

Sourcing – Q&A's

- ***We are product developers for accessories, how can we compare benchmark for quotes, do we have to meet certain criteria like performance specs?***

The specifications will be attached to the RFQ. If you have additional questions regarding the specifications please use the messaging system to ask MSI for clarity. MSI will respond by attaching in a message back.

- ***Once we log into Sourcing, will we get all the technical requirements from the module?***

The technical requirements will be attached to the RFQ. If you have additional questions regarding the specifications please use the messaging system to ask MSI for clarity. MSI will respond by attaching in a message back.

- ***Where will details, such as specifications, be attached to the RFX? We didn't see this covered in the online training?***

In the rfx there will be attachments on the header page in the requirements section. These will be text information, downloadable pdf files and URL links to shared documents.

- ***If specs provided are insufficient, how do I follow up? message by rfx? or contact engineering directly?***

Use the messaging system, message will go to motorola, and all members of the MSI collaboration team will get this message through the messaging system. It will go to the engineer that is supporting this RFX and response will be via the messaging system.

- ***Is the sourcing module applicable for NPI?***

This sourcing module is optimized for product introduction and supplier selection. Product development will be using other tools such as Agile, the sourcing module will be used for proposals and initial supplier selection.

- ***We are a new supplier, how can we get on the list for RFQ?***
collaborate with category manager and the MSI engineering teams.

- ***Would you be using sourcing module or AGILE for upgrades or existing products?***

that will be determined by particular upgrade. If it is a modification to an existing design AGILE and the ECN process may be more appropriate than using the Sourcing Module. If the design change is significant enough to warrant considering new supplier candidates the Sourcing Module will be used.

- ***We receive an order from Drop Ship, we process it in our system, ship it to the location located on the Drop Ship PO, then send the invoice back to the person who sent us the original PO. We do not know what system they are using. How is this change going to affect us?***

This process will not change in this transformation, the GEMS dropship system will be replaced in a later phase of the systems transformation

- ***Should I still do isupplier training?***

Yes you still need to know isupplier for other functions

- ***Reverse Auction - what is this ? how are the requirements spelled out, how does this work?***

reverse auction is an auction that motorola might use instead of a regular RFQ in situations where there are several suppliers with equivalent material. example, copy paper, or packaging material may be where the reverse auction is used.

- ***How do we get alerted about a reverse auction?***

just like an RFQ, will receive an invitation email and invitation on the work list isupplier portal

- ***Do we have to pass the tests in the Simulations?***

No, its there for reference only

- ***I received a user id and password- do how do I change the password?***

Go to: <https://myaccount.motorolasolutions.com> and follow instructions. If still having trouble contact us at isupplierhelp@motorolasolutions.com

➤ ***What is link to access login?***

all of the links can be found in the portal under “SOLUTION APPLICATIONS” at motorolasolutions.com/suppliers

➤ ***Wasn't able to login even at Oracle login screen?***

please email isupplierhelp@motorolasolutions.com to help you troubleshoot your issue.

➤ ***Only one of 3 contacts has received account confirmation, i have not received a new password. CP access is working, but not iSupplier?***

Please email isupplierhelp@motorolasolutions.com to fix this for you.

➤ ***what comes up in my system does not apply to me, it doesn't have any of my vendor data?***

Please email isupplierhelp@motorolasolutions.com to fix this for you.

➤ ***How do i get set up as the main user if user is no longer with us?***

Email us at isupplierhelp@motorolasolutions.com

➤ ***Do I have to login 5 times for each Sourcing, isupplier non[prod, prod and CP, and Agile? Do I get 5 different passwords?***

you should have the same password for all

➤ ***we updated our contacts in isupplier, they are in status pending, when will they be updated?***

It should take about 1 day to approve, this is being processed by Vendor Setup team in Asia Pacific

➤ ***I never received a password to log into isupplier?***

Please email isupplierhelp@motorolasolutions.com to help you with this issue

➤ ***Still waiting on replacement POs from TPC , waiting for new PO's so we can ship -- I have contacted my Supply Chain contact as well***

Replacement PO's have been loaded to iSupplier, if you are still having issues seeing the correct PO's, please contact isupplierhelp@motorolasolutions.com

➤ ***How to limit who gets the automatic PO's?***

Let us know if they need to have limits or you can do it through iSupplier portal

➤ ***Some functions of APO have transferred to iSupplier- how will our orders show up ? by shop or by customer?***

The PO's are by vendor number, not shop or customer

➤ ***For Motorola Depot repair we get work order number, is this part of iSupplier?***

Purchase orders are in iSupplier for the work that we are requesting our suppliers to do

➤ ***All my hub items formerly blanket POs do not show up in iSupplier?***

Replacement PO's have been loaded to iSupplier, if you are still having issues seeing the correct PO's, please contact isupplierhelp@motorolasolutions.com

➤ ***We have some orders that show as open that were invoiced?***

Replacement PO's have been loaded to iSupplier, if you are still having issues seeing the correct PO's, please contact isupplierhelp@motorolasolutions.com

➤ ***I haven't received anything about the isupplier, I was using Emptoris before, but i was doing IA's , new to isupplier for NP services?***

The link to training is Portal.Cloud.Motorolasolutions.com/greenfield_supplier_login

➤ ***Can I add attachments like invoices in iSupplier?***

This capability will be deployed at a later date

➤ ***if I am not set up in isupplier, can I still email invoices to AP?***

Yes

➤ ***how do I access the site to know what parts you need?***

Go to Supplier Portal (motorolasolutions.com/suppliers) , click on iSupplier link, login, click on Orders, select "View Purchase Orders" from drop down menu to view. In addition you would receive notification email in regards to new invoices

➤ ***Where should I attach the IA completion certificate when work is done?***

in iSupplier, go to Orders, and then Work Confirmation.

➤ ***I am a service provider to MSI, is the module related to services function a benefit to me***

The tool to use would be iSupplier, you can see your payments status and purchase orders, along with work confirmations. If ever invited you can use Sourcing, for a sourcing event. You can also change contacts within your company, and edit banking information.

➤ ***Should I get registered for the Sourcing module?***

IF your company is invited, you will get an e-mail. Sourcing is located into the Negotiations tab in iSupplier.

➤ ***Does it mean all PO's will be sent to the parent ID profile?***

In general, if a PO is applied to parent ID will also apply to all child IDs. It is possible in the administration section, to set one user up to see only child ID POs, or also set them up to see parent ID POs only. If someone is logging in from parent they can see all child POs

➤ ***my company has not been advised to join isupplier, i tried to register, is it open to all supplier? or only to certain suppliers?***

We have been working with Pre-Day1 Suppliers, and those suppliers have been invited to join iSupplier. Any suppliers after that will be onboarded incrementally. If you are day1 we will bring them in to get credentials. You can send your supplier info to iSupplierhelp@motorolasolutions.com and we can check for you

➤ ***We are an external recruiter doing outsourcing candidates for MSI employees, do I need to come to this page to work on the POs?***

You can come to iSupplier Portal, and click on orders and then Purchase order to see POs

➤ ***Most of the business has moved to your CMs, is there a way to pull a global forecast for a specific part forecast, to***

ensure there is enough material is being ordered by your CMs?

Unfortunately right now, we cannot really provide a global forecast.

➤ ***What is the procedure to take the training? Where and how?***

Training is now available for everyone. You will be able to take the training by going into “motorolasolutions.com/suppliers “ Click on the training tab, then click on the “training material” link. You will log in with just using your username.

➤ ***Some iSupplier users have requested Sourcing access, what does that mean?***

Sourcing will allow users to respond to RFQ's.

➤ ***Will I have to send invoices through trancepta?***

Depends on weather you were on boarded to trancepta to send invoices that way. Trancepta would have reached out to your company if invoices were set up that way.

➤ ***I am unable to put in invoices in Trancepta due to no PO numbers for us?*** If your company was on-boarded to Trancepta for invoicing, you should be able to transmit invoices. Please contact Trancepta first about the error message. They will reach out to us if there is a problem on Motorola's side

➤ ***I want to view what was in the previous hub before we went to greenfield***

If you want a copy of an old PO we have in tigers, you can request it to the requestor or helpdesk.

➤ ***How can we get inventory status from greenfield?***

In order to get your inventory status, we recommend that you reach out to your buyer.

- ***We are not able to view the shipment, how can we get information from greenfield?***
you can see all your PO's and consumptions advices in iSupplier
- ***Will we need to be set up to receive PO's from iSupplier?***
Yes the PO notifications have to be enabled
- ***Work confirmations - With some PO's create WC is not an option - what happens if I invoice, will it get received? and paid?***
if there is no work confirmation required, there's nothing else required.
- ***Replacement PO is in at the wrong price- do I invoice or contact buyer?***
it will be best to clear it up with buyer ahead of time.
- ***If we email invoices to AP, how do we track payment?***
You can do that in iSupplier, look under the “Finance” tab to look for information on payments.
- ***When will system be up to enter our invoices?***
System is up now, however the ability to enter invoices in iSupplier is not available yet.
- ***When we receive payment, will they reference the new PO?***
Yes
- ***We acknowledge POs in iSupplier one by one, can we do it all at once?***
Unfortunately, we don't have that capability to view mass PO's like on the past system
- ***What is the procedure to take the training? Where and how?***

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➤ ***How to deal with payments with new system for SOI hub pulls?***

when we issue your hub P.O, we ship against that PO on your hub we don't pay against that P.O. We issue a consumption advice and that's what we pay you against.

➤ ***How long is the AP processing time?***

Approval is going to be based on PO, invoice, and receipt. If everything is there the process happens automatically through accounts payable.