How to Navigate Invoice Status App?

Invoice Status App allows you to:

- Get visibility and learn the status of your unpaid and paid invoices
- Find invoices using invoice numbers, vendor code and date range, and Purchase Order numbers
- Request Expert Support for problematic and missing invoices

To view **Invoice Status App**, go https://pgsupplier.vpn.pg.com/ and enter your P&G Supplier Portal Login Credentials.
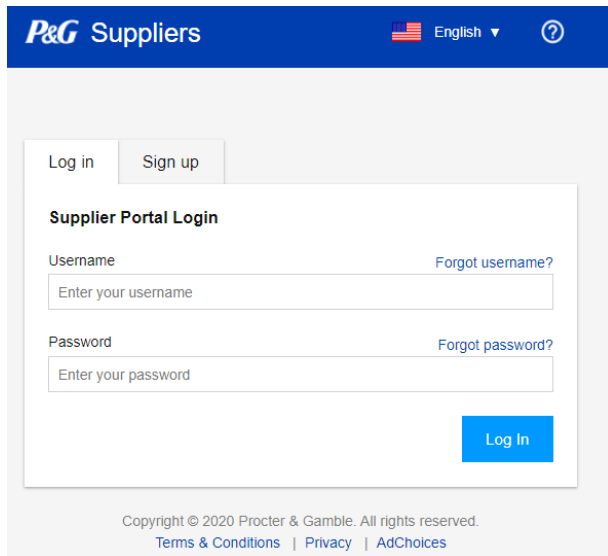
Click **Invoice Status** Application.

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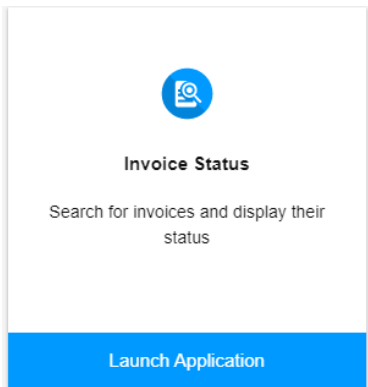
Search using Invoice Numbers

1. Enter the invoice number(s).
2. Tick both paid and unpaid.
3. Click Search.

Search using Vendor Code and Date Range

1. Click the box to select vendor codes you want to see invoices for.
2. Filter the date range from the dropdown menu.
3. Select your Invoice type (Paid, Unpaid or Both)
4. Click Search.

Search using Purchase Order Numbers

1. Enter the Purchase Order Number
2. Select relevant Invoice type.
3. Click Search.

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Search Coupa Invoices

Invoices that are submitted via Coupa must be tracked initially in Coupa Supplier Portal.

Coupa Invoices will appear in Invoice Status App only if they have been approved in Coupa for at least 24 hours.

Search for invoices by:

| Invoice Numbers | Vendor Code & Date | Order Number | Coupa Invoices |

Coupa Invoices

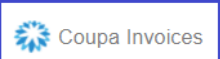If you entered the invoice in Coupa, then the invoice can be tracked at https://supplier.coupahost.com/invoices.

Coupa invoices become visible in this app only once they have been approved in Coupa.

If the search is successful, a list of invoices will be displayed including their statuses.
Download the report into an Excel file by clicking **Export All Results**.

#	Invoice Number ▼	Vendor Number ▼	Amount ▼	Cur ▼	Status ▼	Invoice Date ▲	Received ▼	Due to Pay ▼	View
1					✓ Ready to be paid	2021-03-23	2021-03-30	2021-06-13	⌄
2					✓ Ready to be paid	2021-03-29	2021-03-30	2021-06-13	⌄

Information is refreshed **every 8 hours.**
Supplier Portal retention period is **2 years.**

HOW TO CHECK INVOICE STATUS DETAILS?

Find more details about the invoice's payment date, and status by **clicking on the arrow at the right far end of the screen.**

#	Invoice Number ▼	Vendor Number ▼	Amount ▼	Cur ▼	Status ▼	Invoice Date ▲	Received ▼	Due to Pay ▼	View
1					✓ Ready to be paid	2021-03-23	2021-03-30	2021-06-13	⌃

The invoice date is Tuesday, March 23 2021.

Received by P&G on Tuesday, March 30 2021.

The invoice is ready to be paid on Sunday, June 13 2021.

👥 Request expert support

The invoice is due to be paid on Sunday, June 13 2021.

Vendor:
P&G vendor code:

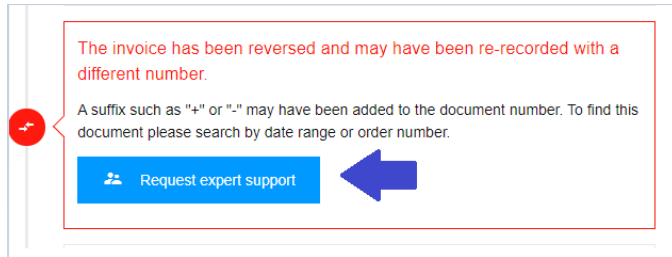Invoice number:
Gross value:
Payment terms:

P&G order number:
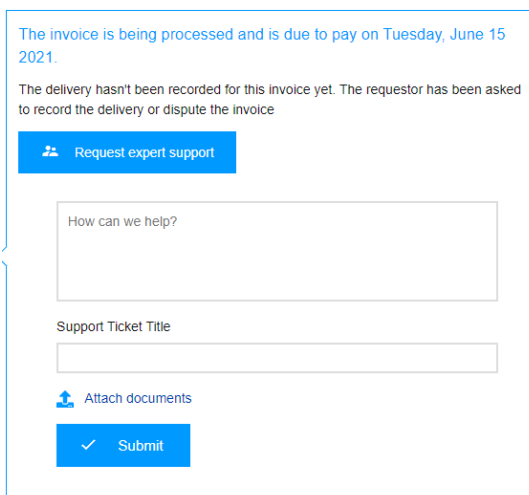P&G legal entity   Procter & Gamble Egypt
P&G legal entity code: 302

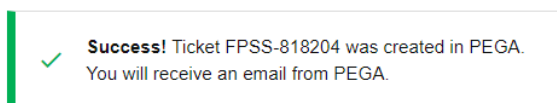**Request expert support for Invoices that are visible in the portal**

1. To know more about the status of the invoices, simply click the **Request expert support** button.

2. By clicking the Request Expert Support button, a form will appear. Type your query and Support ticket title in the assigned field then click **Submit**.
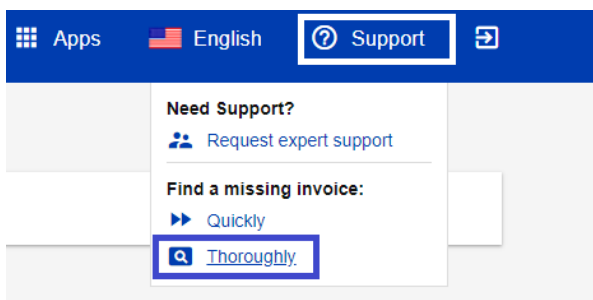

3. After submitting the form, a ticket number will be created for your query. You will also receive an email with the details of the ticket, and you'll be able to track the status of your ticket accordingly.

Request expert support for Missing Invoices

1. Click the **Support** button found at the top portion of the page then click **Thoroughly**.

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2. You'll be routed to **Missing Invoice support page**. Fill out the fields in the form especially those who are marked with red asterisk and attach a copy of your missing invoice.

Help me find a missing invoice

Invoice Number *

Country or Territory of P&G's billing address as displayed on your invoice *

Vendor Name

Vendor Code

ⓘ P&G vendor codes are typically 8 digits long, start with 10, 15, or 20 and can always be found on P&G order documents.

Is this invoice for a Purchase Order? *
○ Yes
○ No

3. After filling out the details, click the **Submit** button found at the bottom part of the form. A ticket number will be created and shown for this request. You will receive an email with the details of the ticket and be able to track the status of your ticket accordingly.
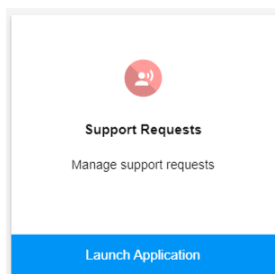
Request Title *

Help me find missing invoice

Submit >

✓ **Success!** Ticket FPSS-819097 was created in PEGA.
You will receive an email from PEGA.

HOW TO TRACK SUPPORT TICKETS?

1. Go to Support Requests Application found in the Portal Apps homepage.

Support Requests
Manage support requests

Launch Application

2. In **Support Requests application**, you will find all the support tickets that you raised and created on behalf of you.

Support Request Tickets

Search Ticket 🔍

41 Results

| 1 | of 7 |

Ticket ID ▼	Short Description	Status ▼	Target Resolution Date ▼	Opened On ▼	Resolved On ▼	View
FPSS-737203	Invoice	Open	04-26-2021 07:21:34	04-15-2021 07:21:34	N/A	⌄
FPSS-737868	as SDL	Open	08-01-2021 18:12:21	04-15-2021 08:58:38	N/A	⌄

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