



**Orange County iSupplier Portal**  
(<https://isupplier.orangecountygov.com>)

Supplier/Vendor

Frequently Asked Questions (FAQ)

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## FAQs:

### 1. What is a Supplier?

A Supplier is an individual or company that provides goods (commodities) and/or services to the various departments within the Orange County Government organization. **(Note: The term 'Supplier' is synonymous with the term 'Vendor'.)**

### 2. What is the Orange County iSupplier Portal?

Orange County iSupplier Portal is the enterprise application that structures all supplier communication through a secure internet-based portal. Suppliers access the most up to date information, including purchase orders, invoice and delivery information and payment status.

### 3. Is it mandatory for a supplier to participate with Orange County iSupplier Portal?

No, it is not. You can continue to submit your paperwork and invoices in hard copy following all current procedures. However, it is strongly recommended that you utilize the Orange County iSupplier Portal due to the efficiencies it can provide to your organization.

### 4. What are the benefits Orange County iSupplier Portal provides to suppliers?

Orange County iSupplier Portal gives suppliers access to the most up to date purchasing, invoicing and payment information; provides suppliers with the ability to update their own address and contact information; and allows suppliers to upload their invoices electronically.

### 5. How do I register for Orange County iSupplier Portal access?

You can send an email to the Orange County Financial Office at [SupplierManager@orangecountygov.com](mailto:SupplierManager@orangecountygov.com) requesting to join the Orange County iSupplier Portal. An email will then be sent to you from this email address inviting you to join with an URL link for the registration process.

### 6. Do suppliers that are already doing business with Orange County need to register in iSupplier Portal?

Yes. Existing suppliers currently active in Orange County's supplier database will be sent email invitations to join the Orange County iSupplier Portal by the Orange County Finance Office with information on how to register.

### 7. How will I know when my Orange County iSupplier Portal account is set up?

You will receive a 'Confirmation of Registration' notification email providing your username and the URL link to create your password for the iSupplier Portal. When you click on the 'Reset your Password' link in the email, a screen will display for you to enter your username, your password and confirm your password. Go to the Orange County iSupplier Portal URL link (<https://isupplier.orangecountygov.com>) to enter the username and password you just created to access the portal.

## 8. How do I log into the Orange County iSupplier Portal?

- a) You will need to have completed the iSupplier registration process and received the 'Confirmation of Registration' email with your **username** and the URL link to create your iSupplier account credentials. Once you select the 'Reset your Password' link in your email, a screen will display for you to enter your username and to create and confirm a password that will be memorable to you.

**Note:** We recommend that passwords be a minimum of 8 characters in length, use lower/upper-case letters, numbers and/or special characters. Passwords should **not** include your username and **cannot** contain repeating characters. Also, your **Username is always the business email address you provided on your registration forms.**

- b) Log into the [Orange County iSupplier Portal](#) using the username and password from step 8a. The iSupplier Home page will display indicating the iSupplier responsibilities that have been assigned to you by Orange County. There are on-line User Guides available within the iSupplier application for your reference and/or printing.

## 9. What happens if I forget my Orange County iSupplier Portal password?

Use the [Orange County iSupplier Portal](#) URL link to get to the iSupplier Portal login screen. Click on '**Login Assistance**' (located below the 'Login Button') to generate a request to have your password reset. A default password will be emailed to your email address. Use this password to log into the Orange County iSupplier Portal and then you will be prompted to change your password. **(See # 8a and 8b for more details.)**

## 10. What functions can I perform with my Orange County iSupplier Portal user account?

The functions that can be performed by an iSupplier user are based on the responsibility you have been assigned in the Orange County iSupplier application. The four iSupplier responsibilities available are as follows:

### **OC iSupplier Portal User:**

This role allows organization iSupplier users to view Purchase Order information and history, schedule deliveries, view PO receipt details and performance metrics, and accounts payable invoice and payment information. It also allows these users to enter AP invoices against POs, and automatically submit them through to Orange County's Financial system.

### **OC iSupplier Portal Admin:**

This role includes all of the features/functionality of the '**OC iSupplier Portal User**' responsibility, plus the ability for organizational iSupplier users to modify their Company Profile information. Some of the Company Profile changes iSupplier users can make include adding/managing addresses, managing organizational iSupplier users, and adding/managing organizational bank accounts related to ACH payments.

### **OC iSupplier Market User:**

This role includes access to the same functionality as the '**OC iSupplier Portal User**' responsibility. However, it's reserved for organizations that require Market Pricing updates when entering invoices against PO's.

### **OC iSupplier Market Admin:**

This role includes access to the same functionality as the '**OC iSupplier Portal Admin**' responsibility. However, it's reserved for organizations that require Market Pricing updates when entering invoices against PO's.

## 11. Can I change my supplier information such as address, telephone number, etc.?

Yes, if you are given that authority in the iSupplier Portal application. The Orange County Finance Department will designate an 'Admin' role to someone in your organization (based on your registration information) and they will have the authority to make those changes. ***(Note: It is highly recommended that this authority remains with a person who has a principal interest in the Supplier's organization.)***

## 12. Can I change my banking information such as account number, branch, etc.?

Yes, if you are given 'Admin' authority in the iSupplier Portal application. This responsibility will allow you to make banking changes and once submitted will be electronically sent to the Orange County Finance Department for review and approval. Approved changes will be sent to you via email and your new banking information will be updated in the iSupplier Portal application. You will also be notified via email of 'Rejected' or 'Need Verification' banking requests.

## 13. Can I designate others in my organization to have access to the Orange County iSupplier Portal?

Yes, if you are designated an 'Admin' role, you will have the authority to add, update and/or inactivate iSupplier Portal users (called Contacts) in your organization. ***(Note: Username should always be their business email address.)***

## 14. How will those iSupplier users know that they have access to the Orange County iSupplier Portal?

They will receive a 'Confirmation of Registration' notification email providing their username and the URL link to create their password for the iSupplier Portal. When they click on the 'Reset your Password' link in the email, a screen will display for them to enter their username, password and confirm their password. ***(See # 8a and 8b for more details.)***

## 15. Can I deactivate an iSupplier user if they leave my organization?

Yes, if you are given 'Admin' authority in iSupplier. It is extremely important that you always **deactivate** an iSupplier user (Contact) when they leave your organization or no longer need access to the Orange County iSupplier Portal.

## 16. Will I be given instructional documentation on how to use iSupplier?

Each functional section in the iSupplier Portal, will have a link to an on-line 'Instruction Guide' to navigate you through using that area. These 'Instruction Guides' will be in PDF format and can also be printed.

## 17. Can I submit invoices via the Orange County iSupplier Portal?

Yes. You will be able to add your invoice information and attachments directly into iSupplier. They will be reviewed, approved, and submitted for payment by the Orange County Accounts Payable staff. ***Note: Please do not upload any documentation that would violate HIPPA Laws.***

## 18. What should I do if there are not enough funds left on the Purchase Order to submit my invoice against?

If there are not enough funds remaining on the Purchase Order to process an invoice, please reach out to your **Orange County Departmental contact**.

**Note:** To determine the amount available on a Purchase Order for invoicing:

- Go to the Standard Purchase Order Screen under Finance Tab
- Find your Purchase Order you intend to Invoice against
- In the summary box: Subtract the “Invoiced” Amount from the “Total” of the Invoice.

## 19. Do I need to update the ‘Quantity’ field prior to submitting my invoice?

Yes, if the quantity being invoiced is less than the quantity ordered amount. If the amount invoiced is the same as amount ordered, this field does not need to be updated. Failure to enter the correct quantity amount may result in invoice cancellation or adjustment and may delay payment.

**Note:** Quantity amount cannot be zero or greater than the quantity ordered. If you need to increase the quantity ordered amount, you must contact your **Orange County Departmental contact**.

## 20. Can I amend the invoice amount after I have submitted?

No, unfortunately you cannot. You will need to reach out to your **Orange County Departmental contact** or email the **Orange County Accounts Payable** team at [accountspayable@orangecountygov.com](mailto:accountspayable@orangecountygov.com) and request that they cancel the invoice

## 21. Is the Orange County iSupplier Portal available 24x7?

No. The Orange County iSupplier Portal is not available during our normally scheduled maintenance window on **Sundays from 6pm-11pm (ET)**. Please be sure to log out of the Orange County iSupplier Portal prior to the 6pm (ET) maintenance window on Sundays.

## 22. What happens if a supplier doesn’t have internet access?

Suppliers that do not have access to an internet connection will continue to submit their paperwork and invoices in hard copy, following all current procedures unless otherwise directed by the Orange County department they engage with.

## Orange County iSupplier Portal - Supported Browsers:

<b>Browser</b>	<b>Version</b>
Microsoft Internet Explorer (IE)	11
Microsoft Edge (Legacy)	Up to v44
Microsoft Edge (Chromium)	v83 or higher
Firefox ESR	78.x and higher
Google Chrome	v84 and higher
Safari	11 (11.0.03) and higher

## Orange County iSupplier Portal - Contact Information:

- For information related to the iSupplier registration process, issues logging into the iSupplier Portal, Password resets, etc., please email [SupplierManager@orangecountygov.com](mailto:SupplierManager@orangecountygov.com)
- For information related to iSupplier invoicing, POs, shipping, etc., please email your **Orange County Departmental contact** or [accountspayable@orangecountygov.com](mailto:accountspayable@orangecountygov.com)

## Troubleshooting:

### Cannot log into the Orange County iSupplier Portal:

- Double check that you have typed in the correct username and/or password (**passwords are case-sensitive and Username is always the business email address you provided on your registration forms**).
- Clear your internet browser history and cookies. (*Stagnant data build up can prevent you from entering the Orange County iSupplier portal*).
- If you are still unable to log into the Orange County iSupplier Portal after checking the above steps, please email [SupplierManager@orangecountygov.com](mailto:SupplierManager@orangecountygov.com) for assistance.

### Have not received an Orange County iSupplier Portal password:

- Once you submit your registration application, the Orange County Financial Office will complete validation checks on the data before approving the registration. Once approved, you will receive a 'Confirmation of Registration' email that contains your username the URL link to create your iSupplier account password. If you do not receive this:
  - Check your spam filter as this may block or delete messages.
  - Check your 'Junk' email folder.
  - Check with your internal IT group to allow the successful delivery of Orange County (@orangecountygov.com) emails.
- If you still have not received your Confirmation of Registration' email after checking the above steps, please email [SupplierManager@orangecountygov.com](mailto:SupplierManager@orangecountygov.com) for assistance.

### Cannot find a specific invoice:

There are a few reasons you may not be able to locate invoices:

- Searching the incorrect field - Ensure you are searching in the correct field. **<Under the Invoices/Payments tab View Invoices, search using the Invoice Number field>**. You may use the wildcard character (%) to widen your search criteria (ex: '12345%' – this will query all invoices that begin with 12345).
- Invoice field is case sensitive – If you entered the invoice number using Capitals; then you must search for it that way.
- As a final search option, you may leave all search parameters blank and click the Search button to pull up **all** invoices. Please note that this could be a large inquiry and may take several minutes to display on the screen.
- The invoice is not yet in our system – Orange County Accounts Payable processes invoices once they have been approved by our Orange County departments. If you are unable to locate your invoice in the Orange County iSupplier Portal, please reach out to your **Orange County Departmental contact**.

### Cannot find my payment:

- Invoice payments are driven by the payment terms. Once you have queried an invoice, review the payment terms to determine when your invoice is due to be paid. (**For example, if the invoice received date is March 1, 2021, with 45-day payment terms, the invoice will be due for payment within 45 days from March 1, 2021.**)
- Please be advised that payment may not occur on the actual due date, as our payment schedule may not coincide exactly with the supplier's payment due dates.