Global Invoice Lookup Tool Guide

https://gecorp.custhelp.com/app/S2PSupplierSupport/customer_inquiry

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.
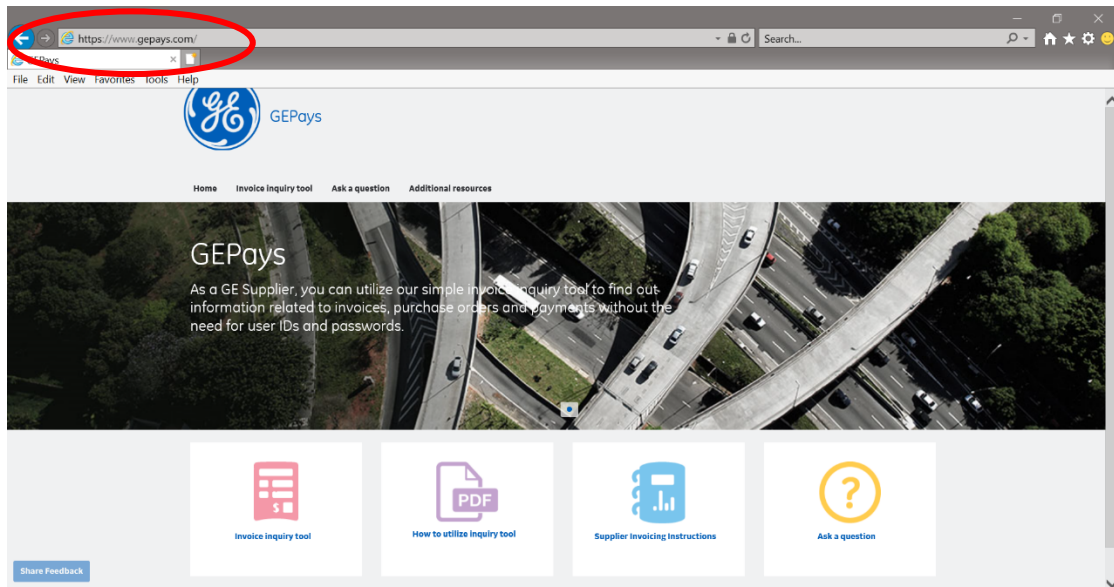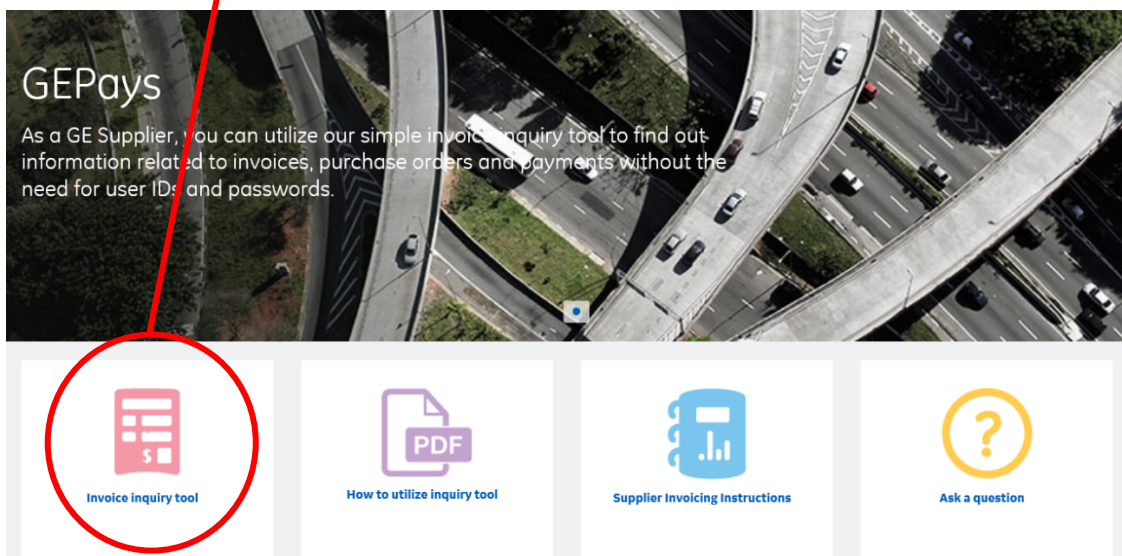

## 2. Do I need to register to be able to access the Invoice Inquiry Tool?

Yes, registration is required for accessing the Supplier Connect Global Invoice Lookup tool. It's a two minute process in which only email, company name and contact person is required.

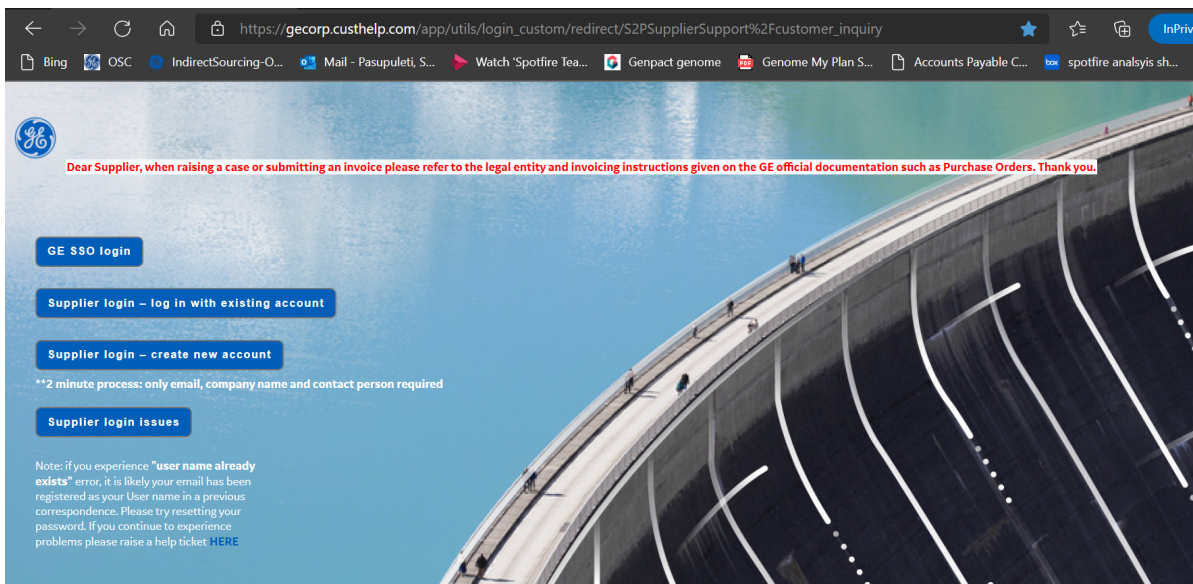## 3. How can I search for Payments / Invoice details?

Step 1: Click on "Invoice Inquiry Tool"

Step 2: Click on the link to utilize the tool
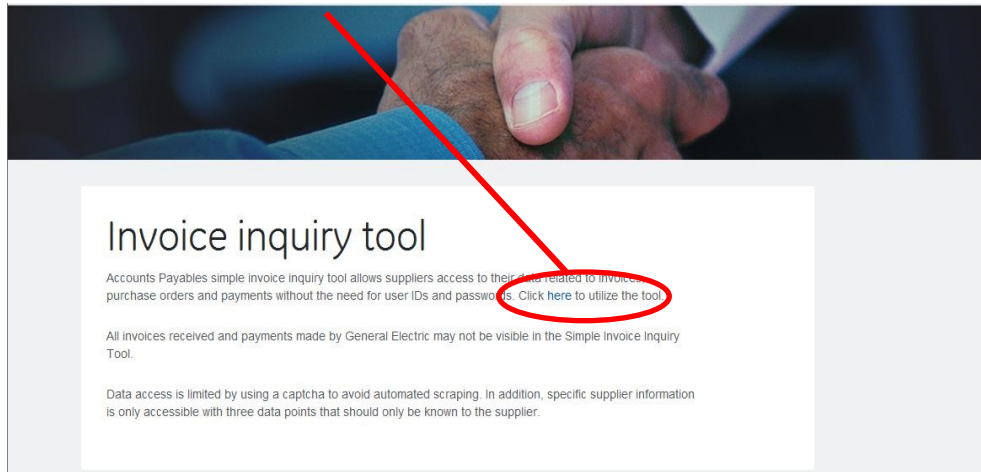
Step 3: GE users -click on GE SSO login
Supplier login-log in with existing account-Registered suppliers
Supplier Login-create new account-New suppliers

Step 4: Once logged in below Invoice lookup tool will pop up. click one of the 3 options as per requirement.

- Check status of Invoice/PO
- Raise a ticket by auto filling ticket using Invoice/PO
- Raise a ticket by filling manually

Step 5: Option 1: Check status of Invoice/PO

Select this option to check the status /details about an Invoice /PO.
Enter the complete and correct Invoice/PO number and click search.

Step 6: Search results appear on the same screen

Pick one	Invoice number	Purchase Order number	Vendor PO number	Business	Invoice amount	Actual invoice date	Purchase Order status	Invoice status	Invoice Payment status	Payment due on(YYYY-MM-DD)	Paid on(YYYY-MM-DD)	Total paid amount
○	18751	4201267029	null	RENEWABLES	2247.9	2021-03-17	APPROVED	5	Paid	2021-06-15	2021-06-11	3876496.98
○	18751	437130970	437130970	POWER PORTFOLIO	2660	2021-03-12	APPROVED	APPROVED	Unpaid	2021-10-04	NA	0
○	18751		null	TOTAL HEALTHCARE	77.24	2021-02-10	null	APPROVED	Paid	2021-04-11	2021-03-10	11167834.81
○	18751		null	TOTAL HEALTHCARE	3005.39	2020-12-11	null	APPROVED	Paid	2021-02-09	2021-01-13	2566419.61
○	18751	3100405659	3120214907	TOTAL HEALTHCARE	1738.1	2020-11-10	APPROVED	5	Paid	2021-03-10	2021-03-10	26659.48
○	18751	1000194683	1000194683	GAS POWER	1284	2020-10-05	APPROVED	5	Paid	2020-12-03	2020-12-01	1284
○	18751	2089924	2089924	TOTAL HEALTHCARE	683625	2020-09-14	APPROVED	APPROVED	Paid	2020-10-03	2020-10-01	3631429
○	18751	300003338	300003338	RENEWABLES	907.8	2020-05-07	APPROVED	APPROVED	Paid	2020-08-05	2020-08-03	89633.75
○	18751	4201105543	4201105543	RENEWABLES	1176.8	2020-03-05	APPROVED	5	Paid	2020-06-03	2021-08-26	1176.8
○	18751	4201105543	null	RENEWABLES	0	2020-03-05	APPROVED	5	Unpaid	NA	NA	0
○	18751		null	TOTAL HEALTHCARE	8347.2	2019-12-02	null	APPROVED	Paid	2020-01-31	2020-01-15	3621521.52
○	18751		null	TOTAL	62.68	2019-11-19	null	APPROVED	Paid	2020-01-18	2020-01-15	4409249.54

Step 7: Select the invoice/PO and click view details

	Invoice number	Purchase Order number	Vendor PO number	Business	Invoice amount	Actual invoice date	Purchase Order status	Invoice status	Invoice Payment status	Payment due on	Paid on	Total paid amount
○	18751	4201267029	null	RENEWABLES	2247.9	2021-03-17	APPROVED	5	Paid	2021-06-15	2021-06-11	3876496.98
○	18751	437130970	437130970	POWER PORTFOLIO	2660	2021-03-12	APPROVED	APPROVED	Unpaid	2021-10-04	NA	0
○	18751		null	TOTAL HEALTHCARE	77.24	2021-02-10	null	APPROVED	Paid	2021-04-11	2021-03-10	11167834.81
○	18751		null	TOTAL HEALTHCARE	3005.39	2020-12-11	null	APPROVED	Paid	2021-02-09	2021-01-13	2566419.61
○	18751	3100405659	3120214907	TOTAL HEALTHCARE	1738.1	2020-11-10	APPROVED	5	Paid	2021-03-10	2021-03-10	26659.48
○	18751	1000194683	1000194683	GAS POWER	1284	2020-10-05	APPROVED	5	Paid	2020-12-03	2020-12-01	1284
○	18751	2089924	2089924	TOTAL HEALTHCARE	683625	2020-09-14	APPROVED	APPROVED	Paid	2020-10-03	2020-10-01	3631429
○	18751	300003338	300003338	RENEWABLES	907.8	2020-05-07	APPROVED	APPROVED	Paid	2020-08-05	2020-08-03	89633.75
○	18751	4201105543	4201105543	RENEWABLES	1176.8	2020-03-05	APPROVED	5	Paid	2020-06-03	2021-08-26	1176.8
○	18751	4201105543	null	RENEWABLES	0	2020-03-05	APPROVED	5	Unpaid	NA	NA	0
●	18751		null	TOTAL HEALTHCARE	8347.2	2019-12-02	null	APPROVED	Paid	2020-01-31	2020-01-15	3621521.52
○	18751		null	TOTAL HEALTHCARE	62.68	2019-11-19	null	APPROVED	Paid	2020-01-18	2020-01-15	4409249.54
○	18751	990106214	null	TBD	2572.21	2019-03-28	APPROVED	APPROVED	Paid	2019-05-27	2019-05-24	2572.21
○	18751	463120079764	null	TOTAL HEALTHCARE	477.5	2019-03-05	APPROVED	APPROVED	Paid	2019-06-03	2019-06-04	3111.25

Back   View details

Step 8: After viewing the details you may Raise a ticket (or) search another Invoice/PO (or) return to the start of the search

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)

Step 9: If an invoice/payment cannot be found in the system, the following error message will display

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
https://gecorp.custhelp.com/app/S2PSupplierSupport/customer_inquiry

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"
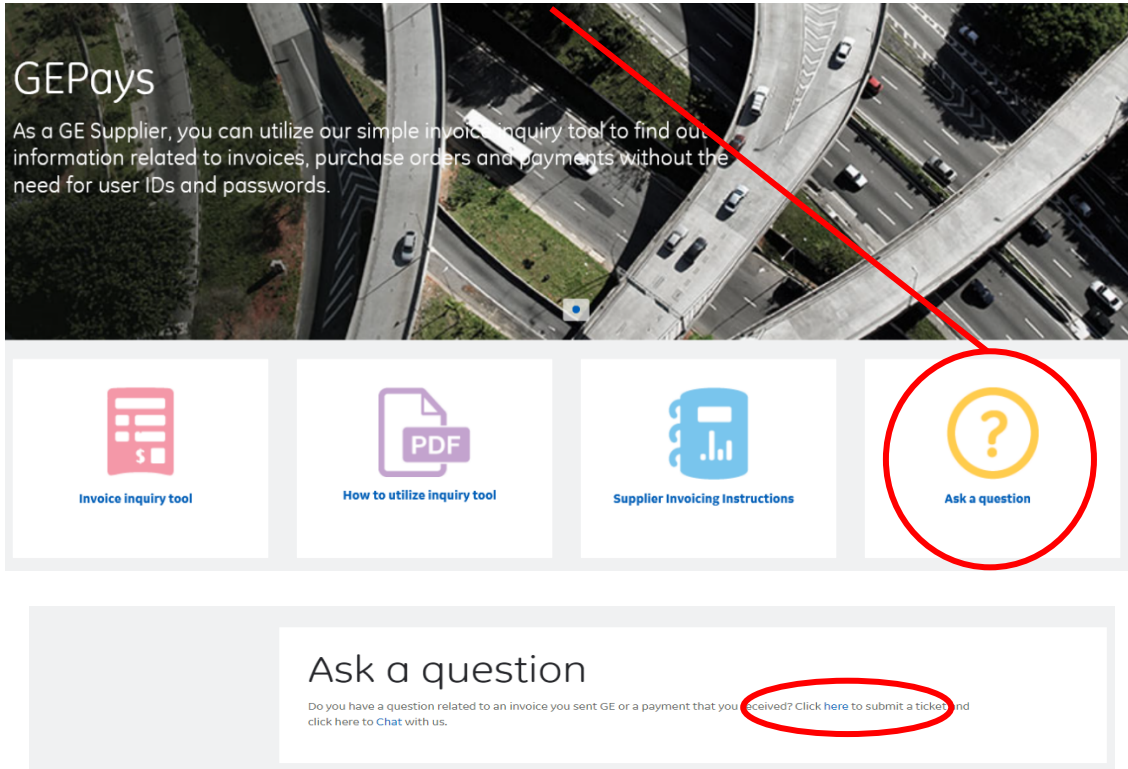

You can also type or copy/paste the following direct link into your Internet browser:

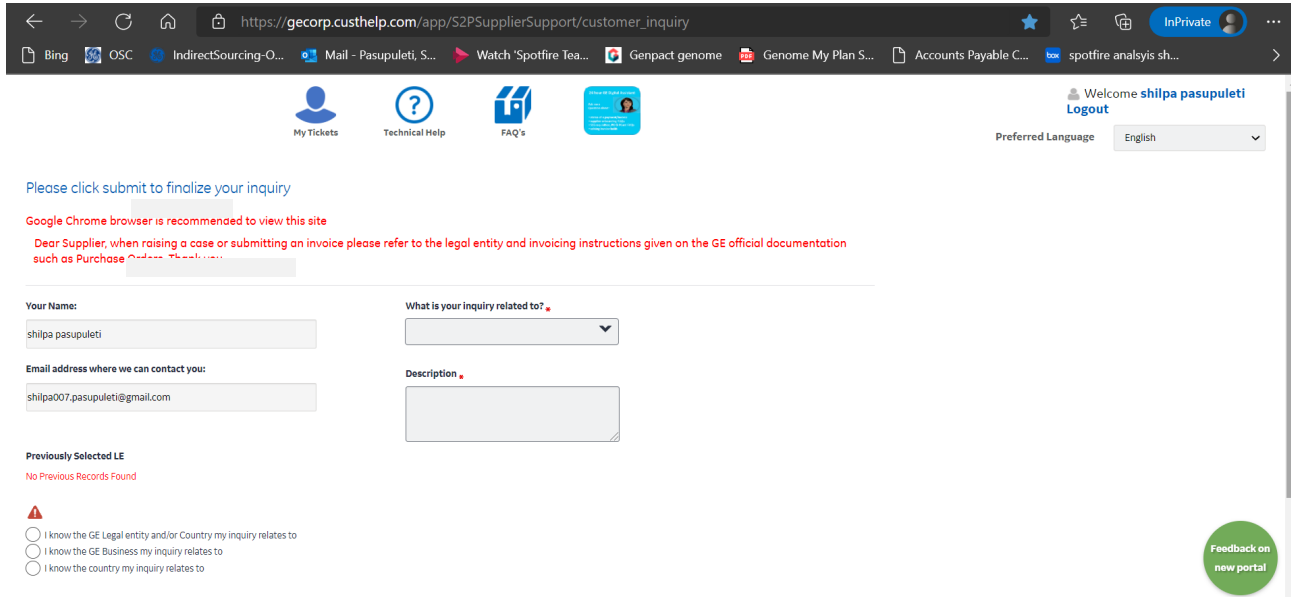https://gecorp.custhelp.com/app/S2PSupplierSupport/customer_inquiry

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
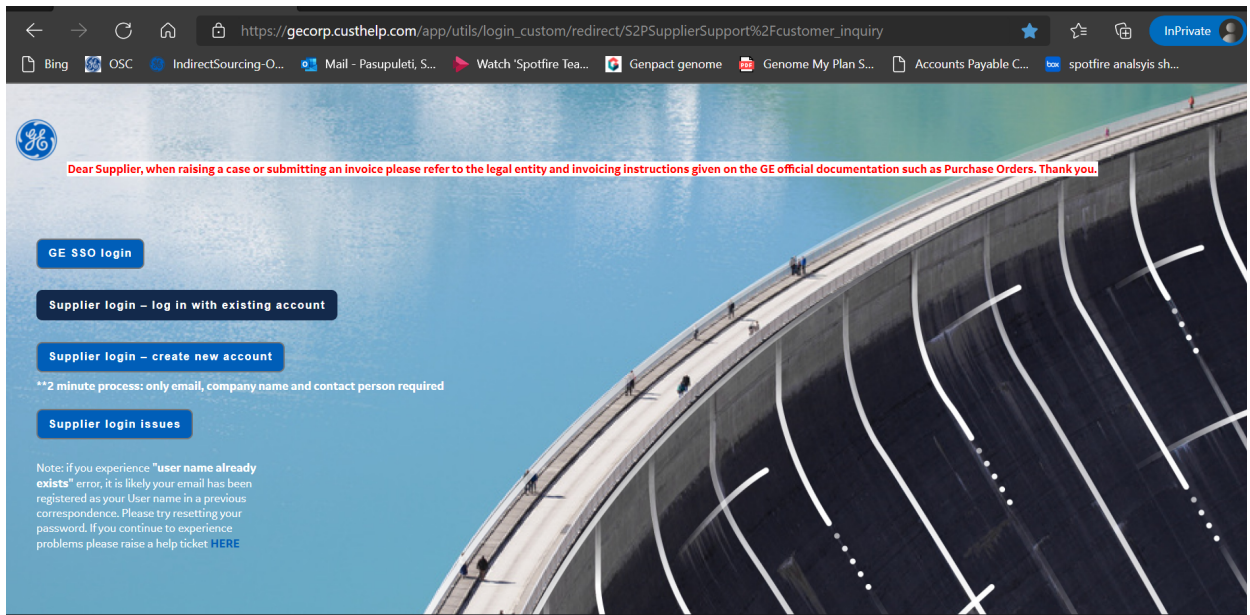
Step 3: Once logged in below Invoice lookup tool will pop up. click one of the 3 options as per requirement.
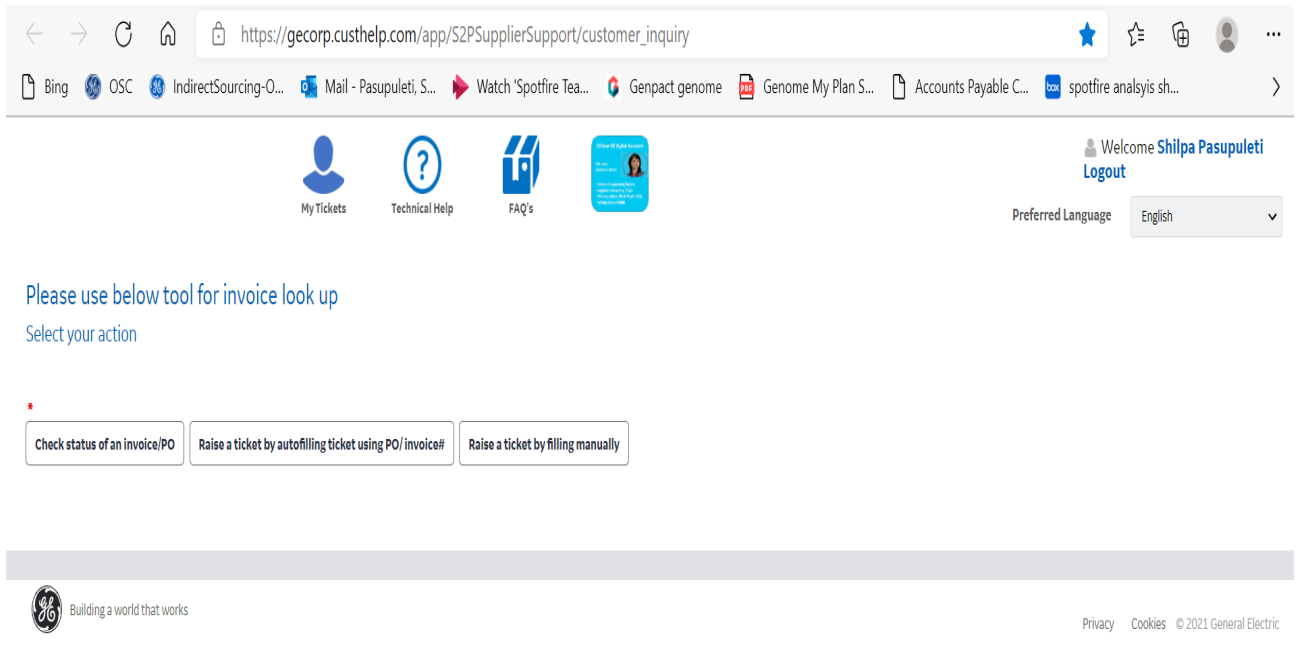
Step 4: If you select Raise a ticket by filling manually, below form will pop up. Select the GE entity you are dealing with using the available search options, select the category for your query, and fill in all required information on the form. Mandatory fields are marked with asterisk (*). Depending on the type of the query, additional fields to fill in will display

Step 5: 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.

Step 6: At any given point of time, if you find any difficulty in navigating through the tool or any other issue please provide your feedback by clicking on the Feedback on new portal button in green