Statement-Matching.com

Vendor Portal User Guide

01.02.2016 Version 1.0

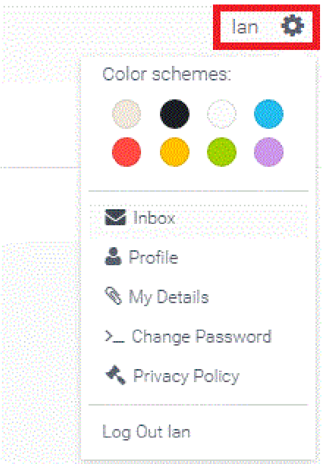
Contents

Introduction

Welcome to the Statement-Matching.com Supplier Portal. Using the Portal you will be able to view invoices and statements that you have sent to your customer, plus view payments and the invoices the payment has cleared. You can upload new statements which will be automatically matched by the system to check that the customer has received all your invoices. The results of the statement match are available to view after the upload with options to message the customer about specific invoices.

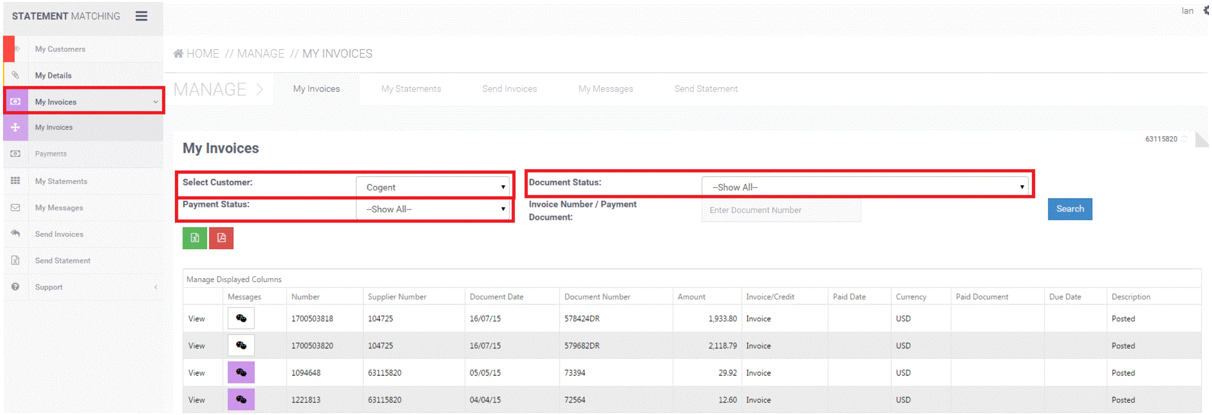
1. User Details

Your email address is your user id and your password is set the first time you login to the system. You can reset your password and your colour preferences from the user menu by your user name in the top right of the web page, see below. If you have forgotten your password this can be reset from the login screen.



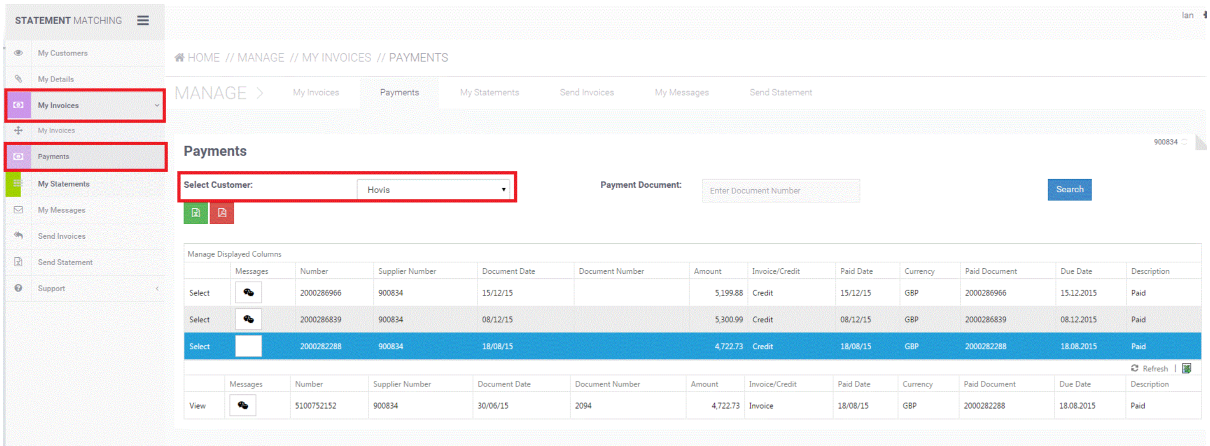
2. How to view your Invoices which have been processed by the Customer

From the menu select ‘My Invoices’. Use the dropdowns to view your invoices with different customers, the payment status of the invoice (paid or not paid), the document status of the invoice at the customer or search for a specific document. An example of the ‘My Invoices’ page is shown below with the dropdown selections highlighted in red.



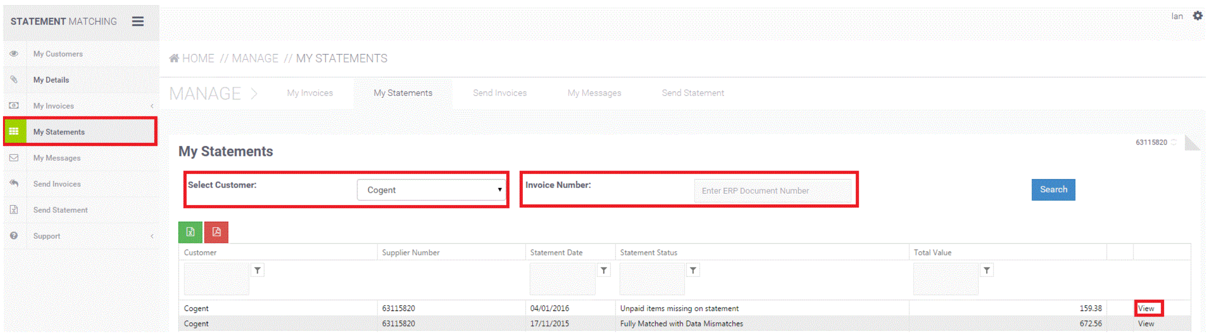
3. How to view Payments and your Invoices Cleared by the Payment

From the menu select 'My Invoices' and then 'Payments'. The screen will display the most recent payments, and by selecting the 'Select' in the payment document row, the list of invoices paid will appear at the bottom of the payment list, see below. A dropdown is provided to select the customer payment and a search is available to find a specific payment document.

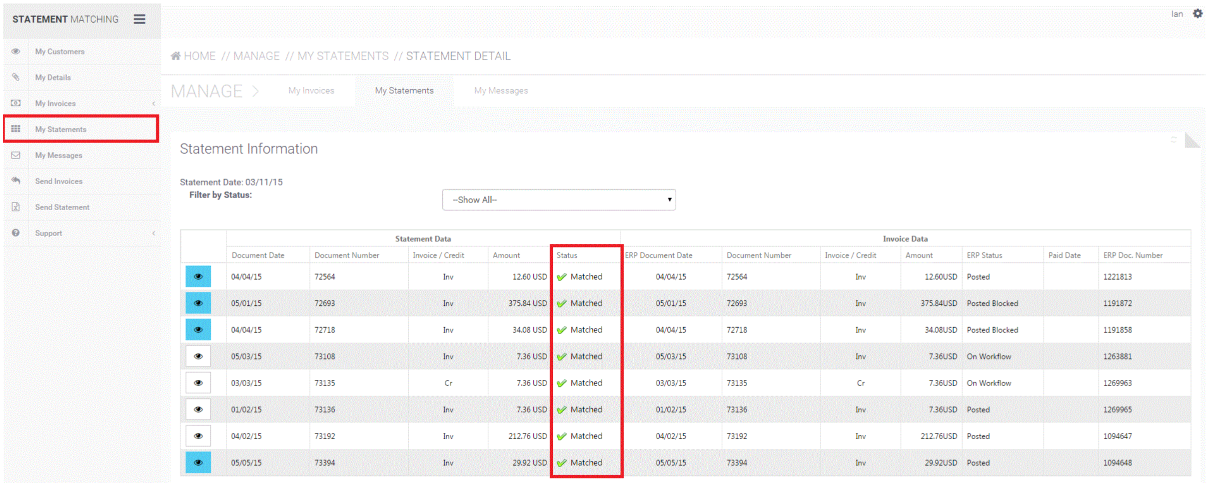


4. How to view your Statements

From the menu select 'My Statements'. The initial screen lists your statements processed by Statement-Matching.com. A dropdown to select the customer you wish to view and there a search box to find the statements that contain a specific invoice. Statements and the invoice lines matched can be viewed when selecting 'View' at the end of a statement document line in the listing.



The statement detail view lists, in rows, your invoices and credit notes. The left half of the list is the data from your statement, with the customers accounting system information on the right, split by the Statement-Matching.com Line Status.

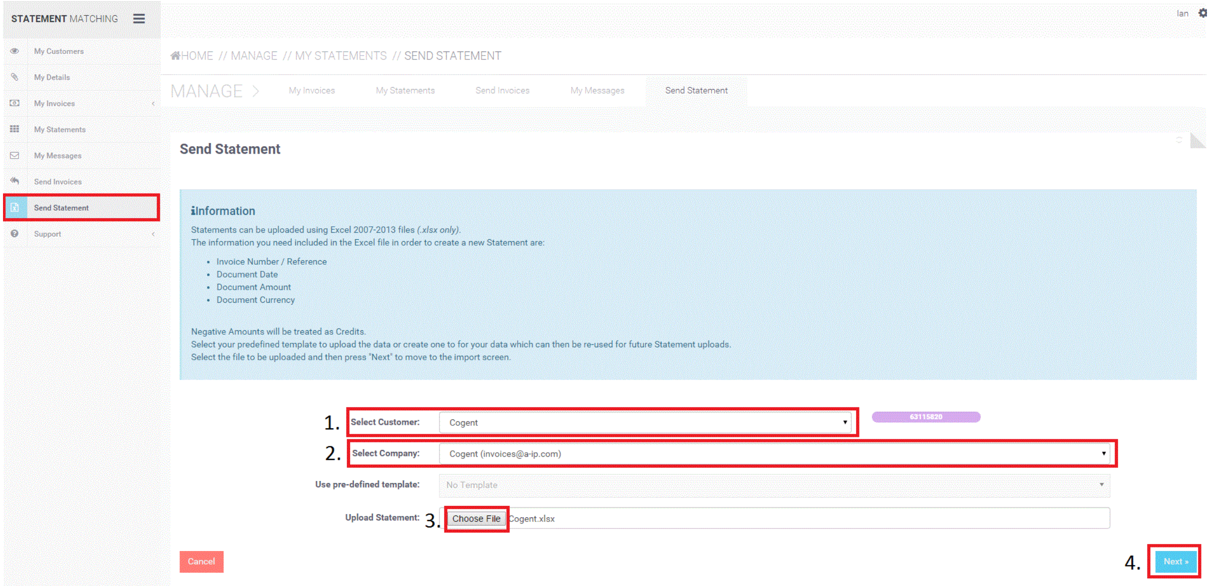


5. How to upload your Statement of account for a Customer

To upload a statement you are required to have your statement information in an Excel spreadsheet for the invoices and credit notes for the customer. Note: The first row of the spreadsheet must contain the column headings for the mapping process. The statement information required is:-

- Invoice/Voucher Number
- Invoice Date
- Invoice Amount
- Currency (option as this can be defaulted)

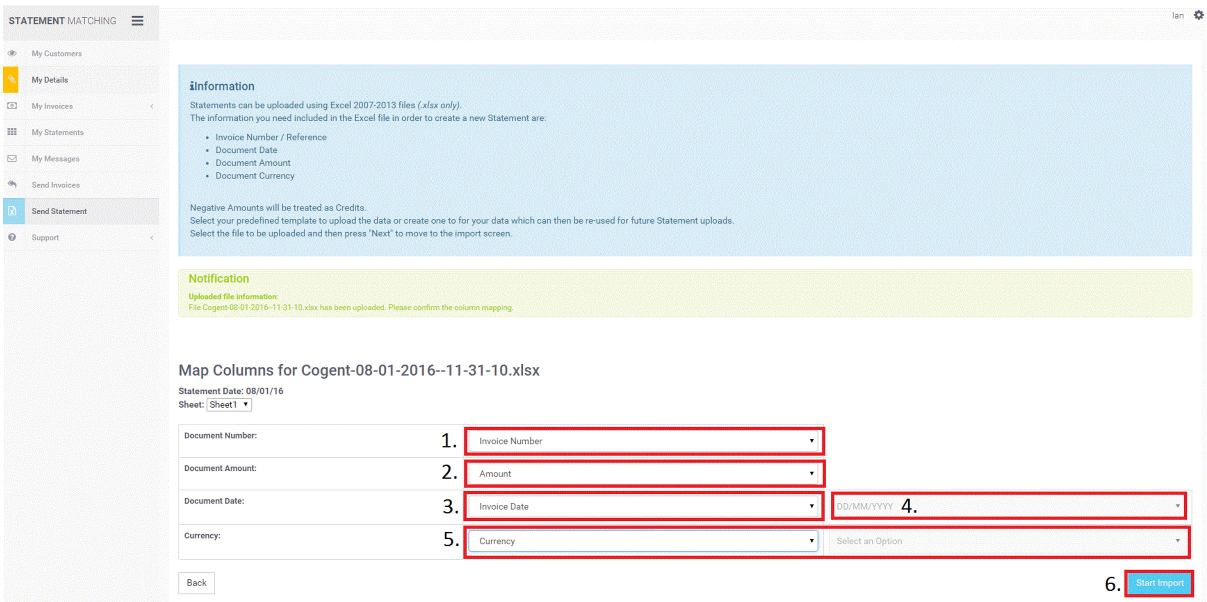
From the menu select ‘Send Statement’. Then select the customer the statement is for from the dropdown (1.) then select the Customer’s Company whom the statement is for (2.). Then select the ‘Choose File’ button (3.) and select the Excel spreadsheet containing the statement information from the pop-up. Then select ‘Next’ (4.).



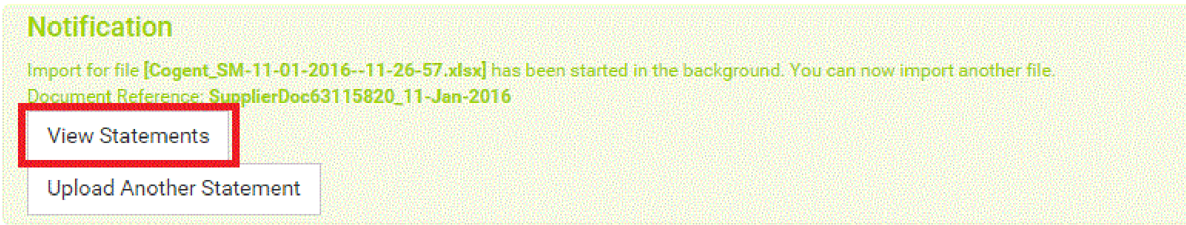
The statement information is uploaded to Statement-Matching.com. The next screen maps the columns from the Excel spreadsheet to the data columns in Statement-Matching.com.

To complete the import you must select the following columns:-

1. Document Number
2. Document Amount
3. Document Date
4. Document Date format from the dropdown opposite the Document Date selection
5. Currency or select a Currency from the dropdown
6. Then select 'Start import'

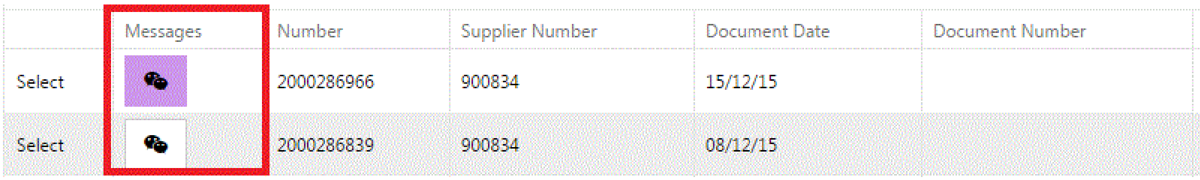


The imported statement information is now matched using the mapped columns to the accounting data of the customer. The screen will display an import notification. Select the ‘View Statements’ button or from the menu ‘My Statements’ to view your uploaded statement.

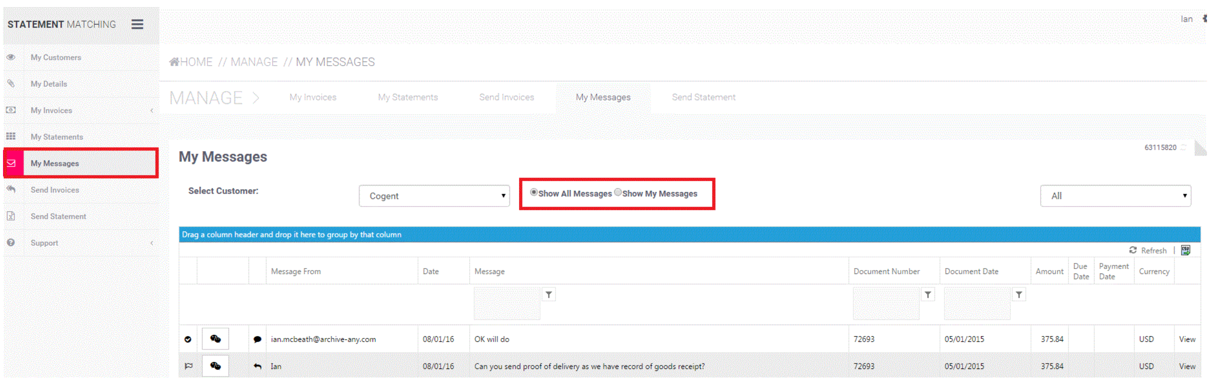


6. How to view and send Messages

Through Statement-Matching.com it is possible to send messages to customers for any invoices you have sent them, for example querying payment of the invoice. The customer can respond to these messages. All messages relate to documents, so these messages are visible and can be created or viewed in the menu options for ‘My Invoices’, ‘My Payments’ or ‘My Statements’. The clear message icon in the document list means there is no message for this document but a coloured icon indicates there is a message, see below.



To view all messages you have received from your customers select from the menu ‘My Messages’. A dropdown is available to show the messages by customer. The list of messages will show all messages sent or received whether they have been answered or not, or sent by yourself or a colleague.

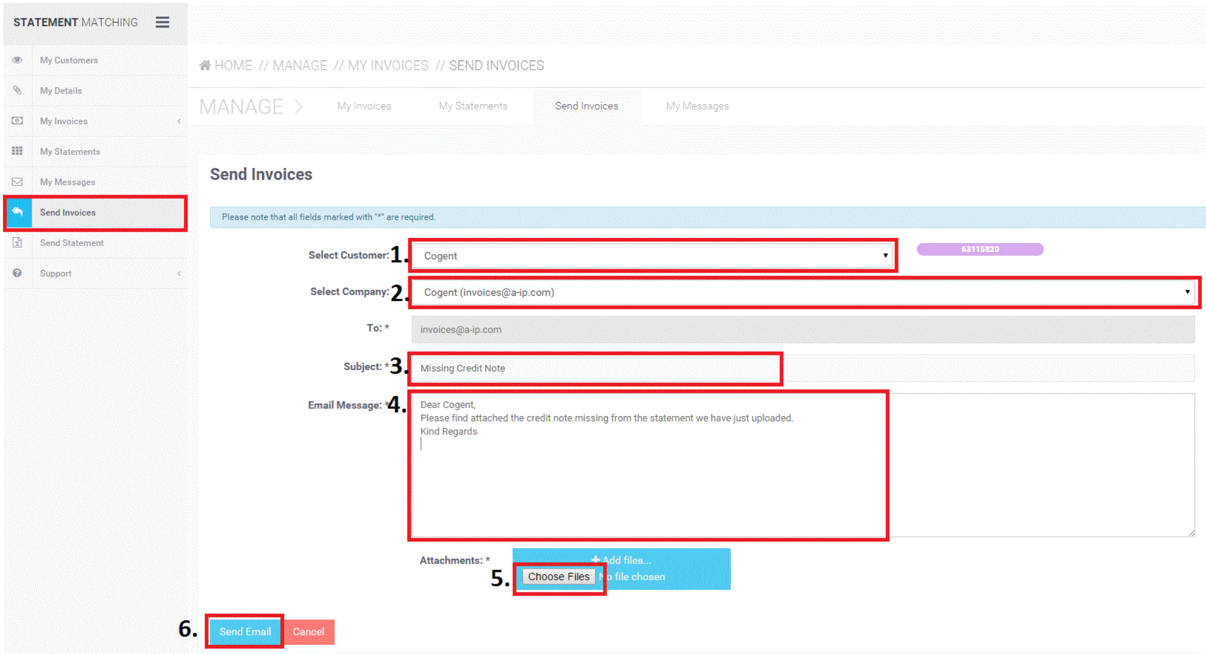


7. How to send an Invoice missing from the Statement

Any invoices or credit notes that have been identified as missing on your statement can be sent to the customer using the menu option ‘Send Invoices’. The ‘Send Invoices’ option will email invoices attachments to the customers chosen email address to receive invoices.

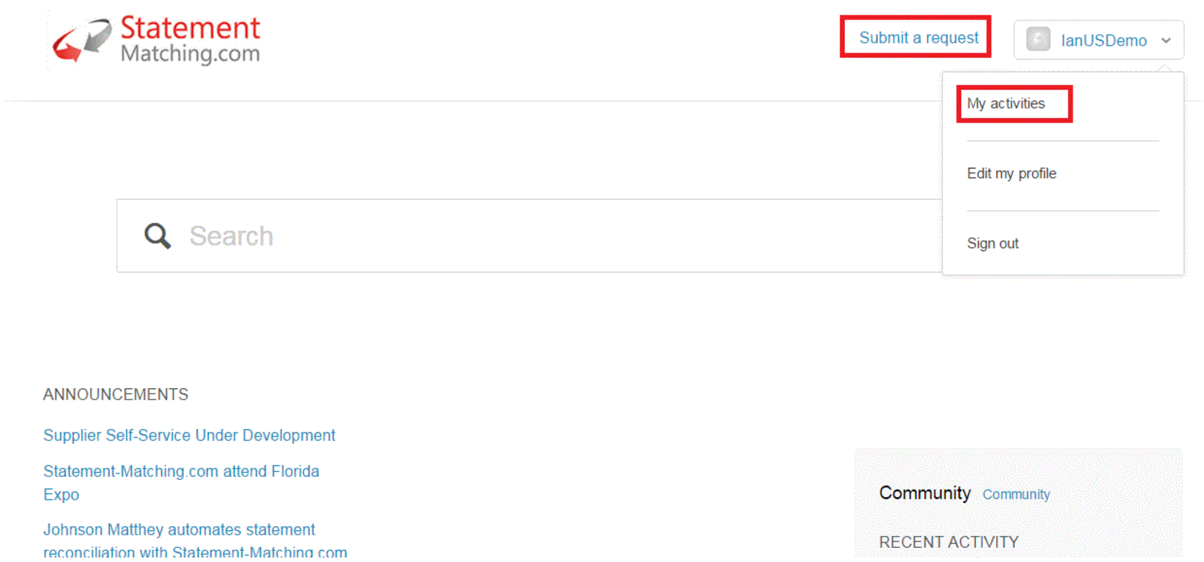
To send an invoice you must:-

1. Select the customer the invoice is for from the dropdown
2. Select the company of the customer the invoice is for
3. Enter the Subject, e.g. Missing Invoices
4. Enter an email message
5. Select the invoice images using the ‘Choose Files’ icon
6. Select ‘Send Email’



8. Log a Support Request

To log a support request from the menu select ‘Support’ then ‘ZenDesk Support’ which will open another window to the Statement-Matching.com support site. To log, select ‘Submit a request’ and complete the request form adding details as an attachment. To view your existing requests select the dropdown for your user id and select ‘My activities’.



Additional resources are available via the 'Community' and 'Announcements' sections.