FAQs - Lockheed Martin Procure to Pay (LMP2P)
Acquiring Exostar User Account to Access Lockheed Martin Procure to Pay (LMP2P)

My Company has an Exostar Managed Access Gateway (MAG) account but I am not a user. How do I get an account at Exostar to access Lockheed Martin Procure to Pay (LMP2P)?

Each MAG company account has an Organization Administrator and a Lockheed Martin Procure to Pay (LMP2P) Application Administrator. The Organization Administrator is responsible for approving all new users for the company account. An Exostar MAG account can have multiple applications a user might access, one of which is Lockheed Martin Procure to Pay (LMP2P). Each application in MAG has an assigned Application Administrator, who is responsible for approving a user’s access for that application (e.g., LMP2P). For more information on administration, please see the Admin Resources page.

To obtain a user account, contact your company’s Organization Administrator, or go to https://portal.exostar.com/userRegistration and complete the online registration form. You need to know the Organization ID of your company to start the registration process. You can get this information from any user or administrator within your organization, or contact Exostar Customer Support. Once your registration is complete, the Organization Administrator must approve your MAG account and the Application Administrator must approve your access to Lockheed Martin Procure to Pay (LMP2P).

Lockheed Martin and Exostar Partnership

Why is Lockheed Martin partnered with Exostar?

Lockheed Martin is partnered with Exostar to add a layer of security using a method called 2-Factor Authentication (2FA). As cyber attacks against the Aerospace and Defense industry continue to increase in frequency and sophistication, Lockheed Martin is focused on addressing risks associated with its supply chain.

Parties Affected

Who does this affect?

All suppliers, including international suppliers, who access LMP2P via Exostar.

2-Factor Authentication Requirements

What Lockheed Martin applications require 2-Factor Authentication credentials?

- Lockheed Martin Procure to Pay (LMP2P)
- LM Fieldglass
- Schedule Management Module (SMM)
- Characteristic Accountability Verification (CAV)
- Field Quality Service Management (FQSM)
- LM eInvoicing
- Trading Partner Manager (TPM)

Incomplete MAG Invitation Process

What if the supplier does not complete the MAG invitation process?

If a supplier does not complete the invitation process, please reach out to your Lockheed Martin Procurement Representative to reissue the invitation.
Purchasing Certificate or Token for Another Customer

What if I have already purchased a certificate or token for another customer?

Lockheed Martin also accepts the following credentials, if you already have one:

- OTP with Identity Proofing
- FIS Medium Level of Assurance Hardware Digital Certificates
- Enterprise Access Gateway (EAG)
- Third-Party Credentials (e.g. DoD CAC, NASA PIV or NGC OneBadge)

Gaining Access to Lockheed Martin Procure to Pay (LMP2P) while doing Business with other A&D Companies

If we already use Exostar to do business with other Aerospace & Defense companies, how do we get access to Lockheed Martin Procure to Pay (LMP2P)?

Lockheed Martin Procure to Pay (LMP2P) access is granted by invitation only. A Lockheed Martin procurement professional must initiate a request to you in order for your company to conduct business with Lockheed Martin.

Registering with Exostar

How do I register with Exostar?

To register with Exostar, please follow the steps below:

**Step 1.** In the invitation email you receive from Exostar, select the **Register Now** link.

**Step 2.** Complete registration form and submit to Exostar for approval.

**Step 3.** Complete First-Time Login using the email confirmation from Exostar, once your registration is approved.

**Step 4.** Accept **LMP2P Terms and Conditions**, if not already completed.

**Step 5.** Purchase and activate **Phone OTP with Proofing** credential.

**Step 6.** Login to MAG with Phone OTP with Proofing credential and select **Open Application** next to LMP2P.

Problems Registering on Exostar

If I have a problem registering with Exostar who do I contact?

Please contact Exostar Customer Support.

Invalid ID and Password Message

The ID and password supplied by Exostar do not work. I’m getting a message saying they are invalid. Where do I get help?

Please contact Exostar Customer Support.
Unable to see Purchase Orders

Why am I unable to see my purchase order (PO)?

There are two possible reasons you are unable to see your purchase orders:

1. You do not have the order processor role.
2. You are logged into an account that is not associated to the vendor that had the PO issued.

Suppliers are responsible for managing their data. Org Admins are responsible for creating new users and App Admins are used to assign the correct roles. Please contact your Org and App Admins to ensure you are using the correct account for the associated vendor. Additional PO reference guides are available here.

Identifying Administrators

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

If you are uncertain who the designated Organization or Application Administrators are for your company, please contact Exostar Customer Support. If you have an existing MAG user account, follow the steps below to determine your Administrators:

**Step 1.** Login to your MAG user account.

**Step 2.** Select the **My Account** tab.

**Step 3.** Select the **View Organization Details** link.

**Step 4.** Locate the **Organization Administrators** section and the **Application Administrators** section and review the names provided.

Updating Users When Organization Administrator Leaves Company

The individual (Organization Administrator) who handled our company account is no longer with our company. How do we update our users on the account?

Please follow the steps below to change your Administrator:

**Step 1.** Log into Managed Access Gateway (MAG) at https://portal.exostar.com.

**Step 2.** Go to the **My Account** tab. Click the **View Organization Details** link.

**Step 3.** Check the **Organization Administrators** section of this page to view the current administrators.

**NOTE:** If any individuals listed here are still with the company, you do not need to contact Exostar regarding an Admin Change. If you require new users or administrators to be added to the account, contact these individuals first.

**Step 4.** If none of the individuals listed here are still with the company, contact Exostar Customer Support to report change and request a Docusign change request form.

**NOTE:** The form is sent via email along with a case number to track the request.

**Step 5.** Click **View Documents** in the received email. A pop-up displays with the **Docusign Change Request** agreement.

**Step 6.** Check the box for, **I agree to do business electronically with Exostar LLC.**

**Step 7.** Review and complete the form. Include the **Organization Name**, **Exostar ID** and **Organization ID**.

**NOTES:**

- When requesting an Organization Administrator change and you have an existing MAG account, ensure you include your existing user ID in the **User ID** field. Failure to do so may result in creation of a new account.
- If an existing Organization Administrator is still active and you are requesting an Organization Administrator change, complete the form and include a letter on company letterhead. The letter must include a statement about the replacement request for the current Administrator, who the new Administrator is, and the non-compliant account will no longer be accessed. The existing Administrator accounts are deleted.
Step 8. Complete the Authorization/Change Requestor section at the bottom of the form. Click Sign Here and complete document signing.

Step 9. Click Finish. The request routes to Exostar and is tracked via the case number.

NOTE: The form expires within three days of receipt. If you require assistance with form completion, contact Exostar Customer Support.

Updating Company Address

How do we update our company’s address information?

Exostar’s TPM application utilizes Dun and Bradstreet to pull in 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. You may also update your company information online at https://eupdate.dnb.com/.

Hardware/Software Requirements Table

What are the hardware and software requirements for using Exostar to access Lockheed Martin Procure to Pay (LMP2P)?

<table>
<thead>
<tr>
<th>Component</th>
<th>Recommendation</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System/Browser Combination</td>
<td>Microsoft Windows 8 with IE10 or IE11</td>
<td>These OS/Browser combinations are not all inclusive, but have been proven as stable combinations.</td>
</tr>
<tr>
<td>Memory</td>
<td>512 MB or higher memory is recommended for best performance. Proper system memory allows for efficient operation of the applications.</td>
<td>Exostar's services are primarily browser driven. System performance improvements from additional RAM will be evident to the extent overall system improvements are realized</td>
</tr>
<tr>
<td>CPU Speed</td>
<td>1 GHz or better CPU speed is recommended for best performance.</td>
<td>The more powerful (faster) CPU speed will allow for more efficient operation of the applications.</td>
</tr>
<tr>
<td>Internet Connectivity</td>
<td>2Mb/sec or better</td>
<td>(A lower connection speed will result in slower performance or possible system time outs due to extended run times.)</td>
</tr>
<tr>
<td>Adobe</td>
<td>Version 9</td>
<td>Exostar utilizes Adobe Reader for downloading training and other support materials.</td>
</tr>
<tr>
<td>Java</td>
<td>JRE Version 8 or higher</td>
<td>The most current version of JRE is recommended. Earlier versions may be incompatible when uploading and downloading encrypted documents.</td>
</tr>
</tbody>
</table>
In addition to major software releases, Microsoft offers ongoing product enhancements through service packs and 'product updates'. Exostar will maintain currency with these updates as part of our ongoing release cycle testing, ensuring that our planned major release testing utilizes the latest software updates available. In the event that our customers experience a problem running our Internet solutions using the old versions of the software, including an out of date 'update' level, they may be directed to upgrade to the latest 'update' level to resolve the reported issue.

You can see the Microsoft supported configurations at: [http://support.microsoft.com/gp/lifesupspcs/#Internet_Explorer](http://support.microsoft.com/gp/lifesupspcs/#Internet_Explorer).