

<b>PROCESS:</b> Supply Chain & Inventory Management (C5)	<b>SEQ. NO:</b>	<b>DOC #:</b> DOC00263164
<b>SUB PROCESS:</b> Supply / Materials Planning & Replenishment (C5E)	<b>FOR REFERENCE ONLY</b>	<b>PAGE 1 OF 14</b>
<b>TITLE:</b> iSupplier WEB Portal – User’s Guideline	Verify latest revision prior to use with Document Workflow	<b>REVISION:</b> A
		<b>DATE:</b> 05/21/19

*This procedure is applicable to all Sensata Technologies sites and approved via Electronic Approval Process in Document Workflow.*

**1 PURPOSE**

- 1.1 The purpose of this iSupplier User’s Guideline is to provide a structured document that could support the understanding of the general business process to be executed through iSupplier functionality.
- 1.2 This User’s Guide Line covers four main areas:
  - a) Supplier On-Boarding Process
  - b) FCST Sharing Process (if applicable)
  - c) PO Management Process
  - d) ASN Generation Process

**2 SCOPE**

- 2.1 This procedure applies only to Sensata’s Suppliers who are engaged to use iSupplier WEB Portal.
- 2.2 The iSupplier WEB Portal is available for both Indirect and Direct materials, provided that the Purchase Order Documents are the main data sources visible within the iSupplier WEB Portal.
- 2.3 This procedure is not applicable for Expense or Capital Purchase Order Documents, since they do not utilize the FCST Sharing process, PO dates and quantities changes nor require visibility of material in-transit.

**3 SENSATA INTERNAL REFERENCES**

- 3.1 DOC00283585 iSupplier – General Business Process
- 3.2 DOC00283603 iSupplier – On Boarding Process
- 3.3 DOC00283604 iSupplier – FCST Sharing Process
- 3.4 DOC00283605 iSupplier – PO Management Process
- 3.5 DOC00283606 iSupplier – ASN Generation Process
- 3.6 UPK’s for Sensata Internal Training (Material Planners and Buyers)
- 3.7 Tutorial Training Videos for External Training (Suppliers)

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#### 4 ACRONYMS

- 4.1 PO - Purchase Order
- 4.2 ASN – Advance Shipment Notice
- 4.3 FCST – Forecast
- 4.4 ERP – Enterprise Resource Planning
- 4.5 SME – Subject Matter Expert
- 4.6 BOM – Bill of Materials

#### 5 DEFINITIONS

- 5.1 **Direct Materials:** Materials identified at the make BOM, as Make or Buy.
- 5.2 **Indirect Materials:** Materials outside of the BOM, that are normally identified as spares and supplies.
- 5.3 **Blanket Purchase Agreement:** This is the Purchase Order which establishes the price for an item. It is not associated with a specific Order Quantity. Order quantities are established by releases against the Blanket Purchase Agreement.
- 5.4 **Global Purchase Agreement:** This is the Purchase Order which establishes the price for an item. It is not associated with a specific Order Quantity. This document must be defined as Global while it is created under the Purchasing module in Oracle. This form of BPA will be used to support the visibility of Standard Purchase Orders under the FCST Sharing process as the Global BPA has the functionality of Supply Agreement.
- 5.5 **Standard Purchase Order:** The Purchase Order which establishes price and order quantity for an item.
- 5.6 **ASN:** Advance Shipment Notification, is the electronic signal in iSupplier where Sensata can identify those PO lines that have been shipped. The ASN will provide visibility into the item part number, quantities and expected delivery dates.
- 5.7 **ASN Number – Shipment Number:** This is the unique ID number that will identify the Shipment or ASN. This ID will be unique and un-repeatable for each Supplier.
- 5.8 **Ship Date:** This is the date when the shipment has been executed physically.
- 5.9 **Estimated Receipt Date:** This is the date when the goods are expected to be received physically at the Sensata ship to location. For a deeper understand on how to calculate this expected receipt date, please see explanation below.

## 6 RESPONSIBILITIES

6.1 **Supplier Admin Role**, this role is not a traditional Sensata role within Oracle, but it is required for each supplier as the main point of contact and management of Supplier End Users accounts. This role is responsible to:

- 6.1.1 Create new Supplier End Users accounts.
- 6.1.2 Maintain Supplier End User accounts (e.g. remove iSupplier responsibilities, inactivate or terminate Supplier End User account).
- 6.1.3 Escalate to the iSupplier SME if any questions or technical issues occur within the iSupplier tool.
- 6.1.4 Maintain always proper coverage of Supplier End Users to conduct the iSupplier business process.

6.2 **Supplier End User**, this role is not a traditional Sensata role within Oracle, but it is designated for any Supplier end user that could handle:

- a) **FCST Sharing process (if applicable)**
- b) **PO Management process**
- c) **ASN Generation process**

**For FCST Sharing process (if applicable):**

- 6.2.1 Navigate and evaluate FCST information shared once a month, after the refresh of FCST information.
- 6.2.2 Use correctly this FCST information for strategic purposes to sustain the Supply Chain process.

**For PO Management process:**

- 6.2.3 Perform the PO Acknowledgement process (review and confirm the existence of new POs).
- 6.2.4 If there is a disagreement with the Price at BPA, Global BPA or STD PO documents, then the Supplier/Buyer should generate a Change request indicating what new price should be.
- 6.2.5 If there is a disagreement with Date or Qty at Blanket Release or STD PO, then the Supplier/Planner should generate a Change request proposing new dates and/or quantities.
- 6.2.6 If the Buyer or Planner generate a new PO Revision change, the Supplier End User is required to respond by the PO Acknowledgement process within the Acknowledge Lead Time suggested of 3 days. If there is any kind of disagreement, then generate a Change Request to resolve.
- 6.2.7 If the Supplier requires to have a print version of any PO document, then they can print PO document themselves, ensuring that they print the latest version.

**For ASN Generation process:**

- 6.2.8 Once the shipment is executed, then the Supplier End user is required to generate the ASN in iSupplier to notify that the shipment is on its way to the Sensata dock.
- 6.2.9 Upload Shipments documents to the ASN in Supplier such as Invoices, Bills of Lading, certificates, etc.
- 6.7.10 If the ASN was generated incorrectly, then the Supplier End User should communicate to the Planner that the shipment will canceled a PO line or the entire Shipment. Once the communication has been made, then proceed to cancel PO line or the entire shipment.

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## 7 GENERAL PROCEDURE

7.1 The following procedure will be break down in four different areas:

- a) Supplier On-Boarding Process
- b) FCST Sharing (if applicable)
- c) PO Management
- d) ASN Generation

### 7.2 SUPPLIER ON BOARDING PROCESS:

7.2.1 Once it is defined who will take the Supplier Admin role, the Sensata iSupplier SME will create the user account with the required privileges to perform the responsibilities mentioned above.

7.2.2 If the Supplier is required to create more user accounts for different areas such as PO Management and/or ASN Generation process, then the Supplier Admin should create new user iSupplier accounts.

[Tutorial Video: Registration Process for Supplier Colleagues](#)

7.2.3 If the Supplier is a Global supplier that ships to multiple Sensata Make sites, and the agreement with Sensata is to handle all sites under iSupplier, then it is required to assign the appropriate Make sites. The Supplier Admin can assign these Sensata sites to Supplier End Users if is required.

[Tutorial Video: Assigning Multiple Sensata Sites to Supplier Colleagues](#)

7.2.4 If the Supplier End Users changes their roles within the same Supplier Company, and they need to adjust their iSupplier responsibilities, then the Supplier Admin can remove or provide new iSupplier responsibilities.

[Tutorial Video: Removing iSupplier Responsibilities to Supplier Colleagues](#)

7.2.5 If the Supplier End user leaves the Supplier Company, then the Supplier Admin should inactivate the iSupplier user account.

[Tutorial Video: Inactivating Supplier End User iSupplier Account](#)

7.2.6 If the Supplier End User forgets their username or password to iSupplier, then they can reset their username or password on their own. There is no need to contact any person at Sensata site.

[Tutorial Video: Resetting iSupplier User Name and Password](#)

7.2.7 If the Supplier End User has any questions, please contact your iSupplier SME designated for a given Sensata Make site.

### 7.3 FCST SHARING (IF APPLICABLE):

7.3.1 If Sensata agrees to use iSupplier to Share FCST and Open PO’s under the Horizontal view, then this section applies. If not, then Sensata is responsible to provide FCST data under any previous agreement with Supplier.

7.3.2 Assuming Sensata will share the FCST data through iSupplier, then Sensata will publish the FCST data and Open PO’s under the Horizontal view every second Monday of each Month.

7.3.3 The Supplier End User is required to log in to iSupplier and visualize the FCST data. In addition, the Supplier can export the information to Excel.

[Tutorial Video: Visualizing Sensata’s FCST and Open PO’s](#)

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7.3.4 If the Supplier End User detects any abnormality with the FCST data, then they should contact immediately the Material Planner in charge of the item part numbers. The Material Planner can help define the root cause of the issue and fix the FCST data as needed.

**Note:** If Sensata does not agree to share the FCST data and Open PO’s under the Horizontal view, the PO Management process (PO acknowledgement, Change Request, PO revision changes and Print PO’s) will still be available to execute in iSupplier.

**7.4 PO MANAGEMENT PROCESS:**

7.4.1 The PO Management process includes all the actions and transactions that surrounding the PO documents. By PO Documents, we are referring to the following:

- Blanket Purchase Agreements
- Blanket Releases
- STD Purchase Orders

7.4.2 Sensata requires the PO Acknowledgement process as mandatory with the objective to have Supplier to recognize the conditions of each PO documents (e.g. Price, Delivery date and Delivery Quantity). These are the most common elements to evaluate on each PO document, submitted as either new or under a PO revision change.

7.4.3 The PO Acknowledgement process does not mean that the Supplier fully accepts of all the conditions. However, it is required to do the acceptance to record when the PO document was reviewed by the Supplier. The PO acknowledgement can be considered as a confirmation of receipt by the Supplier.

**Tutorial Video: PO Acknowledgement Acceptance Process**

7.4.4 The PO Acknowledgement process requires suppliers to accept all PO documents and to avoid the rejection. If the Supplier rejects the PO document, then this PO document will need to be cancelled and recreate a new one to continue with the normal process. For this reason, the Supplier must accept all PO documents. If the Supplier does not agree with any of the PO conditions such as Price, Date or Quantities, then the Supplier should generate a Change Request.

**Note:** The Supplier must execute the PO Acknowledgement process within the same week or under the Acknowledge Lead Time of 3 days. This will allow Sensata’s ERP system to capture the most accurate and recent information to be used for Planning calculations.

**Tutorial Video: Generating Change Request for Price, Date or Qty.**

7.4.5 For Price Change Requests, this will apply only to Blanket Purchase Agreement and STD PO documents. The price change request does not apply to Blanket Releases because this kind of document is under the umbrella of the Blanket Purchase Agreements where Sensata manages the price agreements.

7.4.6 For Date and/or Quantity Change Requests, this will apply only to STD PO and Blanket Releases, where the Supplier will have the option to generate splits to indicate to the Sensata Material Planner how the deliveries of the goods could be executed.

**Note:** If the Supplier End User requires to split the PO line, then they must respect the original ordered quantity to avoid shipping more/less than the original ordered quantity - thus creating a mismatch to the Sensata material planning process.

**Tutorial Video: Generating Change Request for Price, Date or Qty.**

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- 7.4.7 If the Supplier End User requires a printed version of the PO documents, then the Supplier End Users can print any PO document on their own. It is recommended to print the last PO revision to ensure the Supplier is working with the most recent document.

[Tutorial Video: Printing PO Documents Under PDF Format.](#)

- 7.4.8 If Sensata agrees for the Supplier End-User to view the current On Hand quantities for Sensata’s Item Part Numbers, then the iSupplier SME will grant the iSupplier responsibilities to enable this action.
- 7.4.9 If the Supplier End User has been granted the right to view the current On Hand quantities, then the Supplier End User can use this information for decisions or actions with the Material Planners. In case the information is showing abnormal or incorrect data, then contact your iSupplier SME to review further.

[Tutorial Video: Visualizing Sensata’s Item Part Number On Hand.](#)

- 7.4.10 Each Supplier End User can setup their own iSupplier notifications. It is highly recommended to avoid having iSupplier send e-mails to the Supplier End Users to avoid getting overwhelmed with emails. It is recommendation that they view and manage the Notifications through the iSupplier Portal daily or multiple times per week.

iSupplier allows the following capabilities for managing Notifications:

- a) **Disable:** No notifications will be generated.
- b) **Do not send me email:** Do not send the notifications as e-mail. Instead, users must use the Worklist on the Portal to view and execute on their notifications.
- c) **HTML mail:** Send notifications as HTML-formatted e-mail only, without any standard attachments. If custom attachments have been defined for individual notifications in a process, however, then those attachments will still be included. Users must read their e-mail using an HTML e-mail client.
- d) **HTML mail with attachments:** Send notifications as HTML-formatted e-mail with attached links to the Notification Details page. Users must read their e-mail using an HTML e-mail client.
- e) **HTML summary mail:** Send a summary of all notifications as HTML-formatted e-mail, with a link to the Worklist page as well as links to each notification in the Notification Details page. Users must use the Worklist Web pages to view and execute on individual notifications.
- f) **Plain Text mail:** Send notifications as plain text e-mail.
- g) **Plain Text mail with HTML attachments:** Send notifications as plain text e-mail but include the HTML-formatted version of the notifications and links to the Notification Details page as attachments.
- h) **Plain Text summary mail:** Send a summary of all notifications as plain text e-mail. Users must use the Worklist Web pages to view and execute on individual notifications.

**Note:** The recommendation is to use “Do Not Send Me Email as we recommend by business process for planners, buyers and suppliers to consult on regular basis the iSupplier Portal where the notifications and pending change request are clearly visible.

[Tutorial Video: Setting e-mail and iSupplier Notifications ad hoc.](#)

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**7.5 ASN GENERATION PROCESS:**

- 7.5.1 The ASN Generation process is mandatory for the iSupplier process. This is required because we need to provide a record once the PO lines has been shipped physically and provide visibility to the shipment.
- 7.5.2 To generate the ASN, it is required to provide some required shipment information at the header level. The information at the header level will be applicable for all PO lines that has been shipped.
- 7.5.3 The iSupplier Portal can generate ASN / Shipments for one or multiple PO lines. The Supplier can select as many PO lines as needed that will be shipped to Sensata facilities. iSupplier cannot generate an ASN where different PO lines will be shipped to different Sensata facilities. The ASN / Shipment is always dedicated to one Sensata facility.

[Tutorial Video: Generating ASN and Attaching Documents.](#)

- 7.5.4 The ASN Number defined by Sensata to have the following naming convention: Supplier ID-YYMMDDhhmm

**Note:** for the hours and minutes we will use 24hrs clock numbers.

As example:

Let’s assume Supplier ID is: 104520 and ASN is generated on Apr-25-2019 at 09:52 am

Then the ASN number will be: 104520-1904250952

This ASN number is a unique a non-repeatable number for each supplier to avoid any confusion amongst suppliers.

- 7.5.5 The Ship Date is the date the Shipment happened. In iSupplier, it is not possible to ship in the future. iSupplier will display an error message if the date/time stamp entered is different from the data/time in the iSupplier system. To minimize errors, Suppliers will need to ensure the time zone in iSupplier is in synch with the local ship to location. Go to iSupplier Portal → Settings → Preferences and under Region select the appropriate Country and Time Zone.

[Tutorial Video: Setting Appropriate Time Zone for ASN Generation.](#)

- 7.5.6 The Expected Receipt Date is the date when the components or goods should arrive at the Sensata Dock Warehouse. This date is calculated and input manually by the Supplier. Therefore, the Material Planner must notify the Supplier the Standard Transit Time from the Supplier facility to Sensata Dock Warehouse.

For example: let’s assume the Ship Date us Mar-12-2019 and the standard Transit Time is 7 days.

By looking and counting the days at the calendar the 7 days will be up to Mar-21<sup>st</sup> and the 7 days will be (13,14,15,18,19,20 and 21) as you recognize we will not count the Saturday’s neither the Sundays.

March						
Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

7.5.7 iSupplier under ASN Generation Process allow Suppliers to upload different kind of documents like:

- Files (Excel, Word, PDF, etc.)
- URL (links)
- Short Text
- Long Text

Suppliers are requested to upload (at a minimum) the Invoice or Invoices that correspond to the shipment. These invoices will be stored in iSupplier and then made available for any further use by the Material Planners, Logistics and Accounts Payable areas. The intention is to have Suppliers upload documents to the ASN to avoid wasting time looking for these documents or get lost in transit.

For short text and long text, the Supplier can input notes to the shipment lines for specific instructions or comments.

[Tutorial Video: Generating ASN and Attaching Documents.](#)

7.5.8 The following data elements are required to complete the ASN information:

**Freight Terms required:** iSupplier will show the standard Freight Term defined for each Supplier.

**Number of Containers required:** This number represents the number of: Packs of Boxes or Pallets of boxes.

**Waybill or Airbill required:** This is the ID number of the Waybill or Airbill.

**Packing Code required:** This is the UN Packing Code. The most common code to be used is 4G1 (Boxes-Fibre-Closehead) or 4M1 (Boxes- Paper-Closehead). See codes below:

**UN The United Nations Coding System**

**1 Type of Container**

- 1 = Drums/Pails
- 2 = (Reserved, formerly Barrels)
- 3 = Jerricans
- 4 = Boxes
- 5 = Bags
- 6 = Composite Packaging
- 7 = (Reserved, formerly Pressure receptacle)

**H Material of Construction**

- Steel = A
- Aluminum = B
- Natural wood = C
- Plywood = D
- Reconstituted wood = F
- Fibre = G
- Plastic = H
- Paper = M
- Metal (Other than steel or aluminum)= N
- Glass = P

**2 Category Within Type**

- 1. Closedhead (non-removable lid)
- 2. Openhead (open-top removable lid)

**Tar Weight required:** This is the tar weight of the packaging used for the shipment.

**Net Weight required:** This is the weight of the goods to be shipped.

**Comments (Optional):** Free text up to 250 characters. Could be used to provide information regarding shipment handling or where the documents are located.

**Freight Carrier required:** This is the defined carrier by Sensata based on the Routing Guidelines for Ex-Works Suppliers. For Non Ex-Works Suppliers, the Supplier can select their carrier name from the drop down list. If the carrier does not exist, then they can select Vendor Delivery Option.

**Bill of Lading required:** This is the ID number for the Bill of Lading.

**Packing Slip required:** This is the ID number for the Packing Slip.

**Special Handling Code (Optional):** If Supplier would like to use this special code, then they can use the Universal Handling Code:

<b>1.3. Abbreviations and Special Handling Codes</b>	
<b>1.3.3. Special Handling and Dangerous Goods Codes</b>	
<b>A. Special Handling Codes</b>	<b>B. Dangerous Goods Codes (IATA Cargo IMP Codes)</b>
ACT Active Temperature Controlled System AOG Aircraft on ground ATT Goods Attached to Air Waybill AVI Live animal BIG Outsized BUP Bulk Unitization Programme, Shipper/Consignee Handled Unit CAO Cargo aircraft only CAT Cargo Attendant Accompanying Shipment COL Cool Goods COM Company Mail CRT Control Room Temperature +15°C to +25°C DIP Diplomatic mail EAP e-freight Consignment with Accompanying Paper Documents EAT Foodstuffs EAW e-freight Consignment with No Accompanying Paper Documents ECC Consignments established with an electronically concluded cargo contract ECC with no accompanying paper Air Waybill ECP Consignment established with a paper Air Waybill contract being printed under an e-AWB agreement FIL Undeveloped/Unexposed film FRI Frozen goods subject to veterinary/phytosanitary inspections FRO Frozen goods GOH Hanging Garments HEA Heavy cargo, 150kg and over per piece HEG Hatching eggs HUM Human remains in coffins LHO Living human organs/blood LIC License required MAL Mail MUW Munitions of war NSC Cargo has not been secured yet for Passenger of All-Cargo Aircraft NMP Newspapers, magazines OBX Obnoxious cargo OHG Overhang item PAC Passenger and cargo PEA Hunting trophies, skin, hide, and all articles made from or containing parts of species listed in the CITIES (Convention on International Trade in Endangered Species) appendices PEF Flowers PEM Meat	CAO Cargo aircraft onlu DGD Shipper's Declaration for Dangerous Goods ELI Lithium Ion Batteries excepted as per Section II of PI 965-967 ELM Lithium Metal Batteries excepted as per Section II of PI 968-967 ICE Carbon dioxide, solid (Dry ice) IMP Interline Messeage Procedure MAG Magnetized material RCL Cryogenic liquids (Packing Instruction 202) RCM Corrosive RCX Explosives 1.3C RDS Biological Substance, Category B (UN 3373) REQ Dangerous Goods in Excepted Quantities REX To be reserved for normally forbidden explosives- Divisions 1.1, 1.2, 1.3, 1.4F, 1.5 and 1.6 RFG Flammable gas RFL Flammable liquid RFS Flammable solid RFW Dangerous when wet RGX Explosives 1.3G (UN 2814 or UN 2900) RLI Fully regulated lithium ion batteries (Class 9) as per Section IA and IB of PI 965 and Section of PI 966-967 RLM Fully regulated lithium metal batteries (Class 9) as per Section IA and IB of PI 968 and Section of PI 969-970 RMD Miscellaneous dangerous goods RNG Non-flammable non-toxic gas ROP Organic peroxide ROX Oxidizer RPB Toxic substance RPG Toxic gas RRE Excepted Packages of Radioactive Material RRW Radioactive material, Category I-white RRY Radioactive material, Categories II and III Yellow RSB Polymeric Beads/Plastics Moulding Compound (Packing Instruction 957) RSC Spontaneously combustible RXB Explosives 1.4B RXC Explosives 1.4C

**Tar Weight UOM required:** This is the unit of measure for Tar Weight: POUND, KILOGRAM, etc.

**Net Weight UOM required:** This is the unit of measure for Net Weight: POUND, KILOGRAM, etc.

7.5.9 After the Supplier enters all the required information at the Header level (mandatory) or Shipment Line level (optional), then by submitting the ASN, iSupplier could show some warning or error messages. These Warning message could be related to data entry issues (e.g. where the Expected Receipt date is out of the range of the Receiving Controls). If a warning message appears, the Supplier can still proceed with ASN Generation.

For Error messages however, the Supplier cannot generate or submit the ASN. The Supplier must try to resolve the error messages on their own. Otherwise, they should immediately contact the Planner responsible for the PO line to help resolve. The most common error message is related to Receiving Controls that does not allow shipments in advance or later than the range of the Receiving Controls.

7.5.10 In those cases where the Supplier mistakenly cancels any Shipment line or the Entire Shipment, then the Supplier must notify the Planner and explain the situation. The Supplier should either cancel the Shipment line or the entire Shipment as needed.

The Material Planner can also cancel a PO line or the entire Shipment. This could be done given Supplier agreement and there is no impact to the receiving process.

[Tutorial Video: Cancelling Shipment Line or Entire Shipment \(ASN\)](#)

7.5.11 iSupplier also offers the option to create ASNs by uploading a txt file, this txt file is under strict Oracle iSupplier format. The templates, instructions and naming convention instructions are provided under the area of Upload Advance Shipment and Billing Notices in iSupplier.

The following content is the naming convention for some of the fields required when is generated the ASN:

<b>UOM</b>	<b>UOM Class</b>
SQUARE METER	AREA
SQUARE INCH	AREA
KILOMETER	LENGTH
MILLIMETER	LENGTH
METER	LENGTH
FEET	LENGTH
INCH	LENGTH
YARD	LENGTH
CENTIMETER	LENGTH
CARTRIDGE	QUANTITY
REAM	QUANTITY
REEL	QUANTITY
SPOOL	QUANTITY
PANEL	QUANTITY
PACKET	QUANTITY
TUBE	QUANTITY
BAG	QUANTITY
CARTON	QUANTITY
PACK	QUANTITY
STRIP	QUANTITY
SYRINGE	QUANTITY
EACH	QUANTITY
PER THOUSAND	QUANTITY
CASE	QUANTITY
GROSS	QUANTITY
SHEET	QUANTITY
CYL	QUANTITY
BOX	QUANTITY
KIT	QUANTITY
ROLL	QUANTITY
SET	QUANTITY
CAN	QUANTITY
PACKAGE	QUANTITY
PAIR	QUANTITY
HOUR	TIME

MONTH	TIME
US DOLLAR	VALUE
AMOUNT	VALUE
MILLILITER	VOLUME
QUART	VOLUME
LITERS	VOLUME
CUBIC CENTIMETER	VOLUME
CUBIC INCH	VOLUME
GALLON	VOLUME
CUBIC METER	VOLUME
GRAM	WEIGHT
KILOGRAM	WEIGHT
MILLIGRAM	WEIGHT
TROY OUNCE	WEIGHT
DECIGRAM	WEIGHT
POUND	WEIGHT
OUNCE	WEIGHT

For Carrier names, Country of Origin, Freight Terms and Payment Terms, consult the iSupplier Templates at: [Download Templates link](#).

[Tutorial Video: Generating ASN by Uploading Text File](#)

- 7.5.12 If the Material Planner is notified properly that any ASN or Shipment will modify substantially the Expected Receipt Date, then the Material Planner should decide whether they should modify or not the Expected Receipt Date to update the Oracle ERP system.

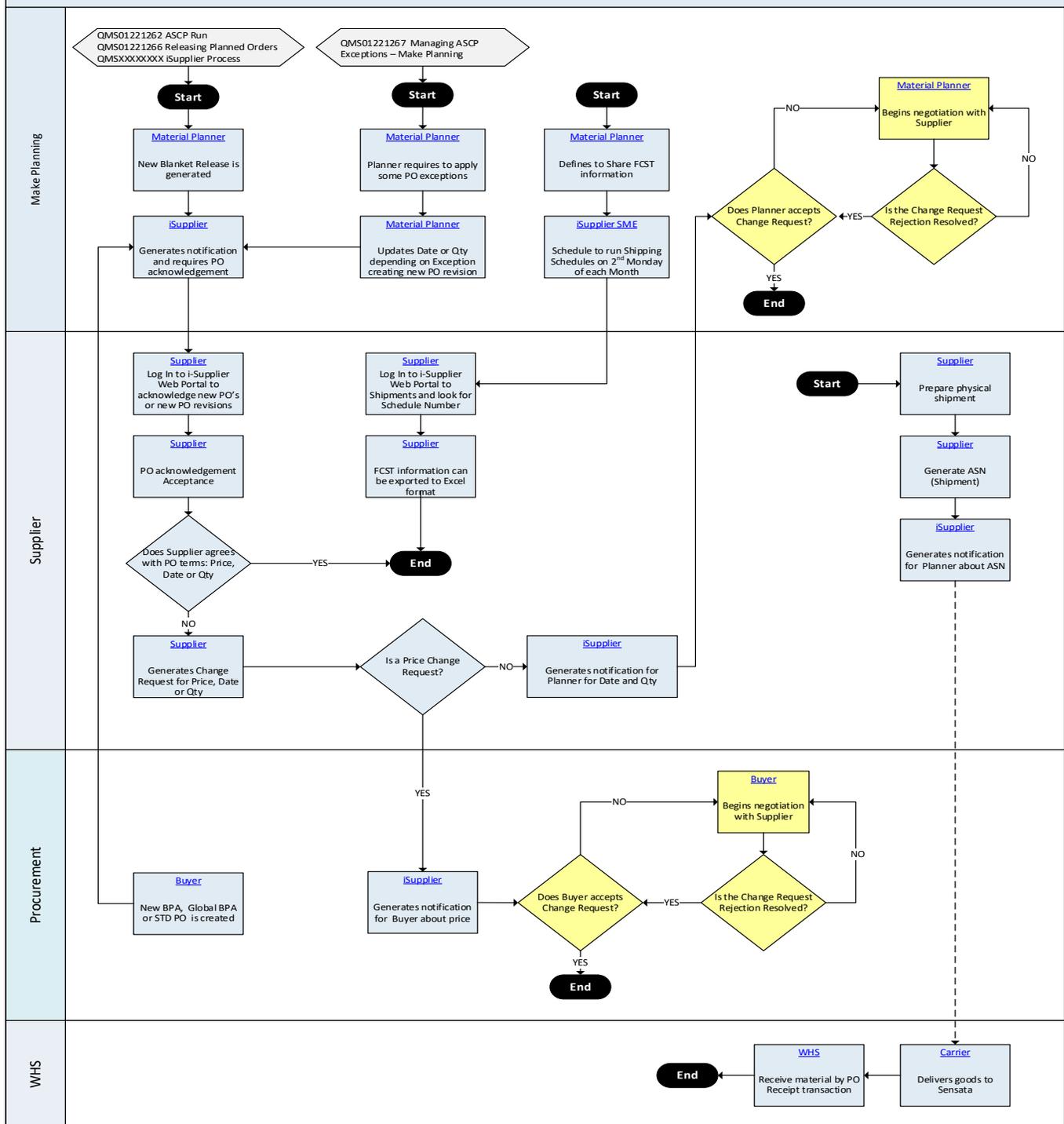
## 8      **TROUBLE SHOOTING GUIDE LINE**

8.1      This section offers some guidelines in case the Supplier End User faces any issue related to iSupplier process or the tool:

Category	Type of Issue	Cause	Action
General	Error: Cannot Display Page Error	1. Accessed this page using the browser’s navigation buttons 2. User session expired. 3. System Failure has occurred	User should log out and log back into iSupplier. If problem persists, then contact iSupplier SME to investigate further.
General	Cannot access iSupplier portal	Internet is down on supplier side	Supplier needs to investigate on their end with their IT. If email is still up and running, process outside of iSupplier via email until internet is back up and running.
General	Taking a long time to process an iSupplier transaction	Frozen browser or application, potential performance issue	Try logging out and back into iSupplier. Refresh your Browser. If issue still persists, then contact iSupplier SME. If cannot resolve then submit an IT Support ticket.
Supplier Onboarding	Unable to login to iSupplier	Supplier Admin is not set up properly or has been inactivated, or they have forgotten their username / password.	Contact iSupplier SME to help troubleshoot and resolve. Follow training materials accordingly.
Supplier Onboarding	Forgot Username/Password	Human error	Follow process and training materials to reassign username and password.
Supplier Onboarding	Supplier Admin is unable to assign the correct responsibility to the supplier user.	Responsibilities have not been granted fully to the Supplier Admin	Contact iSupplier SME to assign missing iSupplier responsibilities. Follow training materials accordingly.
Supplier Onboarding	Supplier Admin is unable to assign the correct Sensata make site to the user because they are not visible.	Make Sites list is not complete in iSupplier	Contact iSupplier SME to add additional make sites to the drop down list. Follow training materials accordingly.
Supplier Onboarding	If iSupplier SME or SupplierAdmin inactivates the SupplierAdmin role by mistake, then the Supplier Admin role will no longer be visible and cannot act accordingly.	SupplierAdmin role was inactivated by mistake.	iSupplier SME needs to recreate the SupplierAdmin user (with a new username than before, can have the same email), with their appropriate responsibilities and sites.
PO Management	Supplier rejected the PO Acknowledgement request, even though they meant to accept it.	Human error, lack of proper training.	Planner will receive an iSupplier notification if the PO has been accepted or rejected. If rejected, then the planner will need to recreate the PO document. Reinforce the process with additional training to the supplier.
PO Management	Supplier does not look at PO details on PO Acknowledgement and is unable to meet the terms of the request.	Supplier blindly accepted PO Acknowledgement without looking at details - training issue.	iSupplier SME needs to reinforce the drill down view with training.
PO Management	Supplier can make a change request on a PO that is still pending acknowledgement	Lack of proper training on business process.	Supplier needs to acknowledge PO before change request can be processed.
PO Management	Supplier is unable to read pdf docs in iSupplier	Supplier does not have Adobe Read capability to view pdfs	Supplier needs to obtain Adobe Read capability to view pdf documents.
PO Management	Supplier prints out older PO version history by mistake	Supplier is not aware of the version differences	Reinforce with training to print out latest version as standard, unless they need to go back and reference an older version.
PO Management	Supplier unable to view inventory on hand	Supplier does not have correct responsibility - iSupplier Portal Full Access	Supplier to notify iSupplier SME to assign correct responsibility. This responsibility is granted on a case by case basis based upon the Supplier relationship with Sensata.
PO Management	Supplier creates a split line in error.	Human error.	Supplier needs to notify the Planner to cancel the individual line that was made in error in EBS.
PO Management	Supplier creates a split line where the sum of the lines is over the original quantity.	Human error.	If already submitted, then the Supplier can contact the Planner to update or cancel the line in EBS.
PO Management	Supplier submits the wrong promise date in the change request by accident.	Human error.	Supplier needs to notify the Planner to reject the change request and the supplier can resubmit the change request with the correct date.
ASN Generation	Supplier creates an incorrect ASN #, not according to prescribed format.	Human error.	Reinforce with training to follow prescribed format. Cancel ASN and recreate with correct naming convention.
ASN Generation	Supplier cancelled the wrong shipment line by accident.	Human error.	Supplier needs to recreate the shipment line with new ASN # and new updated ship date, but with the same expected arrival date.
ASN Generation	Supplier cancelled the wrong shipment entirely by accident.	Human error.	Supplier needs to recreate the entire shipment with new ASN # and new updated ship date, but with the same expected arrival date.
ASN Generation	Supplier physically ships less quantity than the quantity stated in the ASN	Human error.	Two Scenarios: 1) If not Received partial quantity, then Supply cancel the shipment line in the ASN. Then Supplier needs to split the PO line in two - one for the quantity that is to be received by Sensata and another for the remaining balance once that shipment is ready to go. 2) If we have already received the partial quantity on the ASN, then Sensata can process a return receipt. Then Supplier needs to split the PO line in two - one for the quantity that is to be received by Sensata and another for the remaining balance once that shipment is ready to go.
ASN Generation	Supplier physically ships more quantity than the quantity stated in the PO line	Human error.	Warehouse receives the full quantity. If Planner does not need the extra quantity, then Warehouse should return the extra quantity back to the supplier. If Planner does need the extra quantity, then the Planner should ask the Supplier to generate a new ASN using the next PO line(s), to cover the extra quantity.
ASN Generation	If material is lost or damaged and ST is responsible for the shipment.	Damaged during transportation process or stolen.	Proceed with the receipt transaction to generate payment to the supplier. File a damaged/stolen claim with the carrier. Adjust the inventory to reflect the discrepancy.
ASN Generation	If material is lost or damaged and Supplier is responsible for the shipment.	Damaged during transportation process or stolen.	Supplier should cancel the ASN to have the PO line available again. Supplier reships new quantity against that same PO line with a new ASN.

9 GENERAL PROCESS FLOW

1 – All Roles – iSupplier High Level Business Process – GENERAL OVERVIEW



REV	DESCRIPTION OF CHANGE	DATE	BY
A	NEW RELEASE -	05/21/2019	C. Solis