

### **Yale iSupplier Portal Frequently Asked Questions**

#### ***What is the iSupplier Portal?***

The iSupplier Portal is a secure web-based self-service tool that will allow Yale University suppliers to view purchase orders and invoices, and maintain their own supplier data such as contact information, addresses, and bank accounts.

#### ***Is there a fee for using the iSupplier Portal?***

No, there is no fee for your company to use the iSupplier Portal.

#### ***What are the technical requirements for using the iSupplier Portal?***

The iSupplier Portal is accessed via a secured website; an internet connection and web browser are the only technical requirements. There are no additional technical set-ups required by your company.

#### ***What training is provided for the iSupplier Portal?***

On demand web-based training is provided on the Yale Procurement website:  
<http://www.yale.edu/procurement/suppliers/isupplier.html>

#### ***How do I access the iSupplier Portal?***

To access the Portal, you must be invited by Yale Procurement. A link will be provided during the registration process.

#### ***What can I view in the iSupplier Portal?***

Enabled users from your company will be able to view Purchase Orders, Invoices, and Payment Status in the iSupplier Portal. The designated administrator for your company will be able to manage supplier master data such as contact, address, and bank account information.

#### ***When will the iSupplier Portal be available for use?***

The iSupplier Portal will be available for use by select vendors on September 28<sup>th</sup>, 2009.

#### ***How can I request access to the iSupplier Portal?***

Access to Yale's iSupplier Portal is by invite only.

#### ***Who do I contact with questions regarding the iSupplier Portal?***

Please contact the Yale Service Center at [aphelpdesk@yale.edu](mailto:aphelpdesk@yale.edu) or (203) 432-5394 if you have any questions.

#### ***What do I do if my iSupplier notifications are in an unreadable format?***

iSupplier Portal users will receive notifications during the registration process, when changes are made to POs, and to confirm changes to supplier master data (admin only). If these notifications are in an unreadable format, please work with your company's IT department to accept HTML and text emails from iSupplier.