Strategic Sourcing Group – Procurement Operations

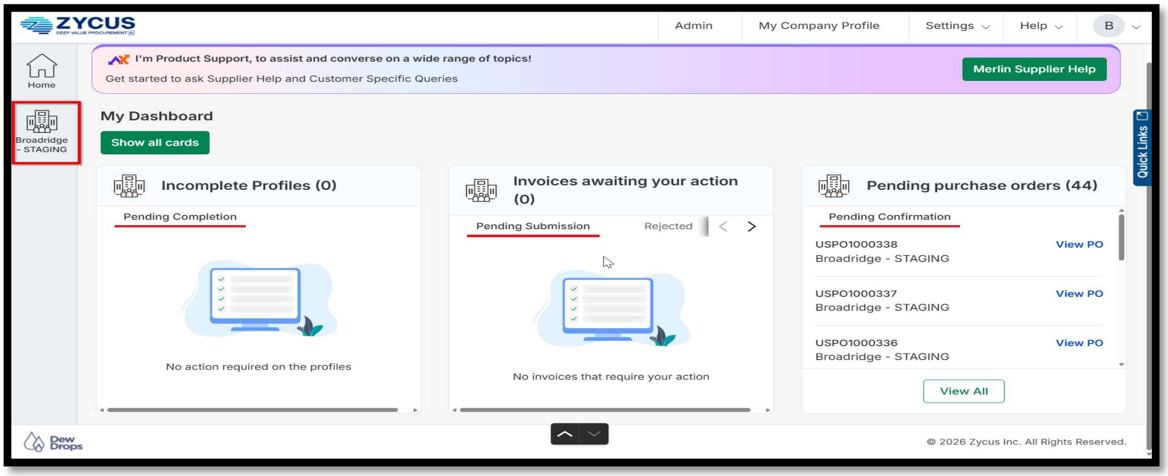
Zycus Supplier Network (ZSN)

Supplier Guide for Key Actions in the Zycus Supplier Network (ZSN) Portal

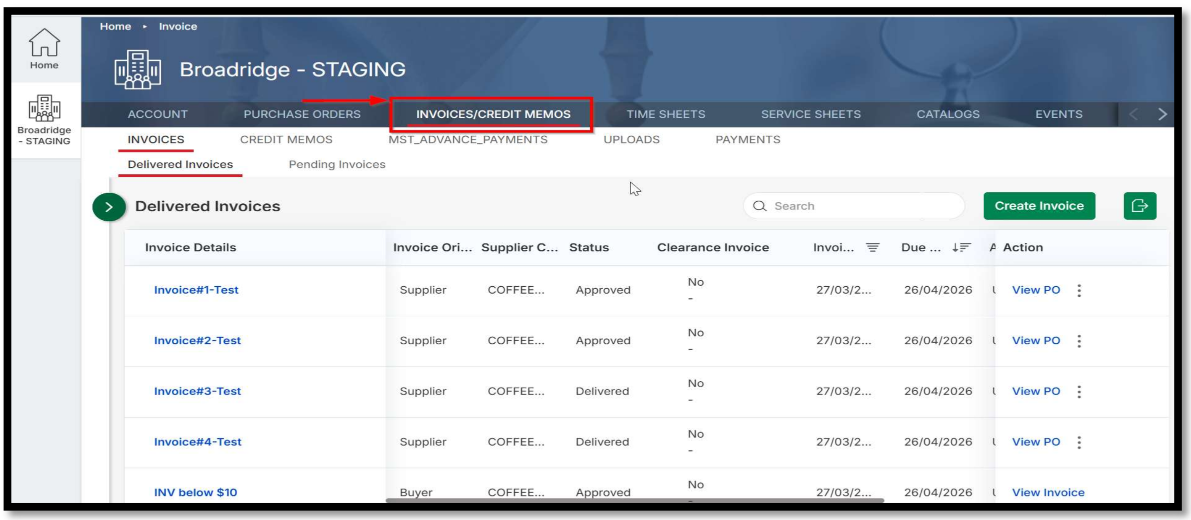
How to Check Invoice Status and Payment Details in ZSN

Step 1: Log in to ZSN

Log in to the **ZSN Portal** and select **Broadridge Financial Solutions, Inc.** from the side panel.

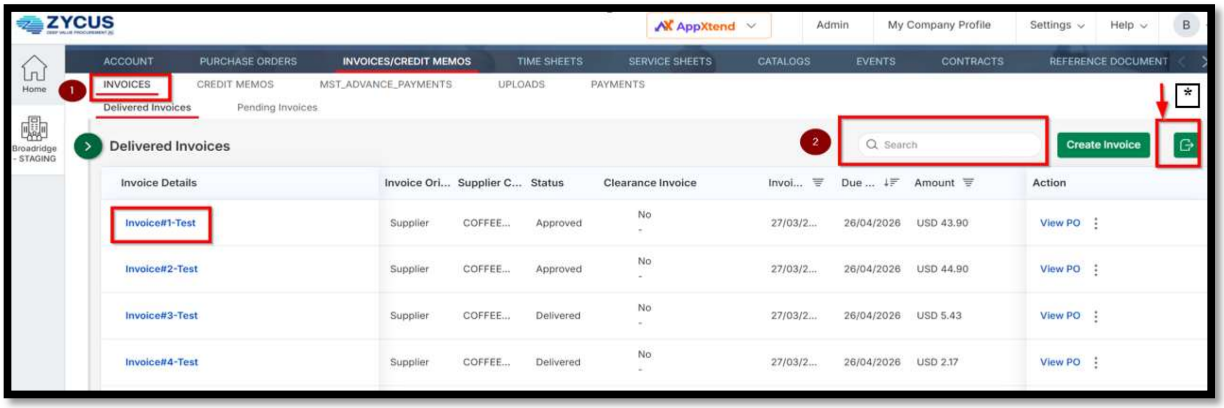


Step 2: Click on the **Invoice/Credit Memos** tab.



Step 3: View Submitted Invoices

- Open the Invoices section within the Invoice/Credit Memos tab
- View submitted invoices and their current status



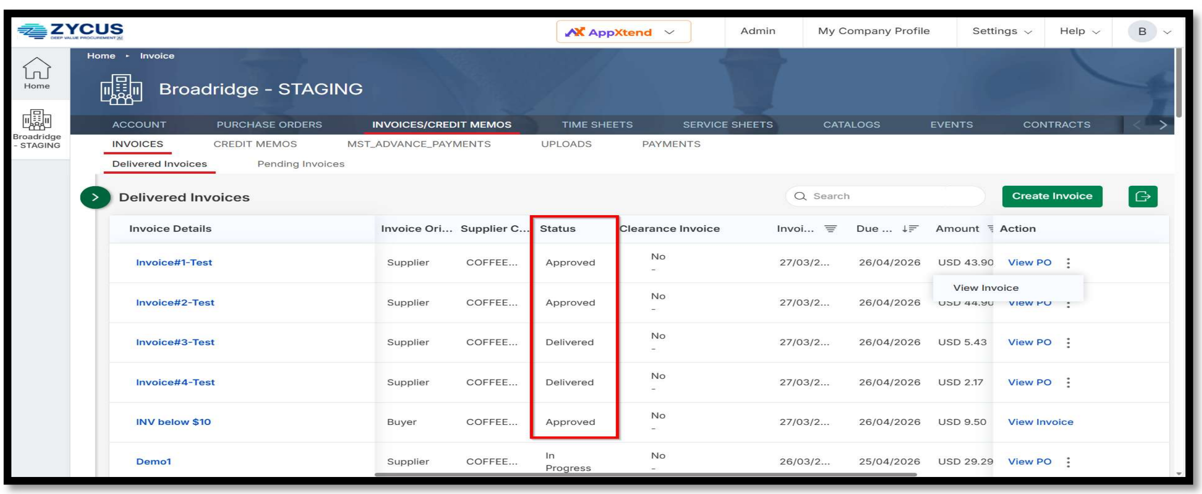
Note: *You can also export the invoice list by clicking on export to excel option towards the right side of the screen.

Step 4: How to check the invoice status

You can find the status of your invoice in two ways:

Option 1:

Delivered Invoices: The status bar on the invoice listing page of Delivered Invoices helps you understand the current state of the invoice.

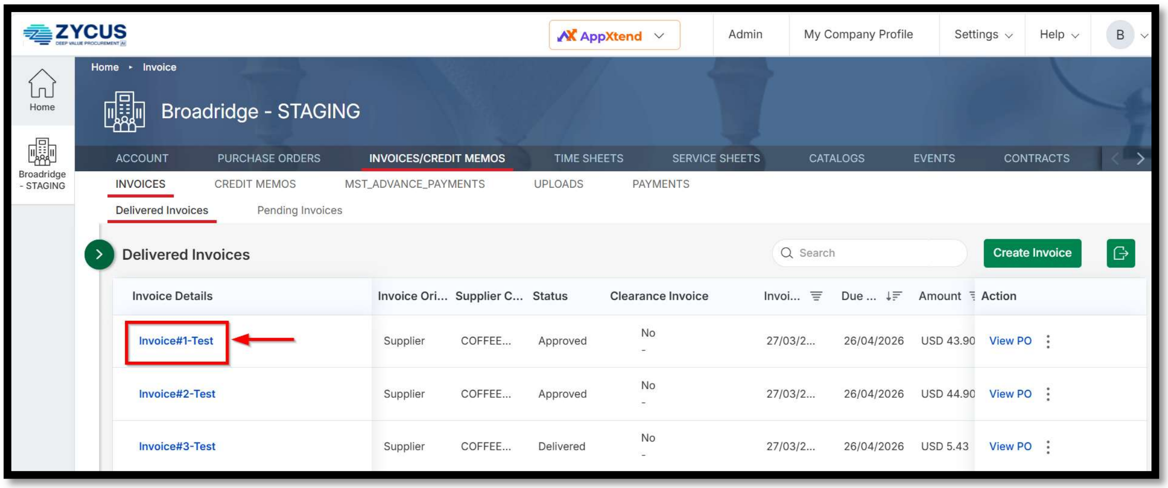


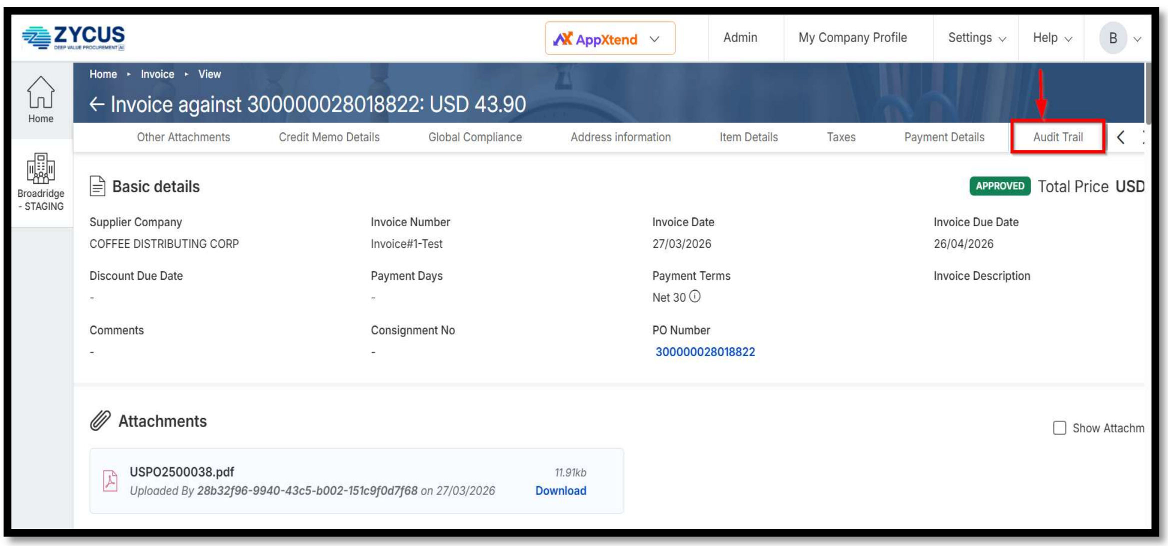
*Note: *If you're unable to find the invoice on this page, please check the Pending Invoices section. If it is still not available, please contact the BR Requester.*

OR

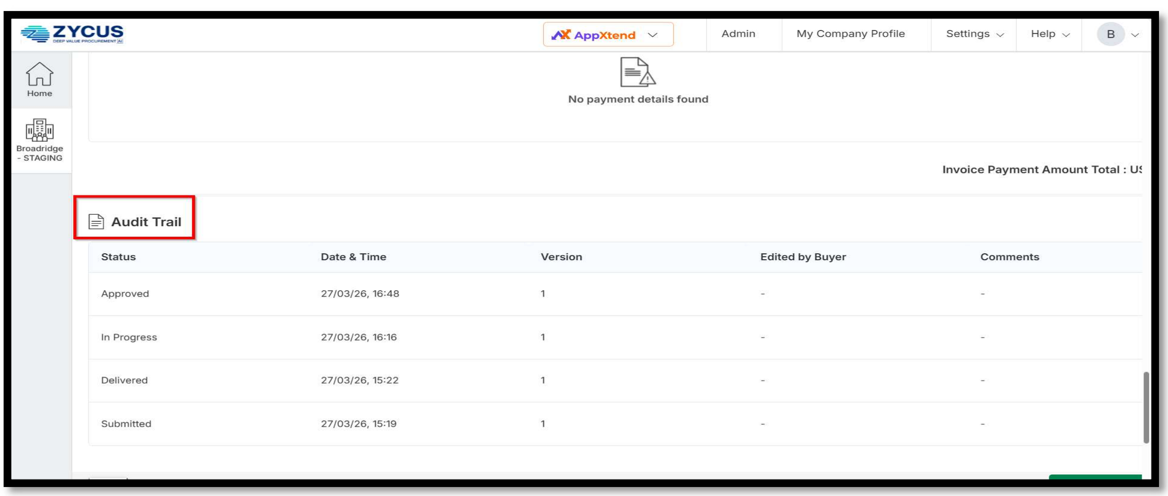
Option 2:

Audit Trail within Invoice details - Click on the **invoice number** and navigate to the **Audit Trail** section to track the invoice history.

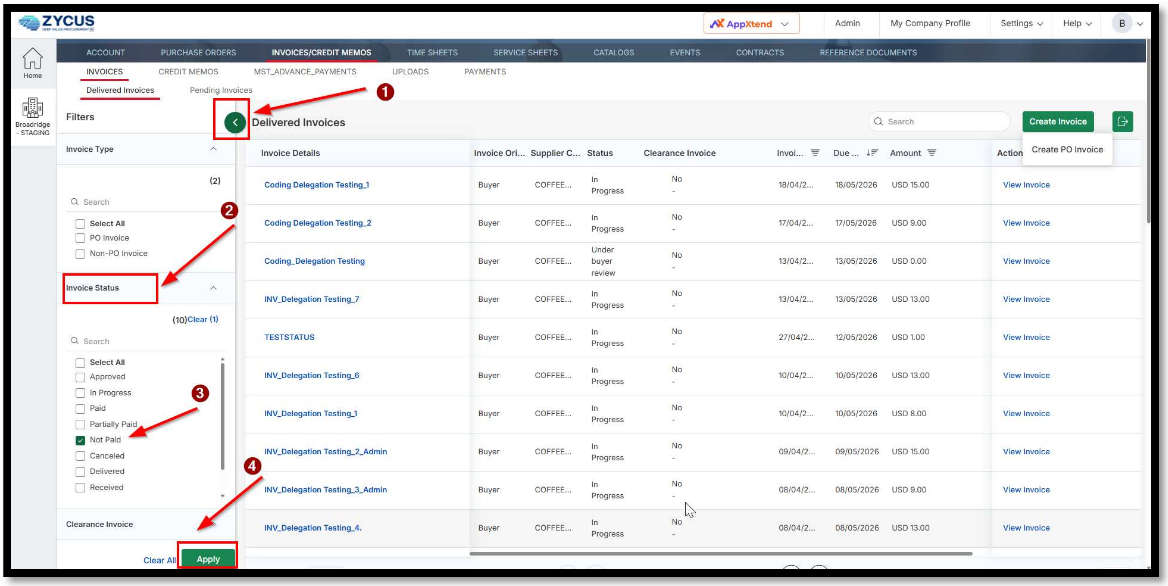




**Audit Trial section will be visible for invoices submitted via ZSN only*



<u>Filters:</u> You can use the left arrow next to Delivered Invoices to filter invoices by status



Invoice Status & their Description:

PO Invoices:

Invoice Status	Submitted via ZSN	Submitted via Email
Submitted	**Visible under Pending Invoices:** The invoice is pending to be processed by Broadridge.	The invoices sent via email will not be visible in ZSN.
Received / Delivered	The invoice has been acknowledged and processed by Broadridge.	
In-Progress	The invoice is under Review/Approval. This status may appear if the invoice has been submitted for internal approval or if there is a discrepancy / mismatch between the invoice details and the PO details, for example, an overbilled invoice. You have a couple of options 1. Check with the "**Requester**" at Broadridge- All POs will have BR Requester. 2.Check Status by submitting a support ticket with AP Shared Services: APShared.Services@broadridge.com	
Canceled	The invoice has been voided/canceled by Broadridge, please reach out to BR requester for further details.	
Rejected	The invoice has been Rejected by Broadridge invoice approvers. You have a couple of options 1.Check with the "Requester" at Broadridge- All POs will have BR Requester. 2.Check Status by submitting a support ticket with AP Shared Services: APShared.Services@broadridge.com	
Approved	The invoice has been approved by Broadridge for payment processing.	
Paid	The invoice has been fully paid	

Non-PO Invoices:

Invoice Status	Submitted via ZSN	Submitted via email
Under Buyer Review	**Not applicable** *Currently Non-PO Invoices cannot be submitted via ZSN	The invoice has been successfully received by Broadridge **via email**, and it is submitted for internal review (submitted for internal coding)
In Progress	**Not applicable**	The invoice has been submitted for internal approval
Canceled/Rejected	**Not applicable**	The invoice has been canceled or Rejected by Broadridge. You have a couple of options 1.Check with the "Requester" at Broadridge 2.Check Status by submitting a support ticket with AP Shared Services: APShared.Services@broadridge.com
Approved	**Not applicable**	The invoice has been approved by Broadridge for payment processing.
Paid	**Not applicable**	The invoice has been fully paid

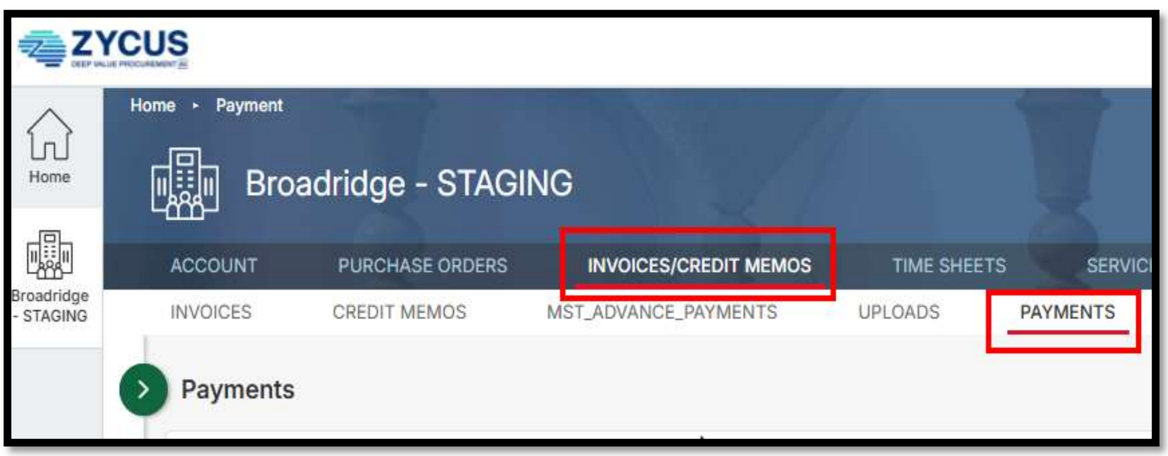
Step 5: Access Pending Invoices

To view the pending invoices page, go to the Invoice/Credit Memo Listing page. From the submenu, click on the Pending Invoices tab to access the list of pending invoices.

Step 6: View Payment Details:

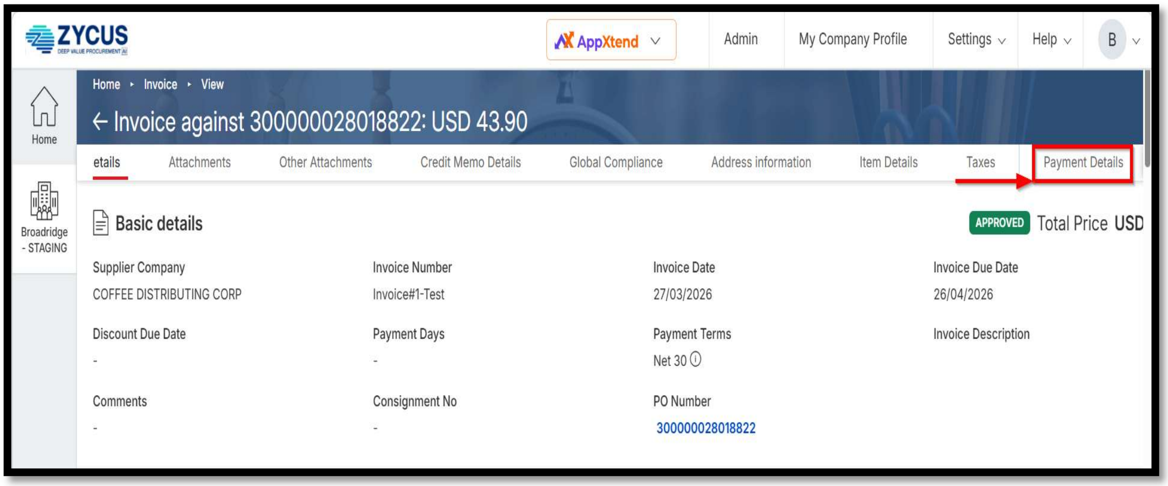
To view the **payment status**,

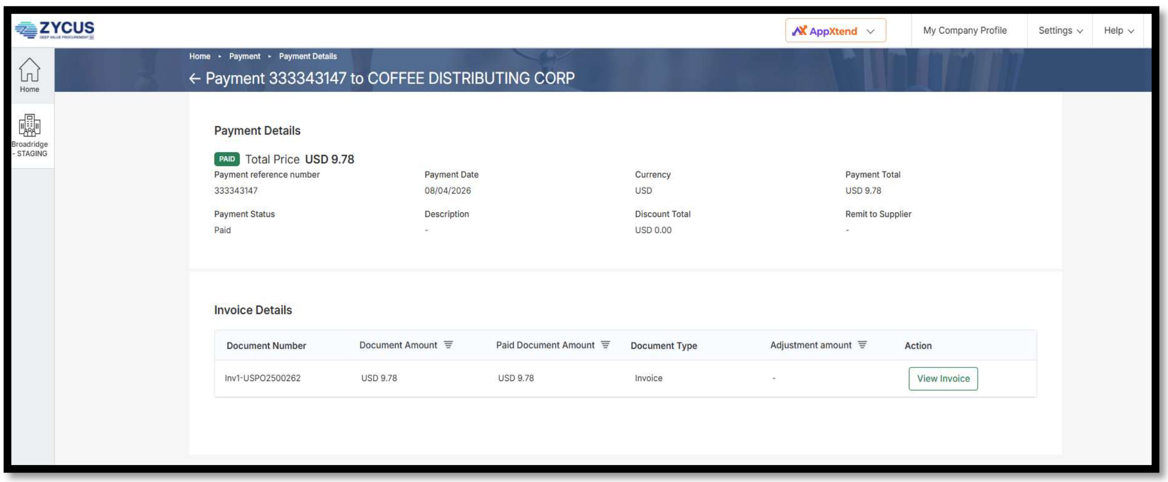
1. Click on **PAYMENTS** tab under Invoices/Credit memos



OR

2. Open the **invoice** and navigate to the Payment Details





Contact

For any queries related to ZSN please contact Supplier Portal Support team (SupplierPortalSupport@broadridge.com)

End of Process