

How to use the Oracle Supplier Portal

Version 1.2

Updated 11 March 2026



Introduction

This document forms part of the WSCC's Oracle Fusion Training and Documentation Suite.

This document is intended to be used by

- Supplier representatives using Oracle Fusion to access the information held on them by West Sussex County Council (WSCC)

Scope of this document

- The purpose of this document is to provide guidance for supplier representatives when performing tasks on the supplier portal.

Out of scope

- This document does not advise users on specific options to be selected for every possible eventuality

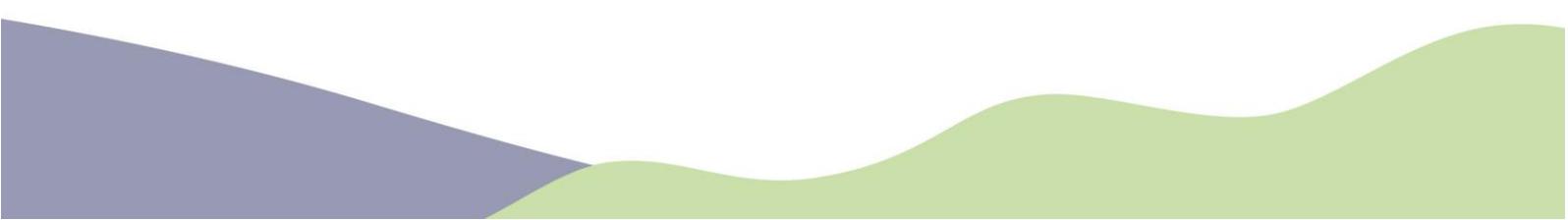
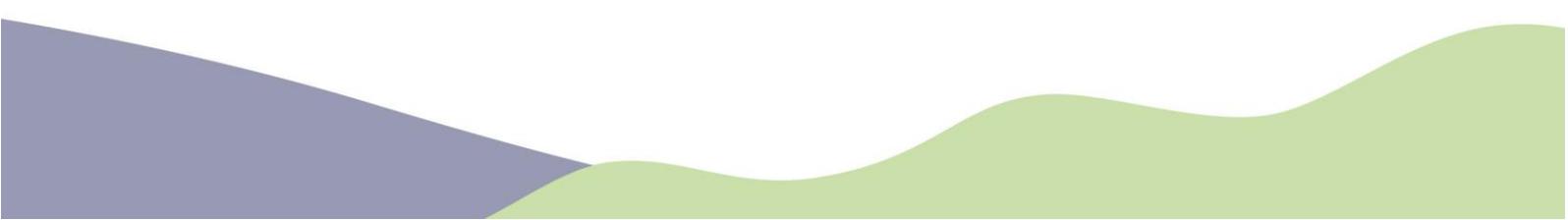


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Introduction to the Supplier Portal

Overview

The Supplier Portal provides quick access to tasks and information relevant to your organisation as a supplier to West Sussex County Council (WSCC).

The content that you can access in the Supplier Portal is controlled by pre-defined role and data access settings. For example, this access determines whether you can:

- View and update the details that WSCC holds for your organisation (e.g. address details, email contact information, bank account details etc)
- Add members of your staff to the supplier portal for your organisation
- View your purchase orders, the status of your invoices and details of payments made.

This document provides details on how to use the available functionality within the WSCC Supplier Portal.

Existing Suppliers to WSCC

Existing suppliers will automatically be provided with logins to the Supplier Portal, along with these instructions on how to access it, and use it. Access will be rolled out gradually during 2026.

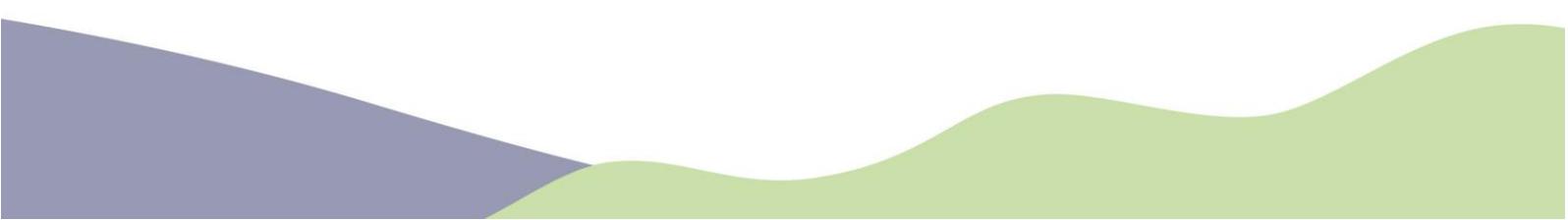
New Suppliers to WSCC

Before a **new** supplier can access the WSCC Supplier Portal, they must go through the new supplier registration process. Please contact the WSCC Procurement team if you wish to become a supplier to WSCC.

Getting help using the Oracle Supplier Portal

If you need help using the Oracle Supplier Portal, please reach out to your contact at WSCC who will be able to raise a support ticket on your behalf.

Whilst we believe that access to the self-service features available through the portal will be beneficial to our suppliers, using the portal for ongoing activities is optional.

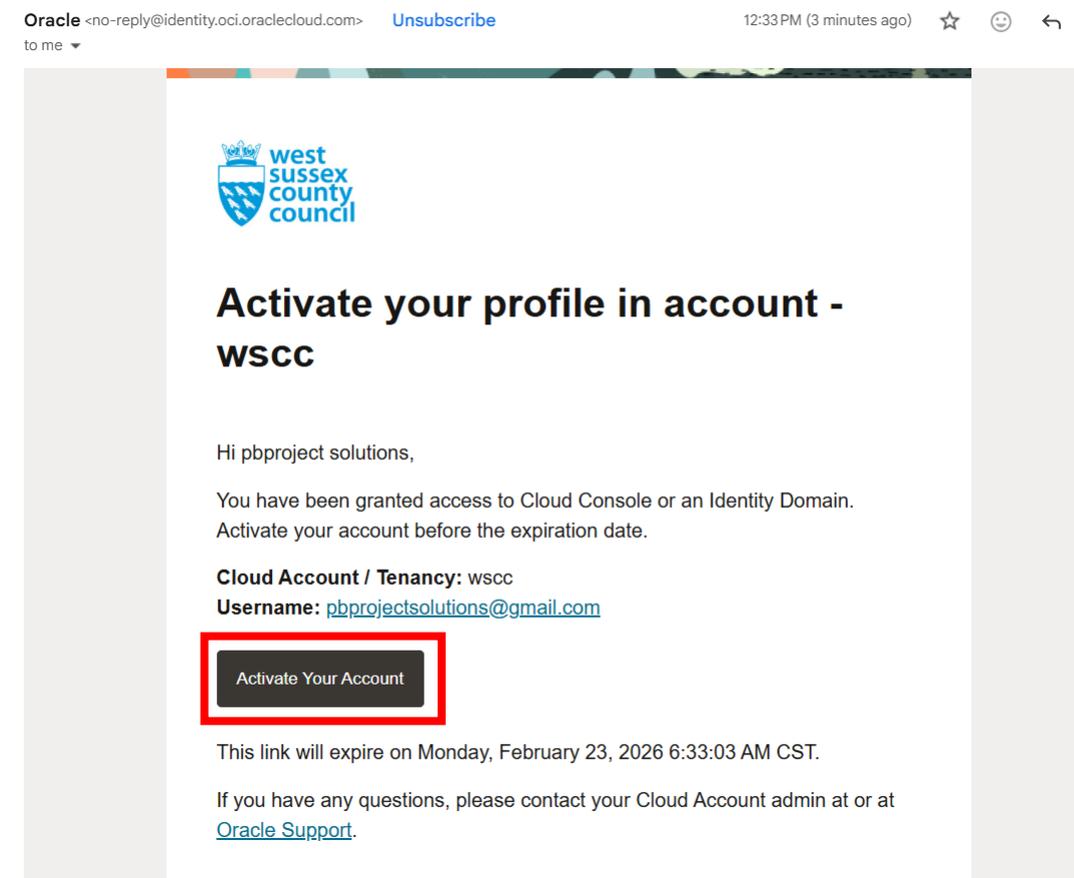


Activating your account and logging in for the first time

When your supplier registration has been approved, you will receive an email from **'no-reply@identity.oci.oraclecloud.com'**. Please ensure you check your spam folder if you're unable to find this email.

If it has been confirmed to you that your supplier portal registration has been approved but you're missing this email, please contact Procurement via BSDprocurement@westsussex.gov.uk

You will only need to follow this process on the first time that you login to the supplier portal.



Step 1. Select **Activate Your Account** to reset your account password



wssc

pbprojectsolutions@gmail.com

Identity domain ⓘ
WSSC-OracleLogin



Congratulations!

Your password has been reset. Please login using your new password.

[Continue to Sign In](#)

Step 2. Select Continue to Sign In



wssc

Oracle Cloud Account Sign In

Identity domain ⓘ
WSSC-OracleLogin

User Name

[Forgot Password?](#)

[Sign In](#)

[Need help signing in?](#)

Step 3. Add email used to register (this should be the email address that the link was sent to)

Step 4. Select **Sign In**



WSSC

pbprojectsolutions@gmail.com

Identity domain ⓘ
WSSC-OracleLogin

Enable Secure Verification

Secure verification methods prove who you are. Two types of verification methods are passwordless and multi-factor authentication (MFA). Passwordless verification allows you to verify your identity without requiring you to remember a password. MFA is an extra security step to the authentication process. Your administrator might have set up one or both verification methods and require that you enroll in them before accessing your account.



Click below to enable secure verification methods for your account.



[What is Secure Verification?](#)

Step 5. Select **Enable Secure Verification**

As part of supplier portal registration, you are required to use multi-factor authentication (MFA).

You can set up Multi Factor Authentication needs in one of two ways:

1. Using a **mobile authenticator app** such as Microsoft Authenticator, Google Authenticator or Oracle Mobile Authenticator *OR*
2. Using a **mobile phone number** that will receive codes via SMS text message.

We recommend using a mobile phone number unless you are familiar and comfortable with using mobile authentication apps.


wsc
pbprojectsolutions@gmail.com
Identity domain ⓘ
WSCC-OracleLogin

Select a Method What are the differences? ⓘ

Mobile App Phone Number

Download and Configure the Mobile App

1. Download the **Oracle Mobile Authenticator App** from the app store.  
2. Open the App, tap **Add Account**, and then scan the QR code below.

Offline Mode or Use Another Authenticator App ⓘ



Can't Scan QR code?
Configure the App using this URL

[What is Secure Verification?](#)


wsc
pbprojectsolutions@gmail.com
Identity domain ⓘ
WSCC-OracleLogin

Select a Method What are the differences? ⓘ

Mobile App Phone Number

Enter Your Phone Number

A passcode will be sent to your phone number.

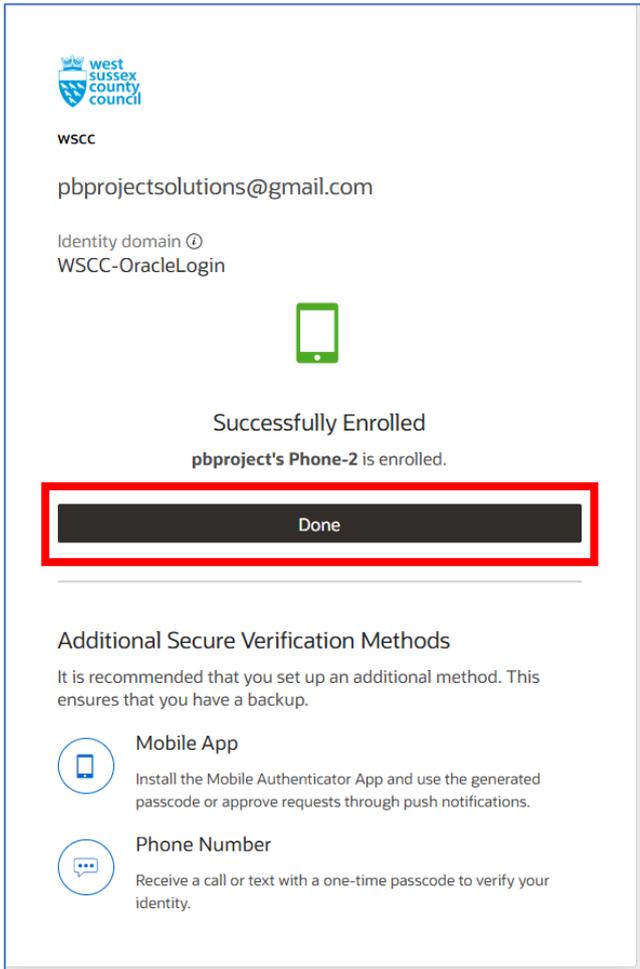
Country Code

Phone Number

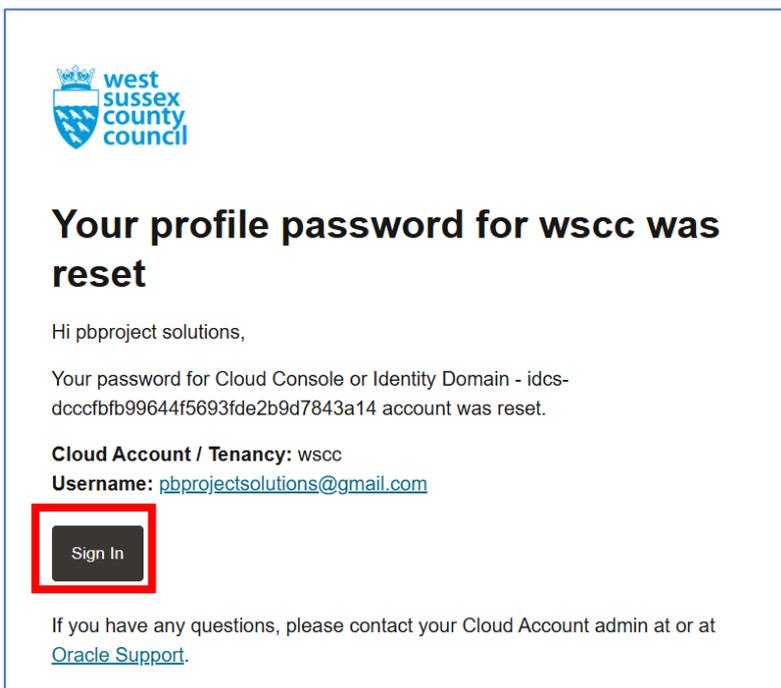
Standard rates may apply.

[What is Secure Verification?](#)

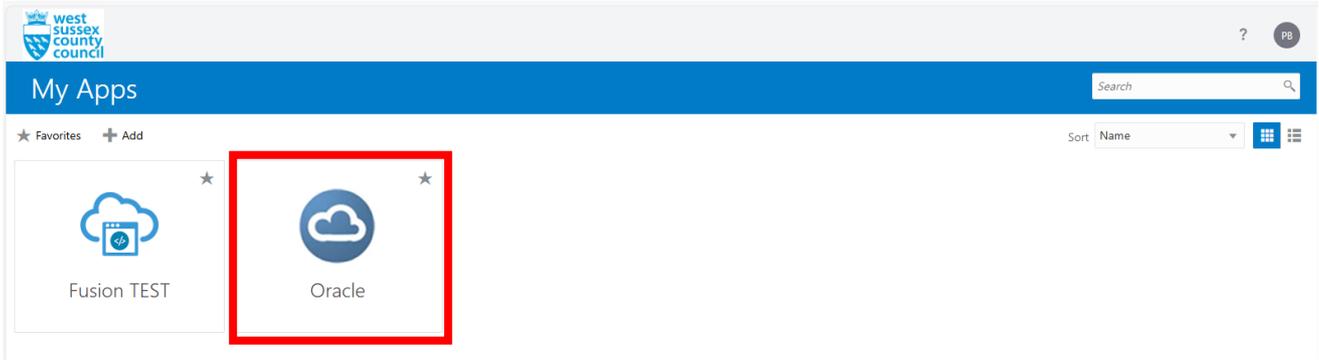
Step 6. Follow the instructions that appear on the screen to either **input your mobile phone number** or **setup your mobile authentication app**.



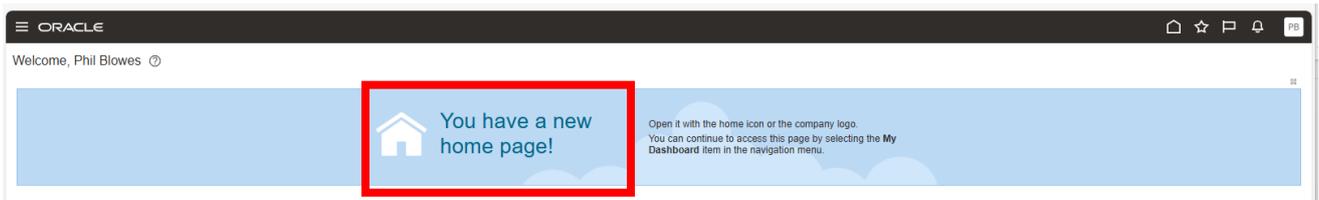
Step 7. When your setup is complete select **Done**



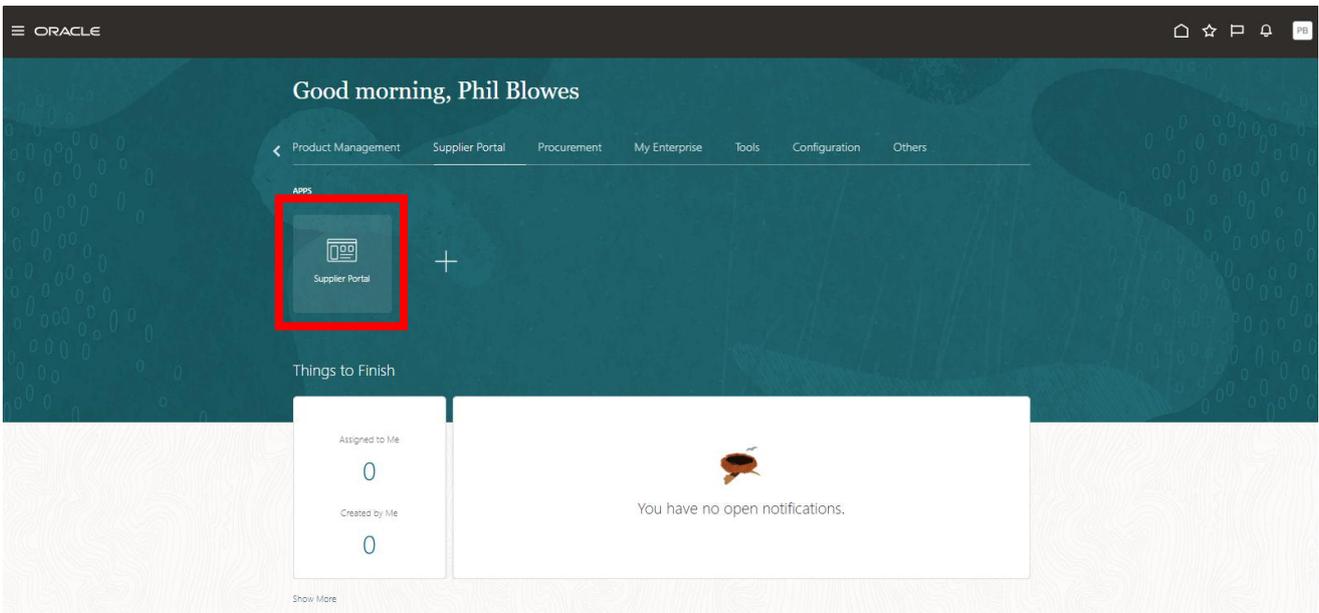
Step 8. Select **Sign In**



Step 9. Select the **Oracle** icon



Step 10. Select the **Home** icon



Step 11. On the Supplier Self-Service Portal Oracle home page, click the **Supplier Portal** tile.

You have now successfully logged into the **Oracle Supplier Portal**.

Logging in and using the Supplier Portal after the initial setup

Once your account has been activated you can login to the Supplier Portal using your username and password via the following link:

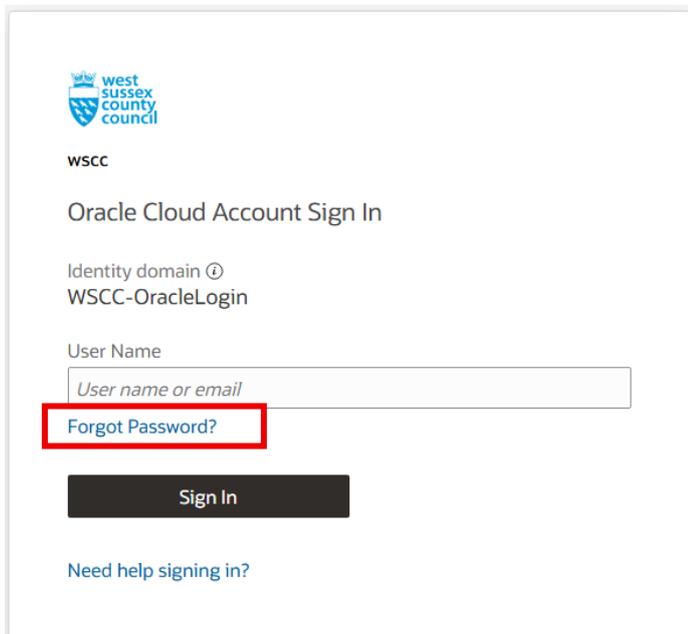
[Oracle Supplier Portal login](#)

Each time you want to use the portal you will need to sign in using:

- Your username and password *and*
- A code from your chosen MFA (multi-factor authentication) method – either a code sent to you by SMS text message or provided by your mobile authentication app.

If you require technical assistance using the supplier portal, please reach out to your WSCC point of contact who will be able to raise a service desk ticket on your behalf.

How to reset your password



The screenshot shows the Oracle Cloud Account Sign In page for WSCC. At the top left is the WSCC logo. Below it, the text reads 'wscC Oracle Cloud Account Sign In'. The identity domain is 'WSCC-OracleLogin'. There is a 'User Name' input field with the placeholder text 'User name or email'. A red box highlights the 'Forgot Password?' link. Below the input field is a 'Sign In' button. At the bottom, there is a link that says 'Need help signing in?'.

If you need to reset your password, please navigate to the [Oracle Supplier Portal login page](#) and click on '**Forgot Password?**'.

It will then ask for your username. **Please enter the email address** you've registered to access the portal with. E.g. johnsmith@company.org.uk

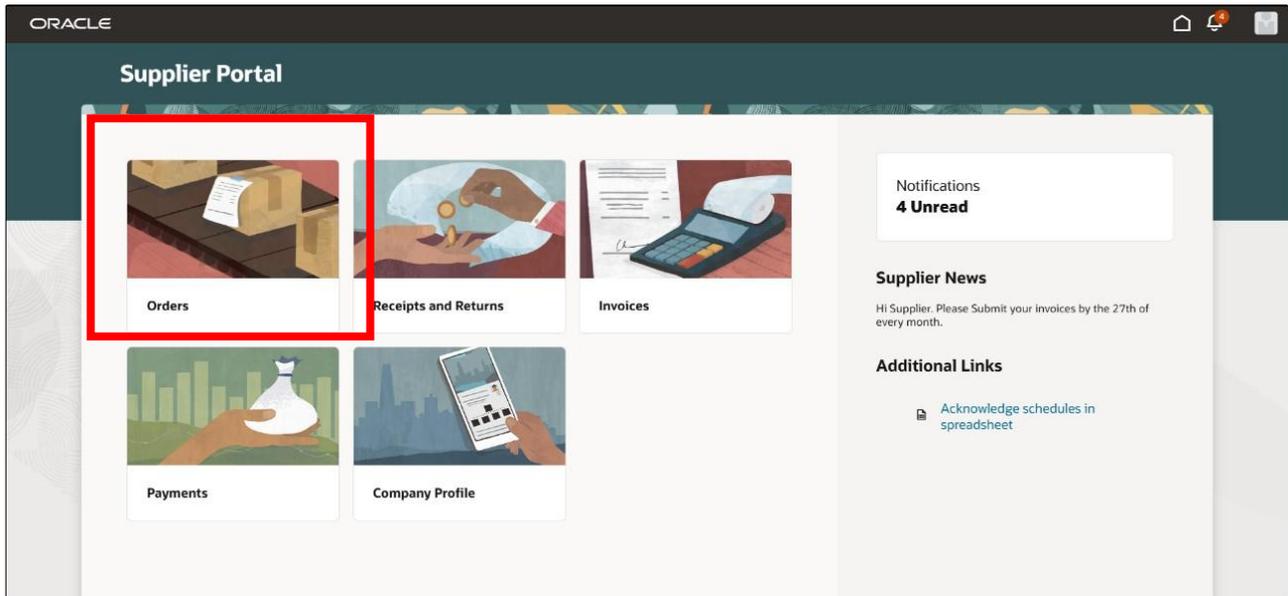
View Purchase Orders, Invoices and Payments

Once approved and activated, you will be able to use the Oracle Portal to view

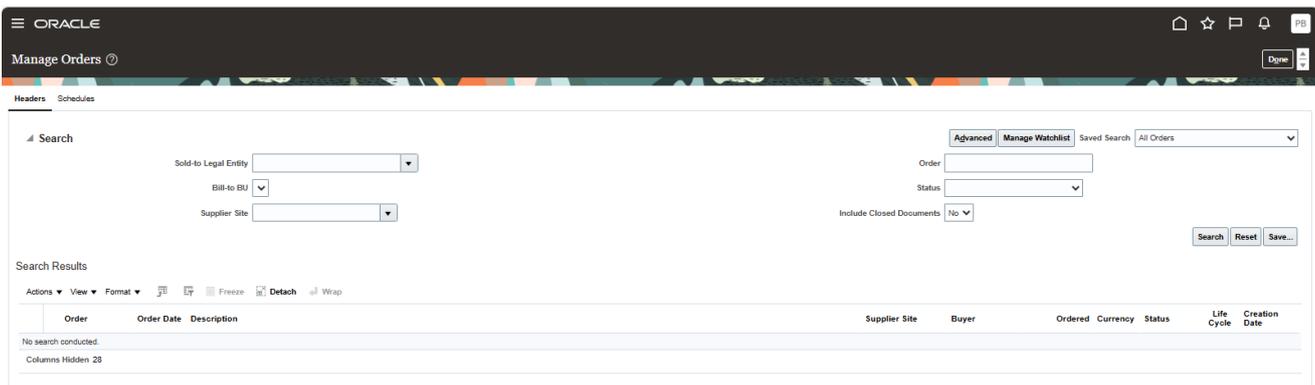
- Purchase Orders
- Invoices
- Payments

1. View Purchase Orders

All Purchase Orders will be sent to you by email, but you can also access copies and view the status of these in the supplier portal.



Step 1. To start, select the **Orders** tile on the Supplier Portal page.



Step 2. Use the **Search** criteria fields to search for specific Orders. To search all open orders, **leave the criteria blank and all orders will appear.**

Step 3. Click **Search**.

ORACLE Manage Orders

Search Results

Order	Order Date	Description	Supplier Site	Buyer	Ordered	Currency	Status	Life Cycle	Creation Date
WSP000000043	02-Jul-2025		SIT Supplier Address	Hussain, Syed	3,000.00	GBP	Open		02-Jul-2025
WSP000000034	23-Jun-2025		SIT Supplier Address	Hussain, Syed	900.00	GBP	Open		23-Jun-2025
WSP000000031	23-Jun-2025		SIT Supplier Address	Hussain, Syed	250.00	GBP	Open		23-Jun-2025
WSP000000030	21-Jun-2025		SIT Supplier Address	Hussain, Syed	250.00	GBP	Open		21-Jun-2025
WSP000000029	19-Jun-2025		SIT Supplier Address	Hussain, Syed	251,000.00	GBP	Open		19-Jun-2025
WSP000000024	16-Jun-2025		SIT Supplier Address	Hussain, Syed	100.00	GBP	Open		18-Jun-2025
WSP000000018	13-Jun-2025		SIT Supplier Address	Hussain, Syed	500.00	GBP	Open		13-Jun-2025
WSP000000017	13-Jun-2025		SIT Supplier Address	Hussain, Syed	250,001.00	GBP	Open		13-Jun-2025
WSP000000010	05-Jun-2025		SIT Supplier Address	Hussain, Syed	1,000.00	GBP	Open		05-Jun-2025
WSP000000006	26-May-20...		SIT Supplier Address	Hussain, Syed	1,000.00	GBP	Open		26-May-2025

Step 4. Click the relevant **Order** hyperlink from the search results to view the Order. This will open the Purchase Order Lifecycle page:

Purchase Order: WSP000000043

Order Life Cycle

General

Sold-to Legal Entity	West Sussex County Council	Supplier	SIT Supplier	Ordered	3,000.00 GBP
Bill-to BU	West Sussex County Council	Supplier Site	SIT Supplier Address	Description	
Order	WSP000000043	Supplier Contact	SIT Supplier FN SIT Supplier LN	Source Agreement	
Status	Open	Bill-to Location	County Hall	Supplier Order	
Buyer	Syed Hussain	Ship to Location	County Hall	Master Contract	
Creation Date	02-Jul-2025				

Terms

Required Acknowledgment: None
 Payment Terms: Immediate
 Shipping Method: — Requires signature
 Freight Terms: FOB
 — Pay on receipt
 — Confirming order

Additional Information

Context Prompt

Lines

Line	Item	Description	Quantity	UOM	Base Price	Price	Ordered	Status	Contract requires monitoring in Oracle?	Contract Monitoring Threshold	Contract Manager Email
1		Multiple PO in one invoice			3,000.00	3,000.00	3,000.00	Open			

PO Lifecycle Page

On the PO Lifecycle page, you can see the full order details for the Purchase Order that you've been issued.

The screenshot shows the Oracle PO Lifecycle page for Purchase Order WSP000000043. The page is divided into several sections:

- General Section:** Displays key information such as Sold-to Legal Entity (West Sussex County Council), Supplier (Example Supplier), Order Number (WSP000000043), Status (Open), Buyer (Syed Hussian), and Creation Date (02-Jul-2025). The Ordered Amount is 100,000.00 GBP.
- Terms Section:** Shows details like Required Acknowledgment (None), Payment Terms (Immediate), Shipping Method, and Freight Terms (None).
- Order Life Cycle Section:** A bar chart showing the status of the order: Ordered (100K GBP), Received, Delivered, and Invoiced. A 'View Details' button is available below the chart.
- Toolbar:** Includes buttons for 'View PDF', 'Actions', 'Refresh', and 'Done'.

- In the **General Section** it displays information such as Supplier Site, Order Number, Status, Buyer Name, Creation Date and Ordered Amount.
- In the **Terms Section** it contains details such as Payment Terms and Freight Terms.
- The **Order Lifecycle Section** provides a high-level graphical representation of the Order Status, Receipt Status, Delivery Status, and Invoicing Status. The 'Open' status means that a purchase order has been issued.
- You can use the 'View Details' button to open a screen with more detailed Order Life Cycle information
- The **Toolbar** Provides buttons that enable you to **view a PDF** of the PO, view the history of PO revisions etc.

Scroll down the screen to view the **Lines** section (including Description, Price, Ordered Quantity etc.).

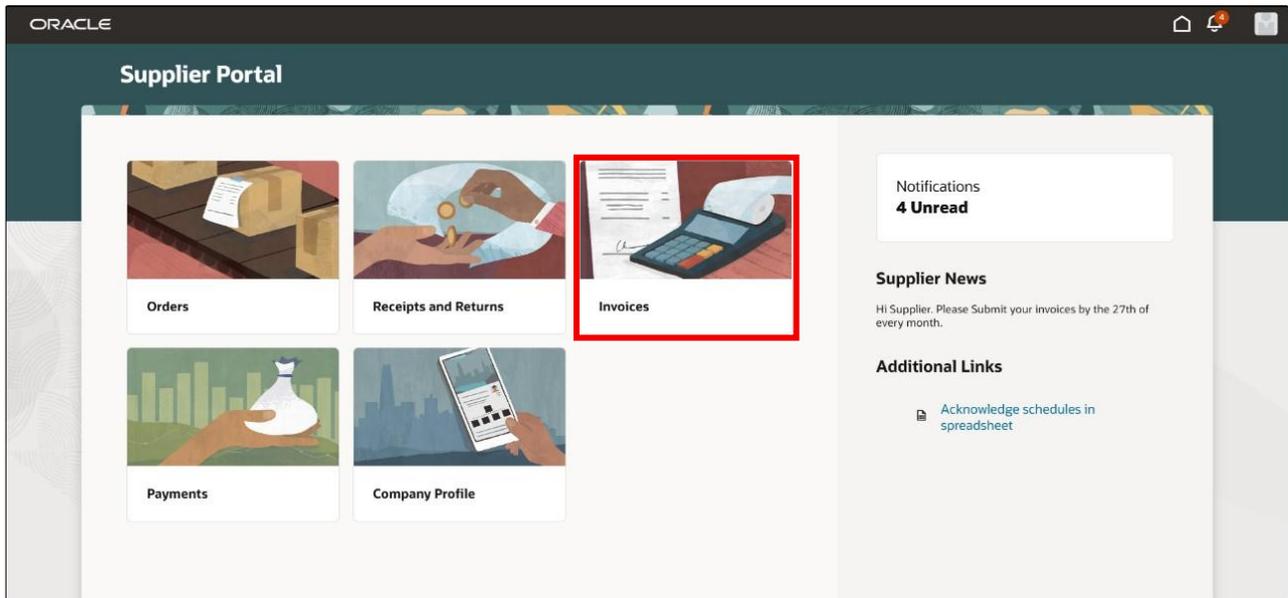
Line	Item	Description	Quantity	UOM	Price	Ordered	Status
1		Consultancy on XYZ			100,000...	100,000.00	Open

Select the **Schedules** tab to view the **Requested Delivery Date**.

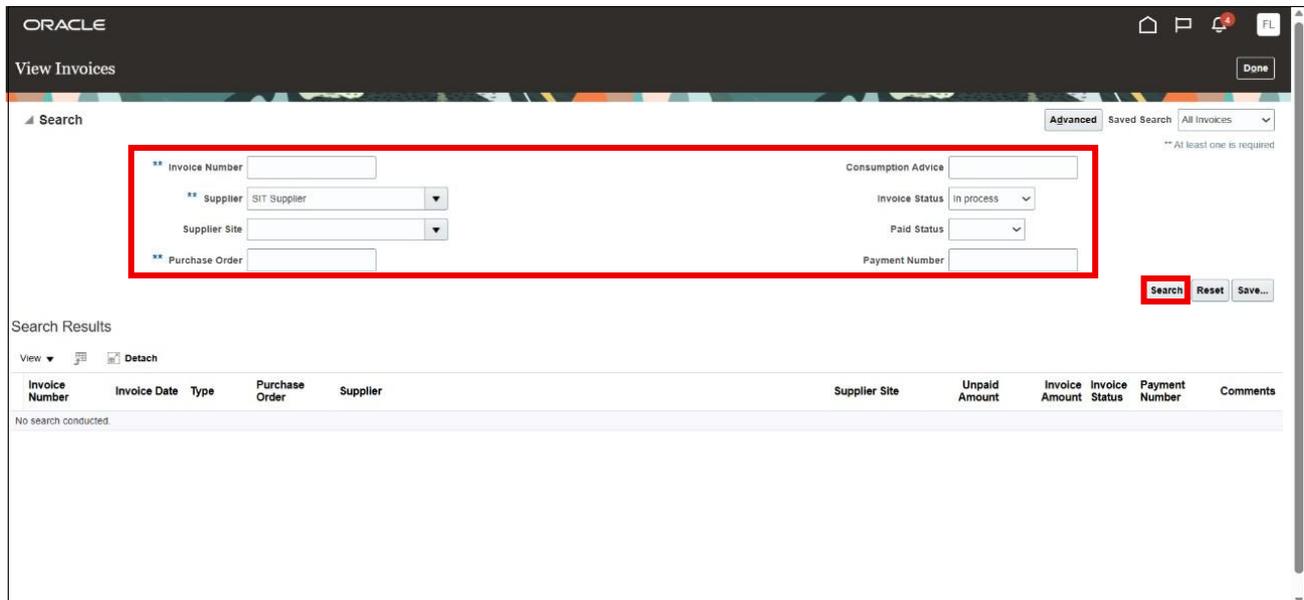
Line	Description	Location	Requested Delivery Date	Promised Delivery Date	Quantity	UOM Name	Status	Life Cycle
1	Consultancy on XYZ	Council Hs...	22/04/2024				Open	

2. View invoices

Please note that invoices cannot be uploaded to the supplier portal and must be submitted via invoices@westsussex.gov.uk Invoices must contain an Oracle-issued PO number which begins with 'WSP'.



Step 1. Navigate back to the Supplier Portal page by click the '**Home icon**' in the top right-hand corner of the screen and click **Invoices** tile.

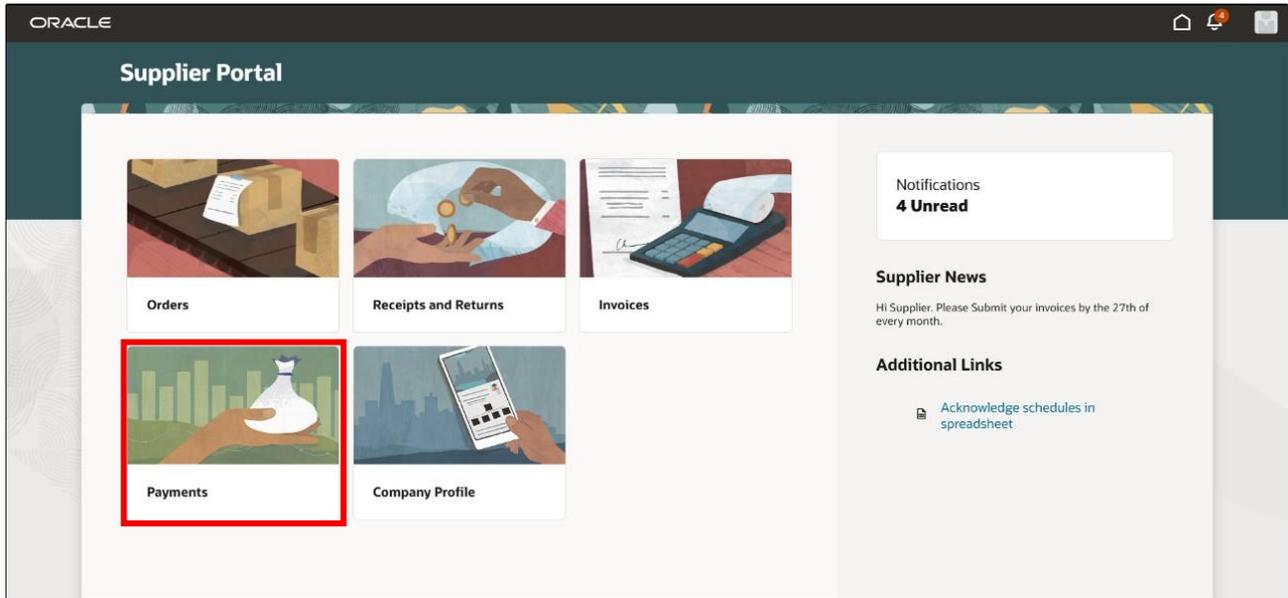


Step 2. Use the **Search** criteria fields to search for the Invoices.

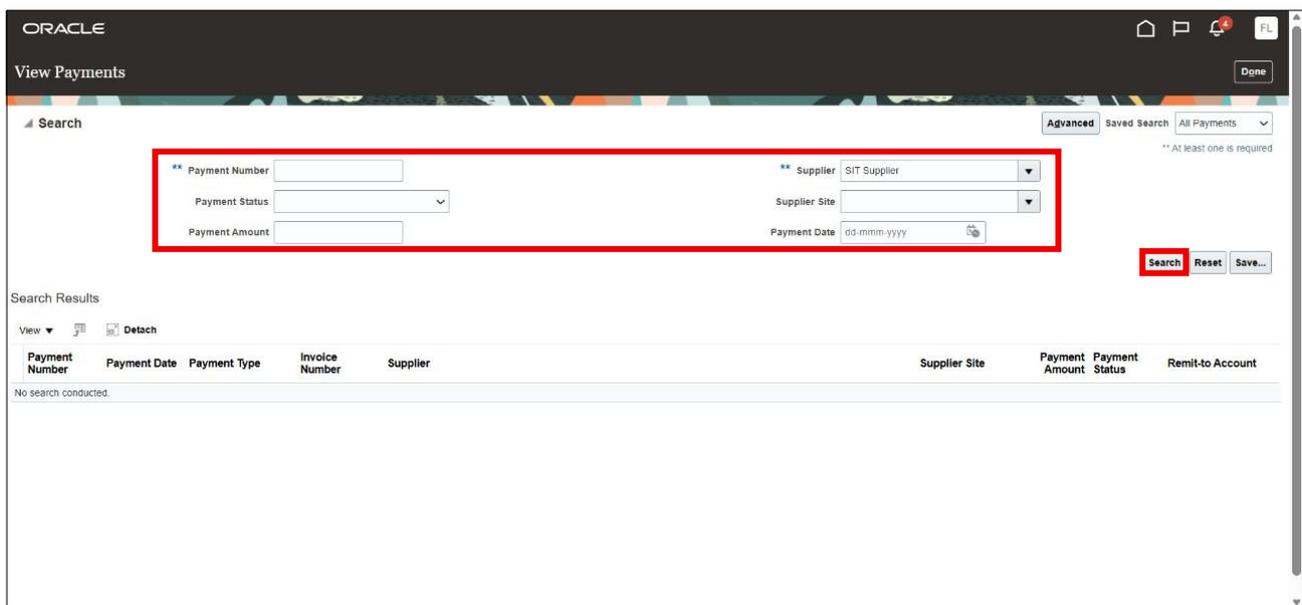
Note: User is required to enter search criteria in at least one of the mandatory fields marked by a double-asterisk (**).

Step 3. Click **Search**.

3. View Payments



Step 1. Navigate back to the Supplier Portal page by click the '**Home icon**' in the top right-hand corner of the screen and click on the **Payments** tile.



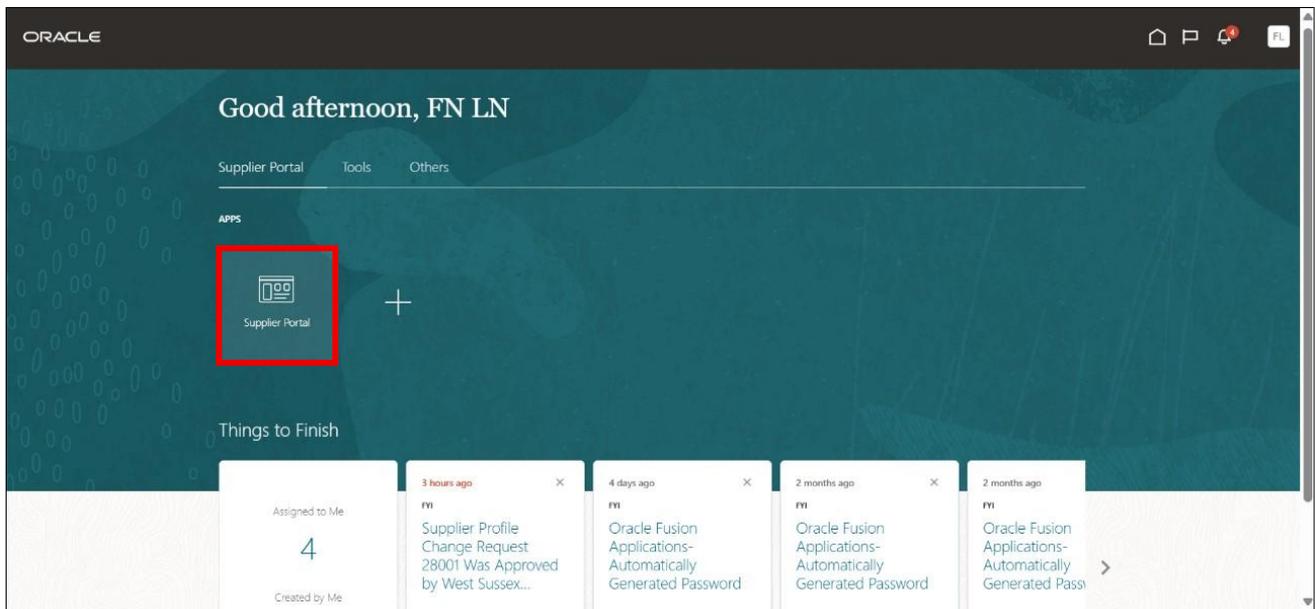
Step 2. Use the **Search** criteria fields to search for the Payments.

Note: User is required to enter search criteria in at least one of the mandatory fields marked by a double-asterisk (**).

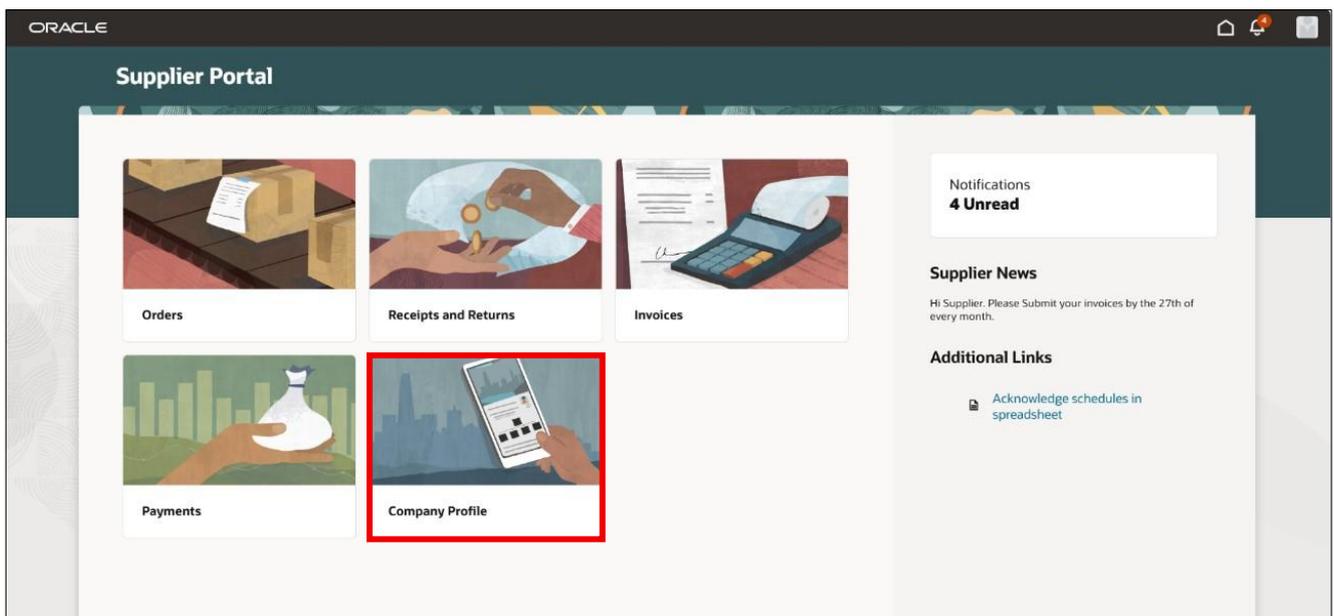
Step 3. Click **Search**.

How to update your organisation details

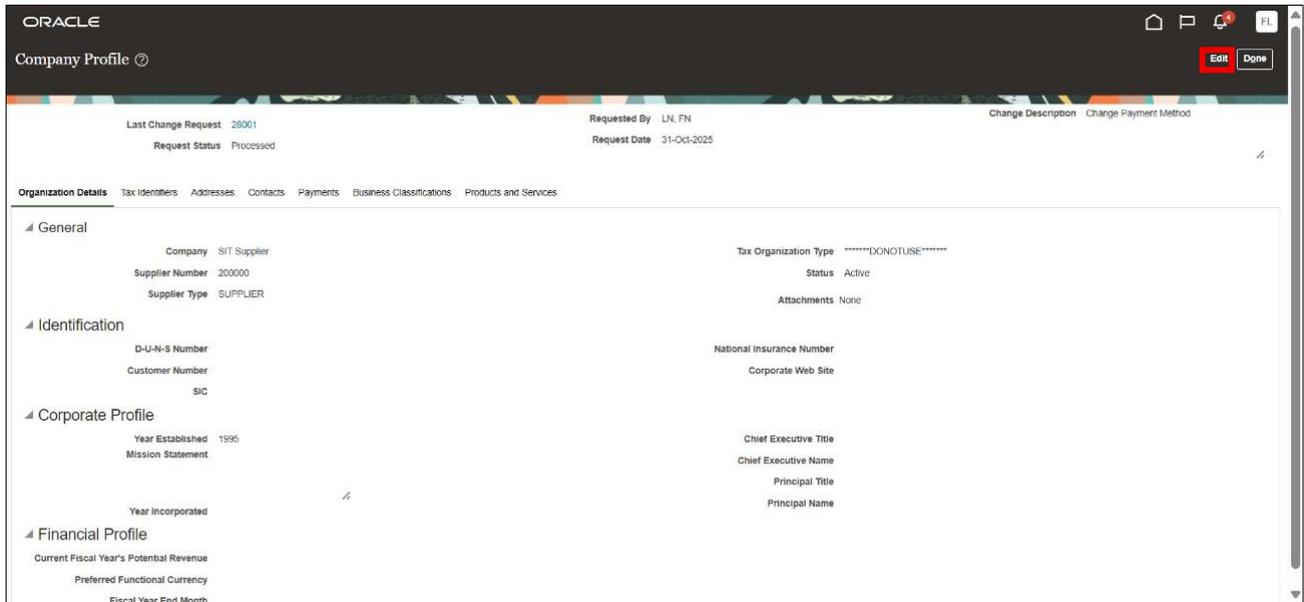
You can make updates to your company profile (e.g. update your company name, address and/or bank account details etc) via this self-service process using the Oracle Supplier Portal.



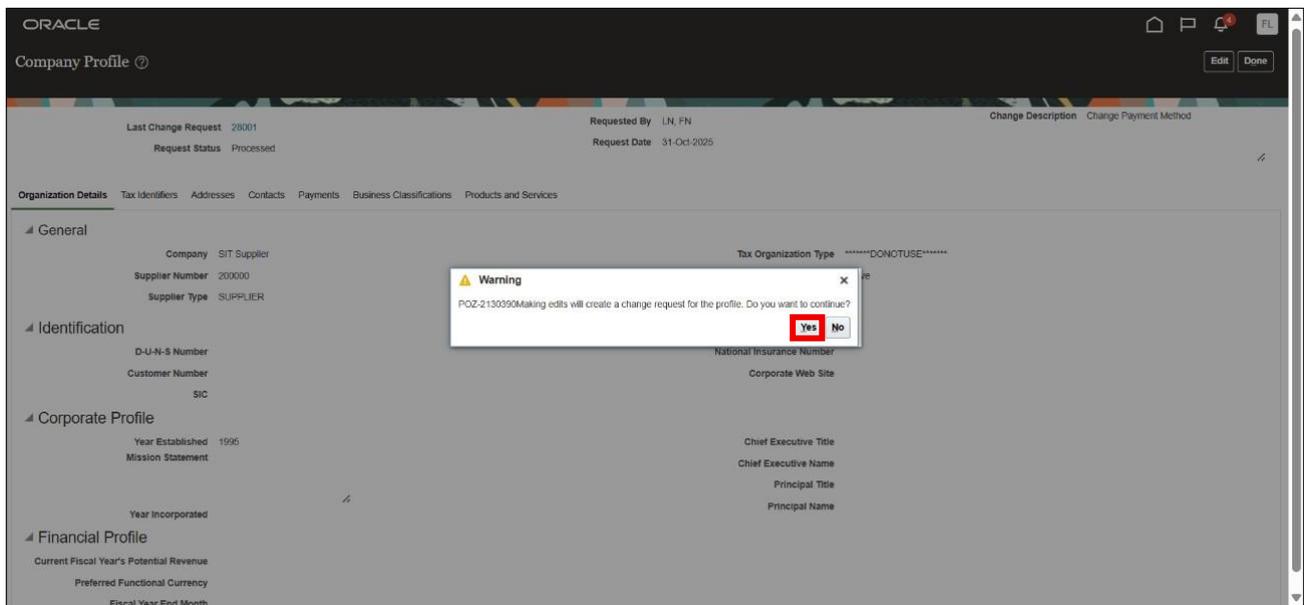
Step 1. On the Self-Service Oracle Fusion home page, click the **Supplier Portal** tab.



Step 2. Click **Company Profile**.



Step 3. Click **Edit** to update the profile details.

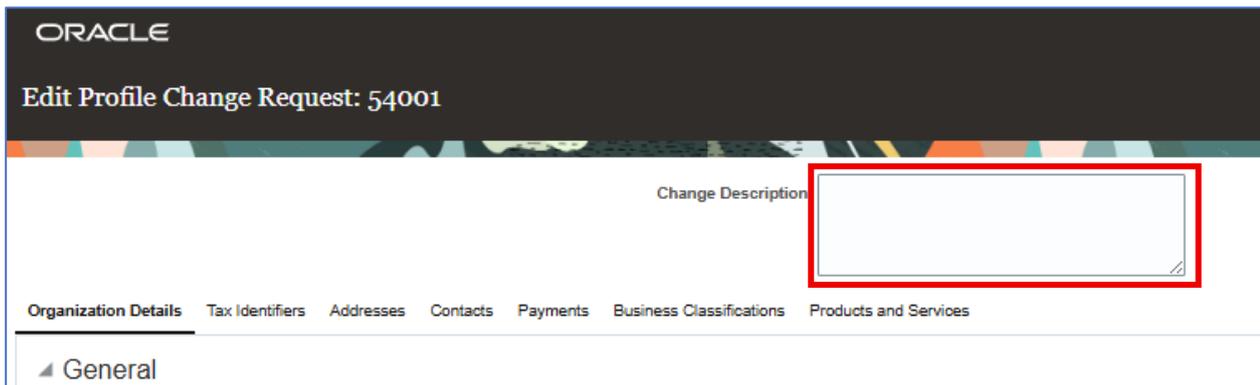


Step 4. Click **Yes** to confirm the creation of change request.

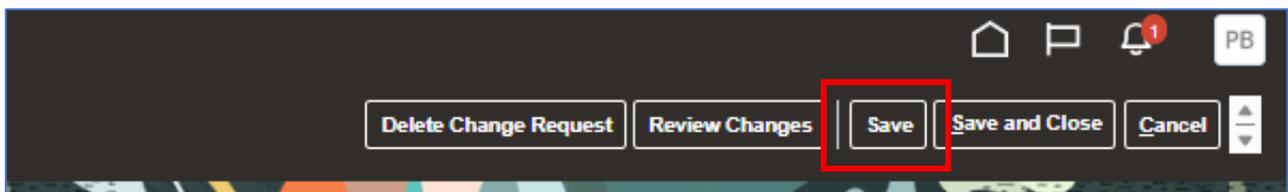
Step 5. This will load up the edit screen for your organisation. Using the tabs you can navigate to the section that you want to edit. While there are several different tabs, **please only make changes in the following areas:**

- Organization Details
- Addresses
- Payments: Bank Accounts
- Business Classifications
- Contacts

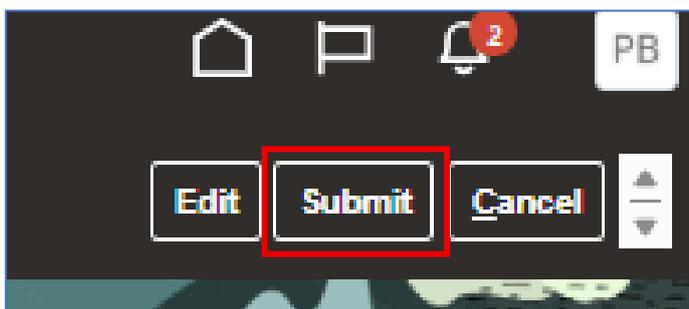
When you make any changes, you can add a **change description** that will assist WSCC in approving your requested changes.



Note: Before you move between different tabs, please make sure that you **'Save'** any changes that you have made using the **'Save'** button in the top right-hand corner of the screen.

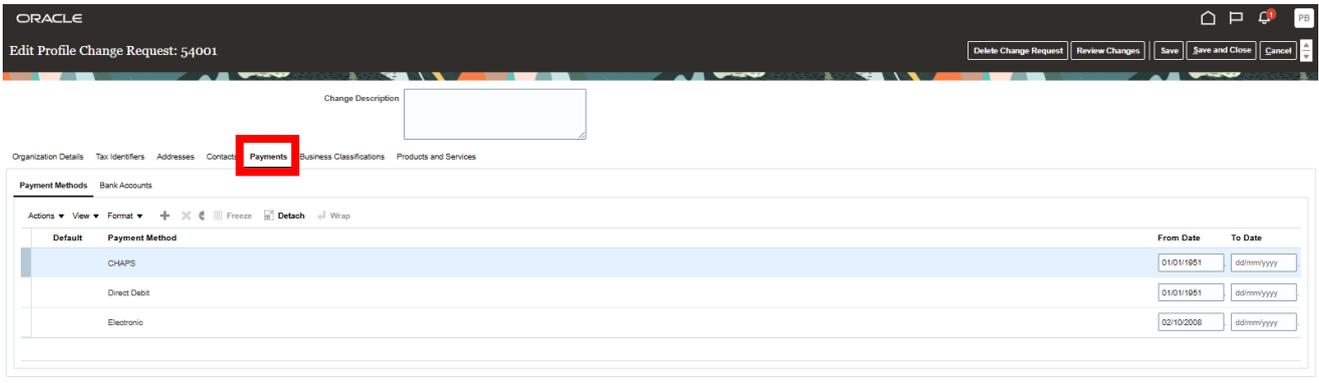


When you are ready to submit your requested changes, please first click **'Review Changes'**, ensure that you're happy and then click **'Submit'**.

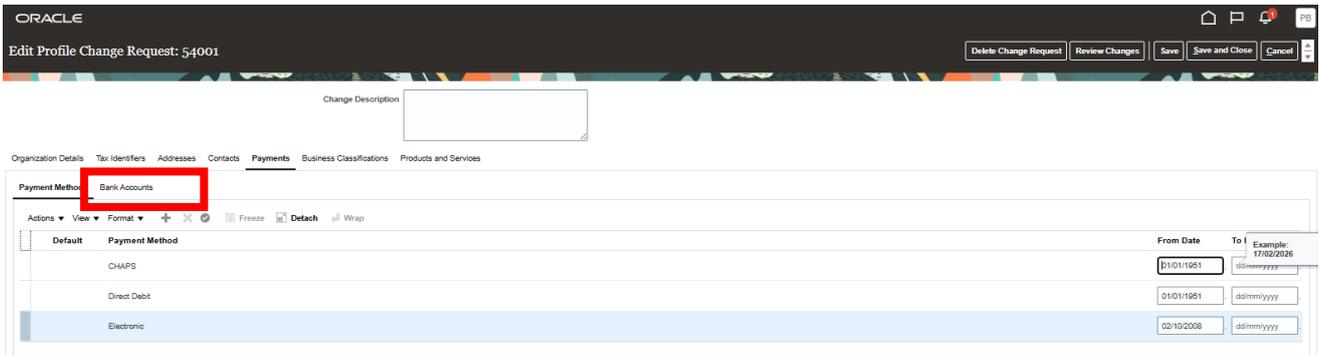


Updating payment details

You can edit the bank account details that WSCC holds on record for you. Please note that requests to update bank account information will need to go for review and verification before changes are made to your record.



Step 1. After you've clicked '**Edit**' in the top right-hand corner of the screen and confirmed that you want to create a change request by clicking '**Yes**', select the '**Payments**' tab



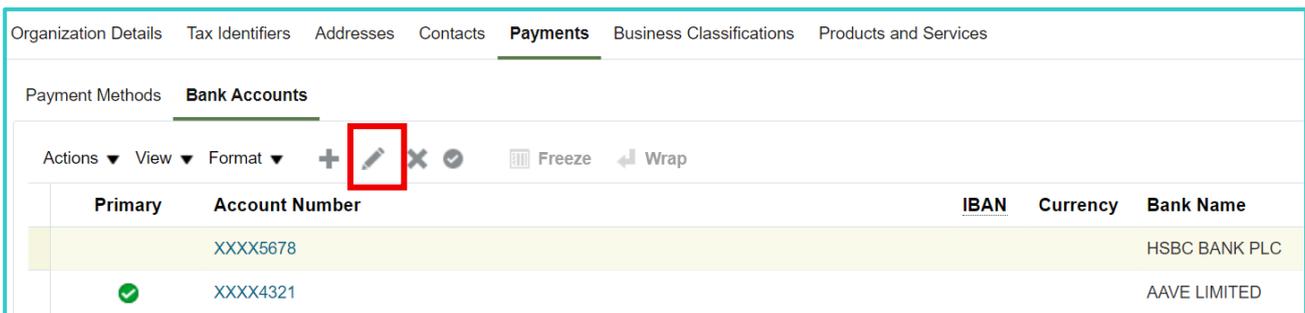
Step 2. After you've selected the **Payments** tab, please then select '**Bank Accounts**'

Note: Please do not make any edits to under the 'Payment Methods' tab.

Step 3. Select the relevant bank account from the list (you may only have one) **so it is highlighted** and then click the '**edit (pencil icon)**' in the toolbar

You can add additional bank accounts using the '**Plus icon**' in the toolbar, or delete bank accounts **when they are highlighted** using the '**X icon**'

To set a bank account as the default, select it from the list **so it is highlighted** and use the '**Tick icon**' in the toolbar.



Step 4. Make any edits to your bank account and when you're happy click 'OK'

Edit Bank Account XXXX4321

Enter account number or IBAN unless account number is marked as required.

* Country: United Kingdom

Account Number: XXXX4321

Bank Name: AAVE LIMITED

Bank Branch: Aave Limited-040670

Allow international payments

From Date: 14/03/2024

Inactive On: dd/mm/yyyy

IBAN: [Field]

Currency: [Field]

Additional Information

Account Name: [Field]

Alternate Account Name: [Field]

Account Suffix: [Field]

Check Digits: [Field]

Account Type: [Field]

Description: [Field]

OK Cancel

Step 5. When you're happy with the changes you can either 'Save' to come back to them later or click the 'Review Changes' button in the top right-hand corner of the screen.

Step 6: On the review changes screen, check you're happy with your requested changes and click 'Submit' to send them to WSCC for review.

Review Changes

Change Description: CR for change to Supplier name

Attribute	Changed From	Changed To
Supplier Name	Regression Test Supplier 1	Regression Test Supplier 1A (Update 2)
National Insurance Number		JB 1234567

Address Name	Address	Phone	Address Purpose	Fax	Status	Details
pc07 Out	CRABBICK FARM, WATERLOOVILLE, HAMPSHIRE, PO7 0UF		Ordering/ Remit to		Active	[Icon]

Columns Hidden: 3

Buttons: Edit, Submit, Cancel

Step 7. You get a pop-up. Click **OK** on the **Confirmation** pop-up to continue.

Confirmation

Your profile change request 54002 was submitted for approval.

OK

Some changes will be automatically updated on the system and others will need to be approved by the Procurement and Accounts Payable Teams at WSCC before they are reflected on the system.

Contacts

Under your **Company Profile** the **Contacts tab** shows Contact details on record for your organisation, if previously submitted. It is possible to have multiple contacts (for example, one person for dealing with purchase orders, another for dealing with invoicing and payment).

It also indicates which contacts have been classified as Administrative Contacts, and whether they have a User Account for accessing the Supplier Portal.

Name	Job Title	Email	Phone	Administrative Contact	User Account	Status
Attenborough, David		alanfrussell@yahoo.com		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Active

Editing existing contacts

Step 1. After you've clicked 'Edit' in the top right-hand corner of the screen and confirmed that you want to create a change request by clicking 'Yes', select the 'Payments' tab

Step 2. Select the user from the list so that the row becomes highlighted in blue and click the 'Edit (pencil icon)'.

Name	Job Title	Email	Phone	Administrative Contact	User Account	Status
Attenborough, David		alanfrussell@yahoo.com		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Active

Step 3. Edit the contact as necessary.

Salutation

* First Name

Middle Name

* Last Name

Job Title

Administrative contact

Phone

Mobile

Fax

Email

Status

▲ Contact Addresses

Address Name	Address	Phone	Address Purpose	Status
The Helpful People	Helpful House, Helpful Road, HELPFULTOWN, London, E3 5JB		Ordering; Remit to	Active

Columns Hidden 5

▲ User Account

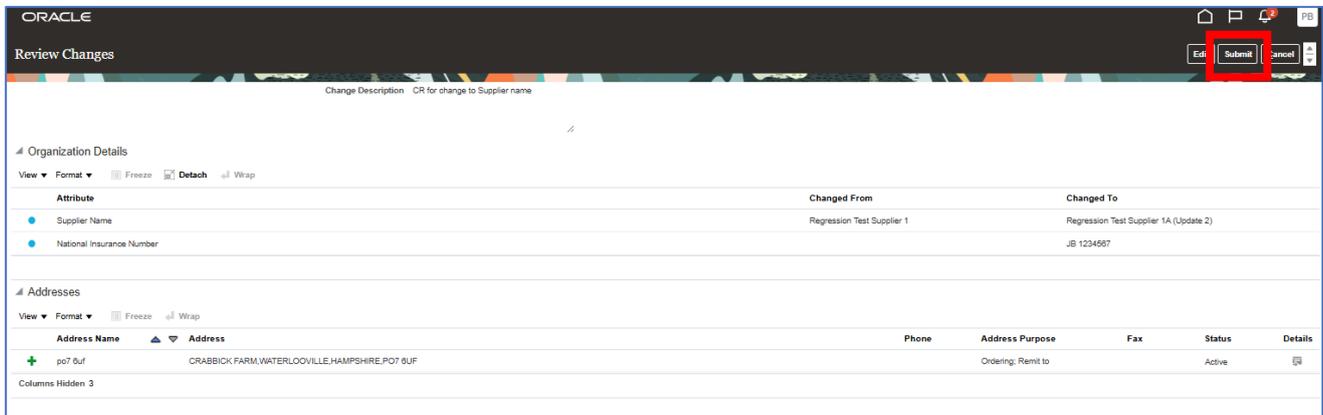
Account Status

User Name

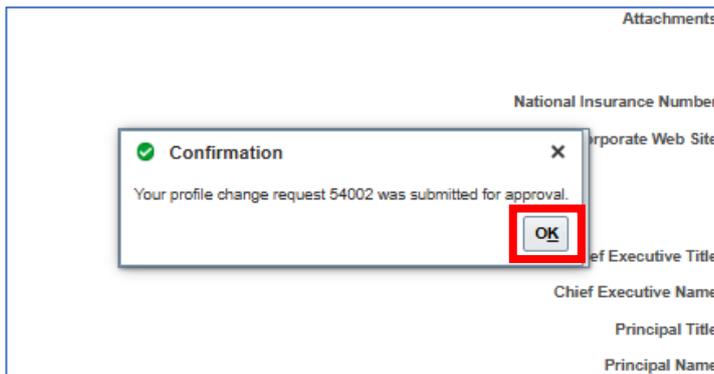
Step 4. When you're finished, scroll to the bottom of the page and select **OK**

Step 5. When you're happy with the changes you can either **'Save'** to come back to them later or click the **'Review Changes'** button in the top right-hand corner of the screen.

Step 6: On the review changes screen, check you're happy with your requested changes and click **'Submit'** to send them to WSCC for review.



Step 7. You get a pop-up. Click **OK** on the **Confirmation** pop-up to continue.

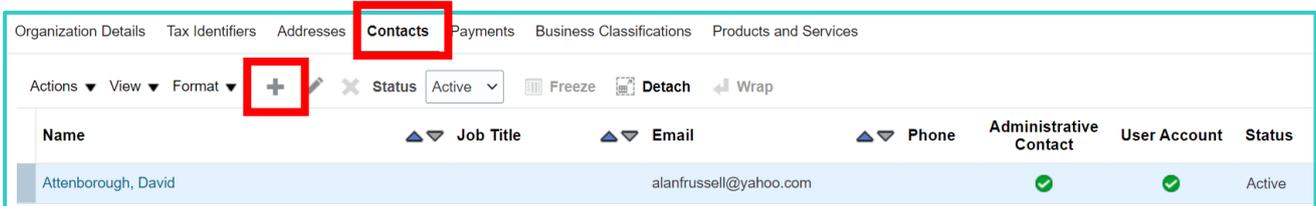


Editing contacts does not require WSCC review and so changes will be made immediately.

Adding a new contact

You can add additional members of staff who can also be granted access to manage your data in the supplier portal on your behalf.

Step 1. Navigate to the **Contacts** tab



Step 2. Add a new contact by clicking the **'Plus icon'** from the toolbar.

Create Contact

<p>Salutation <input style="width: 50px;" type="text" value="Ms."/></p> <p>* First Name <input style="width: 150px;" type="text" value="Major"/></p> <p>Middle Name <input style="width: 150px;" type="text" value="Tomalina"/></p> <p>* Last Name <input style="width: 150px;" type="text" value="Bowie"/></p> <p>Job Title <input style="width: 150px;" type="text" value="Chief Administrator"/></p> <p><input checked="" type="checkbox"/> Administrative contact</p>	<p>Phone <input style="width: 50px;" type="text" value="93"/> <input style="width: 50px;" type="text" value="123"/> <input style="width: 50px;" type="text" value="123"/> <input style="width: 50px;" type="text" value="123"/></p> <p>Mobile <input style="width: 50px;" type="text" value="358"/> <input style="width: 50px;" type="text" value="321"/> <input style="width: 50px;" type="text" value="321"/></p> <p>Fax <input style="width: 50px;" type="text" value="355"/> <input style="width: 50px;" type="text" value="421"/> <input style="width: 50px;" type="text" value="421"/></p> <p>* Email <input style="width: 150px;" type="text" value="tomalina_bowie@soc.org"/> <input style="width: 20px; height: 15px;" type="button" value="..."/></p>
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Step 3. Complete all the relevant information.

Tick the **Administrative contact** checkbox if you wish this contact to receive key system-generated notifications.

In the User Account region, tick the **Create user account** checkbox if you wish for an Oracle Fusion account to be automatically created for this contact.

Step 4. Select the **Roles** this contact needs. You can see a description of what each role does below:

WSCC Supplier Self Service Administrator

- This system role enables supplier users to manage the profile information for the supplier company.
- Primary tasks include updating supplier profile information and requesting user accounts to grant employees access to the supplier application.

WSCC Supplier Sales Representative

- This system role enables supplier users to view purchase orders and agreements, view receipts and returns.

WSCC Supplier Customer Service Representative

- This system role enables users to view the status of POs and Invoices.

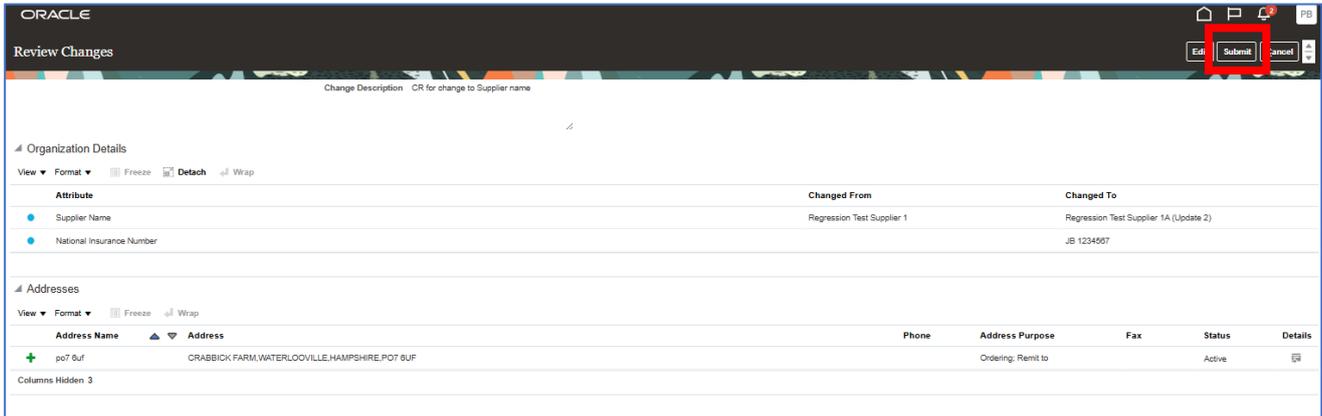
(Mandatory) IAM PROD SUPPLIER BACKSYNC

- This is a system role that facilitates the secure sign-in process. **Please ensure this is selected for any contacts you create.** Without this role, the user will not be able to sign into the portal.

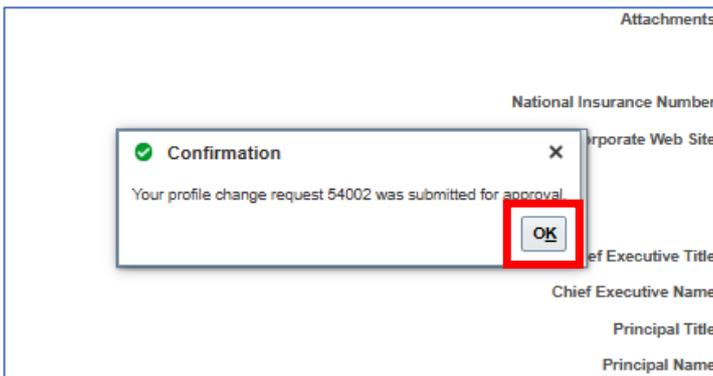
Step 5. When you've chosen your roles, click **OK**

Step 6. When you're happy with the changes you can either '**Save**' to come back to them later or click the '**Review Changes**' button in the top right-hand corner of the screen.

Step 7: On the review changes screen, check you're happy with your requested changes and click '**Submit**' to send them to WSCC for review.



Step 8. You get a pop-up. Click **OK** on the **Confirmation** pop-up to continue.



Adding contacts does not require WSCC review and so your new contacts will be notified by email. **Please send them a copy of this guide so they can successfully setup their account and sign in.**