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LSEG Oracle Supplier Portal FAQ

Contents

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1. What has changed?

- Supplier onboarding and maintenance now happen through the Oracle Supplier Portal (unless you have a pre-agreed exception with LSEG)
- Participation in sourcing events and invoice submission for FTSE Russell and Markets must be done via the portal
- 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 you have a pre-agreed exception)
- For new suppliers, discuss needs with Group Procurement. If applicable, Procurement will provide a registration link

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

The 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 sent a link to complete an external registration form (exceptions exist, where they do an internal or manual registration may be completed)
2. **Internal Approvals**
   - Led by the **Group Procurement Team**
   - 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)
3. **Screening and Authorisation**
   - Led by the **accounts payable team** with Oracle automation
   - 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 sync
- Sign in using your email address
- Download the Oracle Authenticator app (Android, iOS, Windows)
- 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 had 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 Payables team.

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5. How do I submit invoices correctly?

- Ensure 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 IT request internally to receive the automated email from Oracle Fusion.
- Provide this email address to your IT team:
- 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** – If applicable
- **Organisation type** – E.g., Corporation, Individual
- **Supplier type** – Drives compliance requirements (e.g., NDA, Supplier Code of Conduct)
- **Attachments (optional but recommended)** – Tax certificates or supporting documents

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2. Contacts

- **Minimum of two contacts required:**
  - **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).
  - **Internal LSEG contact** – The requester or relationship owner.
    - Select *LSEG Internal Contact* in the dropdown.
    - No user account required.
- **Tip:** Missing the second contact will prevent automated notifications for due diligence.

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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)

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 is caused primarily because the product and services category is not the lowest level
   c. A new registration request using a new email to get the code must be raised – the original email 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 resubmit 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?

When you initiate the registration process you are not yet 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 will receive an email notification informing you that you are ‘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.

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12. 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

13. 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

14. 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'