

INVOICING 101

INVOICING IN THE SUPPLIER NETWORK

JAGGAER ONE SUPPLIER NETWORK PORTAL



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INTRODUCTION

The purpose of this guide is to provide suppliers with the key activities associated with Invoice Management in the JAGGAER ONE Supplier Network. This guide contains basic information on:

1. Searching for invoices and viewing invoice status.
2. Creating invoices based on customer purchase orders in the system.
3. Creating invoices not associated with a system purchase order.
4. Performing invoice management in a Customer Portal.

Additional information about this feature is found in the [Supplier Network Portal General Management Handbook](#) or online searchable help, available from the [Online Training and Support](#) page in the Supplier Network.

As a reminder, you can access the Supplier Network by logging in with your email address and password at:

<https://solutions.sciquest.com/apps/Router/SupplierLogin>

SALES INVOICES

In the JAGGAER ONE Supplier Network, you may create sales invoices for JAGGAER customers – both from existing purchase orders and from non-PO order methods. Some customers may also choose to share invoices with you that the customer originates in their own application. You can review invoice status from customers who choose to share that information.

Suppliers with customer invoicing relationships will see two areas on the [Home Page](#) that allow for quick access to creating and finding invoices/credit memos. Users can quickly create an invoice, import an invoice and search for invoices.

Customers may also navigate to a [Customer Portal](#) to manage invoices for a specific customer.

Creating Invoices

Suppliers may send electronic invoices and credit memos to customers based on sales orders viewed in the JAGGAER ONE Supplier Network. The sales order may be from any order delivery method – fax, email, portal, or cXML integration. If the customer allows, a user can also create invoices from an order that does not show in the JAGGAER ONE Supplier Network (for example, non-PO invoice).

CUSTOMER VALIDATIONS

Customers can choose to validate invoices generated from a supplier portal or sent via cXML. See [Customer Validations for Sales Invoices](#) for more information in the [Supplier Network Portal General Management Handbook](#) or online searchable help for more information.

Creating Invoices from Customer Email

Customers have the ability to allow a supplier to create an invoice without having to separately log into the portal or use another process by sending an email with a link to create the invoice. For a PO-based invoice, the email contains a link that takes the supplier to a page with the PO information populated, and the supplier completes the additional details needed to submit the invoice to the customer. For Non-PO Invoices, the email link will take suppliers to a page where they can fill in the line information in order to submit the invoice.

The email is sent to the supplier **Primary Remittance Contact** in order to create an invoice from a link without logging into a portal or using a separate process. Only the supplier Primary Remittance Contact is authorized to complete this action.

HOW IT WORKS

When the supplier user receives an email to create a **PO Based Invoice** and selects the link:

- Select the **Click here to submit an Invoice for the referred PO** button. The Purchase Order Number is listed in the submitted line of the email by default.
- The Invoice Date, Invoice Owner, and Remit To address is displayed and is read-only. You can modify the Due Date. The Supplier Invoice No. is not required.
- The PO lines are listed with amounts, and you can modify the quantity, delete a line, and add Discount, tax, shipping & handling charges.
- You must click the **I am not a robot** checkbox, then click **Submit**.
- A confirmation page displays that an invoice has been created along with the Invoice Number and you will receive a **PO based Email Invoice Confirmation** email that the invoice was created. On the confirmation page, select the **Add Attachments** button to associate with the created invoice:
 - Select to add a **File** or **Link**.
 - When attaching a file, click the **Select files...** button and choose the appropriate file, or drag and drop it into the grey area next to the **Select files...** button.
 - When associating a link, enter an optional **Page Name**, and enter the **URL** link.
 - Click **Save Changes** to associate the attachment.
 - The page refreshes with an **Attachment** section, showing the attachment name. You can select to download or open the attachment, and also to **Remove** the attachment.
- A user can continue selecting the link and invoicing until the PO is fully invoiced. When it is fully invoiced, a message will display that the PO is fully or over-invoiced along with the invoice numbers already created. The user can continue to create invoices against a PO that is fully or over invoiced.
- The invoice is viewable in the supplier portal.

When the supplier user receives an email to create a **Non-PO Based Invoice** and selects the link:

- Select the **Non-PO Invoice Creation Link** button.
- You must enter your email for validation purposes. This **must be the primary remittance contact email** as listed in the supplier's profile, regardless of who the email was sent to.
- You must click the **I am not a robot** checkbox, then click **Validate**.

- The page refreshes with the Invoice Date and Remit To address displayed as read-only. The Supplier can modify the Due Date. The Supplier Invoice No. is not required.
- The Lines section contains entry boxes for Product Description, Unit Price, and Quantity. Click **Add Non-PO Item** to add the line.
- When finished entering items, you must click the **I am not a robot** checkbox, then click **Submit**.
- A confirmation page displays that an invoice has been created along with the Invoice Number and you will receive a **Non-PO based Email Invoice Confirmation** email that the invoice was created. On the confirmation page, select the **Add Attachments** button to associate with the created invoice:
 - Select to add a **File** or **Link**.
 - When attaching a file, click the **Select files...** button and choose the appropriate file, or drag and drop it into the grey area next to the **Select files...** button.
 - When associating a link, enter an optional **Page Name**, and enter the **URL** link.
 - Click **Save Changes** to associate the attachment.
 - The page refreshes with an **Attachment** section, showing the attachment name. You can select to download or open the attachment, and also to **Remove** the attachment.
- If the supplier has access to a portal, they can view the invoice in the portal.
- The link in the email does not expire and can be used repeatedly.

PO to Sales Invoice Flip

You may select to “flip” a sales order in your network into an invoice that is sent to the customer. A user will access the Sales Order the **Orders > Sales Orders and Shipments > Search for Sales Orders** page. Granted users have the option to **Create Invoice** or **Create Credit Memo** from a Sales Order from search results or from within the Sales Order view.

You may also quickly create an Invoice or Credit Memo from a Sales Order on the home page in the **Create Invoice/Credit Memo** widget by entering the appropriate PO number for the customer, and selecting to **Create** the invoice/credit memo.

If allowed by the customer, sales invoices can be associated with a contract, and catalog items from the contract can be added to an invoice. See [Creating a Sales Invoice From a Contract](#) in the **Supplier Network Portal General Management Handbook** or online searchable help for more information.

Sales Orders Flagged as Evaluated Receipt Settlement

Some customers have the ability to flag purchase orders as **Evaluated Receipt Settlement**, meaning an invoice will automatically be created in the customer’s system and supplier’s portal upon the receipt of goods. Sales Orders with this indication will not have the option to **Create Invoice** in the **Available Actions** dropdown. See [Evaluated Receipt Settlement Orders and Automatic Invoicing from Customers](#) for additional information.

Non-PO Invoices

A Non-PO invoice is an invoice in your JAGGAER ONE Supplier Network that is not associated with any Sales Order in the Network. The customer must be configured to allow non-PO invoices for this feature to be available for a supplier.

The ability to create an invoice exists on the [Home Page](#) in the [Create Invoice/Credit Memo](#) widget, as well as the [Create Sales Invoice](#) page in the [Orders > Sales Invoices](#) menu. To create a Non-PO invoice or credit memo, select the customer, document type (invoice or credit memo) and currency, but do not enter a value in the PO Number field.

Once the draft invoice is created, you may add a purchase order number, if applicable. You will then enter all other appropriate information such as Remit To Location, payment terms, etc. If the customer has [Miscellaneous Fees](#) configured, enter the appropriate values. If a fee does not apply, leave the 0.00 value. You will then need to add the non-po lines to the invoice by selecting the [Add Line Items](#) icon in the [Line Item Details](#) area of the invoice. When you have finished entering all details and line item information, you will [Save](#) your changes and select [Send to Customer](#).

ASSOCIATING CONTRACTS WITH NON-PO INVOICES

Some customers may have configurations in place to allow suppliers to associate a contract number with each line on a non-PO invoice. Once the invoice is sent to the customer, the invoice amount will be included in the total spend amount of the contract in the customer's application. This helps the customer more accurately report contract spend.

A contract can be added in the application while in draft invoice view, or in the bulk invoice import file. Also, non-catalog items that exist on the contract can be added to the invoice, as well as additional lines that should be associated with the contract on the invoice but are not currently listed on the contract.

For more information about creating invoices associated with contracts or adding contract lines, see [Creating a Sales Invoice From a Contract](#) in the [Supplier Network Portal General Management Handbook](#) or online searchable help for more information.

Substituting Items on Invoices

Within the Supplier Network Portal you can substitute items when creating invoices for existing sales orders for customers that allow substitutions. After creating an invoice associated with a Sales Order in your Supplier Network, you may change an item on an invoice to be the actual item that was shipped.

In order to substitute lines you must have the [Create Sales Invoices/Credit Memo](#) permission. The customer must be configured to allow substitutions on the invoice for this option to be available. If the customer does not allow substitutions, you will not see the option in the invoice.

In the draft invoice view, navigate to the [Line Item Details](#) section of the invoice. Select the edit icon to display an overlay where new item information can be entered.

Invoices Modified by the Customer

The customer version of an invoice is called the **buyer invoice**. Buyers may pull invoices out of their workflow by returning an invoice within the organization. Once the buyer invoice is returned within their system, the buyer can make changes such as modifying payment information, adding lines, and deleting lines. When a customer removes a line from a buyer invoice, the lines are immediately removed from the corresponding sales invoice in the supplier portal. However, other changes are not reflected in the supplier portal sales invoice until the buyer resubmits the modified invoice into their workflow process. This means that a supplier may see fewer or even no lines on a sales invoice, yet see payment grand totals which equal the original amount. When the buyer invoice enters workflow, all changes will be effective, including the modified grant totals, payment information, and line details.

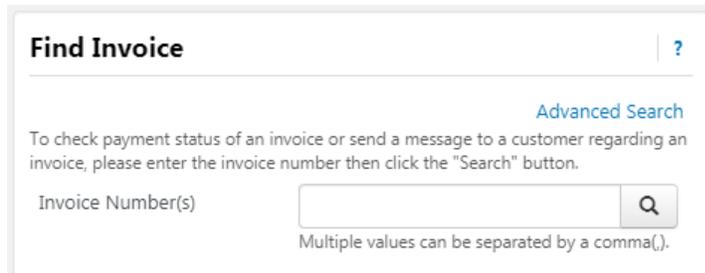
If you include **Miscellaneous Fees** on an invoice, the customer can edit the values.

Search Sales Invoices

Sales Invoices can be accessed from the **Find Invoice** widget on the Home Page (in the Network or Customer-Branded Portal), or by navigating to **Orders > Sales Invoices > Search for Sales Invoices**.

Note: If your organization manages multiple suppliers, be sure you have selected the appropriate supplier name from the left side before searching.

From the Find Invoice widget, enter an Invoice Number or simply click Search to search all Invoices.



The screenshot shows a 'Find Invoice' widget. At the top left is the title 'Find Invoice' with a question mark icon to its right. Below the title is a horizontal line. To the right of the line is a link for 'Advanced Search'. Below this is a short instruction: 'To check payment status of an invoice or send a message to a customer regarding an invoice, please enter the invoice number then click the "Search" button.' Underneath the instruction is a text input field labeled 'Invoice Number(s)' with a search icon (magnifying glass) to its right. Below the input field is a note: 'Multiple values can be separated by a comma(,).'.

By default, all sales invoices from the last 90 days are displayed. Additional search options include:

- **Quick Date Search** - The default value is the last 90 days, and you can select the dropdown to filter by other date criteria.
- **Perform a Quick Search** - You can perform a quick search of the documents by entering a value in the field and selecting the search icon . Matching documents are returned in the search results.
- **Add Filter** dropdown to refine results, and ability to Clear All Filters. When a Filter option is selected, additional selections display for the filter.
 - You can search for a specific filter by entering a value in the field. The list of filters will be refined and only matching filters display.

- Click the checkbox for the appropriate filter. Configuration options display. For example, if you choose Customer, an overlay displays where you can select the appropriate customer. **Important:** When there are many options, such as in the customer example, a list of "suggested" values displays with the configuration overlay. To choose a value that is not in **Suggested** list, enter a value in the search field.
- When you have made the appropriate configurations to the filter, select the **Apply** button. The search results are refined to reflect the filter. The filter displays above the search results. To remove specific values from a filter, deselect the options within the filter. Click the  to remove the filter.
- Repeat the steps above to add additional filters.
- Click the Search icon.

Sales Invoice Filter Options

- **Cancel Date** - Select a standard date range or select to enter a custom date range. Click the **more options** link for additional date search criteria selections.
- **Created By** - Select the Current User and/or one or more users from the list. You can also enter a user's name to see suggested selections or use additional search options by selecting **Begin typing or click here to search**.
- **Customer(s)** - A list of customers is displayed for easy selection, or you can begin entering a customer name in the filter and the system will suggest customers for selection. Deselect a name to remove it from the filtered list.
- **Discount Date** - Select a standard date range or select to enter a custom date range. Click the **more options** link for additional date search criteria selections.
- **Invoice Date** - Select a standard date range or select to enter a custom date range. Click the **more options** link for additional date search criteria selections.
- **Latest Message Date** - Select a standard date range or select to enter a custom date range. Click the **more options** link for additional date search criteria selections. **Note:** This information will not be available for all invoices.
- **Message Category** - Select to view sales invoices with associated messages classified as Dispute, Invoice, Other or Payment. You can select multiple values. **Note:** This information will not be available for all invoices.
- **Paid Date** - Select a standard date range or select to enter a custom date range. Click the **more options** link for additional date search criteria selections.
- **Pay Status** - Select to view sales invoices with a specific pay status. You can select multiple values. **Note:** This information will not be available for all invoices.
- **Payable Date** - Select a standard date range or select to enter a custom date range. Click the **more options** link for additional date search criteria selections.
- **Payment Date** - Select a standard date range or select to enter a custom date range. Click the **more options** link for additional date search criteria selections.
- **Payment Method** - Select to filter sales invoices with a specific payment method. You can select multiple values.
- **Product Category** - Select from the listed categories, begin entering to select or click **Begin typing or click here to search** to find sales invoices with products associated with those categories. Deselect a category to remove it from the filtered list.

- **Purchase Order Number(s)** - Enter the customer purchase order number. To enter multiple purchase order numbers, separate with commas.
- **Record Number** - To find sales invoices based on a record number, enter a value. To enter multiple record numbers, separate with commas.
- **Sales Invoice Number** - Enter the sales invoice number. To enter multiple sales invoice numbers, separate with commas.
- **Status Flags** - Select to find sales invoices with the following flags:
 - Has Trade In items
 - With Retainage
- **Submitted Date** - Select a standard date range or select to enter a custom date range. Click the **more options** link for additional date search criteria selections.
- **Supplier Account Number(s)** - To view sales invoices based on your organization's account number with a customer, a specific customer, enter the Account Number the customer uses for your supplier organization. Separate multiple account numbers with a comma.
- **Total Amount** - Use this field to search for sales invoices based on the total dollar amount. Select an operator from the drop-down box (Is Greater Than, Is Less Than, or Is Between) then enter a dollar amount.

Step by Step

The purpose of this task is to perform an advanced document search.

1. Navigate to **Orders**  **Sales Invoices > Search for Sales Invoices**.
2. Sales invoices for the last 90 days display.
3. Expand the **Created Date** dropdown filter to select a different date range.
4. Use the **Quick search** to search for sales invoices by number, PO number, customer, etc.
5. Click **Add Filter** and choose filter options. As filters are selected, additional options display.
6. To remove a filter, click the  next to the filter.
7. To save the search for repeat use, select **Save As**. See **Saving a Search**, on page 1 for additional information.
8. To view the search results in a file, select **Export Search**. See **Export Search Results**, on page 1 for information about exporting search results.
9. Click **Clear All Filters** to return to the default view.

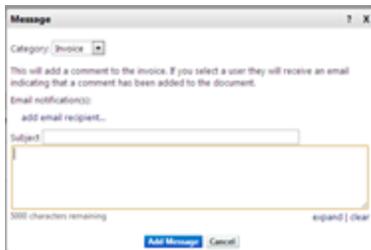
Sending and Receiving Invoice Messages

Suppliers who have been invited to view invoices can communicate with the customer directly from the invoice. You can send and receive messages related to the invoice, its payment status or other subjects. Supplier contact information will not be viewable by the organization in these messages. Only the supplier name is shown.

When viewing an invoice, you will see the **Messages** tab. Select the **Add Message** button to configure the message.



You may select a message category, add other internal users to the message, and enter a subject for the message. Enter the message text in the message field, and click the **Add Message** button. The message will be sent to the customer. You may select **Reply** to reply to a customer response.



Customer organizations can also send messages on an invoice. There are [Notification Preferences](#) available that allow for a user to be notified when a customer sends an invoice message:

- New Message from Customer - Payment
- New Message from Customer - Invoice
- New Message from Customer - Other

Invoice Status Notifications

When a supplier submits an invoice to a customer through the Supplier Network Portal and the invoice is subsequently rejected or disputed by the customer, the supplier can receive an email and/or notification about the action and reason.

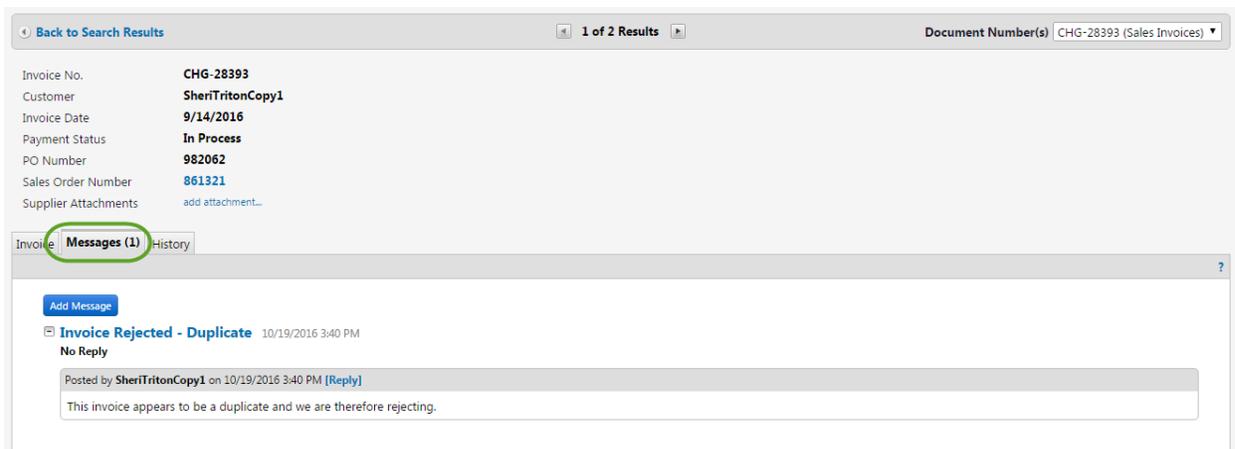
The [Invoice Cancel/Reject Notification](#) should be enabled if a user would like to receive an email or an in-application notification when a customer cancels/rejects a portal invoices.

The [Invoice Dispute Notification](#) should be enabled if a user would like to receive an email or an in-application notification when a customer sets a portal invoice status as Dispute. **Note:** The option to receive **Email & Notification** for this preference is on by default for users with the **Create Sales Invoice/Credit Memos, View Sales Orders, or View All Sales Orders** permissions. However, the option can be edited or disabled at the user level.

Note: Users will **automatically** receive a message for portal invoices they submitted that are canceled/rejected by JAGGAER Invoicing customers, regardless of any notification preference.

Notification preferences are managed in your User Profile. Contact an administrator if you don't have access to your User Profile or Notification Preferences.

Following is a message displayed on the invoice when a customer rejected a portal-submitted invoice to the supplier.



The screenshot shows a web interface for an invoice. At the top, there is a navigation bar with "Back to Search Results", "1 of 2 Results", and "Document Number(s) CHG-28393 (Sales Invoices)". Below this is a table of invoice details:

Invoice No.	CHG-28393
Customer	SheriTritonCopy1
Invoice Date	9/14/2016
Payment Status	In Process
PO Number	982062
Sales Order Number	861321
Supplier Attachments	add attachment...

Below the table, there is a "Messages (1)" tab highlighted with a green circle. The message content is as follows:

Add Message

Invoice Rejected - Duplicate 10/19/2016 3:40 PM
No Reply

Posted by SheriTritonCopy1 on 10/19/2016 3:40 PM [Reply]

This invoice appears to be a duplicate and we are therefore rejecting.

WHERE TO GO FOR MORE HELP...

This guide contains an overview of invoicing features. These features are explained in more detail in other resources available to you through the JAGGAER ONE Supplier Network. You can also search an online help system from anywhere in the portal. The Online Training and Support page contains links to videos, documents, and other resources that provide additional information for specific features as well. Additionally, you may reference other supplier information in the JAGGAER ONE Supplier Network Resources Page at:

<https://library.jaggaer.com/supplier-network/>

If you need additional assistance, you may contact supplier support at:

<https://www.jaggaer.com/service-support/supplier-support/>