

Cox Communications Supplier Inquiry Portal

Frequently Asked Questions

Q: Where do I go to change the contact information for my company, or to get additional accounts added?

A: Submit a completed Supplier Inquiry Portal Request (SIPR) and send to AtlantaAP.Center@cox.com. A link to the SIPR is on the portal under Quick Links.

Q: What do I do if I've lost my password?

A: Click on the Forgot Your Password link at the log in page to reset your password. You will need your contact last name and email address to change your password. If you do not have any of this information, please submit a request to change your password to AtlantaAP.Center@cox.com.

Q: How do I change my supplier information?

A: To change your banking information, please complete the ACH Direct Deposit Form (the link can be found under Quick Links) and submit to Coxsuppliermdm@cox.com. For all other changes, please request a Supplier Information Request Form from Coxsuppliermdm@cox.com.

Q: How do I link my account to another vendor?

A: We can link two or more accounts with the same TIN number by submitting a request to Coxsuppliermdm@cox.com.

Q: How long does it take for an invoice to show up in the portal?

A: Please allow at least 7 business days from the date of submission for the invoice to appear in the portal.

Q: Why is my retainage related payment inaccurate?

A: All split transactions will reflect the latest payment made related to that invoice. In a retainage example of a \$100 invoice where \$90 is paid at Net 45 and \$10 paid at Net 90, the portal will initially show the invoice as paid with a total payment of \$90. The remaining \$10 will pay at Net 90, but the portal will then reflect the invoice as paid with a total payment of \$10. We apologize for any confusion this may cause

Q: I am searching for an invoice that I am sure should be in the portal but I can't find it. What is wrong?

A: Please do not search with the "\$" as this will return no results. Also try searching for the invoice number using the wildcard functionality (described next question), as the invoice number may include leading zeros. If you still cannot find the invoice, then contact AtlantaAP.Center@cox.com.

Q: How do I use a wildcard when searching?

A: The portal uses an asterisk (*) as a wildcard. You can enter the wildcard at the end of your search criteria. Wildcard limitations: You cannot do an open search by entering only an asterisk in the Invoice Search field. Also, a wildcard may not be used in the payment search functionality or in date fields.

Q: What does the location code stand for?

A: The location code represents the remit to address we have or will submit payment to. It is represented by your supplier number, state, and city. Ex. 12345NVLASVEGAS

Q: Is the portal always available?

A: The portal is available 24 hours a day, 7 days a week

Q: How often is invoice information updated?

A: Invoice and payment information is updated nightly.

Q: Where do I submit invoices?

A: Invoices should be submitted to ccisupplierinvoice@coxinc.com.