



如何在发票状态应用程序中进行导航?

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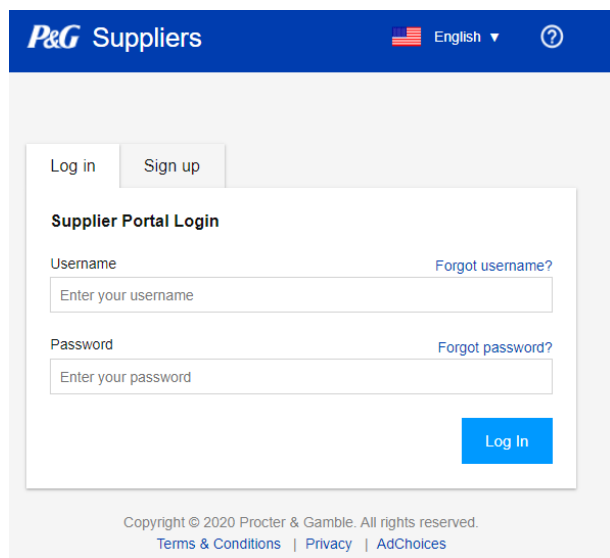
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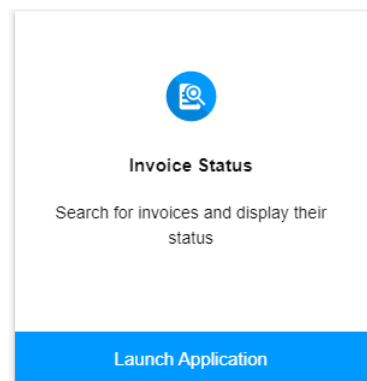
通过发票状态应用程序，您可以：

- 查看并了解未付和已付发票的状态
- 使用发票编号、供应商代码和日期范围以及采购订单编号查找发票
- 为存在问题和缺失的发票申请专家支持

如要查看**发票状态应用程序**，请访问 <https://pgsupplier.vpn.pg.com/> 并输入您的宝洁供应商门户登录信息。



点击**发票状态应用程序**。



如何搜索发票？

使用发票编号搜索

1. 输入发票编号。
2. 勾选已付和未付。
3. 点击搜索。

Search for invoices by:

Invoice Numbers Vendor Code & Date Order Number Coupa Invoices

Enter invoice numbers

123
123A
123A+
123A1

Select invoice types

Unpaid invoices Paid invoices

Searching for both unpaid and paid invoices may take longer.

Search

使用供应商代码和日期范围搜索

1. 点击该框以选择您要查看其发票的供应商代码。
2. 从下拉菜单中筛选日期范围。
3. 选择您的发票类型（已付、未付或两者兼有）
4. 点击搜索。

Search for invoices by:

Invoice Numbers Vendor Code & Date Order Number Coupa Invoices

Search and select vendors

[Click here to select vendor code\(s\)](#)

Select a date range during which P&G has received the invoices

Within the last 30 days

Select invoice types

Unpaid invoices Paid invoices

Searching for both unpaid and paid invoices may take longer.

Search

使用采购订单编号搜索

1. 输入采购订单编号
2. 选择相关的发票类型。
3. 点击搜索。

Search for invoices by:

Invoice Numbers Vendor Code & Date Order Number Coupa Invoices

Enter a P&G order number

The P&G order number is 10 digits long and typically starts with 45, 55, 30 or 80.
Most P&G order numbers have a prefix such as G4P, N6P, F6P. Please do not enter that prefix.

Select invoice types

Unpaid invoices Paid invoices

Searching for both unpaid and paid invoices may take longer.

Search

搜索 Coupa 发票

通过 Coupa 提交的发票最初必须在 Coupa 供应商门户中进行跟踪。

只有在 Coupa 中获得批准至少 24 小时后，Coupa 发票才会出现在发票状态应用程序中。

Search for invoices by:

Invoice Numbers

Vendor Code & Date

Order Number



Coupa Invoices

Coupa Invoices

If you entered the invoice in Coupa, then the invoice can be tracked at <https://supplier.couphost.com/invoices>.

Coupa invoices become visible in this app only once they have been approved in Coupa.

如果搜索成功，将显示发票列表，包括其状态。点击[导出所有结果](#)，将报告下载到 Excel 文件中。

#	Invoice Number	Vendor Number	Amount	Cur	Status	Invoice Date	Received	Due to Pay	View
1					✓ Ready to be paid	2021-03-23	2021-03-30	2021-06-13	⌵
2					✓ Ready to be paid	2021-03-29	2021-03-30	2021-06-13	⌵

信息每 8 小时刷新一次。
供应商门户保留期为 2 年。

如何查看发票状态详细信息？

点击屏幕右端的箭头，查找有关发票付款日期和状态的更多详细信息。

#	Invoice Number	Vendor Number	Amount	Cur	Status	Invoice Date	Received	Due to Pay	View
1					✓ Ready to be paid	2021-03-23	2021-03-30	2021-06-13	⌵

The invoice date is Tuesday, March 23 2021.

Received by P&G on Tuesday, March 30 2021.

The invoice is ready to be paid on Sunday, June 13 2021.

[Request expert support](#)

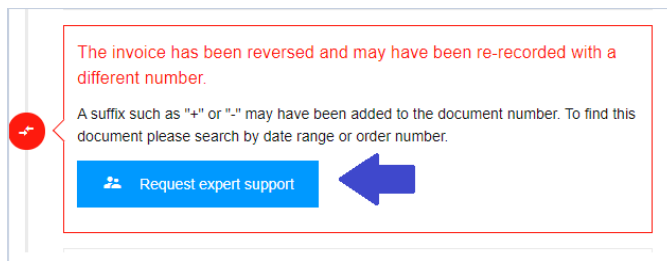
The invoice is due to be paid on Sunday, June 13 2021.

Vendor:
P&G vendor code:
Invoice number:
Gross value:
Payment terms:
P&G order number:
P&G legal entity: Procter & Gamble Egypt
P&G legal entity code: 302

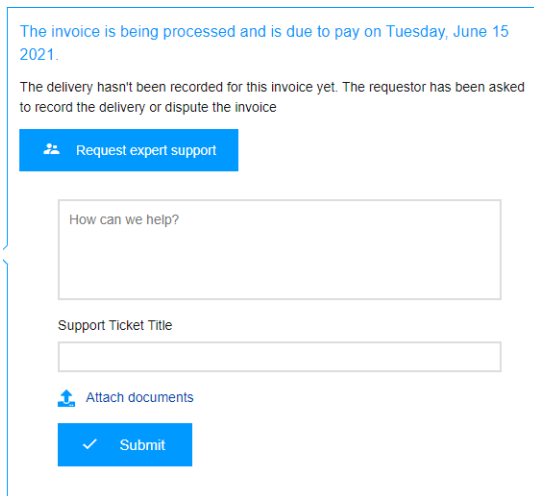
如何为您的发票申请专家支持？

为门户中显示的发票申请专家支持

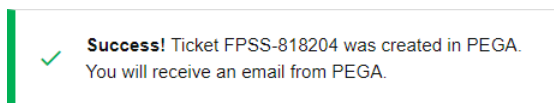
1. 如要了解有关发票状态的更多信息，只需单击**申请专家支持**按钮即可。



2. 单击**申请专家支持**按钮后，将出现一个表格。在指定字段中输入您的查询和支持工单标题，然后单击**提交**。

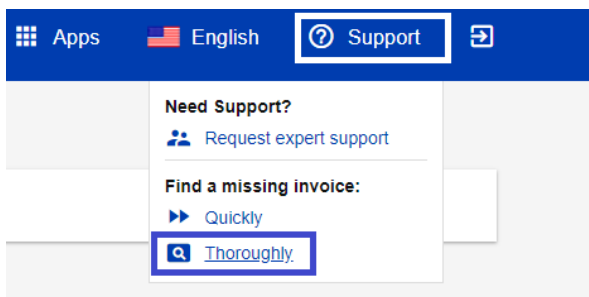
A screenshot of a form for requesting expert support. At the top, it says "The invoice is being processed and is due to pay on Tuesday, June 15 2021." Below that, it says "The delivery hasn't been recorded for this invoice yet. The requestor has been asked to record the delivery or dispute the invoice". There is a blue button labeled "Request expert support". Below the button is a text input field with the placeholder "How can we help?". Underneath is another text input field labeled "Support Ticket Title". At the bottom left, there is a link "Attach documents" with a document icon. At the bottom right, there is a blue button labeled "Submit" with a checkmark icon.

3. 提交表格后，将为您的查询创建一个工单号。您还将收到一封包含工单详细信息的电子邮件，您将能够相应地跟踪工单状态。



为缺失的发票申请专家支持

1. 单击页面顶部的**支持**按钮，然后单击**彻底**。



2. 您将转到**缺失发票支持页面**。填写表格中的字段，尤其是标有红色星号的字段，并附上缺失发票的副本。

Help me find a missing invoice

Invoice Number *

Country or Territory of P&G's billing address as displayed on your invoice *

Vendor Name

Vendor Code

① P&G vendor codes are typically 8 digits long, start with 10, 15, or 20 and can always be found on P&G order documents.

Is this invoice for a Purchase Order? *

Yes

No

3. 填写详细信息后，点击表单底部的**提交**按钮。将为此申请创建一个工单号，并且此工单号也将显示出来。您将收到一封包含工单详细信息的电子邮件，并能够相应地跟踪工单状态。

Request Title *

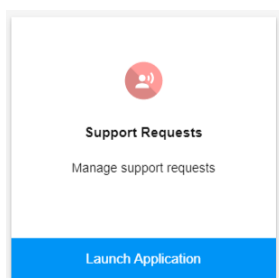
Help me find missing invoice

Submit >

✓ **Success!** Ticket FPSS-819097 was created in PEGA.
You will receive an email from PEGA.

如何跟踪支持工单？

1. 转到门户应用程序主页的支持申请应用程序。



2. 在**支持申请应用程序**中，您将找到您提出和代表您创建的所有支持工单。

Support Request Tickets

Search Ticket

41 Results 1 of 7

Ticket ID	Short Description	Status	Target Resolution Date	Opened On	Resolved On	View
FPSS-737203	Invoice	Open	04-26-2021 07:21:34	04-15-2021 07:21:34	N/A	View
FPSS-737868	as SDL	Open	08-01-2021 18:12:21	04-15-2021 08:58:38	N/A	View