Supplier User Manual

Purchase Orders and Shipments
Welcome to iSupplier!

Kenya Airways (KQ) iSupplier Portal provides your company with an important electronic link that allows online communication of purchase orders, change orders, and shipments. As Supplier and Customer, we will look at the same information, and as approvals are incorporated into the change order processes, iSupplier will help to minimize confusion and error, while improving the timeliness of communications. The result is that both your company and ours are able to operate more efficiently.

This document will attempt to provide you with some general information about how the KQ iSupplier Portal works and how to navigate through the various screens in order for you can accomplish your tasks.

Registration

KQ will be responsible for registering the suppliers to enable their use of the iSupplier Portal. Prior to registration, each supplier will be asked to provide a contact name and phone number, as well as a “group” email address that can be used by iSupplier for notifications and other communication. The reason a group email address is required is to allow more than one person at your facility to have access to it and to allow you to control who at your facility has access to it – without KQ’s involvement. This allows for full coverage of work, through vacations, position change, or any other instance that might otherwise leave work undone. It’s also helpful to have an email address that is used only for Kenya Airways iSupplier communications.

When you are registered by KQ, you will receive a system-generated email from us indicating your username and password. This email will be sent to the “group” email address you provided to us. It will indicate your username (generally your email address) and a randomly generated initial password.

For Help

If you need help at any time, please don’t hesitate to contact us! For help with purchase orders, dates, quantities, shipments, etc., please contact KQ or the corporate buyer. For system-related questions or problems, please feel free call Duke Keana at (254) (0)73-5903356, or send an email to duke.keana@kenya-airways.com.
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General Navigation Tips

Regular Internet users should feel comfortable navigating through the various iSupplier screens. The functionality is not unlike what you might find on a typical web site.

Keep an eye out for vertical and horizontal scroll bars. In many cases, you will be able to scroll down and/or to the right to see additional information.

As a strong recommendation, avoid using the “Back” button on your browser toolbar. This is true for all Web-based transactional applications. In most cases, you will be able to navigate to the page you want by using the buttons on the screen rather than on the toolbar.

Logging In

You must use Internet Explorer to access iSupplier. To connect to the iSupplier Portal, enter the following URL on the Internet Explorer address line:

http://irecruit.kenya-airways.com:8000 (Note: you may want to create a shortcut for this URL for your desktop!)

When you are connected, you will see this Login screen:

![Login Screen]

Figure 1

Enter your Username and Password and click on the Login button.

Purchase Orders and Shipments.
Note: The first time you log in, you will be prompted to change your password. Make sure you remember the new password!

The Home Page

When you are successfully logged in to KQ iSupplier, the “Home” page will appear. This page provides you with the following information and functions:

Global buttons

The following buttons display on the home page and all iSupplier Portal pages:
- Home – Returns you to the main portal where you can select another responsibility or application.
- Logout – Logs you out of the iSupplier Portal
- Preferences – Displays the Preferences page.
- Help – Accesses the help index page.

Tabs

iSupplier provides tabs for easy navigation. For example, if you want to view purchase order details, start by clicking the Orders tab, and then click Purchase Orders in the task bar directly below the tabs.

Quick Search

The Quick Search field enables you to enter a document number and quickly find information about:
- Purchase Orders
- Shipments

To search for a document:
1. Select which type of document you would like to search.
2. Enter the document number and click Go.

Quick Links

This section displays a procure-to-pay flow through the iSupplier Portal application. Click any link to go directly to the corresponding page. (Note: not all links are currently activated)

Notifications

Notifications are messages waiting for your review. Some notifications are view-only, while other notifications require action. To view your notifications, click the linked subject to open the Notification Details page. This page provides complete notification details, as well as the appropriate action button.

After you select an action, the Notifications Summary page will be displayed.
• You can continue to respond to any additional notifications you have.
• You can continue working by clicking any of the tabs.

Orders at a Glance

This section displays the five most recent purchase orders. Click a purchase order number to view purchase order details.

Shipments at a Glance

This section displays recent shipments. Click a shipment number to view a list of your recent shipments.

➢ Note: To view a complete list of your Notifications, Orders at a Glance, or Shipments at a Glance, click “Full List”.

This is an example of what the Home Page looks like:

![Figure 2](image)

User Preferences

You can change your user settings or preferences at any time by clicking on the preferences icon. The following preferences can be changed:
• **Password** – You can reset or change your password. A valid password must be at least six, but no more than 30, characters. Passwords can be alphanumeric, or special characters.

**To change your preferences:**

a) Click the **Preferences** icon.
b) Complete or update the required fields.
c) Click Apply to save your changes. Click Cancel to return to the system without making any changes.

Here’s what the User Preferences screen looks like:

![User Preferences Screen](image)

**Figure 3**

**Purchase Orders**

When a Kenya Airways buyer enters and approves a purchase order in Oracle Purchasing, the purchase order details are immediately available to you in Oracle iSupplier Portal. You will receive a notification indicating the PO has been issued, which can be viewed on the Home page. The Purchase Orders Details page enables you to view details of the entire purchase order. Oracle iSupplier Portal enables you to track your purchase orders throughout the procure-to-pay flow. You can also submit adjustments to your purchase orders.

**Notifications**

Much of the communication between Kenya Airways and the Suppliers is done through the use of Notifications. When Kenya Airways buyer creates and approves a purchase order, you will receive a notification from them. When you
acknowledge, change, or ship the order, the Kenya Airways buyer gets a notification from you. Notifications can be reviewed on the Home page. Clicking on the Notification Subject Line will allow you to respond to the notification if required. After you have reviewed and/or responded to a notification, it will drop from the list. You will also receive email notifications. These notifications are sent in addition to the notification on the home page.

There are two general types of notifications. The first type is “FYI”, or informational, and does not necessarily require any action on your part – meaning that you do not have to respond to the notification. An example would be notification from a buyer that they have accepted (or rejected) your recommended changes to a purchase order. The second type of notification is one that requires some action to be taken. An example of this type would be a request from a buyer for acknowledgement of the order.

When a notification requires action on the part of either the Buyer or the Supplier, no further changes can be made to that order until the action has been completed – generally meaning the change is either accepted or rejected. A notification requiring action will cause the purchase order status to change to “Supplier (or Buyer) Change Pending”. Because no further changes can be made to the order by either the Buyer or the Supplier until action has been taken by the appropriate party on the notification, it is important that you check your notifications frequently, and act on them in a timely manner.

**Viewing Purchase Orders**

You can view purchase order details such as terms and conditions, lines, shipments, and attachments. Click on the Orders tab. When you navigate to the View Purchase Orders page, the most recent 25 purchase orders are displayed. Alternatively, you can view all orders that require acknowledgment, and all orders pending supplier change.
An advanced search is available to define your search even further. You also have the option to export the displayed data.

To view purchase order header and line details, click the purchase order number. On the View Order Details page, you can view the order and shipment details. You can also view receipts, invoices, and payments related to the selected order by clicking the Receipts, Invoices or Payments in the Related Information section.
Figure 5

**Note:** In the PO Details section, to view Details, click Show. To hide details, click Hide.

In addition to viewing purchase order details, you can submit acknowledgments to orders for which a buyer has requested acknowledgment. You can view a history of change requests submitted, and also a buyer’s response to each change request.

**Acknowledging Purchase Orders**

When creating a purchase order, the KQ buyer can request acknowledgment of the purchase order. If the buyer has requested acknowledgement, you will receive a notification requiring your response. The purchase order may include a date by which you need to acknowledge it.

You acknowledge purchase orders to communicate to KQ that you have received, reviewed the details of, and accepted or rejected a purchase order. You can also communicate changes to the purchase order during acknowledgment.

**Recommended Practice:** While one of the options available to you is to Reject the purchase order, this option should rarely (if ever) be used. Instead, Accept the purchase order and then submit your recommended changes to the buyer. This will
speed the processing of the order. If necessary, you can still cancel the order. At a minimum, please confer with the buyer prior to rejecting an order.

You can either acknowledge the order on iSupplier, or accept or reject the order using the email notification. However, using the email notification does not allow shipment level acknowledgment, which can only be entered in iSupplier. When you respond, the purchase order is automatically updated, and a notice is sent to the buyer.

You can submit acknowledgments for an entire order, or for individual shipments. For example, if you can fulfill only part of a purchase order, accept the shipments you can fulfill, and reject the others *(Note: see the Recommended Practice above)*. You can also communicate change requests during acknowledgment. For example, if you cannot fulfill a shipment on the given date, but can fulfill it a few days later, you can communicate a date change request instead of rejecting the shipment line.

**To acknowledge purchase orders:**
1. Click the Orders tab, and then click Purchase Orders in the task bar below the tabs.
2. Select Purchase Orders to Acknowledge and then click Go. If you know the PO number of the purchase order you would like to acknowledge, you can use advanced search to display purchase orders.
3. Select a purchase order with a status of Requires Acknowledgment, and click Acknowledge.

*Note: To select the purchase order, click on the radio button (small circle) in the “Select” column. A colored dot will appear in the center of the circle to indicate it has been selected.*
Order Level acknowledgment:

- To accept an entire order, click Accept Entire Order, enter a note to your buyer, and click Submit.
• To reject an entire order, click Reject Entire Order, enter a note to your buyer, and click Submit. **(Note: See recommended practice above!)**

![Image of the Supplier Portal](image)

**Figure 9**

Shipment Level acknowledgment:
• To respond at a shipment level, in the PO Details section, make your changes. Enter the response reason, and click Submit. The available actions at the shipment level are Accept, Reject, and Change. After you have completely acknowledged the order, the buyer is notified of your acknowledgment response.

**Submitting Change Requests**

Oracle iSupplier Portal enables you to request changes to purchase orders when modifications are needed to fulfill an order. You can make changes during and after acknowledgment.

To submit change requests:

1. Click the Orders tab, and then click Purchase Orders in the task bar below the tabs.
2. On the Purchase Orders page, search for and select a purchase order.
Note: Select the purchase order by clicking on the “radio button” (circle) just to the left of the purchase order number.

3. Click Request Changes.

Figure 10

4. On the Change Purchase Order page, enter your changes. If you would like to make changes to shipment details, click Show.

5. You may request changes to:
   - Price/Price Breaks on Blanket Agreements (contact buyer first!)
   - Supplier Item
   - Quantity Ordered
   - Promised Date
   - Supplier Order Reference Number
   - Additional Change Requests - use this text box if you would like to submit more changes than offered above. You may enter both order and line reference numbers. If you would like to split a shipment, see the section on Splitting Shipments.
6. Click the appropriate action button from the action list. Enter your reason for change, and then click Submit.

**Note:** After submitting your changes, the purchase order status changes to “Supplier Change Pending” until the buyer approves the changes. You will not be able to make further changes until the buyer has responded to the changes already submitted.
To view change order history:

This view enables you to view the history of change requests submitted on a document, and the corresponding buyer response.

1. Click the Orders tab, and then click Purchase Orders in the task bar below the tabs.
2. Search for and select a purchase order, and then click View Change History. View the change order history details on the PO Change Order History page.
3. Click OK to return to the Purchase Orders page.

Splitting Shipments

You can request to split a shipment. For example, if you can only partially ship the quantity ordered for the given date, you can enter a split shipment change request. This request will let the buyer know the number of items you can deliver and what date you will deliver them.

To request to split a shipment:
1. Click the Orders tab, and then click Purchase Orders in the task bar below the tabs.
2. Search for and select a purchase order, and then click Request Changes.
3. On the Change Purchase Order page, click Show to display shipment details.
4. Click the split icon on the desired shipment line. (Another row is added for your split shipment).
5. In the Quantity Ordered field of the first shipment line, enter a new quantity.
6. In the Quantity Ordered field of the second shipment line, enter the new quantity.
7. Change the Promised Date.
8. Enter the Supplier Order Line.
9. Enter a reason for splitting.
10. Select an action for change.
11. Click Submit.

**Note:** You can split a shipment as many times as needed. To create more shipment lines, click the split icon.

![Figure 13](image)

**Canceling Orders or Shipments**

You can submit cancellation requests for an entire order or a particular shipment. You can also submit changes and cancellations at the same time.
1. Click the Orders tab, and then click Purchase Orders in the task bar below the tabs.
2. Search for and select a purchase order, and then click Request Cancellation.
3. On the Change Purchase Order page, enter a cancellation reason, and then click Submit.

Note: To cancel a few shipments, but not the entire order, click Show in the PO Details section, and then select Cancel from the Action list of values (on the shipment line you want to cancel). Enter a cancellation reason, and then click Submit.
Purchase Order Revision History

The Purchase Order Revision History page enables you to search for details on the revision history of a purchase order.

Using the search criteria, you can get a summarized list of purchase orders that have been revised. You may choose to compare each revised PO to the original PO, the previous PO, or last signed PO (if the revised PO has been signed). You can also view all changes made to the PO.

Figure 15

Purchase Order Revision History

Figure 16
Shipping Information

Oracle iSupplier Portal enables you to view your existing shipments. Using your shipments you can create or cancel advance shipment notices. The system also enables you to view other shipment information such as delivery schedules.

Using shipping features, you can alert the buyer to upcoming shipments and expedite receipts and payments for KQ.

- Shipping information details all of your shipping transactions on Oracle iSupplier Portal. You can create or cancel shipment notices as well as view shipment delivery schedules and overdue shipment receipts.

![Diagram of shipping information]

Figure 17

Shipment Notices

This selection leads to a choice of links:

- Create Advance Shipment Notices
- Create Advance Shipment Billing Notices
- View/Cancel Advance Shipment Notices
When you enter an Advance Shipment Notice (ASN), you alert KQ of upcoming shipment deliveries. To create an ASN, select the purchase order shipments being shipped and provide the appropriate shipment details.

Suppliers can also send ASNs with billing information. These contain the same information as ASNs plus invoice and tax information. Once an ASN with billing information (also known as an ASBN) is validated in the receiving open interface and imported into Purchasing, an invoice for the shipment is created automatically.

The details that can be specified on an ASN include:

Shipment Lines Tab:

- Shipment Line Defaults:
- Packing Slip
- Country of Origin
- Container Number
- Truck Number
- Comments
- Shipments in Advance Shipment Notices

**Note:** In the Shipments in Advance Shipment Notices sections, to view Details, click Show. To hide details, click Hide.

Shipment Headers

**Shipment Information** (Required fields are marked with *)

- Shipment Number*
- Shipment Date*
- Expected Receipt Date*

**Freight Information**

- Freight Terms
- Number of Containers
- Freight Carrier
- Waybill/Airbill Number
- Bill of Lading
- Packaging Code
- Packing Slip
- Tare Weight
- Special Handling Code
- Net Weight
- Tare Weight UOM
- Comments
Creating Advance Shipment Notices

You can create advance shipment notices using PO shipment lines.

To create advance shipment notices:

1. Click the Shipments tab, and then click Shipment Notices in the task bar directly below the tabs.
2. On the Shipment Notices page, click Create Advance Shipment Notices or Create Advance Shipment Billing Notice for an ASBN.

3. Select either View Shipments Due This Week or View Shipments Due Any Time, and then click Go. Click Advanced Search to enter additional search criteria.
Figure 19
4. Select one or multiple purchase order shipments, and then click Add to Shipment Notice.

![Image](image.png)

Figure 20

5. On the Create Advance Shipment Notice or Create Advance Shipment Billing Notice page, enter the appropriate shipment line defaults.

**Note:** You can always add more shipments by clicking Add Shipments on the Shipments Line page.

- You can enter the line details once for all shipment lines if the details are common to all lines. To copy all default shipment lines, click Default to All Lines.
To split a shipment line, click the split icon in the Shipments in Advance Shipment Notice section, and enter Shipping Quantity for the original and new lines.

To remove a shipment, click the remove icon in the Shipments in Advance Shipment Notice section.

**Note:** To display shipment details, click Show in the Shipment and Advance Shipment Notice section. To hide shipment details, click Hide in the Shipment and Advance Shipment Notice section.

![Figure 21](image)

6. If you would like to enter License Plate Number (LPN), Lot, or Serial Information, click the LPN/LOT/serial icon.

You will be able to enter lot and serial information for shipment lines only when the item has been defined as a lot or serial controlled item. You will only be able to enter lot information if the item is lot controlled, serial information if the item is serial controlled, and both lot and serial information if your item is a lot and serial controlled.

To enter details for a lot and serial controlled item:

a) Enter lot information. If you would like to add additional lot attributes, click the lot attributes icon.
b) If you would like to enter serial details for the lot, click Show, and then enter serial information. If you would like to add additional serial attributes, click the serial attributes icon.

c) If you have more than one lot or serial controlled item, click Add Another Row.

d) If you have LPNs nested within each other, enter nesting details in the License Plate Configuration Details section.

Note: You may change the total shipment quantity on the LPN/Lot/Serial Detail page. The total shipment quantity entered should be equal to the total lot/serial quantity.

e) When you are done with entering your LPN/Lot/Serial details, click OK.

7. Click Shipment Headers. Enter the required ASN or ASBN information. You can also enter other information. The information you enter at the header level is transferred to the line level. (However, changes you make at the line level override information at the header level).

If you are entering an ASBN, you must enter the following billing information:

a. Invoice number

b. Invoice date

c. Invoice amount

In the Remit-To site section, verify that the Remit To Site details are correct. If the Remit to Site details need to be changed, click Change, select the correct Remit To Site details, and then click Apply.
8. To preview the ASN or ASBN, click Preview.

9. Review the ASN ASBN and click Submit.
Canceling Advance Shipment Notices and Advance Shipment Billing Notices

When you cancel an ASN, the system sends a notification to the buyer. You can always re-enter an ASN for the same purchase order shipments at a later time. To cancel a submitted advance shipment notice:

1. Click the **Shipments** tab, and then click Shipment Notices in the task bar directly below the tabs.
2. On the **Select a Task** page, click View/Cancel Advance Shipment Notices.
3. On the **View/Cancel Advance Shipment Notices** page, search for and select the advance shipment notice you would like to cancel.
   Note: You can use the advanced search feature to narrow your search.
4. Click **Cancel Shipment Notice**. A notification of your cancellation is sent to the buyer.
   **Important:** Canceling a shipment notice cannot be undone. An ASN cannot be canceled if any of the lines have been received by KQ.
**Viewing Receipts**

You can view receipts by navigating to **Shipments > Receipts** and entering search criteria. Then click on **Go** to show the Receipt History screen.
Figure 26

Figure 27

Purchase Orders and Shipments.
Viewing Overdue Receipts

The **Overdue Receipts** Results page enables you to view the details of past due purchase order shipments. Click the PO number, Ship-To Location, and/or Buyer to view further detail.

Figure 28