Secure Source to Pay (SS2P)

Supplier Portal Guide

September 2018

How to Register

Get Started

Invitation to Register

Following successful initial inquiries, you will receive an email (or other means of communication) from your customer/prospect to invite you to register with them.

In this email you are given a **Buyer Contact** name and email address, which acts as an authentication signature when entered, and submitted with, the registration form.

Please note you cannot access the portal or submit the registration form until you receive this invitation.

Accessing Registration Form

To access the Registration Form:
1. Click the portal access URL in your invitation.
2. Click the **Register** button in the portal.

Complete Registration Form

The **Registration Form** displays as a five-tab wizard style screen:
- Trading Region
- Company Details
- User Details
- Accounting Details
- Confirm & Submit

Note: You must enter all required information up to and including user setup, during the single input session before you can submit the information. Once you set up a user account, you can leave the form and return to it later by signing back in.

The form is displayed with the **Trading Region** tab initially active, and with the associated fields ready for input. Please note you must enter all mandatory fields (marked with a red asterisk) before you can access the next tab.

3. Once you enter all relevant information, use the **Continue** button to advance the form onto the next tab.

Note: Validation prevents you from continuing if you missed required information or you did not enter information correctly. For further information on each field, hold the mouse over the red question mark icon at the end of the appropriate field to show its explanation.

Trading Region

4. Both fields are selectable by way of a dropdown list. All information on this tab is required.

Company Details

5. If you are a registered company, please check the **Registered Company** check box to reveal the **Company Registration Number** input for your attention.
6. If you are tax registered, please check the **Tax Registered** check box to reveal the **Tax Registration Number** input for your attention.

Edit Trading Categories

7. To set all relevant categories to your company:
   a. Click the **Edit Trading Companies** button.
   b. To search for specific categories in the list, type in the search text and click **Search**.
   c. Click the relevant category items in the list, then choose **Add** to add them to the **Assigned Categories** list.

Note: Selecting the **Remove** button works in reverse to allow changes to your constructed list.

8. When you set all your categories, click the **Close** button to save your list.

User Details

9. All fields allow freeform text input, with some formatting constraints required for the phone number, email address, and password.

Accounting Details

10. All fields allow freeform text input, with some formatting constraints indicated by the question mark icons. Click to reveal formatting instructions.

Confirm & Submit

The final tab displays all information you entered.

11. Review and confirm it is correct.
12. Enter the security word prompt at the end.
13. Click **Submit**.

What Happens Next

Your completed electronic form is sent via email to the person you supplied, or one of their colleagues and you will receive notification of their decision regarding the acceptance of your details.

In any case, the user specified in the form is setup, and is given access to the form via portal login. Use these login details to access details of any issues related to the form.

Upon successful acceptance of details, the same login provides access to the system dashboard and all permitted menu items.

Operating your Portal

Getting Started

The web3 Supplier Portal comprises a standard layout of menu items and application screens. The components are referenced frequently throughout this guide. Most screens in the application share a consistent set of controls and features.

Application Bar: Contains a dropdown box that allows quick switching between installed applications. In addition, there are clickable links to the **Home** page, and to **Sign Out** of the application.

Title Bar: Describes the active screen in the application.

Vertical Navigation Bar: Contains a list of links to each main task the application can perform.

Quick-Link Buttons: These buttons only appear on a few key pages throughout the application, and are clickable links that go directly to a particular screen in the application. These buttons are usually embedded within the content section.

Content: Contains information and controls that make up a particular page of the application, and application screen.

Log In

To log in to the system, the supplier must follow these steps:
1. Enter your **Username** and **Password**.
2. Click the **Sign In** button.

Note: It is possible select another **Language** before or after the login.

3. Click the **Retrieve Password** link if you wish to receive the password again.
4. Click the **Contact Us** button to send a message to your system administrator or the Wax Digital help desk.

Note: If your credentials are entered correctly, the application navigates to the **Dashboard** screen. Otherwise, the error message **Incorrect sign-in details** displays, and you can attempt to sign in again. If too many attempts to sign in are made, the system locks you out, requiring you to contact your customer to release the login.

During the operation of your portal, under some operational circumstances, encounter the web3 direct login page. Although this page may appear quite different to the web3 Supplier Portal initial page, it signs you into the same place.

Terms and Conditions

After signing in, if there are any terms and conditions, initial or updated and reissued versions, not yet accepted by any user in your company, those outstanding terms display in a list for you to accept.

IMPORTANT: The system holds sending any further orders until the terms and conditions are accepted.

An email is sent to the main company contact as set up in your supplier profile, to advise when new or revised terms and conditions have been issued.

To accept:
1. Follow the link provided in the email.
2. Click the **Download** link against any pending terms to view the associated document.
3. Select the **Accepted** check box against the appropriate row. The customer receives notification upon you clicking the **Confirm** button.

Dashboard
You are redirected to the dashboard upon login.

Receiving Customer Alerts
The portal is an integrated part of the larger web3 P2P system, where all the different teams collectively engage in an interactive workflow, passing work from one to another by way of email notifications and dashboard alerts.

Every user signs into their own dashboard to see alerts relevant to them and their associated team. Here, the main interaction is between you, the supplier, and your customer's procurement team raising their purchase orders with you.

Whenever your customer initiates an action in the system relating to your trading relationship, you receive a dashboard alert. Likewise, when you initiate an action relating to your customer, they receive a dashboard alert. These alerts are captured in the **Order Management Alerts** widget on the dashboard.

If you currently cannot see the Order Management Alerts widget, you must configure your dashboard:
1. Click the **Modify Content** button at the top of the screen.
2. Locate the **Order Management Alerts** item within the **KPI** section.
3. Select the check box.
4. Click the **Save Changes** button to return to the dashboard. You should now see the Order Management Alerts widget.

The Order Management Alerts widget contains a list of trading actions with an accompanying counter, representing the number of actions requested of you.

Click a particular trading action to navigate directly to the sub menu item to perform that action.

Setting and Using Quicklinks
Quicklinks are fast-access buttons that take you directly to the appropriate sub menu item of the portal.

To set your preferred Quicklink buttons:
1. Click the **Modify Content** button at the top of the dashboard screen.
2. Scroll through the list of Quicklinks made available, and check the individual boxes corresponding to those required to appear on the dashboard.
3. Click the **Save Changes** button to return to the updated dashboard.

Choosing your Information Items

Different types of general information widgets are available for your own personal use. You may include these on your dashboard by:
1. Click the **Modify Content** button.
2. Scroll through the list of general items, and check the individual boxes corresponding to those required to appear on the dashboard.
3. Click the **Save Changes** button to return to the updated dashboard.

The Portal Menu

The portal menu occupies the left hand side of the application screen. It has at least two levels, but as a default it is shown collapsed.

Clicking any menu items preceded by the folder icon opens its folder to reveal sub-menu items. Clicking a menu item without a folder icon launches that menu item.

Clicking on the **Home** link redirects you to the dashboard.

Menu Layout

The full menu is expanded below to show where you can locate each portal menu:
- **My Orders**
  - Acknowledge Orders
    - Acknowledge new and amended orders
    - Amend an order
  - View Amendments in Approvals: Track suggested order amendments
  - View Approved Amendments
  - View Order History
- **My Invoices**
  - Raise Single Order Invoice: Quickly flip a single whole order into an invoice
  - Advanced Invoicing: Build a part single order, or part/whole multiple order, invoice
  - View Invoices Ready for Payment: View invoices accepted for payment
  - View Invoice History
  - Manage Digital Signing: Monitor/retry digital signing of your invoices
- **My Payments**
  - View Payments Received
- **My Returns**
  - Approve Return Requests: Review and accept/reject request for returns
  - View Rejected Returns
  - View Scheduled Returns

- o View Completed Returns
- **My Credit Notes**
  - o Raise Credit Note
  - o Approve Credit Requests: Review and accept/reject request for credit
  - o View Rejected Credit Requests
  - o View Credit Note History
- **My Products**
  - o Catalogue Data: View your products
  - o Catalogue Management: Upload and manage your product catalogue
- **My Account**
  - o Company Profile: Maintain your company's details
  - o Terms and Conditions: View terms and conditions previously accepted by you

You can also use Quicklinks or Order Management Alerts to access many of the above menu items.

Application Screen Layout

The majority of application screens used for day to day trading, when opened, generally look the same, and work in the same way.

The main components of the standard layout application screens are:
- Title Bar: The name of the displayed screen
- Search Bar: Provides search and filtering options
- Header Bar: Provides display options
- Column Headers: The labels of each column with some sorting
- Results List: List of items matching the search and filter options
- Navigation Bar: Provides paging options

Standard List Screens

Both enquiry functions and raising document functions begin with a list. Enquiry functions show the list up front, and raising document functions provide a list of items to include in the document being built. In all these cases, the first action allows you to refine the list in terms of item and date.

You can customize pages and lists in respect to number of lines and content shown.

Note: When you encounter purchase orders (PO or Order), it is always implying your sales orders.

Using the Search Bar

The Search For field in the search bar is used for searching the whole of each document for any given keyword.
1. Enter a keyword and click **Search**.
2. To clear any search results and return to the full list of documents, click the **Clear** button.

3. To enhance search results further, choose a date range from the dropdown provided. This returns documents from the specified keyword AND the chosen date range.

Note: You can use the date range without specifying a keyword. You can also use the date range after you enter the initial keyword and the search performed.

Also, you can apply further keywords and date ranges on top of a set of search results, in the same way, which can potentially cause the search results to filter down further, and continues to take effect until you clear the filters.

Using the Header Bar
The header bar controls what information you see and how much you see in the results list.
1. Set the number of items per page at 10, 20, 50, 75, or 100 via the dropdown provided, and the page automatically adjusts to that number.
2. Click the **Customize** button to determine what information displays in the result list columns.
3. Select your preferences by checking the **Show** check box against the appropriate items.
4. Click **Submit Changes** to save your selection and refresh the current results list to show the preferred information.

Using Column Headers
Each column header displayed with an underscore facilitates sorting of that column.
1. Click a column header to instantly resort and refresh the list in an ascending sort order.
2. Click the same column header a second time to resort and refresh the list in descending order.

Using the Results List
Most results lists allow some type of viewing or selection of individual rows, and individual screens may also have button controls to facilitate other actions specific to that menu item.

To view a document's details:
1. Click the **View** link at the start of each row to drill into its details.
Note: A full screen usually displays, with various tabs containing specific sections of information relating to the chosen document.

2. There are buttons available in the details screen to facilitate various viewing options, such as:
   - Show Conversion: Allows you to select an alternative currency to view the document in.
   - Customize: Allows you to select which columns are displayed in the document lines list.

3. Click the **Back** button to return to the results list.

To select and process a document:
1. Click the **Select** link at the start of each row in order to drill into its details and perform specific actions.

Note: Usually only the main document details are available for viewing without the alternative information tabs seen in the **View** screen.

2. Either click or tab between the available input fields. Alternatively, click the **Exit** button to return to the results list without saving any actions or updates.

Using the Navigation Bar

The navigation bar allows you to easily switch pages via the number links on the left hand side of the screen. The current page has no underscore, while other page numbers show underscores and are selectable with the mouse. When there are more than 10 pages available, a **More** link displays.

Making your Portal Work for You

Because the portal is part of a larger procurement system, almost all trading activities between you and your customer take place, and remain stored in the system.

Portal Benefits:
- There is no concept of paperwork going missing, since everything remains in the system.
- You are able to flip your customer's order lines into ready-for-payment invoices as soon as your customer receives their goods.
- You can administer your system users by adding and removing them as appropriate to ensure your customer stays up to speed with whom, in your company, they should be trading with.
- You can also maintain all other aspects of your trading relationship so as to keep your customer up to date with your evolving business.
- Your can upload and maintain your product catalogue here.

Managing your Trading Profile

Each company using the portal is created with a **Company Profile**. In all cases, you can view how your company profile was set up, and raise queries against any aspect you think is outdated or incorrect.

Only modifiable profile information has an **Edit** button for you to select, enabling you to make changes. If the button is not present, you cannot make any modifications or changes.

To access your **Company Profile:**
1. Go to the **My Account** tab, then choose the **Company Profile** menu item. It displays in three sections:
   a. The company name/user tree
   b. The editing status box
   c. The profile attribute area

Note: The Company Profile is locked during editing. Some attributes are subject to customer approval, once you finish editing. During approval, your changes remain in a draft form until the customer accepts. The editing status box is also used by your customer to communicate approval-related messages, and you should also receive email communication. Once approved, your changes become live, and are saved to the system. A record of this activity is also stored in the Company Profile Audit Log.

2. Click the **Edit** button.

Maintaining your Company and Contact Details

The main company details are located on the **Company Details** tab. Click the **Edit** button, when available, to modify content.

Setting your Accounting and Tax Details

For engagement as an account supplier with your customer, they require your company bank details. Enter all banking details via the **Accounting Details** tab.

Note: It is possible to setup multiple bank accounts and choose the most appropriate one at invoicing time. The portal also facilitates international bank account referencing.

Registering your tax details also facilitates international trading, as it is possible to enter tax registration details for each country you are registered, if this applies.

Publish Trading Information

Check your general trading information via the **Trading Info** tab. This tab also contains terms and conditions your company previously accepted.

Assigning Portal Users

Once you are granted system-wide access to the portal, you can setup and maintain other users.

Note: Please see the **Admin Guide** for user maintenance information.

Managing your Product Catalogue

Searching the Catalogue

Quick Search

The quickest way to search through you products is to use the **Quick Search** facility:
1. Enter the word or text you wish to search, then click the **Search** button.
2. To clear a search, click the **Full Catalogue** link near the top of the page.
3. For a more refined search, use the **Parametric Search**.

Parametric Search

Only product attributes flagged by your customer as searchable display upon clicking the **Parametric Search** button.

1. Enter values against any of the listed attributes you wish to filter.
2. Click the **Submit Search** button. The search results display in the **Product Summary** screen.

Uploading your Products
Data is uploaded via a data-validation spreadsheet.

Upload Spreadsheet
You can download the data-validation spreadsheet from web3 prior to the initial upload. The cells of this Microsoft Excel spreadsheet are preset to accept data in the same format as the data into web3. Some cells are also pre-populated with a list of values.

The spreadsheet helps normalize this data to suggest which of the above formats it recommends using. This helps the customer evaluate your products and sort them more robustly without the risk of information not matching what they expect.

Therefore, using this spreadsheet is the most secure method, as it contains the most validation, so you can be sure the data you intend to upload into the system is correct and at its most usable to the customer.

To use this feature:
1. Choose the **Manage Catalogue** option from the **My Products** menu.
2. Click the **Export** button.
3. Enter a file name you wish to export into.
4. Set the **Export Type** as **Upload Spreadsheet**.
5. Check the box next to the *Export empty template only* option.
6. Click the **Go** button and save the empty spreadsheet.
7. Enter your products into the spreadsheet.
8. From the **Manage Catalogue** main screen, click the **Upload Product** button.
9. Select the **Type** as **New products and uploads**.
10. Choose the Publication Date and Publication Time when you want the uploaded products to be active in the system for your customer to select from.
11. Enter a description of the upload for notational purposes.
12. Browse for your saved copy of the spreadsheet and select it.
13. Click the **Go** button to upload it into the system.
14. If there are errors during the upload, they will be written into your spreadsheet.

Maintaining your Products
You can also use Upload Spreadsheet for maintaining your products.

When you choose to download the spreadsheet, the spreadsheet will be built and downloaded to include all your uploaded products. During the rebuilding of this spreadsheet and prior to making it available to you, the system checks for the most up-to-date web3 data validation and acceptable values. This means, as your customer's system evolves, and the

type of product data it holds evolves, you can be sure when you re-upload your products, your data is validated against the most recent system data.

Note: Your customer might populate the **Contract** field in your data, which should be preserved.

Customer Orders

This section describes the various options available in the **My Orders** menu.

Acknowledging Orders

To locate orders awaiting acknowledgement:
1. Select the **My Orders** menu, then the **Acknowledge Orders** sub-menu item.

Note: Orders you have not yet seen are displayed with a **New** status, and those you viewed but not yet acknowledged are displayed with a **Viewed** status.

2. Pick the next order from the list, or locate a specific order by using the search bar or by scrolling/sorting.

3. Select the order using the **Select** link.

4. The order details display. Decide if you are able to supply all of it.

5. If the order was dispatched to a specifically named contact, a popup prompt advises you.

6. To acknowledge the order as is, click the **Acknowledge Order** button. The order is sent back to your customer advising them you acknowledged the order.

7. If you are unable to supply the entire order and quantities at the stated prices, you can amend the details as described below.

Proposing Order Amendments

It is possible to amend an order to reflect what you are able to supply, to add supporting comments, and for the system to send it back to your customer for review. You can also receive amended orders from their buyer for you to review and acknowledge or amend further. This is how the system facilitates supply-related negotiations between you and your customer, or to document any such negotiations conducted outside of the system.

1. The following information is modifiable:
    a. Quantity
    b. Price (amendable for non-catalogue items only)
    c. Delivery Date
    d. Freight
    e. Supplier's Comments

Note: You can either change the delivery date for each line, or choose the **Delivery Date for All** option above the lines.

2. Add comments in the smaller box below the main **Supplier's Comments** box, use the adjacent button to add them to the main box.

3. Once you complete amending the order, click the **Send Amendment** button.

Note: The order is automatically removed from the **Acknowledge Orders** menu and you can locate it in the **View Amendments in Approvals** menu.

Accepted Amendments
When the customer accepts an amended order, it is returned to the **Acknowledge Orders** menu, where you can acknowledge it, before processing the order.

These orders are also preserved in the **View Approved Orders** menu where you can also process them.

Rejected Amendments
If the customer rejects the amended order, it displays in the **Acknowledge Orders** menu, usually with a comment to explain the rejection for you to respond to, and with an **Amendment Not Approved** status.

Select the rejected order to read the buyer's comments and make further amendments.

Viewing the Order History
You can locate all acknowledged orders in the **View Order History** menu.

Order Statuses
The full list of order statuses and their meanings are shown below:

- **New**: A new order not yet viewed.
- **Viewed**: An order you viewed but not yet acknowledged or amended.
- **Acknowledged**: An order you acknowledged that awaits processing.
- **Amended:** An order you amended prior to it entering Buyer review.
- **Amendment Approved:** Your order amendment the Buyer accepted.
- **Amendment Not Approved:** Your order amendment the Buyer rejected.
- **Partially Received:** An order partially received by the customer.
- **Partially Received Invoiced:** An order partially received by the customer, and partially invoiced.
- **Received:** An order fully received by the customer.
- **Received Invoiced:** An order fully received by the customer, and partially or wholly invoiced.
- **Acknowledged Invoiced:** An order not received by the customer but invoiced.
- **Cancelled:** An order cancelled by the customer.

Customer Order Invoicing

Flip a Whole Order into an Invoice

The easiest invoicing method in the portal is to raise a single invoice to cover a single whole order previously shipped to the customer.

1. Select the **Raise Single Order Invoice** menu item under the **My Invoices** menu.
2. Search for the appropriate order in the list and select it.

Note: You may only see fully shipped orders in this list, dependent on how your customer engaged you in the use of the portal.

3. The invoice will be automatically built from the order document and its lines. Add your reference to the invoice during the checkout stage, described in the Invoice Checkout section below.

Part/Multi-Order Invoicing

If you wish to invoice for part of an order, or include more than one order on your invoice:

1. Select the **Advanced Invoicing** link from the **My Invoices** menu.

2. Add as many items as required into the invoice's shopping basket. See the Invoice Basket section. for more information.

Orders and Order Lines

To add one or more whole orders to the invoice basket:

1. Choose the **Orders for Invoicing** tab.

2. To alternatively add individual order lines to the invoice basket, choose the **Order Lines Ready for Invoicing** tab.

Note: Both tabs allow you to select one or more items by checking the appropriate check boxes at the start of each line.

3. Once you make your selection, click the **Add to Basket** button.

Invoice Basket

The **Invoice Basket** tab displays the contents of the invoice basket.

Each line is displayed initially at document level, but you can select the plus icon [+]to expand orders into their lines.

Note: There is also a **Remove** button on each order document level lines for removing items added by mistake. It is also possible to discard the whole invoice basket and start again.

4. Once you verify the selected contents, progress to the invoice checkout by clicking the **Checkout** button.

Invoice Checkout

This page contains three tabs intended for you to use in sequence.

1. Enter the required fields on the first tab before you access the second or third.

Note: It is possible to return to the invoice basket or cancel the invoice at any stage during the invoice checkout.

2. The **Invoice Header** tab is the default tab after selecting **Checkout**. If applicable, add your own invoice reference, change the invoice and tax point dates, or add comments. Other statutory invoicing options are also available for you to select, dependent upon the country you reside in.

3. If you operate your business from more than one country, you have different tax registrations for each country. Set up and select the appropriate tax registration for the particular invoice you are processing by choosing it from a dropdown list you maintain in your company profile.

4. The **Attachments** tab allows you to upload any file to the invoice you are building in the portal. Click the **Add files for Upload** button.

5. In the popup window, browse for the required files. Click the **Open** button for your selected files to display on the main screen.

Note: The red x at the end of each item allows you to remove any item selected by mistake.

6. When you complete your selection, click the **Upload** button.

7. The **Charges** tab allows any necessary small adjustments, in case of rounding differences between the invoice you built and your own accounting system, you can also apply and additional charges.

8. To add a charge, click the **Add New Charge** button. Define the charge in the pop-up window.

Note: Your customer sets up types of charge available, so if you are unable to locate a suitable charge type, you may wish to contact the customer and request it.

9. You can enter a free format description along with the charge price, where applicable (not all charge types require a charge price).

10. Select the most suitable invoice line to assign your charge to. If the charge attracts tax, specify the tax rate.

Note: The **Tax Amount** automatically calculates, but you may override to address any rounding differences.

11. To add the charge to the invoice you are building, click the **Add** button. Charges may be sent for approval, depending on the type and the amount.

12. The **Confirm & Submit** tab enables you to view the whole invoice before submitting.

13. Click the **Amend Invoice Items** button to adjust information on the invoice you built to match it against your own.

Note: You can change the quantity, price, freight, and tax rate. When you complete the adjustments, click the **Recalculate Invoice** button to commit the adjustments to the built invoice and return to the main **Confirm & Submit** screen.

14. Click the **Submit** button to submit the invoice to the system.

IMPORTANT NOTICE: You must make all adjustments before submitting the invoice.

Viewing Invoices Ready for Payment

Select the **View Invoices Ready for Payment** menu item to see all invoices your customer submitted to their accounts for payment. You can locate and view invoices in this screen.

Managing Digital Signatures

Digitally signing invoices is a portal-provided service in countries where it is a statutory requirement. For suppliers operating in those countries, the service runs transparently in the background. However, the **Manage Digital Signatures** menu item does allow you to view the service log and respond to any issues, such as resubmitting an invoice if it gets stuck in the process.

Payments Received

View Recorded Payments

The web3 P2P product sends invoices ready for payment to the customer's back office payment system, and receives notification back from that system when the invoices are paid. Invoices updated as paid are represented in the **View Payments Received** menu. You can also locate and view payments in this screen.

Returns

The interactive returns process is based around the agreement by yourselves, or not, to collect any goods they discussed with you, which they rejected in their system. In these situations, you must resolve the matter outside the system.

Authorize Return Requests

In the event of a customer delivery complaint, they can send a returns request to you in the system.
1. Locate the request in the **Approve Return Requests** menu, and select it to review.

2. The requested return details display for you to either accept or reject.
    a. To accept a returns request:
        i. Click the **Accept** button. The customer is informed and the document becomes a **Returns Note**. You can view in the **View Scheduled Returns** menu.
    b. To reject a returns request:
        i. Click the **Reject** button. The customer is informed and the document is filed in the **View Rejected Returns** menu.

Completing the Returns Process

For approved returns, the returns process completes, when the goods are shipped back to you. The **Returns Note** is then moved to the **View Completed Returns** menu.

Credit Notes

Authorize Credit Requests

In the event of a customer invoicing query, they can send a credit request to you in the system.

1. Locate these requests in the **Approve Credit Requests** menu.
2. Details of the requested credit display with options to either accept or reject the request.
    a. To accept a credit request:
        i. Click the **Send Credit Note** button. The customer is informed and it is listed in the **View Credit Note History** menu.
    b. To reject a credit request:
        i. Click the **Reject** button. The customer is informed and the document is filed in the **View Rejected Credit Requests** menu.

Raise a Credit Note

To raise a credit note yourself without prior request from your customer:

1. Select the **Raise Credit Note** menu item.
2. Locate and select a relevant invoice to credit.
3. For quantity-based items, enter the quantity to credit.
4. Enter the value to credit.
5. Enter a credit reason.
6. Click the **Submit** button.