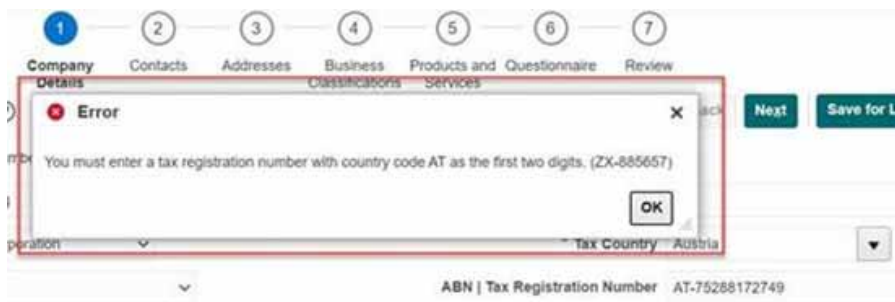


## Frequently Asked Questions

This is a listing of frequently asked questions based on feedback from Suppliers. If your question is not listed here, please forward it to [suppliers@essentialenergy.com.au](mailto:suppliers@essentialenergy.com.au) and a reply will be returned to you and added to this document.

### Q1: I get an error message when registering my company



**A1:** Make sure you have chosen the correct Tax Country – if you are an Australian company and will be quoting an Australian ABN the Tax Country must be Australia. An Australian ABN comprises 11 numbers only with no alpha prefixes

### Q2: Should I log out of the Oracle Supplier Portal when I finish using it every time?

**A2:** Yes, this prevents your access being timed out and the potential for access issues at the next login. Click on the arrow beside your initials and then click on Sign out, then click on Confirm to complete the log out process.



### Q3: How does Oracle work where more than one person in a company wants to view the same Negotiation?

**A3:** Ideally each contact within a company should have a unique email address, which will allow them to have individual and unique logins for the Oracle Supplier Portal. Alternatively, the owner of the login should be able to download and save a PDF copy of the Negotiation to their own system, which will then allow internal sharing for offline review.

### Q4: What is the difference between Administrative Contact and User Account?

**A4:** Administrative contact is the person who has established the company registration and will be the main point of contact for the supplier record. A User Account is required for every name listed in the Contacts who is expecting to be able to access the Oracle Supplier Portal. "User Account" required should be ticked at the time of registration; upon acceptance of the supplier registration each employee will then receive an individual email asking for them to create a password.

## Frequently Asked Questions

### Q6: How does Essential Energy know which Contact to send the Negotiation to?

A6: When a company registers to use the Oracle Supplier Portal, each contact should be linked to an address where it is possible to select what they wish to be advised of. For Negotiations this requires selection of RFQ or Bidding (as per screen shot)

\* Address Purpose  Ordering  
 Remit to  
 RFQ or Bidding

### Q7: Does a Negotiation go to all contacts in a supplier record, regardless of Address?

A7: When a Negotiation has been created the Sourcing Lead will select the relevant contact. It is not possible to select more than one contact for a single company, but other contacts can view Active Negotiations via their Supplier Portal access (as per question 3)

### Q8: Can I reassign a Negotiation to another responder in my company?

A8: No. If you are the selected contact, the other responder would need to be added as a contact for RFQ or Bidding purposes. This can be done by your Company Administrative Contact updating the Supplier Profile.

### Q9: How do I access a Negotiation if I am not invited to it specifically?

A9: Log into the Supplier Portal, go to Active Negotiations in the menu on the left hand side, and click on Search. The image below shows current Active Negotiations.



### Can't find the answer to your question here?

If you have any additional questions, please contact [suppliers@essentialenergy.com.au](mailto:suppliers@essentialenergy.com.au)