Frequently Asked Question About the Supplier Portal

Is it required by ODL to use the Supplier Portal?

The portal is intended to be a self service place for suppliers to View Po's (Orders), Create ASNs, View Receipts, Create Invoices, etc. to limit the need to make phone calls or send emails. It is also a repository of documents and provides immediate access to new documents as they are created on both ends (PO's, ASN's, etc.)

If I am an EDI supplier, do I need to use the Portal?

EDI suppliers will not need to retrieve PO's, or invoices, etc, but the portal can still be used to see invoice and payment status, assure the documents received on EDI are the latest.

What Functions are available to use in the Supplier Portal?

Reviewing PO's/Blankets, acknowledging PO's, sending ASN's and reviewing receipts/returns/shipments, sending and viewing invoices and status, managing company profiles and managing supplier users.

How many users can I have for my organization?

There is one person in the supplier organization that will be setup as an administrator for the organization. Other users can be setup with different levels of access. There is not a limit of users.

Do I receive notifications via email or some other method when new documents or required actions show in the portal?

Supplier users do get email notifications when actions required. Ex: when they need to answer a questionnaire, acknowledge a PO, or if the po changes they requested were approved.

How often is the information in the Portal updated?

The portal is in synch with the ODL ERP system. When there is a new document created, it will show up within a few minutes.

If I see an error on a PO or document in the portal, Can I request ODL to review from the Portal?

Suppliers can request a PO to be modified or cancelled, but ODL will have to approve these changes and change updates will process back into the portal.

Will updates we make in the company profile be updated in ODL's system?

Yes, Updates to the Profile will be sent to ODL. Some of them may require approval.

If I request a change on a PO or blanket (Date, Price, Qty), is there an approval process?

This creates a "Change Order" which is sent to the ODL Buyer for review.

What do the asterisks by the field boxes mean?

When you see one asterisk by the field box, you must fill the box. However, when there are two asterisks by the field box, you may choose to either fill out the box or leave it blank.

How do I get back to the home page of the supplier portal?

When you have completed a task, click the done button and not the back button. The back button on your browser will cause you to sign out of your session. Once you click the 'done' button, that will bring you home.