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 adresses 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.

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

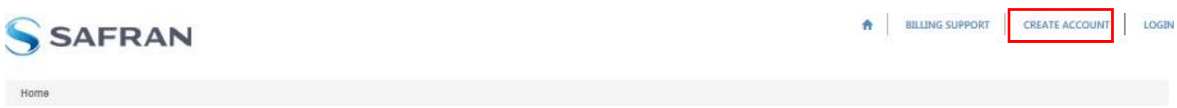
For the French version: https://sfssupport.microsoftcrmportals.com/fr-FR/

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 « submitt ».

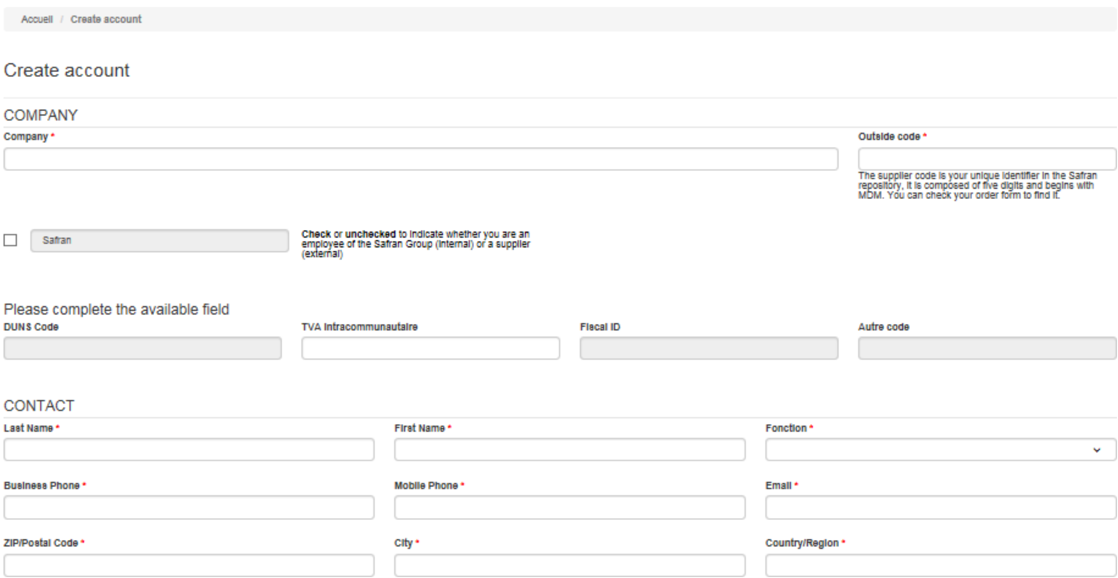
Which information are required to create your account?

- ✓ 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 MDM code**. **__This Code is available on your purchase order.__**

  If applicable, your supplier code used with one of the SAFRAN entities could be register.

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


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 *

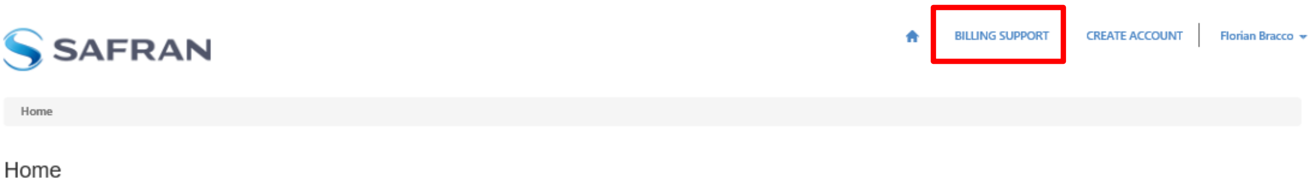
ZIP/Postal Code * | City * | Country/Region *

Please be careful, an incomplete account will be automatically refused

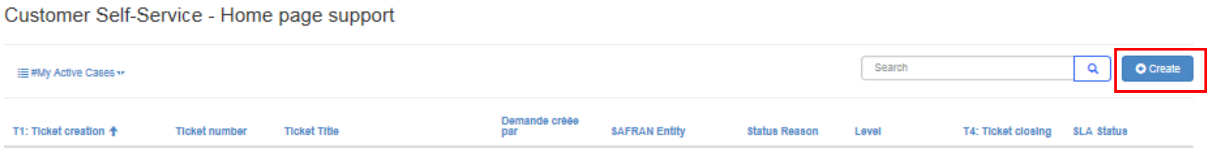
3. You will receive a confirmation email sent to your email address within 24 hours.
4. Confirm your registration by activating the link sent in the confirmation email.
5. Keep your username and password safe for future logins.

2. Report your incident

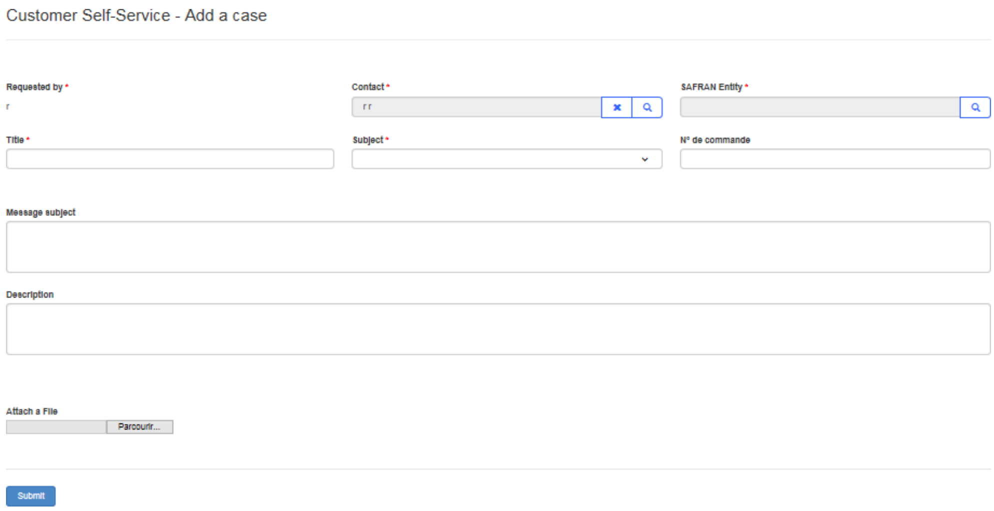
1. Click on « Billing Support »



2. Go to the « Create »



3. Fill in the information :



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.

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