



FIAT CHRYSLER AUTOMOBILES

## **Corporate Accounts Payable (CAPSPIN)**

### **User Guide**

**October 20, 2014**

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## About CAPSPIN

The Corporate Accounts Payable (CAP) application, also known as CAPSPIN, is provided to the supplier community for the following:

- Submitting Invoices to Fiat Chrysler Automobiles (FCA)
- Retrieving Invoice Status
- Viewing Payment Summaries
- Submitting a case to the Corporate Accounts Payable call center for review

## Accessing CAPSPIN

1. Access the eSupplierConnect Portal online at <https://esupplierconnect.com>. An eSupplierConnect ID and password are required. (For assistance, contact the eSupplierConnect help desk at 800-841-1752)
2. Select the Corporate Accounts Payable (CAP) Application from the 'Applications' Tab.
3. The CAPSPIN home page will display with available menu options, and announcements.

The following options are available:

Option	Description
Create Invoice	Select this option to create and submit an invoice.
Draft Invoices	Select this option to view invoices saved in draft status.
View Invoice Status	Select this option to create a report of all received invoices with status information (regardless of source).
Payment Summary	Select this option to create a payment summary report of invoices paid in a specific payment cycle or date range. (Select "Payment Summary Archive 2012 and Prior" option to view payment summaries archived prior to 2013).
Online Summary Report	Select this option to generate a summary report of invoices submitted via CAPSPIN.
Received Invoices	Select this option to search and view invoices submitted via CAPSPIN.
Contact Corporate Accounts Payable	Select this option to view ways to contact Corporate Accounts Payable, submit a case for review, or to view status of submitted cases.

# Create Invoice

The following page will display. An entry must be made in all required fields marked with an asterisk \*.

Home

Create Invoice

\* = Required Field

Invoice Details	
Supplier Address:	Invoice To:
* Supplier Number: <input type="text"/>	* Invoice Number: <input type="text"/>
* Email Address: <input type="text"/>	3 * Shipped To: <input type="text"/>
Currency:	Final Destination: <input type="text"/>
1 * Material Type: <input type="text"/>	4 * Invoice Type: <input type="text"/>
2 * Payable To: <input type="text"/>	Comments: <input type="text"/>

Order Details	
* Invoice Date: <input type="text"/>	(mm/dd/yyyy)
* Shipped Date: <input type="text"/>	(mm/dd/yyyy) Shipped Via: <input type="text"/>

Attachment Details	
<input type="checkbox"/>	Attachment Name
There are no Attachments.	

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## 1. Material Type:

- a. InDirect : this is to be used for Non-Production Purchase Orders
- b. Direct : this is to be used for Production Purchase Orders (including Tooling POs)

## 2. Payable To:

- a. US Payable: Use this option if your company is paid by US Payables. This typically applies to materials shipped to, or services provided in the United States, or from US & Canada to rest-of-world (including cross-border US to Mexico). Refer to your purchase order. Invoice to Location: Chrysler Group LLC – Corporate Accounts Payable on PDF (N1~BT on EDI 850), or company codes G589, G591, G594, G597, G691 in GPSIS.
- b. Canada Payable: Use this option if your company is paid by Canada Payables. This typically applies to materials shipped to, or services provided in Canada. Refer to your purchase order. Invoice to Location: Chrysler Canada Inc. on PDF (N1~BT on EDI 850), or company codes G590, C042, C046 in GPSIS.
- c. Mexico Payable: Use this option if your company is paid by Mexico Payables. This typically applies to materials shipped to, or services provided in Mexico ONLY if your company is a foreign supplier to Mexico<sup>1</sup>. Refer to your purchase order. Invoice to Location: Chrysler de Mexico S.A. de C.V. on PDF (N1~BT on EDI 850), or company code G592 in GPSIS.

**NOTE:** Most shipments to US and Canada manufacturing and Mopar locations (and Mexico cross-border from US/CAN) for **Direct** material type are invoiced and paid via Evaluated Receipt Settlement (ERS) based on your Advance Shipment Notification (ASN). Invoices should **not** be submitted if you are shipping to an ERS plant against a production contract and sending an ASN<sup>2</sup>. For a list of ERS plants, please visit the CHAMPS/ERS site from within the eSupplierConnect portal.

<sup>1</sup>If your company ships directly to Mexico and supplier code is legally situated in Mexico: STOP – you cannot submit invoices through CAPSPIN. You must submit your invoices through a certified CoFiDI process.

<sup>2</sup>Not applicable for spot-buy POs (MUTD) or if your company is specifically excluded from ERS.












3. **Shipped To:** Select the correct shipped-to plant as directed by your purchase order. This can be located below the Ship to Location on the PDF, the N1~ST (use the 4-digit numeric code) on EDI 850, or “Receiving plant for spot buy” in GPSIS.
4. **Invoice Type:**
  - a. Invoice: Use this option to create a new invoice, or re-enter an invoice that was previously submitted but returned
  - b. Subsequent Debit: Use this option if a Debit Memo needs to be processed against an already processed invoice.
  - c. Subsequent Credit: Use this option if a Credit Memo needs to be processed against an already processed invoice.
5. **Line Items and Additional Charges:** Once the *Invoice Details* and *Order Details* sections have been filled in, select one of the following options to begin adding line items:
  - a. Add Line Item: Select this option to enter the line item details for the invoice
  - b. Delete Line Item: Used to Delete Line Items entered in error (check box next to line item you want to delete)
  - c. Add Additional Charge: Use this to enter the Clause Charges, such as Packaging or Taxes (check the box next to the invoice line to which you want to add additional charges). **You must have an invoice line item added first before adding an additional charge.**
  - d. Delete Additional Charge: Used to Delete Additional Charges entered in Error (check box next to additional charge item you want to delete)

# Invoice - Add Line Item

Home

## Invoice - Add Line Item

\* = Required Field

Invoice Number: 123456 Supplier Number: 99999											
Part / Line Item Details											
Line #	* P.O. Number	Part/Item Number	* PO Line Item Number	Release Number	Bill of Lading	* Packing Slip	* Qty Shipped	* Quantity Unit of Measure	* Unit Price	* Price Factor	* Price Unit of Measure
001											
* Comments: 											

Save Cancel

- 1. PO Number:** Click on the magnifying glass icon next to the field to use the PO lookup feature, or you can type it in.
  - a. Indirect Material:** This PO is likely to begin with a 4, 6, 8 or 9 (Doc Types: CS, MUT, CP, ML). **Do not use the 7\* (Doc Type: INMC) contract number.**
  - b. Direct Material:** This PO is likely to begin with a 1, 2, or 4 (Doc Types: OA1, OA2, MOPR, MCTL, MUTD).

If you get an error message “Entered PO is Canceled or Converted. Please use PentaSAP PO.”, you may have entered a legacy PO number (alphanumeric) and **it cannot be used for invoicing after 10/31/2014**. You can get the converted PO from GPSIS application, or contact your buyer if you have any questions about the status of your PO.

- 2. Part/Item Number:** Enter the Part/Material Number from the Purchase Order. If there is no part/material number on your purchase order, leave this field blank.
- 3. PO Line Item Number:** This field is required and depends on the Material Type involved;
  - a. Direct Material:** For direct material, always enter “00010” for the material.
  - b. Indirect Material:** Each part/material on the Purchase Order will have a designated line item number. Enter the PO line item number corresponding to the part/material number(s) for which you are submitting the invoice. The field must contain 5 characters, so ensure preceding zeroes are entered (e.g., if the PO line item number is “2” enter “00002”, if PO line item number is “14” enter “00014”).  
NOTE: This field is not required when invoicing against a legacy (alphanumeric) purchase order (only through 10/31/2014)
- 4. Release Number:** Enter the release number if you are invoicing against a **legacy** blanket purchase order. NOTE: This field will no longer be available after 10/31/2014.
- 5. Bill of Lading:** Enter the Bill of Lading Number from the shipment
- 6. Packing Slip/Delivery Note:**
  - a. Direct Material:** Enter the Packing Slip/Delivery Note number from the shipment.
  - b. Indirect Material:** The Packing Slip/Delivery Note field will be automatically populated with PO number and PO line item number - except for Tool Stores and certain Mopar locations. In these scenarios, enter the Packing Slip/Delivery Note number from the shipment.
- 7. Qty Shipped:** Amount of Material shipped/provided
- 8. Quantity Unit of Measure:** This field will populate automatically for PentaSAP purchase orders based on the PO and PO Line Item Number entered. Otherwise, select the Unit of Measure according to the PO.

9. **Unit Price**: Enter the unit price according to the purchase order.
10. **Price Factor**: Check the Purchase Order for the Price Factor, or “Price Per” - (i.e. \$2.50 per unit would be a price factor of 1 whereas pricing of \$249.62 per 100 units would be a price factor of 100). Used primarily for unit prices where there are more than 2 digits to the right of the decimal (i.e. \$2.4962 per unit). Price factor must be entered exactly as specified on the purchase order.
11. **Price Unit of Measure**: This field will populate automatically for PentaSAP purchase orders based on the PO and PO Line Item Number entered. Otherwise, select the Unit of Measure according to the PO.
12. **Comments**: Enter a brief comment in the comments field.

Click the “Save” button to add the line item and return to the invoice screen. Repeat the procedure for each additional line item.

If any of the data you’ve entered is incorrect or does not pass system validations, you will receive an error displayed in **red text** at the top of the screen. Please read this error information carefully and check your entries. If you have any questions about the errors you are receiving, contact your buyer or contact the CAP Call Center (see “Getting Help” section of this user guide).

## Invoice - Add Additional Charge

To add additional charges to the invoice, you must first place a check in the box next to the invoice line item you wish to apply the additional charge to, and then click the “Add Additional Charge” button.

Home

Part / Line Item Details													
<input type="checkbox"/>	Line #	P.O. Number	Part/Item Number	PO Line Item Number	Release Number	Bill of Lading	Packing Slip/Delivery Note	Qty Shipped	Quantity Unit of Measure	Unit Price	Price Factor	Price Unit of Measure	Amount
<input checked="" type="checkbox"/>	001	123456	04645994AA	00010			123456	500.00	EA	1.30	1	EA	650.
Comments: Test line													

The following page will display:

**Invoice - Add Additional Charge**

\* = Required Field

Invoice Number: 123456    Supplier Number: 99999

Part / Line Item Details													
Line #	P.O. Number	Part/Item Number	PO Line Item Number	Release Number	Bill of Lading	Packing Slip	Qty Shipped	Quantity Unit of Measure	Unit Price	Price Factor	Price Unit Measure		
001	0007851		00001			60007851	1.00	LO	1333.10	1	LO		
Comments:													
Additional Charge Details													
001	1	Select One											

Note that this screen has two rows of headers, followed by two rows of data. The red arrows in the graphic above show the alignment between the header and data rows. Also, depending on your window size and screen resolution, the column headers may not line up correctly with the fields. The purple arrows in the graphic above show the alignment between the column headers and data fields.

- 1. Charge Type:** Choose either Taxes or Other. The Purchase Order should specify
- 2. Clause/Charge:** Select the appropriate clause/charge from the drop-down that corresponds with the Charge Type being invoiced.
- 3. GST Number:** Only required if the Additional Charge is for GST
- 4. Amount:** Amount to be invoiced for the specified Clause/Charge
- 5. Description:** Enter a Brief Description of the Charge (i.e. Excise Tax or Packaging)

Click the “Save” button to add the additional charge and return to the invoice screen.



## Invoice – Validate and Submit

Once the Invoice Header, line items, and additional charges are entered, there are two steps remaining to send your invoice to Corporate Accounts Payable – Validate and Submit.



### **Validate**

Edits the invoice and validates certain data such as PO, Part Number, Line Item Number, etc. Follow the instructions on the screen to correct any errors found.

### **Submit**

This will send the invoice to the Corporate Accounts Payable. Please note that once submitted, it may take up to 48 hours to see the status of the invoice through the “View Invoice Status” screen.

## View Invoice Status

You can view the status of submitted invoices - whether submitted through CAPSPIN, EDI, Paper, Manual entry, or processed via ERS (including adjustments) by clicking on "View Invoice Status" from the main menu. The following page will display:

Home

**View Invoice Status - Lookup Supplier**

**Supplier Search Criteria**

1 Supplier Number:  Supplier Name:

Currency Code:  Country Code:

Rows 1 - 1 Of 1

**Supplier Code List**

Supplier Number	Supplier Name	Country Code	Currency Code	Area
<input checked="" type="radio"/> <input type="text"/>	<input type="text"/>	US	US	3 <input type="text" value="Select One"/> US Payable Canada Payable Mexico Payable

1

4

1. Enter your supplier code and click "Search".
2. Click the radio button for the appropriate supplier/country in the list.
3. Select the appropriate payable area from the drop-down menu.
4. Click "Select"

See next page.

The following page will display:

### View Invoice Status

\* = Required Field, # = No Data Available

If you couldn't find the invoices in Chrysler PentaSAP, Please check in Chrysler Legacy.

Note : If your browser session is opened for more than 30 minutes, you might run into error, while accessing the report. If you get error, Please re-login using new session and access the report.

Invoice List Selection Criteria			
* Supplier Number: <input type="text"/>		Supplier Name: FORD INTERNATIONAL CORPORATION	
① Invoice Number: <input type="text"/>			⑤ Status: All <input type="button" value="v"/>
② Invoice From Date: 04/06/2014 <input type="button" value="calendar"/> (mm/dd/yyyy)	Invoice To Date: 06/05/2014 <input type="button" value="calendar"/> (mm/dd/yyyy)		
③ Paid Date From: <input type="text"/> <input type="button" value="calendar"/> (mm/dd/yyyy)	Paid Date To: <input type="text"/> <input type="button" value="calendar"/> (mm/dd/yyyy)		
④ * Invoice Location: Select One <input type="button" value="v"/>			

- 1. Invoice Number:** You may enter an invoice number if you are looking for a specific invoice. For best performance, remove any date ranges when searching by invoice number.
- 2. Invoice From/To Date:** If you wish to search for all invoices within a specific **invoice date** range (cannot exceed 60 days), enter a date in the “Invoice From Date” and “Invoice To Date” fields. This is the actual date of the invoice, not the date it was submitted.
- 3. Paid Date From/To Date:** If you wish to search for all invoices within a specific **paid date** range (cannot exceed 60 days), enter a date in the “Paid Date From” and “Paid Date To” fields.
- 4. Invoice Location:** Select the appropriate invoice location
  - a) Chrysler PentaSAP:** If your invoice was submitted against a PentaSAP purchase order
  - b) Chrysler Legacy:** If your invoice was submitted against a legacy (alpha-numeric) purchase order
- 5. Status:** Based on the Invoice Location selection, the following status options will appear:

Invoice Location	Status	Description
Chrysler PentaSAP	All Open Invoices	Shows invoices in-process or set-to-pay within the specified range.
Chrysler PentaSAP	Paid/Rejected Invoices (<90 days)	Shows invoices paid or rejected within 90 days, within the specified range.
Chrysler PentaSAP	Paid/Rejected Invoices (>90 days)	Shows invoices paid or rejected greater than 90 days ago, within the specified range.
Chrysler Legacy	All	Shows all invoices within the specified date range.
Chrysler Legacy	Paid	Shows invoices Paid within the specified date range.
Chrysler Legacy	Returned	Shows invoices Returned within the specified date range.
Chrysler Legacy	Inprocess	Shows invoices In-process within the specified date range.

Click on the “Search” button after search parameters have been entered (see next page).

A report will generate below the selection area. You may use the “Download to Excel” feature to export the report data into a Microsoft Excel file.

Home

Note : If your browser session is opened for more than 30 minutes, you might run into error, while accessing the report. If you get error, Please re-login using new session and access the report.

Invoice List Selection Criteria

\* Supplier Number:  Supplier Name:

Invoice Number:  Status: All Open Invoices

Invoice From Date: 08/16/2014 (mm/dd/yyyy) Invoice To Date: 10/15/2014 (mm/dd/yyyy)

Paid Date From:  (mm/dd/yyyy) Paid Date To:  (mm/dd/yyyy)

\* Invoice Location: Chrysler PentaSAP

Search Clear Cancel Print Preview **Download to Excel**

Total Number of Records: 5,169

Vendor Code	Clearing Document Number	Clearing Date	Invoice Number	Invoice Date	Invoice Status	Return Reason	Check #	Check Date	Invoice Due Date	Profit Center	Document Currency	Amount	Accounting Source	Description
			13916	Aug 31, 2014	Set-to-Pay	Not Assigned			Oct 30, 2014	1122	USD	-119,960.62	CAPSPIN	
			13917	Aug 31, 2014	Set-to-Pay	Not Assigned			Oct 30, 2014	1122	USD	-32,230.00	CAPSPIN	
			13921	Aug 31, 2014	Set-to-Pay	Not Assigned			Oct 30, 2014	1122	USD	-5,280.00	CAPSPIN	
			13996	Aug 31, 2014	Set-to-Pay	Not Assigned			Oct 30, 2014	1122	USD	-9,500.00	CAPSPIN	
			13997	Aug 31, 2014	Set-to-Pay	Not Assigned			Oct 30, 2014	1122	USD	-3,000.00	CAPSPIN	
			14054	Sep 30, 2014	Set-to-Pay	Not Assigned			Nov 29, 2014	1129	USD	-179,458.68		
			14055	Sep 30, 2014	Set-to-Pay	Not Assigned			Nov 29, 2014	1129	USD	-1,050.00		

Top Page up Page down Bottom

## Payment Summary

You can view a summary of payments made by clicking on “Payment Summary” from the main menu. The following page will display:

Home

**View Invoice Status - Lookup Supplier**

**Supplier Search Criteria**

① Supplier Number:  Supplier Name:

Currency Code:  Country Code:

Rows 1 - 1 Of 1

**Supplier Code List**

Supplier Number	Supplier Name	Country Code	Currency Code	Area
<input checked="" type="radio"/> <input type="text"/>	<input type="text"/>	US	US	③ <input type="text" value="Select One"/> US Payable Canada Payable Mexico Payable

1

④

1. Enter your supplier code and click “Search”.
2. Click the radio button for the appropriate supplier/country in the list.
3. Select the appropriate payable area from the drop-down menu.
4. Click “Select”

The following page will display:

Home

### Payment Summary

*\* = Required Field*  
*Note : If your browser session is opened for more than 30 minutes, you might run into error, while accessing the report. If you get error, Please re-login using new session and access the report.*

Payment Summary Search Criteria	
* Supplier Number: <input type="text"/>	Supplier Name: <input type="text"/>
① Check / Clearing Document Number <input type="text"/>	③ Clearing Date <input type="text" value="Within Last 90 days"/>
② Pay Date From: <input type="text" value="08/17/2014"/> (mm/dd/yyyy)	Pay Date To: <input type="text" value="10/16/2014"/> (mm/dd/yyyy)

- 1. Check/Clearing Document Number:** If you have a check / clearing document (payment reference) number, you can enter it here to search for invoice-level detail specific to that payment (see next page for more info), if you do not, then leave blank.
- 2. Pay From/To Date:** Enter a range of dates from within to search for payments. This cannot exceed 60 days.
- 3. Clearing Date Parameter:** Specify whether the clearing date/range is within the last 90 days (default) or greater than 90 days (will be prompted to change this value if dates are outside parameters).

Click on the "Search" button after all parameters have been entered (see next page).

A report will generate below the Selection area displaying a list of payments within the specified range:

Home

### Payment Summary

*\* = Required Field*  
*Note : If your browser session is opened for more than 30 minutes, you might run into error, while accessing the report. If you get error, Please re-login using new session and access the report.*

**Payment Summary Search Criteria**

<b>* Supplier Number:</b> <input type="text" value="4560"/>	<b>Supplier Name:</b> <input type="text" value="XXXXXXXXXX"/>
<b>Check / Clearing Document Num</b> <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">2</span> <input type="text" value="4560"/>	<b>Clearing Date</b> Within Last 90 days <input type="text"/>
<b>Pay Date From:</b> <input type="text" value="08/25/2014"/> (mm/dd/yyyy)	<b>Pay Date To:</b> <input type="text" value="09/30/2014"/> (mm/dd/yyyy)

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**Total Number of Records: 6**

	Clearing Document Number	Clearing Date	Currency Code	Amount
<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1</span>	<span style="border: 1px solid red; padding: 2px;">4560</span>	Aug 25, 2014	USD	1,555.20
	<span style="border: 1px solid red; padding: 2px;">4560</span>	Aug 30, 2014	USD	-23,385.65
	4560	Sep 5, 2014	USD	2,070.48
	4560	Sep 20, 2014	USD	-2,232.00
	4560	Sep 25, 2014	USD	1,555.20
	4560	Sep 30, 2014	USD	52,803.87

If you wish to see invoice-level detail for a specific clearing, enter that clearing number **(1)** in the “Check / Clearing Document Number” field **(2)** in the search criteria above and click the “Search” button. Invoice-level detail will be displayed below.

Home

### Payment Summary

*\* = Required Field*  
*Note : If your browser session is opened for more than 30 minutes, you might run into error, while accessing the report. If you get error, Please re-login using new session and access the report.*

**Payment Summary Search Criteria**

<b>* Supplier Number:</b> <input type="text" value="4560"/>	<b>Supplier Name:</b> <input type="text" value="XXXXXXXXXX"/>
<b>Check / Clearing Document Number</b> <input type="text" value="4560"/>	<b>Clearing Date</b> Within Last 90 days <input type="text"/>
<b>Pay Date From:</b> <input type="text" value="08/25/2014"/> (mm/dd/yyyy)	<b>Pay Date To:</b> <input type="text" value="09/30/2014"/> (mm/dd/yyyy)

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Vendor Code	Clearing Document Number	Clearing Date	Invoice Number	Invoice Date	Invoice Status	Check #	Check Date	Profit Center	Amount	Accounting Source	Description
	4560	Aug 25, 2014	XXXXXXXXXX	Jun 17, 2014	Paid/Cleared			2107	-2,232.00	ERS	
	4560	Aug 25, 2014	XXXXXXXXXX	Jun 17, 2014	Paid/Cleared			2106	-23,385.65	ERS	
	4560	Aug 25, 2014	XXXXXXXXXX	Jul 24, 2014	Paid/Cleared			1260	2,070.48	ERS	
	4560	Aug 25, 2014	XXXXXXXXXX	Jul 24, 2014	Paid/Cleared			1240	1,555.20	ERS	

## Getting Help

Click on the CAP Help Documents link on the CAPSPIN home screen to view/download documents that may answer common questions regarding invoicing and CAPSPIN usage.



### ***For these topics:***

- Invoice - status, returns, rejections
- Payments – overdue, incorrect amount, remittance details
- Adjustment details, debit/credit explanations
- Bank and Address changes
- PO not found, not accepted when adding line item

### **Call Corporate Accounts Payable at 844-289-1-CAP (844-289-1227)**

Or click on the [Contact Corporate Accounts Payable](#) link from the main menu to submit a case electronically.

### ***For these topics:***

- ID or password problems
- Cannot access eSupplierConnect portal
- Cannot access the CAPSPIN application once inside of eSupplierConnect portal
- CAPSPIN system errors, crashes, and other technical issues

### **Call the eSupplierConnect help desk at 800-841-1752**

## **DO NOT CONTACT ESUPPLIERCONNECT SUPPORT FOR GENERAL INVOICING & PAYMENT INQUIRIES.**

For questions or problems related to EDI (trading partner setup, file layout & specifications, functional acknowledgement errors):

#### **EDI Website**

On eSupplierConnect portal: FCA -> NAFTA -> Reference -> EDI Implementation Guides

#### **PentaSAP/EDI Call Center**

(248) 838-2650

#### **E-Mail**

[EDIB2B@chrysler.com](mailto:EDIB2B@chrysler.com)

## **DO NOT CONTACT EDI SUPPORT FOR GENERAL INVOICING & PAYMENT INQUIRIES.**



## Using the Contact Corporate Accounts Payable form in CAPSPIN

To submit a case to Corporate Accounts Payable for review, click on the “Contact Corporate Accounts Payable” link from the main menu. The following page will display:

Home

**Open Cases**

If you are inquiring about an open case in the list below, call the Chrysler Accounts Payable Vendor Relations desk at 1-844-289-1-CAP (1-844-289-1227) [To Create a new Case click here](#)

Total Cases 1    Total Open Cases 0    Total Closed Cases 0

Open Cases				
S.No	Case Number	Case Status	Supplier Number	Case Description
1	8442891227	OPEN	8442891227	NEW-CAP Team I has case # 8442891227 related to the missing Payment. We have investigated how corrections payment address should call the account 8442891227 is not owned by JCI.

[Go Home](#)    [Create New Case](#)

You will first be presented with a list of your open cases. If you want to inquire about an open case, you must call Corporate Accounts Payable Call Center at 844-289-1-CAP (844-289-1227). If you want to open a new case, click “Create New Case”. The following page will display:

Home

**Contact Corporate Accounts Payable**

This form should be used to report issues or questions related to invoices and payments - invoice submission and status, returns and rejects, payment status, remittance details, and other questions. Technical problems such as eSupplierConnect access, ID/PW problems, Chrysler CAP application access and system errors should be reported to the eSupplierConnect Help Desk at 800-841-1752.

\* = Required Field

Issue Details	
* Supplier Number: <input type="text" value="Select One"/>	* Supplier Name:
* First Name: <input type="text"/>	* Last Name: <input type="text"/>
* Phone Number: <input type="text"/>	Invoice # / Adjustment document: <input type="text"/>
* Email Address: <input type="text"/>	PO order: <input type="text"/>
* Issue Category: <input type="text" value="Select One"/>	* Sub Category:
* Reason: <input type="text"/>	

Attachments	
<input type="checkbox"/>	File Name
There are no Attachments.	

[Add Attachment](#)    [Submit](#)    [Clear](#)    [Cancel](#)

Ensure all required fields are populated. You may enter detail for a single invoice#/adjustment, however, if you have multiple invoices/adjustments, please enter “Multiple” and attach detail regarding the invoices/adjustments.

**Do not submit individual cases for each invoice/adjustment you are currently inquiring about.**

To expedite your request, please ensure the **Issue Category** and **Sub Category** drop-downs are populated as accurately as possible so that your case can be routed to the appropriate support area.

When complete, click the Submit button.