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INTRODUCTION

Provide directions on DFW Airport Oracle iSupplier Portal

The Dallas/Fort Worth International Airport (DFW Airport) Supplier Collaboration Network is available to current suppliers and potential suppliers to the DFW Airport. This application enhances the exchange of information and enables secure transactions between DFW Airport and our suppliers using the Internet and our Oracle iSupplier Portal. Suppliers can monitor and respond to all events in the procure to pay cycle.

This User Guide is designed to assist you with learning the functionality of the Oracle iSupplier Portal. There is an abundance of functionality that exists within Oracle iSupplier.

When utilizing this functionality, please ensure that you use Internet Explorer as your Browser.

Suppliers should designate one person (Primary User) to ensure all data is entered correctly and maintained in their profile management. Other supplier contacts may be added by the Supplier’s Primary User so that the system may be accessed and communications are possible between DFW Airport buyers and the suppliers salesperson. Once the Primary User establishes a password for his Organization, he assumes responsibility for the confidentiality and intended use of the DFW Airport Oracle iSupplier Portal.

Please review this User Guide. If you have any questions regarding your participation with this application or questions about the iSupplier functionality, please contact Dallas/Fort Worth International Airport (DFW Airport), Procurement & Materials Management Department (PMM).
1. Register to become a new supplier.

➢ Go to www.dfwairport.com
Click on BUSINESS, CAREERS & COMMUNITY, you will see Business Opportunities. Then go down to Procurement.
[Checklist Item]

- Click Supplier Registration tab. Click Supplier Registration link.
➢ Enter all information in CAPITAL LETTERS for both Company Details and Contact Information
➢ Once complete you will get a confirmation page.
➤ You will then receive two separate emails.

➤ The other showing your username and temporary password.
REGISTRATION FOR NEW SUPPLIER

STEP 1: Registration Page is displayed:

PLEASE ENTER ALL TEXT IN CAPITAL LETTERS. All fields with a blue asterisk are mandatory fields that must be completed. Enter basic company details in the fields under Company Details. Most fields are self-explanatory; however, below is listed additional information that may be helpful in completing this section:

a. Address: This should be the address for receiving quotes. Supplier are given the opportunity to add additional addresses at a later time.

b. Taxpayer ID: This will be either the employer identification number (EIN) or social security number for a company that has not incorporated. Please include the dashes when you enter this field.

2. User Details: All information provided in this section should pertain to the Primary User, as defined in the Introduction Page of this Manual. The Email Address will also be your Username for iSupplier.

3. Click on the Register button.
REGISTRATION FOR NEW SUPPLIER

You will receive a Confirmation, as displayed below.

4. Click on the Close button to exit from this page.

When your Registration has been approved by the DFW Airport PMM System Administrator, you will receive an email detailing your DFW Airport iSupplier Management Program login instructions and temporary password.
REGISTRATION FOR NEW SUPPLIER

STEP 2:
Response to email acceptance:

1. Open the email.

An Example of an opened Acceptance email is displayed:

-----Original Message-----
From: Workflow Mailer [mailto:wfmail-test@dfwairport.com]
Sent: Thursday, December 06, 2007 10:25 AM
To: Sally Watkins
Subject: FYI: DFW Airport Supplier Collaboration Network: Notification of Approval

To: BOB WOODWARD
Sent: 06-DEC-07 10:24:25
ID: 364508

Thank you for completing Part 1 of the two-part process of registering your company for DFW International Airport Supplier Collaboration Network (System) access. We ask that you now access the System and provide additional information so that you will be appropriately notified of potential business opportunities.

To complete Part 2:

1. Log on to the System using your username (SWATKINS@DFWAIRPORT.COM) and the temporary password airport. When you logon for the first time, you will be required to change your password for security reasons.

2. Click on 'Admin' tab and proceed with the following:
   a. Select 'Business Classifications' to add Minority Owned, Women Owned and other business classifications.
   b. Select 'Products and Services' to add list of products and services your company provides. Note: Failure to complete this step may result in your firm not receiving notification of active bids, proposals and other information.
   c. Select 'Supplier Details' and attach your W-9 form.

   Important Note: Failure to complete this step may result in delay in payment - If the Airport already has your firm's W-9 form on file, you may skip this step.

   You may refer to DFW Supplier's Manual for more details. Please contact administrator if you have any questions or require additional information.

2. Click on System.

Refer to Supplier Log in Section of this Manual for next steps.
REGISTRATION FOR EXISTING SUPPLIER

If your company has done business with the DFW Airport, your company will not be able to register as a new supplier. You will either need to request an invitation to register or you may receive an unsolicited invitation to register in the DFW Airport iSupplier Portal Application. Your Invitation to Register will be sent to you by email from DFW Airport Procurement and Materials Management Department (PMM).

To request an invitation or if you have any questions during your registration process, you may e-mail pmmsys@dfwairport.com.

Response to invitation to register:
1. Open the email.
   An example of the Invitation to Register email is displayed.

   -----Original Message-----
   From: Workflow Mailer [mailto:wfmail-test@dfwairport.com]
   Sent: Thursday, November 08, 2007 10:38 AM
   To: Watkins, Sally
   Subject: FYI: DFW Airport Supplier Collaboration Network: Invitation to Register

   To POS_REG_68
   Sent 08-NOV-07
   10:36:14
   ID 353507

   You have been invited to register with DFW Airport for access to their Supplier Collaboration Network.
   You can access the Registration page by clicking the following link. You will be asked to provide additional
   contact information before submitting your Registration request.
   If necessary, you can forward this invitation to a colleague so that they may complete the Registration
   process.

   Thank you.

2. Click on this Link to access the iSupplier Registration Page.
REGISTRATION FOR EXISTING SUPPLIER

A populated Respond to Invitation page is displayed.

3. Enter information requested under My Profile. All fields with a blue asterisk are mandatory fields that must be completed.

4. All information provided in this section should pertain to the Primary User, as defined in the Introduction Page of this Manual. **The Email Address will also be your Username for iSupplier.**

5. Verify that the information entered is accurate.

6. Click on the Submit button.
REGISTRATION FOR EXISTING SUPPLIER

You will receive a Confirmation, as displayed below.

7. Click on the Close button to exit from this page.

When your Registration has been approved by the DFW Airport PMM System Administrator, you will receive an email detailing your DFW Airport iSupplier Management Program login instructions and temporary password.
SUPPLIER LOG IN

You access the Supplier Log In page either through dfwairport.com or directly by clicking the System link contained in your registration acceptance email.

The Oracle Login page is displayed:

1. Enter your **Username**.
   
   **Username**
   
   This is the email address that you recorded during the registration process.

2. Enter your **Password**.
   
   **Password**
   
   This is the temporary password that you were assigned in the registration acceptance email.

3. Click on the **Login** button.

First time log in, proceed with steps 4-7 in this section; refer to Navigating iSupplier and Admin Tab Sections of this Manual to complete or change Profile Management information.
SUPPLIER LOG IN

The first time you log in, you will be required to change your password.
The Change Password page will be displayed:

4. Enter the temporary password that was sent to you via email in the **Current Password** field.
   * *Current Password*

5. Enter a new password in the **New Password** field.
   * *New Password*

6. Re-enter the new password in the **Re-enter New Password** field.
   * *Re-enter New Password*

7. Click on the **Apply** button to commit the password change.
SUPPLIER RESPONSIBILITY

The Navigator page is displayed:

1. Click on the DFW iSupplier User Responsibility.

Note: The Sourcing Responsibility is not available at this time.
iSupplier is sorted in multiple ways. The easiest way to navigate around iSupplier is by utilizing the Tabs at the top, right side of the page. The Tabs are labeled according to functionality; i.e., HOME, ORDERS, SHIPMENTS, ACCOUNT, and ADMIN.

iSupplier Portal Home page is displayed:

2. The Home page will automatically default the latest 5 Notifications and Orders.

3. Click on the Orders Tab.
NAVIGATING iSUPPLIER-OVERVIEW

ORDERS TAB

The Purchase Orders page is displayed.

The Orders Tab will allow you to view all of your DFW Airport Purchase Orders. This page will also allow you to request a change to, or cancel of an existing Purchase Order.

Alert! Requesting changes to Purchase Order agreements may result in rejection of the change and/or cancellation of the order.

4. Click on the Account Tab.
ACCOUNT TAB

The Invoice Summary page is displayed:

You will be able to search for your company’s invoices from the Invoice Summary page. You may search by Invoice Number, PO Number, and can filter by payment status.

5. Click on the Admin Tab.
NAVIGATING iSUPPLIER-OVERVIEW

ADMIN TAB

The **Profile Management** page is displayed:

Through the **Profile Management** page, you will be able to update the following:
- Address
- Company Contacts
- Business Classifications
- Products and Services
- Bank Accounts
- User Accounts
NOTIFICATIONS

Communications from DFW Airport to the Supplier will take place through email and Oracle Notifications.

From the Home page, the first 5 Oracle Notifications will be displayed.

1. To view all of your Oracle Notifications, click on the Full List button.
The **iSupplier Portal Notifications** page is displayed:

2. Click in the **Select** checkbox beside the Notification that you would like to view.

3. Click on the **Open** button to view the Notification.
An example of an Oracle Notification is displayed:

4. Click on the OK button to return to Notifications.
ORDERS AT A GLANCE

From the Home page, the first 5 Purchase Orders will be displayed.

5. To view all of your Purchase Orders, click on the Full List button. This will navigate you to the Orders Tab.
NAVIGATING iSUPPLIER-ORDERS TAB

OVERVIEW

When you click Full List under Orders at a Glance from the Home Page or select the Orders Tab, the Orders page will be displayed:

From the Orders page, the following functionality is available:

- View Purchase Orders issued to your company
- Agreements (when available)
- Purchase History
- Deliverables
NAVIGATING iSUPPLIER-ORDERS TAB

The Last 25 Purchase Orders will be defaulted to this page.

1. Under the Views header, click on the Down Arrow button if you do not see the Purchase Order that you are looking for.

When you expand the Down Arrow button, you can select one of the following:

- Last 25 Purchase Orders
- All Purchase Orders
- Purchase Orders to Acknowledge
- Purchase Orders Pending Supplier Change
2. Click on the **Select** checkbox beside the Purchase Order that you would like to view.

3. Click on the **PO Number** link to view the Purchase Order.
NAVIGATING iSUPPLIER-ORDERS TAB

A Standard Purchase Order is displayed:

- Request Cancellation of a Purchase Order
- Request Changes to a Purchase Order
- Printable View
- View Change History
- Export the data to an Excel spreadsheet

From this screen, you will be able to access the following functionality:

- Request Cancellation of a Purchase Order
- Request Changes to a Purchase Order
- Printable View
- View Change History of a Purchase Order
- Export the data to an Excel spreadsheet
NAVIGATING iSUPPLIER-ORDERS TAB

The following functionality is also available from this page:

- Receipts
- Invoices
- Payments

To access the Receipts, Invoices, and Payments functionality from the Purchase Orders page, click on the appropriate link under the Related Information section of the page.
NAVIGATING iSUPPLIER-ORDERS TAB

REQUEST CHANGE

Alert! Requesting changes to Purchase Order agreements may result in rejection of the change and/or cancellation of the order.

To request a change to an existing DFW Purchase Order:

1. Click in the check box beside the Purchase Order Number to be changed.
2. Click on the Request Changes button to request a change to an existing DFW Purchase Order.

The Request Changes: Standard PO page is displayed:

3. Make your change to the line of the Purchase Order.
4. Type the reason for the change in the Reason field.
5. Add other comments to the Additional Change Requests field.
6. Verify that changes are correct.
7. Click on the Submit button to submit your changes.
NAVIGATING iSUPPLIER-ORDER TAB

REQUEST CHANGE

The Change Order Confirmation page is displayed:

8. Click on the Orders Tab to return to the Orders page.
NAVIGATING iSUPPLIER-ORDERS TAB

REQUEST CHANGE

In this example, note that the status of Purchase Order 255935 has changed to Supplier Change Pending.
NAVIGATING iSUPPLIER-ORDER TAB

REQUEST CANCELLATION

To request a change to an existing DFW Purchase Order, the following should occur:

1. Click in the checkbox beside the Purchase Order Number for which you would like to request cancellation.

2. Click on the **Request Cancellation** button to request a change to an existing DFW Airport Purchase Order.
3. Click on the **Cancel Entire Order** button to request this Purchase Order to be cancelled.
NAVIGATING iSUPPLIER-ORDER TAB

REQUEST CANCELLATION

The **Cancel Purchase Order** page is displayed:

4. Enter reason for cancellation (mandatory).

5. Click on the **Submit** button to submit your request for cancellation to the DFW Airport Buyer.
NAVIGATING iSUPPLIER-ORDER TAB

REQUEST CANCELLATION

The Cancel Order Confirmation page is displayed:

6. Click on the Orders Tab to return to the Orders page.

Alert! The Order will not be cancelled unless the DFW Airport accepts the cancellation.
NAVIGATING iSUPPLIER-ORDER TAB

REQUEST CANCELLATION

In this example, note that the status of Purchase Order 255934 has changed to **Supplier Cancellation Pending**:
NAVIGATING iSUPPLIER-ORDER TAB

REQUEST CANCELLATION

Once DFW Airport has approved the Purchase Order cancellation, the Purchase Order Status will change from **Open** to **Closed**.
NAVIGATING iSUPPLIER-ORDER TAB

VIEW CHANGE HISTORY

You will utilize **View Purchase Order History** when you would like to view all of the changes that have taken place against a Purchase Order.

To view the Change History of a Purchase Order, the following process should occur:

1. Click in the checkbox beside the Purchase Order that you would like to view.

2. Click on the **View Change History** button to view previous changes to a DFW Airport Purchase Order.
NAVIGATING iSUPPLIER-ORDER TAB

VIEW CHANGE HISTORY

The View Change History page is displayed:

When applicable, the blue asterisk * indicates the new value that is now associated with the Purchase Order.

3. Click on the OK button to return to the Orders page.
NAVIGATING iSUPPLIER-SHIPMENTS TAB

OVERVIEW

The Delivery Schedules page is displayed:

The Shipments Tab has the following functionality:

- View Delivery Schedules
- View your Purchase Order receipts.
- View your Purchase Order returns
- View any overdue shipments that are due to DFW Airport
- View your On-Time Performance metrics

1. Click on the Receipts Tab.
NAVIGATING iSUPPLIER-SHIPMENTS TAB

RECEIPTS

The Receipt Transactions page is displayed:

2. Click on the GO button to execute a query on all Purchase Order receipts.

3. Click on the Returns Tab.
NAVIGATING iSUPPLIER-SHIPMENTS TAB

RETURNS

The Returns Summary page is displayed:

4. Click on the GO button to execute a query on all Purchase Order returns.

5. Click on the Overdue Receipts Tab.
NAVIGATING iSUPPLIER-SHIPMENTS TAB

OVERDUE RECEIPTS

You will utilize this functionality when you need to determine if there are any Purchase Order receipts that are outstanding against one of your DFW Airport Purchase Orders.

The Overdue Receipts page is displayed:

6. Enter your Organization name.

7. Click on the GO button to execute a query on all overdue Purchase Order receipts. The Overdue Receipts page displays all Purchase Order shipments that have not been received by DFW Airport. You are encouraged to call DFW Airport Purchasing and bring this to our attention.

8. Click on the On-Time Performance Tab.
NAVIGATING iSUPPLIER-SHIPMENTS TAB

ON-TIME PERFORMANCE

On-Time Performance is tracked in iSupplier. The On-Time Performance metric is directly related to the receipt date of the Purchase Order line.

The **On-Time Performance** page is displayed:

9. Click on the **GO** button to execute a search query for your Organization’s On-Time Performance.

10. Click on the **Account Tab**.
NAVIGATING iSUPPLIER-ACCOUNT TAB

OVERVIEW

You will utilize the Account Tab when you want to do the following:

- Search/View an Invoice
- View your Payments

The Invoice Summary page is displayed:

1. The Invoice Summary page is used for a Simple Search.
2. Click on Advanced Search for a more detailed search.
NAVIGATING iSUPPLIER-ACCOUNT TAB

ADVANCED INVOICE SEARCH

The Advanced Search page is displayed:

3. Enter your search criteria or select a category to add by clicking on the down button.
   - Business Unit
   - Invoice Date
   - Invoice Number
   - Payment Number
   - Payment Status
   - Purchase Order Number
   - Supplier Site

4. Click on the GO button to execute a search query for invoices.
NAVIGATING iSUPPLIER-ADMIN TAB

OVERVIEW

You will utilize the Admin tab when you want to do the following:

- Update your Address Book
- Update Contact Directory
- Update Business Classifications
- Update Products & Services
- Manage Bank Accounts
- View User Accounts

The default page that will be displayed is the Profile Management – Supplier Detail page:

By clicking on the Learn More feature, you will see the DFW Airport Supplier Collaboration Network User Guide.
NAVIGATING iSUPPLIER-ADMIN TAB

SUPPLIER DETAILS

The Supplier Details page will display:

- Supplier Name
- Supplier Number
- Taxpayer ID Number
- Tax Registration Number
- DUNS Number

1. Click on Add Attachments to include your W-9 Form and related information. Do not attach a catalog or line sheet here.

   **Alert!** W-9 Form must be attached before payment can be made.
NAVIGATING iSUPPLIER-ADMIN TAB

SUPPLIER DETAILS

2. Add name of attachment and company name in **Description** field.

3. Identify type of file attachment in **Type** field and attach the file using the **Browse** button.

4. Enter **W-9 Form** in **Name** field.

5. Click on **Apply**.

6. Click on **Add Another** if other forms will be transmitted.
NAVIGATING iSUPPLIER-ADMIN TAB

ADDRESS BOOK

The Address Book Directory is the location where address changes should be made.

1. Click on the Address Book Link.

   The Address Book page will display:

   ![Address Book Page Screenshot]

2. Click on the Edit icon to make changes to your current address details. If you do not see an existing address site, please contact the DFW System Administrator. **Alert! It is very important that the address remains current to avoid payment delays.**

3. Click on the Add button to add a new address to your Address Book.
NAVIGATING iSUPPLIER-ADMIN TAB

ADDRESS BOOK

4. To add an address, complete the following fields: Address Name, Country, Address, City, State, Postal Code, Phone and Facsimile Numbers, Email Address, and Note field (for web site information).

5. In the Address Name field, give the address a name, such as “Branch Office” or “Main Office”. The first address site entered will be automatically designated in the system as a “Request for Quote” site. **Alert!** You will be required to add at least one additional address site, which will be designated as a “Purchasing” site once the Airport initiates an order with your firm. This second address site must be entered, even if the address is the same, in order for an order to be placed. It is recommended that the second address site be entered during the initial registration process. If payments for your firm are to an address different from an address already entered, you will want to add that address site as well. Please indicate payment site in the Address Name field. To add additional addresses, repeat Steps 1 through 6.

6. Click on the Apply button to save your changes.

7. **Alert!** to Existing Suppliers: If you cannot see your existing addresses, you will see the following warning – “Your company’s Address Book has not been set up by the Supplier Administrator.” If this warning is displayed, please contact the Airport at pmmsys@dfwairport.com. Existing suppliers will need to add another address site for Request for Quote.
NAVIGATING iSUPPLIER-ADMIN TAB

CONTACT DIRECTORY

The Contact Directory is the location where contact changes should be made.

1. Click on the Contact Directory link.

   The Contact Directory page will display:

   ![Contact Directory Image]

2. Click on the Edit icon to make changes to your contact information.

3. Click on the Add button to add a contact.
NAVIGATING iSUPPLIER-ADMIN TAB

CONTACT DIRECTORY

4. To add a contact name, complete the following fields: Contact Title, First, Middle, and Last Name, Job Title, Email Address, and Phone and Facsimile Numbers.

Note: the Job Title field is used to reflect the contact job title: i.e., Director, Vice President, Principal, Manager, Supervisor, etc.

5. Click on the Apply button to save your changes.
NAVIGATING iSUPPLIER-ADMIN TAB

BUSINESS CLASSIFICATIONS

The Business Classifications Directory is the location where changes to business classifications should be made.

1. Click on the Business Classifications link. The Business Classifications page will display:

2. Identify all of the classifications that apply to your Organization by checking the Applicable check box.

3. Enter the Certificate Number, Certifying Agency, Certificate Expiration Date for Classifications 1 through 5 as applicable. Enter the year your firm was established and number of employees for Classification 7.

4. Click on the Save button to save your changes. The Revert button will undo an entry.
NAVIGATING iSUPPLIER-ADMIN TAB

Your Confirmation Notice will be displayed:

![Confirmation Notice](image-url)
NAVIGATING iSUPPLIER-ADMIN TAB

PRODUCTS AND SERVICES

The Products and Services Directory is the location where you may browse a Category Code List to search for a specific category code. This list retrieves a large volume of rows, therefore, it will take longer for the data to be displayed after clicking on Add.

1. To narrow your search further, click on Browse All Products & Services. Enter one descriptive word (such as computer in this example). Click on Go to see all codes containing key word. Check box codes and click Apply.
2. The new product is reflected. You also have the option of removing a product from the list by clicking on the **Remove** button.
NAVIGATING iSUPPLIER-ADMIN TAB

BANK ACCOUNTS

The Bank Accounts Directory is the location where bank account additions or changes should be made.

1. Click on the Bank Accounts Link. The Bank Accounts page will display:

   Enter bank account information

2. Enter bank account information.

3. If the bank account is to be used by all the sites, use check-box to select “The account is used by all addresses” and “The account is the primary account for all addresses”.

4. Enter Account Type as Savings if it is a Savings Account. For Checking, no entry is required in this field.
NAVIGATING iSUPPLIER-ADMIN TAB

BANK ACCOUNTS

5. If used by (only) specific address/addresses, then pick the address from the list and Select: “Used by Address” and “Primary Account.”

6. After entering all the information, click on Apply.
7. If the bank does not exist in our system, then you will be prompted to enter bank and branch details.

8. Once completed, click on **Confirm** button.
9. Once approved by DFW Airport, you will receive an email.
NAVIGATING iSUPPLIER-ADMIN TAB

BANK ACCOUNTS

Sample email confirmation:

From: DFW Airport [mailto:wfmail-dev@dfwairport.com]
Sent: Tuesday, April 01, 2008 12:23 PM
To: SRTESTNEWSUPMARCH28@GA.COM
Subject: FYI: Supplier Profile Management: Approval of Bank Account

To: SRTESTNEWSUPMARCH28@GA.COM
Sent: 01-APR-08 12:21:26
ID: 367372

Your request to create MY BANK account 999999998888 has been approved.

Thank you.
NAVIGATING iSUPPLIER-ADMIN TAB

USER ACCOUNTS

The User Accounts Directory is a view only page for viewing contact information.

1. Click on the User Accounts Link.

The User Accounts page will display:
NAVIGATING iSUPPLIER-LINKS

HOME LINK

1. By clicking on the **Home link**, you will see the iSupplier Portal Home Page.
NAVIGATING iSUPPLIER-LINKS

LOGOUT LINK

1. By clicking on the **Logout link**, you can end the connection.
NAVIGATING iSUPPLIER-LINKS

PREFERENCES LINK

1. By clicking on the **Preferences link**, you can modify general information such as language, regional information, and changing your password.
NAVIAGING iSUPPLIER-LINKS

HELP LINK

1. By clicking on the Help link, you will see the DFW Airport iSupplier User Guide.