

An aerial photograph of a vast expanse of white, fluffy clouds under a clear blue sky. A dark blue, curved line, resembling a stylized arc or a partial circle, is superimposed on the image, starting from the right side near the top and curving down to the left side near the bottom.

Supplier Portal user manual

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Version 2.0, 10th February 2021

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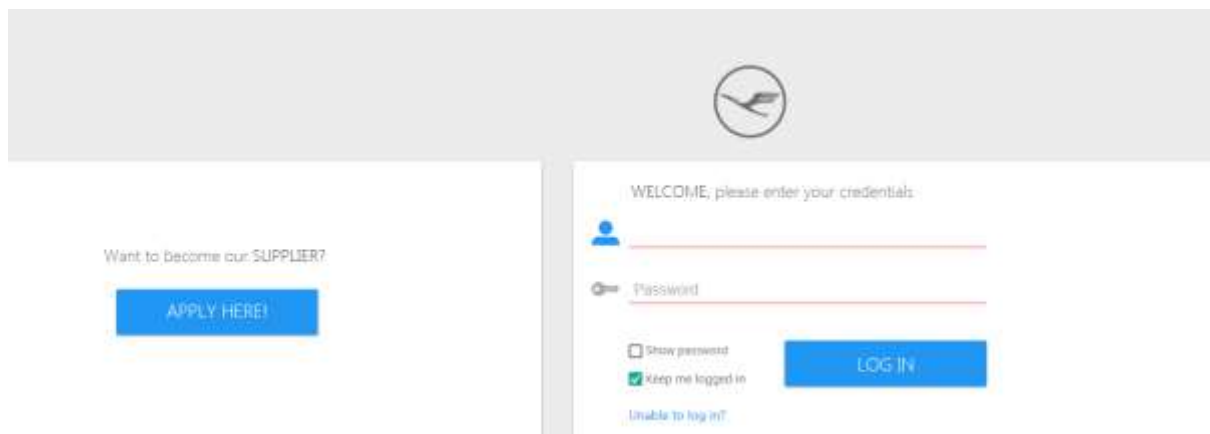
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1 Introduction

Supplier Portal is an LH Group tool, which allows our suppliers to access information about the status of the invoices they submitted to LH Group companies (within LGBS scope for Accounting services-LHAG, LCAG, CLH, LSHH, LHT etc), as well as display the details of payments received. The tool requires initial registration, but it is provided free of charge.

1.1 Login

Supplier Portal can be accessed via this link: <https://buysource.app.lufthansa.com>

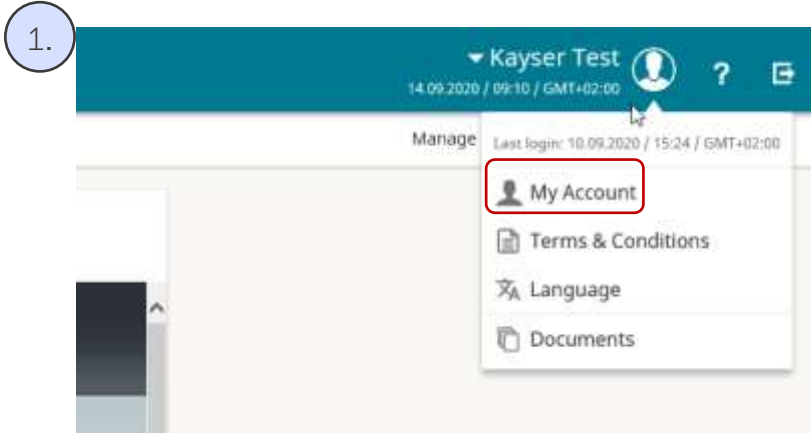


In this screen you have two options:

- If it is your first use, please select “Apply here!” and follow the registration process.
 - Remember about requesting Finance Role and adding Organizational Unit
- If you already have an account, provide the credentials and log in.

For the latter option (already active users) of buysource, in order to get access to Supplier Portal please follow the following steps:

When you log in please navigate to your user profile under “My Account” in the top right corner and then to “Company contacts”(see below)



There you will see a list of all employees under your company and depending if you are a default contact in the company, you will be able to request additional roles either for all of them or only for yourself in the following way:

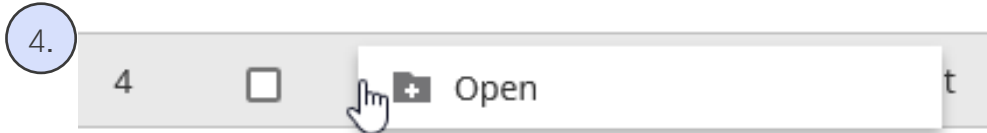
3.

NO.	<input type="checkbox"/>	↔	TITLE ▾	FIRST NAME ▲	LAST NAME ▾	DEFA
1	<input type="checkbox"/>		Mr.	Irene	Kay	
2	<input type="checkbox"/>		Mr.	Anna	Komarowa	
3	<input type="checkbox"/>		Ms.	Debby	Road	
4	<input checked="" type="checkbox"/>	⋮	Mr.	Kayser	Test	

Three dots will activate editing mode:



Clicking on three dots will activate “open” option:



Choose Finance role:

5.

EXPIRES	LOGIN	COMPANY	EMAIL ADDRESS	TENDER ROLE	ORGANIZATION UNIT TENDER	FINANCE ROLE	ORGANIZATION UNIT FINANCE
<input type="checkbox"/>	irene.kay	Apteka	irene.kay@gmail.com	<input type="checkbox"/>	LufthansaGroup:LufthansaGroup	<input type="checkbox"/>	LufthansaGroup:LufthansaGroup
<input type="checkbox"/>	anna.komarowa	Apteka	anna.komarowa11@gmail.com	<input type="checkbox"/>	LufthansaGroup:LufthansaGroup	<input type="checkbox"/>	LufthansaGroup:LufthansaGroup
<input type="checkbox"/>	debby.road	Apteka	debroya5@gmail.com	<input type="checkbox"/>	LufthansaGroup:LufthansaGroup	<input type="checkbox"/>	LufthansaGroup:LufthansaGroup
<input type="checkbox"/>	kayser.jest	Apteka	wk.jgbs.consultant@gmail	<input type="checkbox"/>	LufthansaGroup:LufthansaGroup	<input checked="" type="checkbox"/>	LufthansaGroup:LufthansaGroup

Select an organizational unit – mark those you are cooperating with – in case with all GC the below example is valid, in case not - each one should be marked one by one

6.

APPLY
Undo
Close
Configure

- LufthansaGroup: LufthansaGroup
 - Lufthansa Passage: Lufthansa Passage
 - Swiss International Air Lines AG, Basel, Schweiz: Swiss International Air Lines AG, Basel, Schweiz
 - Austrian Airlines AG: Austrian Airlines AG
 - Eurowings: Eurowings
 - Lufthansa CityLine GmbH: Lufthansa CityLine GmbH
 - Lufthansa Aviation Training: Lufthansa Aviation Training
 - Lufthansa Cargo AG: Lufthansa Cargo AG
 - Lufthansa Global Business Services: Lufthansa Global Business Services
 - LSG LH Service Holding: LSG LH Service Holding
 - Lufthansa Systems AG: Lufthansa Systems AG
 - Lufthansa Industry Solutions: Lufthansa Industry Solutions
 - Lufthansa Seeheim GmbH: Lufthansa Seeheim GmbH
 - Lufthansa Technik: Lufthansa Technik

Your Selection:

- LufthansaGroup: LufthansaGroup

You have selected 1 record(s)

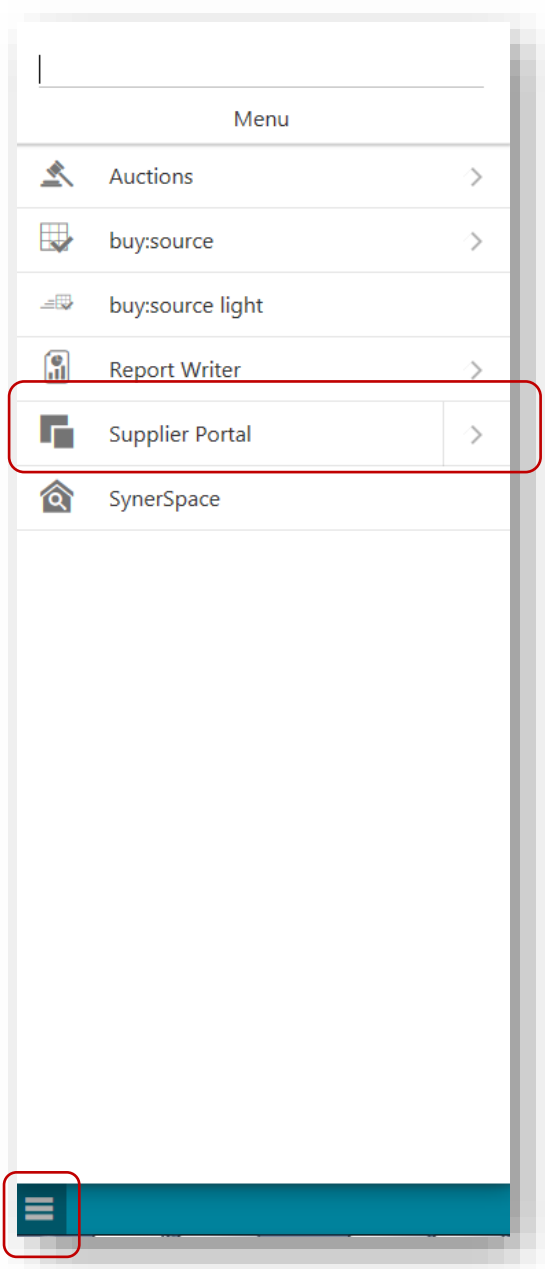
After this is done another click on three dots will let you save your changes by choosing “Apply” button:

Request will be sent automatically to Supplier Portal’s team mailbox for further verification and approval process in order to give all needed roles.

For those who are not active users it is important to remember while registering, that in order to use the Portal, you need to select Finance role and indicate the LH Group companies, with which you cooperate and whose invoices you would like to see.

For data security reasons, this role requires manual approval and assignment, so it will not be immediately available in the Portal. You will be notified via a separate email once it is enabled for you. This can take approx. from to 2 business days to 1 week depending on group company.

After login, you will see the main screen of SynerSpace. In order to display the Portal, please select it from the menu in the bottom left-hand side:

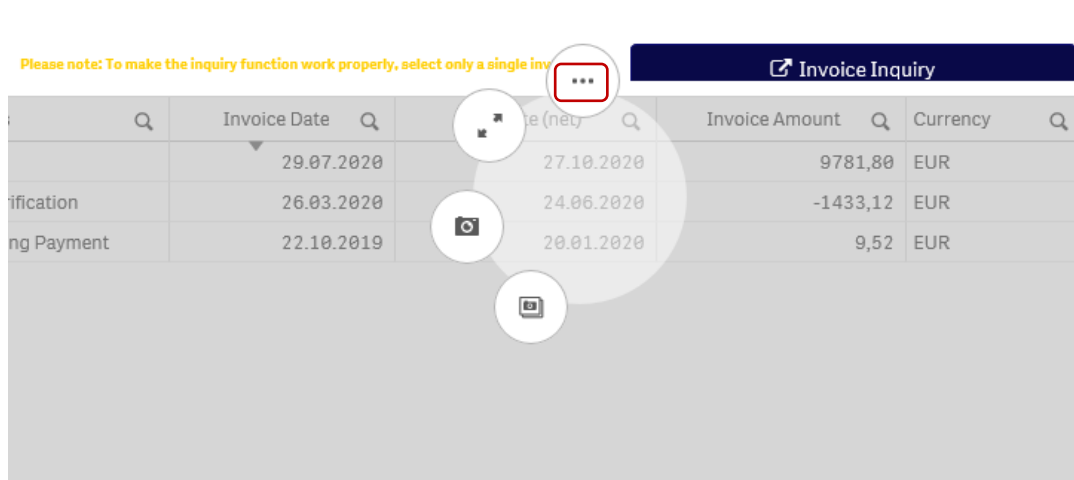
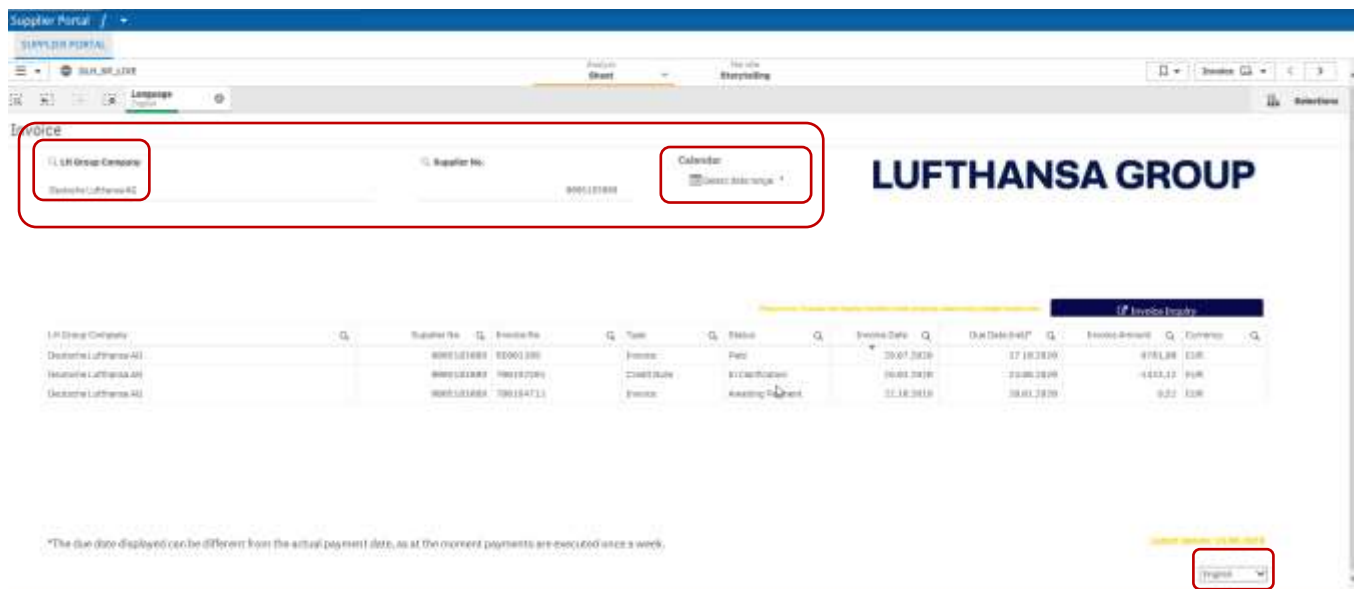


If after selecting Supplier Portal you see an empty screen, this means the invoice view has not been enabled for you yet.

1.2 Invoice screen

Once you have at least one LH Group Creditor ID assigned, you will see here a list of your invoices.

Right click of the mouth leads you to a Menu with different possibilities, including Export (under 3 dots):



, select only a single invoice line

Due Date (net)*			
27.10.			
24.06.2020		-1433,12	EUR
20.01.2020		9,52	EUR

In the top right-hand corner, you can change the language of the page.

Underneath, you can see the main navigation panel with various filtering options:

- LH Group Company – if you cooperate with various, here you can select the one(s) you want to display
- Supplier No. – this shows the internal LH Group Creditor IDs assigned to you. Please note that you can have multiple Creditor IDs within one LH Group Company, as they may reflect separate legal entities/geographical divisions etc.
- Calendar – here you can filter out invoices by Invoice Date, either using one of the quick filters for the last 7/10/30 days, or by applying any specific filters via the calendar.

All filters will be removed by using the Clear Selection button.

The lock icon allows you to freeze the selection of Group Company/Supplier No., so that it is not cleared with other filters.

Under the filters you can see the main screen with the list of your invoices. In the Portal, you can see all your invoices currently open on LH Group side, as well as the ones already paid (up to 90 days from the payment date, then they are archived and removed from view).

Invoice type indicates whether the document is an invoice or a credit note.

Invoice status shows the information about current processing situation of the document.

Possible statuses are:

- Received – the document reached our accounting and is being pre-processed/pending approval
- In clarification – the document requires additional processing, e.g. due to price/quantity mismatch
- Awaiting Payment – the document is posted, but not paid yet – has not reached due date yet, or is waiting for the next payment run

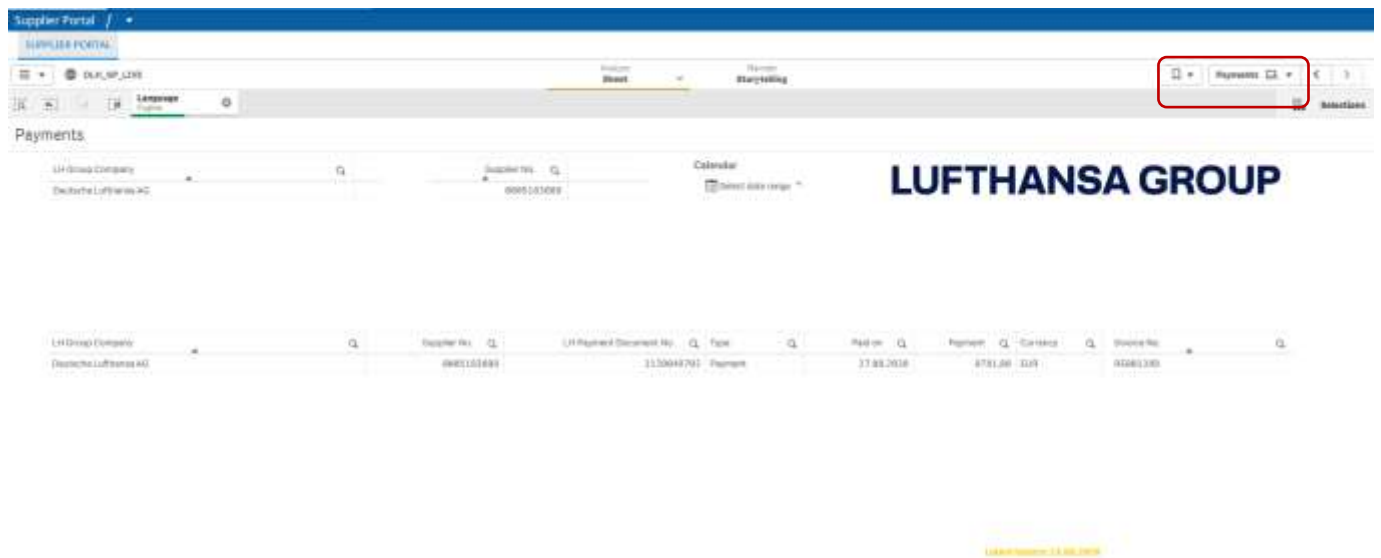
- Paid – the document was paid

The headers of this table allow for further filtering by clicking on the triangle next to the column header.

The content can be also printed or exported to a spreadsheet by using one of the icons in the top right-hand corner.

1.3 Payments screen

This screen can be displayed by selecting “Show Payments” in the invoice screen. Here you can see the list of payments you received from LH Group Companies in the last 90 days. The layout and filtering options are the same as in the previous screen:



After selecting one payment, in the additional column called “Invoice” you will see the list of invoices and credit notes covered by this payment.



1.4 Further inquiries

If the status of an invoice is not clear to you or you would like to get more information about it, you can use the Inquiry function built into the Portal. In order to use it, please select one invoice and a new button “Invoice Inquiry” will appear on the right margin of the page:

Invoice

LUFTHANSA GROUP

? Invoice Inquiry

LH Group Company	Supplier No.	Invoice No.	Type	Status	Invoice Date	Due Date (net)*	Invoice Amount	Currency
Deutsche Lufthansa AG	888183888	88818388	Invoice	Paid	20.07.2018	27.10.2018	8791,88	EUR
Deutsche Lufthansa AG	888183888	700102591	Credit Note	In Clarification	20.01.2018	24.03.2018	-1433,12	EUR
Deutsche Lufthansa AG	888183888	700104711	Invoice	Awaiting Payment	21.10.2018	18.01.2019	8,32	EUR

After clicking it, a new page will open (please note that you might be requested to enable popups in your browser first) with prefilled contact address to LH Group Accounting team relevant for this invoice in the address section, as well as all other invoice details in the text box. Below that you can add your questions/comments and then send the message. It will be sent to our Accounting team, who will come back to you via your contact email address in up to 2 business days.

Email

From:
 To:
 Subject:

InternalInvoiceID: 20000359 ExternalInvoiceID: 2018 SupplierNo: 51182 CurrentStatus: Paid InvoiceDate: 05.11.2018 InvoiceAmount: 184,00 InvoiceCurrency: EUR