Sunweb Group

Supplier Portal

Part Finance

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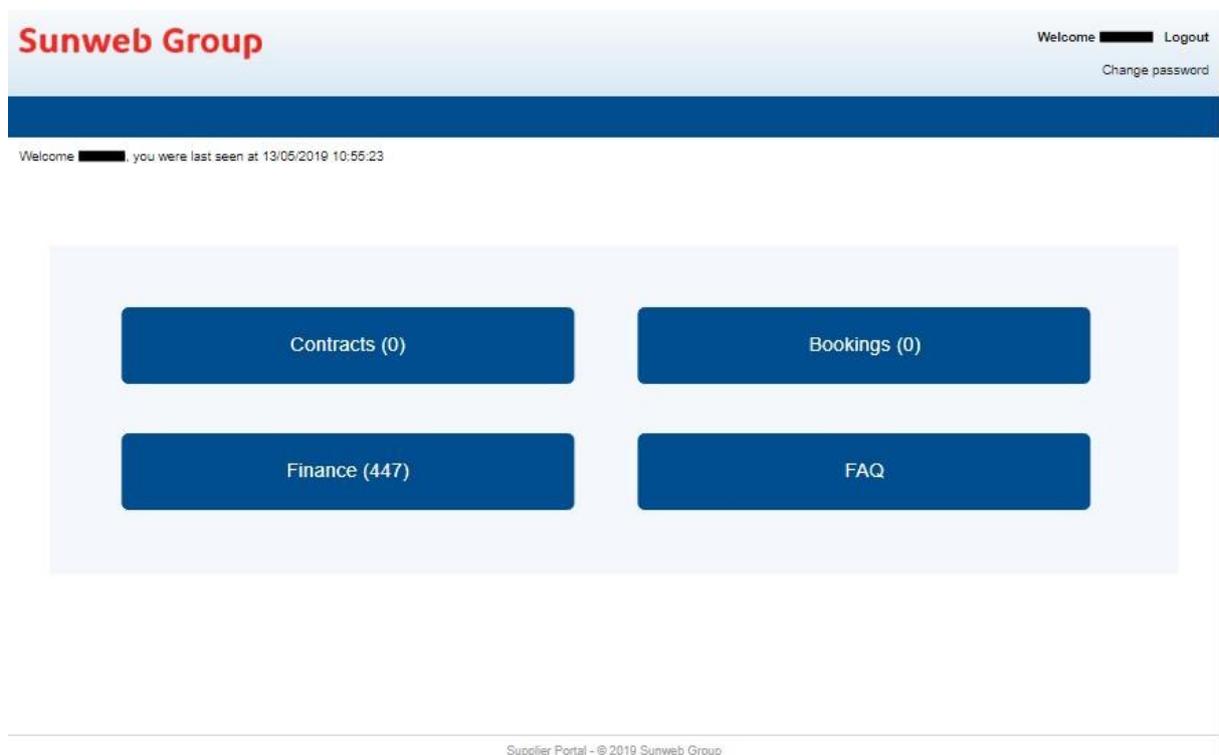
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1. Get started

To start up the Supplier Portal you go through the following steps:

1. Go to supplier.sundiogroup.com. We recommend to use Firefox or Google Chrome.
2. On the login page you can login with the username and password provided by Sunweb Group.
3. When you are logged in, you can change your password in the right upper corner when clicking on 'change password'.

Welcome in the Supplier Portal! On the homepage you will see the following:

In this manual we will continue with the part for Finance where you have now access to. If you cannot chose for Finance, please contact the Accounts Payable department via AP@sunwebgroup.com.

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2. Invoice messages

Click on 'Finance (amount of new messages)' on the homepage, to continue to the Finance menu. Then you can see 4 tabs on top of the screen, where Finance is already selected and on the left side of the screen you will have a menu with the Invoice overview (amount of new messages). Please click on this Invoice overview.
Here you will find 2 subtabs 'Invoice overview' and 'Invoice messages'. Click on 'Invoice messages' to find all messages. You will see the below screen.

The new, unread messages will be shown bold, after reading them they will stay in the list of invoice messages, but with a normal font.

There are 5 different status changes in the column 'status' where you can receive a message for:
- **Registered** (step 1 of processing your invoice)
- **Approved** (step 2 of processing your invoice)
- **Paid** (step 3 of processing your invoice)
- **Deducted** (step 3 of processing your invoice)
- **Rejected** (your invoice has been rejected by our system and will not be processed)
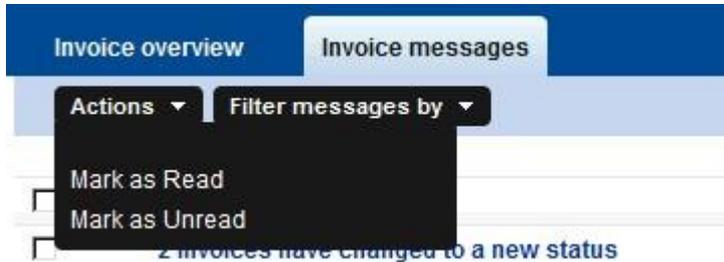

The column 'received date' shows the date that the message was created.

In the right upper corner you can switch pages.

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When you select your message(s), you can choose to mark your message(s) in the taskbar as read or as unread.

Invoice overview	Invoice messages
Actions ▾	Filter messages by ▾

Mark as Read
Mark as Unread
2 invoices have changed to a new status

In the taskbar you can also filter on read/unread messages and received date of the messages.

Invoice overview	Invoice messages
Actions ▾	Filter messages by ▾

☐	SUBJ	Read/Unread	All ▾
☐	2 inv	Received Date	
☐	2 inv	Filter Clear	
☐	4 invoices have changed to a new status		

When you click on the subject of the message, then you will get an overview of the invoices that have been changed to the new status related to that message.

The screen for the invoice overview will be explained in the next chapter.

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3. Invoice overview

There are two ways to go to the invoice overview:

1. Via 'invoice messages' as mentioned in chapter 2. Invoice messages. 2.
When clicking on the subtab 'Invoice overview'

When you have used the first way, then you already get an overview of the invoices which were changed from status in the message you had clicked on.
For example we clicked on the message '1 invoice has changed to a new status' with the status 'approved', then you will get the following screen:

When you have used the second way, then you can make your own filters.

From both screens you can make your selections with the filters. You have the following different filters: - Invoice types
- Invoice status
- Your ref

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- Our ref
- Invoice period
- Registration period
- Paid period

All filters will have a short explanation.

Filters

Invoice types

There are 7 different invoice types and you can select all types:

Invoice types

☑ All types
☑ Booking prepayment
☑ Contractual payment
☑ Deduction booking prepayment
☑ Deduction complaint
☑ Deduction contractual payment
☑ Deduction marketing fee
☑ Invoice

Booking prepayment: these are all EB prepayments.
Contractual payment: these are prepayments according to the payment scheme in the contract, deposits, guarantee or guaranteed (turnover) payments and other costs.
Deduction booking prepayment: these are all deduction related to the EB prepayments.
Deduction complaint: these are all complaints from our Customer Support department.
Deduction contractual payment: these are deductions of prepayments according to the payment scheme in the contract or deductions of deposits.
Deduction marketing fee: these are credit invoices for marketing fee. Invoice:
these are all invoices that were send by you.

Invoice status

There are 6 different types of invoice status and you can select all types:

Invoice status

☑ All status
☑ Approved
☑ Deducted
☑ Paid
☑ Pending
☑ Registered
☑ Rejected

Approved: your invoice has been approved
Deducted: your invoice has been deducted from the payment
Paid: your invoice has been paid
Pending: your invoice has been registered in our system, but is only partly matched
with the commitments in our system. This can have different reasons, for example: the

bookingsnumbers are incorrect, the amounts are different between your invoice and our system. It will take some more days before your invoice is approved as these need to be checked manually by the Accounts Payable department.

Registered: your invoice has been registered in our system. When your invoice has this status for more then 1 day, then your invoice couldn't match directly with the open amounts in our system. This can have different reasons, for example: the bookingsnumbers are incorrect, the amounts are different between your invoice and our system. It will take some more days before your invoice is approved as these need to be checked manually by the Accounts Payable department.

Rejected: your invoice was rejected and not processed by our system. The reason for the rejection is given in the invoice overview. You have to resend your invoice again via BaVel or in PDF format to PDFinvoice@sunwebgroup.com with the correct invoice requirements.

Your ref
This is your invoice number.

Your ref	

Our ref
This is the reference number given by Sunweb Group. For example 10563886.

Our ref	

Invoice period
The invoice period is the invoice date of your invoice. When you click in the below fields a calendar will be opened. You can also choose to type the date from and date till by typing DD/MM/YYYY. You can search on a specific start and/or end date.

Invoice period	From		Until incl.	

Registration period
The registration period is the registration date of your invoice. This date is 2-3 working days (MO-FR excl. public holidays) after you have send your invoice to Sunweb Group. When you click in the below fields a calendar will be opened. You can also choose to type the date from and date till by typing DD/MM/YYYY.

You can search on a specific start and/or end date.

| Registration period	From	12/01/2017	Until incl.	

Paid period
The paid period is the payment date of your invoice. When you click in the below fields a calendar will be opened. You can also choose to type the date from and date till by typing DD/MM/YYYY. You can search on a specific start and/or end date.

| Paid period	From		Until incl.	

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Get your results

When you have set all filters you need, then you can click on the 'search' button and your results will be shown.
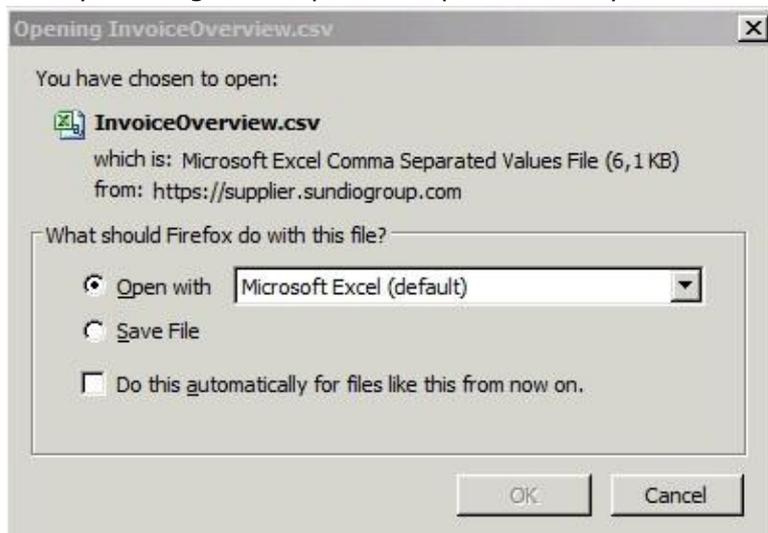
Search
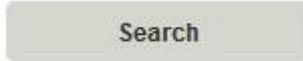
If you have more then 1000 results, you will be informed that there are too many results. In this situation you need to limit the number of results by adapting the filters.

With the 'Get CSV' button you can always export your results to Excel.

Get CSV
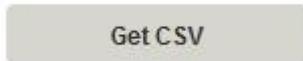
Then you will get the option to open or save your Excel file.

Results

In the overview of the results we have the following columns:
- type
- your ref
- our ref
- invoice date
- reg. date = registration date
- paid date
- currency
- amount
- rejected reason
- status
- (empty)

When clicking on the column name then this column will be sorted (A-Z / Z-A, 1-9 / 9-1, oldest date-newest date / newest date – oldest date).

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In the column 'rejected reason' you can find the reason why your invoice was rejected when your invoice has the status 'rejected'. In all other situations this column will be empty.

In the last 'empty' column you can find all attachments related to the particular invoice.
There are 3 different kinds of icon:

Invoice

E-mail

Payment specification.

An explanation per icon will follow below.

Invoice
In case of the invoice type 'Invoice', you will get the option to open or save your invoice. This is the invoice that you have send to Sunweb Group or it can be a credit invoice created by Sunweb Group. In case of the invoice type 'Deduction Complaint', then the credit invoice created by Sunweb Group can be opened or saved. These invoices are in PDF format.
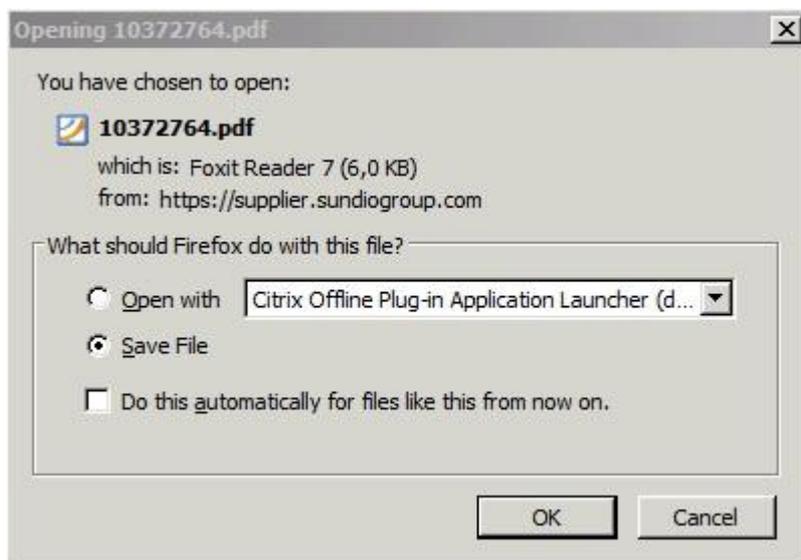
E-mail
In case of the invoice type 'Booking prepayment', you will get the option to open or save your mail as an html file.
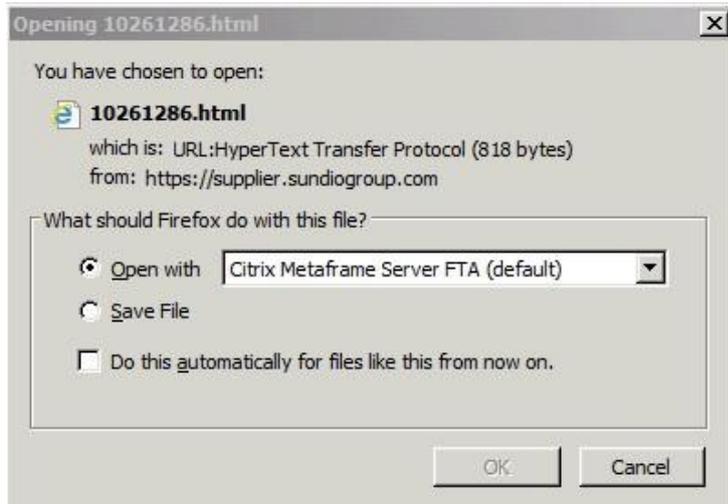
In this mail you can see the specification of the EB prepayment. You can find the bookings and amounts and also you can find the deduction date.

In case of the invoice type 'Deduction marketing fee', you will get the option to open or save your mail as an html file like the screen above for the EB prepayment. In this specification of the marketing fee you will find the amount of the marketing fee and the deduction date.
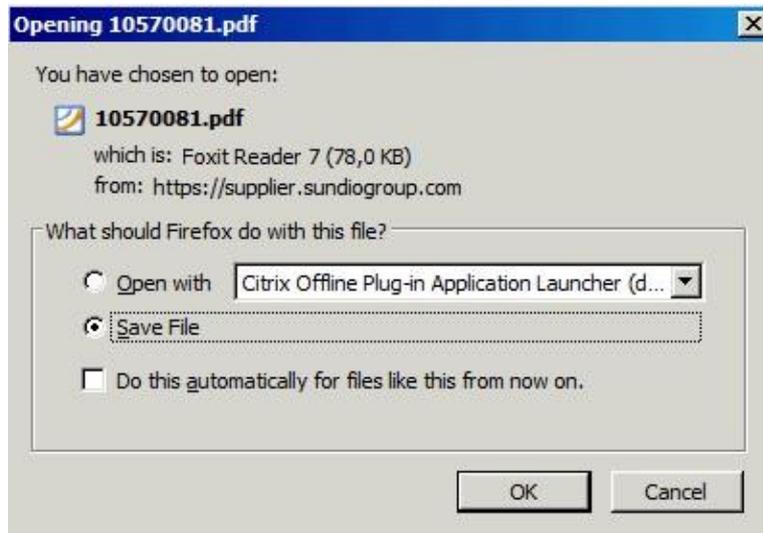
Payment specification
The icon for payment specification is always shown, but of course only a specification will be shown when your invoice has been paid or deducted from the payment.
When your invoice is not paid or deducted yet, you will get the following screen:

When your invoice has been paid or deducted, you will get the option to open or save the payment specification as shown in the screen below. The payment specification is in PDF format.

When you need your payment specification in Excel format, then you go back to the invoice overview. You select a certain paid period and click on 'search'. Then you can click on 'get CSV' and your results will be opened or saved in Excel format.

When you did not marked any invoice, then the total of your results will be shown:

| 934 invoices in total | 924.521,57 EUR |

When you do mark 1 or more invoices, then the total of your results and the subtotal of the selection of your results will be shown:

| 934 invoices in total | 924.521,57 EUR |
| 5 invoices selected | 242,11 EUR |

The amounts will also be given in the different currencies. For example when you have invoices in EUR and USD, then the totals and subtotals will be shown separately.