

User Guide Supplier Website

Accounts Payable Center



User Guide

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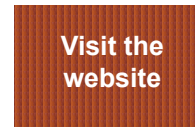




1. Accessing the System

1.1. Log in

To log into the system, please select your Company 's nationality (select "national" for chilean companies, or "foreign" otherwise) . Then enter your Codelco code, which is indicated in the contract ,and finally enter your password. Click on **INGRESAR**.

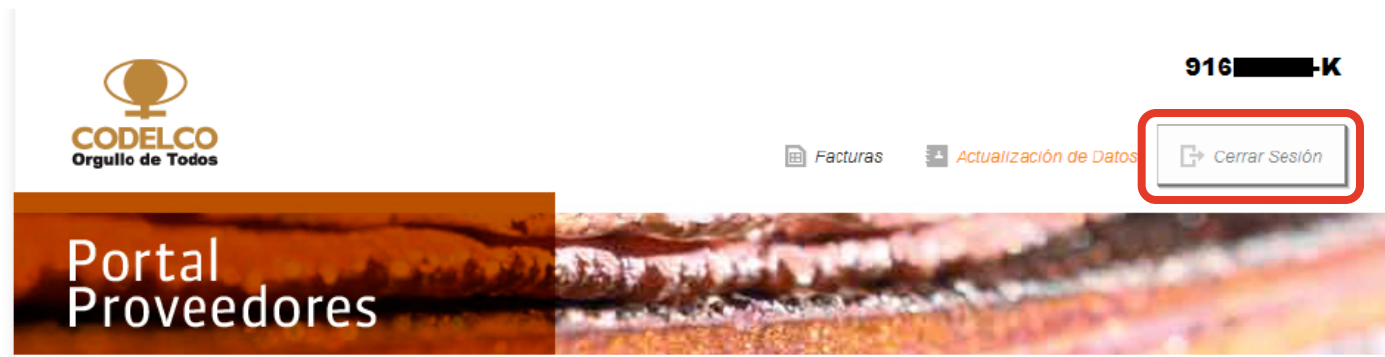


- Before logging in, you must sign in. To sign in click on [Regístrese Aquí](#).
- If you forgot your password, you can recover it. clicking on [Olvidó su Contraseña](#).



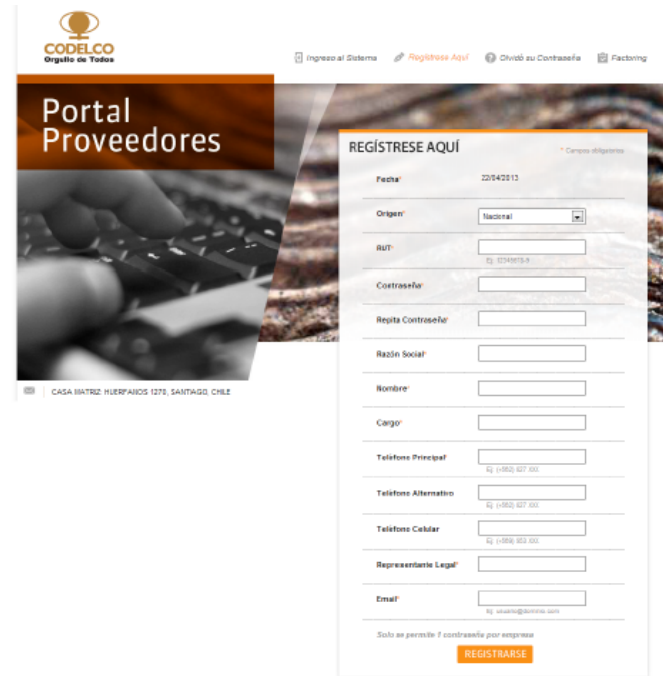
1.2 Log out

Once you have finished checking your invoice status on the website, do not forget to log out clicking on the upper right bottom “Cerrar Sesión”.



2. Sign in

Before accessing the system, you need to sign in. Click on the upper bottom “**Regístrese Aquí**” and fill the form. The information marked with * is mandatory. You will be able to sign in your company only once and that is why it is so important to update your data permanently, especially the contact email.



3. Recover your password

If you have forgotten your password, you can recover it clicking on the upper bottom **“Olvidó su Contraseña”**

Write your Codelco code and the registered email contact: your new password will be sent to it. This proves how important is to keep updated the email contact.

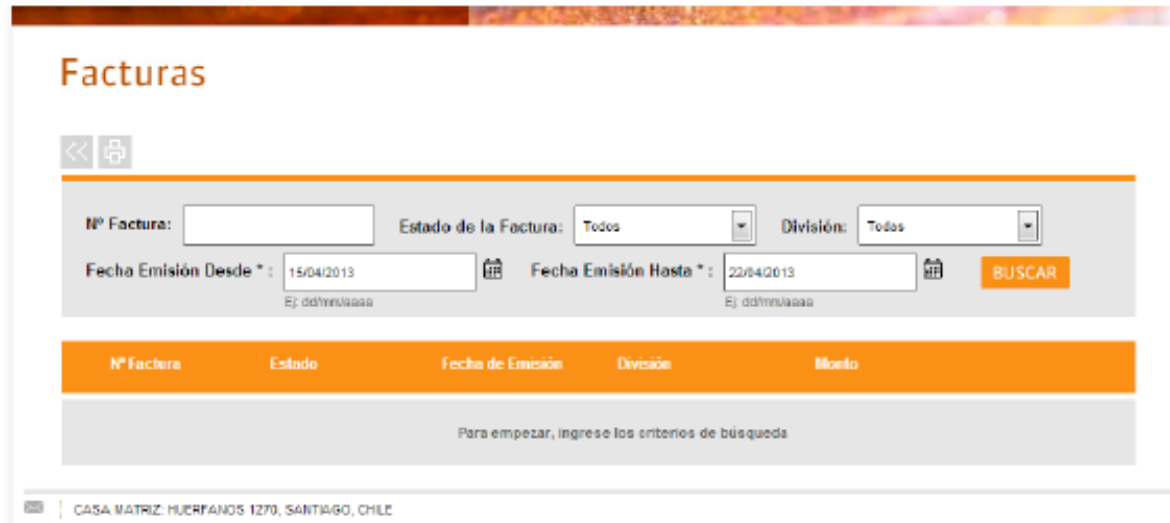
If you dont remember the email contact or it does not exist anymore, please call our Help Desk (56-2) 28185766.

Once you log in again you will be able to change the password clicking on **“Actualización de Datos”**



4. Invoices


After logging in, you will be able to look for your invoice by its number, status, Codelco Division or invoice date. To search by the invoice date, you must not exceed a month range. If you look by the invoice number, the invoice date range will be ignored (these one will be showed in a light grey color). Once the invoices found are listed, click on one of them to see more information.



5. Invoice Details

The invoice detail is showed by the following way:



1. This is the main information of the invoice. It includes a link to see the invoice in PDF format.
2. Invoice status. The invoice status will be showed in orange.
3. Invoice detail. For further information click on 
4. A Link to see the invoice **payment progress**




5.1. Reception and registry

In this section you will find the invoice reception date. This is a key information because from this date on Codelco will process the invoice ahead to payment. You will be able to follow up the invoice status and be informed of any inconvenient in the payment process.



5.2. Invoice Processing

In the section “**Procesamiento de Documento**” you will find three status:

- **En proceso:** This means the invoice is still waiting to be checked.
- **Rechazado:** This means the invoice was rejected and you will find the reason by doing click on 
- **Contabilizado:** The invoice has been analyzed and can be ready for payment or be blocked. It also shows the probable payment date and/or the reason why the invoice is blocked.



5.3. Payment

When an invoice is in the status “**Pago**”, you will be able to check the payments and discounts related, with its detail, the effective payment date, the payment receiver, the payment way (electronic transfer, check, etc...) and the recipient bank account.



5.4. Payment Progress

Clicking on “**Estado de la Obligación y Autorización**” you will see the service/purchase order related to the invoice which has to be referenced on it. These ones are:

- Purchase order: It is the number of a contract celebrated between the Supplier and Codelco that allows us to confirm if the invoice is correct or if there is a difference.
- SEP: It is a number that Codelco gives to the Supplier for every miscellany purchase or service.
- HES: It is a number that references a required service and acts as a Purchase Order. This one details an specific service with an authorized amount.
- Consignment Agreement : Number given by Codelco for merchandise and storage on consignment .

If the invoice does not have any of these references, the system will show that there is no payment authorization.

Estado de la Obligación y Autorización

N° de OC: 4501210901 Estado: 1 - Liberada Autorización: L1 - LPICON

This is an example of a purchase order, which is aproved, ready to be payed.

Posición	Cod. de Material	Texto breve	Cant.	Unid.	Entrega	Precio Un.	Moneda	División
00040	000000000001351116	BOMBA CENTRIGA HORZ. GALICHER 4VRG200	1.000	UN	21/03/2012	9580.80	USD	Salvador



6. Supplier Service Ticket

To generate a Service Ticket you have to log in. Click on **Consulta y creación ticket de atención mesa de ayuda**, located downwards. You will be able to generate a ticket, which will register your questions and claims.

Every ticket is attended by our Help Desk. If the Help Desk can not solve the ticket, it will be sent to the right person in the Accounts Payable Center. The problem should be solved in three workdays.



Click here for further information



7. Update your information

Inside your account you can modify your information by clicking “**Actualización de datos**” where you will find the following form. The information with * is mandatory.

Actualización de datos



- Actualización de datos
- Cambiar contraseña

DATOS * Campos obligatorios

RUT	<input type="text" value="91819000-K"/>	Razón Social	<input type="text" value="91819000-K"/>
Fecha Actualización	<input type="text" value="08/02/2013"/>	Origen	<input type="text" value="Nacional"/>
Nombre*	<input type="text" value="91819000-K"/>	Teléfono Principal*	<input type="text" value="Ej: (+562) 827 3000"/>
Cargo*	<input type="text" value="C Cargo"/>	Teléfono Alternativo	<input type="text" value="Ej: (+562) 827 3000"/>
Representante Legal*	<input type="text" value="Juan Perez"/>	Teléfono Celular	<input type="text" value="Ej: (+569) 993 3000"/>
Email*	<input type="text" value="juan.perez@xx.cl"/>		

Ej: spazano@dominio.com

ACTUALIZAR

This changes will be effective only if you click on “**Actualizar**”.



To change your password, click on the left menu “**Cambiar contraseña**”. The system will ask you the present password and to enter the new one twice.

This change will be effective only if you click on “**Actualizar**”.

Actualización de datos



- Actualización de datos
- Cambiar contraseña

CONTRASEÑA * Campos obligatorios

Contraseña Actual *

Nueva Contraseña *

Repetir Contraseña *

ACTUALIZAR

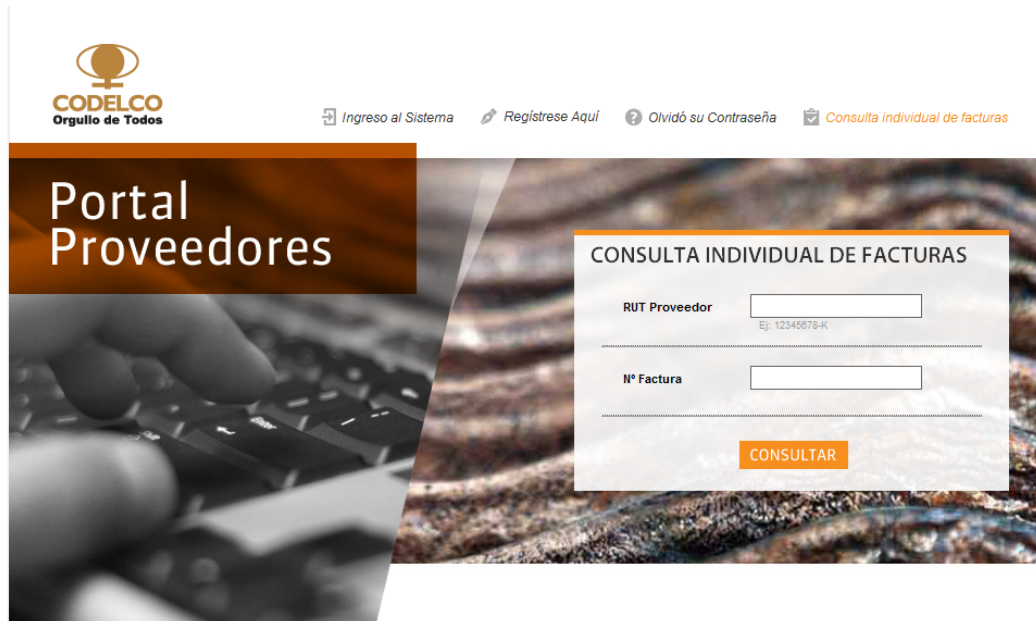


8. Individual Invoice Checking

This section allows you to check a specific invoice without knowing the password and just having your Codelco Code and the invoice number.

Click on “**Consultar**” .

The information displayed will be the same one explained in item 5.



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User Guide

Open a Ticket Service

The picture below shows the information required to get a service ticket. This link allows the national and foreign Suppliers to open a service ticket.



The screenshot shows the CODELCO logo at the top. Below it is a form with two radio buttons: "Proveedor Extranjero" and "Proveedor Nacional (Sin puntos con guión)". There are two input fields labeled "Usuario" and "Clave de Acceso", and an "Entrar" button at the bottom.

Optimizado para internet explorer 7.0 o superior.

Foreign Supplier has to:

1. Choose "Proveedor Extranjero"
2. In "Usuario" field, you have to enter your Codelco Code (six numbers)
3. In "Clave de acceso" field, you have to enter again your Codelco Code.

* If you do not know your Codelco Code, please call our Help Desk **(56-2) 28185766**

National Supplier has to:

1. Choose "Proveedor Nacional"
2. In "Usuario" write the Company national ID (the format is 1234567-9)
3. In "Clave de acceso" write the Company National ID








User Guide

Gestión avisos

[Logout](#)

Datos del cliente:	
RUT Empresa *	: 15515272-9  (Ej.: 11880178-4)
Nombre empresa *	: Empresa de testing
Rut factoring	:  (Ej.: 11880178-4)
Nombre factoring	:

Datos contacto:	
Nombre *	: 
Cargo *	:
Área *	:
Fono *	:
Celular *	:
Email *	:

Históricos:	
Factura(s)	: <input type="text"/> (Ej.: A122,232-3,B4545-4)
Agrupador o aviso	: <input type="text"/> <input type="button" value="Buscar historia"/>
<input type="checkbox"/> En proceso <input type="checkbox"/> Cerrados <input type="checkbox"/> Eliminados	

Datos aviso:	
Agrupador	:
Canal *	: WEB
Factura(s)	: <input type="text"/> (Ej.: A122,232-3,B4545-4)
División *	: -- SELECCIONAR --
Requerimiento *	: -- SELECCIONAR --
Tipo *	:
Subtipo *	:
Prioridad	:
Fecha resolución	:
Descripción *	: <input type="text"/>

To create a Service Ticket

1. You have to fill all the information with * because it is mandatory.
2. In case you need to get a ticket for different invoices, please enter all of them in the section **Factura (s)** and separate them by a coma (,). The system will generate automatically a ticket for each of them.
3. Clicking the magnifying glass symbol, right next to **RUT Empresa** will allow the system to fill automatically the form with the Company information.
4. You count with a list of possible requirements that will allow you to typificate your ticket. Please try to choose the closest typification to your requirement.
5. In **Datos aviso** you will have to describe as clear as possible the problem or requirement. The field can contain a thousand-letter description.
6. Click **Guardar** to close and send the ticket. The ticket will be immediately sent to the Help Desk and an email will be sent to the email address registered in **Datos del Contacto**.
7. In **Históricos** you will be able to look for the Company opened tickets.

