

FAQ's	Answer	Links
I'm entering a requisition and my supplier isn't in iProcurement. Do I give them the iSupplier link so they can register?	Not always. Sometimes suppliers are already in Oracle, but they're inactive (inactive suppliers are not visible in iProcurement). Look the supplier up in the supplier database first. If you still can't find them, then give them the link to register. Here's the link http://purchasing.aurorak12.org/isupplier/	How to look up a supplier
How do I know if a supplier is active in Oracle?	If the supplier does not have a date listed in the "Inactive Date" field, then the supplier is active.	Example
How do I find out why a supplier is inactive?	If an inactive date is listed, click on "organization" on the left hand side. It will list a "delete reason" stating why the supplier is inactive.	Example
What do I do if a supplier in Oracle is inactive?	If a supplier is inactive and the reason is because we haven't received their W-9 and/or PERA, then inform the supplier that we are still waiting on the documentation. If the supplier tells you they submitted their documentation, then contact Theresa Larson in Accounting at 303-365-5810 ext. 28927 to see if she has received the paperwork	
What's the difference between supplier and iSupplier?	Suppliers are companies or individuals providing goods or services for APS. <u>iSupplier is part of the district's Oracle financial software that allows APS suppliers to have an online account.</u> This account gives suppliers access to view their company file at APS. When they log in with their username and password, they're able to check on payment status and view their payment history. They're also able to update their company profile by updating their address, or adding new people to their contact list.	
Does every supplier have an iSupplier account? 	No. If you have a supplier who wants an account but they're already in Oracle, please have them contact Susan Cast in Purchasing at 303-326-1988 ext. 28258	
How do I know if a supplier is registered with iSupplier?	In Oracle, pull up the supplier's information and click on "Contact Directory" on the left. If there is a checkmark anywhere in the column labeled "Has User Account", then the supplier has an iSupplier account. If there are no checkmarks, then the supplier does not have an iSupplier account.	Example
A supplier needs their address updated. Do I tell them to update their information in iSupplier?	Not always. You have to find out if they have an iSupplier account first. You can check to see if they have one in Oracle, or you can ask the supplier if they have one. If they do have one, then they can update their information in iSupplier. If they do not have one, then contact Ken Wayman in Accounts Payable at 303-365-5811 ext. 28968 so she can update their address information.	
Do you have a contact or flowchart list?	Yes. Please click on the links	Contact List Flow Chart