Frequently Asked Questions
Independent Verification Process and Banking Details

Introduction

Oracle wants to protect valuable information provided by suppliers and partners for use in the Procure-to-Pay process. Oracle provides suppliers and partners an easy-and-secure method to manage banking information. Multi-step authentication and verification increases the level of security Oracle uses to protect this critical data. We have provided the following set of frequently asked questions to address issues or concerns.

Independent Verification Process

Q: Why is Oracle implementing this process?

A: This process is the result of our practice to globally reduce the risk of fraud as well as make sure Oracle has up to date information for its suppliers and partners.

Q: Why can't email requests be used to update bank details?

A: Oracle has implemented a verification process to confirm the identity of the authorized contacts in your organization. Providing access to the portal to update banking details reduces the chance of an unauthorized bank change request.

Q: What type of role is best suited for the Supplier Profile and User Manager?

A: The Supplier Profile and User Manager role should be delegated to the individual with the responsibility to manage the relationship with Oracle and with access to pertinent treasury (banking) information.

Q: What type of role is best suited for the Trusted Party?

A: The Trusted Party role should be assigned to an individual with the authority to verify and authorize banking changes on behalf of the company.

Q: What about individual contractors?

A: The same name may be used for the Supplier Profile and User Manager and for the Trusted Party. Note that a bank letter must accompany the signed form.

What to Expect

Q: Where does the form go when returned to Oracle?

A: The form is reviewed for completeness by Quality Assurance Data Analysts before it assigned to the Independent Verification Team (IVT). The QA Data Analyst may request details on missing information or may seek additional clarification.

Q: Is the form sent to IVT with incomplete or missing information? How does this affect urgent requests?

A: The IVT cannot proceed with insufficient, incomplete, or missing information left off the form. Urgent requests require the same level of completeness as any other requests.

Q: The form sent to Oracle is/was complete and accurate. QA Data Analysts will find no omissions. What happens next?

A: The IVT performs a series of steps to confirm the information on the form. If the review is a success then IVT will notify the Supplier Data Management Group. This team will provision the Supplier Profile and User Manage role, and enable access to iSupplier Portal.

Q: The form was sent in a few days ago. Why is the process so slow?

A: The validation steps performed often take additional time by both Oracle and the suppliers or partners.The IVT attempts to contact the Supplier Profile and User Manager as well as the Trusted Party. Often IVT may not connect on the first attempt. Subsequent attempts increase the overall wait time. Ask the Supplier Profile and User Manager and Trusted Party to check their voice mail and/or email for messages from the IVT.

Q: Why isn't company letterhead or an invoice with bank details sufficient? Why does Oracle need a bank letter?

A: Company letterhead could be available to all employees in the organization. Oracle needs to ensure that payments remitted are paid to the right account owned by the company. Bank details provided on bank letterhead enable Oracle to match accounts details provided by trusted individuals as a method to reduce fraud.

Q: Will an email with instructions be sent by Oracle?

A: Oracle will send an email with the subject "**FYI: Oracle Corporation Supplier Collaboration Network: Confirmation of Registration**". Click on the embedded link to complete the registration process. The system will prompt the need for a new password. Follow the steps to complete the registration process and gain access to iSupplier Portal.

Q: Updates to banking information were made through iSupplier Portal but it doesn't appear to have gone into effect. When will it update?

A: Bank changes are submitted by the Supplier Profile and User Manager. The system notifies the IVT of the change and steps are taken to confirm the authenticity of the change with the Trusted Party. No change will be made until the Trusted Party has confirmed all information requested.

Q: The Supplier Profile and User Manager or Trusted Party information needs to be updated. What is required to get the contacts changed?

A: Edit the last form sent to Oracle, tick the checkbox next to Update Existing Authorization, and email to ivt-supplier-validation_ww@oracle.com

Still Have Questions?

Contact the P2P Help Desk (p2p-helpdesk_ww@oracle.com) with additional questions. Be sure to provide as much information as possible. Reminder: do not send banking details through email.

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