

Waste Management Service Center (WMSC) - Accounts Payable

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Waste Management Service Center (WMSC) - Accounts Payable

Frequently Asked Questions

Invoice Submission

1. Where do I send my invoice?

- a. If you are transacting via Ariba for Waste Management, your invoices must be submitted electronically via the Ariba Network; paper invoice submissions will be rejected, thereby delaying payment
- b. For all Waste Management Areas on the P2P (Procure to Pay) Platform, invoices can be sent the following ways:

- i. Email to 8888134288@onlinecapturecenter.com

NOTE: You should receive a confirmation email with a tracking number starting with "E2F". Keep that email for future reference if needed.

- ii. Mail to: Waste Management – Accounts Payable
P.O. Box # 6700
Portland, OR 97228-6700

For Canada:

Waste Management – Accounts Payable
#910-5525 West Boulevard
Vancouver BC V6M 3W6

- iii. FAX to: 888-813-4288

2. I submitted the same invoice twice; do I need to notify anyone?

- a. No, but please be aware that your payment may be delayed.

3. If my company has inquiries regarding contracts or price discrepancies on Purchase Orders, who should we contact?

- a. Please contact the WM representative who placed the order.

4. How do I obtain a 1099 Form?

- a. A copy of the 1099 may be obtained by emailing wmsc.ap@wm.com. Please be sure to provide your Vendor Name and ID. A ticket will be generated and a

WMSC AP representative will respond to your inquiry/request within two business days.

5. Where should my company send remittance changes and or merger/acquisition changes?

- a. Notification of changes should be provided to your WM contact.

6. How do I update my vendor record information?

- a. Notification of changes should be provided to your WM contact.

Invoice Requirements

7. Who do I contact to get a Purchase Order number?

- a. Not all goods/services require a purchase order. If your goods/service required a purchase order, it would have been provided to you at the time of order or service request. Failure to provide this purchase order on your invoice will delay payment.

8. Who is my WM contact and what is their email address?

- a. If you did not receive a purchase order from Waste Management, you must include the email address or name (of the WM representative who placed the order) on the invoice as well as the WM location where goods or services were provided. Waste Management utilizes this email address/name to route the invoice for account coding and approval prior to payment. Failure to provide this information on your invoice will delay payment.

NOTE: The Waste Management contact should be the WM employee who requested the services.

- b. If a WM Purchase Order is provided, the WM Contact should be listed on the PO.


Invoice and Payment Status Portal

9. I sent my invoice to 8888134288@onlinecapturecenter.com, but I do not see it in the invoice and payment status portal yet.

- a. Please allow at least 2 business days after the date of submission before looking for it in the invoice and payment status portal.
- b. If it has been at least 2 business days after the date of submission and it is not showing in the invoice and payment status portal, you may submit an invoice status inquiry via email to wmsc.ap@wm.com. Please include information such as the confirmation number received via email when the invoice was submitted, remittance (vendor) name, invoice number, invoice total and purchase order number (if applicable) in order to receive a status update for the invoice.

10. I found my invoice in the portal, but I am not sure what the status is.

- a. Please use the information below to determine the status.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|-----------|------------|--|--------------|-------------|------------------|------------------|------------------|
| Vendor ID | PO | Invoice ID | Invoice Date | Invoice Amt | Invoice Currency | Invoice Amt Paid | Invoice Status |
| 000000 | 4136087644 |  958890 | 03/07/2019 | 212.14 | USD | 0.00 | Scheduled to Pay |

| | | |
|---|------------------|--|
| 1 | Vendor ID | This number represents your unique vendor record. You can record this number for future use. |
| 2 | PO | This field is populated with the purchase order number for the invoice. |
| 3 | Invoice ID | Invoice number - This field will use a standard invoice format using the date if the invoice number is not provided on the invoice. <i>NOTE: If needed, the envelope icon can be used to initiate a request for additional information.</i> |
| 4 | Invoice Date | Invoice date – the date received will be used if the date is not provided on the invoice. |
| 5 | Invoice Amt | Invoice Amount – The amount of the payment could change if there is a discount offered (see Invoice Amt Paid). |
| 6 | Invoice Currency | Invoice Currency – WM accepts USD or CAD only. |
| 7 | Invoice Amt Paid | Invoice Amount paid – The amount will be \$0.00 until a payment is made for the invoice. |
| 8 | Invoice Status | In Process - The invoice is pending approval or to fully match to the PO. Please wait 3-5 business days to check for an updated status. |
| | | Scheduled to Pay - The invoice is ready to pay. (See Payment Due Date) |
| | | Paid - A payment has already been issued for the invoice. (See Payment Date and Payment ID) |

| 9 | 10 | 11 | 12 | 13 | 14 |
|------------------|---------------|--------------|------------|----------------|------------------|
| Payment Due Date | Payment Terms | Payment Date | Payment ID | Payment Amount | Payment Currency |
| | Net 45 | | PCARD | 0.00 | USD |

| | | |
|----|------------------|---|
| 9 | Payment Due Date | Date payment is scheduled to be issued NOTE: Payment will be delayed if the invoice is submitted late or does not meet WM invoice requirements. |
| 10 | Payment Terms | Terms for the invoice. NOTE: Payments are issued based on Invoice Date + Payment Terms |
| 11 | Payment Date | Date the payment was issued - This field will be blank until payment is issued. |
| 12 | Payment ID | The payment reference ID will be provided once payment is issued. NOTE: "PCARD" will be listed if the payment is scheduled to be issued by credit card. |
| 13 | Payment Amount | The amount of the payment - Will show as 0.00 until payment is issued. NOTE: The Payment Amount may not match the invoice amount if multiple invoices were paid on the same payment. |
| 14 | Payment Currency | USD - US Dollar CAD - Canadian Dollar |

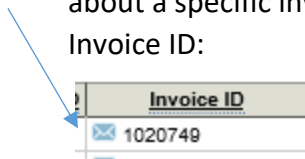
| 15 | 16 | 17 | 18 | 19 | 20 |
|----------------|----------------------|----------------|-------|----------|--------------|
| Payment Method | Payment Cleared Date | Payment Status | AP BU | Voucher | Vendor SetID |
| PCARD | | | MIDWS | 02989158 | WASTE |

| | | |
|----|----------------------|--|
| 15 | Payment Method | Check - Payment was/will be issued by check and mailed to the remittance address on the invoice. |
| | | Electronic Funds Transfer - Payment was/will be issued by ACH and the funds will be deposited into the provided bank account. |
| | | PCARD - Payment was/will be issued by credit card provided by phone no later than the scheduled due date. |
| | | SUA - Payment was/will be issued by a one-time use credit card number provided via email. |
| 16 | Payment Cleared Date | Payment Cleared Date will be populated once the payment issued "clears" WM's bank account. |
| 17 | Payment Status | NEW - Invoice is pending approval or to fully match to the PO |
| | | ASSIGNED - indicates the invoice has been assigned to a payment coordinator to pay. <i>NOTE: Please wait 3-5 business days for contact by phone for payment</i> |
| | | CONTACTED - indicates that you were contacted for payment but not yet available to complete the payment. |

| | | |
|----|--------------|--|
| | | <p><i>NOTE:</i> Please wait 3-5 business days for the next attempt to make contact by phone for payment</p> |
| | | CREDITS - Scheduled for payment by credit card but pending additional invoices to exceed the amount of the credits. |
| | | PENDING - indicates credit card payment has been provided to process payment but pending final verification that payment has been fully processed. |
| | | AUO CHARGE - pre-authorized to charge designated credit card <i>NOTE:</i> - This only applies to specific suppliers |
| | | RECONCILED/Cleared - credit card payment has been completed and fully reconciled with credit card bank transaction. |
| 18 | AP BU | Internal WM reference - can be provided when making inquiries. |
| 19 | Voucher | Internal WM reference - can be provided when making inquiries. |
| 20 | Vendor SetID | Internal WM reference - can be provided when making inquiries. |

11. What if my invoice is showing as “In Process” past the payment due date?

- a. This means that your invoice is being worked on by the Waste Management Team. You can send an inquiry directly to the Waste Management AP Team about a specific invoice by clicking on the blue envelope icon to the left of the Invoice ID:



12. Why is my invoice not showing up in the invoice and payment status portal when I emailed it to the Online Capture Center?

- a. Step 1 –If you have agreed to transact with Waste Management via the Ariba Network, your invoices will not be processed via the Online Capture Center. Your invoices must be submitted electronically via the Ariba Network.
- b. Step 2 -When you emailed your invoice to the Online Capture Center, did you receive a successful confirmation email?
 - iv. If yes – please allow at least two business days before checking the invoice and payment status portal.
 - 1. If several days have passed and it is still not available in the invoice and payment status portal, please send an email to

wmsc.ap@wm.com requesting the status (please include your confirmation number.)

- v. If you did not receive a successful confirmation email, please contact wmsc.ap@wm.com for assistance.

13. Who do I contact if the invoice and payment status portal show that a payment made but funds have not been received?

- a. ACH payment method - Depending on your bank, ACH payments can take 3-5 days to post.
- b. Checks - Please allow appropriate postal mailing time for checks.
- c. Pcard – A credit card number should have been provided and charged.
- d. SUA – A payment email has been sent.

If there is a delay or an issue with the payment, please email wmsc.ap@wm.com (provide the Payment ID and payment amount.) A ticket will be generated and a WMSC AP representative will respond to your inquiry/request within two business days.

Ariba Network

14. How do I get set up with an Ariba account to transact electronically with Waste Management?

- a. Please send an email WMSC.AP@wm.com for further assistance.

15. Who do I contact for questions regarding registration, configuration, Supplier Membership Program fees, or General Ariba Network questions?

- a. Please contact Ariba via the help center when logging into your Ariba account.

16. If my company is using the Ariba portal to submit invoices, do I need to also submit a physical copy of my invoices?

- a. No, paper invoices cannot be accepted for Ariba-enabled suppliers.

SUA

17. What is SUA (Single Use Account) Virtual Card?

- a. Waste Management will pay your invoices using a one-time use credit card; this number is different from any credit card you may currently have on file. Invoice remittance information is sent directly to you via email and you can access the credit card information at any time using a secure website.

18. How do I get set up to accept payments via “SUA” from Waste Management?

- a. Please email wmsc.ap@wm.com for further assistance

19. What is the credential code?

- a. 5-digit credential text code will always be 77002

20. How do I change the SUA remittance email address?

- a. Please contact WMSC.AP@wm.com to change your SUA email address. You will be asked for details to confirm your account.

21. Who do I contact for questions about retrieving and processing the credit card information from the payment authorization email?

- a. JPMC Supplier Support Line: 1-877-263-5184
- b. JPMC Supplier Support Email: sua.supplier.support@jpmchase.com

Pcard (Credit Card Payment)

22. What is Pcard (Credit Card Payment)?

- a. Once an invoice is approved for payment, Waste Management will make contact by phone within 3-5 business days to make payment.

23. I missed the call for the credit card payment. Will I get another call?

- a. If WM is unable to contact by phone, a second attempt by phone will be made within 3-5 business days.

24. I am paid by Pcard but the payment terms are not correct.

- a. As WM initiates payment within 3-5 business days once invoice is ready to pay, payment terms are listed as 45 days regardless of contractual terms.

NOTE: Contact for payment generally does not wait for 45 days.

25. My invoice is already past due and the status is “scheduled to pay” but I haven’t received a call for payment.

- a. If the invoice is past due and ready to pay, payment will be made in 3-5 business days.
- b. If the invoice is past due and invoice status is “in process”, please contact WMSC.AP@wm.com to request more information.