



Frequently Asked Questions for the iSupplier Portal

Rev: 02

Rev Date: January 12, 2011

Hardware/Software:

Q. What is the minimum Hardware and Software requirement to access iSupplier Portal?

A. You will need to use Internet Explorer version 5.5 or Higher to use iSupplier Portal.

Q. Do I need broadband and what speed?

A. Yes, you need to have brand band / Internet connection on your PC to access Plantronics iSupplier Portal. It's recommended to have a minimum 256 KBS.

Training and Support:

Q. How do I get support if I have a problem using iSupplier Portal?

A. You can contact your Plantronics Buyer or send an e-mail to iSupplier@Plantronics.com

Q. How do I get a Plantronics iSupplier Portal User Guide?

A. You will find this document from Plantronics iSupplier Portal Home Page. You can also request for a copy from your Plantronics Buyer. This document is periodically updated by Plantronics, always use the latest revision.

Q. How can I get trained with Plantronics iSupplier Portal?

A. You can use Plantronics pre-recorded training seminar. Plantronics will periodically host training seminars, contact your Plantronics buyer to get the next training session and register yourself. You can also send an e-mail to iSupplier@Plantronics.com

Access and Password:

Q. Currently I don't have access to iSupplier Portal, how can I get an access to Plantronics iSupplier Portal?

A. If you are an approved supplier doing business with Plantronics please contact your Plantronics Buyer or send an e-mail to iSupplier@Plantronics.com.



Frequently Asked Questions for the iSupplier Portal

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Q. What's my user account?

A. Your user account will be your e-mail id used to create an account with Plantronics iSupplier Portal. All communication will be sent to this e-mail account.

Q. Who will notify me when my account is created in Plantronics iSupplier Portal?

A. You will be notified by e-mail when an account is established for your organization. Check your e-mail given by your organization to Plantronics Buyer to access iSupplier Portal. Plantronics iSupplier Portal will issue a temporary password.

Q. Does each person in our site get a separate login to access Plantronics iSupplier Portal?

A. No, Plantronics will provide only one logon per supplier site. All supplier users must use the same logon and password.

Q. When I try to access the iSupplier Portal homepage, I am told that my password has expired. Is there a problem?

A. No, all supplier logons are created with a generic password by Plantronics Oracle iSupplier. Upon initial access to the page, suppliers are prompted to change their password for security purposes.

Q. I typed my password incorrectly 3 times, now my account is locked and I am unable to login to Plantronics iSupplier Portal?

A. You need to send an e-mail to iSupplier@Plantronics.com. Currently Plantronics iSupplier portal will lock your account and you won't be able to access until Plantronics releases the lock. This is enabled for Plantronics security reason.

Q. I forgot my password to login to Plantronics iSupplier Portal. Can I contact my buyer to give me a new password?

A. Yes, send an e-mail to iSupplier@Plantronics.com or contact your Plantronics buyer and they will reset your password. A new password will be generated by the Plantronics iSupplier Portal system and an e-mail will be sent to your account.

Q. When I logon to the iSupplier Portal, I get an error.

A. Please report this error to your Plantronics Buyer. This may be due to Applications upgrade or maintenance.

Q. How often should I log onto the iSupplier Portal?



Frequently Asked Questions for the iSupplier Portal

Rev: 02

Rev Date: January 12, 2011

A. This depends on the volume of orders you receive from Plantronics. You may need to access iSupplier portal on a daily basis. Plantronics iSupplier Portal will also send you an e-mail Notification when Plantronics issues or changes a Purchase Order.

Q. What do we do when one of our team member leaves who had access to Plantronics iSupplier Portal?

A. You need to immediately notify Plantronics Buyer by Phone and have the password reset so that the former employee accidentally will not operate Plantronics iSupplier Portal.

Q. I have not used iSupplier Portal for over 3 months; will my original logon still work?

A. No, if iSupplier Portal has not been accessed within 3 months, then the logon will be de-activated. You will need to contact your Plantronics Buyer, to request your account to be activated.

Q. Why does the system log me out after only 30 minutes of inactivity?

A. For security purposes you will be logged out after a period of inactivity.

Notifications:

Q. I don't receive any e-mails from Plantronics iSupplier Portal?

A. You need to notify your Plantronics Buyer to fix this issue. Plantronics iSupplier Portal will only send an e-mail, which is used for registration. If your e-mail is a personal account and not used for registration you will not receive any e-mails.

Q. How do I get notification when a PO is issued?

A. Every time a PO is issued or changed a notification is generated by Plantronics iSupplier Portal.

Q. How can I view all the notification sent to me via iSupplier Portal?

A. You should be able to view notifications on your homepage.

Q. Is it possible to have the e-mail notifications sent to more than one e-mail address?

A. At this time, iSupplier Portal workflow notifications can only be sent to one e-mail



Frequently Asked Questions for the iSupplier Portal

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address. A possible alternative is to set up an auto-forward with your e-mail account or set up a group mailbox.

Q. I am not receiving the correct workflow e-mail notifications for my company.

A. Contact your buyer as soon as possible. They will make the appropriate changes in the Oracle system.

Q. Can we add notes or attachments to purchase orders?

A. If you are rescheduling a purchase order, you can add a note to explain why you need to change the delivery date. However, only buyers can add attachments to purchase orders. These attachments can be viewed by double clicking on the paperclip icon in the iSupplier Portal.

Q. How can I view all the notification sent to me via iSupplier Portal?

A. You should be able to view notifications on your homepage.

Purchase Order & Blanket Purchase Agreement

Q. Can I submit price changes using the iSupplier Portal?

A. Yes, you can request to change price using iSupplier Portal. Plantronics Buyer will be notified and has to be accepted. You will be notified once Plantronics Buyer has accepted or rejected your price change request.

Q. We are currently getting our orders via EDI, do we still need to use the iSupplier Portal?

A. Yes, you need to use iSupplier Portal for doing activities like acknowledgement of Purchase Order, Change Request (Price, Delivery Date), Creating ASN or ASBN, Create Invoice and View Payments.

Q. How will I know if I must acknowledge through the iSupplier Portal?

A. When accessing the iSupplier Portal homepage, you will see new order notifications, indicating which actions you need to take.

Q. Will the iSupplier Portal be used for request for quotes (RFQ)?

A. Yes, you will use iSupplier Portal for RFQ.



Frequently Asked Questions for the iSupplier Portal

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Q. How can we import PO information directly into our systems?

A. The delivery schedule screen has an export button at the bottom of the screen. This function will allow you to export purchase order details into an Excel file.

Q. Will the buyer's phone number be on the purchase order?

A. The buyer's phone number should be on the purchase order. If it is not, you can get the phone number in the iSupplier Portal by double clicking on the buyer's name.

Q. When I export data from the purchase order screen, I only get general information such as purchase order numbers and dates how can I export more useful data?

A. The Delivery Schedule under the Shipments tab contains the detailed order information. Exporting from this page will give you the line-by-line item information.

Q. After I request a delivery date change, and then try to view the purchase order, I get an error. The error says, Information on this Purchase Order cannot be viewed. Check back later.

A. After you request a delivery date change, the purchase order enters a pending status, and the buyer is notified to review the date change. After the buyer acknowledges and approves the date change, the purchase order will appear back on the main purchase order list.

Receipts:

Q. We typically send Plantronics advanced shipping notices (ASN), will this double invoice Plantronics?

A. No, advanced shipping notices (ASN) will not invoice Plantronics. Advanced shipping and billing notices (ASBN) will invoice Plantronics.

Q. Do we have to use the Advanced Shipping Notice (ASN) functionality of the iSupplier Portal every time we ship something to Plantronics?

A. Yes, if you are a supplier in Asia you need to create an ASN when you ship.

Q. If I want to ship early, can I use the Advanced Ship Notification (ASN) and not be penalized for an early shipment?



Frequently Asked Questions for the iSupplier Portal

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A. No, the ASN is only to notify Plantronics' receiving department of the shipment. If you want to change the delivery date of an order, you will need to submit a Purchase Order change request.

Invoices and Payments:

Q. Can I see whether my invoice has been paid?

A. Yes, you can access the iSupplier Portal and review an invoice and its status.