

Frequently asked questions

Look here for answers to questions most frequently asked

[How do I create an invoice?](#)

[Invoicing information for Chinese suppliers only](#)

[How do I create a credit note?](#)

[Why was my invoice rejected?](#)

[What values should be placed in " Control tax value" and " Control total invoice value" fields?](#)

[How do I accept PO change?](#)

[How do I view/accept a PO?](#)

[How do I print the PO/Invoice?](#)

[Where do I find the Remittance Advice?](#)

[I have problems finding the POs/Invoices I have already viewed/accepted once.](#)

I cannot go on to the next page. Why?

How do I create an invoice?

-Accept the PO, if has not been accepted.select the Purchase order number by clicking the radio button and click Create Invoice from Purchase order. In the Invoices and Credits page, fill in all the appropriate fields (Supplier invoice date, Supplier invoice number, etc.) and click the Process button.

-On the next page, verify all details are correct (Invoice item total, Tax, etc.) and click the Submit button.

-On the Invoices and Credits - Confirm Submission page, read the warning messages, if no action is required click OKto submit the invoice or OK and print to submit and print the invoice.

How do I create a credit note?

- Search the PO that needs to be invoiced.
- Accept the PO, if has not been accepted.
- Select the Purchase order number by clicking on the radio button and click Create invoice from Purchase order.
- In the Invoices and Credits page fill all the appropriate fields (Supplier invoice date, Supplier Invoice number, etc), select the option Credit for the Invoice type field and click the Process button.
- On the next page, verify all the details are correct (Invoice item total, Tax, etc) and click Submit button.
- On the Invoices and Credits -Confirm Submission page, read the warning messages, if no action is required click OK to submit the invoice or OK and

print to submit and print the invoice.

Why was my invoice rejected?

- You can find it out by viewing the reason for rejection.
- Click the Rejected invoices link on the WOI page.
- Select the Invoice.
- Click the View printer friendly button.

What values should be placed in " Control tax value" and " Control total invoice value" fields?

- In the field Control tax value enter the Tax total of the invoice.
- Select the Invoice.
- In the field Control total invoice value enter the Invoice total. Do not forget the dots and commas.

How do I accept PO change?

- Select the PO and open it.
- Scroll down on the next page until you find the line items.
- Click the line item numbers, click the I accept button and then confirm your acceptance.
- Do the same for all line items. You will only be able to invoice a PO if all line items are accepted, even blocked ones.

How do I view/accept a PO?

- Select the PO and then open it. This will make the status of the PO viewed.
- In order to invoice the PO, all the line items need to be viewed/accepted also. In order to view/accept the line items click the line item numbers one by one.

You may only invoice a PO if all line items are viewed/accepted. All Pos arrive in a not viewed status and you need to view/accept them before you can invoice them.

How do I print the PO/Invoice?

- Look for the View printer friendly link under the PO link to print the PO, and under the Invoices link to print the invoice.

Where do I find the Remittance advice?

- Click the Remittance advices link.

Select the desired advice, then click the View printer friendly button.

I have problems finding the POs/Invoices I have already viewed/accepted once.

- On entering, WOI automatically provides the not viewed documents. If you have already viewed/accepted the POs and Invoices, you will find them in viewed status. The only exception is if a PO has been modified. In that case you will find it as not viewed.

I cannot go on to the next page. Why?

Perhaps there are some fields not completed. Look for an error message somewhere in the page.