# Prod Supplier's– Q&A's

➤ *How do I introduce a new part to MSI? What documents do we submit ?*

if there is a change from one to a new part this should be done through the PCN-Process

➤ *Once ASN's are received, does that ASN stay open in CP?*

ASN's will disappear from CP once they have been received.  They will still be visible in iSupplier

➤ *Are ASN's netted from PO's in CP?*

ASN's will be visible in CP until they are received;  once received they will disappear from CP but will still be visible in iSupplier

➤ *When we enter ASN in isupplier does it get transmitted to Transcepta?*

ASNs that are entered in isupplier to do not get transmitted to transcepta. However, ASN's that are transmitted from Transcepta will be in iSupplier

➤ *When we enter any data in system can we save in draft mode and add on to it later?*

Some data you can save and complete later such as when you enter a commit.   Other data you must complete before you can save it, such as an ASN.

➤ *If I am a Transcepta supplier, can I still submit an ASN directly into iSupplier?*

Correct, as a Transcepta supplier you can either use the Transcepta process to create ASN's or you can go directly to iSupplier and enter ASN's on the form.

➤ *Can we re-commit weekly commits in CP like we do in TPC?*

In CP, we will NOT remove all of your commits each weekend.   Therefore, a recommit process is not necessary.  You will be responsible for logging into CP each week and updating any existing commits and adding new commits as needed.

➢ *We load commits each Tuesday by 6pm. Is it the same time in CP?*

Yes, by Tuesday 6 p.m US central time.

➢ *Can only download 36 weeks of demand at a time in the horizontal view?*

If you want to download a longer horizon, use the Vertical View

➢ *If demand goes away when it's in CP, we won't get the PO to ship against it since the PO comes later. We used to have the BPO to ship/bill against. How do we ship/bill if there is no PO to bill against?*

If Demand goes from X to zero, MSI Liability will be limited to the Items LT not the entire shared horizon. After discussion and negotiation with supplier, PO will be placed for Liability.

➢ *When will demand in CP be available? Sunday 6pm cst?*

The regular schedule for plan availability to suppliers is TENTATIVE:

Saturdays (Daylight Savings)

11:00 PM Saturday in Penang

5:00 PM Saturday in EMEA

10:00 AM Saturday in US"

➢ *Regarding Forecast and planned orders, how far out is MSI liable for raw material for the planned orders?*

If Demand goes from X to zero, MSI Liability will be limited to the Items LT not the entire shared horizon.

➢ *Follow up on liability question, is leadtime determined by the supplier or is it the lead time that is submitted in the system?*

If Demand goes from X to zero, MSI Liability will be limited to the Items LT not the entire shared horizon.

➤ *How often does CP show the updates on POs? How often is it refreshed?*

Information in CP is refreshed every night after collections runs. Forecast is refreshed only once per week

➤ *Our lead times are 3 -20 weeks out. Is MSI responsible even though a PO has not been issued?*

MSI is responsible for raw material purchased within the item's lead time.

➤ *Will we receive pull alerts?*

Pull alerts do not exist in Greenfield. You must log on to check what needs to be shipped.

➤ *In CP is there a place to enter MOQ or Min Shipment requirements?*

Yes, suppliers can submit Minimum Order Size, Lot Size and Leadtime in iSupplier

➤ *Does CP use the data we enter in iSupplier such as MOQ<, LT and Lot size?*

Yes it does

➤ *Do we enter our lead times in iSupplier like MOQ?*

Yes, you will do this on the same screen where you enter MOQ and Lot size.

➤ *Does lead time entered in isupplier carry over to CP?*

No.

➤ *In CP how will a supplier know what leadtime is being used?*

Any questions about the lead time should be directed to your category manager for review.

➤ *Does the Category Manager determine the lead time?*

The supplier does with CM review.

➤ *Will the Category Manager contact us if there is any issue with leadtime? How do we check lead time in CP?*

In CP there is no way to check what lead time is used. LT exists as a core piece of data in iSupplier.

➢ *Is there a notification for the new PO # that replaces the old PO#?*

New PO's will be created as part of the cutover plan the weekend of April 16 and communicated to you.

➢ *Blanket PO covers 52 weeks; how many weeks does a DPO cover?*

Cutover: Discrete POs will be created as part of Cutover and will cover 4-5 weeks and represent your next 30 days of TPC Commits.

Post Go-LIve: Buyers will be providing PO Coverage based on your demonstrated LTs, in weekly buckets.

➢ *Have you considered lead time of the material, 12-16 weeks? How will it work?*

Post Go-Live: Buyers will be providing PO Coverage based on your demonstrated LTs, in weekly buckets.

Per the Business Process, we will have open POs to cover Suppliers Calculated LTs.

➢ *How will we get new DPO's? Concerns about PO's within Lead time?*

Buyers will issue PO's which are visible to suppliers in iSupplier.

Per the Business Process, we will always try to reschedule existing POs (pull-ins) and issue new POs further out - closer to LT. Supplier is expected to make every effort to improve their Promise Date to meet the request - and will work with their Buyer if a situation arises.

➢ *Will we get new PO's to ship every week then?*

Per the Business Process, most Items will be set up so that POs are issued weekly to cover Demonstrated LT.

➢ *Does qty on PO match with what we committed in CP?*

Assuming zero changes, that is standard Oracle. Demand (Forecast) creates the need for Supply (Planned Order) and during the normal work week the Buyer will release that Planned order into a PO.

➢ *Items with long lead time- 16 wks eg, if supplier has to purchase long LT item, as soon as we see reqmts in that window, but no DPO yet, what if demand goes away within that window, how are we covered for prod or WIP?*

Most Items will be set up so that POs are issued weekly to cover Demonstrated LT. If Demand goes from X to zero, MSI Liability will be limited to the Items LT not the entire shared horizon.

➢ *Can we search system by MSI (Kit) Item number?*

Yes, you can searched PO's by MSI Item Number. In iSupplier go to Orders>Purchase Orders>click the Advanced Search Button.

➢ *If we don't hear from the category manager, shall we assume the lead time entered is correct?*

Yes, but give Category manager time to review post go live.

➢ *In TPC we had a universal supplier agreement showing the terms and conditions. Will that change?*

Terms and conditions are no longer found in Greenfield (Oracle). Instead suppliers can view this in the Motorola supplier portal under the Collaborative Planning section.

➢ *Does it come down to supplier preference whether to use Transcepta or iSupplier?*

you must be invited by MSI to be a Transcepta supplier and then you must register with Transcepta in order to have the option of sending ASN's, POA's or invoices through Transcepta.

➢ *Is Transcepta just a 3rd party through which data flows to and from iSupplier?*

Yes.

➢ *Will we get JIT pull request email alerts?*

In Greenfield, instead of issuing a pull alert, you will be issued a new discrete PO for every pull. That PO will be in iSupplier and will also be emailed to you if you have set up user(s) in your company to receive PO's via email.

➢ *My training is completed. is there a forecasting module in the training that I missed?*

Forecasting is covered in Collaborative Planning training.

➢ *Will there be emails sent notifying us of new PO's or any other issues we need to address?*

You will get an email for new PO's or PO Revisions with the PO pdf attached.  All other issues will have exception messages generated which you can see when you log into iSupplier or Collaborative Planning

➢ *We aren't a big supplier to Motorola. Do I still have to log on every day to check for new business or issues?*

You should log in at least weekly once a week to check for any notifications but you will receive all PO's through email.

➢ *What is the web address for isupplier?*

Direct link is gfebs.motorolasolutions.com/OA_html/apps login or go to our portal Motorolasolutions.com/suppliers scroll down to "SOLUTION APPLICATIONS" and click on "iSupplier" link.

➢ *Will we receive a confirmation email from AP when we email invoices?*

Yes, each time a requester sends an email to one of AP email boxes, they will receive an auto-reply email with a ticket number assigned to the case.  NOTE: the auto-reply message is send only to the requester, not to people in cc box, however when ticket is closed due to being resolved, everybody in the 'to' and 'cc' line are notified.

➢ *In TPC we can enter forecast/commits for items without having to query each individual item.  The training demonstrated that querying by individual item to enter a commit.  Is that the only way to enter a commit?*

No.  You do not have to query each individual item.  When you log into Collaborative Planning you can see all of your items in one view if you like.

➢ *Can I put multiple items on 1 ASN?*

Yes you can

➢ *Does isupplier use Excel to upload?*

You must use .cvs file format to upload.  However, you can work with Excel and then convert that file to .csv

➢ *Quality and Engr are getting the PO's as well?*

No, that's not the norm.

➢ *We got old Blanket POs in TPC, now what PO's will we get now?  We make deliveries everyday*

In the new system you will use a discrete POs instead of the old blanket order.

➢ *Will we get PO's everyday since we ship everyday?*

All of the POs that are in TPC will be closed/cancelled. You will receive a new POs for any future shipments

➢ *GBPA - is this same as old BPO in TPC?*

No they are not the same. There are no ship schedule, they are not the same as the old BPO. BPO is an Oracle term to document the agreed pricing.

➢ *Is quantity on the GBPA?*

No

➢ *Are DPO's going to be sent on a weekly basis? or how often?*

it depends on what information we get to issue a purchase order to you

➢ *Can I still complete the training since it's after 4/15?*

Yes, you may log in to the training by using your username to portal.cloud.motorolasolutions.com/greenfield_supplier_login

➢ *Do I need to create an new ASN for shipments received?*

No

➢ *There is a lesson for the ASN, do we need to learn this?*

We encourage to take the training

➢ *How do we complete the training?*

click on button where it says confirm completion

➢ *After go live,how long will Training material be available?*

There's no end date. We encouraged to download and save it on your own computer to go back to it at any time

➢ *ASN training, including the aid, is there a form for multiple ASN's?*

that tab is if you want to upload ASN's.

➢ *I can't log into iSupplier?*

Please reach out to us to iSupplierhelp@motorolasolutions.com to help you troubleshoot your issue.

➢ *as for CP, there is no need to enter the password- it goes directly to the home page, is this correct?*

Yes,  If you are able to access CP you should be able to access isupplier

➢ *Is there a way to PO by kit number?*

From iSupplier home page you will search po. click on advanced search, you will be able to search on other fields that will be available under advanced search.

➢ *PO alert goes to multiple users, which user can accept it?*

First response will get accepted, but we will have to follow up if second gets accepted

➢ *Can we increase the number of users to receive the same notification?*

Yes we can

➢ **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