

AT&T Buying Central (ABC) Supplier Portal (Oracle Cloud) FAQ

Access Requests

Q: How do I add or remove a user?

A1: For ABC Oracle access requests, please fill out the required information in this template, [ABC Oracle Supplier Portal Access Request Information.docx](#) and email it to AP SLM Inquiries AP_SLM_inquiries@mailac.custhelp.com

A2: If you or your colleagues have access to ABC Oracle and need to request access for additional users, they can do so directly in Oracle by following the steps outlined in this guide: [Add or Inactivate Contacts](#)

Q: I have multiple supplier entities with AT&T. Do I need separate login credentials for each?

A: Yes, if users require access to **multiple** supplier accounts, they will need separate login credentials for each account. They can submit a request for additional account access using the steps outlined in the previous question.

Q: I have submitted an ABC access request form but have not yet received my credentials. What do I do?

A: It may take up to 1-2 business days for requests to be processed. If you do not see the email with your credentials, please reach out to ABC Oracle Supplier Support g04732@att.com

Q: When creating my new password, I am receiving a message stating *the 'Password Update Failed'*. What do I do?

A: This message indicates that your new password does not meet the requirements. Review the password requirements pop-up and utilize these tips:

- Don't use easy words (Wireless, tech, finance, team, mickey mouse, love, dream)
- Don't use sequential values (111, 123, 000, 888, ABC, DDD, \$\$\$, @@@)
- Use only these special characters: !@#\$%?

Profile Settings

Q: How do I update my address, my email, my banking information, etc., on the ABC Supplier site?

A1: You can update these details from the Manage Profile page in Oracle. Job aids for updating your profile can be found in the Supplier Profile Management section of the [AT&T Purchasing](#) site.

A2: If needed, you can work with your AT&T Business partner to update your address, banking information, etc. on your behalf.

Q: How do I set up the administrator? Who is the administrator for our account?

A: There is no 'Admin' role in ABC Oracle. Everyone will have the same access.

Purchase Orders

Q: How long does it take for a Purchase Order (PO) to be generated?

A: Once the PR is approved, the PO is auto-generated.

Q: Will we receive an email when a new PO is created?

A: One contact from your organization will receive an email with a PDF copy of the PO. All users can view their POs from the 'Manage Orders' page in Oracle.

Q: What is the naming convention for ABC Oracle POs?

A: The PO structure in Oracle Cloud is 'ACP' followed by 3-5 numbers. (ex. ACP2425)

Invoicing

Q: Why do I see invoice information in ABC Oracle if we haven't submitted any in the new system?

A: The Corporate Finance system is also in ABC Oracle; therefore, you will see details for other AT&T systems such as SAP Ariba invoices.

Q: How can I confirm my invoice was uploaded successfully?

A: After you upload your invoice, navigate to the 'View Invoices' page and search using the invoice number. The invoice should appear in the search results section at the bottom of the page. **Note: It may take 3-5 minutes for invoices to appear on the View Invoices page.**

Q: Why can't I see my invoice on the View Invoices page after I upload it?

A1: If you do not see your invoice in the 'View Invoices' page, this indicates something was keyed incorrectly in one of the invoice upload fields (ex., the unit of measure (UOM) was entered as 'EA-Each' instead of 'EA'). Review the [Invoice Creation job aid](#)⁸, make the necessary corrections, and upload your invoice again.

A2: Mac Users - Check the format of your 'invoice date' column. Mac Excel defaults the year from "yyyy" to "yy", and you must format the column to correct this.

Q: Why does the 'Validate' step not catch all errors?

A: The validation process only checks for very basic errors. For example, it checks whether your invoice lines add up to your invoice total, but it won't detect an incorrect PO line number.

Miscellaneous

Q: Will my open SAP Ariba POs be migrated to ABC Oracle?

A: Currently, no. Any open POs in SAP Ariba can continue to be invoiced there.

Q: Is iSupplier migrating to ABC Oracle?

A: No, iSupplier will continue business as usual.

Q: Where can I find training for ABC Oracle?

A: Training materials and documentation can be found here: [AT&T Purchasing](#)