



## Welcome to the Urban Outfitters, Inc. iSupplier Portal

iSupplier allows Suppliers to (1) view the status of Invoices and Payments and (2) request Banking Detail changes. *Invoice Images are not available through this tool.*

### HOW DOES IT WORK?

**Merchandise Suppliers** who submit Purchase Orders (PO) in Tradestone or with URBN's AP Team, your Invoices will show only after a three-way match occurs. For PO information, refer to Tradestone. *Please allow up to four weeks for Invoices to show in iSupplier.*

**Non-Merchandise Supplier** invoices submitted to the URBN AP team will be available once they are entered in the system. *Please allow up to 10 Business Days for Invoices to show in iSupplier.*

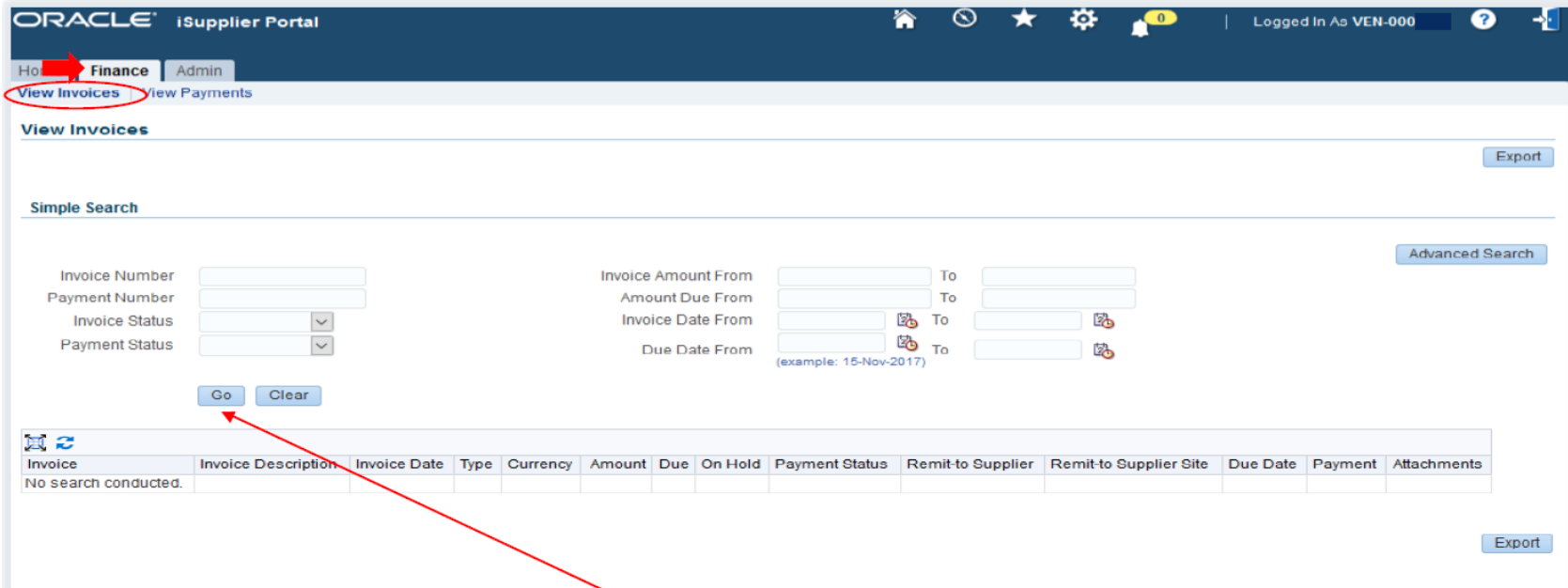
You cannot directly edit your Address, Banking Details, Invoice, or Payment via the iSupplier portal.

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## 1. VIEW INVOICES

1. Click on the 'Finance' tab which will take you to 'View Invoices'. Enter the desired 'Invoice Number' and then click 'Go'



The screenshot displays the Oracle iSupplier Portal interface. At the top, there are navigation tabs for 'Home', 'Finance', and 'Admin'. The 'Finance' tab is selected, and a red arrow points to it. Below the tabs, there are links for 'View Invoices' and 'View Payments'. The 'View Invoices' link is also highlighted with a red circle. The main content area is titled 'View Invoices' and includes an 'Export' button. Below this is a 'Simple Search' section with several input fields: 'Invoice Number', 'Payment Number', 'Invoice Status' (a dropdown menu), and 'Payment Status' (a dropdown menu). There are also 'Go' and 'Clear' buttons. To the right of these fields are 'Advanced Search' and 'Export' buttons. Further right are fields for 'Invoice Amount From', 'Amount Due From', 'Invoice Date From', and 'Due Date From', each with a 'To' field and a calendar icon. Below the search fields is a table with the following columns: Invoice, Invoice Description, Invoice Date, Type, Currency, Amount, Due, On Hold, Payment Status, Remit-to Supplier, Remit-to Supplier Site, Due Date, Payment, and Attachments. The table currently displays 'No search conducted.' A red arrow points from the 'Go' button to the table area.

2. Search Option Reference:

- a. Invoice Number: Typically the number provided by the Supplier to URBN AP
- b. Payment Number: If the Invoice is paid, the Payment Number assigned to the Invoice
- c. Invoice Status:
  - i. Approved: Approved for Payment
  - ii. Cancelled: Invoice was entered but canceled or voided.
  - iii. In-Process: Invoice is in-progress of being entered
  - iv. On-Hold: Invoice is on hold for (1) a voided check, (2) reissued payment, or (3) dispute
- d. Payment Status: Paid, Not Paid, or Partially Paid

3. Invoices will show after clicking 'Go'. Note: Invoices can be exported using 'Export' at the top-right.

**View Invoices**

Invoices will be displayed after clicking on "Go" or your selection

Simple Search

Invoice Number:   
 Payment Number:   
 Invoice Status:   
 Payment Status:

Invoice Amount From:  To:   
 Amount Due From:  To:   
 Invoice Date From:  To:   
 Due Date From:  To:

Go Clear

Invoice	Invoice Description	Invoice Date	Type	Currency	Amount	Due	On Hold	Payment Status	Remit-to Supplier	Remit-to Supplier Site	Due Date	Payment	Attachments
162404565	185248925	30-Oct-2017	Standard	USD	26,957.79	26,957.79		Not Paid			30-OCT-2017		
162152235	185248925	23-Oct-2017	Standard	USD	15,020.79	0.00		Paid			23-OCT-2017	2047738	

4. Click on an Invoice Number to view additional details.

**View Invoices**

Alternate color text indicates these are links to additional information

Simple Search

Invoice Number:   
 Payment Number:   
 Invoice Status:   
 Payment Status:

Invoice Amount From:  To:   
 Amount Due From:  To:   
 Invoice Date From:  To:   
 Due Date From:  To:

Go Clear

Invoice	Invoice Description	Invoice Date	Type	Currency	Amount	Due	On Hold	Payment Status	Remit-to Supplier	Remit-to Supplier Site	Due Date	Payment	Attachments
162404565	185248925	30-Oct-2017	Standard	USD	26,957.79	26,957.79		Not Paid			30-OCT-2017		
162152235	185248925	23-Oct-2017	Standard	USD	15,020.79	0.00		Paid			23-OCT-2017	2047738	

5. The 'Invoice Lines' tab shows all the Line Item amounts (e.g. Merchandise/Tax) that sum up to the Invoice Total.

**ORACLE iSupplier Portal** | Home | Finance | Admin | View Invoices | View Payments | Finance: View Invoices >

**Standard Invoice 162404565 Total USD 26,957.79**  
Currency=USD

**General**

Invoice Date: 30-Oct-2017  
 Status: In-Process  
 On Hold:   
 Batch: ROZAA11151701  
 Attachments: None  
 Supplier: ABC Supplier  
 Supplier Site: NA  
 Address: PO Box 12345  
 Sunnyside, PA 15251

**Amount Summary**

Item	26,957.79
Freight	0.00
Miscellaneous	0.00
Tax	0.00
Prepayment	0.00
Retainage	0.00
Withholding Tax	0.00
<b>Total</b>	<b>26,957.79</b>

**Payment Information**

Paid	0.00
Discount Taken	0.00
Due	26,957.79
Status	Not Paid
Payment Date	
Payment	
Term	00

**Invoice Lines** | Scheduled Payments | Hold Reasons

Line	Type	Description	Price	Tax Included	Amount	Retainage
1	Item	VARPOS			22,176.29	0.00
2	Item	500023710			1,070.72	0.00
3	Item	500023744			336.41	0.00
4	Item	500024190			2,490.70	0.00
5	Item	500024204			501.98	0.00
6	Item	500024210			381.69	0.00

6. The 'Scheduled Payments' tab shows (1) when the Invoice will be paid and (2) how it will be paid (e.g. USD CHECKS)

ORACLE iSupplier Portal

Home Finance Admin

View Invoices View Payments

Finance: View Invoices >

**Standard Invoice: 162404565 (Total USD 26,957.79)**

Currency=USD

Export

General		Amount Summary		Payment Information	
Invoice Date	30-Oct-2017	Item	26,957.79	Paid	0.00
Status	In-Process	Freight	0.00	Discount Taken	0.00
On Hold		Miscellaneous	0.00	Due	26,957.79
Batch	ROZAA11151701	Tax	0.00	Status	Not Paid
Attachments	None	Prepayment	0.00	Payment Date	
Supplier	ABC Supplier	Retainage	0.00	Payment	
Supplier Site	NA	Withholding Tax	0.00	Term	00
Address	PO Box 12345 Sunnyside, PA 15251	Total	26,957.79		

Invoice Lines Scheduled Payments Hold Reasons

Due Date	Amount	Remaining Amount	Remit-to Supplier	Remit-to Supplier Site	Status	Method
30-Oct-2017	26,957.79	26,957.79			Not Paid	USD CHECKS

Return to Finance: View Invoices

Export

"Method" indicates how payments are made to this supplier

If a supplier is factored, separate remit to information will appear

7. The 'Hold Reasons' tab provides more details into why your Invoice might be on hold.

## 2. VIEW PAYMENTS

1. Navigate to Payments by navigating to...
  - a. Option 1: 'Finance' tab and 'View Payments'. Results can be exported via 'Export' on the top-right.

OR

- b. Option 2: Directly click a Payment Number from the 'View Invoice' screen

Invoice #	Invoice Description	Invoice Date	Type	Currency	Amount	Due	On Hold	Payment Status	Remit-to Supplier	Remit-to Supplier Site	Due Date	Payment	Attachments
162404555	185248925	30-Oct-2017	Standard	USD	26,957.79	26,957.79	0.00	Not Paid			30-OCT-2017		
162152235	185248925	23-Oct-2017	Standard	USD	15,020.79	0.00	0.00	Paid			23-OCT-2017	2047738	
162152292	317237820	23-Oct-2017	Standard	USD	22,488.69	0.00	0.00	Paid			23-OCT-2017	2048042	
596812605	317237820	20-Oct-2017	Standard	USD	183.36	0.00	0.00	Paid			20-OCT-2017	2047738	
161905580	185248925	16-Oct-2017	Standard	USD	16,754.97	0.00	0.00	Paid			16-OCT-2017	2047738	
596261443	596261443	16-Oct-2017	Standard	USD	45.00	0.00	0.00	Paid			20-OCT-2017	2047738	
161905638	317237820	16-Oct-2017	Standard	USD	41,473.01	0.00	0.00	Paid			16-OCT-2017	2048737	
161664179	317237820	09-Oct-2017	Standard	USD	46,974.01	0.00	0.00	Paid			09-OCT-2017	2048042	
161664114	185248925	09-Oct-2017	Standard	USD	5,764.35	0.00	0.00	Paid			09-OCT-2017	2047738	
161423464	317237820	02-Oct-2017	Standard	USD	32,501.50	0.00	0.00	Paid			02-OCT-2017	2048737	
161423396	185248925	02-Oct-2017	Standard	USD	76,278.67	0.00	0.00	Paid			02-OCT-2017	2046617	
161273921	161273921	27-Sep-2017	Standard	USD	1,187.69	0.00	0.00	Paid			27-SEP-2017	2047078	
161182738	185248925	25-Sep-2017	Standard	USD	15,528.73	0.00	0.00	Paid			02-OCT-2017	2046617	
161182799	317237820	25-Sep-2017	Standard	USD	39,868.48	0.00	0.00	Paid			25-SEP-2017	2046617	
160941286	317237820	18-Sep-2017	Standard	USD	44,071.49	0.00	0.00	Paid			18-SEP-2017	2046617	

- c. Payment Status of 'Cleared' or 'Reconciled' means the Payment was successful. 'Negotiable' means it has yet to clear the Bank.

2. Clicking on a specific Payment Number will show the following:

- a. Payment Date
- b. Payment Method
- c. Status
- d. Status Date
- e. Invoices Paid

ORACLE iSupplier Portal

Home Finance Admin

View Invoices | View Payments

Finance: View Invoices >

Payment: 2048042 (Total USD 69,462.70)

Supplier: ABC Supplier  
Supplier Site: NA  
Address: PO Box 12345  
Sunnyside, PA 15251

Payment Date: 06-Nov-2017  
Method: USD CHECKS  
Status: Reconciled  
Status Date: 13-Nov-2017  
Remit-to Supplier: ABC Supplier  
Remit-to Supplier Site: NA

Included Invoices

Invoice	Invoice Date	Type	Currency	Amount	Status	Payment Status	Payment	Attachments
161854179	09-Oct-2017	Standard	USD	45,974.01	Approved	Paid	45,974.01	
162152292	23-Oct-2017	Standard	USD	22,488.69	Approved	Paid	22,488.69	

Return to Finance: View Invoices

### 3. REQUEST BANKING DETAILS CHANGE (ACH OR WIRE)



1. Navigate to the 'Admin' tab of the iSupplier Portal and click 'Add Attachment...'

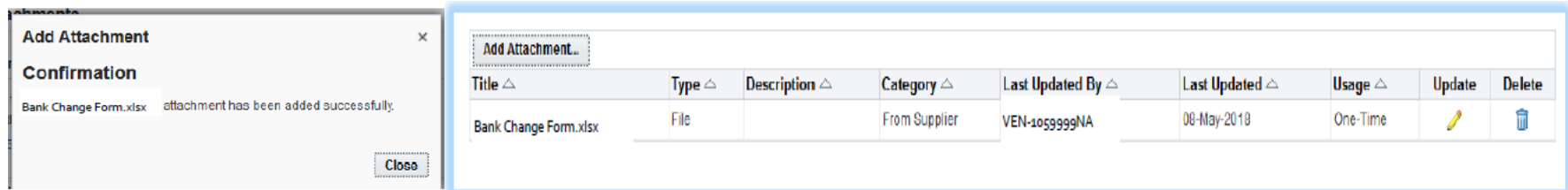
The screenshot shows the 'Admin' tab selected in the top navigation bar. The main content area is titled 'Profile Management' and contains several sections: 'General', 'Company Profile', 'Address Book', 'Contact Directory', and 'Banking Details'. The 'General' section is active, displaying fields for 'Organization Name' (ABC Supplier), 'Supplier Number' (1059999), and 'Parent Supplier Number'. Below this is the 'Attachments' section, which includes a search bar and a table. The 'Add Attachment...' button is highlighted with a red dashed box. The table has columns for Title, Type, Description, Category, Last Updated By, Last Updated, Usage, Update, and Delete. The table currently shows 'No results found.'

2. Specify 'File' for 'Attachment Type', click 'Browse...', and then select the Bank Form from your computer. *Please note: Any attachments other than the prescribed Bank Change Form will be rejected.*



The 'Add Attachment' dialog box is shown with the following fields and controls:

- Attachment Type:** A dropdown menu set to 'File'.
- Title:** An empty text input field.
- Description:** A large empty text area.
- Category:** A dropdown menu set to 'From Supplier'.
- File:** A text input field containing 'Browse...' and 'No file selected.' with a 'Browse...' button next to it.
- Buttons:** 'Cancel', 'Add Another', and 'Apply' buttons at the bottom.

3. Click on 'Apply' and then you will receive a confirmation



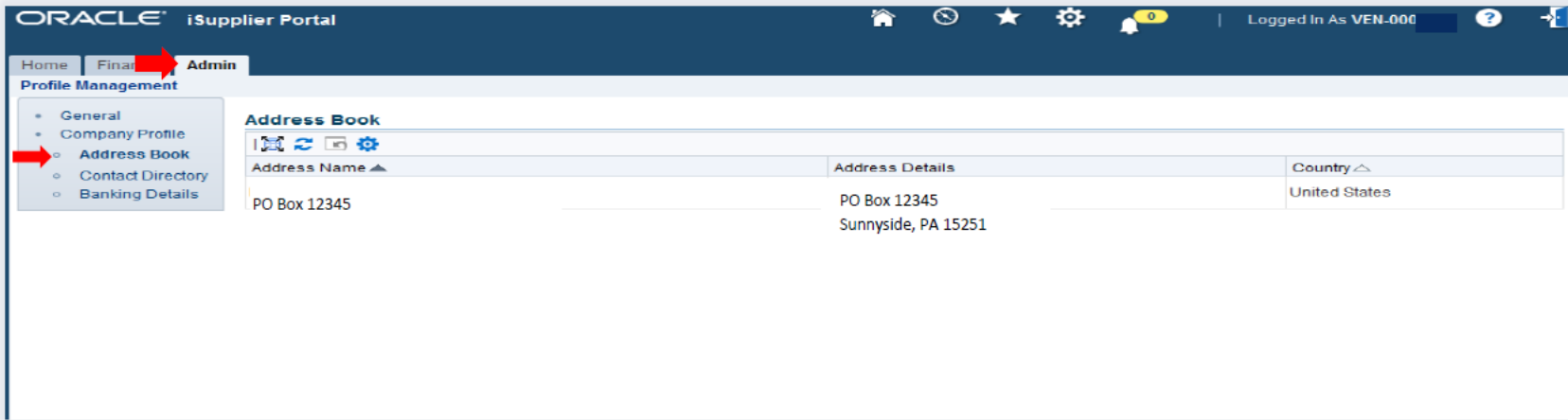
The screenshot shows a confirmation dialog box on the left and a table on the right. The dialog box, titled 'Add Attachment', contains the text 'Bank Change Form.xlsx attachment has been added successfully.' and a 'Close' button. The table on the right, titled 'Add Attachment...', lists the details of the uploaded file.

Title ▲	Type ▲	Description ▲	Category ▲	Last Updated By ▲	Last Updated ▲	Usage ▲	Update	Delete
Bank Change Form.xlsx	File		From Supplier	VEN-1059999NA	08-May-2018	One-Time		

4. An URBN AP Administrator will receive a notification that you uploaded a Bank Form. If additional details, you will be contacted by URBN AP for more information. *Please allow up to 5 business days for processing Banking Changes.*

## 4. VIEW ADDRESS, CONTACTS, AND BANKING DETAILS

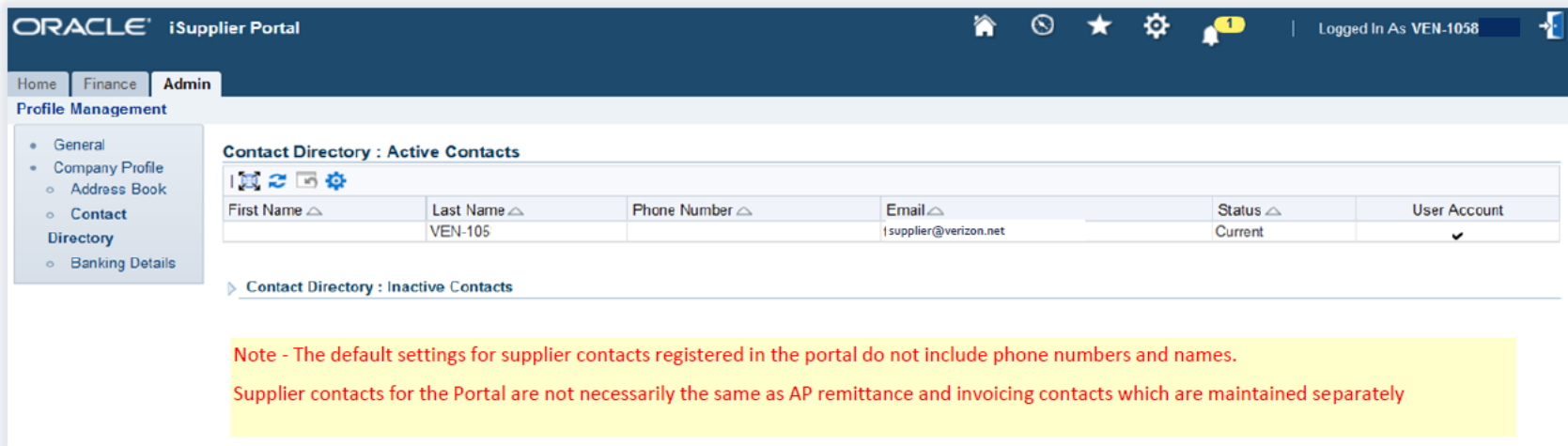
1. Click on the 'Admin' tab of the iSupplier Portal and then 'Address Book'. This will show Remittance Addresses provided to URBN AP.



The screenshot shows the Oracle iSupplier Portal interface. The top navigation bar includes 'Home', 'Finance', and 'Admin' tabs, with 'Admin' selected. Below this is the 'Profile Management' section with a sidebar menu containing 'General', 'Company Profile', 'Address Book', 'Contact Directory', and 'Banking Details'. The 'Address Book' option is highlighted. The main content area is titled 'Address Book' and contains a table with the following data:

Address Name	Address Details	Country
PO Box 12345	PO Box 12345 Sunnyside, PA 15251	United States

2. Click on 'Contact' on the left-hand side. This will show all Contacts set up for the Supplier record, including Email Address.



The screenshot shows the Oracle iSupplier Portal interface. The top navigation bar includes 'Home', 'Finance', and 'Admin' tabs, with 'Admin' selected. Below this is the 'Profile Management' section with a sidebar menu containing 'General', 'Company Profile', 'Address Book', 'Contact', 'Directory', and 'Banking Details'. The 'Contact' option is highlighted. The main content area is titled 'Contact Directory : Active Contacts' and contains a table with the following data:

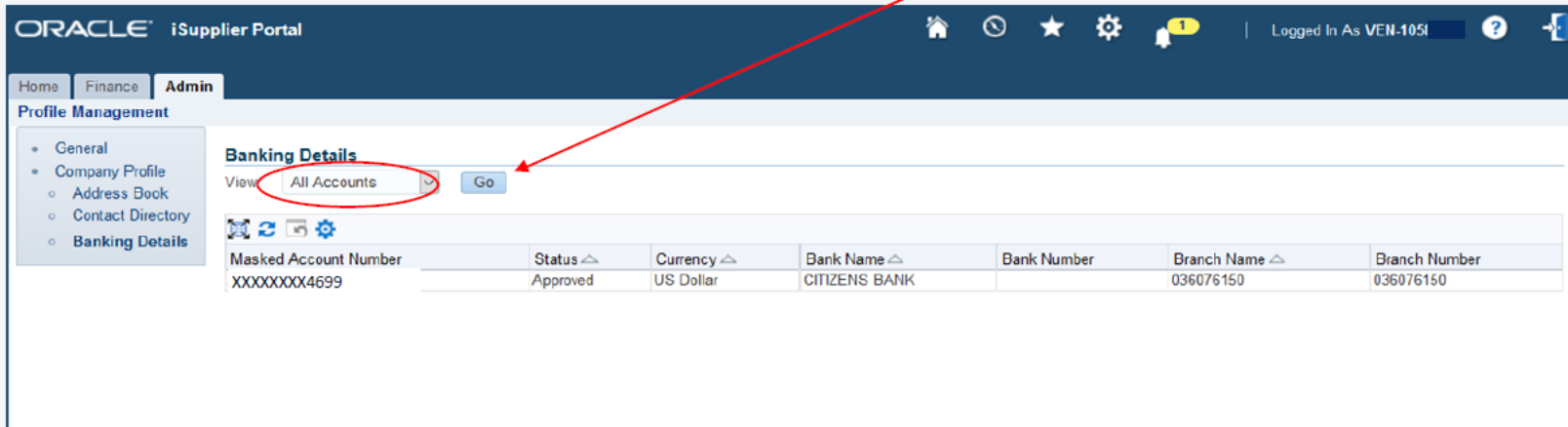
First Name	Last Name	Phone Number	Email	Status	User Account
	VEN-105		fsupplier@verizon.net	Current	✓

Below the table, there is a section for 'Contact Directory : Inactive Contacts' which is currently collapsed. A yellow note box at the bottom of the page contains the following text:

Note - The default settings for supplier contacts registered in the portal do not include phone numbers and names. Supplier contacts for the Portal are not necessarily the same as AP remittance and invoicing contacts which are maintained separately

3. Click on 'Banking Details' on the left-hand side. Select 'All Accounts' and then click 'Go'.

This will show all active Banking Details. Bank Accounts will only show the last 4-digits.



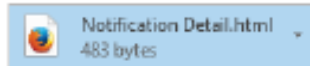
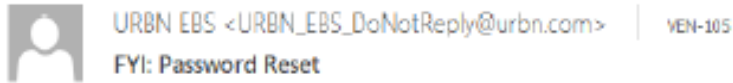
The screenshot shows the Oracle iSupplier Portal interface. The top navigation bar includes 'Home', 'Finance', and 'Admin' tabs. The 'Admin' tab is active, and the 'Banking Details' section is selected in the left-hand navigation menu. The main content area displays the 'Banking Details' page with a 'View' dropdown menu set to 'All Accounts' and a 'Go' button. A table below the dropdown shows the following data:

Masked Account Number	Status	Currency	Bank Name	Bank Number	Branch Name	Branch Number
XXXXXXXX4699	Approved	US Dollar	CITIZENS BANK		036076150	036076150

## 5. FREQUENTLY ASKED QUESTIONS (FAQ)

### 1. I am unable to log in with my Password

Click on 'Password Assistance', enter the username in the field and then click 'Forgot Password'. Please note, passwords cannot have repeating characters such as 'Chatter'. You will receive the following notification.



To: VEN-105;  
Sent: 22-MAR-2018 12:45:53  
ID: 245561

[Reset your password](#) and follow the on-screen instructions. This email can be ignored in case you didn't request a password reset, the link is only available for a short time.

### 2. I don't see my Invoice in the Portal

- For Merchandise Invoices, please make sure you submitted the Invoice in Tradestone or as directed by Vendor Relations. Please allow for four weeks for Invoices to appear as it may have not cleared the three-way match process.
- For Non-Merchandise Invoices, please make sure the Invoice was submitted to URBN's AP team. Please allow for 10 Business Days for Invoices to appear as they must be approved by the authorized Business Personnel before they can be processed.

### 3. My Invoice has a Status of 'Paid' but I have not received the Payment

Please verify that the Payment Number against your Invoice has a Status of 'Cleared' or 'Reconciled'. You may also want to verify that the Electronic Banking Information and Address are correct. If a Paper Check was issued, delivery by USPS could take up to 14 business days. Please also check with your Bank or Accounting Staff if the Check cleared or reconciled.

### 4. My Invoice is Due but no Payments Have Been Made

Depending on the timing of when an Invoice is entered into the system, it may be awaiting the next Payment Run (generally in the beginning of the week). If a past due Invoice was entered, it will be processed in the next Payment Run. Please note that the Payment Due

Dates on unpaid Invoices are calculated based on (1) the Goods Received Date and (2) Payment Term.

**5. I need to give iSupplier access to someone else**

Please provide your delegate your username and password. You can change your password before delegating it to another person.

**6. I want to see Purchase Order (PO) information**

For Merchandise Invoices, the PO information is usually marked on the Invoice Description. Multiple POs associated to one Invoice will not show this detail. Please refer to Tradestone for more PO information.

**7. I do not see Chargebacks in the Portal**

Chargeback information and other order related information can only be found in Tradestone.