Frequently Asked Questions

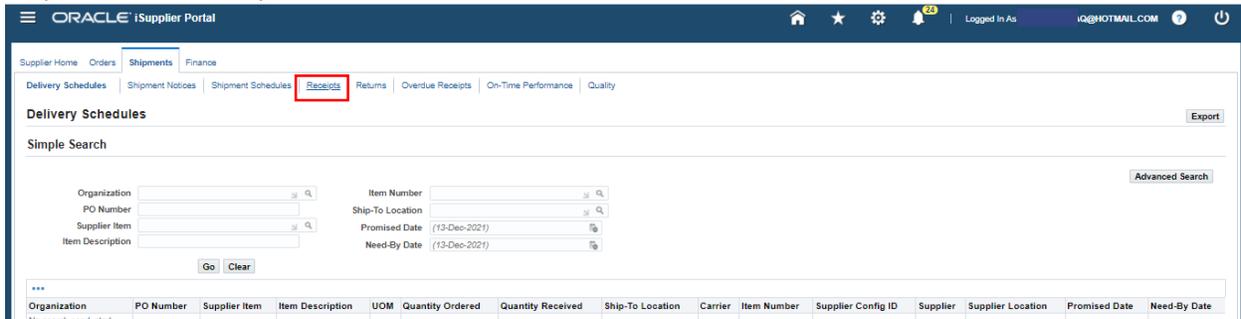## Check If MRR has been posted for PO

Step 1: From the dropdown list under the Navigator, go to iSupplier Portal Full Access, and click on the Home Page as shown below:
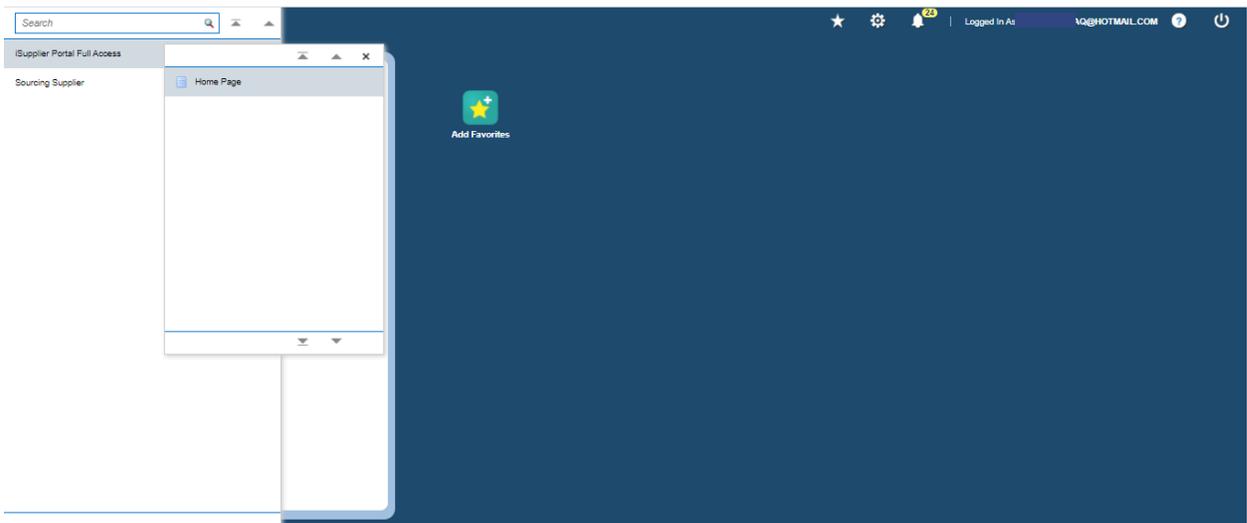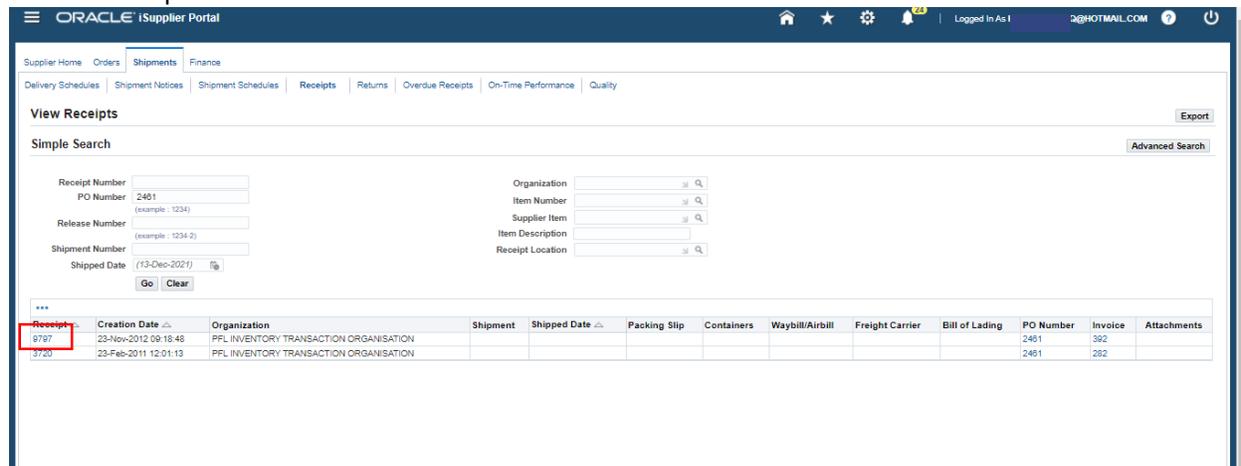

Step 2: Click on the Shipments tab as shown
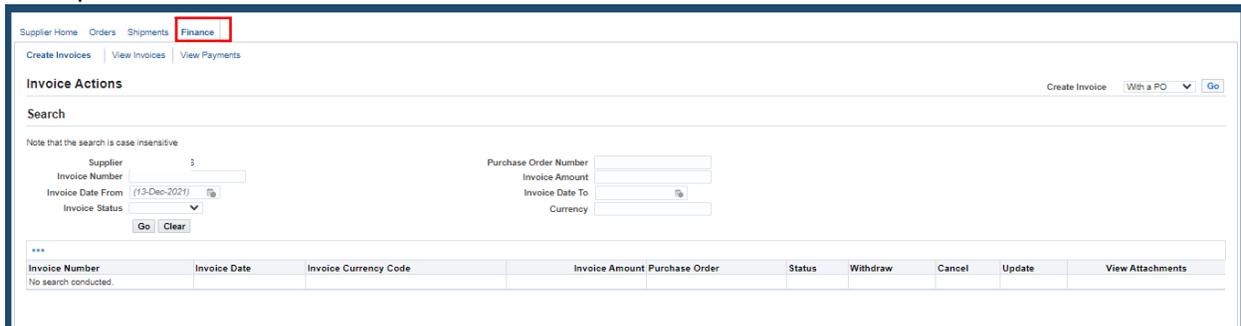
Step 3: Click on receipts as shown below

Step 4: Search the Receipt by PO number or MRR number, and click on the receipt number from the column Receipt to view the MRR.

Check Status of invoice and payment (need to check what supplier validation means)

Step 1: Click on Navigator>iSupplier Portal Full Access>Homepage and then click on the Finance tab from the top left as shown:

Step 2: Click on View Invoices:

Step 3: Search the Invoice through any one of the given options (PO number, invoice number, date, etc.) by entering the required information and clicking on Go.

What does the Invoice Status mean?

The Status of the invoice would show Validated (received by the Finance department), Approved (if the Finance department has approved of the documents), Paid (if the cheque has been issued), Rejected (if the Finance Department finds any discrepancies in the Portal based invoice), or Cancelled (if the invoice has been cancelled so it can be input again).

How to edit/cancel draft invoice

Step 1: Click on Navigator>iSupplier Portal Full Access>Homepage and then click on the Finance tab from the top left as shown:

Step 2: Enter the PO directly for which you wish to search the invoice, as shown below:

Step 3: Click on Go.

Step 4: You can update the draft invoice by clicking on the pencil icon, or delete the draft by clicking under the cancel column.

How to add freight charges

Step 1: Click on Navigator>iSupplier Portal Full Access>Homepage and then click on the Finance tab, then click on the Go button next to Create Invoice With a PO. Input your PO number to be invoiced, and then select on the line items to be added, then reach the Details step and enter invoice details as per routine and scroll down.

Step 2: Once you reach the Shipping & Handling Section, click on the "+" sign as shown below:
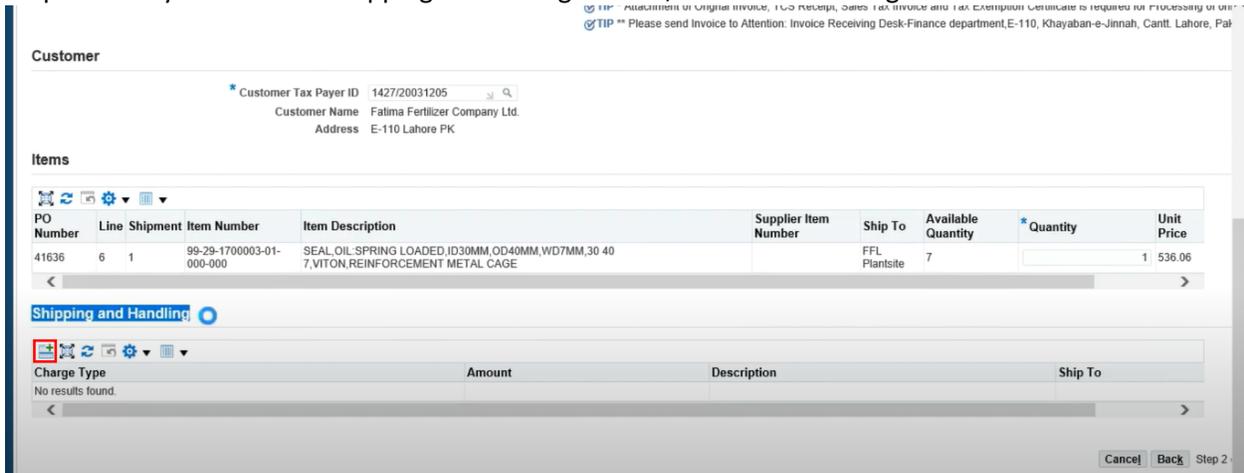
Step 3: Clicking on the + icon will allow you to add a new row as shown, with Charge Type set to Freight by default. You can enter the Shipping/Handling charges under the Amount column, and enter the description in the Description column. Leave the "Ship to" column set to NO_TAX_LOCATION since the shipping and freight charges are not taxable for proper invoice amount calculation.

Common Error/Mistakes
On submitting invoice

- Create Invoice with a PO >Go step foregone. PO entered or date added at this stage will give an error.

Step 1: Click on Navigator>iSupplier Portal Full Access>Homepage and then click on the Finance tab from the top left as shown:
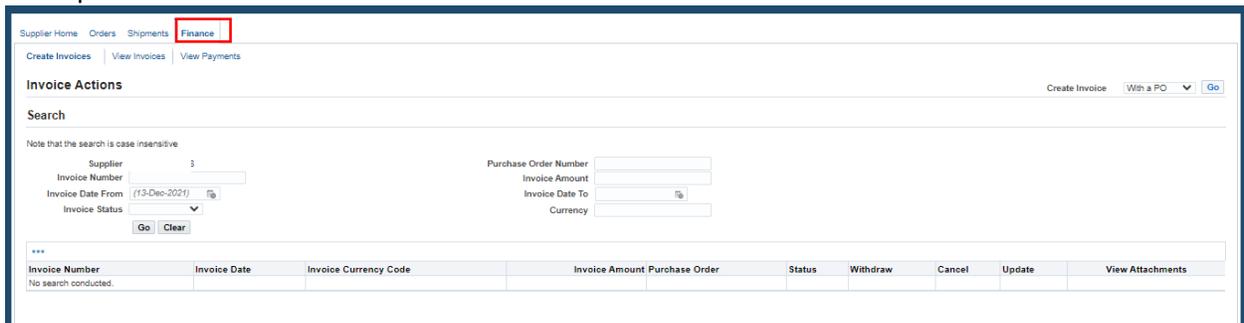
Step 2: Do NOT add any details at this point to create your invoice, or else the PO to be invoiced would not show up. Directly click on Go from the right side as shown:

Freight

- Freight Charges need to be added as mentioned in PO, if they exceed the PO amount the portal would not allow the invoice to be submitted.
- **Freight charges** should be entered without tax using the default Ship to NO_TAX_LOCATION setting under the Shipping & Handling Section, otherwise it would be computed with tax and an error will rise.

Tax

- **Sales tax code (recoverable/non-recoverable/to pay)**
  - Tax rate entered manually may give an error. Tax needs to be calculated line by line
  - Sales tax invoice number and date should match with supplier invoice
- **If invoice cancelled/returned due to any error** -unique invoice ID should be changed with a space or comma

e-Bidding

- **Create quote option not being used**
- **Quotations should mention freight, shipping and documentation charges.**

General guidelines

- **I-invoicing is only available for 3 fert plants**
- **Hard copies of invoice sent before posting on portal**
- **Multiple invoices cannot be uploaded in one go**