SUPPLIER

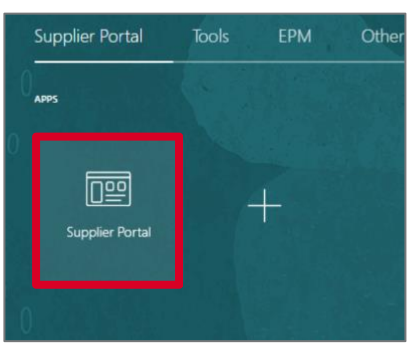
Purpose: This job aid provides the steps for checking the status of a purchase order, invoice, or payment.

CHECK STATUS OF A PURCHASE ORDER, INVOICE, OR PAYMENT

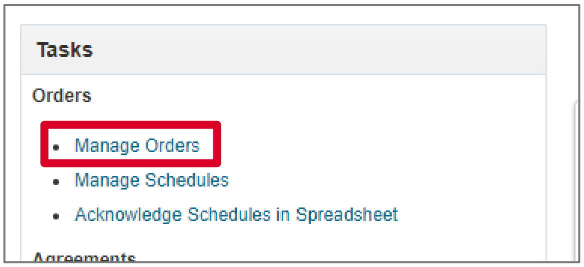
Check Status of a Purchase Order

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-registerhttps://www.republicservices.com/suppliers/supplier-register](https://www.republicservices.com/suppliers/supplier-register) *and scroll to the bottom of the screen to request access.*

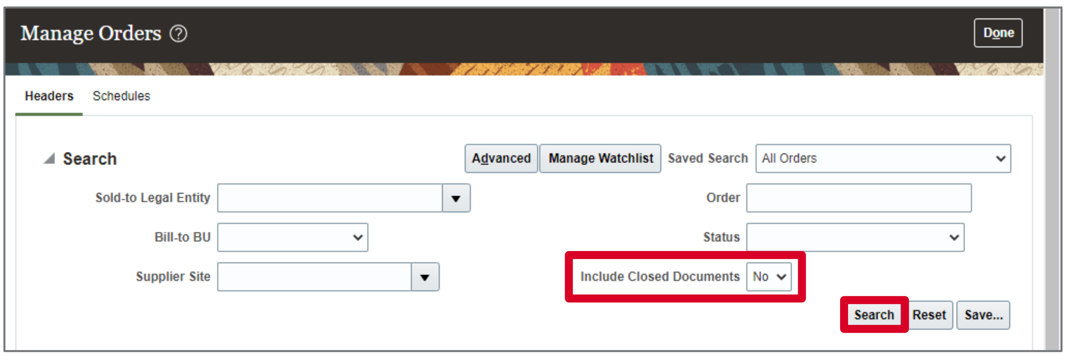


2. Click **Manage Orders** from the Tasks list on the left side of the screen.



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.

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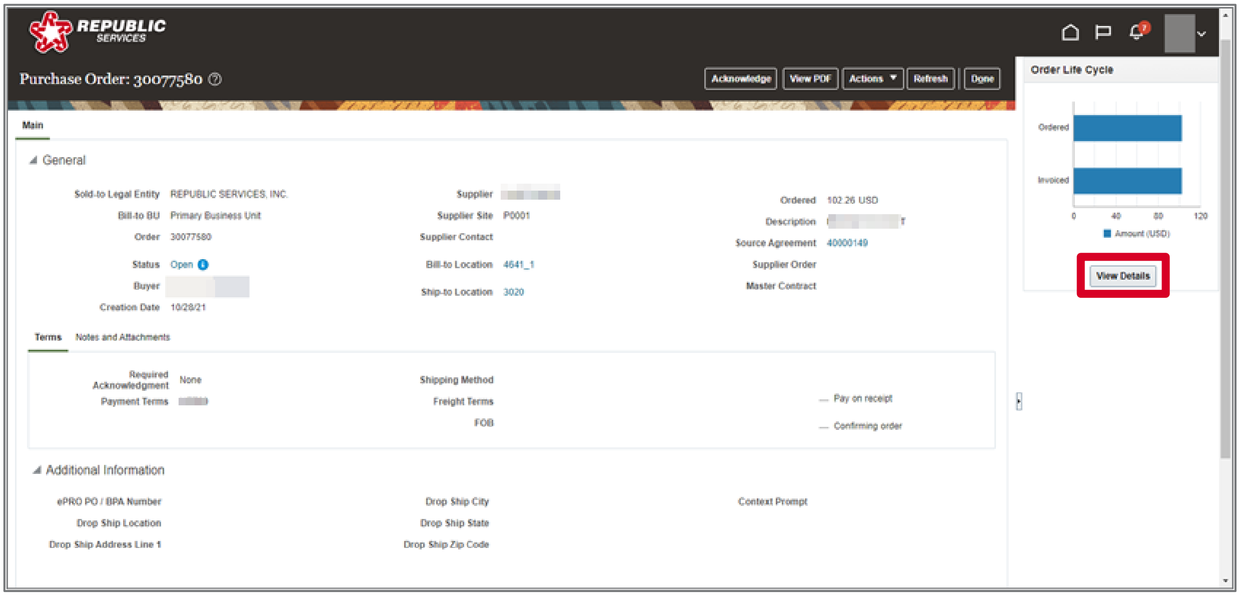
Common PO Statuses

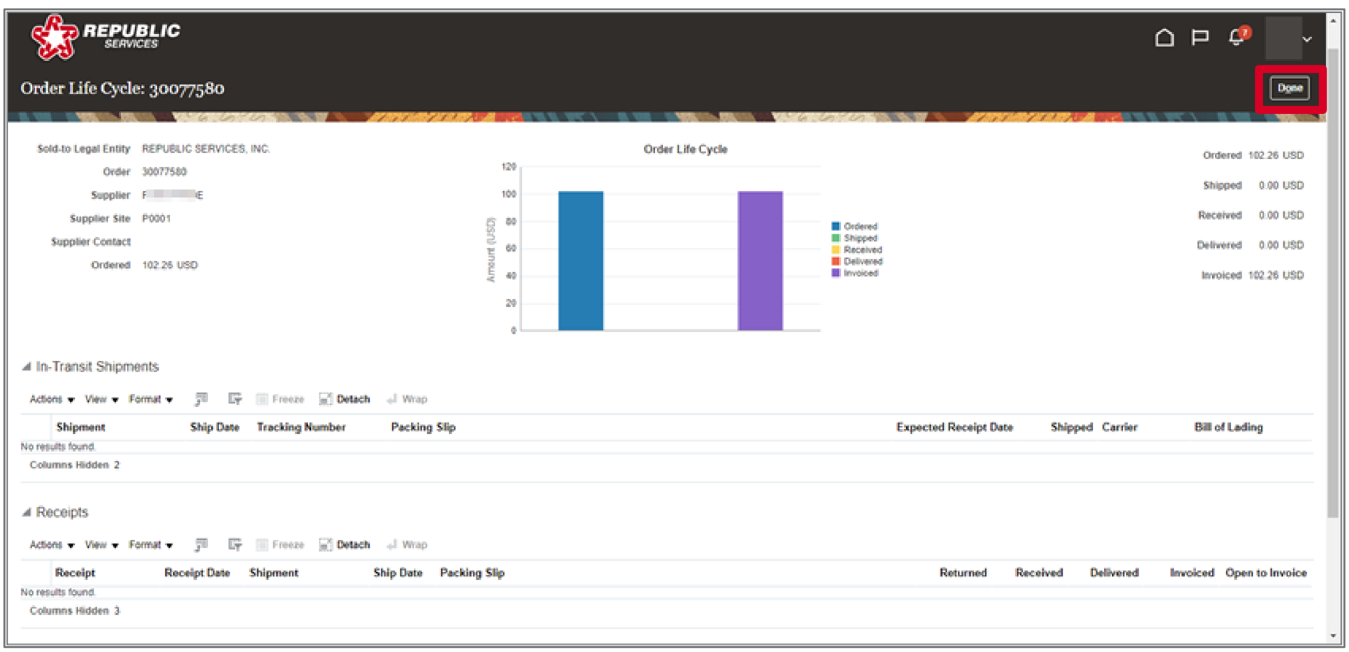
PO Status	Description	Able to Be Invoiced Against
Open	The PO hasn't been fully received by the PO Requester in Oracle.	Yes
On Hold	The PO can be modified by the PO Requester, but they are prevented from receiving, invoicing, returns and future approvals until the hold is removed.	No
Closed for Receiving	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.

5. 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.



6. 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.*

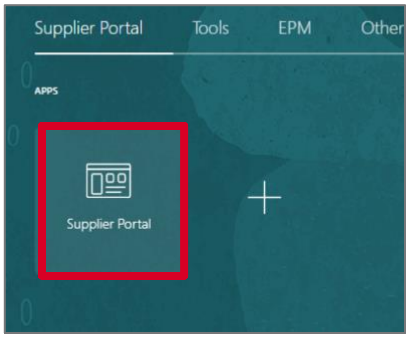


03/21/23

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.

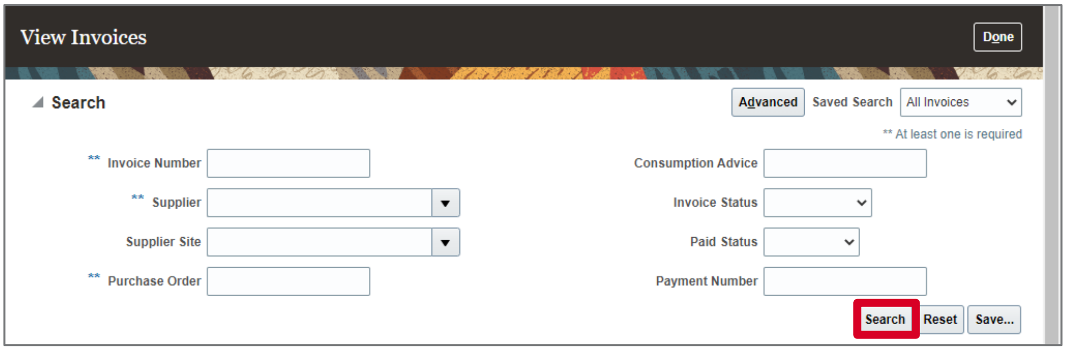
   Note: *If you do not already have access to Supplier Portal, navigate to https://www.republicservices.com/suppliers/supplier-register and scroll to the bottom of the screen to request access.*



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

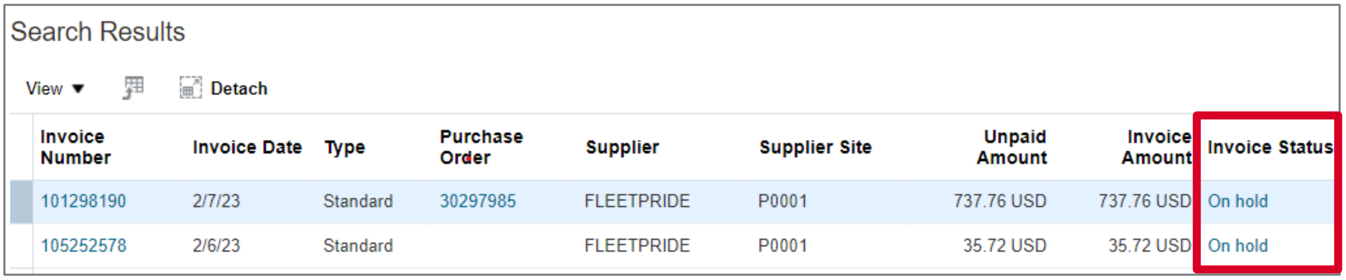
3. Search for an invoice by entering the known parameters. You are required to enter at least one of the parameters with a double asterisk (**) next to it (i.e., Invoice Number, Supplier, or Purchase Order). Then, click **Search**.

*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**.*



4. 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.*



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

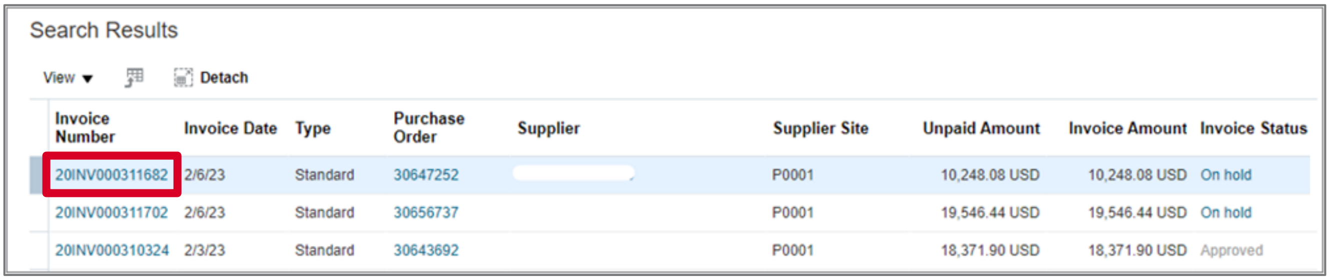
Invoice Status	Description	Suggested Supplier Action
Approved	The invoice was successfully validated against business rules and went through any needed approvals.	No action necessary. The invoice will pay out upon the payment terms.
Canceled	The invoice was canceled by the PO requester.	Contact the PO 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 *View Invoices: Search Results*. Once you are in the invoice, you can either cancel or delete it (under *Invoice Actions*) 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 *On hold* 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.

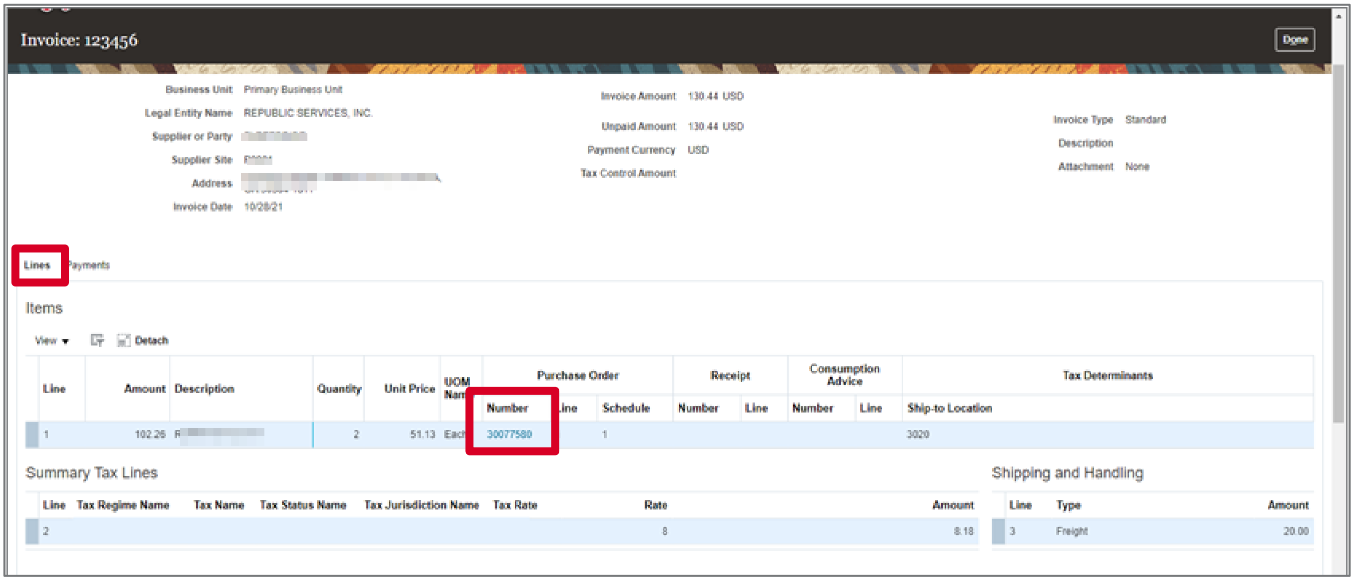
		If the invoice references a line that is not on the PO, contact the requester to create a change order to add a line. Once added the hold will automatically be released.

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



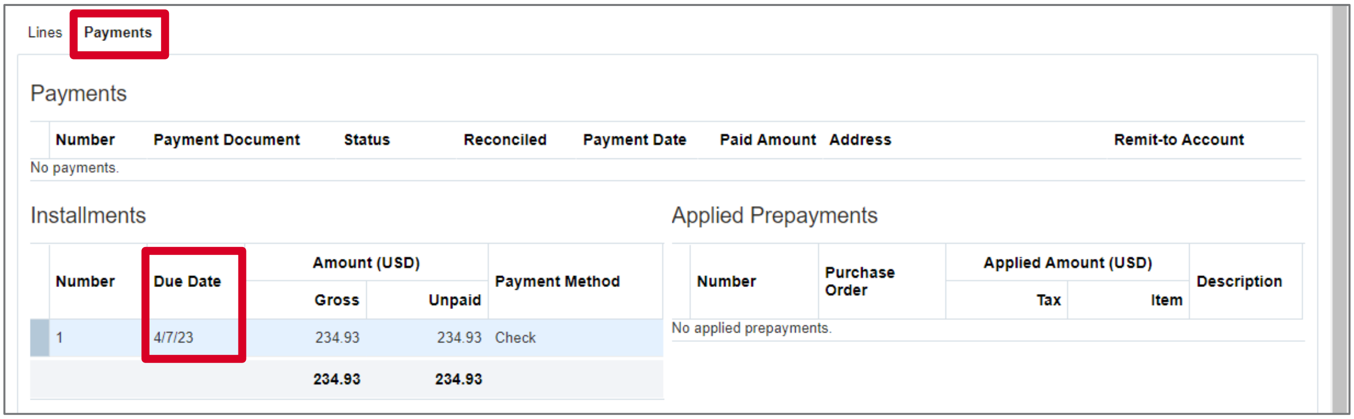
6. Click the **Lines** tab to see details about each line on the invoice.

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



7. 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.*



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

Check Status of a Payment

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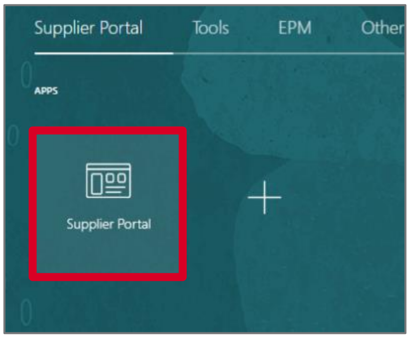
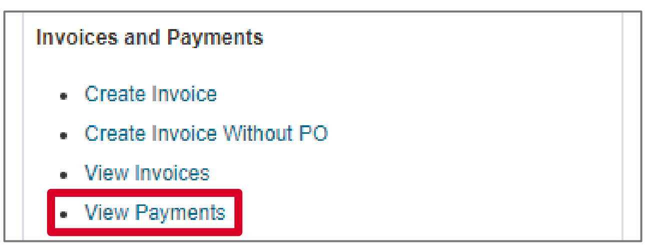


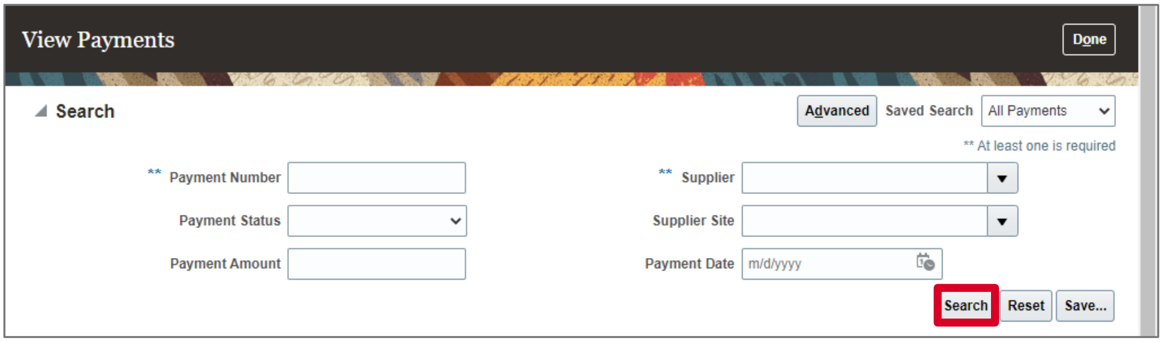
2. Click **View Payments** from the Tasks list on the left side of the screen.



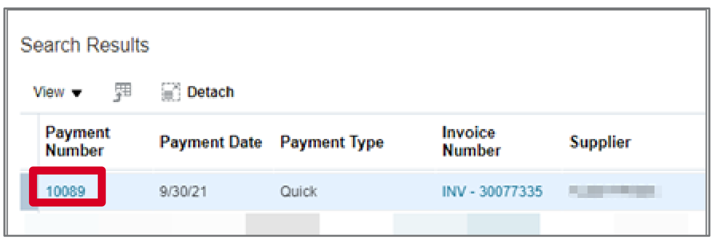
3. Search for the Payment by entering the known parameters and clicking **Search**.

__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__.

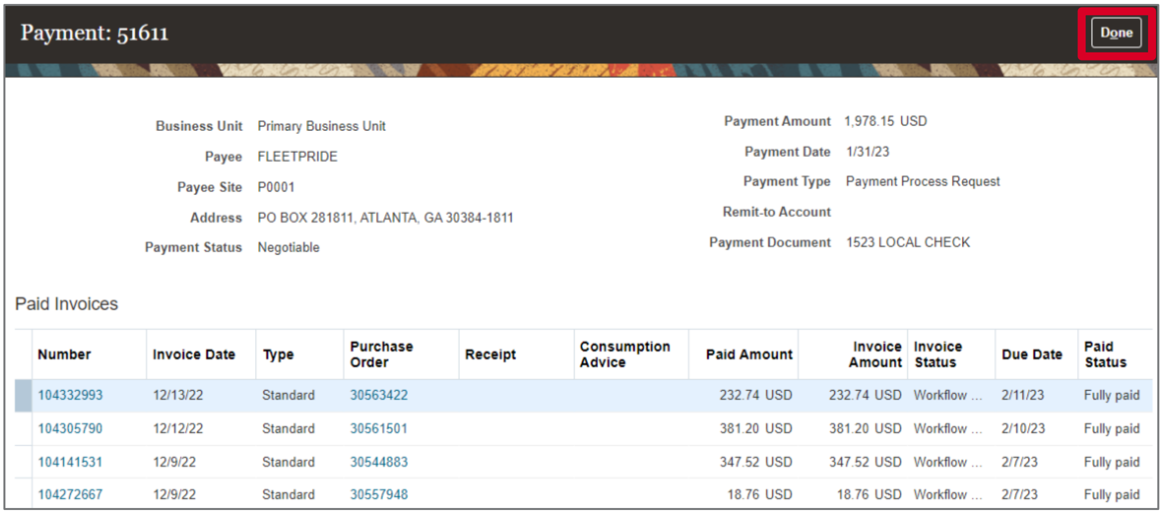


4. To view detailed payment status information, click the appropriate **Payment Number** in the Search Results section.



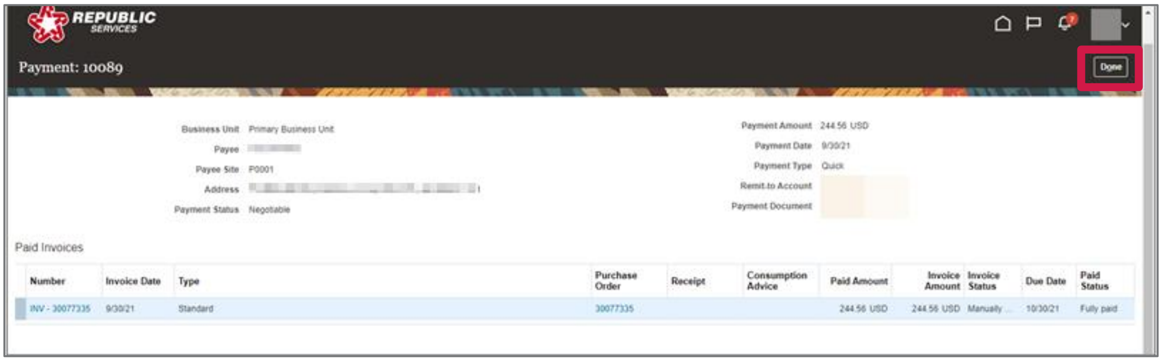
5. Review the list of Paid Invoices associated with this payment. When you are finished reviewing the payment information, click **Done** in the upper-right corner to return to the search results.

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



6. 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.*

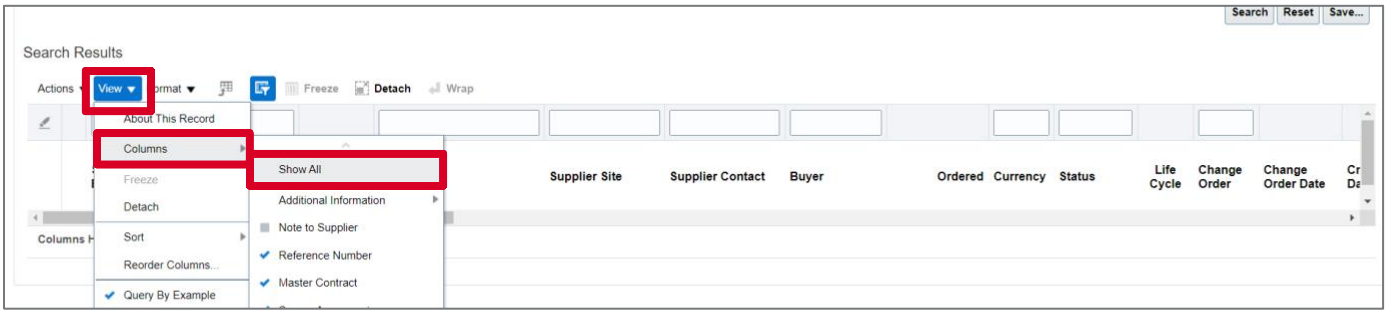


Tips and Tricks for Searches

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

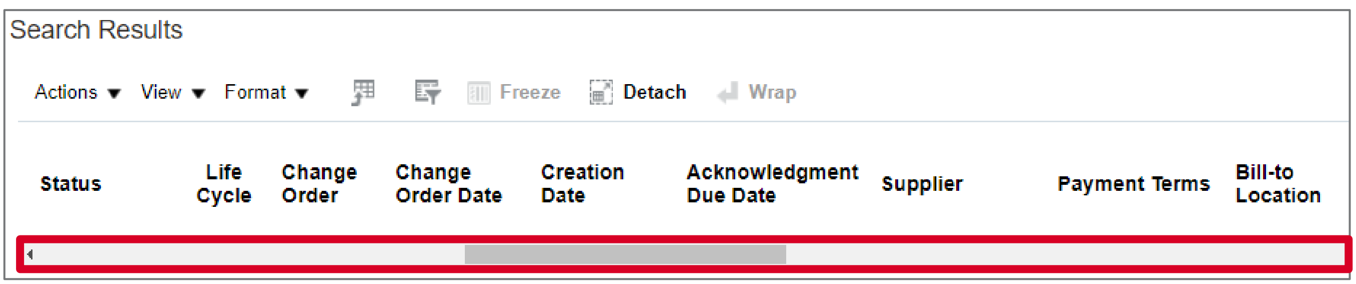
View All Default Columns

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



View Additional Columns

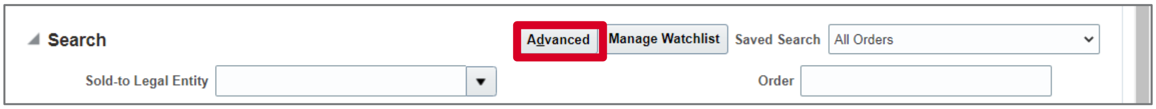
To view additional search results columns, scroll to the right using the scroll bar beneath the search results.

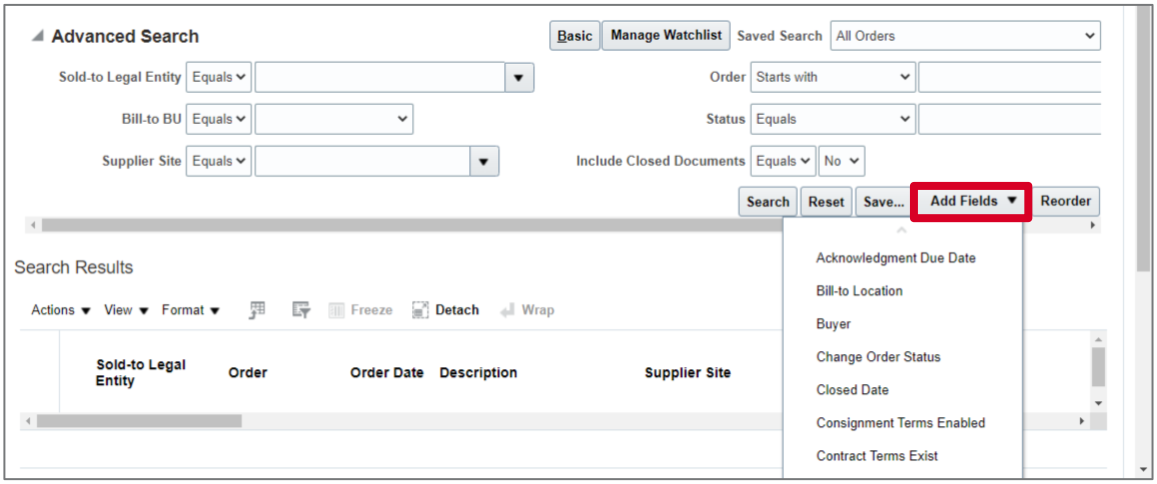


Add Additional Search Parameters

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

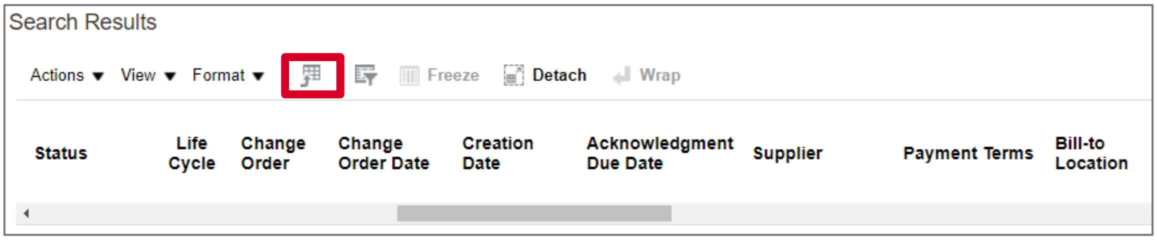
Note: *You can customize your search results within a parameter by selecting the drop-down of the box to the immediate right of a parameter name.*





Export Search Details

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



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**.

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.*