

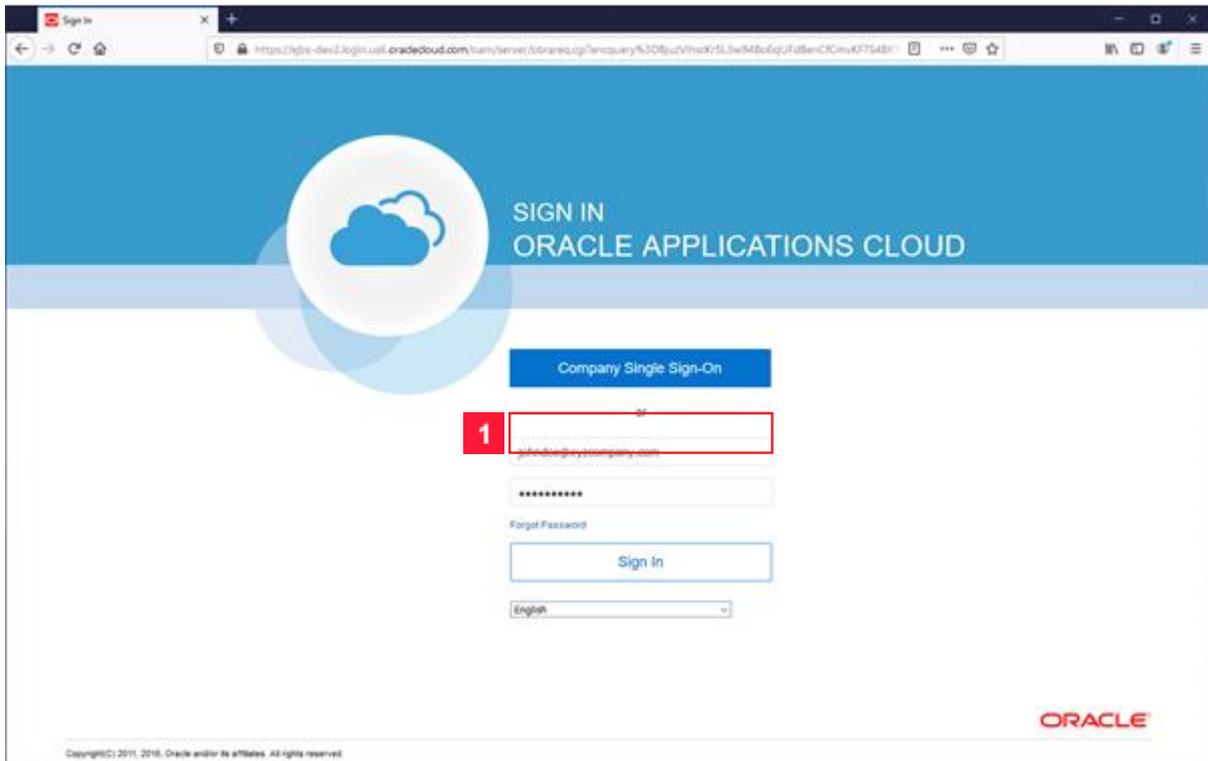
Respond to Request for Information in Supplier Portal

As a Supplier for the City of Virginia Beach you may receive requests for information. This user guide demonstrates how to respond to a Request for Information.

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1 Sign Into Supplier Portal

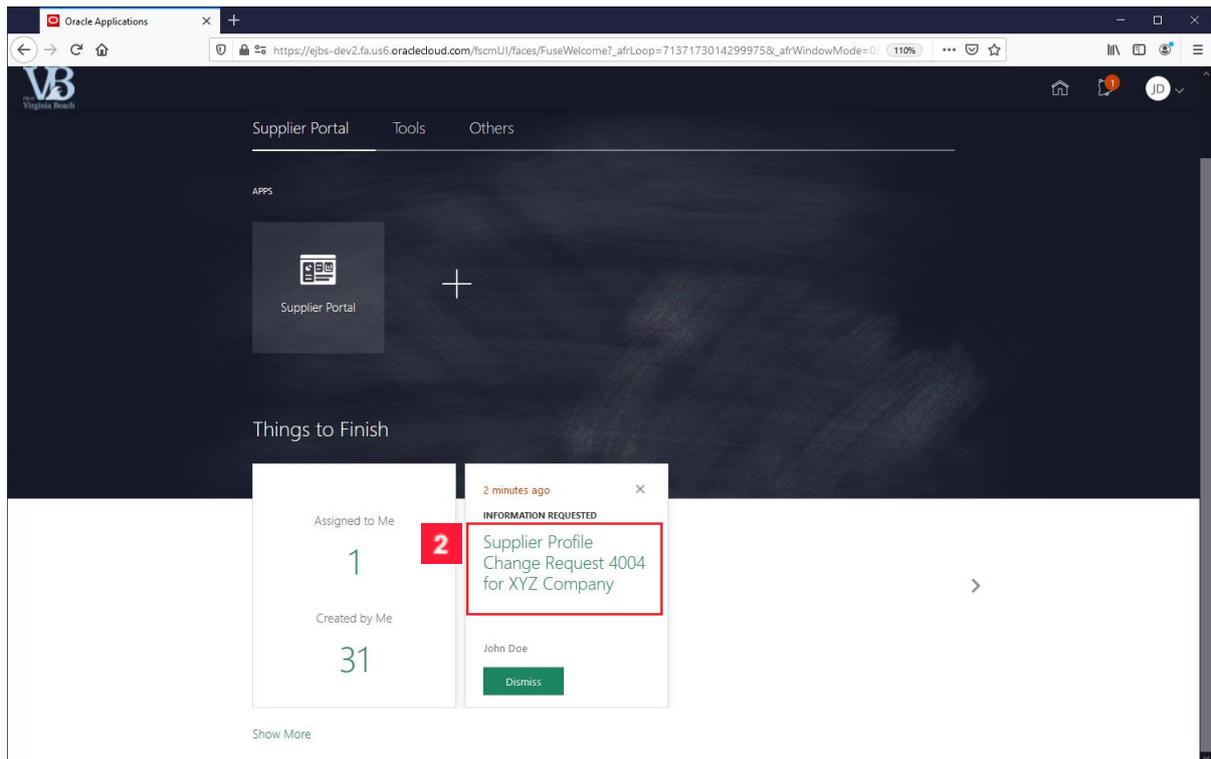


Log in to Supplier Portal by entering *your user ID* and *password*.

- Your user ID was sent to you in an email from the City of Virginia Beach when your Supplier Portal account was created. It also included a password reset link.
- If you do not have your user ID or Password click the **Forgot Password** link.

- 1** Click the **Sign In** button.

2 View Information Request Notification



On your home page, in the **Things to Finish** section there is an **Information Requested** tile.

2 Click on the **text link** to open the information request.

3 View Information Request Details

The screenshot shows a web application interface for a 'Supplier Profile Change Request 4004 for XYZ Company'. The page is divided into several sections:

- Details:** A summary of the request including Assignee (John Doe), Request (4004), Supplier (XYZ Company), From (Michelle Bailey Pittman), Request Source (Supplier), Supplier Number (10006), Assigned Date (4/30/2020 2:38 PM), Request Date (4/30/2020), Business Relationship (Spend Authorized), Task Number (209612), Requested By (Doe, John), and Change Description (update phone number).
- Contacts:** A table listing contact information for John Doe, including his email (johndoe@xyzcompany.com), phone number (+1 (757)5550 x12), and status (Active).
- Comments:** A section with a red circle highlighting a comment from Michelle Bailey Pittman dated 4/30/2020 2:40 PM. The comment text is: 'Mr. Doe, thank you for updating your profile. On your phone number there seem to be a few missing digits. Please update the information and resubmit.' A red box highlights a '3' icon and a '+' button next to the comment.
- Attachments:** A section with columns for Name, Updated By, and Date Updated, currently showing 'No data to display'.
- History:** A table showing the progression of the request through stages, including 'First Stage Approvals' and 'Parallel Approval First Responder Wins'.

In the **Comments** section, view the message that was sent to you. The date, time and person who sent the message is visible.

4 Respond to Information Request

3 Click the **+** icon (create) to respond to the message.

The screenshot shows a web browser window with the title 'Supplier Profile Change Request 4004 for XYZ Company - Mozilla Firefox'. The URL is 'https://ejbs-dev2.fa.us6.oraclecloud.com/fscmUI/faces/adf.task-flow?tz=America%2FNew_York&df=medium&dt=both&lg=en&cy=&bpmWorklistTaskId=a2f27106-c69a-4076-9061-fe3846'. The page content includes a 'Details' section with fields for Assignee (John Doe), Request (4004), Supplier (XYZ Company), From (Michelle Bailey Pittman), Request Source (Supplier), Supplier Number (10006), Assigned Date (4/30/2020 2:38 PM), Request Date (4/30/2020), Business Relationship (Spend Authorized), Task Number (209612), Requested By (Doe, John), and Change Description (update phone number). Below this is a 'Contacts' table with columns for Name, User Account, Status, and Details, showing a contact for 'Doe, John' with 'Active' status. A 'Comments' section shows a comment from 'Michelle Bailey Pittman' dated '4/30/2020 2:40 PM' with the text: 'Mr. Doe, thank you for updating your profile. On your phone number there seem to be a few missing digits. Please update the information and resubmit.' A 'History' section is also visible. A 'Create Comment' dialog box is open in the foreground, containing the text: 'Ms. Pittman, thank you for the message. I will update the information and resubmit. Many thanks.' and buttons for 'OK' and 'Cancel'. A red '4' is placed over the 'OK' button.

A Create Comment window will appear. Enter your response.

4 Click the **OK** button.

Supplier Profile Change Request 4004 for XYZ Company

Details

Assignee	John Doe	Request	4004	Supplier	XYZ Comp.
From	Michelle Bailey Pittman	Request Source	Supplier	Supplier Number	10006
Assigned Date	4/30/2020 2:38 PM	Request Date	4/30/2020	Business Relationship	Spend Authorized
Task Number	209612	Requested By	Doe, John		
		Change Description	update phone number		

Contacts

Name	Job Title	Email	Phone	Administrative Contact	User Account	Status	Details
Doe, John		johndoe@xyzcompany.com	+1 (757)5550 x12	✓	✓	Active	

Comments

Ms. Pittman, thank you for the message. I will update the information and resubmit. Many thanks.

4/30/2020 2:40 PM - **Michelle Bailey Pittman**
 Mr. Doe, thank you for updating your profile. On your phone number there seem to be a few missing digits. Please update the information and resubmit.

Attachments

Name	Updated By	Date Updated
No data to display		

History

Section	Stage or Participant

The response you entered is now visible.

- 5** Click the **Actions** drop-down arrow.
- 6** Select **Submit Information** from the drop-down list.

In this example, the City of Virginia Beach is requesting the Supplier to update their phone number. Please reference the **Manage Supplier Profile** user guide for these detailed steps.

5 Supplier Portal Support

You have successfully responded to a Request for Information. If you have questions or need additional assistance, please contact us at SupplierPortal@vbgov.com or (757) 385-4438.