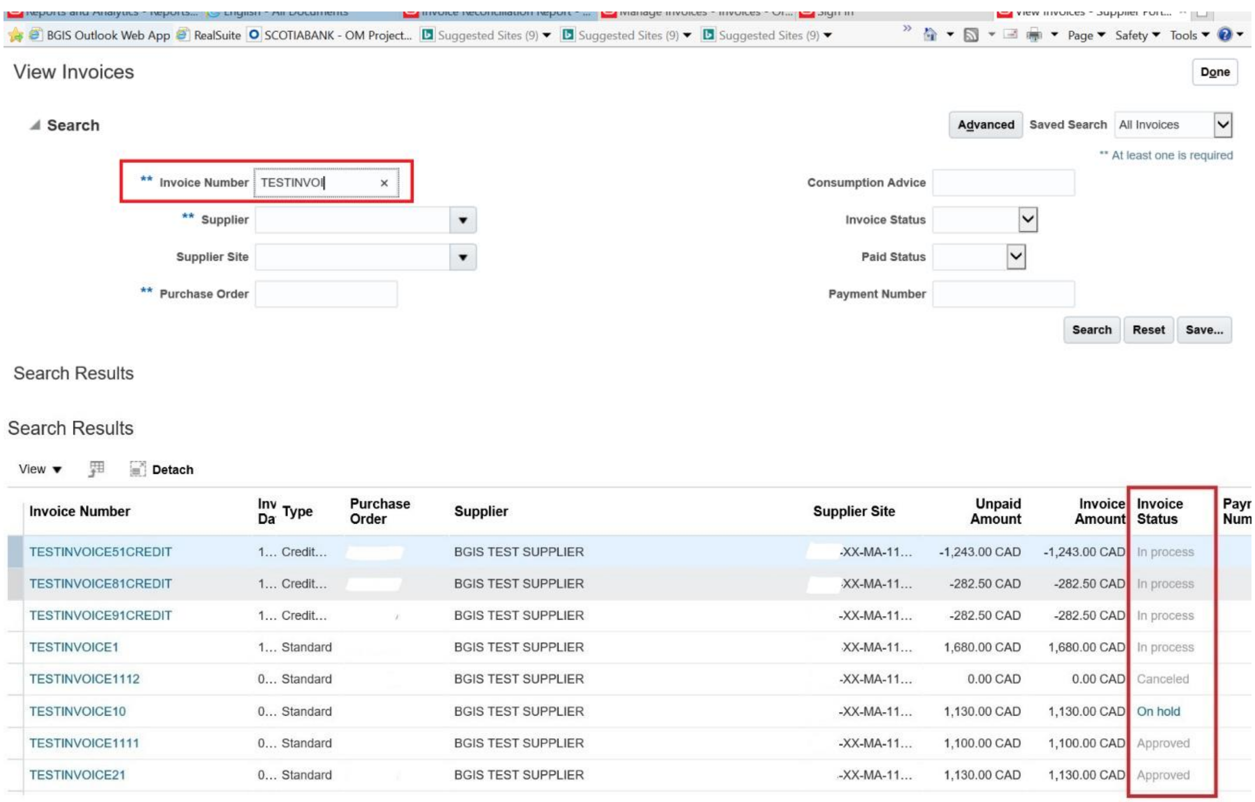
Click on **View Invoices**



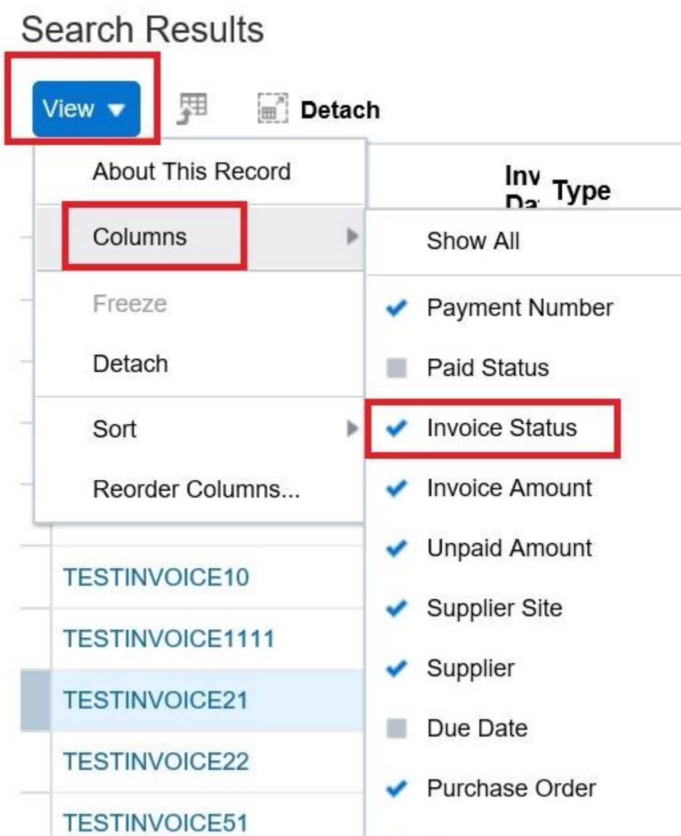
Type in the partial invoice number in the Invoice Number Field.

All the invoices which start with this number will be populated. Each invoice is a hyperlink.

The status of each invoice will appear under Invoice Status header field.



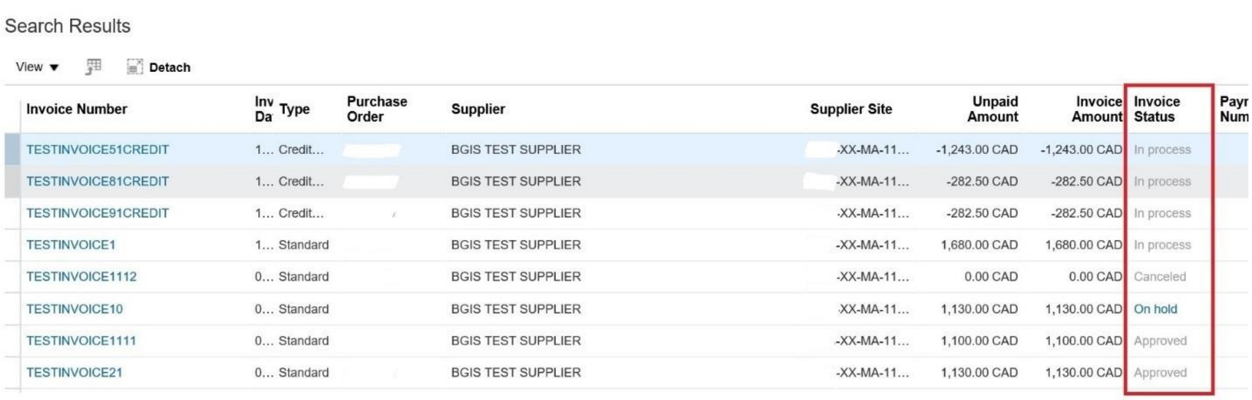
If you do not see Invoice Status on the header, populate it from View drop down – Columns – Select Invoice Status. This is a onetime setup addition. Going forward Invoice Status will be on the header.



Status Descriptions:

- *IN PROCESS:*

You will need to wait for the Status **In process** to change.



Invoice Number	Inv Da	Type	Purchase Order	Supplier	Supplier Site	Unpaid Amount	Invoice Amount	Invoice Status	Payr Num
TESTINVOICE51CREDIT	1…	Credit…		BGIS TEST SUPPLIER	-XX-MA-11…	-1,243.00 CAD	-1,243.00 CAD	In process	
TESTINVOICE81CREDIT	1…	Credit…		BGIS TEST SUPPLIER	-XX-MA-11…	-282.50 CAD	-282.50 CAD	In process	
TESTINVOICE91CREDIT	1…	Credit…		BGIS TEST SUPPLIER	-XX-MA-11…	-282.50 CAD	-282.50 CAD	In process	
TESTINVOICE1	1…	Standard		BGIS TEST SUPPLIER	-XX-MA-11…	1,680.00 CAD	1,680.00 CAD	In process	
TESTINVOICE1112	0…	Standard		BGIS TEST SUPPLIER	-XX-MA-11…	0.00 CAD	0.00 CAD	Canceled	
TESTINVOICE10	0…	Standard		BGIS TEST SUPPLIER	-XX-MA-11…	1,130.00 CAD	1,130.00 CAD	On hold	
TESTINVOICE1111	0…	Standard		BGIS TEST SUPPLIER	-XX-MA-11…	1,100.00 CAD	1,100.00 CAD	Approved	
TESTINVOICE21	0…	Standard		BGIS TEST SUPPLIER	-XX-MA-11…	1,130.00 CAD	1,130.00 CAD	Approved	

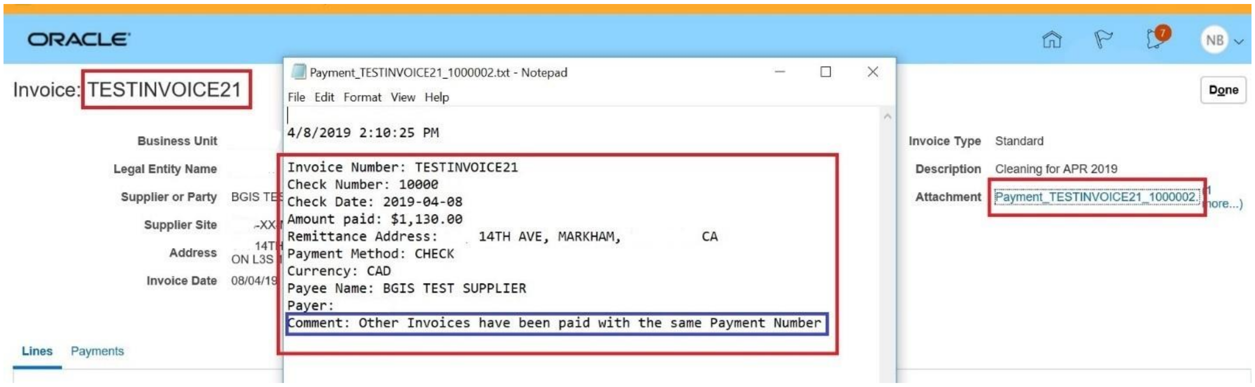
- *APPROVED:*

Approved status means invoice is approved by the Manager and will be paid as per the Payment terms.

Check for the payment information after the due date of the invoice by reviewing the attachments of the invoice. All the details of the payment will be available in the attachment.

If there are multiple invoices paid on the same payment number a comment will display as shown in the screenshot below.

If only one invoice is paid, the comment section will be blank.



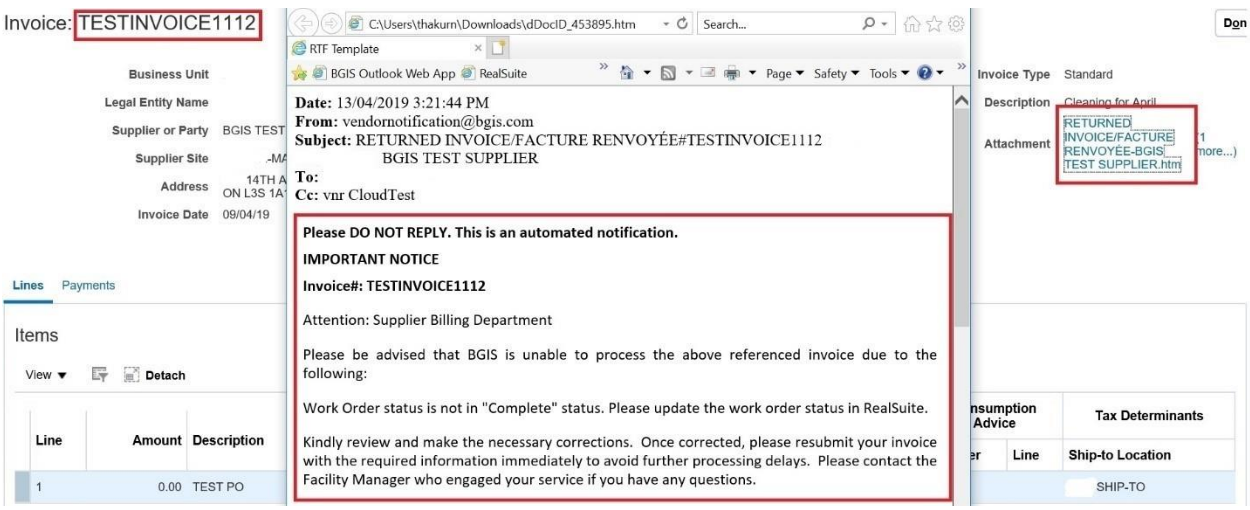
- *CANCELLED:*

The reason for cancellation will be attached under Attachments section.

Click on the invoice hyper link and open the attachment as shown in the screenshot below.

Re-submitting a Cancelled Invoice

Please ensure when submitting a revised invoice to use a ***distinct invoice number*** which is different from the original rejected submission.



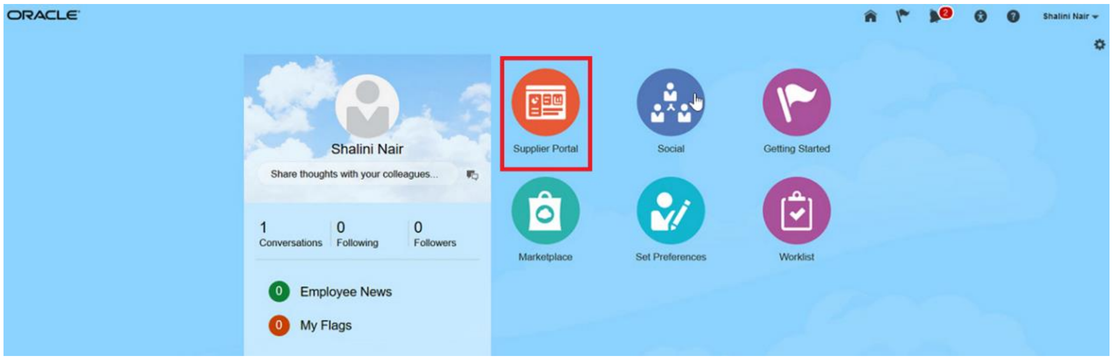
- *ON-HOLD:*

For further detail of invoice on hold, click on the On-Hold hyper link under Invoice Status header.

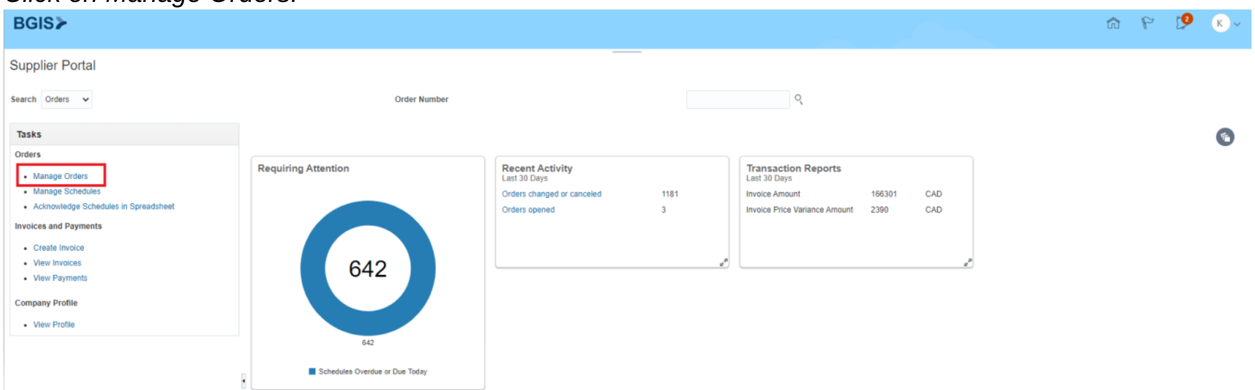
6.2 WO and PO Inquiry

Follow the steps below to check the status of a Work Order or Purchase Order.

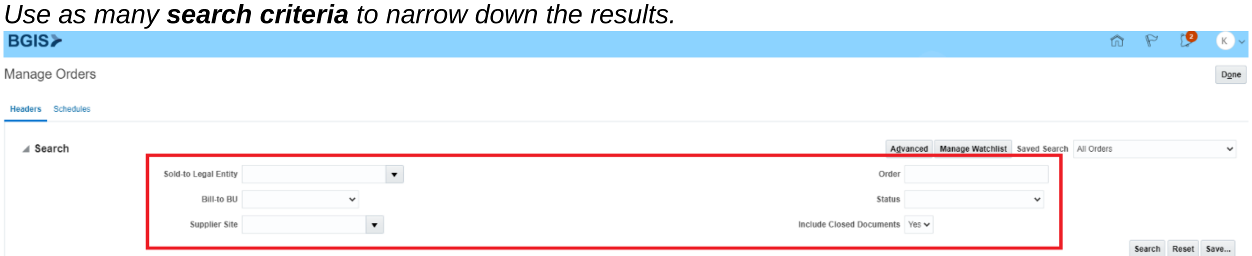
1. *Click on **Supplier Portal** on Home Page.*



2. *Click on Manage Orders.*



3. *Use as many **search criteria** to narrow down the results.*

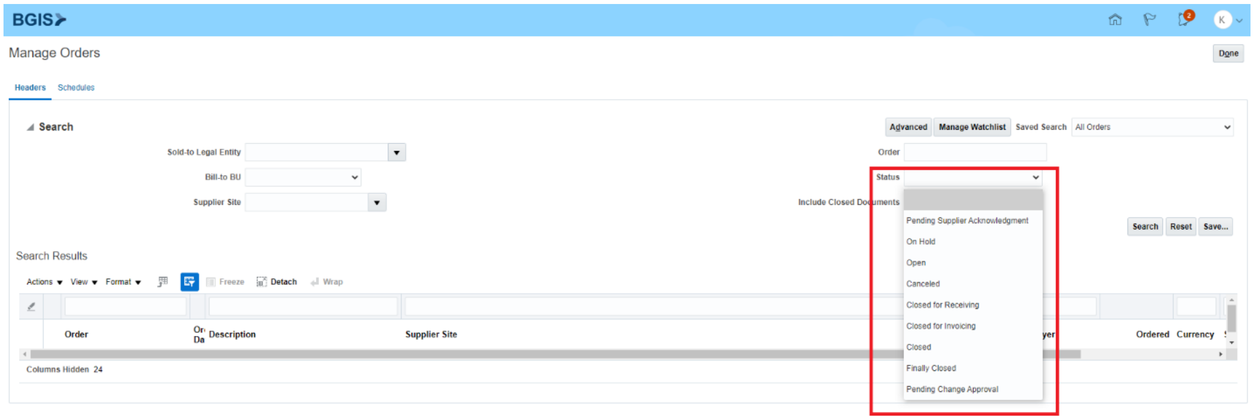


The following are common search criteria:

- ***Supplier Site** – Select service location of WO/PO*
  ***Order** – Enter WO/PO number*
- ***Status** – Select the current status of the WO/PO. Refer to the following section for Status descriptions.*

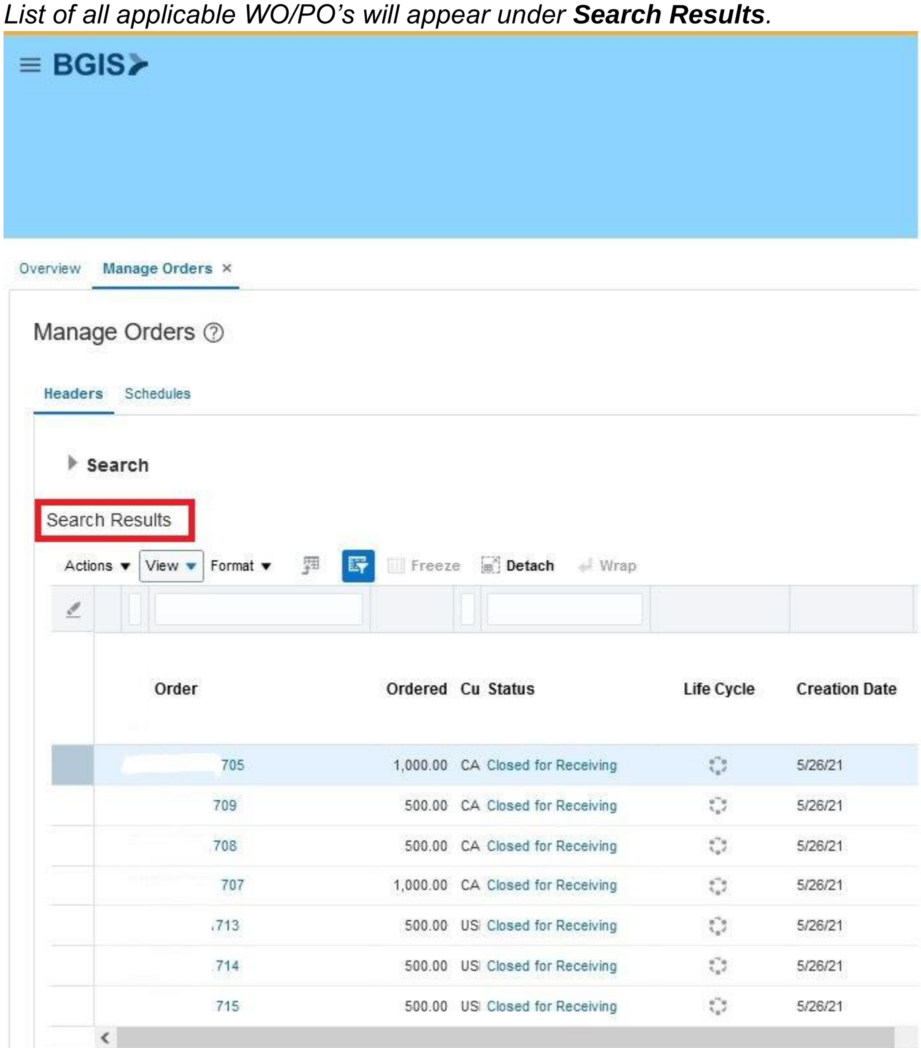
4. *Work Order and Purchase Order Status Breakdown:*
   ***Closed for Receiving** – WO/PO is available for invoicing.*

   Canceled – WO/PO has been canceled. Please contact the Manager who engaged your service if any questions.
   Closed & Finally Closed – WO/PO is closed and is not available for additional billing.
   Pending Change/Approval – PO requires approval in Cloud/Change order in progress. Please wait for status to update to **Closed for Receiving** for invoice submission.



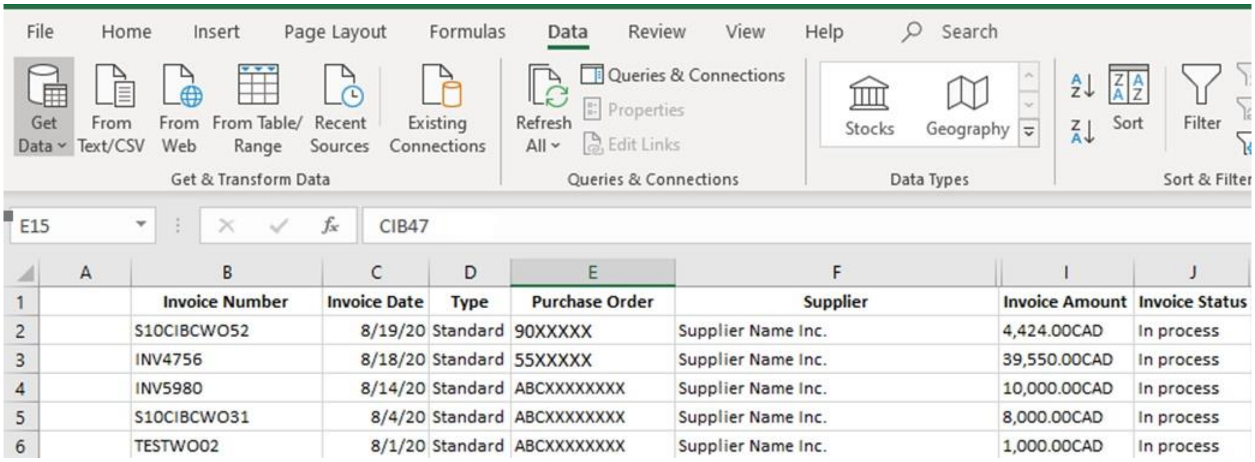
Once search criteria are inputted, click **Search.**

5. *List of all applicable WO/PO's will appear under* ***Search Results****.*



6. ***Export*** *search results to* ***Excel****.*
   1. *Click Export button*

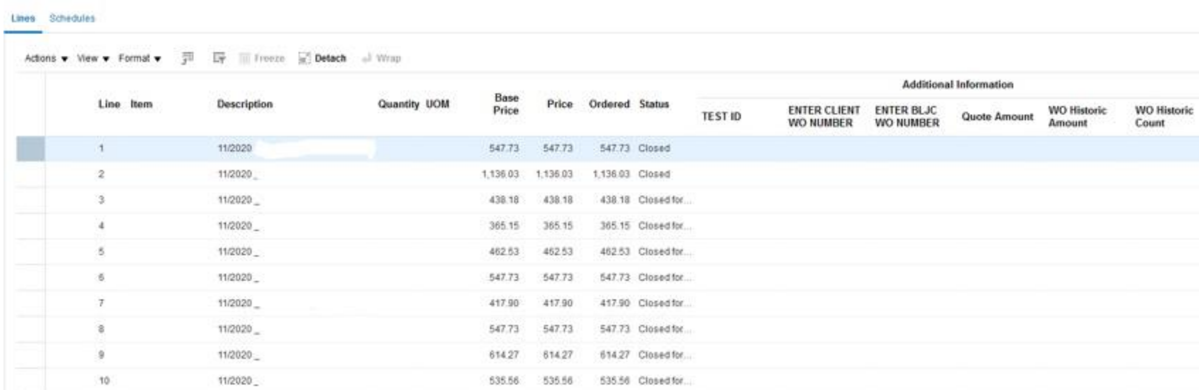
2. *Wait for file to complete **downloading.***
3. *You will be able to locate/open your downloaded file in your downloads folder.*



	A	B	C	D	E	F	I	J
1		Invoice Number	Invoice Date	Type	Purchase Order	Supplier	Invoice Amount	Invoice Status
2		S10CIBCWO52	8/19/20	Standard	90XXXXX	Supplier Name Inc.	4,424.00CAD	In process
3		INV4756	8/18/20	Standard	55XXXXX	Supplier Name Inc.	39,550.00CAD	In process
4		INV5980	8/14/20	Standard	ABCXXXXXXXX	Supplier Name Inc.	10,000.00CAD	In process
5		S10CIBCWO31	8/4/20	Standard	ABCXXXXXXXX	Supplier Name Inc.	8,000.00CAD	In process
6		TESTWO02	8/1/20	Standard	ABCXXXXXXXX	Supplier Name Inc.	1,000.00CAD	In process

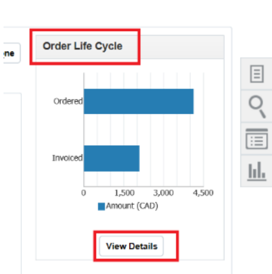
7. *Inquiring on the **Order** (click on Order hyperlink) for additional Purchase Order details.*

PO details with all lines will be visible.



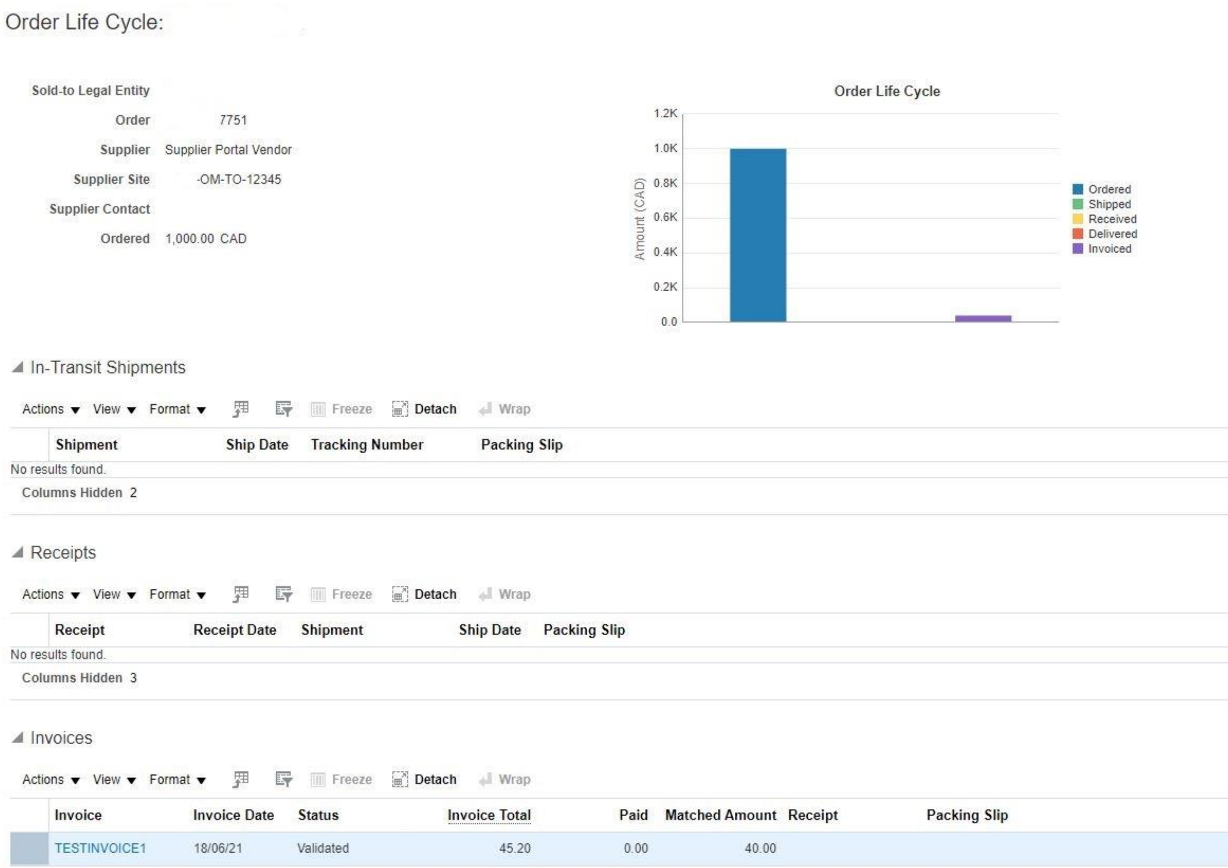
Line	Item	Description	Quantity	UOM	Base Price	Price	Ordered	Status	TEST ID	ENTER CLIENT WO NUMBER	ENTER BLJC WO NUMBER	Quote Amount	WO Historic Amount	WO Historic Count
1		11/2020			547.73	547.73	547.73	Closed						
2		11/2020_			1,136.03	1,136.03	1,136.03	Closed						
3		11/2020_			438.18	438.18	438.18	Closed for...						
4		11/2020_			365.15	365.15	365.15	Closed for...						
5		11/2020_			462.53	462.53	462.53	Closed for...						
6		11/2020_			547.73	547.73	547.73	Closed for...						
7		11/2020_			417.90	417.90	417.90	Closed for...						
8		11/2020_			547.73	547.73	547.73	Closed for...						
9		11/2020_			614.27	614.27	614.27	Closed for...						
10		11/2020_			535.56	535.56	535.56	Closed for...						

To view the number of invoices processed against this PO, click on **View Details** under **Order Life Cycle** tab.

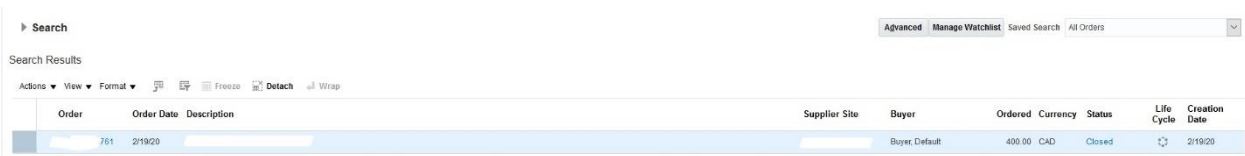


The PO details along with the list of number of invoices will open in another tab.

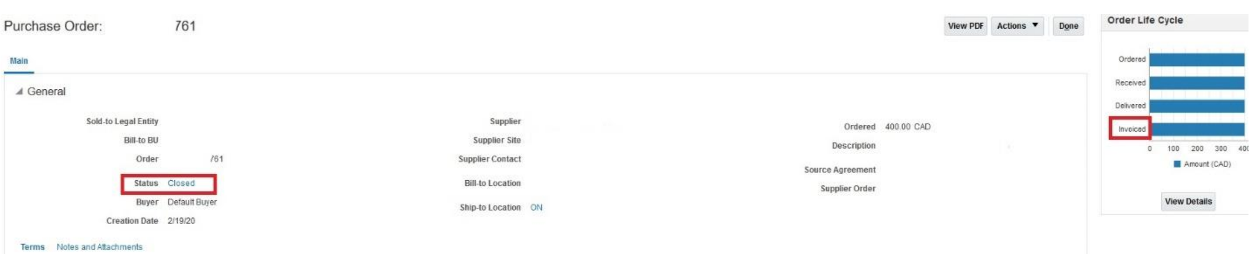
Scroll down to see the list of invoices processed with this PO.



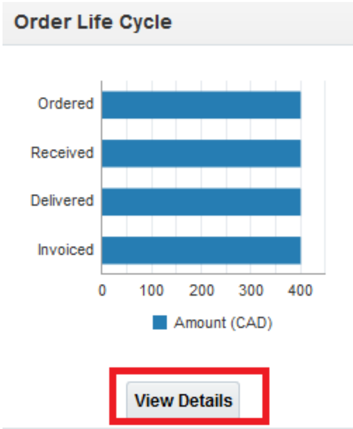
- *7.1 Inquiring on the **Order** (click on Order hyperlink) for additional Work Order details.*



If WO was already invoiced, the status of the WO will appear as Closed.

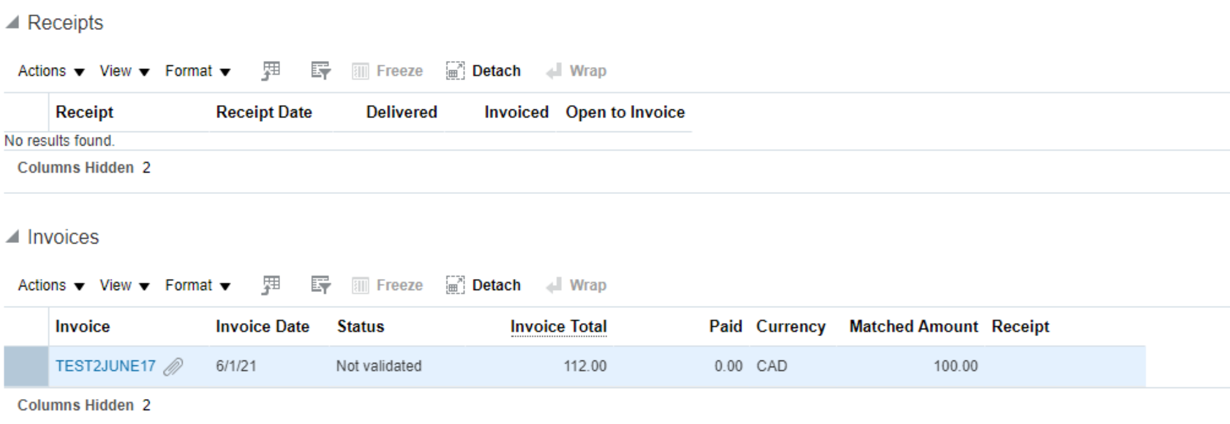


To view the invoice processed with this WO, click on **View Details** under **Order Life Cycle** tab.

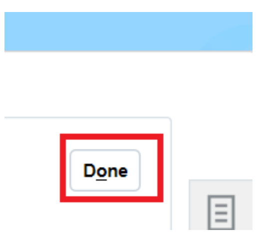


The WO details along with the invoice number processed will open in another tab.

Scroll down to see invoice processed with this WO.



Click on **DONE** on top right corner to go back to previous page.



6. Contact Information

For any additional questions relating to training or this guide, please contact Portal.Invoice@bgis.com.

Inquiries relating to the Work Order or Purchase Order should be submitted to the Manager who engaged your service.