

# Quick Reference Guide

## How to resolve the currency issue on the portal

Some PPG suppliers see an error message when trying to submit invoices via the portal.

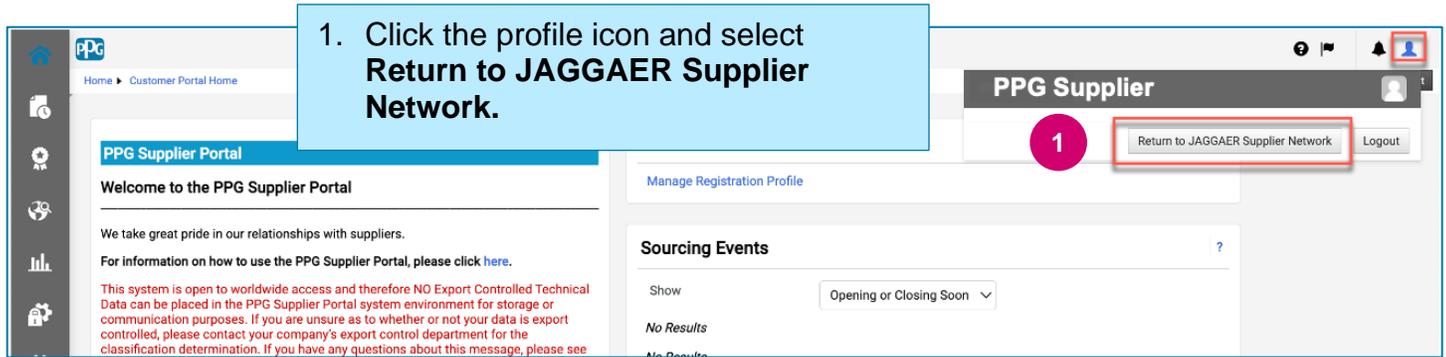
 Currency not enabled. Portal Administrator: To activate currency, go to Setup > General Site Settings > Currency Configuration.

Follow these steps to enable the currency on the Jaggaer Supplier Network (JSN) profile. Please note that you can identify the difference between the PPG portal (gray with white / blue icons) and the JSN (black with white icons) based on the color of the menu bar on the left.

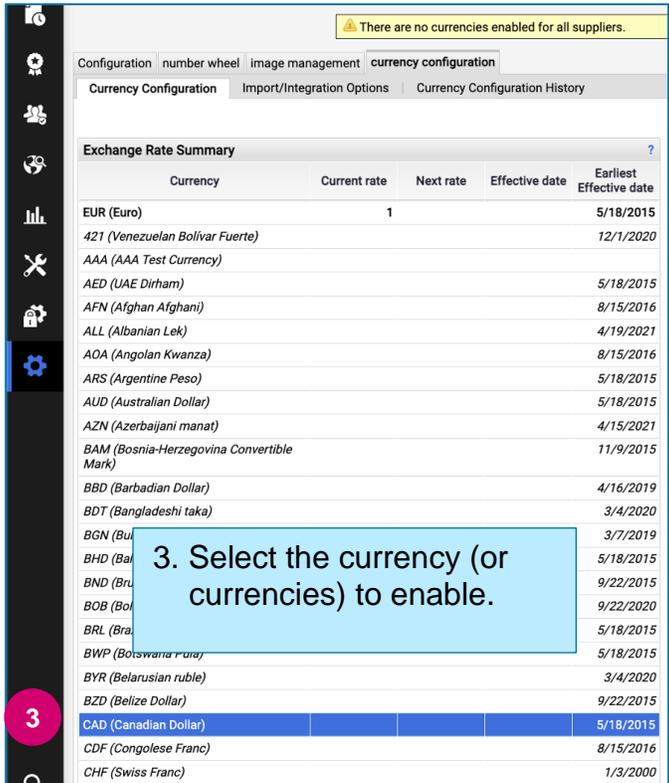
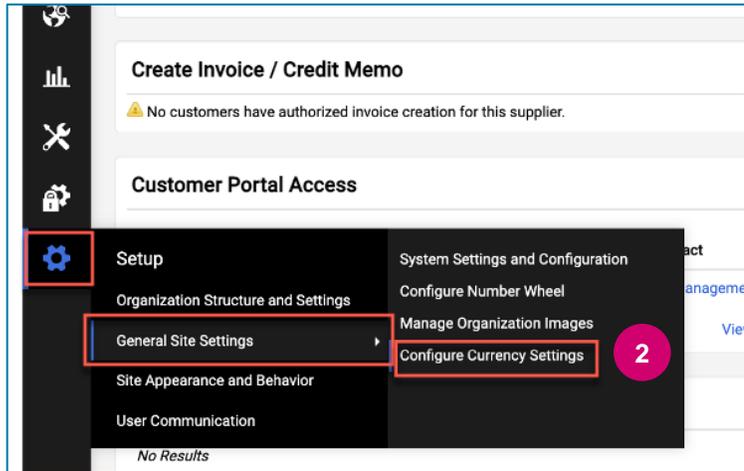
If these steps do not resolve the error, please contact [Jaggaer support](#).

### Enable currency on the JSN

Most suppliers will log directly into the PPG portal. If you see a gray menu bar, you need to exit the PPG portal and access the JSN.



2. Once in the Jaggaer Supplier Network, navigate to the Setup icon. Select **General Site Settings > Configure Currency Settings**



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Currency Configuration

Currency: CAD (Canadian Dollar)

Active

Enable for all suppliers

Currency Order of Preference

Currency Order: CAD

Save

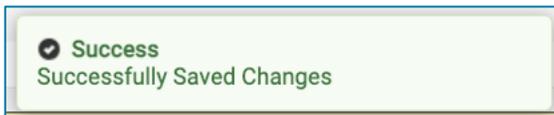
Results Per Page: 20 Records found: 1

Effective date	Exchange rate
7/13/2022	JAGGAER Rate

4. Once the currency is selected, a box appears on the right of the screen.

- Ensure all listed Currency Orders are enabled so invoices can be processed for those orders
- Check the boxes for **Active** and **Enable for all suppliers**
- Click **Save**.

You will see a success message once the currency has been enabled.



To return to the PPG Supplier Portal, click the Home icon  from the navigation bar. Find the **Customer Portal Access** section and click the link for **PPG Supplier Portal**. From here, you can access your orders and submit invoices.