

Purpose: This job aid provides the steps for checking the status of a purchase order, invoice, or payment.

CHECK STATUS OF A PURCHASE ORDER, INVOICE, OR PAYMENT

[Check Status of a Purchase Order](#)

[Check Status of an Invoice](#)

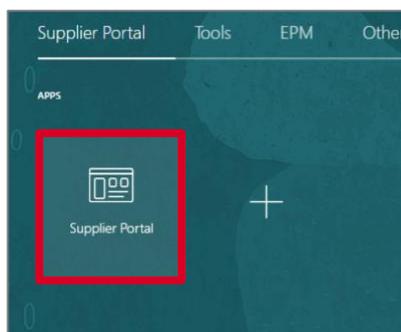
[Check Status of a Payment](#)

[Tips and Tricks for Searches](#)

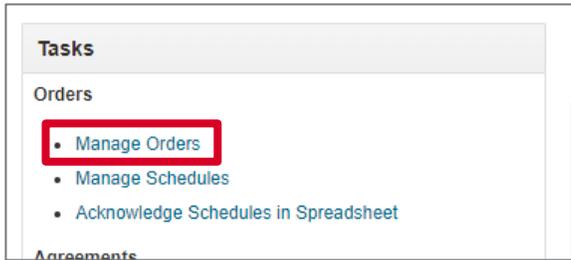
Check Status of a Purchase Order

1. From the Oracle Homepage, click **Supplier Portal**. If you don't see the Oracle Homepage shown below, click the **home icon** in the upper-right corner of the screen.

Note: If you do not already have access to Supplier Portal, navigate to <https://www.republicservices.com/suppliers/supplier-register> and scroll to the bottom of the screen to request access.

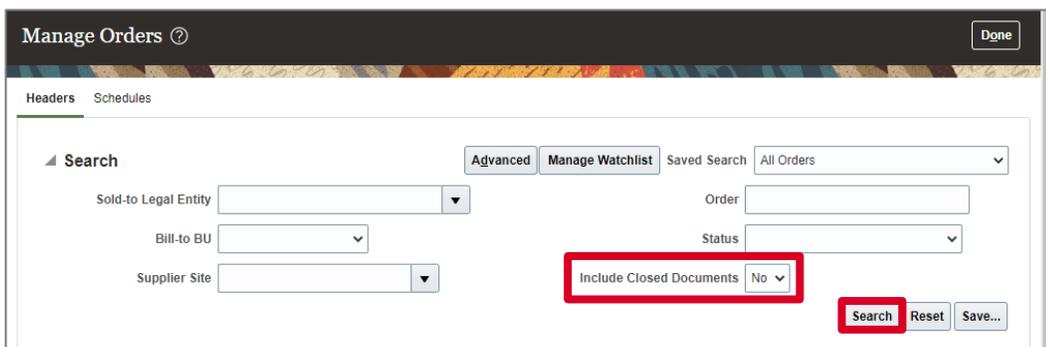


2. Click **Manage Orders** from the Tasks list on the left side of the screen.



3. Search for the Purchase Order by entering the parameters and clicking **Search**.

Note: You can search by Status to view all Purchase Orders with that status. To include closed POs, set "Include Closed Documents" to Yes.



4. You can view the status of the Purchase Order directly in the Search Results section. To view additional PO details, click the **Purchase Order number** in the Order column. The table below describes common PO statuses.

The screenshot shows the search results table. The table has columns for Order, Order Date, Description, Supplier Site, Buyer, Ordered, Currency, Status, Life Cycle, and Creation Date. The first row shows an order with ID 30077580, dated 10/28/21, with a status of 'Open'. The 'Order' and 'Status' columns are highlighted with red boxes.

Order	Order Date	Description	Supplier Site	Buyer	Ordered	Currency	Status	Life Cycle	Creation Date
30077580	10/28/21		P0001		102.26	USD	Open		10/28/21

Common PO Statuses

PO Status	Description	Able to Be Invoiced Against
Open	The PO hasn't been fully received by the PO Requester in Oracle.	Yes
On Hold	The PO can be modified by the PO Requester, but they are prevented from receiving, invoicing, returns and future approvals until the hold is removed.	No
Closed for Receiving	A particular PO or PO line number has been fully received, but the PO line number is still open because it has not been matched or invoiced by the supplier.	Yes
Closed for Invoicing	A particular PO line number has been fully invoiced, but the PO line number is still open because the invoice is in open status and is being processed for payment.	No
Closed	The PO is closed. No invoicing or receiving can occur.	Yes, but only a credit invoice can be applied against the PO.
Finally Closed	The PO cannot be modified, received, returned, or invoiced against.	No
Canceled	The PO cannot be modified.	No
Pending Change Approval	The PO is awaiting approval after a change order was created.	Yes, but only if there are other available quantities or amounts on the PO.

- Review the status of the Purchase Order. To view more information about the status, click **View Details** in the Order Life Cycle window in the upper-right corner of the screen.

REPUBLIC SERVICES
Purchase Order: 30077580

Acknowledge View PDF Actions Refresh Done

Main

General

Sold to Legal Entity: REPUBLIC SERVICES, INC.
 Bill-to BU: Primary Business Unit
 Order: 30077580
 Status: Open
 Buyer: [Name]
 Creation Date: 10/28/21

Supplier: [Name]
 Supplier Site: P0001
 Supplier Contact: [Name]
 Bill-to Location: 4541_1
 Ship-to Location: 3020

Ordered: 102.26 USD
 Description: [Name]
 Source Agreement: 40000149
 Supplier Order: [Name]
 Master Contract: [Name]

Terms Notes and Attachments

Required Acknowledgment: None
 Payment Terms: [Name]
 Shipping Method: [Name]
 Freight Terms: — Pay on receipt
 FOB: — Confirming order

Additional Information

ePRO PO / BPA Number
 Drop Ship Location
 Drop Ship Address Line 1
 Drop Ship City
 Drop Ship State
 Drop Ship Zip Code
 Context Prompt

Order Life Cycle

Ordered: [Bar]
 Invoiced: [Bar]

Amount (USD)

View Details

- Review the status and click **Done** in the upper right corner of the screen.

Note: If any shipments, receipts, or invoices are associated with the PO, they will show up in that section at the bottom of the screen with additional details. To view more details on the transaction, click any of the blue links.

REPUBLIC SERVICES
Order Life Cycle: 30077580

Done

Sold to Legal Entity: REPUBLIC SERVICES, INC.
 Order: 30077580
 Supplier: F [Name]
 Supplier Site: P0001
 Supplier Contact: [Name]
 Ordered: 102.26 USD

Order Life Cycle

Ordered: 102.26 USD
 Shipped: 0.00 USD
 Received: 0.00 USD
 Delivered: 0.00 USD
 Invoiced: 102.26 USD

In-Transit Shipments

Actions View Format Freeze Detach Wrap

Shipment	Ship Date	Tracking Number	Packing Slip	Expected Receipt Date	Shipped	Carrier	Bill of Lading
No results found.							

Columns Hidden: 2

Receipts

Actions View Format Freeze Detach Wrap

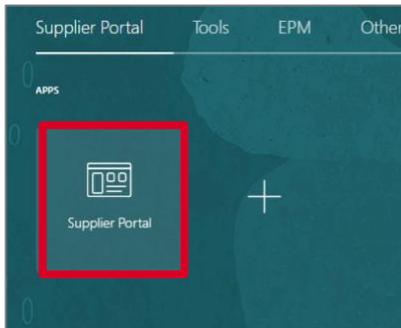
Receipt	Receipt Date	Shipment	Ship Date	Packing Slip	Returned	Received	Delivered	Invoiced	Open to Invoice
No results found.									

Columns Hidden: 3

Check Status of an Invoice

1. From the Oracle Homepage, click **Supplier Portal**. If you don't see the Oracle Homepage shown below, click the home icon button in the upper-right corner of the screen.

Note: If you do not already have access to Supplier Portal, navigate to <https://www.republicservices.com/suppliers/supplier-register> and scroll to the bottom of the screen to request access.



2. Click **View Invoices** from the Tasks list on the left side of the screen.



- Search for an invoice by entering the known parameters. You are required to enter at least one of the parameters with a double asterisk (**) next to it (i.e., Invoice Number, Supplier, or Purchase Order). Then, click **Search**.

Note: You can search by Invoice Status and Supplier to view all invoices with that status. To search for all invoices, select your company's name in the supplier drop down and click **Search**.

The screenshot shows the 'View Invoices' search interface. It includes a search bar with a 'Done' button. Below the search bar, there are several search criteria: Invoice Number, Supplier, Supplier Site, Purchase Order, Consumption Advice, Invoice Status, Paid Status, and Payment Number. The 'Search' button is highlighted with a red box.

- View the Invoice Status in the Search Results section. The tables below describe common Invoice Statuses.

Note: If the Purchase Order column is blank, the invoice was sent via OBN. To view the PO number, click the **Invoice Number** first.

Search Results

View Detach

Invoice Number	Invoice Date	Type	Purchase Order	Supplier	Supplier Site	Unpaid Amount	Invoice Amount	Invoice Status
101298190	2/7/23	Standard	30297985	FLEETPRIDE	P0001	737.76 USD	737.76 USD	On hold
105252578	2/6/23	Standard		FLEETPRIDE	P0001	35.72 USD	35.72 USD	On hold

Common Invoice Statuses

Invoice Status	Description	Suggested Supplier Action
Approved	The invoice was successfully validated against business rules and went through any needed approvals.	No action necessary. The invoice will pay out upon the payment terms.
Canceled	The invoice was canceled by the PO requester.	Contact the PO requester if you are not aware of the cancellation reason.
In Process	The invoice was recently submitted and is awaiting further processing by Oracle.	If the invoice is past due, follow up with the PO requester.
Incomplete	The invoice has not been submitted fully on Supplier Portal.	Click the invoice number link in <i>View Invoices: Search Results</i> . Once you are in the invoice, you can either cancel or delete it (under <i>Invoice Actions</i>) or submit it for processing. Always try to complete and fully submit an invoice once you begin creating it because incomplete invoices will be automatically cancelled after seven days.
Rejected	The invoice was rejected by the PO requester or an approver.	Contact the PO requester if you are not aware of the rejection reason.
Pending Import	The invoice was withdrawn when it was still in process.	Contact the PO requester if you are not aware of the withdrawn reason.
On Hold	The invoice is on hold for various reasons (i.e., price or quantity variance). Click the <i>On hold</i> link within the Status column to see the reason.	These are assigned to the PO requester. See On Hold Reason details below.

Common On Hold Reasons

On Hold Reason	Description	
Amount billed exceeds amount ordered.	The Invoiced amount is greater than the Ordered amount on a line.	Contact the requester to create a change order to increase the Ordered amount. Once approved, adjust the existing receipt(s) or create a new receipt(s) to make up the receipt shortage.
Amount billed exceeds amount received.	The receipt is either missing or not enough has been Received.	Contact the requester to enter or adjust a receipt.
Billed quantity exceeds ordered quantity.	The Invoiced Quantity is greater than the Ordered Quantity on a line.	Contact the requester to create a change order to increase the Ordered Quantity. Once approved, adjust existing receipt(s) or create a new receipt(s) to make up the receipt shortage.
Billed quantity exceeds received quantity.	The Invoiced Quantity is greater than the Received Quantity on a line.	Contact the requester to enter or adjust a receipt.
Invoice price exceeds purchase order price for PO or receipt.	The Invoiced Price is greater than the Ordered Price on a line.	Contact the requester to review and approve the Price difference.
Allocation generates an invalid account.	A miscellaneous invoice line was added with zero dollars.	Email InvoiceChange@republicservices.com to cancel the invoice. Once they confirm the cancellation, you can resubmit the invoice through Supplier Portal without the extra lines.
Total of invoice distributions does not equal invoice amount.	A miscellaneous line was added to an invoice that is not on the PO and cannot pick up a GL account.	Email InvoiceChange@republicservices.com to cancel the invoice. Once they confirm the cancellation, you can resubmit the invoice through Supplier Portal without the extra lines.
Line does not have enough information to generate distributions.	Lines were invoiced that are not on the PO.	If the invoice references a PO line that has already been invoiced, email InvoiceChange@republicservices.com to cancel the invoice.

If the invoice references a line that is not on the PO, contact the requester to create a change order to add a line. Once added the hold will automatically be released.

5. Click an **invoice number** to view additional details.

Search Results

View ▾ Detach

Invoice Number	Invoice Date	Type	Purchase Order	Supplier	Supplier Site	Unpaid Amount	Invoice Amount	Invoice Status
20INV000311682	2/6/23	Standard	30647252		P0001	10,248.08 USD	10,248.08 USD	On hold
20INV000311702	2/6/23	Standard	30656737		P0001	19,546.44 USD	19,546.44 USD	On hold
20INV000310324	2/3/23	Standard	30643692		P0001	18,371.90 USD	18,371.90 USD	Approved

6. Click the **Lines** tab to see details about each line on the invoice.

Note: Click the PO Number to directly open PO information associated with the invoice.

Invoice: 123456 Done

Business Unit: Primary Business Unit Invoice Amount: 130.44 USD
 Legal Entity Name: REPUBLIC SERVICES, INC. Unpaid Amount: 130.44 USD
 Supplier or Party: Invoice Type: Standard
 Supplier Site: Payment Currency: USD Description:
 Address: Tax Control Amount: Attachment: None
 Invoice Date: 10/28/21

Lines Payments

Items

View ▾ Detach

Line	Amount	Description	Quantity	Unit Price	UOM	Purchase Order			Receipt		Consumption Advice		Tax Determinants	
						Number	Line	Schedule	Number	Line	Number	Line	Ship-to Location	
1	102.26	F	2	51.13	EA	30077580		1						3020

Summary Tax Lines

Line	Tax Regime Name	Tax Name	Tax Status Name	Tax Jurisdiction Name	Tax Rate	Rate	Amount	Line	Type	Amount
2						8	8.18	3	Freight	20.00

Shipping and Handling



- Click the **Payments** tab to see the Due Date. The Due Date is the date a payment will be issued as long as the invoice is in the Approved status.

Note: Click the Payment Number to directly open Payment information associated with the invoice.

Lines **Payments**

Payments

Number	Payment Document	Status	Reconciled	Payment Date	Paid Amount	Address	Remit-to Account
No payments.							

Installments

Number	Due Date	Amount (USD)		Payment Method	Number	Purchase Order	Applied Amount (USD)		Description
		Gross	Unpaid				Tax	Item	
1	4/7/23	234.93	234.93	Check	No applied prepayments.				
		234.93	234.93						

Applied Prepayments

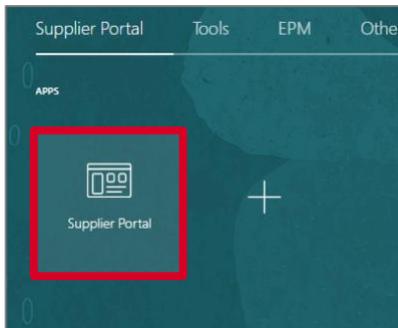
- When you are finished reviewing the invoice information, click **Done** in the upper-right corner.



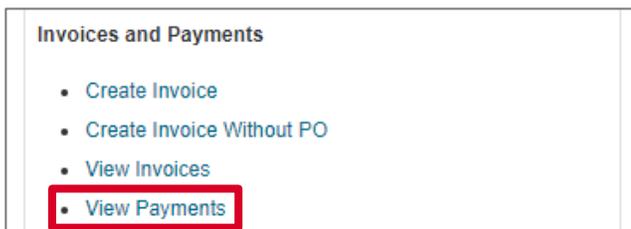
Check Status of a Payment

1. From the Oracle Homepage, click **Supplier Portal**. If you don't see the Oracle Homepage shown below, click the **home icon** in the upper-right corner of the screen.

Note: If you do not already have access to Supplier Portal, navigate to <https://www.republicservices.com/suppliers/supplier-register> and scroll to the bottom of the screen to request access.



2. Click **View Payments** from the Tasks list on the left side of the screen.



3. Search for the Payment by entering the known parameters and clicking **Search**.

Note: You are required to enter at least one of the parameters with a double asterisk (***) next to it (i.e., Payment Number or Supplier). Then, click **Search**.

Note: You can search by Supplier and Payment Status to view all Payments with that status. To search for all Payments, select your company's name in the supplier drop down and click **Search**.

The screenshot shows the 'View Payments' search interface. It features a search bar with a 'Done' button. Below the search bar, there are several search criteria: Payment Number, Supplier, Payment Status, Supplier Site, Payment Amount, and Payment Date. The 'Search' button is highlighted with a red box. The interface also includes options for 'Advanced', 'Saved Search', and 'All Payments'.

4. To view detailed payment status information, click the appropriate **Payment Number** in the Search Results section.

The screenshot shows the 'Search Results' section. It includes a 'View' dropdown and a 'Detach' button. The table below has the following columns: Payment Number, Payment Date, Payment Type, Invoice Number, and Supplier. The 'Payment Number' 10089 is highlighted with a red box.

Payment Number	Payment Date	Payment Type	Invoice Number	Supplier
10089	9/30/21	Quick	INV - 30077335	

- Review the list of Paid Invoices associated with this payment. When you are finished reviewing the payment information, click **Done** in the upper-right corner to return to the search results.

Note: Click any blue link to directly open invoice information.

Payment: 51611 Done

Business Unit Primary Business Unit	Payment Amount 1,978.15 USD
Payee FLEETPRIDE	Payment Date 1/31/23
Payee Site P0001	Payment Type Payment Process Request
Address PO BOX 281811, ATLANTA, GA 30384-1811	Remit to Account
Payment Status Negotiable	Payment Document 1523 LOCAL CHECK

Paid Invoices

Number	Invoice Date	Type	Purchase Order	Receipt	Consumption Advice	Paid Amount	Invoice Amount	Invoice Status	Due Date	Paid Status
104332993	12/13/22	Standard	30563422			232.74 USD	232.74 USD	Workflow ...	2/11/23	Fully paid
104305790	12/12/22	Standard	30561501			381.20 USD	381.20 USD	Workflow ...	2/10/23	Fully paid
104141531	12/9/22	Standard	30544883			347.52 USD	347.52 USD	Workflow ...	2/7/23	Fully paid
104272667	12/9/22	Standard	30557948			18.76 USD	18.76 USD	Workflow ...	2/7/23	Fully paid

- When you have finished viewing the payment information, click **Done** in the upper-right corner.

Note: A "negotiable" payment status indicates the payment has been sent but has not cleared the bank.

REPUBLIC SERVICES

Payment: 10089 Done

Business Unit Primary Business Unit	Payment Amount 244.56 USD
Payee	Payment Date 9/30/21
Payee Site P0001	Payment Type Quick
Address	Remit to Account
Payment Status Negotiable	Payment Document

Paid Invoices

Number	Invoice Date	Type	Purchase Order	Receipt	Consumption Advice	Paid Amount	Invoice Amount	Invoice Status	Due Date	Paid Status
INV - 30077335	9/30/21	Standard	30077335			244.56 USD	244.56 USD	Manually ...	10/30/21	Fully paid

Tips and Tricks for Searches

Use these tips to improve your Purchase Order, Invoice, and Payment searches.

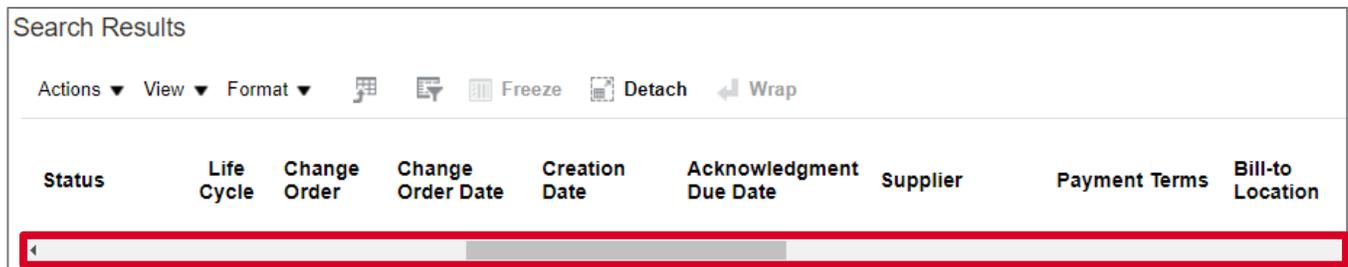
View All Default Columns

To view all default columns in the Search Results, click **View**, **Columns**, and **Show All**.



View Additional Columns

To view additional search results columns, scroll to the right using the scroll bar beneath the search results.



Add Additional Search Parameters

To add additional search parameters, click **Advanced**, **Add Fields**, and select the parameters you would like to add.

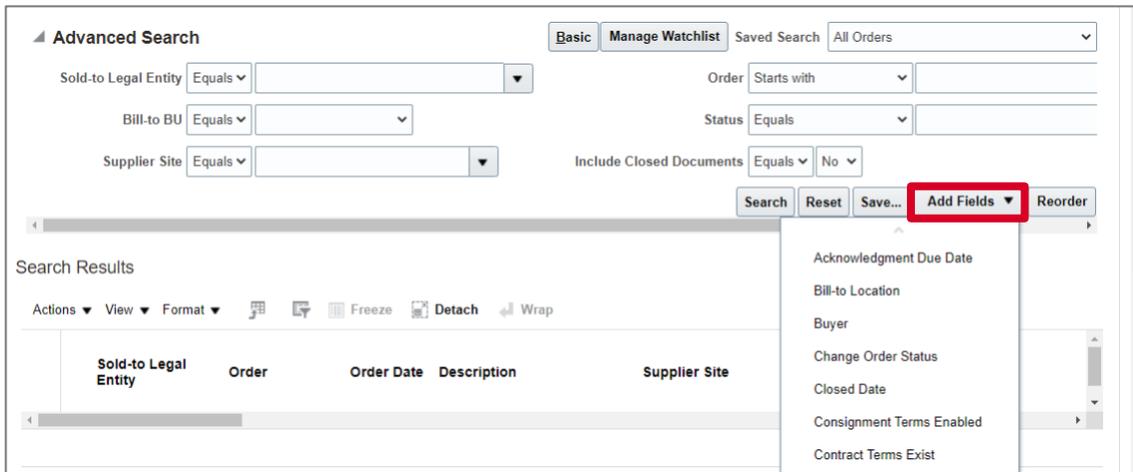
Note: You can customize your search results within a parameter by selecting the drop-down of the box to the immediate right of a parameter name.



Search

Advanced Manage Watchlist Saved Search All Orders

Sold-to Legal Entity Order



Advanced Search Basic Manage Watchlist Saved Search All Orders

Sold-to Legal Entity Order Status Include Closed Documents

Search Reset Save... Add Fields Reorder

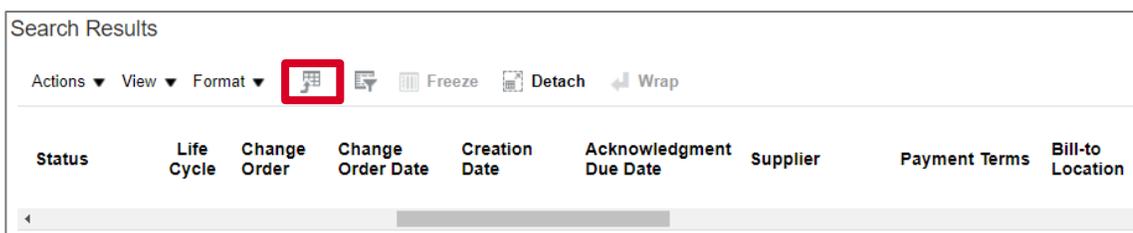
Search Results

Actions View Format Freeze Detach Wrap

Sold-to Legal Entity	Order	Order Date	Description	Supplier Site
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Export Search Details

To export the details of your search, click the **Export to Excel** icon located to the right of Format.



Search Results

Actions View Format Export to Excel Freeze Detach Wrap

Status	Life Cycle	Change Order	Change Order Date	Creation Date	Acknowledgment Due Date	Supplier	Payment Terms	Bill-to Location
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Create Favorite Searches

To save a set of parameters that you can easily use in future searches:

1. Enter the desired parameters and click **Save**.

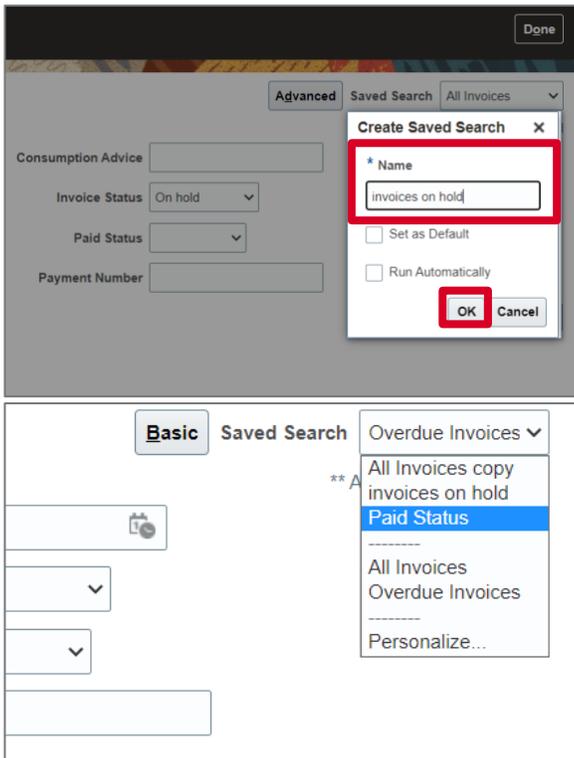


The screenshot shows a search interface with the following elements:

- Buttons: **Advanced**, **Saved Search**, and a dropdown menu for **All Invoices**.
- Text: **** At least one is required**
- Input fields: **** Invoice Number**, **** Supplier**, **Supplier Site**, **** Purchase Order**, **Consumption Advice**, **Invoice Status** (set to "On hold"), **Paid Status**, and **Payment Number**.
- Buttons: **Search**, **Reset**, and **Save...** (highlighted with a red box).

2. Enter a name in the **Name** field and click **OK**. The search will now be available in the Saved Search drop-down box.

***Note:** Check the box if you want to Set as Default. Your saved search is now available in the Saved Search drop-down box in the upper-right corner.*



The screenshot shows two parts of the interface:

Top Part: Create Saved Search Dialog

- Buttons: **Done**, **Advanced**, **Saved Search**, and a dropdown menu for **All Invoices**.
- Input fields: **Consumption Advice**, **Invoice Status** (set to "On hold"), **Paid Status**, and **Payment Number**.
- Dialog Box: **Create Saved Search** with a close button (X). It contains a *** Name** field with "invoices on hold" entered, and checkboxes for **Set as Default** and **Run Automatically**. **OK** and **Cancel** buttons are at the bottom.

Bottom Part: Saved Search Dropdown

- Buttons: **Basic** and **Saved Search**.
- Dropdown Menu: **Overdue Invoices** (selected), **All Invoices copy invoices on hold**, **Paid Status** (highlighted in blue), **All Invoices**, **Overdue Invoices**, and **Personalize...**