

Supplier Connect Global Invoice Lookup Tool Guide

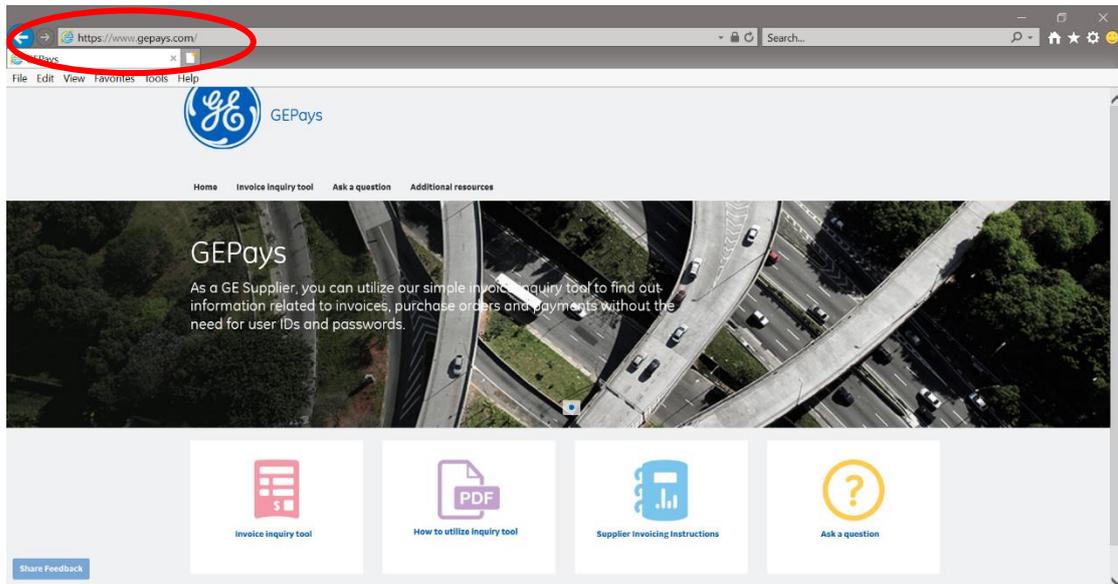
<https://www.gesupplierconnect.com/globalinvoicelookup/#/home>

FAQ (Frequent Asked Questions)

1. What web address should I use to go to GE Supplier Portal?
2. Do I need to register to be able to access the Invoice Inquiry Tool?
3. How can I search for Payments / Invoice details?
4. How can I submit queries related to Invoices or Payments?

1. What web address should I use to go to GE Supplier Portal?

To access to GE Supplier Portal, you should type or paste the <http://www.gepays.com> address into your Internet browser.

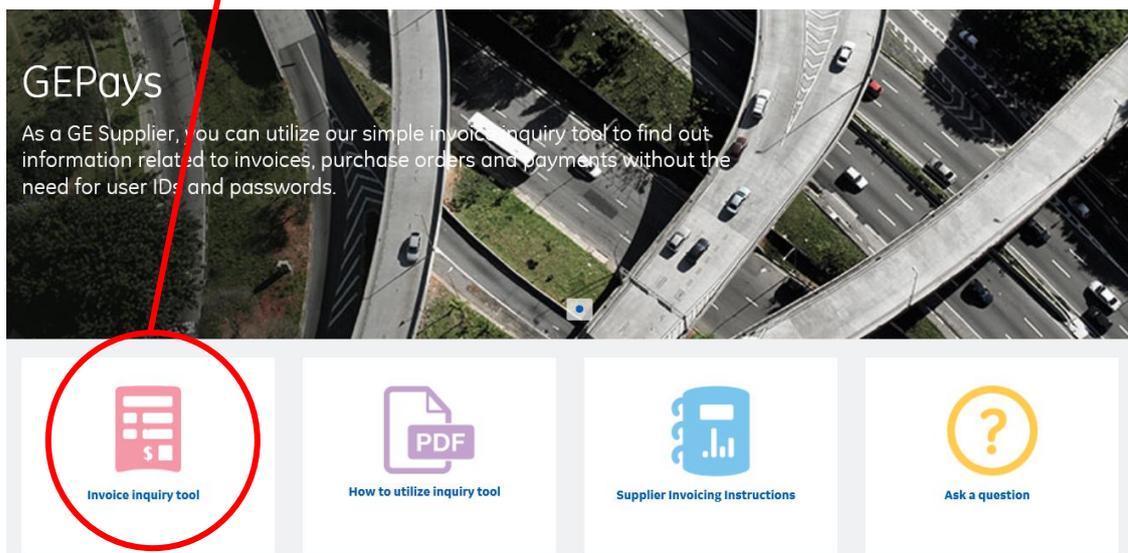


2. Do I need to register to be able to access the Invoice Inquiry Tool?

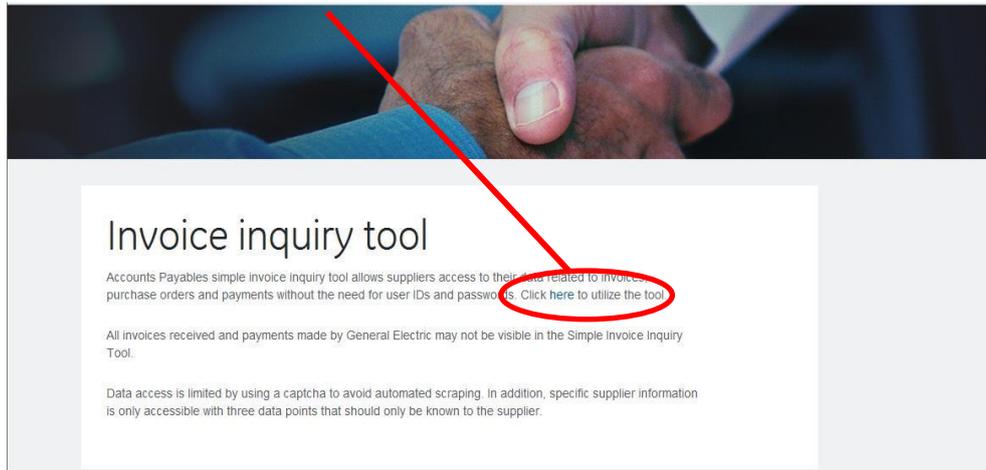
No registration is required for accessing the Supplier Connect Global Invoice Lookup tool.

3. How can I search for Payments / Invoice details?

Step 1: Click on “Invoice Inquiry Tool”



Step 2: Click on the link to utilize the tool



Step 3: Put a PO number or an invoice number and press submit

The image shows a screenshot of the "GE Supplier Invoice Search" form. The form is titled "GE Supplier Invoice Search" and has a subtitle "Search for invoices by PO Number or by Invoice Number". The form contains two input fields: "PO Number" and "Invoice Number". Below the input fields is a blue "Submit" button. At the bottom of the form, there are links for "Feedback" and "FAQ". The form is part of the "Supplier Connect v1.0 powered by Global Operations" interface. The footer of the page includes "COPYRIGHT 2016", "GE TERMS AND POLICY", and "POWERED BY PREDIX".

Step 4: Based on your PO or invoice, choose the searched item (for authorization, additional information should be known based on PO or Invoice: Invoice number, invoice amount, invoice date or GSL number, PO Number and Invoice Date)

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GE Supplier Invoice Search

Search for invoices by PO Number or by Invoice

Search Result

- PO Number: 551020018535
Actual Invoice Date: 2017-06-20
Invoice Amount: 326.82
Supplier GSL: E34661
- PO Number: 440002740
Actual Invoice Date: 2017-07-05
Invoice Amount: 7187.4
Supplier GSL: 724117
- PO Number: 1000140241
Actual Invoice Date: 2018-04-04
Invoice Amount: 2407.5
Supplier GSL: E09031
- PO Number: 740120104
Actual Invoice Date: 2017-06-07
Invoice Amount: 534.36
Supplier GSL: 103275
- PO Number: 21046068
Actual Invoice Date: 2018-01-23
Invoice Amount: 176
Supplier GSL: 205567
- PO Number: 600028681
Actual Invoice Date: 2018-02-19
Invoice Amount: 362500
Supplier GSL: 694680

Submit Cancel

Important Note: Please take a note of the following simple rules:

1. Tick the preferred items and click on Submit
2. Multiply items can be chosen
3. Please ask about special characters usage (Invoice Number) from your GE Buyer or Business contact

Step 5: If an invoice/payment cannot be found in the system, the following error message will display

No Data Found!

Troubleshooting

1. Make sure there is no missing and/or invalid requested data (Please re-check and/or fill more credentials)
2. Be informed that data source refresh frequency is 3 days after invoice received! Please try again later.
3. If the problem persists, please open a ticket thru [Supplier Support Portal](#).

[Close](#)

This means that either you did not enter the fields correctly or your invoice still has not reached our Accounts Payable Team. To be able to get more information about your invoice/payment, please raise a query through [Supplier Support Portal](#).

Step 6: If an invoice/payment is found in the system, and further information required, please click on “[Supplier Support Portal](#)” To raise a query with our Accounts Payable Customer Service team

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GE Supplier Invoice Search

Search for invoices by PO Number or by Invoice Number

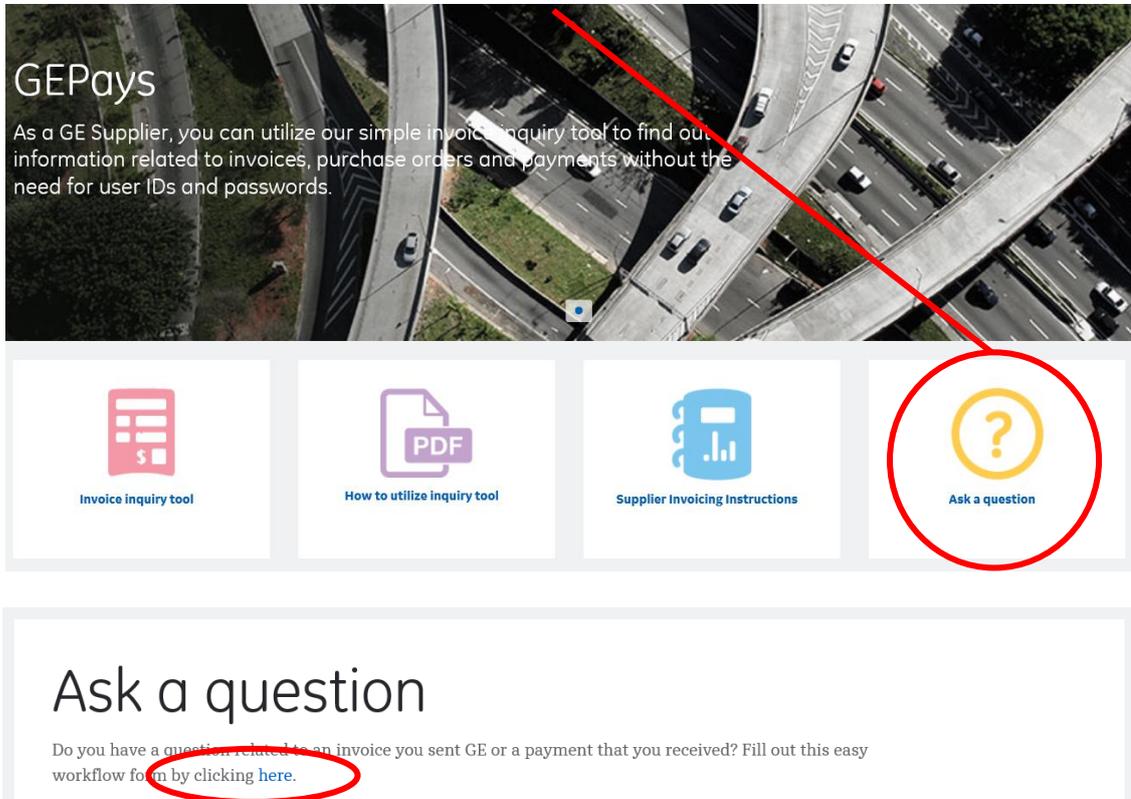
Invoice #: **175175**

PAID

PO Number 1000140241	Invoice Net Due Date
Actual Invoice Date 2018-04-04	Terms
Invoice Age 131 Days	Payment Method W
Payment Due Date 2018-07-08	Payment Reference 1
Payment Date 2018-07-06	Hold Reason
	Contact Supplier Support Portal

4. How can I submit queries related to Invoices or Payments?

Step 1: To raise a query with our Accounts Payable Customer Service team, you can do the same from the home page of www.gepays.com by clicking on “Ask a Question”



GEPays
As a GE Supplier, you can utilize our simple invoice inquiry tool to find out information related to invoices, purchase orders and payments without the need for user IDs and passwords.

Invoice inquiry tool **How to utilize inquiry tool** **Supplier Invoicing Instructions** **Ask a question**

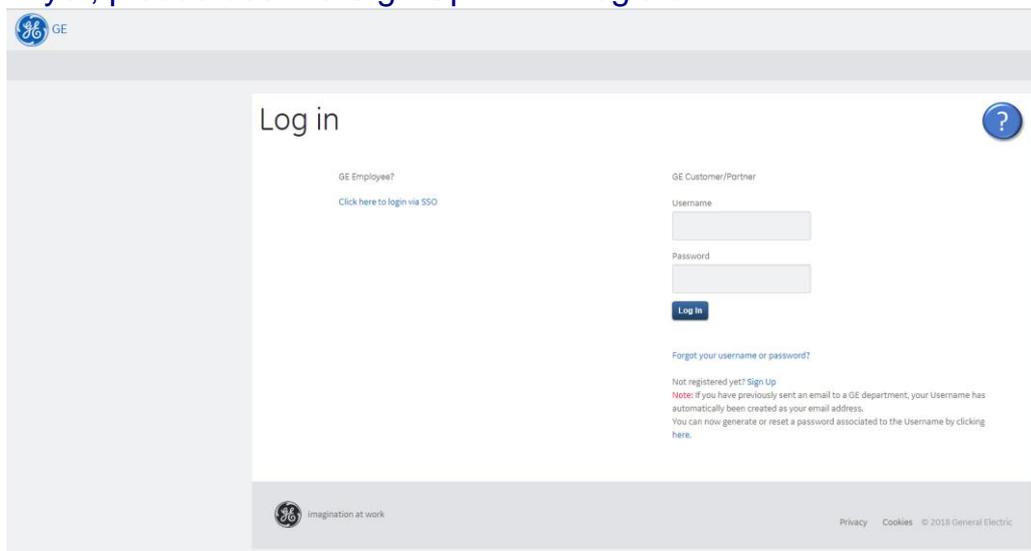
Ask a question

Do you have a **question** related to an invoice you sent GE or a payment that you received? Fill out this easy workflow form by clicking [here](#).

You can also type or copy/paste the following direct link into your Internet browser:

https://gecorp.custhelp.com/app/utils/login_custom/redirect/S2PSupplierSupport%2Fcustomer_inquiry

Step 2: Log in using your GE Partner account details. If you do not have an account yet, please use the Sign Up link to register



Log in

GE Employee?
Click here to login via SSO

GE Customer/Partner
Username
Password
Log in

Forgot your username or password?
Not registered yet? Sign Up
Note: If you have previously sent an email to a GE department, your Username has automatically been created as your email address. You can now generate or reset a password associated to the Username by clicking here.

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Step 3: Select the GE entity you are dealing with using the available search options, select the category for your query, and fill in all required information on the form. Mandatory fields are marked with asterisk (*). Depending on the type of the query, additional fields to fill in will display



Please click submit to finalize your inquiry

Submit

Your Name:

What is your inquiry related to? *

Email address where we can contact you:

Previously Selected LE

No Previous Records Found



- I know the GE Legal Entity my inquiry relates to
- I know the GE Business my inquiry relates to
- I know the Country my inquiry relates to

Step 4: After you successfully submitted your ticket, you will also receive an email notification with the ticket number and link to the request you have opened. Any further updates for the ticket will be provided by email. You can add any extra comments if needed by replying to those emails, or by using the click here option that will be included.

