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Navistar **Direct Ship** iSupplier Portal

Supplier Education

August 23, 2022

# Course Objectives: Direct Ship iSupplier Portal Information for Suppliers

- Overview the Direct Ship ERP System
- **Early Lessons, Current FAQ's and Support** for the Direct Ship iSupplier Portal
- Understand how to log on to the Direct Ship iSupplier Portal
- Understand the functionality of the Direct Ship iSupplier Portal
  - Administration
  - Navigation
  - Purchase Order Management
    - Purchase Order View and Print
    - Purchase Order Acknowledgment and Promise Date Update
    - Advance Shipping Notices
  - Invoice Management
    - Creating Invoices
    - Viewing Invoices & Status
- **Question and Answer Session**

- Navistar's new ERP System for Direct Ship Service Parts launched on September 6, 2012.
- This ERP implementation is a further step in our ongoing initiatives to update and upgrade our existing Parts Systems
- A primary goal of this Direct Ship ERP System implementation is to increase the level electronic communication between Navistar and our customers and suppliers.
  - EDI is the preferred method of information exchange (EDI installation or Third Party provider such as Liaison Incis Athena Product)
  - iSupplier Portal is a functional alternative to EDI for some suppliers and also an effective tool to compliment EDI
- New information requested from suppliers is being conveyed to the end customer.
- **Navistar no longer faxes most of the Direct Ship PO's to suppliers upon launch of the Direct Ship ERP System**

# Early Lessons for using the Direct Ship iSupplier Portal

- Please insure you have added the [@navistar.com](mailto:@navistar.com) domain as a 'Safe' domain and [applmgr@navistar.com](mailto:applmgr@navistar.com) as a 'Safe' sender in your email system to insure that you receive emails from the system
  - ID and Password Emails
  - Notification Emails, including those with PO's
- Direct Ship iSupplier Portal and the new Purchase Order Number sequence (next slide) cover most of the Direct Ship PO's which previously started with 00D. Certain exceptions will continue to be faxed, including:
  - All Critical (00C\_\_\_\_) Purchase Orders
  - Certain Direct Ship Orders for Government customers and Ford customers will continue to deliver PO's by Fax (will continue with 00D numbering)

# Early Lessons for using the Direct Ship iSupplier Portal

- The New Direct Ship ERP System uses **new Purchase Order Numbering:**
  - **US-800000000** (United States)
  - **CA-700000000** (Canada)
  - **MX-500000000** (Mexico)
  - **GL-600000000** (Global)
- *Note: Direct Ship iSupplier Portal displays do not show the XX- prefix, but rather show the Operating Unit next to the PO Number*
- These Purchase Orders must be the primary reference the supplier utilizes with Navistar, including on your Invoice
- Additional PO Header Information (Customer Order Number, Navistar Sales Order Number, Blanket Number) can be utilized for additional reference information

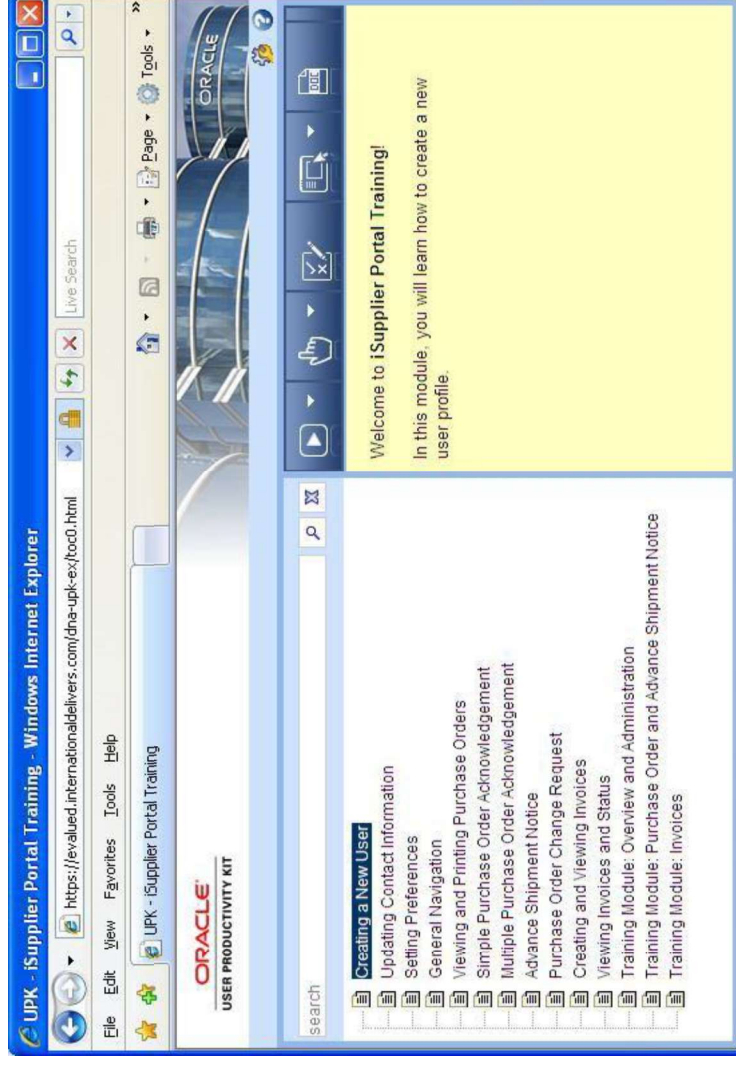
# Clarification - Direct Ship iSupplier Portal (new) v. PDC iSupplier Portal

- **DIRECT SHIP** iSupplier Portal
  - ID STRUCTURE IS: **SPvvvvv10##**
  - Where vvvv is your 5 digit Supplier Code & 10## is the user number
  - ALL INFORMATION IN THIS GUIDE PERTAINS ONLY TO THE **DIRECT SHIP** iSupplier Portal
  - Direct Ship Suppliers MUST have at least one Direct Ship iSupplier User / Administrator
- **PDC** iSupplier Portal
  - ID STRUCTURE IS: **Svvvv10##**
  - For PDC iSupplier Portal support, please contact the Supplier Helpdesk at 1-800-527-7879 or [suppliersupport@navistar.com](mailto:suppliersupport@navistar.com)
  - Link <https://isp.internationaldelivers.com>

- If you have received your Direct Ship iSupplier Portal **SPxxxxx1111 User ID** and are having **issues accessing** the Direct Ship iSupplier Portal, please contact the **Navistar Supplier Helpdesk** for technical assistance
  - [suppliersupport@navistar.com](mailto:suppliersupport@navistar.com)
  - **(800) 527-7879**
- If you are logged into the Portal and having issues with a Particular Direct Ship iSupplier Function (such as Acknowledgments, ASNs, or Invoices), please reference
  - This presentation, and
  - The online **Direct Ship iSupplier Portal Training** available at <https://evaluated.internationaldelivers.com/dna-upk-ex/toc0.html>
  - If these materials do not help you, then please contact the Navistar Supplier Helpdesk (information above) to open a support ticket. The Helpdesk will attempt to assist with your issue and forward you to the appropriate Project Team resource if they cannot assist
- For general Direct Ship ERP System or process inquiries, please email [dssupplierinfo@navistar.com](mailto:dssupplierinfo@navistar.com)

- Oracle User Productivity Kit (UPK) Tools are interactive, guided training tools, available at <https://evaluated.internationaldelivers.com/dna-upk-ex/toc0.html>
- Your Direct Ship iSupplier UserID (**SPVWV10##**) is required to access
- Modules Currently Available:

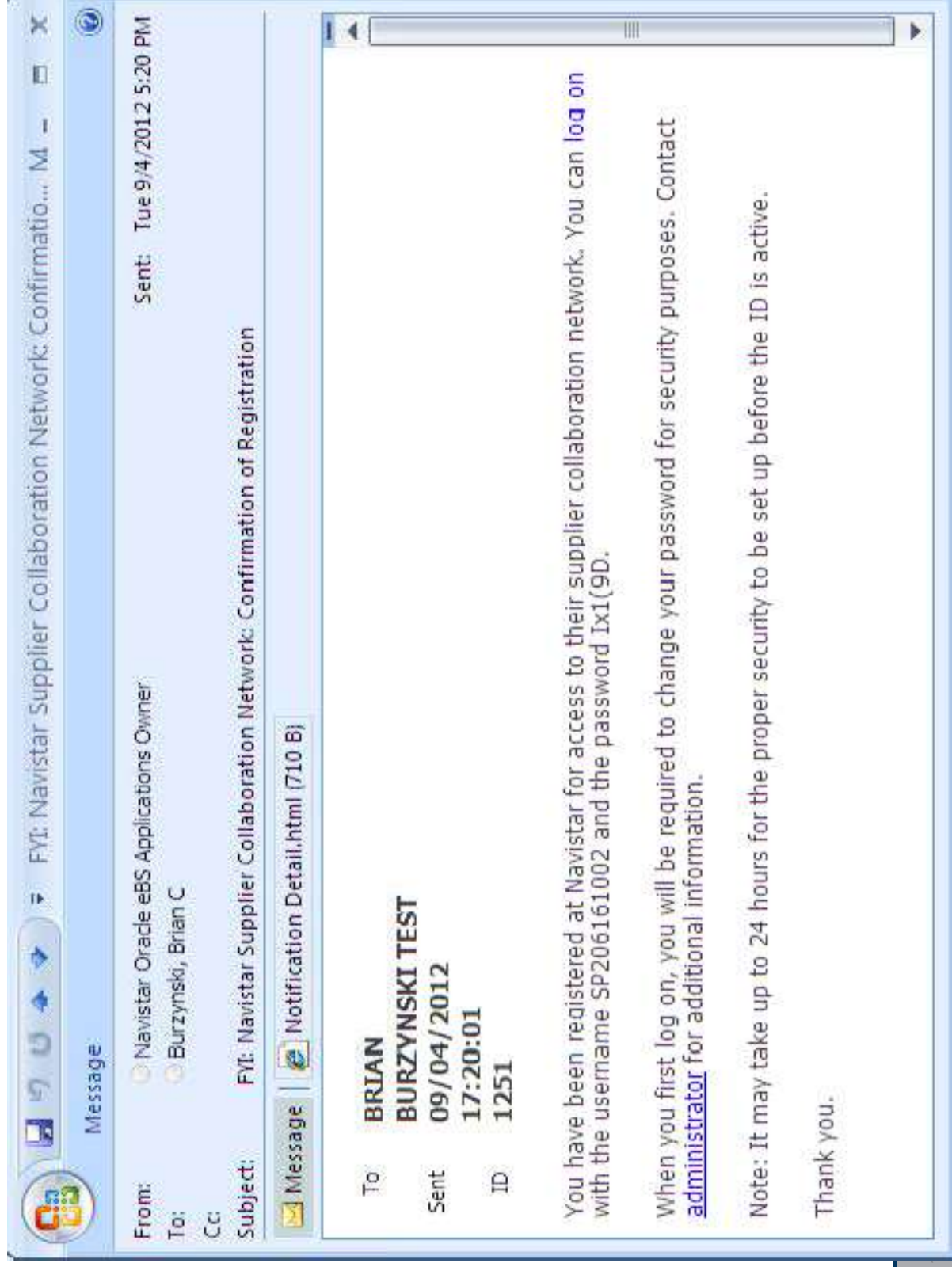
- Creating a New User***
- Updating Contact Info***
- Setting Preferences***
- General Navigation***
- Viewing and Printing POs***
- Simple PO Ack.***
- Multiple PO Ack.***
- ASN***
- Creating Invoices***
- Viewing Invoices***



- **Daily Direct Ship PO Control Report**
  - Beginning Wednesday 9/19 or Thursday 9/20
  - Simple Daily Spreadsheet that allows suppliers to use their 5-digit supplier code to see a list of all POs issued to that supplier code on the previous business day
  - Allows all suppliers, regardless of EDI or iSupplier, to ensure all PO's from the prior business day were received
- **Additional Reference Procedures**
  - Working to complete
  - Text / Word Document step by step directions to compliment the online iSupplier Portal Training (UPKis)
- **Will continue to communicate additional information and education on a regular basis to all active iSupplier Portal Users**

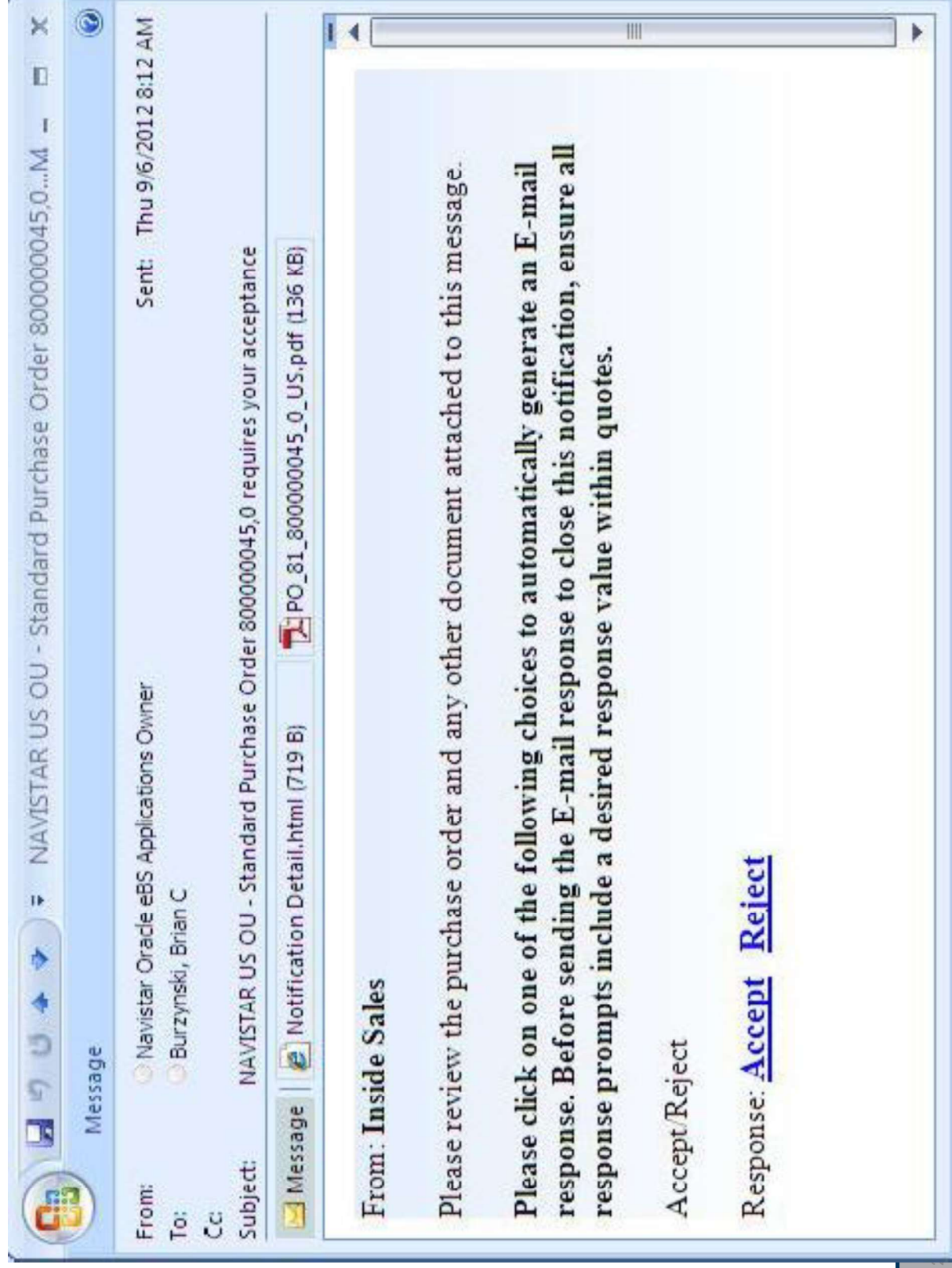
# Direct Ship iSupplier Portal Email Notifications

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# Direct Ship iSupplier Portal Email Notifications

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# Supplier Information Exchange

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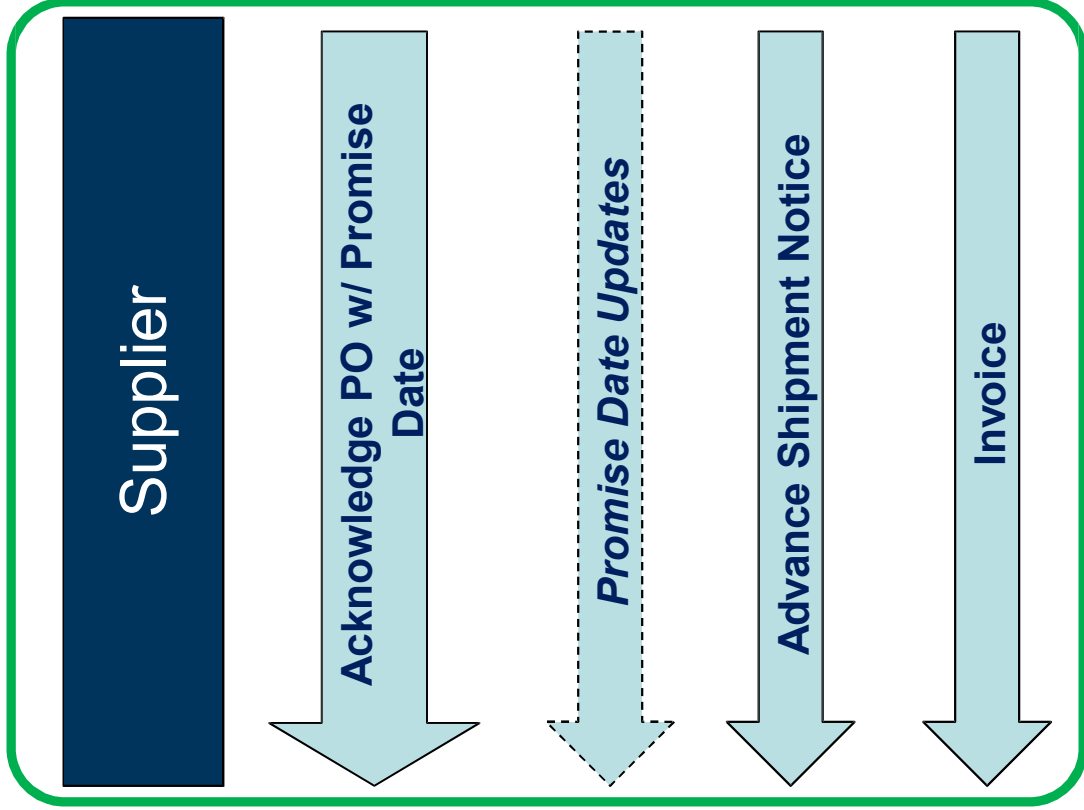
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Purchase Order

Purchase Order Changes

EDI or iSupplier Portal



View and Print  
Purchase Orders  
(Screen or PDF)

Acknowledge PO  
and Provide  
Promise Dates

Receive and  
Request PO  
Changes

View PO Status  
and Search PO  
for PO's

Submit Advance  
Shipping Notice  
Information

View and Search  
for ASN  
Information

Submit  
Electronic  
Invoices

View Invoice  
Approval Status

## **Supplier Administrator Functionality**

- Create and Manage Additional User ID's for different roles and responsibilities
- Users can set their own preferences
  - Language Preference
  - **Email Notification Options**

Accessing the Direct Ship iSupplier Portal

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[https://dhp.navistar.com/OA\\_HTML/AppsLogin](https://dhp.navistar.com/OA_HTML/AppsLogin)

- An initial Supplier Administrator ID will be established by Navistar
- The Supplier's Administrator can then establish additional users as needed for each supplier
- All User ID's are system assigned
- When setting up a new user, there are two role options:
  - **"Navistar iSupplier User"** – Transactional / Operational Roles
  - **"Navistar Supplier Profile & User Manager"** – Administration Roles

[Oracle UPK available at the iSupplier Portal Training Site](#)

- Additional Administrator Functions
  - Updating Contact Information
    - Inactivating User
- Functions available to all users
  - Preference Settings
    - Language
    - **Email Notification Option**

**[Oracle UPK available at the iSupplier Portal Training Site](#)**

- General Navigation Review
- Layout of the Different Tabs / Functions / Preferences
- Tabs
  - Orders Tab (PO Mgmt - Viewing / Printing / Acknowledging / Change History)
  - Shipments Tab (ASNs – Submit / View)
  - Finance Tab (Invoice Mgmt – Submit / View)
  - Product Tab (Part Inquiry / Reference)

**[Oracle UPK available at the iSupplier Portal Training Site](#)**

## View and Print PO's

- Follow steps to display a single or list of Purchase Orders
- Understand the process of viewing, printing, and exporting Purchase Orders (lists and lines)
  - Search Options
  - Viewing PO Change History
- "Blanket Agreements" are also visible in the Portal
  - Blankets are the listing of Direct Ship Parts available on your program (No Quantities, No Ship To Codes)
  - Generally, no action is necessary
  - Different than "Standard Purchase Orders"
- PO Cost differences should be addressed to your Direct Ship Program contact on the Parts Product Team

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# PO Acknowledgement and Promise Date

- Direct Ship Purchase Orders should be Acknowledged and Updated with a Promise Ship Date within 24 hours of PO receipt by the supplier
- The **Promise Date** is defined to be the date the supplier plans to ship the order such that the specified ordered quantity is completely fulfilled (i.e. the 'last' shipment date if a PO line will be shipped in more than one shipment). PO lines cannot be 'split' at the time of Acknowledgment
- Purchase Orders can be Acknowledged in iSupplier Portal in two ways:
  - Simple "Acknowledgment" – Best for single PO's with limited lines
  - Multiple PO Change Method – Best for acknowledging and updating promise date information for multiple PO's and / or PO's with many lines
- Promise Dates can be updated more than once (if required)

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# PO Change Requests

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- ❑ Suppliers may request changes to PO's during the steps to perform a Simple PO Acknowledgment, or via the 'Request Changes' function and utilizing a message box in the Direct Ship iSupplier Portal
  - ❑ This functionality is not automatic or fully integrated, but will route your PO Change request for review within the Direct Ship ERP System
  - ❑ If your requested PO change is approved, Navistar will process the required PO Updates and the supplier should expect to receive an updated PO as confirmation
  - ❑ You may not request changes while using the eMultiple PO Change acknowledgment method

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# Advance Shipment Notice

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- Advance Shipment Notices should be entered as soon as possible after the actual physical shipment of goods, generally within 4 business hours
- The following information is **REQUIRED** on all ASNís
  - Shipment Date (not later than the date of entry)
  - Expected Delivery Date
  - Shipment Number (supplier's shipping reference)
  - Actual Freight Carrier (4-character SCAC Code)
  - Tracking Number (Waybill / Airbill Number field)
- ASNs are prepared by PO and line item and do allow for split / partial shipments
- ASNs cannot be modified after they are entered
- ASNs can **NOT** be submitted for Global Orders in the Direct Ship iSupplier Portal

## **ASN Tip**

- Freight Carrier SCAC Codes are standard.
- Search for you carrier in the lookup list
- If *your carrier is* not found, please advise
- "SHIP" may be used as a default

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- Invoice Submission restrictions in Direct Ship iSupplier Portal
  - Only for invoicing against Direct Ship PO's (no PDC)
  - All Invoices must be based on valid Purchase Order Line Items;  
No miscellaneous or non-PO invoices are allowed
  - No Duplicate Invoice Numbers
  - No Lower-Case Alphas in Invoice Numbers
  - No Negative Amounts / Credit Memos
  - No Adjusting or Supplemental Invoices (Original Invoice Submissions Only)

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- Validations**
- Taxes are automatically calculated and cannot be updated (Canada / Mexico Only)**
- VALID Freight Charges can be added**
- Miscellaneous Charge can be added, but is USED ONLY FOR BILLING "ENVIRONMENTAL FEES"**
- Quantities and Unit Costs can be updated, however any / all mismatches of this information between the Invoice and the Purchase Order and / or Shipment (receipt) information will cause the invoice to go ON HOLD**
- Any failed validations will result in the invoice going ON HOLD rather than being automatically approved through Accounts Payable.**

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# Create Invoices

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- ❑ When creating invoices, the status bar will walk you through the required information:



- iSupplier Portal allows for viewing of all previously processed invoices
  - Those Submitted through both iSupplier, EDI, and other sources
  - Includes any processed credit or debit memos (although these cannot be submitted via the iSupplier Portal)

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