



Adobe Customer Information Site (ACIS) – User Guide

VIP Marketplace Customer



Accessing ACIS

ACIS URL: <https://anyware.adobe.com/akis/home>

1. Enter your email address and Click Continue
2. If prompted to Select an Account, select Personal Account
3. Click Reset your password
4. Follow instructions to create/reset your password
5. Once you create/reset your password, you'll be logged into your ACIS account

**Please Note: ACIS is only compatible with Chrome and Firefox browsers
If at anytime you forget your password, just click Reset your password
and follow prompts to reset.*

The screenshot displays the Adobe ACIS web interface. At the top, the 'Sign in' section includes a link for 'New user? Create an account' and an 'Email address' input field. Below this is a 'Continue' button. The 'Select an account' section shows the email 'sawyer@adobe.com' and two options: 'Personal Account' (highlighted in yellow) and 'Company or School Account' (crossed out with a red X). The 'Enter your password' section features a password input field, a 'Remember me' checkbox, and another 'Continue' button. At the bottom, a yellow button labeled 'Reset your password' is visible.

ACIS Account

Your ACIS account consists of a:

- ❑ Home page – account overview
- ❑ Invoices & Payments Page with:
 - Invoice & Payments – non-summary invoice billing documents, payments, PDF account statement (in progress, to be available December 2020)
 - Summary Invoices – obtain PDF copy of summary invoice and reconciliation file
- ❑ Users Page – displays users with access to your ACIS account
- ❑ Account Page – Edit Invoice (Bill To) Email Address
- ❑ Documents Page – obtain Adobe tax (W8, W9) documents or payment remittance instructions
- ❑ My Profile page – Update your Adobe.com profile and/or password
- ❑ **Navigation Menu – Switch account profile, Help and Sign out**

The screenshot displays the Adobe Customer Information Site (ACIS) interface. The top navigation bar includes links for Home, Invoices & Payments, Users, Account, Documents, and My Profile. The main content area shows the Adobe Marketplace (0001449762) account details. A table lists the payers, and an 'Outstanding Balance' section shows the current balance.

ID	NAME	ADDRESS
0001449762	Adobe Marketplace	345 Park Ave, test123, Moscow 00 111024, RU

DUE TO	TOTAL OUTSTANDING	AMOUNT DUE	CURRENCY
Adobe Dublin Ireland	587,541.53	587,541.53	USD

Home Page

On the Home Page you will find:

- ❑ Payers: where your Adobe account number(s), Name(s) and Street Address(es) will be displayed
- ❑ Bill-Tos: where your Billing account number(s), Name(s) and email address(es) invoices are delivered.
- ❑ Outstanding Balance: where the amount currently due to Adobe is displayed
- ❑ Adobe Contact Information: where you will find the Credit Analyst responsible for managing your account

Adobe Customer Information Site

Home

Invoices & Payments

Users

Account

Documents

My Profile

Adobe Marketplace

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Adobe Marketplace (0001449762)

Payers

Adobe Dublin Ireland

ID	NAME	ADDRESS
0001449762	Adobe Marketplace	345 Park Ave, test123, Moscow 00 111024, RU

Bill-tos

ID	NAME	INVOICE NOTIFICATION EMAIL ADDRESS
0001449762	Adobe Marketplace	pelegrin+marketplace2@adobetest.com, sawyer+acis@adobetest.com

Outstanding Balance

DUE TO	TOTAL OUTSTANDING	AMOUNT DUE	CURRENCY
Adobe Dublin Ireland	587,541.53	587,541.53	USD

Adobe Contact Information

CUSTOMER ID	CREDIT ANALYST	EMAIL ADDRESS	PHONE NUMBER
0001449762	Leah Adame	ladame@adobe.com	+ 1 408 536 5931

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Summary Invoices page

Summary Invoices and the related reconciliation file are maintained here

- ❑ Click on the PDF icon to display, print or download a PDF copy of your summary invoice
- ❑ Click on the Excel icon page to download the related reconciliation file.

Adobe Customer Information Site

Home Invoices & Payments Users Account Documents My Profile

Adobe Marketplace

Adobe Marketplace Payer (0001449762)

Invoices & Payments Summary Invoices

Company Code: Adobe Dublin Ireland Payer: Select payer(s) Document Date: to 25-Jun-2020

Reset Search

Search Results 10 per page <previous page 1 of 1 next>

BILL-TO ID	CO. CODE	INVOICE #	DOCUMENT DATE	DUE DATE	PAYMENT TERMS	DAYS PAST DUE	AMOUNT	CURRENCY	STATUS	PDF	RECON FILE
1449762	ADIR	819712397	15 Jun 2020	31 Jul 2020	EOM following month of deliv	-36	102,238.32	EUR	Open		
1449762	ADIR	818999647	15 Jun 2020	31 Jul 2020	EOM following month of deliv	-36	5,681.04	EUR	Open		
1449762	ADIR	819043760	10 Jun 2020	31 Jul 2020	EOM following month of deliv	-36	10,868.40	EUR	Open		

Invoices & Payments Page

The Invoices & Payments display consists of 3 Report options:

- ☐ Show Open Items (*default display*) – displays all non-summary invoice billing documents
- ☐ Search Invoices – allows you to search non-summary invoice billing documents
- ☐ Search Payments – allows you to search payments by payment reference number

The screenshot shows the 'Invoices & Payments' page with the 'Summary Invoices' tab selected. The search filters are as follows:

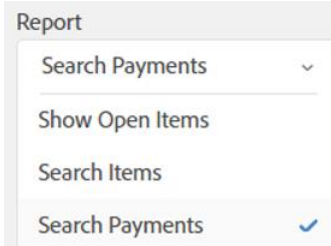
- Report:** A dropdown menu is open, showing 'Show Open Items' (selected with a blue checkmark), 'Search Items', and 'Search Payments'.
- Company Code:** Adobe Dublin Ireland
- Payer:** Select payer(s)
- Document Date:** 26-May-2020 to 25-Jun-2020
- Currency:** All

Below the filters, there are buttons for 'Save Default Search Criteria' and 'Reset Default Search Criteria'. To the right are 'Reset' and 'Search' buttons. The 'Search Results' section shows '10 per page' and 'page 1 of 1'. Below this is a table header with columns: PDF, PAYER ID, BILL-TO ID, CO. CODE, INVOICE #, PURCHASE #, CONTRACT #, ORDER #, DOCUMENT DATE, DUE DATE, PAYMENT TERMS, DAYS PAST DUE, CURRENCY, AMOUNT, STATUS, and COMMENTS. The table body is empty, displaying 'No Data'.

*If you require a PDF Copy of your account statement, please contact your credit analyst – located on the Home Page of your ACIS account.

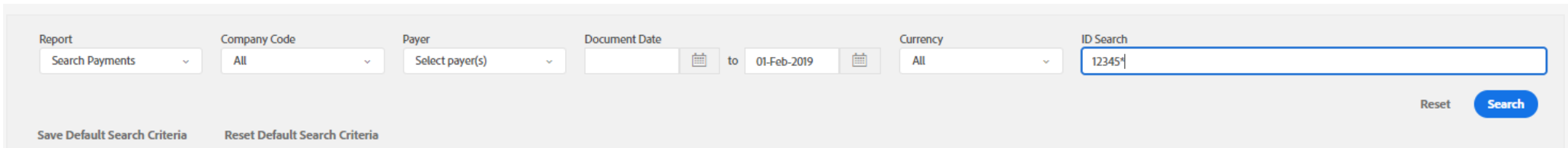
Search Payments

- ❑ Select Search Payments from the Report menu



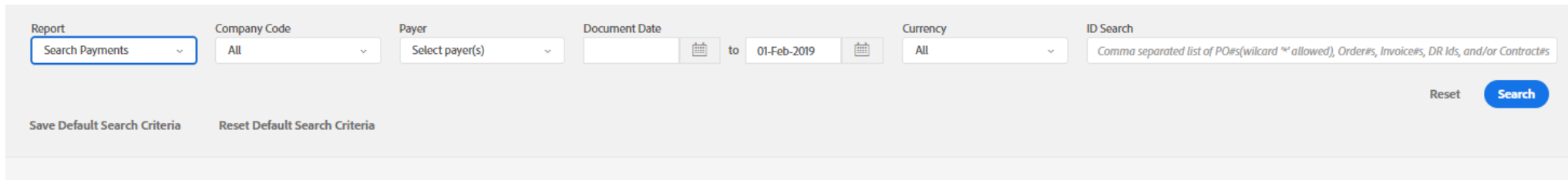
A screenshot of a software menu titled 'Report'. It contains four items: 'Search Payments' with a downward arrow, 'Show Open Items', 'Search Items', and 'Search Payments' with a blue checkmark.

- ❑ Enter a Document Range or check or payment reference number in the ID Search field (*"*" wildcard search is recommended*) & Click Search



A screenshot of a search criteria form. It includes dropdowns for 'Report' (Search Payments), 'Company Code' (All), 'Payer' (Select payer(s)), and 'Currency' (All). There are date pickers for 'Document Date' (empty) and 'to' (01-Feb-2019). The 'ID Search' text field contains '12345'. At the bottom right are 'Reset' and 'Search' buttons. At the bottom left are links for 'Save Default Search Criteria' and 'Reset Default Search Criteria'.

- ❑ Or Click **Search** and all Payments will be displayed




A screenshot of the same search criteria form as above. The 'Search' button is highlighted with a blue border. The 'ID Search' field contains placeholder text: 'Comma separated list of PO#s(wilcard "*" allowed), Order#s, Invoice#s, DR Ids, and/or Contract#s'.



**Note: if you experience a "500 Connection Timed Out" error, select or adjust your Document Date search range*

Users Page

Displays users with access to your ACIS accounts. You can also add additional users who need access to view your open account detail, obtain copies of invoices, etc.

 Adobe Customer Information Site

[Home](#) [Invoices & Payments](#) [Users](#) [Account](#) [Documents](#) [My Profile](#)

Adobe Marketplace  

Adobe Marketplace Payer (0001449762)

Users

Add

NAME	EMAIL ADDRESS	ROLE	
Frances Sawyer	sawyer+api3@adobetest.com	Payer	Delete
Sameena Shaik	shaik+test1449762@adobetest.com	Payer	Delete
Nathalie Pelegrin	pelegrin+marketplace2@adobetest.com	Payer	Delete

**Please note: only individual email address should be added to your account, to ensure a secure access audit trail email aliases, generic email addresses should not be used.*

To update you Invoice Email Address Click the Actions button and select Edit

Billing Address (1)

NAME	ADDRESS	BILL TO NUMBER	INVOICE NOTIFICATION EMAIL ADDRESS	ACTIONS
AIPP TEST ORG	345 Park Ave, SAN JOSE 95110-2704, US	0001612728	invoice@adobe.com, zanchi@adobetest.com	<div>...</div> <div>Edit</div>

Edit Billing Address

Organization Name

Adobe Marketplace Payer

Street Address

2 build. 10, 5th Kabelnaya str.

Country/Region

Russian Fed.

State/Province

Default Region

City

Moscow

Zip Code

111024

Notification Email(s)

pelegrin+marketplace2@adobetest.com,
sawyer+acis@adobetest.com

Emails separated by commas

Cancel

Save


Documents Page

Click on the Document Name to download, save or print a copy

Documents				
NAME	DESCRIPTION	DATE	SIZE	TYPE
W9 Adobe Inc. 2019	Adobe United States	02-Feb-2019	614 KB	PDF
Adobe US Remittance Instructions - USD	Adobe United States	02-Feb-2019	147 KB	PDF
JPMC Bank Confirmation Adobe Inc.	Adobe United States	02-Feb-2019	195 KB	PDF
Adobe US Remittance Instructions - Enterprise & Resellers Only - CAD	Adobe United States	02-Feb-2019	200 KB	PDF
Certificate of Tax Residence - Adobe US	Adobe United States	02-Feb-2019	811 KB	PDF
Delaware Certificate of Amendment to Restated Certificate of Incorporation - Adobe Inc.	Adobe United States	02-Feb-2019	451 KB	PDF
W8 Adobe Ireland 2019	Adobe Dublin Ireland	02-Feb-2019	732 KB	PDF
Adobe Ireland Remittance Instructions - AUD	Adobe Dublin Ireland	02-Feb-2019	102 KB	PDF
Adobe Ireland Remittance Instructions - EUR	Adobe Dublin Ireland	02-Feb-2019	102 KB	PDF
Adobe Ireland Remittance Instructions - GBP	Adobe Dublin Ireland	02-Feb-2019	102 KB	PDF
Adobe Ireland Remittance Instructions - USD	Adobe Dublin Ireland	02-Feb-2019	102 KB	PDF
Certificate of Tax Residence - Adobe Ireland	Adobe Dublin Ireland	02-Feb-2019	585 KB	PDF
Certificate of Incorporation - Adobe Ireland	Adobe Dublin Ireland	02-Feb-2019	74 KB	PDF
Adobe Ireland Remittance Instructions - Enterprise & Resellers Only - CHF	Adobe Dublin Ireland	02-Feb-2019	102 KB	PDF



Adobe Marketplace (0001449762)



Frances Sawyer

Change Password

Edit Profile

Full Name	ID (Email)	Role
Frances Sawyer	sawyer+api3@adobetest.com	Payer

Questions

- If you have any questions or require any further assistance, please **contact your Credit Analyst** located in the Adobe Contact Information section of your home page or email acis@adobe.com



Thank you