



South African Reserve Bank

## iSupplier Portal Frequently Asked Questions

### Access

#### **Q1: How do I log into the iSupplier portal for the first time?**

You will receive an e-mail from SARB that contains the link to the iSupplier portal. If an email is not received, you should check your “Junk” or “Spam” folders. The email from SARB will contain your username (email address) and a link to change/reset your password. Please select this link to create a new password for yourself.

Once you have logged on, it is advisable to save the link to your browser favourites. In case you cannot locate the email then you may contact the SARB Procure to Pay Helpdesk on +27 800 777 007 or [supplier@resbank.co.za](mailto:supplier@resbank.co.za).

#### **Q2: What is my Login ID / User Name after I have registered?**

Your username is the registered supplier contact's email address.

#### **Q3: What should I do if I have forgotten my password?**

Enter your username then click on “Forgot Password”. An email will be sent to the username (email address) with a new system generated password. Please use the new password to login and ensure that you change it.

#### **Q4: Do I need special hardware or software to use the SARB iSupplier Portal?**

A computer is needed with an internet connection of 1 Mbps or greater. A Microsoft's Internet Explorer (version 10 or later) web browser is needed. Other browsers should also work but they may not be as compatible. The latest version of Adobe Acrobat reader and Adobe Flash Player is also required.

#### **Q5: Where do I access the SARB iSupplier application?**

After your registration is approved, you will receive an email with the link to iSupplier. It is advisable to save the link to your browser favourites for future access purposes.

### Process

#### **Q6: How do I add another iSupplier user/contact?**

Once you have completed the registration process, your registered administrator will have the ability to capture additional users/contacts to your profile.

- 1: Supplier responsibility: SARB Supplier: Profile.
- 2: On the Contact Directory page, click the “Create” button.

#### **Q7: How do I delete an iSupplier user/contact?**

To request a user to be deactivated from your iSupplier directory, click on the “Contact Directory” link and you will see a list of users currently set up for your organisation. Find the user to be deactivated and click the “Remove” button.



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**Q8: How will I know if I must acknowledge PO's through the iSupplier Portal?**

After logging in to SARB's iSupplier Portal homepage, you will see new notifications at the top right corner (the bell icon with values in yellow), indicating which actions the user should take.

**Q9: Can multiple invoices be matched to a single PO?**

Yes, it is possible to capture multiple invoices against a single PO, as invoice lines are captured and matched to the PO at line level.

**Q10: Can we capture our invoice with the same invoice number that is in our billing system?**

Yes, you can. It is highly recommended that you capture your invoice number exactly as in your billing system.

**Q11: Will we be able to access and maintain our information (company details, addresses, contact information, etc.)**

Yes, you can access and maintain your company information using the *SARB iSupplier Portal: Profile* or *SARB iSupplier Portal: Procure to Pay* access.

**Q12: Can I use the SARB iSupplier Portal to submit my invoice(s)?**

Yes, capturing invoices is one of the benefits of the SARB iSupplier Portal. The portal allows you to capture your invoices that are PO related. Supporting documentation must be attached to expedite processing of the invoice.

**Q13: Can I see whether my invoice has been paid?**

Yes, you can track the status of your transactions under the "View Payments" tab on the Finance section of the Portal.

**Q14: Why can't I find specific invoices?**

You can search for your invoice in various ways in the system using the PO Number, PO effective date etc. If you have just submitted the invoice, it is advised that you wait for the invoice to be approved by the SARB before it can be viewed.

**Q15: Will the invoice be paid if there are no supporting documents attached?**

If no supporting documents are attached, the invoice will not be paid. It is the supplier's responsibility to ensure that supporting documents are attached.

**Q16. We currently have access to the eSourcing module. Will that change or is this connected to eSourcing?**

The Sourcing and iSupplier portals are linked. The Sourcing module will be used for tenders and the iSupplier module is for profile maintenance, invoicing and PO's. We have increased the services of the system to enhance your experience.

**Q17. How do I capture my invoice?**

You may capture your invoice by following the path: [SARB iSupplier Portal](#) >> [SARB iSupplier Portal: Finance](#) >> [Home Page](#) >> [Finance](#). You may then click on "Create Invoice".

**Q18. How do I submit my invoices? Can I continue sending an e-mail or must I use the portal?**

Please use the portal to capture your invoices if they are matched to PO's. If the invoice value exceeds that of the PO, or the invoice is a direct invoice (invoice not matched to a PO), please submit the invoice using the Sharepoint Dropbox or email [FSD-Creditors@resbank.co.za](mailto:FSD-Creditors@resbank.co.za).



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**Q19. How will the system deal with advance payments or deposits?**

Invoices with or needing deposits or advance payment must be send via SharePoint Management System or to FSD-Creditors and not via iSupplier Portal. AP team will process them internally.

**Q20. Is this system linked to the National Treasury's Central Supplier Database (CSD) system?**

Our portal is not currently integrated to the National Treasury's system.

## Training and Support

**Q21: Do you provide any training in the use of the application?**

Training is provided in a form of self-training material. If you have not received the training material, you may request the material from the SARB Procure to Pay Helpdesk on the email address [supplier@resbank.co.za](mailto:supplier@resbank.co.za), or telephonically on +27 800 777 00.

**Q22: Who provides support in using the system?**

The SARB Procure-to-Pay Helpdesk team will be able to assist you with all system related questions, as well as procurement and invoice queries. The Helpdesk can be contacted on the email address [supplier@resbank.co.za](mailto:supplier@resbank.co.za), or telephonically on +27 800 777 007.