



## iSupplier FAQ

Q1: How do I log into iSupplier?

Use the following link: [https://ebs.prod.viasat.com/OA\\_HTML/AppsLogin](https://ebs.prod.viasat.com/OA_HTML/AppsLogin)

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](mailto:isupplier.onboarding@viasat.com)

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

Contact [isupplier.onboarding@viasat.com](mailto:isupplier.onboarding@viasat.com). 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 29<sup>th</sup> 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

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

The first screenshot shows the 'Actions' field with 'Acknowledge' and 'go' buttons. The second screenshot shows the 'Acknowledge' screen with checkboxes for 'Acknowledge Business Size' and 'Acknowledge DFAR Flow-Downs'.



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)

Select	PO Number	Rev	Document Type	Order Date	Buyer	Currency	Amount	Status	Acknowledge By	Attachments
<input type="radio"/>	0	2	Standard PO	22-Jul-2018 16:44:32		USD	4,169.27	Requires Acknowledgment	25-Jul-2018 16:44:32	
<input type="radio"/>	0	0	Standard PO	20-Jul-2018 13:53:48		USD	173.60	Requires Acknowledgment	24-Jul-2018 13:53:48	
<input type="radio"/>	0	0	Standard PO	20-Jul-2018 10:02:55		USD	450.10	Accepted	24-Jul-2018 10:02:55	
<input type="radio"/>	0	0	Standard PO	20-Jul-2018 09:42:45		USD	8,992.00	Accepted	24-Jul-2018 09:42:45	
<input type="radio"/>	0	0	Standard PO	19-Jul-2018 14:32:45		USD	1,580.00	Accepted	23-Jul-2018 14:32:45	
<input type="radio"/>	0	1	Standard PO	19-Jul-2018 14:31:48		USD	2,218.14	Accepted	23-Jul-2018 14:31:48	
<input type="radio"/>	0	1	Standard PO	19-Jul-2018 14:21:19		USD	171.00	Accepted	23-Jul-2018 14:21:19	
<input type="radio"/>	0	1	Standard PO	19-Jul-2018 14:19:27		USD	600.00	Accepted	23-Jul-2018 14:19:27	
<input type="radio"/>	0	0	Standard PO	19-Jul-2018 14:04:51		USD	391.20	Accepted	23-Jul-2018 14:04:51	
<input type="radio"/>	0	0	Standard PO	18-Jul-2018 15:52:42		USD	329.89	Accepted	20-Jul-2018 15:52:42	
<input type="radio"/>	0	0	Standard PO	18-Jul-2018 11:09:10		USD	242.55	Closed	20-Jul-2018 11:09:10	
<input type="radio"/>	0	0	Standard PO	17-Jul-2018 05:57:37		USD	256.10	Closed	19-Jul-2018 05:57:37	
<input type="radio"/>	0	0	Standard PO	16-Jul-2018 09:30:32		USD	81.24	Accepted	18-Jul-2018 09:30:32	
<input type="radio"/>	0	1	Standard PO	16-Jul-2018 09:08:33		USD	1,884.00	Accepted	18-Jul-2018 09:08:33	
<input type="radio"/>	0	0	Standard PO	16-Jul-2018 08:35:49		USD	1,903.00	Accepted	18-Jul-2018 08:35:49	
<input type="radio"/>	0	0	Standard PO	13-Jul-2018 08:56:01		USD	2,934.06	Accepted	17-Jul-2018 08:56:01	
<input type="radio"/>	0	1	Standard PO	11-Jul-2018 13:27:33		USD	5,088.00	Accepted	13-Jul-2018 13:27:33	
<input type="radio"/>	0	0	Standard PO	10-Jul-2018 14:20:03		USD	1,475.60	Accepted	12-Jul-2018 14:20:03	
<input type="radio"/>	0	0	Standard PO	10-Jul-2018 13:15:56		USD	1,130.00	Accepted	12-Jul-2018 13:15:56	
<input type="radio"/>	0	0	Standard PO	09-Jul-2018 13:35:40		USD	1,523.40	Accepted	11-Jul-2018 13:35:40	
<input type="radio"/>	0	0	Standard PO	09-Jul-2018 11:59:47		USD	1,412.64	Closed	11-Jul-2018 11:59:47	
<input type="radio"/>	0	0	Standard PO	09-Jul-2018 08:04:01		USD	13,884.20	Accepted	11-Jul-2018 08:04:01	
<input type="radio"/>	0	0	Standard PO	06-Jul-2018 14:32:39		USD	433.55	Closed	10-Jul-2018 14:32:39	
<input type="radio"/>	0	0	Standard PO	06-Jul-2018 14:32:39		USD	190.38	Requires Acknowledgment	10-Jul-2018 14:23:55	

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

Request Changes for Standard Purchase Order : 4191923.0 (Total USD 396.00)  
Currency=USD

Cancel Cancel Entire Order Printable View View Change History Export Submit

**Order Information**

**General Information**

Total [redacted]  
Supplier [redacted]  
Supplier Site [redacted]  
Address [redacted]  
Supersession: GA 10074  
Buyer: Michelle (Michelle)  
Order Date: 17-May-2019 07:26:40  
Description: [redacted]  
Status: Accepted  
Reason: [redacted]  
Note to Supplier: [redacted]  
Sourcing Document: [redacted]  
Organization: [redacted]  
Supplier Order Number: [redacted]  
Attachment: [redacted]

**Terms and Conditions**

Payment Terms: [redacted]  
Carrier: [redacted]  
FOB: [redacted]  
Freight Terms: [redacted]  
Shipping Control: [redacted]  
Ship-To Address: 1725 Breckinridge Plaza, Duluth, GA 30096  
Bill-To Address: Attn: Accounts Payable, 6155 El Camino Real, 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 and then make changes.

Details Line	Type	Item/Job	Item Revision	Supplier Item	Description	Unit	Qty	Price	Amount	Delivered	Billed	Note to Supplier	Contractor Name	Status	Global Agreement	Supplier Config ID	Attachments	Change Reason	Reason
Hide 1	Goods	116	001	[redacted]	COOR PLAT	EA	1	150	150.00					Open			[redacted]		

**Shipments**

Shipment	Ship-To Location	Quantity Ordered	Price	Quantity Received	Amount Received	Amount Promised	Date	Need-By Date	Supplier Order Line Discount (%)	Start Effective Date	End Effective Date	Status	Attachments	Split	Change Reason	Reason	Action
1	Ord_23_Viasat_Duluth	1	150			150.00	17-Jul-2019 00:00:00	17-Jul-2019 00:00:00				Accepted					
2	Goods 721	5	48			240.00	17-Jul-2019 00:00:00	17-Jul-2019 00:00:00				Accepted					

Q5: How do I inactivate an account for someone that is no longer with our company?

Contact [isupplier.onboarding@viasat.com](mailto:isupplier.onboarding@viasat.com) and provide the name and email of the person that needs to be inactivated.

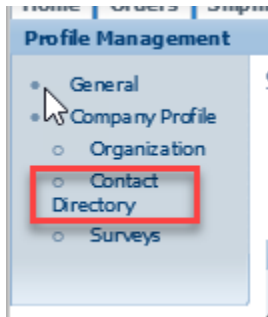
Q6: How do I determine the email address that receives PO's and requests for Acknowledgements?

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 [isupplier.onboarding@viasat.com](mailto:isupplier.onboarding@viasat.com) 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.