

No.	Question	Answer
1	How can I login to the IPS portal?	<p>Log in using the URL: https://platform.ipswrx.com/</p> <p>Supplier is required to register to the IPS portal to have direct access to the invoice upload functionality. For details about the registration process, kindly follow IPS registration guide - Portal Registration Guide</p>
2	I have login issues on the IPS portal. What can I do?	<p>For any IPS technical issues, please write to the IPS Support Team: Credit-suisse.support@IPSmalbox.com</p> <p>Before raising the issue to IPS support team kindly ensure that you completed the registration process successfully and used the e-mail address and password that you received during the registration process.</p> <p>Kindly use the above given mailbox for access related queries only and not for checking the status of invoice payment.</p>
3	IPS is very slow and unable to view dashboard items. What should I do?	<p>Please clear, delete cache and cookies of your browser (i.e. Internet Explorer, Microsoft Edge, and Google Chrome) and then retry. Although a broad range of browser applications are supported by IPS, Google Chrome is recommended.</p> <p>If issues persist, please contact the IPS Support Team: Credit-suisse.support@IPSmalbox.com</p> <p>Kindly use the above given mailbox for access related queries only and not for checking the status of invoice payment.</p>
4	How to upload invoices and add attachments to an invoice?	<p>See MyShop User Guide: Factsheet (csintra.net), page 3</p>
5	How do you process invoices containing Bank Client Identifying Data (CID)?	<p>See MyShop User Guide: Factsheet (csintra.net), page 2</p>
6	I did not receive an IPS e-mail notification that my invoice is successfully uploaded. Who should be contacted for support?	<p>You can view the status of the invoice in my 'Activity Stream' on the IPS portal. If the issue persists please contact the IPS Support team: Credit-suisse.support@IPSmalbox.com</p> <p>Kindly use the above given mailbox for access related queries only and not for checking the status of invoice payment.</p>
7	If an invoice is in 'Exception' status, what can I do to resolve this?	<p>Typically, this happens when IPS requires clarification on some details for invoice data capture. Accounts Payable is managing these exceptions and will contact the invoice submitter for any additional information (if required) or rejection.</p>

		<p>As a supplier, you are not directly involved in exception resolution. Please allow for 2 business days and if invoice is still in exception then please contact the Credit Suisse Accounts Payable Service Desk team:</p> <p>Switzerland and Poland: PL.vendorquery@credit-suisse.com All Other Countries: AP.vendorquery@credit-suisse.com</p>
8	My invoice is stuck in status "Uploading". What should I do?	<p>There is a possible network or some technical issues causing this. Please contact the IPS Support Team with the invoice details (including the Document ID): Credit-suisse.support@IPSmalbox.com</p> <p>Kindly use the above given mailbox for access related queries only and not for checking the status of invoice payment.</p>
9	I am getting an error message on uploading the document or unable to upload at all. What should I do?	<p>There is a possible network or some technical issues causing this. Please contact the IPS Support Team: Credit-suisse.support@IPSmalbox.com</p> <p>Kindly use the above given mailbox for access related queries only and not for checking the status of invoice payment.</p>
10	I have uploaded an incorrect/ incomplete invoice. How can I cancel or retract the submission?	<p>Accounts Payable Team manages these kind of exceptions and will contact the invoice submitter for any additional information (if required) including rejecting an incorrect or incomplete invoice.</p> <p>Please ensure all relevant documents and information are checked before uploading an invoice on the IPS portal. Once invoice is submitted to the IPS portal, you cannot retract it.</p>
11	What is the maximum allowable image / file size to upload invoices on to the IPS portal?	<p>IPS does not restrict upload of invoices of any size but we do have a restriction in MyShop, where we save invoice images for future reference. Therefore, when you upload an invoice on to the IPS portal, do ensure that it does not exceed the MyShop allowable limit of 10 MB.</p>
12	How can I monitor the status of my invoices on the IPS portal?	<p>To check your invoice submission status on IPS portal, go to the IPS landing page and you'll find the 'Activity Stream' on the left side of the page. When you click on this, you will find the Document IDs of recently uploaded invoices along with their status.</p> <p>You can also refer to the Invoice Status Lookup Guide to know the status of earlier uploaded documents.</p>
13	I received the IPS e-mail notification, however the invoice is neither visible on 'Dashboard' nor 'Activity Stream' What should I do?	<p>There is a possible network or some technical issues causing this.</p> <p>Please contact the IPS Support Team with the invoice details (including the Document ID): Credit-suisse.support@IPSmalbox.com</p> <p>Kindly use the above given mailbox for access related queries only and not for checking the status of invoice payment.</p>

14	What does the invoice status mean that I can see on the IPS portal?	<table border="1"> <thead> <tr> <th>Status</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>Document Contained No Data</td> <td>Bad upload – Check invoice document. Invoice must be re-uploaded</td> </tr> <tr> <td>Failed: Corrupt Document</td> <td>Bad upload – Check invoice document. Invoice must be re-uploaded</td> </tr> <tr> <td>Failed: Document Retrieval</td> <td>Bad upload – Check invoice document. Invoice must be re-uploaded</td> </tr> <tr> <td>Unspecified Error Occurred</td> <td>Bad upload – Check invoice document. Invoice must be re-uploaded</td> </tr> <tr> <td>Document Submitted</td> <td>Invoice has been successfully submitted</td> </tr> <tr> <td>Document Check-In</td> <td>Invoice has been accepted into the process (not password protected, corrupt, etc.)</td> </tr> <tr> <td>Document QC</td> <td>Invoice image is being reviewed for quality issues</td> </tr> <tr> <td>Intelligent Capture</td> <td>Invoice data is being extracted and validated</td> </tr> <tr> <td>Exception</td> <td>Resolving a question about this invoice</td> </tr> <tr> <td>AP Workflow</td> <td>Invoice is ready to be submitted to MyShop</td> </tr> <tr> <td>Delivered to Accounting System or Archive</td> <td>Invoice is submitted to MyShop for further processing</td> </tr> </tbody> </table>	Status	Definition	Document Contained No Data	Bad upload – Check invoice document. Invoice must be re-uploaded	Failed: Corrupt Document	Bad upload – Check invoice document. Invoice must be re-uploaded	Failed: Document Retrieval	Bad upload – Check invoice document. Invoice must be re-uploaded	Unspecified Error Occurred	Bad upload – Check invoice document. Invoice must be re-uploaded	Document Submitted	Invoice has been successfully submitted	Document Check-In	Invoice has been accepted into the process (not password protected, corrupt, etc.)	Document QC	Invoice image is being reviewed for quality issues	Intelligent Capture	Invoice data is being extracted and validated	Exception	Resolving a question about this invoice	AP Workflow	Invoice is ready to be submitted to MyShop	Delivered to Accounting System or Archive	Invoice is submitted to MyShop for further processing
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15	How to check why the invoice is in status 'Rejected'?	<p>Accounts Payable informs suppliers and Credit Suisse Business partners about rejected invoices. Please allow for 2 business days and if Accounts Payable has not contacted you, reach out to the Credit Suisse Accounts Payable Service Desk team:</p> <p>Switzerland and Poland: PL.vendorquery@credit-suisse.com All Other Countries: AP.vendorquery@credit-suisse.com</p>																								
16	In my 'Activity Stream' on the IPS portal, I can only see a limited number of invoices. Where can I see all the invoices I uploaded?	Refer to the Invoice Status Lookup Guide																								
17	How can I get information about the invoice payment status once the invoice status on IPS shows as 'Delivered to Accounting System'?	<p>The purpose of IPS portal is for invoice submission and it will not have the latest payment status of invoices in MyShop system.</p> <p>For invoice payment status in MyShop, please contact the Credit Suisse Accounts Payable Service Desk team:</p> <p>Switzerland and Poland: PL.vendorquery@credit-suisse.com All Other Countries: AP.vendorquery@credit-suisse.com</p>																								
18	What do I need to do if a supporting document appears as	Documents that do not comply with the Credit Suisse Invoicing Standards e.g. not addressed to the correct legal entity name may lead to rejection and																								

	a separate invoice rather than as an additional attachment to an invoice?	<p>suppliers will have to re-submit invoices with the correct details before the invoice can be processed.</p> <p>To avoid such situation in future please refer to MyShop user guide on how to add attachments to an invoice: Factsheet (csintra.net), Step 5</p> <p>If you are using the IPS e-mail (not a preferred method and should only be used as a last resort) to submit your invoices, each attachment to the e-mail is considered as a separate invoice. Attachments to an invoice should be included or compiled in one document.</p>
19	What happens if a hardcopy invoice is sent by post to the Scanning Centre as per the previous process? (Switzerland)	Credit Suisse business users and suppliers should only submit invoices via the upload process.
20	The supplier did not receive payment even though the invoice shows as status "Archived" or "Delivered to Accounting System" on IPS portal. Whom can I contact?	<p>Please contact the Credit Suisse Accounts Payable Service Desk team:</p> <p>Switzerland and Poland: PL.vendorquery@credit-suisse.com All Other Countries: AP.vendorquery@credit-suisse.com</p>
21	I want to submit invoices for Credit Suisse Group AG. Shall I use the IPS portal?	The Credit Suisse Group AG has specific invoice submission requirements. Generally, if you have sent invoices for Credit Suisse Group AG to you Credit Suisse business partner, please continue to do so and do not use the IPS portal.