

Supplier Guide to Invoice Submission

Center of Excellence (COE)

November, 2023

ePro

| Standardize. Optimize. Globalize.



Table of Contents:

- The link to login to the Jaggaer/PPG Supplier Portal is [Login +](#) Use the email address and password used during registration. MUST be registered to use this link.
- [Background](#)
- [Common Issues with Invoicing](#)
- [Creating the Invoice](#)
- [Adding Taxes, Shipping and Handling](#)
- [Check Errors and Warnings](#)
- [Additional Invoicing Functionality](#)
- [Misc. Information](#)
- [Creating Credit Memos](#)
- [Alternative way to create an invoice or credit memo](#)

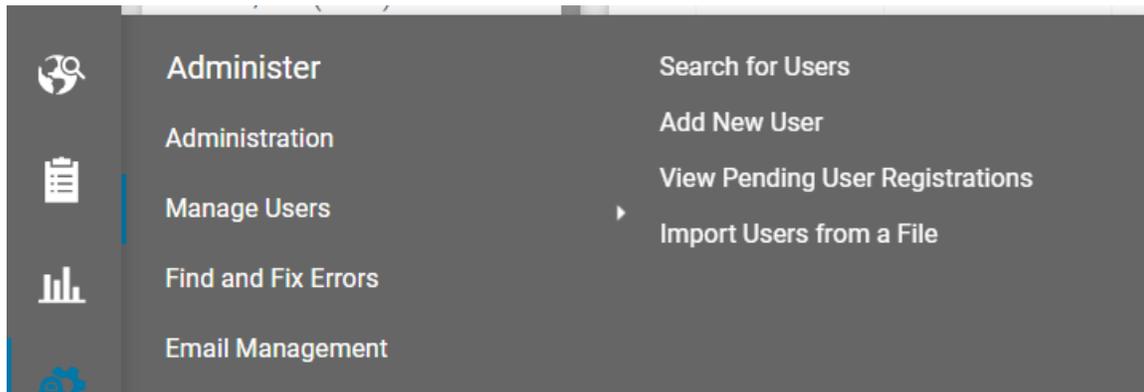
Background

Invoices submitted to PPG via the Jaggaer portal require a PO number. Suppliers must create an invoice from the Purchase Order (called a **Sales Order** on the portal). A PDF copy of the invoice is required to be attached to your electronic submission, however, **the invoice data entered and submitted via the portal is the data that will pass to PPG for payment.** Please make sure all fields are accurate prior to submission.

Note: Creating an invoice from a Sales Order will **default the invoice amount to the total amount of the PO. You must update the invoice** amount prior to submitting the invoice if you do not wish to bill the whole PO.

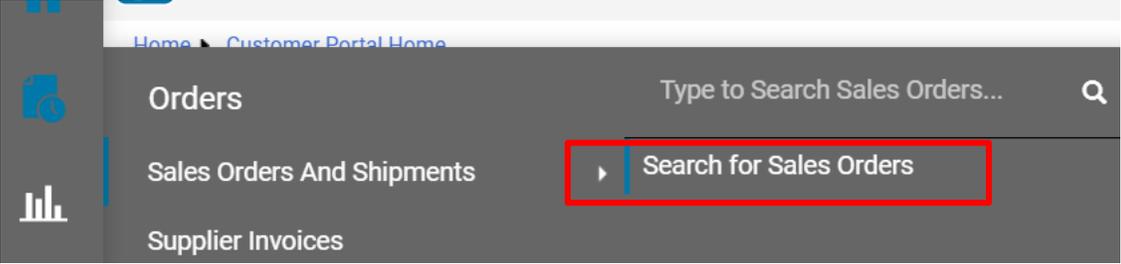
Common Issues with Invoicing

- Supplier cannot create an invoice
 - Supplier has not yet registered in the Jaggaer PPG Portal. PO creator should issue a supplier form request to have the registration invitation sent
 - Supplier has completed the registration but is unable to see the Search icon to create invoice.
 - User is not the admin on the supplier record and is missing the roles required to invoice.
 - Once a supplier is registered the admin can add new users and manage user roles by going to the gear with the lock (Administer) icon > Manage Users > Add New User
 - Make sure the Manage Orders / Invoices role is given to the user if they will be invoicing in the Portal.
 - The Administrator can search for users and update roles or add new users.



Creating the Invoice

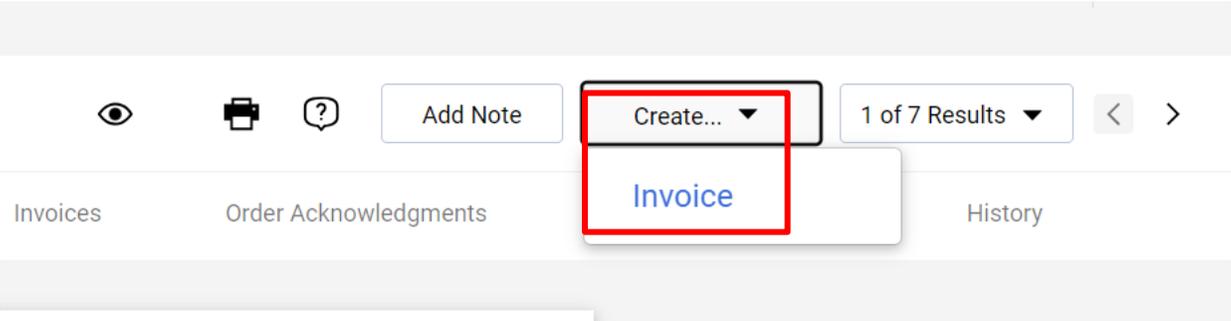
Begin by accessing your orders go to [Orders > Sales Orders and Shipments > Search for Sales Orders](#)



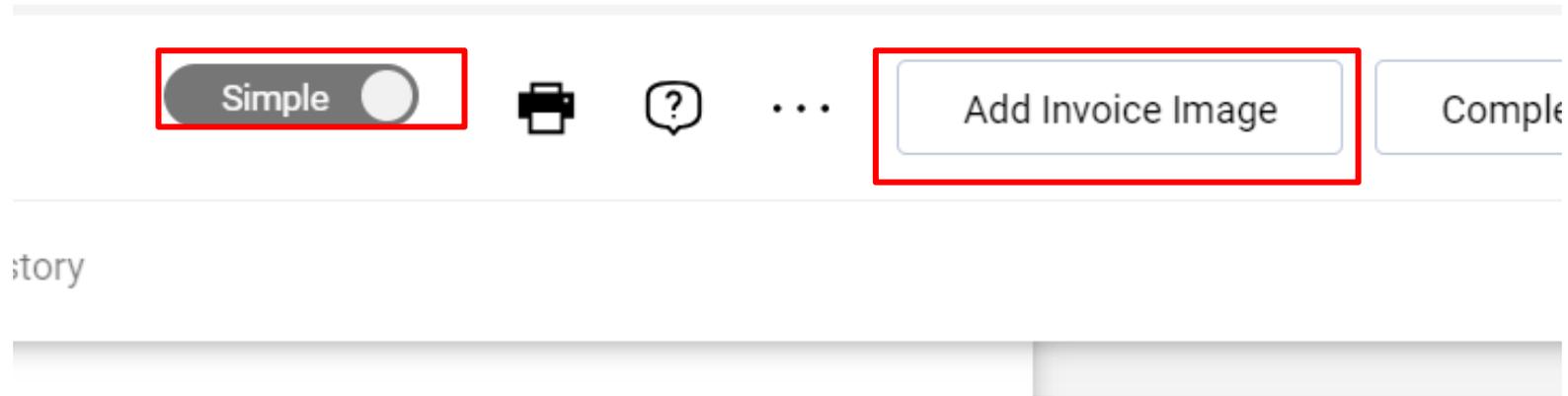
Then click the link for the Sales Order (PO) you want to invoice

Sales Order Number	PO Number	Da
1114565	EPO-20012795	

Next, the top right is a selection box “Create”. Click the dropdown arrow and select “Invoice”

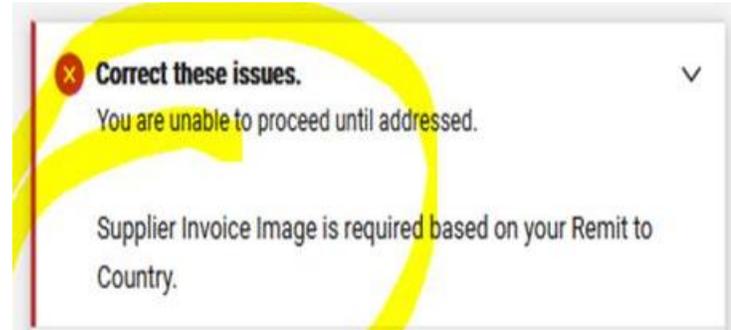


Important: Note these key items on the invoice entry screen.



- Switch Simple to Detailed to add taxes and/or shipping charges to the invoice. Information on adding tax, shipping and handling is provided in detail [below](#).
- The invoice image (PDF) must be uploaded using Add Invoice Image button. The invoice must be added using this button ONLY or you will receive an error and the invoice cannot be submitted.
- **Do not add invoice images using the “attachments tab”.** This section is used to attach additional documents only.

If you add the invoice in the wrong place or not at all you will receive this error message.



- The invoice image (PDF) must be uploaded using Add Invoice Image button. The invoice must be added using this button ONLY or you will receive an error and the invoice cannot be submitted.

Creating the Invoice continued

Enter the Invoice Number and Invoice Date.

The payment due date is determined from the Invoice Date entered on the portal, not the date on the PDF image.

Make sure to click on Save after you attach invoice image and add invoice number and invoice date.

Before clicking on Complete, ensure summary total (subtotal, tax, shipping, etc.) is correct according to the invoice copy. Click on Complete when ready to submit.

Reference the Payment Status QRG on the Supplier Information Center [ePro | PPG](#) for information on payment dates

Invoice • 2737

Invoice Number: 2737

Invoice Date: 8/15/2023

Due Date: 10/14/2023

Terms: Inv Dt & Net 60 dys (Net 60)

Standard Payment Terms: Inv Dt & Net 60 dys

Discount: %

United States
Phone 1-412-4064760-

Billing address
PPG Industries, Inc
One PPG Place
Pittsburgh, PA 15272
United States

Attachments
2737.pdf 11/27/2023

Invoice Owner: Juanita Dunham

Discount, tax, shipping & handling

Allocation: Weighted

Discount	Amount	Unit
Discount	0.00	USD
Tax 1	0.00	USD

Summary

PPG Supplier Portal	
Invoice Image	2737.pdf
Total (525.00 USD)	
Subtotal	500.00
Discount	0.00
Tax1	0.00
Tax2	0.00
Shipping	25.00

Adding Taxes, Shipping and Handling

- If the invoice entry view is in Simple mode, click the check box at the bottom of the section to display the fields for Tax, Shipping and Handling

Discount, Tax, Shipping & Handling

- Allocation for US and Canadian locations should ALWAYS be Weighted. Please **DO NOT CHANGE** or your payment will be short paid by any taxes, shipping and handling entered in header.
- Enter applicable tax, shipping and handling in these fields. **DO NOT** enter these as a separate line items on the PO line items section unless your po was created with a freight line separately.
- Once taxes, shipping and handling are entered, scroll down to the Line Item section to edit the amount / quantity to invoice on each line. The invoice entry tab defaults to the full PO quantity / amount, so it is important to update each line item to ensure the invoice is accurate before it is submitted.
- You may need to remove some lines if you are NOT invoicing them. If you need to do this, Save first, remove the line item then save again. Then update any amounts needed. See next slide for additional details.

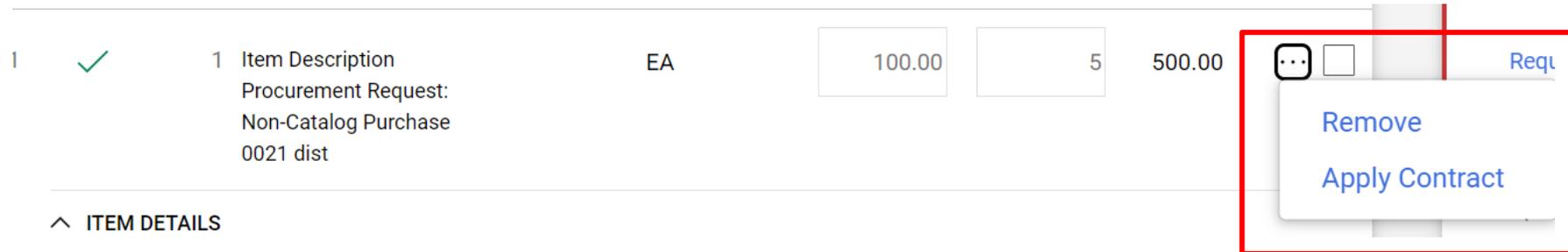
The screenshot shows a form with an 'Allocation' dropdown menu set to 'Weighted'. Below it is a table for entering financial details:

Discount	0.00	USD
Tax 1	0.00	USD
Tax Description		
Tax 2	0.00	USD

Updating Line Items

Modify each line to indicate the amount or quantity to be billed on the current invoice.

- Cancelled lines should not be invoiced.
- Click the small drop-down arrow and select Remove. This will ensure only the correct lines are billed on the current invoice.
- Always Save after each step.



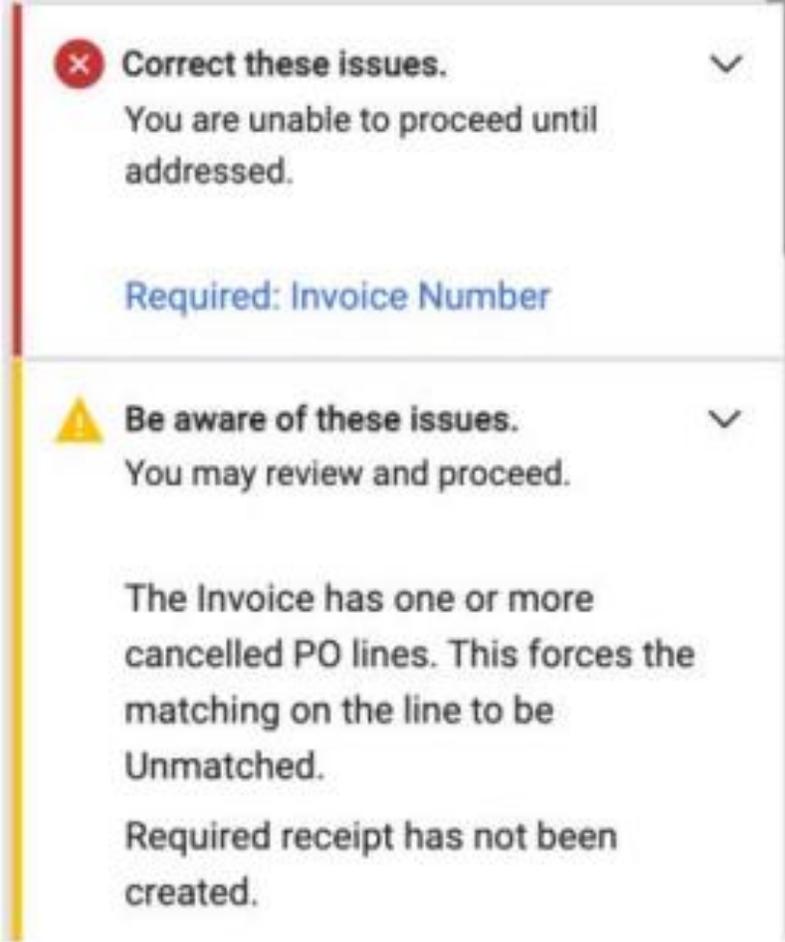
The screenshot shows a single line item in an invoice system. The line item is identified by the number '1' and has a green checkmark to its left. The description is '1 Item Description' followed by 'Procurement Request: Non-Catalog Purchase 0021 dist'. The unit is 'EA'. There are two input fields: one containing '100.00' and another containing '5'. To the right of these fields is the value '500.00'. A small drop-down arrow icon is visible to the right of the '500.00' field. A context menu is open over this icon, with a red border around it. The menu contains two options: 'Remove' and 'Apply Contract'. The word 'Req' is partially visible to the right of the menu. Below the line item, there is a link labeled 'ITEM DETAILS' with an upward-pointing chevron icon.

1	✓	1 Item Description Procurement Request: Non-Catalog Purchase 0021 dist	EA	100.00	5	500.00	⋮	Req
---	---	---	----	--------	---	--------	---	-----

ITEM DETAILS

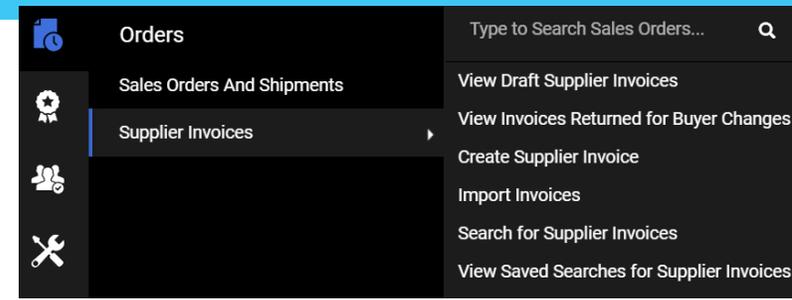
Check Errors and Warnings

- Before clicking Complete to submit the invoice, check any listed Errors (red) and Warnings (yellow). Errors must be corrected to submit the invoice. Warnings will not prevent invoice submission but indicate scenarios that may delay payment of invoices. Example: Invoicing a line that is cancelled will stop the invoice for review and correction by PPG. Example: The PPG contact needs to create a receipt (to confirm goods / services were provided) for the invoice to be paid.



The screenshot displays a notification panel with two sections. The top section, titled "Correct these issues." with a red 'x' icon, states "You are unable to proceed until addressed." and lists "Required: Invoice Number". The bottom section, titled "Be aware of these issues." with a yellow triangle icon, states "You may review and proceed." and lists two issues: "The Invoice has one or more cancelled PO lines. This forces the matching on the line to be Unmatched." and "Required receipt has not been created."

Misc. Information



Once the invoice is completed, a new screen will appear that says your invoice was submitted successfully and will provide you with the automated Jaggaer invoice number EIV-00xxxxxx. If you do not receive this screen chances are the invoice did not submit correctly and you may need to go to search (paper with clock) > Supplier invoices > View Draft Supplier invoices to pull up the invoice again and complete.

If you do not see a line you expect to see or if you are not able to process the invoice based on the PO information, please reach out to the PO creator to resolve prior to submitting your invoice.

For past due inquiries/statements related to invoices already processed in Jaggaer, please search supplier invoices > Search for Supplier Invoices and pull in the payment status and due date.

If payment status is cancelled or in process, please follow up with the PO creator.

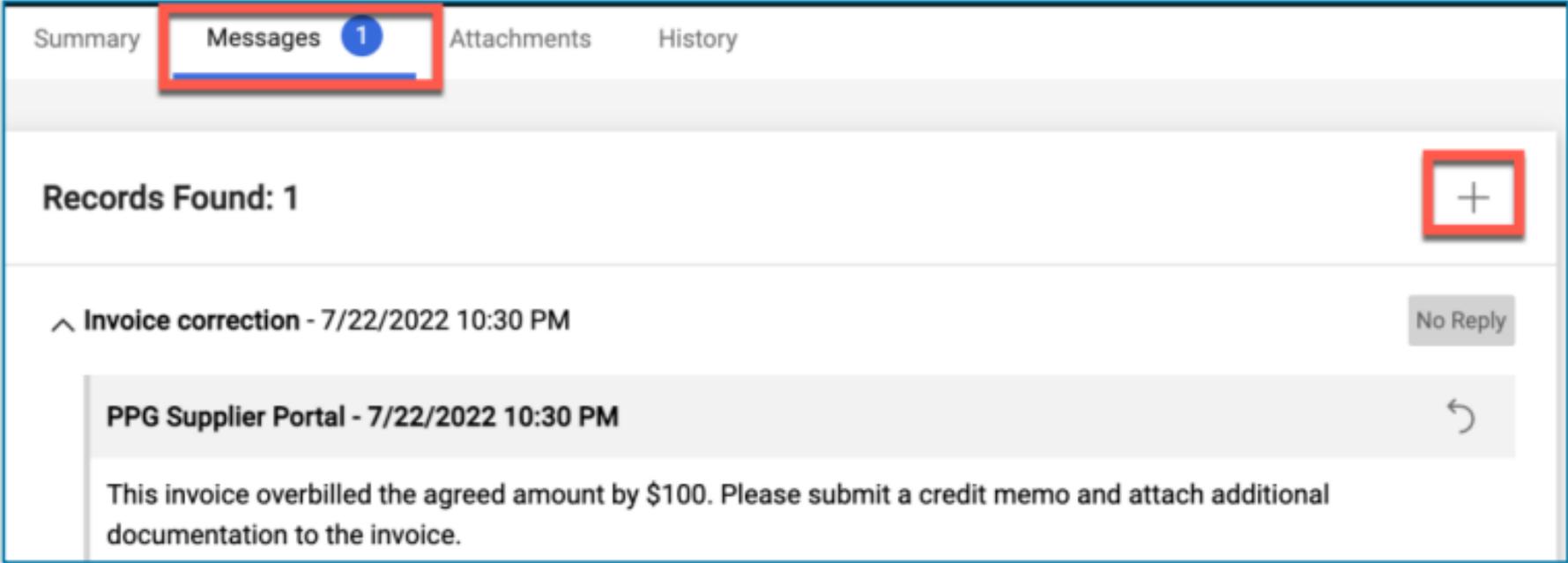
•If payment status is payable or paid and past due please use the below to identify your contact:

•EMEA – [Find the correct contact using this list](#)

•USCA – [Find the right contact here](#). Please have correct invoice numbers and PO numbers when contacting AP

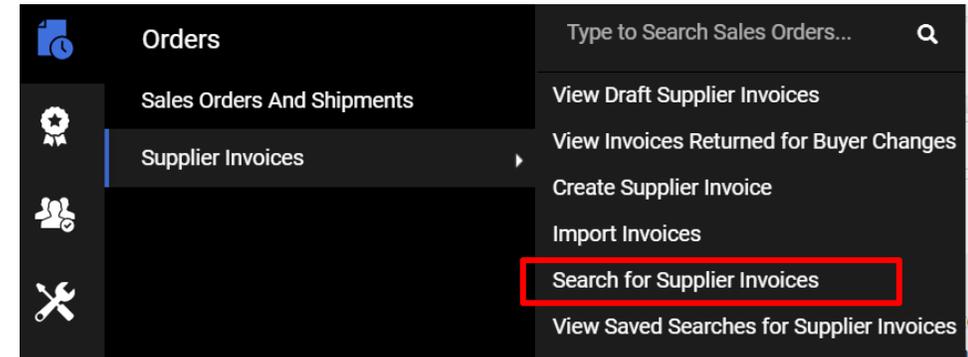
Additional Invoicing Functionality – Messaging

PPG contacts can send messages within the invoice. The Messages tab displays any messages for each invoice. Click the + sign to reply or send messages to the PPG contact

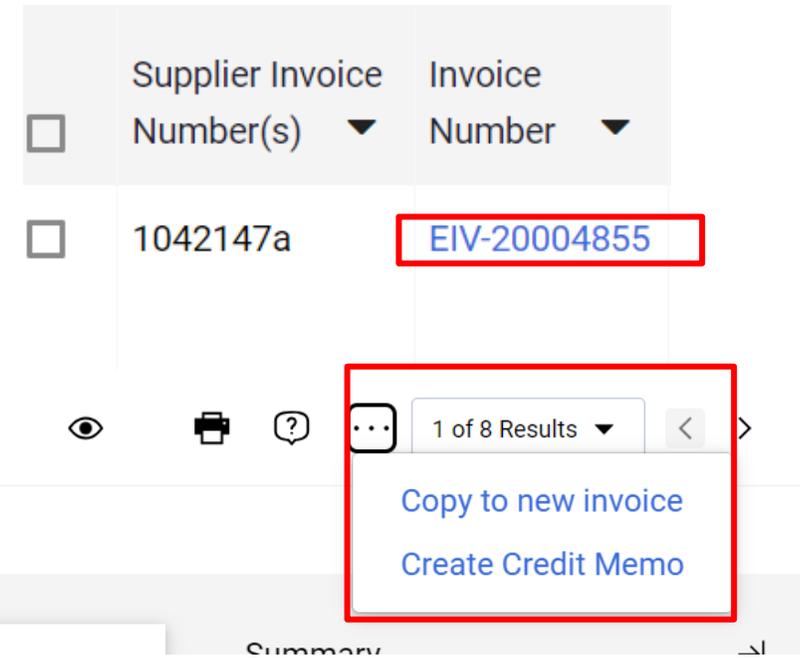


Creating Credit Memos

Credit Memos should be created directly from the invoice that needs to be credited. Navigate to the list of invoices



Select the applicable invoice

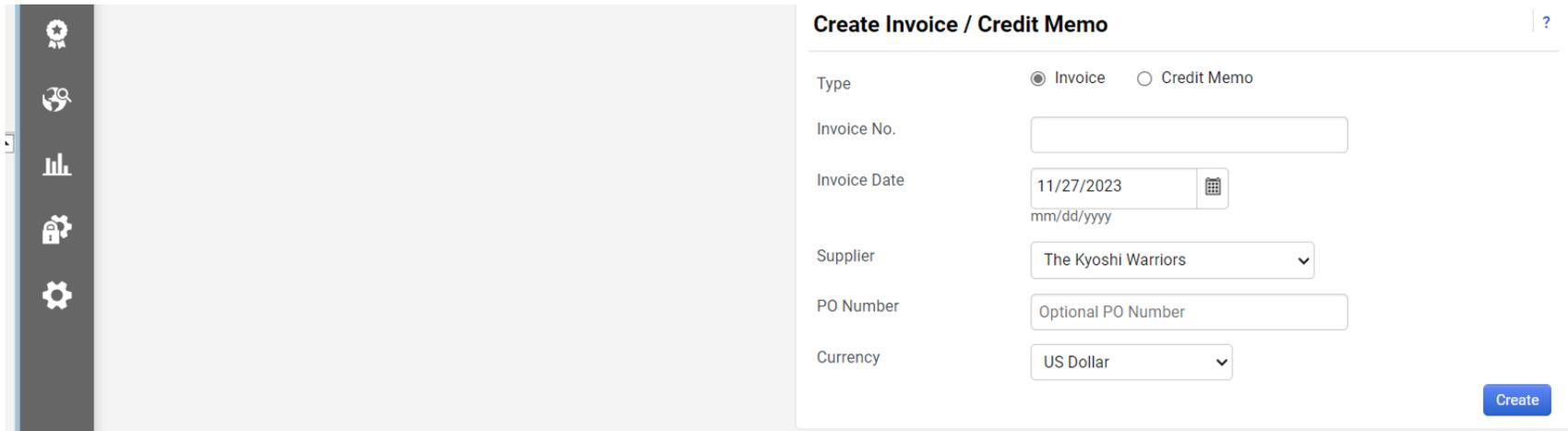


From the action dropdown, select **Create Credit Memo**

TIP: Utilize the Copy to new invoice option for extended POs that are billed multiple times. Just remember to update invoice dates, amounts, taxes, shipping and handling

Alternate way to create invoice/ Credit memo

- Go to the home page and to the Create Invoice/Credit Memo section
- Choose Type (Invoice/Credit Memo)
- Add invoice no
- Add invoice date
- Add PO Number and click on create
- NOTE: If you choose credit memo, you still need invoice number and invoice date then click on related invoice number and next. Choose invoice you are crediting. You MUST have an invoice you are crediting. Select the amount that will be negative and should remain this way.



Create Invoice / Credit Memo ?

Type Invoice Credit Memo

Invoice No.

Invoice Date
mm/dd/yyyy

Supplier

PO Number

Currency