

Supplier Portal Frequently Asked Questions

1. How do I get access to Supplier Portal?

You will receive an invitation from BGIS to access the Supplier Portal and your login credentials will be emailed to you. If you have not received your login credentials and would like to register, please contact the Manager who engaged your services or send a request to bgisvm.Program@bgis.com including your supplier name, number and contact details and our dedicated BGIS Vendor Management Program administrators will assist.

2. How do I add a name of an AR Contact to supplier portal?

Once logged into the Supplier Portal, click on **Manage Profile** under **Company Profile**. Click + button under **Contacts tab**.

Ensure to enter **first and last names along with phone number and email address**.

Click on **Select and Add** button to link this name to an active address already in the system.

Click on **OK**. Click on **Review Changes** and finally click on **Submit** button. The supplier profile will be locked until the new contact acknowledges this request.

The contact should click on the link received in the email and create a login as requested to unlock the supplier profile.

Ensure to enter first and last names along with phone number and email address. Click “Request user account” check box. Click on Select and Add button to link this name to an active address already in the system.

3. How do I login?

Please click on the URL link forwarded to your email address and login with the access credentials provided by BGIS One Call.

4. What is my username to log in to the Supplier Portal?

Your email address that you provided to BGIS or your administrative contact.

5. Who do I contact for any technical issues during login or to be setup for login?

For any technical issues please contact BGIS One Call.

Email: OneCall@bgis.com | Phone: 905-943-4231

6. Who do I contact for any process issues during invoicing?

For any invoicing process issues please contact the BGIS Manager who has engaged your services or email invoice.cloud@bgis.com

7. Can I create an invoice with a PO/WO in Supplier Portal?

Yes, you can create an invoice with a PO/WO in Supplier Portal. Please find the PO/WO number and ensure it is the correct one.

8. Can I create an invoice without a PO/WO?

No. You will need a PO/WO to create an invoice via Supplier Portal.

9. Once my WO is marked as Completed in Real Suite, when will it be ready for invoicing in the Supplier Portal?

The WO will be ready for invoicing the following day, as it requires time to sync the Real Suite updates with Oracle Portal.

10. Can I create a back dated invoice?

Yes, and as per the BGIS contract Terms and Conditions for invoicing.

11. Can I invoice against multiple POs?

No. You need to invoice separately for each PO

12. Can I invoice against multiple lines of one PO?

Yes

13. Can I create a credit invoice against a PO?

Yes. Please ensure that the invoice is marked as "Credit Invoice" and references the original PO.

14. Can I create a second invoice for a Work Order?

No. Work Order is closed immediately in BGIS when the first invoice was processed against it.

15. Should I attach an invoice at the time of creating invoices?

Yes. It is not a valid submission without an attachment. Please ensure the Bill To name on the invoice is correct and your business retail tax registration is on the invoice to avoid invoice cancellation.

If you have received confirmation from BGIS after Supplier Portal implementation training that EFT is set up for all accounts and your company's GST # is verified, then you do not have to attach a copy of your invoice.

16. How do I monitor submission of my invoice?

Once you are logged into the Supplier Portal, please click on View Invoices. You can find the Invoice Status for a particular invoice under Search Results.

17. How can I confirm if my invoice is paid?

You can view payment details attached to your invoice on the supplier portal. Click on the invoice and look for payment update under attachments.

If the invoice is paid, the attachment will provide payment details including payment number, date, and amount.

If there is no payment attachment, it means that the invoice is in process and/or not due yet as per the contract payment term.

18. Can I invoice for amount greater than the PO amount available for the service as per quote?

No. You can **only** enter an invoice amount lesser or equal to the PO amount available for the service(s). For Work Order Services, please ensure that if you have submitted a quote, it was approved via the WO auto messaging.

19. Can I invoice additional lines that are not on the PO?

No.

20. How do I change my contact information?

You can change your contact on the Supplier Portal in the Manage Profile section. Contact information can be changed. Please ensure this profile is maintained and updated because this is the contact that BGIS will communicate if there is any problem with the invoice and we are unable to process.

Please refer to the Supplier Portal User Guide for detailed instruction on how to update Contact information.

21. How do I change my address?

You cannot change payment remit to address via Supplier Portal. Please contact the BGIS Manager who has engaged your service to have your address information updated in the BGIS system.

22. What is Social Collaboration Network?

Social Collaboration Network is the tool BGIS uses to communicate with the suppliers for any questions raised during invoice processing.

Please refer to the Supplier Portal User Guide for more information on Social Collaboration Network.

Please refer to the Supplier Portal User Guide for more detailed instructions.