



**Raytheon**  
Technologies

# Supplier Portal training

**RTXOSC**  
Operations & Supply Chain

**July 2021**

# Agenda

- Introduction
- Who is Exostar
- 2-factor authentication (2FA)
- Protection from advanced and persistent cyberthreats
- Account creation
- Phone one-time password (OTP)
- U.S. proofing
- Logging in
- Portal landing page
- Connect with us and News Alerts
- Performance ratings
- Supplier invoice status
- Supplier contact information
- Home office
- Additional information and assistance

# Introduction

- Raytheon Technologies is committed to providing our suppliers and partners with the most advanced electronic tools and processes to enable fast, secure and efficient ways to improve the information flow to our supply chain
  - Transmitting critical information
  - Performing business transactions
  - Collaborating with partners
- The supplier portal supports our strategic efforts to align with our suppliers' capabilities by welcoming diversity and supporting our partners' efforts to provide superior performance service and quality

Portal features	
Invoicing status information	SRS performance ratings
Supplier contact information	SCAR response guidelines
Bulletin board	Quality notes
FAQs/training	Additional applications

# Who is Exostar?

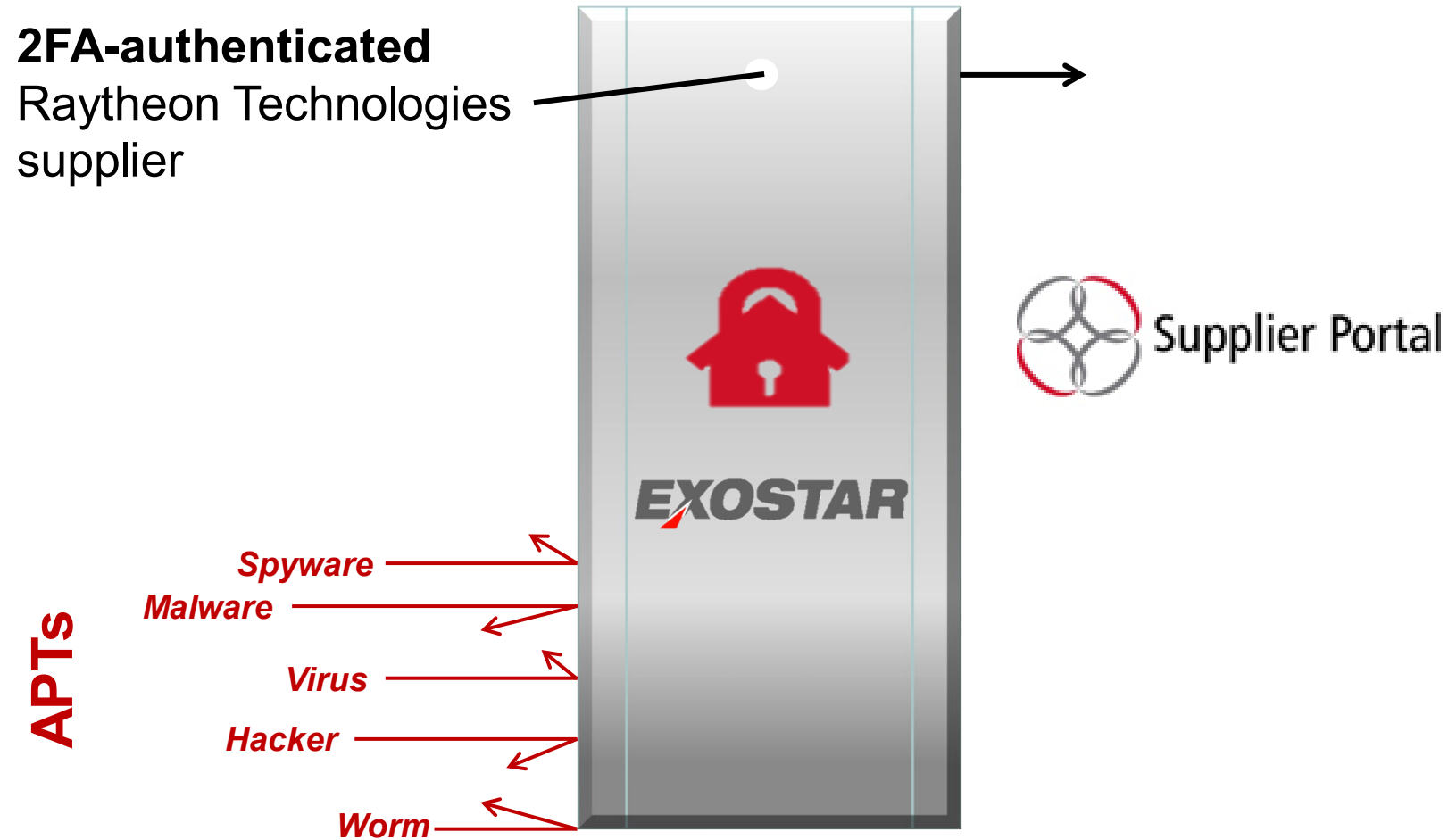
- Exostar was founded in 2000 by Raytheon Technologies, Boeing, Lockheed Martin, BAE Systems and Rolls Royce to facilitate transactions between themselves, their customers and their suppliers. Exostar was sold to Thoma Bravo in June 2020
- The Managed Access Gateway, (MAG) is used to authenticate users and provide access to a variety of applications that facilitate electronic transactions between major aerospace and defense contractors, suppliers and customers

# 2-factor Authentication (2FA)

- Raytheon Technologies has improved the security of our applications by implementing a 2FA-login process in partnership with Exostar
  - This reduces the risk of an unauthorized person gaining access to Raytheon Technologies network, which helps protect our collective systems and data
- Each user must register for a phone-based SMS one-time password (OTP)
  - Suppliers who also work with other contractors such as Boeing and Lockheed may require different types of credentials and should review the information on the [credentialing page](#)
    - This applies both to suppliers that already have 2FA credentials and those who may obtain them in the future
- Registration can be done by:
  - Logging in to Exostar and obtaining credentials
  - Undergoing identity vetting
  - Registering a phone to receive a new PIN/password via SMS
  - Note: personal information is required to validate a user's true identity but is not retained
- Review the information about 2FA on the [self-help dashboard](#)

Access to the supplier portal is by invitation and is open to current Raytheon Technologies suppliers only.

# Protection from advanced and persistent cyberthreats (APTs)



# Account creation

Task	Buyer submits invitation	Supplier account initial setup	User creates login ID	User account activation	Data transfer
Timing	Immediate	1-3 business days	Less than 1 day.	Less than 1 day	Less than 1 day
Action owner	Raytheon Technologies	Exostar and Raytheon Technologies Supply Chain	Supplier	Supplier	Automatic
Outcome	<ul style="list-style-type: none"> <li>Initial information email sent to supplier</li> <li>New user request sent to corporate Supply Chain</li> </ul>	<ul style="list-style-type: none"> <li>Supplier data manually entered in to Exostar MAG to initiate new account request</li> <li>Invitation email sent to supplier</li> </ul>	<ul style="list-style-type: none"> <li>Supplier accepts invitation for new account</li> <li>Supplier registers for account</li> <li>Exostar sends login ID and password to supplier.</li> </ul>	<ul style="list-style-type: none"> <li>Supplier activates account</li> <li>Supplier accepts terms and conditions</li> <li>Supplier completes identity proofing and obtains 2FA credentials as needed</li> <li>Supplier administrator approves account</li> </ul>	<ul style="list-style-type: none"> <li>Exostar sends data file nightly to Raytheon Technologies</li> <li>Raytheon Technologies systems accept data</li> </ul>
Dependencies/ possible delays	<ul style="list-style-type: none"> <li>Email delay</li> <li>Technical issues</li> </ul>	<ul style="list-style-type: none"> <li>Errors in data entered by buyer or administrator</li> </ul>	Supplier must take action within 30 days or invitation will expire and a new one will need to be processed	Supplier user and administrator must take action	Data errors

**Successful new user account setup timing is 1-3 business days**

# Phone one-time password (OTP)

Task	Purchase credential	Identity vetting	Phone registration
Timing	Less than 1 day	Less than 1 day	Less than 1 day
Action owner	Supplier	Supplier	Supplier
Outcome	<ul style="list-style-type: none"> <li>Supplier purchases phone OTP credential through Exostar</li> </ul>	<ul style="list-style-type: none"> <li>Supplier completes online identity verification through Exostar</li> </ul>	<ul style="list-style-type: none"> <li>Supplier registers phone</li> <li>Supplier uses test code to activate their credentials</li> </ul>
Dependencies/ possible delays	<ul style="list-style-type: none"> <li>Assumes supplier has active Exostar login ID</li> <li>Assumes supplier has credit card available to use — otherwise must go through invoicing process</li> </ul>	<ul style="list-style-type: none"> <li>Issues with successful identity vetting</li> <li>Supplier chooses to complete video proofing in lieu of online proofing and must make appointment with Exostar</li> </ul>	Supplier cannot use phone and purchases hardware token instead. Hardware tokens must be mailed, approved, and upgraded.
Training video about how to purchase a 2FA token	<a href="#">How to purchase a phone-based 2FA token</a>		



# U.S. proofing

Task	Buyer submits invitation	Supplier account request processed	User account activation	Data transfer	Export training	Notary interview
Timing	Immediate	1–3 business days	Less than 1 day	1 day	Less than 1 day	Within 2 days of invitation
Action owner	Raytheon Technologies	Exostar and Raytheon Technologies Supply Chain	Supplier	Automatic	Supplier	Supplier
Outcome	<ul style="list-style-type: none"> <li>Initial information email sent to supplier</li> <li>New user request sent to corporate Supply Chain</li> </ul>	<ul style="list-style-type: none"> <li>Supplier data manually entered in to Exostar MAG to initiate new account request</li> <li>Invitation email sent to supplier</li> </ul>	<ul style="list-style-type: none"> <li>Supplier accepts invitation for new account</li> <li>Supplier registers for account</li> <li>Exostar sends login ID and password to supplier</li> <li>Supplier activates account, accepts terms and conditions, purchases 2FA token</li> <li>Supplier purchases identity proofing key</li> <li>Supplier administrator approves account</li> </ul>	<ul style="list-style-type: none"> <li>Exostar sends data file nightly to Raytheon Technologies</li> <li>Raytheon Technologies systems accept data</li> </ul>	<ul style="list-style-type: none"> <li>Acknowledge completion of Export Control Awareness Training (CEI003WB)</li> </ul>	<ul style="list-style-type: none"> <li>Supplier completes U.S. proofing</li> </ul>
Dependencies/ possible delays	<ul style="list-style-type: none"> <li>Email delay</li> <li>Technical issues</li> <li>Requests for U.S. proofing require corporate approval</li> </ul>	<ul style="list-style-type: none"> <li>Errors in data entered by buyer or administrator</li> </ul>	<ul style="list-style-type: none"> <li>Supplier must take action within 30 days or invitation will expire and a new one will need to be processed</li> </ul>	<ul style="list-style-type: none"> <li>Data errors</li> </ul>	<ul style="list-style-type: none"> <li>Supplier action</li> </ul>	<ul style="list-style-type: none"> <li>Incomplete or missing documentation</li> <li>Failure to attend</li> <li>Information in identity proofing email doesn't match documentation</li> </ul>

**Completion of U.S. identity proofing is not required to access most applications**

# Logging in

- Access to the supplier portal is by invitation only and is limited to active Raytheon Technologies suppliers
- Suppliers invited to subscribe to applications such as SecureForms or the supplier portal will receive an email with registration instructions and a link to sign in to Exostar's MAG portal
- Suppliers accessing MAG for the first time will need to complete onboarding, which includes account activation, identity proofing and purchase of 2FA credentials
- Suppliers with existing MAG credentials will simply log in as normal
- Access to Raytheon Technologies applications requires approval of the supplier's Exostar administrator for both new and existing accounts
  - The first user in a new organization automatically receives the administrator role and must approve their own account

The image displays two screenshots related to the Exostar login process. The left screenshot shows a 'Log In' form with three red boxes and arrows pointing to specific options: 'Supplier log in' points to the 'Email or User ID' field; 'Raytheon EAG log in' points to the 'Login Using Company Credential (EAG)' link; and 'Badge or Certificate log in such as CAC or FIS' points to the 'Login Using Badge or Certificate' link. The right screenshot shows the 'myEXOSTAR' portal homepage with a 'MAG LOGIN' button highlighted in a red box in the top right corner. The page includes a search bar, a 'BROWSE BY:' section with buttons for 'Applications', 'Customers', 'Industry', and 'MDA Pilot', and a navigation menu with links for 'APPLICATIONS', 'CUSTOMERS', 'INDUSTRIES', 'REGISTER', and 'SUPPORT'.

Users can log in at <https://portal.Exostar.com> or from <https://my.Exostar.com>

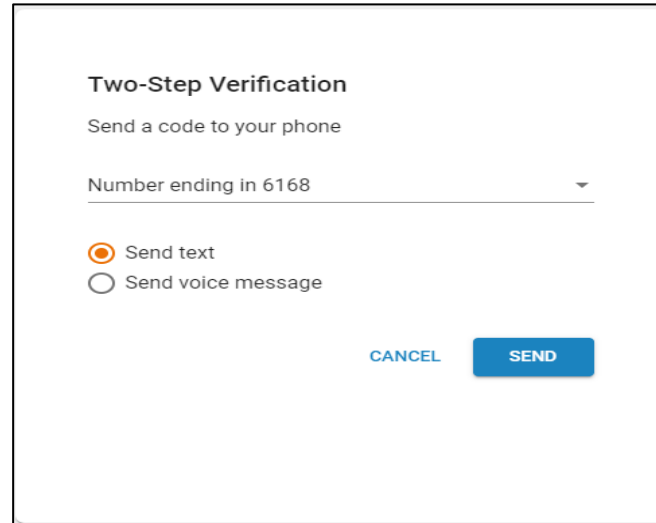
# 2FA requirement

- Access to most applications requires use of 2FA credentials, but they are not required to log in to MAG
- After logging in, suppliers will see the credential strength used and have the option to “Elevate Credential Strength” or “Launch” an application (the following examples uses a phone OTP, other token types may have slightly different instructions)
  - Clicking either button will open a screen to request a 2FA code

The screenshot displays the 'My 2FA Credentials' interface. At the top, it shows 'Credential Strength: Username and Password' with a green 'Elevate Credential Strength' button. Below this are 'Manage' and 'Get 2FA' buttons, along with a link to 'Have a license key? Enter it here'. The main content area is divided into two sections: 'Link your existing credentials:' with a 'Link now' button, and 'Federated Identity Service (FIS)' with an 'Inactive' status and a 'Request Access' button. The 'Applications' section is visible below, with tabs for 'My Applications' and 'Request Applications'. A card for 'Raytheon' is highlighted, showing 'Raytheon Supplier Portal' with a status of 'Active' and a green 'Launch' button, along with a 'Details' dropdown.

# Use of 2FA credentials (Phone OTP)

- Users are prompted to have a 2FA verification code sent to their phone
- Users will enter the OTP code and then click “Next” to access their application
- After elevating credentials, the dashboard will update with the credential strength being used



Two-Step Verification

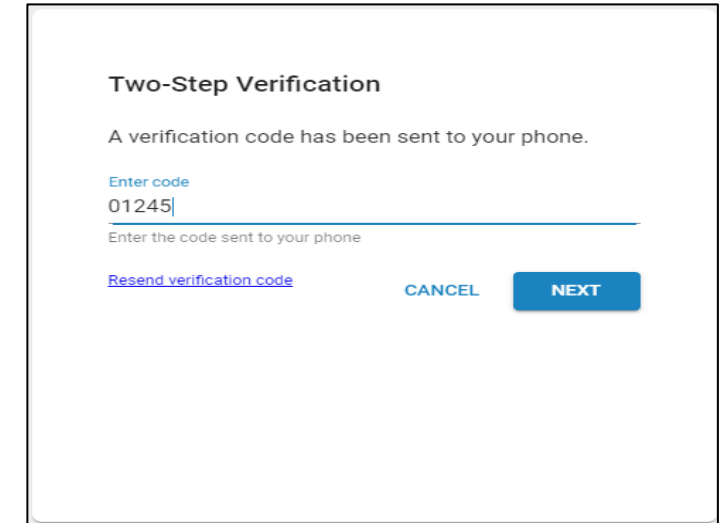
Send a code to your phone

Number ending in 6168

Send text

Send voice message

CANCEL SEND



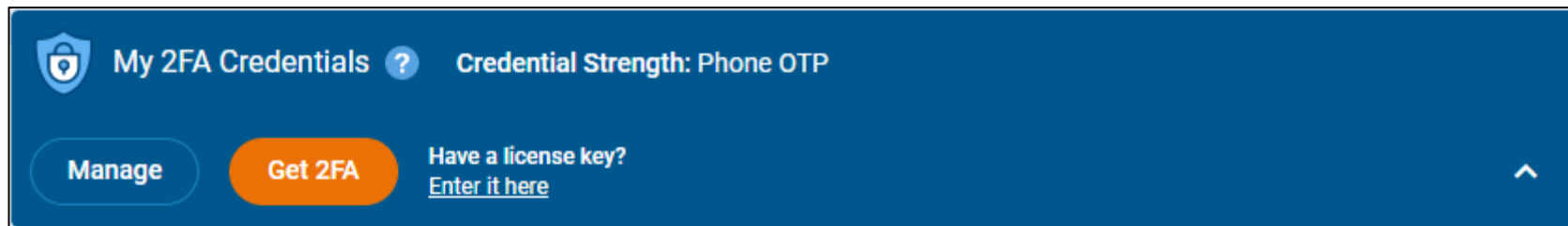
Two-Step Verification

A verification code has been sent to your phone.

Enter code  
01245

Enter the code sent to your phone

[Resend verification code](#) CANCEL NEXT



My 2FA Credentials ? Credential Strength: Phone OTP

Manage Get 2FA Have a license key? Enter it here

Information about obtaining 2FA credentials can be found [here](#)

# Logging in

- Users' homepage will look similar to the screenshot, although the actual applications they can access and available tabs may vary
- Click "Launch" to open the Supplier Portal
- Users will only see applications they are subscribed to under "My Applications" but can request others by clicking "Request Applications" and obtaining approval from their administrator
- If you do not have 2FA credentials, you can click "Get 2FA" to obtain them

The screenshot displays a user's dashboard with a dark blue header. The header includes "My 2FA Credentials" with a help icon, "Credential Strength: Multi-Factor Hardware OTP", a "Manage" button, a "Get 2FA" button, and a link to "Have a license key? Enter it here". Below the header, there are two sections: "Link your existing credentials:" with a badge icon and a link to "Badge: Get access to applications using DoD CAC (CAC Policy), NASA PIV, or NGC OneBadge. Link now", and "Federated Identity Service (FIS)" with an "Inactive" status and a "Request Access" link. The main content area is titled "Applications" and has two tabs: "My Applications" (selected) and "Request Applications". Below the tabs, there are five application cards, each with a blue header, a title, a status, a green "Launch" button, and a "Details" link with a dropdown arrow. The cards are: 1. Exostar LLC, Partner Information Manager, Status: Active. 2. Raytheon, Raytheon Supplier Portal, Status: Active. 3. Exostar LLC, ForumPass 7 - US, Status: Active. 4. BAE Systems North America, BAE Systems Sourcing, Status: Active. 5. Raytheon, Raytheon Supply Chain Platform, Status: Active.

# Portal landing page

- Bulletin board for important updates
- Links to:
  - Supplier tools
  - Business-specific information
  - FAQ/training

**Supplier Portal**

Enter keyword  Search

Contact Us

**Bulletin Board**

**Supplier Tools**

- Carrier Guides
- External RMeeting Services
- RapidResponse
- Raytheon Technologies Home Page
- SecureForms
- RCAS
- RECON
- Supplier Documentation
- Quality Notes

**Business Specific Info**

- Raytheon Technologies Business Units
- Raytheon Technologies Global Presence

**FAQ / Training**

- Export Control Training
- SCAR Tutorial
- SPRR Navigation Guide
- SRS Ratings Guide
- SRS Protest Guide

**Regulatory Alert: DFARS 252.204-7019 and 252.204-7020 – Click for Details**

**Regulatory Alert: Section 889 of NDA for FY 2019 - Click For Details**

In light of significant and broad cyberattacks recently reported by Microsoft, RTX is reminding suppliers to report potential or actual security incidents involving RTX or RTX information, including those that involve RTX's business units or their information, through the appropriate Supplier Incident Reporting channels below.

In light of significant, widespread cyberattacks impacting Pulse Secure VPN appliances recently publicly reported by Ivanti and FireEye, RTX is reminding suppliers to report potential or actual security incidents involving RTX as required by contract or regulation through the appropriate Supplier Incident Reporting channels below.

**To report a suspected cyber incident:**

All suppliers who discover a cyber incident or suspect a cyber incident may have occurred should report it to [supplier.cyber.incident@rtx.com](mailto:supplier.cyber.incident@rtx.com). If you need to report an incident involving the unauthorized disclosure of Raytheon Technologies personal information, please email [privacy.compliance@rtx.com](mailto:privacy.compliance@rtx.com).

Suppliers who support U.S. Department of Defense (DoD) contracts must first report any suspected cyber incident to <https://dibnet.dod.mil> in accordance with the version of the DFARS clause flowed on their purchase order and then as soon as practicable to Raytheon Technologies at [supplier.cyber.incident@rtx.com](mailto:supplier.cyber.incident@rtx.com).

**Performance+ Program**

The formation of Raytheon Technologies created a unique opportunity to harmonize two best-in-class supplier performance programs from our heritage companies (Supplier Excellence from Raytheon and Supplier Gold Program from United Technologies). We leveraged the best practices of both programs to create a single, world-class program, called Performance+. Find additional information [here](#).

**Weekly Supplier Invoice Status**

Invoice #	Date Posted	Status
7630320	25 Mar 2020	Scheduled to Pay
7630717	27 Jul 2017	Scheduled to Pay

Date last updated: 05 May 2021  
[More Supplier Invoice Data - Excel](#)

**Supplier Contact Information**

Company: **RAYTHEON EMPLOYEE VALLEY VENTURES**  
 6380 HOLLISTER AVE  
 GOLETA, CA

Name: **Richard Maier**  
 Phone: **781-768-3983**  
 email: [Richard.Maier@rayth](mailto:Richard.Maier@rayth)  
 Role: **Manager**

**Oldest Contact Data: 13 May 2021**  
**Please verify all POC data Annually**


**Raytheon Technologies Contact Information**

Site-specific information displayed for performance ratings, invoices, etc., is based on the home office.

# Connect With Us and News Alert

- Connect With Us includes links to additional information
- News Alerts includes information about specific topics such as conflict minerals

### Connect With Us



Raytheon's suite of communication and connectivity tools, processes and programs are continuously enhanced and expanded to improve the way we all collaborate to achieve our ultimate mission of customer success.

These innovative web-based options were developed to help you connect with Raytheon's networks, resources and professionals, and provide you with the secure tools and channels you need to enable fast, efficient and accurate information transactions, and contribute to our overall goal of Mission Assurance.

- > [Combating Trafficking in Persons](#)
- > [Conflict Minerals Information](#)
- > [Conflict Minerals Overview](#)
- > [Cybersecurity](#)
- > [Electronic Commerce](#)
- > [Raytheon Videos Library](#)
- > [Supplier Diversity](#)
- > [Supplier Registration](#)
- > [Terms and Conditions](#)
- > [WebRDS - IDS Drawing Access](#)
- > [Data Privacy and Security](#)

### News Alert

#### **RAYTHEON SUPPLIER CYBERSECURITY**


Raytheon relies on our relationship with suppliers to deliver technologically advanced products and services to our customers. Many of the products and services we purchase from our suppliers use technologies or processes that have intellectual value which makes Raytheon a potential target for sophisticated cyber threats.

Please direct any questions or comments concerning Raytheon's cybersecurity efforts to [Supplier\\_Cybersecurity@raytheon.com](mailto:Supplier_Cybersecurity@raytheon.com).

# Performance ratings

- Color-coded quality and delivery ratings for your default location
- Links to more detail-Excel shows performance rating detail for all company locations
- Supplier Rating System (SRS)
- Quality Notes
- Supplier Rating System News
- Quality and delivery for the last 30 days, 3 months and 1 year
- Questions about ratings should be addressed to the buyer
- Click “Supplier Rating System” for details about each rating

**Current Performance Ratings**

 **No performance rating data exists for your home office (default ESD).**  
 You can change your default with the 'Verify / Update your Point of Contact / ESD' link in 'Supplier Contact Information' at right.

Quality			Delivery			PPM 12 Months
1 Month	3 Month	12 Month	1 Month	3 Month	12 Month	
No Data	No Data	No Data	No Data	No Data	No Data	No Data

Date last updated: 01 Jan 2000

Legend	Excep- tional	Good	Marginal	Unsatis- factory
	BLUE	GREEN	YELLOW	RED
Quantitative % Range	from 100.0 to 95.0	from 94.9 to 90.0	from 89.9 to 85.1	from 85.0 to 0.0

[Supplier Rating System](#)  
[Supplier Rating System News](#)





# Supplier Contact Information

- Contact Information comes from our vendor master and can be updated as needed
  - Please verify the information at least once per year
- Editing the contacts
  - Sort by clicking on column header
  - Filter drop-down selection/wild-card text
  - Select check box on the left to edit/delete or validate records
  - Fields with an asterisk are required
  - “Add” creates a new record
  - “Edit Existing” updates the existing record
  - Your home office was set when you created the Exostar account
    - Identified by the home icon (🏠).
    - Changing the home office will determine contents of the dashboards

**Supplier Contact Information**

Company **RAYTHEON INTL**  
**880 WINTER ST**  
**WALTHAM,MA**

Name **Richard M**

Phone **781-768-**

email [Richard M @raytheon.com](mailto:Richard_M@raytheon.com)

Role **Manager**

**Oldest Contact Data: 01 Jan 2000**

**Please verify all POC data Annually**

Verify / Update your Point of Contact / ESD

Filter Category		Site Location (ESD)		Value		all		Apply	Reset	
<input type="checkbox"/>	Last Name	First Name	Telephone Number	Email Address	Department	Role	Fax Number	Cell Phone	Site Location (ESD)	Last Updated/Validated
<input type="checkbox"/>	M.	Richard	781-768-	Richard_M. raytheon.com	Supply Chain				880 WINTER ST WALTHAM MA 02451-1464 US[0010125103]	^
<input type="checkbox"/>	M.	Richard	781-768-	Richard_M. raytheon.com		Manager			880 WINTER ST WALTHAM MA 02451-1464 US[0010125103]	🏠

# Home Office

- Changing your Home Office
  - Use “Verify/Update Your Point of Contact/ESD”
  - The current home office is marked with a small house icon
  - To associate your record with the correct location, select it by checking the box in the left-hand column and clicking “Edit”
  - Ensure the information in the “Add/Edit Point of Contact” is correct
  - Click “Apply To” and “Update Existing”
  - Locate the correct site (ESD) on the “Verify/Edit Points of Contact/ESD,” select the check box to the left and click “Set Home Site”
  - Click “Ok” to “Are you sure you want to change your home ESD”
- If your record associated with the correct site location (ESD) doesn’t exist yet, you will need to create it
  - Select any of your existing records by clicking the check box to the left and “Edit”
  - Correct information as necessary, select “Apply To” for your new home site location (ESD) and select “Update Existing”
  - Close the form
- On the “Verify/Edit Points of Contact/ESD” form, find and select your new site location (ESD) record. Click “Set Home Site”
  - Answer the question “Are you sure you want to change your home ESD” by clicking “Ok”

# Additional information and assistance

- [Exostar's 2FA website](#)
- [My Exostar](#)
- For technical assistance with account activation or to purchase of 2FA credentials and applications, contact at Exostar by phone at 703-793-7800 or online at <https://my.exostar.com/display/TE/Support>
- Invitations to Raytheon Technologies applications: [supply.chain.technology@rtx.com](mailto:supply.chain.technology@rtx.com)