

FREQUENTLY ASKED QUESTIONS

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1. What is iSupplier?

Oracle iSupplier Portal is a secure internet-based portal that enables two-way collaboration between Metrolinx and vendors, helping them submit / update their profile data, submit invoices, and track invoice processing notices. It helps enhance efficiency, reduce processing time, and improve our partnering experience.

2. Why did Metrolinx decide to implement iSupplier?

As a member of the Metrolinx vendor community, we value our partnership with your organization and are constantly seeking ways to improve our shared experience. We are adopting the iSupplier solution to help standardize our processes, and drive efficient, transparent, and timely invoice and payments processing.

3. When will this change be put into effect?

To support our vendors throughout this Change Journey, we have adopted a phased roll-out approach for the Oracle iSupplier system, structured over multiple waves beginning in May 2022.

Communication on vendor onboarding will be phased accordingly. Please check your inbox for future onboarding information and support resources / material.

4. Do I have to submit my invoice through iSupplier? What happens if I don't?

Submitting invoices through iSupplier is not mandatory, but highly encouraged. Existing contracts include no obligation to submit invoices through the portal. However, kindly note that:

- Terms and conditions of future contracts will require invoices to be submitted via the portal, so if you will be engaging in future contracts and Purchase Orders with Metrolinx, they will ultimately need to be submitted via iSupplier. Not adopting the solution for your existing contracts would consequently create a situation where you would have to adopt two different processes to submit your invoices.
- There are several features and benefits that come along with the iSupplier solution, including enhanced traceability on your end and ours; these would only be realized for invoices submitted via iSupplier.
- We will be allocating resources and adjusting our internal processes to fully support this initiative. This is driven by our commitment to improve process efficiency and enhance our partnering experience.

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5. Who do I contact if I have any questions regarding the new process or iSupplier?

Multiple [resources](#) have been created to help you navigate and use the iSupplier portal, including 'how-to' videos, Quick Reference Guides (QRGs), and self-paced eLearning material. End-user drop-in support sessions will be available for a limited period after onboarding, to provide you with extended support as you transition to the new system. For any issues requiring additional support, please contact iSupplierSupport@metrolinx.com

6. How do I log into iSupplier?

If you received the "Go-Live" communication from Metrolinx, click the link in your email to access the iSupplier portal. Enter your username and password provided by Metrolinx. After logging in the first time, you will be prompted to update your password.

If you have misplaced or accidentally deleted the e-mail, please contact iSupplierSupport@metrolinx.com.

7. How can I reset my password?

After attempting to log in with the incorrect log in information:

- Select the link for "Login Assistance"
- You will be prompted to enter your username, which should be your email address.
- An email will be sent to the email address associated with your username to reset your password.

8. What should I do if the Reset Your Password link in my email has expired?

The Reset your Password link expires after 8 hours of being sent.

- The MX iSupplier Profile Administrator needs to contact iSupplierSupport@metrolinx.com to reset their password.
- All other users need to contact their MX iSupplier Profile Administrator to reset the password.

9. How often will I need to change my password?

- All passwords are changed every 90 days
- For users who do not log in for an extended period, the system will automatically expire their password and be prompted automatically by the system to update their login credentials the next time they login.

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- The same password cannot be reused until the 6th time in a password lifecycle.

10. What are the various types of user roles and responsibilities that can be added in iSupplier?

Profile Administrators can define specific roles for each of their users in iSupplier. The various roles and responsibilities are:

- **MX iSupplier Profile Admin:** These users are commonly known as Profile Admins, and are responsible for:
 - Completing the registration and profile creation process for their organization
 - Setting up and managing account settings for their organization such as adding addresses, updating banking information, uploading relevant documents regarding their organization, etc.
 - Adding (and deactivating) users from their organization to the iSupplier Contact Directory and assigning relevant roles to them
- **MX iSupplier Portal Supplier PO Inv Admin:** These users are commonly known as PO Invoice Admins, and are responsible for:
 - Viewing POs linked to their organization
 - Submitting PO-based invoices for the goods and services provided to Metrolinx
 - Submitting credit memos
 - Uploading PO-based invoice and credit memo supporting documentation, as required
 - Viewing and resubmitting cancelled PO-based invoices
- **MX iSupplier Portal Supplier Inv Admin:** These users are commonly known as Invoice Admins, and users in this role can perform all the tasks of the PO Invoice Admin as well as the following:
 - Submitting non-PO invoices for the goods and services provided to Metrolinx
 - Viewing and resubmitting rejected non-PO invoices

11. When can Profile Administrators add PO Invoice Administrators to iSupplier?

Once the Profile Administrator submits their organization's registration, Metrolinx will review the registration. Once the registration is approved, the Profile Administrator will be able to start using iSupplier to add PO Invoice Administrators, who will be primarily responsible for submitting PO-based invoices for their organization.

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12. How do I view what users are associated with my account?

The MX iSupplier Profile Administrator has access to view all users associated to the account. To perform this task:

- Log onto iSupplier
- Click the menu icon.
- Click the **MX iSupplier Profile Administrator** option.
- Click the **Supplier Details** option. Your organization's profile is displayed.
- Click the **Contact Directory** option.

13. How can I add a user to my account?

The MX iSupplier Profile Administrator can add additional users. To perform this task:

- Click the menu icon.
- Click the **MX iSupplier Profile Administrator** option.
- Click the **Supplier Details** option. Your organization's profile is displayed.
- Click the **Contact Directory** option.
- Click on **Create New Contact**.
- Assign relevant responsibilities.

14. How can I delete a user from my account?

You cannot delete a user from your iSupplier Contact Directory. Users added to the Contact Directory can only be made inactive. The MX iSupplier Profile Administrator is responsible for deactivating contacts within their organization that are not directly or actively involved with Metrolinx. To perform this task:

- Click the menu icon.
- Click the **MX iSupplier Profile Administrator** option.
- Click the **Supplier Details** option. Your organization's profile is displayed.
- Click the **Contact Directory** option.
- Click the update icon corresponding to the contact details you want to update. The **Update Contact** page displays for the contact.
- In the **Inactive Date** field, enter the date to inactivate the user account.
- Click the **Apply** button to save your changes.

This will deactivate the contact's iSupplier user account by the date indicated.

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15. Can there be more than one Profile Administrator?

Yes, there can more than one Profile Administrator per office location.

To add a new MX iSupplier Profile Administrator, reach out to a current MX iSupplier Profile Administrator within your organization or contact Metrolinx at iSupplierSupport@metrolinx.com. As the MX iSupplier Profile Administrator, to perform this task:

- Click the menu icon.
- Click the **MX iSupplier Profile Administrator** option.
- Click the **Supplier Details** option. Your organization's profile is displayed.
- Click the **Contact Directory** option.
- Click on **Create New Contact**.
- Assign all relevant responsibilities including Mx Supplier Profile Administrator.

Note: You can also refer to the [Managing Profile and Account Settings](#) "how-to" video for detailed step by step instructions.

16. Will the MX iSupplier Profile Administrator users also be able to submit invoices?

Users with the MX iSupplier Profile Administrator role will also be able to submit invoices ONLY if an Invoice Administrator role is also assigned to them. Note that both roles can be assigned to a single user from a vendor organization, thereby allowing them to perform both sets of responsibilities in iSupplier.

17. What if I want to be paid by a method other than EFT?

If you prefer to be paid by a method other than EFT, such as ACH, Wire Transfer, cheque, etc., you must enter dummy banking details in the **Banking Details** section when completing your registration as this is a system requirement.

- To add dummy banking details, select Canada as the country.
- Select the **Existing Bank** and **Existing Branch** options.
- Select the **Dummy Bank** and **Dummy Branch** options in the **Bank Name** and **Branch Name** fields respectively.
- Enter your phone number in the **Account Number** field.
- Enter dummy details in the **Account Name** field.
- Enter relevant notes for Metrolinx in the **Note to Buyer** field, for example, the details around your preferred payment method.
- Click the **Apply** button.

The dummy banking details are now saved in the **Banking Details** section.

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18. How do I find a specific invoice?

To find a specific invoice:

- Click the menu icon.
- Click the **MX iSupplier Portal Supplier PO Invoice Admin** or **MX iSupplier Portal Supplier Invoice Admin** option.
- Click the **Home Page** option. The **Supplier Home** page is displayed.
- Click the **Finance** tab.
- Click the **View Invoices** option.
- In the **Simple Search** section, you can search for an invoice using one or multiple criteria including **Invoice Number, PO Number, Invoice Status, Payment Status**, etc.

19. How do I find a specific PO?

To find a specific Purchase Order (PO):

- Click the menu icon.
- Click the **MX iSupplier Portal Supplier PO Inv Admin** or **MX iSupplier Portal Supplier Inv Admin** option.
- Click the **Home Page** option. The **Supplier Home** page is displayed.
- Click the **Orders** tab.
- Click the **Purchase Orders** option.
- In the **Advanced Search** section, you can search for a PO using one or multiple criteria including **PO Number, Document Type, Order Date, Buyer**, etc.
- In case there are any discrepancies found on the PO and Supplier wants to review those with MLX an offline communication to the buyer should be sent

20. What if I can't find my PO?

If you've searched for your PO and it is not appearing in the search results it may be because it is a **Regime 3 (R3) Construction Act** contract. Regime 3 (R3) Construction Act contracts are currently not available in iSupplier, and you should continue to submit R3 invoices through existing procedures.

If your PO is not appearing and it is not a Regime 3 (R3) Construction Act contracts, please reach out to your business contact at Metrolinx for assistance.

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21. How do I know if an invoice was submitted successfully?

To view the status of an invoice:

- Click the menu icon.
- Click the **MX iSupplier Portal Supplier PO Inv Admin** or **MX iSupplier Portal Supplier Invoice Admin** option.
- Click the **Home Page** option. The **Supplier Home** page is displayed.
- Click the **Finance** tab.
- Click the **View Invoices** option.
- In the **Simple Search** section, you can search for an invoice using one or multiple criteria including **Invoice Number, PO Number, Invoice Status, Payment Status**, etc.
- From the search results, identify the status of the invoice in the **Status** column.

The status will display whether the invoice is approved, cancelled, in-progress, on hold, rejected, or unsubmitted.

22. How do I associate a new bank account with my Address Book / Sites?

When submitting the new bank account for approval, utilize the Note to Buyer field in profile setup to add comments about bank account associations as required. The iSupplier Support team will then associate the bank account indicated with the specific address/site you've designated.

23. How can I submit a non-PO invoice?

Non-PO invoices can only be created on an exception basis. You must speak to your Metrolinx contact person for approvals and more details. If appropriate, the "MX iSupplier Portal Supplier Invoice Administrator" role will be assigned to you, which will enable you to do this.

Note: You can also refer to the [Submit a Non-PO Invoice](#) "how-to" video for detailed step by step instructions.

24. How can I add an attachment after submitting the invoice?

Once the Invoice has been submitted, you cannot attach additional supporting documents. Please reach out to your Metrolinx contact to provide additional supporting documents.

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25. How do I refund/credit a product or service to Metrolinx?

In some cases, you may need to create credit memos to refund Metrolinx for goods and/or services. The credit memo submission should be done separately from a normal invoice so that no credit line items should be included with invoice charge items.

Note: You can also refer to the [Submit a Credit Memo](#) "how-to" video for detailed step by step instructions.

26. What should I do if I receive an error when uploading files to iSupplier?

You will need to upload relevant files to iSupplier during the registration and invoicing process. When uploading files, you can upload only the following file types on iSupplier: *docx, xlsx, pptx, pdf, csv, jpg, jpeg, png, txt*.

If you attempt to upload any other file type, you will receive an error stating "This file type is not allowed. Please choose another file."

If you have a file type that is different from this list, you can perform the following steps to convert your file to an approved file type.

- Click the **File** menu option.
- Click the **Save As** option.
- Select the appropriate file type from the drop-down menu.
- Click the **Save** button.

Once the file is saved as an approved file type, you can upload the file to iSupplier. If you are unable to convert your file type, or if you have a file type different from this list, please convert the file as a PDF document and upload it.

27. For additional assistance:

For all other questions or feedback regarding iSupplier usage, please contact Metrolinx at iSupplierSupport@metrolinx.com.