# Quick Reference Guide
## Check the Payment Status of Invoices

Suppliers who submit invoices to PPG through the ePro Portal have the ability to check the status of those invoices on the portal.

- This applies only to invoices issued for purchase orders beginning with "**EPO**" (for example EPO-00234567).
- If your PO number begins with ESPO or EOPO, these orders were paid via Credit Card and will not show a payment status on the portal.
- If your PO number begins with a different letter / number sequence, it is not an ePro purchase order. Please contact Accounts Payable to check the payment status of invoices for orders that do not begin with "**EPO**"
  - [Accounts Payable EMEA Contact List](#)
  - [Accounts Payable USCA Contact List](#)

### Where to see Invoice Status?

From the left navigation menu, select **Orders – Sales Invoices – Search for Sales Invoices**
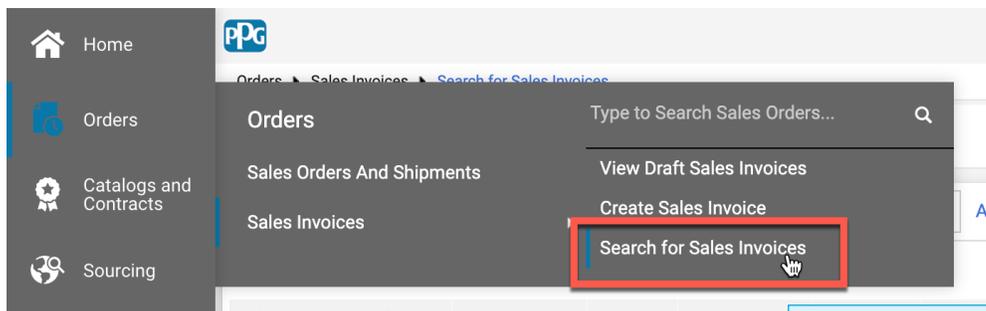


1. The system will display the full list of invoices submitted via the portal. Enter a specific invoice number in the **Quick search** bar, or use the filters to reduce the results to those you wish to review.

2. Locate the **Pay Status** for the invoice.

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### Pay Status Explanations

There are 4 possible Pay Status options:

| Options | What it means? | Who to contact with questions? |
|---|---|---|
| **In Process** | The invoice is in the ePro workflow for one of many possible reasons.  For example:<br>• The goods / services have not yet been received by PPG<br>• The PO Owner has not reviewed / approved the invoice<br>• There is another issue that must be corrected before the invoice can be processed (for example: a Non-PO line was added to the invoice) | The PPG Requester (PO Owner) |
| **Cancelled** | The invoice was rejected from ePro.  In some cases AP may reject invoices and re-process them manually.  But usually, this indicates there was an issue with the invoice and it needs to be corrected and resubmitted. | The PPG Requester (PO Owner) |
| **Payable** | The invoice is posted and will release for payment per the terms for the supplier.<br><br>**Please note:** The payment date is calculated from the invoice date entered on the portal, not on the PDF document, so please make sure you enter the correct invoice date. | <u>Payment Terms?</u> contact PPG Requester or Buyer<br><br><u>Payment past due?</u> Contact Accounts Payable |
| **Paid** | Invoices with a Paid status indicate that funds were distributed and a Payment date is included on the portal.<br><br><br><br>Please note:<br><br>• ACH or Wire – may take a couple days after payment date to hit your account<br>• Check payments may take 5-7 days from payment date to reach the remittance address | Contact Accounts Payable |