E-invoicing Supplier Guide

Welcome to Cloudflare's esteemed supplier network!

This guide provides a detailed overview of our mandatory e-invoicing procedures to ensure a smooth partnership. We will explain how to use the **Cloudflare Oracle Supplier Portal** for electronic invoicing. Following these instructions for invoice submission will help facilitate accurate and on-time payments.

Prerequisites

- You have successfully logged into the **Oracle Supplier Portal** through this URL.
- You have your **Internal Invoice Number** and **Physical Invoice PDF** ready.

Invoicing Procedures:

Cloudflare uses e-invoicing exclusively for all vendor transactions. Invoices must be submitted through the **Oracle Supplier Portal**.

All invoices must be attached in PDF format and include the following details:

- Vendor name and address
- Cloudflare legal entity being invoiced
- Invoice date
- Unique invoice number (no duplicates)
- Description of goods or services provided, including delivery or service dates
- Remit-to address
- Ship-to address (if different from bill-to)
- Quantity and unit price (if applicable)
- Subtotal, applicable taxes, and total amount due
- Purchase Order (PO) number

Each invoice must also reference an active Cloudflare buyer or authorized Cloudflare contact who requested or approved the goods or services.

If submitting multiple invoices, please upload each invoice as a separate PDF file rather than combining them into a single document.

Payments will be processed in accordance with the payment terms stated on your purchase order.

This step-by-step walkthrough will help you convert your Purchase Orders into invoices for faster processing and payment.

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Submitting Invoices via the Oracle Supplier Portal

Step 1: Locate the Supplier Portal

1. Log into the Oracle Applications Cloud.
2. If your Supplier Portal page doesn't automatically open, click the **Springboard** (home icon) or the **Navigator** (three horizontal lines in the top left), select **Supplier Portal**.
3. On the left-hand side, look for the **Tasks** panel.

Step 2: Create the Invoice

1. Under the **Invoices and Payments** section, click **Create Invoice**.
2. On the "Create Invoice" page, you must first select the **Purchase Order (PO)** you are billing against:
    - Click the **Identifying PO** field
    - Enter your PO Number and click **Search**.
    - Highlight the correct PO and click **OK**.
3. Add **Invoice number**, **Date** and **Document Type**.
4. In the **Attachments** section, click the **+ (Plus)** icon.
    - Choose **File** and upload your PDF invoice.

Step 3: Select PO Lines to Bill

1. Scroll down to the **Lines** section.
2. Click **Select and Add**.
3. A pop-up will show all available lines on the PO. Select the check box for the items/services you are invoicing today.
4. Click **Apply**, then click **OK**.
5. Adjust the **Quantity** or **Amount** for each line if you are only partially billing the PO.

Step 4: Review and Submit

1. Click the **Calculate Tax** button at the top right under **Invoice Actions** to ensure the "Total" matches your records.
2. Check for any **Warning** icons at the top of the page.
3. Once the "Invoice Total" matches the "Lines Total," click **Submit**.

How to Track Your Invoice Status

After submitting, you can monitor your payment process via the **View Invoices** task in your portal.

Status	What it Means
Incomplete	The invoice was saved as a draft but not yet submitted.
In Process	The invoice is currently routed for internal approval.
Approved	The invoice is cleared for payment based on your terms (e.g., Net 30).
Paid	The funds have been released via your chosen payment method.

Need help?

- Payment related inquiries, contact AP@cloudflare.com
- For portal or invoice submission support, contact SupplierEnablement@cloudflare.com

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Frequently Asked Questions (FAQs)

- **Can I submit an invoice without a Cloudflare PO?**
  - No, to ensure invoices have the relevant pre-approvals, all invoices submitted in the Oracle Supplier Portal (OSP) must be backed by a PO.
- **Do I need to attach my PDF invoice?**
  - Yes, attaching a PDF invoice facilitates a simpler and faster approval process.
- **How to connect to Cloudflare via the OSP?**
  - Once your information has flowed from Zip to Oracle, you will receive a "Welcome Email" with detailed steps on how to create a Supplier Portal account.
- **Why do I need to set up Multi-Factor Authentication (MFA)?**
  - Oracle recommends enabling Multi-Factor Authentication (MFA) for security reasons. To access secure payment information, MFA must be enabled. Please visit the Multi-Factor Authentication page for instructions on setting up MFA.
- **How can I update my Supplier details?**
  - Supplier details are managed through the Oracle Supplier Portal. Follow the instructions below to update your organizational details.

    i. **Navigate: Home > Supplier Portal > Supplier Portal tile**

    ii. **Initiate a Profile Update:**
      - On the Supplier Portal Overview page, click on Manage Profile.
      - In the Company Profile section, click the Edit button.
      - Click Yes on the warning message from Oracle to proceed with the changes.

    iii. **Update Organizational Details:**
      - On the Organization Details tab, update the Supplier Name or any other organizational information.
      - Click Save and Submit the request to proceed.

    iv. **Update Tax Details:**
      - Click on the Tax Identifier tab.
      - Update the Taxpayer Country (the country where the supplier is registered for tax).
      - Click Save and Submit the request to proceed.

    v. **Manage Addresses**
      - Update an Existing Address:
        - Click on the Addresses tab.
        - Select the address you wish to update.
        - Click the Pencil icon (Edit).
        - Update the required fields (e.g., Address Line 1) and click OK.
        - Click Save and Submit the request to proceed.
      - Add a New Address:
        - Click the + icon.
        - Populate all required information, such as Address Name and Address Purpose.
        - Click OK.
        - Click Save and Submit the request to proceed.

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- **How can I update my Supplier details? (continued)**
  - i. **Manage Contacts:**
    - Update an Existing Contact:
      - Click on the Contacts tab.
      - Select the contact to update.
      - Click the Pencil icon (Edit).
      - Update the email address or phone number.
      - Click the icon under Contact Addresses to assign the contact to a specific address.
      - Click OK.
      - Click Save and Submit the request to proceed.
    - Add a New Contact:
      - Click the + icon.
      - Populate all required attributes (First Name, Last Name, Email).
      - To create a portal account for the user upon approval, enable the Request user account flag.
      - Click OK.
      - Click Save and Submit the request to proceed.
  - ii. **Manage Bank Accounts (Payments):**
    - *Attachments are mandatory for bank account updates or additions.*
      - Update an Existing Bank Account:
        - Click the Payments tab, then the Bank Accounts sub-tab.
        - Select the row for the bank account to update.
        - Click the Pencil icon (Edit).
        - Update information like the Account Number.
        - Click the Attachments + icon to upload supporting documents.
        - Click OK.
        - Click Save and Submit the request to proceed.
      - Create a New Bank Account:
        - Click the + icon.
        - Populate all required information (Country, Account Number, Bank Name, Bank Branch).
        - Click the Attachments + icon to upload supporting documents.
        - Click OK.
        - Click Save and Submit the request to proceed.
  - iii. **Add Attachments (for Bank Accounts):**
    - Select the Type (Text or File).
    - If Text is selected, provide a reason.
    - If File is selected, upload the attachment.
    - Click the Add button and then OK.
  - iv. **Submit the Changes:**
    - Click Save and Review Changes to perform a final review of all updated information.
    - Once reviewed, click Submit.
  - v. **View the final confirmation of successful submission, and click OK.**
    - *The profile change request will route to Cloudflare approvers. Once approved, the update will automatically reflect on the Supplier Portal.*