



Schneider Electric

Training documentation for suppliers

eInvoicing

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# 1. About this manual

This handout shall help suppliers of Schneider Electric to navigate and understand newly introduced supplier portal, SSP SCM 2.0, in regards to Invoice creation.

## 1.1 Intended Audience

Schneider Electric suppliers

## 1.2 Typographical and Graphical Conventions

The following typographical conventions are used throughout this manual:

Example	Meaning
Screen Text	Text visible in the user interface becomes bold.
Reference	References are displayed in italics.

The graphical convention is used throughout the manual:

The screenshot shows a form titled "Allowance / charge per line item". At the top right, there is a "Delete" button with a trash icon. Below the title, there is a section for "Allowance / Charge 1". A red border highlights the "Allowance / Charge type:" field, which has a radio button selected for "Charge". A yellow number "1" is placed to the left of this field. Below it, another red border highlights the "Description code:" field, which has a dropdown menu showing "Freight charge". A yellow number "2" is placed to the left of this field. Below the description code, there are two more fields: "Amount:" with the value "100.00" and "Free text:" with the value "Test".

Figure: Red borders are used to indicate special areas. Yellow numbers are used to indicate steps. Those are not part of the UI.

Red borders indicate areas of interest on the screenshot. They are not part of the user interface.

## 1.3 Abbreviation

Abbreviation	Meaning
SE	Schneider Electric
SO	SupplyOn
PO	Purchase Order
ASN	Advanced Shipping Notification
DESADV	Despatch Advice
LI	Line item(s)
P2P	Procure to Pay
GUI	Graphical User Interface

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## 2 Introduction

Your customer Schneider Electric is replacing the traditional, at times paper-intensive transactions where data had to be manually entered at numerous places and the current processing status of the individual transactions was not always identifiable. With SupplyOn that process is supported by the system throughout - in a central system, to which all parties involved have access.

The electronic dispatch of invoices is fast, convenient, economical and environmentally friendly and therefore represents a convincing alternative to the traditional process.

This quick guide is aimed at you as suppliers who use SupplyOn and provides you with an overview of how to generate electronic invoices.

## 3 Process

### 3.1 Documents in Schneider Electric e-Invoicing

#### Sent by supplier

- ✓ Invoice referencing Purchase Order
- ✓ Invoice referencing Advance Shipping Notification
- ✓ Pre-payment Invoice
- ✓ Credit Note
- ✓ Price Variation Credit
- ✓ Price Variation Debit

#### Sent by customer

- ✓ Invoice of Schneider Electric Financial Portal
- ✓ Document Status to Invoice sent by supplier
- ✓ Document status to Invoice of Schneider Electric Financial Portal

[You as a supplier and your customer SE will collaborate along the purchasing process according to these steps:](#)

Step 1 – SE sends out a new Purchase Order (PO) from their ERP to SupplyOn.

Step 2 – Supplier can review new PO in SupplyOn.

Step 3 – Supplier confirms the PO, which is sent back to SE.

Step 4 – In case of re-scheduling, supplier gets a changed PO from SE, which he then confirms.

Step 5 – Subsequent processes (e.g. creating invoice) can be started as soon as first confirmation is sent.

Step 6 – Receipt status will be shown via the Goods Receipt (GR) screen

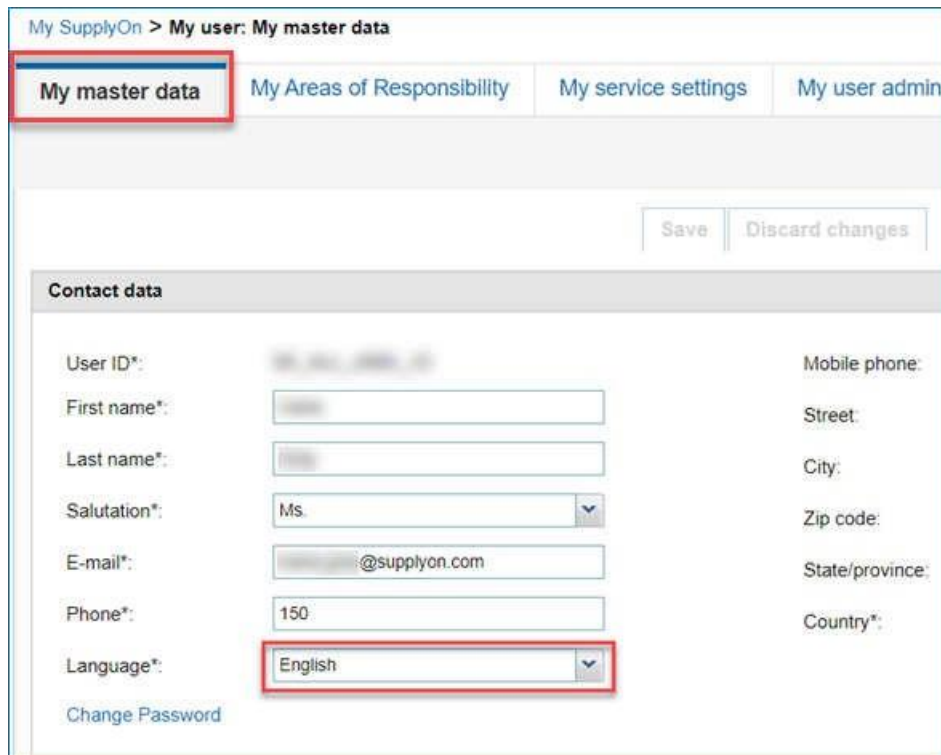
## 4 My Master data

### 4.1 Overview

Basic information about your user account, its roles and rights are visible under Administration – My User Account.



As soon as you click here, you will see basic information like your username, email address etc. Of course, you can correct this information if there is something wrong here. You can also change the application language setting there.

A screenshot of the 'My master data' form in the SupplyOn user interface. The page title is 'My SupplyOn > My user: My master data'. There are four tabs: 'My master data' (highlighted with a red box), 'My Areas of Responsibility', 'My service settings', and 'My user admin'. Below the tabs are 'Save' and 'Discard changes' buttons. The form is titled 'Contact data' and contains the following fields:

- User ID\*: [blurred]
- Mobile phone: [blurred]
- First name\*: [text input]
- Street: [text input]
- Last name\*: [text input]
- City: [text input]
- Salutation\*: Ms. (dropdown menu)
- Zip code: [text input]
- E-mail\*: [text input] @supplyon.com
- State/province: [text input]
- Phone\*: 150 [text input]
- Country\*: [text input]
- Language\*: English (dropdown menu, highlighted with a red box)

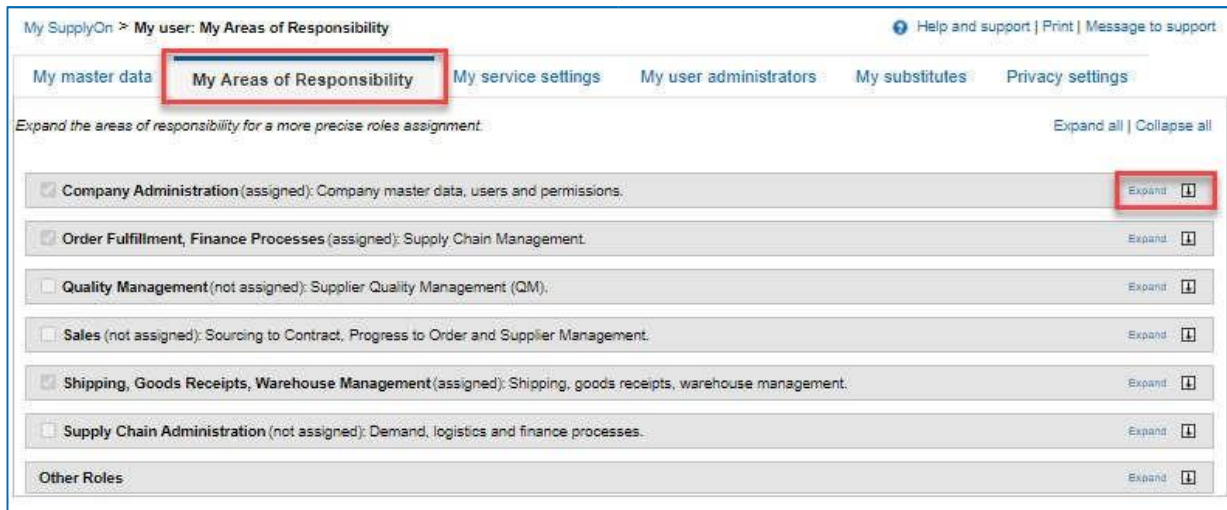
A 'Change Password' link is located at the bottom left of the form.

### 4.2 Roles and Rights

Which areas of responsibility will be unlocked for you and which roles you will receive depends on your user administrator. Only this administrator is capable of creating users or manage roles and rights.

You can check actions your user is authorized to do under the tab My Areas of Responsibility.

Clicking on button Expand will show you all roles you have:



To be able to commit the actions of this guide, the role eInv Seller P2P or eInv Seller Admin is needed.

<input type="checkbox"/> WebEDI_SellerStock	not assigned	Viewing stock movements.
<input type="checkbox"/> WebEDI_EntryOfServicesPerformed	not assigned	Display and send values for services performed. The purchase order is received via WebEDI.
<input checked="" type="checkbox"/> eInv Seller Admin	assigned	Supplier administration role for eInvoicing.
<input checked="" type="checkbox"/> eInv Seller P2P	assigned	Supplier can create invoices. Procure 2 Pay - based on demand.
<input type="checkbox"/> eInv Seller Read only	not assigned	Supplier can display sent invoices - eInvoicing.
<input type="checkbox"/> eInv Seller Standalone	not assigned	Supplier can create invoice from scratch.

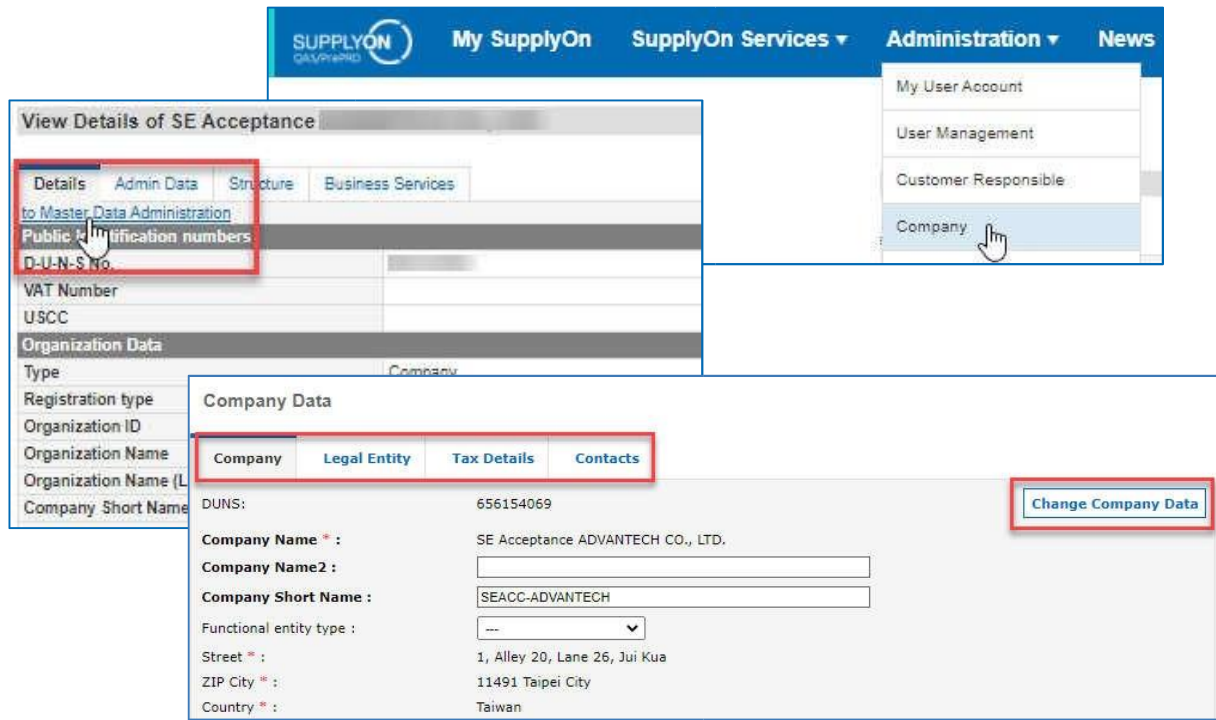
Note: By clicking on Administration – My user administrators you are informed about your company admins.



These admins will get an interactive tour about the functionalities of user management.

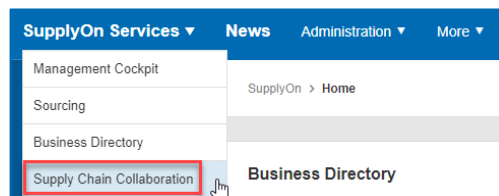
### 4.3 Supplier details verification

Please verify your company details in company's profile before creating the first invoice. These fields are mandatory and a pre-requisite for eInvoicing. You can access the master data as Seller Admin by selecting the menu Company, clicking on your company name and then on the link to Master Data Administration. Please check before if the 'CompanyAdmin' role is assigned to you.

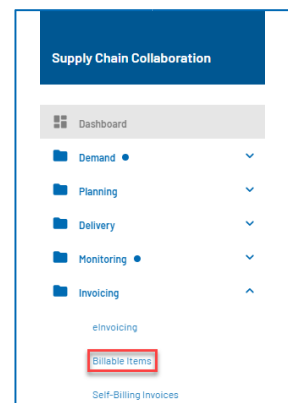
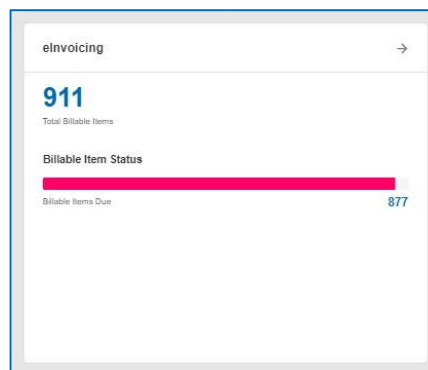


## 5 Navigation GUI

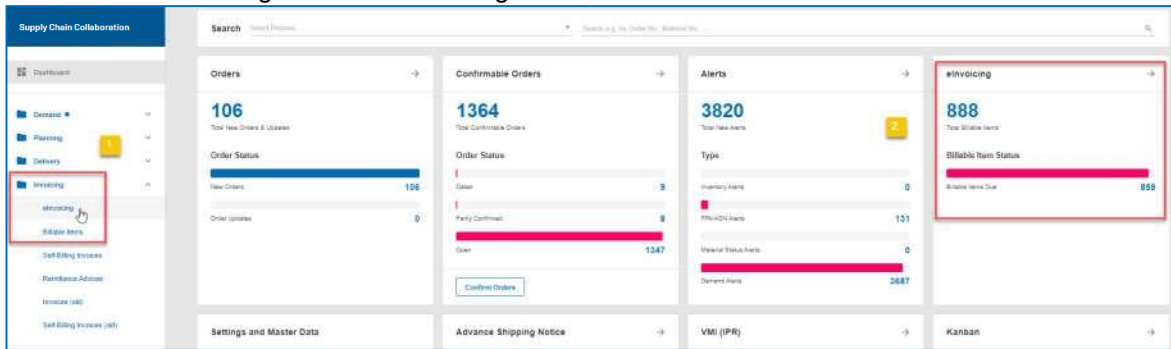
1. Open the SupplyOn application. Under the tab SupplyOn Services , choose the Supply Chain Collaboration service



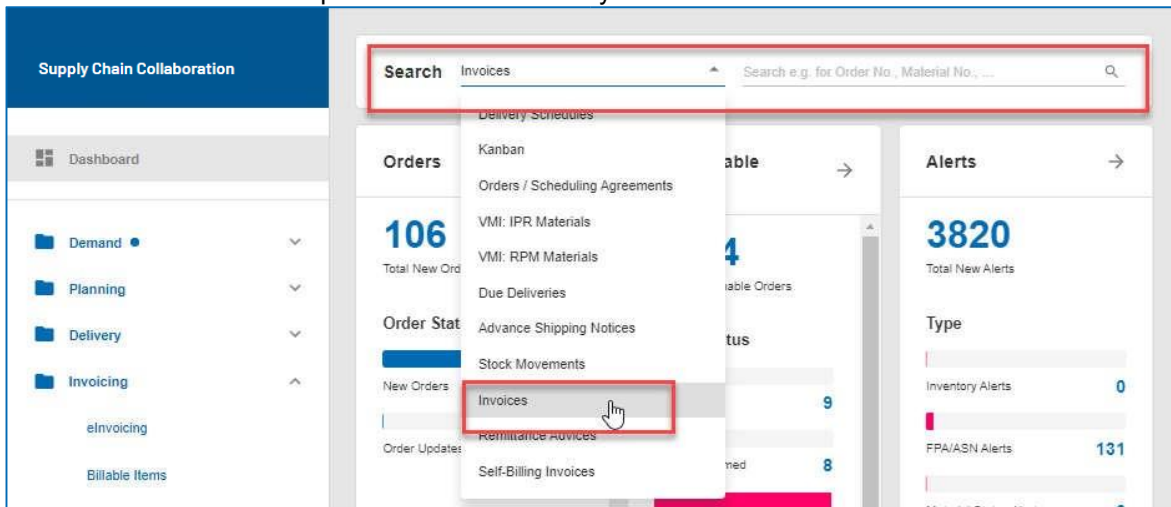
2. Start with the tile eInvoicing or navigate by clicking button Billable Items List in the drop-down menu of the function Invoicing .



The Dashboard shows at a glance all relevant information for you and is the central point of orientation for your processes. Here you see your open tasks. The tiles are only displayed if the related user rights have been assigned.

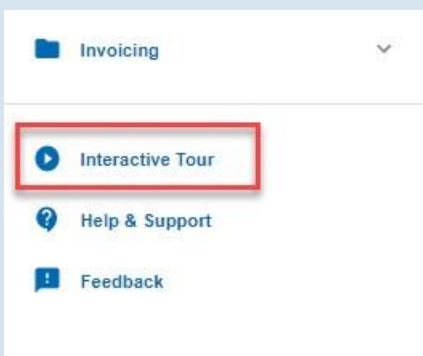


3. You can search for specific document directly from the Dashboard.



**Note:**

By clicking on Interactive Tour on the lower left side of the dashboard, you will be guided through the User Interface. At initial login this will be opened automatically as a pop up.

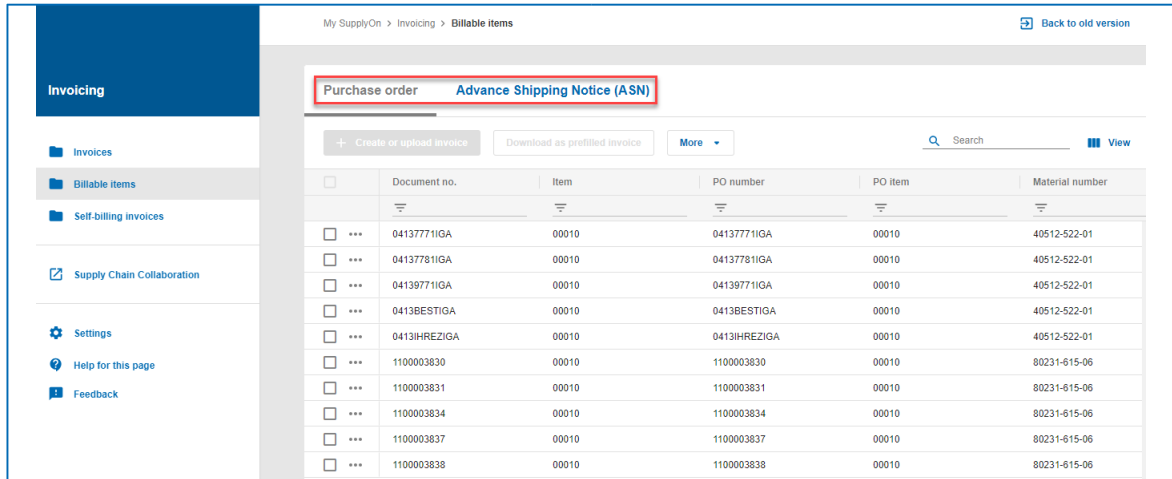




## 6 Create an Invoice

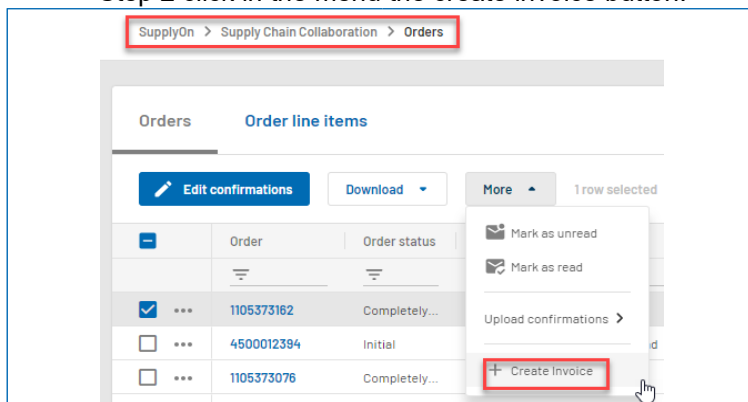
### 6.1 Select Invoice Reference

1. Here you see an overview of all billable items grouped into Purchase Orders and Advance Shipping Notifications.
2. Items that have been billed already will be removed from the billable items list automatically.
3. The process will be described for invoices created based on Purchase Orders. The same applies to Advance Shipping Notifications.



4. Check mark one or several line items to create an invoice from and start the process by clicking on.
5. It is possible to select line items from a maximum 5 different POs in one invoice and maximum 500 lines in total.
6. You can also select the referenced Purchase Order directly in Order tab and Order detail screen.
7. Clicking on create invoice button will let you select the invoice type and start the invoice creation.

- ✓ Step 1 select the order.
- ✓ Step 2 click in the menu the create invoice button.



## 8. Select the document .

The screenshot shows a form titled "Create or upload invoice" with a sub-header "\* Marked fields are mandatory". The form contains the following fields:

- Customer \* Lexington
- Supplier \* [SE-Acceptance] JAB
- Document type \*
  - Invoice (selected with a checkmark)
  - Prepayment invoice

At the bottom of the form are two buttons: "Cancel" and "Confirm".

## 6.2 The invoice details view

1. Start with the first section General details.
2. Fill in the mandatory field Document no. and edit the Delivery/Service completion date. Document date can't be older than 7 days or a future date.
3. The invoice number should be unique.
4. By clicking add Information you can add e.g., the Legal Information section, where you can enter Government/ Regulatory Information and a Text for Tax Declaration.

The screenshot shows the "General details" section of the "Create or upload invoice" form. The form is titled "My SupplyOn > Invoicing > Invoices > Create or upload invoice" and includes a "Back to old version" link. The "General details" section is active and contains the following fields:

- Document type \* Invoice
- Document no. \* (highlighted with a red box)
- Document date \* 16.04.2024
- Delivery / Service date \* 16.04.2024 (highlighted with a red box)
- Invoice content \* Production material

Below these fields is a "Currency" section with an "Edit" button, showing "Invoice currency USD".

On the left side, there is a sidebar with a "STATUS DRAFT" indicator and a list of sections: General details, Supplier addresses, Customer addresses, Line items, Surcharges & deductions, Payment, Attachments, Totals, and Help for this page.

## 6.3 The invoice sections “supplier addresses”, “customer addresses”

1. Supplier and customer information as well as line items are pre-filled based on purchase order data. Supplier data are editable.
2. If based on country rules additional reference numbers are required, they will be selectable in drop down list of Reference number type field.

Supplier addresses

+ Add address

Supplier Edit

Name 1: SMALL PARTS INC.  
 Name 2: ---  
 Street: 600 HUMPHREY ST  
 Postal code: 46947-494  
 City: LOGANSPOORT  
 Region: IN  
 Country: United States

Supplier \* Marked fields are mandatory

+ Add information

Name 1\*  
 SMALL PARTS INC. 16/15

Name 2 0/15

Street\*  
 600 HUMPHREY ST 17/35

City\*  
 LOGANSPOORT 10/35

Postal code\*  
 46947-494 9/30

Region 2/25

Country\*  
 United States 0/1

Reference number 1 Delete

Type\*  
 VAT registration number 0/1

Number\*  
 DE004128077 11/35

Close Check

## 6.4 Line items

1. Continue with the section “Line items”.
2. Enter the Quantity, Net Price without surcharges and the Tax Rate per line item.
3. Clicking on the “...” and choose Edit to view and edit the line item.
4. You can delete line items by selecting a line item and clicking the Delete button.

Line items \* Marked fields are mandatory

+ Add line item Duplicate Delete

<input type="checkbox"/>	Line item ...	Material nu...	Description	Quantity	Delivery / ...	Net price ...	Purchase ...	Net amount	Tax rate (%)
<input type="checkbox"/>	***	1	40512-522-...	SWITCH ...	37360	1,94	041377711...	72.478,40	
<input type="checkbox"/>	***	2	40512-522-...	SWITCH ...	37360	1,94	041377811...	72.478,40	

5. Please fill in the mandatory tax information. Fields Tax type will contain taxes applied in your country and all tax fields are validated based on your country tax laws.

Step 1 - select tax category or tax type.

Step 2 - fill in the tax rate.

Step 3 - In case of tax exemption, you will be prompted to fill in the tax exemption reason.

Line item 1 \* Marked fields are mandatory

**Tax 1**

Tax type  
Value added tax ✓

Tax rate (%) \*  
0 ✓ 1 / 7

Tax category  
Tax exemption ✓

**Tax exemption**

Tax exemption reason

0 / 1280

Note:

Clicking on Check Button on the bottom of the screen will help you find mistakes.

Back More ▾ Save as draft **Check** Save and send

6. Add delivery information and country of origin if needed.

Delivery information ○

+ Add information

Country of origin

7. Surcharge / deduction per line item

Enter charges if applicable. Those can be entered individually for specific line item or on the document level.

Step 1 – click on Surcharge / deduction - + Add information

Step 2 select surcharge from dropdown list and fill in amount

Surcharge / deduction per line item ○

+ Add information

**Surcharge 1** Delete

Description code  
Freight charge ✓

Amount \*  
12 ✓ 2 / 18

Free text

0 / 35

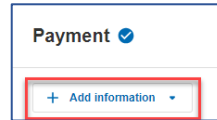
## 6.5 Surcharges & Deductions

Here you can enter charges that are applicable on the document level.

## 6.5 Payment

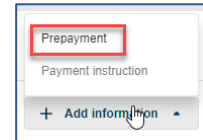
Use + Add Information

- To add a prepayment invoice which has been created prior this invoice creation
- Select Type of prepayment - Invoice ID.
- Write the number of the pre-payment invoice into Prepayment number field.
- Remaining fields will be populated automatically based on the referenced invoice.



Payment

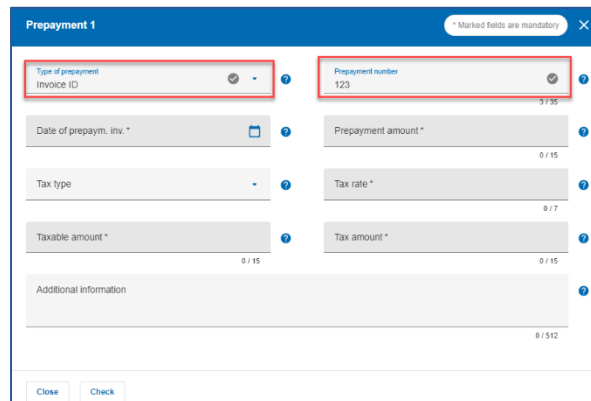
+ Add information



Prepayment

Payment instruction

+ Add information



Prepayment 1 \* Marked fields are mandatory

Type of prepayment Invoice ID  3 / 35

Prepayment number 123  3 / 35

Date of prepaym. inv. \*  0 / 15

Prepayment amount \*  0 / 15

Tax type  0 / 15

Tax rate \*  0 / 15

Taxable amount \*  0 / 15

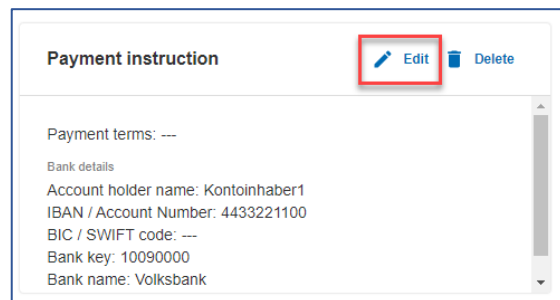
Tax amount \*  0 / 15

Additional information  0 / 512

Close Check

Use + Add Information resp. click Edit

- For the Payment Instructions section
- Here you can enter Payment Terms and Bankdetails.



Payment instruction  Edit  Delete

Payment terms: ---

Bank details

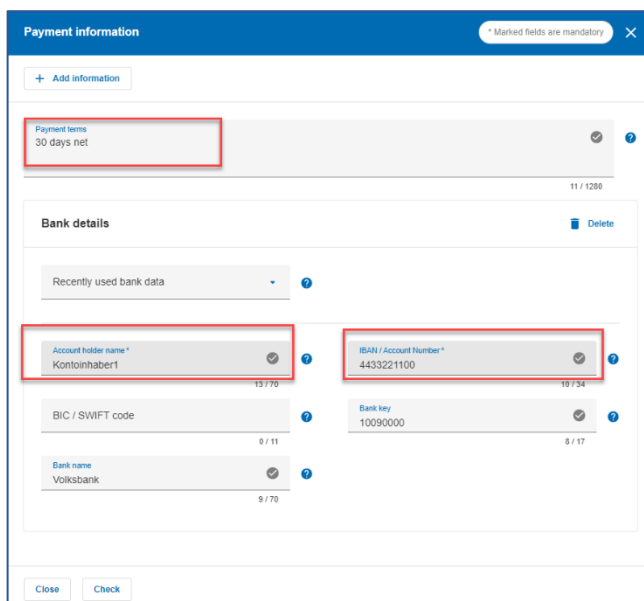
Account holder name: Kontoinhaber1

IBAN / Account Number: 4433221100

BIC / SWIFT code: ---

Bank key: 10090000

Bank name: Volksbank



Payment information \* Marked fields are mandatory

+ Add information

Payment terms 30 days net  11 / 1280

Bank details  Delete

Recently used bank data

Account holder name \* Kontoinhaber1  13 / 70

IBAN / Account Number \* 4433221100  10 / 34

BIC / SWIFT code  0 / 11

Bank key 10090000  0 / 17

Bank name Volksbank  9 / 70

Close Check

## 6.7 Totals

Check the “Totals” section for correctness.

Totals						
<b>Taxes</b>						
Description	Taxable amount	Tax rate	Taxes			
Taxes VAT 0% Tax exemption	72.490,40 USD	0,00%	0,00 USD			
<b>Total tax amount</b>			<b>0,00 USD</b>			
<b>Total calculation</b>						
Description	Net amount w/o s...	Surcharges / dedu...	Net amount	Tax rate	Taxes	Total amount
Total line items am...	144.956,80 USD	12,00 USD	144.968,80 USD		0,00 USD	144.968,80 USD
Total additional am...						
<b>Total amount</b>	<b>144.956,80 USD</b>	<b>12,00 USD</b>	<b>144.968,80 USD</b>		<b>0,00 USD</b>	<b>144.968,80 USD</b>
Total invoice amount						144.968,80 USD
Prepayment amount						
Payment amount						144.968,80 USD

1. If you are not invoicing in your local currency, you will need to add your home currency in the General details section on top -> go to currency -> Add information and select Home Currency
2. In the last step, you can check for errors by clicking the Check button.
3. In Case of errors, you will see a red box in the upper right corner. Use show details for more information. Use the link in front of each error message to jump directly to the position on the invoice.

Beside multiple other errors, the Document no. is missing. Just correct it and hit the check button again.

News Administration More

### General details

+ Add information

Please enter a tax exemption reason. (RS\_54200)

Document type \* Invoice Document no. \* 16.04.2024

Delivery / Service date \* 16.04.2024

Invoice content \* Production material

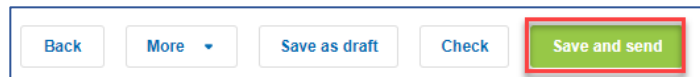
There are 5 errors. Hide details

- Number Please fill in the mandatory field Number (RS\_192266).
- Legal information Please provide a tax exemption reason under tax declaration in the legal information section. (RS\_54200)
- Line items tax exemption reason Please enter a tax exemption reason. (RS\_54200)
- Line items tax rate Please fill in the mandatory field Line items tax rate (RS\_192266).
- Tax rate Please enter a tax exemption reason. (RS\_54200)

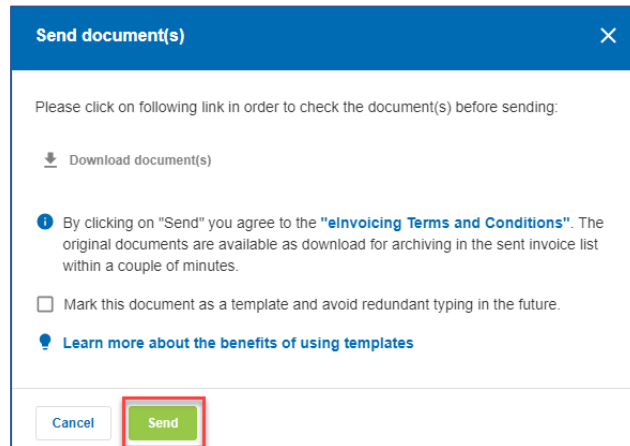
4. If there are no errors, you will see the status change of the invoice to Ready to send

✓ You have successfully saved the document in the status Ready to send. ✕

- click the Save & Send button next to the check button to submit the invoice to your customer.



- We perform a final check of the invoice and if there are no issues, we ask you for your final confirmation to send out this document to your customer. Here you also have the possibility to download the documents and read the eInvoicing Terms and Conditions of SupplyOn.



## 7 Schneider Electric Financial Portal Invoices

If you are sending Schneider Electric your documents also through different channels than SupplyOn, you might still find Invoices you haven't send through SupplyOn in your overview. How did they get there? Schneider Electric is using SupplyOn Financial Portal to gather all invoices together and sends invoices that haven't been sent to SupplyOn by you yourselves. Such Invoices sent to SupplyOn by Schneider Electric are in reduced form with only some header information. They don't contain line items and are supposed to serve the purpose of listing the Invoice rather than providing its details. These messages are marked by **Provided by customer** in the Status column of the overview.

The screenshot shows the 'Invoicing' overview page in SupplyOn. The left sidebar has 'Invoicing' selected, with a red arrow pointing to it. The main area shows a table of invoices under the 'Sent' tab. A filter '(1) Provided by customer' is applied. A red arrow points to the filter, and another red arrow points to the 'Provided by customer' status in the first row of the table. The 'Provided by customer' text in the status column is highlighted with a red box.

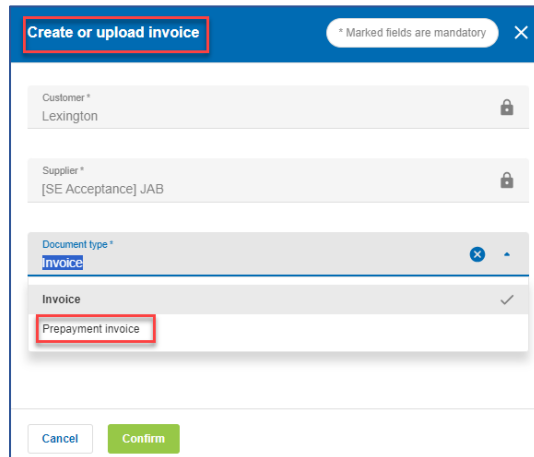
	Document no.	Document type	Status	Customer processing s
<input type="checkbox"/>	INV/1706/0993	Invoice	Provided by customer	
<input type="checkbox"/>	INV/1705/0850	Invoice	Provided by customer	
<input type="checkbox"/>	INV/1704/0613	Invoice	Provided by customer	
<input type="checkbox"/>	INV/1703/0515	Invoice	Provided by customer	
<input type="checkbox"/>	INV/1703/0503	Invoice	Provided by customer	
<input type="checkbox"/>	INV/1703/0395	Invoice	Provided by customer	
<input type="checkbox"/>	INV/1702/0174	Invoice	Provided by customer	
<input type="checkbox"/>	INV/1611/1864	Invoice	Provided by customer	
<input type="checkbox"/>	INV/1810154	Invoice	Provided by customer	
<input type="checkbox"/>	INV/1610/1465	Invoice	Provided by customer	

## 8 Other Types of Invoices

### 8.1 Prepayment

The process of creating a Prepayment invoice is the same as creating the standard Invoice. Prepayment can be created in % of price of item or pieces on referenced document .

1. Go to Billable items
2. Select referenced document and click on Create or upload invoice button. Then when asked, select Prepayment invoice as document type



The screenshot shows a modal window titled "Create or upload invoice". It contains several input fields: "Customer\*" with the value "Lexington", "Supplier\*" with the value "[SE Acceptance] JAB", and "Document type\*" with a dropdown menu set to "Invoice". Below the dropdown, "Prepayment invoice" is selected in a list. At the bottom, there are "Cancel" and "Confirm" buttons. A note at the top right says "\* Marked fields are mandatory".

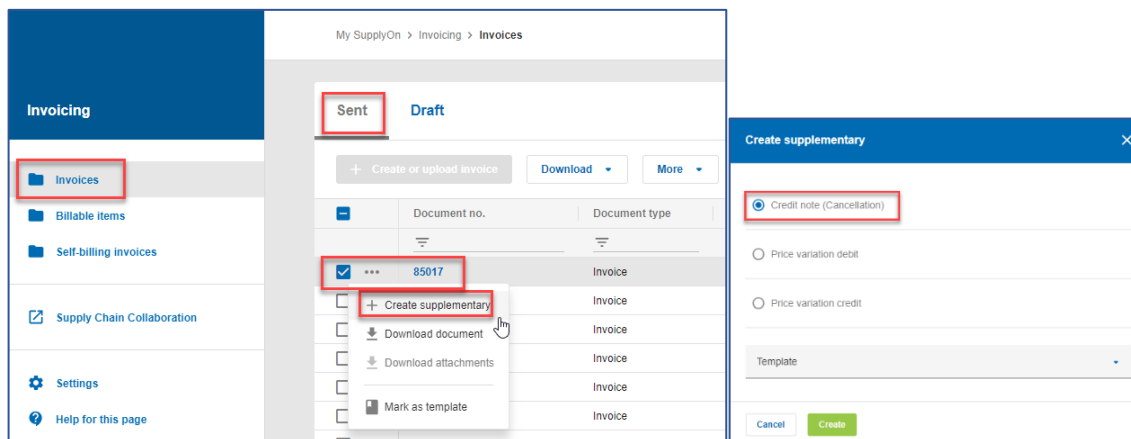
4. Follow the steps in chapter 6

### 8.2 Credit Note, Price Variation Credit, Price Variation Debit

To create a document based on a pre-existing invoice is possible only for the invoices sent to SupplyOn by Supplier.

Hint: Invoices sent to SupplyOn by Schneider Electric (Financial Portal invoices – Provided by customer) are not possible to use as referenced document for subsequent document types.

1. Go to Invoices
2. Select the invoice on the sent tab with sent status
3. Select an invoice and click on the ...
4. Select Create supplementary from the menu and select a supplementary type
5. Follow the steps in chapter 6



The screenshot shows the "Invoicing" section of a software interface. On the left, there's a sidebar with "Invoices" selected. The main area shows a table of invoices under the "Sent" tab. The first row is selected, and a context menu is open over it, with "Create supplementary" highlighted. To the right, a "Create supplementary" dialog box is open, showing "Credit note (Cancellation)" selected as the document type. There are "Cancel" and "Create" buttons at the bottom of the dialog.

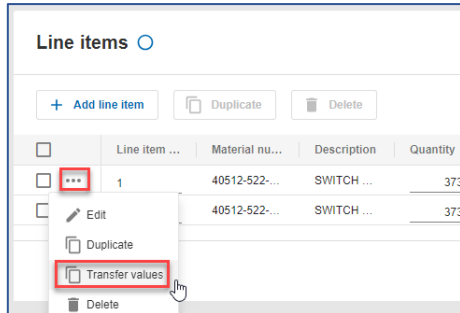


## 9 Useful tips

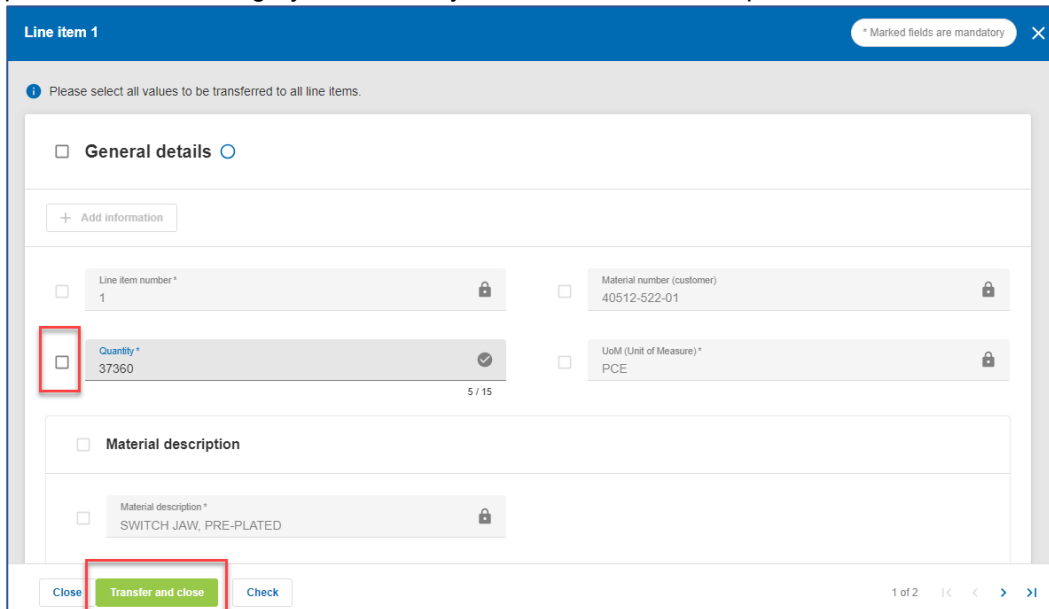
### 9.1 Transfer values

Mass value entry – if you have multiple lines you wish to write identical value into. You can use the function “Transfer values”.

1. Click on ... and on the Transfer values button in the menu for invoice position you want to use as the source of values.



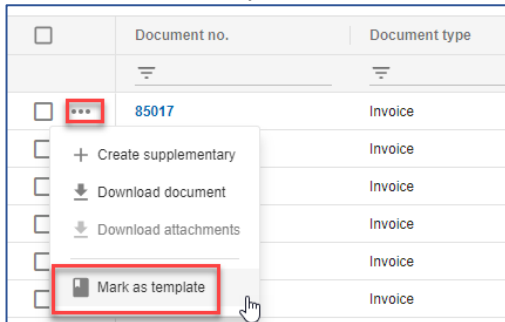
2. Use the select boxes on left side of each field to select as value to be copied to all other positions. Boxes are greyed out, if they are no allowed to be copied.



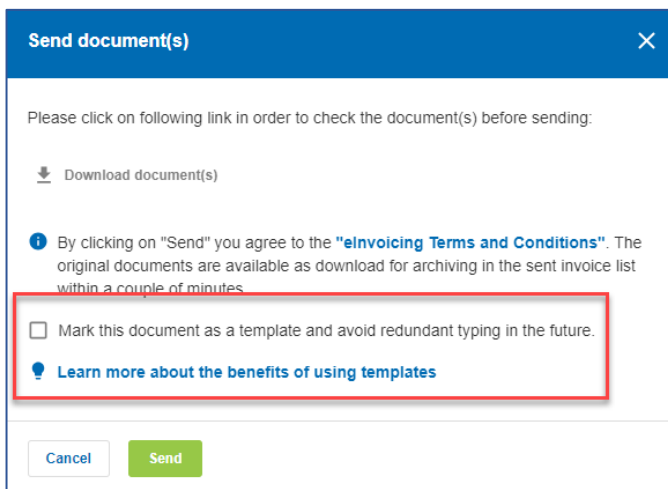
3. Hit the Transfer and close button to copy all selected values from this position to all other positions on the invoice.

## 9.2 Create a template

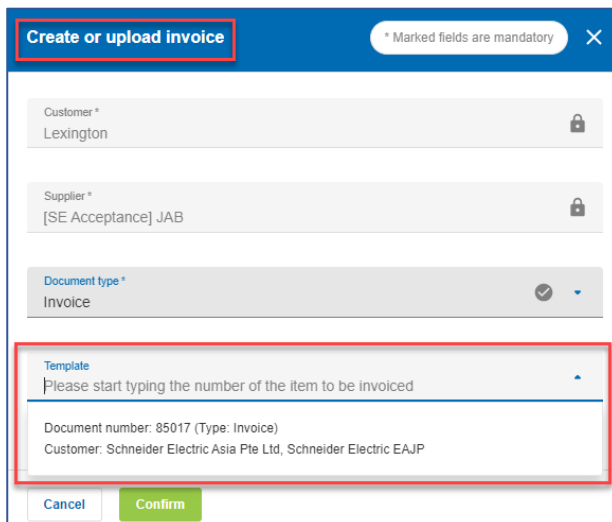
If you find yourself often creating similar invoices, create yourself a template from one. Use the Mark as template on the Invoices list



Or mark an invoice as template during the Send process on the last page prior the final sending.



Next time you are creating an invoice, you can select your template on the Create or upload invoice screen.



### 9.3 Prefilled values from past entries

Bank details are being stored and next time you will need to fill them up, you can use one of your past entries.

**Payment information** \* Marked fields are mandatory

[+ Add information](#)

---

**Payment terms** ✓

30 days net 11 / 1280

---

**Bank details** Delete

Recently used bank data ?

Please start typing the number of the item ?

Kontoinhaber1 ?

4433221100 ?

Volksbank ?

Kontoinhaber1 13 / 70

**IBAN / Account Number\*** ✓ ?

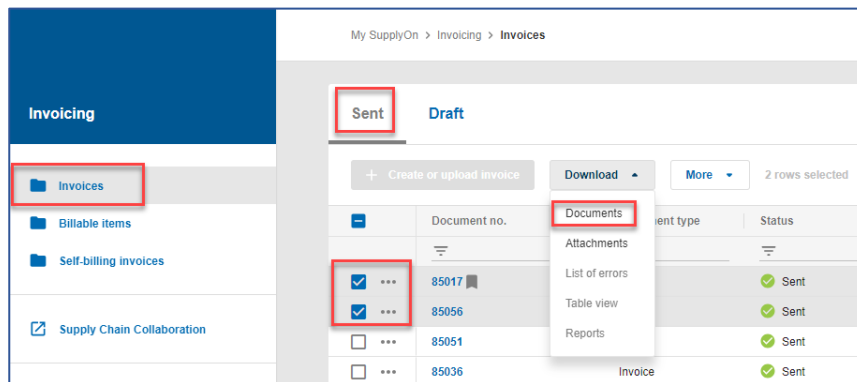
4433221100 10 / 34

**BIC / SWIFT code** ?

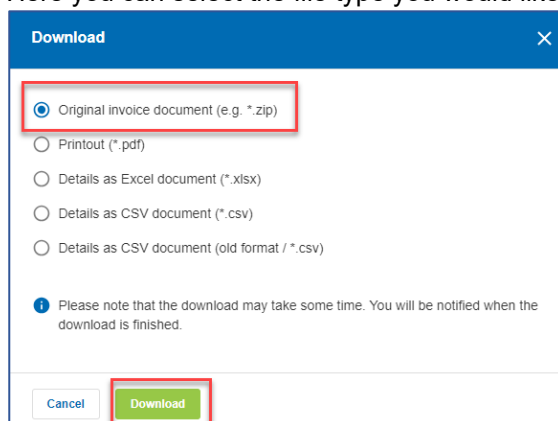
10090000 8 / 17

## 10 Overview of Invoices

1. After submitting your document, the invoice overview opens.
2. The invoices, that have already been sent are available in the tab "Sent".
3. Select the invoice and click on Download – Documents to get a download file for your own documentation.



4. Here you can select the file type you would like to download



5. After you clicked download – the file is being prepared and provided for download.

## 10.1 Overview customization

To adjust the view screen to your need you can display or hide columns of information. Simply click on View on upper right site of your screen and select which columns should be visible.

Furthermore, you can use the filter to reduce the result list to your needs.

The screenshot shows the 'Invoicing' overview screen. The 'Sent' tab is selected. The table displays the following data:

	Document no.	Document type	Status	Customer processing status	Document date	Customer
<input type="checkbox"/>	85017	Invoice	Sent		16.04.2024	Schneider E
<input type="checkbox"/>	85056	Invoice	Sent		16.04.2024	Schneider E
<input type="checkbox"/>	85051	Invoice	Sent		15.04.2024	Schneider E
<input type="checkbox"/>	85036	Invoice	Sent		10.04.2024	Schneider E
<input type="checkbox"/>	987	Invoice	Sent		10.04.2024	Schneider E
<input type="checkbox"/>	12345test	Invoice	Sent		10.04.2024	Schneider E
<input type="checkbox"/>	85019	Invoice	Sent		02.04.2024	Schneider E
<input type="checkbox"/>	85009	Invoice	Sent		01.04.2024	Schneider E

Hint:

Schneider Electric sees all your invoices that are in status Sent on the Sent tab. Customer does not see any of your invoices on the tab Draft or any of your invoices on Sent tab that are having other than Sent or Provided by customer status.

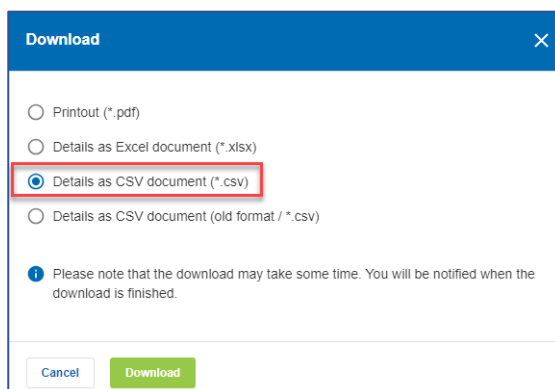
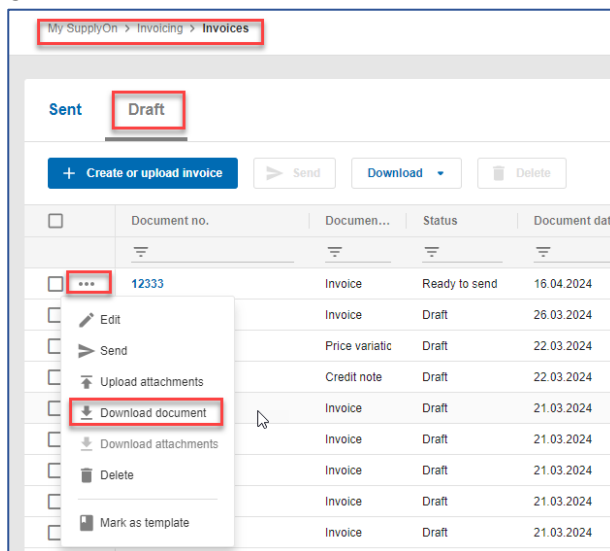
## 11 CSV Invoice upload

We advise you to create a sample invoice for each customer / country / invoice type. Thus, you receive an example file with your invoice data for each customer / country request / invoice type.

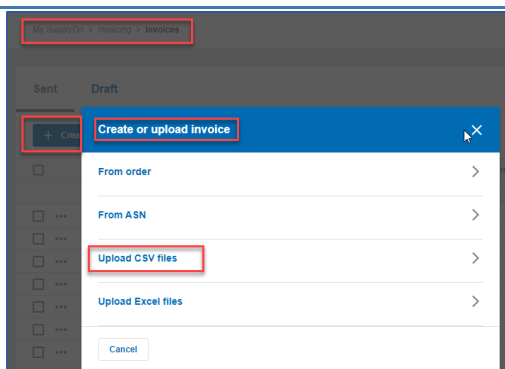
To manipulate your csv invoices in editor you will need a text editor like Notepad++ or Visual Studio Code. Manipulating your csv in Excel changes the encoding and such invoice is then not possible to be uploaded.

CSV invoices must be encoded in UTF8 and include the header line. Single csv file can contain multiple invoices and maximum number of lines is 500.

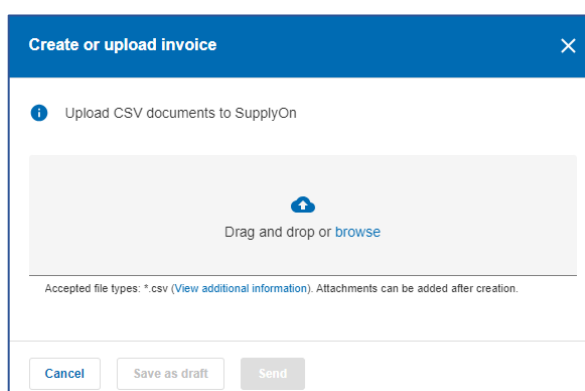
1. Create an invoice from a billable item in GUI as if you were planning to send it. Check that there are no errors and the invoice is saved in "Ready to send" status. Such invoices are validated and you can fix all errors before downloading their csv.
2. On the Invoices - Draft tab use the ... menu and select download document to download a CSV version of the invoice



3. You can test that your downloaded invoice is possible to SupplyOn with only change of invoice number. Please see above the recommendation of how to modify the file.
4. Now you can use the Create and upload invoice button on the Invoices screen



5. You will be prompted to choose a csv file. After you drop it in, you can choose if you want to “Save as draft” and send it manually after check or whether you wish your invoice to be Send to the customer directly. The Save as draft invoices are visible on the tab Draft Invoices.



6. Hand over this csv file to your IT.
7. Your IT creates the csv export from your invoice system based on the format description, csv Guide and your sample invoices.
8. You test uploading csv files with just a few invoices and check the invoice data in the UI.
9. If you CSV upload works fine, you can transfer verified invoice data to your customers as batches.

## 12 Customer status

1. The customer is going to send the invoice processing status with an optional free text invoicing.
2. Both status and free text are displayed in the application.

### Customer Processing Statuses:

- ✓ Received
- ✓ Invoice is to be paid
- ✓ Invoice is paid
- ✓ Invoice is posted(booked)
- ✓ Invoice is pre-validated
- ✓ Invalidation of payment
- ✓ Invoice is rejected

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Other information contained in the Document Status:

- ✓ Status reason
- ✓ Goods Receipt Status
- ✓ Payment date
- ✓ Payment reference

Once your Invoices receive update by Document Status, new columns carrying this information become available and you will see them in your Invoice list:

The screenshot shows a web interface for managing invoices. At the top, there are two tabs: 'Sent' (highlighted with a red box) and 'Draft'. Below the tabs are several action buttons: '+ Create or upload invoice', 'Download', and 'More'. A search bar on the right shows '(1) applied filter criteria' and a search icon. The main part of the interface is a table with the following columns: 'Document no.', 'Document type', 'Status', and 'Customer processing status'. The table contains five rows of invoice data. The first row has document number 'GPK\_VAMSI\_7622J', type 'Invoice', status 'Sent' (with a green checkmark), and 'Document received' (highlighted with a red box). The second row has document number 'GPKFR0520201102', type 'Invoice', status 'Sent', and 'Document received'. The third row has document number 'GPKSG0220201102', type 'Invoice', status 'Sent', and 'Document received'. The fourth row has document number 'Inv1121645680', type 'Invoice', status 'Sent', and 'Document received' (highlighted with a red box). The fifth row has document number 'InvBCA', type 'Invoice', status 'Sent', and 'Document received'. There are also checkboxes and menu icons (three dots) in the first column of each row.

<input type="checkbox"/>	Document no. ↑	Document type	Status	Customer processing status
<input type="checkbox"/>	⌵	⌵	⌵	⌵ (1) Document received
<input type="checkbox"/> ...	GPK_VAMSI_7622J	Invoice	✓ Sent	Document received
<input type="checkbox"/> ...	GPKFR0520201102	Invoice	✓ Sent	Document received
<input type="checkbox"/> ...	GPKSG0220201102	Invoice	✓ Sent	Document received
<input type="checkbox"/> ...	Inv1121645680	Invoice	✓ Sent	Document received
<input type="checkbox"/> ...	InvBCA	Invoice	✓ Sent	Document received



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## 13 FAQs

### Forgot Your Password?

No worries! You can reset your password at any time. Simply follow these steps:

1. Enter your **user ID** and **email address**.
2. You will receive an email with a link. Click on the link within 24 hours.
3. You'll be redirected to a page where you can set your new password.

Start the password reset process [here](#).

### Forgot Your User ID?

If you've forgotten your user ID, you can retrieve it easily:

1. Enter your **first and last name** along with your **email address**.
2. You will receive an email with your current user ID.

Important: Your first name, last name, and email address must match the information stored in SupplyOn. Make sure your spam filter doesn't block the email.

Retrieve your user ID [here](#).

### Need More Help?

1. Frequently Asked Questions: Browse additional FAQs [here](#).
2. CSV Upload Guide: Access the upload guide [here](#).
3. SupplyOn Applications & Navigation: Detailed information on SupplyOn applications and UI navigation is available in the [media library](#).

## SupplyOn Contact

E-mail address for productive issues: [here](#).