

Search for An Invoice

(Quick & Refined)

Quick Search:

1. From the **Home** tab, select **Invoices** in the Document type to search.
2. Select **Georgia-Pacific** from the Customer dropdown menu.
3. Enter **Document #**, if known. Select **Date Range**, up to 90 days for invoices, and click **Search**.

Refined Search: allows a refined search of invoices within up to 90 days.

- A. Open **Search Filters** from **Outbox** > **Invoices**.
- B. Enter the criteria to build the desired search filter.
- C. Click **Search**.

Best practice is to utilize the “Exact Match” when searching via Invoice Number.

1. HOME INBOX OUTBOX CATALOGS REPORTS

Invoices 2. All Customers Invoice Number 3. Search

HOME INBOX OUTBOX CATALOGS REPORTS

Invoices Order Confirmations Ship Notices Drafts

Invoices

▶ Search Filters A.

Invoices

▼ Search Filters B.

Customer: All Customers

Invoice Number:

☒ Partial number ☐ Exact number

Order Number:

Date Range: Last 24 hours

Supplier Reference:

Min. Amount:

Max. Amount:

External Invoice Number:

Status: All

☐ Show Only Invoices Submitted from the Customer's System.

☐ Show only Invoices with Invoice Addendums.

Number of Results 100 Search C. Reset

Check Invoice Status

Routing Status To Your Customer

Check Status:

- If you configured your Invoice Notifications as noted in earlier slides, you will receive emails regarding invoice status.
- You can also check invoice status from the Outbox by selecting the invoice link.

Routing Status:

- Reflects the status of the transmission of the invoice to Georgia-Pacific via the Ariba Network.
 - **Obsoleted:** You cancelled the invoice.
 - **Failed:** Invoice failed Georgia-Pacific invoicing rules. Georgia-Pacific will not receive this invoice.
 - **Queued:** Ariba Network received the invoice but has not processed it.
 - **Sent:** Ariba Network sent the invoice to a queue. The invoice is awaiting pickup by the customer.
 - **Acknowledged:** Georgia-Pacific invoicing application has acknowledged the receipt of the invoice.

Check Invoice Status

Review Invoice Status With Your Customer

Invoice Status:

Reflects the status of Georgia-Pacific's action on the Invoice.

- **Sent:** The invoice is sent to the Georgia-Pacific but they have not yet verified the invoice against purchase orders and receipts.
- **Cancelled:** Georgia-Pacific approved the invoice cancellation.
- **Paid:** Georgia-Pacific paid the invoice or is in the process of issuing payment. Only if Georgia-Pacific uses invoices to trigger payment.
- **Approved:** Georgia-Pacific has verified the invoice against the purchase orders and receipts and approved it for payment.
- **Rejected:** Georgia-Pacific has rejected the invoice or the invoice failed validation by the Ariba Network. If Georgia-Pacific accepts invoices or approves it for payment, invoice status updated to Sent (invoice accepted) or Approved (invoice approved for payment).
- **Pending Approval:** The invoice is on hold until Georgia-Pacific has approved the auto-generated service sheet.

Supplier Actions Guide Based on Invoice Status

If you need assistance after viewing the status of your invoice, please reach out to your Buyer

Invoice Status	Definition	Action	Point of Contact
Sent	The invoice is in Georgia-Pacific's system	Wait for Georgia-Pacific to process the invoice. For any questions, contact your Buyer	Buyer
Approved	Georgia-Pacific has approved the invoice for payment	Wait for Georgia-Pacific to process the invoice. For any questions, contact your Buyer	Buyer
Paid	Georgia-Pacific has indicated that the invoice is paid or in the process of being paid. This does not necessarily mean that the payment has cleared the Supplier's account.	If payment has not arrived, wait for it to come through. Payments can take up to 7 days from transaction date for Check and up to 4 days from transaction date for EFT. If necessary contact your Buyer	Buyer
Rejected	The invoice has failed validation on Ariba Network or Georgia-Pacific has rejected the invoice	Contact your buyer to understand why the invoice was rejected before re-sending. For any questions, contact your Buyer	Buyer
Canceled	Supplier has canceled the invoice	If necessary, re-send the invoice. If the invoice no longer needs to pay, no action necessary. For any questions, contact your Buyer	Buyer
Pending Approval	The invoice is on hold until Georgia-Pacific has approved the auto-generated service sheet	Wait for Georgia-Pacific to process the invoice. For any questions, contact your Buyer	Buyer

For any issues / questions about invoices that your Buyer cannot resolve, please contact AP Customer Service at apservice@gapac.com; for any questions regarding Supplier Enablement, please reach out to the Supplier Enablement Team at GP_Supplier_Enablement@gapac.com