

Waste Management Vendor Self-Service Portal Instructions

The vendor self-service portal is a tool that enables vendors to find payment status for individual invoices or their complete invoice history (past year) with Waste Management. InvoiceInfo will help your Accounts Receivable and Collections staff eliminate having to leave messages, and then wait for a return phone call or response to an email when inquiring about an invoice. You will be able to get your answers through this Internet portal, saving your staff time and hassles. The data is updated daily by our Accounts Payable system so when you see the answers you are looking for, you can feel confident in the accuracy of that data.

Login credentials are not required.

To access the portal, vendor will be required to enter basic invoice information into **TWO key data fields**. For security reasons, vendor names and all confidential information is not viewable through the portal.

- Step 1:** Go to the Waste Management website at <http://wm.invoiceinfo.com>
Step 2: The vendor self-service portal will be prompted in a new window.

The screenshot shows the Waste Management Invoice and Payment Status Portal. At the top, there is a green header with the Waste Management logo and a 'Select Language' dropdown. Below the header is a green banner that reads 'Welcome to the Waste Management Invoice and Payment Status Portal'. On the left side, there is a menu bar with three items: 'Invoice Search', 'How to Use this Page', and 'Supplier Information'. The main content area contains a message: 'The data available reflects the activity over the last rolling 12 months based upon data entry date. The data is updated daily.' Below this message, there is a prompt: 'Please enter a value for at least TWO of the fields below:'. The form includes input fields for 'PO Number', 'Vendor Number', 'Invoice Number', 'Invoice Date' (with dropdowns for 'MONTH', 'DAY', and 'YEAR'), 'Invoice Amount', 'Payment Amount', 'Payment ID', and 'Sort Report by' (with a dropdown for 'Ascending'). There are two buttons: 'Search' and 'Reset'. At the bottom, there is a version number: 'Version 2.30'.

- Step 3:** The landing page consists of two parts:
- The menu bar on the left-hand side which includes:
 - Instructions for using the vendor self-service portal.
 - Instructions on guidelines to submit your invoice
 - In the center of the page is the search page. Vendors must enter valid information in TWO fields. Once the data has been entered, users must hit the “search” button.

Waste Management Vendor Self-Service Portal Instructions

Step 4: If the data entered successfully matches information from the Waste Management Accounts Payable system for the two fields specified, vendors are granted access to invoice status and payment information for their specific account.

Search Hints: All the criteria must match for the data to be returned. If no data is returned, limit the number of search criteria to two or try different criteria. If available, enter the vendor number as one of the criteria. The invoice amount should be the total amount of the invoice including taxes and fees. Make sure to enter all the characters on the Invoice Number including any letters.

The data available reflects the activity over the last rolling 12 months based upon data entry date. The data is updated daily.

You have successfully received at least one valid response during this session and may use date ranges if desired.

PO Number:

Vendor Number:

Invoice Number:

Invoice Date: TO

Invoice Amount:

Payment Amount:

Payment ID:

Sort Report by:

Step 5: You can now search invoices based on entering one or more fields.

Note: Should you receive the message “No Data Found”, your invoice may not have been received/processed for payment. The data is updated daily by our Accounts Payable system.

Waste Management Vendor Self-Service Portal Instructions

Step 6: You can also search invoices by a date range. For example, if you want to see all invoices on your account for the year 2017 you would enter a date range of January 1, 2017 to December 31, 2017 and leave all other fields blank. This will show all invoices including: In Process, Scheduled to Pay (not yet paid) and Paid invoices. **All invoices entered in the past 365 days will be display.**

The data available reflects the activity over the last rolling 12 months based upon data entry date. The data is updated daily.

You have successfully received at least one valid response during this session and may use date ranges if desired.

PO Number:

Vendor Number:

Invoice Number:

Invoice Date: TO

Invoice Amount:

Payment Amount:

Payment ID:

Sort Report by:

Step 7: The results will be shown directly below the data filters. You will notice that you don't see your company's name in the results. You can not access any information on the site unless you have the required data specific to your company.

Invoice Search
How to Use this Page
Supplier Information

The data available reflects the activity over the last rolling 12 months based upon data entry date. The data is updated daily.

You have successfully received at least one valid response during this session and may use date ranges if desired.

PO Number:

Vendor Number:

Invoice Number:

Invoice Date: TO

Invoice Amount:

Payment Amount:

Payment ID:

Sort Report by:

Version 2.30
[Download Results in CSV Format](#)

Vendor ID	PO	Invoice ID	Invoice Date	Invoice Amt	Invoice Currency	Invoice Amt Paid	Invoice Status	Payment Due Date	Payment Terms	Payment Date	Payment ID	Payment Amount	Payment Currency	Payment Method	Payment Cleared Date	Payment Status	AP/BU	Voucher	Vendor SetID
-----------	----	------------	--------------	-------------	------------------	------------------	----------------	------------------	---------------	--------------	------------	----------------	------------------	----------------	----------------------	----------------	-------	---------	--------------

Waste Management Vendor Self-Service Portal Instructions

- Step 8:** You can sort the data two ways:
- Use the 'Sort Report by' function in the search pad to select the field and the type of sort, and then click the 'search' button.

Sort Report by: Invoice Number ▼ Ascending ▼

PO Number

Invoice Number

Invoice Date

Invoice Amount

Payment Amount

Payment ID

Reset

[Download Results in CSV Format](#)

- Click on the column title of the column that you want to sort.

Vendor ID	PO	Invoice ID	Invoice Date	Invoice Amt	Invoice Currency	Invoice Amt Paid	Invoice Status

- Step 9:** You can also export the data by clicking the "Download Results in CSV Format" link directly above the search results table.

Invoice Search

How to Use this Page

Supplier Information

The data available reflects the activity over the last rolling 12 months based upon data entry date. The data is updated daily.

You have successfully received at least one valid response during this session and may use date ranges if desired.

PO Number:

Vendor Number: Your Vendor ID Here

Invoice Number:

Invoice Date: January ▼ 01 ▼ 2016 ▼ TO December ▼ 31 ▼ 2016 ▼ Date Range Search

Invoice Amount:

Payment Amount:

Payment ID:

Sort Report by: Ascending ▼

Search
Reset

Download Results in CSV Format

Vendor ID	PO	Invoice ID	Invoice Date	Invoice Amt	Invoice Currency	Invoice Amt Paid	Invoice Status	Payment Due Date	Payment Terms	Payment Date	Payment ID	Payment Amount	Payment Currency	Payment Method	Payment Cleared Date	Payment Status	AP BU	Voucher	Vendor SetID

- Step 10:** To get clarifications or to ask a question, an option is available to send an email to a WM AP representative. Click on the 'Mail' symbol in the Invoice ID field which will launch a new window where you can enter some comments. Once submitted a representative will contact you within 72 hours.

Vendor ID	PO	Invoice ID	Invoice Date	Invoice Amt	Invoice Currency
99999999	123456789	✉ 123-A	03/22/2017	999.00	USD