

iSupplier frequently asked questions

My Oracle password has locked out, how do I reset it?

At the login screen click on forgotten password, from here enter the information requested. Your new password will be sent to you via email.

Can I submit VAT invoices using iSupplier?

No. Any VAT only invoices must be submitted to the BSC in paper format. iSupplier cannot accept VAT only invoices.

What happens to the request for iSupplier access when I submit the form?

Once you have registered, the BSC will set up your iSupplier account. When this has been done you will be sent a confirmation e-mail which will include your username and password. This process takes 15 mins once you have received your email.

When will paper invoices be accepted at the BSC?

The only time paper invoices will be received at the BSC is for VAT only invoices or in the event of iSupplier being out of service for over 2 working days.

I know I've submitted an invoice, but can't see it in iSupplier?

An invoice should be visible in iSupplier within approximately 30 minutes of being submitted. After this time if it is still not visible contact the BSC Customer Services Team who will be able to forward the issue onto the relevant team.

I have raised an invoice but it is showing as *On Hold*. What should I do now?

Go on to the invoice raised and click on the On Hold text showing. You should now see what the reason for the hold is. For receipt holds contact the original requester and inform them that you have invoiced the goods / services provided and a receipt is now required in Oracle to release this invoice for payment.

I've tried to contact the original requester on the purchase order, but have been informed that they are no longer with Heathrow. How do I know who to contact?

You will have to contact the BSC Customer Services Team who will investigate on your behalf and advise on the best contact to resolve outstanding issues on the order.

Can I submit one credit note to cover off a number of invoices?

No, a separate credit note will have to be provided for each invoice that requires a refund.

How reliable is the system? And what is the proposed back up and the effect on payments if the system should crash for a long period of time.

iSupplier is a component of Oracle Enterprise, used by the company for many years. The system is maintained by us - a crisis resolution plan is in place, should there be any problems. In the event of system non-availability, suppliers will be notified through the Procurement website, the BSC Customer Services helpline or e-mail notification.

Would Heathrow resort to manual invoices if the system was not working?

Only if the iSupplier system had an unrecoverable error, or if it went down for more than 2 days.

Are we able to run in parallel with the existing manual invoice process before going live? This will give us the opportunity to learn the system and to iron out any issues that may occur beforehand.

Unfortunately, we cannot run the two processes in parallel. Once we switch the e-invoicing system on then we can only receive invoices in that manner. We have developed a training guide that will help you through the process of raising invoices and credit notes.

When an invoice is submitted and gets rejected for whatever reason does this invoice remain on the system for re-submission at a later date?

Yes, the invoice details will not need to be re-entered into the system.

When we input an invoice, do we get to see the amount of funds that have been receipted against a particular Purchase Order or line?

Yes.

Can you detail what happens when we create an invoice against a particular line where there are insufficient funds available on that line, but sufficient within the Purchase Order?

The system will reject the invoice and you will be informed that it is because the PO line is closed or fully billed. iSupplier invoices are loaded against Purchase Order lines, when you submit an invoice you need to be sure that the order line has sufficient funds available.

Can you detail what happens when we create an invoice against particular line where there are sufficient funds available on the Purchase Order but funds have not been receipted?

The invoice will be accepted but the invoice will go On Hold. You will see this reported on iSupplier. The invoice will only be cleared for payment once the amount has been receipted by the Heathrow requestor.

Business Support Centre – Purchase to Pay team - 0141-585-6000.6