Supplier FAQ & Troubleshooting Guide

Please review this information before contacting Safelite for assistance with Basware or the Safelite Supplier Portal, as you may find answers to your questions and get the assistance you need more quickly. Search for keywords by clicking "Control + F" on a PC or "Command + F" on a Mac.

Invoicing, POs & Payments

What is Basware and how will I use it?	Basware is Safelite's accounts payable automation and invoicing tool. You will submit invoices directly to Basware via the new email address: invoice@safelite.com.
How will I submit invoices to Basware?	Please submit all invoices to the following email address for invoice processing: invoice@safelite.com. Our preferred method of invoice submission is email. We do not accept faxed invoices. You can continue mailing invoices.
I use Electronic Data Interchange (EDI) invoicing – what is changing for me?	You **do not** need to change how you submit your invoices.
I submit consolidated invoices – what is changing for me?	You will continue to follow the same process used today.
What are Safelite's invoice requirements?	All invoices must include: • Your complete legal entity name and address. • The full Safelite Purchase Order (PO) number (ex. S00926123456). • Itemized details to reflect the entire scope of products/services rendered.

	• For all purchased goods, it is highly recommended that the part numbers on invoices match either the *Safelite Item Number* or the *Supplier Item Number* listed on the PO. If they do not match, there may be a delay in processing the invoice.
	• Precision pricing:
	  ○ Quantities must be whole numbers
	  ○ Unit price can be a maximum of two decimal places
	  ○ Quantity X Unit Price = Extended Price
	• Each invoice must be its own PDF attached to an email. You may attach multiple PDFs to one email.
	• A quote must be provided to the Safelite contact so they can request procurement approval and issue a purchase order. Suppliers should not invoice prior to a PO being issued.

Will the way I get paid change?	No. You will continue to receive payments the way you prefer. If you would like to change your delivery method, contact Accounts Payable.
What should I do if a PO needs to be changed?	You will continue to work with the Safelite buyer to manage any changes needed to Purchase Orders.

Oracle Supplier Portal

What is the Oracle Supplier Portal and how will I use it?	The Oracle Supplier Portal is a secure online platform for Safelite and its suppliers to improve our interactions and collaborations. You will use this resource to request changes to your account and respond to sourcing requests and qualification questionnaires.
How will I access the Oracle Supplier Portal?	You should work with the Procurement Team to create your supplier account and gain portal access. Each user added to the account will receive a ***Welcome Email*** with instructions on how to set up their account.

What should I do if I didn't receive the Supplier Portal User *Welcome Email*?	Please wait 3-5 business days for the internal intake process and check your spam and junk email folders. If the email has not arrived, contact the Safelite Procurement Team at suppliers@safelite.com.
Am I required to use the Supplier Portal?	No, you are not required to use the Supplier Portal and will continue receiving payments in the same way you always have.
Am I required to set up multi-factor authentication to use the Supplier Portal?	Yes, this is required to access the Oracle Supplier Portal. We take data security very seriously and use the industry's best technology to protect our organizations and our data. Multi-factor authentication strengthens our data security while improving our systems' ease of use.
I entered my password incorrectly too many times and now my account is locked. What should I do?	If your account is locked after accidentally entering your password incorrectly too many times, please wait 30 minutes before attempting to log in again.
How many users should we have on our Supplier Portal account?	We recommend 2-3 users, including an account contact, a billing contact and one person designated as the primary contact.
How will I learn how to use the Supplier Portal?	Reference the following help materials to learn how to access and use the portal: **Getting Started** • Getting Started in Safelite's Supplier Portal Job Aid • Video: Getting Started for New Suppliers • Video: Getting Started for Suppliers Already Working with Safelite **Contract & Account Management** • Updating Supplier Information in Safelite's Supplier Portal

	• Reviewing and Updating a Contract in Safelite's Supplier Portal • Signing a Contract with Safelite Through DocuSign • Responding to a Sourcing Request in Safelite's Supplier Portal
How do I add or remove a user on our Supplier Portal account?	Follow the instructions on this help document to request to add a new user or to remove a user from your account: • Job Aid: Updating Supplier Information The Safelite Procurement and Accounts Payable Teams will confirm the change request. New users will receive the ***Welcome Email***.
How can I change our Supplier Portal account information (i.e. address, bank account, phone number)?	Follow the instructions in this help document: • Job Aid: Updating Supplier Information The Safelite Procurement and Accounts Payable Teams will confirm the change request.
Can more than one person at my organization use the same Supplier Portal login information?	No. For security purposes, each individual who needs access to the Supplier Portal at your company should have their own login.
What if I have trouble logging in to the Supplier Portal?	Go to the landing page linked in the ***Welcome Email***, click on "Forgot My Password," and follow the instructions to reset your password and log back into the system.
The Oracle Supplier Portal will not appear when I click on the link in my *Welcome Email*.	*It is recommended you use a supported browser to access any Oracle Cloud applications. Use is not recommended on smartphones.* 1. Check this page to view the list of supported browsers. 2. Confirm you are attempting to access the correct URL by locating the Welcome Email.

	3. Check your browser settings to ensure they are set to accept cookies from *cloud.oracle.com* and pop-up windows from *oraclecloud.com* and *cloud.oracle.com.* 4. Contact your organization's IT support for further troubleshooting.

If you need assistance with Safelite's Supplier Portal:

If you need:	Do this:
Supplier Portal Support • Accessing the Supplier Portal • Responding to Sourcing Requests • Reviewing, updating and signing contracts • Updating account information, adding or removing users • Trouble logging in or using the Supplier Portal • Information is incorrect/ missing	Please reference the following help materials: **Getting Started** • Getting Started in Safelite's Supplier Portal • Video: Getting Started for New Suppliers • Video: Getting Started for Suppliers Already Working with Safelite **Contract & Account Management** • Updating Supplier Information in Safelite's Supplier Portal • Reviewing and updating a Contract in Safelite's Supplier Portal • Responding to a Sourcing Request in Safelite's Supplier Portal If your issue persists, contact us at suppliers@safelite.com.

Accounts Payable Support • Invoice or payment questions • Change payment type (i.e. paper check to ACH)	Contact Safelite's Accounts Payable Department at AccountsPayable@safelite.com.
Purchasing Support • PO changes • Annual RFPs • Spot buys	Contact Safelite's Procurement Department at suppliers@safelite.com.