

FREQUENTLY ASKED QUESTIONS

Q: Do you still have to submit an invoice either through Ariba or email?

A: Yes. You must still submit your invoice to Verizon Accounts Payable in the same manner in which you always have.

Q: Is someone at each company assigned as the Admin who can then create users?

A: Yes, the first person assigned to Vendor Portal by Verizon's Network Assurance should be a Portal Admin that can then assign other users within the company.

Q: What is IVR access?

A: IVR is the system used to log into and out of Verizon sites. You are issued a specific PIN and anytime you enter or leave a Verizon site, you would call the number on the sign at the site to IVR in and out of the site.

Q: What if someone already has IVR access?

A: Please go ahead and create a new IVR code for them in Vendor Portal. Only this new code will work with Vendor Portal to IVR into and out of sites.

Q: Will the orders in Vendor Portal show up as a PO in Ariba?

A: Once the work order gets to the point that a PO is requested, the PO will be created by the PO team and once it has been approved by the Verizon manager, it will show up in Ariba.

Q: Is Vendor Portal only for work orders or for access to all site information?

A: Vendor Portal is for work orders. You can see the site information for sites that your company has a work order. You cannot see site information for sites that you do not have a work order.

Q: Is this going to replace Quick Bid?

A: No, Vendor Portal is for expense/Break-fix work. Quick Bid is primarily used for capital jobs.

Q: Will approved quotes generate an email notification as well?

A: No, you will receive an email once a PO has been assigned and you have been approved to do the work.

Q: Will emails be sent throughout the work order pipeline from quote request thru PO created or do I need to check the portal?

A: Emails will be sent to you.

Q: Will an invoice be rejected in Ariba if the order wasn't processed in Vendor Portal?

A: No, there are still jobs that are quoted and worked outside of Vendor Portal. Ariba is not linked in any way to Vendor Portal.

Q: Does this have to be accessed via a Verizon issued computer?

A: No, any computer can access it with the proper link and credentials.

Q: Do we still send a PO request to our Verizon contact?

A: No, if VWRS/Vendor Portal is being used you do not send a PO request to anyone. This system takes care of the PO request.

Q: Is this for all projects (such as Real Estate only tasks) or just emergency/maintenance, expense?

A: This is only for Network Assurance break-fix/expense work. Real Estate does not use this tool.

Q: Is preventative maintenance processed through Vendor Portal?

A: Not at this time. It is in progress to add that.

Q: If we are on site for PMs and discover additional repairs needed, can we initiate a quote through this site.

A; Yes, please see the training guide for steps on creating a work order as a vendor.

Q: Is there an app for techs to use or is it website only?

A: Website only at this time.

Q: Is using the portal mandatory for work orders?

A: Not at this time.

Q: If work is found on a PM, how long will it take to receive approval once we submit the request?

A: That depends on your local Network Assurance field engineers/managers. I would suggest giving them a call to get verbal approval or to ask them to log in and approve the work order.

Q: Can you have multiple portal admins?

A: Yes.

Q: Will work order emails go to all portal users registered for my company?

A: No, emails go to the service email address that is listed in Ops Tracker.

Q: What about after hours emergency calls? The service email is not monitored after hours.

A: Someone from Verizon should call you to request assistance.

Q: How do I get set up in Vendor Portal?

A: Your Verizon Sponsor or Network Assurance Manager/Tech has to set you up in OPs Tracker (VZ database), you will receive an email notifying you when you are setup which will include the link to the Portal.

Q: Who do I contact if I have questions?

A: For now you should contact your local Network Assurance Manager or Jennifer.Calloway2@verizonwireless.com or Scott.Romanek@verizonwireless.com. There will be a link on the Portal for questions/help in the future