



Tips for Using the Sunbelt Rentals of Canada Vendor Portal

<https://www.sunbeltrentals.com/paymentstatus/>

1. Please document your **vendor number**. It is sent to you in the initial e-mail and it is on all the remittance information you receive for payments. You will need this number as well as a PO # or Invoice # currently in our system to access the Portal.
2. When looking up a past due invoice and if you get a message stating, "No invoices were found...", we probably do not have the invoice. Please e-mail a copy of the invoice to apinvoices.canada@sunbeltrentals.com or to your AP contact, so that they can forward it for processing. Processing takes approximately 10 business days. If you do not know who your AP Contact is, please call 803-578-9271.

*Required Fields

Vendor #* Invoice # or PO #*

Invoice Number

SEARCH

No invoices were found. Please check your input and try again.

3. If you have **more than 5 invoices** to check, it is highly beneficial to download the statement to an excel spreadsheet. Downloading for multiple invoices provides a more comprehensive view of the account. Choose your date range, click search, and then Download Statement.

To view or download all invoices for a specific date range, select a date range:

Select One: ☒ All ☐ Open ☐ Paid

Select One: ☒ All ☐ Invoices ☐ Credits

Start: 12/4/2018 End: 1/10/2019

SEARCH Download Statement

0. Status Terminology

State	Status	Meaning
OPEN	OPEN	Processed- Waiting to be paid
OPEN	ENTERED	Processed current day; Status will change to OPEN next day
OPEN	Serial # issue	Halted - Serial # on invoice does not match PO
OPEN	Receiver missing	Halted - Please provide POD to branch so they can receive the PO in our system
OPEN	Price or quantity discrepancy	Halted - Price or Qty on invoice does not match PO
OPEN	Miscellaneous; Being researched	Halted - Misc. being researched: Email your AP contact
OPEN	Invoice disputed by PC	Halted - Invoice disputed by branch: Contact branch for info
OPEN	Awaiting credit	Halted - Is there a credit/debit for invoice/credit memo?
OPEN	BA	Halted Asset: Email your AP contact



OPEN	PO already used	Halted - PO already used on another invoice
OPEN	Need a valid PO #.	Halted - Need a valid PO #.
PAID	RECONCILED	Paid and payment has cleared
PAID	PAID	Paid but payment has not cleared- payment is coming your way

**** For halted invoices, you can contact the store location associated with the invoice and request the necessary adjustments or issue purchase orders. To obtain the PC's phone number, simply **hover over the PC # in the portal.** ****

**** Our check runs are typically on Tuesdays. ACH (EFT) deposits will show in your account on Friday of that week. The date listed is the date the ACH (EFT) or Check was issued. An e-mail providing remittance advice is sent to the e-mail address listed on your ACH (EFT) agreement form. ****

5. Troubleshooting—

- a. If you find yourself locked out of this system, typically you are using a PO or invoice that is not in our system.

4. Please notice the **quick links** to the right of the search boxes.

