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.

Click Invoice Status Application.
**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.
**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.

**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**.

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**.
HOW TO REQUEST EXPERT SUPPORT FOR YOUR INVOICES?

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.

   ![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

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.

   ![Request expert support form]

   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

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.

   ![Success!]

   Success! Ticket FPSS-818264 was created in PEGA. You will receive an email from PEGA.

Request expert support for Missing Invoices

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

   ![Support button]

   Need Support?
   Request expert support

   Find a missing invoice:
   Quickly
   Thoroughly
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.

![Missing Invoice support form](image)

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.

![Submit button](image)

**HOW TO TRACK SUPPORT TICKETS?**

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

![Support Requests Application](image)

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

![Support Request Tickets](image)