



EXOSTAR SUPPORT GUIDE FOR AR SUPPLIERS

February 16, 2024

Revision 0

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.



- 1 From the [AR SupplierNet webpage](#), select **Exostar**
2. 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](#)

AERJET ROCKETDYNE
An L3Harris Technologies Company

EXOSTAR

SUPPLIERNET / BUSINESS AR

BUSINESS WITH AR

- › AR Supplier Code of Conduct (Including Conflict Minerals policy)
- › LHX Supplier Code of Conduct
- › Contractor Safety Program
- › Cybersecurity
- 1 **› Exostar**
- › Forms
- › NAICS Code & Size Standards
- › Performance Expectations
- › Personnel Surety Background Check
- › Policies
- › Property/Tooling
- › Purchase Terms and Conditions
- › QA Terms and Conditions
- › Supplier Diversity
- › Guide - Supplier Proposal Adequacy
- › Supplier Quality

SUPPLIER DEVELOPMENT

INFORMATION/ CONTACTS

SUPPLIER PORTAL GATEWAY

MAESTRO ISUPPLIER

EXOSTAR PORTAL

ICOLLAB PORTAL

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.

To learn more about Exostar, please visit: <https://www.myexostar.com>.

- › Supplier user accounts currently registered with Exostar and using the Partner Information Manager (PIM) module will migrate to OBM.
- › New supplier users will receive a system generated email "invitation" to participate in OBM upon approval by Category Management.

HIGHLIGHTS OF EXOSTAR OBM:

- › Allows AR to automate the collection of supplier information including addresses, contact information, business classification, DDTC expiration date, Executive Compensation information, and other requirements;
- › 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.

RESOURCES

- › Onboarding Module Resource page for user guide materials.
- › Contact Exostar [Help Desk](#) for application assistance.
- › [Supplier Training Guide](#)
- › [Exostar Support Guide for AR Suppliers](#)



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Select [Supplier Organization User Guide](#) to access Exostar information and instructions provided to assist Suppliers in navigating OBM.



EXOSTAR UNIVERSITY

Applications ▾ Customers ▾ Support ▾ MAG Login

Home > Knowledge Base > Applications > Identity and Access Management > Onboarding Module > Onboarding Module Training Resources

Search: Enter keywords to search here (please ch

Onboarding Module Training Resources

User Guides

Guide Name	Guide Description
Buyer Organization User Guide	This guides provides information and instructions for Buyer Organizations to manage content in the Onboarding Module.
Supplier Organization User Guide	This guide provides information and instructions for Supplier Organizations to manage content in the Onboarding Module.
Reporting Guide	This guide guide provides instructions utilizing the reporting feature in OBM as a Buyer.

Contents

User Guides

Need Support?

Can't find the answer you're looking for? Don't worry we're here to help!

CONTACT SUPPORT



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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](#)



3 methods are available to contact Exostar:

1 Submit a Ticket

Please go to the [next slide](#) 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

1  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.

2  Chat

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

Available in 20 different languages via Google Translator

Chat Support is OFFLINE

3  Call Us

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
- Australia: +61 2 8073 8383



Submit a Ticket

IMPORTANT! Please click **SUBMIT** only **ONCE**. The screen may not change for up to 10 seconds before displaying a confirmation. Clicking **SUBMIT** again will result in duplicate cases.

Please do not submit any content or attachments that contain personally identifiable information (PII), passwords, credentials or any other identifiable or sensitive data within the applications you are using on the Exostar Platform. Exostar will immediately delete any content of this type, and Exostar shall not be liable for handling or disclosure of such information.

Need help filling out the form? Click [here](#).

First Name Last Name

Email Phone

Exostar User ID (optional)

Your Company Name (optional) Company Exostar ID (optional)

Aerojet Rocketdyne ▼

Onboarding Module (OBM) ▼

▼

Attach a File (optional)
 No file chosen

Subject

Message

SUBMIT

From the Contact Support page, scroll to the bottom to [submit an online case form](#) (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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Knowledge Sharing

Tips from Real Scenarios

Account Registration Tips



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:

The screenshot shows a list of applications under the heading 'Applications'. There are three application cards visible. The first two are 'Reactivate' buttons. The third is 'Exostar LLC' with a 'Launch' button. The fourth is 'Exostar LLC' with an 'Agree to Terms' button. The 'Agree to Terms' button is circled in red. Below the application cards, there is a section for 'Status' which says 'Pending acceptance of Terms by the administrator'. This status is also circled in red.

Select “**Details**” to see why activation is pending.

The detailed view shows the 'Exostar LLC' application card. The title is 'Exostar LLC'. Below it is 'Onboarding Module - Aerojet Rocketdyne'. The status is 'Active' with a green checkmark. Below the status is 'Last Access: 05/11/2023 12:39 PM'. At the bottom of the card is a large green 'Launch' button. Below the card is a 'Details' link with a dropdown arrow.

Status Details will not show if account is active:

The detailed view shows the 'Exostar LLC' application card. The title is 'Exostar LLC'. Below it is 'Onboarding Module - Aerojet Rocketdyne'. The status is 'Active' with a green checkmark. Below the status is 'Last Access: 05/11/2023 12:39 PM'. At the bottom of the card is a large green 'Launch' button. Below the card is a 'Details' link with a dropdown arrow. The status details section is empty, indicating that the account is active.