



Luminate Control Tower

Supplier Activity Guide

September 2024

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Activity Guide Overview

Welcome to the Luminate Control Tower (LCT) User Guide for supplier partners. This guide is designed to help you navigate and effectively use the LCT system.

Purpose: This guide is designed to help Medtronic's suppliers develop an understanding of normal activities with the Luminate Control Tower (LCT) tool and answer frequently asked questions.

Please start using LCT to collaborate on critical items as soon as possible. This guide should be used in conjunction with the LCT Supplier End User Guide (the "User Guide"); note, referenced page numbers are listed in parenthesis below. Questions and concerns can be directed to your Medtronic buyer.

Audience: This guide is intended for Medtronic's supplier partners who are involved in supply chain management, including those responsible for planning, ordering, inventory management, and communication with Medtronic.

This guide aims to ensure that you can maximize the benefits of LCT, enhancing supply chain visibility, improving communication, and mitigating supply risks.

Table of Contents

1. [Activity Guide](#)
2. [Frequently Asked Questions \(FAQ\)](#)

Note: Click on the  icon on the following pages at any time to return to the Table of Contents.

Luminate Control Tower

Activity Guide

Forecast & Item Information:

1. Navigate to the Supply>Forecast Commit page. (p.8)
2. This page will allow you to sort, filter and search for specific item numbers or filter based on collaboration status.
3. Enter an item details page by clicking on the item number (p.9)
4. On this page, please review the forecast details provided and the Medtronic inventory on-hand quantity.
5. Next, for collaboration purposes, please enter commits and max capacity for that item . (p.11)
6. Please repeat these steps for your critical collaborative items.
7. Attempt to execute a commit and max capacity mass upload and verify it has been updated in the system. (p.12-14)

Inventory:

1. Navigate to the Inventory page - This is where your internal on-hand inventory will be visible. (p.24)
2. Please review to see what part numbers we are collaborating on. If any important items for the pilot sites are missing, please reach out to the Medtronic buyer responsible.
3. Following instructions in the User Guide, please upload your on-hand inventory. (p.25)
4. After your successful upload, return to the Inventory page and review to see if the updated numbers match.



Luminate Control Tower

Activity Guide

Purchase Orders:

1. Navigate to the Supply>Orders page. (p.15)
2. Review the open orders displayed to ensure delivery dates and quantities are aligned with your internal records.
3. Attempt to execute a mass upload of On-Time in Full (OTIF) updates for a few orders and verify changes in the Orders page. (p.18-19)
 - a. Note: Please remove rows not relevant to the updates before upload.
4. Update orders you have already confirmed with Medtronic buyers by confirming OTIF in LCT. (p.16-17)
 - a. Note: This is not replacing the standard process for PO Confirmation.

Situation Room:

1. If you have an open item or order discrepancy, please create a Situation Room to start collaborative discussions with Medtronic team members. (p. 29)
2. Attach relevant files and send chats in open Situation Rooms to test capabilities.

Alerts:

1. Identify a few important items that you would like updates on, and setup their alerts in LCT. (p.32-33)
2. Ensure that email and in-app alerts work by setting up alerts accordingly.

Shipping Notifications:

1. If you have an order ready to ship to a Medtronic site, find the order in LCT, and please generate an LCT-ASN in the system to update PO status. (p.21)
 - a. Note: This is not replacing or superseding any current ASN programs you have with Medtronic, nor does LCT modify the terms of any written agreement(s) you may have with Medtronic



Luminate Control Tower

Frequently Asked Questions (Answered)

Q: What is the main purpose of Luminate Control Tower (LCT)?

A: To provide a transparent portal for sharing of critical supply information and facilitate direct, responsive collaboration.

Q: If I am having an issue with data or access to LCT, who should I contact?

A: Please reach out to your Medtronic buyer for assistance.

Q: If invited to the Situation room, will we receive an email?

A: Yes, an email will be sent to the email used to sign up for the LCT account.

Q: Can our (supplier) internal item number field be added to LCT?

A: Currently, only Medtronic data is available in the system. The data in LCT is from Medtronic's internal planning system, and external part numbers will not be available. The only data you as a supplier will be able to enter relates to forecast commits, max capacity, and inventory.

Q: Can we also download an excel file of key information items?

A: Yes, there is the ability to download a variety of information from the system such as: Forecast, Purchase Orders, and Inventory.

Q: What does OTIF stand for?

A: On-Time and In-Full, it relates to delivering an order's full quantity by the stated due date.



Luminate Control Tower

Frequently Asked Questions (Answered)

Q: Is it possible to change the bucket size from weekly to monthly for instance?

A: This option is not currently available but will likely be available soon. Suppliers will be notified once the new functionality is available.

Q: How often will the forecast data be updated?

A: The forecast is updated daily using data directly from our planning system.

Q: Can suppliers confirm single lines of a PO?

A: Yes, it is possible and will update the line status on the order.

Q: What if a PO is submitted and the requested delivery date is earlier than supplier lead time? How would suppliers adjust those dates?

A: Please collaborate with your Medtronic buyer by creating a situation room for that order and discussing together to align.

Q: I do not see an order or item in the system, what should I do?

A: Please reach out to your Medtronic buyer for assistance.

Q: I am having issues seeing future forecast, how do I resolve this issue?

A: Please ensure that your date range (filter symbol) on the Forecast Commits page is adjusted to display forecast into the distant future.



Luminate Control Tower

Frequently Asked Questions (Answered)

Q: Will all the materials we supply be included in LCT?

A: The plan is to eventually include all materials in LCT, but scope is still under development as we roll out the portal. Please work with your Medtronic buyer to determine if missing materials can be added to LCT.

Q: Is there any limit to the number of people we can grant access to LCT?

A: There is no limit from a system standpoint, but users from suppliers should have a relevant role in supplying Medtronic.

Q: Can we add other supplier internal users to the situation room?

A: You can add additional invites, but the user must be registered first in LCT.

Q: What does entering forecast commits do?

A: It provides insight to our internal planners on potential material shortages and gives Medtronic forward visibility towards production plan adjustments.

Q: Do I have to check LCT to know when a forecast changes?

A: The forecast is updated daily, you can check LCT itself or customize your alerts. By customizing your alerts, you can be sent notifications directly to the email you used to sign up for LCT.



Luminate Control Tower

Frequently Asked Questions (Answered)

Q: Do the LCT Advanced Shipping Notifications (ASNs) replace current ASN agreements or processes we have in place with Medtronic sites?

A: No, the ASN function in LCT is for reference purposes only and does not replace any established processes or agreements.

Q: Does the LCT order confirmation replace currently established order confirmation agreements or processes?

A: No, please also follow the established processes for purchase order confirmations you currently have with Medtronic sites, which include price and terms in pricing, supply, or other written agreements. LCT does not modify the terms of any written agreement(s) you may have with Medtronic

