Solvay Supplier Invoice Tracking Tool User Guide
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Frequently Asked Questions
Solvay Supplier Invoice Tracking Portal

To further demonstrate Solvay commitment to share information with its business partners, Solvay is pleased to announce the implementation of the Solvay Supplier Invoice Tracking Portal. This secure tool will contain information such as:

- Invoice processing status and relevant information regarding items blocked for payment due to discrepancies
- Scheduled payment dates for items successfully processed and maturing in the future
- Remittance details for payments initiated by Solvay inclusive of payment method (check or electronic transfer), payment amount and date.
Solvay Supplier Invoice Tracking Tool

How to get access?

The Solvay Supplier Invoice Tracking tool is offered to Solvay’s suppliers free of charge. In order to obtain access to the tool, suppliers must complete an enrollment kit consisting of the following items:

- Terms of Use Agreement
- Administrator Registration Form

Click here to obtain the enrollment kit and contacts relating to the Solvay Entity you are invoicing.

We recommend keeping the link to the tool under your “Favorites/Bookmarks”.

Please note this process is only required for initial access. If your company is already enrolled in the tool, please contact your designated company administrator to obtain a new username and password (Administrators: please refer to page 17 for details on how to create new users).

System Requirements

Supported Web browsers: Internet Explorer, Mozilla Firefox, Apple, Safari, Opera and Google Chrome.
Navigating the Portal

Accessing the Portal

• To access Solvay Supplier Invoice Tracking Portal click here to see details relating to the Solvay Entity you are invoicing.

• Upon entering the URL, each user will be required to accept the legal disclaimer in order to access the tool.

• If a user clicks the “Reject” button, access to the Portal will be denied until acceptance occurs.
Navigating the Portal

- Once disclaimer has been accepted, users may enter username and password in the log-in page.
Navigating the Portal

Portal user interface

• There are three sections in the tool. Each one of these sections has its own tab at the top of the page:
  • Current documents
  • New invoice selection
  • User profile
Navigating the Portal

**Portal user interface - New invoice selection**

*New invoice selection* is the Portal landing page. Users are able to refine searches by using the available fields as follows:

- **Vendor** - in most cases, there will only be one vendor assigned to a user. In the event multiple vendors are assigned to a user, search results can be refined by clicking one vendor name. Alternatively, a user may choose to view all assigned accounts by pressing down the CTRL key while clicking on multiple vendor accounts.

- **Invoice Date** - the date on the invoice document submitted to Solvay. Search by inserting a single date or a range of dates. Please use date format MM/DD/YY or the interactive calendar to make date selection.

- **Invoice Number**: your invoice number. Search by inserting a single invoice number or a range of invoice numbers.

- **Invoice Total Amount**: the total amount of invoice submitted to Solvay. Search by inserting a single invoice amount or a range of invoice amounts.
Navigating the Portal

Portal user interface - New invoice selection

• **Net Amount:** the amount of invoice submitted to Solvay excluding taxes.
  Search by inserting a single invoice net amount or a range of invoice net amounts.

• **Due date:** your invoice due date; this due date is calculated based on the payment terms stated on our purchase order. Search by inserting a single date or a range of dates. Please use date format MM/DD/YY or the interactive calendar to make date selection.

• **Currency:** invoice currency. Standard three-letter currency code, for example: EUR: euro, GBP: British pound, USD: American dollar.

• **Purchasing Document:** Solvay’s purchase order number. Search by inserting a single purchase order number or a range. You may also display a list of purchase orders by following these steps:
  • Click on the match code button:
  • A pop-up window will appear; click the Search button to display all purchase orders submitted to your company.
  • Proceed to double click on the purchase order # you wish to display.


**Navigating the Portal**

**Portal user interface - New invoice selection**

- **Company Code**: refers to the internal company code of the Solvay entity billed. For best results please select one Solvay entity from the dropdown list. To display a list of Solvay entities please follow steps below:
  - Click on the match code button: ![Match Code](image)
  - A pop-up window will appear; click the Search button to display a listing of Solvay entities:

![Solvay Entities List](image)

Proceed to double click on the Solvay entity you wish to display.

If your company submits invoices to multiple Solvay entities, you may leave the company code field blank to display a consolidated list of all invoices.
Navigating the Portal

Portal user interface - New invoice selection

- **Status:** the processing and payment status of invoices submitted to Solvay. You can select one or multiple status to refine your search or leave blank to display all invoices submitted to Solvay and their corresponding payment/processing status.

- **Received, being processed** = invoice has been received and entered in our ERP system.

- **Items pending internal review** = invoice has been flagged as having a discrepancy is being reviewed internally. Detailed information regarding type of discrepancy and contact information of person in charge of resolution is provided in the Current Documents – Detail Screen.

- **Posted** = invoice has been successfully processed by Accounts Payable and scheduled to be paid according to payment terms on our Purchase Order.

- **Rejected** = invoice has been rejected by Solvay. Reason for rejection and date when item was rejected is provided on the detail screen.

- **Released for Payment** = invoice has been paid; payment details provided in the Current Documents – Detail Screen.
Navigating the Portal

Portal user interface - New invoice selection

• **Payment Date**: the date invoice was paid (check date or ACH initiation date)

• **Payment Amount**: total amount paid to your company in one payment transaction (multiple invoices may be paid in one single payment)

• **Payment Document**: internal reference number generated by Solvay’s ERP system once a payment is released. Please note this is an internal payment reference (and not for example, a check or ACH #). You may use the payment document number as a search criterion to identify invoices paid in one single payment (reminder: multiple invoices may be paid in one single payment).

After selecting search parameters, click on the **Generate list** button.
Navigating the Portal

Portal user interface - Current documents page

• This page displays the results of the search criteria specified on the “New invoice” selection page.

• Results can be sorted (in ascending or descending order) by clicking on any of the column headers.
Navigating the Portal

Portal user interface - Current documents page

- To display details of a specific invoice, click on its status icon on the far left of the page

- Current documents – invoice detail page (below) will display pertinent information about the item previously selected.
Navigating the Portal

Portal user interface - Current documents page

To go back to the search result list and select another item, click on button at the bottom of the page. You may also view details for the previous or next item on the list by clicking on the “Previous invoice” and “Next invoice” buttons located on the top and bottom right side of the page. Please refrain from using your browser’s “Back” and “Forward” buttons, otherwise, you may lose connection to the Portal.
Navigating the Portal

Portal user interface - User Profile page

This page allows all users to change their passwords and update user details. Instructions on how to perform these tasks below:

Changing your password
- Click the User profile tab. Click the Password tab.
- Enter your old and new passwords.
- Click Save. The change applies immediately.

Changing your user details
- Click the User profile tab. Click the Personal data tab.
- Change your details
- Click Save. The change applies immediately.

Note: You cannot change your User ID.
Navigating the Portal

Portal user interface - Administrators Profile Page

As a Portal administrator you can:

- Create new users
- View and edit users
- Permanently delete users
- Temporarily lock users
- Reset user passwords

Creating a new user

1. Click the User profile tab and then the Administration tab

2. In the Actions box, click New User.
Navigating the Portal

Portal user interface - Administrators Profile Page

3. On the Create user page enter:
   - User ID
   - Name and contact details
   - The Language that the Portal is displayed in (this can be different for each user).
   - The Vendors / organizational unit (s) whose invoices the user can view. Also select which vendor is selected by default when the user logs on to the Portal.
   - Select the “Show Invoice Status” Privilege: PLEASE DO NOT ASSIGN ADMINISTRATIVE RIGHTS TO USERS

4. Click Save to create the user:
Navigating the Portal

Portal user interface - Administrators Profile Page

5. Click **Reset** password
   - A temporary password is sent to the user. The new user can log on to Portal immediately and perform the actions designated to him/her.

   ![Portal User Interface]

**Viewing / editing a user**

1. Click the **User profile** tab and then the **Administration** tab. The user **Administration** page opens.

2. In the **Selection of Users** drop-down box, select a user to view or edit. The **View/edit** user page opens.

3. Click **Save** to apply any changes you make.

**Note:** You cannot change a user's User ID. If you wish to assign a new User ID, you must create a new user.
Navigating the Portal

Portal user interface - Administrators Profile Page

Deleting a user

Use this procedure to permanently delete user accounts from the Portal.

1. Click the User profile tab and then the Administration tab. The user Administration page opens.

2. In the Selection of Users box, select the user you want to delete.

3. Under Actions, click Delete

Locking a user

You can lock, or temporarily disable users from logging in to Portal. Locked users can be unlocked at any time.

Note: You need administration rights to be able to lock users.

1. Click the User profile tab and then the Administration tab. The user Administration page opens.

2. In the Selection of Users box, select the user you want to lock/unlock.

3. Under Actions, click Lock or Unlock.
Navigating the Portal

Portal user interface - Administrators Profile Page

Resetting a password

**Note:** You need administration rights to be able to reset user passwords.

1. Click the **User profile** tab and then the **Administration** tab. The user **Administration** page opens.

2. In the **Selection of Users** box, select the user whose password you want to reset.

3. Under **Actions**, click **Initialize password**. A new password is emailed to the user.
Navigating the Portal

Frequently Asked Questions

1 - What are the benefits of the Solvay Supplier Invoice Tracking Portal?

• Real time information about processing/payment status of invoices submitted to Solvay
• Ability to confirm invoice was received by Solvay
• Information about invoices blocked for payment due to discrepancies; contact information of person in charge of resolution
• Ability to confirm schedule payment dates for items successfully processed

2 - Who do I contact to enroll in the Portal and/or for general questions on how to use the tool?

To request the enrollment kit or if you need assistance navigating the tool, please click here to see details relating to the Solvay Entity you are invoicing.

3 - How do I obtain a user ID/password?

If your company is already enrolled in the Portal, please contact your designated Portal Administrator (an employee within your company) to request a user ID and a password.
4 - What if I do not see my invoice listed on the Portal?

Please allow 5 business days from date of submission for the item to be visible on the Portal.

5 - Who do I contact if I have additional questions about payment status of my invoices?

If a particular invoice is being reviewed for discrepancies, please contact the person in charge of resolution listed on the “Current Document –Detail” page.

For all other inquiries, please click here to see details relating to the Solvay Entity you are invoicing.