

LM Procure to Pay

Frequently Asked Questions



Revised April 2012

Frequently Asked Questions

My Company has an Exostar Managed Access Gateway (MAG) account but I am not an user. How do I get an account at Exostar to access LMP2P?	3
How can I find out who the Administrators are for my company?	3
What are the hardware and software requirements for using Exostar to access Lockheed Martin LMP2P?	3
How does using Exostar benefit my company?.....	4
Our company would like to use Vendor Invoice Processing (VIP) to invoice Lockheed Martin. Is this application available to all suppliers for invoicing?	4
If we already use Exostar to do business with other Aerospace & Defense companies, how do we get access to LMP2P?	4
The ID and password supplied by Exostar do not work. I'm getting a message saying they are invalid. Where do I get help?	4
I have heard registering with Exostar is not mandatory and I have no plans of registering with them. I would like to continue doing business as usual. Is this possible?.....	4
How do I register with Exostar?.....	4
If I have a problem registering with Exostar who do I contact?	5
Our company has moved. How do we update our address information?	5
The individual (Organization Administrator) who handled our company account is no longer with our company. How do we update our users on the account?	5
How do I contact Customer Service Accounts Payable in Lakeland, Florida?.....	6

1. Question: My Company has an Exostar Managed Access Gateway (MAG) account but I am not a user. How do I get an account at Exostar to access LMP2P?

Answer: Each MAG company account has an Organization administrator and an Application Administrator. The Organization administrator is responsible for approving all new users for the company account. An Exostar MAG account can have multiple applications that a user might access, one of which is LMP2P. Each application in MAG has an assigned Application administrator, who is responsible for approving a user's access for that application (e.g. LMP2P).

To obtain a user account, you may either contact your company's Organization Administrator, or go to <https://portal.exostar.com/userRegistration> and complete the online registration form. You need to know the Organization ID of your company to start the registration process. You can get this information from any user or administrator(s) within your organization, or contact Exostar at 703-793-7800. Once your registration is complete, the Organization administrator will need to approve your MAG account and the Application administrator will need to approve your access to LMP2P.

2. Question: How can I find out who the Administrators are for my company?

Answer: If you are uncertain as to who has been designated the Organization or Application Administrator for your company, please contact Exostar at 703-793-7800 or via the Exostar inquiry form at: www.myexostar.com/contactSupport.aspx.

3. Question: What are the hardware and software requirements for using Exostar to access Lockheed Martin LMP2P?

Answer: Exostar's MAG system will execute on a computer with a minimum CPU speed of 500 MHz and 256 MG of memory. Exostar recommends a computer with 1 GHz CPU speed and 512 MB memory for better performance. Below is a matrix of Microsoft software that is supported.

*Operating Systems	*Browsers		
	IE 6.0	IE 7.0	IE 8.0
Windows 2000	S	NS	NS
Windows XP	S	S	RS
Windows Vista	NS	T	RS
(S) Supported	Exostar Solutions will work with these browser/OS combinations		
(T) Tested	Exostar solutions have been tested and issues have been identified.		
(RS) Roadmap Support	Exostar recognizes recent releases as future support candidates and expects fully solution support as part of ongoing roadmap enhancements		
(NS) Not Supported	Exostar solutions are not tested with these browser/OS combinations and defects addressed through a browser/OS upgrade path may not be fixed.		

* In the event that our customers experience a problem running our Internet solutions using unsupported versions of software, including an out of date 'update' level, they may be directed to switch to a supported configuration.

4. Question: How does using Exostar benefit my company?

Answer: The benefits to Lockheed Martin suppliers include, but are not limited to:

- No transaction fees regardless of the number of Lockheed Martin purchase orders received per year
- Consolidated portal, with one user ID and password for each user to collaborate with Lockheed Martin for profile maintenance, purchase orders, time management, quality, corrective action, manufacturing and quality plans, source inspections, cage code and special process information, purchase order schedule management, reverse auctions and more
- Org Administrators will have better control of company user access
- Exostar Federated Identity Service and LM security measures ensure protection of resources and intellectual assets, enabling you to conduct sensitive online transactions and secure access to information with confidence

5. Question: Our company would like to use Vendor Invoice Processing (VIP) to invoice Lockheed Martin. Is this application available to all suppliers for invoicing?

Answer: Vendor Invoice Processing (VIP) is an application for domestic Lockheed Martin labor subcontractors to record their time and invoice Lockheed Martin for labor. It is not an invoicing tool for submitting invoices for purchase orders issued to our vendors. VIP will be accessible through the LMP2P portal for labor invoicing.

6. Question: If we already use Exostar to do business with other Aerospace & Defense companies, how do we get access to LMP2P?

Answer: LMP2P access is granted by invitation only. A Lockheed Martin procurement professional must initiate a request to you in order for your company to conduct business with Lockheed Martin.

7. Question: The ID and password supplied by Exostar do not work. I'm getting a message saying they are invalid. Where do I get help?

Answer: Please contact Exostar at 703-793-7800 or via their inquiry form at:
www.myexostar.com/contactSupport.aspx

8. Question: I have heard registering with Exostar is not mandatory and I have no plans of registering with them. I would like to continue doing business as usual. Is this possible?

Answer: Lockheed Martin's SupplierNet gateway, TPM and LM eDocs applications have been retired and replaced with the LMP2P portal. The only way for our vendors to reach the LMP2P portal is through the Exostar gateway. There is no cost to Lockheed Martin suppliers to register at Exostar in order to use the LMP2P services. In order to conduct business with Lockheed Martin you are required to register with Exostar.

9. Question: How do I register with Exostar?

Answer: To register with Exostar, you will need to have received an email notification to join Lockheed Martin's LMP2P, which is initiated by a Lockheed Martin procurement representative. Click on the URL within that email to complete the Exostar MAG registration form. After you have registered and your request has been approved by Exostar, you will receive a second email from Exostar with your MAG UserID and a system-generated password. Click on the 'First Time Login' link on the Exostar MAG login page at <https://portal.exostar.com> to complete your initial login process. After you have logged in successfully, be aware that it could take up to 20 minutes for LMP2P to show as an active link from your account.

10. Question: If I have a problem registering with Exostar who do I contact?

Answer: For information regarding Exostar MAG and LMP2P Pre-registration, follow the links under the Documentation section at www.exostar.com. For any technical queries, please contact Exostar via inquiry form at <http://www.myexostar.com/support/contactSupport.aspx>

11. Question: Our company has moved. How do we update our address information?

Answer: Exostar's application utilizes Dun and Bradstreet to pull in your company name and address information. If the information is incorrect, you should contact D&B and have the information updated. D&B information is updated in Exostar on a monthly basis. D&B Customer Service can be reached at 800-234-3867 or at www.dnb.com. You may also update your company information online at <https://eupdate.dnb.com/>

12. Question: The individual (Organization Administrator) who handled our company account is no longer with our company. How do we update our users on the account?

Answer: You will need to contact Exostar to update your company's Organization Administrator(s). Please contact Exostar via inquiry form at: <http://www.myexostar.com/support/contactSupport.aspx>

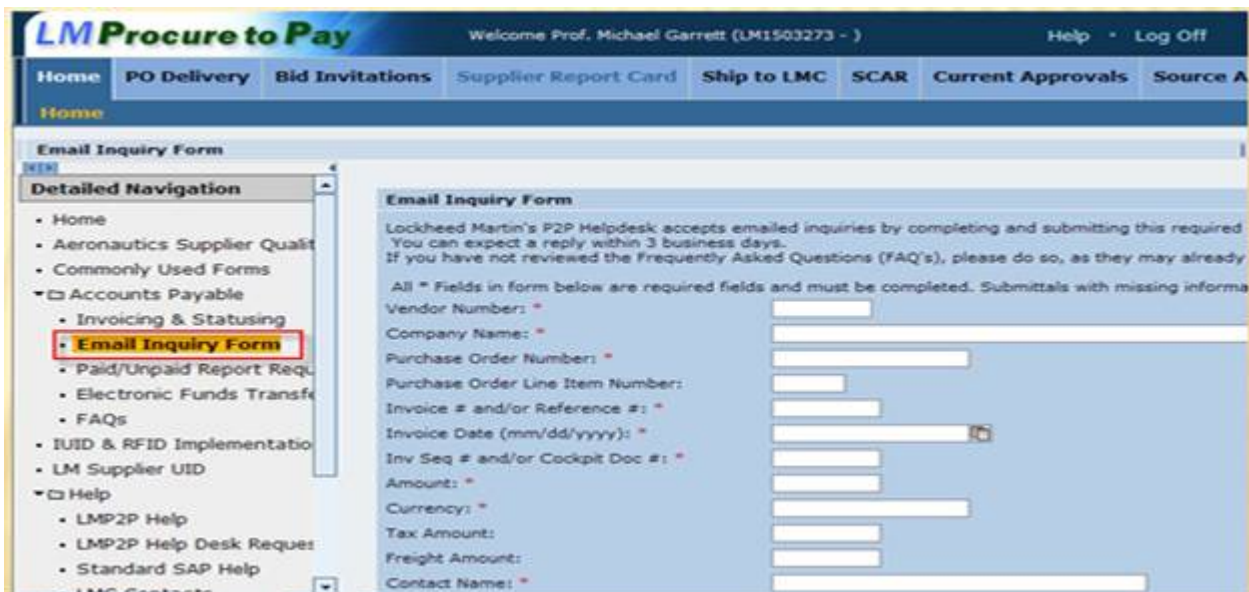
13. Question: How do I contact Customer Service Accounts Payable in Lakeland, Florida?

Answer:

- **LMP2P Vendor Portal** – You can use the email option to request support for LMP2P 24 hours a day, 7 days a week. You can expect a response in three business days or less. Click <https://portal.exostar.com>. Log in with your Exostar user id and password. Click **Open Application**.



- The LMP2P Vendor Portal will open where you can select **Accounts Payable** and the **Email Inquiry Form**. Enter your nine digit Vendor Number to complete



- **By phone** – You can contact the LMP2P Help Desk to speak to a representative at 863-647-0558 Monday through Friday 8 am – 7 pm Eastern Time.