westsussex.gov.uk

How to use the Oracle Supplier Portal

Version 1.2

Updated 11 March 2026

west sussex county council

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
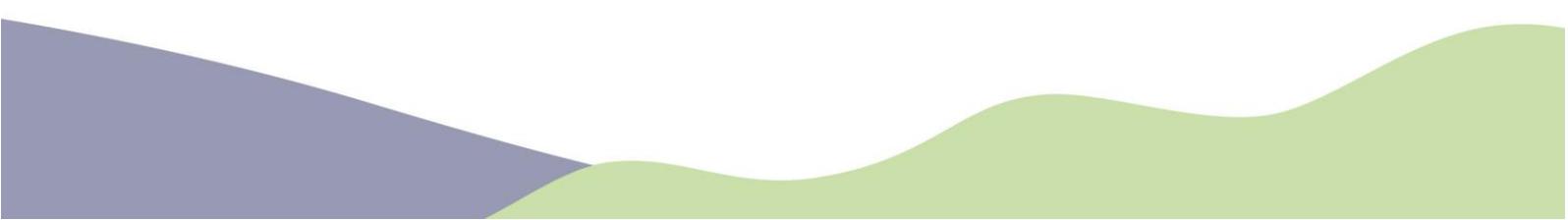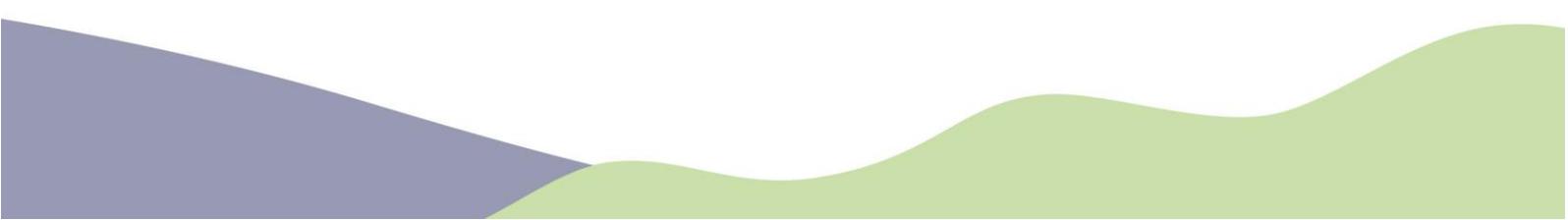
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Introduction to the Supplier Portal

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.
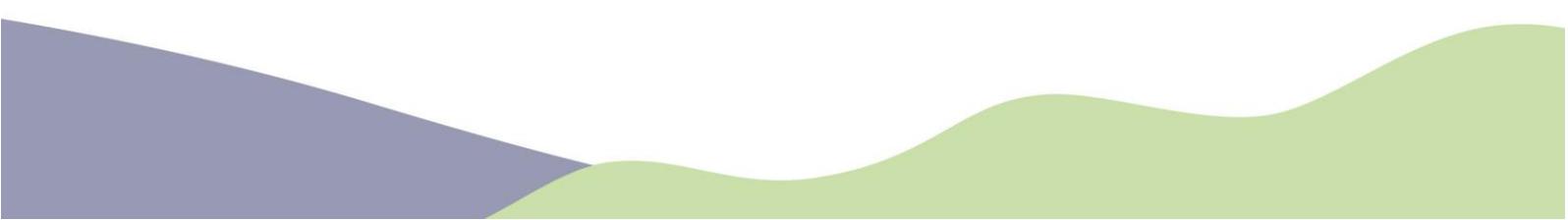
Activating your account and logging in for the first time

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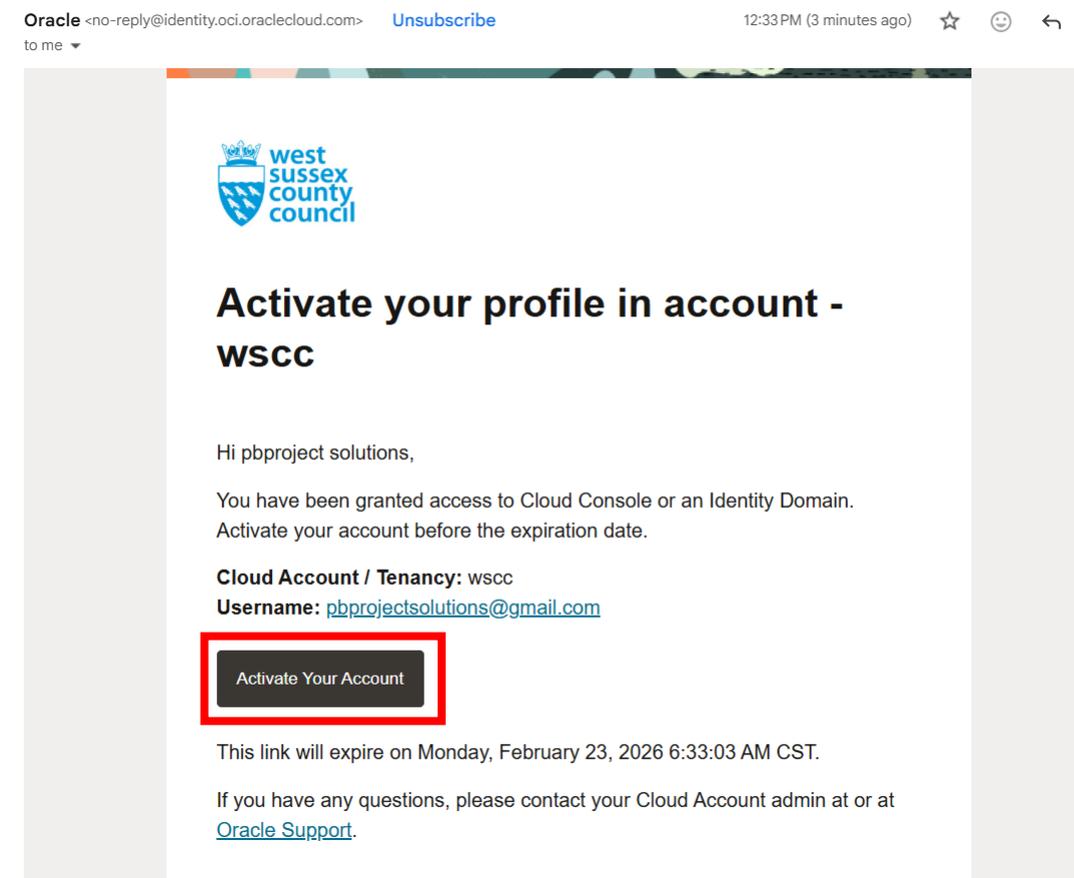
Step 1. Select **Activate Your Account** to reset your account password

Step 2. Select **Continue to Sign 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**

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.

Step 6. Follow the instructions that appear on the screen to either **input your mobile phone number** or **setup your mobile authentication app**.
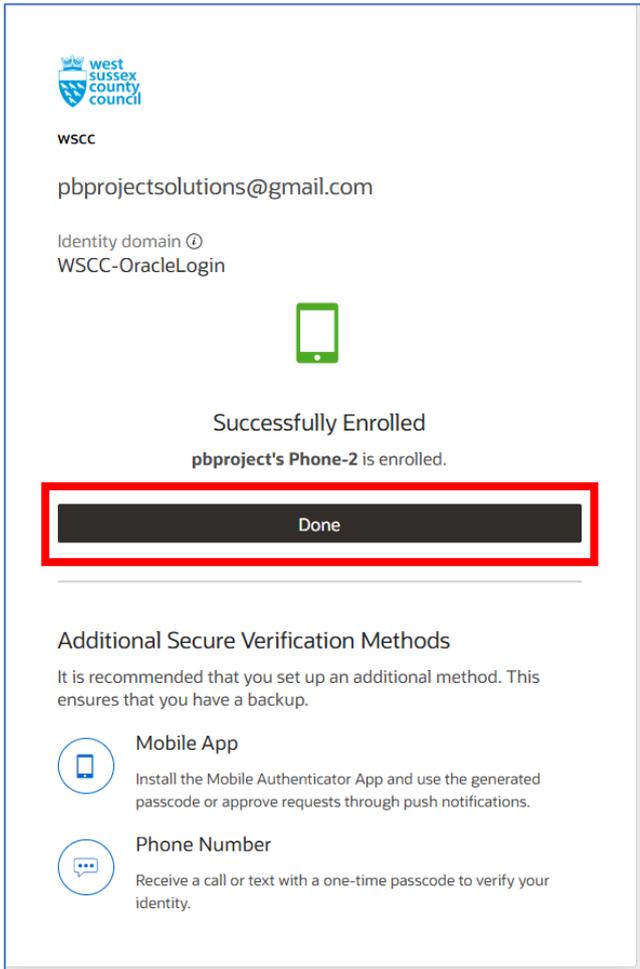
Step 7. When your setup is complete select **Done**
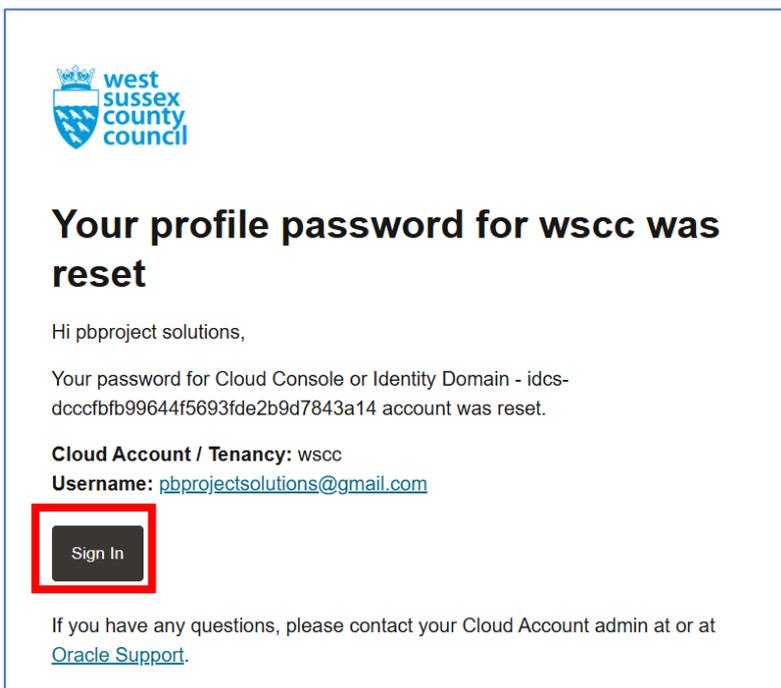
Step 8. Select **Sign In**
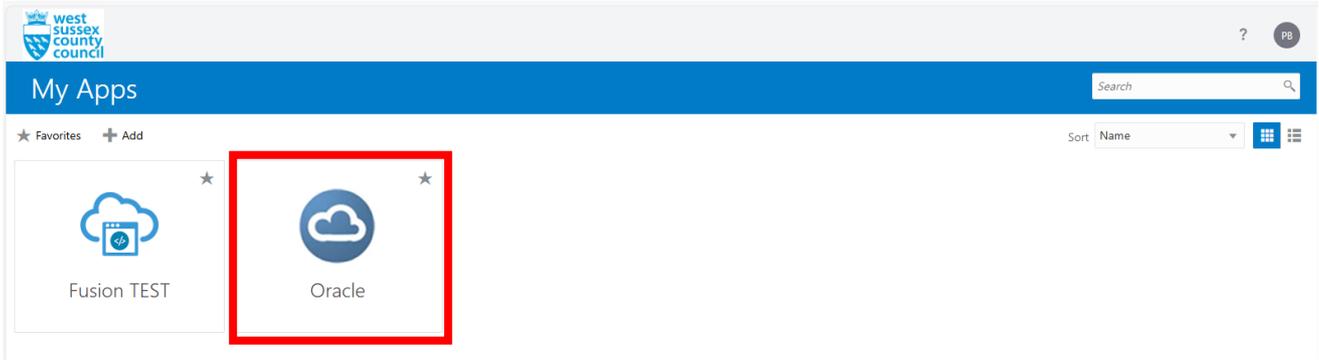
Step 9. Select the **Oracle** icon

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**.

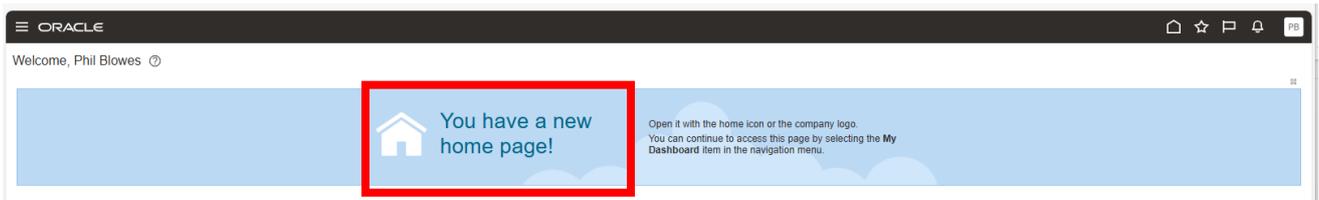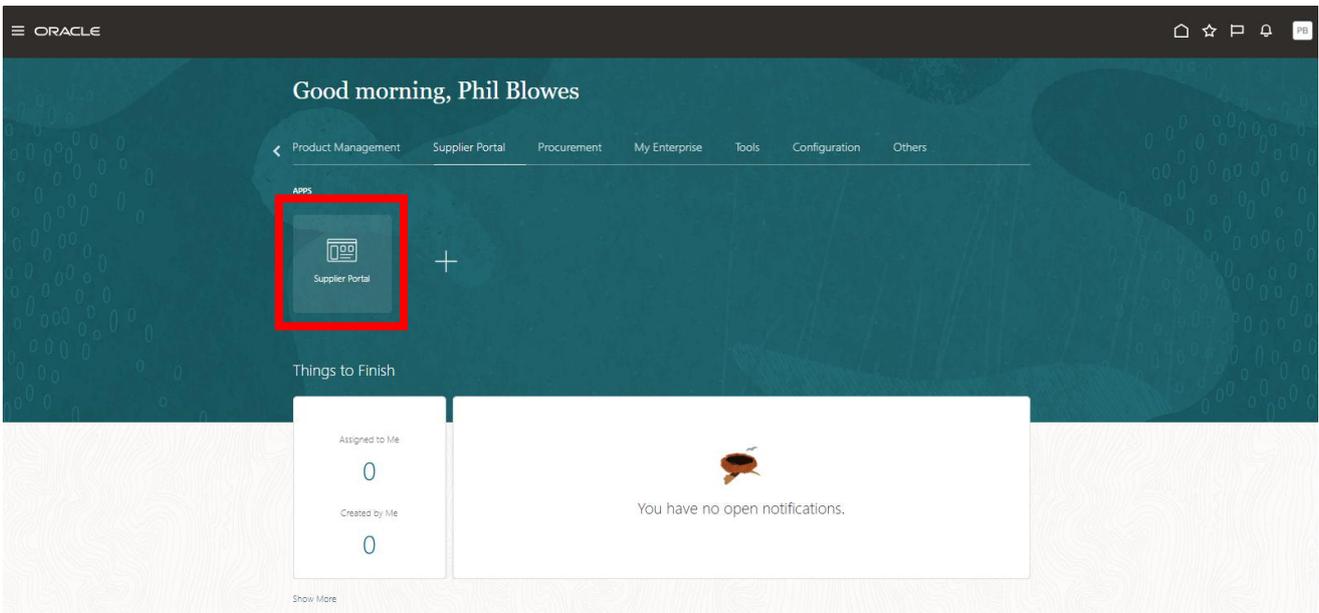# Logging in and using the Supplier Portal after the initial setup

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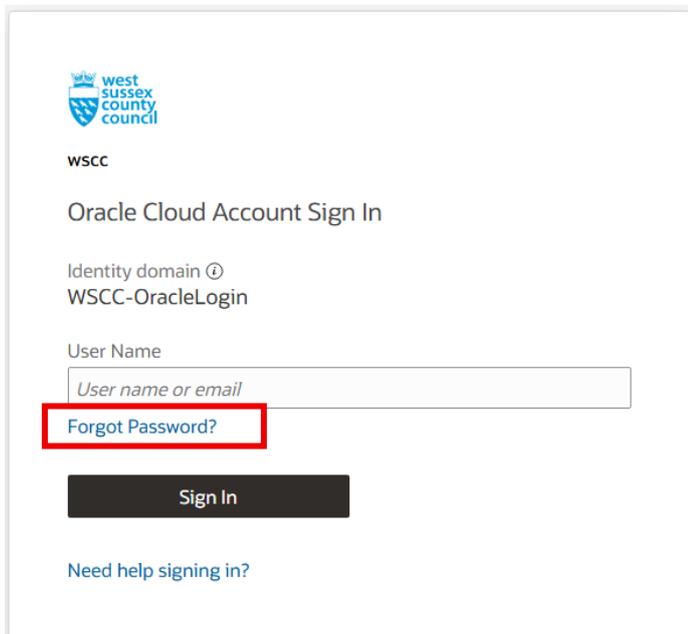
If you need to reset your password, please navigate to the Oracle Supplier Portal login page and click on '**Forgot Password?**'.

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.
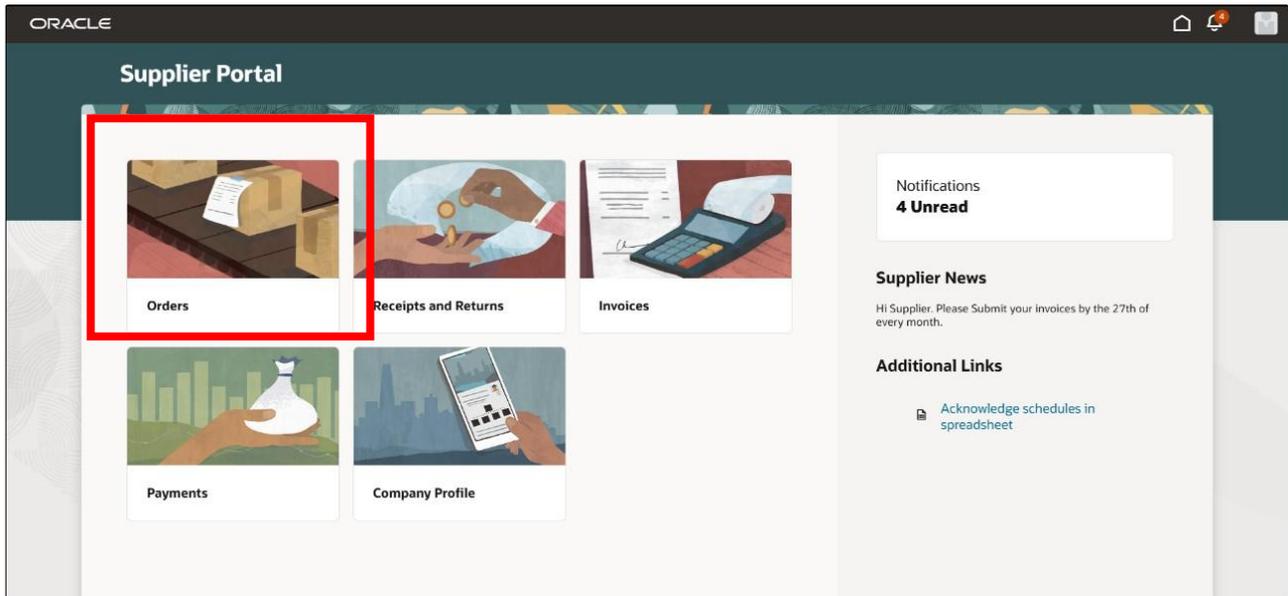
Step 1. To start, select the **Orders** tile on the Supplier Portal page.
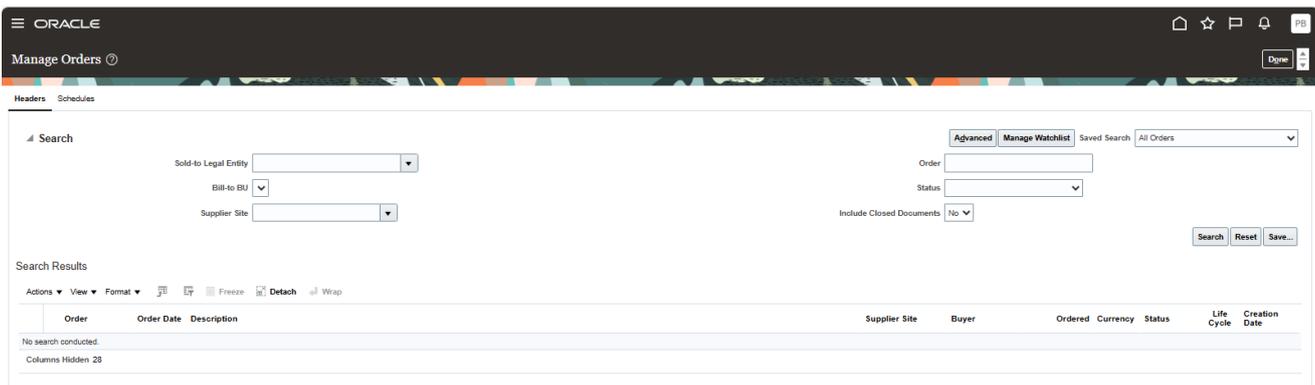
Step 2. Use the **Search** criteria fields to search for specific Orders. To search all open orders, **leave the criteria blank and all orders will appear**.

Step 3. Click **Search**.

Step 4. Click the relevant **Order** hyperlink from the search results to view the Order.

This will open the Purchase Order Lifecycle page:

PO Lifecycle Page

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

- 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.).

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

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'.
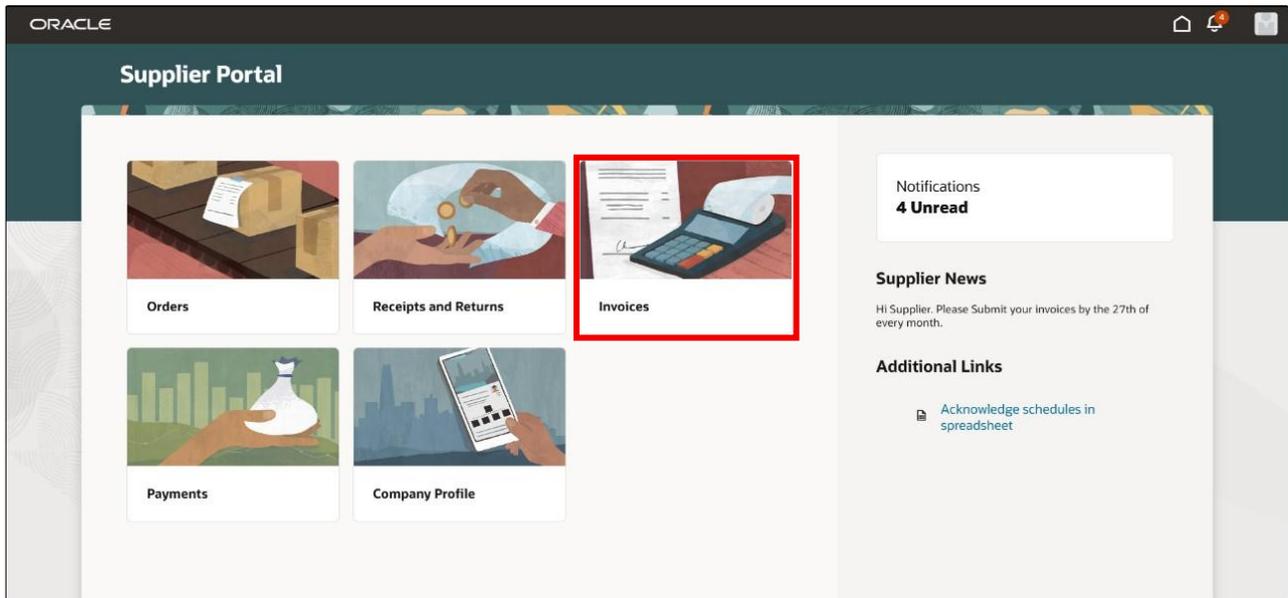
Step 1. Navigate back to the Supplier Portal page by click the '**Home icon**' in the top right-hand corner of the screen and click **Invoices** tile.
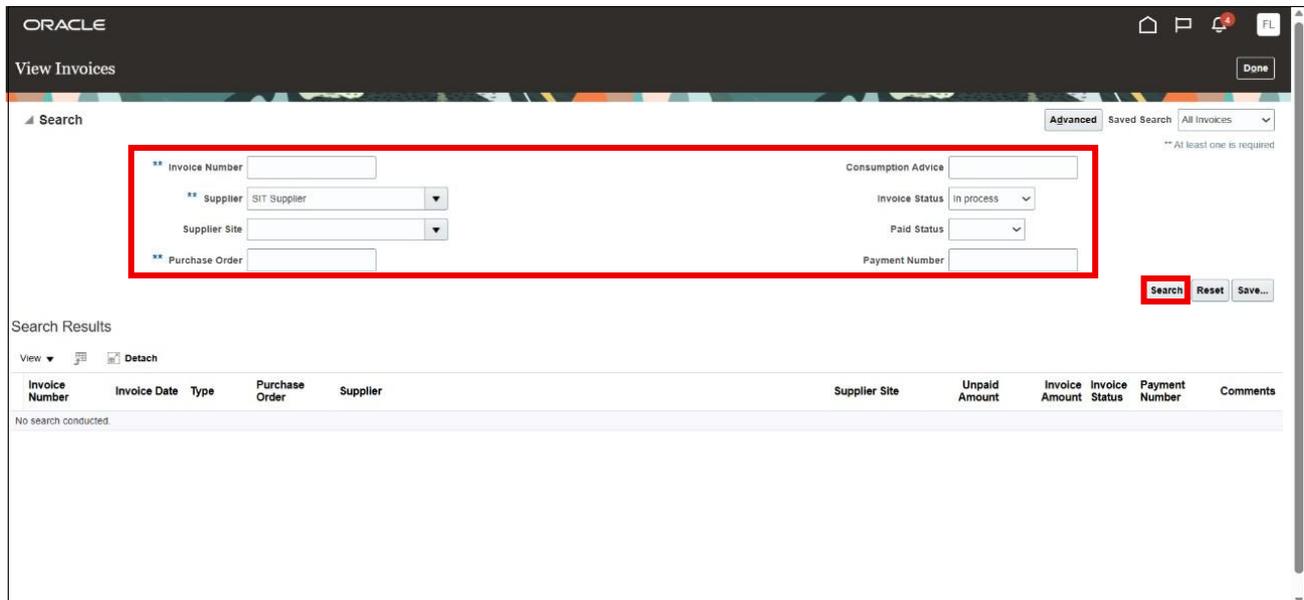
Step 2. Use the **Search** criteria fields to search for the Invoices.

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**.

Step 4. Click the relevant **Invoice Number** hyperlink from the search results to view the Invoice.

Step 5. At the top of the screen, you can view the **Invoice: General Information** at the header level.

Step 6. At the bottom of the screen, you can view the **Invoice Line Items** and **Summary Tax Lines** details**.**

3. View Payments
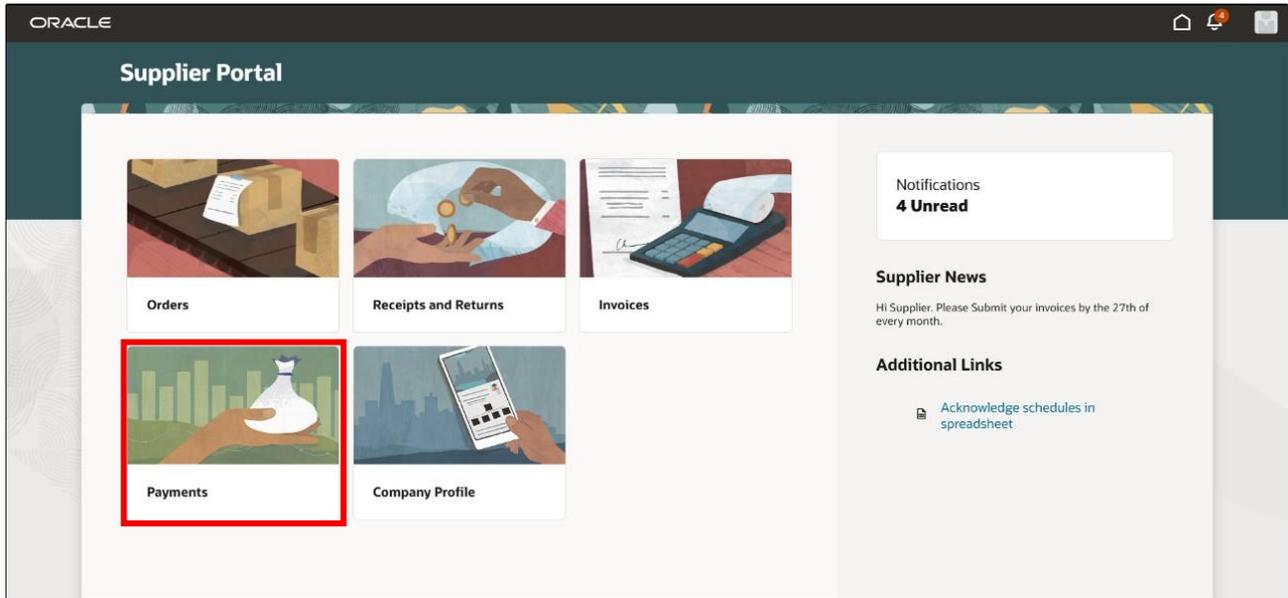
Step 1. Navigate back to the Supplier Portal page by click the '**Home icon**' in the top right-hand corner of the screen and click on the **Payments** tile.
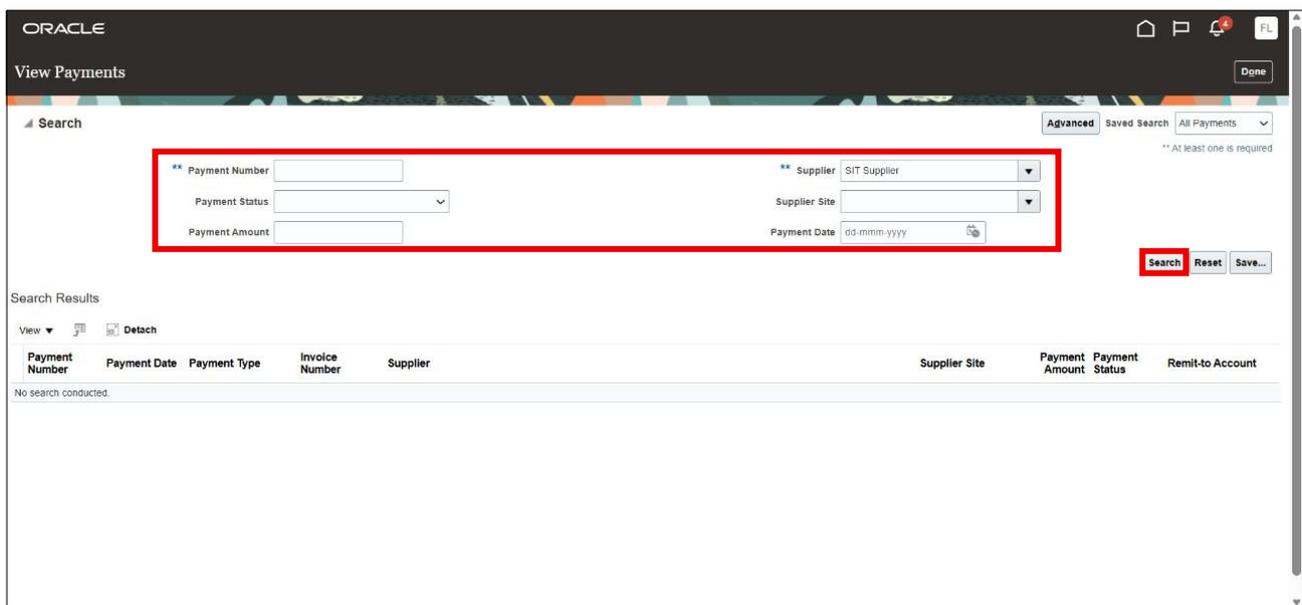
Step 2. Use the **Search** criteria fields to search for the Payments.

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**.

Step 4. Click the relevant **Payment Number** hyperlink from the search results to view the payment details.

Step 5. View the **Payment** general information at the header level.

Step 6. Click the **Paid Invoice Number** hyperlink to display the payment details against a particular invoice.

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.
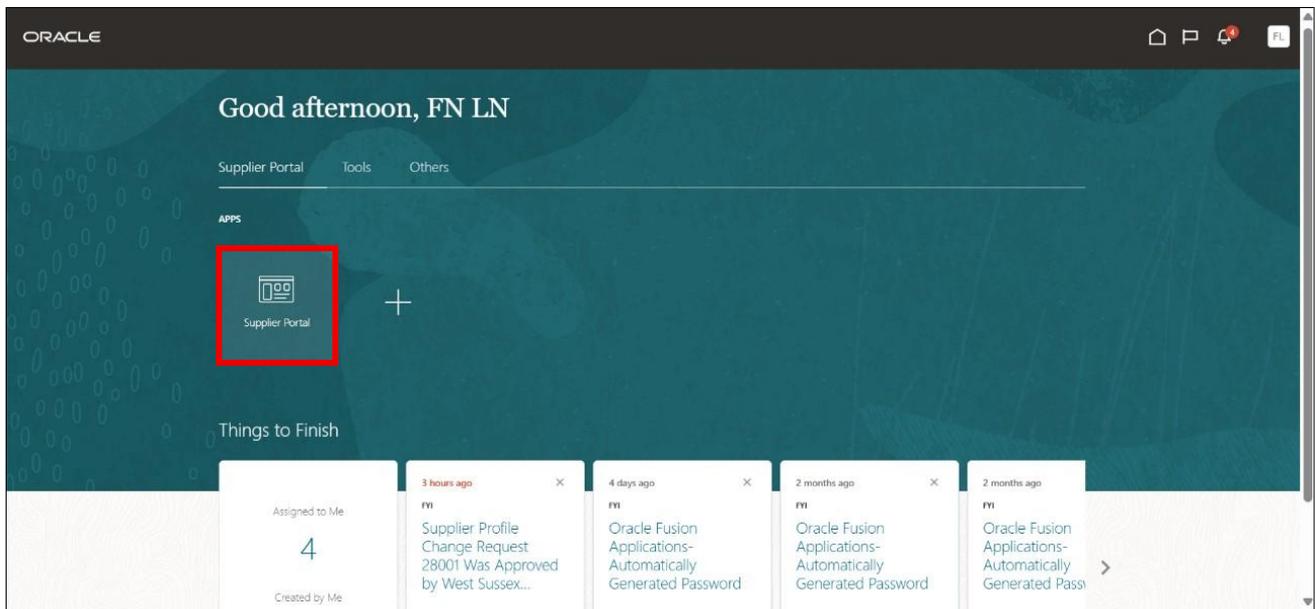
Step 1. On the Self-Service Oracle Fusion home page, click the **Supplier Portal** tab.
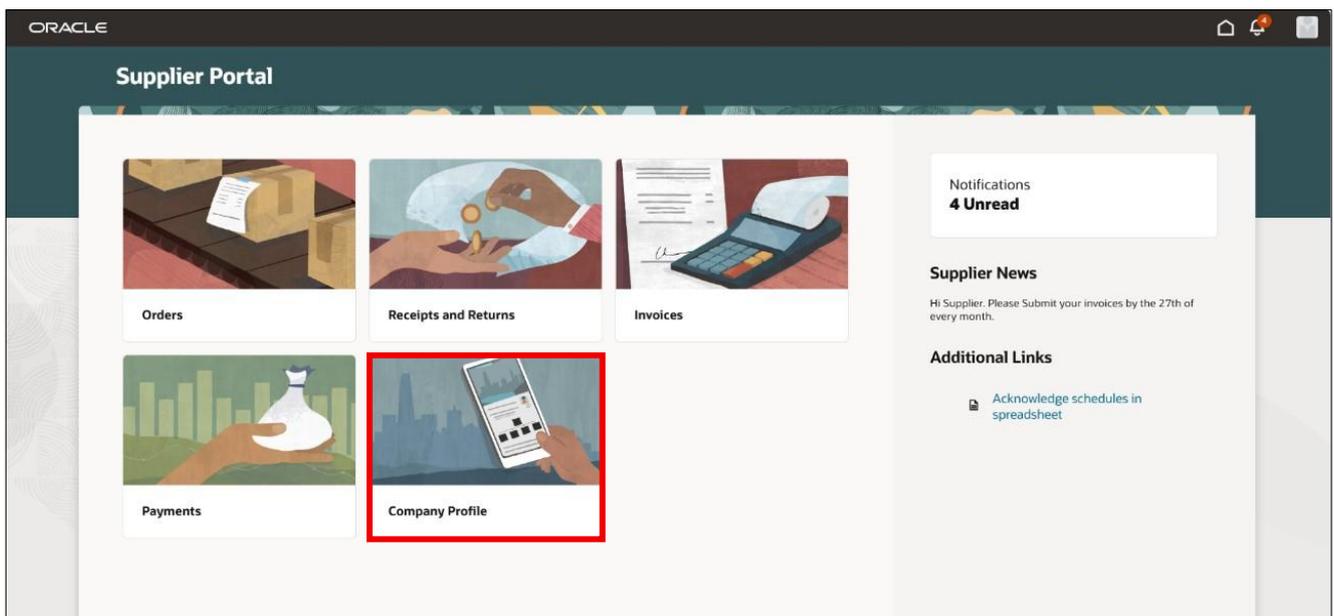
Step 2. Click **Company Profile**.
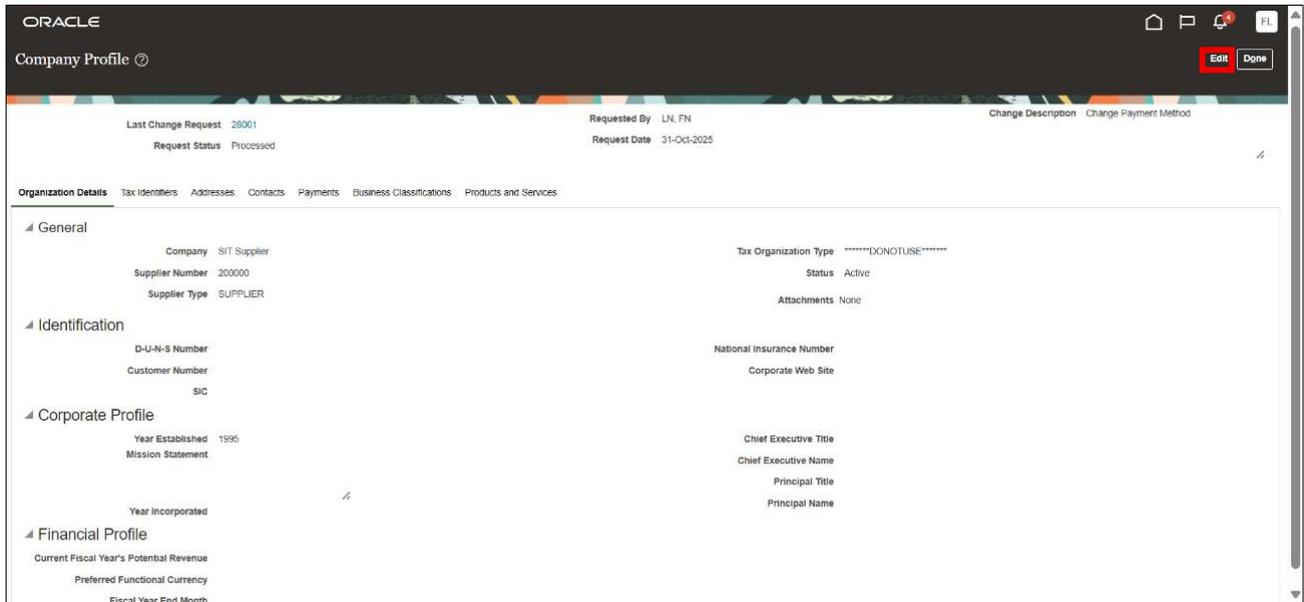
Step 3. Click **Edit** to update the profile details.
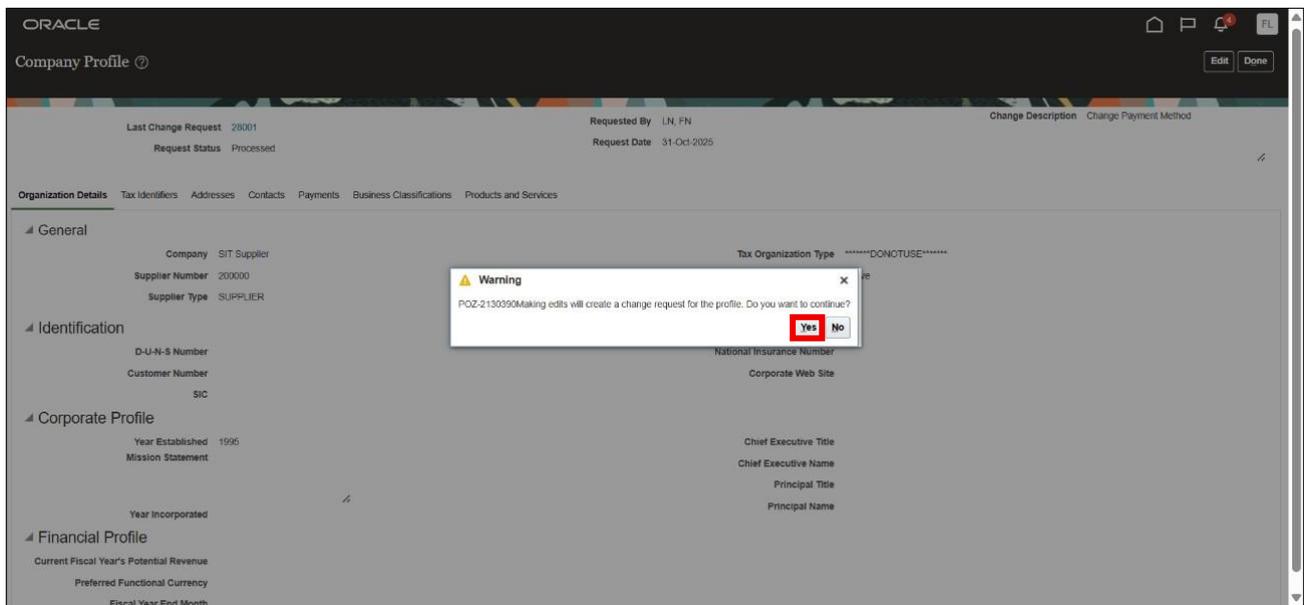
Step 4. Click **Yes** to confirm the creation of change request.

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.
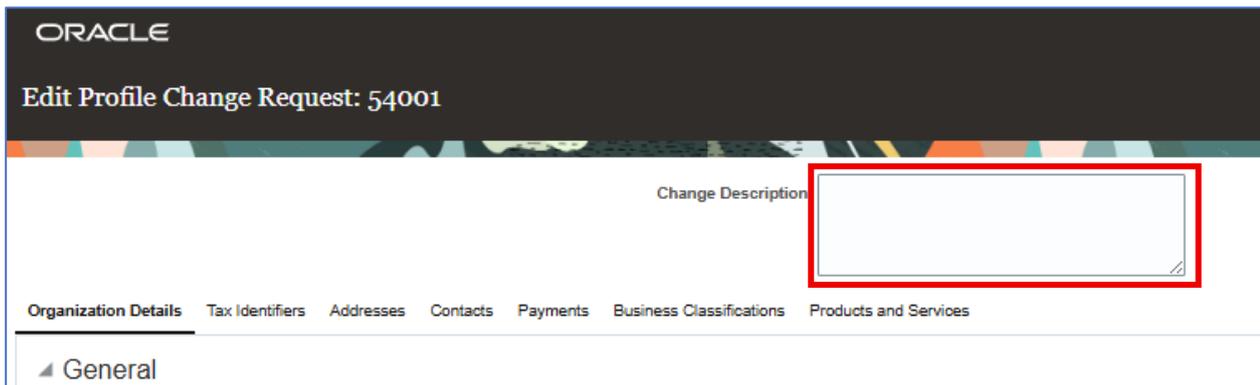
Note: Before you move between different tabs, please make sure that you **'Save'** any changes that you have made using the '**Save**' button in the top right-hand corner of the screen.
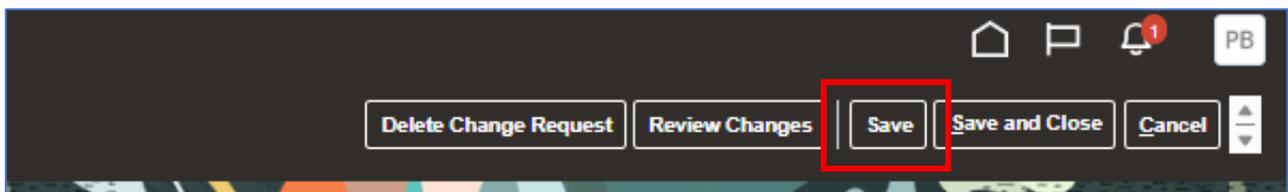
When you are ready to submit your requested changes, please first click '**Review Changes'**, ensure that you're happy and then click '**Submit'**.
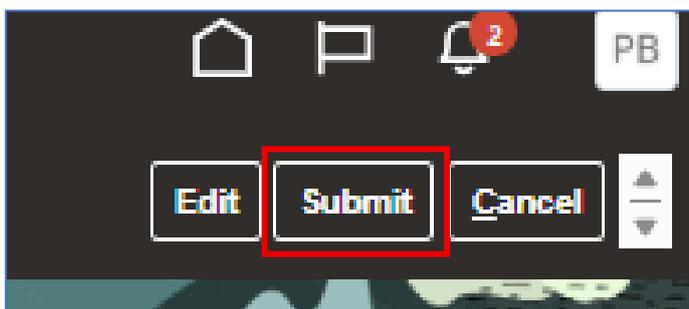
Updating payment details

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.
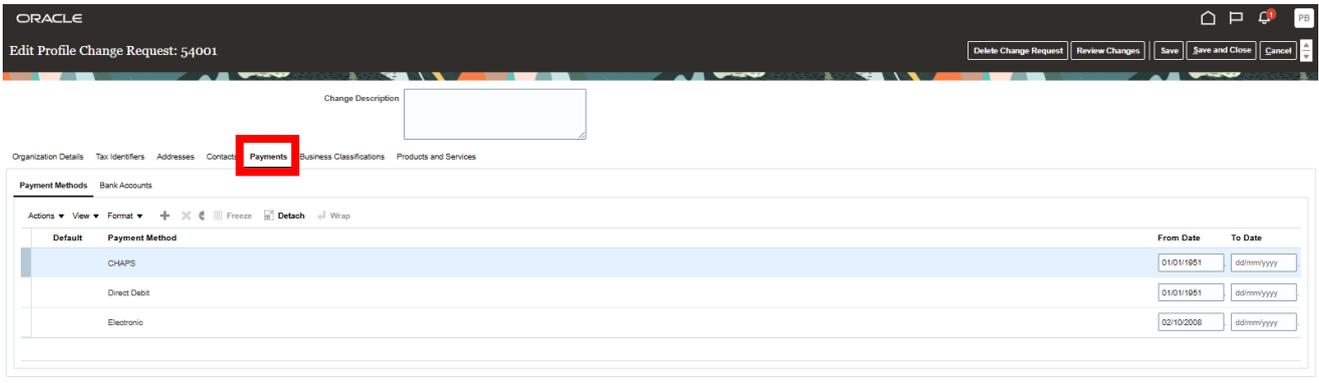
Step 1. After you've clicked '**Edit**' in the top right-hand corner of the screen and confirmed that you want to create a change request by clicking '**Yes**', select the '**Payments'** tab
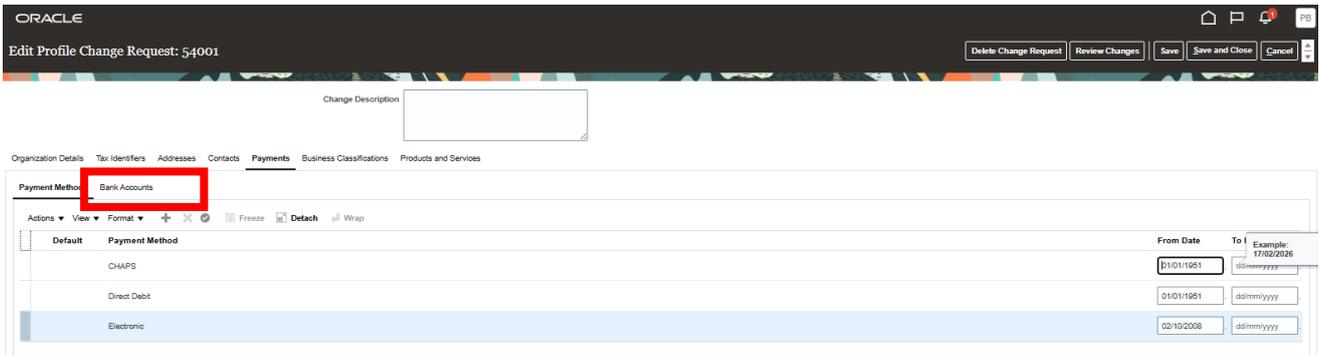
Step 2. After you've selected the **Payments** tab, please then select '**Bank Accounts'**

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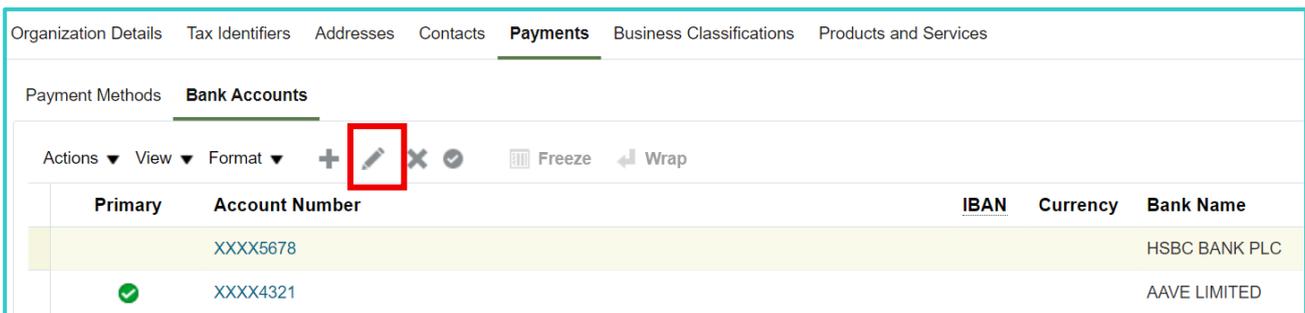
Step 4. Make any edits to your bank account and when you're happy click '**OK**'

Edit Bank Account XXXX4321

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

* Country	United Kingdom ▼		From Date	14/03/2024
Account Number	XXXX4321		Inactive On	dd/mm/yyyy 📅
Bank Name	AAVE LIMITED ▼		IBAN	
Bank Branch	Aave Limited-040670 ▼		Currency	▼
	☐ Allow international payments			

◢ Additional Information

Account Name			Check Digits	
Alternate Account Name			Account Type	▼
Account Suffix			Description	

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.

ORACLE | 🏠 🏳 🔔² PB

Review Changes | Edit **Submit** Cancel

Change Description   CR for change to Supplier name

◢ Organization Details

View ▼ Format ▼ Freeze Detach Wrap

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

◢ Addresses

View ▼ Format ▼ Freeze Wrap

Address Name ▲ ▽	Address	Phone	Address Purpose	Fax	Status	Details
✛ po7 6uf	CRABBICK FARM,WATERLOOVILLE,HAMPSHIRE,PO7 6UF		Ordering; Remit to		Active	🖥

Columns Hidden 3

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

Attachments

National Insurance Number

Corporate Web Site

✅ **Confirmation**   ✕

Your profile change request 54002 was submitted for approval.

OK

Chief Executive Title

Chief Executive Name

Principal Title

Principal Name

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.

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**'.


Step 3. Edit the contact as necessary.

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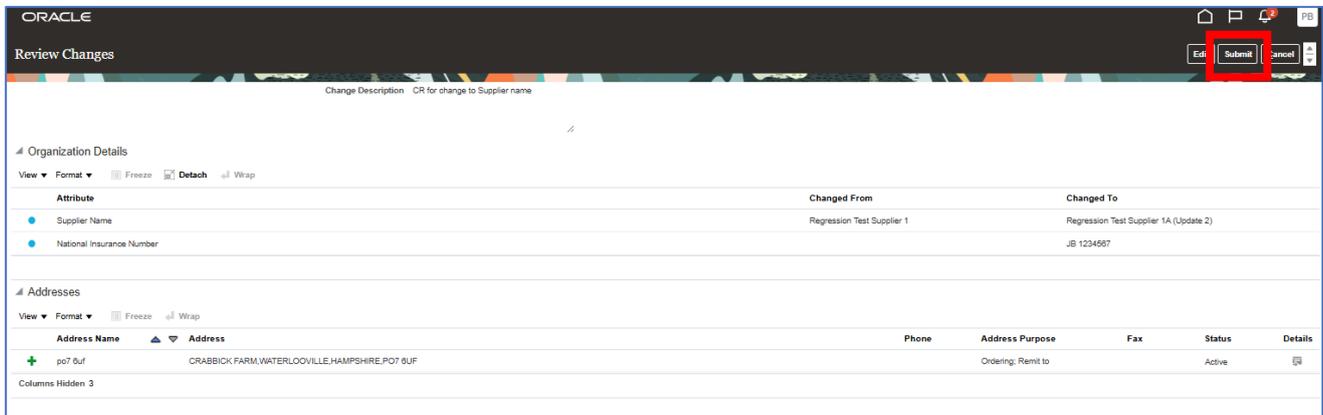
Step 7. You get a pop-up. Click **OK** on the **Confirmation** pop-up to continue.
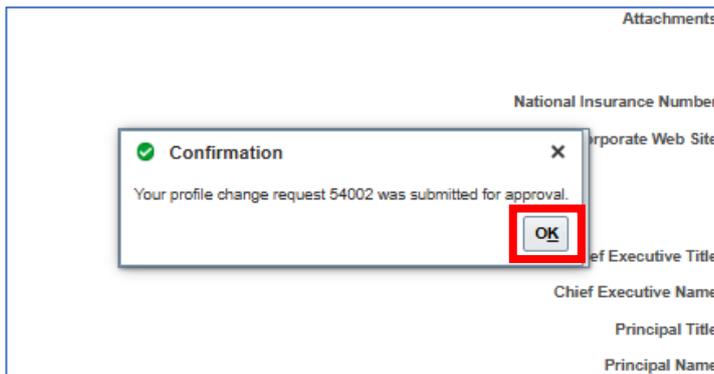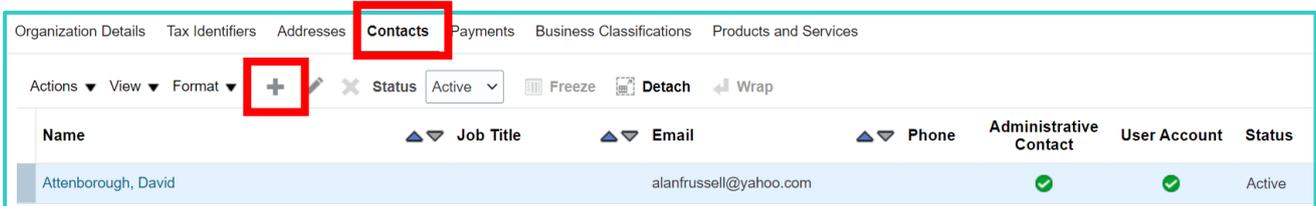

Editing contacts does not require WSCC review and so changes will be made immediately.

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

Salutation	Ms. ▾
* First Name	Major
Middle Name	Tomalina
* Last Name	Bowie
Job Title	Chief Administrator
	☑ Administrative contact

Phone	93 ▾ 123 123 123
Mobile	358 ▾ 321 321
Fax	355 ▾ 421 421
* Email	tomalina_bowie@soc.org ⬛

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.
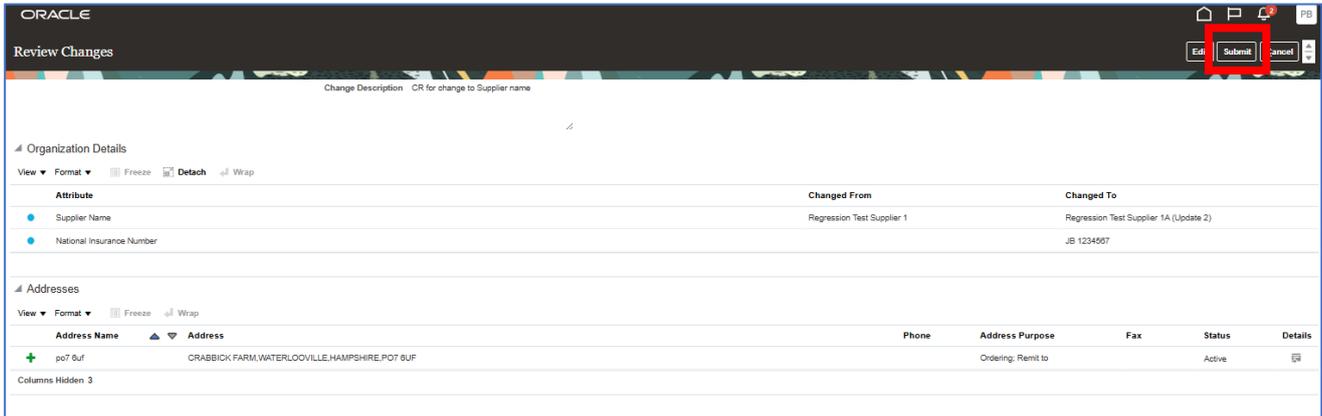
Step 8. You get a pop-up. Click **OK** on the **Confirmation** pop-up to continue.
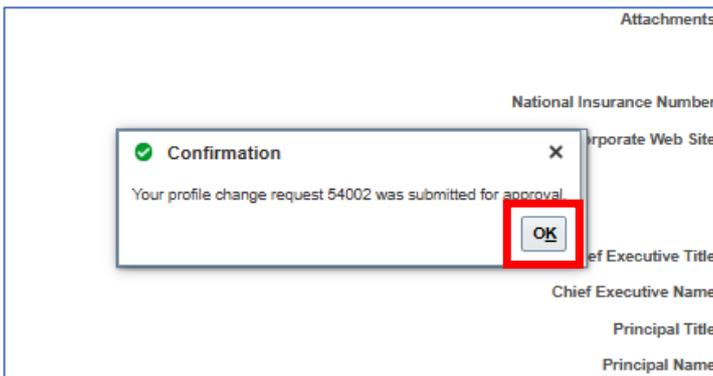
Adding contacts does not require WSCC review and so your new contacts will be notified by email. **Please send them a copy of this guide so they can successfully setup their account and sign in**.