FREQUENTLY ASKED QUESTIONS (FAQs)

INVOICE STATUS QUERY FORM

What is Invoice Status Query Form and how could it assist suppliers?

// The enhanced Invoice Status Query Form will now offer a more comprehensive update on the invoice/payment status. Users can submit their invoice details, such as the barcode or invoice number and date, to retrieve their invoice status within 15 minutes, without needing to raise a request or send an email.

What could be the reason for not getting my invoice status when submitted through Invoice Status Query Form?

// The reason could be due to any of following:

// Invoice is paid or sent back more than 6 months ago.

// Invoice or document is out of scope (intercompany invoices, down payment documents)

// Invoice reference number or date have no matches with invoice number/date reflected in the system.

// Invoice reference number & date has multiple matches in our system.

// Incorrect invoice reference number or date (ex. delivery/billing date being used in query details, not the invoice date).

// Invalid barcode number.

// Incorrect/Invalid email address included in submitted query.

// Invoice is not received and updated in the system.

// Invoice is received less than 24 hours from time of query.

// Invoice is picked for payment run on the same date when request submitted in Invoice Status Query form.

// Invoice might have processed multiple times therefore system could not give you appropriate response.

// Invoice is knocked-off with a credit note.

How can I update details in Invoice Status Query Form to get accurate result?

// The Invoice Status Query form offers two options for inputting invoice details: Barcode or invoice details.

// If you have a barcode number handy, please select "Barcode" and provide a valid email address to receive the response.

// If you have an invoice reference number and invoice date, please select "Invoice details" to input the invoice number and invoice date along with a valid email address to receive the response.

What is invoice date to mention in Invoice Status Query form?

// Invoice date is the one available on the invoice copy mentioned as "date" or "invoice date" or "document date".

How can I submit request for multiple invoice numbers/barcodes?

// Once a query is submitted in Invoice Status Query form, a link will be available to users to submit a new one.

How long it will take to get response once a query is submitted in Invoice Status Query form?

// Users will get an automated comprehensive response about the invoice status within 15 minutes after the query is submitted.