



FY22

Guatemala

GLOBAL BUSINESS SERVICES

Invoice Reception Manual Requirements for the reception of invoices

This document specifies the mandatory and/or optional requirements for the submission of invoices for local and international third-party suppliers.

SIEMENS

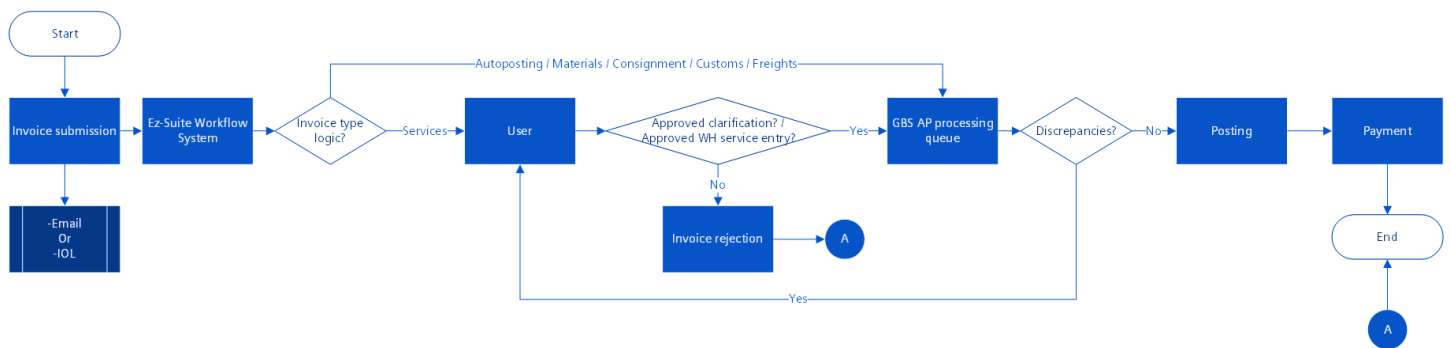
Contents

Information to consult before starting	3
High-level process	3
My contacts Who is who?	3
Delivery Methods	4
Invoices	4
Credit notes	5
Advance payments	6
Other payments	6
Fiscal	7

Information to consult before starting

High-level process

Electronic Invoices CFDI and Foreign Vendors –
General Process



My contacts | Who is who?

Available email boxes for receiving invoices/documents

5530 – Siemens S.A

Invoices:

inv.guatemala.gt@siemens.com

GBS P2P Support MX & CAM

Vendors:

atencion_prov_gss.mx@siemens.com

TOPIC 1

Delivery Methods

Electronic invoices

All invoices must be sent by e-mail in PDF and XML format (if applicable), the e-mail address is:
inv.guatemala.gt@siemens.com

After the invoice is sent by e-mail, the vendor must deliver the original documents on Siemens Guatemala Offices under the following schedule.

Guatemala: Av. Reforma 9-55 edificio Reforma 10, 3er nivel, oficina 301, 302,303, zona 10.

Schedule for invoice reception **every Tuesday from 8:00 to 12:00 hrs. on the front desk**, except on holidays.

NOTE: On the e-mail it is possible to attach additional documents such as PDF, Excel, Word, and JPG files, this may contain receipts, purchase order, etc.

Please consider these points when sending your invoice through e-mail:

1. Attached files should not be larger than 5MB.
2. The attachment file names should only contain the following characters: a-z, 0-9, _.
3. Attachments in the same e-mail should not contain the same filenames.
4. Do NOT include in the e-mails: zip files, e-mail files (i.e., ".msg" files) or other filetypes not defined in this document.
5. One invoice per e-mail must be sent.

In case you **miss one of these requirements** your **invoice will be rejected**.

TOPIC 2

Invoices

Suppliers' requirements

1. It is needed to specify the address in the purchase order.
2. Invoices should not be dated older than **30 days prior** to date of submission.
3. Payment terms as indicated on the purchase order must be included on the invoice.
4. Each invoice must **only** refer to **one purchase order**.

5. The purchase order number must be included on the invoice.
6. Invoice **issue date can't be before** the purchase order issue date.
7. Each line item in the invoice must match the quantity, unit of measure, unit price, currency, and total amount indicated on the purchase order. If any of these items do not match, or the purchase order indicated has already been fulfilled, this may cause your invoice to be rejected, or payment to be delayed.
8. The purchase order line items must be referred to each line item of the invoice. (e.g., 0020)
9. In case of reissuing an invoice, the new invoice should include the following statement in the body of the invoice *"THIS INVOICE CANCELS AND REPLACES INVOICE NO.----- DATED MMDDYYYY"*.
10. In case of application of an advance payment:
 - a. The following statement should be included in the body of the invoice:
"APPLICATION OF ADVANCED PAYMENT INCLUDED"
 - b. The application for the advanced payment (partial or in full) should be included in the invoice according to the payment terms.
11. Attach the delivery record, or reception of the material, or service acceptance.

Exceptions:

- Government payments
- Advanced payments

TOPIC 3

Credit notes

Requirements

Credit/debit notes for returned material, price, or quantity differences

1. It is needed to specify the address in the purchase order.
2. Each credit/debit note must only refer to one purchase order and invoice.
3. The purchase order number must be included on the credit/debit note.
4. All credit/debit notes should include the following statement in the body of the document:
"APPLY TO THE FOLLOWING INVOICES: ----, ----".

Credit Notes for reprocessing

1. It is needed to specify the address in the Purchase Order.

The unique identifier (GID) of the requester should be mentioned in the document. Please request this information to your correspondent procurement specialist.

TOPIC 4

Advanced payments

Requirements

Advance payments with proforma

The first payment will be made with a Proforma or a non-fiscal document which indicates the advance payment details; this document must contain the same data of an invoice and must indicate the purchase order number and percentage of the advance payment. Also consider:

1. Include the address specified in the purchase order.
2. Each document must be related to just one purchase order.
3. The purchase order number must be included in the Document.
4. Every Advanced Payment must include the text "Advanced Payment" or "ANTICIPO" in the document.
5. Send advance guarantee, guarantee of compliance and / or guarantee of good quality / hidden defects.
6. Send a copy of the attached contract, if applicable.

TOPIC 5

Other payments

Government payments:

The documents issued by the governments must comply with the requirements of each country. Additionally, these documents are exempt from sending by email.

TOPIC 6

Fiscal

Requirements

1. Name, business name and NIT of the taxpayer who issues and their respective tax regime.
2. Tax Address of the issuer.
3. Number and series.
4. In case of electronic invoice digital seal of the SAT.
5. Place and issue date.
6. NIT from who receives.
7. Quantity, unit of measure and class of the goods or merchandise or description of the service.
8. Unit value consigned in number.
9. Total amount consigned in number or letter.
10. Active fiscal resolution of the SAT.





GLOBAL BUSINESS SERVICES

Invoicing Manual **INVOICES ON-LINE (IOL)**



SIEMENS

Contents

1. General Information	3
What is IOL? (INVOICES ON-LINE)	3
1.1 Who can use IOL to upload and submit invoices?	3
1.2 Why to use IOL?	3
2 Registration	4
3 Invoice Upload	8
3.1 Upload invoice with purchase order	8
3.2 Enter Credit Memo without purchase order	13
4. Status of Invoices and Payments	22
4.1 Description of Invoice Status	25
4.2 Invoice Inquiry	25

TOPIC 1

1. General Information

What is IOL? (Invoices On-Line)

IOL is a tool that allows Siemens' Foreign Vendors to **upload their invoices and check their processing status**. Also, the portal allows for vendors to review the history of the documents that **have been paid in the last 3 months**.

1.1 Who can use IOL to upload and submit invoices?

The invoice submission feature has been enabled in IOL for Foreign Vendors only (vendors not located in Mexico), except for those that sell merchandise in consignment and logistic carriers.

NOTE: If you are in doubt whether your company qualifies to submit its invoices via IOL please contact atencion_prov_gss.mx@siemens.com

1.2 Why to use IOL?

This tool provides us with the following benefits:

- As it is the vendor who uploads his own invoices, IOL provides the certainty that the documents will be received by Siemens in a 24-hour time-frame.
- General view of physical and electronic invoices submitted to Siemens in the last 6 months.
- Document search by multiple criteria:
 - Date range
 - Invoice number
 - Invoice amount
 - Payment status
 - Payment number
- IOL shows the following information:
 - Once invoices have been approved, IOL shows the payment programming.
 - Payment details.
- Submit invoice inquiries/ payment inquiries to a Siemens Vendor support representative via the portal directly.
- Download reports in Microsoft Excel

NOTE: The portal is available for invoice upload if you are billing to one of the [following companies](#):

México

- Siemens S.A. de C.V.
- Grupo Siemens S.A. de C.V.
- Siemens Inmobiliaria S.A. de C.V.
- Siemens Healthcare Diagnostics S. de R.L. de C.V.
- Industria de Trabajos Eléctricos S.A. de C.V.
- Siemens Mobility S de RL de CV

Centroamérica

- Siemens S.A. - Guatemala.
- Siemens Healthcare Diagnostics S.A. – Costa Rica.
- Siemens S.A. - El Salvador.
- Siemens Healthcare S.A. - El Salvador

TOPIC 2

2 Registration

To complete your registration please follow the next steps:

1. Access to [IOL portal](https://siemens.myactiveworx.com) (<https://siemens.myactiveworx.com>) and select "Siemens Vendors" | "Register Here".

New to Invoices On-Line?

Siemens Vendors:

Register Here

2. Complete the registration form, then select your own IOL "Username" and "Password".

Note: Fields marked with * are mandatory.

First Name *	
Last Name *	
User ID *	
E-Mail Address *	
Re-enter E-Mail Address *	
Password *	*Password cannot be the same as UserID. It must be 8 to 20 characters in length and must contain at least 1 letter, 1 number and one of the special characters (@#%&'<sup>^</sup>~&+*=)
Confirm Password *	
Company Name *	
Company Mailing Address	
Address 1	
Address 2	
Address 3	
Address 4	
Address 5	
City	
State	
Postal Code	
Country	UNITED STATES
Culture	EN-US (English, United States)
Phone Number *	
Security Code *	 Enter the characters exactly as displayed above (case sensitive) Reload Image (Note: If you are unable to recognize the characters in the above image, please reload the image.)

Once the form is completed select "Continue". The following message will display:

Thank you for applying. A confirmation e-mail has been sent to the e-mail address submitted to activate your account. Please follow the directions contained in the e-mail to continue the registration process.

The email should be received within an hour. If you do not receive the email, please contact support@iolportal.com for assistance.

3. You will receive an email to validate the e-mail address provided. Go to your inbox and select “Continue User registration” as shown below.



4. To activate your IOL account, insert the data from any physical or electronic invoice submitted to one of the Siemens Mexico companies. Don't forget to include:

- Invoice number
- Invoice date
- Invoice amount.

Once the data has been entered, please press “Submit”.

5. You will be directed to <https://siemens.myactiveworx.com>, select the option “Siemens Vendors/ Login Here”. You are required to enter your User ID/Password, and then press “Login”.

1. Siemens Vendors with ANY PAID INVOICE:

Please enter the below details for any Siemens Operating Company invoice from the past 90 days.
Note: This invoice can be **either paper or electronic**.

Enter Historical Invoice Details to Activate Account

Invoice Number (no spaces, special characters or leading zeroes):	
Invoice Date (mm/dd/yyyy):	
Invoice Amount (999999.99):	

Submit

Language: English, United States ▼

Enter User Details

User ID:	
Password:	

Login **Back**

The following screen will be displayed, you will be required to enter a validation code, which will be submitted to the e-mail you provided when completing your registration.

A validation code was emailed to the existing email address on your IOL profile. (Check your "junk/spam" folder if email is not delivered to your inbox). Please stay on this page until you receive the validation code and enter it (exactly as provided in email; with both lower and upper case letters) in the "validation code" field. Select the "Remember Me" if not a shared or public computer. Enter Security Code exactly as shown and then select "Authenticate".
Warning: Do not click "Remember Me" when using a public or shared computer.

Enter User Details

User ID:

Validation Code:

Remember Me: ☐

Security Code: *

BCBT1M

Enter the characters exactly as displayed above:

6. When you receive this code and enter it in IOL, the system will request for a Password change.

Noreply@directinsite.com
lunes 04/09/2017 04:...
13 ...
Inbox

IOL Vendor Login Verification Code - Mensaje (HTML)

Mensaje PDF-XChange V6

Responder
Responder a todos
Reenviar
Llamar
Report as SPAM/Malware
Report
Eliminar
Mover a una carpeta
Crear regla
Otras acciones

Bloquear remitente
Listas seguras
Correo electrónico no deseado

Clasificar
Seguimiento
Marcar como no leído
Buscar

De: Noreply@directinsite.com
Para: [REDACTED]
CC:
Asunto: IOL Vendor Login Verification Code

Enviado el: lunes 04/09/2017 04:20 p.m.

Your vendor login verification code is:
YE3uBh
Thank you!

Enter User Details

User ID:

Validation Code:

Remember Me: ☐

Security Code: *

BCBT1M

Enter the characters exactly as displayed above:

7. Once you modify your password the system will require to answer the following 6 security questions:

Security Questions	
Question 1 *	What is the make and model of your first car? ▼
Answer 1 *	
Question 2 *	What is the name of the street you lived on growing up? ▼
Answer 2 *	
Question 3 *	What was the last name of your third grade teacher? ▼
Answer 3 *	
Question 4 *	Where were you New Year's 2000? ▼
Answer 4 *	
Question 5 *	Who was your childhood hero? ▼
Answer 5 *	
Question 6 *	In what city did you meet your significant other? ▼
Answer 6 *	

NOTE: It is important that you remember the answers, if you happen to forget your password the system will request them to reset a new one.

The screenshot shows the 'IOL Invoices On Line' portal. The user is logged in as 'Bilberto Lopez'. The main content area is the 'Invoice Search Panel' with various search criteria:

- Invoice Number (No special characters/leading zeros):
- PO Number:
- Payment Number (Check Number or ACH Number):
- Invoice Date (Begin/End): Last 180 days, 1/1/2017, 12/31/2017
- Scheduled Payment Date (Begin/End): Select Date Range, 1/1, 1/1
- Payment Date (Begin/End): Select Date Range, 1/1, 1/1
- Invoice Amount (000000.00):
- Payment Amount (000000.00):
- Siemens Operating Company:

There are also dropdown menus for 'Select Operator' and 'Select'.

NOTE: In case you have problems setting up your account please contact our vendor assistance representatives:
atencion_prov_gss.mx@siemens.com

TOPIC 3

3 Invoice Upload

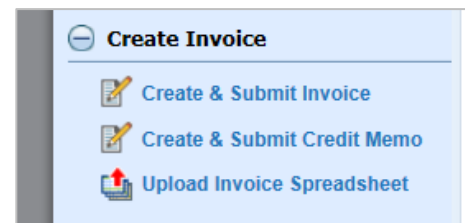
Important

REMEMBER THAT THIS FETURE IS **ONLY AVAILABLE FOR FOREIGN VENDORS** (NOT LOCATED IN MEXICO), EXCLUDING CONSIGNMENT VENDORS AND LOGISTIC CARRIERS.

3.1 Upload invoice with purchase order

On IOL's main page select the option **"Create & Submit invoice"** from the menu **"Create invoice"** to the left.

1. To start with the invoice upload process, you need to enter the **IMA** corresponding to your "Siemens Operating Company" (the Siemens company you are billing to).



NOTE: Each Siemens Company owns a unique **IMA** number; **you must select the correct IMA** so your invoice is properly routed. The IMAs from the different Siemens Operating Companies:

- **IMA 306** - Siemens S.A. de C.V.
- **IMA 305** - Siemens Inmobiliaria S.A. de C.V
- **IMA 301** - Industria de Trabajos Eléctricos S.A. de C.V.

2. In the option **"Invoice Type"** select the option **"Purchase Order"**

NOTE: Invoices not related to a Purchase Order will not be accepted. **All invoices should appoint to one single Purchase Order.** Remember that invoices containing reference to multiple Purchase orders will not be accepted.

3. **"PO Number"**. Insert the PO Number that your invoice is appointing to.

 A screenshot of a web form titled "Invoice Entry". It contains three main sections:
 1. "Siemens Operating Company" with a dropdown menu showing "MC-IMA303 - Siemens Servicios S.A. de C.V." and a downward arrow.
 2. "Invoice Type" with two radio buttons: "Non Purchase Order" (unselected) and "Purchase Order" (selected).
 3. "PO Number" with a text input field containing "4800354392" and a small 'x' icon to clear the field.

NOTE: In case your PO is closed/blocked or invalid, the system will not allow you to access with that PO. You will have to submit an email to atencion_prov_gss.mx@siemens.com with a print screen of the error so you can be assisted.

Once you access with a valid PO the system will request for the necessary information to upload your invoice in IOL.

Step 1.

Please complete all mandatory fields (*):

Step 1 of 8: Invoice Header

Invoice Number (no spaces/special characters/leading zeroes) *

Final Invoice (This is to be checked only if you have received a down payment on this Purchase Order number) ☐

Invoice Currency *

Invoice Date (mm/dd/yy) *

Purchase Order *

Account No

Payment Terms

Canadian Tax Registration ID (+)

Fields noted with an asterisk (*) are mandatory
(+) Required if PST, GST or QST tax is added

- **Invoice Number.**
- **Invoice Currency:** The system will take as default the currency of the PO.
- **Invoice Date:** Invoice Issuance Date (it should not be older than 30 days vs upload date).
- **Purchase Order:** The PO number you inserted at the beginning.

Step 2.

The system autocompletes the information of the fields “Bill to” “Ship to” and “Remit to” based on the Purchase Order number, please verify that this information is correct.

Step 2 of 8: Bill-To / Ship-To / Remit-To Information

Bill To

Search Contact by First or Last Name

Contact Name *Add a contact by selecting the button above.*

Contact Email Address

Name

Address

City

State

Zip

Country

Mail Code

Ship To

Name *

Address *

City *

State *

Zip *

Country *

* Country required for non-US State

Remit To

Vendor No

Name

Address

City

State

Zip

Country

Step 3.

Checkmark ✓ one by one the PO line items that need to be invoiced, complete the quantity and unitary price of each line according to your invoice.

NOTE: It is important that you select the line items, quantity, and correct unitary prices. Errors in the recording of these data can cause inconveniences with the timely processing of your payment.

Once you have completed all the necessary line items with the quantity and price information you need to press the button **“Add selected Line(s) to Invoice”**

In the inferior part of the screen you will show the selected positions.

Step 3 of 8: Add / Edit Invoice Line Items

[Hide Purchase Order](#)

To add PO lines to Invoice:

- Select line(s) in Purchase Order table below, adjust quantity and/or rate and click 'Add Selected Line(s)' button.
- Locked items are released for further invoicing 24 hours after invoice submittal.
- For freight-only invoices, add any line with a quantity of 0, then enter freight charges under the Surcharges section in Step 4.
- To add/edit Tax, select a line in the Invoice Line Items table and use the Line Edit Form to add tax.

Select	Lock	Line Number	Item Number	Item Description	Tax Description	Unit of Measure	Qty to Invoice	Price Per Unit	Original Quantity	Remaining Quantity	Line Item Balance	Tax Type	Status
☐		00001	PM4 WS1 duracin 4	PM4 WS1 duracin 4 das		SE		39140.000000	1.0000	--	39140.00		Closed
☐		00002	Da Virtual	Da Virtual		SE		9785.000000	1.0000	--	9785.00		Open
☐		00003	PM4 WS2 2017 3 d	PM4 WS2 2017 3 das		SE		11742.000000	1.0000	0.0000	11742.00		Open
☐		00004	PM4 WS2 2018 3 d	PM4 WS2 2018 3 das		SE		18300.000000	1.0000	--	18300.00		Open

Page 1 of 1 [Records 1 - 4 of 4] - [0.0secs]

[Add Selected Line\(s\) to Invoice](#) Locked in another invoice Locked in current invoice Closed

- To edit an invoice line, select line from table below, make changes in the Line Editing Form and click Update Line.
- To delete invoice lines, select one or more lines from table below and click Delete Line.

Select	PO Line Number	Product/Service Number	Product/Service Description	Siemens Part Number	Quantity	Unit Of Measure	Price Per Unit	Amount	Tax	Total	PO Line Balance
☐	00003	PM4 WS2 2017 3 d	PM4 WS2 2017 3 das		1.0000	SE	11742.000000	11742.00	0.00	11742.00	11742.00

Page 1 of 1 [Records 1 - 1 of 1] - [0.0secs]

NOTE: If you show one of the following icons when selecting one or more of the PO line items consider the following:

Locked in another invoice: A preliminary invoice that has not yet been submitted is blocking this specific line item and it will not be released unless the other invoice is submitted or deleted.

Locked in current invoice: This line item has been added to this invoice previously.

Closed: A Siemens Strategic Buyer has closed this line item; please contact him for any additional question.

Legend

- Locked in another invoice
- Locked in current invoice
- Closed

Step 4.

In case you have additional surcharges or discounts you can add them here.

Step 4 of 8: Surcharges/ Freight Charges/ Discounts etc. (Optional)

Surcharges/ Discounts: 0.00 [Add / View](#)

Step 5.

Check that the total amount of your invoice is correct and then **“Continue”** to the next step.

Step 5 of 8: Review and Continue

Review Totals

Line Items Total (excl Taxes):	11,742.00
Total Tax:	0.00
Total Surcharges/Discounts:	0.00
Total Amount:	USD 11,742.00

Continue to Next Steps

Step 6.

Add the PDF of your invoice. You will also be able to add the necessary supporting documents if necessary.

Your invoice has been successfully saved in a preliminary status. This invoice has not been sent to Siemens Accounts Payable yet.

Please continue to **Step 8** below to submit this invoice to Siemens for processing:

Step 6 of 8: Add Supporting Documents/ Instructions (Required for Siemens Canada and Mexico Entities)

- Attachments:**

Note: For Siemens Mexico, the attached document must back up the selected position for this PO, otherwise it will be rejected upon receipt by Siemens.

You may attach multiple supporting electronic documents such as scanned receipts, images or text files. Please note however, that the size of each document must be less than 5 Megabytes and the total of all attachments must not exceed 80MB.

Special Note for Blanket Purchase Orders: Please attach a pdf/image with Invoice Line Item details. Blanket Purchase Orders are often generic. (Qty = 1, Price = \$20,000, Unit = Lot). However, invoices against this Purchase Order should be specific (Example: 10 Hours at \$20/hour) to facilitate the approval of the invoice.
- Notes/ Instructions:**

Add special instructions or notes to this invoice.

- Remember that you can attach multiple documents if the size of each document is less than 5 MB.
- In case that you require to add a note or commentary, you can do it in the option “notes/Instructions”.

When you press **"Add/View"** the following screen will display the next screen to attach the supporting documents.

The **ATTACHMENTS** screen displays the following information:

- Invoice Number:** TEST4482IOL
- Supplier Name:** METODO TREINAMENTOS LTDA ME
- Table:**

Select	Name	Create Date
☐		
- Message:** No attachments found
- Page Info:** Page 1 of 1 [Records 1 - 1 of 1] - [0.0secs]
- Buttons:** Add, Delete, Print, Close

Press the **"Add"** button, the following screen will display:

The **ADD ATTACHMENTS** screen displays the following information:

- Add Attachment Section:**
 - Attachment Name:** (empty text field)
 - Attachment Type:** Other (dropdown menu)
 - Attachment Path:** (empty text field) with an **Examinar...** button
- Please Note:** The maximum allowed Attachment file size is 5120 KB.
- Buttons:** Add, Cancel

Please complete the information in the following fields:

- **Attachment Name:** Name of the file (Invoice Number)
- **Attachment Type:** Select **"Other"**.
- **Attachment Path:** Search the document in your Document Library and upload the invoice file.

The **ADD ATTACHMENTS** screen displays the following information:

- Add Attachment Section:**
 - Attachment Name:** TEST4482IOL
 - Attachment Type:** Other (dropdown menu)
 - Attachment Path:** C:\Users\z002rnwk\Des (text field) with an **Examinar...** button
- Please Note:** The maximum allowed Attachment file size is 5120 KB.
- Buttons:** Add, Cancel

When you are finished press **"Add"** and you will show the following screen and you will have to confirm that the documents you upload backup the line items invoiced.

In the following screen you will be able to visualize the documents that have been attached.

The screenshot shows a window titled "ATTACHMENTS" with a search bar and two input fields: "Invoice Number" (TEST4482IOL) and "Supplier Name" (METODO TREINAMENTOS LTDA ME). Below these is a table with columns "Select", "Name", "Create Date", and an action column. The table contains one record for "TEST4482IOL" created on "1/17/2018 6:01:40 PM". A "View" link is present in the action column. At the bottom, there are buttons for "Add", "Delete", "Print", and "Close".

Select	Name	Create Date	
☐	TEST4482IOL	1/17/2018 6:01:40 PM	View

Page 1 of 1 [Records 1 - 1 of 1] - [0.0secs]

Step 7 (optional):

In case that you require to modify your documents before submitting the invoice, you'll be able to do it by pressing **"Edit this Invoice"**

The screenshot shows a step indicator "Step 7 of 8: Review or Edit this Invoice (Optional)". Below it are two buttons: "Edit this Invoice" and "Review / Print this Invoice".

Step 8:

Press the button **"Submit Now"** to upload your invoice. Remember that once the invoice has been submitted you won't be able to modify it.

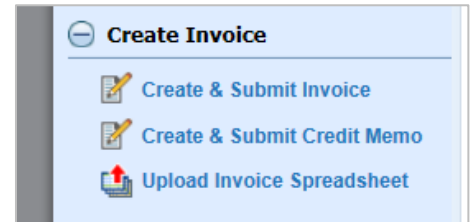
The screenshot shows a step indicator "Step 8 of 8: Submit this Invoice to Siemens AP". Below it is a text instruction: "Select the 'Submit Now' button below to submit this invoice to Siemens Accounts Payable. Please note: After submission, this invoice will not be available for any further modifications." At the bottom is a red button labeled "Submit Now".

3.2 Enter Credit Memo without purchase order

NOTE: To enter a Credit Memo with Purchase Order you should follow the same steps as in the numeral "3.1 Upload Invoice with Purchase Order" of this manual.

On IOL's main page select the option **"Create & Submit Credit Memo"** from the menu **"Create invoice"** to the left of the screen.

1. To start with the process, you need to insert the IMA corresponding to the SOC "Siemens Operating Company" (The Siemens Company you are submitting the credit note to).



NOTE: Each Siemens Company owns a unique **IMA** number; **you must select the correct IMA** so your Credit Memo is directed to the correct Siemens Operating Company.

The IMAs from the different Siemens Operating Companies:

- **IMA 306** - Siemens S.A. de C.V.
- **IMA 305** - Siemens Inmobiliaria S.A. de C.V
- **IMA 301** - Industria de Trabajos Eléctricos S.A. de C.V.

2. Select the option **"Non-Purchase Order"**.

The system will guide you through a series of steps to complete your Credit Memo and upload it into IOL.

Step 1.

Please complete all mandatory fields (*):

- **Invoice Number.**
- **Invoice Currency:** Currency of the Credit Memo.
- **Invoice Date:** Issuance Date of the Credit Memo.

Step 2.

The system will autocomplete the information of the fields “Bill to” and “Remit to”. Verify that the information is correct and complete the info of the fields “Bill to/ Add Contact” and also “Ship to” (mandatory).

Step 2 of 8: Bill-To / Ship-To / Remit-To Information

Bill To	Ship To	Remit To
Search Contact by First or Last Name Add Contact Contact Name * <i>Add a contact by selecting the button above.</i> Contact Email Address Name Siemens Servicios S.A. de C.V. Address 20 V Sección, Delegación Miguel Hidalgo City Mexico City State Zip 11560 Country Mexico Mail Code MC-1MA303	Name * Siemens Servicios S.A. de C.V. Address * ección, Delegación Miguel Hidalgo City * Mexico City State † Zip * 11560 Country † Mexico † Country required for non-US State	Vendor No 51000430 Name METODO TREINAMENTOS LTD Address PC TEODOMIRO SANTIAGO 16 City ITAJUBA State MG Zip 37500-036 Country BR

Press the “Add Contact” button to insert a Siemens Contact.

Bill To

Search Contact by First or Last Name

Contact Name * *Add a contact by selecting the button above.*

Then press the button “Search”.

INSTRUCTIONS:

1. Please Enter First and/or Last Name and click Search button
2. Select the desired Contact from the table and click "Add Contact".
3. If you do not find the desired Contact, please refine your search and try again. Please note that the table may display multiple pages of Contact records that may be navigated by selecting the page numbers displayed below.

Search Contact

First Name

Last Name

The system will display a list of users, type the first and last name of your Siemens contact and press “Search”.

INSTRUCTIONS:

1. Please Enter First and/or Last Name and click Search button
2. Select the desired Contact from the table and click "Add Contact".
3. If you do not find the desired Contact, please refine your search and try again. Please note that the table may display multiple pages of Contact records that may be navigated by selecting the page numbers displayed below.

Search Contact

First Name

Last Name

Search

Select	First Name	Last Name	SOC	Email Address
☐	JAVIER	MORELOS	Siemens Servicios S.A. de C.V.	javier.morelos@siemens.com
☐	JAVIER	MORELOS	Siemens Healthcare Diagnostics, S. de R.L. de C.V.	javier.morelos@siemens.com

Select the right contact and press “Add Contact”.

Select	First Name	Last Name	SOC	Email Address
☒	JAVIER	MORELOS	Siemens Servicios S.A. de C.V.	javier.morelos@siemens.com
☐	JAVIER	MORELOS	Siemens Healthcare Diagnostics, S. de R.L. de C.V.	javier.morelos@siemens.com
☐	JAVIER	MORELOS	Industria de Trabajos Eléctricos S.A. de C.V.	javier.morelos@siemens.com
☐	JAVIER	MORELOS	Proyectos de Energia S.A. de C.V.	javier.morelos@siemens.com
☐	JAVIER	MORELOS	Siemens, S.R.L.	javier.morelos@siemens.com
☐	JAVIER	MORELOS	Siemens S.A.	javier.morelos@siemens.com
☐	JAVIER	MORELOS	Siemens S.A.	javier.morelos@siemens.com
☐	JAVIER	MORELOS	Siemens S.A.	javier.morelos@siemens.com
☐	JAVIER	MORELOS	Siemens Innovaciones S.A. de C.V.	javier.morelos@siemens.com
☐	JAVIER	MORELOS	Siemens, S.A. de C.V.	javier.morelos@siemens.com

1 2

Please Select a Contact and click Add Contact button

Add Contact

The contact was added successfully.

⏮

Step 2 of 8: Bill-To / Ship-To / Remit-To Information

Bill To

Search Contact by First or Last Name

Add Contact

Contact Name *

JAVIER MORELOS

Contact Email Address

javier.morelos@siemens.com

Name

Siemens Servicios S.A. de C.V.

Address

co V Sección, Delegación Miguel Hidalgo

Step 3.

In this step you will have to insert a description of the product or service, quantity, unit, unitary price of your Credit Memo (complete mandatory fields only) and press the button **“Add line”**.

⏮

Step 3 of 8: Add / Edit Invoice Line Items

Line Editing Form

Product/Service Number

Product/Service Description *

TestIOL NC

Siemens Part No

Quantity *

2.0000

Unit *

KG

Price per Unit *

500.000000

Tax Code

--Select--

☒ Percent

☐ Amount

Add

Del

Tax

Add line

Update line

Delete line

In the inferior part of the screen, you will visualize the recently entered information.

Invoice Line Items									
Select	Product/Service Number	Product/Service Description	Siemens Part Number	Quantity	Unit Of Measure	Price Per Unit	Amount	Tax	Total
☐		TestIOL NC		2.0000	KG	500.000000	1000.00	0.00	1000.00

Page 1 of 1 [Records 1 - 1 of 1] - [0.0secs]

Step 4 (optional).

In case you have additional surcharges or discounts you can add them here.

 **Step 4 of 8: Surcharges/ Freight Charges/ Discounts etc. (Optional)**

Surcharges/ Discounts: 0.00

Add / View

Step 5.

Check that the total amount of your invoice is correct and then **“Continue”** to the next step.

 **Step 5 of 8: Review and Continue**

Review Totals

Line Items Total (excl Taxes):	1,000.00
Total Tax:	0.00
Total Surcharges/Discounts:	0.00
Total Amount:	USD 1,000.00

Continue to Next Steps 

Step 6.

Add the PDF of your Credit Memo. You will also be able to add the necessary supporting documents if necessary.

Your invoice has been successfully saved in a preliminary status. This invoice has not been sent to Siemens Accounts Payable yet.

Please continue to **Step 8** below to submit this invoice to Siemens for processing:

⌕ **Step 6 of 8: Add Supporting Documents/ Instructions (Required for Siemens Canada and Mexico Entities)**

- Attachments:** [Add / View](#)

Note: For Siemens Mexico, the attached document must back up the selected position for this PO, otherwise it will be rejected upon receipt by Siemens.

You may attach multiple supporting electronic documents such as scanned receipts, images or text files. Please note however, that the size of each document must be less than 5 Megabytes and the total of all attachments must not exceed 80MB.

Special Note for Blanket Purchase Orders: Please attach a pdf/image with Invoice Line Item details. Blanket Purchase Orders are often generic. (Qty = 1, Price = \$20,000, Unit = Lot). However, invoices against this Purchase Order should be specific (Example: 10 Hours at \$20/hour) to facilitate the approval of the invoice.
- Notes/ Instructions:** [Add / View](#)

Add special instructions or notes to this invoice.

- Remember that you can attach multiple documents if the size of each document is less than 5 MB.
- In case that you require to add a note or commentary, you can do it in the option "notes/Instructions".

When you press "**Add/View**" the following screen will display the next screen to attach the supporting documents.

ATTACHMENTS
?

Invoice Number
TEST4482IOL

Supplier Name
METODO TREINAMENTOS LTDA ME

Select	Name	Create Date
☐		

No attachments found

Page 1 of 1
[Records 1 - 1 of 1] - [0.0secs]

Add
Delete
Print
Close

Press the **“Add”** button, the following screen will display:

ADD ATTACHMENTS ?

Add Attachment

Attachment Name

Attachment Type

Attachment Path Examiner...

Please Note:
The maximum allowed Attachment file size is 5120 KB.

Add Cancel

Please complete the information in the following fields:

- **Attachment Name:** Name of the file (Credit Memo Number)
- **Attachment Type:** Select **“Other”**.
- **Attachment Path:** Search the document in your Document Library and upload the Credit Memo.

ADD ATTACHMENTS ?

Add Attachment

Attachment Name

Attachment Type

Attachment Path Examiner...

Please Note:
The maximum allowed Attachment file size is 5120 KB.

Add Cancel

When you are finished press **“Add”** and you will show the following screen and you will have to confirm that the information you attached backs up your Credit Memo.

Attachment Confirmation ✕

☐ I accept that the document uploaded backs up the position invoiced.

Close

In the following screen you will be able to visualize the documents that have been attached.

ATTACHMENTS ?

Invoice Number

TEST4482IOL

Supplier Name

METODO TREINAMENTOS LTDA ME

Select	Name	Create Date	
☐	TEST4482IOL	1/17/2018 6:01:40 PM	View

Page 1 of 1 [Records 1 - 1 of 1] - [0.0secs]

Add
Delete
Print
Close

Step 7 (optional):

In case that you require to modify your documents before submitting, you'll be able to do it by pressing **"Edit this Invoice"**

⤴

Step 7 of 8: Review or Edit this Invoice
(Optional)

Edit this Invoice

Review / Print this Invoice

Step 8:

Press the button **"Submit Now"** to upload your Credit Memo. Remember that once the invoice has been submitted you won't be able to modify it.

⤴

Step 8 of 8: Submit this Invoice to Siemens AP

Select the "Submit Now" button below to submit this invoice to Siemens Accounts Payable.
Please note: After submission, this invoice will not be available for any further modifications.

Submit Now

TOPIC 4

4. Status of Invoices and Payments

In IOL Home Page you will see the following “**Invoice Search Panel**” where you can inquire about the status of your invoice. For a more effective search you are suggested to enter the “Purchase Order Number” or “The Invoice Number” and then press “**Search**”. To the bottom of the screen, you will see the documents that the system retrieves.

NOTE: You can use the symbol “%” as a wildcard, when you only know part of the search criterion. Enter the symbol “%” at the beginning and at the end.

Enter filter criteria and select 'Search' (% is the wildcard)

Invoice Search Panel			
Invoice Number (no spaces/special characters/leading zeroes)			
PO Number			
Payment Number (Check Number or ACH Number)			
Invoice Date (Begin/End)	Last 180 days	07/27/2017	01/23/2018
Scheduled Payment Date (Begin/End)	Select Date Range	//	//
Payment Date (Begin/End)	Select Date Range	//	//
Invoice Amount (999999.99)	Select Operator		
Payment Amount (999999.99)	Select Operator		
Siemens Operating Company	Select		
Status ID	Select		

Reset Search

The result of the search delivers the following results:

- Vendor Number
- Invoice Date
- Total invoice
- Vendor Name
- Scheduled Pay Date
- Currency
- Invoice Number
- Status
- Payment Details

The following information will appear, the system will retrieve the Invoice Status and the recommended actions to resolve the issue.

Status Details	
Invoice Status:	Submitted
Status Definition:	Electronic invoice has been created and submitted to Siemens Accounts Payable. A submitted invoice cannot be edited.
Recommended Actions to Resolve:	No action needed. Invoice status will change within 24 hours to reflect current status the invoice resides in within Accounts Payable.

When you click on "Payment Detail"/ "View"

Total Invoice	Currency	Payment Details
2,320.00	USD	View

If the invoice has the status **"Paid"**, the system will show the Payment Details that contains the following information:

- Payment Method
- Payment Currency
- Company Code
- Payment Number
- Invoice Paid Amount
- Company number
- Payment Date
- PO Number
- Payment Amount
- ERP Document Code

Payment Details	
Payment Method	Electronic
Payment Number	1500000145
Payment Date	12/7/2017
Payment Amount	9785.0000
Payment Currency	USD
Invoice Paid Amount	9785.00
PO Number	4800354392
Rejection Reason	
Payment Remarks	
ERP Document Number	5104324185
Company Code	4482
Company Code Desc	Siemens Servicios S.A. de C.V.

When the status of your invoice has the Status **"Rejected"** you can see the **"Rejected Reason"** in the Payment Details chart.

4.1 Description of Invoice Status

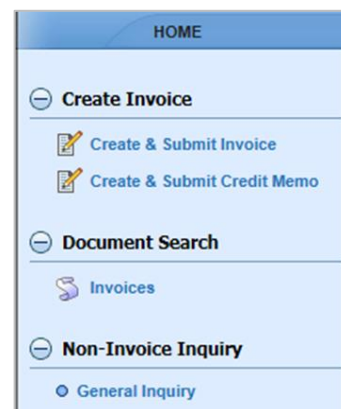
- **Preliminary Invoice:** Electronic invoice has been created and saved, awaiting supplier to submit invoice to Siemens Accounts Payable. During preliminary status, supplier can edit the invoice.
- **Submitted:** Electronic invoice has been created and submitted to Siemens Accounts Payable. A submitted invoice cannot be edited.
- **Cancelled:** Invoice previously submitted to Siemens Accounts Payable and processed has been cancelled and deleted from the account system.
- **Awaiting Payment:** Invoice is scheduled to be released for Payment. Under this status the Scheduled Payment Date column will be populated.
- **Rejected:** Invoice has been rejected and returned to supplier. For more information about the reason of the rejection, please use the invoice detail popup screen (select the click under the Payment Details column)
- **Paid:** Invoice has been paid. Invoice detail popup screen (select the click under the Payment Details Column) will provide payment detail information (payment method, payment number, payment amount).
- **Awaiting Process in Accounts Payable:** Invoice is currently with the Accounts Payable Invoice Processing Team awaiting processing.
- **Blocked for other reasons:** Invoice could be blocked for multiple of reasons. Select the invoice and then select the Customer Relations invoice inquiry icon to submit an inquiry request to AP request the reason for the block.
- **Routed to Contact name due to discrepancy:** Invoice associated with invoice discrepancy has been routed to the Siemens Business representative to review the discrepancy. For more information, please contact your Siemens Business Representative.
- **Routed to Contact name for approval:** Invoice not associated with a PO requires review and approval by Siemens. Invoice is with Siemens' contact awaiting approval. For more information, please contact your Siemens Business Representative.

4.2 Invoice Inquiry

NOTE: Remember that these inquiries will be addressed to a Supplier Support Representative where they will be processed. atencion_prov_gss.mx@siemens.com

IOL provides the option to create an "Inquiry" about any of your invoices. You can use this IOL feature in case you have any question or specific inquiry.

Select the option "**Non –Invoice Inquiry**"/ "**General Inquiry**" in IOL homepage to the left.



In the following screen you will be able to complete the data of the invoice you want to inquire about. Remember that the more data you provide, the easier it will be for our Siemens Representatives will be to assist you.

Inquiry Info

Reference Number

NEW

Status

Open

User

Z002RNNWK

Inquiry Date

1/23/2018 4:23:54 PM

Email Address

lucila.valdivia@siemens.com

Phone Number

.

Invoice Info

Invoice Number

Invoice Date

//

Invoice Amount

Vendor Name

PO Number

Payment Number

Inquiry Details

Inquiry Reason *

Select

Siemens Operating Co. *

Select

CC Email Address

Email addresses must be separated with a comma

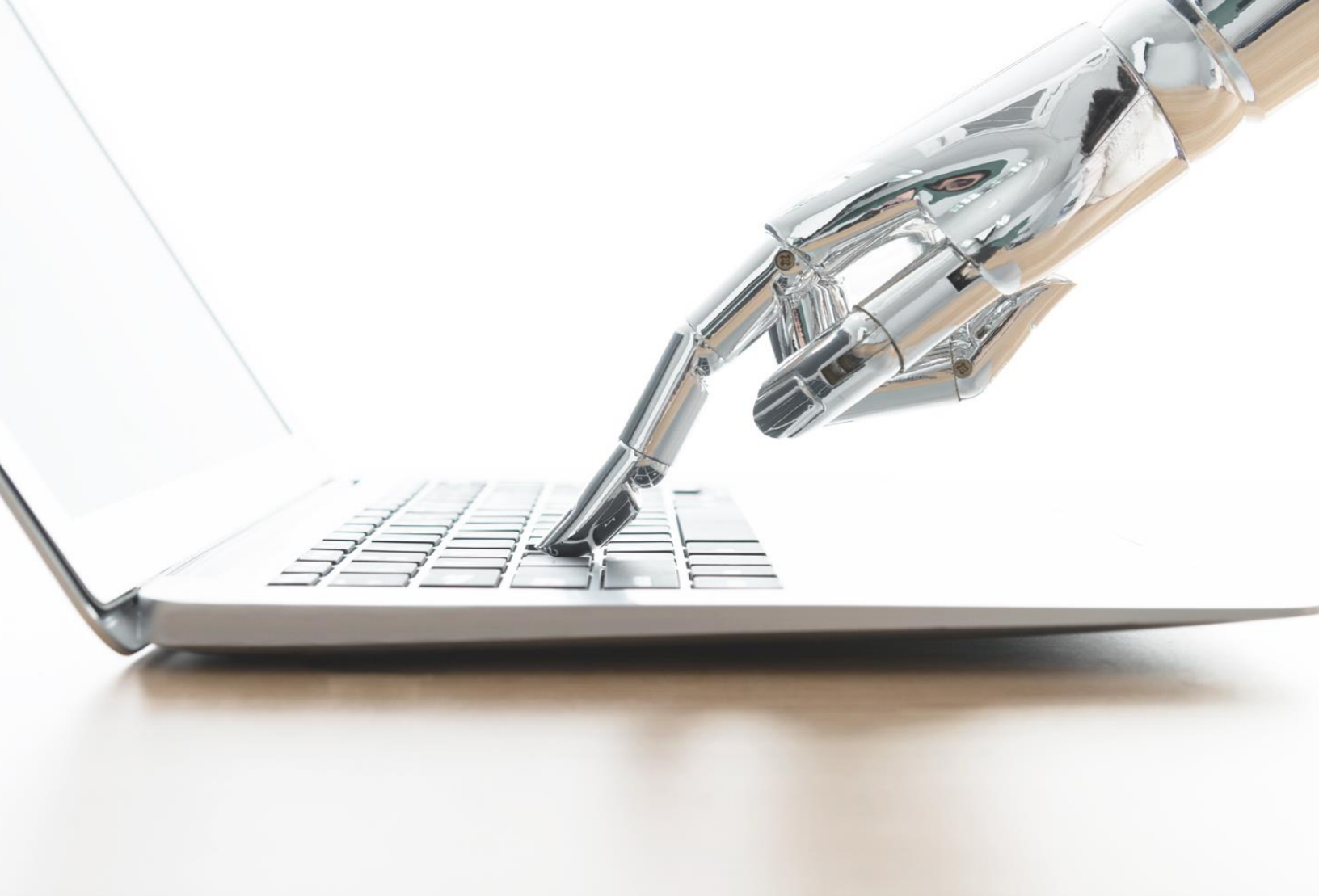
Siemens Contact Search

General Info

Please Enter Inquiry Details *

Add / View Attachment

Submit Inquiry



GLOBAL BUSINESS SERVICES

Ask Payton - Your virtual Assistant Quick guide to check the invoices' status in IOL



SIEMENS

Contents

1. Ask Payton- Your virtual assistant in IOL	3
2. Ask Payton availability	4
3. Cheking the status of your invoices	5
4. Invoice's Status	7

1. Ask Payton- Your virtual assistant in IOL

Quick Guide: Check the status of your invoices.

1.1 What's Ask Payton?

Ask Payton is the new tool available in [IOL](#) (Invoices On-Line) to make invoice payment status inquiries faster and easier.

Ask Payton is a virtual assistant you will be able to interact with to find out when your invoices were paid or if they already have an estimated date of payment. Payton will also let you know if a discrepancy has been identified and you must contact your Siemens Business Representative to solve the issue.

To start using Ask Payton you must be a registered user in IOL and sign in before you can access the virtual assistant.

IOL Portal link

<https://siemens.myactiveworx.com>

Supplier's portal

<https://new.siemens.com/mx/es/compania/portal-del-proveedor.html>

1.2 Prepare yourself to use Ask Payton

Before you start your conversation with Ask Payton, you should consider the following:

- At the moment, the virtual assistant **is only available in English**. You must not address it in any other language.
- Before you ask a question, make sure you have got the Invoice Numbers or Purchase Orders you wish to inquire about
- Be sure to make a simple question or type a keyword (in english) to the conversation so Ask Payton can identify that you are interested in checking the status of a certain document, so it displays the Search Menu embedded in the chat.
 - **Sample Questions:** *When is my invoice going to be paid?, when is my invoice due for payment?, when was my invoice paid?*
 - **Key words:** *Invoice, payment, paid.*

2. Ask Payton availability



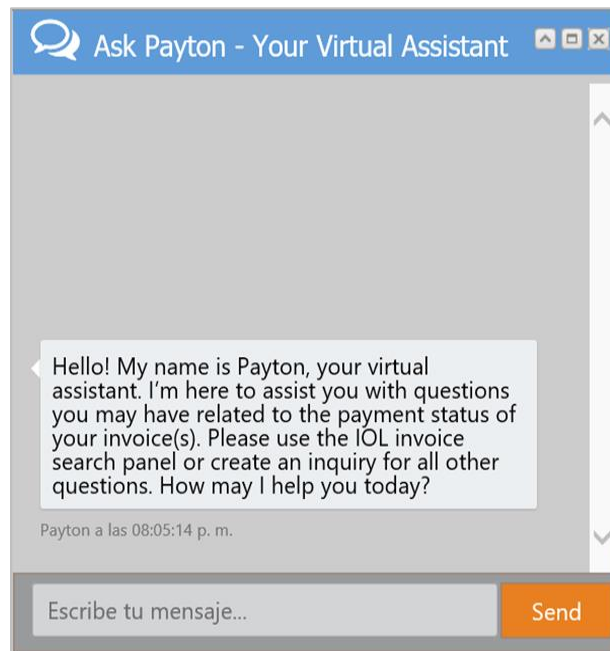
ARE	Company	Country
5567	Siemens S.A. de C.V.	México
5560	Grupo Siemens S.A. de C.V.	México
5566	Siemens Inmobiliaria S.A. de C.V.	México
5564	Industria de Trabajos Eléctricos S.A. de C.V.	México
5525	Siemens SA	El Salvador
5530	Siemens SA	Guatemala
482X	Siemens Energy S. de R.L. de C.V.	México
542E	Siemens Energy S. de R.L. de C.V. (Transformadores)	México
596D	Siemes Energy S.R.L.	República Dominicana
570M	Siemens Healthcare Diagnostics S. de R.L. de C.V.	México
543G	Siemens Healthcare S.A.	Costa Rica
401X	Siemens Mobility S de RL de CV	México

3. Cheking the status of your invoices

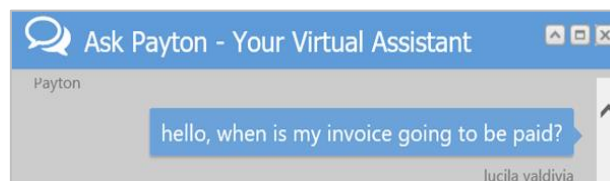
1. Once you have logged in to IOL click the chat's icon.



A new dialog box will display as shown below:



2. Start typing a question or key word as shown in 1.2 examples.



Once you have asked a valid question, Payton will request the following information to perform the search.

Ask Payton - Your Virtual Assistant

Payton

hello, when is my invoice going to be paid?

lucila valdivia

To assist you with your request, please provide at least one of the following pieces of information:

Invoice number

Invoice amount & currency

Invoice date

PO number

Payton a las 08:21:14 p. m.

Escribe tu mensaje... Send

Select the option “**invoice number**”, you may insert any of the suggested options, but the most accurate search will always be returned if you search with the invoice number (max 22 characters). After you insert the invoice number, the system will seek confirmation of the veracity of the information provided.

Ask Payton - Your Virtual Assistant

GD4142

lucila valdivia

Thank you for providing Invoice number : GD4142

Payton

This is the invoice information you provided:

Invoice Number: GD4142
Amount:
Date:
PO Number:

Payton

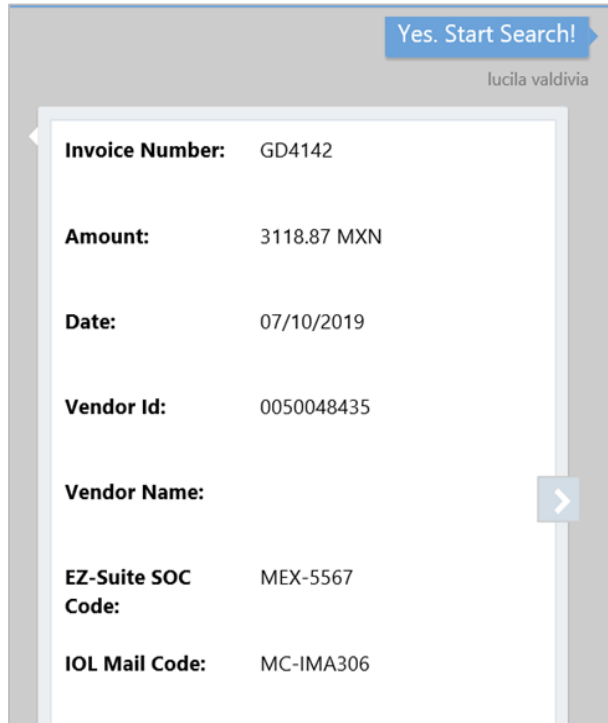
Is the data correct? Do you want to start your search?

Yes. Start Search!

No. Let me change my data.

Payton a las 08:13:25 p. m.

The results of the search will be displayed:



The screenshot shows a modal window with a blue header bar containing the text "Yes. Start Search!". Below the header, the name "Lucila Valdivia" is displayed. The main content area lists the following invoice details:

Invoice Number:	GD4142
Amount:	3118.87 MXN
Date:	07/10/2019
Vendor Id:	0050048435
Vendor Name:	
EZ-Suite SOC Code:	MEX-5567
IOL Mail Code:	MC-IMA306

A right arrow button is located next to the "Vendor Name" field.

4. Invoice's Status

Once you perform your search, the system will display a different message depending on the status of the invoice regarding the invoice payment process of Siemens. If there is an action required from your side, the assistance will also notify immediately. Please be informed of the multiple existing invoice statuses.

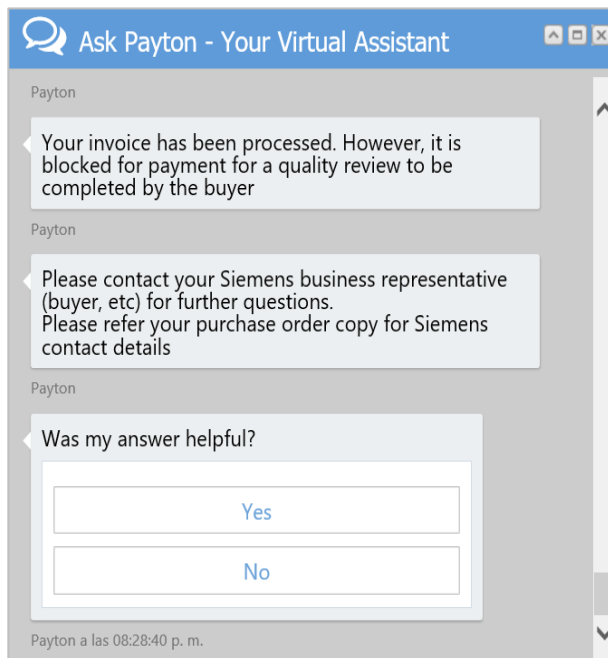
4.1 Awaiting payment

The screenshot shows a chat window titled "Ask Payton - Your Virtual Assistant". The chat history includes:

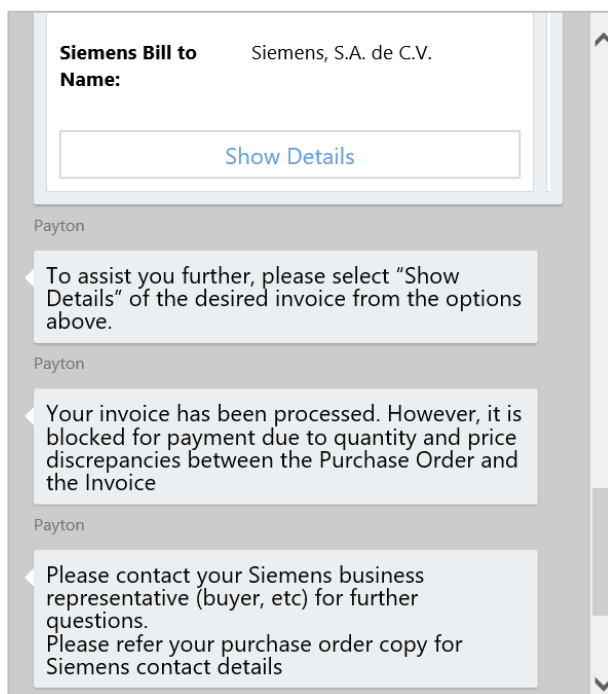
- Payton:** Your invoice is not yet due for payment as the Purchase Order payment terms are within 90 days Due net.
The net due date is: 10/08/2019
- Payton:** There is no action required.
NOTE: Due to various payment run schedules (weekly, monthly etc.) at Siemens Accounts Payable, the actual payment date may not be the scheduled payment date. Your invoice will be paid on the next scheduled payment run following your invoice payment due date
- Payton:** Was my answer helpful?
Buttons: Yes, No
- Yes** (selected)
- lucila valdivia:** To continue to enhance Payton, please give us your thoughts by completing this short survey:
<https://www.surveymonkey.com/r/VH3RL5L?Email=lucila.valdivia%40siemens.com&FirstName=lucila&LastName=valdivia>
- Payton:** I'm glad that I was able to help you today, is there anything else I can assist you with?

Payton a las 08:19:21 p. m.

4.2 Blocked for quality review



4.3 Blocked for PO discrepancy



4.4 Blocked for PO price discrepancy

Payton

▶ Your invoice has been processed. However, it is blocked for payment due to a price discrepancy between the Purchase Order and the Invoice

Payton

▶ Please contact your Siemens business representative (buyer, etc) to resolve this issue. Please refer your purchase order copy for Siemens contact details

4.5 Blocked for PO quantity/goods receipts discrepancies

Payton

▶ Your invoice has been processed. However, it is blocked for payment due to a quantity discrepancy between the Purchase Order and the Invoice

Payton

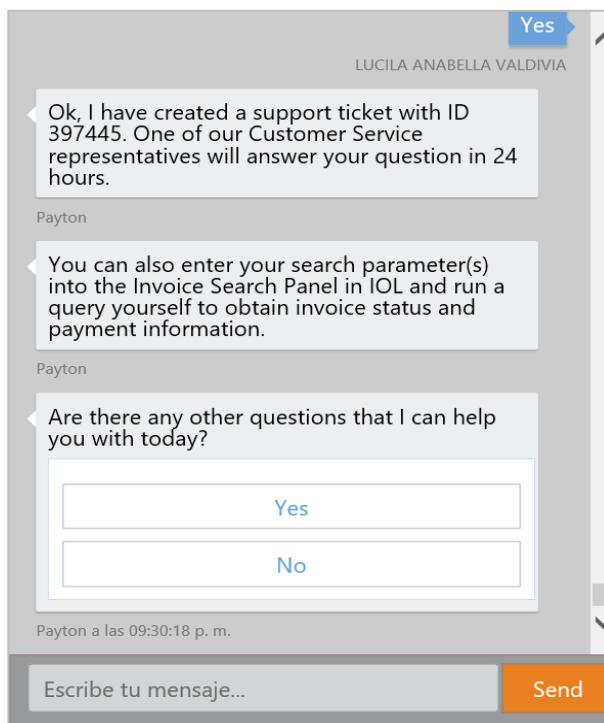
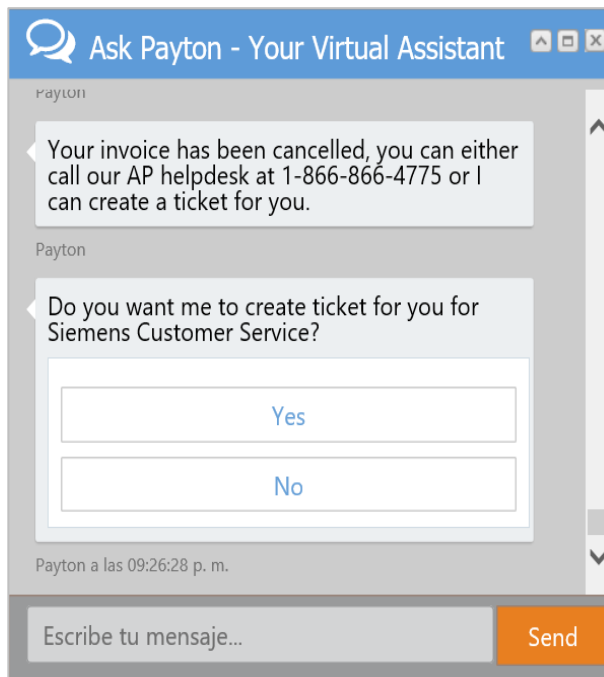
▶ Please contact your Siemens business representative (buyer, etc) to resolve this issue. Please refer your purchase order copy for Siemens contact details

Payton

▶ Was my answer helpful?

Payton a las 09:05:47 p. m.

4.6 Cancelled



You can also contact our vendor assistance e-mail.

atencion_prov_gss.mx@siemens.com

4.7 Paid - EFT payment

Your invoice has been paid on 10/03/2019 (clearing date) with payment number 2000351837

Payton

Electronic payments can take up to 2-3 business days to reach your financial institution from the payment date

Payton

Was my answer helpful?

Yes

No

Payton a las 09:41:44 p. m.

4.8 Paid by ORBIAN

Payton

Your invoice has been paid to your ORBIAN account. Please download the payment details from <https://www.orbianclient.com/member> or email at service@orbien.com for any help

Payton

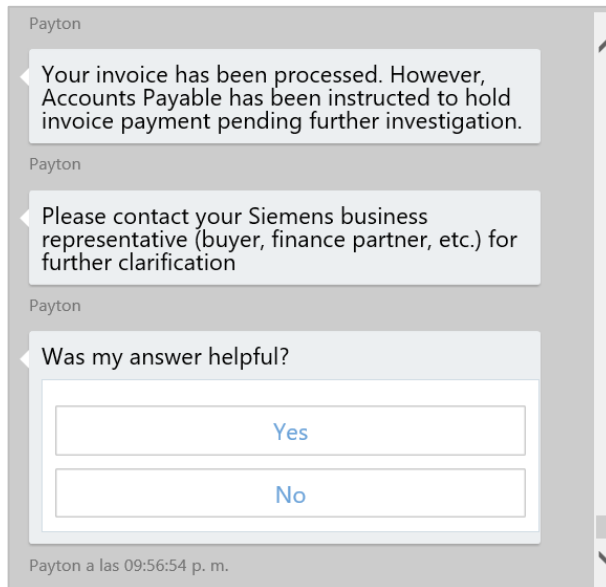
Was my answer helpful?

Yes

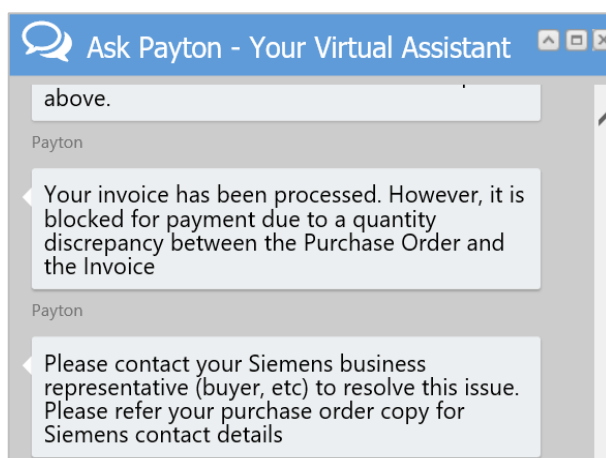
No

Payton a las 09:46:56 p. m.

4.9 Payment held due to management direction



4.10 Payment held due to management direction and blocked for PO price discrepancy



DISCLAIMER

© Siemens 2022

Subject to changes and errors. The information given in this document only contains general descriptions and/or performance features which may not always specifically reflect those described, or which may undergo modification in the course of further development of the products. The requested performance features are binding only when they are expressly agreed upon in the concluded contract.

All product designations may be trademarks or other rights of Siemens AG, its affiliated companies or other companies whose use by third parties for their own purposes could violate the rights of the respective owner.