

User guide suppliers portal

Suppliers Helpdesk is the unique entry point used by suppliers to obtain the status of one or several invoices and/or to check the details of a bank transfer.



Safran provides this Billing Hotline to its suppliers and internal employee to improve the handling of billing incidents.

1. Before reporting an incident

- Please check that my invoices were issued more **than 21 days ago or are overdue**.
- Check that the billing address and mailing address where bills are sent are correct. To do this, go to the [Billing addresses for Group companies](#)

2. How to sign up to the form suppliers portal ?

This formulary will allow you to create your ID and then, to submit your request to know your invoice status.

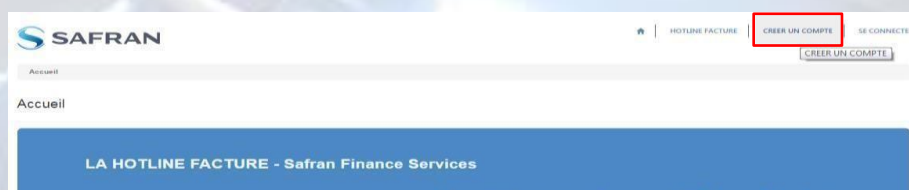
For the French version : <https://sfssupport.microsoftcrmportals.com/fr-FR/>

For the English version : <https://sfssupport.microsoftcrmportals.com/en-US/>

TO START :

First, create your account

1. Go to the « Create an Account» on the top right corner.



2. Fill in your company information and click on « submit ».

Which information are required to create your account?

Code DUNS, VAT number, Fiscal ID, or if you don't have any other solution, « other code ».

At least one of them always must to appear on your invoice on a fixed location.

The supplier code requested is your supplier code used with one of the SAFRAN entities could be register.

Be careful, only one registration is necessary for all SAFRAN ENTITIES.

Please be careful, an incomplete account will be automatically refused.

3. You will receive a confirmation email sent to your email address within 24 hours. This email has a link to click on. It can arrive directly in your SPAMS or Junk Mail.
4. Confirm your registration by activating the link sent in the confirmation email.
5. Keep your username and password safe for future logins.

Accueil / Create account

Create account

COMPANY

Company * Outside code *

The supplier code is your unique identifier in the Safran repository. It is composed of five digits and begins with MDM. You can check your order form to find it.

Safran Check or unchecked to indicate whether you are an employee of the Safran Group (internal) or a supplier (external)

Please complete the available field

DUNS Code TVA Intracommunautaire Fiscal ID Autre code

CONTACT

Last Name * First Name * Fonction *

Business Phone * Mobile Phone * Email *

ZIP/Postal Code * City * Country/Region *

REPORT YOUR INCIDENT:

1. Click on « Billing Support »

SAFRAN [BILLING SUPPORT](#) [CREATE ACCOUNT](#) Florian Bracco

Home

Home

2. Go to the « Create »

Customer Self-Service - Home page support

My Active Cases Search [Create](#)

T1: Ticket creation ↑	Ticket number	Ticket Title	Demande créée par	SAFRAN Entity	Status Reason	Level	T4: Ticket closing	SLA Status
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3. Complete the information in your file :

By moving your mouse over the fields, you will find a "tooltip" to help you complete the field correctly.

3.1 Requesting an invoice status or statuses

You must select the qualification of the requirement > **[Obtain an invoice status]**.

Once you have selected the qualification, you must enter the references of your invoices, separated by a comma, in the dedicated field. This information **is MANDATORY**

Without this information, your request cannot be processed.

NB: If you have more than 5 invoices, a statement of account will be sent to you.

Customer Self-Service - Add a case

Requested by * Contact * SAFRAN Entity *

Title * Subject * N° de commande

Message subject

Description

Attach a File Parcourir...

Submit

3.2 Receiving a payment

You must select the type of requirement > **[Obtain payment details]**.

In order for your request to be taken into account, it is **ESSENTIAL** that the transfer reference (SAFRAN) that you will find in your bank statement is manually entered in your e-mail. Please also indicate the payment date and the amount.

3.3 Reported payment anomaly

You must select the requirement qualification > **[Declare a payment anomaly]**.

This qualification should only be selected if, and only if, a payment anomaly has been detected by Safran Finance services (Invoice paid in the wrong currency/Invoice paid exclusive of tax instead of inclusive of tax/Invoice deducted instead of paid/Invoice credit incorrectly deducted/Settlement received which does not concern you/Settlement made on a closed account).

3.4 Account statement request

You must select the type of requirement > **[Request a statement of account]**.

To make it easier to process your request, please provide us with the supplier code associated with the SAFRAN Company for which you are requesting a statement (in the title of your request or in your e-mail).

3.5 Receiving a weekly account statement

You must select the type of requirement > **[Receive a weekly statement of account]**.

In order to be registered on our distribution list, please include in your e-mail the e-mail address to which the statement will be sent, the name of your company and the supplier code beginning with MDM.

NB: At present, not all SAFRAN companies benefit from automatic delivery. You will find below the list of companies that do not have access to this system:

CM/TSA	Nom Société	N° TVA Société	URL FLUX MAIL
92225	SAFRAN DATA SYSTEMS	FR68382360956	safran_92225_invoices@cba.fr
72232	SAFRAN ELECTRICAL AND POWER (CRETEIL, NIORT, CHAUREY)	FR40301501391	safran_72232_invoices@cba.fr
62231	SAFRAN SPACECRAFT PROPULSION	FR89501501019	safran_62231_invoices@cba.fr
78838	SAFRAN VENTILATION SYSTEMS	FR05710802547	safran_78838_invoices@cba.fr
92153	SED ACTUATION (ex : SAFRAN ELECTRONICS & DEFENSE ACTUATION)	FR39480107911	safran_92153_invoices@cba.fr
82152	SED COCKPIT SOLUTIONS (ex : SAFRAN ELECTRONICS & DEFENSE COCKPIT SOLUTIONS)	FR39480107911	safran_82152_invoices@cba.fr
12226	SAFRAN ELECTRONICS AND DEFENSE (JOUE LES TOURS)	FR39480107911	safran_12226_invoices@cba.fr
42301	SAFRAN SEATS	FR51515450088	safran_42301_invoices@cba.fr
62330	SAFRAN CABIN France	FR11505347237	safran_62330_invoices@cba.fr
82116	SAFRAN AEROSYSTEMS	FR78482605771	safran_82116_invoices@cba.fr
52140	SAFRAN AEROSYSTEMS (ex : SAFRAN AEROSYSTEMS DUCTS)	FR78482605771	safran_52140_invoices@cba.fr
42139	SAFRAN AEROSYSTEMS (ex : SAFRAN AEROSYSTEMS FLUID)	FR78482605771	safran_42139_invoices@cba.fr
32138	SAFRAN AEROSYSTEMS (ex : SAFRAN AEROSYSTEMS HYDRAULICS)	FR78482605771	safran_32138_invoices@cba.fr
72115	SAFRAN AEROSYSTEMS (ex : SAFRAN AEROSYSTEMS SERVICE EUROPE)	FR78482605771	safran_72115_invoices@cba.fr
92207	SAFRAN AEROSYSTEMS (ex : SAFRAN AEROTECHNICS)	FR78482605771	safran_92207_invoices@cba.fr

3.6 Electronic invoicing

If you are in favor of dematerializing your invoices. We invite you to contact the following unit:

sfs.digitalisationfacturessafran.saf@safrangroup.com

3.7 Request for a statement of accounts by the statutory auditor

You must select the qualification of the need > **[Request a circularization]**

We invite you to attach the document concerning the certification of accounts.

3.8 Change of location (Postal address /SIRET....)

Please contact the following department: saf.mdmsupport@safran.fr

Please provide us with any relevant documents attesting to your change of situation.

3.9 Change of bank details

Please contact: saf.mdmsupport@safran.fr

Please provide us with any relevant document attesting to your change of situation.

4. OTHERS

Please select this category if your request does not appear in any of the categories above.

5. You can then track the resolution of your incident by accessing this INTERFACE

In the section, “My active Cases”, you have a history of your incident and in real time with their status.



The screenshot shows the top part of a web interface. On the left, there is a menu icon and the text "#My Active Cases". On the right, there is a search bar with the placeholder text "Search" and a magnifying glass icon, followed by a blue button labeled "Create". Below this is a table header with the following columns: "T1: Ticket creation", "Ticket number", "Ticket Title", "Demande créée par", "SAFRAN Entity", "Status Reason", "Level", "T4: Ticket closing", and "SLA Status".

To going back on your incident, One only has to click on « Display the details »



The screenshot shows the "Mes incidents ouverts" section of the interface. It features a search bar with the placeholder text "Rechercher" and a magnifying glass icon, and a blue button labeled "Ouvrir un nouvel incident". Below this is a table with the following columns: "T1 : Création dossier", "Numéro de dossier", "Titre de l'incident", "Demande créée par", "Entité SAFRAN", "Raison du statut", "Niveau", "T4 : Cloture dossier", and "SLA Status". The table contains three rows of data. The second row is highlighted, and a red box is drawn around the "SLA Status" cell, which contains a dropdown menu with the options "Afficher les détails" and "Annuler l'incident".

T1 : Création dossier	Numéro de dossier	Titre de l'incident	Demande créée par	Entité SAFRAN	Raison du statut	Niveau	T4 : Cloture dossier	SLA Status
17/01/2017 15:43	SFS-00495-V7M1T3	cockpit	TATA TITI	Safran Aero Boosters	En cours	Niveau 1		In progress
25/01/2017 08:30	SFS-00522-X4V8W6	Demier test avant bascule en prod	TATA TITI	Safran Aero Boosters	En cours	Niveau 1		Afficher les détails Annuler l'incident
21/12/2016 13:29	SFS-00445-TDJ8P7	Mon 2ème incident		Holding	En cours	Niveau 1		In progress