

A photograph of a smiling man with a shaved head, wearing a white shirt with thin vertical stripes. He is holding a large, glowing blue and green globe of the Earth. The background is a blurred indoor setting, possibly a kitchen or office, with white cabinets and a decorative object on a shelf.

SIEMENS

November 2019

Invoice Reception

Requirements for the reception of invoices

This document specifies the mandatory and/or optional requirements for the submission of invoices for local and international 3rd party suppliers.

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Delivery Methods

Electronic Invoices:

For vendors not located in Mexico.

Exception: Freight and customs brokers and consignment merchandises. These vendors should be sent the electronic documents such as invoices, credit notes, debit notes, freight invoices, receipts for service fees, etc to the e-mail address: Inv.SiemensGP.mx@siemens.com

The Vendors should submit their invoices through the IOL portal <https://siemens.iolportal.com/siemens/> with the following features:

- 1) PDF or TIFF of the original invoices – Only 1 invoice per PDF and 1 PDF per e-mail. PDF's with more than one invoice will be rejected, and will not be processed.
- 2) Additional support according to the type of document sent as specified in later sections of this document (i.e. consignment, freight, advanced payments etc.)

Note: Once you have submitted your invoice you will be able to find its current status within our webpage <https://siemens.iolportal.com/siemens/> with historical date until 180 days.

General Considerations regarding e-mails:

- 1) Attached files should not be larger than 5MB
- 2) The attachment file names should only contain the following characters: a-z, 0-9, _
- 3) Attachments in the same e-mail should not contain the same filenames.
- 4) Do NOT include in the e-mails .zip files, e-mail files (i.e. .msg files) or other filetypes not defined in this document

Invoices

Requirements:

- 1) Indicate the address specified in the Purchase Order. (i.e.: Av. Ejército Nacional No.350 Piso 3 Col. Polanco V Sección Delg. Miguel Hidalgo C.P. 11560 México D.F)
- 2) Invoices should not be dated older than 30 days prior to date of submission.
- 3) Payment terms as indicated on the Purchase order must be included on the Invoice.
- 4) Each invoice must only refer to one purchase order.
- 5) The Purchase order number must be included on the invoice.
- 6) Invoice issue date can't be previous to the purchase order issue date.
- 7) Each line item in the invoice must match the quantity, unit of measure, unit price, currency, and total amount indicated on the purchase order. If any of these items do not match, or the purchase order indicated has already been fulfilled, this may cause your invoice to be rejected, or payment to be delayed.
- 8) The purchase order line items must be referred to each line item of the invoice. (i.e. 0020)
- 9) In case of reissuing an invoice, the new invoice should include the following statement in the body of the invoice *"THIS INVOICE CANCELS AND REPLACES INVOICE NO.----- DATED MMDDYYYY"*
- 10) In case of application of an advance payment:
 - a. The following statement should be included in the body of the invoice *"APPLICATION OF ADVANCED PAYMENT INCLUDED"*
 - b. The application for the advanced payment (partial or in full) should be included in the invoice according to the payment terms.

Consignment Material Invoices

Consignment merchandises vendors should be send the electronic documents such as invoices, credit notes, debit notes, consumption documents, etc to the e-mail address: Inv.SiemensGP.mx@siemens.com

Requirements:

- 1) Indicate the address specified in the Purchase Order. (i.e.: Av. Ejército Nacional No.350 Piso 3 Col. Polanco V Sección Delg. Miguel Hidalgo C.P. 11560 México, D.F)
- 2) Invoices should not be dated older than 1 month prior to date of submission.
- 3) Payment terms as indicated on the purchase order must be included on the Invoice.
- 4) Each invoice should refer to one consumption document.
- 5) The consumption document number must be included in the body of the invoice.
- 6) Each line item in the invoice must match the quantity, unit of measure, unit price, currency, and total amount indicated on the consumption document. If any of these items do not match, or the consumption document indicated has already been invoiced, this may cause your invoice to be rejected, or payment to be delayed.
- 7) The consumption document items must be referred to each line item of the invoice. (i.e. 0020)
- 8) In case of reissuing an invoice, the new invoice should include the following statement in the body of the invoice
"THIS INVOICE CANCELS AND REPLACES INVOICE NO.----- DATED MMDDYYYY"

Credit/Debit Notes

Requirements:

- Credit/Debit notes for returned material, price or quantity differences

- 1) Indicate the address specified in the Purchase Order. (i.e. Av. Ejército Nacional No.350 Piso 3 Col. Polanco V Sección Delg. Miguel Hidalgo C.P. 11560 México, D.F)
- 2) Each Credit/Debit Note must only refer to one purchase order and invoice.
- 3) The Purchase order number must be included on the Credit/Debit Note.
- 4) All Credit/Debit Notes should include the following statement in the body of the document: *"APPLY TO THE FOLLOWING INVOICES: ----, ----"*.

- Credit Notes for reprocessing

- 1) Indicate the address specified in the Purchase Order. (i.e.: Av. Ejército Nacional No.350 Piso 3 Col. Polanco V Sección Delg. Miguel Hidalgo C.P. 11560 México, D.F)
- 2) The unique identifier (GID) of the requester should be mentioned in the document. Please request this information from your buyer.

- Credit Notes for prompt-payment

- 3) Indicate the address specified in the Purchase Order. (i.e.: Av. Ejército Nacional No.350 Piso 3 Col. Polanco V Sección Delg. Miguel Hidalgo C.P. 11560 México, D.F)
- 4) The Purchase order should be mentioned in the document or the unique identifier (GID) of the requester. Please request this information from your buyer.
- 5) Each Credit/Debit Note must only refer to one purchase order and invoice.

Advance Payments

Requirements:

- All Suppliers

- 1) Indicate the address specified in the Purchase Order. (i.e.: Av. Ejército Nacional No.350 Piso 3 Col. Polanco V Sección Delg. Miguel Hidalgo C.P. 11560 México, D.F)
- 2) Each advance payment must only refer to one Purchase Order
- 3) The Purchase order number must be included in the document.
- 4) All Advance Payments should include the following statement in the body of the document: *"ADVANCE PAYMENT"*.

Freight and Customs Brokers Invoices

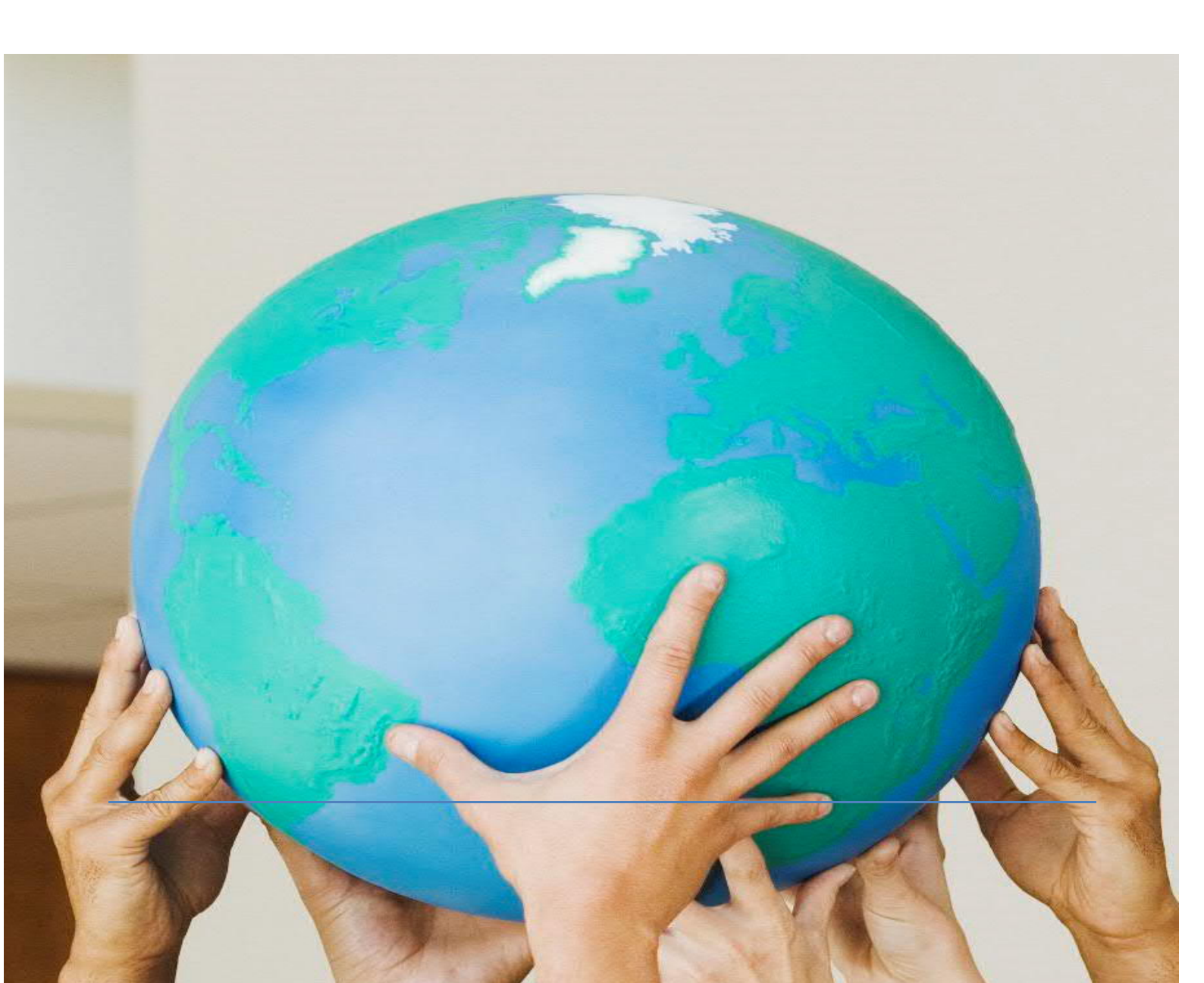
Freight and customs brokers must send the electronic documents such as invoices, credit notes, debit notes, freight invoices, receipts for service fees, etc to the e-mail address: *inv.central.mx@siemens.com*

Requirements:

- 1) Indicate the address specified in the Purchase Order. (i.e.: Av. Ejército Nacional No.350 Piso 3 Col. Polanco V Sección Delg. Miguel Hidalgo C.P. 11560 México, D.F)
- 2) Invoices should not be dated older than 1 month prior to date of submission.
- 3) Payment terms as indicated in the contract must be included on the Invoice.
- 4) Each invoice must include:
 - a. Reference to the purchase order number, purchase order line items, whether partial or complete, and the e-mail address of the Siemens contact person.
 - b. Reference to the import code provided by Siemens Trade Support Services. (i.e.: iTSS-XXX—XXXXXX)
 - c. Attached TSS template (Excel File)
- 5) Additional Support must be sent on PDF format:
 - a. Entry summary, simple format (only for customs brokers).
 - b. Entry summary, detailed structure (only for customs brokers).
 - c. Post- Entry Adjustments (if applicable).
 - d. PDF with the invoices for third party expenses.
 - e. Proof of Delivery for domestic freight.
- 6) In case of reissuing an invoice, the new invoice should include the following statement in the body of the invoice
"THIS INVOICE CANCELS AND REPLACES INVOICE NO.----- DATED MMDDYYYY"

Legal Requirements

- I. Name, Legal Company Name and Tax ID of the supplier.
- II. Physical address of the invoice sender.
- III. Invoice Number.
- IV. Place and issue date.
- V. TAX ID (RFC) of the invoice recipient
- VI. Quantity, unit of measure, and class of services or material, or description of service, or use.
- VII. Unit Price specified as a number.
- VIII. Total Value specified as a number or in letters.



Invoicing manual

Invoices On-Line (IOL)

Version 2, November 2019

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1 General Information

1.1 ¿What is IOL (Invoices On-Line)?

IOL is a tool that allows Siemens' Foreign Vendors to upload their invoices and check their processing status. Also the portal allows for Vendors to review the history of the documents that have been paid in the last 3 months.

1.2 ¿Who can use IOL to upload and submit invoices?

The invoice submission feature has been enabled in IOL for Foreign Vendors only (Vendors not located in Mexico), except for those that sell merchandise in consignment and Logistic carriers.



NOTE: If you are in doubt whether your company qualifies to submit its invoices via IOL please contact atencion_prov_gss.mx@siemens.com

1.3 ¿Why to use IOL?

This tool provides us with the following benefits:

- As it is the vendor who uploads his own invoices, IOL provides the certainty that the documents will be received by Siemens in a 24 hour time-frame.
- General view of physical and electronic invoices submitted to Siemens in the last 6 months.
- Document search by multiple criteria: Date range, invoice number, invoice amount, payment status and payment number.
- IOL shows the following information:
 - ✓ Once invoices have been approved, IOL shows the payment programming.
 - ✓ Payment details
- Submit invoice inquiries/ payment inquiries to a Siemens Vendor support representative via the portal directly.
- Download reports in Microsoft Excel



NOTE: The portal is available for invoice upload if you are billing to one of the following companies:

- 🇲🇽 Siemens S.A. de C.V.
- 🇲🇽 Siemens Servicios S.A. de C.V.
- 🇲🇽 Siemens Inmobiliaria S.A. de C.V.
- 🇲🇽 Siemens Healthcare Diagnostics S. de R.L. de C.V.
- 🇲🇽 Siemens Healthcare Servicios S. de R.L. de C.V.
- 🇲🇽 Industria de Trabajos Eléctricos S.A. de C.V.
- 🇲🇽 Siemens S.A. de C.V. (Transformadores Planta Guanajuato).

- 🚧 Siemens Gas and Power S de R L de C V
- 🚧 Siemens Gas and Power Servicios S de R L de C V

2 Registration

To complete your registration please follow the next steps:

a) Access to IOL portal


<https://siemens.iolportal.com/siemens/> and select “ Siemens Vendors” / “Register Here”:

New to Invoices On-Line?



b) Complete the registration form then select your own IOL “Username” and “Password”

Note: Fields marked with * are mandatory.

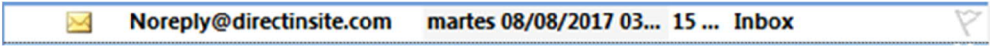

First Name *	<input type="text"/>
Last Name *	<input type="text"/>
User ID *	<input type="text"/>
E-Mail Address *	<input type="text"/>
Re-enter E-Mail Address *	<input type="text"/>
Password *	<input type="password"/> <small>*Password cannot be the same as UserID. It must be 8 to 20 characters in length and must contain at least 1 letter, 1 number and one of the special characters (@#\$%^&*+=)</small>
Confirm Password *	<input type="password"/>
Company Name *	<input type="text"/>
Company Mailing Address	
Address 1	<input type="text"/>
Address 2	<input type="text"/>
Address 3	<input type="text"/>
Address 4	<input type="text"/>
Address 5	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Postal Code	<input type="text"/>
Country	<input type="text" value="UNITED STATES"/>
Culture	<input type="text" value="EN-US [English, United States]"/>
Phone Number *	<input type="text"/>
	
Security Code *	Enter the characters exactly as displayed above (case sensitive) <input type="text"/> <input type="button" value="Reload Image"/>
	<small>(Note: If you are unable to recognize the characters in the above image, please reload the image.)</small>

Once the form is completed select "Continue". The following message will display:

Thank you for applying. A confirmation e-mail has been sent to the e-mail address submitted to activate your account. Please follow the directions contained in the e-mail to continue the registration process.

The email should be received within an hour. If you do not receive the email, please contact support@iolportal.com for assistance.

c) You will receive an e-mail to validate the e-mail address provided. Go to your inbox and select “Continue User registration” as shown below.

 Noreply@directinsite.com martes 08/08/2017 03... 15 ... Inbox 

Estimado

You have completed the **first of two steps** in the self-registration process! For security reasons, you must complete the final step below in order to gain access to IOL.

Current Siemens Vendors (Invoice on file):
You will need to supply information from a recently paid invoice including:
Número de Factura Fecha de Factura Monto de la Factura

New Siemens Vendors (No Invoice on file):
You will need to supply the following:

- **Your Company's remit to address.** Your remit to address is the address on your company's invoice that indicates the location where invoice payments should be sent. Even if you receive your payments electronically, this address is needed to confirm your identity. Please contact your company's accounts receivable/billing department if you are uncertain of your remit to address.
- **Your Company's Siemens remit to vendor number.** This can be attained from your Siemens Operating Company business contact and/or buyer.

Please click on the 'Continue User Registration' link below to complete the activation of your selected password and UserID:

Continue User Registration

If you are unable to click the above link, please copy and paste the following text to your browser:

<https://siemens.iolportal.com/siemens/Common/GlobalReg/RegInvVerification.aspx?UserID=DE5745E8-E7BB-4554-AF9C-ADFC8BD9E351&Install=SIEMENS&Culture=ES-ES>

If you require Invoices On-Line (IOL) application support, please contact:

Phone: 866-866-4775 Extension 101

Email: support@iolportal.com

d)
To

activate your IOL account, insert the data from any physical or electronic invoice submitted to one of the Siemens Mexico companies (mentioned in numeral 1.2).

Don't forget to include: Invoice number, invoice date, invoice amount. Once the data has been entered please press “**Submit**”.

1. Siemens Vendors with ANY PAID INVOICE:

Please enter the below details for any Siemens Operating Company invoice from the past 90 days.
Note: This invoice can be **either paper or electronic**.

Enter Historical Invoice Details to Activate Account

Invoice Number
(no spaces,
special
characters or
leading zeroes):

Invoice Date
(mm/dd/yyyy):



Invoice Amount
(999999.99):

Submit

e) You will be directed to <https://siemens.ioportal.com/siemens/> select the option “Siemens Vendors/ Login Here”

Language: ▼

Select Login Type

Siemens Vendors: Login Here 	Siemens Employees: Login Here 
--	--

You are required to enter your User ID/Password, and then press “Login”

Language: English, United States ▼

Enter User Details

User ID:

Password:

The following screen will be displayed, you will be required to enter a validation code, which will be submitted to the e-mail you provided when completing your registration.


A validation code was emailed to the existing email address on your IOL profile. (Check your "junk/spam" folder if email is not delivered to your inbox). Please stay on this page until you receive the validation code and enter it (exactly as provided in email; with both lower and upper case letters) in the "validation code" field. Select the "Remember Me" if not a shared or public computer. Enter Security Code exactly as shown and then select "Authenticate".
Warning: Do not click "Remember Me" when using a public or shared computer.

Enter User Details

User ID:


Validation Code:

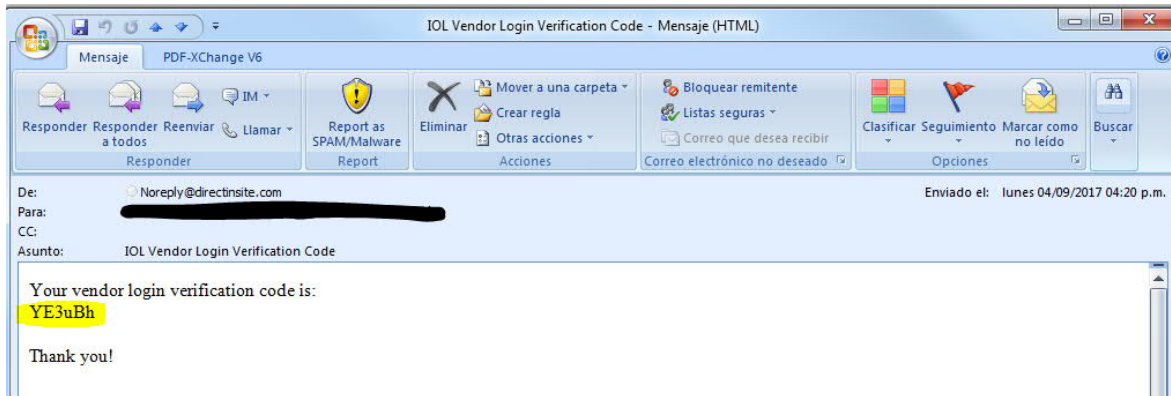
Remember Me:

Security Code: * 

Enter the characters exactly as displayed above:

f) When you receive this code and enter it in IOL, the system will request for a Password change

 Noreply@directinsite.com lunes 04/09/2017 04:... 13 ... Inbox



Enter User Details

User ID:

Validation Code:

Remember Me:

Security Code: *



Enter the characters exactly as displayed above:

g) Once you modify your password the system will require to answer the following 6 security questions

Security Questions

Question 1 *

Answer 1 *

Question 2 *

Answer 2 *

Question 3 *

Answer 3 *

Question 4 *

Answer 4 *

Question 5 *

Answer 5 *

Question 6 *

Answer 6 *

NOTE: It is important that you remember the answers, if you happen to forget your password the system will request them to reset a new one.

IOL INVOICES ON-LINE Personal Accounts Payable and Billing System

Note: Effective 4/1/17 Siemens Real Estate (RM033) will be moved to MC MM022. See Attention area for more info.

SIEMENS LOGOUT

HOME You are logged in as: billberto.baeza

Search:

Please submit all Accounts Payable Inquiries using the "Inquiry" or "Non-Invoice Related Questions" links.
For 1059 and 1042 Inquiries, please submit an Inquiry using the "Non-Invoice Inquiry" link on the left menu panel.
For IOL technical issues, please submit an email to Northamerica-iol-support.gss@siemens.com

If your inquiry is not responded to within 24 hours or for invoice search panel help, please click on the help button "?" in the upper right corner of this page.

Enter filter criteria and select "Search" (% is the wildcard)

Invoice Search Panel

Invoice Number (no special characters/leading zeros)

PO Number

Payment Number (Check Number or ACH Number)

Invoice Date (Begin/End)

Scheduled Payment Date (Begin/End)

Payment Date (Begin/End)

Invoice Amount (999999.99)

Payment Amount (999999.99)

Siemens Operating Company

HOME

- Create Invoice
 - Create & Submit Invoice
 - Create & Submit Credit Memo
 - Upload Invoice Spreadsheet
- Document Search
 - Invoices
- Non-Invoice Inquiry
- Profile
- History
 - Customer Relations Inquiry
 - Spreadsheet Uploads
- Help Topics
- Help Videos
- Help Guides
 - Quick Start Guide
 - User's Manual
- Downloadable AP Forms
 - Electronic Funds Transfer
 - IRS Form W-9
 - IRS Form W-9



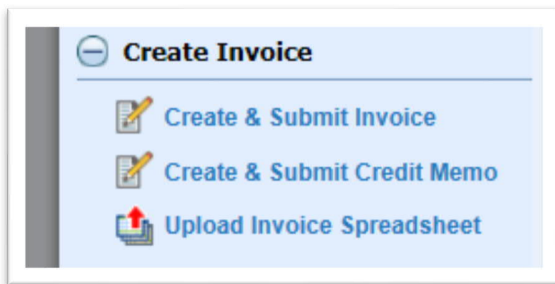
NOTE: In case you have problems setting up your account please contact our vendor assistance representatives @ atencion_prov_gss.mx@siemens.com

3 Invoice Upload



Remember that this feature is only available for Foreign Vendors (not located in Mexico), excluding Consignment Vendors and Logistic Carriers.

3.1 Upload Invoice with Purchase Order











On IOL's main page select the option "**Create & Submit invoice**" from the menu "Create invoice" to the left.

- a) To start with the invoice upload process, you need to enter the **IMA** corresponding to your "**Siemens Operating Company**" (The Siemens company you are billing to)



NOTE: Each Siemens Company owns a unique **IMA** number; you must select the correct IMA so your invoice is properly routed.

The IMAs from the different Siemens Operating Companies:

-  IMA 306 - Siemens S.A. de C.V.
-  IMA 303 - Siemens Servicios S.A. de C.V.
-  IMA 305 - Siemens Inmobiliaria S.A. de C.V.
-  IMA 300 - Siemens Healthcare Diagnostics S. de R.L. de C.V.
-  IMA 342 - Siemens Healthcare Servicios S. de R.L. de C.V.
-  IMA 301 - Industria de Trabajos Eléctricos S.A. de C.V.
-  IMA 308 - Siemens S.A. de C.V. (Transformadores Planta Guanajuato)
-  IMA 349 - Siemens Gas and Power S de R L de C V

b) In the option “**Invoice Type**” select the option “**Purchase Order**”



NOTE: Invoices not related to a Purchase Order will not be accepted. All invoices should appoint to one single Purchase Order. Remember that invoices containing reference to multiple Purchase orders will not be accepted.

c) “**PO Number**” Insert the PO Number that your invoice is appointing to.

Invoice Entry

Siemens Operating Company: MC-IMA303 - Siemens Servicios S.A. de C.V.

Invoice Type: Non Purchase Order, Purchase Order

PO Number: 4800354392

Create Invoice

NOTE: In case your PO is closed/blocked or invalid, the system will not allow you to access with that PO. You will have to submit an e-mail to atencion_prov_gss.mx@siemens.com with a print screen of the error so you can be assisted.

Once you access with a valid PO the system will request for the necessary information to upload your invoice in IOL.

STEP 1: Please complete all mandatory fields (*)

- “Invoice Number”
- “Invoice Currency”: The system will take as default the currency of the PO
- “Invoice Date”: Invoice Issuance Date (It should not be older than 30 days vs upload date).
- “Purchase Order”: The PO # you inserted at the beginning.

Step 1 of 8: Invoice Header

Invoice Number (no spaces/special characters/leading zeroes) *	TEST448210L	Account No	
Final Invoice (This is to be checked only if you have received a down payment on this Purchase Order number)	<input type="checkbox"/>	Payment Terms	
Invoice Currency *	US Dollar	Canadian Tax Registration ID (+)	
Invoice Date (mm/dd/yy) *	01/01/2018		
Purchase Order *	4800354392		

Fields noted with an asterisk (*) are mandatory
(+) Required if PST, GST or QST tax is added

STEP 2: The system autocompletes the information of the fields “Bill to” “Ship to” and “Remit to” on the basis of the Purchase Order number, please verify that this information is correct.

Step 2 of 8: Bill-To / Ship-To / Remit-To Information

Bill To	Ship To	Remit To
Search Contact by First or Last Name <input type="text"/> <input type="button" value="Add Contact"/>	Name *	Vendor No
Contact Name <small>Add a contact by selecting the button above.</small>	Address *	Name
Contact Email Address	City *	Address
Name	State *	City
Address	Zip *	State
City	Country *	Zip
State		Country
Zip		
Country		
Mail Code		

* Country required for non-US State

STEP 3: Checkmark ✓ one by one the PO line items that need to be invoiced, complete the quantity and unitary price of each line according to your invoice.



NOTE: It is important that you select the line items, quantity and correct unitary prices. Errors in the recording of these data can cause inconveniences with the timely processing of your payment.

- Once you have completed all the necessary line items with the quantity and price information you need to press the button **“Add selected Line(s) to Invoice”**

In the inferior part of the screen you will show the selected positions.



Step 3 of 8: Add / Edit Invoice Line Items

Hide Purchase Order

To add PO lines to Invoice:

- Select line(s) in Purchase Order table below, adjust quantity and/or rate and click 'Add Selected Line(s)' button.
- Locked items are released for further invoicing 24 hours after invoice submittal.
- For freight-only invoices, add any line with a quantity of 0, then enter freight charges under the Surcharges section in Step 4.
- To add/edit Tax, select a line in the Invoice Line Items table and use the Line Edit Form to add tax.

Select	Lock	Line Number	Item Number	Item Description	Tax Description	Unit of Measure	Qty to Invoice	Price Per Unit	Original Quantity	Remaining Quantity	Line Item Balance	Tax Type	Status
<input type="checkbox"/>		00001	PM4 WS1 duracin 4	PM4 WS1 duracin 4 das		SE	<input type="text"/>	39140.000000	1.0000	--	39140.00	<input type="text"/>	Closed
<input type="checkbox"/>		00002	Da Virtual	Da Virtual		SE	<input type="text"/>	9785.000000	1.0000	--	9785.00	<input type="text"/>	Open
<input type="checkbox"/>		00003	PM4 WS2 2017 3 d	PM4 WS2 2017 3 das		SE	<input type="text"/>	11742.000000	1.0000	0.0000	11742.00	<input type="text"/>	Open
<input type="checkbox"/>		00004	PM4 WS2 2018 3 d	PM4 WS2 2018 3 das		SE	<input type="text"/>	18300.000000	1.0000	--	18300.00	<input type="text"/>	Open

Page 1 of 1 [Records 1 - 4 of 4] - [0 Descs]

Add Selected Line(s) to Invoice

Locked in another invoice Locked in current invoice Closed

- To edit an invoice line, select line from table below, make changes in the Line Editing Form and click Update Line.
- To delete invoice lines, select one or more lines from table below and click Delete Line.

Select	PO Line Number	Product/Service Number	Product/Service Description	Siemens Part Number	Quantity	Unit Of Measure	Price Per Unit	Amount	Tax	Total	PO Line Balance
<input type="checkbox"/>	00003	PM4 WS2 2017 3 d	PM4 WS2 2017 3 das		1.0000	SE	11742.000000	11742.00	0.00	11742.00	11742.00

Page 1 of 1 [Records 1 - 1 of 1] - [0 Descs]

NOTE: If you show one of the following icons when selecting one or more of the PO line items consider the following:

Legend

- Locked in another invoice
- Locked in current invoice
- Closed

Locked in another invoice: A preliminary invoice that has not yet been submitted is blocking this specific line item and it will not be released unless the other invoice is submitted or deleted.

Locked in current invoice: This line item has been added to this invoice previously.

Closed: A Siemens Strategic Buyer has closed this line item; please contact him for any additional question.

STEP 4: In case you have additional surcharges or discounts you can add them here.

Step 4 of 8: Surcharges/ Freight Charges/ Discounts etc. (Optional)

Surcharges/ Discounts: 0.00 Add / View

STEP 5: Check that the total amount of your invoice is correct and then "Continue" to the next Step

⏪ **Step 5 of 8: Review and Continue**

Review Totals	
Line Items Total (excl Taxes):	11,742.00
Total Tax:	0.00
Total Surcharges/Discounts:	0.00
<hr/>	
Total Amount:	USD 11,742.00

[Continue to Next Steps](#)

[Cancel and Return to Invoices Home](#)

STEP 6: Add the PDF of your invoice. You will also be able to add the necessary supporting documents if necessary.

- Remember that you can attach multiple documents as long as the size of each document is less than 5 MB.
- In case that you require to add a note or commentary, you can do it in the option “notes/Instructions”.

Your invoice has been successfully saved in a preliminary status. This invoice has not been sent to Siemens Accounts Payable yet.

Please continue to **Step 8** below to submit this invoice to Siemens for processing:

⊗ Step 6 of 8: Add Supporting Documents/ Instructions (Required for Siemens Canada and Mexico Entities)

• **Attachments:**

Note: For Siemens Mexico, the attached document must back up the selected position for this PO, otherwise it will be rejected upon receipt by Siemens.

You may attach multiple supporting electronic documents such as scanned receipts, images or text files. Please note however, that the size of each document must be less than 5 Megabytes and the total of all attachments must not exceed 80MB.

Special Note for Blanket Purchase Orders: Please attach a pdf/image with Invoice Line Item details. Blanket Purchase Orders are often generic. (Qty = 1, Price = \$20,000, Unit = Lot). However, invoices against this Purchase Order should be specific (Example: 10 Hours at \$20/hour) to facilitate the approval of the invoice.

• **Notes/ Instructions:**

Add special instructions or notes to this invoice.

When you press **“Add/View”** the following screen will display the next screen to attach the supporting documents.

ATTACHMENTS ?

Invoice Number: TEST4482IOL

Supplier Name: METODO TREINAMENTOS LTDA ME

Select	Name	Create Date
--------	------	-------------

ADD ATTACHMENTS ?

Add Attachment

Attachment Name:

Attachment Type: Other

Attachment Path:

Please Note:
The maximum allowed Attachment file size is 5120 KB.

Press the

“Add” button, the following screen will display:

Please complete the information in the following fields:

- Attachment Name: Name of the file (Invoice Number)
- Attachment Type: Select “Other”
- Attachment Path: Search the document in your Document Library and upload the invoice file.

ADD ATTACHMENTS ?

Add Attachment

Attachment Name: TEST4482IOL

Attachment Type: Other

Attachment Path: C:\Users\z002rnwk\Desktop\Examinar...

Please Note:
The maximum allowed Attachment file size is 5120 KB.

Add Cancel

When you are finished press “**Add**” and you will show the following screen and you will have to confirm that the documents you upload backup the line items invoiced.

Attachment Confirmation

I accept that the document uploaded backs up the position invoiced.

Close

In the following screen you will be able to visualize the documents that have been attached.

ATTACHMENTS ?

Invoice Number

Supplier Name

Select	Name	Create Date	
<input type="checkbox"/>	TEST4482IOL	1/17/2018 6:01:40 PM	View

Page 1 of 1 [Records 1 - 1 of 1] - [0.0secs]

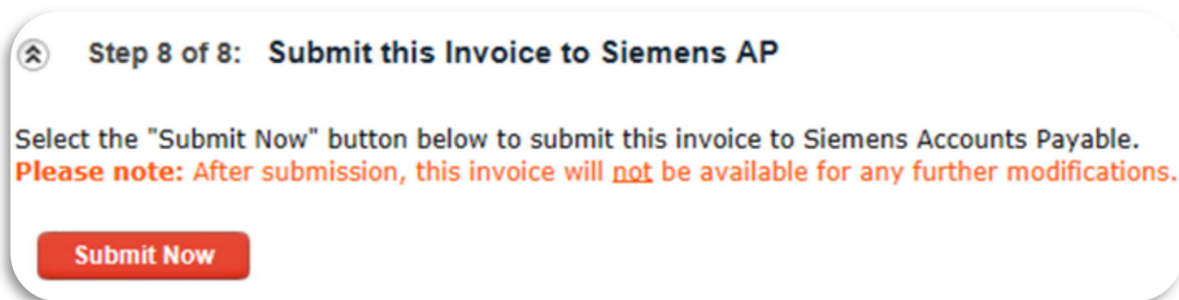
Add Delete Print Close

STEP 7 (Optional) : In case that you require to modify your documents before submitting the invoice, you'll be able to do it by pressing **"Edit this Invoice"**

⬆ **Step 7 of 8: Review or Edit this Invoice (Optional)**

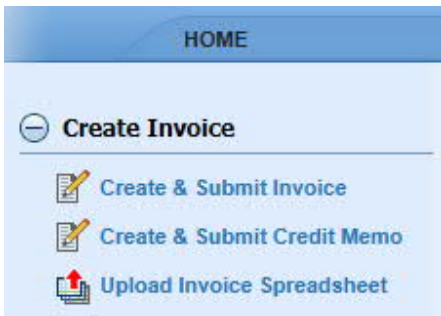
Edit this InvoiceReview / Print this Invoice

STEP 8: Press the button “**Submit Now**” to upload your invoice. Remember that once the invoice has been submitted you won’t be able to modify it.



3.2 Enter Credit Memo without Purchase Order

NOTE: To enter a Credit Memo with Purchase Order you should follow the same steps as in the numeral “**3.1 Upload Invoice with Purchase Order**” of this manual












On IOL’s main page select the option “**Create & Submit Credit Memo**” from the menu “*Create invoice*” to the left of the screen.

- a) To start with the process you need to insert the IMA corresponding to the SOC “**Siemens Operating Company**” (The Siemens Company you are submitting the credit note to).

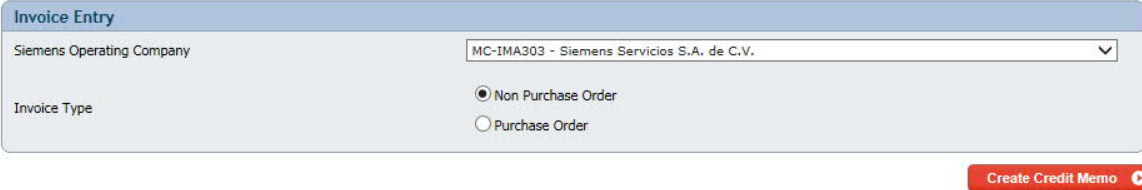


NOTE: Every Siemens Company has a different IMA number. It is very important to select the correct IMA so your Credit Memo is directed to the correct SOC.

The **IMAS** of the Siemens Operating Companies are the following:

-  IMA 306 - Siemens S.A. de C.V.
-  IMA 303 - Siemens Servicios S.A. de C.V.
-  IMA 305 - Siemens Inmobiliaria S.A. de C.V
-  IMA 300 - Siemens Healthcare Diagnostics S. de R.L. de C.V.
-  IMA 342 - Siemens Healthcare Servicios S. de R.L. de C.V.
-  IMA 301 - Industria de Trabajos Eléctricos S.A. de C.V.
-  IMA 308 - Siemens S.A. de C.V. (Transformadores Planta Guanajuato)
-  IMA 349 - Siemens Gas and Power S de R L de C V
-  IMA 348 - Siemens Gas and Power Servicios S de R L de C V

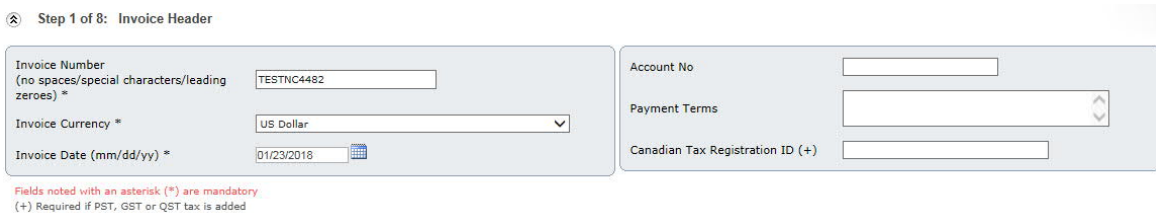
b) Select the option **“Non Purchase Order”**.



The system will guide you through a series of steps to complete your Credit Memo and upload it into IOL.

STEP 1 : You must complete the mandatory fields only (*)

- “Invoice Number”
- “Invoice Currency”: Currency of the Credit Memo
- “Invoice Date”: Issuance Date of the Credit Memo



STEP 2: The system will autocomplete the information of the fields “Bill to” and “Remit to”. Verify that the information is correct and complete the info of the fields “Bill to/ Add Contact” and also “Ship to” (mandatory).

Step 2 of 8: Bill-To / Ship-To / Remit-To Information

Bill To	Ship To	Remit To
Search Contact by First or Last Name <input type="button" value="Add Contact"/> Contact Name * <i>Add a contact by selecting the button above.</i> Contact Email Address Name <input type="text" value="Siemens Servicios S.A. de C.V."/> Address <input type="text" value="V Sección, Delegación Miguel Hidalgo"/> City <input type="text" value="Mexico City"/> State <input type="text"/> Zip <input type="text" value="11560"/> Country <input type="text" value="Mexico"/> Mail Code <input type="text" value="MC-IMA303"/>	Name * <input type="text" value="Siemens Servicios S.A. de C.V."/> Address * <input type="text" value="ección, Delegación Miguel Hidalgo"/> City * <input type="text" value="Mexico City"/> State † <input type="text"/> Zip * <input type="text" value="11560"/> Country † <input type="text" value="Mexico"/> <small>† Country required for non-US State</small>	Vendor No <input type="text" value="51000430"/> Name <input type="text" value="METODO TREINAMENTOS LTD"/> Address <input type="text" value="PC TEODOMIRO SANTIAGO 16"/> City <input type="text" value="ITAJUBA"/> State <input type="text" value="MG"/> Zip <input type="text" value="37500-036"/> Country <input type="text" value="BR"/>

Press

the “Add Contact” button to insert a Siemens Contact.

Bill To

Search Contact by First or Last Name

Contact Name * *Add a contact by selecting the button above.*

Then press the button “Search”

INSTRUCTIONS:

1. Please Enter First and/or Last Name and click Search button
2. Select the desired Contact from the table and click "Add Contact".
3. If you do not find the desired Contact, please refine your search and try again. Please note that the table may display multiple pages of Contact records that may be navigated by selecting the page numbers displayed below.

Search Contact

First Name

Last Name

The system will display a list of users, type the first and last name of your Siemens contact and press **“Search”**.

INSTRUCTIONS:

1. Please Enter First and/or Last Name and click Search button
2. Select the desired Contact from the table and click "Add Contact".
3. If you do not find the desired Contact, please refine your search and try again. Please note that the table may display multiple pages of Contact records that may be navigated by selecting the page numbers displayed below.

Search Contact

First Name

Last Name

Search

Select	First Name	Last Name	SOC	Email Address
<input type="checkbox"/>	JAVIER	MORELOS	Siemens Servicios S.A. de C.V.	javier.morelos@siemens.com
<input type="checkbox"/>	JAVIER	MORELOS	Siemens Healthcare Diagnostics, S. de R.L. de C.V.	javier.morelos@siemens.com

Select the right contact and press **“Add Contact”**.

Select	First Name	Last Name	SOC	Email Address
<input checked="" type="checkbox"/>	JAVIER	MORELOS	Siemens Servicios S.A. de C.V.	javier.morelos@siemens.com
<input type="checkbox"/>	JAVIER	MORELOS	Siemens Healthcare Diagnostics, S. de R.L. de C.V.	javier.morelos@siemens.com
<input type="checkbox"/>	JAVIER	MORELOS	Industria de Trabajos Eléctricos S.A. de C.V.	javier.morelos@siemens.com
<input type="checkbox"/>	JAVIER	MORELOS	Proyectos de Energia S.A. de C.V.	javier.morelos@siemens.com
<input type="checkbox"/>	JAVIER	MORELOS	Siemens, S.R.L.	javier.morelos@siemens.com
<input type="checkbox"/>	JAVIER	MORELOS	Siemens S.A.	javier.morelos@siemens.com
<input type="checkbox"/>	JAVIER	MORELOS	Siemens S.A.	javier.morelos@siemens.com
<input type="checkbox"/>	JAVIER	MORELOS	Siemens S.A.	javier.morelos@siemens.com
<input type="checkbox"/>	JAVIER	MORELOS	Siemens Innovaciones S.A. de C.V.	javier.morelos@siemens.com
<input type="checkbox"/>	JAVIER	MORELOS	Siemens, S.A. de C.V.	javier.morelos@siemens.com

1 2

Please Select a Contact and click Add Contact button

Add Contact

The contact was added successfully.

⤴ Step 2 of 8: Bill-To / Ship-To / Remit-To Information

Bill To	
Search Contact by First or Last Name	<input type="text"/> Add Contact
Contact Name *	JAVIER MORELOS
Contact Email Address	javier.morelos@siemens.com
Name	<input type="text" value="Siemens Servicios S.A. de C.V."/>
Address	<input type="text" value="o V Sección, Delegación Miguel Hidalgo"/>

STEP 3: In this step you will have to insert a description of the product or service, quantity, unit, unitary price of your Credit Memo (complete mandatory fields only), and press the button “Add line”



NOTE: It is important to type the correct Quantity, Unit and Unitary Price. Errors in the fore mentioned information can delay the processing of your Credit Memo.

Step 3 of 8: Add / Edit Invoice Line Items

Line Editing Form

Product/Service Number <input style="width: 90%;" type="text"/> Product/Service Description * <input style="width: 90%;" type="text" value="TestIOL NC"/> Siemens Part No <input style="width: 90%;" type="text"/>	Quantity * <input style="width: 90%;" type="text" value="2.0000"/> Unit * <input style="width: 90%;" type="text" value="KG"/> Price per Unit * <input style="width: 90%;" type="text" value="500.000000"/> Tax Code <input style="width: 90%;" type="text" value="--Select--"/> <input checked="" type="radio"/> Percent <input type="radio"/> Amount <input type="text"/> <input type="button" value="Add"/> <input type="button" value="Del"/> Tax <input style="width: 90%;" type="text"/>
--	---

In the inferior part of the screen you will visualize the recently entered information.

Invoice Line Items									
Select	Product/Service Number	Product/Service Description	Siemens Part Number	Quantity	Unit Of Measure	Price Per Unit	Amount	Tax	Total
<input type="checkbox"/>		TestIOL NC		2.0000	KG	500.000000	1000.00	0.00	1000.00

Page 1 of 1 [Records 1 - 1 of 1] - [0.0secs]

STEP 4 (Optional): In case you have additional surcharges or discounts you could add them here.

Step 4 of 8: Surcharges/ Freight Charges/ Discounts etc. (Optional)

Surcharges/ Discounts: 0.00

STEP 5: Review that the total amount of your credit note is correct and continue.

⏪ Step 5 of 8: Review and Continue

Review Totals	
Line Items Total (excl Taxes):	1,000.00
Total Tax:	0.00
Total Surcharges/Discounts:	0.00
<hr/>	
Total Amount:	USD 1,000.00

[Continue to Next Steps](#)

STEP 6: Add the PDF of your Credit Memo. You will also be able to add supporting documentation if necessary.

- Remember that you can attach multiple documents as long as the size of each document is less than 5 MB.
- In case that you require to add a note or commentary, you can do it in the option “notes/Instructions”.

Your invoice has been successfully saved in a preliminary status. This invoice has not been sent to Siemens Accounts Payable yet.

Please continue to **Step 8** below to submit this invoice to Siemens for processing:

⏪ Step 6 of 8: Add Supporting Documents/ Instructions (Required for Siemens Canada and Mexico Entities)

• **Attachments:** [Add / View](#)

Note: For Siemens Mexico, the attached document must back up the selected position for this PO, otherwise it will be rejected upon receipt by Siemens.

You may attach multiple supporting electronic documents such as scanned receipts, images or text files. Please note however, that the size of each document must be less than 5 Megabytes and the total of all attachments must not exceed 80MB.

Special Note for Blanket Purchase Orders: Please attach a pdf/image with Invoice Line Item details. Blanket Purchase Orders are often generic. (Qty = 1, Price = \$20,000, Unit = Lot). However, invoices against this Purchase Order should be specific (Example: 10 Hours at \$20/hour) to facilitate the approval of the invoice.

• **Notes/ Instructions:** [Add / View](#)

Add special instructions or notes to this invoice.

When you press the **“Add/View”** button you will show the following screen to attach supporting documents.

The screenshot shows a form with two input fields: "Invoice Number" containing "TESTNC4482" and "Supplier Name" containing "METODO TREINAMENTOS LTDA ME". Below this is a table with columns "Select", "Name", and "Create Date". The table is empty, displaying "No attachments found". At the bottom of the table area, it says "Page 1 of 1 [Records 1 - 1 of 1] - [0.0secs]". Below the table are four red buttons: "Add", "Delete", "Print", and "Close".

When you select the **“Add”** button you will show the following screen.

The screenshot shows a dialog box titled "ADD ATTACHMENTS" with a help icon. Inside, there is a section titled "Add Attachment" with three fields: "Attachment Name" (text input), "Attachment Type" (dropdown menu with "Other" selected), and "Attachment Path" (text input with an "Examinar..." button). Below the fields is a red "Please Note:" message: "The maximum allowed Attachment file size is 5120 KB." At the bottom right are two red buttons: "Add" and "Cancel".

You will have to complete the following fields here:

- Attachment Name: type the file name (Credit Memo number)
- Attachment Type: Select "Other"
- Attachment Path: Search the Credit Memo in your Document Library and add it.

Add Attachment

Attachment Name: TESTNC4482

Attachment Type: Other

Attachment Path: C:\Users\z002rnwk\Desktop\Examinar...

Please Note:
The maximum allowed Attachment file size is 5120 KB.

Add **Cancel**

After you press "**Add**" the following screen you will show the next screen to confirm that the information you attached backs up your Credit Memo.

Attachment Confirmation

I accept that the document uploaded backs up the position invoiced.

Close

In the next screen you will visualize the documents that have been attached.

Invoice Number	TESTNC4482
Supplier Name	METODO TREINAMENTOS LTDA ME

Select	Name	Create Date	
<input type="checkbox"/>	TESTNC4482	1/23/2018 5:13:27 PM	View

Page 1 of 1 [Records 1 - 1 of 1] - [0.0secs]

[Add](#) [Delete](#) [Print](#) [Close](#)

STEP 7: In case you require to modify your document before submitting it you'll be able to do so, by pressing the "Edit this Invoice" button.

⏪ **Step 7 of 8: Review or Edit this Invoice (Optional)**

[Edit this Invoice](#) [Review / Print this Invoice](#)

STEP 8: Press the "Submit Now" button to upload your Credit Memo. Remember that once your document has been submitted you won't be able to modify it.

⏪ **Step 8 of 8: Submit this Invoice to Siemens AP**

Select the "Submit Now" button below to submit this invoice to Siemens Accounts Payable.
Please note: After submission, this invoice will not be available for any further modifications.

[Submit Now](#)

4 Status of Invoices and Payments

In IOL Home Page you will see the following “**Invoice Search Panel**” where you can inquire about the status of your invoice.

For a more effective search you are suggested to enter the “Purchase Order Number” or “The Invoice Number” and then press “**Search**”. To the bottom of the screen you will see the documents that the system retrieves.



NOTE: You can use the symbol “ % ” as a wildcard, when you only know part of the search criterion. Enter the symbol “ % ” at the beginning and at the end.

Enter filter criteria and select 'Search' (% is the wildcard)

Invoice Search Panel	
Invoice Number (no spaces/special characters/leading zeroes)	<input type="text"/>
PO Number	<input type="text"/>
Payment Number (Check Number or ACH Number)	<input type="text"/>
Invoice Date (Begin/End)	Last 180 days <input type="text"/> 07/27/2017 <input type="text"/> 01/23/2018
Scheduled Payment Date (Begin/End)	Select Date Range <input type="text"/> / / <input type="text"/> / /
Payment Date (Begin/End)	Select Date Range <input type="text"/> / / <input type="text"/> / /
Invoice Amount (999999.99)	Select Operator <input type="text"/>
Payment Amount (999999.99)	Select Operator <input type="text"/>
Siemens Operating Company	Select <input type="text"/>
Status ID	Select <input type="text"/>

The result of the search delivers the following results:

- Vendor Number
- Vendor Name
- Invoice Number
- Invoice Date
- Scheduled Pay Date
- Status
- Total invoice
- Currency
- Payment Details



⊗ Available Invoices

Please Note: Sorting by a column other than Invoice Date will increase response time. Selecting the [Status link](#) will provide additional information for the selected status.

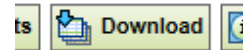
Select	Vendor Number	Vendor Name	Invoice Number	Invoice Date	Schd Pay Date	Status	Total Invoice	Currency	Payment Details
<input type="checkbox"/>	51000430	METODO TREINAMENTOS LTDA ME	Test1234	1/23/2018		Submitted	2,320.00	USD	View
<input type="checkbox"/>	51000430	METODO TREINAMENTOS LTDA ME	Test234	1/23/2018		Submitted	2,320.00	USD	View
<input type="checkbox"/>	51000430	METODO TREINAMENTOS LTDA ME	TESTRECHAZAR	1/17/2018		Rejected	0.00	USD	View
<input type="checkbox"/>	51000430	METODO TREINAMENTOS LTDA ME	TESTLOGISTICO	1/17/2018		Internal Rejection	116.00	USD	View
<input type="checkbox"/>	51000430	METODO TREINAMENTOS LTDA ME	TEST4482	1/16/2018		Awaiting Processing in Accounts Payable	0.00	USD	View

The prior information can be downloaded by pressing the “Download button”, you can select the invoices that you wish to download or download all.

⊗ Available Invoices

Please Note: Sorting by a column other than Invoice Date will increase respor

Select	Vendor Number	Vendor Name	Invoice Number
<input checked="" type="checkbox"/>	51000430	METODO TREINAMENTOS LTDA ME	Test1234
<input type="checkbox"/>	51000430	METODO TREINAMENTOS LTDA ME	Test234



Would you like to download only the **Selected** invoices or **All** invoices listed in the Invoice Grid?
 Downloading all invoices could potentially take a considerable amount of time.

Please note that "All" indicates the top 2500 invoices matching any criteria specified in the search filter.



Click on the result of the column “Status” on the below image. (E.g. the word “Submitted” in this example).

Status	Total Invoice	Currency
Submitted	2,320.00	USD

The following information will appear, the system will retrieve the Invoice Status and the recommended actions to resolve the issue.

Status Details	
Invoice Status:	Submitted
Status Definition:	Electronic invoice has been created and submitted to Siemens Accounts Payable. A submitted invoice cannot be edited.
Recommended Actions to Resolve:	No action needed. Invoice status will change within 24 hours to reflect current status the invoice resides in within Accounts Payable.

When you click on "**Payment Detail**"/ "**View**"

<u>Total Invoice</u>	Currency	Payment Details
2,320.00	USD	<input type="button" value="View"/>

If the invoice has the status "**Paid**", the system will show the Payment Details that contains the following information:

- Payment Method
- Payment Number
- Payment Date
- Payment Amount
- Payment Currency
- Invoice Paid Amount
- PO Number
- ERP Document Number
- Company Code
- Company Number

Payment Details	
Payment Method	Electronic
Payment Number	1500000145
Payment Date	12/7/2017
Payment Amount	9785.0000
Payment Currency	USD
Invoice Paid Amount	9785.00
PO Number	4800354392
Rejection Reason	
Payment Remarks	
ERP Document Number	5104324185
Company Code	4482
Company Code Desc	Siemens Servicios S.A. de C.V.

Close

When the status of your invoice has the Status“Rejected” you can see the “Rejected Reason” in the Payment Details chart.

Payment Details	
Payment Method	<input type="text"/>
Payment Number	<input type="text"/>
Payment Date	<input type="text"/>
Payment Amount	<input type="text" value="0.0000"/>
Payment Currency	<input type="text" value="USD"/>
Invoice Paid Amount	<input type="text" value="0.00"/>
PO Number	<input type="text" value="4800354392"/>
Rejection Reason	<input type="text" value="Prueba IOL"/>
Payment Remarks	<input type="text"/>
ERP Document Number	<input type="text"/>
Company Code	<input type="text" value="4482"/>
Company Code Desc	<input type="text" value="Siemens Servicios S.A. de C.V."/>

Close

4.1 Description of Invoice Status

- **Preliminary Invoice:** Electronic invoice has been created and saved, awaiting supplier to submit invoice to Siemens Accounts Payable. During preliminary status, supplier can edit the invoice.
- **Submitted:** Electronic invoice has been created and submitted to Siemens Accounts Payable . A submitted invoice cannot be edited.
- **Cancelled:** Invoice previously submitted to Siemens Accounts Payable and processed has been cancelled and deleted from the account system.
- **Awaiting Payment:** Invoice is scheduled to be released for Payment. Under this status the Scheduled Payment Date column will be populated.
- **Rejected:** Invoice has been rejected and returned to supplier. For more information about the reason of the rejection, please use the invoice detail popup screen (select the click under the Payment Details column)
- **Paid:** Invoice has been paid. Invoice detail popup screen (select the click under the Payment Details Column) will provide payment detail information (payment method, payment number, payment amount).
- **Awaiting Process in Accounts Payable:** Invoice is currently with the Accounts Payable Invoice Processing Team awaiting processing.
- **Blocked for other reasons:** Invoice could be blocked for multiple of reasons. Select the invoice and then select the Customer Relations invoice inquiry icon to submit an inquiry request to AP request the reason for the block.
- **Routed to Contact name due to discrepancy:** Invoice associated with some kind of invoice discrepancy has been routed to the Siemens Business representative to review the discrepancy. For more information please contact your Siemens Business Representative.
- **Routed to Contact name for approval:** Invoice not associated with a PO requires review and approval by Siemens. Invoice is with Siemens contact awaiting approval. For more information please contact your Siemens Business Representative.

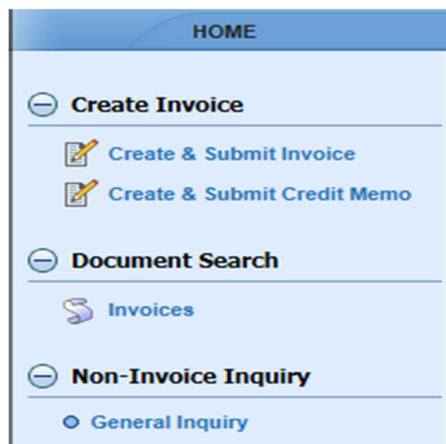
4.2 Invoice Inquiry



NOTE: Remember that these Inquiries will be addressed to a Supplier Support Representative (atencion_prov_gss.mx@siemens.com) where they will be processed.

IOL provides the option to create an “Inquiry” about any of your invoices. You can use this IOL feature in case you have any question or specific inquiry.

Select the option “**Non –Invoice Inquiry**”/ “**General Inquiry**” in IOL homepage to the left.



In the following screen you will be able to complete the data of the invoice you want to inquire about. Remember that the more data you provide, the easier it will be for our Siemens Representatives will be to assist you.

Inquiry Info	
Reference Number <input type="text" value="NEW"/>	Inquiry Date <input type="text" value="1/23/2018 4:23:54 PM"/>
Status <input type="text" value="Open"/>	Email Address <input type="text" value="lucila.valdivia@siemens.com"/>
User <input type="text" value="Z002RNWK"/>	Phone Number <input type="text"/>
Invoice Info	
Invoice Number <input type="text"/>	Vendor Name <input type="text"/>
Invoice Date <input type="text" value="//"/>	PO Number <input type="text"/>
Invoice Amount <input type="text"/>	Payment Number <input type="text"/>
Inquiry Details	
Inquiry Reason * <input type="text" value="Select"/>	CC Email Address <input type="text"/>
Siemens Operating Co. * <input type="text" value="Select"/>	<small>Email addresses must be separated with a comma</small>
General Info	
Please Enter Inquiry Details * <input type="text"/>	
<input type="button" value="Add / View Attachment"/> <input type="button" value="Submit Inquiry"/>	



**“Ask Payton-Your virtual Assistant”
Quick Guide to check the status of
invoices in IOL**

Quick Guide: Check the status of your invoices directly on “Ask Payton-Your virtual assistant” in IOL.

1. ¿What’s Ask Payton?

“**Ask Payton**” is the new tool available in IOL (**Invoices on Line**) to make invoice payment status inquiries faster and easier. Ask Payton is a virtual assistant you will be able to interact with to find out when your invoices were paid or if they already have an estimated date of payment. Payton will also let you know if a discrepancy has been identified and you have to contact your Siemens Business Representative to solve the Issue.

To start using **Ask Payton** you must be a registered user in IOL and sig in before you can access the virtual assistant.

2. Prepare yourself to use Ask Payton

Before you start your conversation with your virtual assistant you should consider the following:

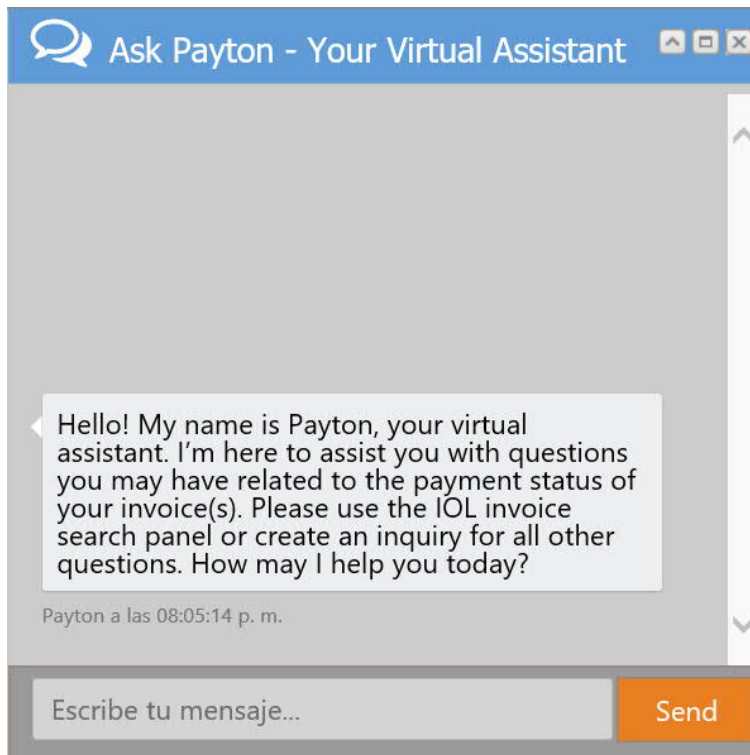
- a) At the moment the virtual assistant **is only available in English**. You must not address it in any other language.
- b) Before you ask a question, make sure you have got the Invoice Numbers or Purchase Orders you wish to inquire about.
- c) Recuerde hacer alguna pregunta o insertar alguna palabra clave (**en inglés**) en la conversación para que el asistente pueda reconocer que usted está interesado en consultar el estatus de algún documento y le muestre el menú de búsqueda dentro del chat. A continuación, algunas sugerencias: Remember to make a simple question or type a keyword (in English) to the conversation so the Virtual Assistant can identify that you are interested in checking the status of a certain document so it displays the Search Menu embedded in the chat.
 - **Sample Questions:** *When is my invoice going to be paid? When is my invoice due for payment? When was my invoice paid?*
 - **Key words:** *Invoice, Payment, paid*

3. Check the status of your invoices

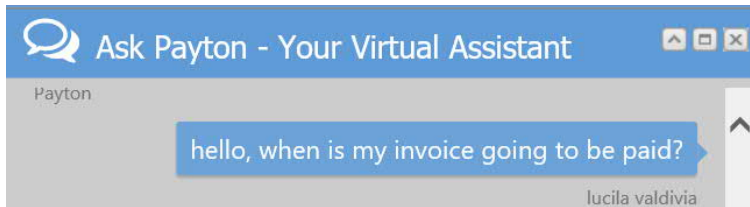
Once you have logged in to IOL click the chat's icon



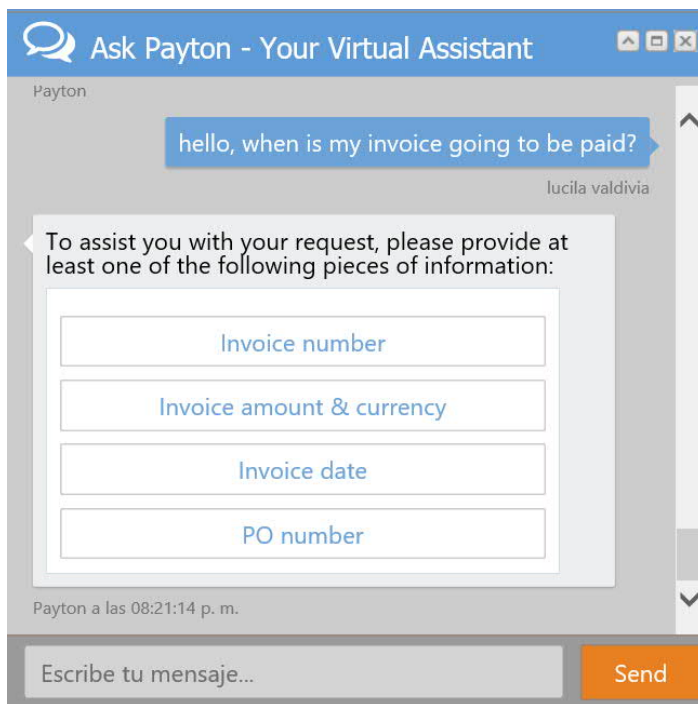
A new dialog box will display as shown below



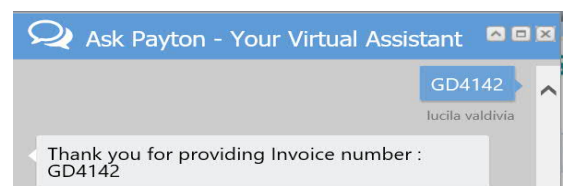
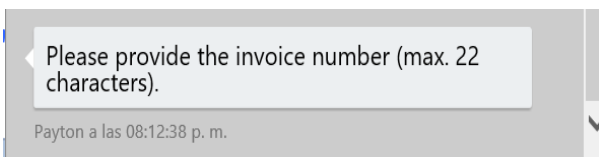
Insert in the recently displayed dialog box type a question or key word from the above.



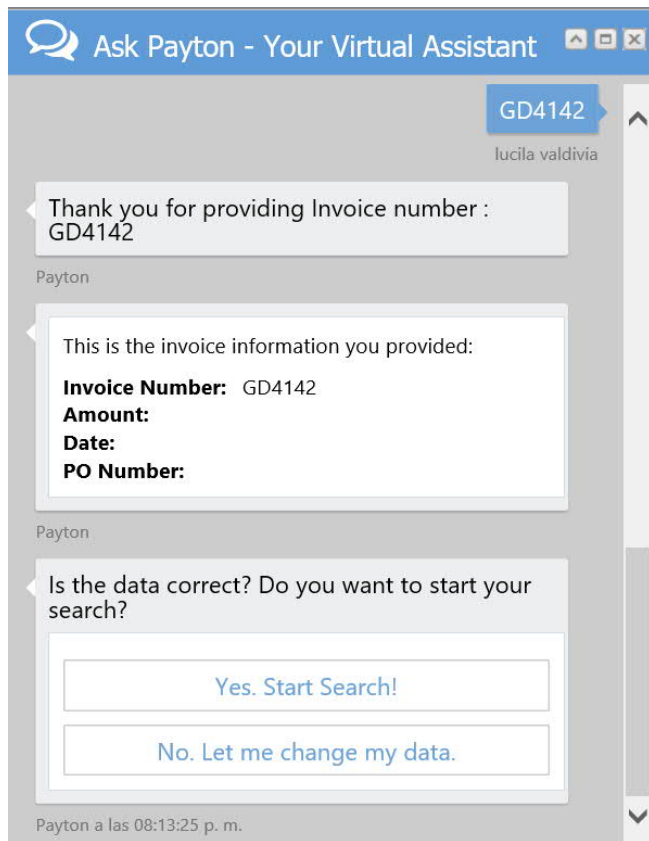
Once you have asked a valid question Payton will request the following information to perform the search.



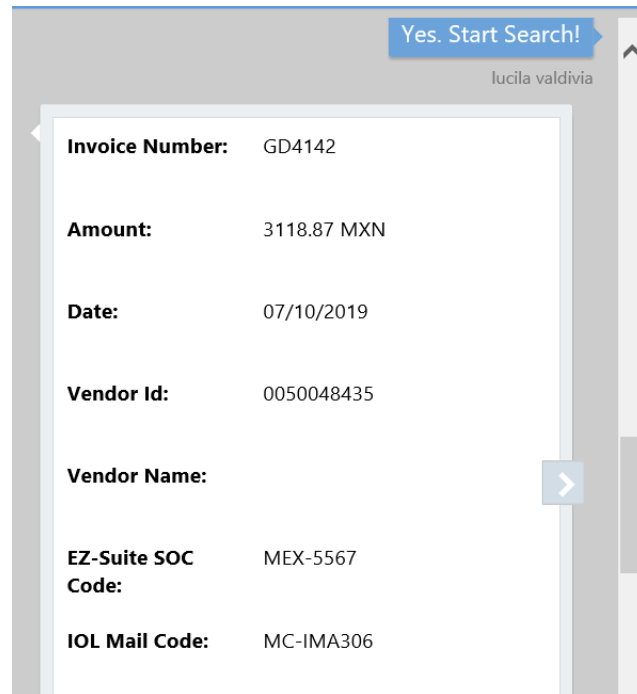
Select the option "invoice number", you may insert any of the suggested options, but the most accurate search will always be returned if you search with the invoice number (Max 22 characters)



After you insert the invoice number, the system will seek confirmation of the veracity of the information provided



The results of the search will be displayed



The screenshot shows a search results modal window. At the top right, there is a blue button labeled "Yes. Start Search!". Below the button, the name "lucila valdivia" is displayed. The main content area contains the following details:

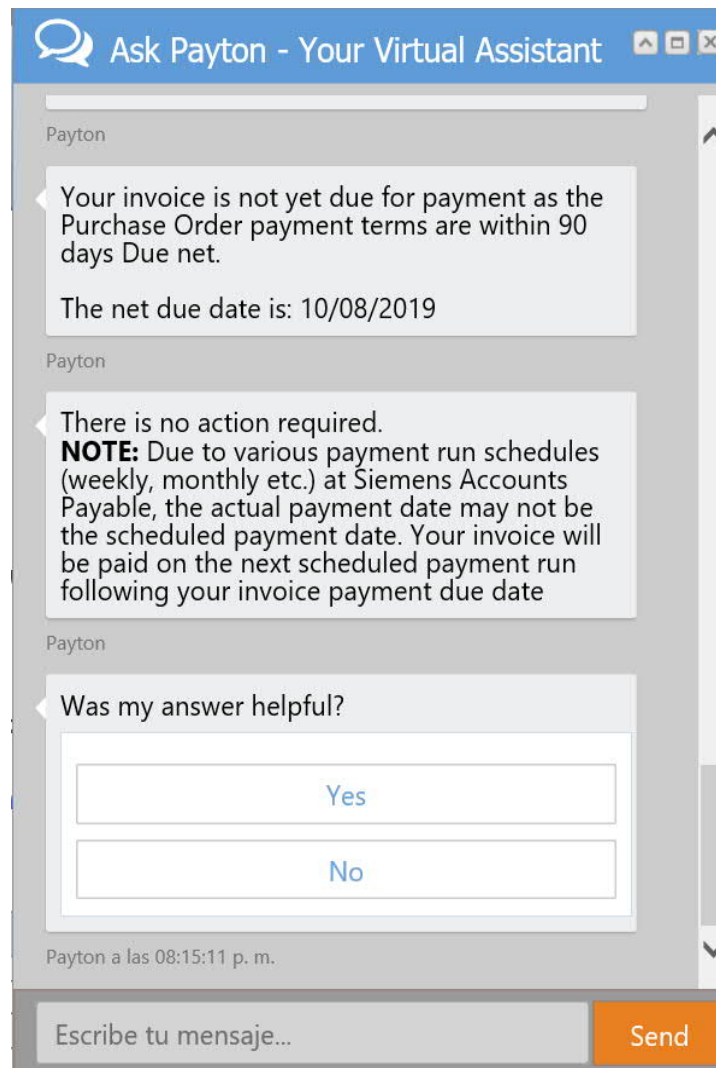
Invoice Number:	GD4142
Amount:	3118.87 MXN
Date:	07/10/2019
Vendor Id:	0050048435
Vendor Name:	
EZ-Suite SOC Code:	MEX-5567
IOL Mail Code:	MC-IMA306

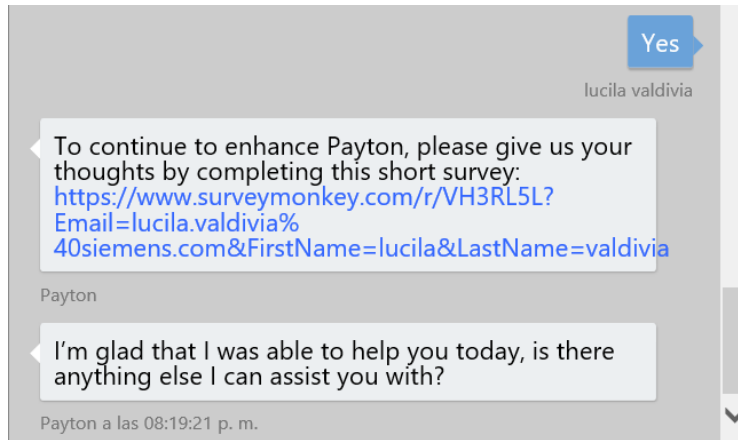
Navigation arrows are visible: a left arrow on the top left, an up arrow on the top right, and a right arrow on the right side of the modal.

4. Invoice Statuses

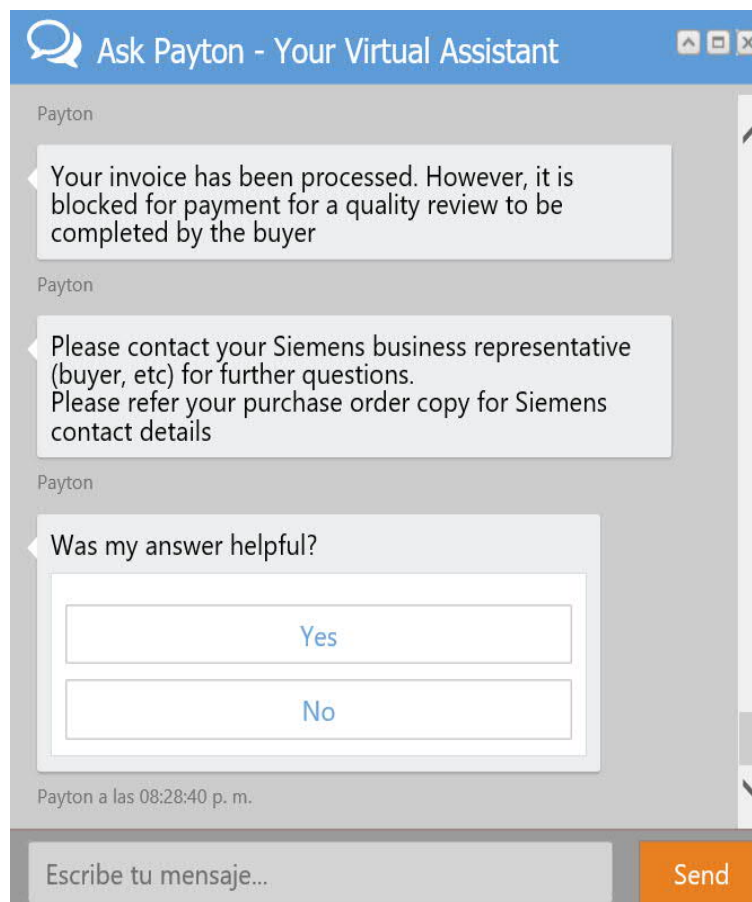
Once you perform your search, the system will display a different message depending on the status of the invoice regarding the invoice payment process of Siemens. If there is an action required from your side, the assistance will also notify immediately. Please be informed of the multiple existing invoice statuses.

4.1 Awaiting Payment





4.2 Blocked for quality review



4.3 Blocked for PO discrepancy

Ask Payton - Your Virtual Assistant

Siemens Bill to Name: Siemens, S.A. de C.V.

[Show Details](#)

Payton

◀ To assist you further, please select "Show Details" of the desired invoice from the options above.

Payton

◀ Your invoice has been processed. However, it is blocked for payment due to quantity and price discrepancies between the Purchase Order and the Invoice

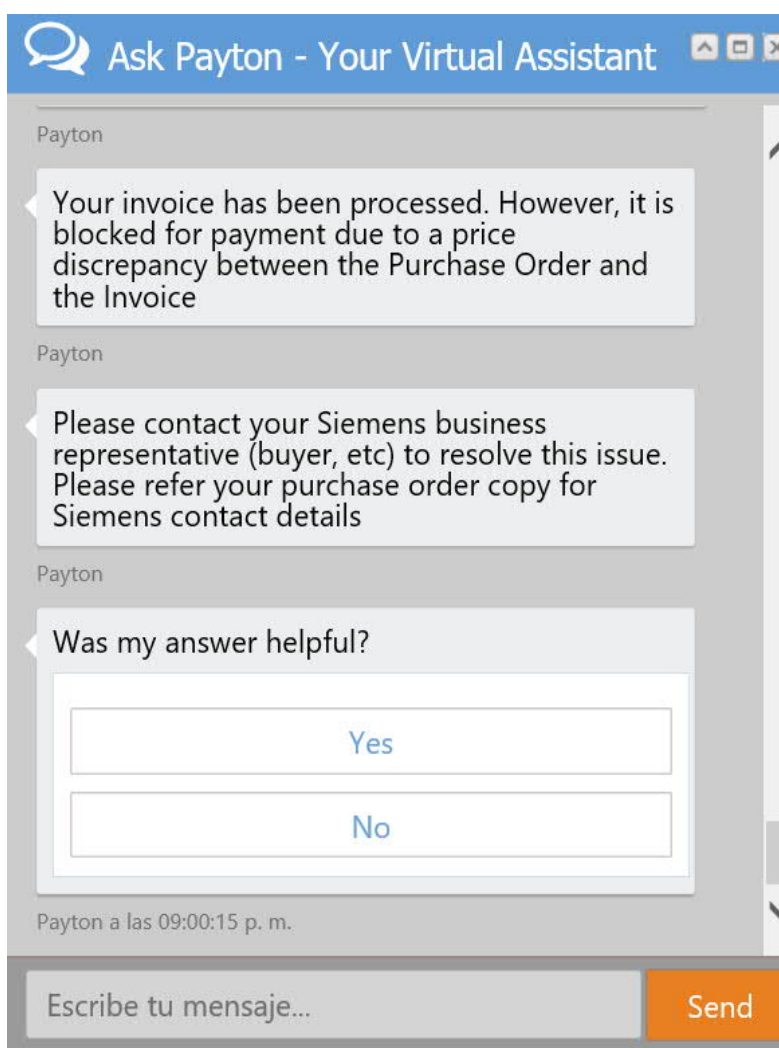
Payton

◀ Please contact your Siemens business representative (buyer, etc) for further questions.
Please refer your purchase order copy for Siemens contact details

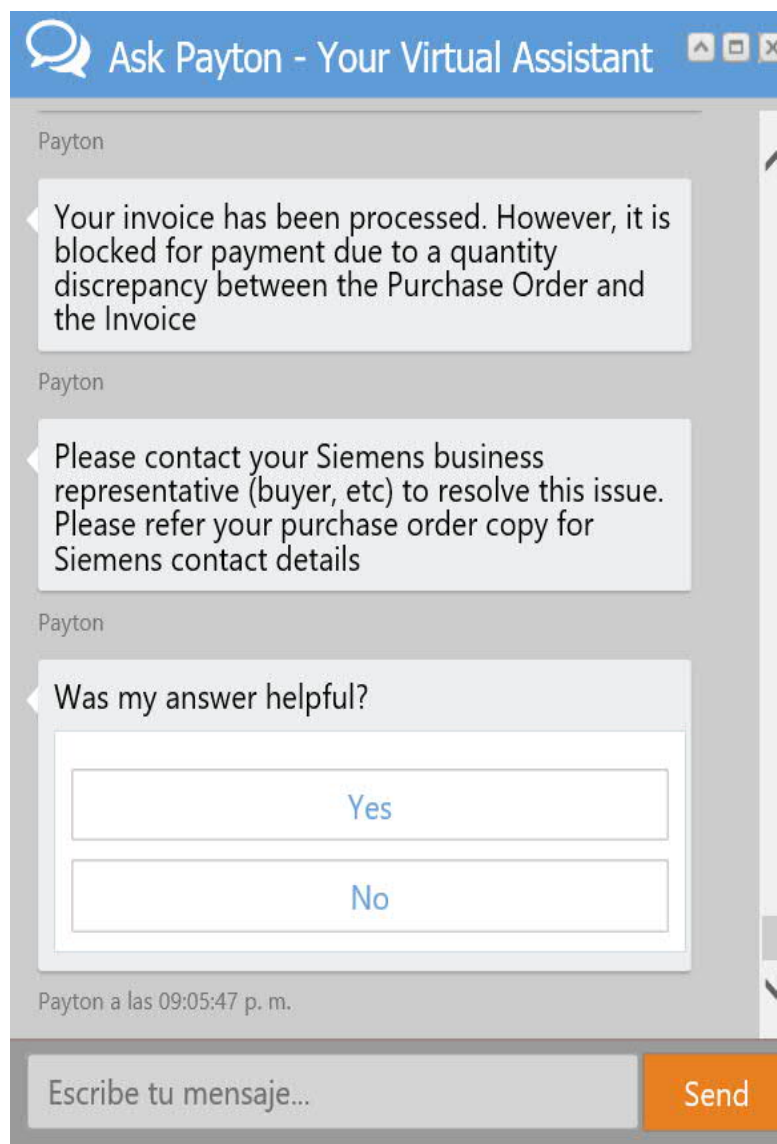
Payton

Escribe tu mensaje... [Send](#)

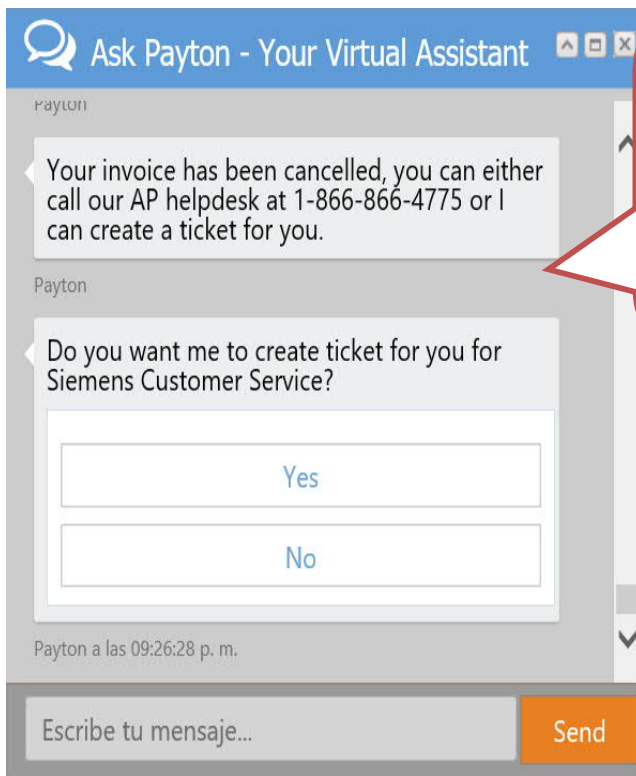
4.4 Blocked for PO price discrepancy



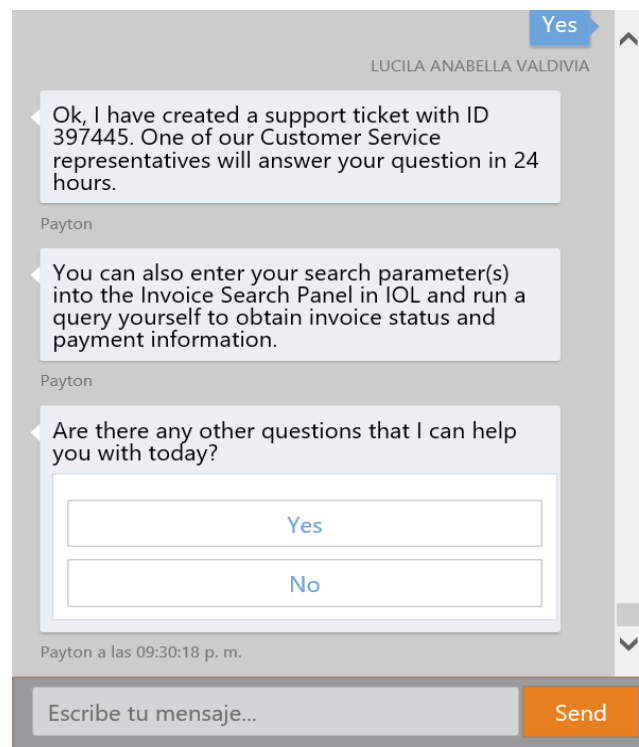
4.5 Blocked for PO quantity/Goods receipts discrepancy



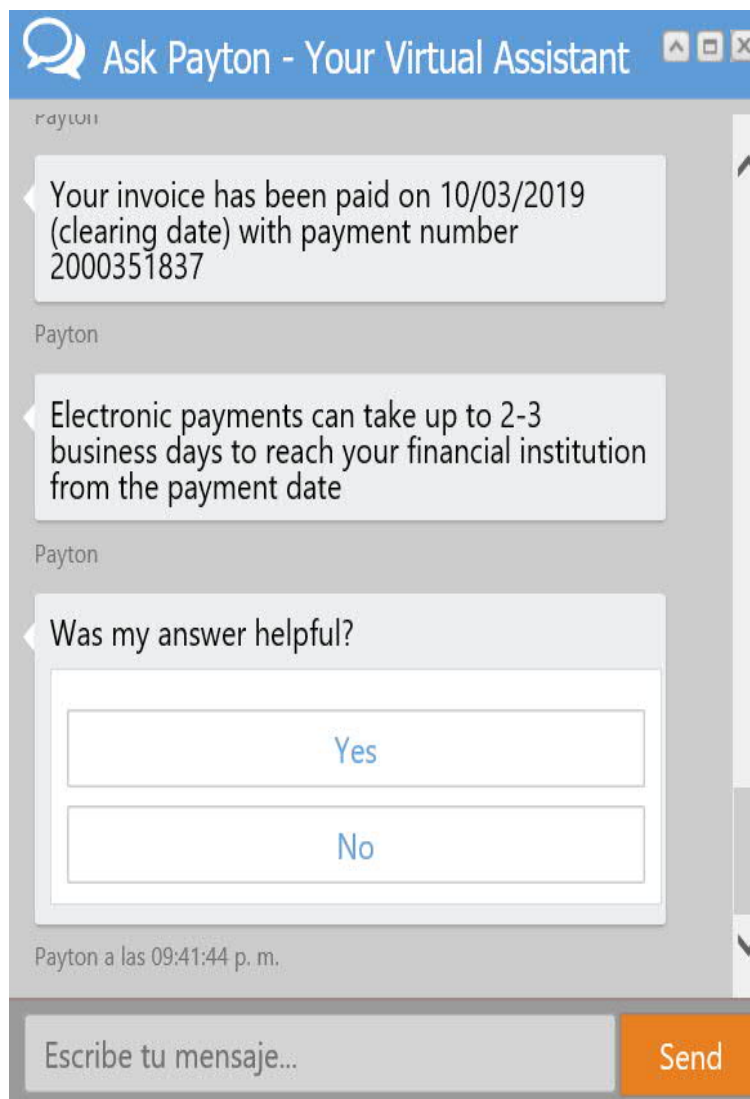
4.6 Cancelled



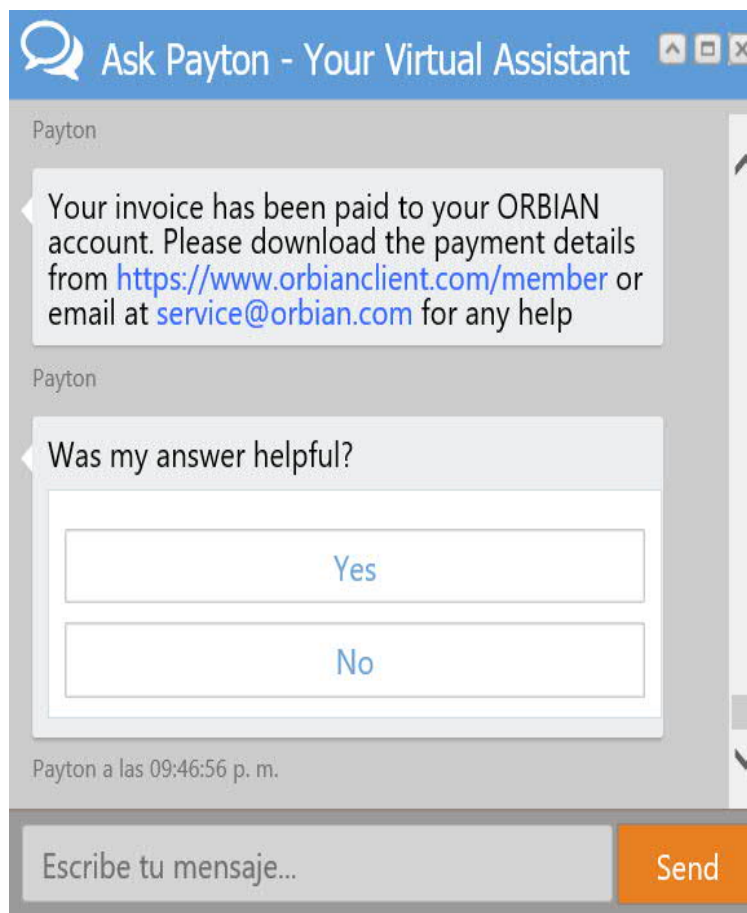
You can also contact our vendor assistance e-mail.
atencion_prov_gss.mx@siemens.com



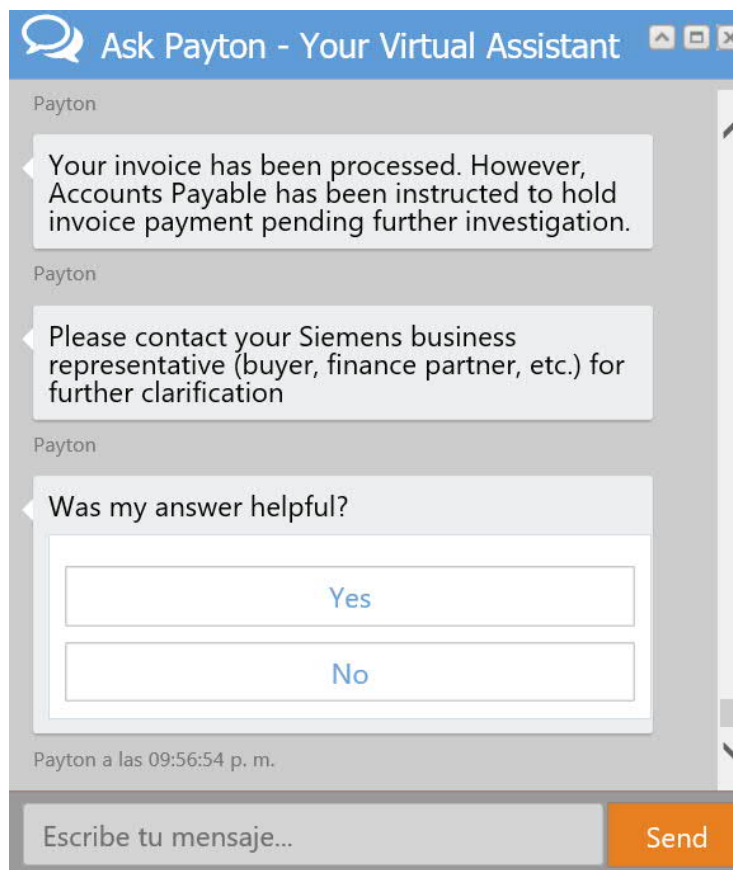
4.7 Paid - EFT payment



4.8 Paid – ORBIAN / Pagado a través de Orbian



4.9 Payment held due to Management direction



4.10 Payment held due to Management direction and Blocked for PO price discrepancy

