Enbridge Oracle Supplier Portal

Understanding Supplier Portal Role Assignments

Profile Management Expectations

Profile Management Expectations

It is the responsibility of the supplier to manage their company profile and ensure that the information is current and accurate.

Enbridge will not accept liability for any error in the information provided by the supplier. Enbridge is under no obligation to independently investigate the information provided by the supplier.

The supplier is also responsible for disabling contacts when required and maintaining current contacts and their Supplier Portal role assignments.

Supplier Portal Role Assignments &

The Supplier Portal Roles Matrix

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Supplier Portal Roles

Supplier Portal Role Assignments

Role assignments will provide users with access to different task functionality within the Supplier Portal. There is no limitation on user role assignments; a user can have one, many or all the available roles assigned to them.

It is the **responsibility of the supplier** to request additional user accounts to the Supplier Portal and determine role assignments for users within their Organization.

The **first user** within a supplier organization **granted access** to the Enbridge Oracle supplier Portal will be provided with **SuperUser** access (all roles).

Supplier Portal Roles Matrix

Prior to requesting Supplier Portal role assignments, please review the **Supplier Portal Roles Matrix**. This matrix provides the list of available Supplier Portal role names and a description of the access capabilities for each of the roles.

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Supplier Portal Roles Matrix

Supplier Portal Task Access	ENB Supplier Accounts Receivable Specialist	Supplier Bidder	ENB Supplier Customer Service Rep	ENB Supplier Sales Rep	ENB Supplier Self-Service Clerk -No bank	ENB Supplier Qualification
Orders o Manage Orders & Schedules o Acknowledge Schedules in Spreadsheets			X	X		
Shipments o Manage Shipments o Create ASN or ASBN o Upload ASN or ASBN o View Receipts & Returns			X			
Deliverables o Manage Deliverables		X		X		
Invoices & Payments o View Invoices o View Payments	X					
Negotiations o View Active Negotiations o Manage Responses		X		X		
Qualifications o Manage Questionnaires o View Qualifications				X		X
Company Profile o Manage Profile					X	

Supplier Portal Role Names

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Supplier Portal Roles Matrix

Supplier Portal Role Names	Supplier Portal Role Description
ENB Supplier Accounts Receivable Specialist:	This role provides a supplier contact with view only access to review invoice and payment history.
ENB Supplier Qualification:	This role allows a supplier contact to view, manage and respond to supplier qualification questionnaires.
Supplier Bidder:	This role allows a supplier contact to respond to requests for quote, requests for proposal, and requests for information. This role has access to the *Negotiations and Deliverables* tasks only.
ENB Supplier Customer Service Representative:	This role allows a supplier contact to manage purchase orders and communicate shipment activities. Primary tasks include tracking, acknowledging or requesting changes to new orders. Also, communicating order schedules that are ready to be shipped by submitting advance shipment notices and access to monitor the receipt activities. This role has access to the *Orders and Shipments* tasks.
ENB Supplier Sales Representative:	This role allows a supplier contact to manage orders and deliverables as well as respond to negotiations and qualification questionnaires that are assigned to the supplier. This role has access to the *Orders, Deliverables, Negotiations* and *Qualifications* tasks.
ENB Supplier Self-Service Clerk -No Bank:	This role allows a supplier contact to view and manage profile information for the supplier company, including business classifications, contact information, and access requests to the Oracle Supplier Portal for additional users. A contact with this role is typically flagged as an *administrative contact.

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*Administrative contact: maintains the company profile and requests user accounts (supplier portal access) for their fellow employees. This user will also receive related notifications.

A Supplier Portal User Persona

A Supplier Portal User Persona

A Supplier Portal User Persona

A Supplier Portal user persona is a fictional character intended to provide a realistic reflection of an actual Supplier Portal user. Even though a persona is fictional its key traits, goals, behaviors, and needs are formed based on real observations.

A persona is used to connect people with desired ways of working and behaviors. We use a persona to identify the common responsibilities of a user, outline key changes to business interactions and engagements, identify access that users will need and as an input into the recommended training curricula.

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Supplier Portal Superuser Contact

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Supplier Portal General Assistance

Supplier Portal Support Center:

Phone: 1-403-767-3753
Email: supplierportal@enbridge.com

Supplier Portal Training Materials & Resources

Supplier Portal Landing Page:

Welcome to Enbridge's Oracle Supplier Portal.

Status | Portal Enabled Supplier

Profile | Supplier Portal Superuser Contact

"I have oversight of and maintain our supplier profile and request new portal user accounts for my colleagues. I have access to all of the portal task functionality"

How is engagement changing ?

- I have access to perform the following activities within the Supplier Portal
  - ✓ View/maintain the supplier profile
  - ✓ Request additional user accounts and choose role assignments
  - ✓ View invoice and payment history
  - ✓ Manage and acknowledge purchase orders
  - ✓ Manage contract or purchase order deliverables
  - ✓ Communicate order schedules ready to ship by submitting advanced shipping notices(ASNs)
  - ✓ Manage and respond to sourcing activities and qualification questionnaires

What roles do I have?

- ENB Supplier Self-Service Clerk- No Bank
- ENB Supplier Accounts Receivable Specialist
- Supplier Bidder
- ENB Supplier Customer Service Representative
- ENB Supplier Sales Representative
- ENB Supplier Qualifications
- Administrative Contact*

*__Administrative contact:__ maintains the company profile and requests user accounts (supplier portal access) for their colleagues. This user will also receive related notifications.

Training and Information

- **All training** available on the Supplier Portal Training Page for all role assignments
- I have new support contact information for the Supplier Portal
- I need to become familiar with the resources available to me
- I need to understand supplier portal role assignments
- I need to ensure all supplier portal users within my organization are aware of the training curricula for each of their roles

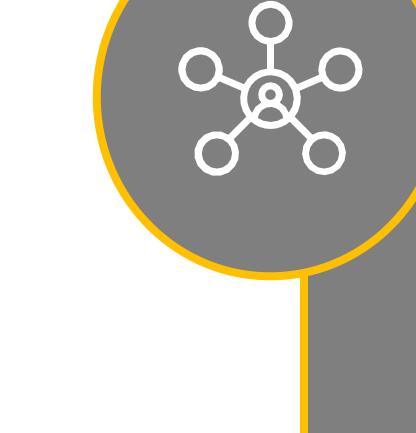*Refer to the Supplier Portal Role Matrix for more role assignment information.

Training Curricula by Supplier Portal Role

Training Curricula by Supplier Portal Role

Training demonstrations, learning guides and other resource materials are available to suppliers on our external landing pages:

Enbridge's Oracle Supplier Portal
Supplier Portal Training Page

A training curricula has been identified for each of the Supplier Portal roles. Each of the following slides includes direct links to the applicable training and resource documents related to task functionality and responsibilities of that specific Supplier Portal role so that users are not left guessing which training applies to which role. If a user has been assigned all roles, a "SuperUser" all training would be applicable to that type of user.

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ENB Supplier Accounts Receivable Specialist Training Curricula

Portal Training:

Activating, logging into your Enbridge Okta account

- Training video
- Learning guide

Understanding the Oracle home page

- Training video
- Learning guide

Managing supplier preferences

- Training video
- Learning guide

View Invoice Information

- Training video
- Learning guide

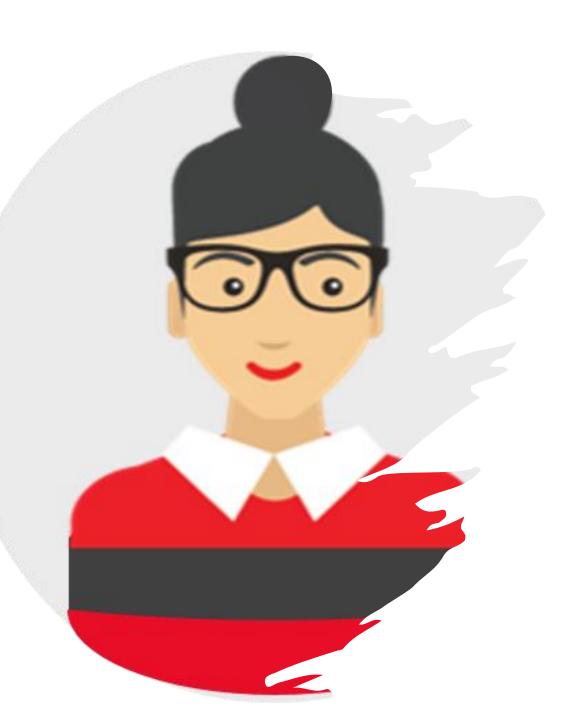View Payment Information

- Training video
- Learning guide

Non- Portal Resources:

Supplier Invoice Requirements

- Training video
- AP Invoice Requirements

Manage Banking Information

- Training video
- Learning guide

Supplier Bidder Training Curricula

Portal Training:

Activating, logging into your Enbridge Okta account

- Training video
- Learning guide

Understanding the Oracle home page

- Training video
- Learning guide

Managing supplier preferences

- Training video
- Learning guide

Responding to Enbridge negotiation events

- Training video
- Learning guide

Manage Orders, Schedules & Deliverables

- Training video
- Learning guide

Non- Portal Resources:

Document sharing via OneDrive

- OneDrive: Learning guide

ENB Supplier Customer Service Representative
Training Curricula

Portal Training:

Activating, logging into your Enbridge Okta account
- Training video
- Learning guide

Understanding the Oracle home page
- Training video
- Learning guide

Managing supplier preferences
- Training video
- Learning guide

Acknowledge PO
- Training video
- Learning guide

Supplier Change Order
- Training video
- Learning guide

Manage Orders, Schedules & Deliverables
- Training video
- Learning guide

Enbridge Change Order
- Training video
- Learning guide

Create/Submit ASNs
- Training video
- Learning guide

Manage Shipments/View Receipts & Returns
- Training video
- Learning guide

Non- Portal Resources:

Purchase Order (PO) Print Details
- Purchase Order details

ENB Supplier Sales Representative Training Curricula

Portal Training:

Activating, logging into your Enbridge Okta account

- [Training video](#)
- [Learning guide](#)

Understanding the Oracle home page

- [Training video](#)
- [Learning guide](#)

Managing supplier preferences

- [Training video](#)
- [Learning guide](#)

Acknowledge PO

- [Training video](#)
- [Learning guide](#)

Supplier Change Order

- [Training video](#)
- [Learning guide](#)

Enbridge Change Order

- [Training video](#)
- [Learning guide](#)

Manage Orders, Schedules & Deliverables

- [Training video](#)
- [Learning guide](#)

Respond to a Questionnaire

- [Training video](#)
- [Learning guide](#)

Responding to Enbridge negotiation events

- [Training video](#)
- [Learning guide](#)

Non- Portal Resources:

Purchase Order (PO) Print Details

- [Purchase Order details](#)

Document sharing via OneDrive

- [OneDrive: Learning guide](#)

ENB Supplier Self-Service Clerk- No Bank Training Curricula

Portal Training:

Activating, logging into your Enbridge Okta account

- Training video
- Learning guide

Understanding the Oracle home page

- Training video
- Learning guide

Managing supplier preferences

- Training video
- Learning guide

Non- Portal Resources:

Manage Banking Information

- Training video
- Learning guide

Roles Matrix

- Learning guide

Understanding you Supplier Profile

- Training video
- Learning guide

Understanding Supplier Portal Role Assignments

- Training video
- Learning guide

Submit a Profile Change Request

- Training video
- Learning guide

Check the Status of a Profile Change Request

- Training video
- Learning guide

ENB Supplier Qualification Training Curricula

Portal Training:

Activating, logging into your Enbridge Okta account

- [Training video](#)
- [Learning guide](#)

Understanding the Oracle home page

- [Training video](#)
- [Learning guide](#)

Managing supplier preferences

- [Training video](#)
- [Learning guide](#)

Respond to a Questionnaire

- [Training video](#)
- [Learning guide](#)

Training Curricula Summary by Supplier Portal Role Assignment

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ENB Supplier Self-Service Clerk- No Bank	ENB Supplier Qualification	Supplier Bidder	ENB Supplier Sales Representative	ENB Supplier Customer Service Representative	ENB Supplier Accounts Receivable Specialist
Role Specific Training:	Role Specific Training:	Role Specific Training:	Role Specific Training:	Role Specific Training:	Role Specific Training:

Portal Training:
- Understanding your Supplier Profile
Training video
Learning guide
- Understanding Supplier Portal Role Assignments
Training video
Learning guide
Roles Matrix

- Submit a Profile Change Request
Training video
Learning guide
- Check the Status of a Profile Change Request
Training video
Learning guide

Non- Portal Resources:
- Manage Banking Information
Training video
Learning guide

Portal Training:
- Respond to a Questionnaire
Training video
Learning guide

Portal Training:
- Responding to Enbridge negotiation events
Training video
Learning guide
- Manage Orders, Schedules & Deliverables
Training video
Learning guide

Non- Portal Resources:
- OneDrive: Learning guide

Portal Training:
- Acknowledge PO
Training video
Learning guide
- Supplier Change Order
Training video
Learning guide
- Enbridge Change Order
Training video
Learning guide
- Respond to a Questionnaire
Training video
Learning guide
- Responding to Enbridge negotiation events
Training video
Learning guide
- Manage Orders, Schedules & Deliverables
Training video
Learning guide

Non- Portal Resources:
- OneDrive: Learning guide
- Purchase Order details

Portal Training:
- Acknowledge PO
Training video
Learning guide
- Supplier Change Order
Training video
Learning guide
- Enbridge Change Order
Training video
Learning guide
- Manage Orders, Schedules & Deliverables
Training video
Learning guide
- Create/Submit ASNs
Training video
Learning guide
- Manage Shipments/View Receipts & Returns
Training video
Learning guide

Non- Portal Resources:
- Purchase Order details

Portal Training:
- View Invoice Information
Training video
Learning guide
- View Payment Information
Training video
Learning guide

Non- Portal Resources:
- Supplier Invoice Requirements
Training video
AP Invoice Requirements
- Manage Banking Information
Training video
Learning guide

Training for all Supplier Portal Role Assignments:

Activating, logging into your Enbridge Okta account
Training video
Learning guide

Understanding the Oracle home page
Training video
Learning guide

Managing supplier preferences
Training video
Learning guide