

# Cox Communications Supplier Inquiry Portal

## Frequently Asked Questions

Click on the links below for questions relating to:

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### Account Management

**Q: How do I get a username and password for the portal?**

A: Please complete the [Supplier Inquiry Portal Request Form \(SIPR\)](#) and send to Cox Customer Service at [AtlantaAP.Center@cox.com](mailto:AtlantaAP.Center@cox.com). Your request will be completed within 2 business days and your credentials will be sent to you via the email address you have provided.

**Q: Where do I go to change the contact information for my company?**

A: All contact information was pulled from our supplier master file. If the contact information is incorrect, please submit a [Supplier Inquiry Portal Request Form \(SIPR\)](#) with the correct contact information and send to Cox Customer Service at [AtlantaAP.Center@cox.com](mailto:AtlantaAP.Center@cox.com). Your request will be completed within 2 business days and your credentials will be sent to you via the email address you have provided.

**Q: How do I get additional accounts added for my company?**

A: Please complete the [Supplier Inquiry Portal Request Form \(SIPR\)](#) for additional supplier accounts. Send the completed SIPR form to Cox Customer Service at [AtlantaAP.Center@cox.com](mailto:AtlantaAP.Center@cox.com). Your request will be completed within 2 business days and your credentials will be sent to you via the email address you have provided.

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

A: Click on the Forgot 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](mailto:AtlantaAP.Center@cox.com).

**Q: Where do I change my password?**

A: Submit a password change request through the Contact Us link within the vendor portal. Your password will be changed to a default password and sent to

you via the email address you provided. You will then be prompted to change the default address at first sign in.

**Q: How do I change my supplier information?**

A: To change your banking information, please complete the [ACH Direct Deposit Form](#) and submit to [AtlantaAP.Center@cox.com](mailto:AtlantaAP.Center@cox.com). For all other information changes, such as remit to information, please request a Supplier Information Request Form from [AtlantaAP.Center@cox.com](mailto:AtlantaAP.Center@cox.com).

**Q: Can I link my account to another vendor?**

A: Yes, we can link two or more accounts to be able to view all invoice and payment information for each vendor linked. Please submit that request via the Contact Us link in the portal. Please note: We will only link vendors with the same TIN number.

**Portal Functionality**

**Q: An invoice I submitted previously is not showing in the portal. Who do I contact?**

A: Please allow at least 7 business days from the date of submission to appear in the portal. At that point you may use the Contact Us link to inquire on any missing invoices.

**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, at Net 50, the portal will show the invoice as paid with a total payment of \$90. Rest assured, the remaining \$10 will still pay at Net 90. But at Net 95, the portal will reflect the invoice as paid with a total payment of \$10. We apologize for any confusion this may cause.

**Q: Why can't I search by payment date or amount?**

A: The Payment Search section only allows you to search with Payment Number. To search by payment date, please use the Payment Date Search section using a date range.

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

A: Please be sure you are not searching with the "\$" as this will return no results. Also, you must enter leading zeros in an invoice number if applicable. If you still can not find the invoice, please use the Contact Us link within the portal to inquire on the missing invoice.

**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 can not 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: The portal shows I was paid but I haven't seen it?**

A: Click on the "Email" link (✉) located next to the payment or invoice transaction to inquire. AP Customer Service will respond to your inquiry within 2 business days.

**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. 13554NVLASVEGAS

**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.

**Invoicing Procedures**

**Q: Where do I submit invoices?**

A: You can find all of our invoice requirements and submission information on our [Cox.com Supplier Site](#).

**Q: What are Cox's Invoice Requirements**

A: You can find all of our invoice requirements and submission information on our [Cox.com Supplier Site](#).