Need additional help?

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Contact Information
For general questions regarding vendor admin changes or updates, disputes about cost, shortages, return goods, coupons or credit memos, non-PO related unpaid invoices, unpaid or past due warehouse PO related invoices, or payment status associated to an invoice, please leverage the search function and related inquiry process outlined in section C below. • For Technical Support: 210-938-9836 (local) Available 24 hours, 7 days a week. • For the H-E-B Compliance & Ethics Helpline: 866-208-8167 Toll-Free and Anonymous
Helpful Tips Support Links
• To view full screen after search results are displayed, close the Search panel window by clicking on the ⊢ button. • To retrieve large volumes of data, use the **Export** option. Information will be downloaded into Excel. • For additional support, leverage the F.A.Q. tab when logged in to the H-E-B AP-AR Portal. • Heb.com • Supplier.heb.com

AP-AR Vendor Portal

H·E·B

Purpose: Assisting Company Vendor Administrators (Vendor Admins) on how to add a Vendor User / Vendor Representative (Vendor Rep) with their company to the AP-AR Portal, how to search for applicable vendor invoice data and related payment information, and how to log an inquiry to H-E-B in the AP-AR Portal.
Resources Required: AP-AR Portal system
Other Notes: This training document will reside on the AP-AR Portal Help page section.

FAQ	Answer	For related instructions, see:
How do I search for invoices and related payments?	Navigate to the Search tab and search for invoices using filters as necessary.	Section C below
How can I submit a general inquiry to H-E-B?	Inquiries can be submitted via the results of the Search tab. A user may navigate to the Contact H-E-B tab to submit a general inquiry as well.	Section C & D below
If I have a question regarding the system, who do I ask?	Answers to Frequently Asked Questions are located on the F.A.Q. tab in the AP-AR Portal.	Section E below
How do I locate my exported search results?	Navigate to the My Downloads tab and click to open the applicable completed download.	Section F below
How can I update my information?	Navigate to the My Account tab to modify fields as necessary.	Section G below
How does a Vendor Admin get access to the AP-AR Portal?	AP-AR Portal Vendor Admin access is obtained through H-E-B Supplier Connect via being identified as the Admin1 or Admin2 contact on file for the given H-E-B accounts payable Vendor number.	
How can additional Vendor Users obtain access to the AP-AR Portal?	A company's Vendor Admin(s) may grant additional Vendor Users access to the AP-AR Portal from within the system.	Section A and H below
What are the different roles (level of access) assigned in AP-AR Portal?	Roles vary by Vendor Admin, Vendor User, and Vendor Rep (Brokers).	
As a Vendor Admin, how can I see all authorized Users for my Company?	Authorized Users can be viewed within the Administration tab.	Section H below

Section A
Logging on to the AP-AR Portal

1. Navigate to **supplier.heb.com**
2. Click on the **Systems** tab
3. Under *Featured Applications* click on the **AP-AR Portal** tile
4. Login with your **User Name** and **Password**
5. If you are a new Vendor User / Representative and haven't registered before:
   a. Click on the *First time user? Click here to register* link.
   b. Complete the Request Access Form and click **Submit**.
   c. The Vendor Admin will receive a system generated email with the requestor's registration request.
   d. The Vendor Admin may follow the steps on the email to help progress the requested registration.
   e. Once the request is approved, a system generated email containing the User Name and Password information will be sent to the requestor.
6. If you are a new Vendor Admin, as per assigned in the contacts section of the H-E-B Supplier Connect system, and haven't register before, a system generated email will be sent to you with login steps.
   a. Vendor Admin email links are unique, so the given Vendor Admin must use the emailed link to register accordingly.

H·E·B Suppliers

Home   Requirements   Documentation   Diversity   Systems

"Better" starts with **quality products** from **quality suppliers**

Become A Supplier

Already a Supplier? Log in to Supplier IDM

Feedback

Featured Applications

H-E-B Supplier Connect
H-E-B Supplier Connect helps suppliers through the onboarding process and enables maintenance activities throughout the supplier lifecycle.
NEW

Supplier IDM
Supplier IDM allows access to all SSO applications including, Core Product Setup, Cost and Deals, Coupon Management System, Event Order Management, Own Brand Product System, and Selling Event Scheduling System.

Marketplace
Easily create, approve, receive, track, and pay for orders associated with non-resale items. All orders created after May 14th should be done here!

AP-AR Portal
Retrieve information related to invoices, payments, adjustments, and bills from H-E-B.

H·E·B AP-AR Portal

User Name [ ]
Password [ ]

Login

First time user? Click here to register

Forgot your password? Click here

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For legitimate business purposes, authorized H-E-B personnel will monitor the use of network or computer systems, including phone-mail, E-mail and Internet use, and have the right to review any information stored, transmitted, received, and sent via any network or computer system herein.

By using network and computer systems owned or utilized, directly or indirectly, by H-E-B, all users consent to such inspection, review and/or disclosure. Violations will be reported and prosecuted.

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H·E·B AP-AR Portal

Request Access Form

Hello. We are happy to help you with your access request. Please provide the following information in order to process your request. Key Company/Manual Name OR Vendor/Customer ID, then use "+" to move the information from the left box to the right box.

Company Name : * [ ] + [ ] −
OR
Vendor Id/Customer Id : * [ ] +

First Name :* [ ]
Last Name :* [ ]
Primary Phone Number :* [1--UNITED STATES] [ ] [ ]
Secondary Phone Number : [1--UNITED STATES] [ ] [ ]
Email address :* [ ]
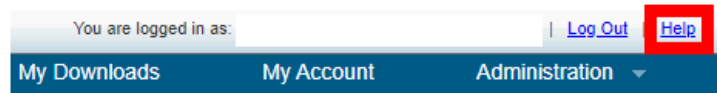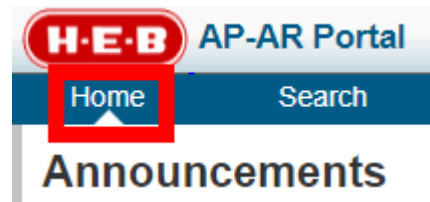Confirm Email address :* [ ]
Enter The Text Below: *

4z9   Change Text
[ ]

Submit   Cancel

## Section B
Navigating the Portal – Home and Help

1. Upon logging in to the AP-AR Portal, the **Home** tab will have important announcements listed for Vendors.
2. To access another copy of this help page document, the User may click on the **Help** link.

Section C
Navigating the Portal – Search Tab

1. Within the AP-AR Portal, Users may use the **Search** tab to locate Company invoice information and related payments.
2. The User may use the filters on the left-hand side of the screen (**Record Type…**, **Search by** and **Occurred…**) to drive search results.
   a. When using a custom date range for searching, the User must click **Go** after selecting the **from** and **to** dates.
3. The user may click on the printer symbol located on the right-hand side of the page to generate a new window with the search results.
   a. Within the pop-up window, the User may right click and select the **Print** function.
4. The User may also click the **Export All** button to export all returned search results.
5. The User may individually select invoices via checking the **Select** column checkboxes for given invoices.
   a. By doing so, the User may then click the **Export** button to export the data tied to just the selected invoices.
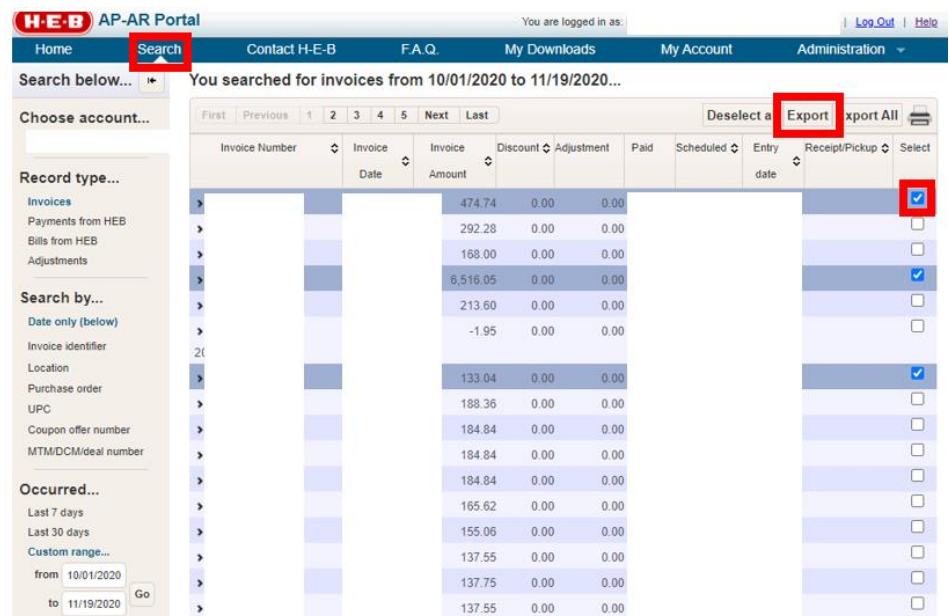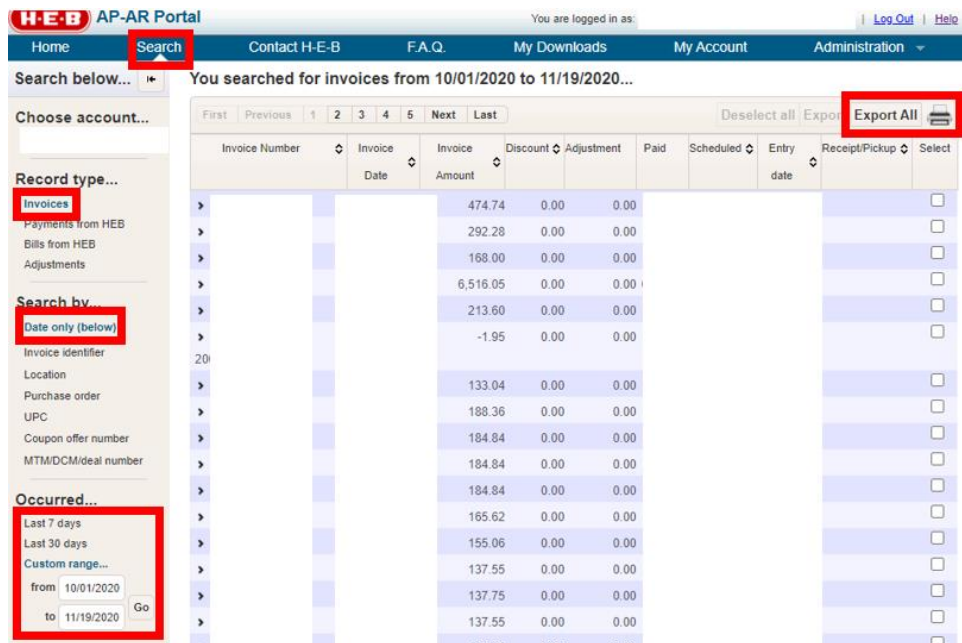
6. Within the search results, a User may click on the invoice row or the greater than sign (>) next to the invoice row to reveal additional details.
   a. The additional details will be revealed when the greater than sign is pointing downward.
   b. Within the additional details there will be an envelope symbol with a pencil on it.
   c. By clicking on the symbol in 6.b, the User will be popped out into another browser window to a brand-new **AP-AR Portal Vendor Screen** to log the inquiry.
      i. The AP-AR Portal login will remain open in a separate window.
7. In the new **AP-AR Portal Vendor Screen**, a User may:
   a. Select the appropriate inquiry type and click the **Next** button one the 1ˢᵗ screen to proceed.
   b. Fill out all required fields (indicated by a red asterisk *) and any applicable optional fields for the selected inquiry type and click the **Next** button on the 2ⁿᵈ screen to proceed.
   c. Upload each applicable document, including clicking **Attach File** after uploading each one, and click the **Next** button on the final screen once all applicable documents for the given inquiry have been added.
      i. **IMPORTANT:** After clicking **Next** on this screen, the inquiry will be submitted to H-E-B and the inquiry screen process will start back over on the first screen to support logging consecutive inquiries.

8. Within the AP-AR Portal Vendor Screen, every inquiry type where an inquiry can be made requires a Vendor number.
   a. The applicable Vendor number for the User should be populated.
   b. If it is not, the User may type in their H-E-B accounts payable Vendor number in the vendor number field (<u>not including preceding zeros</u>) or their applicable Company name **and click the applicable listed Vendor number/name that appears.**
   c. After doing so, the Vendor number should be presented in the field with a green leaf next to it.
9. If a User is uncertain what their H-E-B accounts payable Vendor number is, they can locate this in two places in the AP-AR Portal application as a reference.
   a. When clicked onto the **Search** tab, either hover over or click on the Company name under the **Choose account…** section in the left-hand filters bar.
      i. The H-E-B accounts payable Vendor number will appear after the Company name and a hyphen.
      ii. <u>It won't have the preceding zeros (ex: 00000002 would be just 2).</u>
   b. When clicked onto the **My Account** tab, click on the **Change Account Access** option on the left-hand filters bar.
      i. The H-E-B accounts payable Vendor number will be visible in the scroll box next to the **Company Name** and **Vendor Id/Customer Id** fields.

AP-AR Portal Vendor Screen

Please fill out all required fields (indicated by an asterisk *) and any applicable optional fields for the selected inquiry type and click **Next**.

* Vendor

Search AP Vendors...

Complete this field.

ii. If a User is tied to multiple H-E-B accounts payable Vendor numbers, they should be sure to enter the correct one in the **AP-AR Portal Vendor Screen**.

iii. <u>Only the digits after the preceding zeros should be entered (ex: 00000002 would be just 2).</u>

iv. When looking up this information in the AP-AR Portal My Accounts tab, the User is <u>not</u> expected to change any data in that tab unless the system requires them to do so, or they would like to update the information.

10. The **Additional Reference Number(s) Type** field is to help add additional invoice numbers, payment numbers, etc.

   a. If this is not needed for the given inquiry, or a document that already identifies the additional numbers will be uploaded as support, this field value may be left as **None**.

   b. If this field value is not None, it will require a value to be entered in the **Additional Reference Number(s)** field.

   c. <u>The Additional Reference Number(s) Type field may be changed back to a value of None as needed.</u>

11. On each the 2nd and final screen, a User may go back to the **Previous** screen as needed.

   a. <u>However, once the **Next** button is clicked on the final screen, the inquiry will be logged.</u>

12. Only once the **Next** button is clicked on the file final screen will the inquiry be logged. **If this is not completed, the inquiry will not be submitted to H-E-B.**

13. A User must click **Attach File** after uploading each document on the file upload screen.
14. The User may use the **Upload Files** button on the final screen to locate and attach 1 document at a time from their computer, or the User may drag and drop 1 file at a time into the dotted **Attachment** rectangular area surrounding the Upload Files button.
15. Some inquiry types on the 1ˢᵗ screen may only present text as guidance on the 2ⁿᵈ screen (ex: Supplier Profile Updates). In those instances, there will not be a **Next** button.

Section D
Navigating the Portal – Contact H-E-B Tab

1. Within the AP-AR Portal, Users may use the **Contact H-E-B** tab to log general inquiries about invoices, purchase orders, billings, supplier profile updates and other important questions.
   a. As of June 2021, clicking the Contact H-E-B tab will pop the User out into another web browser window, to the same **AP-AR Portal Vendor Screen** noted in section C numbers 6 - 8, to log the inquiry.

Section E
Navigating the Portal – F.A.Q. Tab

1. Within the AP-AR Portal, the Frequently Asked Questions (**F.A.Q.**) tab contains support for several AP-AR Portal system functions as well as invoice, purchase order and billing related inquiries, supplier profile updates and other important questions.

Section F
Navigating the Portal – My Downloads Tab

1. Within the AP-AR Portal, a User may locate their exported results from the **Search** tab on the **My Downloads** tab.
2. The applicable download link may be clicked, and the document opened.

AP-AR Portal Vendor Screen

Please upload each applicable document, including clicking Attach File after uploading each one, and click Next once all applicable documents for the given inquiry have been added.

IMPORTANT: After clicking Next on this screen, the inquiry will be submitted to H-E-B and the inquiry screen process will start back over on the first screen to support logging consecutive inquiries.

📁 File Upload

Attachment
[⬆ Upload Files] | Or drop files

[Attach File]

[Previous] [Next]

AP-AR Portal Vendor Screen

In 2020 H-E-B moved to H-E-B Supplier Connect, a system that supports supplier made updates to their H-E-B supplier profile. If the supplier profile needs to have any informational updates made (ex: addresses, contacts, documents, insurance, payment information, W-9, etc.), please navigate to H-E-B Supplier Connect (supplier.heb.com > Systems tab), login, make the necessary changes and submit them accordingly*.

*If you are not the Primary corporate contact on file, or another contact with Supplier Admin role access, please reach out to your applicable internal company contact to have them login to make and submit the necessary updates. For any additional questions about making supplier profile updates, please use the Help tab > Contact Us function on the H-E-B Supplier Connect login page.

[Previous]

H·E·B AP-AR Portal   You are logged in as: | Log Out | Help

Home | Search | **Contact H-E-B** | F.A.Q. | My Downloads | My Account | Administration ▾

AP-AR Portal Vendor Screen

To submit an inquiry to H-E-B, please select the appropriate inquiry type below and click Next.

* Select Type
○ Deduction Dispute
○ Invoice Status
○ Payment Terms Dispute
○ Report an Overpayment
○ Supplier Profile Updates
○ Support Request
○ Other

[Next]

H·E·B AP-AR Portal   You are logged in as: | Log Out | Help

Home | Search | Contact H-E-B | **F.A.Q.** | My Downloads | My Account | Administration ▾

Contents

These FAQs are designed to provide a better understanding of the AP-AR Portal. If your question is not included in this information, please contact:

Functional/Business Question - contact H-E-B Customer Service at 1-800-808-7907
Technical Question - contact H-E-B Service Desk at 1-210-938-9836.

1. What is the AP-AR Portal?
2. What are the benefits of using the AP–AR Portal?
3. Who can access the AP-AR Portal?
4. What internet browsers are supported by the AP - AR Portal?
5. What are the hours of portal operation?
6. What can I do when the AP - AR Portal system is not available?
7. How do I request access to the AP-AR Portal for a new Vendor User?
8. I forgot my User ID / Password. What should I do?
9. How often does my password need to be updated?
10. I am able to log into the AP/AR portal for my Vendor number but am unable to see any data; why?

H·E·B AP-AR Portal   You are logged in as: | Log Out | Help

Home | Search | Contact H-E-B | F.A.Q. | **My Downloads** | My Account | Administration ▾

My Downloads

invoice_header_111920-074619_10-20-20_to_11-19-20.csv	November 19, 2020 - 7:46 AM	Complete - [Delete]
invoice_detail_111920-074601_10-20-20_to_11-19-20.csv	November 19, 2020 - 7:45 AM	Complete - [Delete]

Section G
Navigating the Portal – My Account Tab

1. Within the AP-AR Portal, a User may use the **My Account** tab to change their password or update their profile's security questions.
2. For Vendor Admins, profile information such as which email is tied to the profile, the User's first and last name, and the User's primary and secondary phone numbers may only be changed by updating the Admin1 or Admin2 contact fields in H-E-B Supplier Connect.

Section H
Navigating the Portal – Administration Tab

1. Within the AP-AR Portal, a **Vendor Admin** may use the **Administration** tab to view all the User's tied to the Company.
2. The Vendor Admin may also approve pending User AP-AR Portal access request from the Administration tab by leveraging the **Pending Approvals** radio button.
3. The Vendor Admin may also help reset their Users' passwords from the Administration tab where applicable.

End of Document