

EXOSTAR Support Guide for AR Suppliers



Aerojet Rocketdyne (AR) utilizes an integrated software module called On-Boarding Module (OBM), an Exostar Platform application. The OBM application enables AR to automate the collection of supplier information.

AR Buyers and the Supplier Management Team do not have access to assist with Exostar:

- Account Set-Up
- Login Issues or Password Resets
- System Issues and Errors

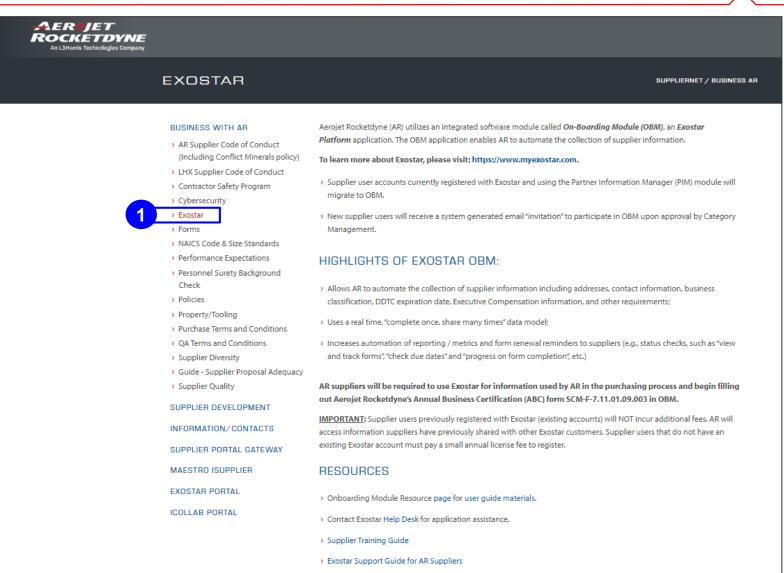
Therefore, the following material is being provided to assist and guide our supplier partners in navigating Exostar support resources. **Blue font** indicates hyperlinks for your convenience.

Please note AR personnel are unable to submit tickets on behalf of suppliers.

Use SupplierNet to Access Exostar Page



- 1 From the <u>AR SupplierNet</u> webpage, select **Exostar**
- Under Resources, select the Onboarding Module Resource page link
- 3. Under Resources, select Contact Exostar Help Desk for application assistance
- 4. Under Resources, select Supplier Training Guide to access AR's Supplier Exostar Onboarding Module (OBM) Guidelines



Use SupplierNet to Access Exostar Page



PPLIERNET / BUSINESS AR

- 1. From the AR SupplierNet webpage, select Exostar
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AER JET ROCKETDYNE An L3Harris Technologies Company		
	EXOSTAR	SUPPLIERNET / BUSINESS
	BUSINESS WITH AR	Aerojet Rocketdyne (AR) utilizes an integrated software module called On-Boarding Module (OBM) , an Exostar
	› AR Supplier Code of Conduct	Platform application. The OBM application enables AR to automate the collection of supplier information.
	(Including Conflict Minerals policy)	To learn more about Exostar, please visit: https://www.myexostar.com.
	 LHX Supplier Code of Conduct Contractor Safety Program 	> Supplier user accounts currently registered with Exostar and using the Partner Information Manager (PIM) module will
	Cybersecurity	migrate to OBM.
	> Exostar	> New supplier users will receive a system generated email "invitation" to participate in OBM upon approval by Category
	> Forms	Management.
	› NAICS Code & Size Standards	
	 Performance Expectations 	HIGHLIGHTS OF EXOSTAR OBM:
	Personnel Surety Background	
	Check	› Allows AR to automate the collection of supplier information including addresses, contact information, business
	› Policies	classification, DDTC expiration date, Executive Compensation information, and other requirements;
	Property/Tooling). Uses a real time "complete once share many times" data model:

- nation, business
- > Uses a real time, "complete once, share many times" data model;
- > Increases automation of reporting / metrics and form renewal reminders to suppliers (e.g., status checks, such as "view and track forms", "check due dates" and "progress on form completion", etc.)

AR suppliers will be required to use Exostar for information used by AR in the purchasing process and begin filling out Aerojet Rocketdyne's Annual Business Certification (ABC) form SCM-F-7.11.01.09.003 in OBM.

IMPORTANT: Supplier users previously registered with Exostar (existing accounts) will NOT incur additional fees. AR will access information suppliers have previously shared with other Exostar customers. Supplier users that do not have an existing Exostar account must pay a small annual license fee to register.

L3HARRIS

> Purchase Terms and Conditions

Guide - Supplier Proposal Adequacy

> OA Terms and Conditions

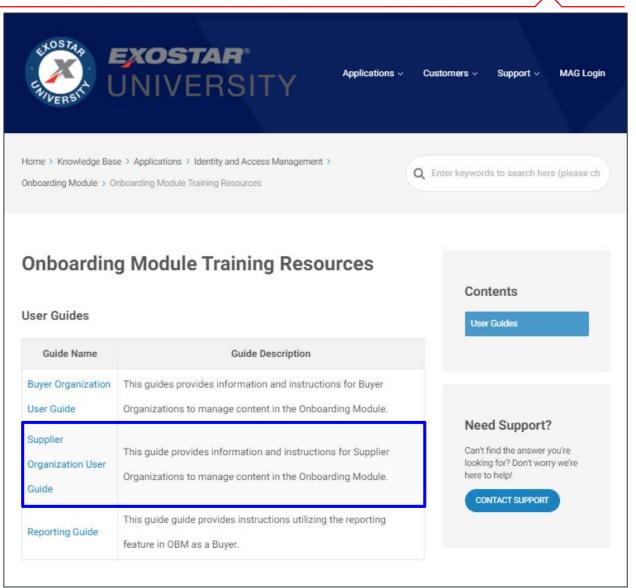
Supplier Diversity

Supplier User Guide



Select <u>Supplier Organization User Guide</u> to access Exostar information and instructions provided to assist Suppliers in navigating OBM.

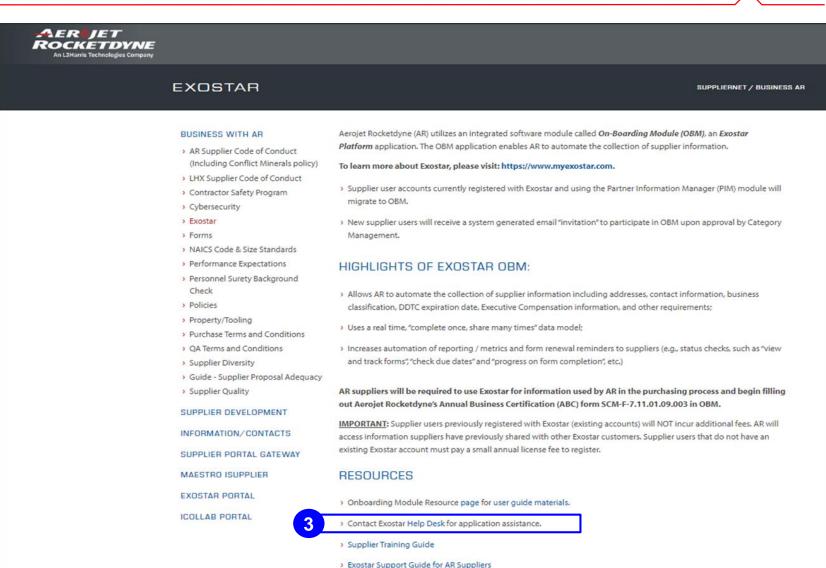




Contacting Exostar's Help Desk



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 Supplier Training Guide to
 access AR's <u>Supplier Exostar</u>
 Onboarding Module (OBM)
 Guidelines



Contact Support Resources (Part 1)



1 A message board is available for information relating to Exostar that could be useful, we advise reading Important Updates

2 Troubleshooting

Browser Login Issues

Reset Password

Submit a Ticket (see slide 9: How to Submit a Ticket to Exostar's

Help Desk)

MAG Registration

OTP Renewal

3 Featured Articles

Phone OTP FAQs

Download KMA

Credentials FAQs

Identity Proofing

MAG Administrators

4 Popular Applications

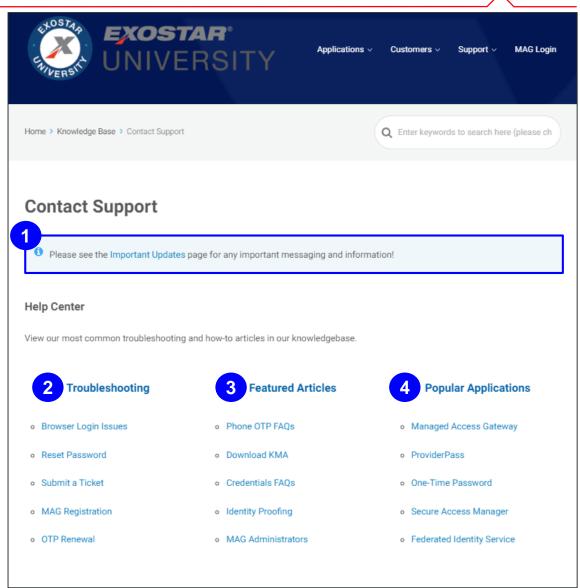
Managed Access Gateway

ProviderPass

One-Time Password

Secure Access Manager

Federated Identity Service



Contact Support Resources (Part 2)



3 methods are available to contact Exostar:

1 Submit a Ticket

Please go to the <u>next slide</u> for directions on submitting an Aerospace & Defense ticket to the Exostar Help Desk.

2 Online Chat Support

Online Chat Support is available Monday to Friday 6am – 6pm (EST). If outside of support hours, the button will indicate Chat is OFFLINE as a reminder.

3 Phone Support

Phone Support is available Monday to Friday 3am – 9:00pm (EST). USA & World-Wide Phone: 703-793-7800

Save your Exostar ticket / case number!

Still need help? Contact Us



To Contact Support / Submit a Ticket

- For Aerospace & Defense Customers: fill out online case form below to submit a ticket
- For Healthcare & Life Sciences Customers: please contact your Tier 1 Support. To find the correct contact information,

please click **here** and select the appropriate industry to locate your customer.



Chat is available Monday to Friday 6:00 AM - 6:00 PM EST

Available in 20 different languages via Google Translator



Phone Support is available Monday to Friday 3:00 AM EST - 9:00 PM EST

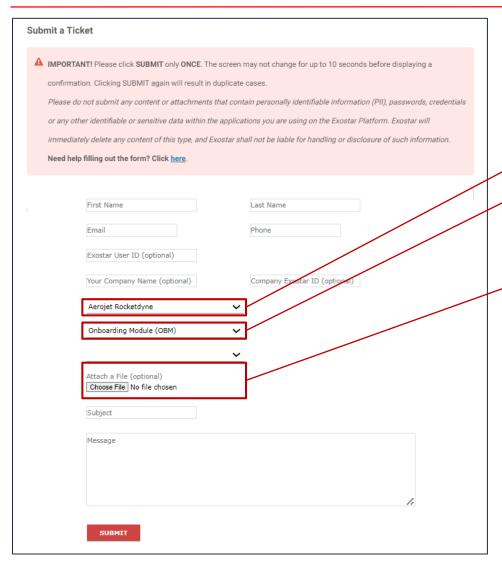




- USA & World-Wide Phone: +1 703-793-7800
- United Kingdom Phone: 0203 3007093
- o Australia: +61 2 8073 8383

How to Submit a Ticket to Exostar's Help Desk





From the Contact Support page, scroll to the bottom to <u>submit an</u> <u>online case form</u> (aka: Ticket).

- 1. Enter your First and Last name, email address and phone number.
- 2. Optional enter your Exostar ID or Company Name.
- (3.) Next select your **Partner Company** from the drop-down list, **Aerojet Rocketdyne**.
- (4.) Select the **Product** you are inquiring about from the drop-down list, **Onboarding Module (OBM)**.
- 5. Once you select the product, a list with auto-populate regarding any issues for that product. Select the **Issue** most relevant to your issue.
- 6.) Optional you can attach a screenshot or file regarding your issue (i.e., attach a screenshot of an error message). Providing a screenshot could greatly assist in troubleshooting which could expedite resolution of your issue.
- 7. You must enter a **Subject** in the subject field.
- 8. Type your message in the **Message** box. Include as many details as you can regarding your issue.
- 9. Once you have filled out all the required fields, click Submit. It will take a few seconds for a display screen to confirm your ticket was sent. (*IMPORTANT: Only click submit ONCE. If you click submit more than once it will create duplicate tickets*).

After you submit your online case, you will receive an email with your case number – save this email for reference.

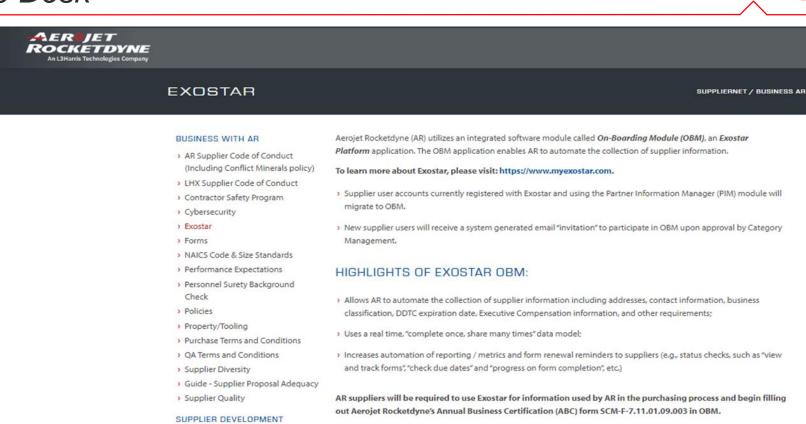
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INFORMATION/CONTACTS

SUPPLIER PORTAL GATEWAY

MAESTRO ISUPPLIER

EXOSTAR PORTAL

ICOLLAB PORTAL

RESOURCES

> Onboarding Module Resource page for user guide materials.

existing Exostar account must pay a small annual license fee to register.

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access information suppliers have previously shared with other Exostar customers. Supplier users that do not have an

> Contact Exostar Help Desk for application assistance.

- Supplier Training Guide
- > Exostar Support Guide for AR Suppliers



Account Registration Tips



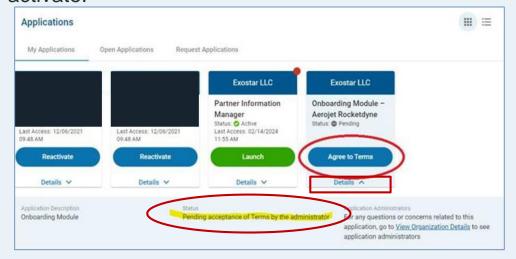
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Registration is:

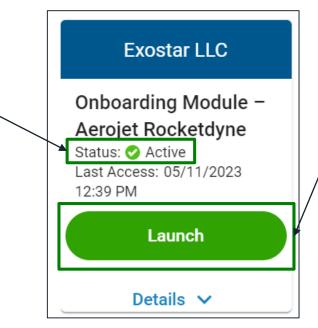
• Required for each customer account (e.g. The Boeing Company, Aerojet Rocketdyne an L3Harris Company, etc...)

Not finalized until the Status is "Active" which is indicated by a green/white check mark and button text "Launch"

Below is an example of an incomplete registration and once selecting **Agree to Terms**, the account will activate:



Select "Details" to see why activation is pending.



Status Details will not show if account is active:

