WELCOME to Qantas Group iSupplier
A manual for suppliers

Welcome to our iSupplier help manual.

You’re receiving this manual as you are one of our preferred suppliers with access to the iSupplier Portal.

Take the time to read through this manual, as it describes the many features available to you on the iSupplier Portal, and also provides you with instructions on how to navigate throughout.

Click the Next arrow to view the Table of Contents and access specific topics and sections.

For system support, please contact:
Email: supplierhelp@qantas.com.au
Phone: +61 2 9424 8899
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About iSupplier

The iSupplier Portal is a component of the Oracle Internet procurement solution that enables Qantas Group to exchange key procure-to-pay information with suppliers.

iSupplier Portal also provides suppliers with real-time access to information, including purchase orders, receipts*, returns*, payments and company information.

Benefits of iSupplier

There are several benefits from using the iSupplier Portal at Qantas Group.

How Does iSupplier Benefit Me?

Click to learn more!
Welcome to iSupplier

How Does iSupplier Benefit Me?

There are several benefits of using the iSupplier portal:

- Offers an integrated experience by providing access to purchase orders (POs), invoices and payments in one location.
- Provides real-time updates on receiving, invoicing and payment process information.
- Enables information sharing and transparency in an online, secure, self-service environment. It also provides visibility of supplier information, thereby preventing errors or delays in the procure-to-pay process.
- Allows you to gauge your performance and efficiency by reviewing:
  - Purchase Order history
  - Returns
  - Overdue receipts

Considering the number of benefits that iSupplier has to offer, it is definitely worth your time and effort to learn how to use this tool.

Let's begin with the key features.

*Note iSupplier does not currently support Jetstar Engineering Orders
Key Features

You can use the iSupplier Portal to:

- See when your invoices are scheduled to be paid
- Create invoices against Purchase Orders you receive from Qantas Group
- Create work confirmations for Complex Purchase Orders to indicate that the work is complete and trigger the payment process*
- Update your address, bank details and other information directly within the tool.
Accessing iSupplier

- Registering as a Supplier at Qantas
- Group Hardware/Software Requirements

Click each to learn more!
Welcome to iSupplier

Registering as a Supplier at Qantas

Before you can access iSupplier Portal, you must be:

✓ Registered as a Supplier at Qantas Group.
✓ Registered as an iSupplier Portal user.

To access the portal, you need to complete a iSupplier Portal Registration form. If you require an access form, please contact the Supplier Help Desk via supplierhelp@qantas.com.au.

The Supplier Portal Registration form will require you to provide your:

➤ Company name
➤ Tax identification details
➤ Primary company address

Note: These details are verified against existing records to ensure that there is no duplication of records. You can also include additional detailed information to create a company profile.

After completing the registration, you will be notified that the request has been submitted for review and the status of the request via email.

Once you’ve registered as a Supplier, you will receive a notification containing the iSupplier URL for you to access the network, as well as any additional information including the username and a system-generated password (upon your first login you’ll be prompted to change this password).

Hardware/Software Requirements

To use the iSupplier Portal, you must have:

✓ An Internet browser installed on your PC – IE, Chrome, Safari (recommended Internet Explorer, version 9 or later).

✓ An Internet connection (256Kbs or higher)

✓ Enabled ActiveX, Javascript and cookies on the Internet browser
Navigating in iSupplier

iSupplier Portal Login

iSupplier Homepage

Setting User Preferences

Updating Address, Bank Details & Other Information

Searching Records in iSupplier

Viewing Notifications

Exporting Data

Click each to learn more!
Welcome to iSupplier

iSupplier Portal Login

Login Screen

To login to the iSupplier Portal, follow the steps below.

1. Access the iSupplier webpage using the following URL: https://eq.qantas.com.au

2. Enter the username and password credentials sent to you by Qantas.

3. Click the Sign in button. The Oracle Applications Home Page is displayed.

4. Select the iSupplier Billing User responsibility. The iSupplier Homepage is displayed.

Note: If you are logging in for the first time, you will be prompted to change your password.

For any login related issues, contact the Supplier Help Desk.
The iSupplier Homepage is the access point to a number of features and functions available in iSupplier:

1. Quick Links
This section is displayed on the right side of the screen and provides a link to all aspects of the procure-to-pay process, including Orders, Shipments, Receipts, Invoices and Payments. Click any link to go directly to the corresponding page.

2. Notifications
Notifications are messages waiting for your review. To view your notifications, click the Subject link to open the Notification Details page. This page provides complete notification details. On the Notification Details page you can also request further information or assign the notification to another user. To view a complete list of your Notifications, click the Full List button.

3. Order at a Glance
This section displays the five most recent Purchase Orders, click a Purchase Order number to view the details. To view your complete list of Purchase Orders, click the Full List button.

4. Global Links
The top right area of the Homepage provides the following links:
- **Home** - Returns you to the main Oracle homepage. Logout - logs you out of the application.
- **Preferences** - Displays the Preferences page. See User Preferences for more detail.
- **Help** - Accesses the Help Index page.
In addition to using Quick Links, you can use the tabs on the Homepage at the top left to quickly access related task areas.
Change your user settings or preferences at any time using the **Preferences** link at the top right hand side of each screen in the iSupplier Portal.

You can change the following preferences:

- **General**: Use this to set your accessibility and regional settings, such as time zone, number format and currency.
- **Password**: Go to this section to reset or change your password. A valid password must be at least five, but no more than thirty characters. Passwords can be numeric, alphanumeric, or special characters.
- **Notifications**: Use this section to select how you want to receive your notifications. For example, an HTML or plain text email.

To learn how to change your preferences, click the **Next** button.
Process Steps

To set your preferences:

1. Click the Preferences link. The General Preferences page is displayed.

2. Complete or update the required fields.

3. Click the Apply button to save your changes. Or, click the Cancel button to return to the system without making any changes.
Updating Address, Bank Details and Other Information

This feature is perhaps one of the most important of our iSupplier offerings. Thanks to the self-service capabilities of the iSupplier portal, you can now maintain and update your profile directly within the tool without having to depend on any external support.

You can update details like your address, contact number, bank account, email IDs and more. Any changes made by you will go through review and approvals at our end. Once your requested change is approved, it will reflect in the iSupplier Portal.

It is your responsibility to ensure that the data you input is accurate and approved by the right representative, who has the right level of authority, in your organisation.

To update your profile:

1. Click the Admin tab.
2. Select the relevant link under the Profile Management section.
3. Click the Update icon to make required updates.
Searching Records in iSupplier

The iSupplier Portal provides extensive search criteria on all pages to help you retrieve information. Once you have your search results displayed you can sort them by clicking any of the linked column headings. There are three types of search functions available to you:

A. Quick Search

The Quick Search feature is available to you from the Homepage. Using Quick Search, you can look for Purchase Order Shipments, Invoices and Payments.

To perform a Quick Search:
1. Select the search type from the Search menu.
2. Enter a search value.
3. Click the Go button.

B. Simple Search

The Simple Search feature is available on most of the pages and allows you to specify multiple search fields and enter a criteria for each. You can use any or all of the fields available to you. The system displays only those results that match all the criteria you entered.

Note: There are two types of search fields – Free text fields and fields with a predefined set of values. The free text fields allow you to enter a full or partial value (with % as the wildcard character). On the other hand, fields with a predefined set of values require you to choose a value from a list of values available.

Tip: When entering search values, you can use the percent sign (%) as a wildcard to search for generic items. For example, to search for all orders beginning with 27 and ending in 5 (such as 275, 2715, 27125) enter 27%5. Note that the search logic attempts to find matches containing values in any position.
C. Advanced Search

Advanced Search allows you to build complex search queries containing multiple search criteria. You can select which fields you wish to search and enter search values for each. Such fields include (among others):

- Purchase Order number
- Receipt number
- Item number

You can use the default search fields that appear on in the Advanced Search function for that page, or apply additional search fields from the Add Another menu of the page.

1. Retrieves data only if all the search criteria are met.

2. Retrieves data if any one of the entered search criteria are met.

3. Select to add additional search conditions.

4. Various options are available to choose from in the lists for each field. Typically, these include:
   - Is
   - Is not
   - Greater than
   - Less than
Viewing Notifications

The Notification section on the Homepage displays your most recent notifications. These notifications would generally be For-Your-Information (FYI) notifications, which do not require you to perform any action.

To view the details of a notification, click the linked subject. The **Notification Details** page is displayed. This page provides complete notification details.
Exporting Data

Export to Microsoft Excel
iSupplier allows you to export results from most pages where an Export button is available. This enables you to save search results or records in the .csv format, allowing you to further manipulate data in Microsoft Excel.

Export as PDF
You can also export records in iSupplier in a PDF format. Click the Actions drop-down menu, which is available on most pages, and select the View PDF menu option. This displays the record in PDF format and allows you to save the file locally.
Orders Information

Viewing Purchase Orders

Click to learn more!
Viewing Purchase Orders

The Purchase Orders page is the central page from where you can view and process your Purchase Orders.

To view your purchase orders:

1. Click the Orders tab.

2. Click the View drop-down menu and choose either of the following options:
   - All Purchase Orders
   - Purchase Orders to Acknowledge
   - Purchase Orders Pending Change

3. Click the Go button. The results are displayed.

4. Access the Purchase Order you wish to view by clicking its PO Number link. The Order Information page is displayed.

Tip: You can directly view the status of a PO in the Status column. This column indicates whether a Purchase Order is still Open (not received, invoiced or payment received), or Closed (i.e. received, invoiced and payment received).

To learn more about what you can do on the Orders Information page, click the Next arrow.
Orders Information Page
This is a screenshot of the Order Information page.

By selecting options from the Actions menu, you can:

- Request Changes
- Request Cancellation
- View Change History
- View PDF
- View Receipts
- View Invoices
- View Payments
- View Shipments
Using Work Confirmations

Creating a Work Confirmation

Click to learn more!
When you have been engaged to deliver goods or provide services that have complex payment terms, you are likely to have a Complex Purchase Order associated with it. If your Purchase Order is complex, this means that you can indicate your progress against the Purchase Order. This is done using work confirmations.

When you submit a work confirmation in iSupplier, an automatic notification is sent to the Qantas contact who created your Purchase Order.

Access the Work Confirmations sub-tab to view, create and update work confirmations.

**Here’s a high level overview of the Create Work Confirmations process.**

1. The Supplier selects the complex PO to create a work confirmation
2. The Supplier creates and submits the work confirmation
3. The System sends an automated request for approval to the Requester
4. The Requester approves the work confirmation. Upon approval, an automatic receipt is generated and routed to Accounts Payable
5. The system performs a three way match between work confirmation, receipt and PO. If the match is successful, the payment is released

Click the Next arrow to view the process steps for creating a work confirmation.
Welcome to iSupplier

Creating a Work Confirmation

Process Steps

To create and submit a work confirmation, follow these step-by-step instructions.

1. On the PO Details page, select the Create Work Confirmations menu option from the Action drop-down menu and click the Go button.

2. Select one option from the View drop-down menu:
   - Pay Items Due This Week
   - Pay Items Due This Month
   - All Pay Items
   Click the Go button. The Create Work Confirmations page is displayed.

3. Select the required pay item(s) that you would like to confirm completion for and click the Next button.
To create and submit a work confirmation, follow these step-by-step instructions.

4. Enter a **Work confirmation ID**.

5. Enter a value in the **Requested / Delivered** field and update other details if required, such as **Progress Percentage** column.

6. Click the **Submit** button. An automatic notification is sent to the approver requesting their approval.
Shipping Information

Viewing Receipts

Viewing Overdue Receipts

Viewing Returns

Click each to learn more!

QANTAS

Jetstar
Viewing Receipts

The **View Receipts** page enables you to explore a historical view of all receipts that have been recorded for your shipped goods or completed services. To access this page, click the **Shipments** tab and then the **Receipts** sub-tab.

To view the information on a particular receipt, click the **Receipt Number** link.

On clicking a **Receipt Number**, the **Receipt Detail** page is displayed with information regarding that particular receipt, including **Creation Date**, **Supplier details**, **Shipment details** and **PO information**.
Welcome to iSupplier

Viewing Overdue Receipts

The **Overdue Receipts Results** page enables you to view the details of shipments invoiced but not yet receipted. To access this page, click the **Shipments** tab, then click the **Overdue Receipts** sub-tab.

On this page, you can click the **PO number**, **Ship-To Location** and **Buyer** to view further details.
Viewing Returns

The **Returns Summary** page enables you to view the return history, the reasons for goods returned by Qantas, and inspection results of a shipment. To access this page, click the **Shipments** tab, then click the **Returns** sub-tab.

The search results include basic information along with details about the return, such as quantities and a reason for return. Click **Receipt Number** and **PO Number** to view further detail.
Financial Information

Creating Invoices Against Purchase Orders

Viewing Invoices

Viewing Payments

Click each to learn more!
One of the key features of the iSupplier Portal is the ability to create PO-based invoices directly in the system.

The graphic below shows the PO-based invoice creation process in iSupplier.

1. Login to the iSupplier portal
2. Search and select the PO that you need to create the invoice for
3. Create the invoice and add necessary details and attachments
4. Review and submit the invoice

- The invoice is routed to the Accounts Payable department
- The system runs scheduled jobs to validate, match and pay the invoice
- Based on a successful three-way match, the invoice status changes in iSupplier

Click the Next arrow to learn how to create an invoice in iSupplier.
To create an invoice against a PO:

1. Click the **Finance** tab.

2. Click the **Create Invoices** sub-tab. The **Invoice Actions** page is displayed.

3. Select **With a PO** menu option from the **Create Invoice** drop-down menu.

4. Click the **Go** button. The **Create Invoice: Purchase Orders** page is displayed.
5. Search and select the Purchase Order that you need to create the invoice for.

6. Select the required line item(s).

7. Click the **Add to Invoice** button.

8. Once you have added all the required line items, click the **Next** button. The *Create Invoice: Details* page is displayed.
Process Steps (continued)

9. Enter an **Invoice Number** and the **Remit to** address. Select **Add** next to **Attachment List** in the same section to attach an invoice.

10. Update the **Quantity** or **Price** and enter additional details if required.

11. Click the **Next** button. The **Create Invoice: Manage Tax** page is displayed.
12. View the tax information and the click Next button. The Create Invoice: Review and Submit page is displayed.

13. Review the invoice and click the Submit button. A Confirmation message is displayed notifying you that the invoice has been created successfully.
Viewing Invoices

The View Invoices page enables you to search for and view details of an invoice you have submitted.

To view invoice information:

1. Click the Finance tab.

2. Click the View Invoices sub-tab.

3. Search the invoice using any or all of the search criteria on the page, such as:
   - Invoice Number
   - Invoice date
   - Due date
   - Invoice Amount
   The search results are displayed.

4. Click the Invoice Number link to view the details of the invoice. You can also view any associated Purchase Order(s) or payments. The Status column indicates whether the invoice is In-Process, Approved or Cancelled.

Click the Next arrow to view all the options available to you on the Invoice page.
Viewing Invoices

On the **Invoice** page, you can view General, Account and Payment information. To view invoice line information, click the **Invoice Lines** tab. You can also view scheduled payments and hold information.
Viewing Remittance Advice

1. From iSupplier View Payments page, search and then click on Payment number link.

2. On the next page click on the View Remittance Advice button. This will submit a program in the background, the status of which can be viewed on the next page to which clicking the button redirects.
Viewing Remittance Advice (continued)

3. Check the “Phase” column, if it’s in Pending or Running status, keep clicking the Refresh button until the Phase shows completed. The “View PDF Output” column will remain empty until the phase changes to “Completed”.

4. Once the Phase is Completed, the download icon will appear under the “View PDF Output” column. Click on the icon to view the Remittance Advice PDF.
Viewing Payments

The View Payments page enables you to view the history of all the payments to your invoices completed by Qantas. To view payment information, click the Finance tab and then the View Payments sub-tab.

You can use the View Payments page to search using various search criteria, including:

- Payment number
- Invoice number
- Payment date
- Purchase order number Status.

To view details of a Payment, click the Payment number link.

On the Payments Details page, you can see the payment information, including the invoices impacted by the payment.
Help and Support

The Supplier Help Desk is your first point of contact and will support you with queries relating to:

- Updating company information such as bank account details, email addresses and contact details
- Resetting passwords in iSupplier
- Qantas purchase orders, payment queries and much more

The Supplier Help Desk is available Monday through to Friday, 8am to 8pm, AEST.
P: +61 2 9424 8899
E: supplierhelp@qantas.com.au

For Jetstar invoice queries please contact ap.queries@jetstar.com