GE imagination at work

Supplier Connect Global Invoice Lookup Tool Guide

https://www.gesupplierconnect.com/globalinvoicelookup/#/home

FAQ (Frequent Asked Questions)

1. What web address should I use to go to GE Supplier Portal?

2. Do I need to register to be able to access the Invoice Inquiry Tool?

3. How can I search for Payments / Invoice details?

4. How can I submit queries related to Invoices or Payments?

1. What web address should I use to go to GE Supplier Portal?

To access to GE Supplier Portal, you should type or paste the http://www.gepays.com address into your Internet browser.
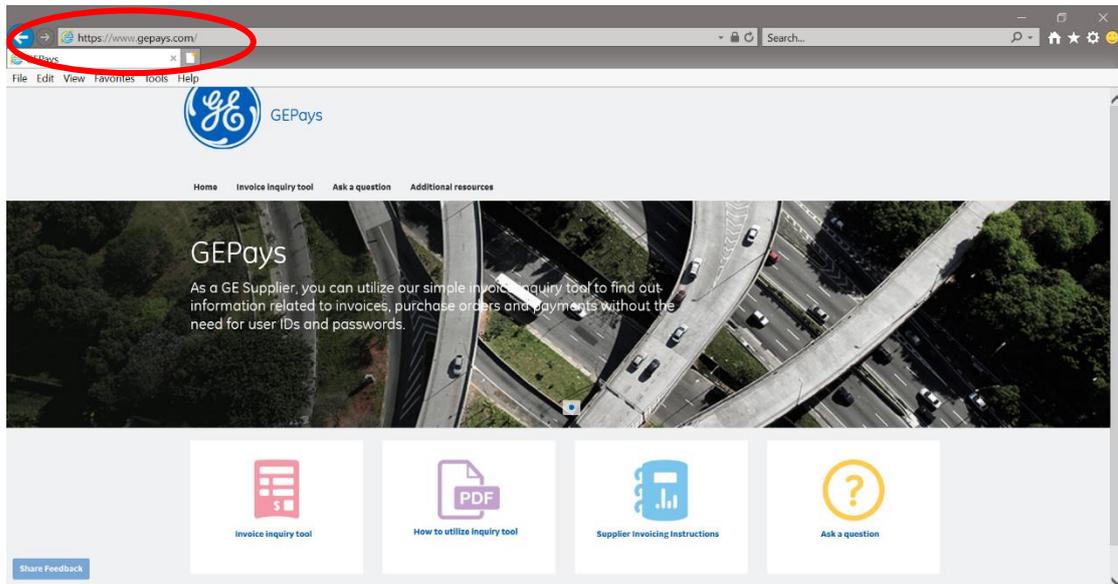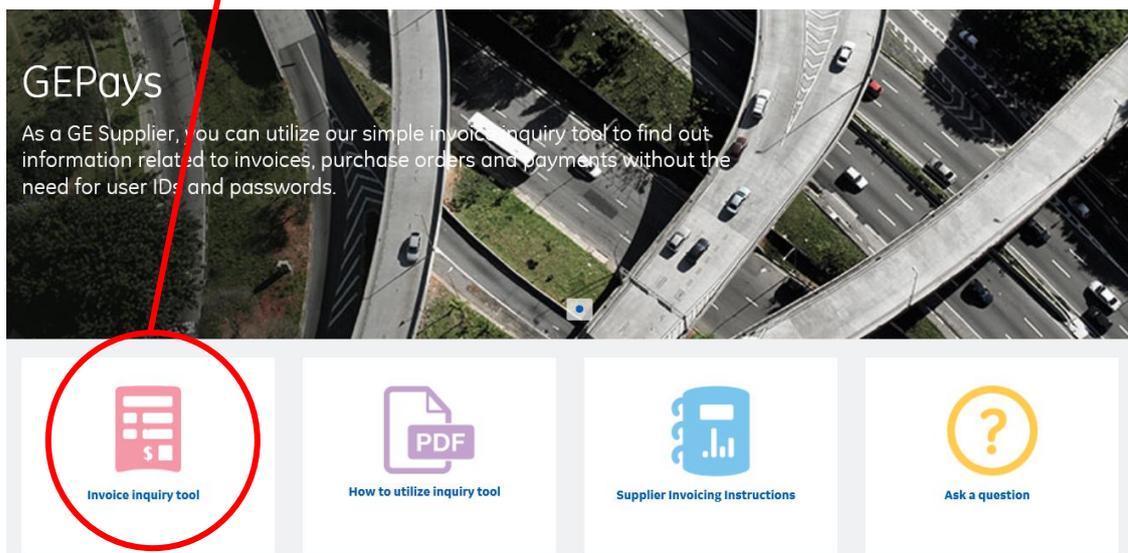

2. Do I need to register to be able to access the Invoice Inquiry Tool?
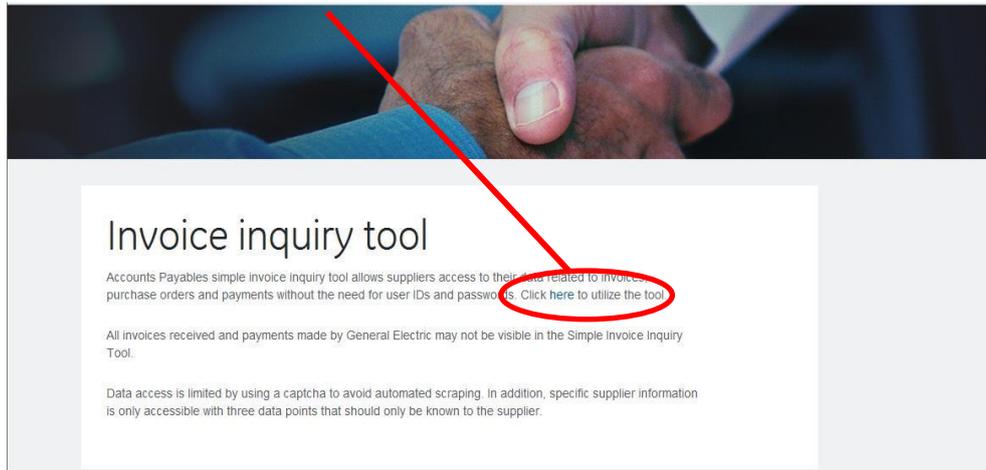
No registration is required for accessing the Supplier Connect Global Invoice Lookup tool.

3. How can I search for Payments / Invoice details?

Step 1: Click on "Invoice Inquiry Tool"

Step 2: Click on the link to utilize the tool

Step 3: Put a PO number or an invoice number and press submit

Step 4: Based on your PO or invoice, choose the searched item (for authorization, additional information should be known based on PO or Invoice: Invoice number, invoice amount, invoice date or GSL number, PO Number and Invoice Date)

Important Note: Please take a note of the following simple rules:

1. Tick the preferred items and click on Submit

2. Multiply items can be chosen

3. Please ask about special characters usage (Invoice Number) from your GE Buyer or Business contact

Step 5: If an invoice/payment cannot be found in the system, the following error message will display

This means that either you did not enter the fields correctly or your invoice still has not reached our Accounts Payable Team. To be able to get more information about your invoice/payment, please raise a query through Supplier Support Portal.

Step 6: If an invoice/payment is found in the system, and further information required, please click on "Supplier Support Portal" To raise a query with our Accounts Payable Customer Service team

4. How can I submit queries related to Invoices or Payments?

Step 1: To raise a query with our Accounts Payable Customer Service team, you can do the same from the home page of www.gepays.com by clicking on "Ask a Question"
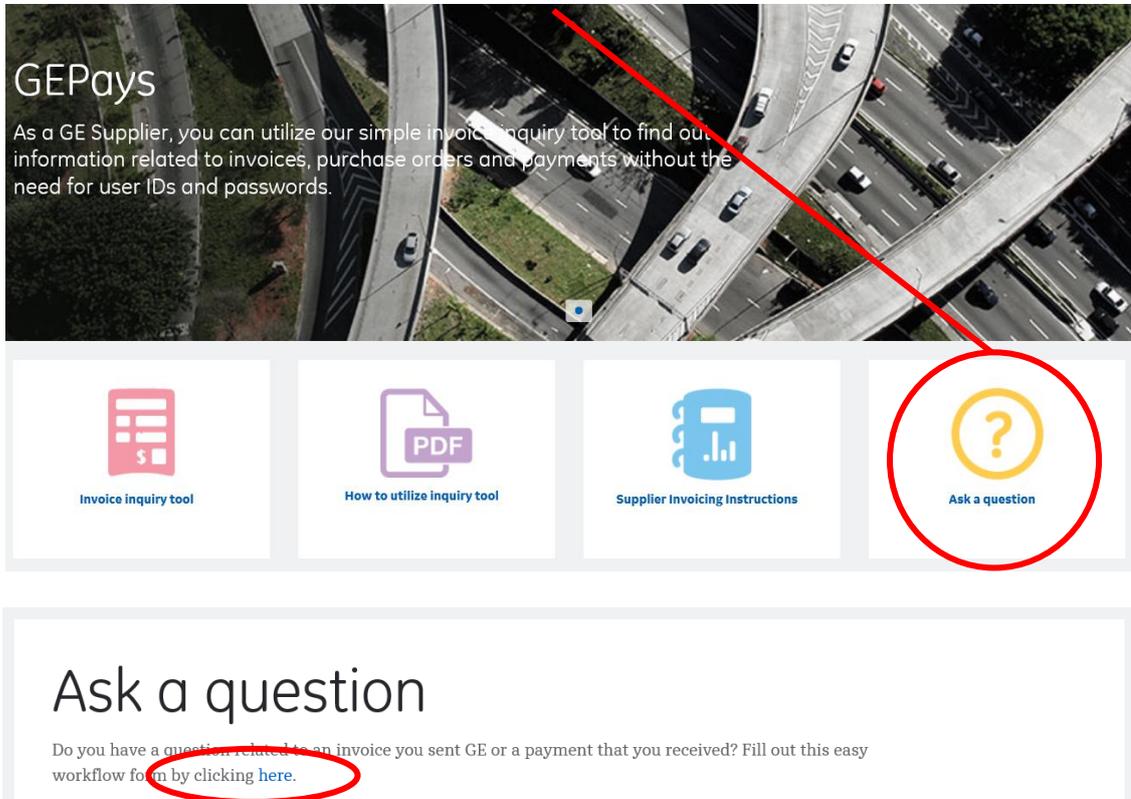
You can also type or copy/paste the following direct link into your Internet browser:
https://gecorp.custhelp.com/app/utils/login_custom/redirect/S2PSupplierSupport%2Fcustomer_inquiry

Step 2: Log in using your GE Partner account details. If you do not have an account yet, please use the Sign Up link to register
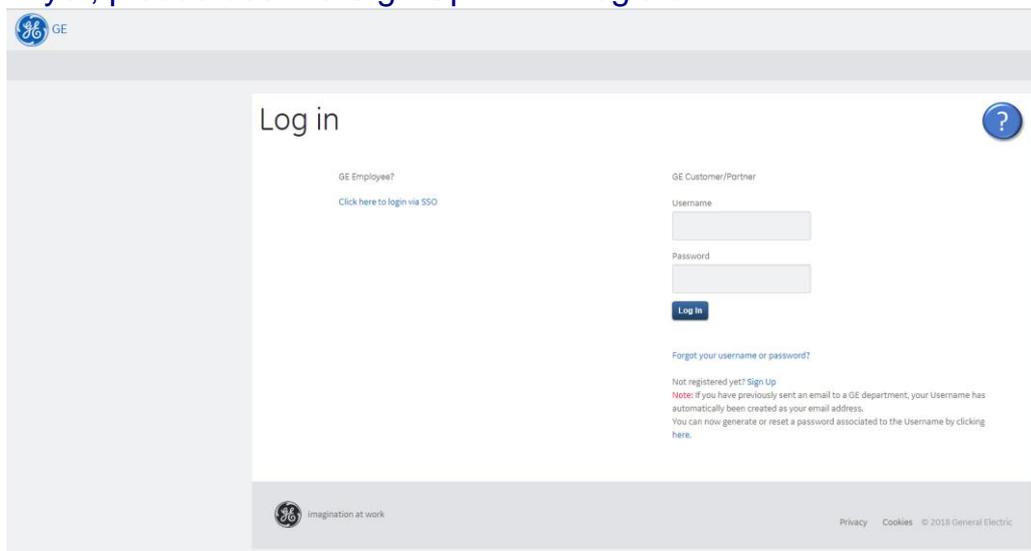
Step 3: Select the GE entity you are dealing with using the available search options, select the category for your query, and fill in all required information on the form. Mandatory fields are marked with asterisk (*). Depending on the type of the query, additional fields to fill in will display

Step 4: After you successfully submitted your ticket, you will also receive an email notification with the ticket number and link to the request you have opened.
Any further updates for the ticket will be provided by email. You can add any extra comments if needed by replying to those emails, or by using the click here option that will be included.