FAQs for Apexon Vendor Portal

Q. What is Apexon Vendor Portal?

A. Apexon Vendor portal is a platform that allows our vendors to submit their invoices directly to our system, based on Purchase Orders issued to them. This portal Also allows them to track the payment status of the invoices submitted.

Q. Who has access to Apexon Vendor Portal?

A. Any empaneled Apexon Vendor can have access to Apexon Vendor Portal. You shall be given a link to login using your own credentials.

Q. Why is it important to make use of Apexon Vendor Portal for submission of invoices?

A. Apexon Vendor Portal allows you to submit your invoices directly into our system which eliminates the chances of missing mails / attachments etc. This will also speed up our internal approvals to enable the payments to be processed as per the payment schedule defined in the contract / PO.

Q. How do I login to the Vendor Portal?

A. Kindly refer to the User Manual provided. To enable you access the Vendor Portal at your end, you shall receive the Login Invite mail on the mail id registered with us.

Q. What if there is a change in the mail id or the person using the mail id leaves the organisation?

A. You can reach out to your primary point of contact at Apexon or mail to vendor_support@apexon.com, with the change in mail id request and we shall have the set up replaced with the new mail id, post which you may start using the new mail id / new user.

Q. What is 2FA (Two Factor Authorization) and why is it necessary?

A. Two-factor authentication (2FA) is available as a method of improving security. This protects your company from unauthorized access to your data. Authenticator apps for generating 2FA verification codes are supported in all NetSuite accounts. After completing the initial login, please proceed to complete your Two-factor authentication (2FA) setup options.

Q. When can I submit the Invoices on the Portal?

A. Invoices can be submitted once the PO is received and the Invoice is due to be submitted as per the terms of the PO.

Q. Can I submit an invoice if PO is not received?

A. All invoices need to be submitted by selecting the relevant PO that would appear in your portal. No invoice submission can be done if not pertaining to a particular PO.

Q. Whom do I reach out to in case the relevant PO is not issued?

A. You can always reach out to your primary point of contact at Apexon or mail to vendor_support@apexon.com in case of any queries reg PO.

Q. Can I submit multiple invoices against a single PO?

A. Yes. Multiple invoices can be submitted against a single PO in case of part supply/service. These should be submitted by way of separate submissions. However, the sum of the Qty/Value should not exceed that of the PO. The period of billing should not be beyond the start date and end date in case of Subscriptions, Subcontracting, Tenured services etc.

Q. How do I know the Invoices are submitted in the portal?

A. You shall be receiving an auto triggered mail confirmation on successful submission of invoice. Once submitted, the Invoice details shall appear in the list of Invoices in your portal.

Q. Can I furnish supporting documents such as Time sheets, DC, LR copy etc along with the invoice?

A. Yes. Supporting documents can be furnished along with the invoice. Multiple optional fields are provided for this purpose. In case of supplies, DC / Acknowledgement is mandatory. In case of Services, Timesheets / Service reports are mandatory.

Q. Can I Edit / make changes to the invoice submitted?

A. No. Once the invoice is submitted no changes can be made at your end. Please ensure accuracy while submitting invoice details on the portal as payments will be processed based on that.

Q. What if I attach the incorrect file or forget to attach the supporting documents such as Timesheets, Delivery Challans etc?

A. Such invoice submissions without valid supporting documents will be rejected by the concerned in the system (with reasons specified), post which you shall be able to resubmit the invoice again with the necessary documents.

Q. What do I do in case my invoice is rejected?

A. In the case of an invoice being rejected, you shall receive an auto triggered mail notifying the rejection. Please look for the reason for rejection. Once rectified, the invoice can be once again submitted against the same PO.

Q. How do I know the status of the Invoices submitted?

A. The status of the invoices submitted can be tracked in the portal to see if they have been Approved or Rejected by Apexon.

Q. Do I still submit the Invoices by mail after submitting on the Portal?

A. No. The invoice submission on the portal is sufficient. Mail submission not required.

Q. What if I have unsubmitted invoices prior to the period 1st Apr 2024?

A. You may submit them in the same manner as was done earlier, via mail.

Q. What if I am doing business with multiple entities of Apexon.

A. You may sometimes have more than one login credential to use. Please use the right login to select the right PO, before submitting the invoice. (Most cases will have a single login.)

Q. Can other vendors of Apexon view my data?

A. No. Your data can be viewed only by logging in using your credentials. No other vendor will be able to view any information pertaining to you.

Q. Whom do I reach out to in case I have any queries?

A. You can always reach out to your primary point of contact at Apexon or mail to vendor_support@apexon.com in case of any queries.