

Oracle Fusion Supplier Portal - Frequently Asked Questions (FAQs)

Q: How will my organisation be onboarded to the Oracle Fusion supplier portal? A: Existing suppliers will be contacted with an onboarding invitation and registration documents. 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. What should I do if I haven't received my onboarding information?

A: All suppliers should receive an onboarding invitation but if you haven't received yours, please check your Spam or Junk folder. If it's not there, please contact us at apadmin@unitestudents.com.

Q. How will I receive the onboarding invitation and registration documents for the new Oracle Fusion supplier portal?

A: Activation 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. Full instructions will be provided with the email to help your organisation to begin onboarding.

Q. Can multiple users from my organisation register on the Oracle Fusion supplier 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 Supplier Portal User Guides 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 here: supplierportal.unitestudents.com

Q: How do I bookmark the Supplier Portal sign-in page?

A: Please don't click the portal sign in link and try to bookmark the page, as this will not work correctly. Instead, you must copy the URL shown below and add it directly to your browser's favourites or bookmarks list: <https://idcs-e26f0684ddfc4d2eb754bffa474000f.identity.oraclecloud.com/sso/v1/app/launcher/4d15d2e5059941538abbc4fe981d512e?appName=Oracle+Fusion+Applications+Release+13+HCM>

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 try the following:

- Click on the three dots at the top of your browser

- Select 'New In-Private Window'
- Try logging in using the private window

If you are still having access issues after following the steps above, 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 Oracle Fusion 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 supplier portal will provide enhanced self-service options, giving you the ability to:

- Update details (e.g. contact, bank, catalogues)
- View and download PO's and Invoices
- 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 Oracle Fusion supplier portal?

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 and by following the Oracle Guided Learning (OGL) within the system which is available when you see the icon below:



Q. How do I view and accept purchase orders in the Oracle Fusion 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 Oracle Fusion supplier 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.

