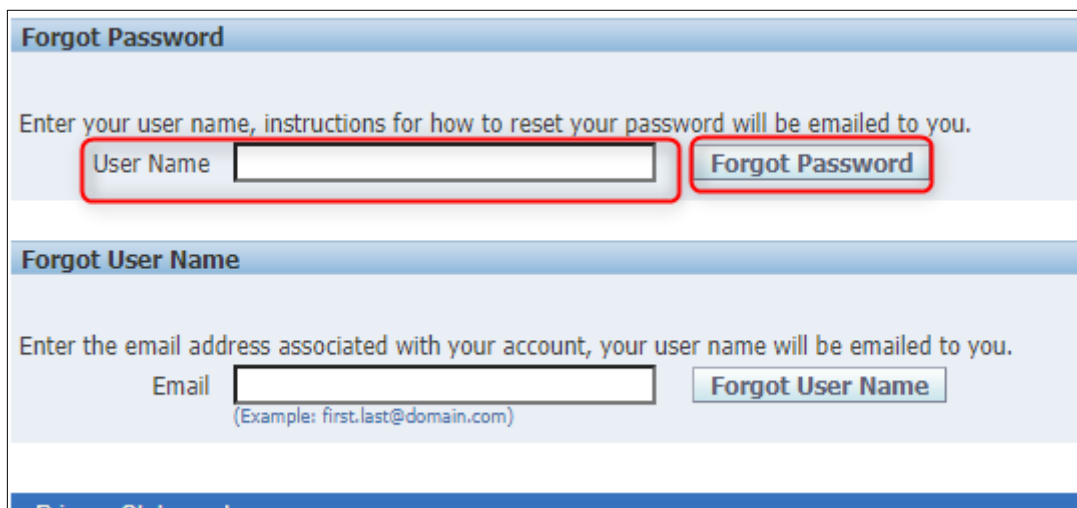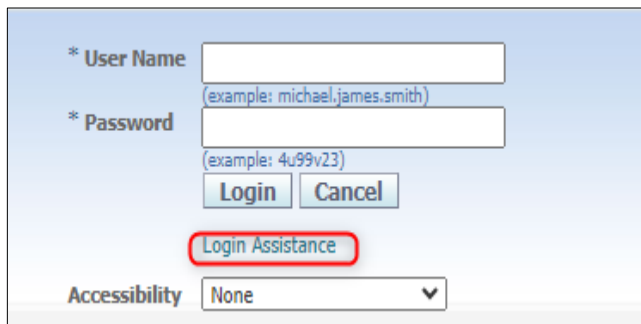# iSupplier Areas of Emphasis

I. **iSupplier Registration** / **Login Issues / Password Reset Instructions**

    a.   Don't open the iSupplier App in more than one Internet Browser Instance (ie. more than one Internet Explorer tab). An error message could appear, preventing the user from registering or logging on. If this happens close out your browser and click on the iSupplier URL https://isupplier.aflglobal.com/

    b.   What is my User Name?
         i.   The user's email address

    c.   Register within 4 hours of receiving the email notification.

    d.   What if I need to **RESET** my password or don't register within 4 hours?

         i.   **Go** to iSupplier URL https://isupplier.aflglobal.com/
         ii.   **Select** Login Assistance
         iii.   **Enter** User Name (user's email address) and **Select** Forgot Password
         iv.   Password reset instructions will be sent to your email.

    e.   Who to contact if you are still having issues with registration or logging on.
         i.   AFL.iSupplier@aflglobal.com

II. **General Usage**
   a. The first time accessing the landing page, you may have to hit "refresh" and the page comes up.
   b. Don't use backspace when navigating in iSupplier. An error message could appear.
   c. Don't open the app in more than one screen. An error message could appear-
      This tends to happen a lot at registration.

III. **Restricting Notifications**
   a. Can the supplier restrict notifications? Yes, using the preference feature. Click on Link for Instructions here: New Vendor Portal Registration, Updating Supplier Information & Resetting Passwords

V. **Purchase Order Best Practices**
   a. Supplier must enter a "reason" when initially acknowledging a PO or if making a modification to the PO.
   b. Supplier must enter "change" in the action field when initially acknowledging a PO or making a modification. Change is needed when initially acknowledging PO because new dates are added to the Promise Date and New Acknowledgement Ship Date.
   c. When expanding PO lines, make sure to select "Show All". DO NOT select the (+) symbol. This will cause an error.

VI. **How do you tell what change in a PO after buyer or supplier has made a modification?**
   a. Click on link for instructions: View PO Change History

VII. **ASN Best Practices**
   a. The Shipment Number must be unique. You can't ever use the same Shipment Number. This will cause receiving errors. See Tab "ASN Instructions" using this link for additional help: AFL Routing Guide Matrix-
   b. Can you edit an ASN after it has been submitted? No, the ASN must be canceled and New ASN created if information needs to be updated.
   c. If the supplier cancels a shipment, they can't reuse the same shipment number. The Supplier can add unique characters to the shipment number. If a canceled shipment number is "1234567", the supplier could create a new ASN as 1234567**_01**
   d. If the supplier cancels an ASN, they must wait 5 mins to be able to reselect the same PO line for a new ASN.

IX. **Instructional Video Help**
   a. How do you expand the screen?
      i. Select the YouTube icon on the video.
   b. How do you slow down or speed up the video?
      i. Once in YouTube, Select Settings, and Playback speed.