

Adobe
Invoice Status and Statement Reconciliation Portal
How-to Guide



The following are addressed in this document.

1. What is a simple inquiry & how do I execute it?
2. I received a payment but don't know what it is for.
3. I received a "No Data Found" message. What should I do?
4. What is a multi-invoice inquiry & how do I execute it?
5. How to perform a Statement Reconciliation.
6. Don't know your vendor ID? Find it with a simple inquiry.

Adobe Invoice Status and Statement Reconciliation Portal How-to Guide



What is a simple inquiry & how do I execute it?

A simple inquiry occurs only when you need to look up a single invoice inquiry.

1. Enter two of the available fields under "Search by Invoice"
2. Click "Search"
3. Results of search will display
4. Once you have successfully received at least one valid response during the session, you may use date ranges if desired (see below)

Adobe

Welcome to Adobe's Invoice Status and Statement Reconciliation Portal

The data is updated daily and reflects the activity over the last 12 months.
Please enter data into two of the fields below.
Once you have successfully found one invoice and locked in the vendor number, you will be able to perform date range searches.

Search by Invoice

Invoice Number:

Vendor Number:

PO Number:

Invoice Amount:

Invoice Date:

Search by Payment Received

Payment Reference:

Payment Date:

Sort Report by Ascending

Adobe

Welcome to Adobe's Invoice Status and Statement Reconciliation Portal

Below are all the invoices received by Adobe. If the invoice you are looking for is not in the list, please contact us at ap@adobe.com.

Search by Invoice

Invoice Number:

Vendor Number:

PO Number:

Invoice Amount:

Invoice Date: TO

Search by Payment Received

Payment Reference:

Payment Date: TO

Sort Report by Ascending

[Download Results in CSV Format](#)

Invoice Number	Invoice Date	Invoice Amount	Invoice Currency	Invoice Status	Posting Date	Terms	Net Due Date	Payment Date	Adobe Clearing Number	Check/Wire/ACH Number	PO Number	Supplier Number
1234567890	08-JAN-2019	3675.61 HKD		Free for payment	07-JAN-2019	Net 30 days	07-FEB-2019	07-FEB-2019	1233344987	1233344987	3455578614	0000967876

[Download Results in CSV Format](#)

Adobe Invoice Status and Statement Reconciliation Portal How-to Guide



I received a payment but don't know what it is for.

If you received a payment and want to research what invoices were covered under that payment:

1. Type in Payment Reference Number and Payment Date under "Search by Payment Received"
2. Click "Search"
3. Results of invoices included in the payment will display

Adobe

Welcome to Adobe's Invoice Status and Statement Reconciliation Portal

The data is updated daily and reflects the activity over the last 12 months.
Please enter data into two of the fields below.
Once you have successfully found one invoice and locked in the vendor number, you will be able to perform date range searches.

Search by Invoice

Invoice Number:

Vendor Number:

PO Number:

Invoice Amount:

Invoice Date:

Search by Payment Received

Payment Reference:

Payment Date:

Sort Report by Ascending

Adobe

Welcome to Adobe's Invoice Status and Statement Reconciliation Portal

Below are all the invoices received by Adobe. If the invoice you are looking for is not in the list, please contact us at ap@adobe.com.

Search by Invoice

Invoice Number:

Vendor Number: **967876**

PO Number:

Invoice Amount:

Invoice Date: TO

Search by Payment Received

Payment Reference:

Payment Date: TO

Sort Report by Ascending

Download Results in CSV Format

Invoice Number	Invoice Date	Invoice Amount	Invoice Currency	Invoice Status	Posting Date	Terms	Net Due Date	Payment Date	Adobe Clearing Number	Check/Wire/ACH Number	PO Number	Supplier Number
1234567890	08-JAN-2019	3675.61	HKD	Free for payment	07-JAN-2019	Net 30 days	07-FEB-2019	07-FEB-2019	1233344987	1233344987	3455578614	0000967876

Download Results in CSV Format

Adobe
Invoice Status and Statement Reconciliation Portal
How-to Guide



I received a “No Data Found” message. What should I do?

1. If you receive the “No Data Found” message, your invoice may not have been received or processed for payment.
2. Click on “Get Paid Faster – Submit Your Invoice via Ariba” on the left, to learn how to upload your invoice and message Adobe with your inquiry.
3. If your invoice was found but unpaid and exceeds your contractual terms, OR if your invoice was not found and Ariba is not a suitable option for you, send a mail to ap@adobe.com to inquire about the invoice status. **IMPORTANT:** Clearly state that you have already checked the InvoiceInfo portal.

The screenshot shows the Adobe Invoice Status and Statement Reconciliation Portal. The header includes the Adobe logo and the text "Welcome to Adobe's Invoice Status and Statement Reconciliation Portal". Below the header, there is a sidebar with navigation links: "Invoice Payment Information", "How to Use this Portal", "Tips for Successful Billing", "Contact Us", "Update Your Company Details (Ariba)", "Get Paid Faster - Submit Your Invoice via Ariba", "Statement Reconciliation", and "Statement Reconciliation Instructions". The main content area displays a message: "The data is updated daily and reflects the activity over the last 12 months. Please enter data into two of the fields below. Once you have successfully found one invoice and locked in the vendor number, you will be able to perform date range searches." Below this message are two search sections: "Search by Invoice" and "Search by Payment Received". The "Search by Invoice" section has fields for "Invoice Number:" (containing 1234567890), "Vendor Number:" (containing 987654), "PO Number:", "Invoice Amount:", and "Invoice Date:". The "Search by Payment Received" section has fields for "Payment Reference:" and "Payment Date:". Below these fields is a "Sort Report by" dropdown menu set to "Ascending". At the bottom of the search section are "Search" and "Reset" buttons. A red box highlights the "No Data Found - Please Retry Your Query" message at the bottom of the page. Numbered callouts are present: (1) points to the "Reset" button, (2) points to the "Get Paid Faster - Submit Your Invoice via Ariba" link in the sidebar, and (3) points to the "Contact Us" link in the sidebar.

Adobe

Welcome to Adobe's Invoice Status and Statement Reconciliation Portal

The data is updated daily and reflects the activity over the last 12 months.
Please enter data into two of the fields below.
Once you have successfully found one invoice and locked in the vendor number, you will be able to perform date range searches.

Search by Invoice

Invoice Number:

Vendor Number:

PO Number:

Invoice Amount:

Invoice Date:

Search by Payment Received

Payment Reference:

Payment Date:

Sort Report by Ascending

No Data Found - Please Retry Your Query

Adobe Invoice Status and Statement Reconciliation Portal How-to Guide



What is a multi-invoice inquiry & how do I execute it?

If you are interested in inquiring about invoices for a range of dates, you must first perform the simple inquiry.

1. Follow the steps outlined to execute a simple inquiry.
2. Upon successful completion of a simple inquiry, the "date range" option will be displayed. Enter the "From" and "To" dates.
3. Click on "Date Range Search."
4. Results will display.

Adobe
Welcome to Adobe's Invoice Status and Statement Reconciliation Portal

Invoice Payment Information
How to Use this Portal
Tips for Successful Billing
Contact Us
Update Your Company Details (Aravo)
Get Paid Faster - Submit Your Invoice via Ariba
Statement Reconciliation
Statement Reconciliation Instructions

Below are all the invoices received by Adobe. If the invoice you are looking for is not in the list, please contact us at ap@adobe.com.

Search by Invoice

Invoice Number:
 Vendor Number: **987654**
 PO Number:
 Invoice Amount:
 Invoice Date: TO **Date Range Search** **Clear Dates**

Search by Payment Received

Payment Reference:
 Payment Date: TO **Date Range Search** **Clear Dates**

Sort Report by

Search **Reset**

Download Results in CSV Format

Invoice Number	Invoice Date	Invoice Amount	Invoice Currency	Invoice Status	Posting Date	Terms	Net Due Date	Payment Date	Adobe Clearing Number	Check/Wire/ACH Number	PO Number	Supplier Number
1234567899	05-DEC-2018	202.00	USD	Free for payment	04-DEC-2018	Net 30 days	04-JAN-2019	21-DEC-2018	1100098765	1100098765	2400036678	0000987654
1234567901	05-DEC-2018	433.00	USD	Free for payment	04-DEC-2018	Net 30 days	04-JAN-2019	21-DEC-2018	1100098765	1100098765	2400036678	0000987654
1234567952	05-DEC-2018	1487.65	USD	Free for payment	05-DEC-2018	Net 30 days	04-JAN-2019	21-DEC-2018	1100098765	1100098765	2400036678	0000987654
1234568903	08-JAN-2019	347.00	USD	Free for payment	07-JAN-2019	Net 30 days	07-FEB-2019	07-FEB-2019	1100099101	1100099101	2400036678	0000987654
1234569012	08-JAN-2019	339.55	USD	Free for payment	07-JAN-2019	Net 30 days	07-FEB-2019	07-FEB-2019	1100099101	1100099101	2400036678	0000987654
1234569126	08-JAN-2019	2545.80	USD	Free for payment	08-JAN-2019	Net 30 days	07-FEB-2019	07-FEB-2019	1100099101	1100099101	2400036678	0000987654
1234569178	05-DEC-2018	1648.11	HKD	Free for payment	04-DEC-2018	Net 30 days	04-JAN-2019	21-DEC-2018	1100089543	1100089543	2400029675	0000987654
1234569198	08-JAN-2019	3875.81	HKD	Free for payment	07-JAN-2019	Net 30 days	07-FEB-2019	07-FEB-2019	1100089543	1100089543	2400029675	0000987654

Download Results in CSV Format

Adobe
Invoice Status and Statement Reconciliation Portal
How-to Guide



How do I perform a Statement Reconciliation?

1. Click on Statement Reconciliation in the left-hand menu.

Adobe

Welcome to Adobe's Invoice Status and Statement Reconciliation Portal

The data is updated daily and reflects the activity over the last 12 months.
Please enter data into two of the fields below.
Once you have successfully found one invoice and locked in the vendor number, you will be able to perform date range searches.

Search by Invoice

Invoice Number:

Vendor Number:

PO Number:

Invoice Amount:

Invoice Date:

Search by Payment Received

Payment Reference:

Payment Date:

Sort Report by ▼ Ascending ▼

Adobe
Invoice Status and Statement Reconciliation Portal
How-to Guide



Paste or attach a statement

Enter and confirm your email address

Enter your vendor ID
***Don't know your vendor ID? See page 11 below.**

If you paste a statement, put invoice numbers in column 1, invoice dates in column 2 and invoice amounts in column 3.

Click "Submit Statement"

You will receive an email with the statement reconciliation results (see image on page 9) after submitting a statement.

If you have any questions, please contact AP@adobe.com

From the drop-down menu, select the invoice date format.

After clicking on "Submit Statement" you'll receive an on-screen confirmation of your submission

Statement Reconciliation

Please Fill Out the Information Below

Your email address:

Confirm email address:

Vendor ID: Only one Vendor ID per file

To submit a statement, you must attach a file OR paste data

Invoice number required in column #1
Invoice date required in column #2
Invoice amount required in column #3

Attach file here:

Select .xlsx, .xls, .txt or .csv file only

or

Paste data here - Example: 12345678,1/2/2017,204.95 - Data may be comma, tab, pipe delimited or copied directly from an excel spreadsheet.

Enter date format: MMDDYY or MMDDYYYY

☒ I'm not a robot

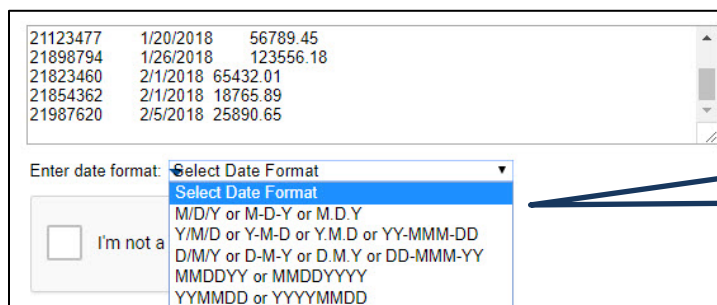
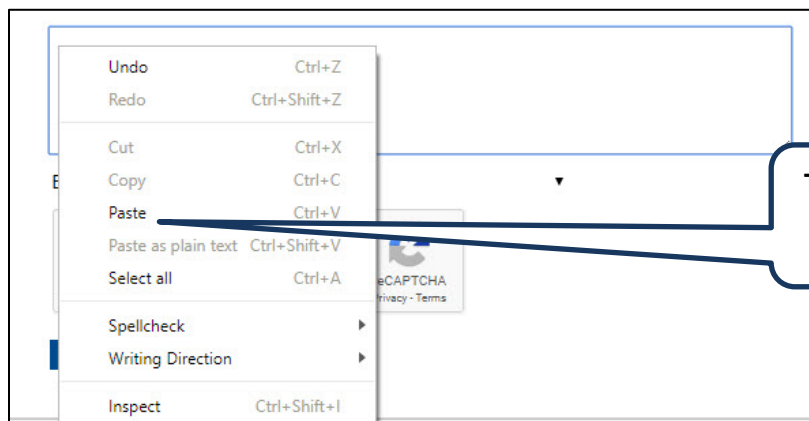
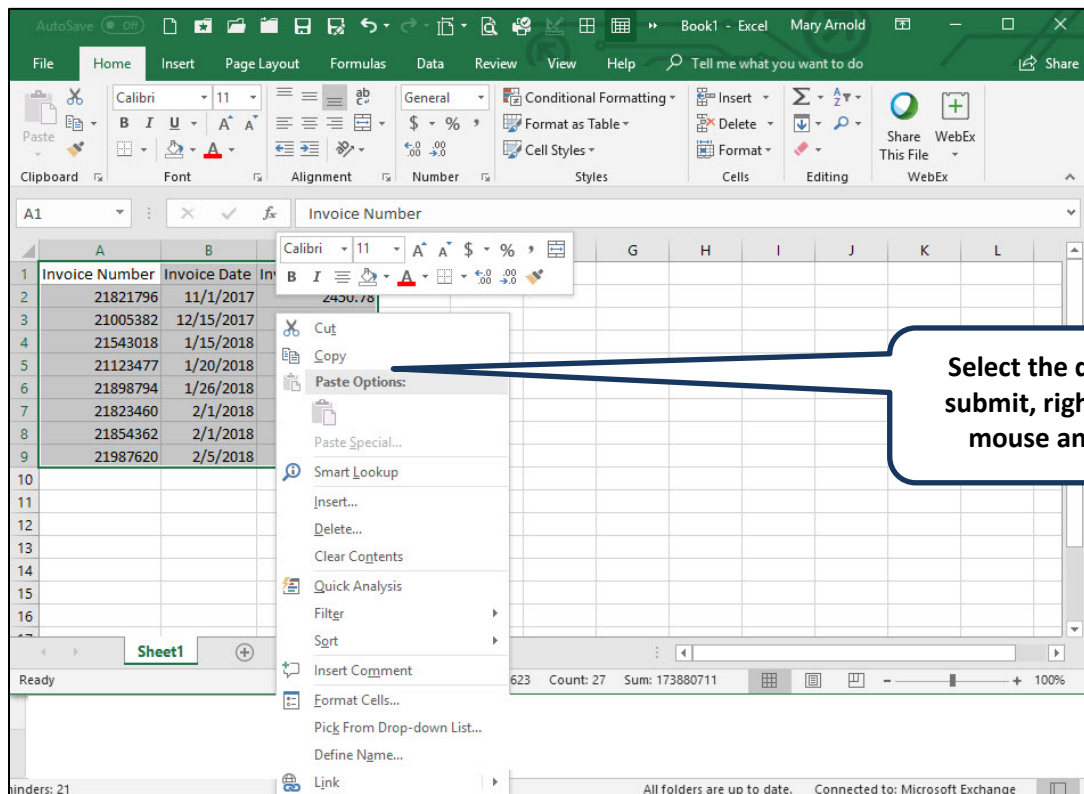
Statement Reconciliation

Thank you for your statement submission.
Please allow one hour for our response.

Adobe Invoice Status and Statement Reconciliation Portal How-to Guide



Instructions to Copy and Paste



Adobe
Invoice Status and Statement Reconciliation Portal
How-to Guide



Statement Reconciliation Results Email

Statement Match Results - First Solar (597481) - Message (...)

File **Message** **Help** **ADOBE PDF** **Attachments** **Tell me what you want to do**

Delete **Archive** **Reply** **Reply All** **Forward** **Real Magnet Ou...** **To Manager** **Team Email** **Move** **Assign Policy** **Mark Unread** **Categorize** **Follow Up** **Translate** **Read Aloud** **Zoom** **View** **Salesforce**

NR **No Reply** **Statement Reconciliation Results** **1** **Sat 5/19**

597481_3003445_20180423_162650_Test1.xlsx_output_255.csv
3 KB

The statement reconciliation results are sent as an attachment.

Statement Reconciliation Result File Attached

Your reconciliation file was submitted on 2018-05-19 15:38:49

With the following results:
Records submitted = 8
Records matched = 4
Records unmatched = 1

The summary of the results will be in the body of the email.

Data Parameters: Invoice = 1, InvDate = 2(m-d-y), InvAmt = 3

If you have questions about your results, please click on the following link:
<https://627489.invoiceinfo.com/contact.html>

PLEASE DO NOT REPLY TO THIS EMAIL

To request a rematch of this file, click on the link below:
<https://627489.invoiceinfo.com/match.php?rq=2018-05-19 15:38:49&s=999999>

Adobe Invoice Status and Statement Reconciliation Portal How-to Guide



Statement Reconciliation Results

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
	Query Vendor	Query Invoice	Query InvDate	Query InvAmt	Match Status	VENDORID	PO_NUMBER	VENDOR INVOICE NUMBER	TOTAL INVOICE AMOUNT	DOC CURRENCY	STATUS OF PAYMENT	STATUS OF INVOICE	VENDOR INVOICE DATE	VENDOR INVOICE DUE_DATE	CHECK PAYMENT DATE	METHOD OF PYMT	CHECK PAYMENT NUMBER	CHECK PAYMENT AMOUNT	INVOICE AMOUNT PAID
1	3003445	21821796	11/1/2017	2450.78	ALL Match - Vendor, InvNumber, Date, Amount	3003445	4800040496	21821796	2450.78	USD	PAID	Paid	1-Nov-17	4-Feb-18	2-Feb-18	ACH CCD	30032340	2450.78	1450.78
4	3003445	21005382	12/15/2017	1576	NO Match													0	0
6	3003445	21543018	1/15/2018	183456	PARTIAL Match - Vendor, InvNumber, Date	3003445	4800040269	21543018	183456	USD	PAID	Paid	15-Jan-18	10-Mar-18	7-Mar-18	ACH CCD	30032580	183456	183456
8	3003445	21123477	1/20/2018	56789.45	PARTIAL Match - Vendor, InvNumber, Date	3003445	4800040269	21123477	56789.45	USD	PAID	Paid	20-Jan-18	12-Mar-18	15-Mar-18	ACH CCD	30032661	56789.45	56789.45
10	3003445	21898794	1/26/2018	123556.18	PARTIAL Match - Vendor, InvNumber, Date	3003445	4800040269	21898794	123556.18	USD	PAID	Paid	26-Jan-18	16-Mar-18	14-Mar-18	ACH CCD	30032644	123556.18	123556.18
12	3003445	21823460	2/1/2018	65432.01	ALL Match - Vendor, InvNumber, Date, Amount	3003445	4800040362	21823460	65432.01	USD	PAID	Paid	1-Feb-18	17-Mar-18	9-Apr-18	ACH CCD	20031060	65432.01	43987.97
14	3003445	21854362	2/1/2018	18765.89	ALL Match - Vendor, InvNumber, Date, Amount	3003445	4800040362	21854362	18765.89	USD	PAID	Paid	1-Feb-18	17-Mar-18	14-Mar-18	ACH CCD	20030858	18765.89	18765.89
16	3003445	21987620	2/1/2018	25890.65	ALL Match - Vendor, InvNumber, Date, Amount	3003445	4800040459	21987620	25890.65	USD	PAID	Paid	5-Feb-18	19-Mar-18	15-Mar-18	ACH CCD	20030874	25890.65	25890.65
18																			
19																			
20																			
21																			
22																			

The "Match Status" column will indicate if there is an "All Match," "Partial Match" or "No Match."

The fields that match will be indicated.

Adobe Invoice Status and Statement Reconciliation Portal How-to Guide



***Don't know your vendor ID? Find it with a simple inquiry.**

A simple inquiry occurs only when you need to look up a single invoice inquiry.

1. Enter two of the available fields Under Search by Invoice
2. Click "Search"
3. Vendor number displays

Adobe

Welcome to Adobe's Invoice Status and Statement Reconciliation Portal

The data is updated daily and reflects the activity over the last 12 months.
Please enter data into two of the fields below.
Once you have successfully found one invoice and locked in the vendor number, you will be able to perform date range searches.

Search by Invoice

Invoice Number:

Vendor Number:

PO Number:

Invoice Amount:

Invoice Date:

Search by Payment Received

Payment Reference:

Payment Date:

Sort Report by Ascending

Adobe

Welcome to Adobe's Invoice Status and Statement Reconciliation Portal

Below are all the invoices received by Adobe. If the invoice you are looking for is not in the list, please contact us at ap@adobe.com.

Search by Invoice

Invoice Number:

Vendor Number: **967876**

PO Number:

Invoice Amount:

Invoice Date: TO

Search by Payment Received

Payment Reference:

Payment Date: TO

Sort Report by Ascending

[Download Results in CSV Format](#)

Invoice Number	Invoice Date	Invoice Amount	Invoice Currency	Invoice Status	Posting Date	Terms	Net Due Date	Payment Date	Adobe Clearing Number	Check/Wire/ACH Number	PO Number	Supplier Number
1234567890	06-JAN-2019	3675.61	HKD	Free for payment	07-JAN-2019	Net 30 days	07-FEB-2019	07-FEB-2019	1233344987	1233344987	3455578614	0000967876

[Download Results in CSV Format](#)