

BILLING SUPPORT

Service delivered by Safran Finance Services

Supplier Call Center 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 ?

⇒ **Warning:** This tool replaces the known mails so far:
suppliers@sfs-safran.fr Mails received from 2 October 2017 will no longer be processed.

- The advantages of this form are numerous :
 - the applicant must fill in a form and his / her company identification (VAT number, email, etc.), which limits the risk of error,
 - easy to use, it is the single entry point for internal and external to support on payments
- 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/>

1. 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?

- ✓ To identify yourself :
 - 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 MDM code if you have one. Otherwise it's your supplier code in one of Safran subsidiaries that you deal with usually. **This Code is available on your purchase order.**

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

- ✓ Intra-Community VAT must be written without space (for example: FR59692015217).
- ✓ It is highly advised to enter all your VAT code by this way in your Invoices .

Accueil / Create account

Create account

COMPANY

Company *

Outalde 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 *

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.
4. Confirm your registration by activating the link sent in the confirmation email.
5. Keep your username and password safe for future logins.

2. Report your incident

1. Click on « Billing Support »



Home

Home

2. Go to the « Create »

Customer Self-Service - Home page support

#My Active Cases ▾ Search

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. Fill in the information :

Customer Self-Service - Add a case

Requested by *

Contact *

SAFRAN Entity *

Title *

Subject *

N° de commande

Message subject

Description

Attach a File

4. You can then track the resolution of your incident by accessing this interface

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

#My Active Cases ▾ Search

T1: Ticket creation ↑	Ticket number	Ticket Title	Demande créée par	SAFRAN Entity	Status Reason	Level	T4: Ticket closing	SLA Status
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- ✓ To going back on your incident, One only has to click on « Display the details »

T1: Ticket creation ↑	Ticket number	Ticket Title	Demande créée par	SAFRAN Entity	Status Reason	Level	T4: Ticket closing	SLA Status
10/5/2017 10:30 AM	SFG-159374-Z1M7H3	edf	rr	Alibus Safran Launcher	In Progress	Level 1	In progress	<input type="button" value="View Details"/> <input type="button" value="Cancel Case"/> <input type="button" value="View Details"/>