

## Quick Reference Guide

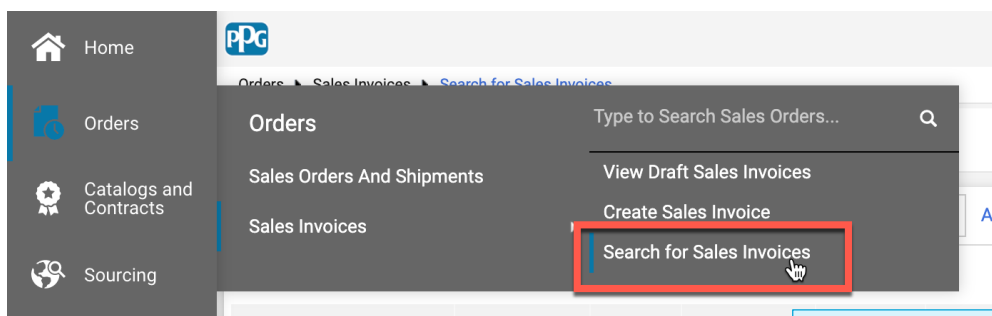
### Check the Payment Status of Invoices

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.

Sales Invoice/Credit Memo No.	Customer	Created By	Sales Order Number	PO Number	Invoice Date	Submitted Date	Pay Status	Payment Date	Payment Method	Type	Total Amount
<a href="#">change request test v2</a>	PPG Supplier Portal	SAP US04	1090424	EPO-20004180	8/1/2021	11/9/2021 3:56:08 PM	In Process	-	Unknown	Invoice	1,000.00 USD
<a href="#">test change request change</a>	PPG Supplier Portal	SAP US04	1090412	EPO-20004179	11/9/2021	11/9/2021 1:53:10 PM	Paid	11/28/21	Unknown	Invoice	830.00 USD
<a href="#">cancel line test</a>	PPG Supplier Portal	SAP US04	1088910	EPO-20004141	8/1/2021	10/7/2021 4:59:48 PM	Payable	-	Unknown	Invoice	1,228.77 USD

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

# Quick Reference Guide

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### Pay Status Explanations

There are 4 possible Pay Status options:

Options	What it means?	Who to contact with questions?												
<b>In Process</b>	<p>The invoice is in the ePro workflow for one of many possible reasons. For example:</p> <ul style="list-style-type: none"> <li>The goods / services have not yet been received by PPG</li> <li>The PO Owner has not reviewed / approved the invoice</li> <li>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)</li> </ul>	The PPG Requester (PO Owner)												
<b>Cancelled</b>	<p>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.</p>	The PPG Requester (PO Owner)												
<b>Payable</b>	<p>The invoice is posted and will release for payment per the terms for the supplier.</p> <p><b>Please note:</b> 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.</p>	<p><u>Payment Terms?</u> contact PPG Requester or Buyer</p> <p><u>Payment past due?</u> Contact Accounts Payable</p>												
<b>Paid</b>	<p>Invoices with a Paid status indicate that funds were distributed and a Payment date is included on the portal.</p> <table border="1"> <thead> <tr> <th>Submitted Date</th> <th>Pay Status</th> <th>Payment Date</th> <th>Payment Method</th> </tr> </thead> <tbody> <tr> <td>11/9/2021 3:56:08 PM</td> <td>In Process</td> <td>-</td> <td>Unknown</td> </tr> <tr> <td>11/9/2021 1:53:10 PM</td> <td>Paid</td> <td>11/28/21</td> <td>Unknown</td> </tr> </tbody> </table> <p>Please note:</p> <ul style="list-style-type: none"> <li>ACH or Wire – may take a couple days after payment date to hit your account</li> <li>Check payments may take 5-7 days from payment date to reach the remittance address</li> </ul>	Submitted Date	Pay Status	Payment Date	Payment Method	11/9/2021 3:56:08 PM	In Process	-	Unknown	11/9/2021 1:53:10 PM	Paid	11/28/21	Unknown	Contact Accounts Payable
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