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|  |
| --- |
| iSupplier |
| FAQs |

Contents

[General Information 4](#_Toc422985167)

[What is iSupplier? 4](#_Toc422985168)

[Why would I use iSupplier? 4](#_Toc422985169)

[User ID Set Up/Role Registration 4](#_Toc422985170)

[How do I register for access to AT&T iSupplier? 4](#_Toc422985171)

[Why do users need a specific user ID? 4](#_Toc422985172)

[How can I add/change/delete/ an existing user? 5](#_Toc422985173)

[How can I request additional user (active/inactive) information? 5](#_Toc422985174)

[Why do I have multiple user IDs? 5](#_Toc422985175)

[Why can’t I have access to other supplier’s account information? 5](#_Toc422985176)

[Which role do I need? 5](#_Toc422985177)

[Why do I need to provide either an AT&T supplier number in our system (if known) or supply a few example AT&T PO #’s? 5](#_Toc422985178)

[Can I request a generic user account? 5](#_Toc422985179)

[Can I request a specific user id using a generic email account? 6](#_Toc422985180)

[Access: 6](#_Toc422985181)

[How do I logon to iSupplier portal? 6](#_Toc422985182)

[Why can’t I see the iSupplier Link on attpurchasing.com? 6](#_Toc422985183)

[Why can’t I access the iSupplier portal? I am getting an error message ‘This account is no longer valid’. 6](#_Toc422985184)

[Why can’t I access iSupplier portal? I am getting ‘You must sign in via the SSO login link http://wspofin06.wdc.cingular.net:7777/PROD.html’ error when I login. 6](#_Toc422985185)

[What action do I take if I see blank web page? 6](#_Toc422985186)

[Why can’t I access **http://www.attpurchasing.com?** 7](#_Toc422985187)

[Passwords: 7](#_Toc422985188)

[What do I do, if I forgot my password? 7](#_Toc422985189)

[How do I reset my password? 8](#_Toc422985190)

[What do I do, when I tried to reset my password, I got this error message ‘This account is no longer valid, Please contact the System Administrator for further assistance.’ 8](#_Toc422985191)

[How do I reactivate my account? 8](#_Toc422985192)

[Can I use another user logins to log in iSupplier portal? 8](#_Toc422985193)

[Can you combine my iSupplier access so I can see POs for both companies instead of having separate log-ins for each company? 8](#_Toc422985194)

[What do I do to receive the email notification with temporary password? 8](#_Toc422985195)

[What do I do my password is not working? 8](#_Toc422985196)

[Purchase Order 9](#_Toc422985197)

[Why can’t I find my purchase orders in iSupplier portal? 9](#_Toc422985198)

[Why aren’t we receiving any notifications on recently issued or changed Purchase Orders? 9](#_Toc422985199)

[Who can I contact for questions regarding my Purchase Orders? 9](#_Toc422985200)

[Invoice 9](#_Toc422985201)

[Who do I contact for questions regarding outstanding invoices? 9](#_Toc422985202)

[How can I upload multiple invoices all at one time? 9](#_Toc422985203)

[Who can I contact? My Invoice Upload is failing? 10](#_Toc422985204)

[Can I submit Freight or Tax only Invoices via the iSupplier Portal? 10](#_Toc422985205)

[Can I submit Credit Memo via the iSupplier Portal? 10](#_Toc422985206)

[Why can’t I submit an invoice against a Purchase Order or PO line item? 10](#_Toc422985207)

[Why can’t I find my invoice in Payment Status site? 10](#_Toc422985208)

[How can I cancel the invoice I have already submitted? 10](#_Toc422985209)

[Payments 11](#_Toc422985210)

[Who can I contact for questions regarding payments? 11](#_Toc422985211)

[How can I find the status of the payment of my invoice? 11](#_Toc422985212)

[Vendor Maintenance 11](#_Toc422985213)

[How can I update my supplier set-up, supplier/site maintenance, or remit to information? 11](#_Toc422985214)

# General Information

## What is iSupplier?

AT&T iSupplier is a module of the New Horizons Purchasing platform that is available to suppliers at no cost. AT&T iSupplier is a web based portal which will allow the supplier to view their PO’s, PO Attachments for the supplier, invoices, and payment status. In addition, you will have the ability to download a PDF copy of your POs as well as export PO details, invoice and payment information on a real time basis. Invoices can also be submitted via iSupplier.

## Why would I use iSupplier?

iSupplier allows the supplier the ability to view PO’s, PO Attachments for the supplier, invoices and payment status. In addition, you will have the ability to download a PDF copy of your POs as well as export PO details, invoice and payment information on a real time basis. Invoices can also be submitted via iSupplier.

AT&T prefers invoices be submitted via iSupplier unless you are an EDI supplier. Invoices can either be bulk uploaded using a csv file (excel type format) or individually with the ‘Create Invoice’ form. These methods will provide immediate feedback on invoice validation errors and eliminate the need to mail or fax invoices directly to AP. Job Aids for both methods are on our website at [www.attpurchasing.com](file:///C%3A%5CUsers%5Cpp1395%5CDesktop%5Cwww.attpurchasing.com). The iSupplier Helpdesk is available for questions or assistance with issues submitting invoices via iSupplier.

# User ID Set Up/Role Registration

## How do I register for access to AT&T iSupplier?

You need to submit a “User Setup Request Form” with all the required data and all users will be set up within 1-2 business days. The form can be found in the iSupplier website at [www.attpurchasing.com](file:///C%3A%5CUsers%5Cpp1395%5CDesktop%5Cwww.attpurchasing.com); select the iSupplier link; then download the “User Setup Request Form”. Complete the form and indicate which role you would like.  Only one can be chosen. Then email the form back to the iSupplier Helpdesk (g11041@att.com).

It helps if you include some sample PO’s for the supplier account that you need to access so that we can verify that we are assigning you to the correct account.

\*\*Please note for Audit requirements we request that only the assigned user use their username and password. iSupplier usernames and passwords are created and assigned to a named individual per the User request form that was submitted.

## Why do users need a specific user ID?

Due to Audit requirements we request that only the assigned user use their username and password. iSupplier usernames and passwords are created and assigned to a named individual per the User request form that was submitted.

## How can I add/change/delete/ an existing user?

You need to submit a “User Setup Request Form” with all the required data and indicate on the line item on the form if you want to add/change/delete a user. The form can be found in the iSupplier website at [www.attpurchasing.com](file:///C%3A%5CUsers%5Cpp1395%5CDesktop%5Cwww.attpurchasing.com); select the iSupplier link; then download the “User Setup Request Form”. Complete the form and indicate which role you would like.  Only one can be chosen. Then email the form back to the iSupplier Helpdesk (g11041@att.com).

It helps if you include some sample PO’s for the supplier account that you need to access so that we can verify that we are assigning you to the correct account.

\*\*Please note for Audit requirements we request that only the assigned user use their username and password. iSupplier usernames and passwords are created and assigned to a named individual per the User request form that was submitted.

## How can I request additional user (active/inactive) information?

For request for additional information, please send an email to iSupplier Helpdesk at g11041@att.com.

## Why do I have multiple user IDs?

The user IDs are created associated to a specific supplier identification number. Each supplier identification number requires a separate and distinct user id. Accounts are not able to be linked with each other to create a single login.

## Why can’t I have access to other supplier’s account information?

Due to Sarbanes Oxley audit requirements, you can only access your own supplier account information.

## Which role do I need?

**Inquiry only** allows view-only access to purchase order, invoice and payment details. Includes ability to export PO data & print and/or save a copy of PO’s.

**Invoice entry** allows access to purchase order, invoice and payment details. Includes abilities to upload Invoices, export PO data, & print and/or save a copy of PO’s.

## Why do I need to provide either an AT&T supplier number in our system (if known) or supply a few example AT&T PO #’s?

The requested information provides the method to verify that we are providing access to the correct supplier information. If you need assistance with obtaining this information then please contact your Requestor or Buyer to obtain the supplier name, supplier number, or Purchase Order information.

## Can I request a generic user account?

Not at this time. Due to Audit requirements we request we assign accounts based upon user specific ID account information. The iSupplier usernames and passwords are created and assigned to a named individual per the User request form that was submitted.

## Can I request a specific user id using a generic email account?

Not at this time. Due to Audit requirements we request we assign accounts based upon user specific ID account information. The iSupplier usernames and passwords are created and assigned to a named individual per the User request form that was submitted.

# Access:

## How do I logon to iSupplier portal?

Go to attpurchasing.com >iSupplier> Log in or

<https://scmpurchasing.att.com/OA_HTML/OA.jsp?page=/oracle/apps/fnd/sso/login/webui/MainLoginPG&_ri=0&_ti=1835996797&language_code=US&requestUrl=&oapc=4>

## Why can’t I see the iSupplier Link on attpurchasing.com?

Please adjust your view by changing the font to medium or small and adjust the zoom to 100%

## Why can’t I access the iSupplier portal? I am getting an error message ‘This account is no longer valid’.

1. You are not registered with iSupplier portal. You need to submit a “User Setup Request Form” with all the required data and all users will be set up within 1-2 business days. The form can be found in the iSupplier website at [www.attpurchasing.com](file:///C%3A%5CUsers%5Cpp1395%5CDesktop%5Cwww.attpurchasing.com); select the iSupplier link; then download the “User Setup Request Form”. Complete the form and indicate which role you would like.  Only one can be chosen. Then email the form back to the iSupplier Helpdesk (g11041@att.com).

It helps if you include some sample PO’s for the supplier account that you need to access so that we can verify that we are assigning you to the correct account.

\*\*Please note for Audit requirements we request that only the assigned user use their username and password. The iSupplier usernames and passwords are created and assigned to a named individual per the User request form that was submitted.

or

2. Your account is locked due to multiple login attempts. Please send an email to iSupplier Helpdesk at g11041@att.com to unlock the account.

## Why can’t I access iSupplier portal? I am getting ‘You must sign in via the SSO login link <http://wspofin06.wdc.cingular.net:7777/PROD.html>’ error when I login.

This error means there is an issue with your username/ID. Please send an email to iSupplier Helpdesk at g11041@att.com

## What action do I take if I see blank web page?

Please clear cache, add the site to the trusted sites, and set up security protocols described below.

**Internet Explorer-Clear Cache**
1. Go to Tools/Internet options and click on Delete under the heading “Browsing history”.
2. When the Delete Browsing History box pops up, make sure that the box next to “Preserve Favorites website data” is unchecked, and that the boxes next to Temporary Internet files and Cookies are checked. Click on Delete.
3. After the files are deleted, go back into Tools/Internet options/Security/Trusted sites/Sites and add the URL below:
<https://scmpurchasing.att.com/OA_HTML/OA.jsp?page=/oracle/apps/fnd/sso/login/webui/MainLoginPG&_ri=0&_ti=1835996797&language_code=US&requestUrl=&oapc=4> and then reboot your PC.
4. Open your Internet Browser, and click the link above and log in with the username

Following fix should be applied if users are unable to get to the webpage for <https://scmpurchasing.att.com.>
1. Open Internet Explorer
2. Select Tools Internet Options Advanced
3. Scroll down until you find “Security” and check all SSL and TLS entries
4. Click Ok to save changes

**Google Chrome-Clear Cache**

First save your bookmarks:

Go to Bookmarks/Bookmark Manager/Organize then click on Export Bookmarks to html file.

Then Uninstall Chrome and reinstall it:

[**https://www.google.com/chrome/browser/**](https://www.google.com/chrome/browser/)

The you can Import your favorites again and try the Upload

**Firefox-Clear Cache**

From the History menu, select Clear Recent History. ...

From the Time range to clear: drop-down menu, select the desired range to clear your entire cache, select Everything.

Next to "Details", click the down arrow to choose which elements of the history to clear.

## Why can’t I access [**http://www.attpurchasing.com**](http://www.attpurchasing.com)**?**

Go to Tools/Internet Options/Security/Trusted Sites/Sites and Add this site below and try again

[**https://scmpurchasing.att.com/OA\_HTML/RF.jsp?function\_id=31116&resp\_id=-1&resp\_appl\_id=-1&security\_group\_id=0&lang\_code=US&params=KQ0ueFd3h5ncJDQ0.532EQ**](https://scmpurchasing.att.com/OA_HTML/RF.jsp?function_id=31116&resp_id=-1&resp_appl_id=-1&security_group_id=0&lang_code=US&params=KQ0ueFd3h5ncJDQ0.532EQ)

# Passwords:

## What do I do, if I forgot my password?

You need to navigate to the AT&T iSupplier portal URL ([https://scmpurchasing.att.com](https://scmpurchasing.att.com/)) and reset your password. Please click on the “Login Assistance” link on the iSupplier login screen, Enter your username, and you will receive an email with a link for resetting your password. When you receive the email, click on the “reset password” link and follow the onscreen prompts. To ensure that you receive the password reset emails, please add Prodmail@olpd239.bodc.att.com to your safe receiver list.

## How do I reset my password?

You need to navigate to the AT&T iSupplier portal URL ([https://scmpurchasing.att.com](https://scmpurchasing.att.com/)) and reset your password. Please click on the “Login Assistance” link on the iSupplier login screen, Enter your username, and you will receive an email with a link for resetting your password. When you receive the email, click on the “reset password” link and follow the onscreen prompts. To ensure that you receive the password reset emails, please add Prodmail@olpd239.bodc.att.com to your safe receiver list.

## What do I do, when I tried to reset my password, I got this error message ‘This account is no longer valid, Please contact the System Administrator for further assistance.’

Your username/ID has been inactivated. Please send an email to iSupplier Helpdesk at g11041@att.com to reactivate it.

## How do I reactivate my account?

Please send an email to iSupplier Helpdesk at g11041@att.com to reactivate it.

## Can I use another user logins to log in iSupplier portal?

No, due to audit requirements you can’t login with another user’s logins.You will need to request your own id for accessing iSupplier. You need to submit a “User Setup Request Form” with all the required data and all users will be set up within 1-2 business days. The form can be found in the iSupplier website at [www.attpurchasing.com](file:///C%3A%5CUsers%5Cpp1395%5CDesktop%5Cwww.attpurchasing.com); select the iSupplier link; then download the “User Setup Request Form”. Complete the form and indicate which role you would like.  Only one can be chosen. Then email the form back to the iSupplier Helpdesk (g11041@att.com).

It helps if you include some sample PO’s for the supplier account that you need to access so that we can verify that we are assigning you to the correct account.

\*\*Please note for Audit requirements we request that only the assigned user use their username and password. iSupplier usernames and passwords are created and assigned to a named individual per the User request form that was submitted

## Can you combine my iSupplier access so I can see POs for both companies instead of having separate log-ins for each company?

No, we are unable to combine your user id’s.  Each Supplier number requires a separate login to view the information.

## What do I do to receive the email notification with temporary password?

Please check your spam and Junk folders on your email account. Also, try adding Prodmail@olpd239.bodc.att.com to your safe receiver list. This may help so that the email does not go to your ‘Spam’ or ‘Junk’ folder.

## What do I do my password is not working?

You need to navigate to the AT&T iSupplier portal URL **(**[https://scmpurchasing.att.com](https://scmpurchasing.att.com/)**)** and reset your password. Please click on the “Login Assistance” link on the iSupplier login screen, Enter your username, and you will receive an email with a link for resetting your password. When you receive the email, click on the “reset password” link and follow the onscreen prompts. To ensure that you receive the password reset emails, please add Prodmail@olpd239.bodc.att.comto your safe receiver list.

# Purchase Order

## Why can’t I find my purchase orders in iSupplier portal?

Your username is associated to a unique supplier account. You can only see purchase orders under the specific supplier account for which the purchase orders were issued. Please verify that you are using the appropriate username for that specific supplier account. If you do not have an existing username for that specific supplier account then you need to request a new username via the iSupplier User Setup form.

## Why aren’t we receiving any notifications on recently issued or changed Purchase Orders?

Please send all PO related questions to the buyer listed on the PO or the business partner/requester of the PO.

## Who can I contact for questions regarding my Purchase Orders?

Please send all PO related questions to the buyer listed on the PO or the business partner/requester of the PO.

# Invoice

## Who do I contact for questions regarding outstanding invoices?

Questions regarding invoice payment and hold resolution for Oracle related POs should be directed as follows:

Mobility PO related invoices (Billing address: PO Box 66786), contact G07382@att.com

Wireline PO related invoices (Billing address: PO Box 66785), contact G14385@att.com

IMPORTANT:  Inquiries for multiple late invoices (5 or more) must be submitted in MS EXCEL format including invoice #, Date and Purchase order number and additional notes questions remaining based on iSupplier research. PDF statements will be returned with these instructions.

## How can I upload multiple invoices all at one time?

Please refer to the invoice upload job aid which details how each field in the spreadsheet should be populated and the values to input in those parameters. We have very specific requirements for this data and the job aid will help you avoid the most common errors that are made during the upload process.

1. Navigate to [www.attpurchasing.com](file:///C%3A%5CUsers%5Cpp1395%5CDesktop%5Cwww.attpurchasing.com)

2. Select the iSupplier link

3. Download the ‘PO Invoice Upload Process’ job aid (This Process is used for uploading a single or multiple invoices)

TIP: You should receive an email notification within minutes of uploading your file detailing the results of our validation. If you do not receive this email then the file was not processed and additional corrections may be necessary to bring the file into compliance.

## Who can I contact? My Invoice Upload is failing?

Please send an email to iSupplier Helpdesk at g11041@att.com with a copy of the ‘PO Invoice Upload Template’ and the ‘Custom iSupplier Invoice Upload Report’ for us to investigate the issue. Please provide the user id being used to upload the information

## Can I submit Freight or Tax only Invoices via the iSupplier Portal?

iSupplier will not allow you to upload a freight only invoice.  You will need to submit that invoice directly to accounts payable for processing.

Please mail all Mobility related manual invoices to

AT&T Accounts Payable @ AT&T Mobility

P.O. Box 66786

St. Louis, MO  63166-6786

Please mail all non-Mobility/SCM NH related manual invoices to

AT&T Accounts Payable

P.O. Box 66795

St. Louis, MO  63166-6786

## Can I submit Credit Memo via the iSupplier Portal?

iSupplier does not allow credit memos.. If you need to submit a credit memo then please mail it to the below address:

Credit Memos can be overnighted to this address:

AT&T Credit Memos

11W-P-03

1010 Pine Street

St. Louis, MO  63101

## Why can’t I submit an invoice against a Purchase Order or PO line item?

The Purchase Order or a PO line item must be in an ‘Open’ status in order to be able to submit invoices.

## Why can’t I find my invoice in Payment Status site?

Items not on the payment status site may be on hold. Please refer to the external users job aid page 42 for information on how to research your payment in the iSupplier application. The information is located on <http://www.attpurchasing.com/> in the iSupplier section.

## How can I cancel the invoice I have already submitted?

Once an invoice is uploaded into the system then the only way to change the information is to cancel the invoice and upload a new invoice with a new unique number.

You will need to send the invoice cancellations request to AP first so they can begin to cancel the invoice.

Once you have received confirmation from AP that the invoice has been cancelled, you can enter a new unique invoice via iSupplier that we can help you with, if needed.

You need to send email to AP PO INVOICE INQUIRY <AP\_PO\_INVOICE\_INQUIRY@amcustomercare.att-mail.com> with the following information:

Vendor (Supplier) Name:

Vendor (Supplier) Number:

Invoice Number:

Invoice Amount:

Purchase Order Number

REASON FOR REQUEST

# Payments

## Who can I contact for questions regarding payments?

Questions regarding invoice payment and hold resolution for Oracle related POs should be directed as follows:

Mobility PO related invoices (Billing address: PO Box 66786), contact G07382@att.com

Wireline PO related invoices (Billing address: PO Box 66785), contact G14385@att.com

IMPORTANT:  Inquiries for multiple late invoices (5 or more) must be submitted in MS EXCEL format including invoice #, Date and Purchase order number and additional notes questions remaining based on iSupplier research. PDF statements will be returned with these instructions.

## How can I find the status of the payment of my invoice?

Please use AT&T Payment Status facility- Provides vendor with payment, remittance and invoice information (Note only invoices that are set to pay (free from holds) and paid invoices can be viewed on this website).

First time supplier users will need to use the following link [https://www.paymentstatus.att.com](https://www.paymentstatus.att.com/).

To obtain User ID:

* 1. Click on “Accounts Payable data for invoices submitted after Sept.2007(1st link)”
	2. Click on “blue icon "Apply for a User ID” located in the middle of the page
	3. Complete all fields on the “User ID Application”. You will need your supplier number which can be found on your check stub or email remittance for electronic payments or it can be provided by your AT&T contact.
	4. Logout the site, then log back in
	5. Click on invoice search, input the invoice number only & click search.

\*\*To see all the invoices from the payment, just click on the payment# highlighted/underlined in blue.

If you require assistance please contact:

AT&T Accounts Payable directly 888-722-1STP (888-722-1787)
When prompted to say what you are calling about, you should say “Accounts Payable”
When asked to enter a user ID, you press 0 and you will be transferred to a live agent in AP
Or
Live Chat-click the Live Chat Now link from Payment Status Facility [https://paymentstatus.att.com](https://paymentstatus.att.com/)

# Vendor Maintenance

## How can I update my supplier set-up, supplier/site maintenance, or remit to information?

If you have questions concerning supplier set-up, supplier/site maintenance, or remit to information, please contact the Vendor Management team at venmtce@att.com or call our Vendor Maintenance Help Desk at 1-866-921-6959, option 2 then option 2 again.