

## 1. FAQ

2. Can't Login
  - a. Please contact your dedicated buyer
3. My password is incorrect
  - a. Contact supplier support or your dedicated buyer
4. Can't see attached files
  - a. Please verify that the file is PDF, Excel or Word format. For other formats please download to your computer and open it with the proper software
5. Can't enter data in "edit" mode.
  - a. Please work with Google Chrome
  - b. Check if your version is the latest one available
  - c. Check security tab for any restriction done on your browser
  - d. Contact supplier support at
6. Data is not updated after input. Sync is done each 25 minutes between the ERP and the portal. Please refresh or clear cache.
7. After sorting a column can't see all data.
  - a. Please refresh or go back from browser.
  - b. Refresh browser or close and reopen
8. Can't find a PO.
  - a. The PO data is sync every 5 minutes. Please be patient and refresh screen.
  - b. Please ask the buyer if the PO was approved
9. Got error when trying to view PO PDF ( `File /home/oracle/attachments/PO_22273562.pdf` not found on the server).
  - a. Pdf isn't loaded and sync with the portal
  - b. Wait for 5 minutes then refresh your browser.
10. Can't download attachments
  - a. Please check that you don't have any security restrictions
  - b. Please check if your browser allows download
  - c. Please see that your company antivirus isn't holding or blocking file types
11. Can't update the Excel after download
  - a. Please check if you are not trying to update fields that aren't allowed.  
You are allowed to enter data only on "Promise date", Warehouse Type, Tracking number. All other columns are restricted.
12. Can't upload the saved excel file
  - a. Please check for any browser security issues
  - b. Please check that you try to upload the same file that you downloaded
  - c. Please check if you do not have any upload restriction done by your company IT.

For any issues please contact your dedicated buyer or mail to [suppliers@rh.co.il](mailto:suppliers@rh.co.il)