



ATLcloud Supplier Portal



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.



- Efficient and intuitive interface
- Easy setup and registration
- Visibility to PO's, Invoices, & Payments
- Faster payment processing
- Faster issue resolution

SUPPLIER PROFILE

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

SOLICITATIONS

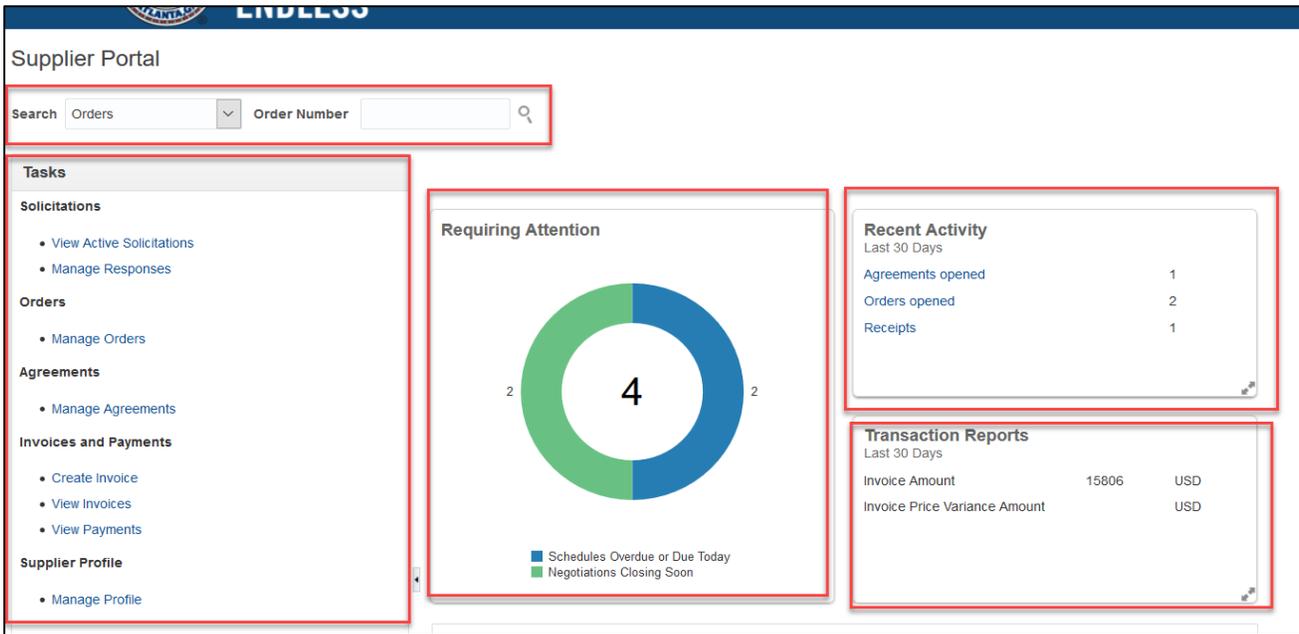
- View and respond to Bids online
- Send online messages and questions to buyer
- Real-time notifications on status

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





ATLcloud Supplier Portal FAQ's



- **Q: What is the link to Supplier Portal?**
- **A:** To login to the Supplier Portal, please click [here](https://ehxr.fa.us2.oraclecloud.com) (<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)
<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>, 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](#).
- **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](#)
- **For instructions on using supplier portal, please refer to the supplier portal training [here](#)**
- 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](#)



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

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