

Frequently Asked Questions

What is the Invoice Status application?

The Invoice Status application is a web based system where you can look up the status of your invoices billed to Sodexo.

Why do I need my Vendor number?

To protect our partnership with our suppliers and their competitive pricing, vendor numbers are assigned and required to register.

Where can I obtain my Vendor number?

Sodexo Accounts Payable will help you obtain your vendor number, 1-800-828-7762 Option 1 then 2.

Can I request access to multiple Vendor numbers under one log-in ID?

Yes, please reference the Vendor Portal Job Aid for specific instructions on requesting additional vendor numbers.

Why do I need a corporate email address?

For security reasons a valid corporate email address is needed in order for you to register to protect our suppliers from others obtaining their information.

I registered, but am unable to access the application, why?

Upon registration request, Sodexo Accounts Payable will review and approve or reject each request for access as applicable. Requests for access will be reviewed within one (1) business day of receiving them. Once approved, the requestor will receive an email with instructions to activate their account.

Can I look up Credits?

Yes, if searching by an invoice date range, credits that fall within the date range entered will automatically be returned in the results set. You can also enter a credit memo number(s) in the Invoice Number filter or a negative amount in the Invoice Amount filter to perform a search.

What if the search does not return any results?

Potential reasons for an invoice search not returning results are as follows:

- The invoice number is incorrect (the invoice number must be exact – confirm no unnecessary spaces are at the beginning or end). If still no results are returned try searching by an invoice date range.
- The invoice amount is incorrect (the amount must be exact and no commas or dollar signs should be used).
- The vendor number entered is incorrect.
- The invoice is not yet available on the Invoice Status Lookup. There is a one business day lag between when an invoice is loaded and when it becomes available on the Invoice Status Lookup. Also, the availability of non-electronic invoices is dependent upon when the invoice is received at the physical location and when it is submitted for payment. Please allow ample time for receipt, review, and approval of non-electronic invoices.

If you believe you have all of the correct information and allowed sufficient time for processing but you still cannot obtain your invoice status, contact Sodexo's Accounts Payable 1-800-828-7762 Option 1 then 2.

How far back can I search?

To maximize performance and the speed with which the application can respond, the history available has been reduced from the past version. At go-live of the enhanced application, one (1) year of data will be available to search. During 2017, this will be increased to three (3) years of data.

Will results be returned for all fields in the results grid?

There are some scenarios that will not return results in all fields. Here are some examples:

- If the electronic invoice status returned for the invoice is not Paid / Pending, then several fields will not contain results (e.g. Due Date, Payment Date, Check Number, etc).
- For non-electronic invoices, the Recon System field will not return results.

What if I have invoices with the same amounts?

All available results for the invoice range used (number, date, or amount) will be returned.

Can you provide more information on the Electronic Invoice Status?

A list of electronic invoice statuses including a description, any required action, and contact information is as follows:

Electronic Invoice Status	Description	Vendor Action	Contact Information
Received – Awaiting Validation	Invoice has been received and loaded but not yet undergone error checking and validation process.	No action. An invoice should not remain in this status for more than one business day.	N/A
Error	Invoice did not pass error checking.	Allow Sodexo's EDI team at least 24 hours to review. If no change in status, please contact Sodexo EDI Support.	EDIProductSupport.NorAm@sodexo.com
AP Review	Invoice did not pass validations or requires additional action from Sodexo AP before it is sent to the site for review and approval.	No direct action. Sodexo AP will contact vendor for any needed information. If invoice remains in this status for an extended period of time, please contact Sodexo AP.	APEDIAdministrator.NorAm@sodexo.com 1-800-828-7762 Opt 1, 2
Closed w/o Payment	Invoice failed error checking or validations and will not be paid.	Update your records for non-payment. If additional information is needed, please contact Sodexo AP.	APEDIAdministrator.NorAm@sodexo.com 1-800-828-7762 Opt 1, 2
Site Review	Invoice has been received by Sodexo location (Site) and is awaiting review and approval.	Allow the Sodexo location ample time to review and approve the invoice and follow up as needed using contact information on file for the applicable location.	Sodexo location email or phone number
Approved for Payment	Invoice was approved by Sodexo location and awaiting submission to AP system used to apply payment terms and generate payment.	No action. An invoice should not remain in this status for more than one business day.	N/A
Rejected	Invoice was rejected by Sodexo location and will not be paid.	Update your records for non-payment. If additional information is needed, please contact the Sodexo location/customer to gather information before contacting Sodexo AP.	Sodexo location email or phone number
Paid / Payment Pending	Invoice has been approved and received for payment.	Review the Due Date and Payment Date fields to determine if payment is pending based on terms or if it has already been made.	APEDIAdministrator.NorAm@sodexo.com 1-800-828-7762 Opt 1, 2
Client Pay	The customer or client at the location, not Sodexo is responsible for payment.	Contact the client for status of payment on an invoice. If this is not a client pay invoice and is owed by Sodexo, please contact Sodexo AP.	APEDIAdministrator.NorAm@sodexo.com 1-800-828-7762 Opt 1, 2

Note: The statuses above follow a sequential order. The only exception is Closed w/o Payment. This could also occur after a Rejected status.

The application isn't working who do I contact?

For technical difficulties, click the help button at the top right of your screen or please send an email to: SodexoPortalAdmin.Noram@sodexo.com