

Brookdale Supplier Help Guide: Oracle

Quick Reference Guide

Oracle Supplier Guide

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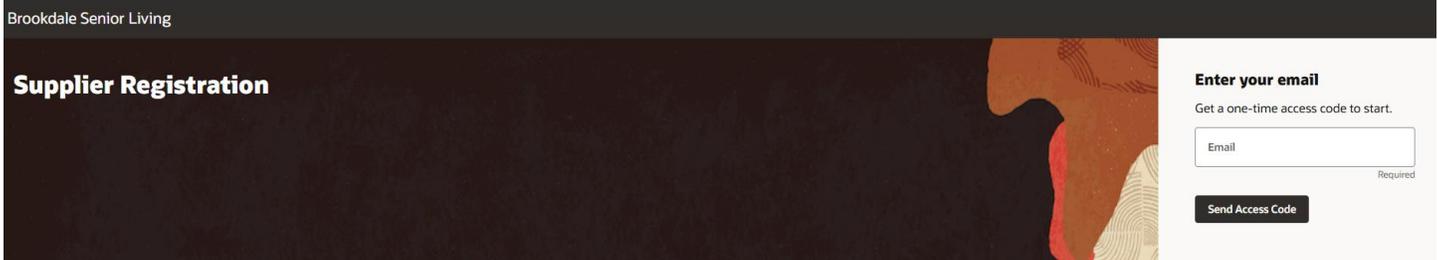
1. [Supplier Registration](#) on Oracle Supplier Portal (OSP)
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Supplier Registration on Oracle Supplier Portal

1. You will receive a registration link via email.
2. Click the link or enter into your internet browser.
3. Enter your email address for a one time access code. Click "Send Access Code" button.



Brookdale Senior Living

Supplier Registration

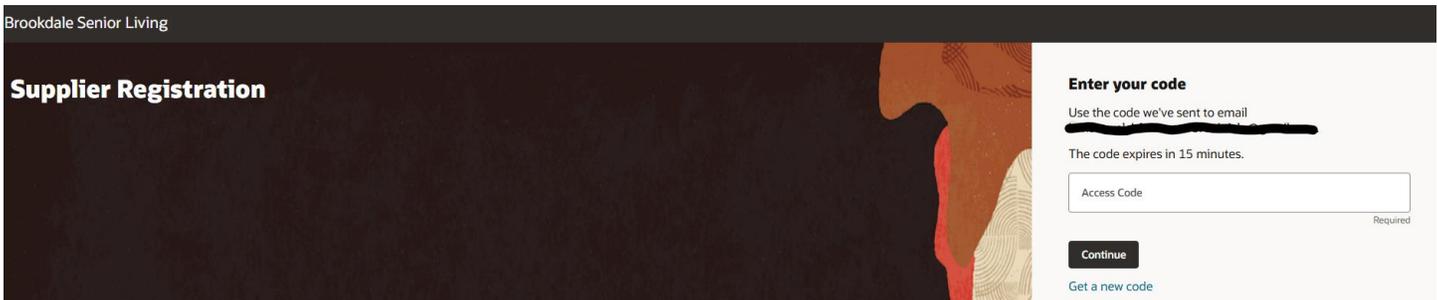
Enter your email
Get a one-time access code to start.

Email

Required

Send Access Code

4. Enter the code you receive into the code box.



Brookdale Senior Living

Supplier Registration

Enter your code
Use the code we've sent to email
~~XXXXXXXXXX~~

The code expires in 15 minutes.

Access Code

Required

Continue

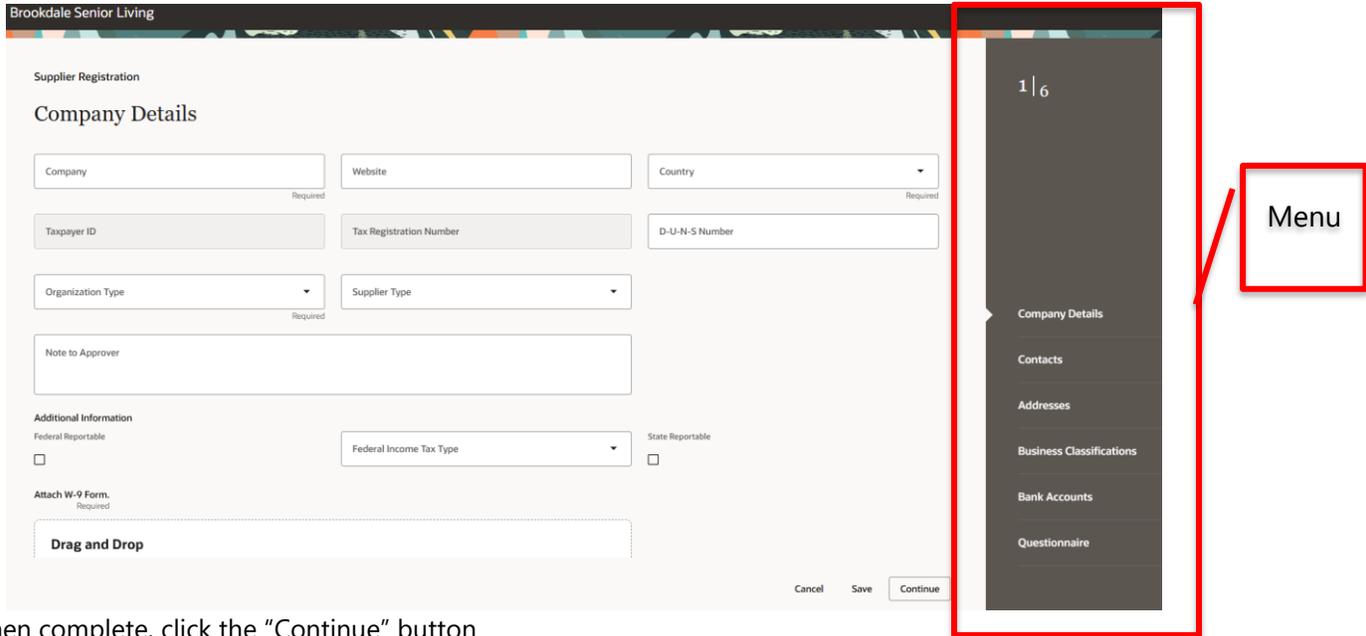
[Get a new code](#)

Important Note: Use the Menu on the right side of the screen to navigate between the pages within the registration. Clicking the back button will kick you out of the registration.

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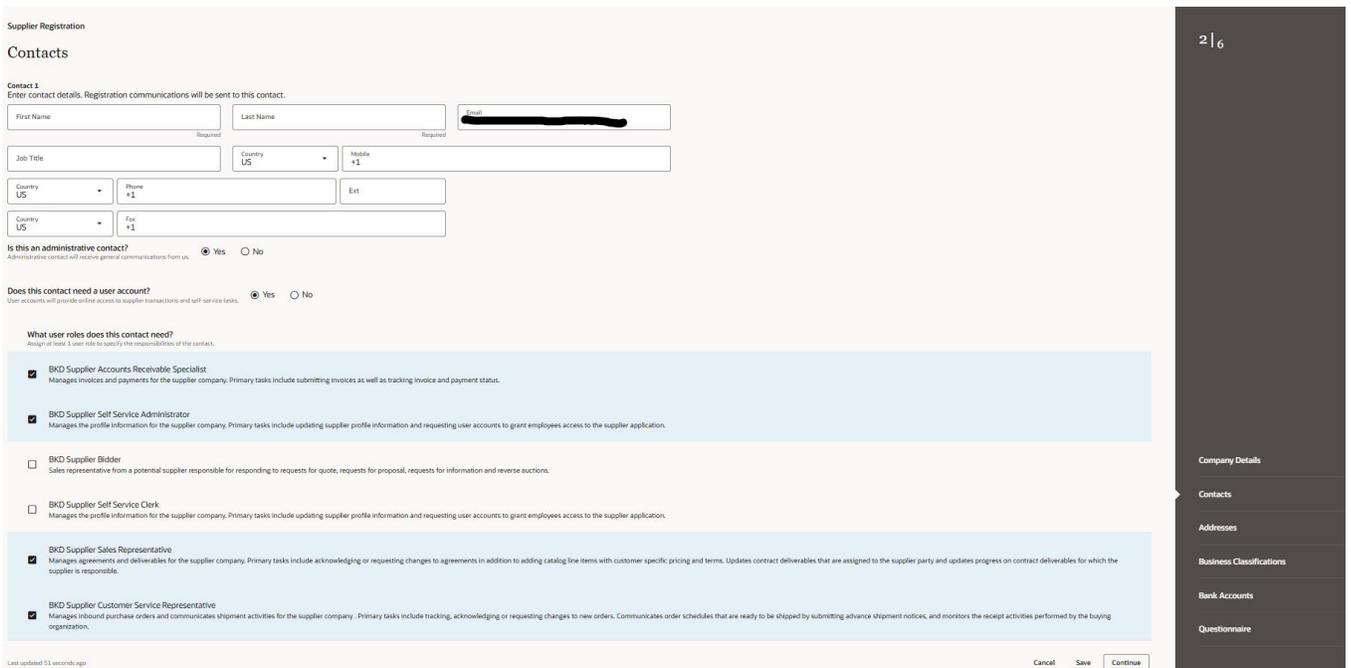
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- Complete the information in the "Company Details" section. Note Company Name, Country, Organization Type, Taxpayer ID, & W-9 are required fields. **Please attach a signed/dated W-9, as this is required.**



- When complete, click the "Continue" button

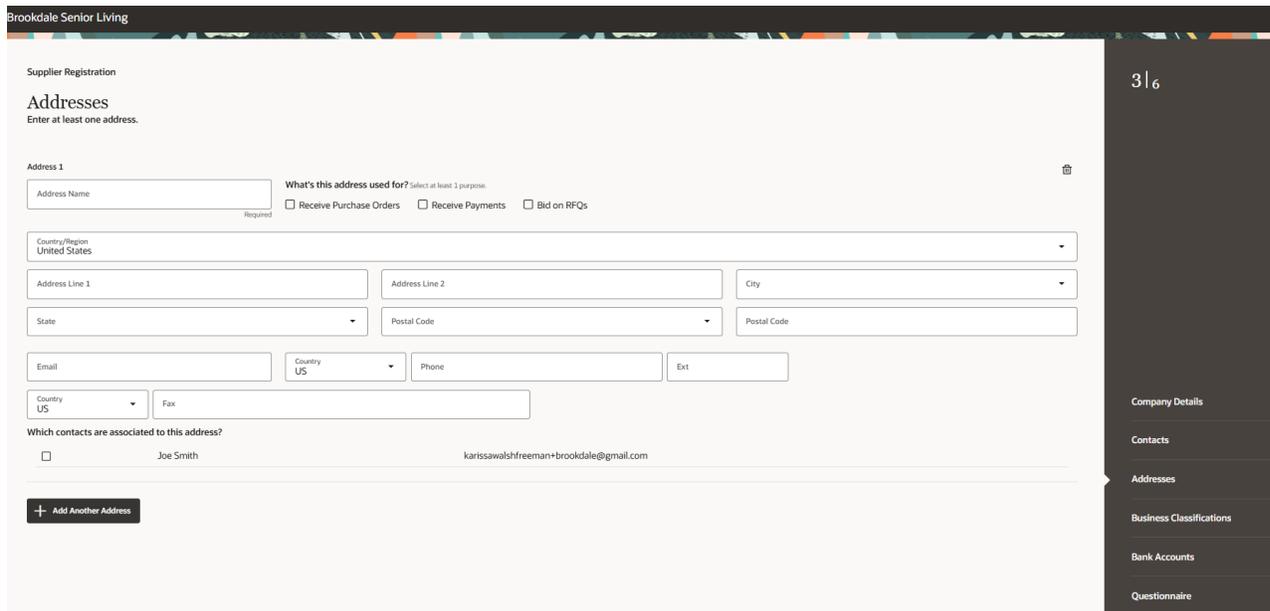
- Complete the "Contacts" section. Note first & last name fields are required. You can add additional contacts by selecting the "Add Another Contact" button at bottom of page. At least one contact at your company should be a designated Administrative Contact. All contacts who need access to Brookdale in Oracle should answer "Yes" to the "Does this contact need a user account" question.



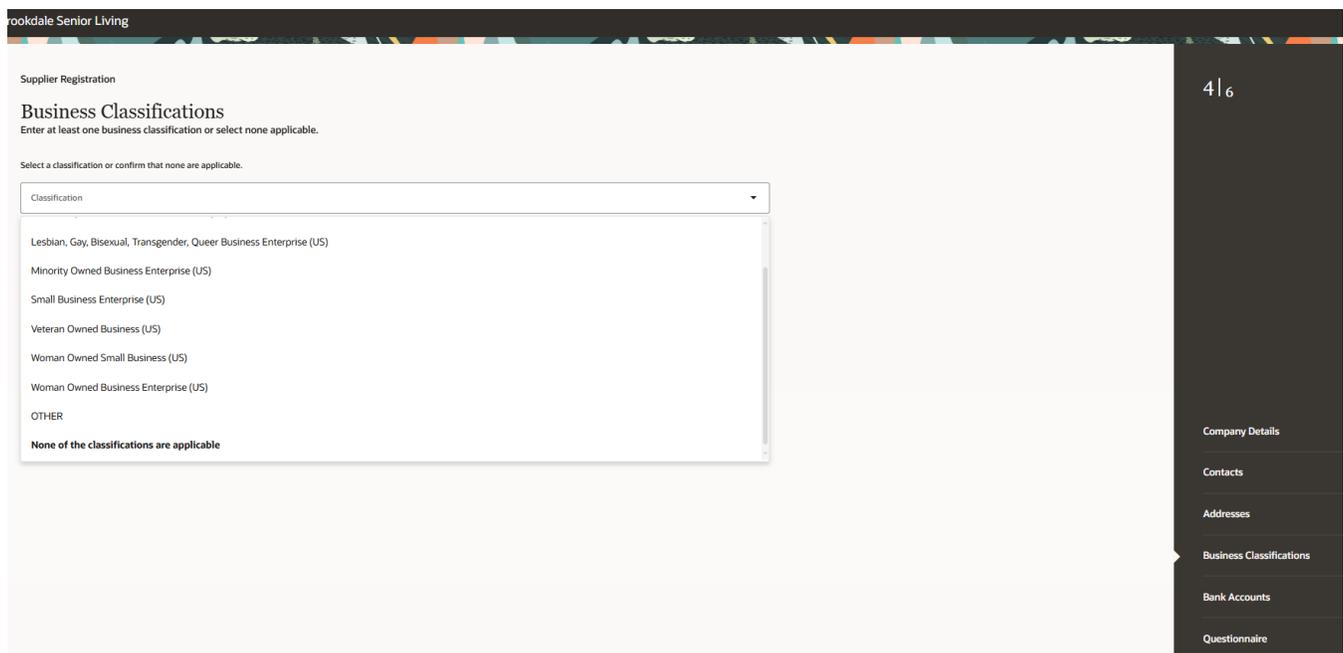
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8. Select "Continue" when finished entering all contact information.
9. Complete the "Addresses" section. Add address name, select what this address is to be used for, enter address & check the box to identify which contact is associated with this address.



10. When complete, click the "Continue" button
11. Complete the "Business Classifications" section. If none are applicable, scroll to the bottom of the drop down list & select "None of the classifications are applicable."



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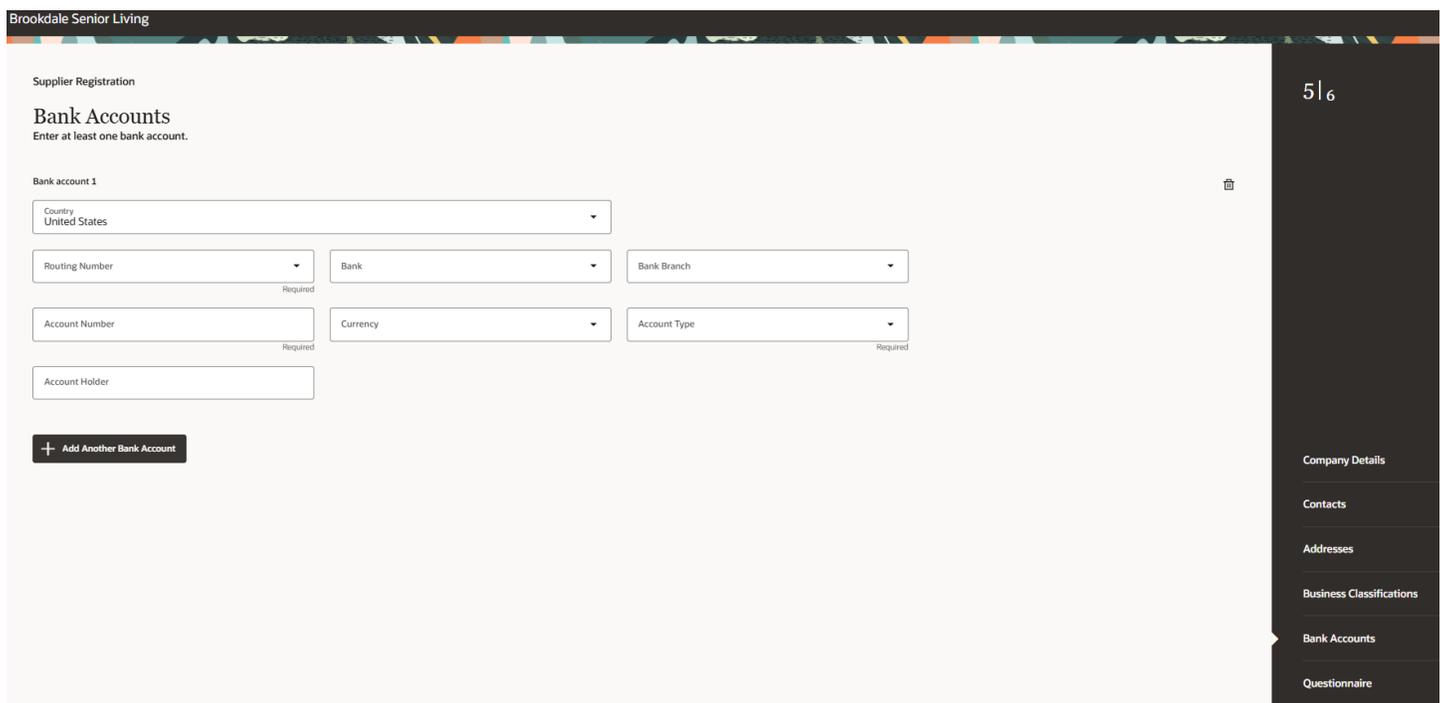
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12. When complete, click the "Continue" button

13. Complete the Bank Account section.

Note: You will be prompted to complete this section even if you plan on selecting the AP Control Card Payment Method. If you will be choosing the AP Control Card payment method, please complete this section as follows:

- Routing Number: Select first in the list (RIVERFRONT FCU)
- Account Number: "AP CONTROL CARD"
- Account Type: Select first option in the drop down (Checking)

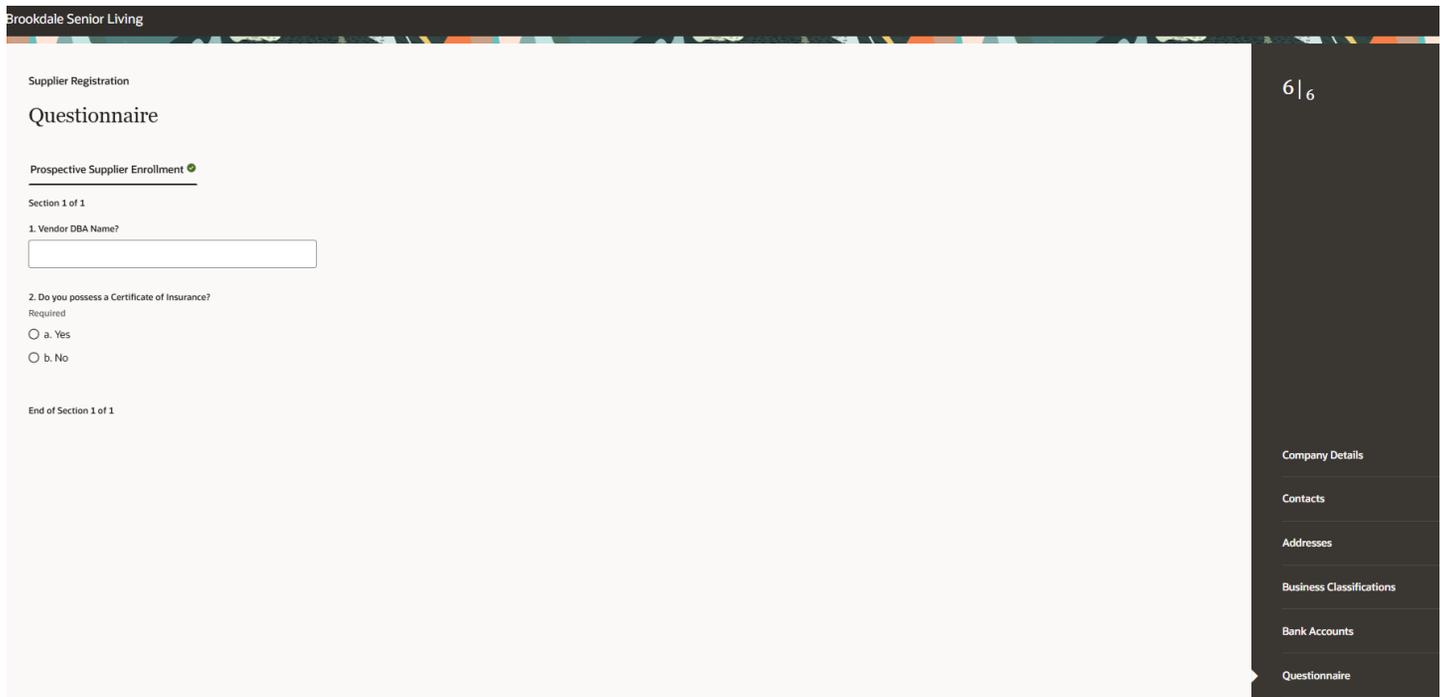


14. When complete, click the "Continue" button

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15. Complete all mandatory questions in the "Questionnaire" section. If your company does not have a dba name, please enter "N/A" for this question.



Brookdale Senior Living

Supplier Registration

Questionnaire

Prospective Supplier Enrollment

Section 1 of 1

1. Vendor DBA Name?

2. Do you possess a Certificate of Insurance?
Required

a. Yes

b. No

End of Section 1 of 1

6 | 6

- Company Details
- Contacts
- Addresses
- Business Classifications
- Bank Accounts
- Questionnaire

16. Click the "Submit" button when complete.

17. If you have any missing information, you will see be asked to review & enter the missing information. Please enter any missing information & submit.

18. Once you have successfully submitted your registration, you will see the following screen:



Brookdale Senior Living

Success

Your registration request 11001 was submitted.

Submitting an Invoice against a Purchase Order

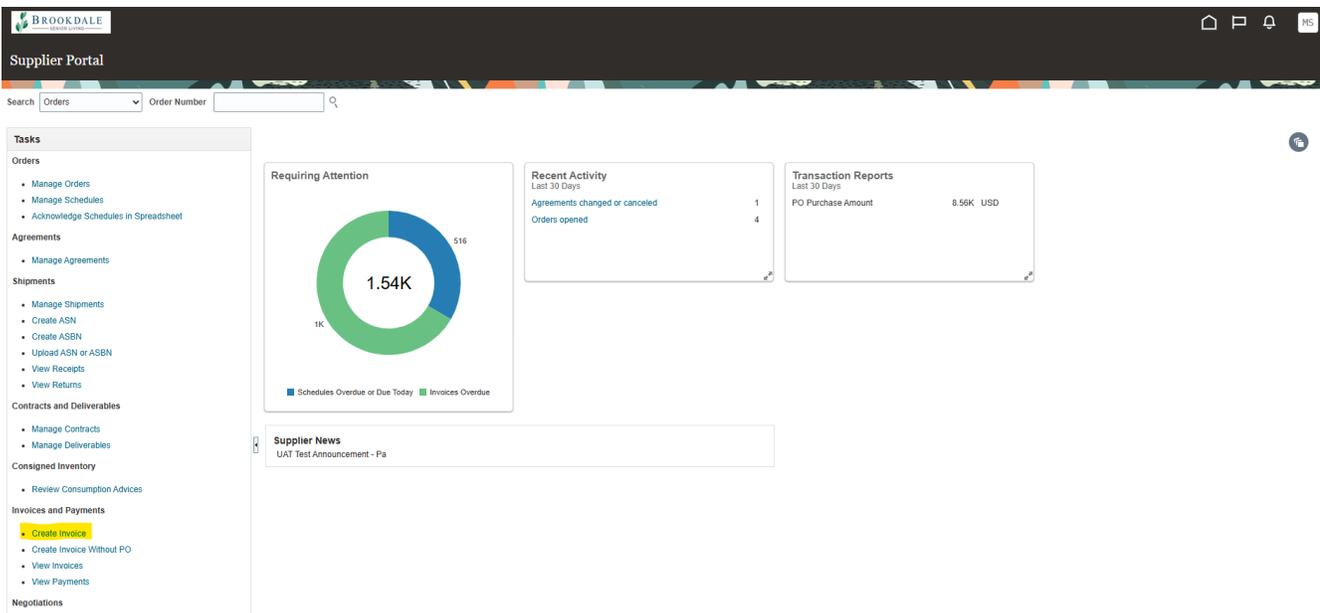
IMPORTANT

If you are typically issued PO's for your services, you must submit your invoices against a PO. If you are missing a needed PO, please reach out to the community you are working with to request a PO.

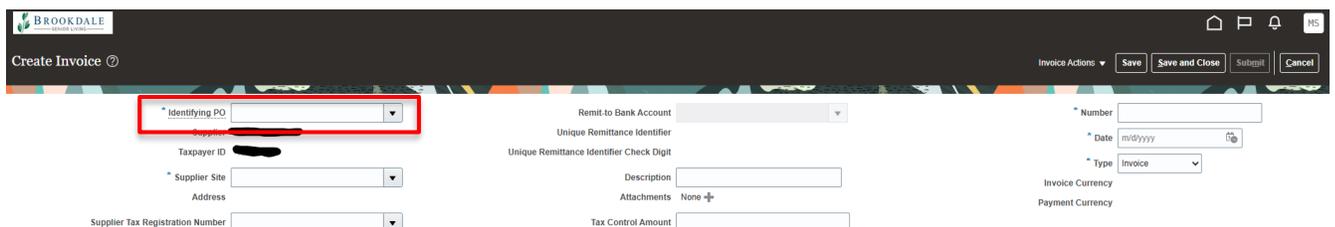
1. Log into Oracle & click on "Supplier Portal" tile.



2. Click on "Create Invoice", which is located under the "Invoices and Payments section" on the left of screen



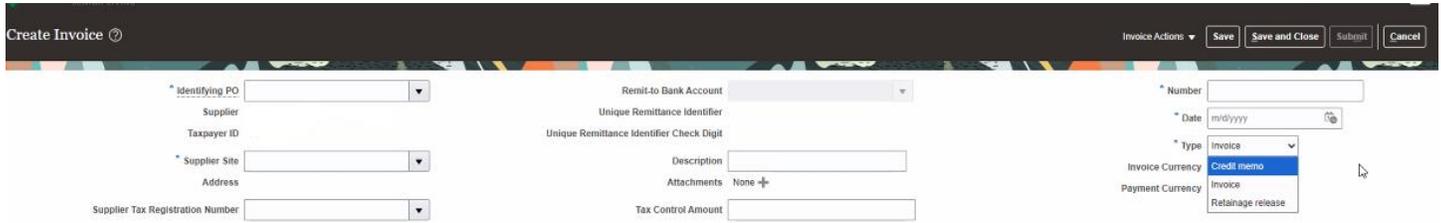
3. Enter "Identifying PO" details or select the drop down arrow & search for the PO number you want to invoice against. If you do not see the PO you are looking for, you can use the "Search" option at the bottom of the drop down box.



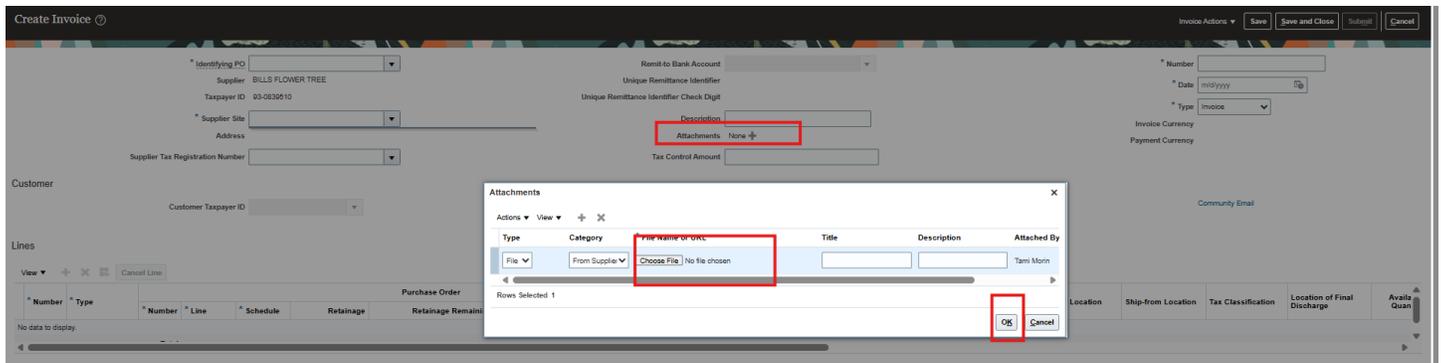
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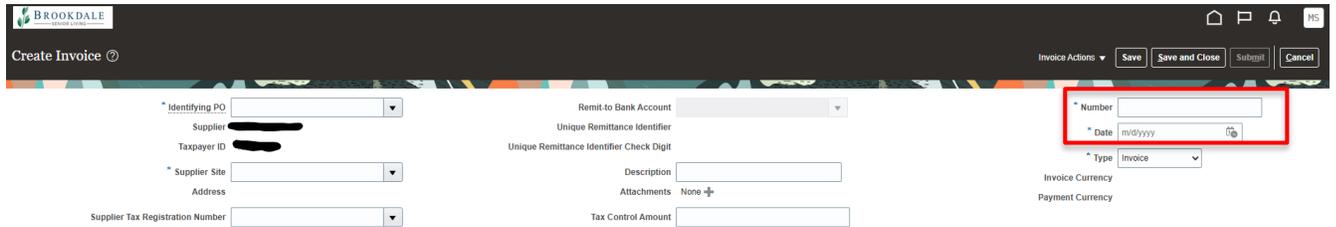
Note: For Credit Memos, change the Type to "Credit Memo", enter amount as negative



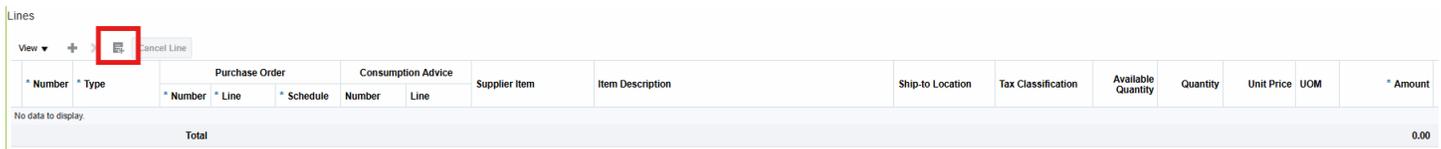
- Click on Attachments, then click on choose file, select the invoice copy and click ok. **Note: It is required to add an attachment to your invoice submission.**



- Enter the invoice number & date. Click Save.



- In the Lines section, click the "Select and Add" button.



* Number		* Type	Purchase Order		Consumption Advice		Supplier Item	Item Description	Ship-to Location	Tax Classification	Available Quantity	Quantity	Unit Price	UOM	* Amount
* Number	* Line	* Schedule	Number	Line	Number	Line									
No data to display.															
Total															
0.00															

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7. Select the desired line by clicking on the line (Do not click the PO# hyperlink). Click "Apply" then "OK".

Select and Add: Purchase Orders

Search

Advanced Saved Search

** At least one is required

** Purchase Order

** Consumption Advice

** Creation Date

Search Reset Save...

Search Results

View

Purchase Order			Consumption Advice		Supplier Item Number	Item Description	Ship-to Location	Ordered
Number	Line	Schedule	Number	Line				
353	1	1			884279	Staples One-Touch ...	24620-Brookdale R...	2

Apply OK Cancel

Note: For a monthly service agreement, only invoice for the amount you are billing for. After selecting the desired line, on the next screen, change the dollar amount under "Amount"

8. To add a freight line, click the "+" button & select "Freight" and enter the Amount

Lines

View

* Number	* Type	Purchase Order			Consumption Advice		Supplier Item	Item Description	Ship-to Location	Tax Classification	Available Quantity	Quantity	Unit Price	UOM	* Amount	Invoice Line Description
Number	Line	Schedule	Number	Line												
1	Freight															
Total																

9. To add Tax lines, click the "+" button & select "Tax" type and enter the Amount

Lines

View

* Number	* Type	Purchase Order			Consumption Advice		Supplier Item	Item Description	Ship-to Location	Tax Classification	Available Quantity	Quantity	Unit Price	UOM	* Amount	Invoice Line Description
Number	Line	Schedule	Number	Line												
2	Tax															

Note: Optional fields, Ship to location (the Brookdale community you are invoicing), tax classification & Invoice line description. Repeat the process to add any additional charges by adding another line & selecting a different "type" from the drop down. To delete a line, highlight the line you wish to delete, & select the "X" button.

10. When you have entered all your invoice information, click the "Save" button & then "Submit."

Create Invoice ⓘ

Invoice Actions

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Submitting an Invoice without a PO

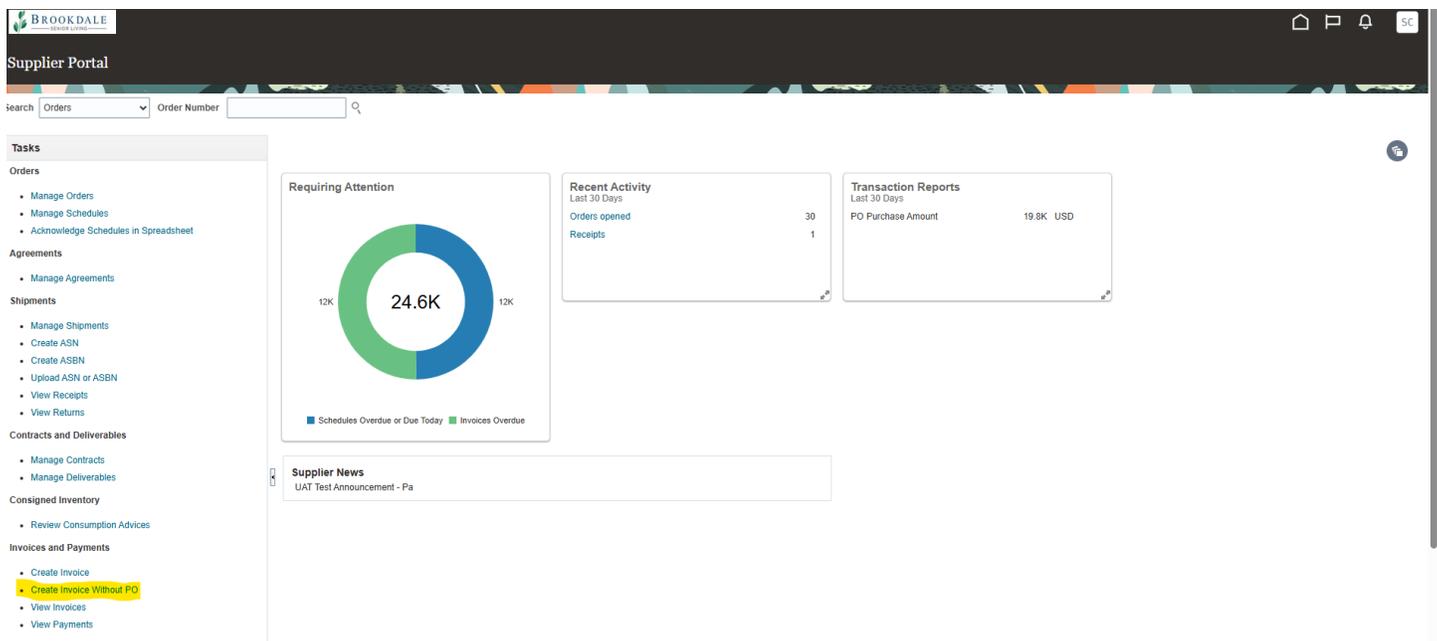
IMPORTANT

This invoice submission method is ONLY for suppliers that are NOT issued Purchase Orders.

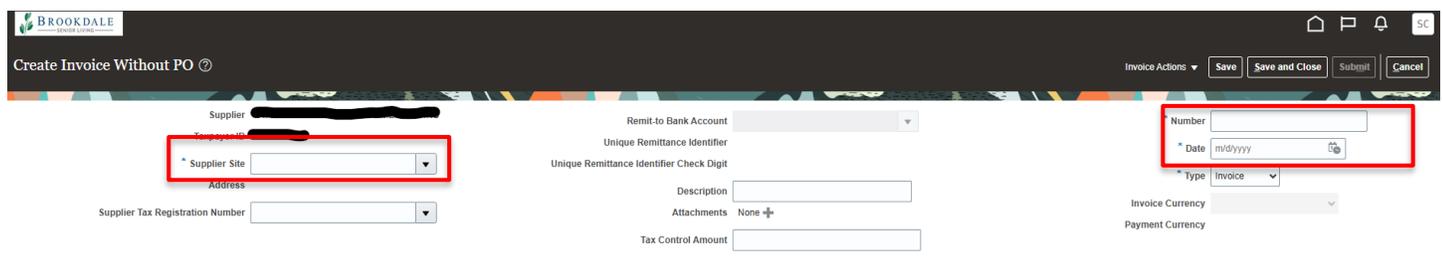
1. Log into Oracle & click on "Supplier Portal" tile.



2. Click on **"Create Invoice Without PO"**, which is located under the "Invoices and Payments section" on the left of screen



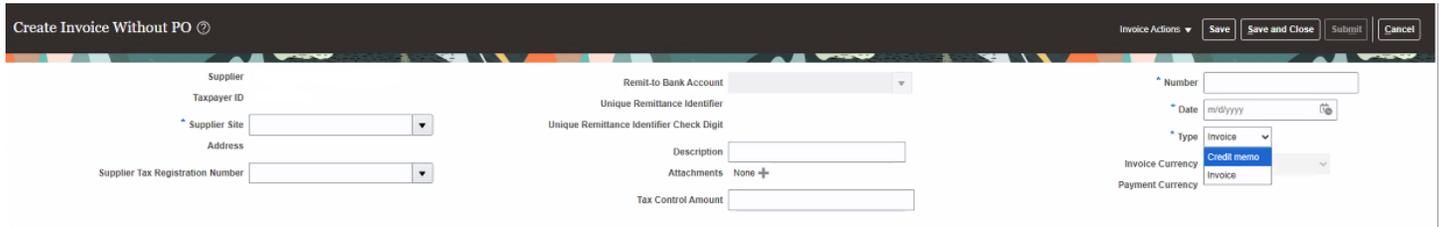
3. Enter invoice number & date. Select the "supplier site" from the drop down. This is your location (not the Brookdale community you are invoicing).



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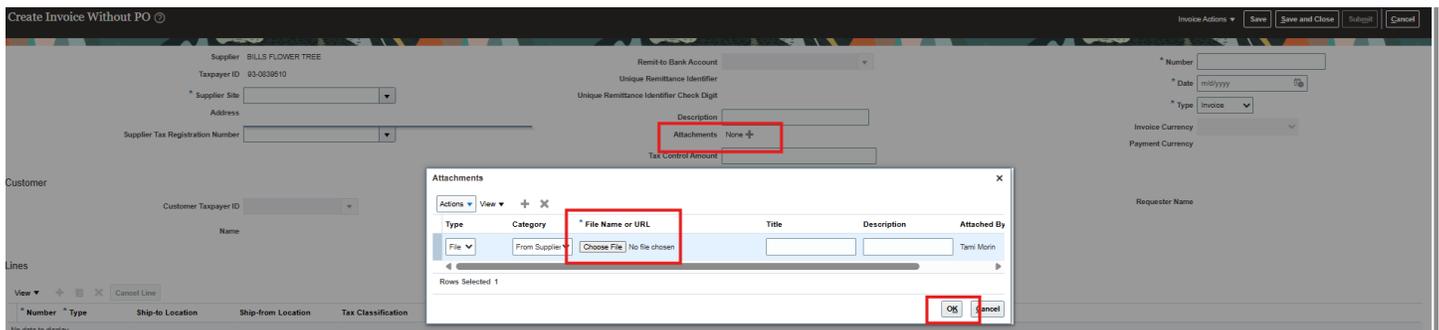
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Note: For Credit Memos, change the Type to "Credit Memo", enter amount as negative



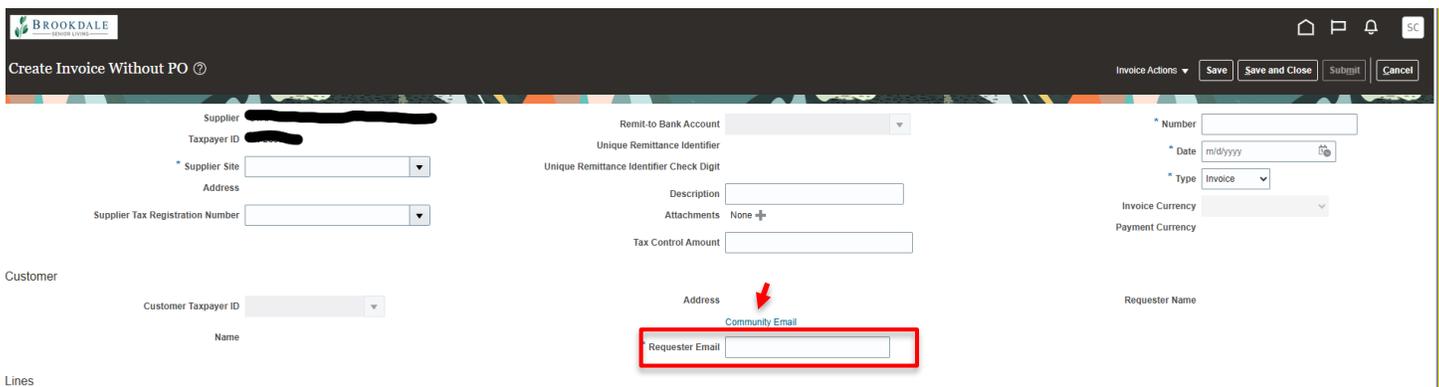
The screenshot shows the 'Create Invoice Without PO' form. Key fields include: Supplier (BILLS FLOWER TREE), Taxpayer ID (93-0839510), Supplier Site, Address, Supplier Tax Registration Number, Remit-to Bank Account, Unique Remittance Identifier, Unique Remittance Identifier Check Digit, Description, Attachments (None), Tax Control Amount, Invoice Number, Date (m/d/yyyy), Type (Invoice), Invoice Currency, and Payment Currency.

- Click on Attachments, then click on choose file, select the invoice copy and click ok. **Note: It is required to add an attachment to your invoice submission.**



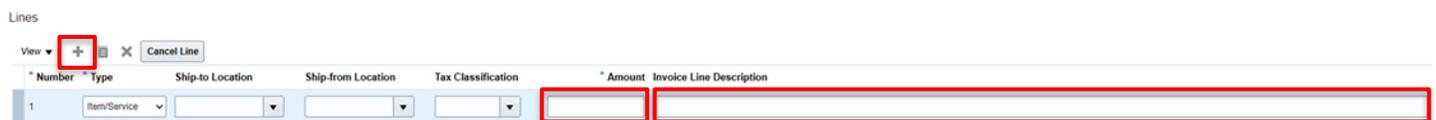
The screenshot shows the 'Create Invoice Without PO' form with the 'Attachments' dialog box open. The dialog box has a table with columns: Type, Category, File Name or URL, Title, Description, and Attached By. A 'Choose File' button is highlighted, and the 'OK' button in the dialog is also highlighted.

- In the "Customer" section, enter the Requestor Email. This is the email for your contact at the community you are invoicing. If you do not know the requestor email, click on the "Community Email" link & search for the email for the community you are invoicing.



The screenshot shows the 'Create Invoice Without PO' form. In the 'Customer' section, the 'Requestor Email' field is highlighted with a red box. A red arrow points to the 'Community Email' link above the field.

- Click the "+" icon to add line details. Enter the information below. Note: The Ship-to Location is the Brookdale community you are invoicing. The Ship-to Location, Ship-from-Location, & tax classification are not required fields.



The screenshot shows the 'Lines' section of the form. A table with columns: Number, Type, Ship-to Location, Ship-from Location, Tax Classification, Amount, and Invoice Line Description. A '+' icon is highlighted in the top left of the table, and a new line entry is shown with a red box around the 'Amount' and 'Invoice Line Description' fields.

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7. To add a freight line, click the "+" button & select "Freight" and enter the Amount.

Lines

View **+** **X** Cancel Line

* Number	* Type	Purchase Order			Consumption Advice		Supplier Item	Item Description	Ship-to Location	Tax Classification	Available Quantity	Quantity	Unit Price	UOM	* Amount	Invoice Line Description
		* Number	* Line	* Schedule	Number	Line										
1	Freight															

8. To add Tax lines, click the "+" button & select "Tax" type and enter the Amount

Lines

View **+** **X** Cancel Line

* Number	* Type	Purchase Order			Consumption Advice		Supplier Item	Item Description	Ship-to Location	Tax Classification	Available Quantity	Quantity	Unit Price	UOM	* Amount	Invoice Line Description
		* Number	* Line	* Schedule	Number	Line										
2	Tax															

Note: Optional fields, Ship to location (the Brookdale community you are invoicing), & tax classification. Repeat the process to add any additional charges by adding another line & selecting a different "type" from the drop down. To delete a line, highlight the line you wish to delete, & select the "X" button.

9. When you have entered all your invoice information, click the "Save" button & then "Submit."

Create Invoice Without PO ⓘ

Invoice Actions **Save** **Save and Close** **Submit** **Cancel**

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Edit Incomplete Invoices

1. Log into the supplier portal
2. Under Invoices click on the 'View Invoices' option

Invoices and Payments

- Create Invoice
- Create Invoice Without PO
- **View Invoices**
- View Payments

3. Search Invoices (I used only the supplier name in this example)

Search Advanced Saved Search All Invoices

** At least one is required

<p>** Invoice Number <input type="text"/></p> <p>** Supplier <input type="text" value="BILLS FLOWER TREE"/></p> <p>Supplier Site <input type="text"/></p> <p>** Purchase Order <input type="text"/></p>	<p>Consumption Advice <input type="text"/></p> <p>Invoice Status <input type="text"/></p> <p>Paid Status <input type="text"/></p> <p>Payment Number <input type="text"/></p>
---	--

4. Click on the Invoice Number of the invoice in an incomplete status to go back into edit mode.

Search Results

Invoice Status	Invoice Number	Invoice Date	Type
Incomplete	TEST_001_INCOMPLE...	8/26/2025	Standard invoice ...

5. Edit invoice as needed or cancel lines as needed. To cancel invoice lines, select the line and click the 'Cancel Line' button.

View

* Number	* Type	Ship-to Location	Ship-from Location	Tax Classification	* Amount
1	Item	24039-Brookdale La			120.00
Total					120.00

6. After all edits are made, click 'Save' and then click 'Submit' at the top of the invoice page.

Invoice Actions

* Number

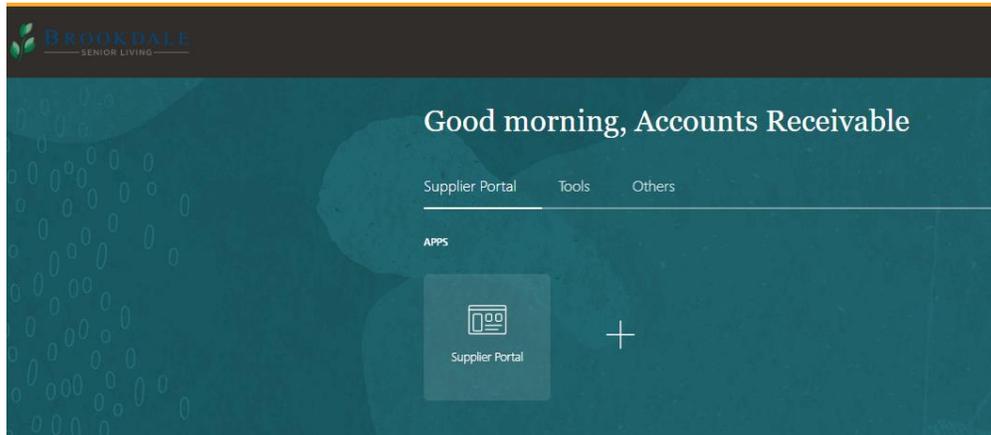
Date

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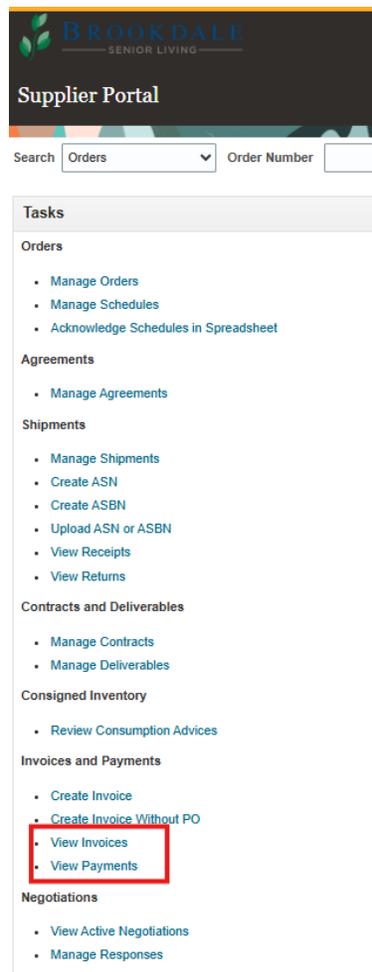
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View Invoice Status

1. Log into the Supplier Portal.



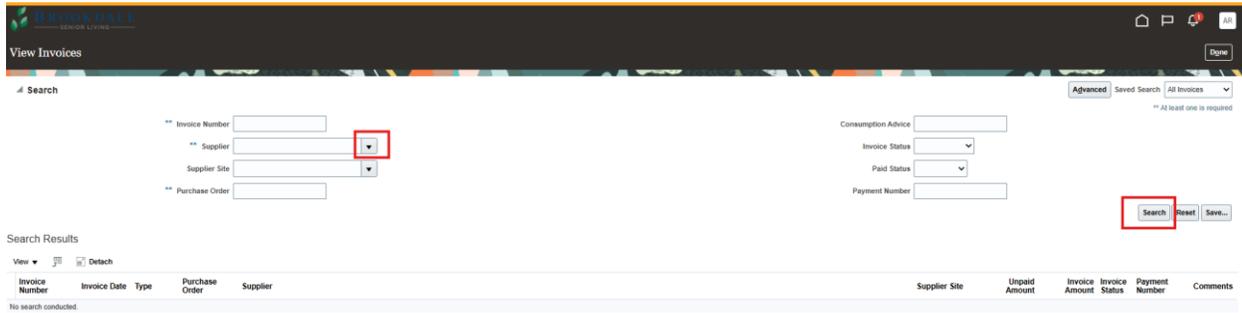
2. Click on View Invoices



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- From the Supplier Drop down, select the Supplier Name and Click Search



View Invoices

Search

Advanced Saved Search All Invoices

At least one is required

Invoice Number

Supplier

Supplier Site

Purchase Order

Consumption Advice

Invoice Status

Paid Status

Payment Number

Search Reset Save...

Search Results

View Detach

Invoice Number	Invoice Date	Type	Purchase Order	Supplier	Supplier Site	Unpaid Amount	Invoice Amount	Invoice Status	Paid Status	Payment Number	Comments
No search conducted.											

- From here you can see the statuses of the invoices.
 - If paid, there will be a payment number link, you can click into the number to find more payment details

Search Results

View Detach

Invoice Number	Invoice Date	Type	Purchase Order	Due Date	Supplier Site	Supplier	Unpaid Amount	Invoice Amount	Invoice Status	Paid Status	Payment Number
CV10104572	5/12/2025	Standard		7/11/2025	001-HURST		0.00 USD	455.41 USD	Approved	Paid	1030
CV10106090	7/2/2025	Standard		8/31/2025	001-HURST		0.00 USD	62.68 USD	Approved	Paid	14393
CV10104821	5/20/2025	Standard		7/19/2025	001-HURST		0.00 USD	135.06 USD	Approved	Paid	1843
CV10104899	5/23/2025	Standard		7/22/2025	001-HURST		0.00 USD	16.22 USD	Approved	Paid	1843
CV10104780	5/19/2025	Standard		7/18/2025	001-HURST		0.00 USD	41.08 USD	Approved	Paid	1843
CV10105466	6/12/2025	Standard		8/11/2025	001-HURST		0.00 USD	133.04 USD	Approved	Paid	7267
CV10105459	6/12/2025	Standard		8/11/2025	001-HURST		0.00 USD	12.95 USD	Approved	Paid	7267
0000384318	6/27/2025	Standard		8/26/2025	001-HURST		0.00 USD	400.53 USD	Approved	Paid	Multiple
CV10106374	7/14/2025	Standard		9/12/2025	001-HURST		67.66 USD	67.66 USD	On hold	Unpaid	
CV10106899	7/31/2025	Standard		9/29/2025	001-HURST		33.54 USD	33.54 USD	Approved	Unpaid	
CV10106788	7/28/2025	Standard		9/26/2025	001-HURST		32.42 USD	32.42 USD	On hold	Unpaid	

Payment: 1843

Business Unit: Brookdale BU

Payment Amount: 192.36 USD

Payment Date: 7/22/2025

Payee: [REDACTED]

Payment Type: Payment Process Request

Payee Site: 001-HURST

Remit-to Account: [REDACTED]

Address: [REDACTED] HURST, TX 78053

Payment Status: Negotiable

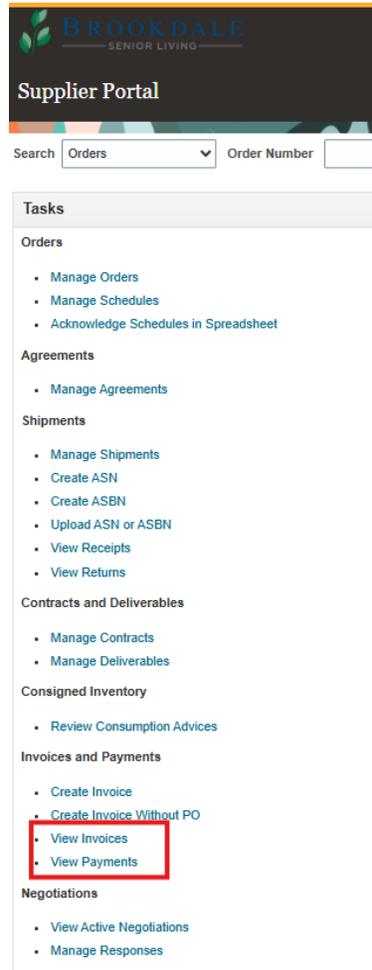
Payment Document: [REDACTED]

Paid Invoices

Number	Invoice Date	Type	Purchase Order	Receipt	Consumption Advice	Paid Amount	Invoice Amount	Invoice Status	Due Date	Paid Status
CV10104899	5/23/2025	Standard				16.22 USD	16.22 USD	Not required	7/22/2025	Fully paid
CV10104821	5/20/2025	Standard				135.06 USD	135.06 USD	Not required	7/19/2025	Fully paid
CV10104780	5/19/2025	Standard				41.08 USD	41.08 USD	Not required	7/18/2025	Fully paid

View Payment Details

1. Click on View Payments



Supplier Portal

Search Orders Order Number

Tasks

Orders

- Manage Orders
- Manage Schedules
- Acknowledge Schedules in Spreadsheet

Agreements

- Manage Agreements

Shipments

- Manage Shipments
- Create ASN
- Create ASBN
- Upload ASN or ASBN
- View Receipts
- View Returns

Contracts and Deliverables

- Manage Contracts
- Manage Deliverables

Consigned Inventory

- Review Consumption Advices

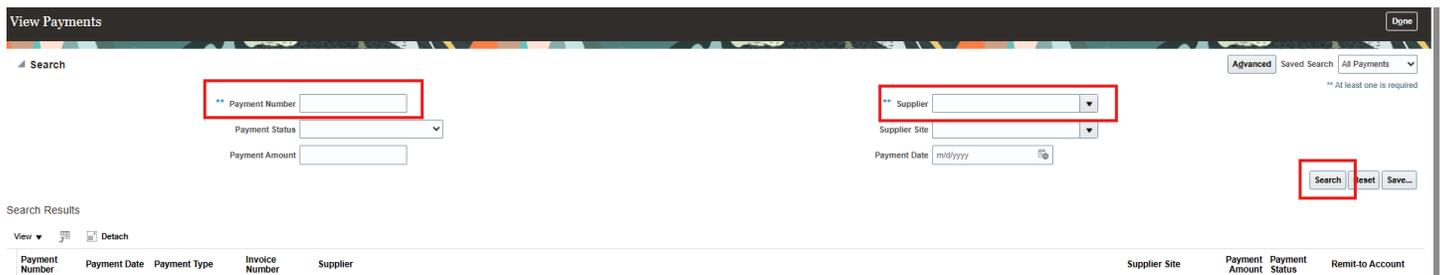
Invoices and Payments

- Create Invoice
- Create Invoice Without PO
- View Invoices
- View Payments

Negotiations

- View Active Negotiations
- Manage Responses

2. If you have a payment number, enter the payment number. If not, select the Supplier from the drop down and click search.



View Payments Done

Search Advanced Saved Search All Payments

**** Payment Number**

Payment Status

Payment Amount

**** Supplier**

Supplier Site

Payment Date

Search Results

View Detach

Payment Number	Payment Date	Payment Type	Invoice Number	Supplier	Supplier Site	Payment Amount	Payment Status	Remit-to Account
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3. From here you can see payment details, click on the payment number to see more details.

Search Results

View   Detach

Payment Number	Payment Date	Payment Type	Invoice Number	Supplier	Supplier Site	Payment Amount	Payment Status	Remit to Account
14150	9/3/2025	Payment Process Re...	0000304318		001-HURST	400.53 USD	Voided	
14518	9/3/2025	Payment Process Re...	0000304318		001-HURST	400.53 USD	Negotiable	
14393	9/2/2025	Payment Process Re...	CV19106090		001-HURST	62.66 USD	Negotiable	
7267	8/12/2025	Payment Process Re...	Multiple		001-HURST	145.99 USD	Negotiable	
1843	7/22/2025	Payment Process Re...	Multiple		001-HURST	192.36 USD	Negotiable	
1030	7/17/2025	Payment Process Re...	CV10104572		001-HURST	455.41 USD	Negotiable	

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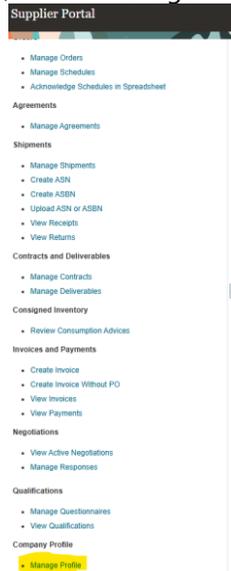
Supplier Information Updates

If any of your **supplier information changes**, you will use the steps below to update your profile & notify Brookdale.

1. Log into Oracle & select the "Supplier Portal" tile



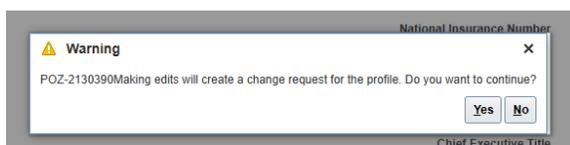
2. From the Task list on the left side of our screen, select "Manage Profile" under the "Company Profile" section.



3. Select "Edit."



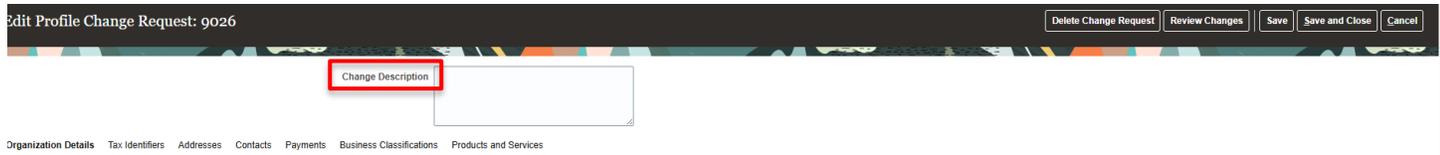
4. Click "Yes" when the pop up appears:



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5. Enter an explanation of your changes in the "Change Description" box:

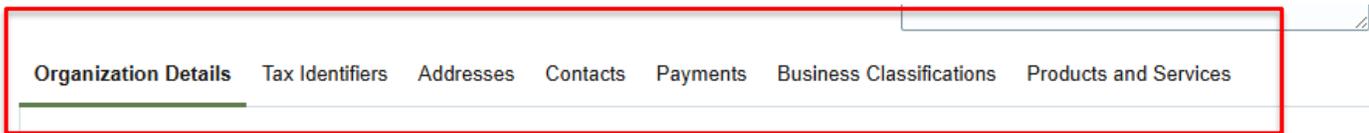


Edit Profile Change Request: 9026

Change Description

Organization Details Tax Identifiers Addresses Contacts Payments Business Classifications Products and Services

6. Edit your information as desired in any of the profile tabs:



Organization Details Tax Identifiers Addresses Contacts Payments Business Classifications Products and Services

HINTS FOR EACH PROFILE TAB

- Use the "+" to add something new and the pencil icon to edit an existing item
- **Required fields are marked with an "*"**
- ORGANIZATION DETAILS:
 - Makes desired changes to any of the desired fields.
- TAX IDENTIFIERS:
 - Make desired changes to any of the desired fields.
- ADDRESSES:
 - When adding an address, please name the address with the address number – City Name. Ex: 002-CHICAGO
- CONTACTS
 - A contact won't be able to access your portal unless you check the box for "User Account"
 - Each contact must be tied to an address. In the Contact Addresses section, be sure to click the "Actions" drop down & select "Select & Add". Highlight the address the contact is associated with & click "Apply" & then "OK".

Brookdale Supplier Help Guide: Oracle

Quick Reference Guide

Create Contact


Salutation

* First Name

Middle Name

* Last Name

Job Title

Administrative contact

Phone

Mobile

Fax

Email

Status

▲ Contact Addresses

Actions View Format

Remove

Select and Add

Columns Hidden 5

Address	Phone	Address Purpose	Status

▲ User Account

Request user account

Roles Data Access

Role	Description
No data to display.	

Create Another OK Cancel

- PAYMENTS
 - Use the + sign to add a bank account
 - If you have more than one bank account in your profile, you must indicate which is the primary by highlighting the desired account row & clicking the circle with the checkmark.

 Organization Details Tax Identifiers Addresses Contacts **Payments** Business Classifications Products and Services

 Payment Methods **Bank Accounts**

Primary	Account Number	IBAN	Currency	Bank Name
	656			1ST ADVANTAGE FEDERAL C...
<input checked="" type="checkbox"/>	23525			1NB BANK

- BUSINESS CLASSIFICATIONS
 - This is where you can add any applicable classifications by clicking the "+" & choosing the desired classification from the drop down that appears. If none of these classifications apply to you, please click the box indicating "none of the classifications are applicable."

Brookdale Supplier Help Guide: Oracle

Quick Reference Guide

Organization Details Tax Identifiers Addresses Contacts Payments **Business Classifications** Products and Services

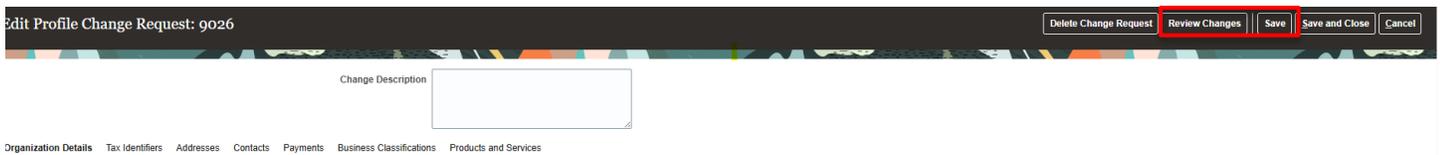
None of the classifications are applicable

Actions ▾ View ▾ Format ▾ + × Freeze Detach Wrap

Classification	Subclassification	Status	Certifying Agency	Other Certifying Agency	Certificate
No results found.					

- PRODUCTS AND SERVICES:
 - This is an optional section that can be left blank if desired.

7. When you are finished making all your updates, click "Save" & then "Review Changes".



Edit Profile Change Request: 9026

Delete Change Request Review Changes Save Save and Close Cancel

Change Description

Organization Details Tax Identifiers Addresses Contacts Payments Business Classifications Products and Services

8. If everything is correct, click the "Submit" button



BROOKDALE SENIOR LIVING

Review Changes

Edit Submit Cancel

9. Your profile update request will then route to Brookdale for approval. The changes will not be implemented in your profile until they have been fully approved by Brookdale.