ORACLE FAQ FOR CLEAN EARTH VENDORS

CleanEarth™

GENERAL QUESTIONS

Q: What is Oracle iSupplier?

A: Oracle iSupplier Portal is the enterprise application that structures all supplier communication through a secure internet-based portal. It is a powerful platform for online collaboration that enables Clean Earth and our suppliers to become more efficient. Suppliers access the latest information, including purchase orders, delivery information, and payment status. The rich two-way collaboration enables suppliers to submit change requests, ship notices, payments, and profile data.

Q: Is there a cost for using iSupplier portal?

A: There is no cost. The portal is a completely electronic interface. No special software is required except an up-to-date Web browser for accessing the portal.

Q: What are the benefits that Oracle iSupplier provides to suppliers?

A: Oracle iSupplier gives suppliers access to purchasing, receiving, and payment information. Oracle iSupplier provides suppliers with the ability to update their own address and contact information as well as submit invoices for payment. Suppliers also have the ability to electronically submit any proposed change orders, for Clean Earth consideration. Longer term, Clean Earth also intends to utilize Oracle iSupplier for inviting prospective suppliers to submit proposals for new business opportunities.

iSUPPLIER PORTAL ACCESS

Q: How can I get access to Clean Earth's iSupplier Portal?

A: Clean Earth will be sending out invitations to register, via email.
These invitations will occur in waves over the following weeks.

Q: If a supplier already signed up for iSupplier for another company, can we just add your company to our account?

A: No. Registration for Clean Earth's iSupplier portal will need to take place as a separate activity, following the link and instructions provided by Clean Earth.

Q: How many users can be set up for a specific vendor account?

A: There is no limit on the number of users allowed for a specific vendor.

Q: Is there one primary contact within each supplier that needs to register and then manage iSupplier access for all other contacts within the supplier company?

A: Yes, there will be a primary contact from each supplier that will be able to add and remove other contacts within their supplier portal.

Q: What is my username?

A: Your username and temporary password were (or will be) identified in the confirmation email sent from the portal. Your username should be the email address you used to create the account. The temporary password will need to be changed after your first login.

Q: Does each person in our organization get a separate login to access the portal?

A: Your company's primary contact will add other staff to the iSupplier account and each person added will have their own login access.

Q: How do I request access for another person in my organization?

A: Access and login to the iSupplier portal and add the person's name as a contact. The Clean Earth iSupplier Administrator will review and approve or reject. Once the new contact is approved, that person will receive login information via email.

Q: What do we do when one of our employees with portal access leaves our organization?

A: You need to immediately delete the contact using iSupplier portal. Then apply for a new user registration by entering contact information for the new user.

Q: How often should I login to the portal?

A: Login frequency will depend on your business needs. However, the portal will send a notification to your email whenever an action is required by you.

IMPLEMENTATION SCHEDULE

Q: When is Oracle iSupplier being implemented?

A: iSupplier implementation will be part of the broader Oracle implementation which is expected to happen during Fall 2021.

Q: What date will Coupa shut off and transition into Oracle?

A: Coupa will be shut off a few days before Go Live as part of Cut-Over management. A notification will be sent to Suppliers about the shutdown. All open transactions and documents in Coupa will be moved to Oracle. Coupa will however remain in Read Only format for reference purposes.

TRAINING

Q: Will there be additional, detailed training provided?

A: Yes, there will be multiple opportunities for training including: 1) a publicly available pre-recorded training video, 2) interactive, live vendor training sessions, and 3) access to online training manuals. The training video and manuals will be available at https://pages.cleanearthinc.com/business-partner-documents.

CONTRACTS

Q: Does Clean Earth require contracts for all vendors?

A: Clean Earth prefers a signed contract for repeat purchases. Having a current contract in place with Clean Earth will enable more timely processing of purchase orders, invoices and payments. This will also facilitate your ability to grow the volume of business you are doing with Clean Earth.

PURCHASE ORDERS

Q: **Will Clean Earth still honor their open purchase orders with Vendors?**

A: Yes, if we have issued you a valid Purchase Order for goods and services, we will pay valid invoices against those Purchase Orders. All open Purchase Orders will be moved to Oracle.

Q: **Will the PO # Change when open POs are migrated from Coupa to iSupplier?**

A: Open POs converted from Coupa will retain existing PO numbers into Oracle for transparency and ease of processing. However, Oracle will generate a PO number which can be referenced with the existing number.

VENDOR INVOICING

Q: **Where can suppliers submit their invoices to? Will it continue to be re_ceius_payables@Harsco.com?**

A: There will be several options for submitting invoices. The preferred option is for suppliers with iSupplier access to use this facility for invoices. However, electronic invoices should be emailed to the existing payables email address. If a vendor must submit an invoice by surface mail, then these should be directed to our corporate bill to address in King of Prussia, PA.

Q: **Will suppliers need to submit invoices via iSupplier portal if they only have a few invoices a year?**

A: Yes.

VENDOR PAYMENTS

Q: **Will the information in ACH be migrated over to the iSupplier if suppliers are already signed up?**

A: Yes, all vendor master data will be migrated over to Oracle.

Q: **Will there be any issues sending funds via ACH internationally?**

A: If a supplier has a valid and approved international bank account with Clean Earth, this would not be a problem.

Q: **Can Suppliers still call Accounts Payable to follow up on late payments, disputed payments?**

A: Yes. However for suppliers with iSupplier access, most of your payment information can be accessed directly by the supplier. Any further inquiries regarding Accounts Payable should be sent to ra_ceius_payables@harsco.com.

ADDITIONAL INFORMATION

Q: **Who do I contact if I, as a Clean Earth supplier, have any questions?**

A: Suppliers may send technical questions regarding iSupplier access to AppSupport@CleanEarthInc.com. Other business relevant questions can be directed to ce-vendors@harsco.com.