

7th November 2022

Attention: Head of Finance / Key Sales Manager

Dear Valued Supplier,

We are pleased to launch our **MySupplier Portal (MSP)**, a supplement tool to B2B Portal, which is going live on November 14, 2022. **There is no change on the way that you submit your E-invoices in B2B Portal.**

What are the benefits of MSP?

MySupplier Portal will provide you the following benefits:

- ☐ View the Payment information and Status of the invoice
- ☐ Download reports and view dashboards for more insights
- ☐ Subscribe to reports and email notification
- ☐ The use of MSP is zero-charge on your end

Your invoices will be visible in MSP after one working day, once accepted and processed in B2B portal.

Payment status and information is refreshed on a daily basis.

When to contact AP Helpdesk?

You are encouraged to use MSP to view the Payment detail and invoice status. With MSP go-live, AP Helpdesk will only response to emails related to the following issues below:

1. **Missing Invoices in MSP**, if you cannot find your invoice in MSP. **Tip:** Remove the special characters* when searching. Example, if your invoice is “#123”, search for “123”, without the “#”.
*Some of the special characters are: #, \$, !, @, *, ()
2. **Technical issue** or questions related to MSP

Kindly indicate our **assigned vendor number** and you **invoice reference** in the subject of your email. A ticket will be assigned to your email (sample ticket: RITM000000000). When making follow-ups, always include this RITM ticket number on your emails for easy retrieval and resolution of your query.

How to get Access request & References:

For access request, please click on this [link](#). Complete the required information on the self-registration form. Please allow 3 working days for your access to be granted.

References

- You may refer to the training materials available in MSP once you're logged in.
- If you need assistance, you may send an email to your AP Helpdesk: idfin@hero.co.id

Your sincerely,

Ivanna

Head of Accounting Services