apexportal®
Supplier Inquiry

Streamline your operations with self-service tools

"Do you have my invoice?" "When will I get paid?" These are the two most common questions that come to the AP help desk. Responding to such routine questions from suppliers can eat up significant staff resources—impacting your costs and your team's productivity. Companies adopting the apexportal Supplier Inquiry module routinely eliminate 60 percent of the help desk calls by making invoice and payment status information available online. Experience shows most of our clients achieve a total return on their self-service investment within six months of adoption.

OFFER 24/7 ACCESS TO PAYMENT DATA

Rather than spending time on the phone when questions crop up, suppliers have secure, online access to current invoice and payment status 24 hours a day, 365 days a year and in their own language. They're able to determine the status of an invoice, see whether it has been approved, and know when it has been or will be paid. When issues arise, suppliers have all the information and online collaboration tools they need to help resolve them.

PROVIDE A COMPANYWIDE VIEW

The apexportal can communicate with your procure-to-pay systems to extract and consolidate invoice information. It's a single repository for 100 percent of invoices (paper, electronic, etc.). One portal instance supports all your payables environments. Your suppliers get a single, transparent window into payment details that span your global operations.

DELIVER VALUE-ADDED REPORTING

Suppliers benefit from powerful, built-in analytics that can generate a variety of useful reports, including an analysis of past and future cash flow. The information can be exported as a Microsoft Excel file.

STREAMLINE YOUR OPERATIONS

Adopting automated supplier inquiry tools can have a profound impact on the efficiency of your team—helping you to reduce headcount or free up call center staff for more strategic activities. You can even use the portal to access the information or generate the reports your own team needs to guide strategic decisions.

SERVE ALL MARKETS GLOBALLY

Our self-service inquiry tools are designed to support your suppliers and internal users in each of the markets where you do business. We support over 20 languages and all global currencies.

LEVERAGE A BROAD ECOSYSTEM

The Supplier Inquiry module is part of a comprehensive supplier portal. You can mix and match the module with others that span the P2P lifecycle, including supplier discovery, registration, statement audit, e-invoicing, dynamic discounting, supply chain financing, risk management and performance management. It supports all your supplier-related enterprise systems and ERPs from a single portal.

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