Oracle Supplier Portal Cloud improves the way Suppliers and the City of Atlanta interact and collaborate. It is a self-service solution for enabling smarter supplier interactions. Using Supplier Portal is the preferred method for submitting invoices to the City of Atlanta.

**SUPPLIER PROFILE**
- Self-service supplier registration
- Self-service profile management (payment methods, addresses, contacts, etc.)

**SOLICITATIONS**
- View and respond to Bids online
- Send online messages and questions to buyer
- Real-time notifications on status

**PURCHASE ORDERS**
- View your purchase orders and status
- View order life cycle (ordered, received, delivered)

**INVOICING & PAYMENT**
- Submit invoices electronically
- Match invoices to purchase orders
- Real-time status of invoices and payments
- Faster payment processing

**Efficient and intuitive interface**
- Easy setup and registration
- Visibility to PO’s, Invoices, & Payments
- Faster payment processing
- Faster issue resolution
• Q: What is the link to Supplier Portal?
  • A: To login to the Supplier Portal, please click [here](https://ehxr.fa.us2.oraclecloud.com)

• Q: How to register as a NEW supplier?
  • A: For instructions on supplier registration, please click [here](https://www.atlantaga.gov/government/departments/procurement/home2/supplier-registration)

• Q: What if I am an existing supplier?
  • A: Please email supplierregistration@atlantaga.gov

• Q: What documentation is required to be a spend authorized supplier (i.e. receive purchase orders and submit invoices?)
  • A: A W-9 Form is required. For foreign entities, a W-8 Form is required.

• Q: How do I reset my password for supplier portal?
  • A: Navigate to [https://ehxr.fa.us2.oraclecloud.com](https://ehxr.fa.us2.oraclecloud.com), click “forgot password.” Enter email address, click Forgot Password, click Submit. You will receive an email to reset your password.

• Q: Can I have multiple accounts for supplier portal?
  • A: Yes, you can create additional contacts in Supplier Portal and create a user account for each contact.

• Q: Can I create an invoice without a PO?
  • A: All invoices must have a valid PO. No orders should be fulfilled without a PO. If you do not have a PO, please contact the requester before fulfilling an order.

• Q: Are attachments mandatory when creating invoices in supplier portal?
  • A: Yes, a PDF copy of the invoice is required.

• Q: What are valid Invoice attachments?
  • A: PDF copy of the invoice with no handwritten content and stamp marks. Line items on invoice should match PO line items. If you prefer, a standard invoice template used at City of Atlanta can be downloaded [here](https://www.atlantaga.gov/government/departments/procurement/home2/supplier-registration).

• Q: What causes my invoices to be on hold?
  • A: Invoice line quantity/amount matched exceeds PO line quantity/amount, invalid PO, invoice amount is greater than PO amount, goods/services have not been received in system by requester.

• Q: What are the Hold Reasons?
  • Line Variance - Total of invoice lines does not equal invoice total amount
  • Received quantity – Invoice needs to be received in system by PO requester (goods based PO)
  • Amount received - Invoice need to be received in system by PO requester (services based PO)
  • Ordered quantity - Billed quantity exceeds ordered quantity on the PO

• Q: Who do I contact if I have questions or issues with my invoices?
  • A: Please email apmailbox@atlantaga.gov

• Q: What are City’s payment terms?
  • A: City’s payment terms are NET 30

• Q: How do I respond to Solicitations?
  • A: Please refer to the solicitation response training [here](https://www.atlantaga.gov/government/departments/procurement/home2/supplier-registration)

• For instructions on using supplier portal, please refer to the [supplier portal training](https://www.atlantaga.gov/government/departments/procurement/home2/supplier-registration).
  • This training guide includes: How to create invoices and credit memos, how to update supplier profile and add additional contacts, how to view invoices, purchase orders, and payments

• Q: Is there in-person training available?
  • A: There is in-person training held at City Hall beginning January 8th, 2020, on the second and fourth Wednesday of each month from 9:30am-12:30pm. Please register [here](https://www.atlantaga.gov/government/departments/procurement/home2/supplier-registration)

For any questions regarding **Supplier Registration**, please contact supplierregistration@atlantaga.gov

For any questions regarding **Invoices and Payments**, please contact apmailbox@atlantaga.gov