Infor Supplier Frequently Asked Questions

Updated: 10/19/22

1. Where can I find the link to log in to the Supplier Portal?
You can access the Supplier Portal here: Infor Supplier Portal.

2. How do I register in the Supplier Portal?
If you are an existing or new supplier, you should receive an e-mail from PPL Supply Chain with instructions on how to register. If you want to be added to an existing supplier account, DO NOT create a new supplier registration, but rather work with your primary contact to be added as an additional contact. See instructions in answer #8 below.

3. Who do I contact if I have general questions regarding Infor?
Currently, you need contact your respective Category Manager as a first step. If the question cannot be answered by them, it is elevated to other project team members to address. In some cases, it may be a larger system issue that needs to be addressed.

4. What is the Supplier HelpDesk email address?
If you are having issues that cannot be resolved by a Category Manager, they can escalate it to the Supplier HelpDesk. If unresolved or delayed in response, you may e-mail them directly at SCHelpDesk@pplweb.com.

5. Who do I contact if I have an invoice question?
You may contact our Finance Helpdesk at FinSupplierHelpDesk@pplweb.com.

6. I cannot log into my Infor Account as I get an error message. What do I need to do?
This sometimes is a browser problem. If using Google Chrome, try Microsoft Edge.

7. I forgot my password and hit forgot password, but the email is not sent to me. What do I need to do?
Please try using Microsoft Edge as your browser, and use the link provided in answer #1 above. Make sure you are entering your username with the same capitalization as when originally entered. Ensure your username is less than 31 characters. Otherwise, "forget your password" using the first 30 characters of your username, and login with the temporary password sent to your email.

8. How do I add others at my company to my Infor account?
Please refer to our Add Additional Contacts Job Aid.

9. How do I invoice against a PO?
Please refer to our Invoices Job Aid.

10. How can we submit invoice revisions?
If already submitted, you may work with the PPL Invoice Approver to have them reject the invoice, and you can then re-submit.

11. In regards to invoice status, what does Unreleased, Released, Approved, Pending Approval, Rejected, Amended, Cancelled and Historical mean?
Unreleased - has not been approved or went through the 3-way match. Released - approved and ready to pay on scheduled pay date. Approved - invoice is approved but not released (invoice may have errors). Pending Approval - invoice not yet approved. Amended - invoice has been adjusted. Cancelled - cancelled. Historical - paid.

12. How do I add freight to an invoice?
At this time, reach out to your Buyer/Category Manager letting them know how much the freight is on the PO and they will create a new line with that amount. You will then be able to invoice the freight on that line.

13. Where or can I see the remaining dollar amount available on the purchase order to invoice against?
Open your order menu and choose the purchase order you wish to review. Next, click the invoiced lines to determine what has been invoiced against that particular purchase order.

14. Are all purchase orders required to be acknowledged when issued?
Yes, all POs need to be acknowledged.

15. What if I do not see my purchase orders when we go in to do an invoice?
Please reach out to your respective Category Manager (the one who invited you to register) to investigate and resolve.

16. How do I find the old PO, Contract and/or Release #s?
Please refer to our How to Find Legacy POs, Contracts and Releases Job Aid.

17. When a message dialog is created, what is the turnaround time before a response is received?
The message dialog feature has recently been fixed and can be used now. Please refer to our Messages and Dialog Job Aid.