OVERVIEW

This User Guide describes how Suppliers can view receipts and returns.

HOW TO USE THIS USER GUIDE

If familiar with the iSupplier Portal Functionalities and the CRC process, refer to the One-Page Quick Reference (Cheat sheet) on page 2. Otherwise, review the Process Overview section to better understand the process. Next, review the Content/Checklist section, as this section lists the required and optional steps for each of the processes. Last, complete the required steps according to the detailed written instructions which follow the numbering sequence shown in the screenshots for how each of the tasks shall be executed.

When completing the steps in the iSupplier Portal, you may refer to the Content/Checklist column to validate that the required steps have been completed. In addition, this User Guide provides high-lighted and / or framed notes, tips and important messages to assist you in some tasks.

PROCESS OVERVIEW

Suppliers can access and view the receipt of shipped goods accepted by CRC, as well as the related shipment and purchase orders, in the iSupplier portal. If CRC returns delivered goods, the Supplier can also view the return history record and the reason goods were returned and shipment inspection results.

Follow the steps outlined below to perform these processes.

QUICK REFERENCE (CHEAT SHEET)

This Quick Reference describes essential tasks to view receipts and returns.

| Action	Tab/Screen	Quick Reference
Login to the iSupplier Portal	Login Screen	• If applicable, in the **"Main Menu"** panel click on the **"Supplier User – Transactions"** responsibility. • In the **"Home"** page, click on the **"Shipments"** tab.
View Receipts	Shipments	• Click on the **"Receipts"** hyperlink. • In the **"Simple Search"** section, populate the search criteria or leave it blank. Then click on the **"Go"** button. • In the **"Receipt"** column, click on the **"Receipt Number"** hyperlink to view the receipts details. The **"Receipt Transaction"** table will appear. • View main receipt-related information in the line.
View Returns	Shipments	• Click on the **"Returns"** hyperlink to view a summary of returns history. • In the **"Simple Search"** section, populate any of the search criteria or leave it blank to view all returns. Then click on the **"Go"** button. • The **"Return Summary"** table shows detail information about the return. • View main return-related information in the line.
View Overdue Receipts	Shipments	• Click on the **"Overdue Receipts"** hyperlink. • In the **"Simple Search"** section, populate any of the search criteria or leave it blank to view all overdue receipts. Then click on the **"Go"** button. The **"Overdue Receipts"** table will be displayed.
View On-time Performance	Shipments	• Click on the **"On-time Performance"** hyperlink. • In the **"Simple Search"** section, populate any of the search criteria or leave it blank to view all on-time performance deliveries. Then click on the **"Go"** button. The **"On- time Performance"** table will be displayed.

CONTENT / CHECKLIST

INSTRUCTIONS

### 1. ACCESS THE ISUPPLIER PORTAL

Login to the iSupplier Portal at: 🔲 https://supplier.californiaresources.com/OA_HTML/AppsLogin
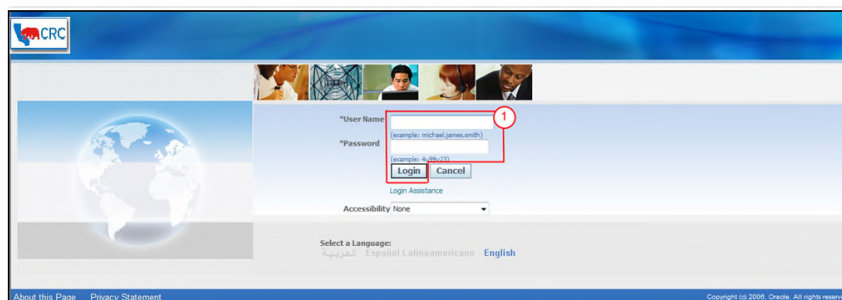
(1) Enter your Username and Password and then click on the **"Login"** button.
Note: The **"Password"** field is case sensitive. If there is a problem accessing to the iSupplier Portal, click at the **"Login Assistance"** hyperlink. Alternatively, refer to the User Guide – Overview Access and Passwords, Navigation, Notification.

After logging in to the portal, the **"Oracle Application Home Page"** will be displayed only if more than one responsibility is assigned to the user. If the user only has one responsibility the **"Home"** tab screen for that responsibility will automatically be displayed.
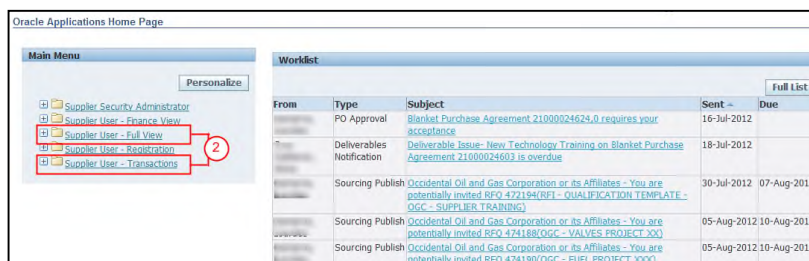
(2) To access and view the shipping information, click on one of the following responsibilities.
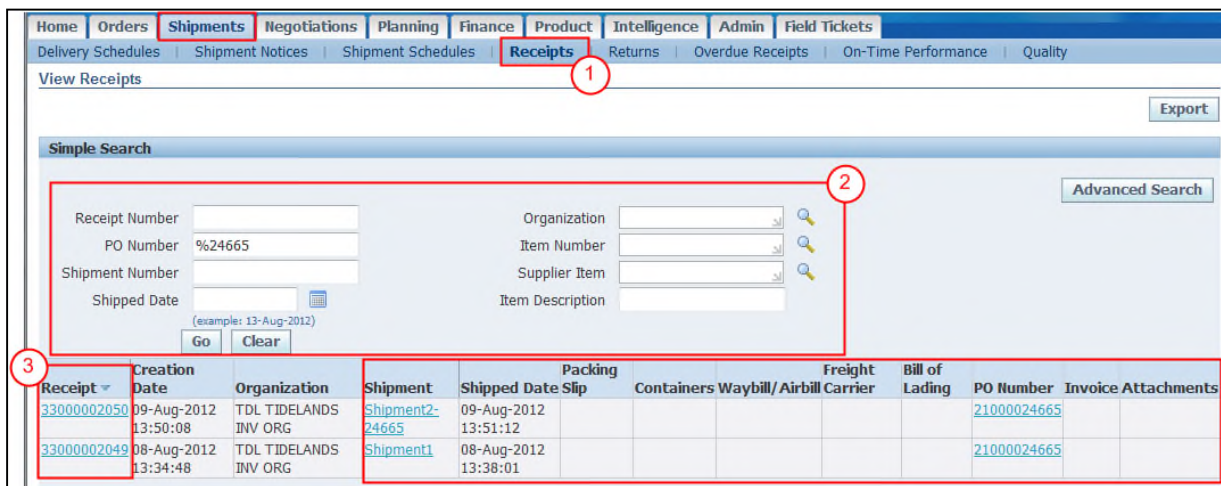
Needed Responsibility	Supplier Action
Supplier User – Full View	• View Receipts and Returns.
Supplier User – Transactions	• View Receipts and Returns. • Perform actions related to all the processes available in the iSupplier Portal except managing Supplier Users and Supplier profile data.

After accessing the required responsibility, the **"Home"** tab will then be displayed. Then click on the **"Shipment"** tab.

Note: If none of the responsibilities above are assigned to you, contact the iSupplier Portal Security Administrator within your company to request the responsibilities. Go to the <u>User Guide – Overview – Access and Passwords, Navigation and Notifications</u> for learn how to view the list of your company contacts and iSupplier Users.

2. VIEW RECEIPTS

Within the **"Shipment"** tab view all the receipts that have been confirmed for shipped goods.

(1) Start by clicking on the **"Receipts"** hyperlink.

(2) In the **"Simple Search"** section, populate any of the search criteria or leave it blank to view all receipts. Then click on the **"Go"** button. The **"Receipt Summary"** table will be displayed.

(3) In the **"Receipt"** column, click on the **"Receipt Number"** hyperlink, the **"Receipt Transaction"** table will appear, as shown below, displaying the receipt details.
Note: As needed, click on any of the hyperlinks located under the **"Shipment"**, **"PO Number", "Invoices"** and **"Attachments"** columns to view the primary receipt-related information.

3. VIEW RETURNS

The **"Shipping"** tab also allows Supplier to view the return history including the reason goods were returned by CRC and shipment inspection results. The Return Summary includes the information about the return such as quantities, returned dates, etc.
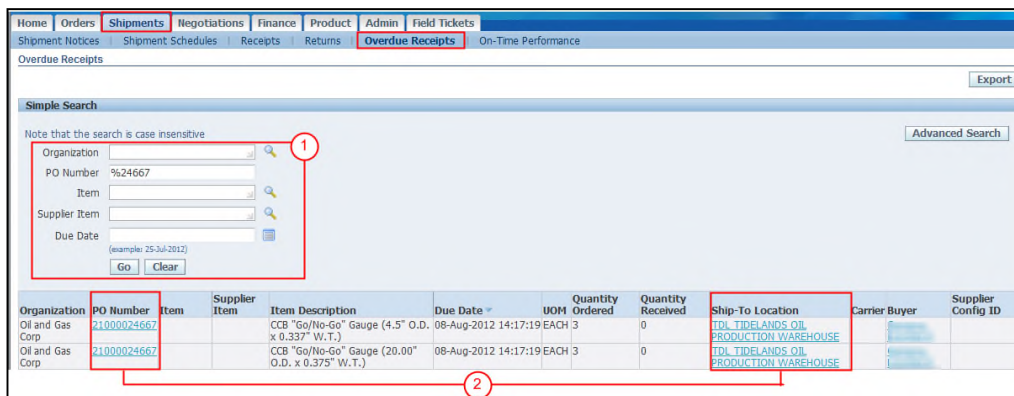

(1) Click on the **"Returns"** hyperlink.
(2) In the **"Simple Search"** section, populate any of the search criteria or leave it blank to view all returns. Then click on the **"Go"** button. The **"Return Summary"** table will be displayed.
(3) As needed, click on the **"Receipt Number"** and **"PO Number"** hyperlinks to view the detailed information about the receipt and purchasing document related to the return.

4. ADMINISTRATE RECEIPTS INFORMATION

4.1. VIEW OVERDUE RECEIPTS

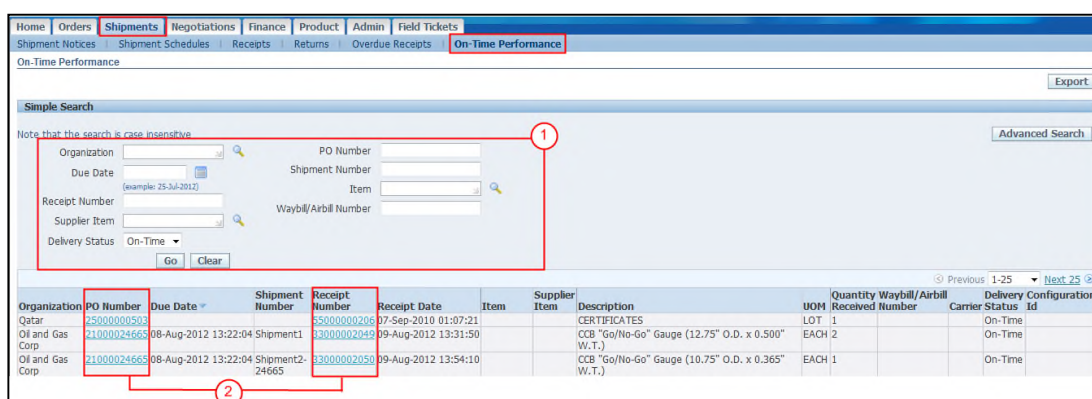View the details of past due purchase order shipments by clicking on the **"Overdue Receipts"** hyperlink.

(1) In the **"Simple Search"** section, populate any of the search criteria or leave it blank to view all overdue receipts. Then click on the **"Go"** button. The **"Overdue Receipts"** table will be displayed.

(2) Click on the **"PO number"** or the **"Ship-To Location"** hyperlinks to view the detailed information about the purchasing document and location related to the receipt.

4.2. VIEW ON-TIME PERFORMANCE

View the delivery status of shipments made against purchase documents by clicking on the **"On- time Performance"** hyperlink.

(1) In the **"Simple Search"** section, populate any of the search criteria or leave it blank to view all on-time performance deliveries. Then click on the **"Go"** button. The **"On- time Performance"** table will be displayed.

(2) Click on the **"PO number"** or the **"Receipt Number"** hyperlinks to view detailed information about the purchasing document and receipt related to the selected line.