



Vendor Learning Seminar

X EXCHANGE™ **Proper Invoice**

- **Invoice number—unique and non-duplicated**
- **Invoice date—cannot be earlier than PO (Purchase Order)ship/deliver date nor can it be future dated**
- **PO/Von (Vendor Order Number) number, if applicable**
- **AAFES assigned Vendor Number (Pay/Procurement code)**
- **Remit to address**
- **Net terms**



EXCHANGE™ **Proper Ways to Submit Invoices**

- › **EDI Vendor-Transmit invoices via EDI.**
 - › EDI transmission issues, contact EDIErrorSupport@aafes.com

- › **To Submit paper invoices**
 - › APInvoices@aafes.com

- › **General questions or correspondence**
 - › APInfo@aafes.com

- › **DSD w/Invoice Vendor-all invoices should be dropped off at the facility for processing**
 - › You should be able to locate payment information <http://partners.aafes.com>

EXCHANGE™ **Update Payment Information**

- › **Address or location changes**
 - › Submit to APSupport@aafes.com
 - › On company letterhead
 - › Signed by the appropriate official

- › **Banking information update**
 - › Submit to APSupport@aafes.com
 - › Company letterhead
 - › Signed by the appropriate official

EXCHANGE™ ACH/Electronic Payment

➤ Receive Payments in a timely fashion.

Print	Route	Save As	Save	To Catalog
Army and Air Force Exchange Service (Exchange) ELECTRONIC PAYMENT AUTHORIZATION This form authorizes us to make EDI payments with addenda records that carry payment-related information to you. You should bring this information to the attention of your financial institution for completion. When the form is completed, please fax to: Fax #: 214-465-2339 Vendor Number: _____				
Your Company Information				
Company Name: _____		Email: _____		
Address: _____		City: _____	State: _____	Zip: _____
A/R Remittance Address: (if different) _____		City: _____	State: _____	Zip: _____
Contact Person Name: _____		Telephone: _____		
		FAX: _____		
How do you want the remittance information routed? <input type="checkbox"/> Together <input type="checkbox"/> Internet <input type="checkbox"/> Separate (820)				
W-9 IRS _____				
Financial Institution Information (to be completed by your financial institution)				
Payment Format: CTX Credit 820 Version 4030				
Bank Name: _____				
Address: _____		City: _____	State: _____	Zip: _____
EDI Coordinator Name: _____			Telephone Number with Area Code: _____	
Nine-Digit Routing Transit Number: _____			Swift Number: (for international transactions only) _____	
Account Number: _____				
Type of Account: <input type="checkbox"/> Checking <input type="checkbox"/> Savings				
I hereby authorize the Exchange to initiate credit entries to the account specified in accordance with applicable rules relating to corporate payment entries of the National Automated Clearing House Association (NACHA) and its related member associations. This authorization is to remain in full force and effect until either party has given sixty (60) days written notice to the other party.				
_____	_____			_____
Date	Authorized Name & Signature			Title

EXCHANGE FORM 7350-003 (REV MAY 14)

EXCHANGE™ **Most Common Invoice Issues**

- › **Out of tolerance invoices (invoice exceeds PO/VON amount).**
- › **Pricing issues**
 - › Contact buyer immediately.
- › **Discount days**
 - › Invoice submitted late
- › **Illegible Invoices**
 - › Colored paper or shaded areas on paper invoice may result in an illegible image

› **Invoicing**

- › Submitting duplicate invoices
- › Double billing- same invoice with same Von with a new invoice number
- › Billing before merchandise received
- › Not providing Vendor Code number on invoices; delivery ticket (procurement code number)

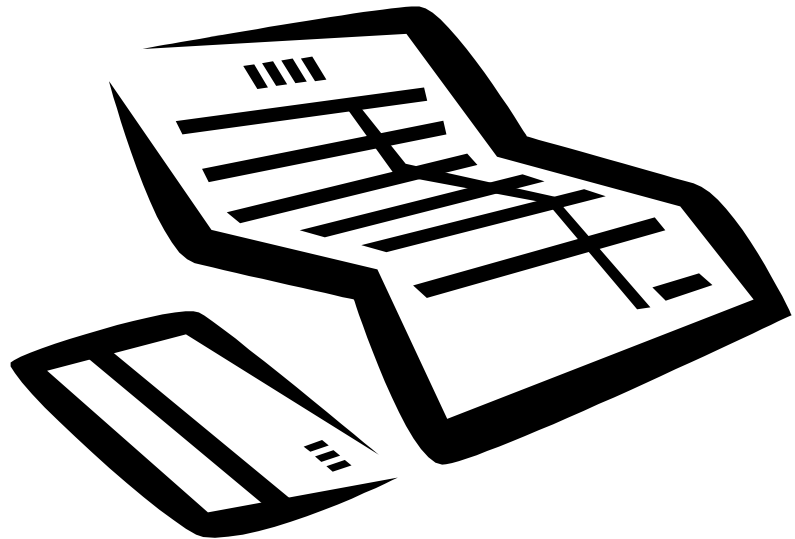
› **Missing information on EDI invoice. Required information:**

- › Facility name and number
- › Line item descriptions
- › UPC# / Item# / CRC
- › PO# / Von #/ Contract # (when applicable)

› **EDI Vendor sending in paper invoices and not transmitting via EDI**

X EXCHANGE™ **Improper Invoice Facts**

- › **Improper invoices will be returned unpaid**
 - › Net terms begin according to new invoice received date.
 - › Resubmitted proper invoices will be assigned a new date for PPA compliance.



EXCHANGE™ **Vendor Compliance Fee**

- › A non-compliance fee can be applied for:

Note: The charges below are per invoice.

Exchange Vendor Noncompliance Rates	
Description	Charge
Multiple/Duplicate invoices	\$150
Sending paper invoice in addition to EDI invoice	\$150
Incorrect pricing	\$100
No PO#/incorrect PO# on invoice	\$75
Returned check due to address change	\$75
Returned ACH payment due to incorrect bank information	\$50

› **Combination of AP-LG-TPM**

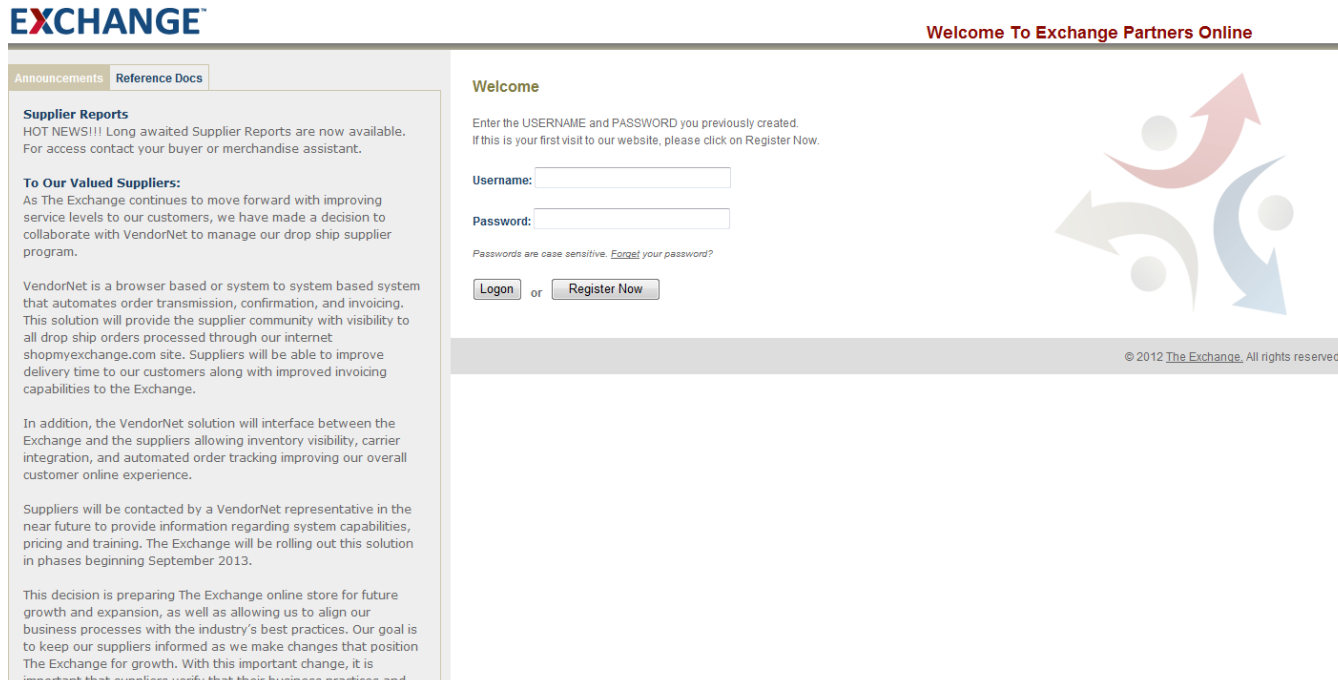
› **Types of Deductions & POC**

- › WWCCV: HQ, TPM, CO-OP
- › WWACVX: Processed by our Facilities
- › ARC: CO-OP
- › A “PRG”: AdminDAC.ClaimTrax@prgx.com
- › C “Connolly”: mccarthy@connolly-consulting.com
- › T “Logistics”: ZZ LG FREIGHT BILL AUDIT@aafes.com

- › **The Exchange's primary post audit firm is PRGx**
- › **The secondary post audit firm is Connolly Consulting**
- › **If you need additional assistance, Post Audit is the liaison between you and our External Post Audit firms.**
 - › PostAudit@aafes.com

EXCHANGE™ Checking Payment Status

- › Partners Website-<http://partners.aafes.com>
 - › You may check payment status of invoices
 - › If you do not have access, you can contact APSupport@aafes.com
 - › If after due date, no payment has been received, contact APInfo@aafes.com



EXCHANGE™ Welcome To Exchange Partners Online

Announcements **Reference Docs**

Supplier Reports
HOT NEWS!!! Long awaited Supplier Reports are now available.
For access contact your buyer or merchandise assistant.

To Our Valued Suppliers:
As The Exchange continues to move forward with improving service levels to our customers, we have made a decision to collaborate with VendorNet to manage our drop ship supplier program.

VendorNet is a browser based or system to system based system that automates order transmission, confirmation, and invoicing. This solution will provide the supplier community with visibility to all drop ship orders processed through our internet shopmyexchange.com site. Suppliers will be able to improve delivery time to our customers along with improved invoicing capabilities to the Exchange.

In addition, the VendorNet solution will interface between the Exchange and the suppliers allowing inventory visibility, carrier integration, and automated order tracking improving our overall customer online experience.

Suppliers will be contacted by a VendorNet representative in the near future to provide information regarding system capabilities, pricing and training. The Exchange will be rolling out this solution in phases beginning September 2013.

This decision is preparing The Exchange online store for future growth and expansion, as well as allowing us to align our business processes with the industry's best practices. Our goal is to keep our suppliers informed as we make changes that position The Exchange for growth. With this important change, it is important that suppliers verify that their business practices and

Welcome
Enter the USERNAME and PASSWORD you previously created.
If this is your first visit to our website, please click on Register Now.

Username:

Password:

Passwords are case sensitive. [Forget your password?](#)

or

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EXCHANGE™*A part of your benefits...A part of your life!*

Welcome [REDACTED] to the Vendor Invoice Inquiry site.

This site is provided to allow our vendors to determine payment status of invoices and/or to provide a point of contact when personal attention is required. This site will allow you to search for invoices by invoice number, PO number, Check number, Due date and Paid date. You can search for a single invoice or use the range option.

NOTE: The system is updated daily between 12:30 a.m. and 3:30 a.m. CST, Monday through Friday and will not be available during this time. Also, the inquiry system will not be available Saturdays and Sundays.

Please indicate action desired:

[INVOICE STATUS INQUIRY](#)

[CHARGE CREDIT VOUCHER STATUS INQUIRY](#)

[REIMBURSEMENT STATUS INQUIRY](#)

[PERSONAL POINT OF CONTACT](#)

- For questions regarding payments, deductions, etc., please email APInfo@aafes.com.

[RECONCILIATION TIPS](#)

[RETURN TO VENDOR LOGON](#)

The screenshot shows the EXCHANGE web application interface. At the top left is the EXCHANGE logo. Below it, there are two input fields: "Vendor Name:" and "Vendor Number:", both containing blacked-out text. A "Go Back To Home" link is positioned below these fields. A search navigation bar contains four tabs: "Search by Invoice" (selected), "Search by PO", "Search by Date", and "Search by Check". Below the tabs, a grey box contains the text: "An '*' can be used as a wildcard for single invoice searches." This is followed by two input fields: "First Invoice Number:" and "Second Invoice Number:". The "Second Invoice Number:" field is followed by the text "(Optional)". Between the two input fields is the word "to". Below the input fields is a checkbox labeled "Invoices with remarks only". At the bottom of the grey box are two buttons: "Search" and "Clear". Below the grey box is another "Go Back To Home" link. In the top right corner of the application area, there is a banner with the text "A part of your benefits...A part of your life!" and a background image of an American flag.

- › **AP: zzHQFA-CAPSPVRS@aafes.com**
- › **Post Audit Claims-Liaison: PostAudit@aafes.com**
- › **Email invoices to: APInvoices@aafes.com**
- › **Email correspondence to: APInfo@aafes.com**
- › **Access to Partners: APSupport@aafes.com**



Questions?
