

Contents

PGSUPPLIER.COM	2
Key Features.....	2
General Information (No Registration Required)	2
Invoice/Payment Tracking (Registration Required).....	2
Important Notes.....	2
Quick Links	3
ARAVO PORTAL	4
Aravo Primary Email.....	4
Aravo Navigation.....	4
HomeTab.....	4
Tasks Tab.....	5
Profile Tab	5
How to Complete a Pending Vendor Task	6
How to Reset Aravo Username and Password.....	6
MULTI – FACTOR AUTHENTICATION	7
P&G CHAT SUPPORT	8
NEXT STEPS FOR SUPPLIERS	9

PGSUPPLIER.COM SITE

The PGsupplier.com website is a global reporting and information source for all valued current and potential suppliers of Procter & Gamble (P&G). It is a tool by which P&G continues to strengthen its relationship with its suppliers, who play a vital role in helping us deliver products and services of superior quality and value to the world's consumers.

Key Features

General Information (No Registration Required)

- ✓ Venue to submit product/service proposal to become a new supplier (Become Supplier tab)
- ✓ Holds relevant information for Setting up Profile, Purchase Order Management, Invoicing, and Payment Processes (Tools & Services tab)
- ✓ Under '[Create Invoices](#)' section, you can check the specific invoicing requirements per country. Just choose the region and the specific country receiving your goods/service from the map provided.
- ✓ Use [Simple Invoice Status](#) to check the basic status of a single invoice without logging on to P&G's supplier portal.

Invoice/Payment Tracking (Registration Required)

Track your invoices and payments anytime, anywhere, for free. Available in 9 languages!

- ✓ [Invoice Status](#)
 - get visibility on all your unpaid and paid invoices
 - find fast what matters most (search by invoice number or date range or PO number- filter results by text-show invoices that need your attention)
 - learn why your invoices have been rejected
 - find a missing invoice with the help of Robie, the bot
 - request expert support from within the app
- ✓ [My Vendor Codes](#):
 - get visibility on all vendors you are linked to
 - link yourself to all P&G vendors that are part of your company
 - see who in your company has access to Supplier Portal
 - grant/remove access to a colleague
 - check your vendor data details and trigger changes as needed
- ✓ [Subscribe](#):
 - subscribe to automatically receive reports of your paid and unpaid invoices
- ✓ [Payments Report](#):
 - find payments that P&G made to you

Important Notes

- ! If the invoice you are looking for was not found, it could be due to one of the following reasons:
 - The invoice might still be in transit**
 - If the invoice was sent via postal services, then it can take up to 10 calendar days until the invoice gets recorded in P&G's Account Payable System. Learn about all your options on how to send an invoice [here](#)
 - The invoice was paid more than 24 months ago**

We do not store in Portal invoices received more than 2 years ago.

-The invoice was entered in our system with a different reference number from yours

Do not give up your search. Run a further search by Vendor Number or Order Number to find it within the Invoice Status APP

-The invoice was processed by Coupa

Invoices that are processed in Coupa become visible here only once they are ready to be paid. Until then they must be tracked in Coupa.

-The paper invoice may have been lost

If you believe this happened, then please reach out to our help resources within the Invoice Status APP.

Quick Links

Access the portal now? Go to <http://pgsupplier.com/>

Want to **Register to the Supplier Portal**? Follow this [link](#)

For other quick guides, go to <https://pgsupplier.com/track-invoice-and-payments>

ARAVO PORTAL

Aravo is the platform where all vendor registration and maintenance are made. This serves as the database of your company profile where suppliers may manage their company information including contact details, company address, bank information, etc.

Aravo Primary Email

Only one (1) supplier representative will be given username and password to access Aravo. That person will be your **Aravo Primary Email**.

Other email address maintained in your company profile (RTV, PUR, EINVOICE, OTHER) will not have access to update information in Aravo.

Aravo username and passwords may not be used in other P&G platforms such as P&G Supplier Portal and Coupa.

Aravo Navigation

HomeTab

The **Home Tab** is where you may raise self-service updates. This means that you may initiate changes to their company profile without the intervention of any P&G contact.

The screenshot displays the 'PROCTER & GAMBLE (STAGING) THIRD PARTY PORTAL' interface. At the top, there is a navigation bar with 'Home', 'Tasks', and 'Profile' tabs. The user is logged in as 'FRANZ FLORES'. The main content area shows a welcome message for 'FRANZ FLORES' and a 'Welcome to P&G's Third Party Portal' section. Below this, the 'Actions' section is highlighted with a red box, containing four buttons: 'Update Banking and Payment', 'Update General Information', 'Update Primary Contact Info', and 'Update Tax and Withholding Tax'. The 'Tasks' section shows 'You have no open tasks'. The 'Contact Information' section displays the user's name 'FRANZ FLORES', a test ID 'NEW SUPPLIER TEST 012021', and an email address 'franz.pg.lesler@gmail.com'.

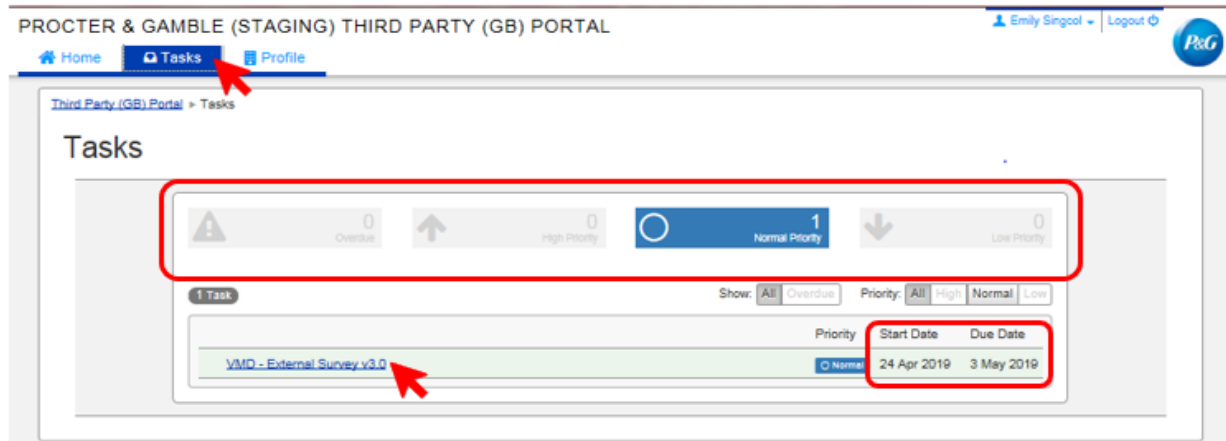
Request Types

- **Update Banking and Payment** – Add, update or delete bank account information
- **Update General Information** – Update company name, address, contact number and additional contacts except primary contact information
- **Update Tax and Withholding Tax** – Update tax and withholding tax information and documents
- **Update Primary contact** – Update the primary contact email only

Tasks Tab

The **Tasks tab** is where you may find links to the open surveys requiring action. Survey may be a **Vendor Master Data survey** and/or **Risk Assessment survey**.

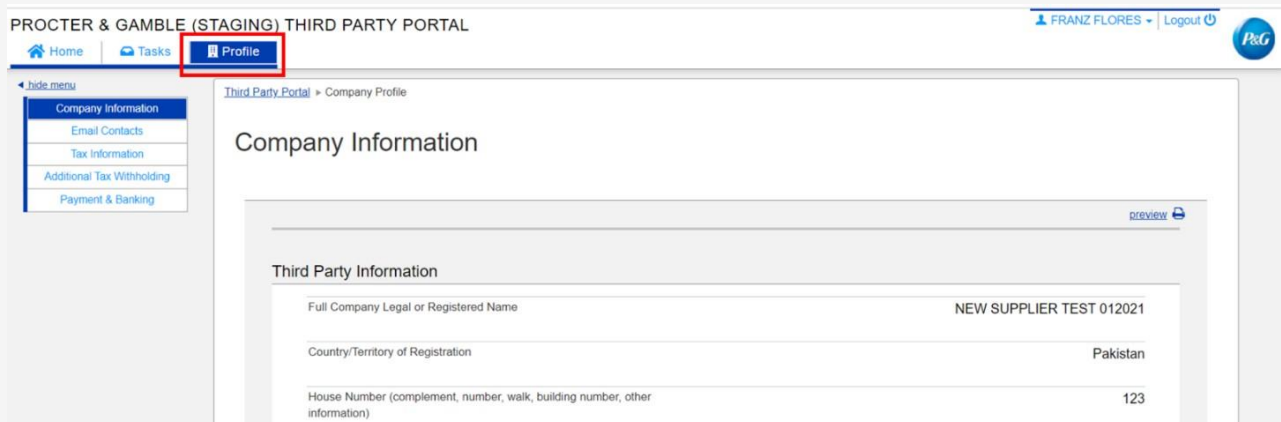
The Start Date, Due Date, and Priority level for each survey are also shown.



- For requests that have multiple surveys (vendor surveys and risk assessment surveys), you may check the level of priority of each survey that requires your action.
- A link to the survey will be shown. Click the link and complete the survey.

Profile Tab

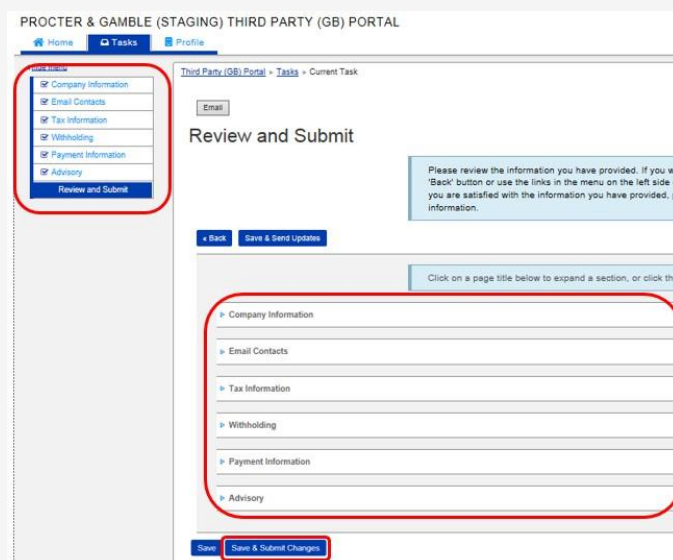
The **Profile Tab** is where you may review your company information currently maintained in the P&G systems. If you need to make changes, go to Home tab, and select the appropriate action.



How to Complete a Pending Vendor Task

To complete a survey, click the link either in the Home tab or Tasks tab. Answer all the pages representing each data category – General Information, Email Contacts, Tax and Withholding information, and Payment Information.

Once done, submit the survey form by clicking **Save and Submit Changes**. The survey will be forwarded to the P&G Master Data team for validation. Changes will reflect on your profile after the P&G Master Data team completes the validation.



How to Reset Aravo Username and Password

Reset Aravo Username

1

We hereby confirm that the data we are about to provide or change is truthful and correct and, in case a change occurs, the Procter & Gamble buyer will be notified in advance. If the information is not valid or accurate, Procter & Gamble is not responsible if a payment is delayed, not credited, or credited to an incorrect account as specified.

I agree with the statement above.

Username:

Password:

Deutsch (Deutschland) · English (United Kingdom) · English (United States) · Tiếng Việt (Việt Nam) · Türkçe (Türkiye) · español (España) · français (France) · italiano (Italia) · português (Brasil) · русский (Россия) · 中文 (中国) · 日本語 (日本)

[Need help accessing your account?](#)

2

Find Account Information

Choose the account information you need help with.

Forgot Password

Forgot Username

3

Username

Email Address:

Step 1: Go to ARAVO
<https://pg.aravo.com/aems/login.do>

Click "Need help accessing your account?"

Step 2: Select Forgot Username > Click Continue

Step 3: Input the email address of the primary email contact and click "Send". An email containing the username will be sent to the primary email contact. Please wait for a few minutes to receive the email.

Reset Aravo Password

Step 1: Go to ARAVO
<https://pg.aravo.com/aems/login.do>

Click "Need help accessing your account?"

Step 2: Select **Forgot Password** > Click **Continue**.

Step 3: Input your **Username**.

Step 4: Open email sent by pg@aravo.com with subject Aravo Password Request.

Click the link to set a new password

The password reset link may only be used once and expires in 15 minutes. Navigating to a password reset link that contains an already used or expired token result in a redirect to an Invalid Link error page.

Step 5: Nominate and confirm your new password.

Once password is updated; you may now go back to the ARAVO Login Page and enter your NEW set of Username and Password.

MULTI – FACTOR AUTHENTICATION

For guide on Aravo MFA set-up, go to <https://pgsupplier.com/setup-and-update-profile>

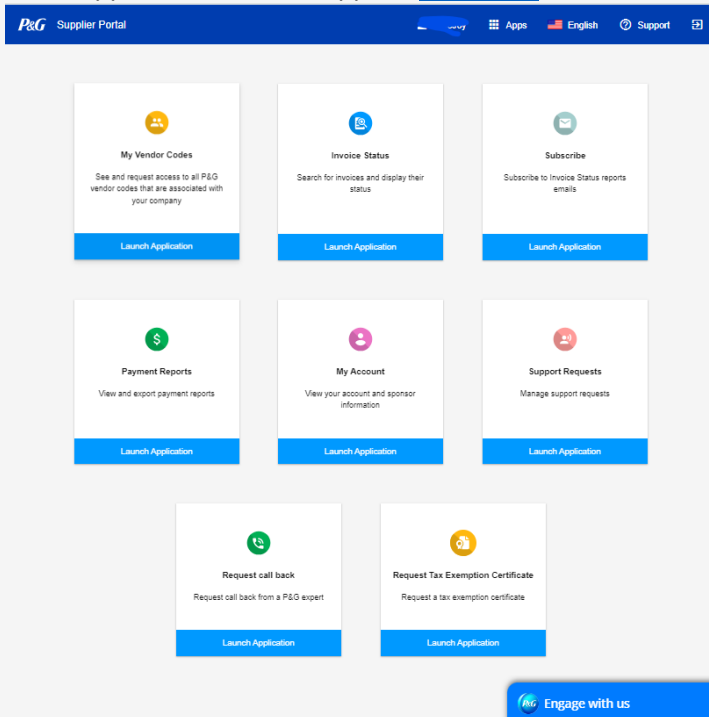
P&G CHAT SUPPORT

Directly chat a live assistant for any concerns or questions regarding P&G transactions.

- Fast and Real Time
- Easy and Convenient
- Save Time

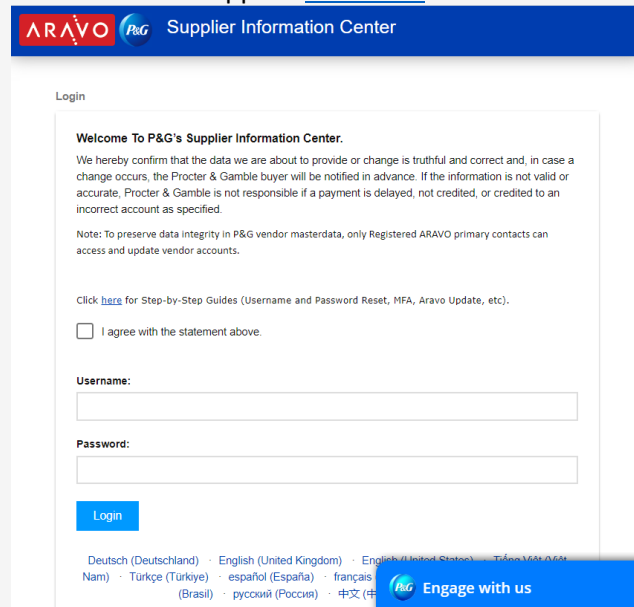
For Invoice-related queries, check invoice status application page in P&G Supplier Portal.

P&G Supplier Portal Chat Support: [Click Here](#)



For general queries, check Aravo login page.

Aravo Chat Support: [Click Here](#)



NEXT STEPS FOR SUPPLIERS

1. Register to the **P&G Supplier Portal** to have access to the P&G Chat Support and the Invoice Status applications.
2. Ensure that **Aravo** profile and primary email are updated.
3. Set up MFA for P&G Supplier Portal and Aravo
4. Reach out to the **P&G Chat Support** for additional concerns.