Lockheed Martin Procure to Pay (LMP2P)
Frequently Asked Questions (FAQ) – for Suppliers

Revised April 13, 2020
Frequently Asked Questions (FAQ)

Table of Contents

Acronyms: ................................................................................................................................. 2
General Information: ..................................................................................................................... 3
FAQ Details: .................................................................................................................................. 4
1. My Company has an Exostar Managed Access Gateway (MAG) Organization profile account setup but I am not currently an authorized user. How do I get a user account in MAG to be able to access Lockheed Martin Procure-to-Pay (LMP2P)? .................................................................................................................. 4
2. How can I find out who the Administrators are for my company? ........................................ 4
3. What are the hardware and software requirements for using Exostar MAG to access LMP2P? .................................................................................................................................................. 4
4. How does using Exostar benefit my company? ...................................................................... 4
5. Our company would like to use Vendor Invoice Processor (VIP) to invoice Lockheed Martin. Is this application available to all suppliers for invoicing? .............................................................................................................. 5
6. If we already use Exostar to do business with other Aerospace & Defense companies, how do we get access to LMP2P? ............................................................................................................................. 5
7. The User ID and password supplied by Exostar do not work; I’m getting a message saying one or both are invalid. Where do I get help? ........................................................................................................... 5
8. How do I register my company with Exostar in order to allow us to do business with Lockheed Martin? .............................................................................................................................................. 5
9. If I have a problem registering with Exostar who do I contact? ............................................. 5
10. Our company has moved to a new physical address and/or has changed our name. How do we update our address and/or name information? ........................................................................................................ 6
11. The individual (Organization Administrator) who administered our company account is no longer with our company. How do we create and update our users on the account? .................................................................................................................. 6
13. I have general questions regarding or am having problems completing the Exostar MAG two-factor authentication (2FA) process. Who do I contact? ......................................................................................... 7

Acronyms:

2FA – Two-factor Authentication
AP – Accounts Payable
D&B – DUN & Bradstreet
ID - Identifier
LMP2P – Lockheed Martin Procure-to-Pay
MAG – Managed Access Gateway
  • Exostar’s Identity & Access Management product that also includes the Trading Partner Manager (TPM) module and is where 2FA registration is completed
PIM – Partner Information Manage
  • Is system where Cyber Security and DFARS/NIST surveys are completed
TPM – Trading Partner Manager
• Is system where new vendor registration and recertification / general maintenance on existing Supplier/Vendor profiles is completed

VIP – Vendor Invoice Processor

**General Information:**

<table>
<thead>
<tr>
<th>Exostar Customer Service Support Monday through Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Phone: U.S. (703) 793-7800 - 3:00 AM – 9:00 PM EST</td>
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<tr>
<td>United Kingdom - 0203 3007093</td>
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<td><em>All other countries can call either number</em></td>
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<tr>
<td>• Create an online case (NetSuite case management system)</td>
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<td>• Exostar Chat – Available 6:00 AM – 6:00 PM EST</td>
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<td>• myExostar Support Site</td>
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<tr>
<td>• myExostar – More LMP2P FAQs</td>
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**Important Note:** If you need assistance with or have questions related to any of the Exostar products or processes – Managed Access Gateway (MAG) (including 2FA registration), Trading Partner Manager (TPM), or Partner Information Manager (PIM) – please contact Exostar customer service for support or create an online Exostar NetSuite case. If you are not satisfied with the response from Exostar level one support, then request that the case be escalated to the next level.
1. **My Company has an Exostar Managed Access Gateway (MAG) Organization profile account setup but I am not currently an authorized user. How do I get a user account in MAG to be able to access Lockheed Martin Procure-to-Pay (LMP2P)?**

**Answer:** Each MAG company/organization account has an Organization Administrator and an Application Administrator assigned. The Organization Administrator is responsible for creating and approving all new users for the company account. An Exostar MAG account can have multiple applications that a user might access, one of which is LMP2P. Each application has an assigned Application Administrator who is responsible for approving a user’s access for that application.

To obtain a user account, you may either contact your company’s Organization Administrator (see FAQ #2 below), or go to https://portal.exostar.com/userRegistration and complete the online registration form. You will need to know the Organization (Exostar) ID of your company to start the registration process. You can get this information from any user or administrator(s) within your organization or contact Exostar customer service – see ‘General Information’ section above. Once your registration is complete, the Organization Administrator will need to approve your MAG account and the Application Administrator will need to approve your access to LMP2P.

2. **How can I find out who the Administrators are for my company?**

**Answer:** If you are uncertain as to who has been designated the Organization or Application Administrator for your company, please contact Exostar customer service – see ‘General Information’ section above.

3. **What are the hardware and software requirements for using Exostar MAG to access LMP2P?**

**Answer:** In ‘General Information’ section above, click on ‘myExostar – More LMP2P FAQs’ -> Scroll to item titled ‘Hardware/Software Requirements Table’.

4. **How does using Exostar benefit my company?**

**Answer:** The benefits to Lockheed Martin suppliers include, but are not limited to:

- No transaction fees regardless of the number of Lockheed Martin purchase orders received per year. Note – There is a nominal annual fee (per user account, annually) to purchase the required MAG two-factor authentication (2FA) credential.

- A single consolidated portal (entry point), with one user ID and password for each user to collaborate with Lockheed Martin – and other Exostar partners - for supplier profile maintenance, purchase orders, time management, quality, corrective action, manufacturing and quality plans, source inspections, cage code and special process information, purchase order schedule management, reverse auctions and more.

  “Connect Once. Collect Once. Certify Once.”

- Organization Administrators will have better control of company user access and the user roles assigned to them.
Exostar Managed Access Gateway (MAG) and Lockheed Martin security measures ensure protection of resources and intellectual assets, enabling you to conduct sensitive online transaction processing and secure access to information with confidence.

### 5. Our company would like to use Vendor Invoice Processor (VIP) to invoice Lockheed Martin. Is this application available to all suppliers for invoicing?

**Answer:** Vendor Invoice Processing (VIP) is an application for domestic Lockheed Martin labor subcontractors to record their time and invoice Lockheed Martin for labor. It is not an invoicing tool for submitting invoices for purchase orders (non-subcontract labor) issued to our vendors. VIP is accessible through the LMP2P portal – via Exostar MAG logon - for labor invoicing.

The LM eInvoicing (DCI) system is used for all other purchase orders, which is available to authorized users from the Exostar MAG portal as an application.

### 6. If we already use Exostar to do business with other Aerospace & Defense companies, how do we get access to LMP2P?

**Answer:** LMP2P access is granted by invitation only. A Lockheed Martin procurement professional (e.g., Buyer/Sub-contract Administrator) must initiate a request for your company to conduct business with Lockheed Martin.

### 7. The User ID and password supplied by Exostar do not work; I’m getting a message saying one or both are invalid. Where do I get help?

**Answer:** Please contact Exostar customer service - see ‘General Information’ section above.

### 8. How do I register my company with Exostar in order to allow us to do business with Lockheed Martin?

**Answer:** To register with Exostar, you will need to have received an email notification to join Lockheed Martin’s LMP2P system, which is initiated by a Lockheed Martin procurement representative (e.g., a Buyer or Sub-contract Administrator). Click on the URL within that email to complete the Exostar MAG and Trading Partner Manager (TPM) registration (including 2FA registration) process. After you have registered and your request has been approved by Exostar, you will receive a second email from Exostar with your assigned MAG User ID and a system-generated password. Click on the “First Time Login” link on the Exostar MAG login page at [https://portal.exostar.com/](https://portal.exostar.com/) to complete your initial login and the 2FA registration processes.

You will also need to complete the MAG two-factor authentication (2FA) registration process for you to be able to access the LMP2P system. For information on the 2FA requirements and registration process [click here](https://portal.exostar.com/). See FAQ# 14 for how to obtain assistance.

After you have logged in successfully, be aware that it could take up to 20 minutes for LMP2P to show as an active application link for your user account.
### 9. If I have a problem registering with Exostar who do I contact?

**Answer:** For information regarding Exostar MAG, MAG Trading Partner Manager (TPM), or LMP2P required pre-registration, follow the links under the appropriate panel/section on [https://my.exostar.com/](https://my.exostar.com/). For any technical queries, please contact Exostar customer service - see ‘General Information’ section above.

### 10. Our company has moved to a new physical address and/or has changed our name. How do we update our address and/or name information?

**Answer:** Exostar’s application utilizes DUN & Bradstreet (D&B) to source your company name and address information. If the information is incorrect, you should contact D&B and have the information updated. D&B information is updated in Exostar on a monthly basis. D&B Customer Service can be reached at 800-234-3867 or at [www.dnb.com](http://www.dnb.com). You may also update your company information online at: [https://eupdate.dnb.com/](https://eupdate.dnb.com/).

### 11. The individual (Organization Administrator) who administered our company account is no longer with our company. How do we create and update our users on the account?

**Answer:** You will need to contact Exostar to update your company’s Organization Administrator(s). Please contact Exostar customer service - see ‘General Information’ section above. Or follow this process: [https://my.exostar.com/display/TE/Change+MAG+Administrator](https://my.exostar.com/display/TE/Change+MAG+Administrator)

Note - It is highly recommended that multiple Organization Administrators be setup so that a backup always exists.

### 12. How do I contact Lockheed Martin Customer Service Accounts Payable in Lakeland, Florida?

**Answer:** There are multiple options for contacting the Lockheed Martin Procure to Pay (LMP2P) Help Desk (Customer Service) in Lakeland Florida?

**Email Option** - Vendors can use the email option for LMP2P, 24 hours, 7 days a week with responses received in three business days or less. This is done via the LMP2P Vendor Portal as follows:

WEB Access - To gain access to the Vendor Portal, your organization must be registered in the Exostar MAG system and you have a user account with an active two-factor authentication (2FA) credential. Once you click the below link, you will be taken to Exostar MAG system to log into the LMP2P Vendor Portal.

**WEB Link** - [https://my.exostar.com/](https://my.exostar.com/)
- Click on ‘MAG Login’ in upper right corner -> Enter your user credentials and complete the 2FA proofing process
- The Exostar MAG Home page is displayed
- In the ‘My Applications’ section -> click the ‘Open Application’ link on the line titled ‘Lockheed Martin Procure to Pay Service’, which will take you to the LMP2P Vendor Portal home page
- Click the ‘Accounts Payable’ link on the left navigation menu -> Select item ‘Email Inquiry Form’ -> Complete the form and click ‘Submit Inquiry’

**Phone Option:** To speak with a LMP2P help desk representative call 863-647-0558. The help desk is open Monday through Thursday from 11 AM to 4 PM EST.
13. I have general questions regarding or am having problems completing the Exostar MAG two-factor authentication (2FA) process. Who do I contact?

**Answer:** Please contact Exostar customer service - see ‘General Information’ section above.