

Supplier Portal - Frequently Asked Questions (FAQs)

Q: How will my organisation be onboarded to the supplier portal?

A: Existing suppliers will be onboarded in phases, and you will be contacted in advance with your specific onboarding date. New suppliers will automatically receive an onboarding email with instructions on how to access the portal once they've completed registration as a United Students supplier.

Q: How will I receive the onboarding email and registration documents for the new portal?

A: You'll receive an onboarding invitation from Supplierfusionsupport@unitestudents.com which contains details of the process to gain access to the portal. No action is required until you receive this email —full instructions will be provided when it's time for your organisation to begin onboarding.

Q. What should I do if I haven't received my onboarding email?

A: Suppliers are being onboarded to the portal in phases, so it may take some time before you receive your invitation. Rest assured, you'll receive an onboarding email as soon as it's your organisations turn. If you think that your onboarding email hasn't arrived as expected please get in touch with us at Supplierfusionsupport@unitestudents.com.

Q. Which email address will the invite come from, and how can I ensure I don't miss it?

A: Onboarding emails will be sent out to suppliers from no-reply@procurement.unitestudents.com. To ensure that you don't miss the email when it is issued, please add this email address to your safe senders list.

Q. Can multiple users from my organisation register on the portal?

A: Yes, each organisation can have multiple users with different roles registered. The different role types can be selected to provide the appropriate access for users such as bid managers and credit controllers. You can find more information on how to do this in the document 'Supplier Portal Guide – Working in Oracle Fusion' which can be found in the [Supplier Zone](#).

Q. How do I access the Oracle Fusion Supplier Portal?

A: Once you have completed the onboarding process you can access the Supplier Portal at www.supplierportal.unitestudents.com

Q. What should I do if I have trouble logging in?

A: If you have followed the onboarding instructions and are having problems logging into the Supplier Portal, please don't hesitate to get in touch at apadmin@unitestudents.com.

Q. Is there a user guide or training material available?

A: You can find lots of helpful resources including a User Guide in the [Supplier Zone](#) on our website.

Q. Who should I contact if I still have questions after reviewing the resources?

A: If you have any questions, please don't hesitate to get in touch at apadmin@unitestudents.com.

Q: Will I need to do anything differently once the new supplier portal is live?

A: Core processes will remain the same, for example, invoices can still be sent to apinvoices@unitestudents.com. However, the new portal will provide enhanced self-service options, giving you the ability to:

- Update details (e.g. contact, bank, catalogues)
- Check invoice status, payment terms and payment cycles
- Respond to RFPs
- Complete and update Modern Slavery questionnaires
- Manage compliance documents, such as insurance certificates and CHAS accreditation.

You'll receive links to training and guidance to support you through the new workflows before your organisation is migrated to the supplier portal.

Q: How do I update our organisation's contact details in the new system?

A: Once your organisation has been onboarded to the supplier portal, you'll be able to update contact details directly through the portal. You can find more information in the 'User Guide' in the [supplier zone](#) on our website.

Q. How do I view and accept purchase orders in the Supplier Portal?

A: Once your organisation has been onboarded to the supplier portal, you'll be able to view and accept purchase orders directly through the portal. You can find more information in the 'User Guide' in the [supplier zone](#) on our website.

Q. How do I submit and track invoices in the portal?

A: Once your organisation has been onboarded to the supplier portal, you'll be able to submit and track invoices directly through the portal. You can find more information in the 'User Guide' in the [supplier zone](#) on our website.

Q. How do I check the status of my payments?

A: Once your organisation has been onboarded to the supplier portal, you'll be able to check the status of your payments directly through the portal. You can find more information in the 'User Guide' in the [supplier zone](#) on our website.

Q: Do I need to submit monthly statements of account?

A: Yes. With immediate effect, suppliers are asked to ensure their accounts are up to date by submitting monthly statements of account. This will help us reconcile records efficiently

during the transition to the new system. Please send statements to accountspayable@unitestudents.com.