



SUPPLIER

Purpose: This job aid provides answers to common questions for the Supplier Portal.

FREQUENTLY ASKED QUESTIONS (FAQS) FOR SUPPLIER PORTAL

[General Questions](#)

[Supplier Portal Registration Questions](#)

[Purchase Order, Invoice, and Payment Questions](#)

General Questions

What is Supplier Portal?

Supplier Portal improves the way that Republic Services interacts and collaborates with our Suppliers. This dynamic, secure solution provides superior management, performance tools, and visibility.

Why are we moving to Supplier Portal?

As part of our standard business practices, Republic Services has automated our purchasing processes to improve operational efficiency and cost effectiveness. We are now using Supplier Portal via Oracle Cloud to manage purchase orders and receive invoices from Suppliers.

What is changing for Suppliers?

Suppliers will experience changes as a result of the implementation of Oracle Cloud by Republic Services. As a Supplier, some of the key changes that you may experience include the following:

- You have access to a self-service Supplier Portal for accessing information and managing tasks.
- Contract numbers may change. Contracts can be electronically managed and maintained in the Supplier Portal.
- Submitting invoices can now be done electronically in the Supplier Portal.
- You can receive Purchase Orders (POs) via the Support Portal.

Note: Oracle Cloud will still maintain key identifiers from our legacy systems.

Is there a cost to register for Supplier Portal?

No, there is no cost to register for Supplier Portal.

Where can I go for additional questions?

All communications and learning assets are being posted on the Supplier page of the Republic Services website. If you have any immediate question(s), send an e-mail to SupplierPortalSupport@republicservices.com or call 866-269-7506.

Supplier Portal Registration Questions

Is enrollment in Supplier Portal required?

All Suppliers that receive the Supplier Portal registration e-mail are encouraged and expected to enroll in Supplier Portal and use it for communicating and doing business with Republic Services. It streamlines business operations and provides more accessibility and many self-service features. After receiving the email invitation, you are expected to enroll within (thirty) 30 business days.

When can I expect to receive my registration link?

Registration links will be distributed via e-mail. You can expect an invitation in early March 2022 to begin the registration process for Supplier Portal. You will also receive a self-service registration guide to assist you.

What if I do not receive my registration link?

If you do not receive your registration link, send an e-mail to SupplierPortalSupport@republicservices.com or call 866-269-7506.

I lost my login information. What do I do?

From the Supplier Portal sign-in page, click the **Forgot Password** link below the Password field. This will direct you to the Forgot Password page. Enter your username or email in the required field. Below the free form field, select the option for **Forgot username** or **Forgot password**. Click **Submit**.

Purchase Order, Invoice, and Payment Questions

Do I need to submit invoices differently in Supplier portal?

Suppliers that register and utilize the Supplier Portal are able to submit invoices electronically. For guidance on how to submit an invoice via Supplier Portal, review the [Submit an Invoice job aid](#).

What do I do if I have a question about a purchase order, invoice, or payment?

Supplier Portal provides full visibility into purchase orders, invoices, and payment details. It also has integrated communication functionality to enable Suppliers to easily contact Republic Services directly.

How do I view my purchase order (PO) number and/or contract number?

You can view purchase order and contract details directly in Supplier Portal. In the Tasks box on the Supplier Portal homepage, click **Manage Orders** to review details related to purchase orders. From the same Tasks box, click **Manage Contracts** to review details related to contracts.

How do I learn more about Supplier Portal?

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