

Supplier FAQ's for the iSupplier Portal

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Hardware and Software:

Q. What is the minimum Hardware and Software requirement to access iSupplier Portal?

A. You will need to use Internet Explorer version 5.5 or Higher to use iSupplier Portal.

Q. Do I need broadband and what speed?

A. Yes, you need to have broadband / Internet connection on your PC to access Visa's iSupplier Portal. It's recommended to have a minimum 256 KBS.

Training and Support:

Q. How do I get support if I have a problem using iSupplier Portal?

A. You can contact your Visa Buyer or send an e-mail to StrategicSourcing@visa.com.

Q. Is training available for iSupplier?

A. Visa has created a user guide to help suppliers navigate through the iSupplier Portal. The manual is available on the iSupplier website. You can also request for a copy of the document by sending an email to StrategicSourcing@visa.com. This document is periodically updated by Visa so always use the latest version.

Access and Password:

Q. I don't have access to iSupplier Portal. How can I get access to iSupplier?

A. If you are an approved supplier doing business with Visa, please contact your Visa Buyer or send an e-mail to StrategicSourcing@visa.com. Currently, Visa is providing access to selected suppliers as we are in the initial stage of iSupplier rollout. You must be invited to get access to iSupplier Portal. If you are not a Visa approved supplier, please send in your request and a Visa Buyer will respond accordingly.

Q. What is my username?

A. You will receive your username and temporary password when you receive your invitation to register. In general, your username will be the e-mail address used to create an account with Visa iSupplier Portal. All communications will be sent to this e-mail account. In some cases, the username will be the supplier number followed by the email address. This will be used if you need to access more than one supplier record on iSupplier.

Q. Who will notify me when my account is created in Visa iSupplier Portal?

A. Visa iSupplier Portal will send an encrypted e-mail that contains your email address and temporary password when an account is established for your organization. Check the e-mail address submitted by your organization to Visa Buyer to access iSupplier Portal. You must log into the application within 14 days of receiving your credentials, otherwise, your account will be locked.

Q. Does each person in our site get a separate login to access Visa iSupplier Portal?

A. Yes, Visa will provide a separate username and password for each supplier user.

Q. When I try to access the iSupplier Portal homepage, I am told that my password has expired. Is there a problem?

A. No, all supplier logons are created with a generic password by Visa Oracle iSupplier. Upon initial access to the page, suppliers are prompted to change their password for security purposes.

Q. I typed my password incorrectly 5 times, now my account is locked and I am unable to login to Visa iSupplier Portal?

A. You need to send an e-mail to StrategicSourcing@visa.com so we can reset your password. Currently iSupplier portal will automatically lock the account after five invalid attempts and you won't be able to access until Visa releases the lock. This is enabled for Visa security reasons.

Q. I forgot my password to login to Visa iSupplier Portal. Who should I contact to get a new password?

A. Send an e-mail to StrategicSourcing@visa.com so they can reset your password. A new password will be generated by the Visa iSupplier Portal system and an encrypted e-mail will be sent to your account. You must log into the application within 14 days of receiving your credentials, otherwise, your account will be locked.

Q. There is another person in my company who wants to access iSupplier. How do I request for access?

A. Send an e-mail to StrategicSourcing@visa.com and provide the following information: First and last name; mailing address; e-mail address and phone number. Also provide their Job Title and explain their role in your company. The Visa Buyer will review the request and register the user if appropriate.

Q. When I logon to the iSupplier Portal, I get an error.

A. Please report this error to StrategicSourcing@visa.com. This may be due to an Applications upgrade or maintenance.

Q. How often should I log onto the iSupplier Portal?

A. This depends on your business needs. Visa iSupplier Portal will send you an e-mail notification when an action is required from the supplier.

Q. What do we do when one of our team members with Visa iSupplier access leaves?

A. You need to immediately notify StrategicSourcing@visa.com by email or call (650)432-7867 to have the user account disabled so that the former employee will not be able to access the iSupplier Portal.

Q. I have not used iSupplier Portal for over 90 days; will my original logon still work?

A. No, if iSupplier Portal has not been accessed within 90 days, the logon will be de-activated. You will need to email StrategicSourcing@visa.com to request your account to be activated.

Q. Why does the system log me out after only 30 minutes of inactivity?

A. For security purposes you will be logged out after a period of inactivity.

Notifications:

Q. I do not receive any e-mail notifications from Visa iSupplier Portal?

A. You need to notify StrategicSourcing@visa.com or your Visa Buyer to fix this problem. Visa iSupplier Portal will only send e-mail to the e-mail address registered on the portal. If your e-mail is a personal account and was not used for registration, you will not receive any e-mails.

Q. How can I view all the notifications sent to me via iSupplier Portal?

A. On the iSupplier Home Page under Worklist, click on the “Full List” button and select the appropriate notification type from the dropdown list.

Q. Is it possible to have the e-mail notifications sent to more than one e-mail address?

A. iSupplier Portal sends workflow notifications to the e-mail address of supplier users that are registered on the Portal. Depending on the specific action required, the system will identify the appropriate supplier user based on their assigned responsibilities.

Q. I am not receiving the correct workflow e-mail notifications for my company.

A. Contact StrategicSourcing@visa.com as soon as possible. They will make the appropriate changes in the iSupplier system.

Purchase Orders

Q. Can I submit price changes using the iSupplier Portal?

A. Currently, this functionality is not in use at Visa. Please contact your Visa Buyer if you have any questions or concerns regarding a specific purchase order.

Q. We are currently getting our purchased orders faxed to us. Do we still need to use the iSupplier Portal?

A. The distribution of purchase orders will not change with the rollout of iSupplier. You can use the system to view purchase orders, invoices and payments. You may also use the system to create and submit an invoice, update bank account information and provide supplier qualification related documents.

Q. What does the purchase order status mean?

A. The following lists the different purchase order status and definition:

Purchase Order Status	Definition
Open / Frozen	Purchase Order is still open. Supplier can invoice against this PO.
Closed / Finally Closed / Cancelled	Purchase Order is closed. Supplier cannot invoice against this PO.

Invoices and Payments:

Q. Can I see the status of my invoice and if it has been paid?

A. Yes, you can access the iSupplier Portal and review an invoice and its status from the Account tab.

Q. Do we have to use the iSupplier Portal to invoice Visa?

A. You can use your current method of sending invoices to Visa. Currently, the online invoice feature is only available to suppliers with purchase orders. Visa would like to encourage these suppliers to submit invoices through iSupplier.

Q. I created an invoice on iSupplier. However, I cannot find the invoice that I created when I search for invoices?

A. Invoices created on iSupplier are reviewed and processed by Accounts Payable. It takes about 24 hours for this process to be completed. If your invoice is approved, the invoice will be show up on the query after the processing period. If you have any questions about invoices, please contact Accounts Payable at USAAccountsPayable@visa.com.

Q. What does “Invoice Hold” mean and what actions are required from the supplier?

A. When researching invoice payment status, there may be a hold for payment. The following lists the hold types, what they mean and the necessary next steps.

Hold Type	Definition	Next Steps
Pending Sig Approval	Invoice requires Visa internal approval	All invoices over \$2500 with PO require approval from the business unit making the purchase. This means the approvals are not yet complete for this invoice. If the invoice is past due, please contact your business unit or Visa AP to inquire.
QTY ORD	PO is overbilled, not enough funds to pay the invoice	Funds need to be added to the PO before the invoice can be paid. If the invoice is past-due, please inquire with your Visa Business contact for status.
Max Ship Amt	PO line is overbilled, not enough funds to pay the invoice	Funds need to be added to that particular line of the PO before the invoice can be paid. If the invoice is past-due, please inquire with your Visa Business contact for status.
QTY REC	Goods need to be received in the system before payment can be made.	Payment cannot go out until the goods are received. If goods were shipped and payment is past-due, please contact Visa AP.
Research in Progress	Invoice issues requiring further research	If Visa AP or business unit has not contacted the vendor, please inquire with Visa AP. This could be an internal PO issue that we will work to resolve as quickly as possible.
PO Required	Invoice requires a valid PO for payment	Issue may be resolved internally, if payment is past-due, please inquire with VISA AP.

Hold Type	Definition	Next Steps
Invalid CC Number/Account	Internal accounting issue on invoice	Please do not contact Visa AP; issue will be resolved internally before invoice is due for payment.
Final Matching	Internal accounting issue on invoice	Please do not contact Visa AP; issue will be resolved internally before invoice is due for payment.
DIST ACCT INVALID	Internal accounting issue on invoice	Please do not contact Visa AP; issue will be resolved internally before invoice is due for payment.
Tax Variance	Internal accounting issue on invoice	Please do not contact Visa AP; issue will be resolved internally before invoice is due for payment.