



## Oracle Supplier Portal Frequently Asked Questions (FAQ)

### **Onboarding:**

#### **How do I gain access to the Supplier Portal?**

Only existing suppliers who have been invited by Enbridge to use the Oracle Supplier Portal will be provided access and given guidance on how to use the Oracle Supplier Portal.

#### **What is Okta?**

Okta is an identity and access management application that will provide suppliers access to the Oracle Supplier Portal. Okta uses a Multi-Factor Authentication method, which requires a user to provide two or more verification factors. This method is more secure than standard usernames and passwords.

#### **How do I reset my Okta password?**

Okta Login is the single method for accessing the Supplier Portal. To request a password reset from the Okta Login screen, click on the “Need Help Signing In” link, or by contact the Enbridge Supplier Portal Support Center:

- Phone: 1-403-767-3753
- Email: [supplierportal@enbridge.com](mailto:supplierportal@enbridge.com)

### **Supplier Support:**

#### **Where can I go for additional support?**

For Oracle Supplier Portal inquiries and support, please contact the Enbridge Supplier Portal Support Center:

- Phone: 1-403-767-3753
- Email: [supplierportal@enbridge.com](mailto:supplierportal@enbridge.com)

For invoice or payment issue support, please contact the Accounts Payable Help Desk

- Phone: 1-855-252-1066
- Email: [AP-inquiries@enbridge.com](mailto:AP-inquiries@enbridge.com)

#### **Where can I find training materials?**

Access the self-guided training materials provided [here](#) that include video demonstrations as well as learning guides for suppliers to educate themselves on everything they need to know about the Supplier Portal.

Each section includes a set of training materials that will show suppliers how to perform different tasks within the Supplier Portal.

## **Invoices:**

### **Can I submit invoices through the Supplier Portal?**

No. Invoice submissions should be [emailed](#) to Enbridge Accounts Payable in compliance with [Accounts Payable Invoicing Guidelines](#).

For invoice or payment issue support, please contact the Accounts Payable Help Desk

- Phone: 1-855-252-1066
- Email: AP-inquiries@enbridge.com

### **Can I view invoices in the Supplier Portal?**

Yes. Suppliers can view invoice status and payment history in the Supplier Portal with the Supplier Accounts Receivable Specialist role.

## **Profile Management:**

### **I can see my supplier profile information but cannot make changes, why?**

There may be a pending profile change request that has not been submitted or deleted that is preventing changes to the supplier profile. Please check to see if there is pending request. If there is a pending request, it must either be submitted or deleted. When submitting a profile change request please click “Review Changes” and then “Submit” to complete the submission process.

If there is not a pending request, please contact the Supplier Portal Support Center.

### **How can I request new user account access to the Supplier Portal for additional contacts?**

Please review the training materials below that will walk you through adding additional contacts and requesting new user accounts:

- [Submit a profile change request training video](#)
- [Submit a profile change request learning guide](#).

### **How do I know which user roles to select?**

Please consult our Supplier Portal roles matrix and review the following training materials for more information on Supplier Portal role assignments:

- [Understanding supplier portal role assignments training video](#)
- [Learning Guide](#)
- [Supplier portal roles matrix](#)

### **Can I update banking information in the Supplier Portal?**

No. The management of banking information is handled outside of the Supplier Portal. Please review the training materials below to manage banking updates.

- [Manage banking information training video](#)
- [Manage banking information learning guide](#)

### **Can I request electronic payment in the Supplier Portal?**

No. Suppliers can sign up for electronic payment; however, not through the Supplier Portal. Please review the training video below for information on how to sign up for electronic payment.

- [Managing banking information training video](#)

## **Orders:**

### **Can I submit a Purchase Order change request in the Supplier Portal?**

Yes. The supplier contact on the purchase order can submit a change request in the Supplier Portal. Please review the training materials below:

- [Supplier change orders training video](#)
- [Supplier change orders learning guide](#)

### **I can see my Purchase Order but cannot take action, why?**

There may be a pending purchase order change request that has not been submitted that is preventing changes to the purchase order. Please check to see if there is pending request. If there is a pending request, it must either be submitted or cancelled. When submitting a purchase order change request please click “Save” and then “Submit” to complete the submission process.

If there is not a pending request, please contact the Supplier Portal Support Center for further assistance.

### **How do I respond to a Purchase Order Acknowledgement in the Supplier Portal?**

Please review the training materials below:

- [Purchase order acknowledgement training video](#)
- [Purchase order acknowledgement learning guide](#)

## **Negotiations:**

### **Do I need to have a Supplier Portal user account to participate in a sourcing event?**

No; however, your Enbridge representative may wish to negotiate through the Supplier Portal.