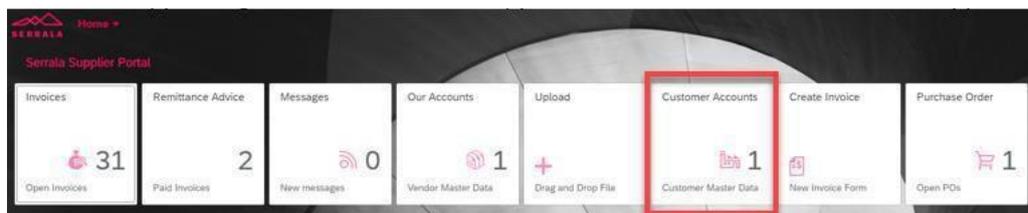


Serrala User Guide for Vendors

MANUAL

For Veolia suppliers - user guide for vendor portal Customer Accounts

This application summarizes the companies you are doing business with, and the related data associated with those companies.

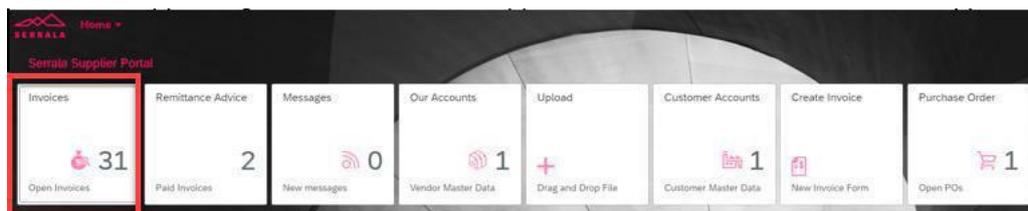


In many cases you may only be doing business with one company or legal entity, but in some cases, you will do business with multiple legal entities. If you have multiple customer accounts, this application will help you determine the account information for billing.

Available company name, account numbers and address details are displayed here. Click the tile to view name.

Invoices

This application shows the supplier's open invoices. It includes invoices submitted through any source. The invoices shown here could've been submitted via the supplier portal, email, hard copy, EDI or any other method. Open invoices are defined as invoices that have been received and are either being processed or have been posted. It excludes invoices that were terminated by the customer and it excludes invoices that have been paid.



Note: All tiles may not be applicable to your instance of the Vendor Portal.

Serrala User Guide for Vendors

The next screen shows the list of open invoices waiting to be processed and paid.

Record	Receipt Date	Source	My Vendor Name	Status	Buyer Org	Invoice #	Billing Date	Amount	PO
0000047367	Sep 25, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received - Duplicate	IDES US INC	1151	Aug 8, 2019	2,000.00 M	4500017149
0000047364	Sep 25, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received - Duplicate	IDES US INC	232924	Sep 20, 2019	1,000.00 M	4500018921
0000047363	Sep 25, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received - Duplicate	IDES US INC	1151924	Aug 8, 2019	2,000.00 M	4500017149
0000047362	Sep 25, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received - Duplicate	IDES US INC	1151	Aug 8, 2019	2,000.00 M	4500017149
0000047361	Sep 25, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received - Duplicate	IDES US INC	232924	Sep 20, 2019	1,000.00 M	4500018921
0000047360	Sep 25, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received - Duplicate	IDES US INC	1151924	Aug 8, 2019	2,000.00 M	4500017149
0000047359	Sep 25, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received - Duplicate	IDES US INC	1151	Aug 8, 2019	2,000.00 M	4500017149
0000047358	Sep 25, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received - Duplicate	IDES US INC	1151	Aug 8, 2019	2,000.00 M	4500017149
0000047357	Sep 25, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received - Duplicate	IDES US INC	1151	Aug 8, 2019	2,000.00 M	4500017149
0000047323	Sep 24, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received	IDES US INC	232924	Sep 20, 2019	1,000.00 M	
0000047322	Sep 24, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received	IDES US INC	1151924	Aug 8, 2019	2,000.00 M	

By default, the last 50 invoices are displayed. To show more invoices, click 'Show Filter Bar' and adjust the setting for 'Maximum Results'.

Record	Receipt Date	Source	My Vendor Name	Status	Buyer Org	Invoice #	Billing Date	Amount	PO
0000047367	Sep 25, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received - Duplicate	IDES US INC	1151	Aug 8, 2019	2,000.00 M	4500017149
0000047364	Sep 25, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received - Duplicate	IDES US INC	232924	Sep 20, 2019	1,000.00 M	4500018921
0000047363	Sep 25, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received - Duplicate	IDES US INC	1151924	Aug 8, 2019	2,000.00 M	4500017149
0000047362	Sep 25, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received - Duplicate	IDES US INC	1151	Aug 8, 2019	2,000.00 M	4500017149
0000047361	Sep 25, 2019	JOSE FERNANDEZ	JOSE FERNANDEZ	Received - Duplicate	IDES US INC	232924	Sep 20, 2019	1,000.00 M	4500018921

Click anywhere on the record to view the details of the invoice.

A detailed view appears showing the header details of the invoice, line items associated with the invoice:

Record 0000047364 Received On Sep 25, 2019 Received - Duplicate

Header Messages

Record: 0000047364	My Vendor Number: 0000000008	Amount: 1,000.00 MXN
Status: Received - Duplicate	My Vendor Name: JOSE FERNANDEZ	Tax Amount: 0.00
Invoice #: 232924	Receipt Date: Sep 25, 2019	
Billing Date: Sep 20, 2019		
Buyer Org: 3000		
Payment Method:		

Lines

PO	PO Item	Qty	Amount	Material	Text	UOM
4500018921	00010	1.000	1,000.00	M	Motorblock	

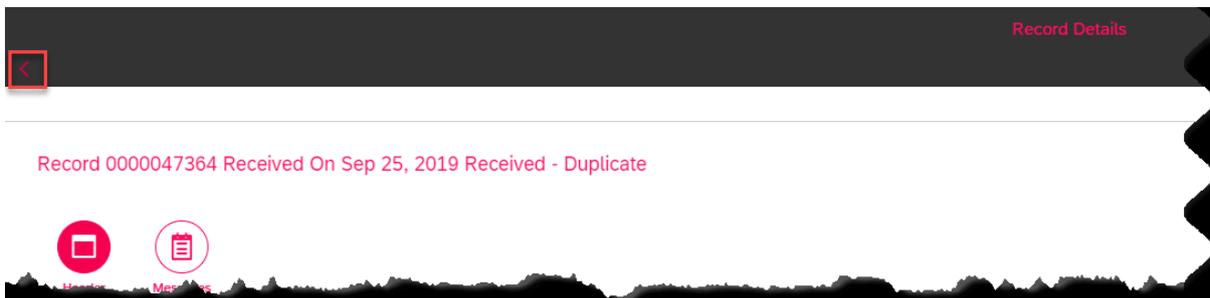
Note: Credits will show as negative numbers.

Serrala User Guide for Vendors

The associated invoice image can be displayed by clicking on the PDF icon shown below:



The back button will return the user to the search results.

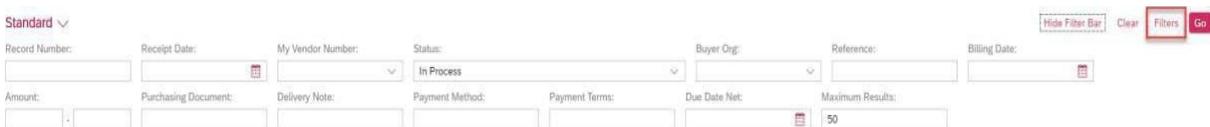


Key fields can be used to further filter the results. A search can be executed by Vendor in the event you have multiple ID's assigned to your supplier account. Other key criteria for searching include: invoice reference number, billing date, invoice amount, or PO. Additional search options are available under Filters.

To show filter options, click 'Show Filter Bar'.



Default filter criteria are displayed, but more options are available in the 'Filters' menu:



Basic filter fields are available for selection, and additional fields are available with 'More Filters'.

Filters

Search for Filters

Standard ▾

Basic Show on Filter Bar

Record Number:

Receipt Date:

My Vendor Number:

Status:

Buyer Org:

Reference:

Billing Date:

Amount: -

Currency:

Purchasing Document:

Delivery Note:

Payment Method:

Payment Terms:

Due Date Net:

Maximum Results:

Misc

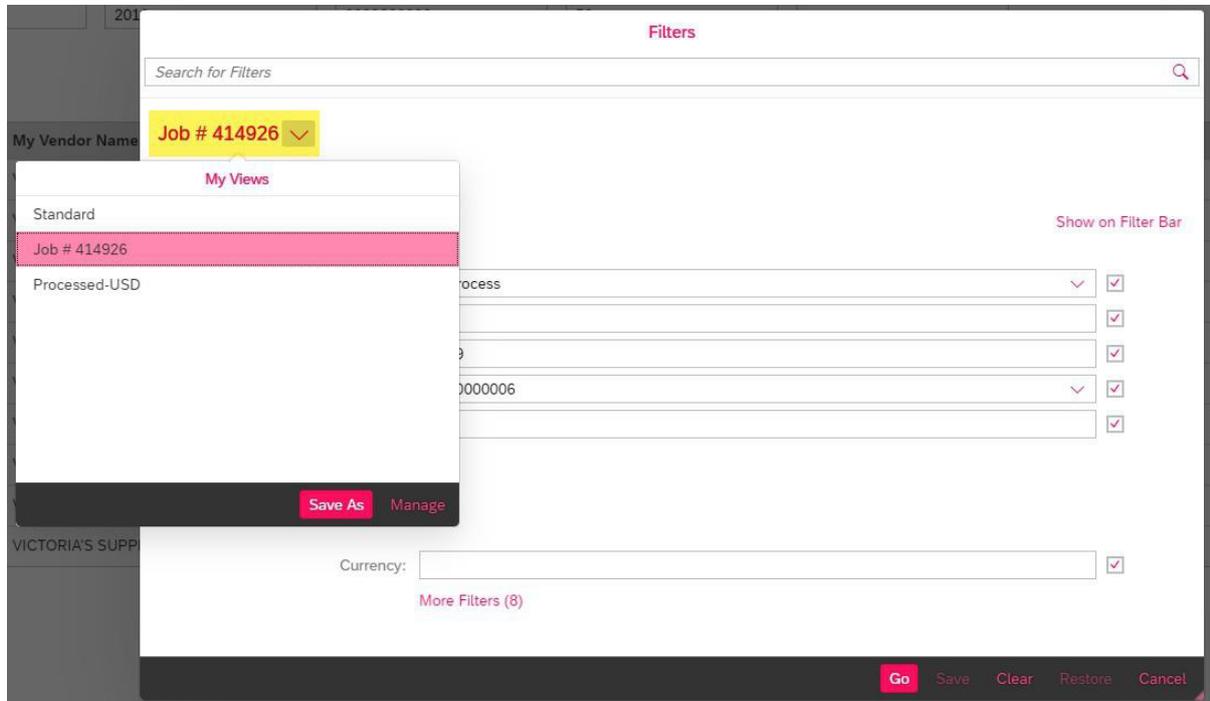
More Filters (6)

Go Save Clear Restore Cancel

Tick the box for any fields you wish to add to your Filter criteria.

In the More Filters popup, select OK after ticking the box for any additional fields.

From this screen, you can manage, save and select filters by name. Clicking on the view selection button will allow management of named filters.

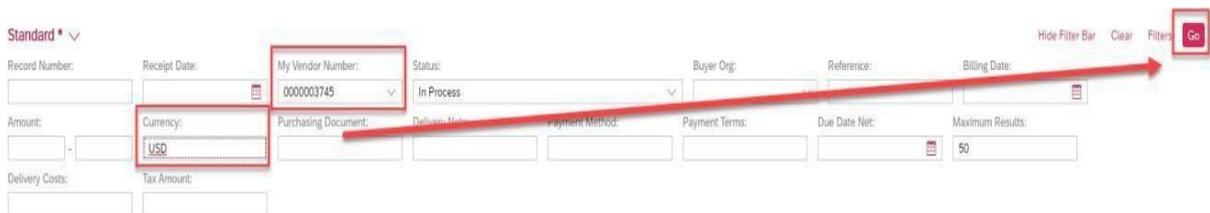


Click the Restore button to revert to the default filter options.



Click Go to exit the Filters pop-up and save your selections.

The Filter Bar updates based on your new settings. Complete the search criteria and click the Go button to execute a search.



Serrala User Guide for Vendors

The search output will display.

Record	Receipt Date	Source	My Vendor Name	Status	Buyer Org	Invoice #	Billing Date	Amount	PO
0000017470	Nov 1, 2019		DESTEC OFFICE SUPPLIES	Received	IDES US INC	ZREC1020_V52	Oct 31, 2019	7,045.00 \$	4500017447
0000017467	Nov 1, 2019		DESTEC OFFICE SUPPLIES	Received	IDES US INC	SHR TEST MAA2	Sep 13, 2019	12.00 \$	4500017447
0000017466	Nov 1, 2019		DESTEC OFFICE SUPPLIES	Received	IDES US INC	SHR TEST MAA	Sep 13, 2019	12.00 \$	4500017447
0000017455	Nov 1, 2019		DESTEC OFFICE SUPPLIES	Received	IDES US INC	SHR TEST 11	Sep 13, 2019	12.00 \$	4500017447
0000017454	Nov 1, 2019		DESTEC OFFICE SUPPLIES	Received	IDES US INC	SHR TEST 10	Sep 13, 2019	12.00 \$	4500017447
0000017453	Nov 1, 2019		DESTEC OFFICE SUPPLIES	Received	IDES US INC	0292	Nov 1, 2019	1,000.00 \$	4500017447
0000017452	Nov 1, 2019		DESTEC OFFICE SUPPLIES	Received	IDES US INC	0291	Nov 1, 2019	600.00 \$	4500017447
0000017450	Nov 1, 2019		DESTEC OFFICE SUPPLIES	Received	IDES US INC	SHR TEST 8	Sep 13, 2019	12.00 \$	4500017447

Use the Clear button to clear search criteria and reset the search.

Standard * ▾ Hide Filter Bar Clear Filters Go

Record Number: Receipt Date: My Vendor Number: Status: Buyer Org: Reference: Billing Date:

Amount: Currency: Purchasing Document: Delivery Note: Payment Method: Payment Terms: Due Date Net: Maximum Results:

Delivery Costs: Tax Amount:

Click on the Sort button to choose a sort selection.

Sort By

Sort Order

Ascending

Descending

Sort By

Record

Receipt Date

Source

My Vendor Name

OK Cancel

Buyer Org	Invoice #	Billing Date	Amount	PO
		Oct 31, 2019	7,045.00 \$	4500017447
		Sep 13, 2019	12.00 \$	4500017447
		Sep 13, 2019	12.00 \$	4500017447
		Sep 13, 2019	12.00 \$	4500017447
		Sep 13, 2019	12.00 \$	4500017447
		Nov 1, 2019	1,000.00 \$	4500017447
		Nov 1, 2019	600.00 \$	4500017447
		Sep 13, 2019	12.00 \$	4500017447
		Sep 13, 2019	10.00 \$	4500017447
		Oct 31, 2019	600.00 \$	4500018421
		Jun 10, 2018	750.00 \$	
		May 15, 2018	999.00 €	
		Jun 11, 2018	-250.00 \$	

Click on the Export button to download the search output.

Standard * ▾ Show Filter Bar Clear Filters Go

Record	Receipt Date	Source	My Vendor Name	Status	Buyer Org	Invoice #	Billing Date	Amount	PO
--------	--------------	--------	----------------	--------	-----------	-----------	--------------	--------	----

Serrala User Guide for Vendors

The exported file name will appear at the bottom left of the screen. To view a list of downloads, click on the Show All button at the bottom right of the screen (Chrome browser). A new browser tab will open with the list of downloads.



An example of the exported file is shown below:

	A	B	C	D	E	F	G	H	I	J	K
1	Record	Receipt Date	Source	My Vendor Name	Status	Buyer Org	Invoice #	Billing Date	Amount	PO	
2	16901	11-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	3722_FO	11-Oct-19	40	4500018012	
3	16882	11-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	REF_3671_PO_6	10-Oct-19	1	4500018090	
4	16881	11-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	REF_3671_PO_5	10-Oct-19	1	4500018090	
5	16880	11-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	REF_3671_PO_4	10-Oct-19	1	4500017447	
6	16874	11-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	REF_3671_PO	10-Oct-19	1	4500017447	
7	16872	11-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	3674_2	10-Oct-19	500	4500017447	
8	17011	15-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	1086_11_T3V1	10-Sep-19	500		
9	16993	15-Oct-19	Check/Payment request from Employee	DESTEC OFFICE SUPPLIES	Received	IDES US INC	3764_6	10-Sep-19	500	4500017447	
10	16992	15-Oct-19	ER	DESTEC OFFICE SUPPLIES	Received	IDES US INC	3764_5	10-Sep-19	500	4500017447	
11	16961	15-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC		265	15-Oct-19	300	4500017447
12	17064	16-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	SHR TEST74	11-Sep-19	10	4500018381	

Our Accounts

This application summarizes your supplier account number with your customer and the related data associated with your account

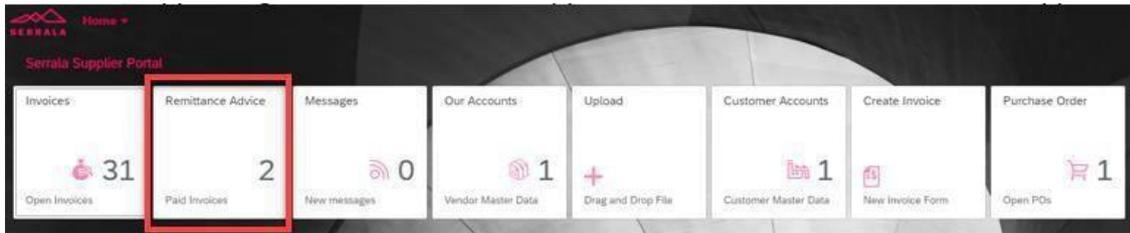


In many cases you may only have one account number, but in some cases you will have multiple account numbers. If you have multiple account numbers, this application will help you determine your account number to improve communication with your customer. Available address information, telephone number and bank details are displayed here. Click the tile to view address and telephone information. Click again to view bank details.

Remittance Advice

This application shows the supplier's paid invoices. It includes invoices submitted through any source. The invoices shown here could've been submitted via the supplier portal, email, hard copy, EDI or any other method. Paid invoices are defined as invoices where payment has been remitted by any means such as electronic funds transfer or paper check.

Serrala User Guide for Vendors



Note: All tiles may not be applicable to your instance of the Vendor Portal.

The next screen shows the list of paid invoices.

Record	Receipt Date	Source	My Vendor Name	Status	Buyer Org	Invoice #	Billing Date	Amount	PO	Due Date
000046915	Aug 23, 2019		VICTORIA'S SUPPLIES	Paid	IDES US INC	0189	May 17, 2019	1,580.00	\$	
Clearing Doc #: 1500000003 Clearing Date: Aug 23, 2019 Check #:										
000046911	Aug 23, 2019		EXPRESS VENDOR INC	Paid	IDES US INC	0185	Aug 23, 2019	1,500.00	\$	
Clearing Doc #: 1500000002 Clearing Date: Aug 23, 2019 Check #:										

By default, the last 50 paid invoices are displayed. To show more invoices, click 'Show Filter Bar' and adjust the setting for 'Maximum Results'.

Record	Receipt Date	Source	My Vendor Name	Status	Buyer Org	Invoice #	Billing Date	Amount	PO	Due Date
000046915	Aug 23, 2019		VICTORIA'S SUPPLIES	Paid	IDES US INC	0189	May 17, 2019	1,580.00	\$	
Clearing Doc #: 1500000003 Clearing Date: Aug 23, 2019 Check #:										
000046911	Aug 23, 2019		EXPRESS VENDOR INC	Paid	IDES US INC	0185	Aug 23, 2019	1,500.00	\$	
Clearing Doc #: 1500000002 Clearing Date: Aug 23, 2019 Check #:										

Serrala User Guide for Vendors

A detailed view appears showing the header details of the invoice, line items associated with the invoice:

Record 000046915 Received On Aug 23, 2019 Paid

Header Messages

Record:	000046915	My Vendor Number:	000000006	Amount:	1,580.00	USD
Status:	Paid	My Vendor Name:	VICTORIA'S SUPPLIES	Tax Amount:	0.00	
Invoice #:	0189	Receipt Date:	Aug 23, 2019			
Billing Date:	May 17, 2019					
Buyer Org:	3000					
Payment Method:	C					

Note: Credits will show as negative numbers.

The associated invoice image can be displayed by clicking on the PDF icon shown below:

Record 000046915 Received On Aug 23, 2019 Paid

Header Messages



The back button will return the user to the search results.

Record Details

<

Record 000046915 Received On Aug 23, 2019 Paid

Header Messages

Key fields can be used to further filter the results. A search can be executed by Vendor/Account Number in the event you have multiple ID's assigned to your supplier account. Other key criteria for searching include: payment document, payment date, check number, invoice reference number, billing date, invoice amount, or PO. Additional search options are available under Filters.

To show filter options, click 'Show Filter Bar'.

Standard ▾

Show Filter Bar Clear Filters Go

Serrala User Guide for Vendors

Default filter criteria are displayed, but more options are available in the 'Filters' menu:

Standard ▾

Record Number: Receipt Date: My Vendor Number: Status: Buyer Org: Reference: Billing Date:

Amount: - Purchasing Document: Delivery Note: Payment Method: Payment Terms: Due Date Net: Maximum Results:

Hide Filter Bar Clear **Filters** Go

Basic filter fields are available for selection, and additional fields are available with 'More Filters'.

Filters

Search for Filters

Standard ▾

Basic Show on Filter Bar

Record Number:

Receipt Date:

My Vendor Number:

Status:

Buyer Org:

Reference:

Billing Date:

Amount: -

Currency:

Purchasing Document:

Delivery Note:

Payment Method:

Payment Terms:

Due Date Net:

Maximum Results:

Misc

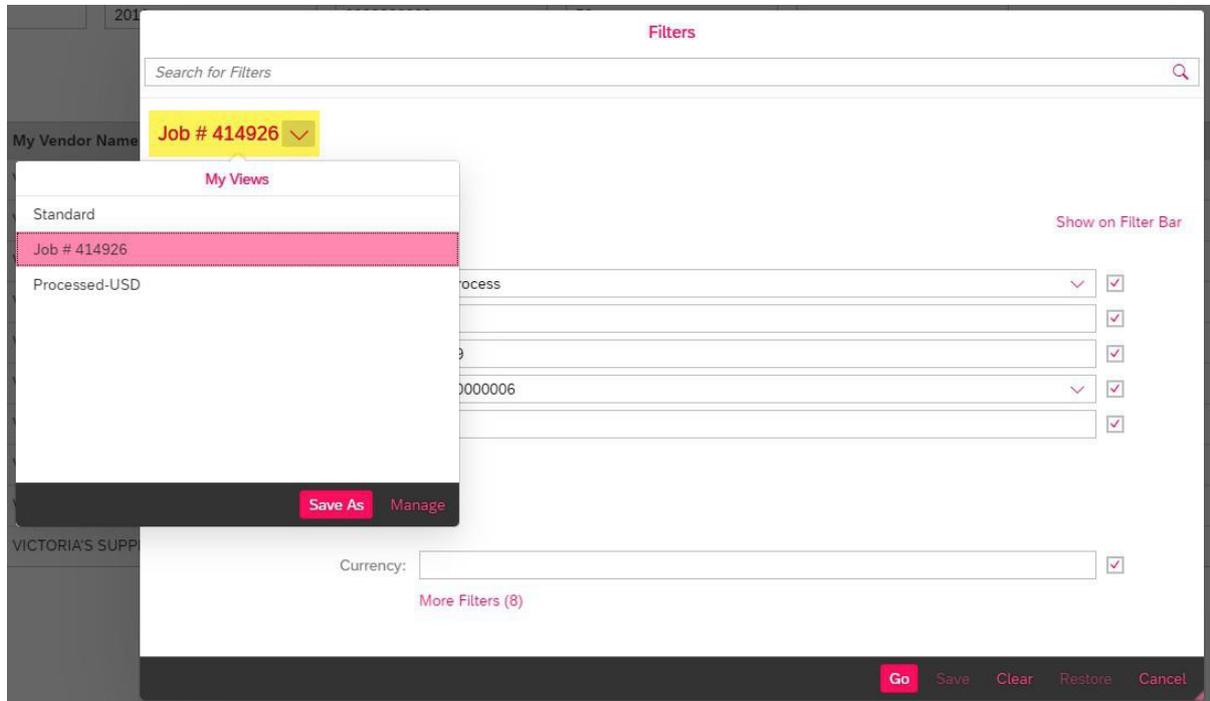
More Filters (9)

Go Save Clear Restore Cancel

Tick the box for any fields you wish to add to your Filter criteria.

In the More Filters popup, select OK after ticking the box for any additional fields.

From this screen, you can manage, save and select filters by name. Clicking on the view selection button will allow management of named filters.



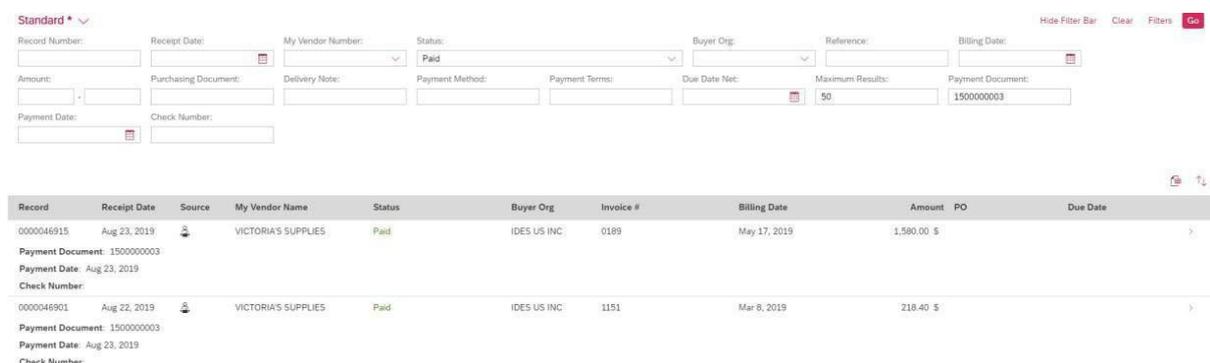
Click the Restore button to revert to the default filter options.



Click Go to exit the Filters pop-up and save your selections.

The Filter Bar updates based on your new settings. Complete the search criteria and click the Go button to execute a search.

The search output will display.



Serrala User Guide for Vendors

Use the Clear button to clear search criteria and reset the search.

Standard ▾

Hide Filter Bar Clear Filters Go

Record Number: Receipt Date: My Vendor Number: Status: Buyer Org: Reference: Billing Date:

Amount: Purchasing Document: Delivery Note: Payment Method: Payment Terms: Due Date Net: Maximum Results: Payment Document:

Payment Date: Check Number:

Click on the Sort button to choose a sort selection.

Buyer Org	Invoice #	Billing Date	Amount	PO
		Oct 31, 2019	7,045.00 \$	4500017447
		Sep 13, 2019	12.00 \$	4500017447
		Sep 13, 2019	12.00 \$	4500017447
		Sep 13, 2019	12.00 \$	4500017447
		Sep 13, 2019	12.00 \$	4500017447
		Nov 1, 2019	1,000.00 \$	4500017447
		Nov 1, 2019	600.00 \$	4500017447
		Sep 13, 2019	12.00 \$	4500017447
		Sep 13, 2019	10.00 \$	4500017447
		Oct 31, 2019	600.00 \$	4500018421
		Jun 10, 2018	750.00 \$	
		May 15, 2018	999.00 €	
		Jun 11, 2018	-250.00 \$	

Click on the Export button to download the search output:

Standard ▾

Show Filter Bar Clear Filters Go

Export

Record	Receipt Date	Source	My Vendor Name	Status	Buyer Org	Invoice #	Billing Date	Amount	PO
--------	--------------	--------	----------------	--------	-----------	-----------	--------------	--------	----

The exported file name will appear at the bottom left of the screen. To view a list of downloads, click on the Show All button at the bottom right of the screen (Chrome browser). A new browser tab will open with the list of downloads.



An example of the exported file is shown below:

	A	B	C	D	E	F	G	H	I	J	K
1	Record	Receipt Date	Source	My Vendor Name	Status	Buyer Org	Invoice #	Billing Date	Amount	PO	
2	16901	11-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	3722_FO	11-Oct-19	40	4500018012	
3	16882	11-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	REF_3671_PO_6	10-Oct-19	1	4500018090	
4	16881	11-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	REF_3671_PO_5	10-Oct-19	1	4500018090	
5	16880	11-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	REF_3671_PO_4	10-Oct-19	1	4500017447	
6	16874	11-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	REF_3671_PO	10-Oct-19	1	4500017447	
7	16872	11-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	3674_2	10-Oct-19	500	4500017447	
8	17011	15-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	1086_11_T3V1	10-Sep-19	500		
9	16993	15-Oct-19	Check/Payment request from Employee	DESTEC OFFICE SUPPLIES	Received	IDES US INC	3764_6	10-Sep-19	500	4500017447	
10	16992	15-Oct-19	ER	DESTEC OFFICE SUPPLIES	Received	IDES US INC	3764_5	10-Sep-19	500	4500017447	
11	16961	15-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC		265	15-Oct-19	300	4500017447
12	17064	16-Oct-19	Scanned	DESTEC OFFICE SUPPLIES	Received	IDES US INC	SHR TEST74	11-Sep-19	10	4500018381	

In progress:

When you see 'In Progress' in the summary level status, the line-level status will explain the invoice status. Below are the listed invoice status details for reference.

Vendor Portal Status Descriptions

The screenshot shows the 'Your Invoices' page in the Vendor Portal. It includes search filters for 'ndard', 'rd Number', 'Receipt Date', 'My Vendor Number', 'Status' (set to 'In Progress'), 'Buyer Org', 'Invoice #', 'Billing Date', and 'Amount'. A table below lists two invoices with the status 'Business User Escalation'. Arrows from the labels 'Summary Level Status' and 'Line Level Status' point to the 'Status' column and the 'Business User Escalation' status in the table, respectively.

rd Number	Receipt Date	Source	My Vendor Name	Status	Buyer Org	Invoice #	Billing Date	Amount	PO	Payment Terms
105980	Mar 6, 2024			Business User Escalation	Veolia WTS USA, Inc.	15134	Mar 2, 2024	\$1,631.53		N030
1038190	Feb 7, 2024			Business User Escalation	Veolia WTS USA, Inc.	14380	Feb 1, 2024	\$1,941.50		N030

Summary Level Status	Line Level Status
In Process	Invoice received in system
In Process	Invoice received in system
In Process	Duplicate-Inv already received
In Process	Posted-waiting on goods receipt
In Process	Business Review
In Process	Vendor master change request
In Process	With Business User for Action
In Process	Business User Review Complete
In Process	Business User Rejected invoice
In Process	BusinessUser rejected invoice
In Process	Business User Escalation
In Process	Posted-waiting on goods receipt
Processed	Posted - Waiting to be Paid
Paid	Paid
Paid - Check Encashed	Paid - Check Cashed
Cancelled	Rejected
Cancelled	Rejected back to vendor
Cancelled	Reversed

Veolia Water Technologies

Please contact us via:

www.veoliawatertechnologies.com