Non-Prod Supplier – Q&A's

➤ *We received a note from AP saying not to send Transcepta invoices to AP?*

Invoices go to Transcepta for supplier that has been confirmed by Transcepta

➤ *Will there be a credentials issue to send invoices? moving from Tungsten to email transmission of invoices*

- If located in US region,   Email accountspayable@motorolasolutions.com
- If located in the UK region, Email ukapscan@motorolasolutions.com
- If located in the EMEA (NON UK) email einvemean@motorolasolutions.com, and for ASIA email vatc2000@motorolasolutions.com

➤ *Do I have to monitor the system to see pull alerts for JIT shipments*

Yes, you will have to monitor iSupplier to see pull alerts for JIT.

➤ *We get tigers pos for services, can we set up an alert when new PO is issued, how do we get that alert in isupplier?*

User contacts will be able to receive iSupplier worklist notification when they login to iSupplier portal

➤ *Can there only be one person for cust svc rep?*

No, it can be multiple people with the same contact type.

➤ *In isupplier, managing supplier profile, do we update banking info, or is it transferred?*

Supplier master data like banking information will be transferred. You will have the ability to update if it changes within iSupplier

➤ **How do we submit invoices in isupplier?**

U.S region is accoutspayable@motorolasolutions.com
U.K region is ukapscan@motorolasolutions.com

IMEA is einvemea@motorolasolutions.com and asia region is vatc2000@motorolasolutions.com

➢ I am assigned non-prod isupplier and sourcing, which training should I take?

iSupplier Non Prod is most important training, Sourcing is needed but not as critical

➢ Who do we contact to set up cust serv rep contacts?

iSupplierhelp@motorolasolutions.com

➢ Will warranty claims still be on MOL?

There's no change, you willcontinue to submit in MOL.

➢ Do we do that setup or does msi do that set up for new customer svc rep?

You will need to go into our portal which is motorolasolutions.com/suppliers , scroll down to "USER REGISTRATION" and complete step 1 to get your Username and password, then complete step 2 to get the access to the tool you need.

➢ We receive tigers pos today and we will get new PO's - is there a reference from old to new PO#?

Supplier will be notified with new PO #, and it will tell you old PO tiger # for reference

➢ Are training modules still available? We didn't get training, where do we sign up?

Yes, still available. Please go to portal.cloud.motorolasolutions.com/greenfield_supplier_login and log in with your username

➢ For non-production suppliers, do we have to complete the training to be able to access the system?

No, you don't have to complete the training to use the system, but it is encouraged.

➢ I supply labor services to MSI (non-CL), with milestone delivery, does this change?

No it will not change

➢ **will we get a notification each time a PO is generated?**
if you are a user you will

➢ **Can we submit quotations in any currency? We do business with MSI in Basingstoke?**
Yes

➢ **Can we pay in other currencies as well?**
Yes

➢ **What is Prod vs non-production - definition?**
Prod- anything that we are buying that are getting resale to customers
non-prod-on services side, it may be resale it may be in house consumer

➢ **Who do I call or email when I have questions with the rollout?**
the group to contact is the iSupplierhelp@motorolasolutions.com

➢ **When will I receive the link to log in?**
To access supplier applications use the links available in the supplier portal, under "SOLUTION APPLICATIONS"

➢ **Is GF the correct program to replace MOL?**
No MOL will not be replaced

➢ **Our services currently go through MOL, after the go live will this be going through Isupplier now?**
Only IA & MA will move into iSupplier

➢ **Once I sent in an invoice through the e-mail to accounts payable, will I be able to check iSupplier and see that my invoice has been received into the system like I did before?**
Yes

➢ **Should we be receiving emails if we are registered and have completed the training?**
Yes

➢ **We received some PO alerts through emails but do not know how to enter the Greenfield Portal?**

Portal is motorolasolutions/suppliers. If you are still having trouble. Please email iSupplierhelp@motorolasolutions.com

➢ **Our users have not received user id and PW yet, when do we get them?**

please email isupplierhelp@motorolasolutions.com to gather support

➢ **What is the link to the Portal?**

motorolasolutions.com/suppliers

➢ **how do I change my generic password in isupplier?**

Go to: https://myaccount.motorolasolutions.com and follow steps. If you are still having issues reach out to us at iSupplierhelp@motorolasolutions.com

➢ **we are currently unable to log into the GF system. Can you provide the username and password?**

Yes we can, reach out to us at iSupplierhelp@motorolasolutions.com

➢ **When we login the system it shows login failed?**

we can check if you got your access, if you still have issues login in the system we will look into how to further troubleshoot issue.

➢ **We are receiving PO"s by email , going to the wrong email, how do we correct?**

you can send us an email at iSupplierhelp@motorolasolutions.com

➢ **POs in the portal, are they test PO's or not?**

There are no test POs, these are probably Tigers (Ariba Buyer) converted POs.

➢ **How do we secure access to company info from being changed by our users with admin authority?**

Let us know who you would like to have admin authority and what you want changed at isupplierhelp@motorolasolutions.com

➢ **How do we get involved with any upcoming RFQ's?**

   You will receive an invitation email and invitation on the work list on the iSupplier portal

➢ **Should we be able to see our other sister companies information?**

   If you are set up on parent supplier ID you should be able to see parent and child transaction data from the same company hierarchy

➢ **I am not receiving emails for new POs, we see them in isupplier but never got a notice?**

   please contact iSupplierhelp@motorolasolutions.com for support.

➢ **Where can I find IA's on isupplier?**

   the install agreements will be in the isupplier once Po's become available

➢ **If the supplier has more than 1 ship from location, will both work for same PO location in iSupplier?**

   they should not be the same

➢ **I am logged into isupplier, where do I go into isupplier to set my notifications?**

   Go to preferences, next to the notification, than you can click on if you want to receive them or change type of mail. This setting need to be done on account level. (individually)

➢ **We were told last week to begin using Transcepta, we started and now have been told that GEMS is not transferring. Could you please clarify this for us?** Gems system will not be part of the deployment in April. Gems system will not be changing until a later date to be announced.

➢ *For gems- we received PDF files when does this transition?*

   Gems systems will not be part of the deployment in April. Gems system will not be changing until a later date to be announced

➢ *How will these changes affect us who use MOL?*

   Mol will still be used post April launch and is not being replaced. Installation agreement PO's will be accessed through iSupplier.

➢ *What is the procedure to take the training? Where and how?*

Training is now available for everyone. You will be able to take the training by going into " motorolasolutions.com/suppliers " Click on the training tab, then click on the "training material" link. You will log in with just using your username.

➢ *Does the iSupplier updates daily?*

Yes

➢ *Some iSupplier users have requested Sourcing access, what does that mean?*

Sourcing will allow users to respond to RFQ's.

➢ *Are the installation agreement and purchase Order the same?*

installation agreement and purchase order are the same. searching by order description will be correct. want to search by I.A description or order type would be a desire for this supplier.

➢ *Will I have to send invoices through trancepta?*

Depends on weather you were on boarded to transcepta to send invoices that way. Transcepta would have reached out to your company if invoices were set up that way.

➢ *I am unable to put in invoices in Transcepta due to no PO numbers for us?*If your company was on-boarded to Transcepta for invoicing, you should be able to transmit invoices. Please contact Transcepta first about the error message. They will reach out to us if there is a problem on Motorola's side

➢ *I want to view what was in the previous hub before we went to greenfield*

If you want a copy of an old PO we have in tigers, you can request it to the requestor or helpdesk.

➢ *How can we get inventory status from greenfield?*

In order to get your inventory status, we recommend that you reach out to your buyer.

➢ *On the iSupplier we are able to switch from PO number but not part number, there's no field to check for part number?*

you can search from part number when log into isupplier click on orders tab, far right click advance search. additional field will pop up and you click on items field. but will get back to verify

➢ *We are not able to view the shipment, how can we get information from greenfield?*

you can see all your PO's and consumptions advices in iSupplier

➢ *If we inputted the correct quantity to ANS, but greenfield shows a different quantity what do we do?*

Please contact iSupplier help team at iSupplierhelp@motorolasolutions.com and provide us your ASN and PO number, to further troubleshoot your issue

➢ *How do I know when a PO is ready for my company to book?*

You should be receiving a notification to your email account for each PO sent (with the exception of Installation & Maintenance agreements - See MOL FAQs for details)

➢ *We are not receiving email notifications regarding po's*

Please check your spam, if you are still not able to see your emails, please contact " iSupplierhelp@motorolasolutions.com "

➢ *Do I have to acknowledge all POs?*

The only PO's we are acknowledging are direct PO's

➢ *If I accept PO's in my email, do I have to do in the iSupplier portal as well?*

No

➢ *When you move a user to the child supplier I.D , will everything move (communications, notifications etc?)*

Yes, all of the information will move when going from parent to child.

➢ *My counterparts is receiving the same PO notification as I am, how do I change this ?*

When they log in they can turn off the notification under "Preferences" ~ See "Turn-off Notifications" Job Aid for details in the Supplier Portal

➢ *Do I have to acknowledge and accept at the same time?*

You Should not have to

➢ *We were previously receiving purchase orders via email. Will that still be the case?   or will we need to extract the purchase orders from the portal?*

You will still be emailed the PO's PDF will still be sent through email to check the the details of it, however information can be viewed in the iSupplier portal.

➢ *Will we need to be set up to receive PO's from iSupplier?*

Yes the PO notifications have to be enabled

➢ *Work confirmations - With some PO's create WC is not an option - what happens if I invoice, will it get received? and paid?*

if there is no work confirmation required, there's nothing else required.

➢ *If Work Confirmations are pending approval , how long should it take?*

give it a couple days, it has to go back to requester to approve it

➢ *Replacement PO is in at the wrong price- do I invoice or contact buyer?*

it will be best to clear it up with buyer ahead of time.

➢ *If we email invoices to AP, how do we track payment?*

You can do that in iSupplier, look under the "Finance" tab to look for information on payments.

➤ *When will system be up to enter our invoices?*
System is up now, however the ability to enter invoices in iSupplier is not available yet.

➤ *We acknowledge POs in iSupplier one by one, can we do it all at once?*
Unfortunately, we don't have that capability to view mass PO's like on the past system

➤ *Do we have to acknowledge POs for Services?*
Only production suppliers are required to acknowledge and accept their purchase orders.

➤ *What is the procedure to take the training? Where and how?*
Training is now available for everyone. You will be able to take the training by going into " motorolasolutions.com/suppliers " Click on the training tab, then click on the "training material" link. You will log in with just using your username.

➤ *How to deal with payments with new system for SOI hub pulls?*
when we issue your hub P.O, we ship against that PO on your hub we don't pay against that P.O. We issue a consumption advice and that's what we pay you against.

➤ *TPC used to have ref number (shipment #) we ship against, where is this in iSupplier?*
There is a field called shipment number. when you create your ASN you will put your number in there.

➤ *IA/MA conversion - are they all done?*

If you are missing conversions, please contact the CSM (Category Service Manager) to determine if the IA's have been converted.

➤ *We submit invoices by Transcepta do we submit all to Transcepta?*

Yes, any invoice that you submit should go through Transcepta. The only invoices that can't be sent through are related to our GEMS dropship system PO's

➤ *How long is the AP processing time?*

Approval is going to be based on PO, invoice, and receipt. If everything is there the process happens automatically through accounts payable.

➤ *Is Transcepta taking over for Emptoris?*

Transcepta is unrelated to Emptoris