



Invoice Portal FAQ

Question 1: What is the benefit for a supplier registering and using the invoice portal?

Answer: The Invoice Portal provides a quick and efficient way to view invoices processed by Vantive. It allows your team to check invoice status and confirm payment timing—without needing to contact Vantive.

Question 2: Will I see all the invoices for Vantive in the invoice portal?

Answer: You will only see invoices processed for the region you are logged into. For example, if you are registered for UCAN, invoices for APAC will not be visible.

Question 3: My company is based in China, but we sell to Vantive Americas – can I still use the Invoice portal?

Answer: Yes. When registering on the invoice portal, select UCAN or LATAM as your region. Suppliers must register separately for each region where they want to view invoices. The portal displays invoices based on the region where invoices are processed and paid.

Question 4: If the invoice that I am looking up is not visible in the portal, does it mean that it has not been processed yet? How would I get more information on payment status?

Answer: That's possible, or the invoice may not have reached Vantive yet. To follow up, please submit a service request to the Accounts Payable team.

Question 5: How often is the invoice portal updated?

Answer: The portal is updated in near real-time and it is a view of our ERP system.