Online Invoice Submission Training Manual

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INTRODUCTION

The SCM & Expenditure Unit initiated a project to create an Online Portal for Suppliers to submit invoices in relation to approved orders to ensure the timeous payments to Suppliers. The “Online Invoice System” was introduced to address the following:

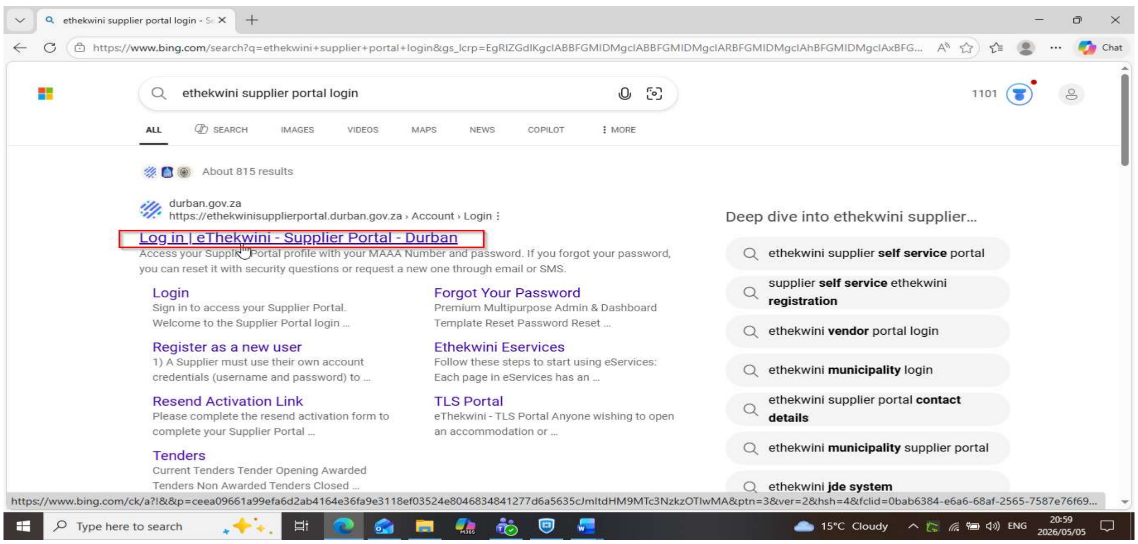
- Compliance with the Municipal Standard Chart of Accounts (mSCOA) Regulations which required in terms of the Accounts Payable Sub-process for the municipality to create a web portal for suppliers to enquire on payment status and uploading/submitting of invoices.
- Compliance with Section 65(2)(e) of the Municipal Finance Management Act (MFMA) No. 56 of 2003 which mandates that the Accounting Officer of a Municipality must ensure all money owing by the municipality is paid within 30 days of receiving the relevant invoice or statement, unless otherwise prescribed (14 days for SMME)

In the interim, an exception process has been created whereby Suppliers can still submit their invoices to the respective Line Departments for them to upload the invoices. This should only be done in exceptional circumstances where the Supplier is experiencing issues uploading their invoices. This process is not recommended as it can still result in delays in payment.

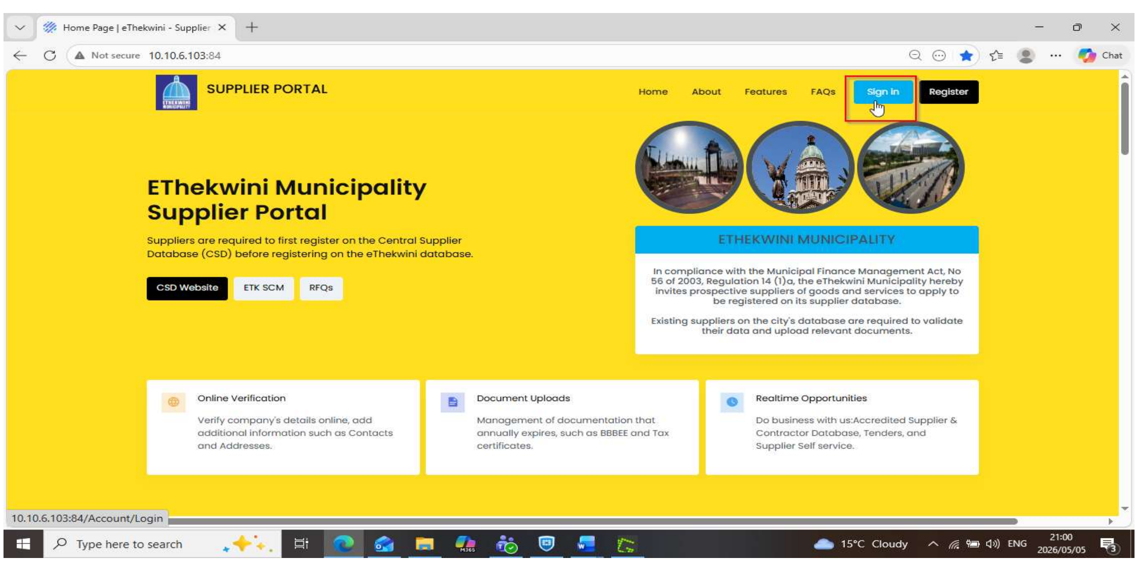
Note that Suppliers would need to be registered on the Municipality’s Supplier Database to transact with the Municipality. Only approved orders or contracts will be displayed on eThekwini Supplier Portal (ESP) for the Supplier to upload an invoice. Also, orders will not appear on ESP if the Line Department has manually submitted the invoice on behalf of the Supplier, this is to prevent duplicated invoices in the system. The Supplier should follow up with the Line Department that issued the order or contract if the orders do not appear on the ESP.

PROCESS 1 - LOGGING ONTO THE ETHEKWINI SUPPLIER PORTAL

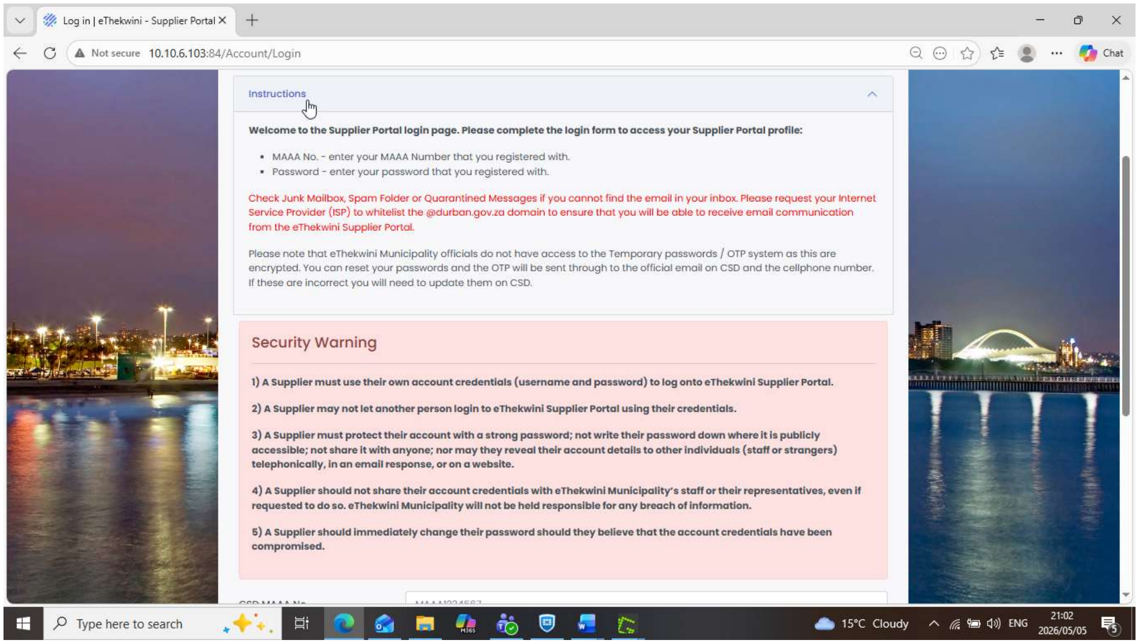
Step	Action
1.	To log into the eThekwini Supplier Portal, go to *https://ethekwinisupplierportl.durban.gov.za*



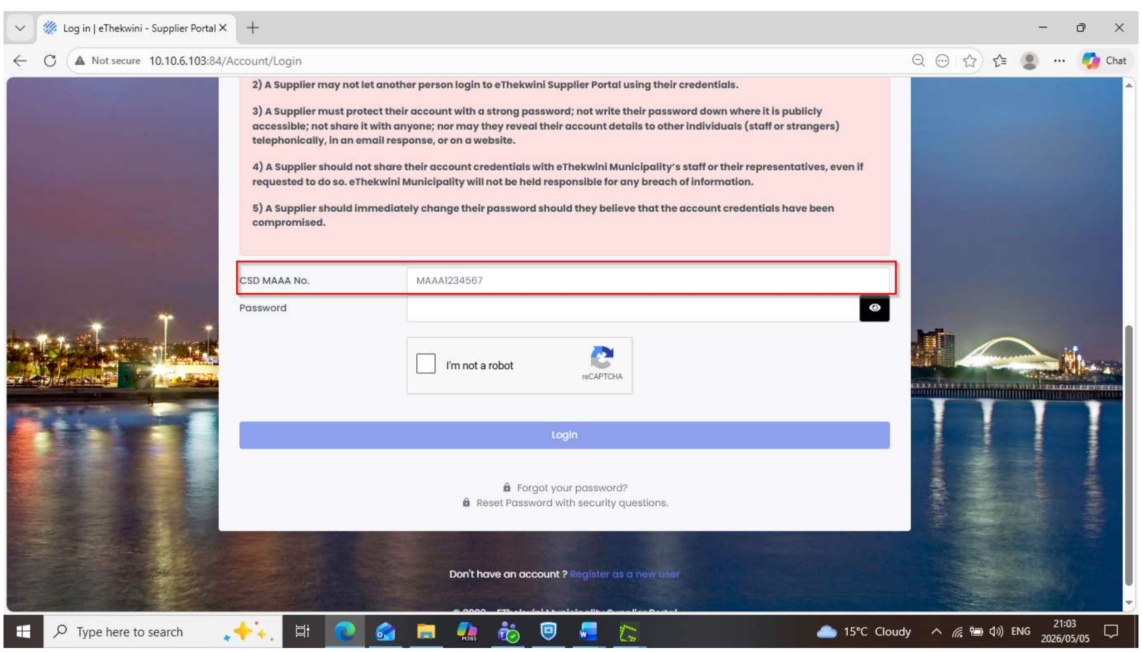
Step	Action
2.	Click the **Sign In** tab to sign in as a supplier. 



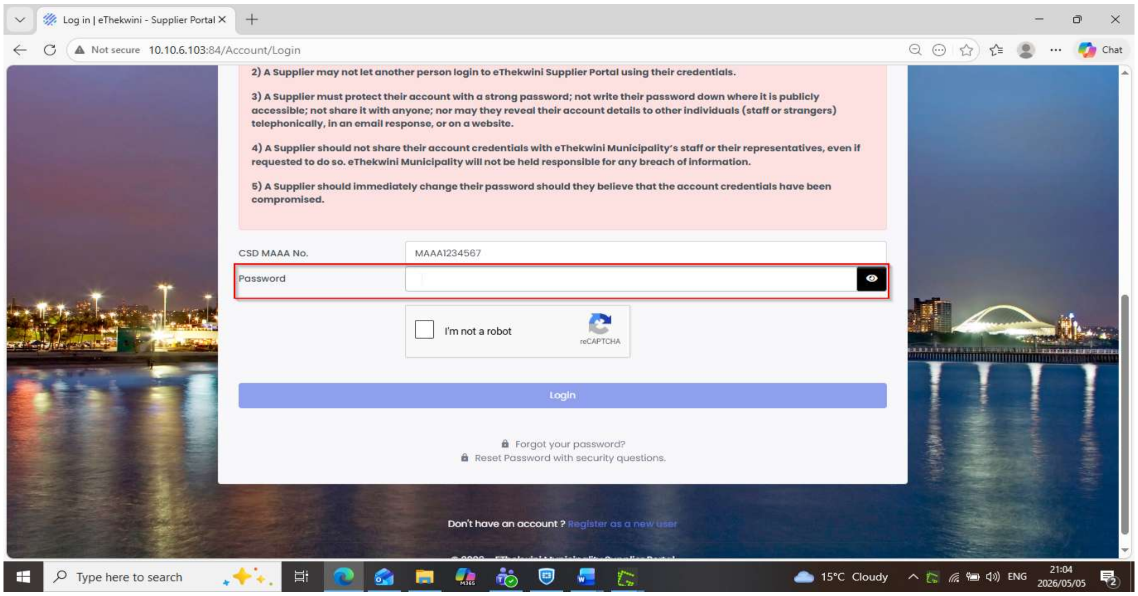
Step	Action
3.	Read the Sign-in Instructions.

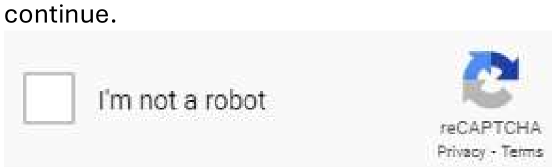


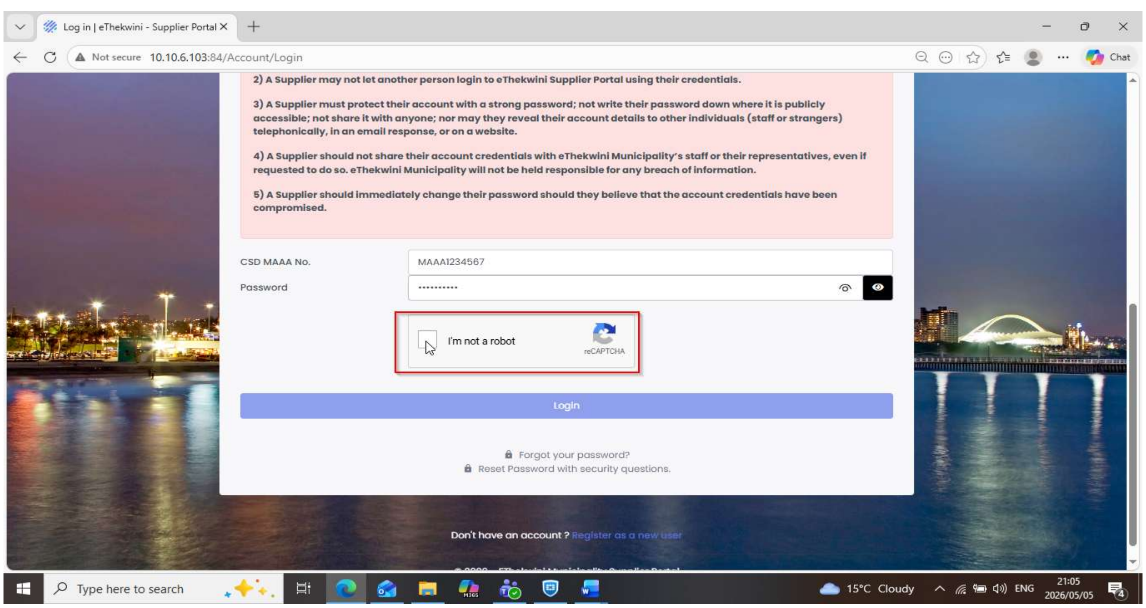
Step	Action
4.	To log into your supplier profile, enter your **MAAA number** "e.g. **MAAA1234567 (NOTE: This is not a valid MAAA Number)"** into the field.



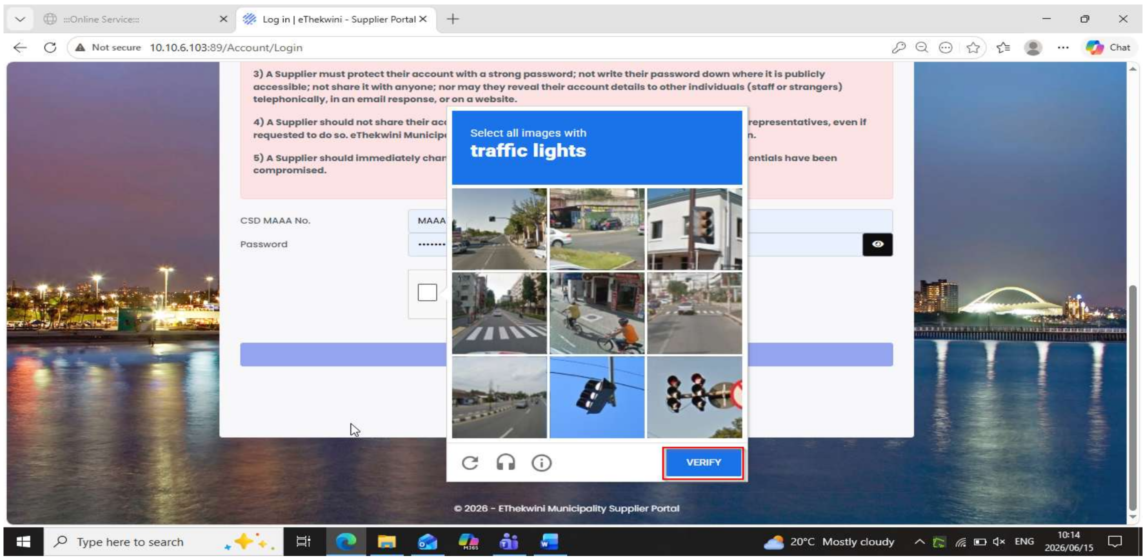
Step	Action
5.	Enter your password into the password field.



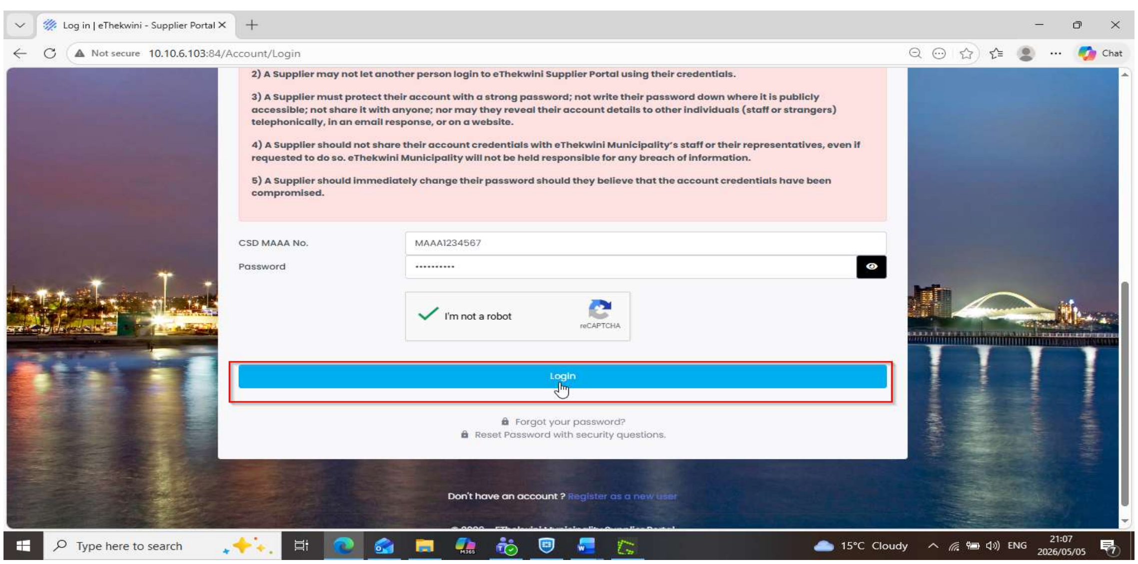
Step	Action
6.	Click on the **I'm not a robot** button to authenticate that you are a human to continue. 



Step	Action
7.	Select the images as instructed and click verify to continue. 



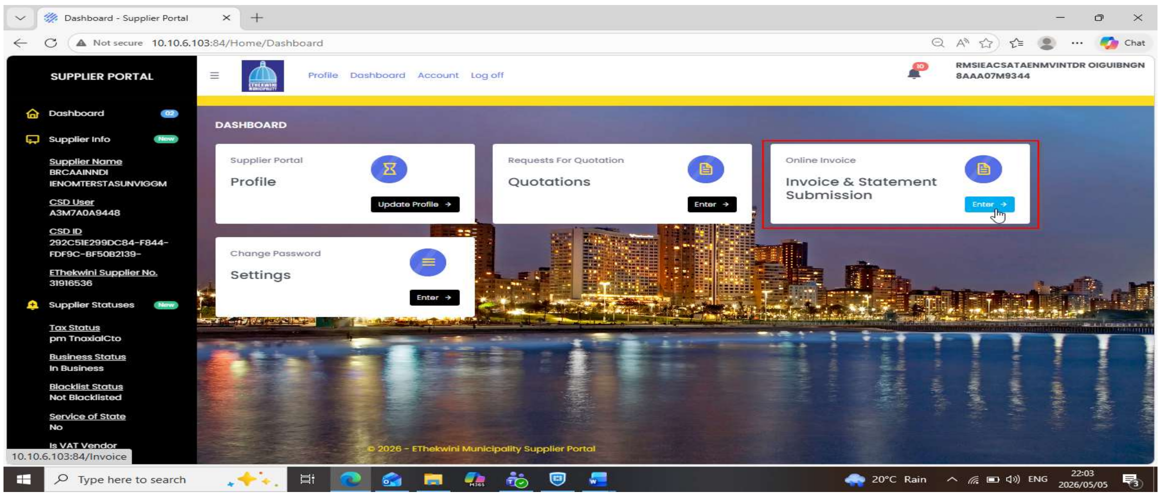
Step	Action
8.	Click on the **Login** button to login into your Supplier profile. 



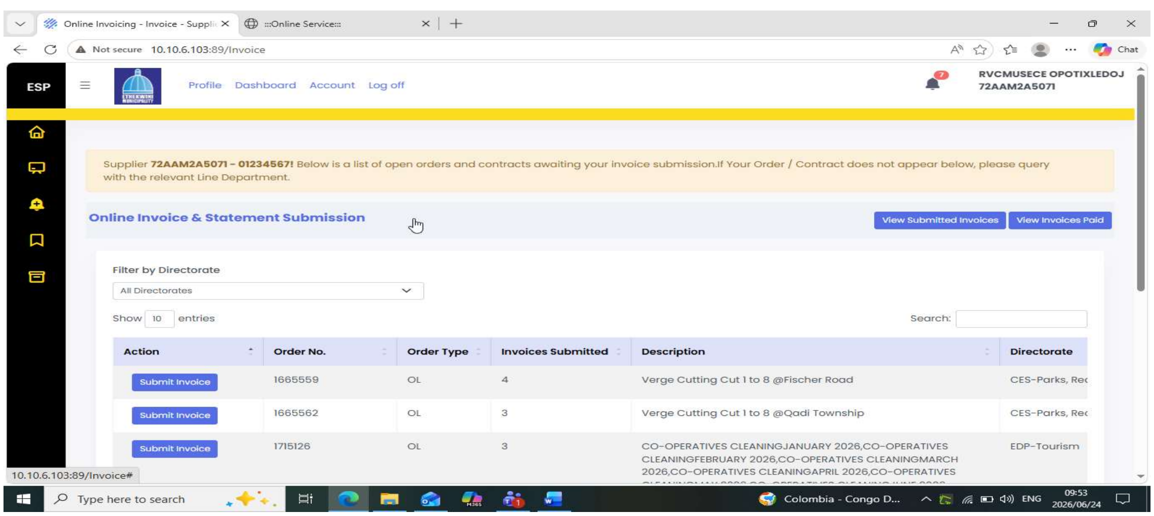
Step	Action
9.	**End of Procedure.**

PROCESS 2 – VIEWING OPEN ORDERS AWAITING INVOICE SUBMISSION

Step	Action
1.	Click the *Invoice & Statement Submission* tab to enter. Enter →



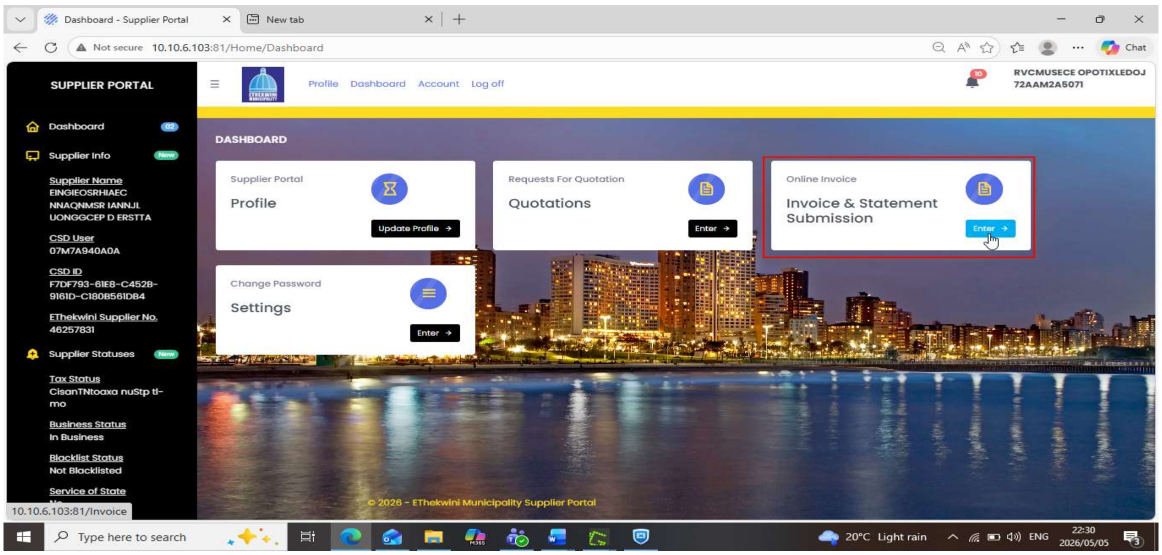
Step	Action
2.	Viewing Open Orders awaiting invoice submission. The supplier should follow up with the Line Department that issued the order or contract if the orders do not appear on the Online Invoice and Submission Statements Form.



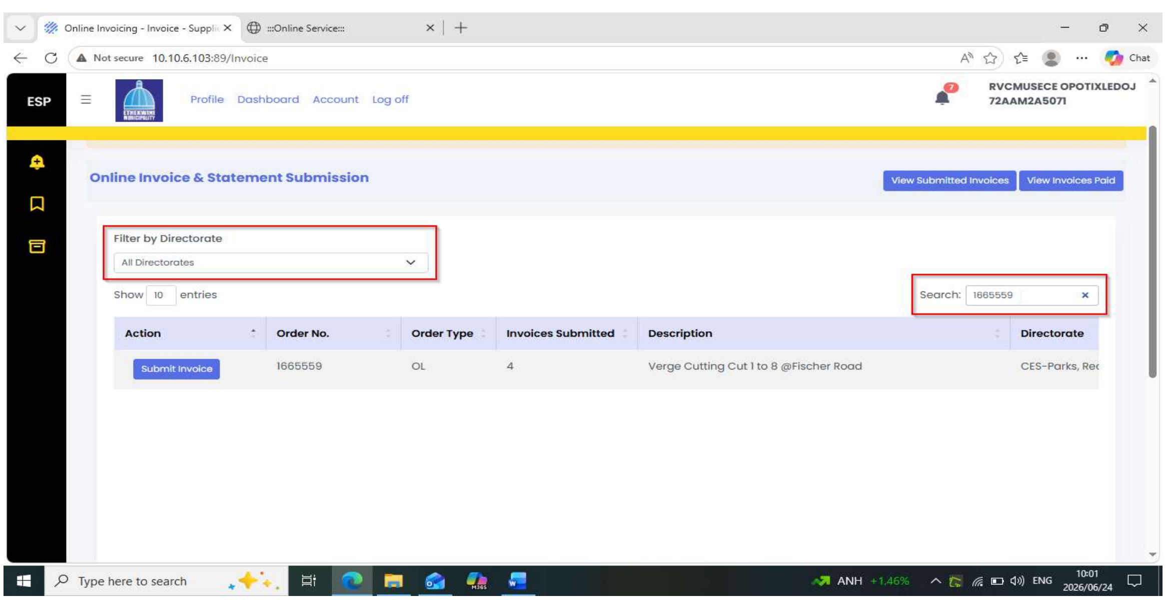
Step	Action
3.	**End of Procedure.**

PROCESS 3 – SUBMITTING AN INVOICE FOR AN OPEN ORDER

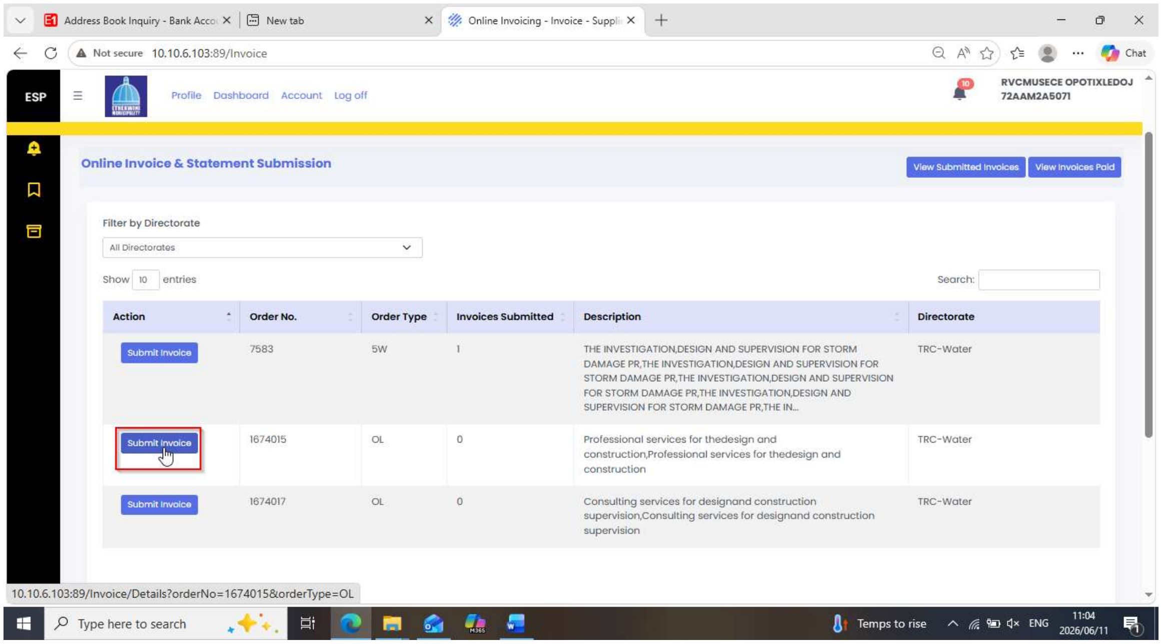
Step	Action
1.	Click the Invoice & Statement Submission Tab. 



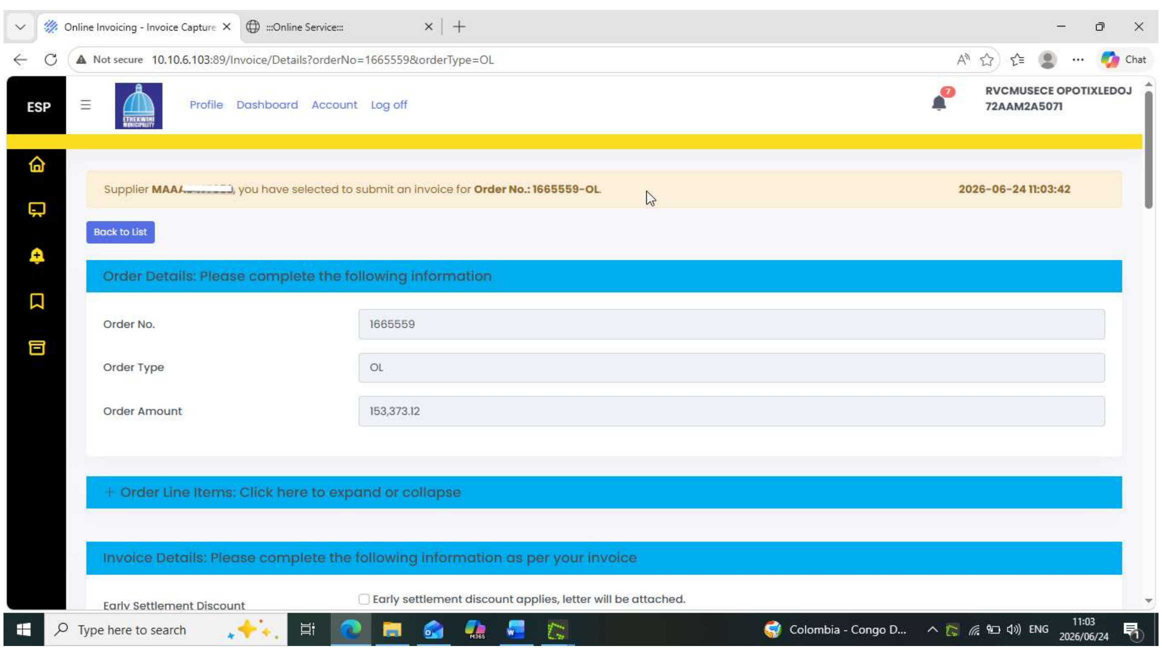
Step	Action
2.	You can either use the Filter by Directorate or Invoice Number search bar to easily find your Invoice.



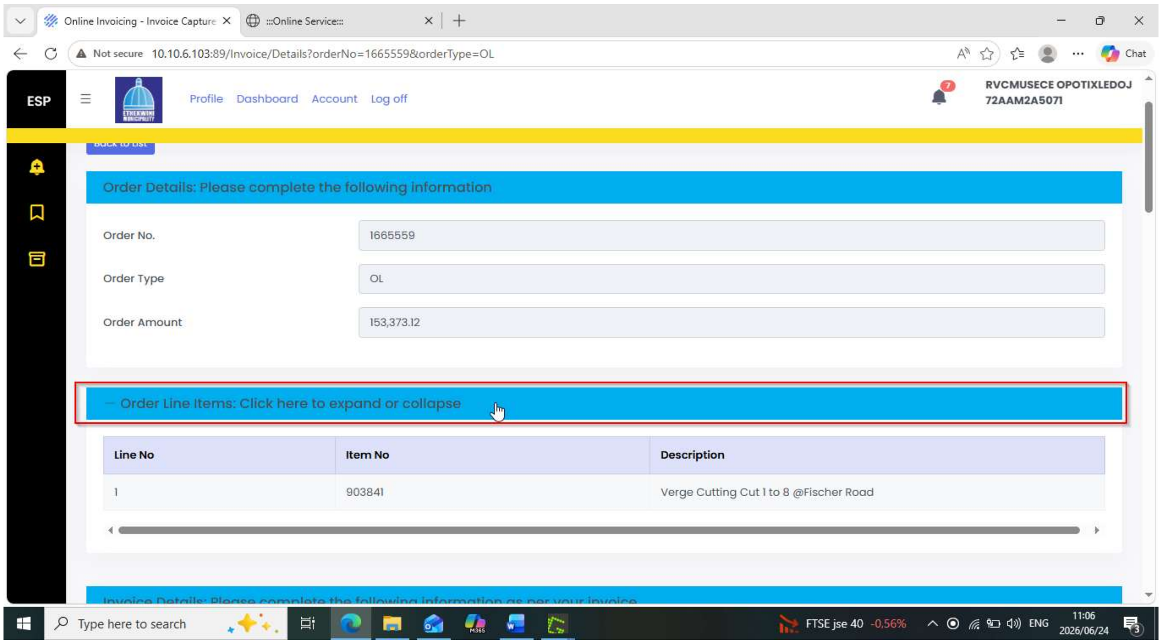
Step	Action
3.	Click Submit Invoice to submit your invoice. Submit Invoice



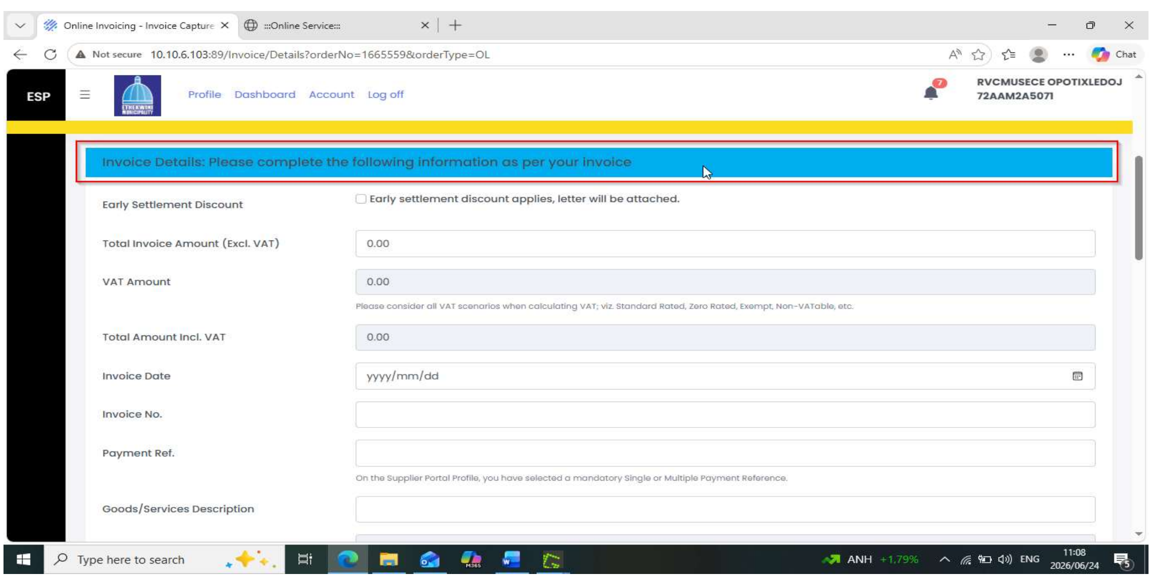
Step	Action
4.	View Order Details.



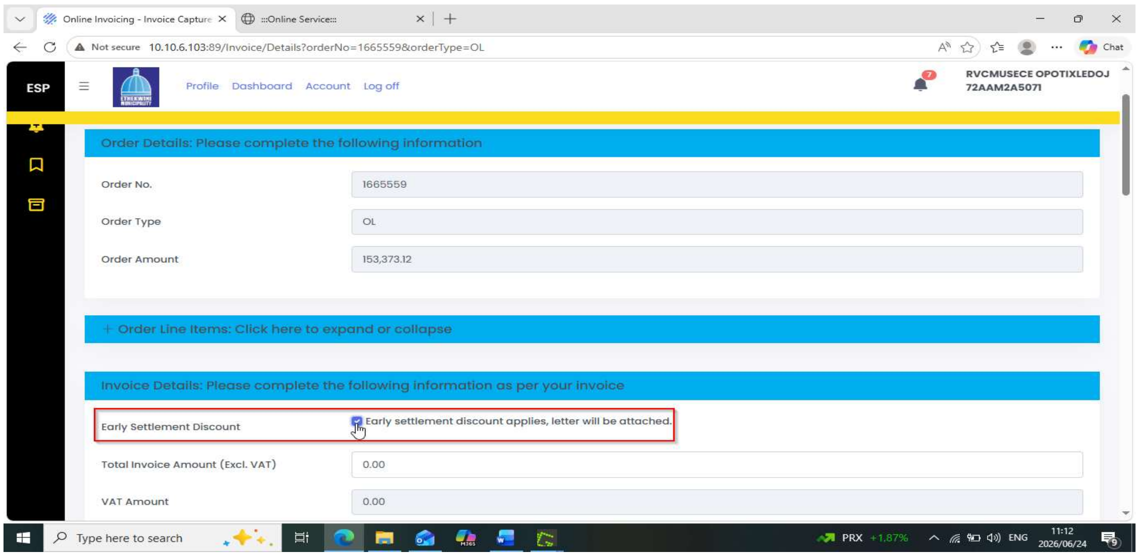
Step	Action
5.	To see the Order details, click on the expand button to view the order line details.



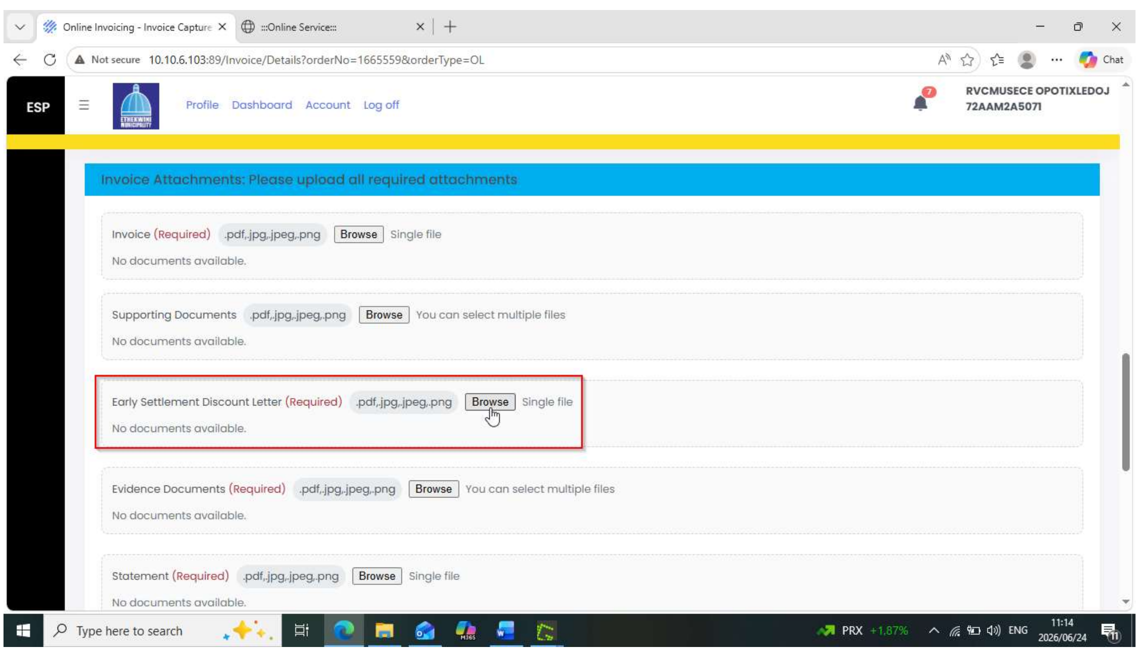
Step	Action
6.	Capture Invoice Details.



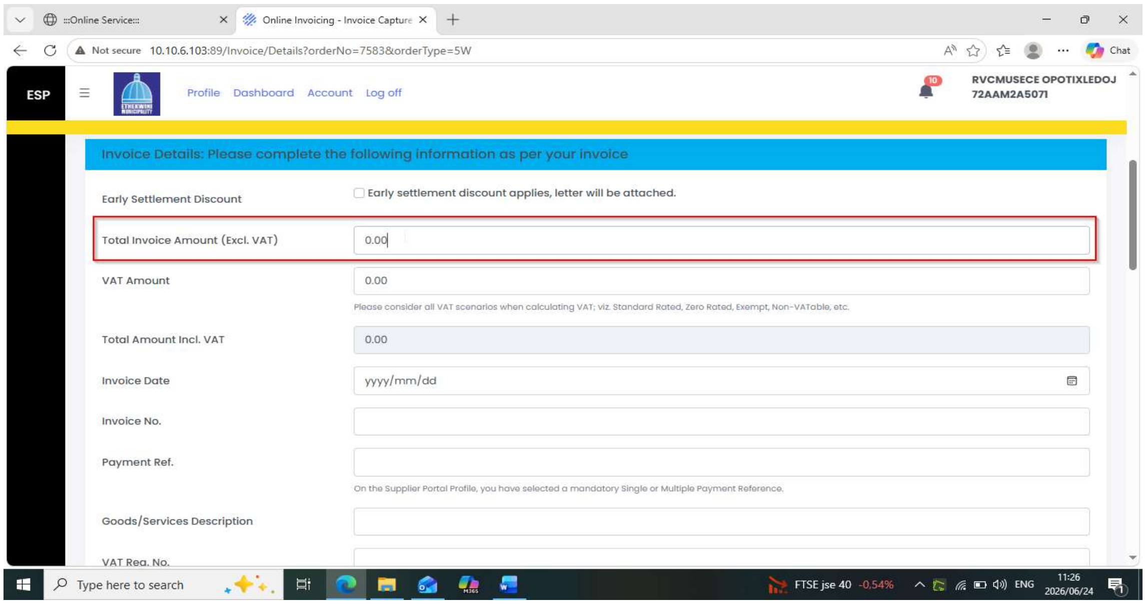
Step	Action
7.	You can select the early settlement discount tick box if you wish to provide an early settlement discount for an earlier payment date. This can be left blank if you do not wish to provide an early settlement discount.



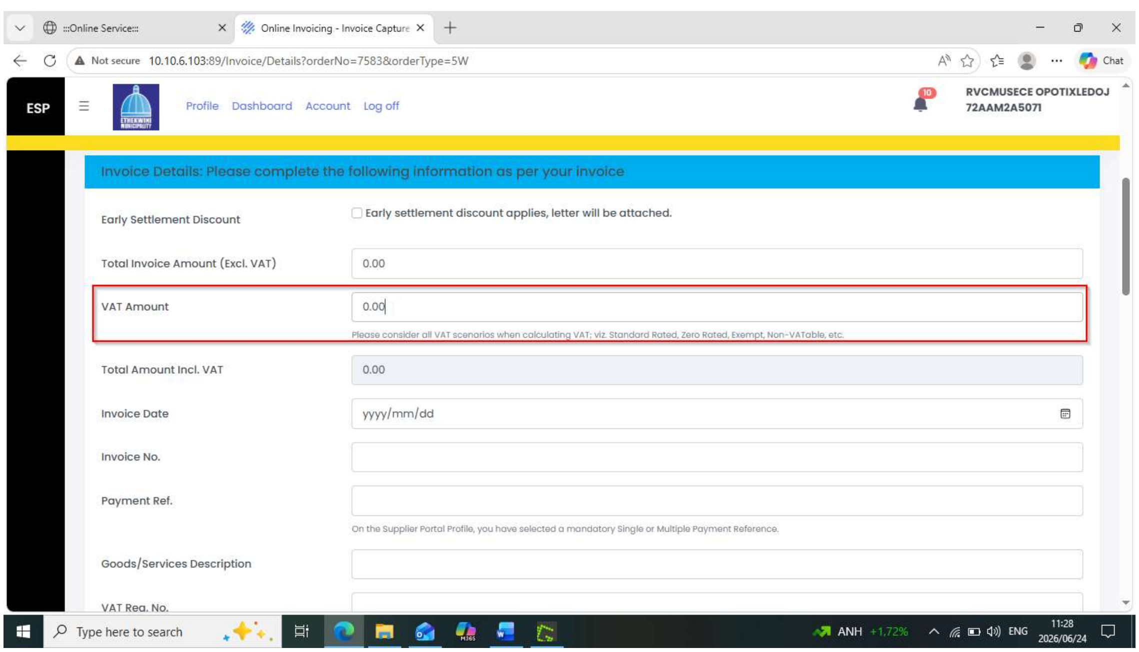
NOTE
If you select the Early Settlement Discount option, it is mandatory to attach an early settlement discount letter in the "Invoice Attachment section".



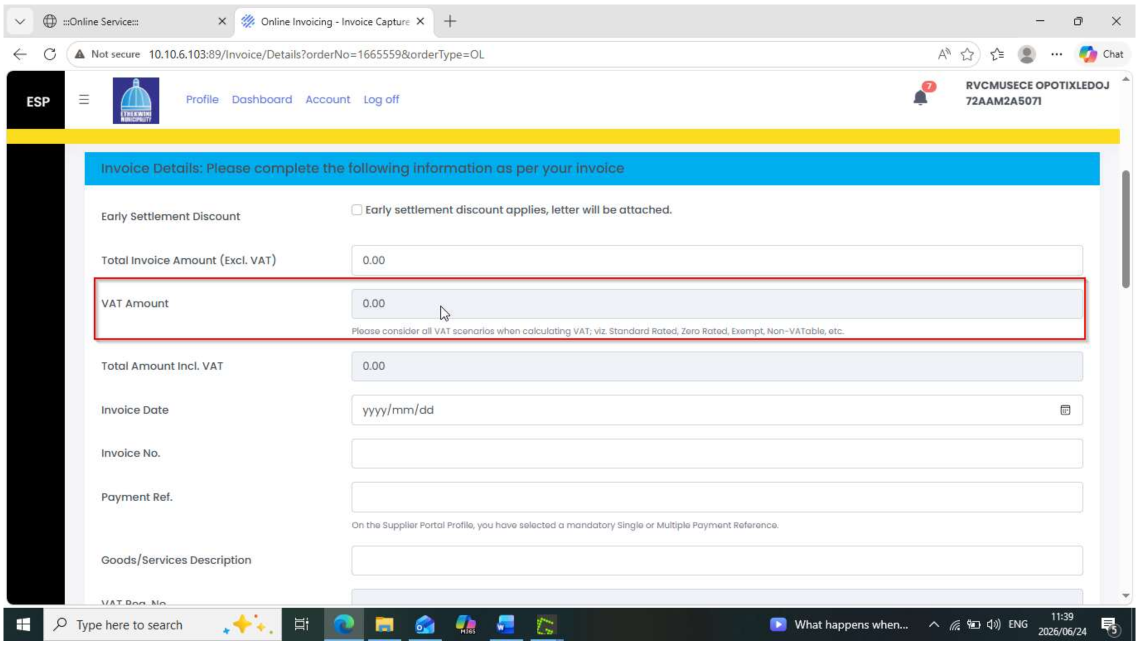
Step	Action
8.	Enter the Total Invoice Amount (Excluding VAT).



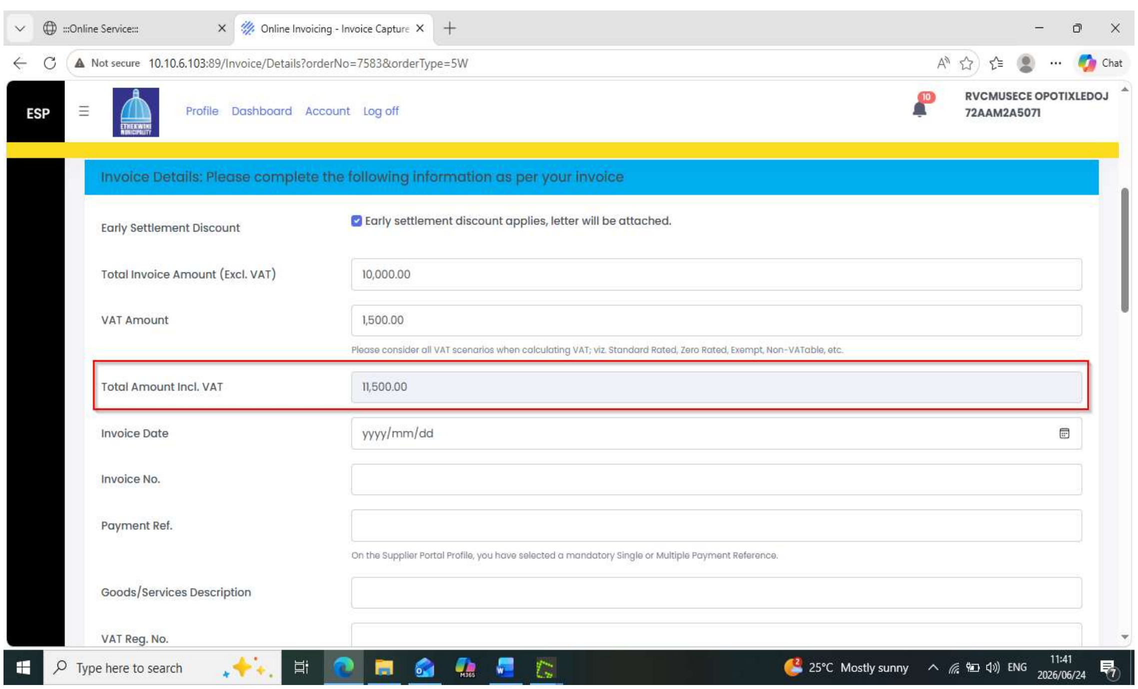
Step	Action
9.	Capture the VAT Amount, which must reconcile to the VAT Amount on your Invoice. **NOTE: That this field is not automatically calculated due to Zero Rated, Exempt and Non-Vatable items that may be included in the invoice. The system will not allow you to capture a VAT Amount that exceeds 15% of the Total Amount Excluding VAT.**



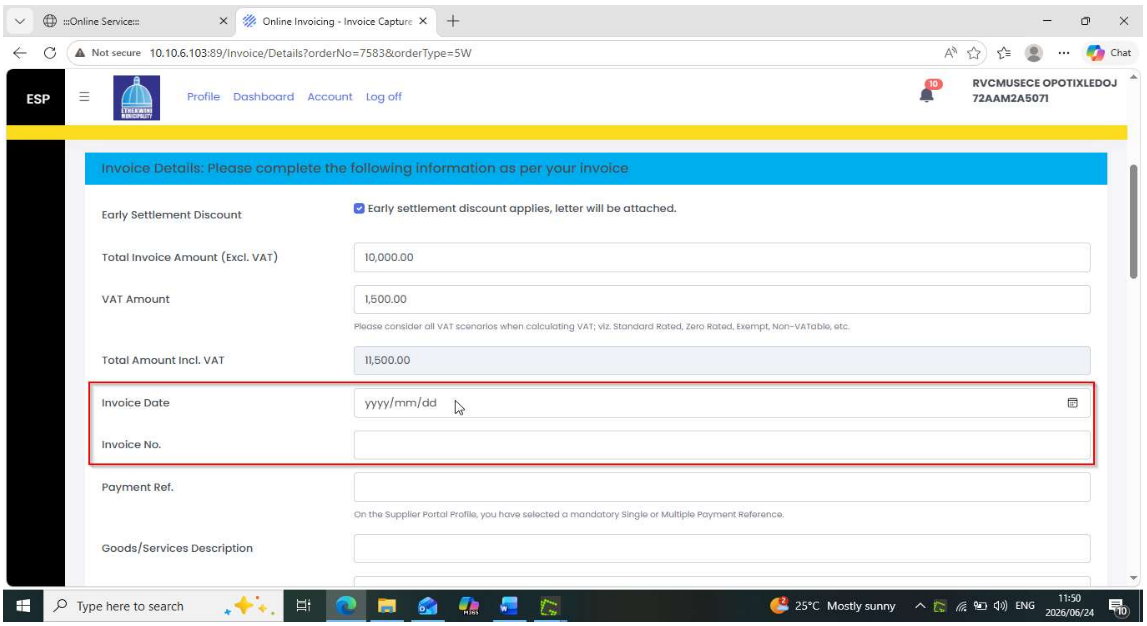
NOTE
The VAT field will be greyed out and not permitted to capture VAT data if you are not VAT registered.



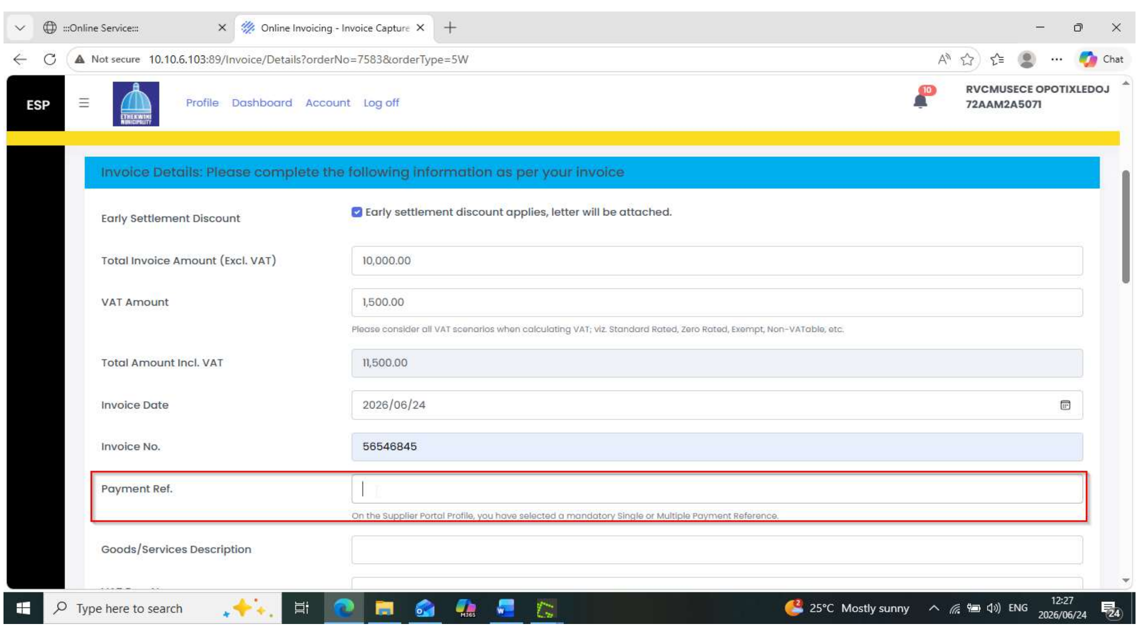
Step	Action
10.	The Total Amount Including VAT will be calculated automatically.



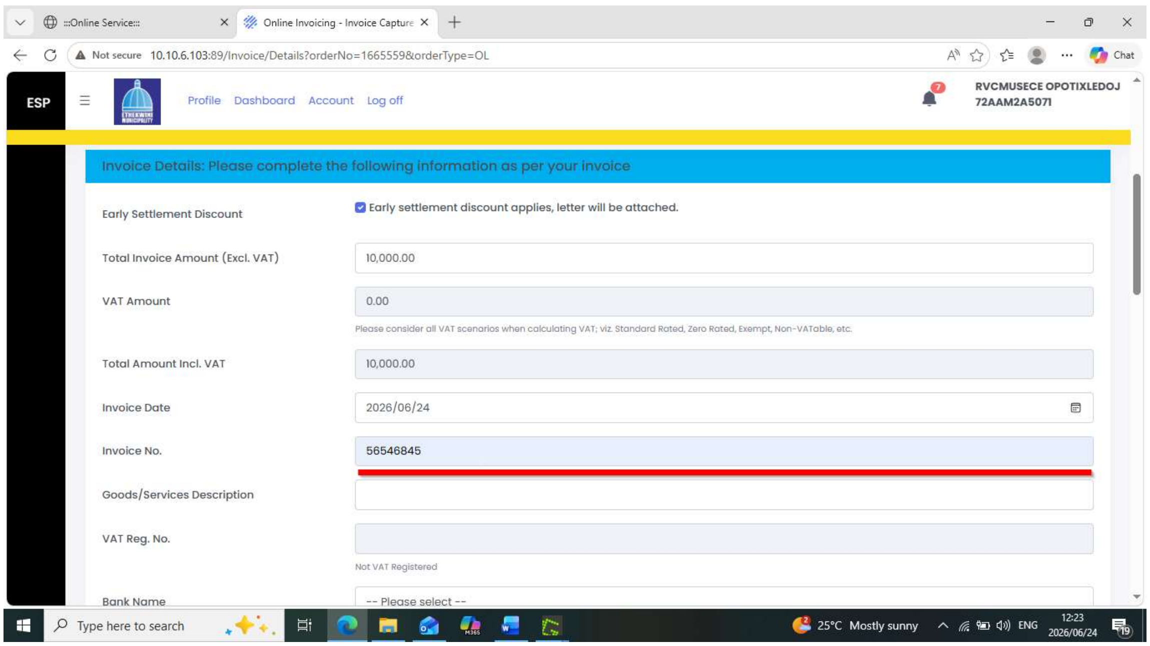
Step	Action
11.	Enter the Invoice Date (your Invoice date cannot be greater than the current date) and enter your Invoice Number. **NOTE: These are mandatory fields**



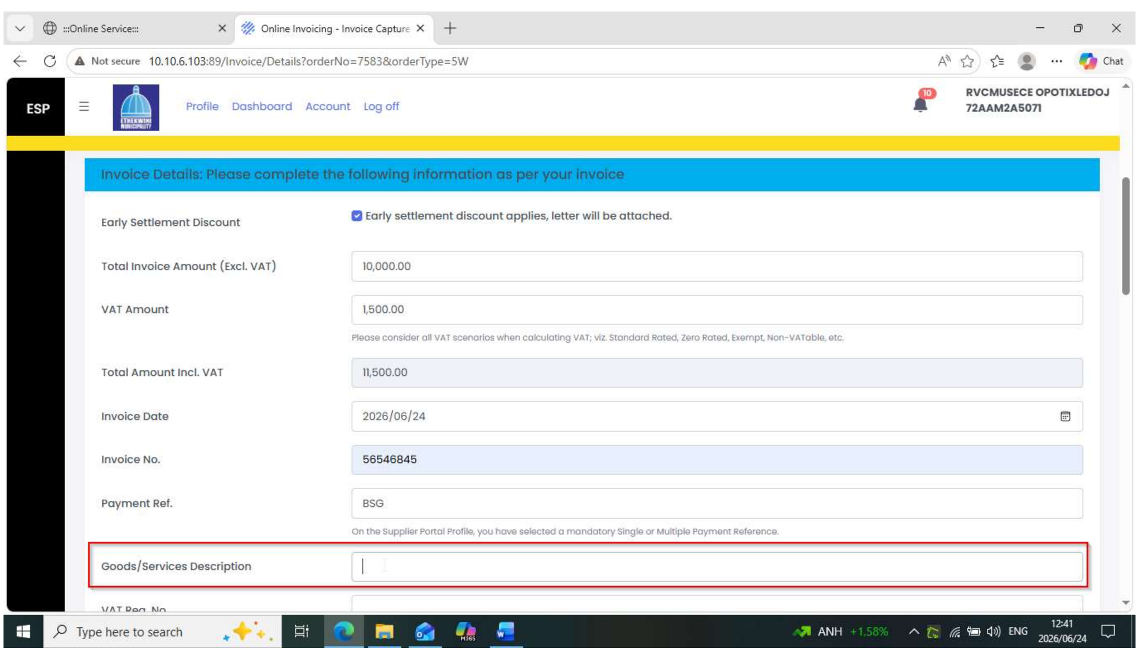
Step	Action
12.	If your Supplier Portal profile was set up for a mandatory single or multiple payment reference, then the Payment Reference field will appear, and it would be mandatory to enter a reference. **NOTE: this field will not appear if you have selected the default payment reference on your supplier profile.**



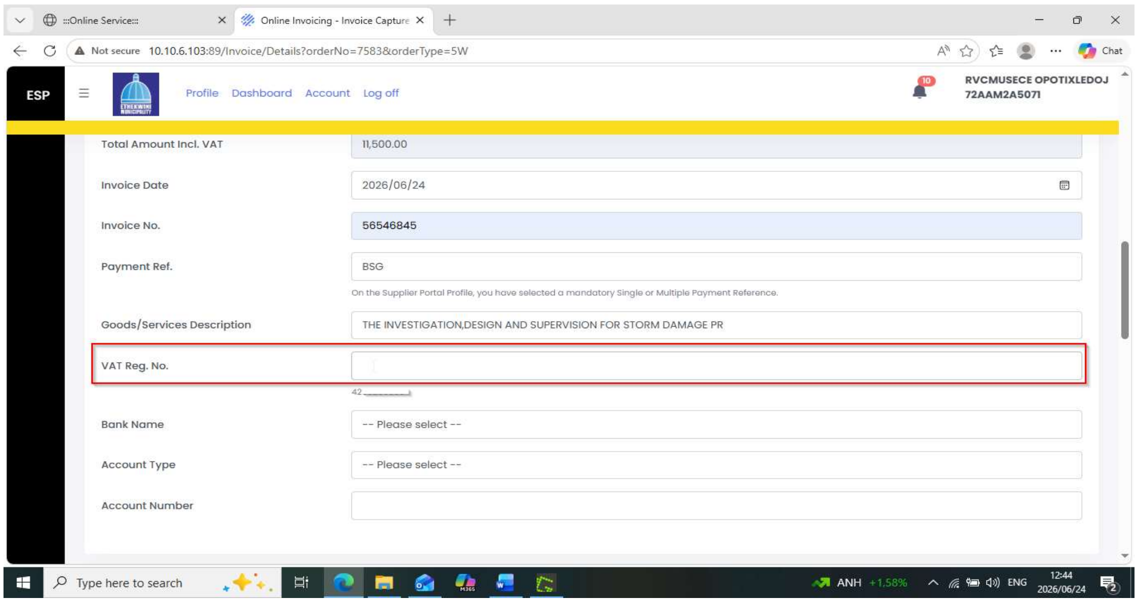
NOTE
The Payment Reference field will not appear if you have selected the default payment reference on your supplier profile.



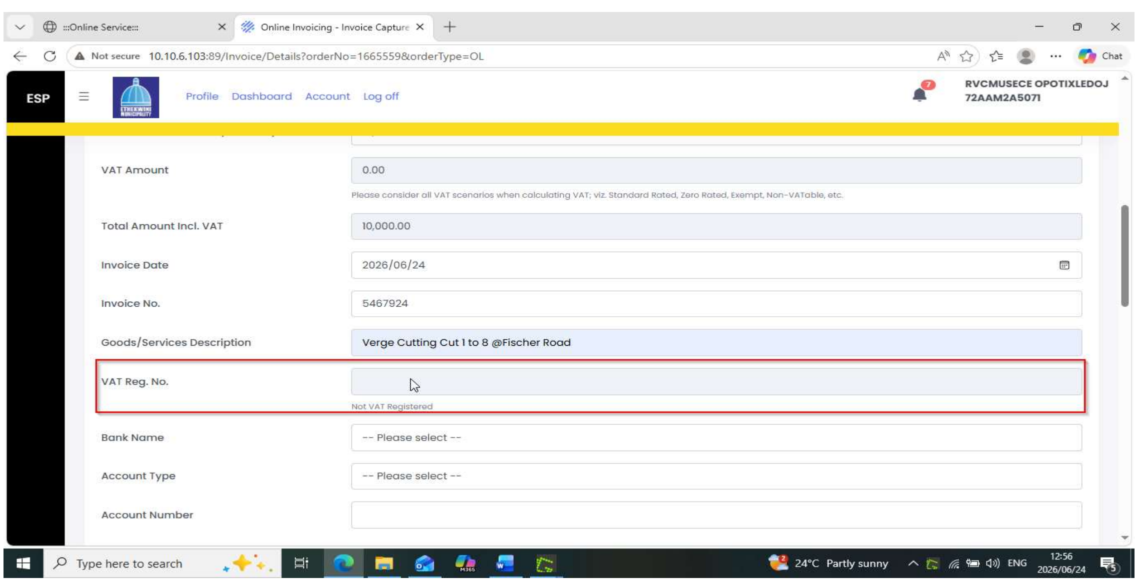
Step	Action
13.	Enter the Description of the Goods or Services provided. **NOTE: This field is mandatory.**



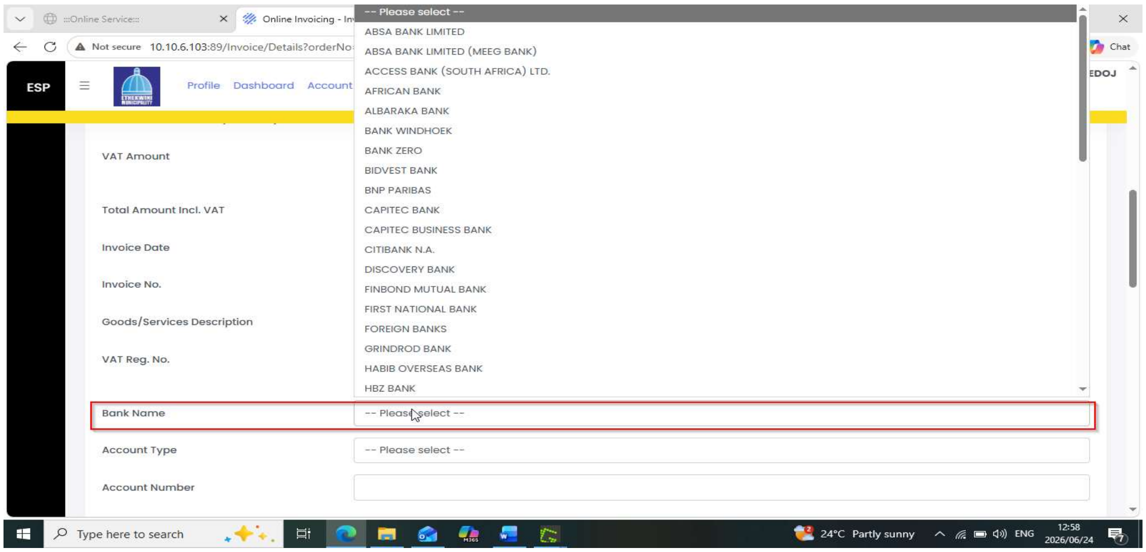
Step	Action
14.	Enter the VAT Registration Number as it appears on the Invoice and if you are VAT registered. **NOTE: your VAT Number will be validated against your information on CSD, if it is incorrect, you will either need to correct the invoice or update your details on CSD. Your invoice will be rejected if the VAT Number that is captured on the system differs to the VAT Number on the Invoice.**



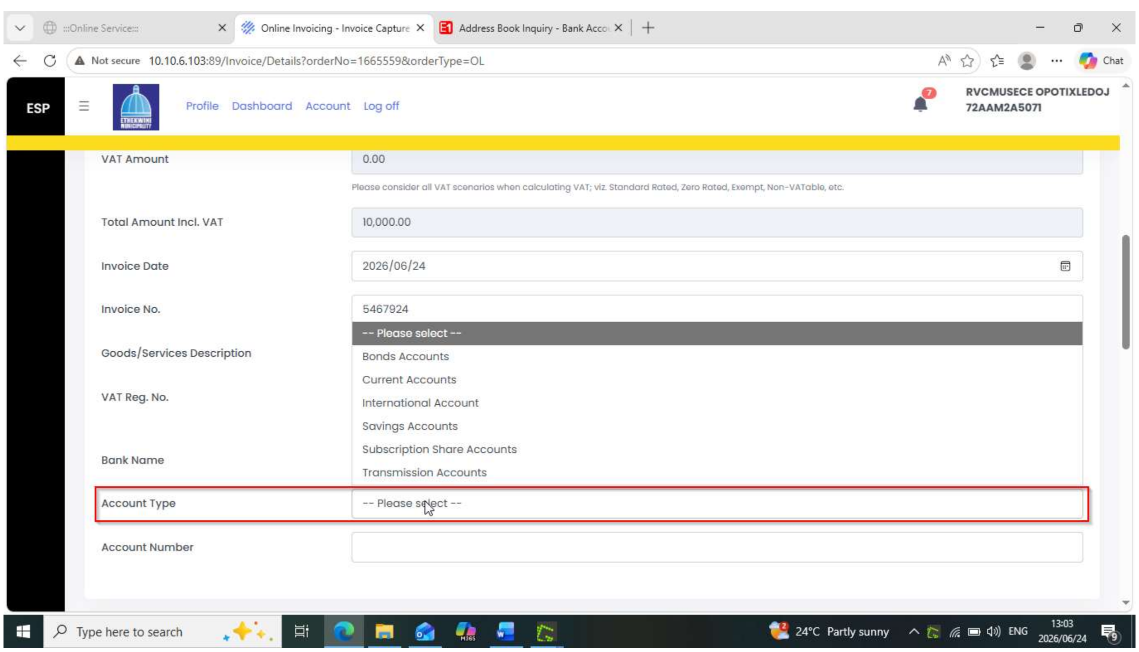
NOTE
The field will not allow you to input a value if you are not VAT registered.



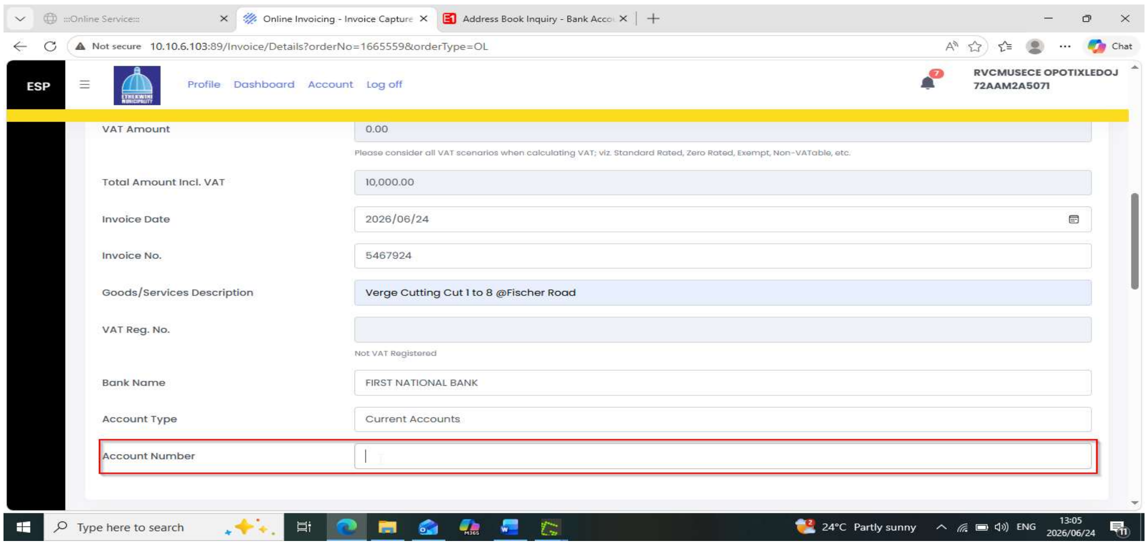
Step	Action
15.	Enter the Bank Name as per your Invoice. **NOTE: This information will be validated on CSD, if it is incorrect please either update the Invoice or update your details on CSD.**



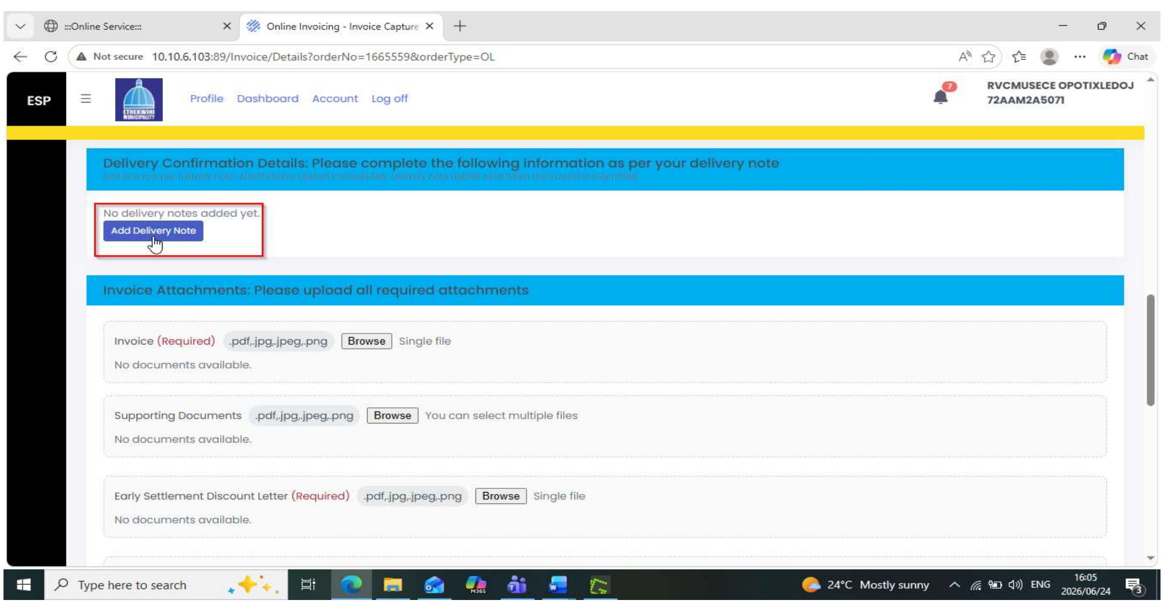
Step	Action
16.	Enter the Account Type as per your Invoice. **NOTE: This information will be validated on CSD, if it is incorrect please either update the Invoice or update your details on CSD.**



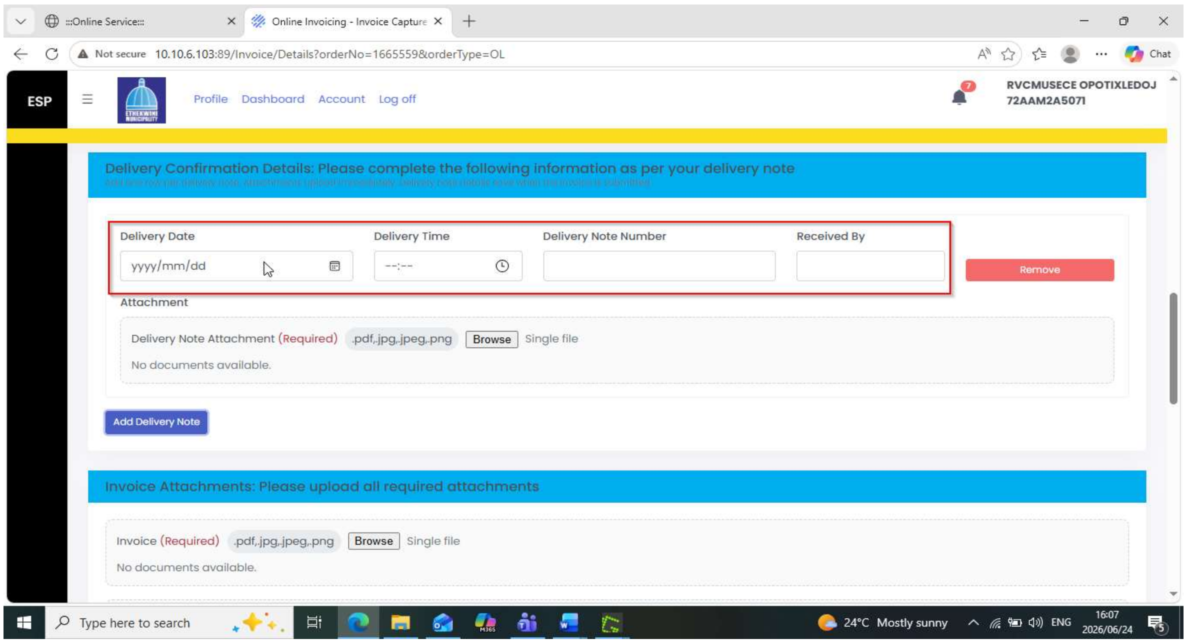
Step	Action
17.	Enter the Account Number as per your Invoice. **NOTE: This information will be validated on CSD, if it is incorrect please either update the Invoice or update your details on CSD.**



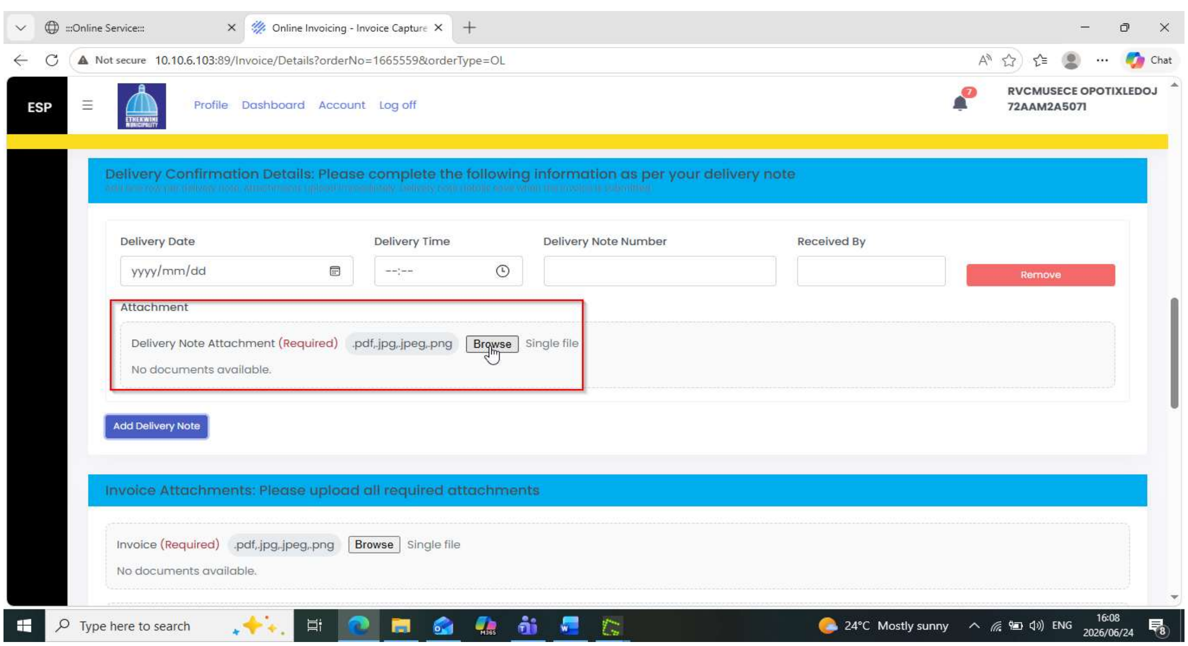
Step	Action
18.	Capture Delivery Note information by selecting the Add Delivery Note button. You will not be able to capture your Delivery Note Information if your Delivery Note date is beyond the current date and time. **NOTE: Contract Orders (Order type 1A to 7Z) do not require any Delivery Note Information.** Add Delivery Note

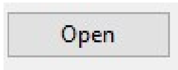


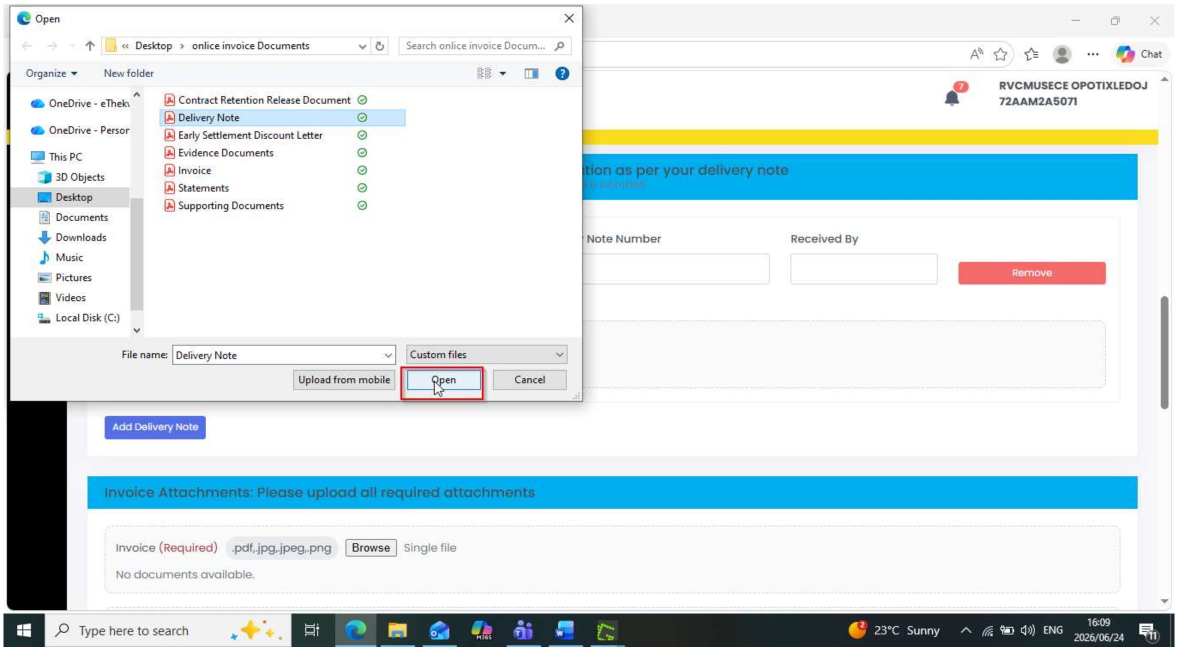
Step	Action
19.	Enter Delivery Note Information that includes (Delivery Date, Delivery Time, Delivery Note Number and Received By.



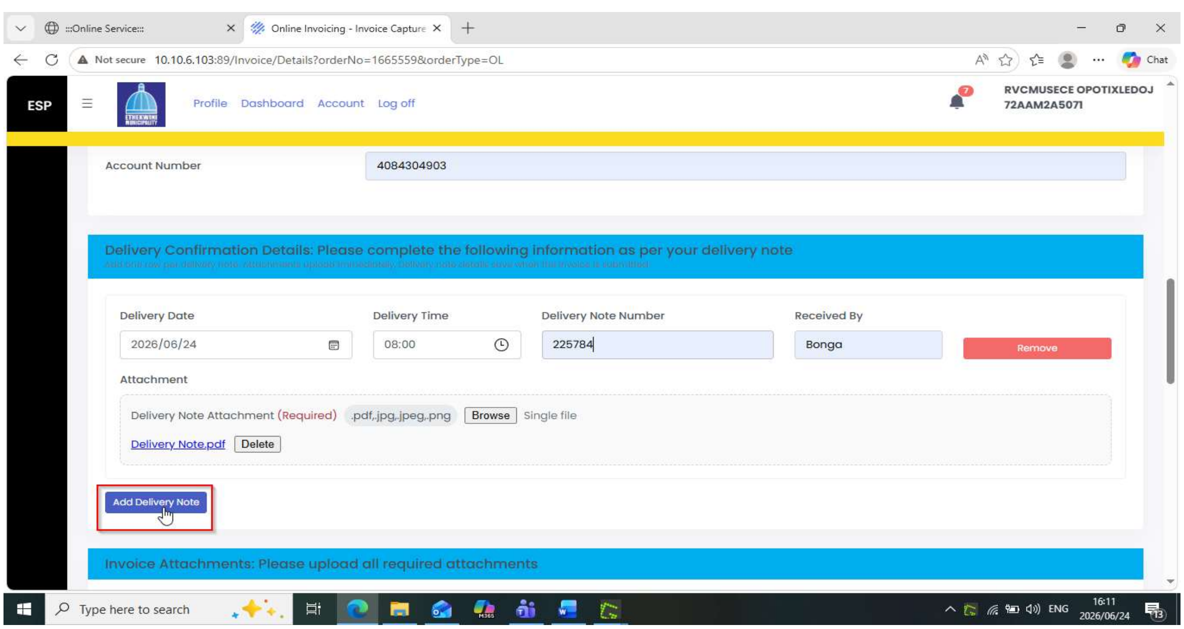
Step	Action
20.	Click Browse to add Delivery Note Attachment (Required) Browse



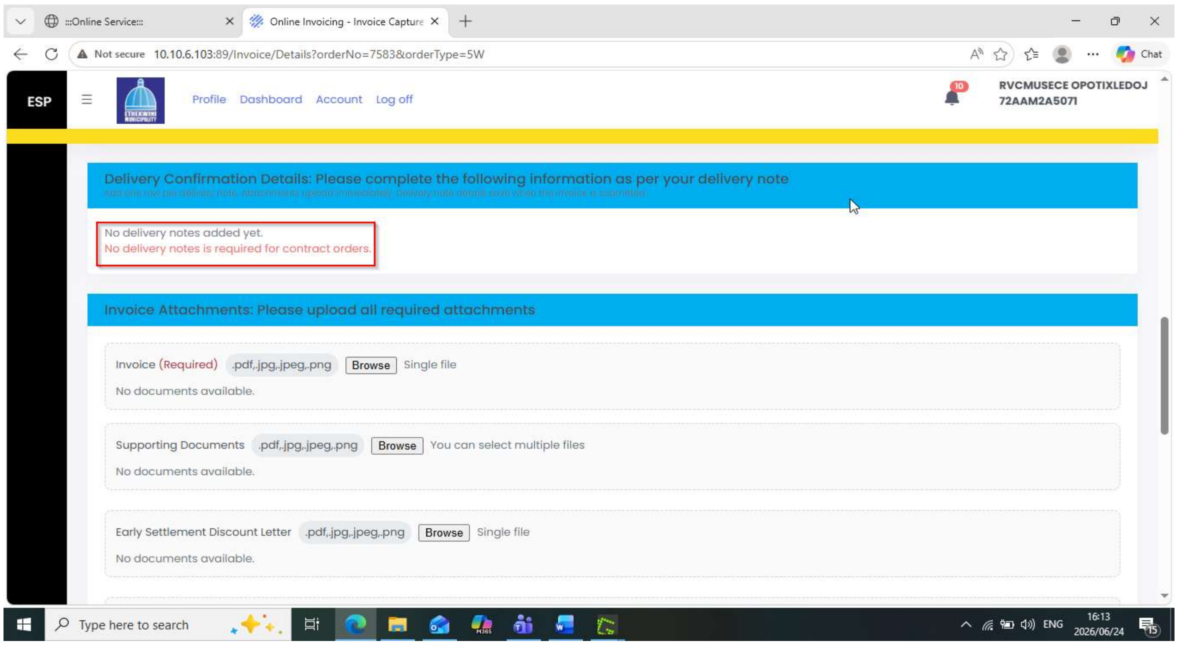
Step	Action
21.	Click open to Add Delivery Note Attachment. 



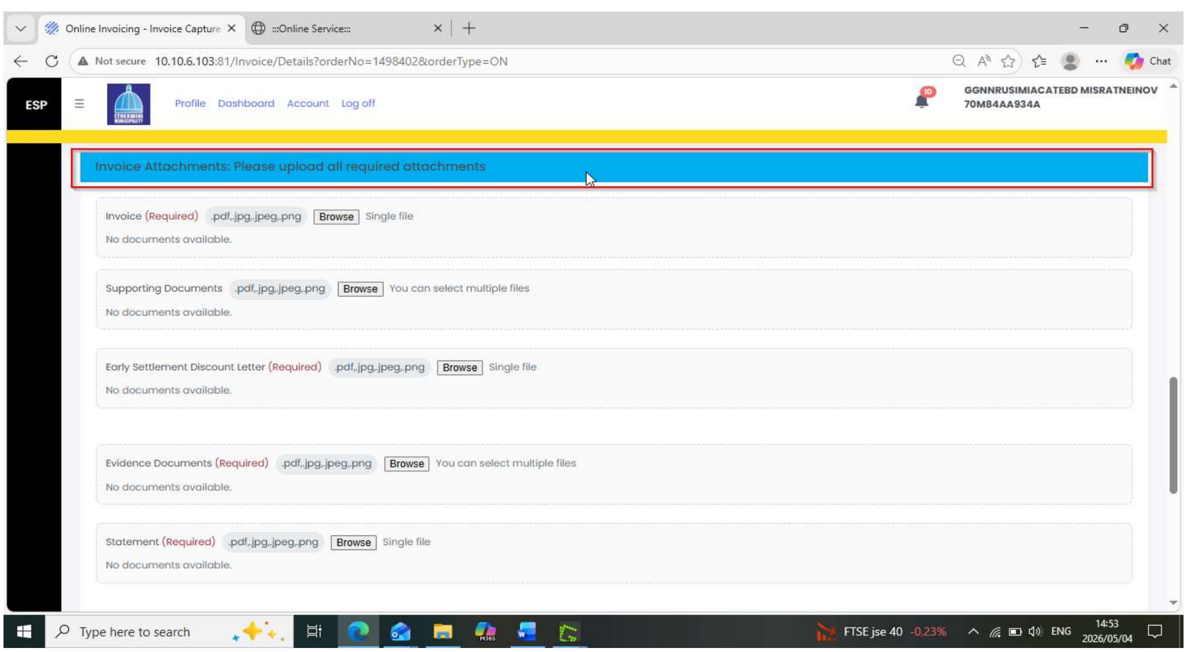
Step	Action
22.	You can also add multiple Delivery Notes.



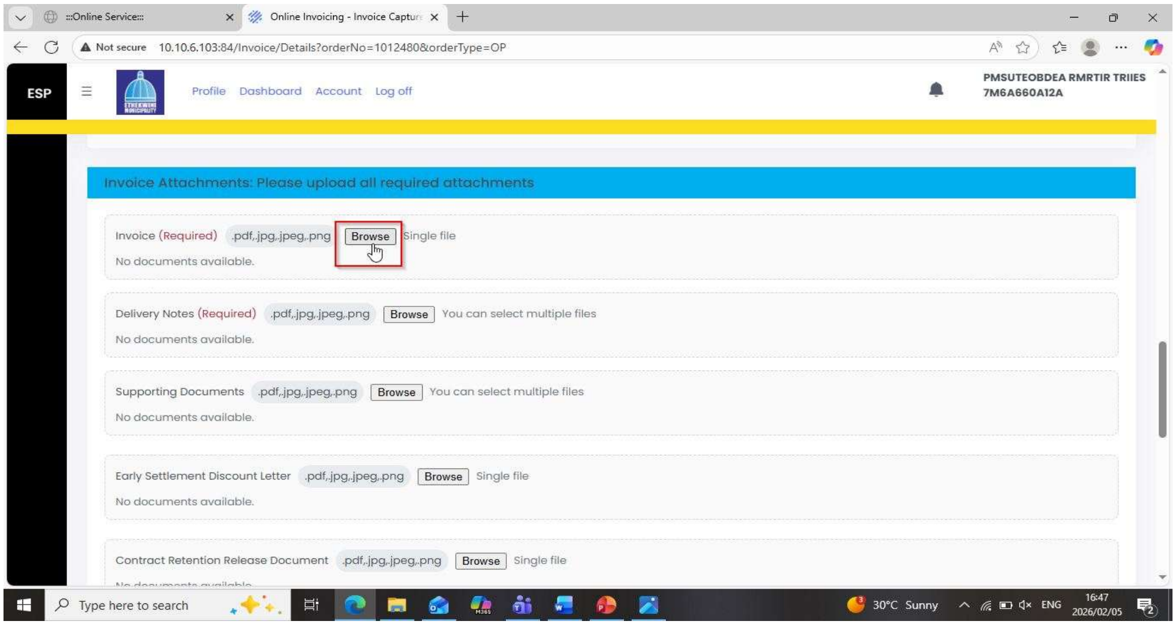
Step	Action
23.	Order types for a Contract Order go from 1A To 7Z and in a Contract Order there is no Delivery Note Information required.



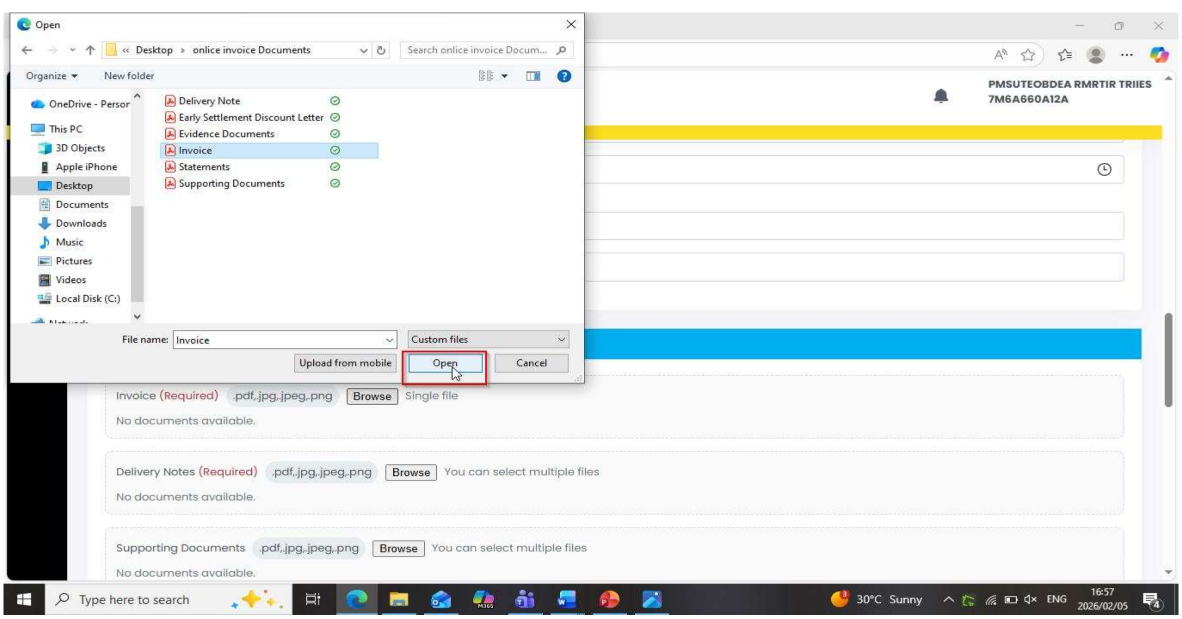
Step	Action
24.	Attach the required documentation. **NOTE: Where "Required" is displayed, it is mandatory to attach the document.**



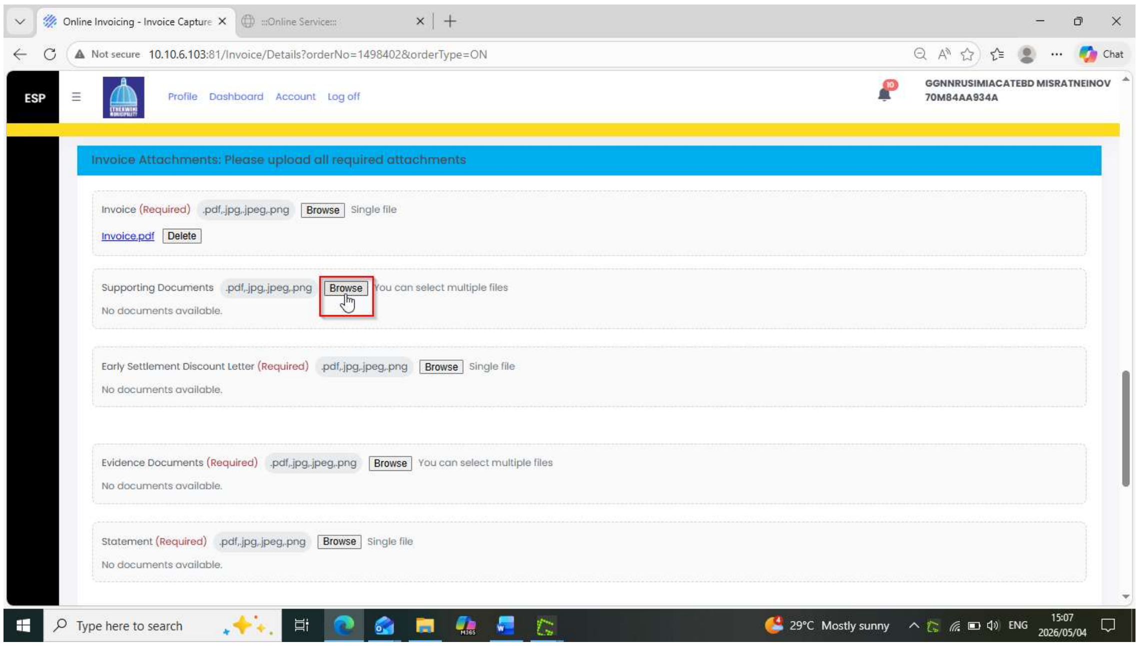
Step	Action
25.	Click Browse Invoice (Required). Browse



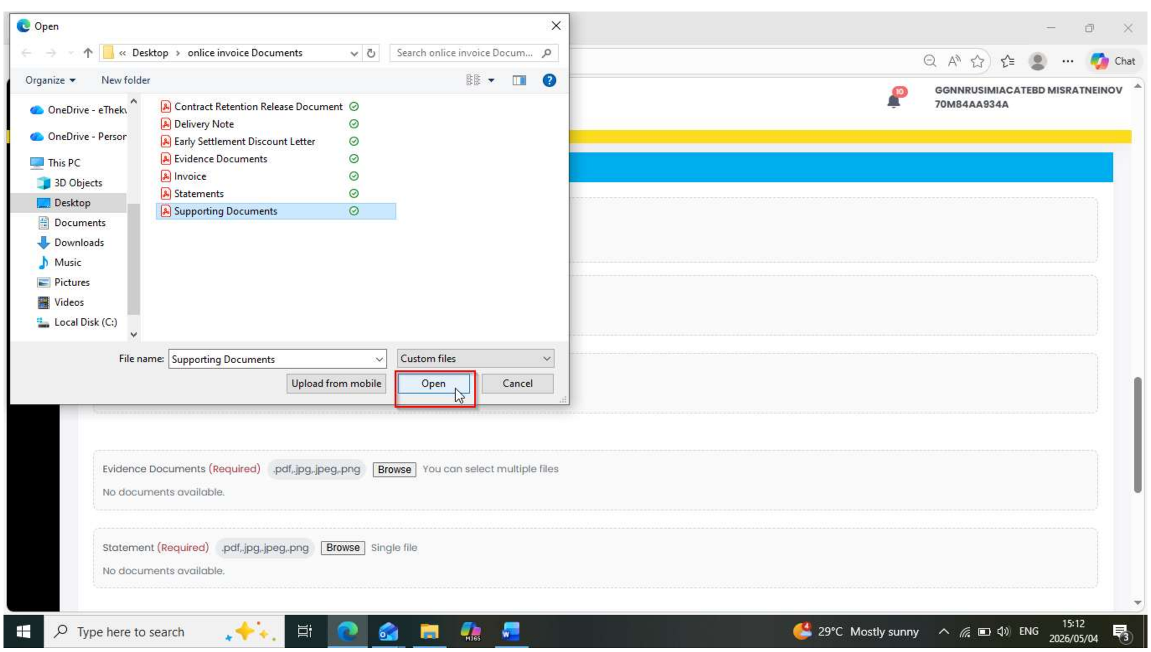
Step	Action
26.	Click open to Add Invoice Attachment Open



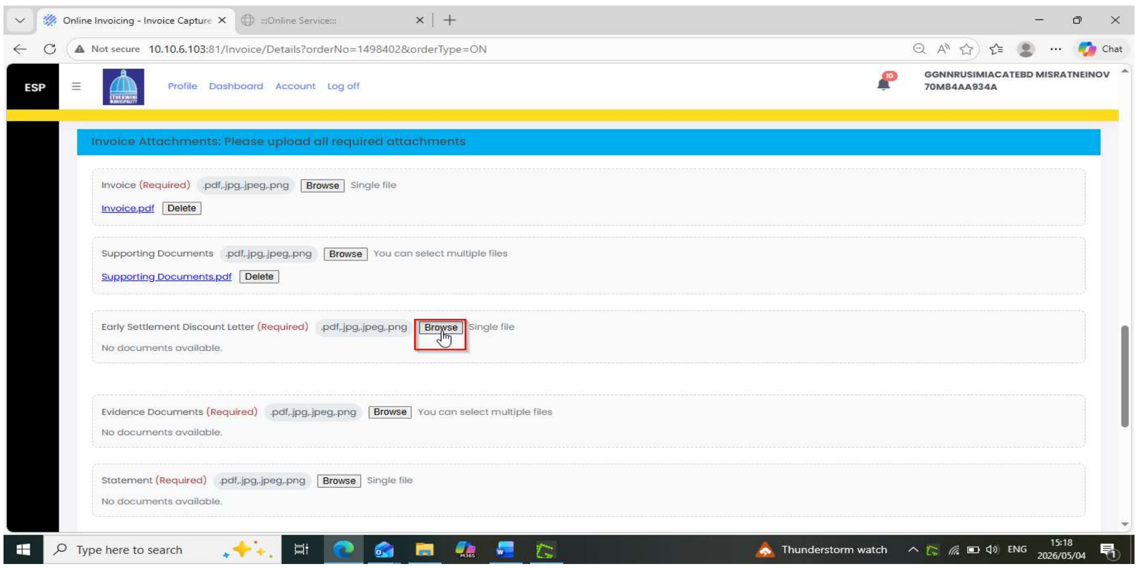
Step	Action
27.	Click Browse Supporting Documents. Browse



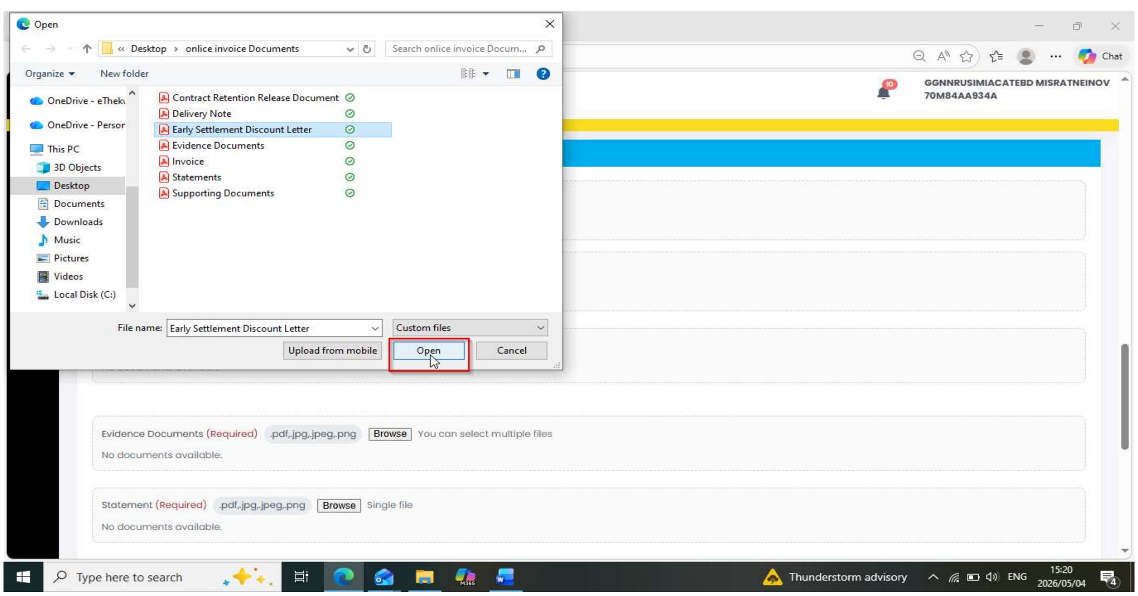
Step	Action
28.	Click open to Add Supporting Documents attachment. Open



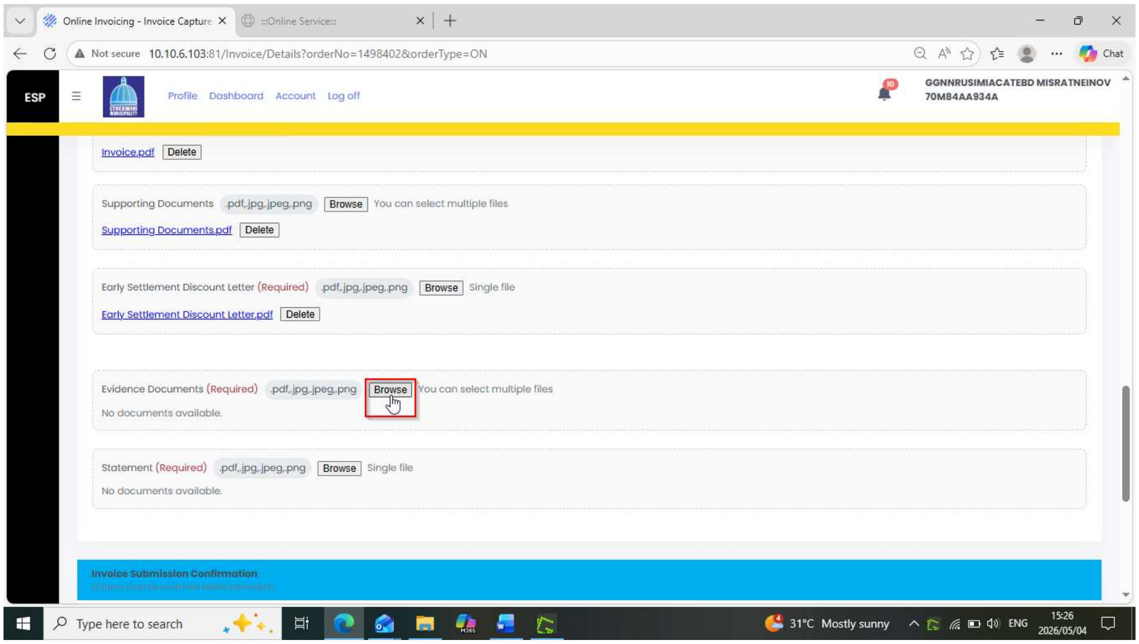
Step	Action
29.	Click Browse Early Settlements Discount Letter (Required). **NOTE: the Early Settlement Discount Letter becomes a mandatory field only if you have ticked the Early settlement discount box above.** Browse



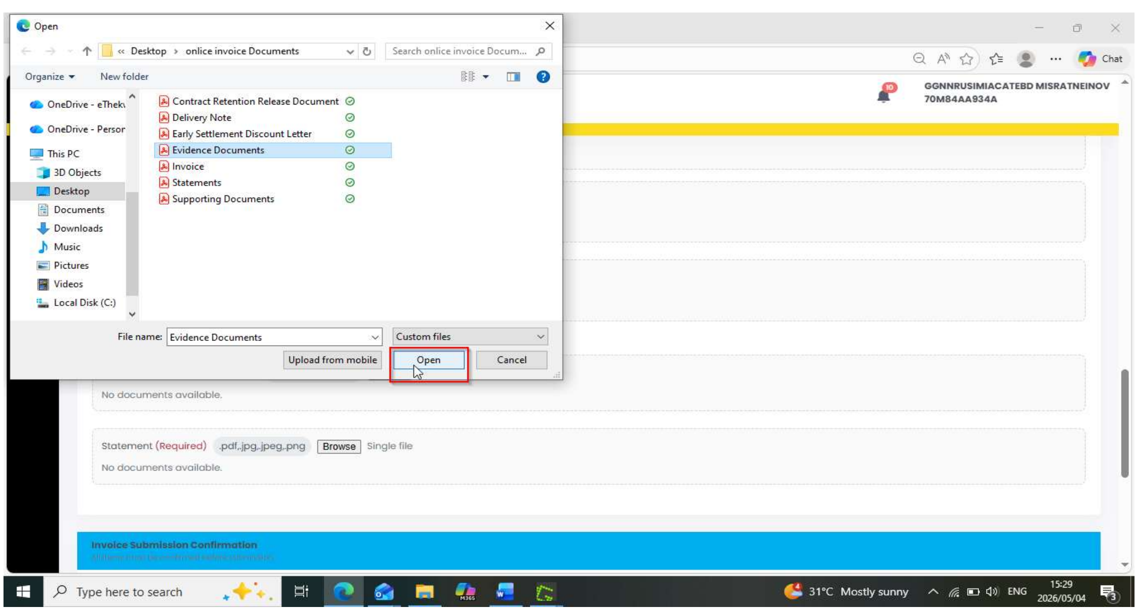
Step	Action
30.	Click Open to Add Early Settlements Discount Letter (Required). Open



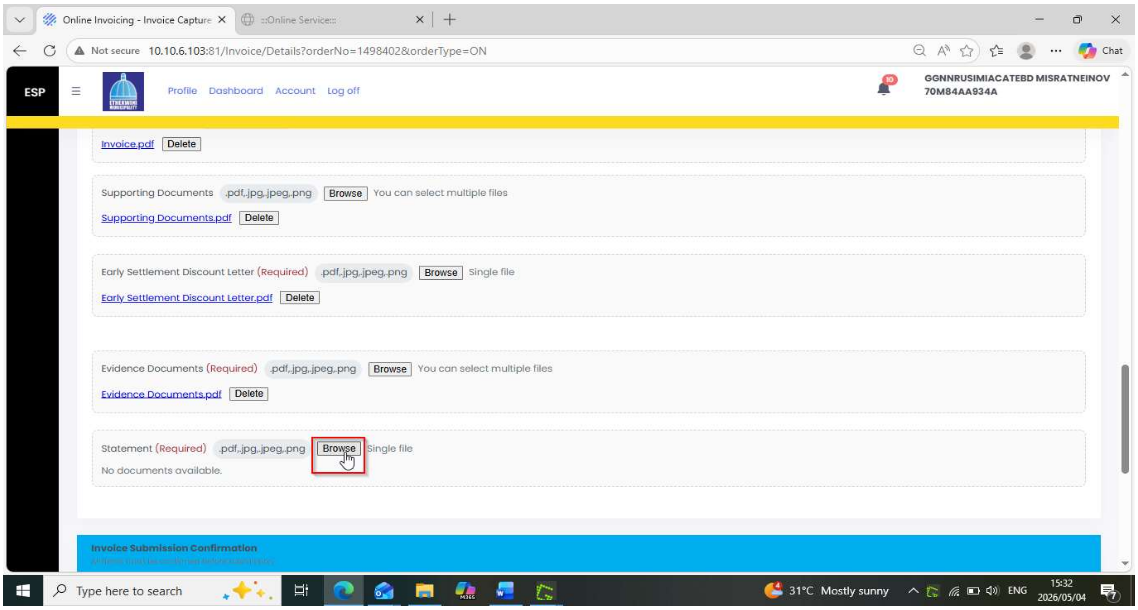
Step	Action
31.	Click Browse Evidence Documents (Required). Browse



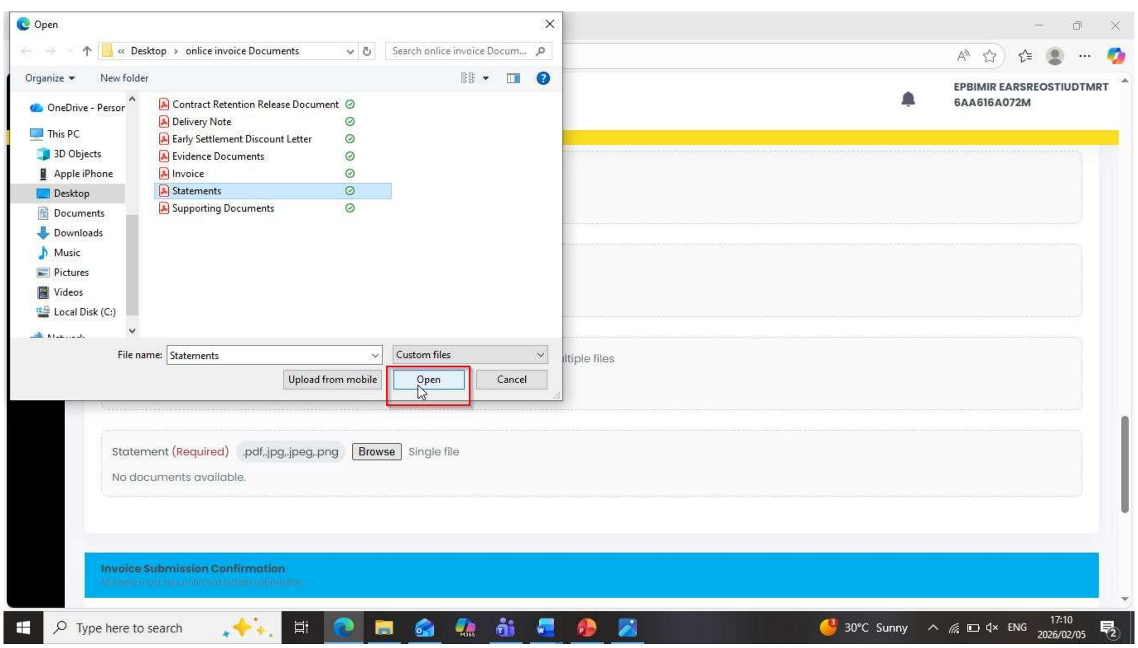
Step	Action
32.	Click Open to Add Evidence Documents (Required). Open



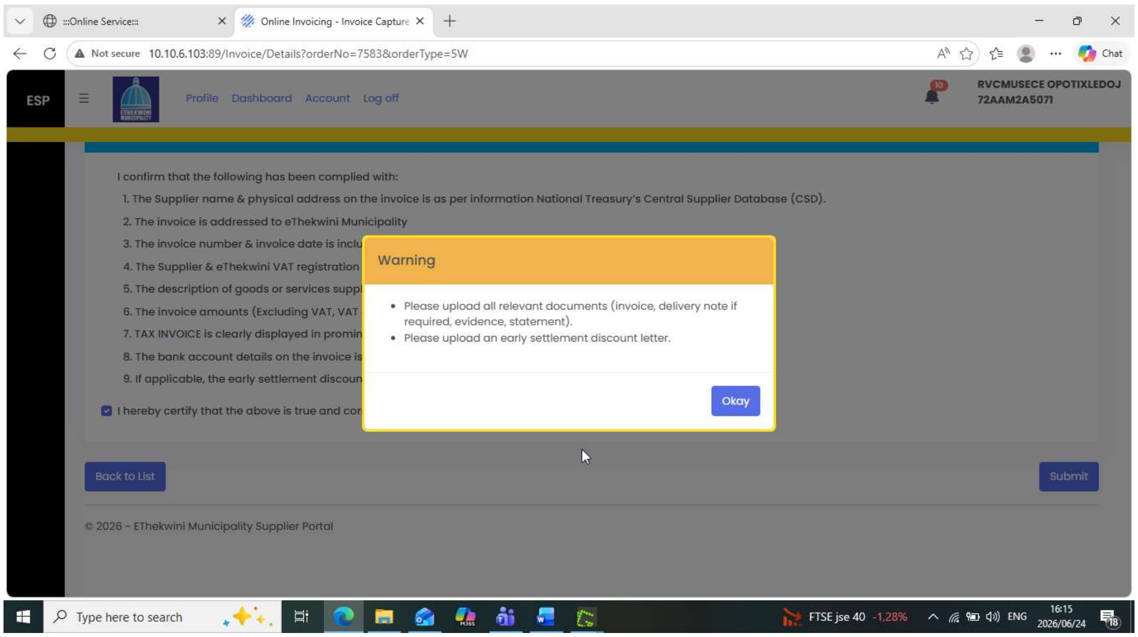
Step	Action
32.	Click Browse Statement (Required). Browse



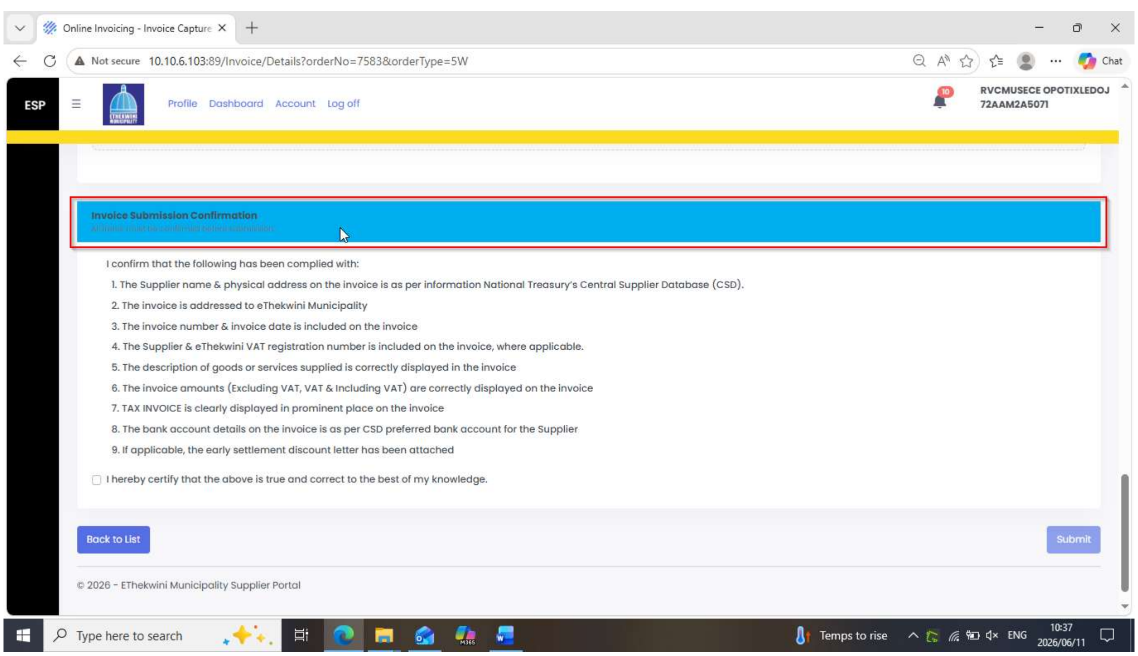
Step	Action
34.	Click Open to Statements (Required). Open



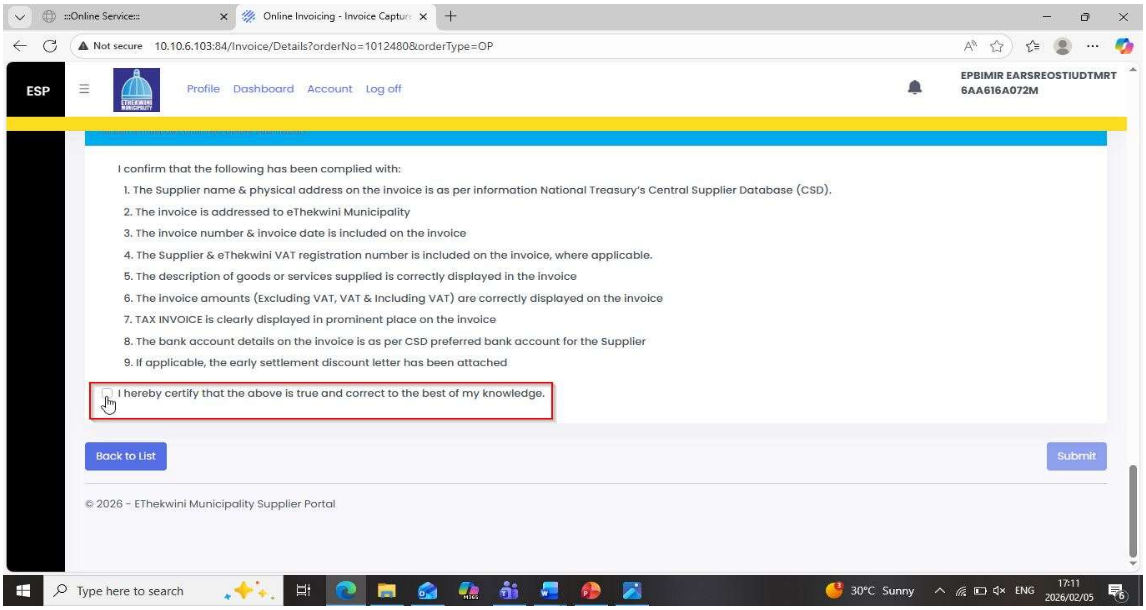
Step	Action
35.	**NOTE: If you did not attach one of the required Documents, you will not be able to submit your invoice and you will receive a warning.**

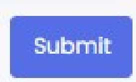


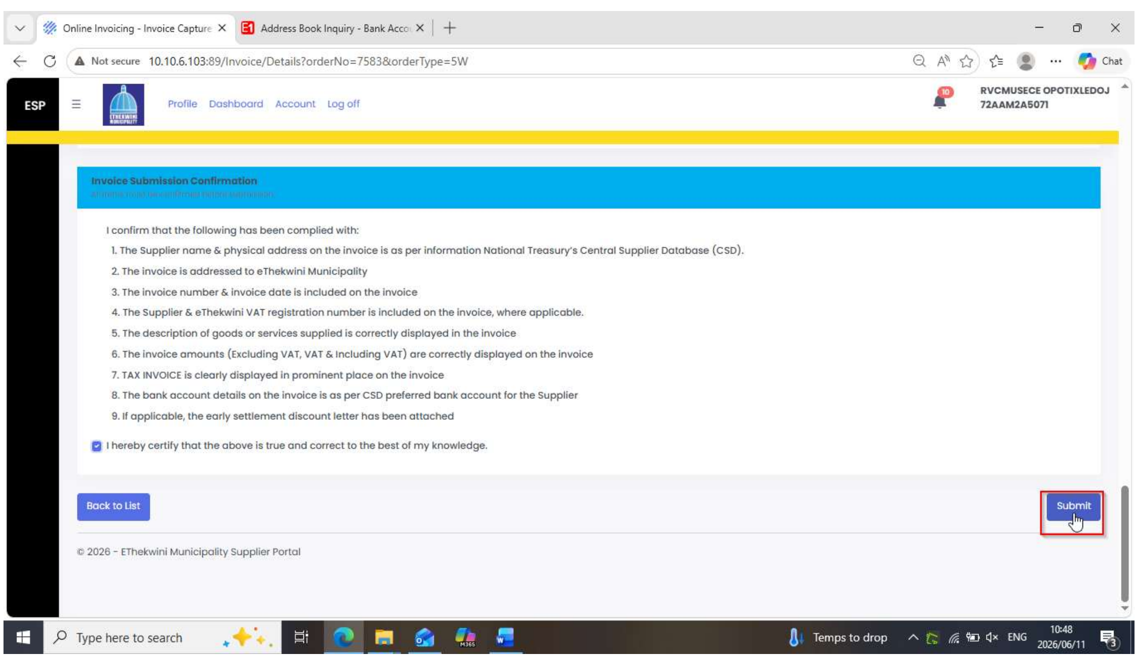
Step	Action
36.	Invoice Submission Confirmation, you need to read through all the different clauses here to ensure all the information is correct, to avoid your invoice being rejected.



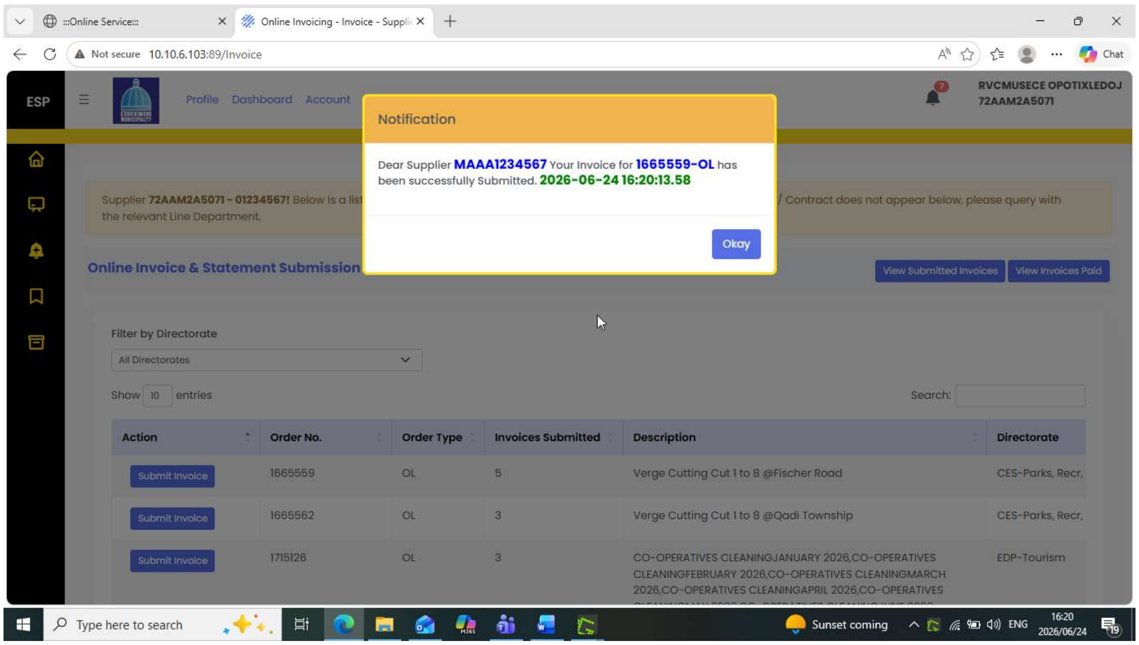
Step	Action
37.	Once you have verified everything is correct, click the verification box to submit.



Step	Action
38.	Click Submit. 



Step	Action
39.	Submission Notification. Your Invoice is only submitted if you receive the successfully submitted notification.

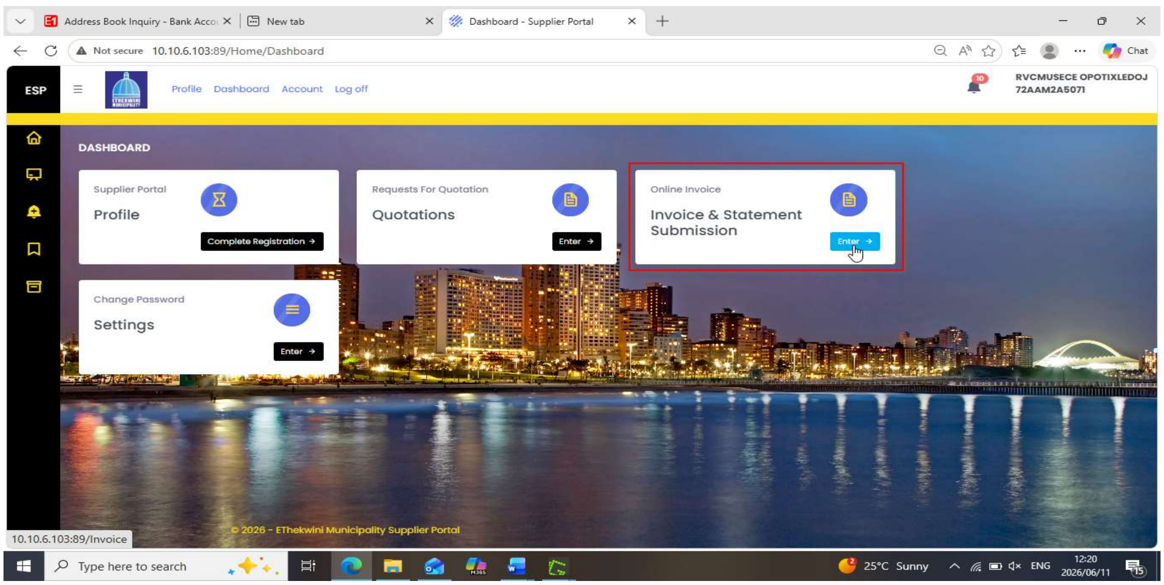


NOTE
Ensure all your details captured are as per the Invoice attached to prevent your invoice being rejected.

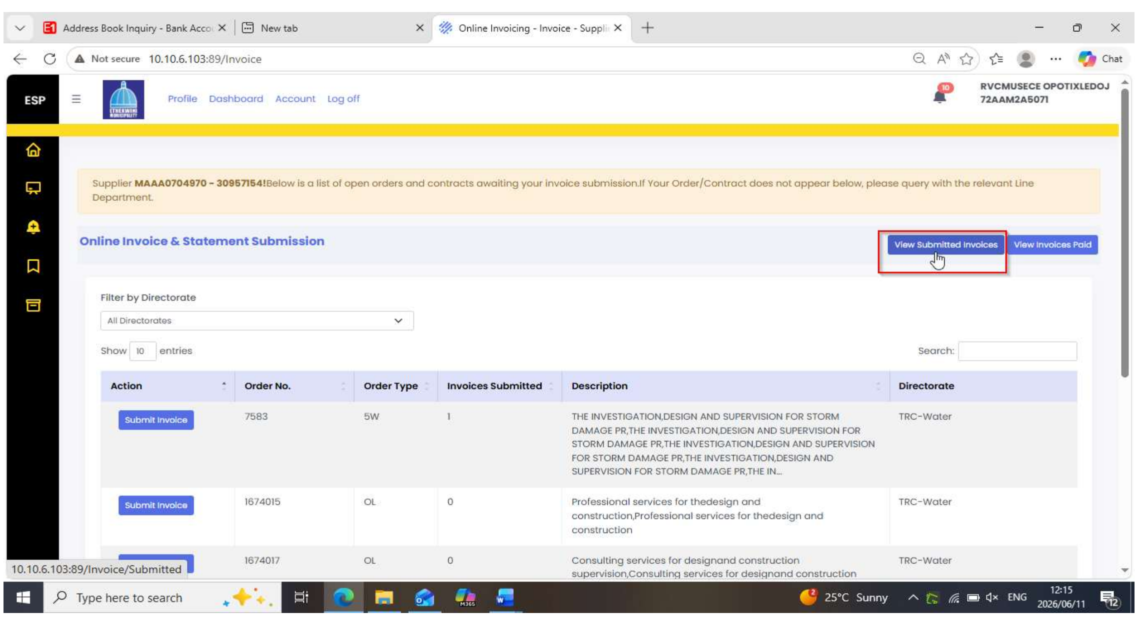
Step	Action
40.	**End of Procedure.**

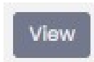
PROCESS 4 – VIEWING SUBMITTED INVOICES AND THEIR STATUS

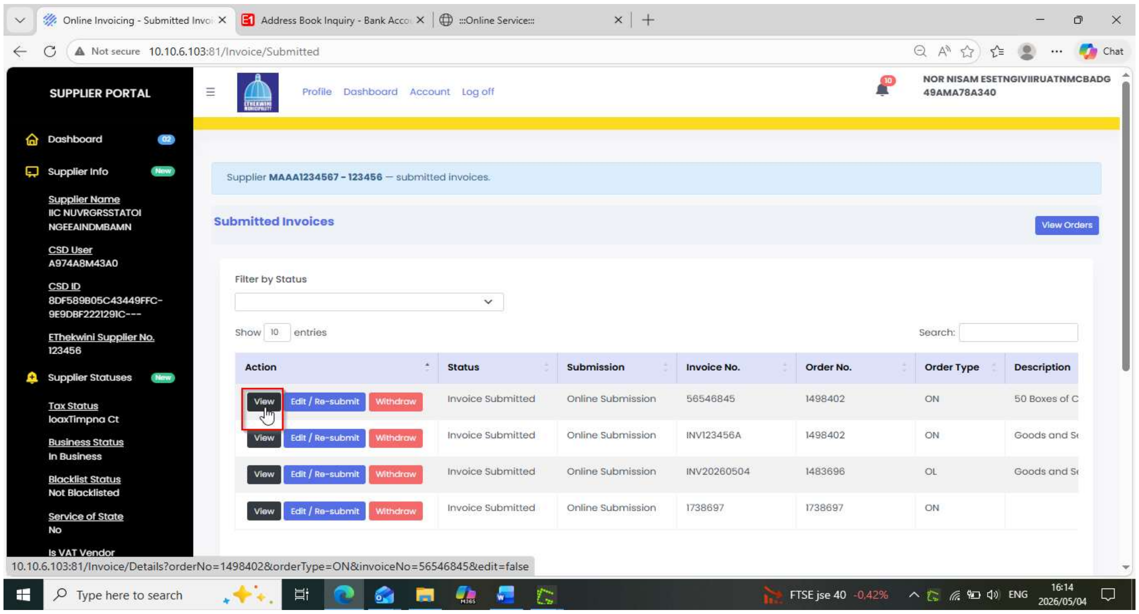
Step	Action
1.	Click the Invoice & Statement Submission Tab.



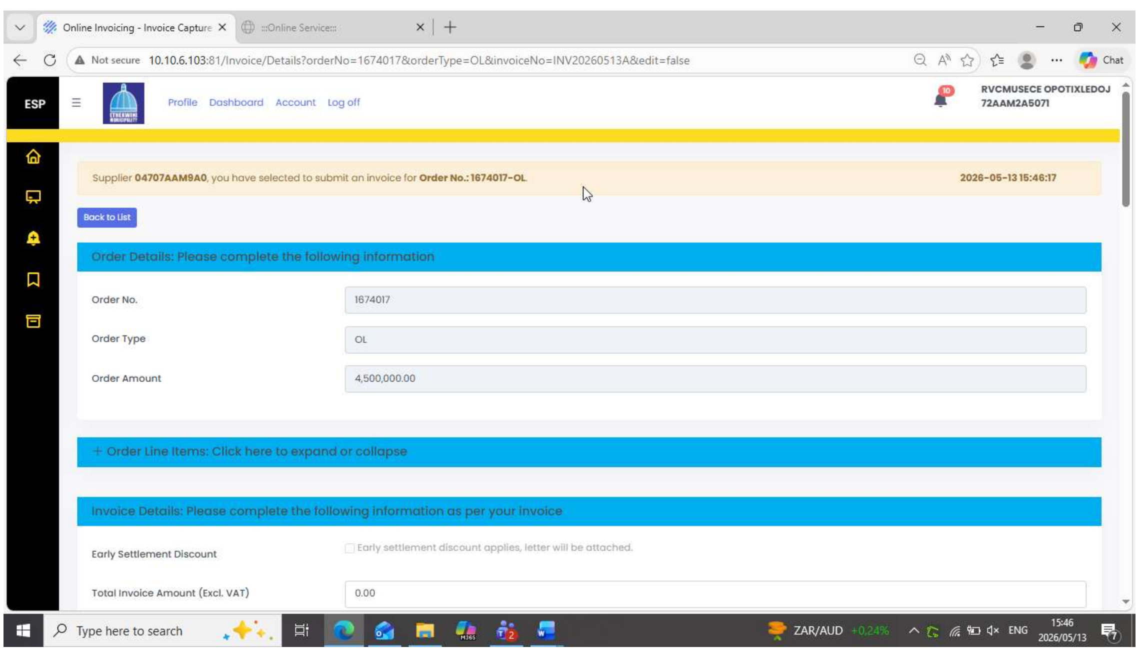
Step	Action
2.	Click Submitted Invoice to view your submitted Invoice. View Submitted Invoices



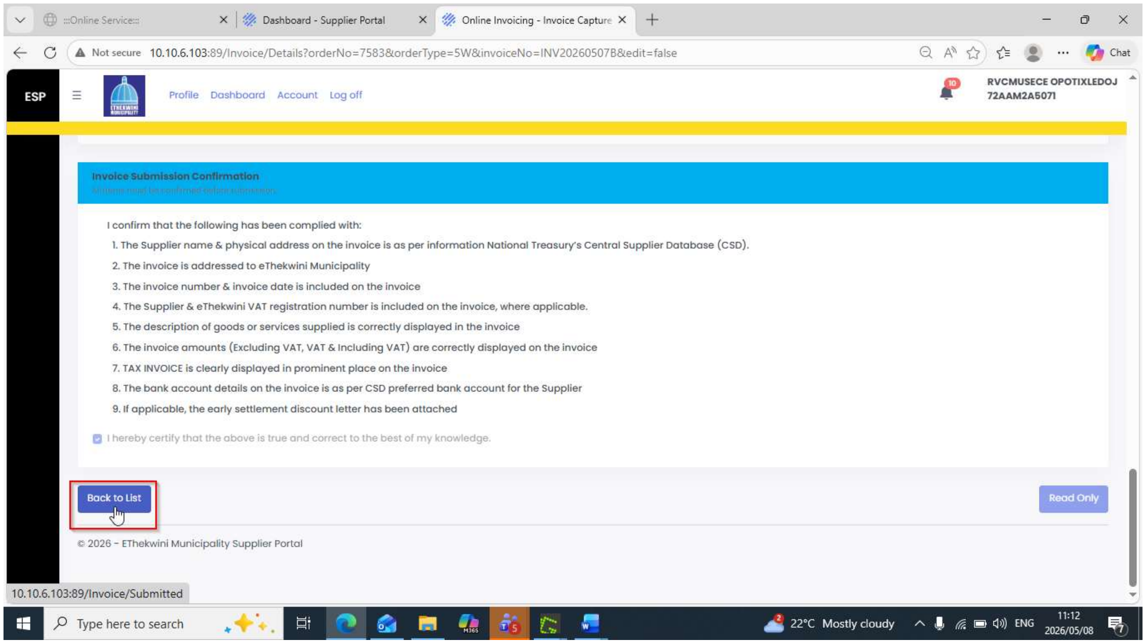
Step	Action
3.	Find the Invoice that you want to view, using the different search options and select the View button. 



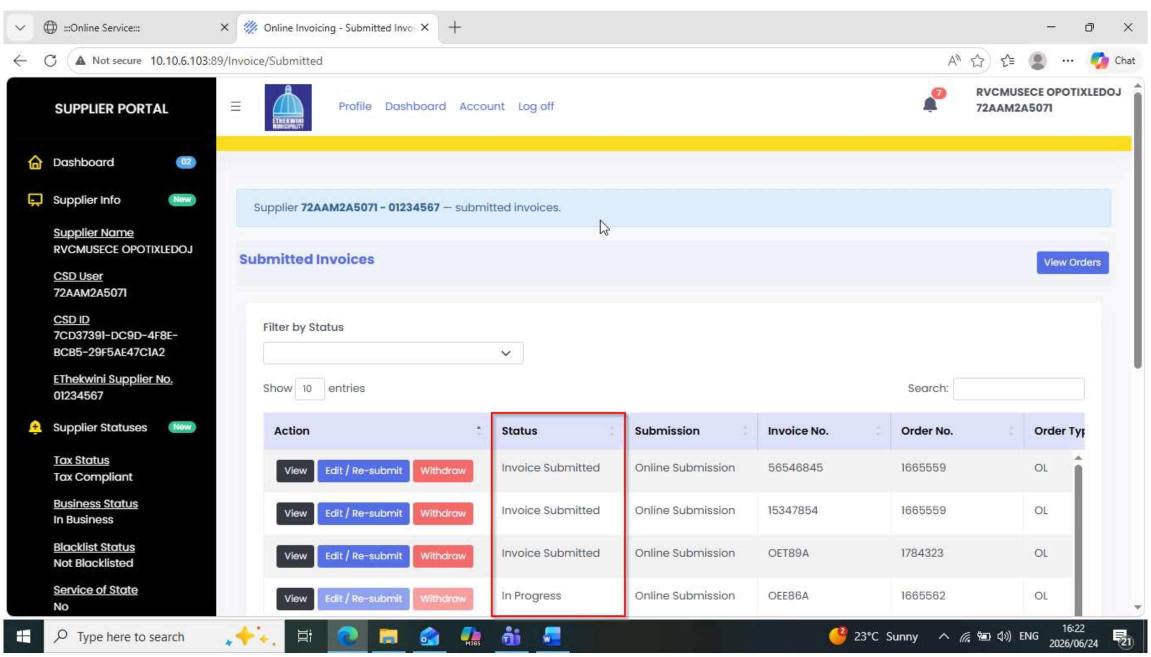
Step	Action
4.	Once selected, you will only be able to view the details of the invoice, no amendments can be made on this screen.



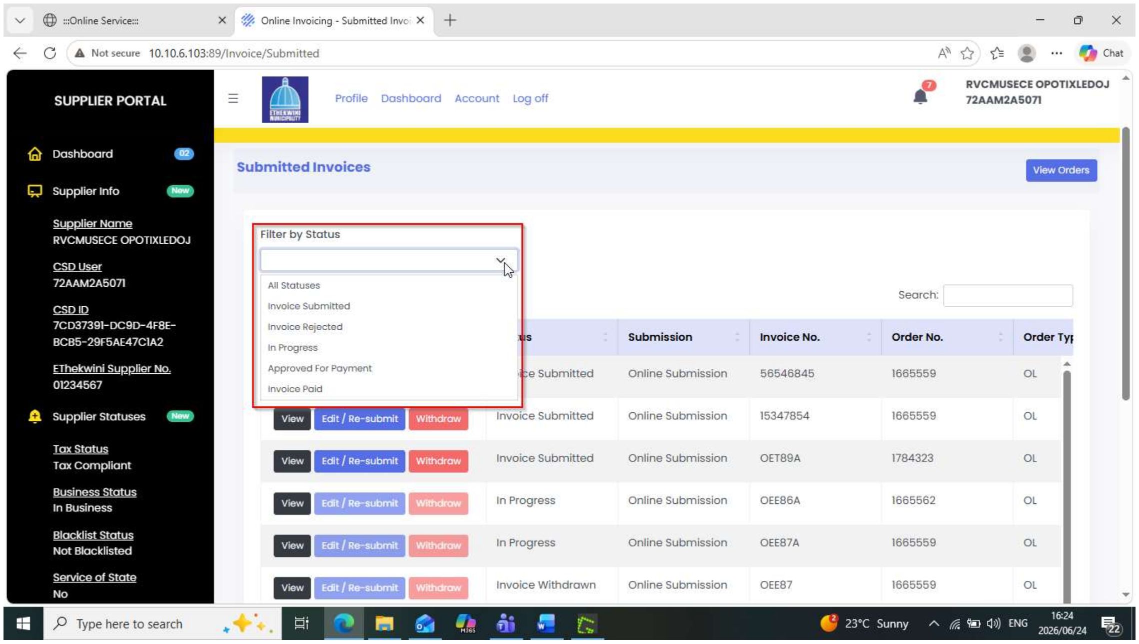
Step	Action
5.	Click the Back to the list button to go back to the landing page.



Step	Action
6.	This is the landing page from viewing the Invoices submitted. Supplier can view the status of their invoice on this page.



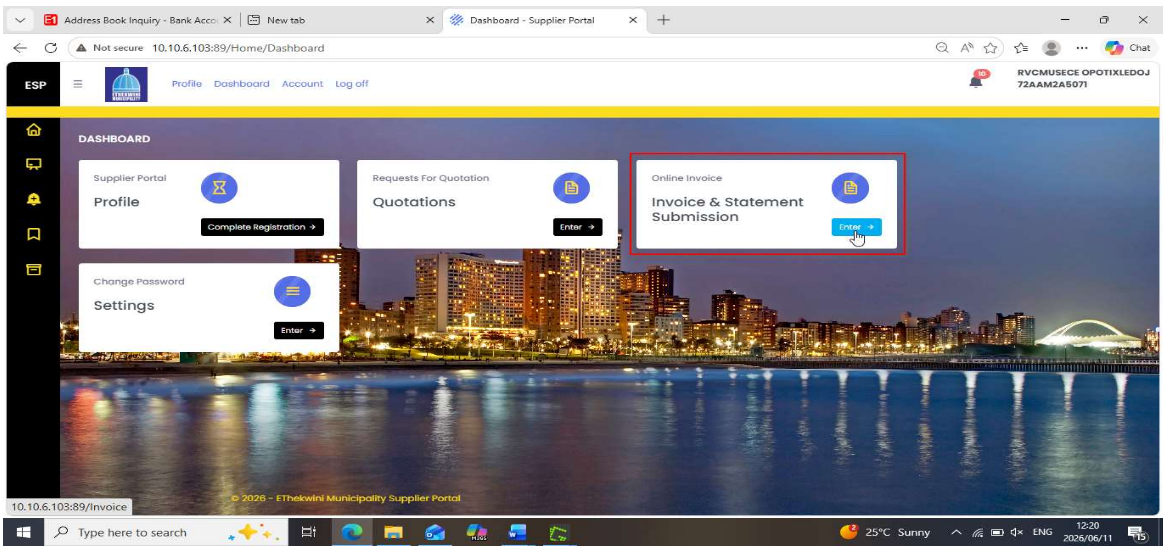
Step	Action
7.	Suppliers can view the status invoices by filter.



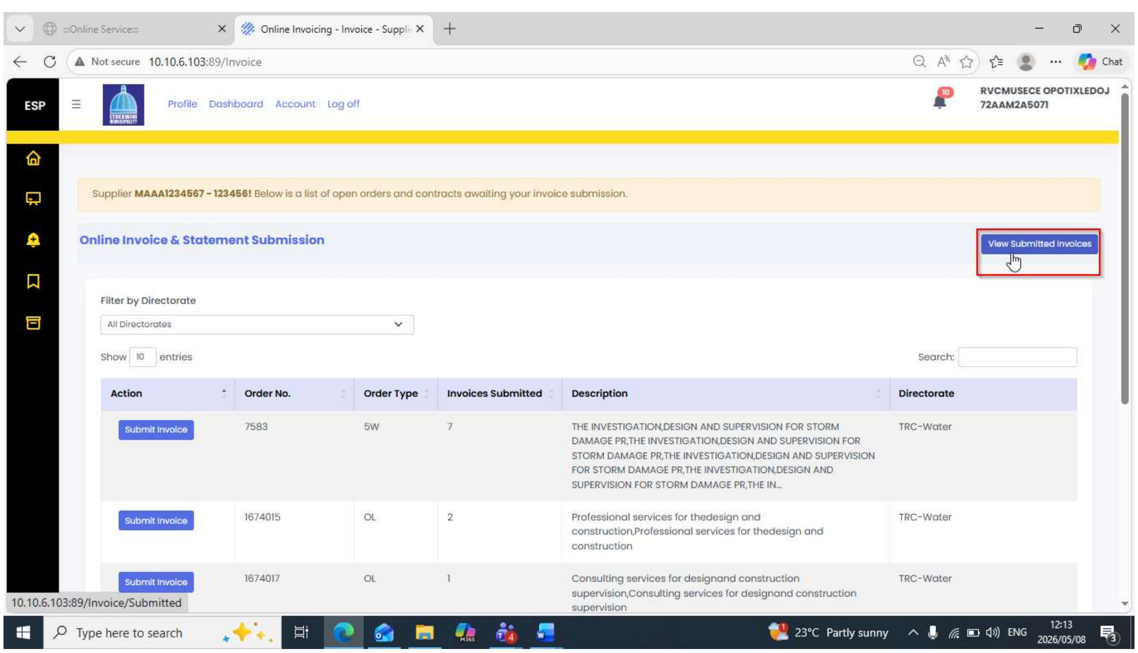
Step	Action
8.	**End of Procedure.**

PROCESS 5 – WITHDRAWING A SUBMITTED INVOICE

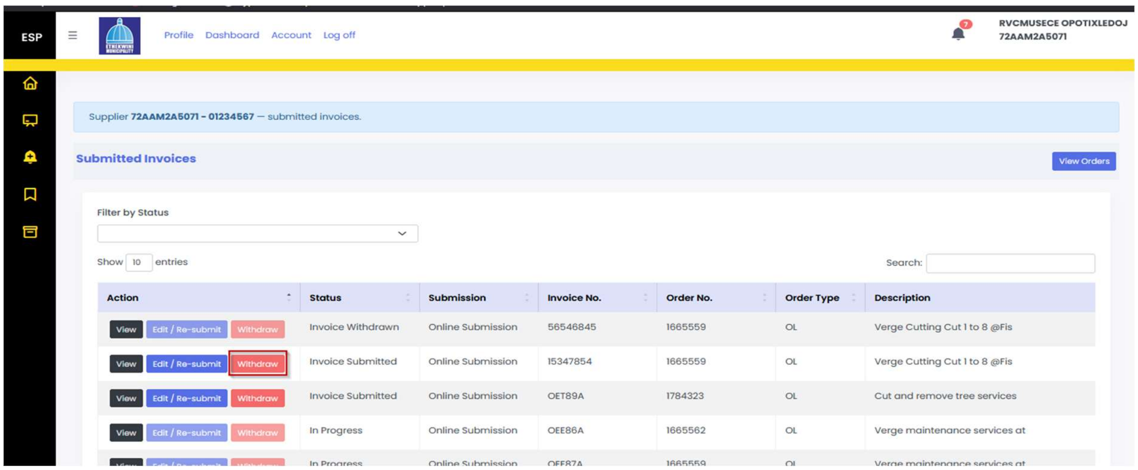
Step	Action
1.	Click the Invoice & Statement Submission Tab.

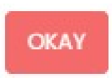


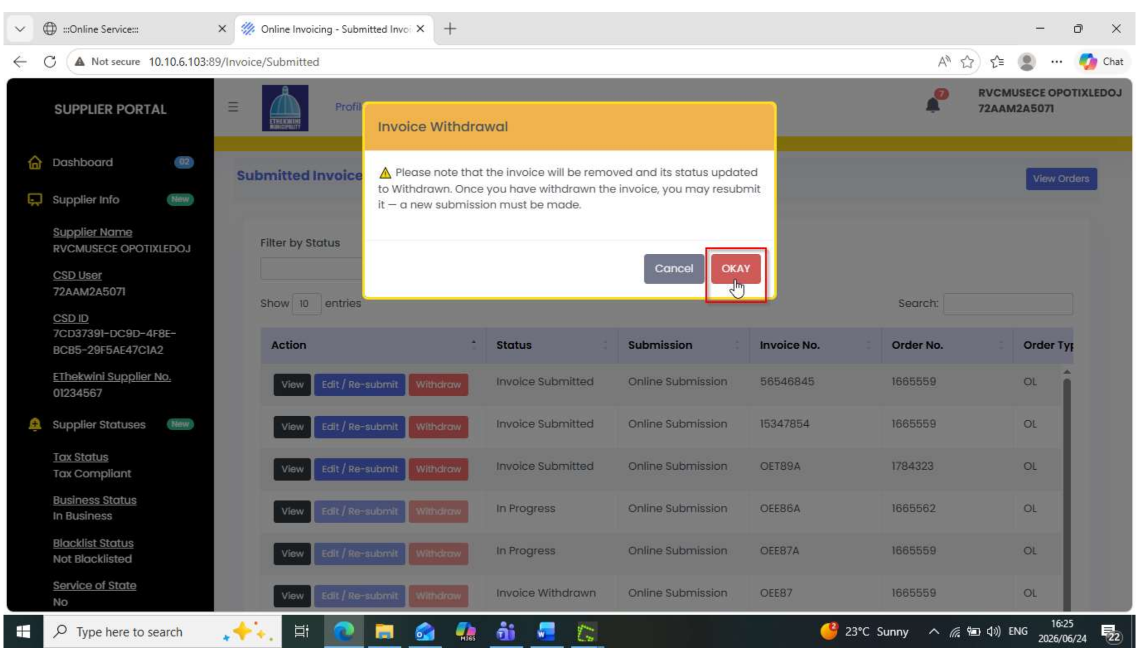
Step	Action
2.	Click Submitted Invoice to view your submitted Invoice. 



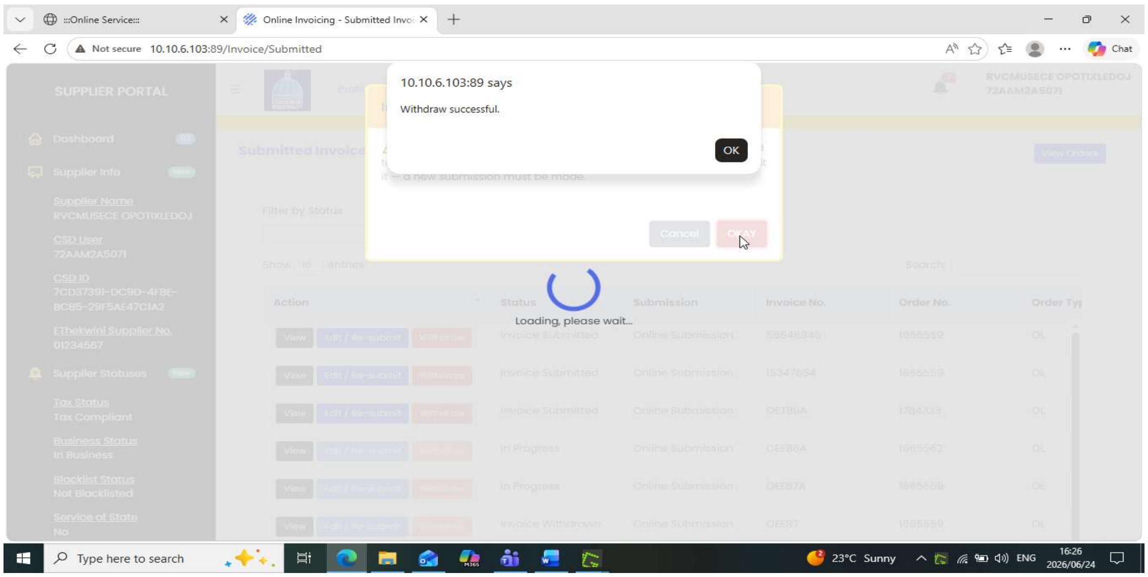
Step	Action
3.	Find the Invoice you wish to withdraw using the search options and then click the Withdraw button. NOTE: You will only be able to withdraw an Invoice that has been REJECTED or if the Invoice is in the INVOICE SUBMITTED Status. The withdraw button will be disabled and not selectable for other statuses. 



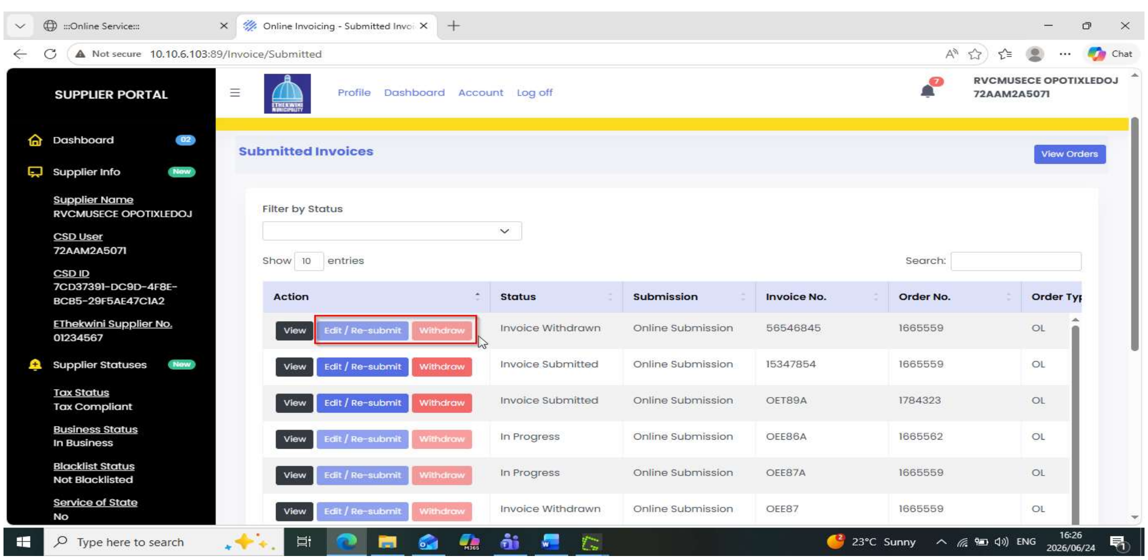
Step	Action
4.	Click OKAY to withdraw invoice. 



Step	Action
5.	Click OKAY to confirm. 



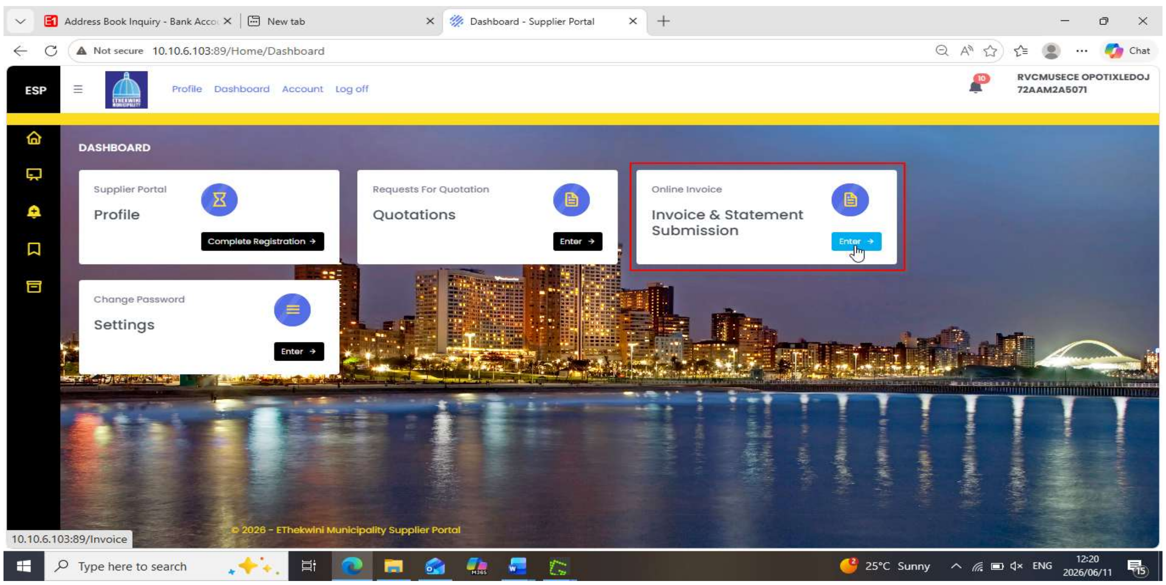
Step	Action
6.	The Invoice after withdrawal will be greyed out and you cannot resubmit the same record.



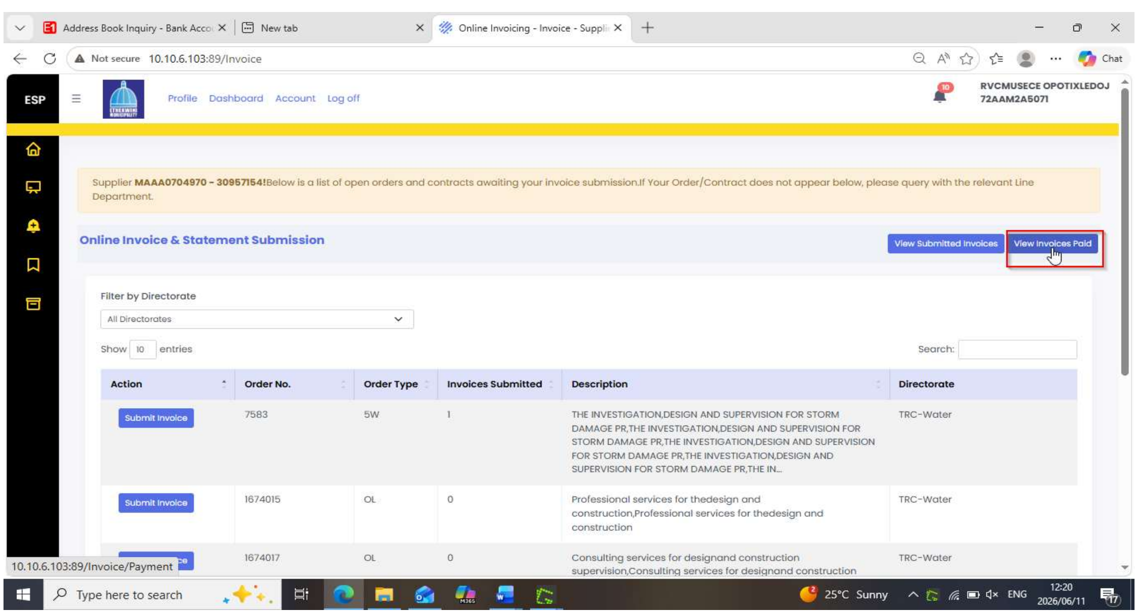
Step	Action
7.	**End of Procedure.**

PROCESS 6 – VIEW PAID INVOICE DETAILS

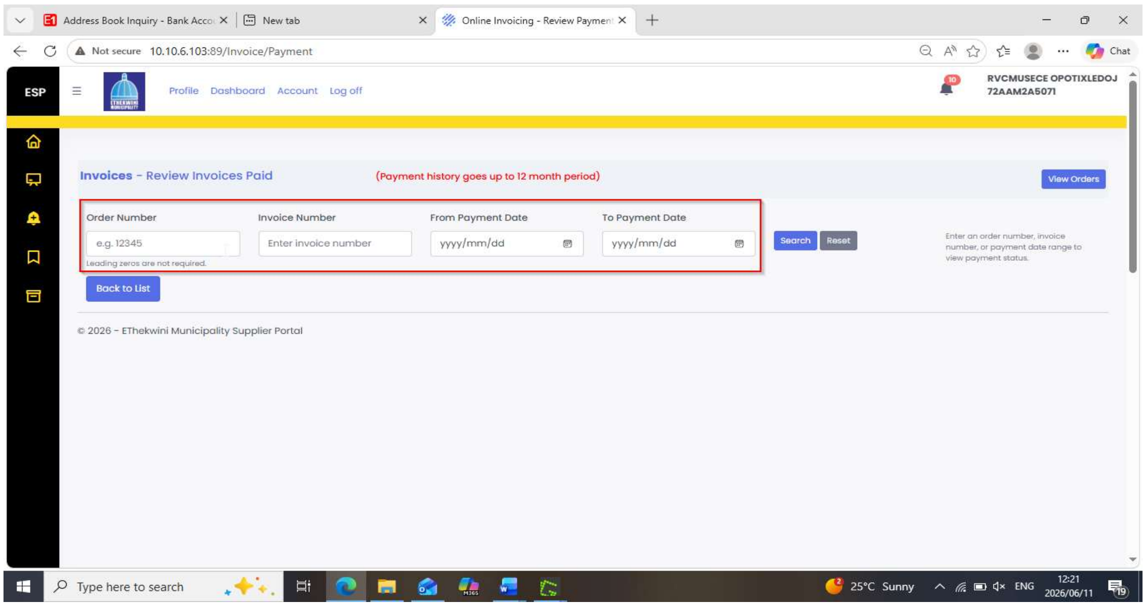
Step	Action
1.	Click the Invoice & Statement Submission Tab.



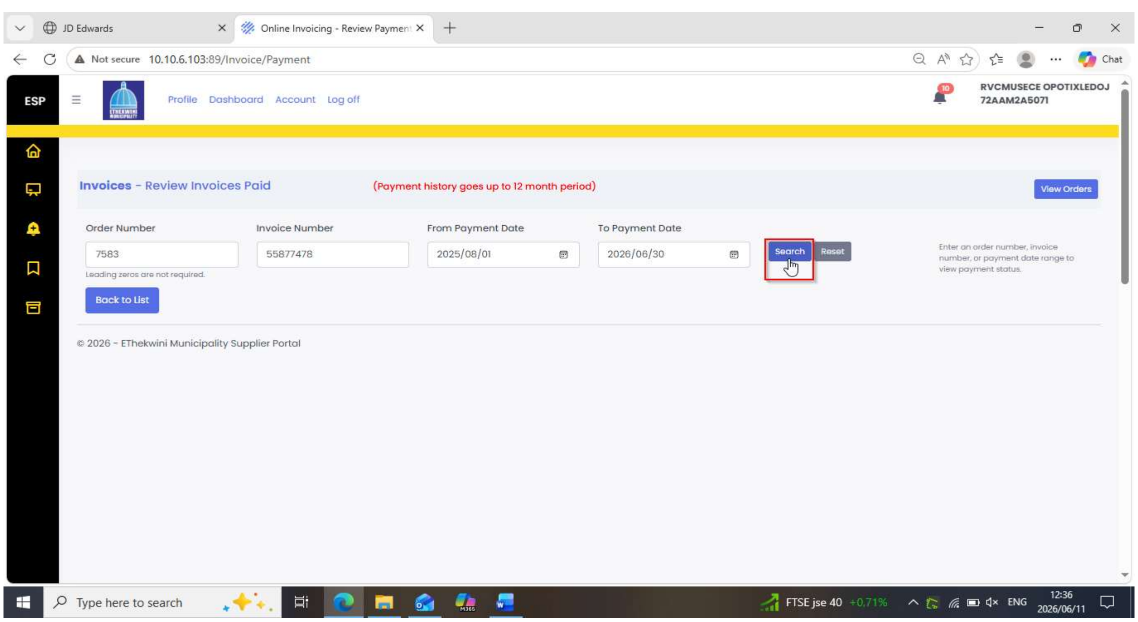
Step	Action
2.	Click View Invoices Paid to view paid Invoices. 



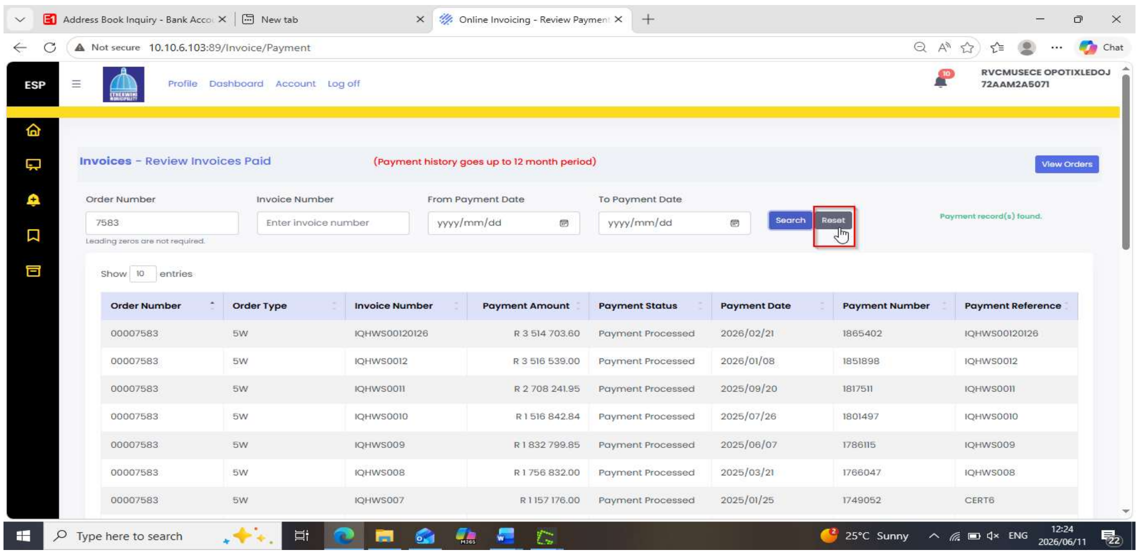
Step	Action
3.	To search for Invoices Paid, you need to insert either the Order Number, Invoice Number or the From Payment Date and To Payment Date filter. **NOTE: You will be only able to view payment going back to the last 12 months.**



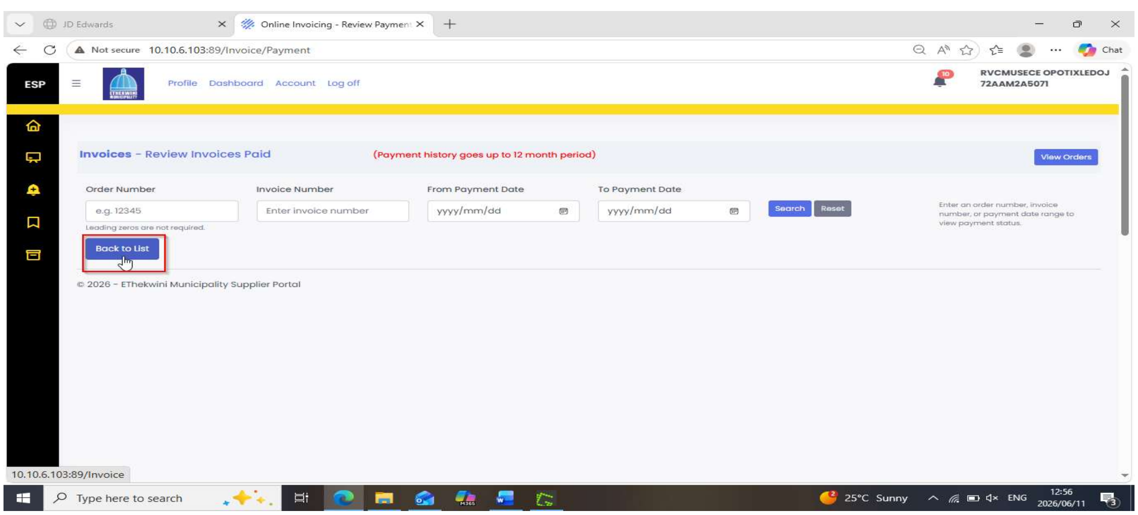
Step	Action
4.	Click Search to view the Invoices Paid. Search



Step	Action
5.	After viewing the search results, Click Reset to clear the search criteria to perform a new search. Reset



Step	Action
6.	Click Back to List to exit the View Invoices Paid page. Back to List



Step	Action
7.	**End of Procedure.**