

iSupplier FAQ

Q1: How do I log into iSupplier?

Use the following link: <u>https://ebs.prod.viasat.com/OA_HTML/AppsLogin</u>

Enter your username and password provided by Oracle. After logging in the first time you will be prompted to update your password.

For login support please contact isupplier.onboarding@viasat.com

Q2: I forgot my password. How do I get my password reset?

Contact <u>isupplier.onboarding@viasat.com</u>. The iSupplier team will reset your password. Once it is reset, you will receive an email from Oracle with a temporary password. Login using the temporary password, Oracle will then prompt you to update the password.

Q3: Why am I not able to accept PO's from e-mail?

As of July 29th 2019 Government PO's require suppliers to log into iSupplier to acknowledge the business size classification and DFAR flow-downs and then submit their acknowledgement of the PO. These changes were made to comply with Government regulations. The below slide from the iSupplier onboarding information located on our website further explains how to acknowledge a Government PO.

More on Acknowledging GOVT PO's

- Log into iSupplier
- From the orders screen choose the PO you wish to acknowledge
- Scroll down to bottom of screen "Actions" field will show "Acknowledge and select "go" (First image)
- A new screen will appear (second image)... check the boxes to acknowledge different clauses
- Final acknowledgement screen will appear where a note can be added and then hit "submit". PO has been acknowledged

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Viasat:

Non-Government PO's provide suppliers the opportunity to acknowledge receipt of the PO via E-mail. However, Viasat prefers that all suppliers acknowledge PO's be logging into iSupplier.

Q4: How do I request a change to a PO?

Once PO is acknowledged and accepted, supplier can request changes using the "Request Change" feature in iSupplier (See below)

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The following fields can be modified by supplier when requesting changes: Supplier order number, Supplier item, qty, price, change reason

Home Orders Shipments Planning Finance Product Assessments Admin									
Purchase Orders Work Orders Agreements View Reque	sts Work Confirmations Deliverables Purchase History								
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Request Changes for Standard Purchase Order : 4191923,0 (Total U	SD 390.00)								
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General Information	Terms and Conditions	Receipts							
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Supplier Site	FOB								
Address	Freight Terms								
Suwanee, GA 30024	Shipping Control								
Buyer Michelle (Michelle)	Shin-To Address								
Order Date 17-May-2019 07:26:40	Ship to Hadross								
Description	Address 1725 Breckinridge Plaza								
Status Accepted	Duluth, GA 30096								
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Attachments Minur	Carlsbad, CA 92009								
PO Details									
TIP You can cancel the entire order or specific lines.									
TIP Click on the Show link to view shipment details of a line. To split	a line into multiple delivery dates, click the split line icon of the desired row as	nd then make changes.							
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Q5: How do I inactivate an account for someone that is no longer with our company?

Contact <u>isupplier.onboarding@viasat.com</u> and provide the name and email of the person that needs to be inactivated.

Q6: How do I determine the email address that receives PO's and requests for Acknowledgements?

You can view and update user accounts by going to the "Admin" tab within iSupplier.

- 1. Log into your iSupplier account
- 2. Click on the "Admin" tab within your account



3. Choose "Contact Directory" from left side navigation bar



4. Users with a Status of "Active" and a "User Account" will receive PO's and PO acknowledgement reminders from iSupplier.

Q7: Why am I getting multiple emails with copies of the same PO attached?

Oracle sends the following system generated emails:

- 1. All iSupplier users for a supplier account receive a copy of the PO via e-mail.
- 2. All iSupplier users for a supplier account receive a request to acknowledge the PO along with a second attached copy of the PO.
- 3. Buyers may elect to send a system email with the attached PO at the time the PO is placed. Buyers generally do this not knowing if their point of contact is an active iSupplier user. Suppliers can contact the buyer to eliminate this third email by confirming they are actively using iSupplier.

Q8: How can I get iSupplier access to another location of our company that does business with Viasat? Contact <u>isupplier.onboarding@viasat.com</u> and provide the name and email of the person that needs access to the secondary site. The supplier representative will be set up with an iSupplier account for the secondary location. The iSupplier account will have a unique user ID assigned to it which will be in the form of an email. Please note the email format for the user ID does not have to be a real email address. As long as it is in the format of an email, Oracle will accept it as a User ID. Therefore, supplier representatives with access to multiple supplier accounts will have multiple user ID's.