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

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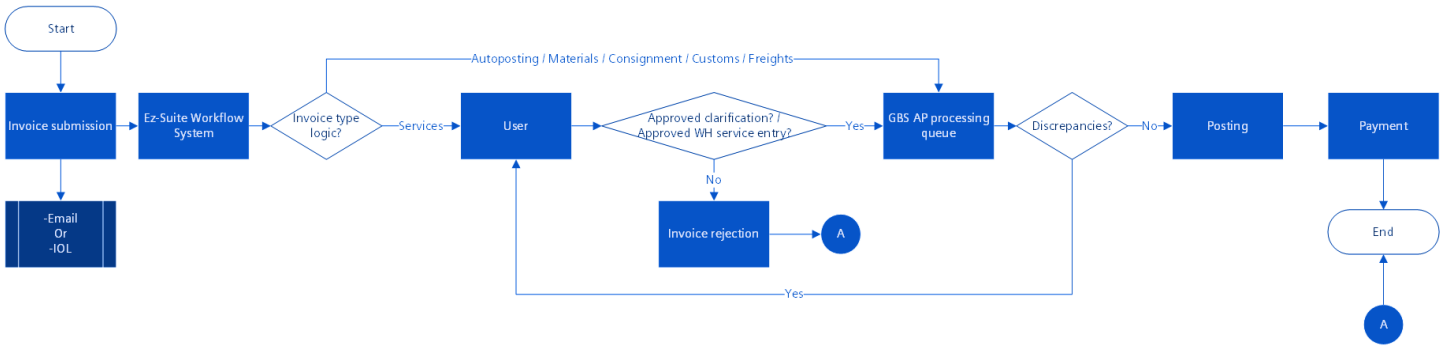
Information to consult before starting

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

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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

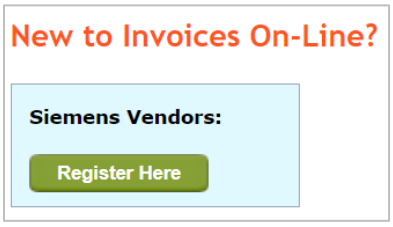
- Siemens S.A. - Guatemala.
- Siemens Healthcare Diagnostics S.A. – Costa Rica.
- Siemens S.A. - El Salvador.
- Siemens Healthcare S.A. - El Salvador

TOPIC 2

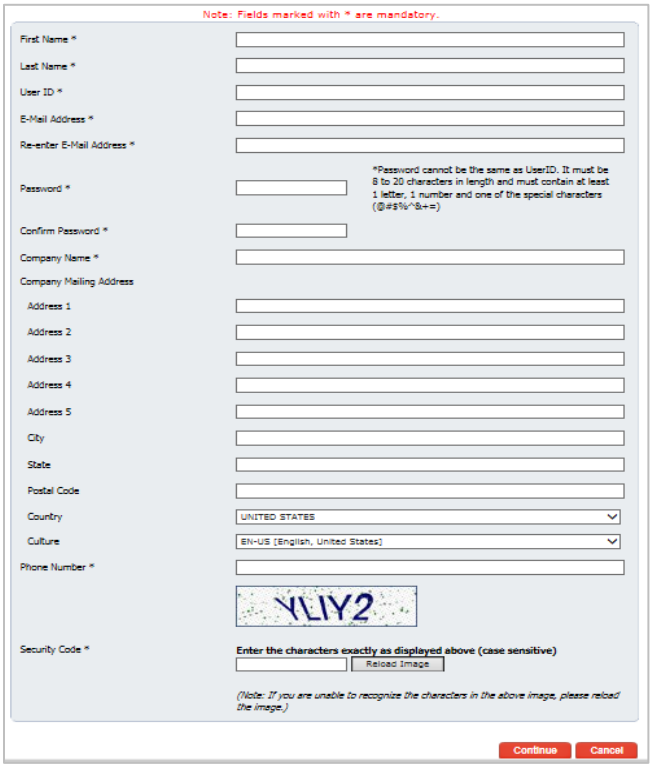
2 Registration

To complete your registration please follow the next steps:

1. Access to IOL portal (https://siemens.myactiveworx.com) and select “Siemens Vendors” | “Register Here”.



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



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.

Noreply@directinsite.com martes 08/08/2017 03... 15 ... Inbox

Estimado

You have completed the **first of two steps** in the self-registration process! For security reasons, you must complete the final step below in order to gain access to IOL.

Current Siemens Vendors (Invoice on file):
You will need to supply information from a recently paid invoice including:
Número de Factura Fecha de Factura Monto de la Factura
New Siemens Vendors (No Invoice on file):
You will need to supply the following:

- **Your Company's remit to address**. Your remit to address is the address on your company's invoice that indicates the location where invoice payments should be sent. Even if you receive your payments electronically, this address is needed to confirm your identity. Please contact your company's accounts receivable/ billing department if you are uncertain of your remit to address.
- **Your Company's Siemens remit to vendor number**. This can be attained from your Siemens Operating Company business contact and/or buyer.

Please click on the 'Continue User Registration' link below to complete the activation of your selected password and UserID:

Continue User Registration

If you are unable to click the above link, please copy and paste the following text to your browser:

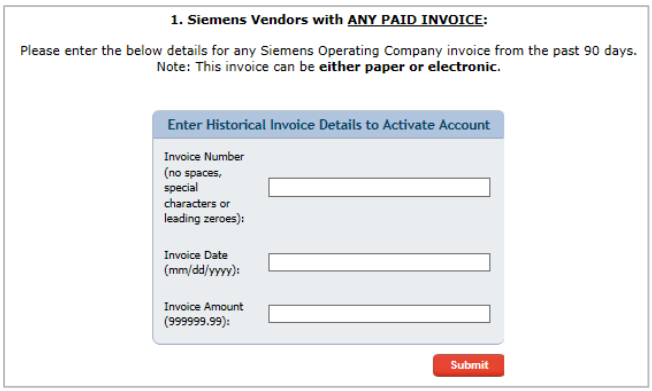
https://siemens.iolportal.com/siemens/Common/GlobalReg/RegInvVerification.aspx?UserID=DE5745E8-E7BB-4554-AF9C-ADFC8BD9E351&Install=SIEMENS&Culture=ES-ES

If you require Invoices On-Line (IOL) application support, please contact:

Phone: 866-866-4775 Extension 101

Email: support@iolportal.com

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:
   a) Invoice number
   b) Invoice date
   c) Invoice amount.



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):

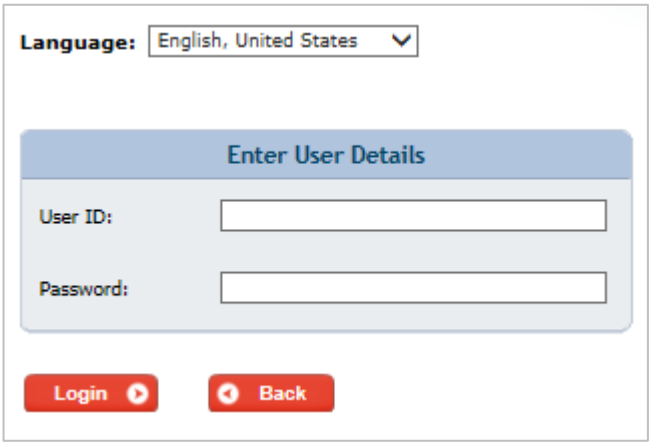
Invoice Date (mm/dd/yyyy):

Invoice Amount (999999.99):

Submit

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".**



Language: English, United States

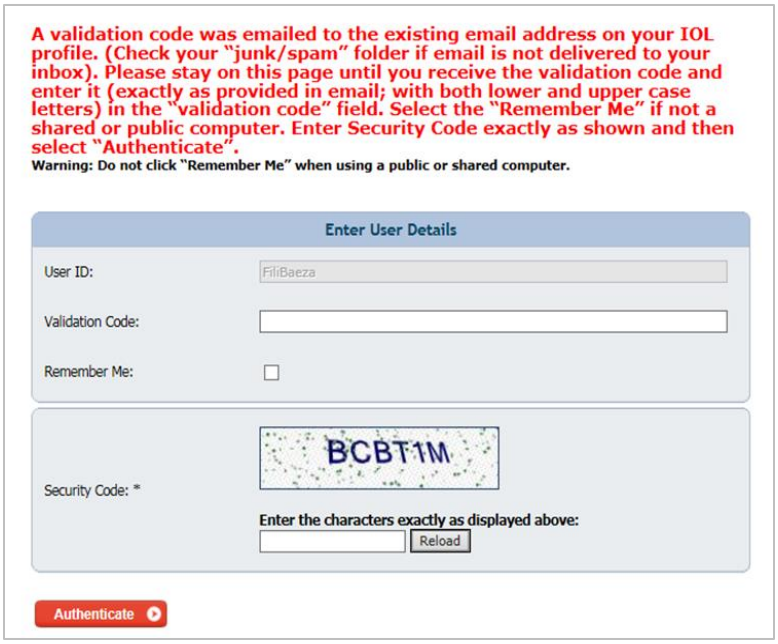
Enter User Details

User ID:

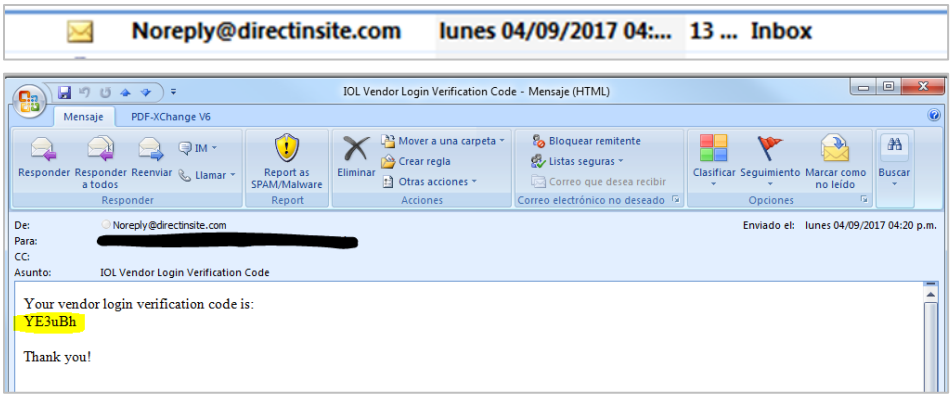
Password:

Login Back

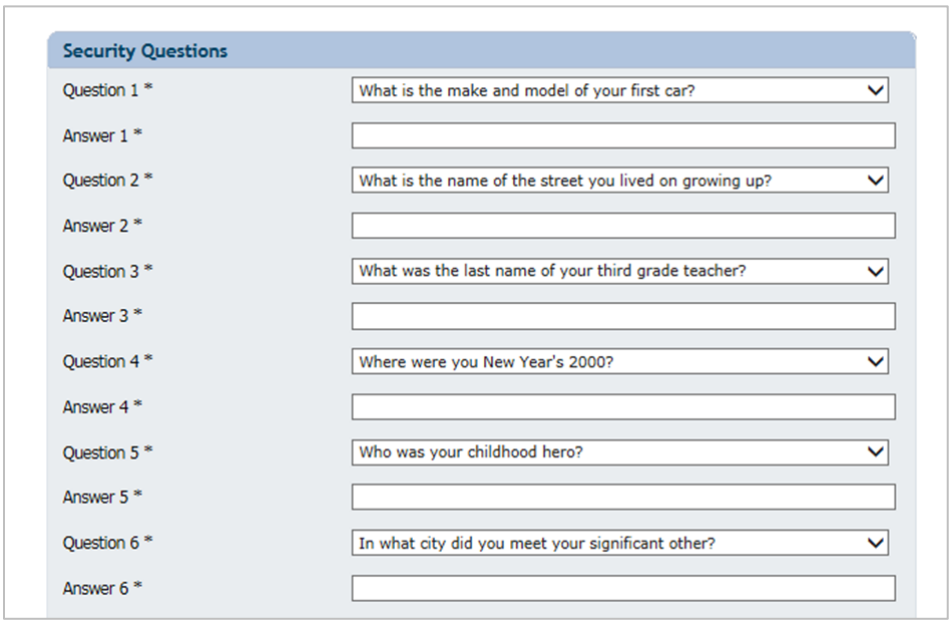
The following screen will be displayed, you will be required to enter a validation code, which will be submitted to the e-mail you provided when completing your registration.



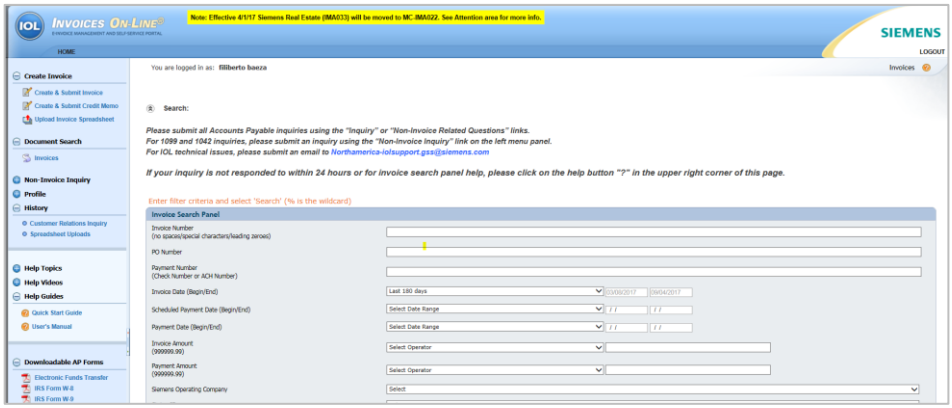
6. When you receive this code and enter it in IOL, the system will request for a Password change.



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



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.



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

TOPIC 3

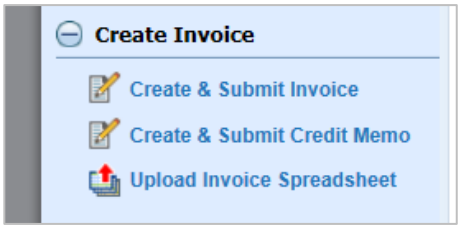
3 Invoice Upload

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).

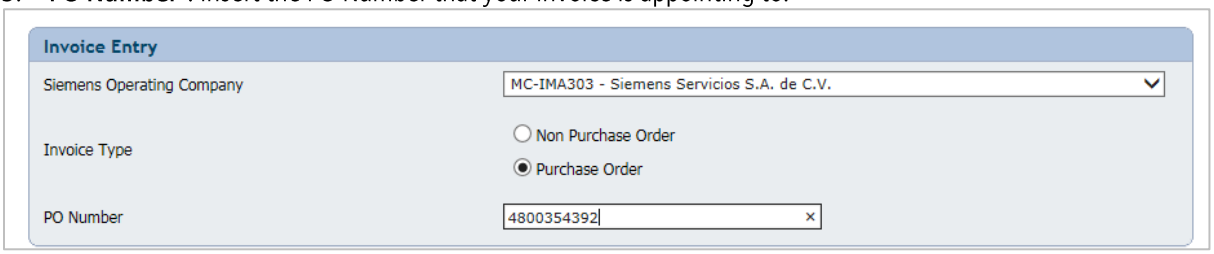
NOTE: Each Siemens Company owns a unique **IMA** number; **you must select the correct IMA** so your invoice is properly routed. The IMAs from the different Siemens Operating Companies:

- 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.

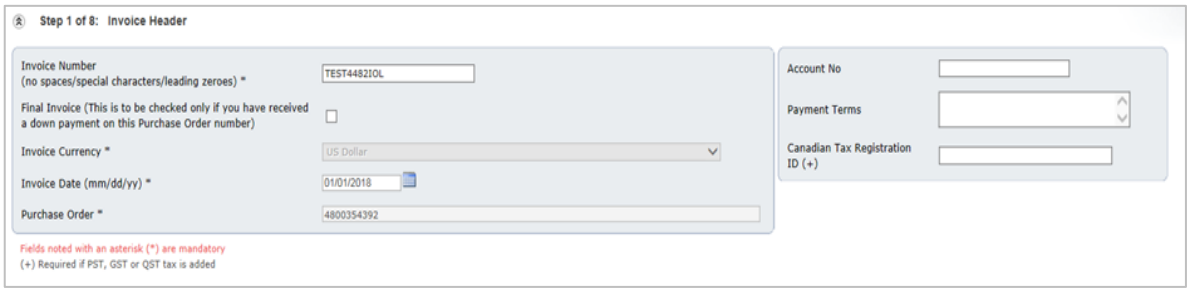


NOTE: In case your PO is closed/blocked or invalid, the system will not allow you to access with that PO. You will have to submit an email to atencion_prov_gss.mx@siemens.com with a print screen of the error so you can be assisted.

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 (*):



- 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.

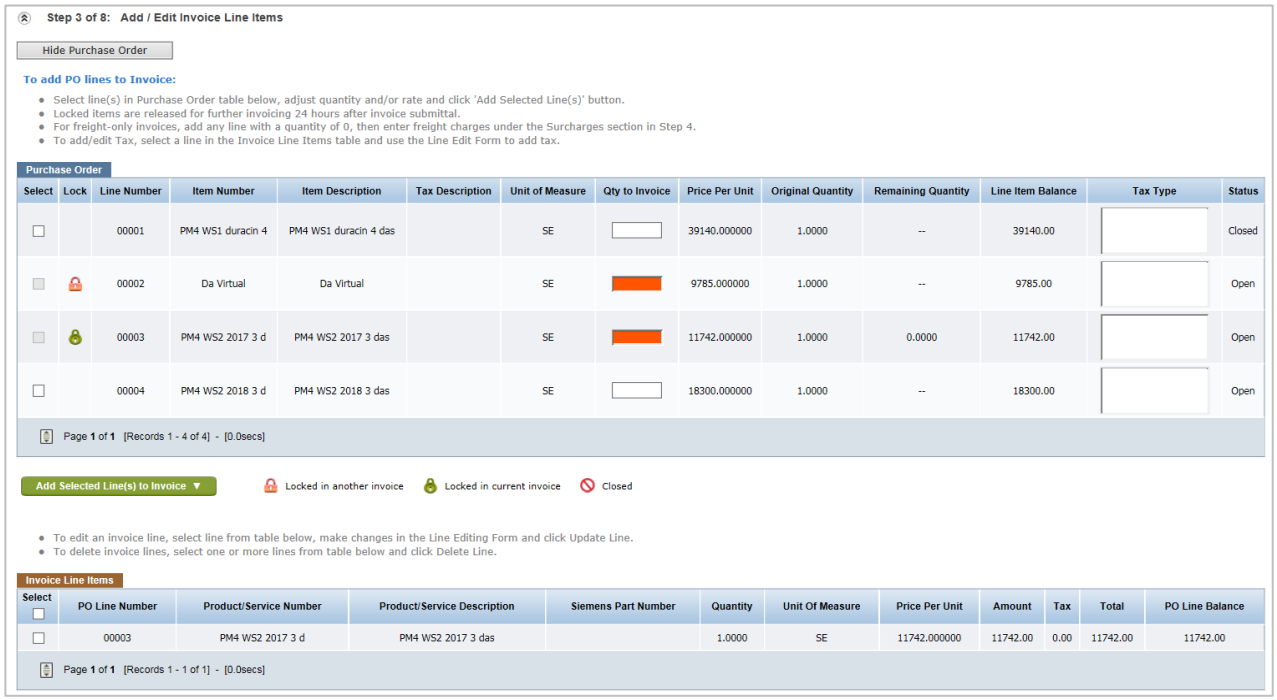
Step 3.

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.

Purchase Order

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.

Invoice Line Items

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:

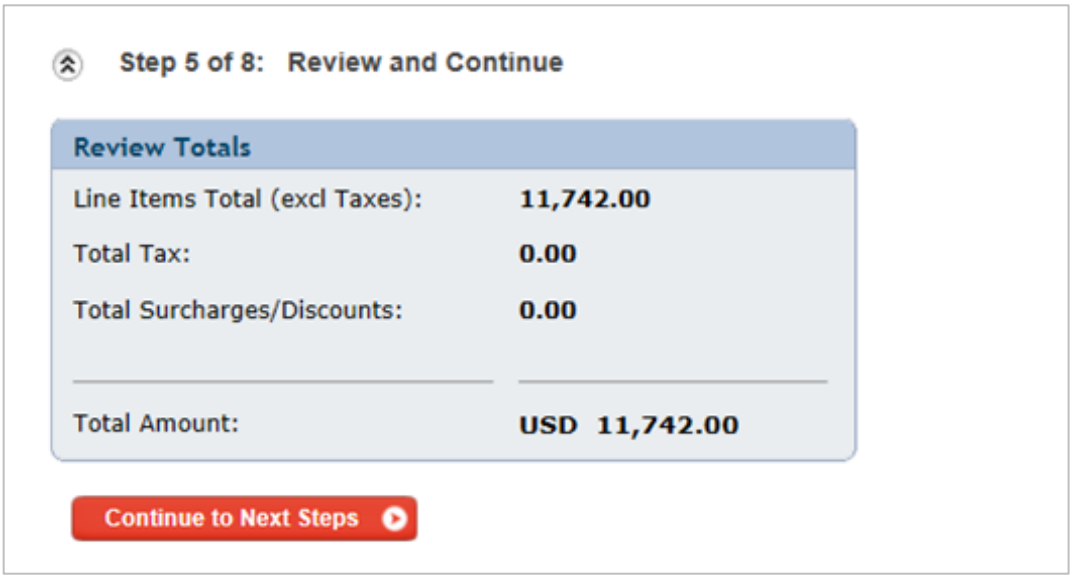
Locked in another invoice: A preliminary invoice that has not yet been submitted is blocking this specific line item and it will not be released unless the other invoice is submitted or deleted.
Locked in current invoice: This line item has been added to this invoice previously.
Closed: A Siemens Strategic Buyer has closed this line item; please contact him for any additional question.

Step 4.

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

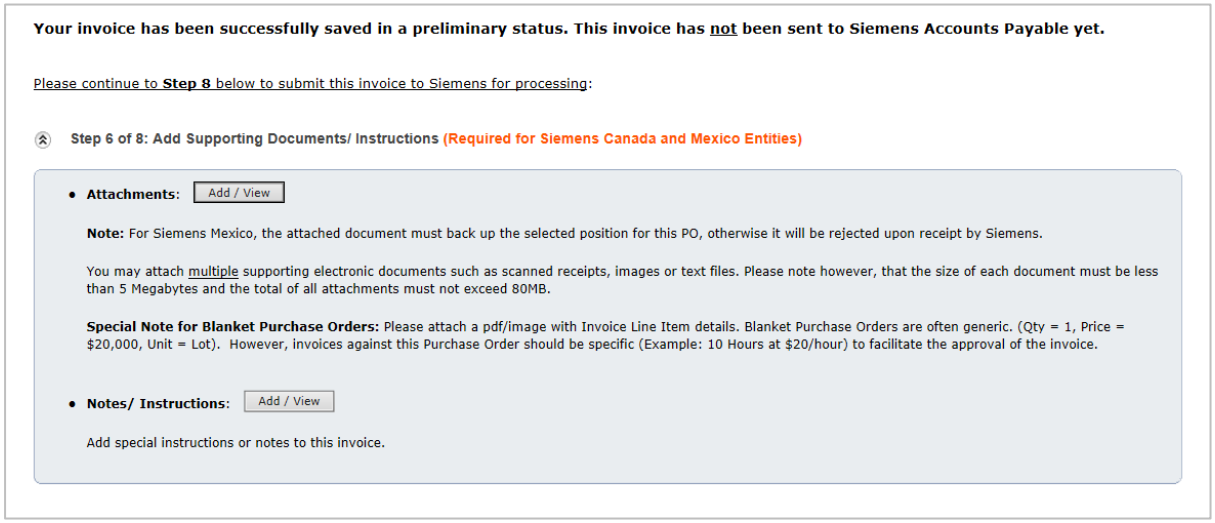
Step 5.

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



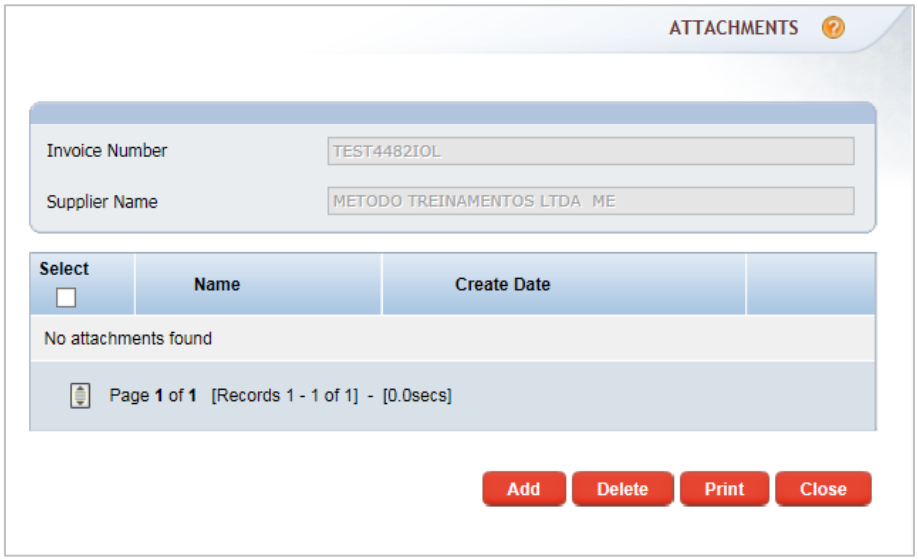
Step 6.

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

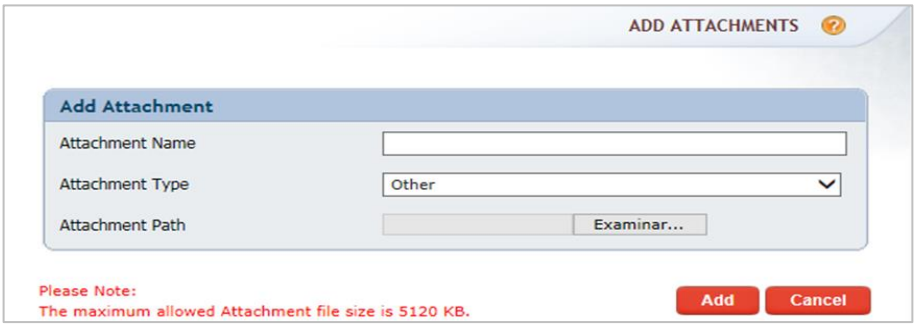


- Remember that you can attach multiple documents if the size of each document is less than 5 MB.
- In case that you require to add a note or commentary, you can do it in the option "notes/Instructions".

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

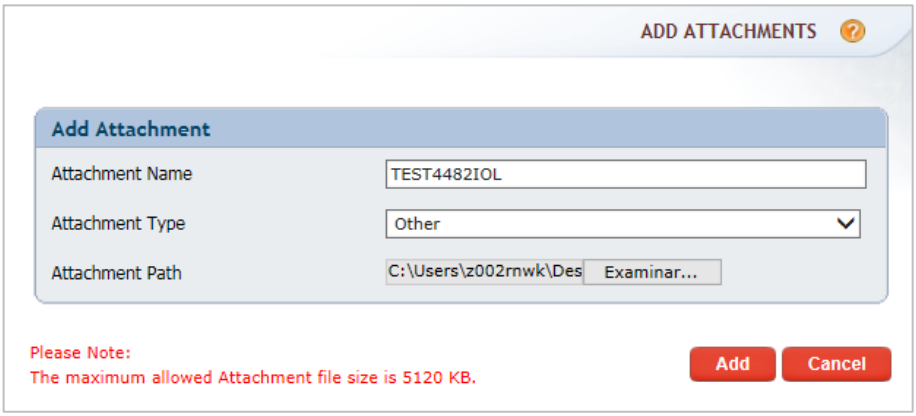


Press the **"Add"** button, the following screen will display:



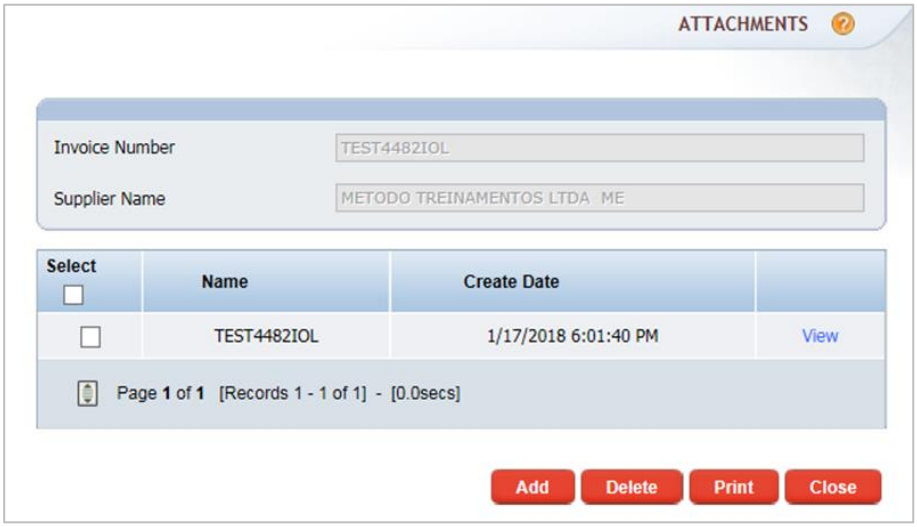
Please complete the information in the following fields:

- 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.



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.

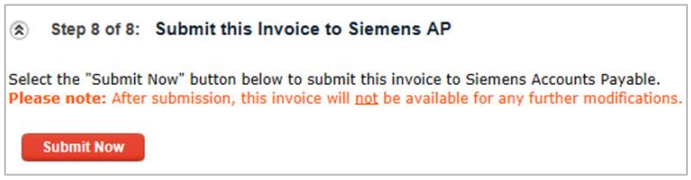


Step 7 (optional):

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"**

Step 8:

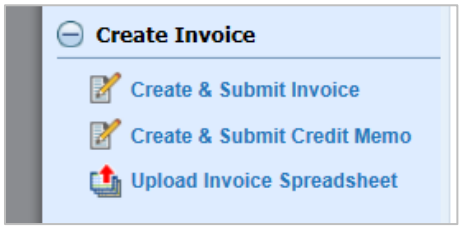
Press the button **"Submit Now"** to upload your invoice. Remember that once the invoice has been submitted you won't be able to modify it.



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.

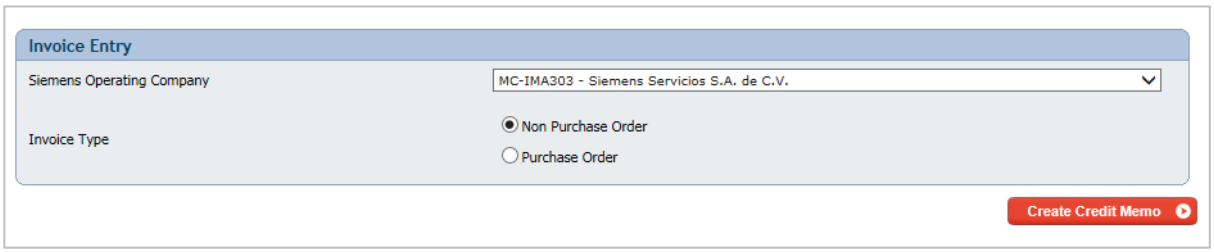


1. To start with the process, you need to insert the IMA corresponding to the SOC "Siemens Operating Company" (The Siemens Company you are submitting the credit note to).

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:

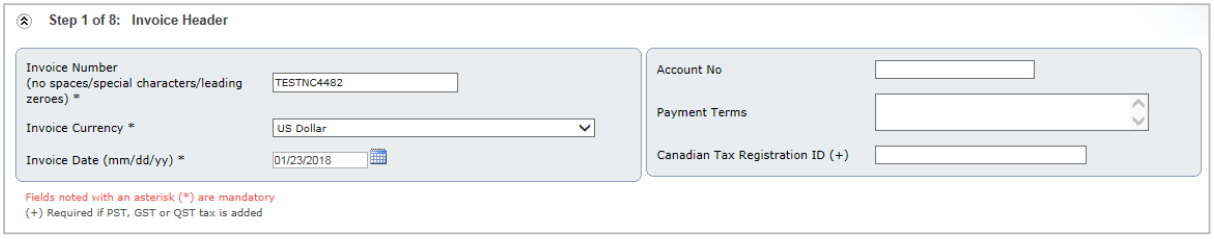
- IMA 306 - Siemens S.A. de C.V.
- IMA 305 - Siemens Inmobiliaria S.A. de C.V
- IMA 301 - Industria de Trabajos Eléctricos S.A. de C.V.

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.

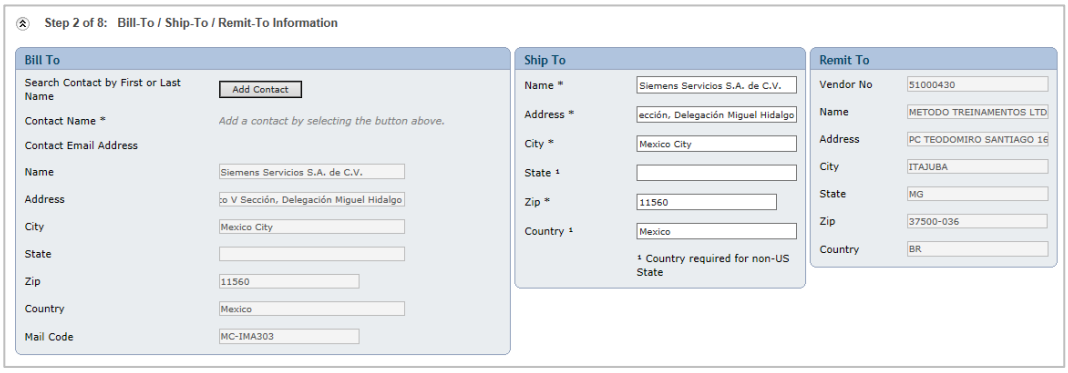
Step 1.
Please complete all mandatory fields (*):



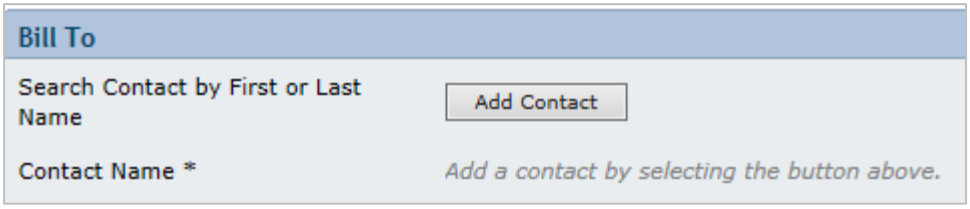
- Invoice Number.
- Invoice Currency: Currency of the Credit Memo.
- Invoice Date: Issuance Date of the Credit Memo.

Step 2.

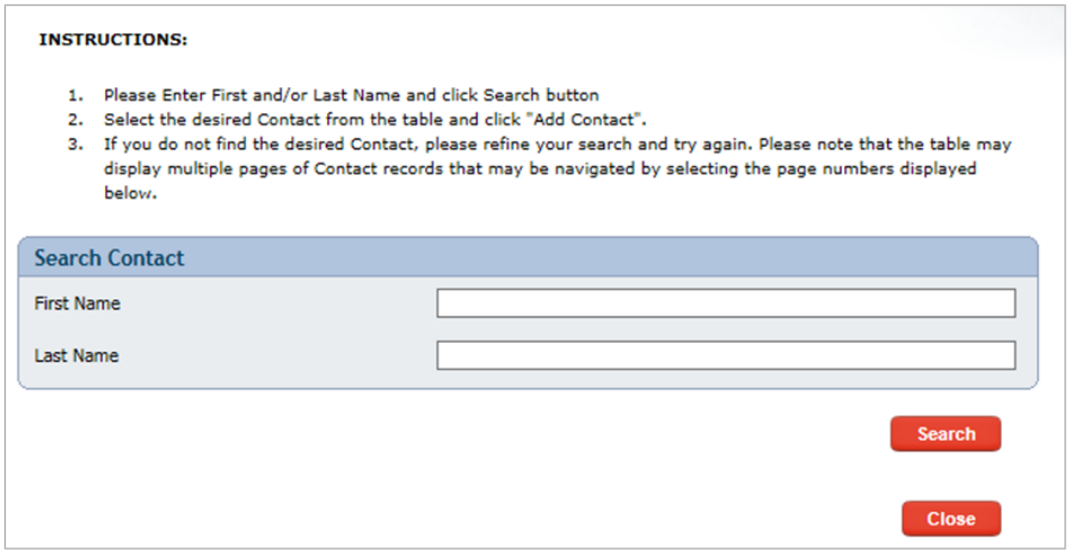
The system will autocomplete the information of the fields “Bill to” and “Remit to”. Verify that the information is correct and complete the info of the fields “Bill to/ Add Contact” and also “Ship to” (mandatory).



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



Then press the button **“Search”**.



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: Javier

Last Name: Morelos

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".**

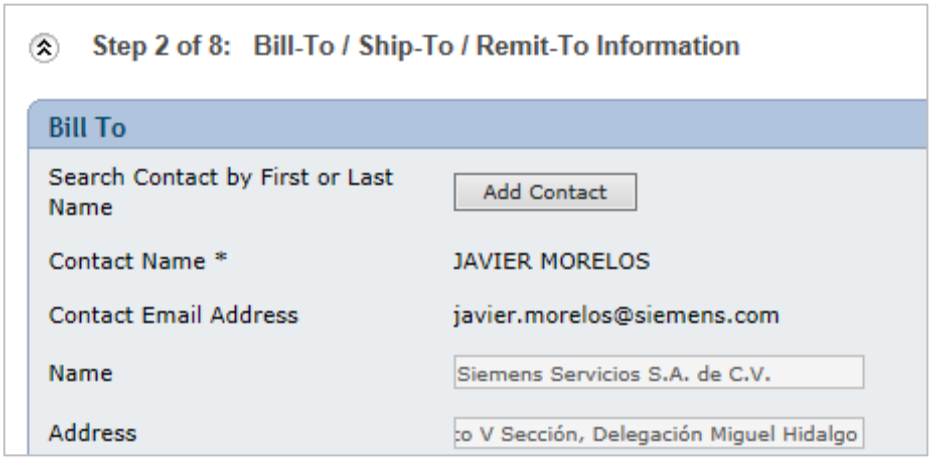
Select	First Name	Last Name	SOC	Email Address
☑	JAVIER	MORELOS	Siemens Servicios S.A. de C.V.	javier.morelos@siemens.com
☐	JAVIER	MORELOS	Siemens Healthcare Diagnostics, S. de R.L. de C.V.	javier.morelos@siemens.com
☐	JAVIER	MORELOS	Indústria de Trabajos Eléctricos S.A. de C.V.	javier.morelos@siemens.com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

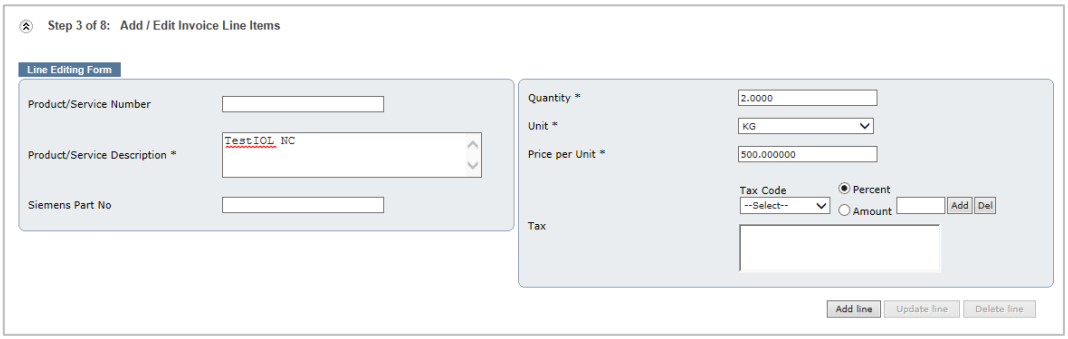
Add Contact

The contact was added successfully.

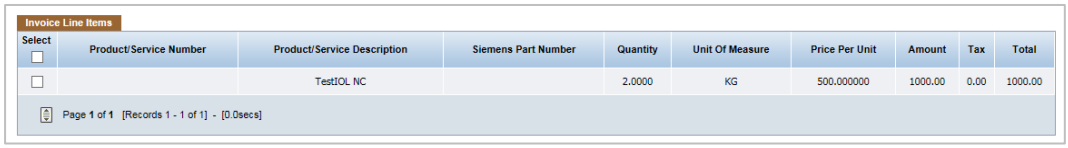


Step 3.

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".**



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

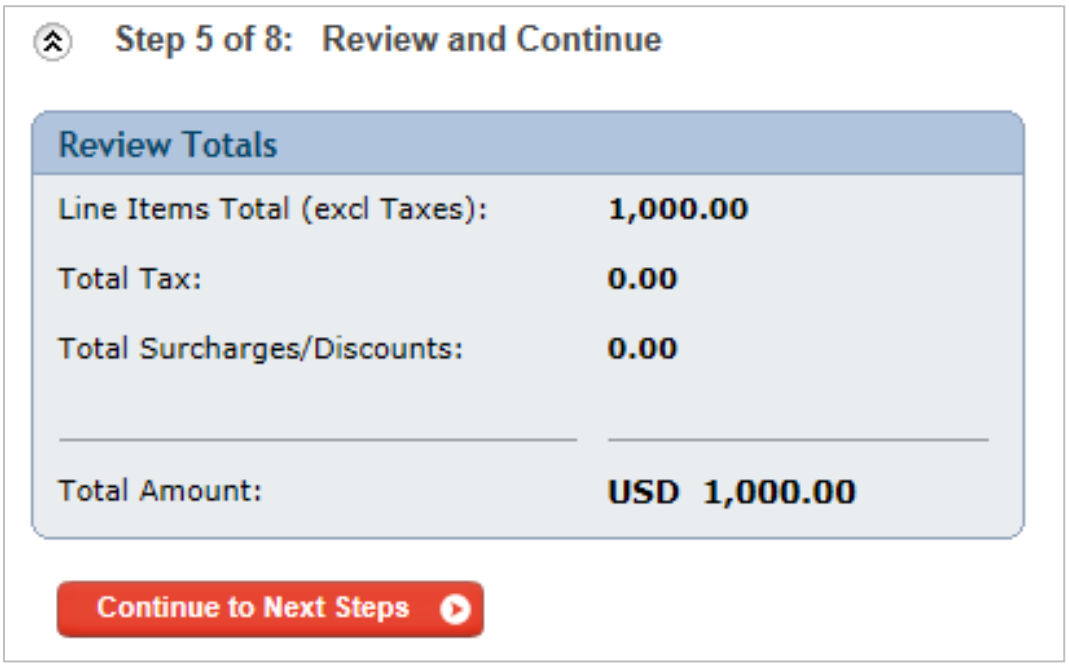


Step 4 (optional).

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

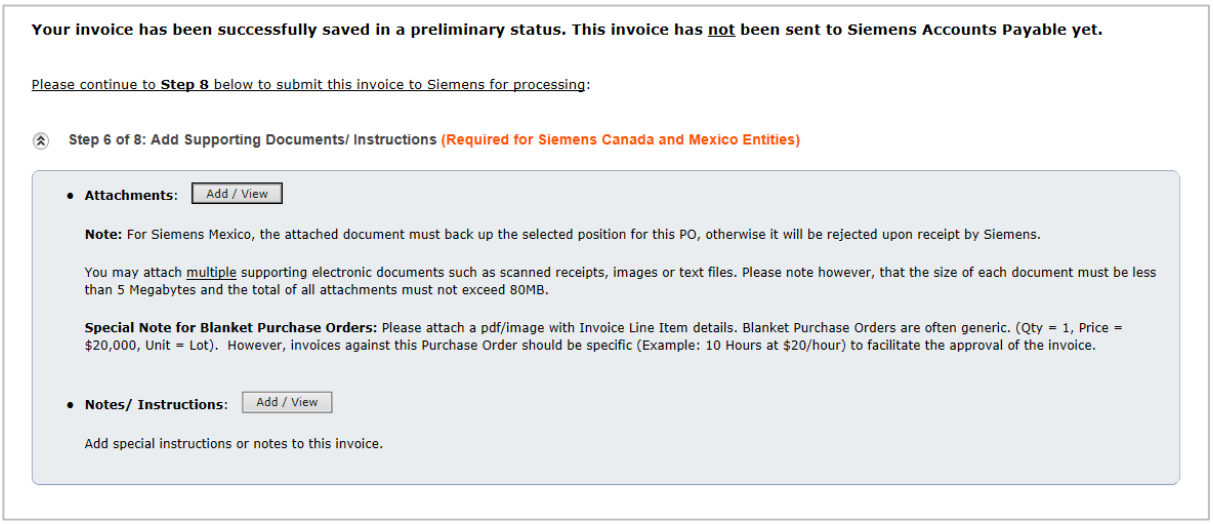
Step 5.

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



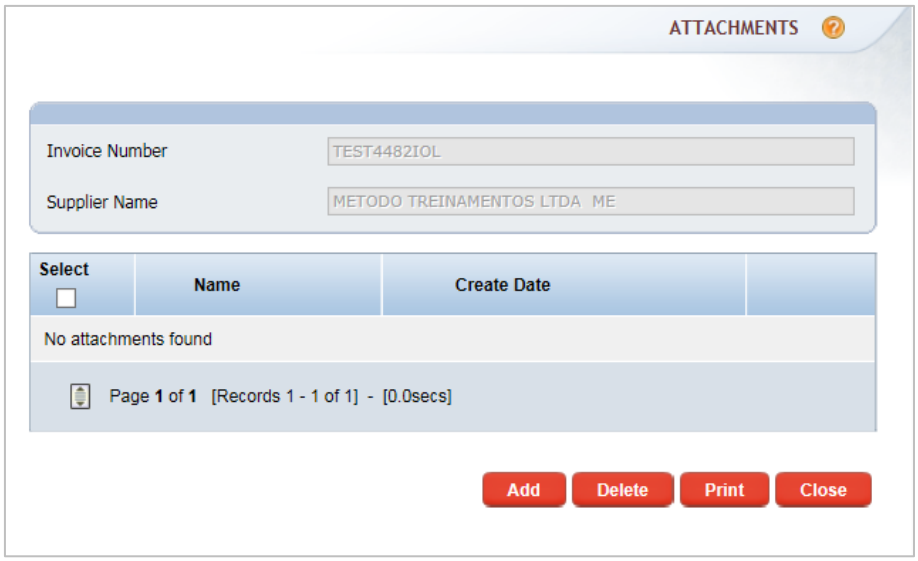
Step 6.

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

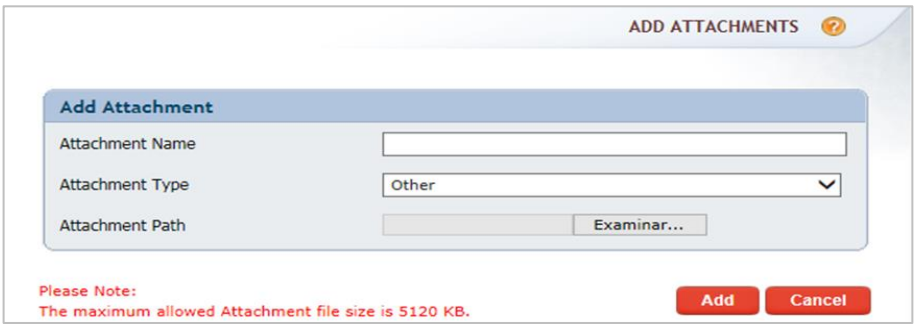


- Remember that you can attach multiple documents if the size of each document is less than 5 MB.
- In case that you require to add a note or commentary, you can do it in the option “notes/Instructions”.

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

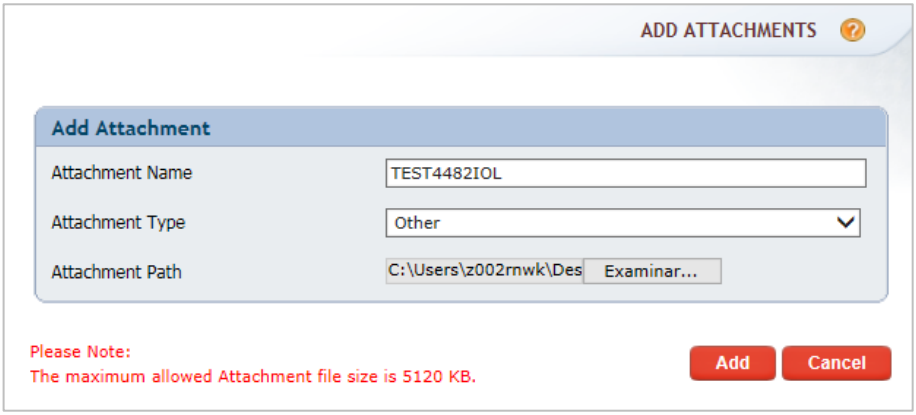


Press the **"Add"** button, the following screen will display:

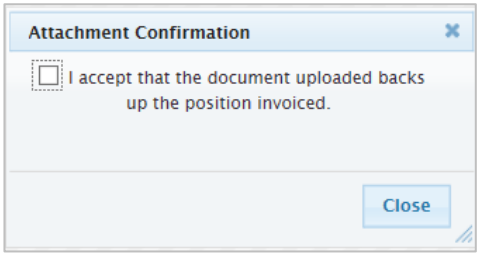


Please complete the information in the following fields:

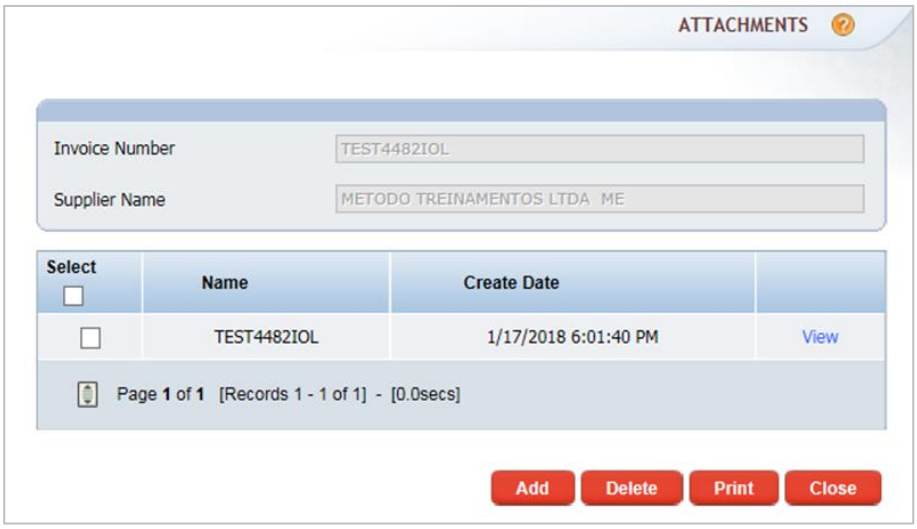
- Attachment Name: Name of the file (Credit Memo Number)
- Attachment Type: Select **"Other".**
- Attachment Path: Search the document in your Document Library and upload the Credit Memo.



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.



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

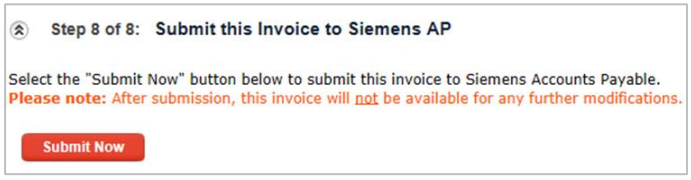


Step 7 (optional):

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

Step 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.



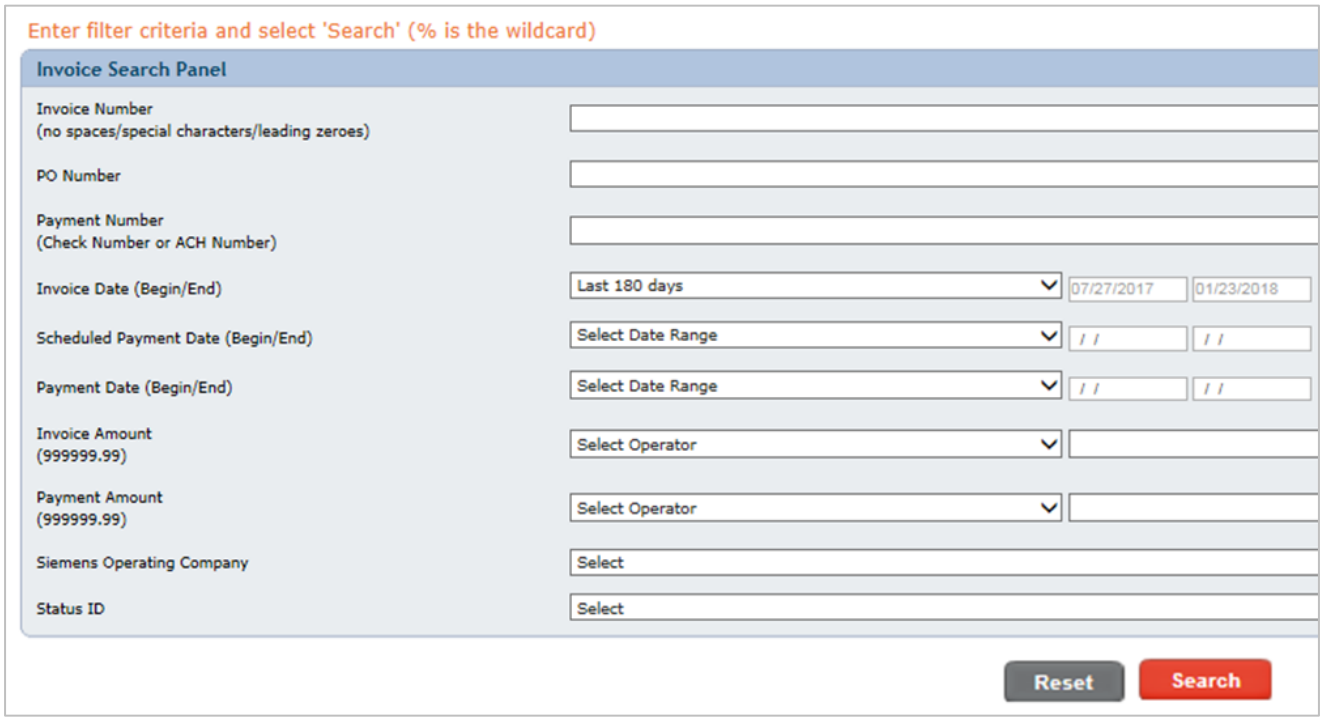
TOPIC 4

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.

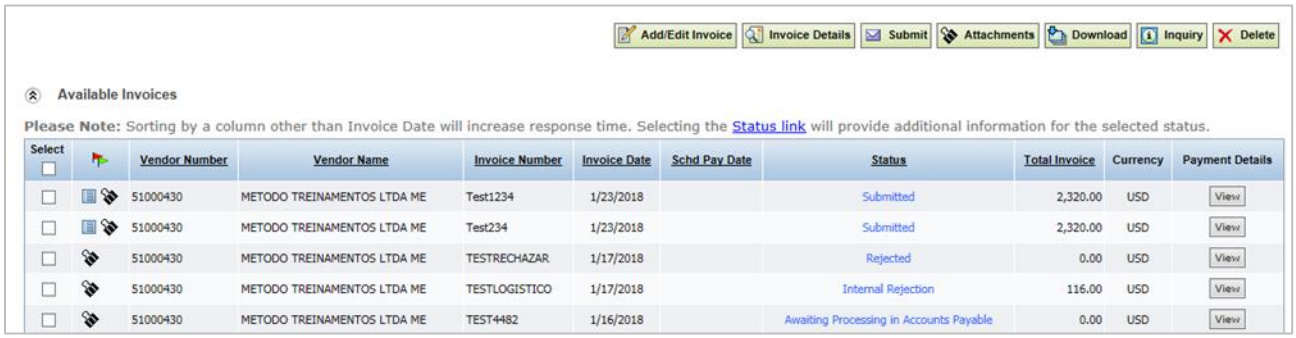
For a more effective search you are suggested to enter the "Purchase Order Number" or "The Invoice Number" and then press **"Search"**. To the bottom of the screen, you will see the documents that the system retrieves.

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.



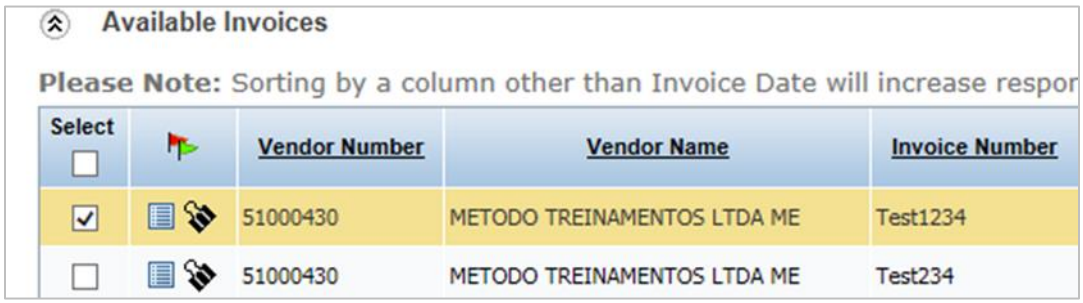
The result of the search delivers the following results:

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

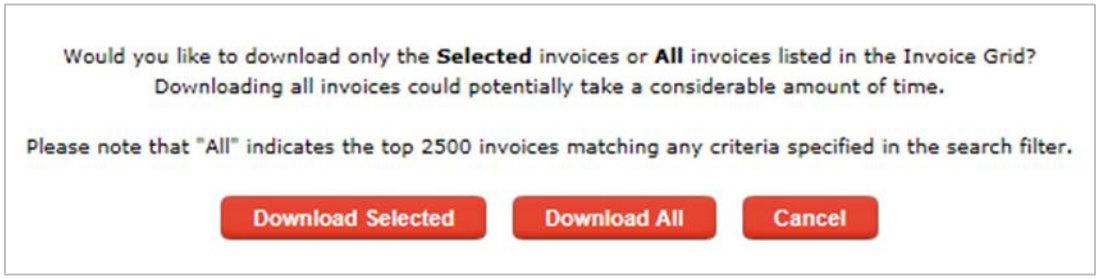


Select	Vendor Number	Vendor Name	Invoice Number	Invoice Date	Schd Pay Date	Status	Total Invoice	Currency	Payment Details
	51000430	METODO TREINAMENTOS LTDA ME	Test1234	1/23/2018		Submitted	2,320.00	USD	View
	51000430	METODO TREINAMENTOS LTDA ME	Test234	1/23/2018		Submitted	2,320.00	USD	View
	51000430	METODO TREINAMENTOS LTDA ME	TESTRECHAZAR	1/17/2018		Rejected	0.00	USD	View
	51000430	METODO TREINAMENTOS LTDA ME	TESTLOGISTICO	1/17/2018		Internal Rejection	116.00	USD	View
	51000430	METODO TREINAMENTOS LTDA ME	TEST4482	1/16/2018		Awaiting Processing in Accounts Payable	0.00	USD	View

The prior information can be downloaded by pressing the "Download button", you can select the invoices that you wish to download or download all.



Select	Vendor Number	Vendor Name	Invoice Number
☑	51000430	METODO TREINAMENTOS LTDA ME	Test1234
☐	51000430	METODO TREINAMENTOS LTDA ME	Test234



Click on the result of the column **"Status"** on the below image. (e.g. the word **"Submitted"** in this example).

Status	Total Invoice	Currency
Submitted	2,320.00	USD

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

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.**

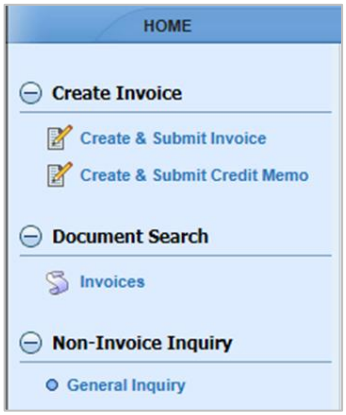
4.1 Description of Invoice Status

- **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.

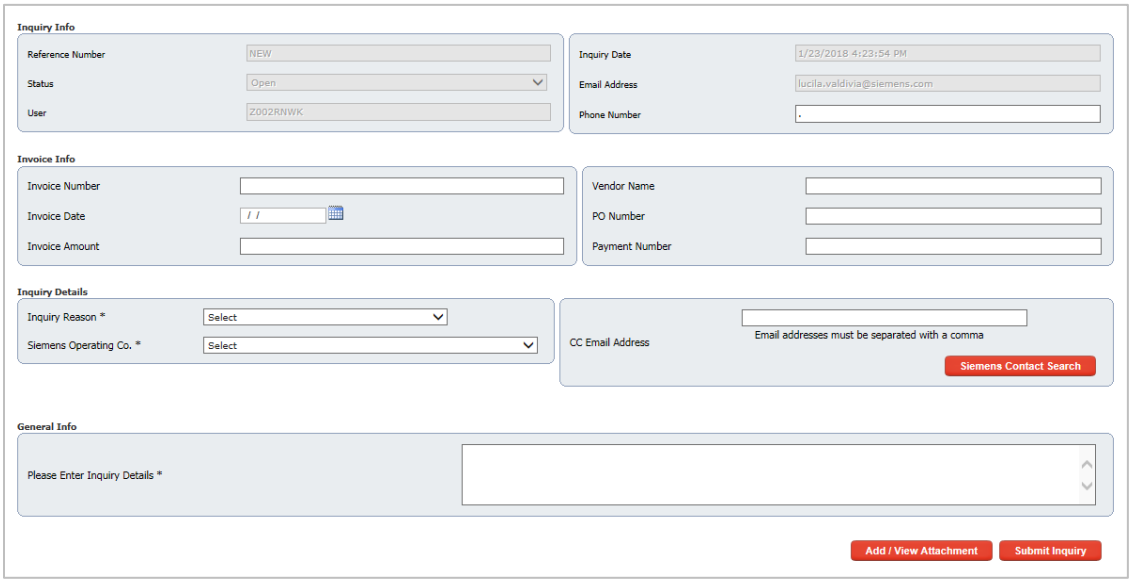
4.2 Invoice Inquiry

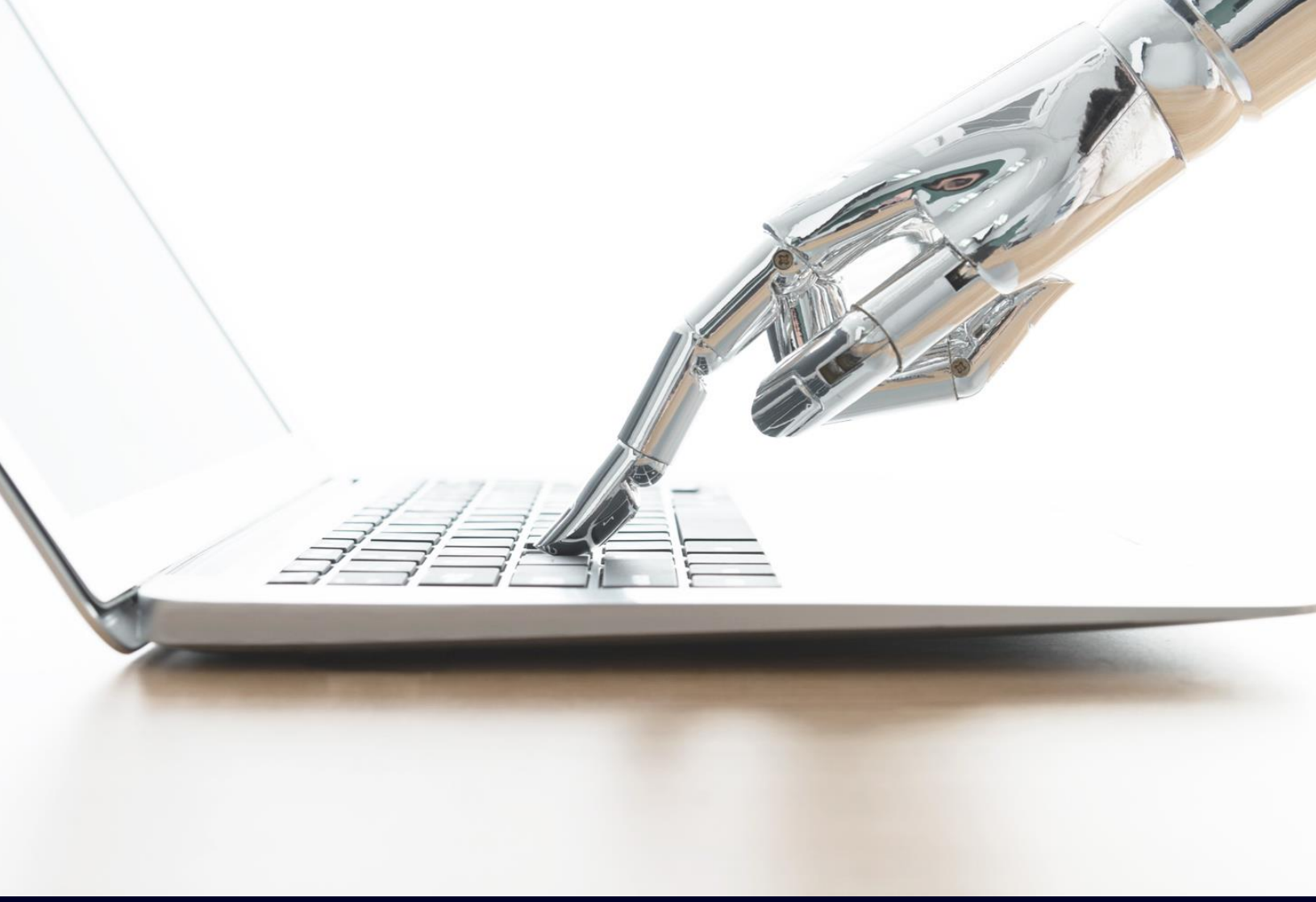
NOTE: Remember that these inquiries will be addressed to a Supplier Support Representative where they will be processed.
atencion_prov_gss.mx@siemens.com

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.





GLOBAL BUSINESS SERVICES

Ask Payton - Your virtual Assistant

Quick guide to check the invoices' status in IOL

SIEMENS

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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.*

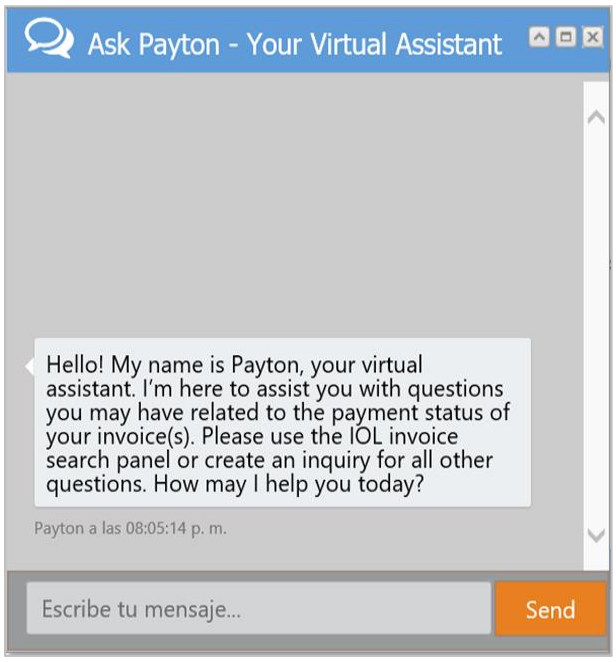
2. Ask Payton availability

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

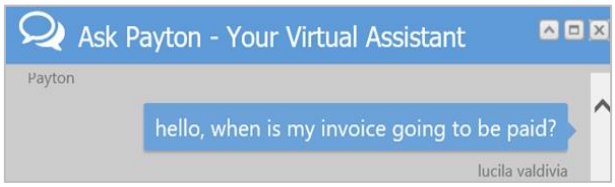
3. Cheking the status of your invoices

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

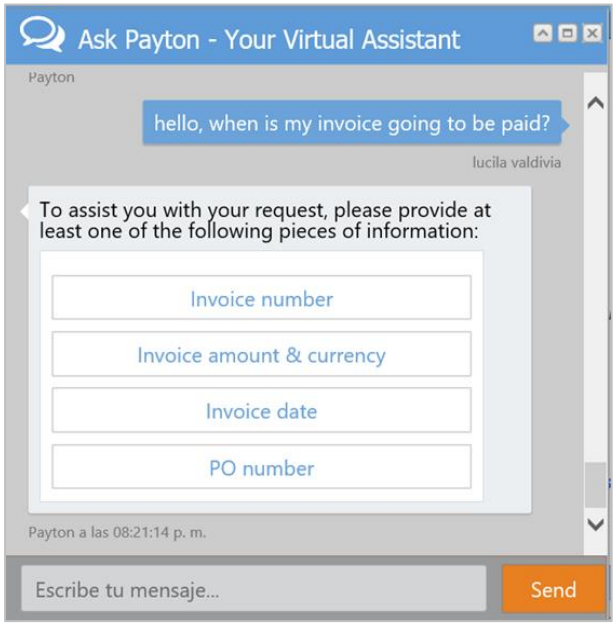
A new dialog box will display as shown below:



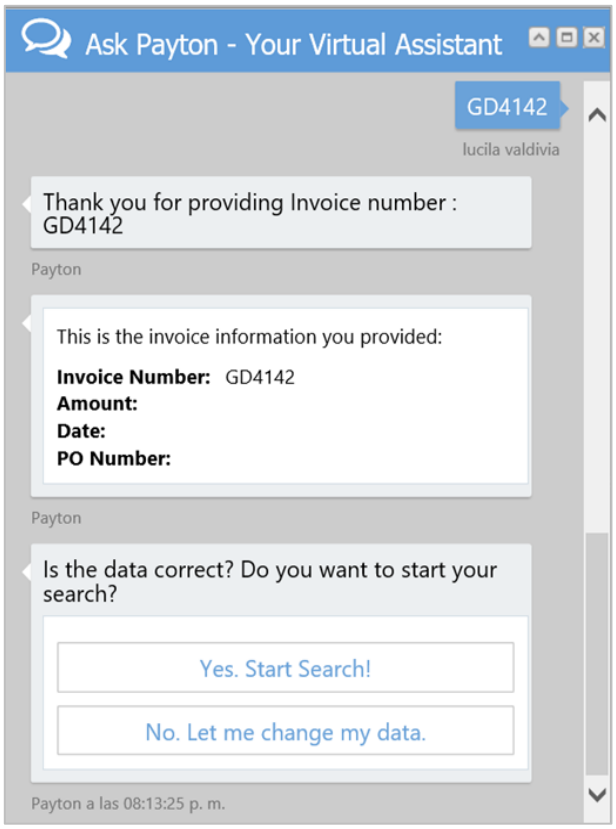
2. Start typing a question or key word as shown in **1.2** examples.



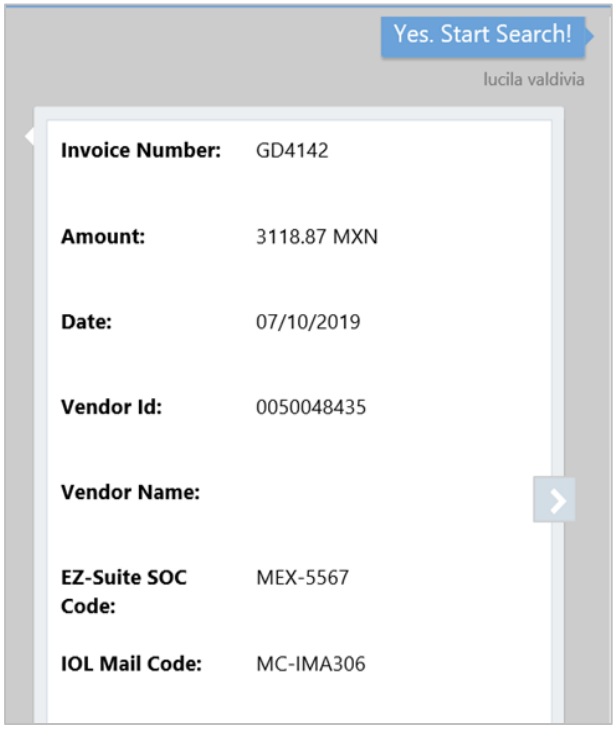
Once you have asked a valid question, Payton will request the following information to perform the search.



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.



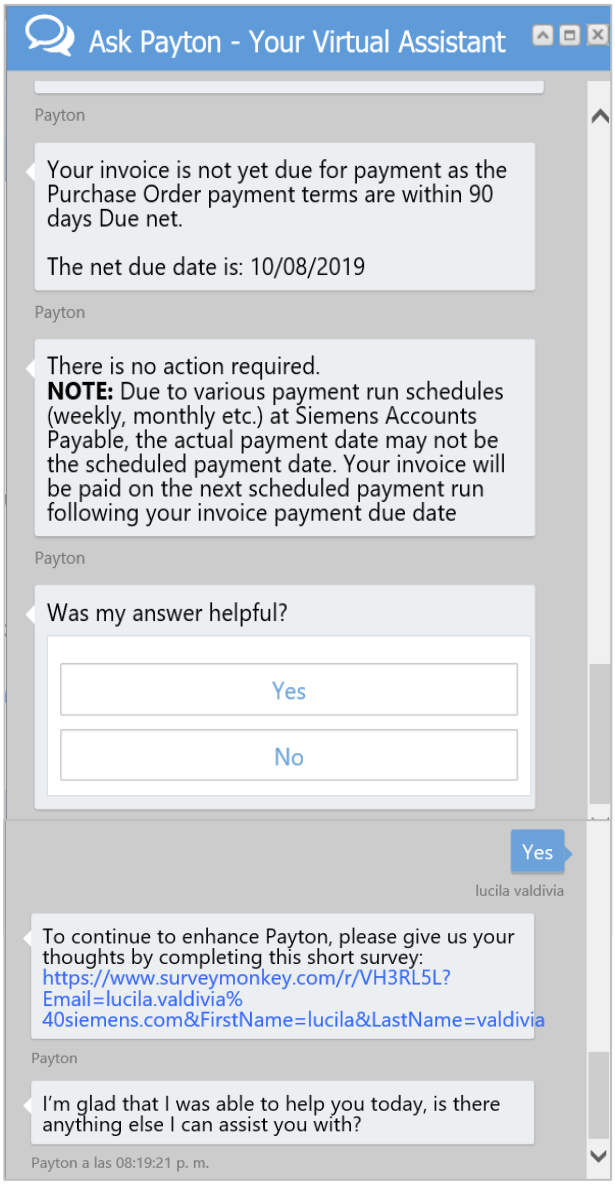
The results of the search will be displayed:



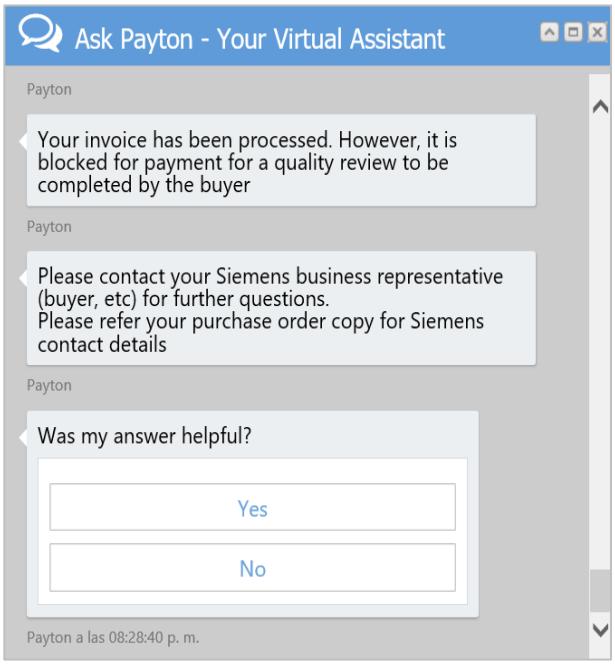
4. Invoice's Status

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.

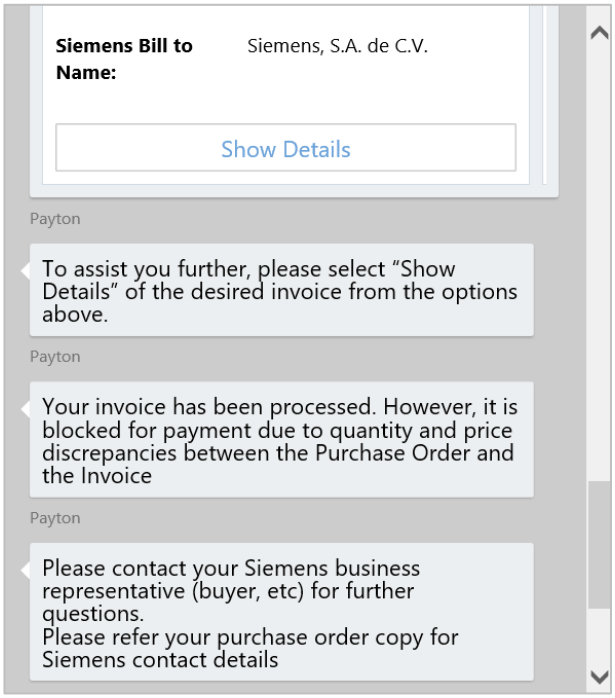
4.1 Awaiting payment



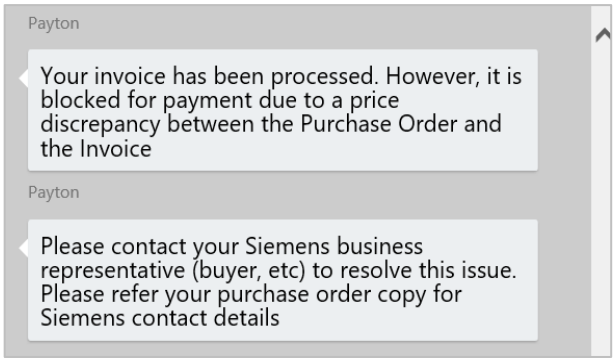
4.2 Blocked for quality review



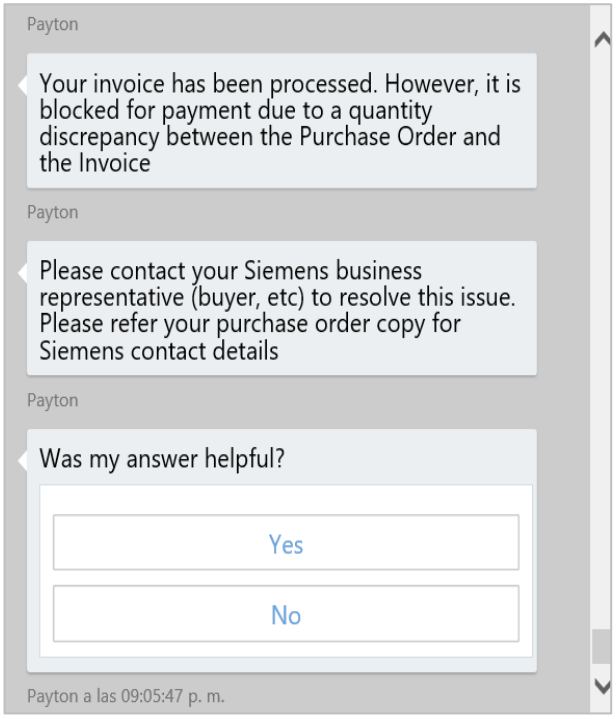
4.3 Blocked for PO discrepancy



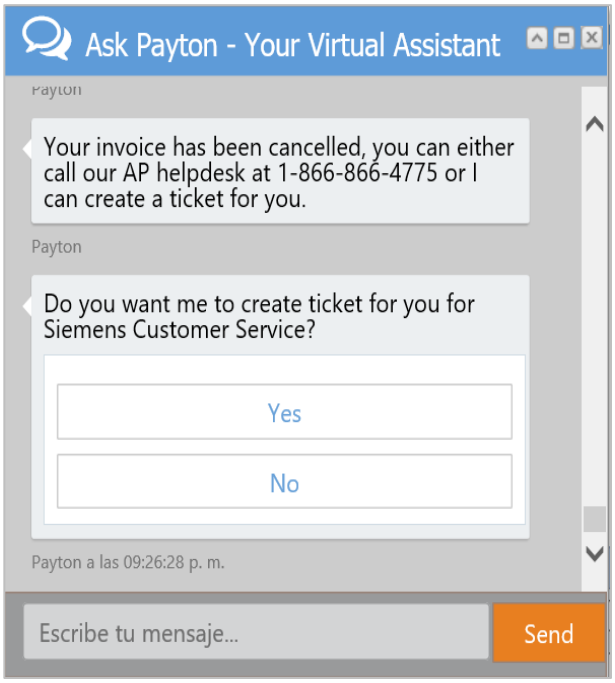
4.4 Blocked for PO price discrepancy

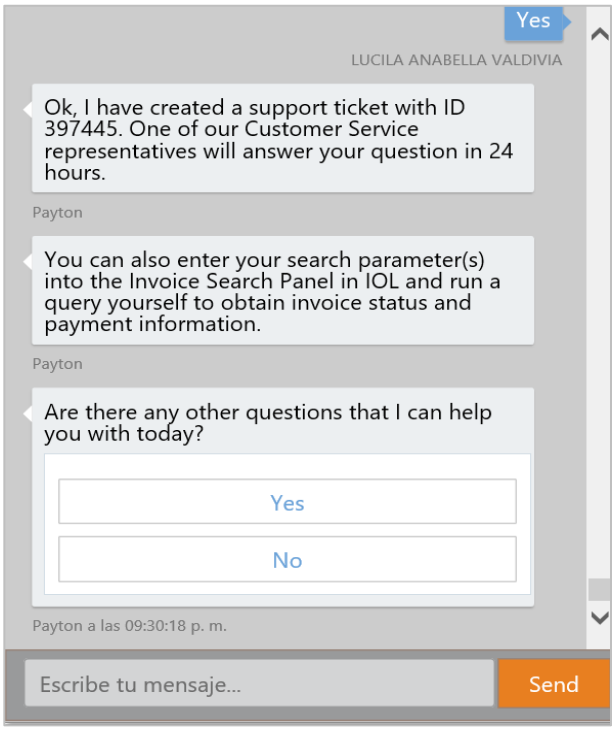


4.5 Blocked for PO quantity/goods receipts discrepancies



4.6 Cancelled

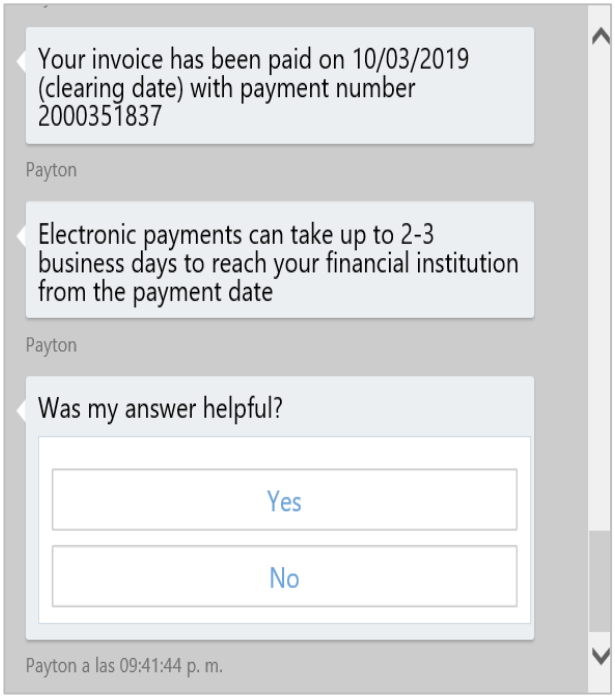




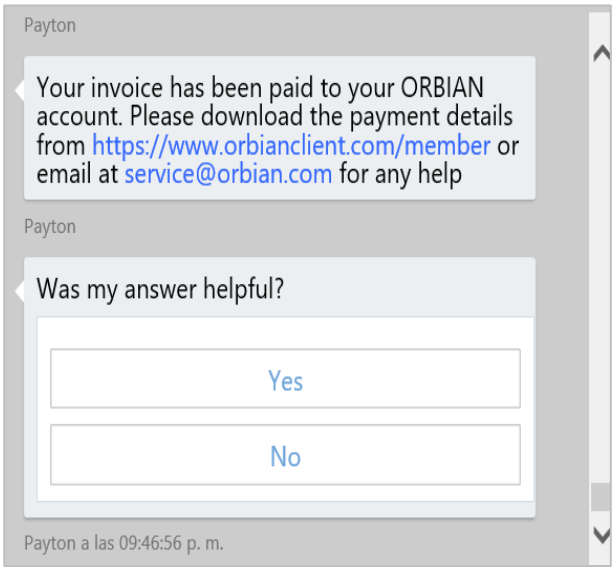
You can also contact our vendor assistance e-mail.

atencion_prov_gss.mx@siemens.com

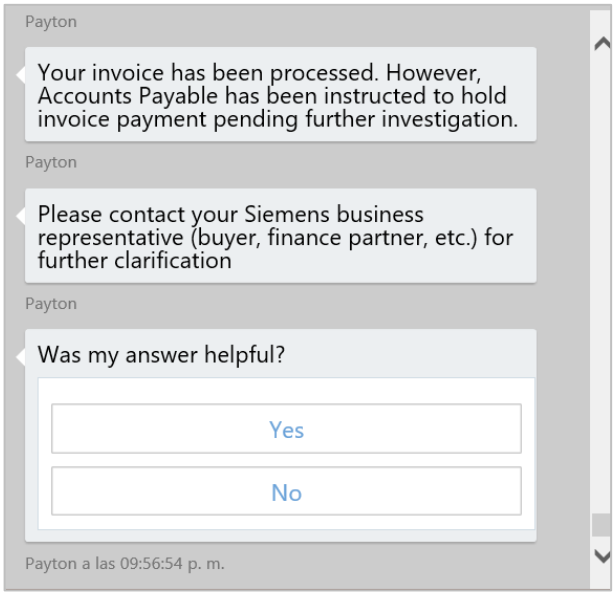
4.7 Paid - EFT payment



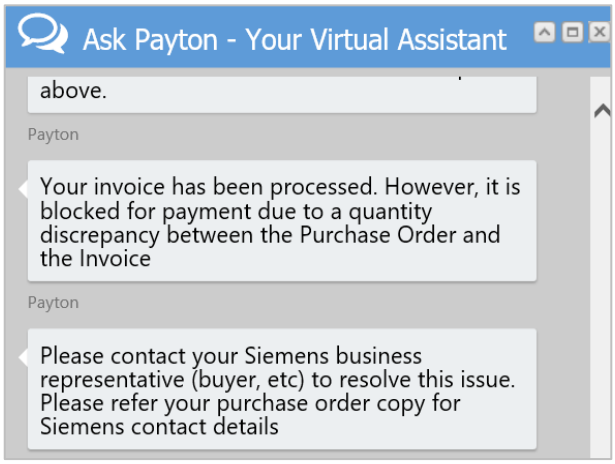
4.8 Paid by ORBIAN



4.9 Payment held due to management direction



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



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