Invoices and Credits Inquiry

The Industry Mall is our greatly improved e-commerce solution that will empower your business and customers when performing daily self service tasks from product inquiry to real time ordering. Additionally, inquiring about your product order, invoice, or credits has never been easier. Key features of the Invoices and Credits functionality include:

- Identify and understand information available for invoices, credits, and rebate credits,
- Identify and understand available menu options,
- Sort information in the inquiry results in ascending or descending order, and
- Identify various document links.

This Quick Reference Card (QRC) outlines the steps for initiating an inquiry and viewing the inquiry results.

Initiating an Invoices and Credits Inquiry

1. Log in to the Industry Mall application.

Once you have logged in to the application, you should think about the type of information you wish to retrieve. Several options exist for retrieving information. For example, if you are interested in retrieving invoice and credit information for a specific order, you would select the All option. If you were interested in a specific invoice or a specific rebate credit, you would select that specific option. In our example, we will select the All option.

2. From the Home Page Toolbar, select the All option under Invoices/Credits in the Inquiries pop-up menu.

The application returns a list of items based on the option you selected.

The items retrieved from the inquiry are based on the option selected and the primary account within your user profile unless you have switched accounts and selected another account within your profile.

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**Viewing the Inquiry Results**

The following columns of information are available when the **All** option is selected: invoice number, document type, date, sales order number, customer purchase order number, RGA number, rebate number, and bank report.

The following columns of information are available when the **Credits** option is selected: invoice number, date, sales order number, customer purchase order number, and RGA number.

The following columns of information are available when the **Invoices** option is selected: invoice number, date, sales order number, and customer purchase order number.

The following columns of information are available when the **Invoices** option is selected: invoice number, date, rebate number, and bank report.

The filters option allows you to further narrow the focus of the Inquiry results. Filters include: date, customer purchase order number, Siemens sales order number, RGA number, rebate number, or document number.

- From the Inquiries Toolbar, click the **Filters Menu** drop-down to open the **Results Filter** dialog box.
- In the **Results Filter** dialog box, enter information in a single or multiple fields and click **Submit**.

The application filters the results of your inquiry accordingly.

With the inquiry results displayed, the following functions can also be performed:

- Export the Inquiry results to Excel.
- View selected document or documents.
- Download selected document or documents.
- Print selected document or documents.

And finally, the columns of information can be sorted in ascending or descending order. Items that are bolded, such as the invoice number or sales order number, are links and when clicked will open and display that specific document.