

How to Navigate Invoice Status App?


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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.




Supplier Apps

Username

Password

Sign On

Click **Invoice Status** Application.



Invoice Status

Search for invoices and display their status


Launch Application

HOW TO SEARCH INVOICES?

Search using Invoice Numbers

1. Enter the invoice number(s).
2. Select your Invoice type (Paid, Unpaid or Both)
3. Click Search.

Search for invoices by:


Invoice Numbers Vendor Code & Date Order Number  Coupa Invoices


Enter invoice numbers

123
123A
123A+
123A1

Select invoice types

☒ Unpaid invoices ☒ Paid invoices


 Searching for both unpaid and paid invoices may take longer.

 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 for invoices by:

Invoice Numbers Vendor Code & Date Order Number  Coupa Invoices

Search and select vendors


[Click here to select vendor code\(s\)](#)


Select a date range during which P&G has received the invoices

Within the last 30 days

Select invoice types

☒ Unpaid invoices ☒ Paid invoices


 Searching for both unpaid and paid invoices may take longer.

 Search

Search using Purchase Order Numbers


1. Enter the Purchase Order Number
2. Select your Invoice type (Paid, Unpaid or Both)
3. Click Search.

Search for invoices by:

Invoice Numbers Vendor Code & Date Order Number  Coupa Invoices


Enter a P&G order number


Enter a P&G order number

 The P&G order number is 10 digits long and typically starts with 45, 55, 30 or 80.
Most P&G order numbers have a prefix such as G4P, N6P, F6P. Please do not enter that prefix.

Select invoice types

☒ Unpaid invoices ☒ Paid invoices

 Searching for both unpaid and paid invoices may take longer.

 Search

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**.

<div> <div>Search in all results</div> <div>Search</div> <div>Clear</div> </div>									
#	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**. Please see below sample

1. Ready to be paid Status.

#	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

2. Rejected Status

1	Returned	2024-07-25	2024-09-02	2024-12-31
<div> <div>The invoice date is Thursday, July 25 2024.</div> <div>Received by P&G on Monday, September 2 2024.</div> <div> <div>The invoice has been returned and will not be paid.</div> <div> <div>✗ Invoice is missing pages.</div> <div>Resubmit the complete invoice with all pages included.</div> </div> <div> <div>⚠ To ensure you receive automatic notifications via email for Returned Invoices (RTV), ensure that RTV contacts are updated on ARAVO. To update RTV contacts on ARAVO, follow this quick guide.</div> <div>See complete invoice requirements on How to Invoice P&G</div> </div> <div> <div>🔍 Need expert support for this invoice?.</div> <div>The SAP workflow code is 024, the payment block is Unposted document (UN)</div> </div> <div>The invoice is due to be paid on Tuesday, December 31 2024.</div> </div> </div>	<div>Vendor:</div> <div>P&G vendor code:</div> <div>Invoice number:</div> <div>Gross value:</div> <div>Payment terms:</div> <div>Invoice type:</div> <div>P&G document number:</div> <div>P&G order number:</div> <div>Buyer on order:</div> <div>P&G legal entity: 572 - P&G Home Products Pvt Ltd</div> <div>Plant: A406 - HYDERABAD PLANT-MFG-PGHP</div>			

3. Paid Status

\$ Paid	2023-10-24	2023-10-24	2024-02-21
<div> <div>The invoice date is Tuesday, October 24 2023.</div> <div>Received by P&G on Tuesday, October 24 2023.</div> <div> <div>The invoice was remitted to P&G's bank on Monday, February 19 2024 to be disbursed via FX Payment Order. (Check number is)</div> <div>🔍 Need expert support for this invoice?.</div> <div>The SAP workflow code is 200</div> </div> <div>The invoice was due to be paid on Wednesday, February 21 2024</div> </div>	<div>Vendor:</div> <div>P&G vendor code:</div> <div>Invoice number:</div> <div>Gross value:</div> <div>Payment terms:</div> <div>Invoice type:</div> <div>P&G document number:</div> <div>P&G order number:</div> <div>Buyer on order:</div> <div>P&G legal entity: 572 - P&G Home Products Pvt Ltd</div> <div>Plant: 7665 - MANDIDEEP PLANT F&HC MFG-PGHP</div>		

HOW TO REQUEST EXPERT SUPPORT FOR YOUR INVOICES?

Request expert support for Invoices that are visible in the portal

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

The invoice has been reversed and may have been re-recorded with a different number.

A suffix such as "+" or "-" may have been added to the document number. To find this document please search by date range or order number.

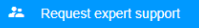
Request expert support

➔

- 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**.


The invoice is being processed and is due to pay on Tuesday, June 15 2021.


The delivery hasn't been recorded for this invoice yet. The requestor has been asked to record the delivery or dispute the invoice

 Request expert support

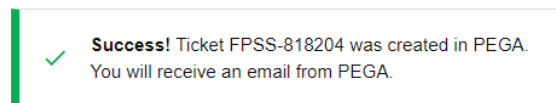
How can we help?

Support Ticket Title


 Attach documents


 Submit

- 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.




- To follow up with the open ticket, you may reply to the email confirmation from fpsscetprod, lon <fpsscetprod.im@pg.com>

 Send

To  [fpsscetprod, lon](mailto:fpsscetprod,lon)

Cc

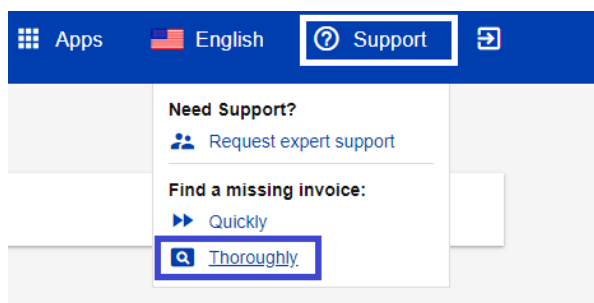
Subject RE: Request has been received: | Invoice Status  Business Use

Please follow up|

From: fpsscetprod, lon <fpsscetprod.im@pg.com>
Sent: Wednesday, October 23, 2024 4:19 PM
To:
Subject: Request has been received: Invoice Status

Request expert support for Missing Invoices

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



- 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

① 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

- 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 *

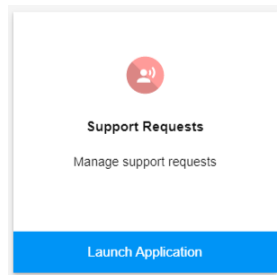
Help me find missing invoice

Submit >

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

HOW TO TRACK SUPPORT TICKETS?

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



- 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

<<

<

1

of 7

>

>>

41 Results

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	