LSEG

# LSEG Oracle Supplier Portal FAQ

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LSEG

# 1. What has changed?

- Supplier onboarding and maintenance now happens through the Oracle Supplier Portal unless suppliers have a pre-agreed exception with LSEG
- Previous processes using Supplier Request Form (SRF) or Master Data Request Management (MDRM) have been retired
- All suppliers must maintain their data via the portal unless they have a pre-agreed exception
- For new suppliers, LSEG internal requesters must discuss their needs with Group Procurement. If applicable, they will provide a registration link

# 2. What are the key phases of my registration as a supplier?

The new supplier registration process consists of four key phases:

1. **Initiation**
    - Led by the **internal LSEG requester**
    - The requester identifies the need for a new supplier, contacts Group Procurement, and receives a link and email if a supplier is needed
    - The supplier is then sent a link to complete an external registration form (where a pre-agreed exception exists, an internal or manual registration may be completed)
2. **Internal approvals**
    - Led by the **Group Procurement Team and Master Data Management team (Accounts Payable)**
    - Includes **Procurement team review** (checks registration, validates documents, runs screening such as non-disclosure agreement and supplier code of conduct and IR35) and **Category Manager Review** (confirms category compliance and approves if required)
    - Once all approvals are completed the supplier becomes *Prospective.* Note that the supplier is not fully authorised to transact with LSEG at this stage
3. **Screening and authorisation**
    - Led by the **Third-Party Assurance Services** team

- Screening outcomes are recorded, and the **Third-Party Assurance team** promotes the supplier to **'Spend Authorised'**
- Supplier receives confirmation and completes onboarding steps, including uploading of bank details

4. **System set-up and activation**

    - Led by the **Accounts Payable team** with Oracle automation
    - Bank details are verified via SWIFT, supplier is activated in Fusion and linked to correct legal entities, and updates flow to downstream systems (EBS, FEG, etc.)

## 3. I have received an email, as an incumbent supplier, to say I have an account in Oracle Fusion. How do I set up my account to access the portal?

- Click the registration link provided by LSEG
- Select 'Forgot Password' to create a new password. If nothing appears, retry in 1–2 hours for system syncronisation
- Sign in using your email address
- Download the approved Mobile App Oracle Authenticator app (Android, iOS, Windows), available in Playstore or iStore. Note that FIDO Authenticator may also be available, but this is a physical device (hard token) hence the recommended approach is Mobile App
- Scan the QR code and follow instructions to complete authentication
- Go to MyApps and select Supplier Portal App

## 4. What happens if the designated contact with access to the supplier portal has left the company?

You can set as many contacts as you need with different levels of access to the supplier portal. If your company only has one designated contact and this person has left the company, liaise with your LSEG contact and ask them to submit a request to the LSEG Account Payables team.

## 5. How do I submit invoices correctly?

- If you don't have a pre-agreed exception process with your internal supplier contact, you can use the Oracle Supplier Portal to submit your invoice

- Please ensure that the Bill-To address matches the correct LSEG entity. Incorrect addresses will cause rejection
- If unsure, contact your LSEG internal contact before submitting

## 6. What if I have IT issues?

- You may need to raise an internal IT request to receive the automated email from Oracle Fusion (feocsit@lseg.com)
- Provide this email address to your IT team and ensure this is whitelisted
- If you experience an issue with the Supplier Portal, email accountspayable@lseg.com with the subject line 'Supplier Portal IT Issue'

## 7. What are the essential fields that I must complete when filling in the new supplier registration?

When completing a new supplier registration in Oracle Fusion, it's critical to provide accurate and complete information to avoid delays or rejections. The registration form is divided into several sections, and the following fields are **mandatory and essential**:

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**1. Company Details**

- **Legal company name**: must match official registration documents
- **Country of registration**: select the correct country
- **Tax registration number: i**f applicable
- **Organisation type:** e.g., Corporation, Individual
- **Supplier type:** Drives compliance requirements (e.g., Non-Disclosure Agreement (NDA), Supplier Code of Conduct (SCOC))
- **Attachments (optional but recommended)**: Tax certificates or supporting documents

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**2. Contacts**

**Minimum of two contacts required:**

1) **Primary supplier contact** – Full name, email address (mandatory), phone number
    - Must select:

- *Administrative Contact*: Yes
- *Requires User Account*: Yes (to access Supplier Portal)

- Assign default roles (e.g., Maintain Profile, Manage Orders, Send Invoices)

2) **Internal LSEG contact** – The requester or relationship owner
   - Select LSEG Internal Contact in the dropdown
   - No user account required

**Tip:** If you don't complete the second contact, automated notifications for due diligence won't be sent.

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### 3. Addresses

- **Registered address:** complete all fields accurately
- **Address name format:** use ISO country code + city + postcode (e.g., GB_London_SW1A1AA)
- **Tick usage boxes:** ensure "Receive Purchase Orders" and "Send Invoices" are selected

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### 4. Products & Services

- **Select ONE Product/Service Category at the Lowest Level** of the UNSPSC hierarchy.
  - Failure to select the lowest level will result in **automatic rejection**

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### 5. Questionnaires

- Complete all mandatory questionnaires:
  - **Diversity information**
  - **Sustainability**
  - **Country-specific regulations**
  - **NDA and Supplier Code of Conduct** (must accept unless exceptional circumstances)
  - **IR35** (UK-specific, based on product/service)

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**Important notes**

- **Accuracy matters:** incorrect or incomplete fields will delay onboarding
- **Attachments:** upload supporting documents where relevant
- **Rejections:** if auto-rejected (e.g. wrong product/service level), the supplier must restart the process using a different email address

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**Need more help?**
We have a **detailed step-by-step guide with screenshots** available on the **Supplier Knowledge Hub**. The guide covers every section of the registration form and common pitfalls. Please refer to it before starting the process.

## 8. Why has my registration been rejected?

There are two types of rejections that a supplier may receive:

1. **Automatic system rejection**
    a. Easily identified as the notification will be immediate, stating it has been rejected but with no additional information
    b. This mainly occurs because the product and services category is not at the lowest level
    c. A new registration request (using a new email address to get the code) must be raised – the original email address can still be added as a contact
2. **LSEG rejection**
    a. This will be returned later and will appear as ‘requesting information’
    b. A comment will be added to this rejection providing details on why it has been returned and what action is required by the supplier
    c. This notification will have a link to the registration where the supplier can edit, make changes, provide additional information before resubmitting

## 9. How do I restart a registration if it has been rejected?

You should re-submit the registration as before, but you MUST use a different email address from the one associated with the rejected registration. You can add the email address from the initial contact at a later stage.

## 10. How do I know I have been successfully onboarded and approved to transact with LSEG?

Starting the registration process does not mean you are already an approved supplier. Your registration must be evaluated and approved. Only once all the due diligence processes (including the third-party assurance process and, where applicable, a contract is agreed) are complete will you be fully approved to transact with LSEG. You will receive an email informing you that you are '**Spend Authorised'**.

## 11. When do I add my bank details into the portal, following being 'Spend Authorised' with LSEG?

You'll get an email letting you know you're 'Spend Authorised' with LSEG. As soon as you receive this email please go into the portal and update your bank details. This is essential for us to be able to pay you promptly.

## 12. How do I add or update my bank details?

Log in to the **Supplier Portal**, go to **Your Profile**, select the relevant **payment method**, and enter your bank information.

- **Why am I asked for additional information when saving?**
  Oracle applies **country-specific validation rules**. Depending on the country selected, extra information may be required even if the fields are not visibly marked as mandatory.
- **Some fields are not marked as mandatory. Do I still need to complete them?**
  Yes. Some country-specific requirements are conditional and may not be marked with an asterisk (*), but they are still required to save your details.
- **What should I do if I get an error message?**
  Review the error message and check that **all required fields for your country** have been completed, including those not marked as mandatory.
- **Where can I find country-specific requirements?**
  Oracle documents all country-specific bank validation requirements here: Bank Account Validation

## 13. Where should I send my invoices now that the Oracle Supplier Portal is live?

Unless you are a supplier for LCH SA, or have a pre agreed exception with LSEG, you should send all invoices to globalinvoicesubmission@lseg.com

## 14. Where can I find training and support?

Visit our Supplier Knowledge Hub for:

- Quick guides and videos on managing supplier information
- Instructions for submitting invoices, receiving POs, and participating in e-sourcing events
- FAQs

## 15. If I am the account manager for the supplier, how do I give access to my accounts payable team?

Once your company is registered you can add contacts to your company account.

## 16. I am trying to log on to the portal, and I am an approved supplier with LSEG, but my email address does not seem to work.

Your email address may not be listed as a contact on the supplier account, and we may have an alternative address on record. You should email your internal supplier contact or accountspayable@lseg.com, who can update the supplier record enabling you to log into the portal.

## 17. Who do I contact for help?

- For all queries, email accountspayable@lseg.com
- If you believe you have an IT issue, please use the subject line 'Supplier Portal IT Issue'

## 18. What happens if two entities in my group have identical legal entity names?

- On rare occasions where this occurs, you may receive an error message when attempting to register in the Supplier Portal indicating the company already exists. Please inform your LSEG contact and accountspayable@lseg.com via email. We will contact you with next steps.