

FAQ



Do I need to use the Transcepta portal when using Transcepta?

- Not necessarily. It's an option to use the portal to manually key in invoices, do reporting, or check invoice submission status, but it's not mandatory. You can simply email invoices in or establish a secure file transfer (EDI) with Transcepta.

What if I don't currently submit invoices?

- If you are set up with Motorola Solutions as "pay from receipt", then no change is necessary.

What types of invoices can and cannot be submitted?

- US, Malaysia, and Germany invoices pertaining to Standard POs can currently be submitted.
- Exclusions include invoices pertaining to Complex POs, and PFR (Pay From Receipt), APO (Automatic Payout), SSOI, ESSOI, and Self-Billing. If you are unsure, please work with the Motorola Solutions Accounts Payable team.

How difficult is the transition to Transcepta?

- If you currently email invoices to Motorola's AP inbox, the transition is as simple as sending your invoices to a new email address.
- Note: After transitioning to Transcepta, please **do not copy the Motorola Accounts Payable inbox when emailing invoices to Transcepta**

How much will it cost me to use Transcepta?

- There is absolutely no cost to you for using Transcepta. This is a service being provided by Motorola Solutions to improve payment efficiency.

How do I check the status of an invoice submitted to Transcepta?

- Suppliers can check the status of their invoice in the Transcepta Supplier Portal. Log in using your credentials at supplier1.transcepta.com/SupplierPortal/login and click on the Invoices tab (look for the \$ icon). You can then search by a number of criteria, including Invoice Number and Status. To search by number, simply enter the invoice number into the Invoice Number field and click search; it will populate below along with its status. To search by status only, use the Status field on the right hand side with a drop-down arrow; click on the drop-down and select the status you'd like to view (Sent, Failed, Draft, Cancelled, etc.)

Will I receive a notification for every invoice submitted?

- Suppliers will receive a Invoice Confirmation Email that contains the status of all of the invoices submitted that day. This is typically sent to one user but may be updated to be sent to multiple users should the supplier wish to do so. Suppliers may also request a second report called Document Batch Confirmation that will list each individual invoice that is submitted along with the Daily Confirmation Report sent out at the end of the day. This report must be requested by the supplier to be set up as this type of report is sent out for each individual invoice submitted along with the Daily Confirmation Report that is sent out at the end of the day.

What reports are available for a supplier to have better visibility on their invoices?

- The following reports are available for the supplier to have better visibility on their invoices:
 - Invoice Confirmation Email / Supplier Daily Report
 - Document Batch Confirmation

Are these reports automatically set up for new suppliers? If not, who should be contacted to set them up?

- The Invoice Confirmation Email / Supplier Daily Report is automatically set up for the supplier when their account is registered. The Document Batch Confirmation report must be requested by the vendor to support@transcepta.com in order to be set up.

How do I check payment status for an invoice?

- For payment details, please continue to use iSupplier, as Transcepta helps us process invoices but payments will still be made by Motorola Solutions. To check invoice status, use Transcepta's reports or their portal. To check payment status, use Oracle iSupplier.
 - If you do not have an iSupplier account, please raise an access request first using the link below:
 - https://www.motorolasolutions.com/content/msi/en_us/about/suppliers/access-request.html
 - If you need some assistance regarding access to iSupplier, please contact iSupplier Help: supphelp@motorolasolutions.com

I'm interested in using Transcepta. How do I move forward?

- The first step is to create an account with Transcepta at <http://connect.transcepta.com/motorola>

I've registered for Transcepta. How do I use it?

- Transcepta will work with you to test sample invoices; once successful testing is complete, you can begin submitting invoices to Transcepta via email or secure file transfer.
- If you are unsure on your registration status or have not received log-in details, please email registration@transcepta.com.

What if I need further help?

- Check out Transcepta's help page at <https://help.transcepta.com/hc/en-us/categories/360005527671-Transcepta-101>
- For help with registration, please contact registration@transcepta.com
- For help with processing an invoice, please contact support@transcepta.com or call 949-382-2842
- For Inquires about payment status, contact MSI Helpdesk at:
 - For the US: accountspayable@motorolasolutions.com
 - For Malaysia: accountspayable.asia@motorolasolutions.com
 - For Germany: DVS001@motorolasolutions.com



Resources

Reports

Individual Invoice Rejections

- Invoices that fail one or more of Motorola's validation rules are sent back to the supplier with a rejection reason and asking them to resubmit

Supplier Confirmation Report

- Sent each day that a supplier submits a document
- Shows the status of all documents submitted for that day:
 - Successful
 - Pending
 - Cancelled (by Transcepta, usually as part of re-processing)
 - Failed (rejected as stated above)

Links

Connection Site

<http://connect.transcepta.com/motorola>

Supplier Portal

<https://supplier1.transcepta.com/SupplierPortal/login>

Help Center

<https://help.transcepta.com/hc/en-us>

Web Entry Instructions

http://archive.transcepta.com/Resources/How_to_create_an_invoice_in_the_supplier_portal.pdf

Supplier Success

Email – registration@transcepta.com

Phone – 949-382-2841