## Table of Questions

1. Do I have to submit a ‘Milestone Achievement Certificate / Confirmation against ESA Contracts in esa-p next to the invoice as a separate object? .......................................................................................................................................................................................... 4
2. What is the starting date for the calculation of the payment due date? .......................................................................................................................................................................................................................................................................................... 5
3. Where can I find the date on which my invoice was paid? ........................................................................................................................................................................................................................................................................ 6
4. What do the different statuses of an invoice mean? .................................................................................................................................................................................................................................................................................. 9
5. What do the different statuses of a confirmation mean? ........................................................................................................................................................................................................................................................................... 11
6. How do we update our bank account information and/or VAT-ID and/or ? .................................................................................................................................................................................................................................. 13
7. How do we get a new user account for esa-p? ............................................................................................................................................................................................................................................................................. 16
8. How do I print my invoice? .................................................................................................................................................................................................................................................................................................................. 17
9. How can I find an invoice? Or all invoices for a specific contract? ..................................................................................................................................................................................................................................... 19
10. Where can I find more detailed approval information about my invoice or confirmation? .................................................................................................................................................................................................................................................................................. 21
11. How can I add an attachment to an invoice or a MAC/Confirmation? ........................................................................................................................................................................................................................................ 24
12. Do I invoice with or without VAT? .................................................................................................................................................................................................................................................................................................................. 25
13. How Prime Contractors can approve an invoice with/without VAT posted by a lower-tier sub-contractor .......................................................................................................................................................................................................................................................................................... 25
14. Can an invoice/confirmation be related to more than one milestone? .................................................................................................................................................................................................................................................................................. 26
15. By which reports can I query my own and lower-tier invoices? ...................................................................................................................................................................................................................................................................... 26
16. After posting an invoice, can a mistake be corrected? .................................................................................................................................................................................................................................................................................. 29
17. Who creates the Milestone Achievement Certificates / Confirmations? .......................................................................................................................................................................................................................................................................... 29
18. Is there an automatic save option to prevent losing data when you will not use esa-p for 10 minutes? .................................................................................................................................................................................................................................................................................. 29
19. Where is the Establishment (place of Invoicing) held in the contract? ........................................................................................................................................................................................................................................................................... 30
20. Do I get (email) notifications? How do I know if my invoice is approved or rejected? .................................................................................................................................................................................................................................................................................. 31

---

**Frequently Asked Questions & Answers for Suppliers**
21. When creating an Invoice / Confirmation, which fields need to be completed with which values? ................................................................. 32
22. What can I see in the Active Queries screen? ........................................................................................................................................................................... 33
23. Can an upper-tier contractor submit an invoice on behalf of a subcontractor? ................................................................................................. 36
24. How can I find my contract number? ........................................................................................................................................................................... 37
25. How do I submit an invoice or MAC for an amount lower than a milestone amount (partial invoicing/ partial milestone achievement)? ........................................................................................................................................................................ 39
26. Do I need to send a MAC/Confirmation also for invoices against Milestones of Price type ‘Time&Material’ (a.k.a. ‘Cost+’)? .......... 41
27. Can I still access EFIS to view / query / make reports on previous Invoices? ............................................................................................. 41
28. Has my old supplier code = vendor code changed? ................................................................................................................................................. 42
29. What is the usage of the VAT Exemption Form and where can be downloaded? ............................................................................................ 44
30. What information is given on the MAC Form/ Confirmation Printout? ........................................................................................................... 45
31. What information is contained in the Invoice Form? ................................................................................................................................................ 46
32. Which web browsers support esa-p? ........................................................................................................................................................................... 46
33. Which are the recommended IE settings? ................................................................................................................................................................. 46
34. How to install the ESA security certificates in your internet browser ....................................................................................................................... 54
35. How can I organize important Announcements published on esa-p? ........................................................................................................... 57
36. How can I personalise the report layout? ................................................................................................................................................................. 61
37. Who can I contact in case of general issues/ queries on perceived overdue invoices? ............................................................................................ 67
38. How do the changes in the unit of measure from percentage "%" to "EA" impact contracts, confirmations and invoices? .................... 67
39. How can I identify easier the information related to the reference contract and the corresponding vendor for confirmations and invoices? ........................................................................................................................................................................ 68
1. Do I have to submit a ‘Milestone Achievement Certificate / Confirmation against ESA Contracts in esa-p next to the invoice as a separate object?

Yes, in the new esa-p system, which is replacing EFIS, it is now mandatory for all ESA contracts to submit next to the invoice another object, the Milestone Achievement Certificate (MAC). In the new system, this object is also called ‘Confirmation’. This object has to be issued to formally document the achievement of a milestone.

For a step-by-step procedure on how to submit an invoice and a MAC electronically, please refer to the published standard training material:
Detailed and short version: from ESA-P http://esa-p.sso.esa.int Home → HELP → Help Documents (from external)
External link: http://esa-p-help.sso.esa.int/

In case the new esa-p system was technically inoperative, a form can be obtained from the IdHelp (IDHelp@esa.int, tel. +39 06 941 80700) or downloaded from the ESA Industry Portal (http://esa-p-help.sso.esa.int/). This MAC offline form can be used by Prime suppliers ONLY. It is recommended to use this form only after more than two consecutive working days of downtime. Once all fields are filled, the document needs to be printed and signed. Together with the supporting documentation attached as necessary it shall be submitted to the ESA Technical Officer of the ESA contract (typically mentioned in Article 4, clause 5 of an ESA contract).

Back to top
2. What is the starting date for the calculation of the payment due date?

Payment due dates are calculated in the following way: \textit{Payment due date} = \textit{Payment baseline date} + payment terms (30 days per default, unless contractually agreed otherwise).

The \textit{payment baseline date} is the date when \textbf{both} A) the MAC/Confirmation and B) the invoice are approved by the Prime contractor (see picture) and are received by ESA. Only when both these conditions have been met, the payment term starts.

An invoice \textbf{always} has to be complemented by a MAC/Confirmation. In exceptional circumstances, a MAC/Confirmation can be created and approved by ESA directly, with mutual agreement between ESA and contractor.
3. Where can I find the date on which my invoice was paid?

The payment date of the invoice is the ‘Clearing Document Date’ in esa-p. This field is updated as soon as the invoice is approved for payment by ESA. You can find this date in the following locations:

1. When Displaying the invoice – Header tab - General data – basic – ‘clearing document date’

![Invoice Details]

-Figure: Invoice Details
2. **Order Collaboration – Invoice Query** – Result list displays a separate column ‘Clearing Document Date’
3. In the Invoice query (POWL), the Payment Baseline Date is displayed in a column placed immediately after the column Awaiting Approval Sub-status.

Frequently Asked Questions & Answers for Suppliers
4. What do the different statuses of an invoice mean?

Below you can find the different statuses for your invoices:

<table>
<thead>
<tr>
<th>Comparable EFIS status</th>
<th>ESA-P Statuses</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>n/a</td>
<td>In Process</td>
<td>Invoice is in process of being created.</td>
</tr>
<tr>
<td>n/a</td>
<td>To be corrected manually</td>
<td>Invoice is incomplete and cannot be posted (submitted) unless edited and corrected.</td>
</tr>
<tr>
<td>PRE / Preliminary</td>
<td>Saved</td>
<td>Saved and can be opened for editing by author / invoice issuer.</td>
</tr>
<tr>
<td>BLO / Blocked</td>
<td>Awaiting approval – Awaiting Approval by Vendor</td>
<td>Approval workflow started. Upper level(s) is(are) notified</td>
</tr>
<tr>
<td>REG / Registered</td>
<td>Awaiting approval by ESA</td>
<td>After prime approval invoice is parked in the esa-p backend system.</td>
</tr>
<tr>
<td>REJ / Rejected</td>
<td>Release Rejected</td>
<td>Invoice was rejected by an upper level responsible approver</td>
</tr>
<tr>
<td>CFP / Cleared for Payment</td>
<td>Approved / Posted in the Backend</td>
<td>After being approved by ESA, the status is approved. An Idoc will be sent to the ESA SAP backend system and then the status will change to &quot;Posted in the Backend&quot;. After ESA approval the invoice is sent to backend system with status posted in backend.</td>
</tr>
<tr>
<td>WDR / Withdrawn</td>
<td>Deleted</td>
<td>Invoice was deleted.</td>
</tr>
<tr>
<td>RFP / Ready for Payment</td>
<td>Paid</td>
<td>The invoice was approved by ESA.</td>
</tr>
<tr>
<td>Awaiting Approval Sub Status</td>
<td>Comments</td>
<td></td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>---------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Parked waiting GR approval</td>
<td>Invoice was approved by prime. Confirmation is still not approved by ESA. Invoice is parked in esa-p and will only appear in inbox of ESA Finance once the matching confirmation is verified.</td>
<td></td>
</tr>
<tr>
<td>Awaiting approval by Vendor</td>
<td>Invoice was posted and is now awaiting approval by upper-tier supplier</td>
<td></td>
</tr>
<tr>
<td>Awaiting approval by ESA</td>
<td>Invoice was approved by prime and is now awaiting approval by ESA Finance. Matching confirmation was approved by ESA.</td>
<td></td>
</tr>
<tr>
<td>Workflow errors</td>
<td>Approval workflow has resulted in a technical error.</td>
<td></td>
</tr>
</tbody>
</table>
5. What do the different statuses of a confirmation mean?

<table>
<thead>
<tr>
<th>Comparable EFIS PMAC status</th>
<th>ESA-P Statuses</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>In Process</td>
<td>Confirmation is in process of being created.</td>
</tr>
<tr>
<td>N/A</td>
<td>Saved</td>
<td>Draft Confirmation was saved and can be opened for editing/completion.</td>
</tr>
<tr>
<td>N/A</td>
<td>Deleted</td>
<td>Confirmation was deleted.</td>
</tr>
<tr>
<td>BLO</td>
<td>Awaiting approval</td>
<td>Approval workflow started. Upper level(s) is(are) notified.</td>
</tr>
<tr>
<td>REJ</td>
<td>Release Rejected</td>
<td>Confirmation was rejected by an upper-tier within the industry consortium or within ESA.</td>
</tr>
<tr>
<td>ABE / Approved by ESA</td>
<td>Posted in Backend</td>
<td>After ESA approval confirmation is sent to the SAP backend system with status posted. Cost accrual is triggered.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Awaiting Approval Sub Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awaiting approval by Vendor</td>
<td>Confirmation was posted and is now awaiting approval by upper-tier supplier(s)</td>
</tr>
<tr>
<td>Awaiting approval by ESA</td>
<td>Confirmation was approved by prime and is now awaiting approval by ESA Finance. Matching confirmation was approved by ESA.</td>
</tr>
</tbody>
</table>
6. How do we update our bank account information and/or VAT-ID and/or?

For requests to update the vendor name or vendor address:
Please notify ESA through EMITS / Industry Outlook, for further details see → http://www.esa.int/SPECIALS/Industry/SEMVYL6H07F_0.html

For requests to update your VAT-ID/bank information:
Please use the fax form you will find in the next page: “FINREF esa-p Supplier Form - Update Financial Information.doc”
Please note that as soon as the VAT-ID is included in the ESA vendor information, it will be populated automatically on every invoice printout in the letterhead as part of the vendor address. The fax form to update the Financial Information can also be downloaded from at http://esa-p-help.sso.esa.int/.
### Frequently Asked Questions & Answers for Suppliers

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the process for submitting bank details?</td>
<td>Follow the instructions provided on the page.</td>
</tr>
<tr>
<td>What is the contact information for the Supplier Department?</td>
<td>ESA Finance Department at ESTEC, PO Box 299, NL-2200 AG Noordwijk</td>
</tr>
<tr>
<td>Who should I send bank detail information to?</td>
<td>ESA Finance Department at ESTEC, PO Box 299, NL-2200 AG Noordwijk</td>
</tr>
</tbody>
</table>

**Note:** Detailed contact information and submission guidelines are not fully visible in the image provided.
Please follow the steps as mentioned below:

- Complete this Fax-template;
- Specify on the printout the type of request (create new / or update existing / remove existing bank account / or process VAT-ID) and print it and fax it to the ESA Finance Department Central Invoice Registration and Vendor Information Unit.

Please note that for security reasons only written requests (Post or Fax) can be processed. In case you were of the opinion that such data upload was overdue, please contact directly the ESA Financial Department via email to: Sophia.Klinkenberg@esa.int, copy to: dmsfoest@dres-int.estec.esa.int
7. How do we get a new user account for esa-p?

If you used EFIS before: You can still use your user account and password as you were using in EFIS.

Request new account access to esa-p for registered suppliers: If you would like to request access for an additional user in esa-p, you should ask to one of existing users of your company to log in into esa-p, and download the user request form, accessible via http://esa-p.sso.esa.int Home → Supplier Request Form. The completed form needs to be sent to the IDHelp.

Request first time access: please send your request via email to the IDHelp, providing your full name, company mailing address and the ESA obligation number of your contract (please mention whether it was your first contract with ESA).

**Contact details**

<table>
<thead>
<tr>
<th>E-mail</th>
<th><a href="mailto:IDHelp@esa.int">IDHelp@esa.int</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>+39 06 941 80700, option 2</td>
</tr>
<tr>
<td>Fax</td>
<td>+39 06 231 90528</td>
</tr>
</tbody>
</table>

Back to top
8. How do I print my invoice?

Within esa-p you can print out invoices and other documents using the Print Supplier Invoice Form button, accessible in the tab "Invoice List". The invoice will be available in .PDF format for printing.

In case the invoice was submitted by a sub-contractor (hence, if different contractual levels were involved), you will be able to call up different versions of invoice printout (accessible via the corresponding line marked below in red) in order to populate printouts of an incoming invoice (= received from lower tier) as well as an outgoing invoice (= addressed to upper-tier).
Printing of invoices is possible in status “Save” and after every approval stage.
9. How can I find an invoice? Or all invoices for a specific contract?

You will find all the invoices related to a specific contract in the tracking tab or the extended PO history tab (only visible to Primes):

Alternatively you can quickly query invoices directly from the main page after login via pre-defined “Active Queries” by status (e.g. ‘All’ will display a list of all invoices payable to the supplier and to related subcontractors):
As a powerful third possibility for invoices queries, you can use a multitude of query parameters via this screen, located underneath the above shown 'Active Queries' screen:

**Active Queries**

- **Purchase Orders**
- **Confirmations**
- **Invoices**

**Invoices - All**

- **Invoice Number**
- **Invoice Name**
- **Purchase Order Number**
- **Status**
- **Created On**
- **Supplier**
- **Posting Date**
- **Header Title Long**
- **Item Title Long**
- **Payment Date**
- **VAT exemption number**
- **Charged On**
- **Created By**
- **Payment Bonusing Date**
- **External Invoice Number**
- **Total Tax**
- **Total Value**
- **Cost Center**
- **Fund**
- **KIES (Project Identifier)**
- **GL Account**
- **Completion Date**
- **Blocked By**

**How Quick Criteria Maintenance**

- **Enter contract # to find all invoices related to one contract/ PO**
- **Enter External Invoice Nr to find the invoice via your own invoice reference number**
- **Enter payee vendor code/ Invoicing Party to find all invoices paid to the vendor specified here**

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**Frequently Asked Questions & Answers for Suppliers**

20
10. **Where can I find more detailed approval information about my invoice or confirmation?**

After submission for approval, the ‘Approval Info’ button will appear in the Overview tab of the Invoice/Confirmation.

Whenever this button is clicked a pop up will appear which includes two tabs: the Workflow log and the Related Documents tab.

1. **Workflow Log:** Illustrates which company is currently processing, has processed, or will be processing the document and the date and time the document has been received and processed. Visibility is given throughout the industrial consortium to the entire industry.
2. **Related Documents tab**: In case of a confirmation, the related documents tab in the ‘Approval Info’ displays all invoices posted against the milestone which the confirmation is posted against. The ‘Reference Item’ number indicates the milestone item number in the reference contract.
In case of an invoice, the Related Documents tab in the ‘Approval Info’ button displays all confirmations posted against the milestone which the invoice is posted against. (*)

(*) Please note the difference to the ‘Related Documents’ tab in the Contract, where all related documents of this milestone (confirmations, invoices) are displayed.

Go to the Contract/Purchase Order and open the line item details of the specific milestone. In the tab RELATED DOCUMENTS all follow on documents created against this milestone are listed and their status. Here, you can also verify that for an invoice the corresponding confirmation/ MAC was created and its approval status.

<table>
<thead>
<tr>
<th>Document</th>
<th>Name</th>
<th>Document Number</th>
<th>Backend Document Number</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase Order</td>
<td>(Copy of the order 4000102206)</td>
<td></td>
<td>4000102207/4</td>
<td>Ordered</td>
</tr>
<tr>
<td>Confirmation</td>
<td>Confirmation name</td>
<td>6000331910/1</td>
<td></td>
<td>Awaiting Approval</td>
</tr>
<tr>
<td>Invoice</td>
<td>Total</td>
<td>7000049873/1</td>
<td></td>
<td>Awaiting Approval</td>
</tr>
</tbody>
</table>
11. How can I add an attachment to an invoice or a MAC/Confirmation?

Attachments can be added via the ‘Notes and Attachments’ tab within the Create Invoice / Create Confirmation screen:

- Maximum length of filename: 255 characters
- Maximum volume of attachments: 40 MB
12. Do I invoice with or without VAT?

This question depends on a number of factors. You can find a checklist to verify if you are required to invoice including or excluding VAT under this link: http://efis.esa.int/efisnews/VAT%20process.html.

Back to top

13. How Prime Contractors can approve an invoice with/without VAT posted by a lower-tier sub-contractor

If a Prime is VAT exempted and is to approve an electronic incoming invoice including VAT from a lower-tier Sub-contractor in esa-p: In the course of invoice approval, the Prime can approve Invoices without VAT by setting the VAT rate to zero. This can be done by clicking the drop-down box and select appropriate tax rate. In the example below it is shown how a German Prime having obtained a VAT Exemption Certificate by ESA and receiving an incoming invoice from a German lower-tier sub-contractor including VAT would change the VAT-rate to 0 in the course of approving this invoice, hence producing an outgoing invoice to ESTEC in the NL:

<table>
<thead>
<tr>
<th>Price Unit</th>
<th>Net Value</th>
<th>Tax</th>
<th>G/L Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>1.100,00</td>
<td>Germany Input tax 19.0% deferred</td>
<td>6214000</td>
</tr>
<tr>
<td>100</td>
<td>900,00</td>
<td>Sweden Input tax 25.0% deferred</td>
<td></td>
</tr>
<tr>
<td>100</td>
<td>0,00</td>
<td>Switzerland Input tax 2.4% deferred</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>0,00</td>
<td>Switzerland Input tax 7.6% deferred</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>0,00</td>
<td>Switzerland Input tax 2.5 % deferred</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>0,00</td>
<td>Switzerland input tax 8.0 % deferred</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>0,00</td>
<td>Tax exemption 0.0 %</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>0,00</td>
<td>United Kingdom Input tax 15.0% deferred</td>
<td></td>
</tr>
</tbody>
</table>

Back to top
14. Can an invoice/confirmation be related to more than one milestone?

No, invoices and confirmations are always related to one milestone. Amending that one Milestone can be invoiced and achieved by more than one invoice and/or Milestone Achievement Certificate (= Confirmation).

15. By which reports can I query my own and lower-tier invoices?

Supplier reports are currently in design and will be available next summer 2011. In the meantime, the Order Collaboration area allows the customizing of search queries according to individual needs.

e.g. Invoice query: Searching by 'Invoicing party' allows to search all invoices for a specific Payee
Searching by 'Supplier' allows to search all invoices under a prime company (including all invoices of subcontractors)
Searching by 'Purchase Order Number' allows searching all invoices related to one contract/purchase order
Searching by 'Created by' allows to search all invoices created by your UserID.

If you wish to export the results of query, you can use the button “Export” just above the POWL list.

Click on button “Export” and select “Export to Microsoft Excel”
Open or save the Excel file in your computer
The result is retrieved in an Excel File

```
<table>
<thead>
<tr>
<th>Invoice Number</th>
<th>Invoice Name</th>
<th>Invoicing Date</th>
<th>Created On</th>
<th>Created By</th>
<th>Invoice Number (external)</th>
<th>Status</th>
<th>Awaiting Approval Status</th>
<th>Cleaning Document Date</th>
<th>Total Value</th>
<th>FI Posting date</th>
</tr>
</thead>
<tbody>
<tr>
<td>7000028566</td>
<td>conduction of tests</td>
<td>14/04/2011</td>
<td>14/04/2011</td>
<td>SUPPLIER3</td>
<td>EX7</td>
<td>Awaiting Approval</td>
<td>Awaiting approval by Vendor</td>
<td>283.75</td>
<td>14/04/2011</td>
<td></td>
</tr>
<tr>
<td>7000028563</td>
<td>Invoice Name</td>
<td>09/03/2011</td>
<td>12/04/2011</td>
<td>SUPPLIER3</td>
<td>EXT INV # PAYEE</td>
<td>Awaiting Approval</td>
<td>Awaiting approval by Vendor</td>
<td>1160.60</td>
<td>12/04/2011</td>
<td></td>
</tr>
<tr>
<td>7000028524</td>
<td>Milestone 1 Sub 2</td>
<td>11/02/2011</td>
<td>11/02/2011</td>
<td>SUPPLIER3</td>
<td>NUMB EXT</td>
<td>Release Rejected</td>
<td></td>
<td>10000.00</td>
<td>11/02/2011</td>
<td></td>
</tr>
<tr>
<td>7000028523</td>
<td>INV 1 PAYEE Time</td>
<td>09/02/2011</td>
<td>09/02/2011</td>
<td>SUPPLIER3</td>
<td>INV 1 PAYEE TIME</td>
<td>Awaiting Approval</td>
<td>Awaiting approval by Vendor</td>
<td>5000.00</td>
<td>09/02/2011</td>
<td></td>
</tr>
<tr>
<td>7000028521</td>
<td>sale</td>
<td>24/02/2011</td>
<td>09/02/2011</td>
<td>SUPPLIER3</td>
<td>EDE</td>
<td>Awaiting Approval</td>
<td>Awaiting approval by Vendor</td>
<td>71.40</td>
<td>09/02/2011</td>
<td></td>
</tr>
</tbody>
</table>
```

Back to top
16. After posting an invoice, can a mistake be corrected?

No, after clicking the ‘Post’ button, the invoice will be submitted for approval. It is not possible to edit an invoice after it has been posted.

Practical suggestion for sub-contractors:
If you are aware of a mistake made during the posting of an invoice, you may consider to contact your Upper-tier and request to reject the invoice and start again creating a correct invoice.

17. Who creates the Milestone Achievement Certificates / Confirmations?

MAC/Confirmations are by default created by the payee (the same company issuing the invoice against the very milestone). Prime vendor is also able to submit MAC/Confirmations (as well as invoices) on behalf of lower-tier subcontractors.
If esa-p is not operative for two consecutive days, the following paper form may be completed and submitted by the Prime via Post to ESA's responsible Technical Officer as stipulated in the ESA contract -->
http://esamultimedia.esa.int/docs/FINREF/1b%20esa-p%20MAC%20confirmation%20offline%20form.pdf

18. Is there an automatic save option to prevent losing data when you will not use esa-p for 10 minutes?

No, there is no automatic save option.
Please bear in mind the following:
- If any user is inactive for a period of 30 minutes he/she will get a time-out error. Result will be that all data entered will be lost.
- If any user is inactive for a period of 60 minutes he/she will have to re-authenticate.
19. Where is the Establishment (place of Invoicing) held in the contract?

The establishment can be found in the Header tab in the contract:
20. Do I get (email) notifications? How do I know if my invoice is approved or rejected?

External suppliers will receive notifications and reminders only through their esa-p inbox (and not via email). The built-in message board of your Inbox is accessible to ALL users of the supplier. Within this Inbox there are two relevant Tabs:

- In the “Tasks”-Tab you will find all messages (incl. a hyperlink to the object details) on pending actions, typically an invoice or MAC submitted by a lower tier for your approval;

- In the “Notifications”-Tab you will find messages for your info, typically on your invoices or MACs approved or rejected by an upper-tier.

Example of the Tasks Tab is shown below:

![Example of the Tasks Tab](image)

Example of the Notifications Tab is shown below:

![Example of the Notifications Tab](image)
21. When creating an Invoice / Confirmation, which fields need to be completed with which values?
All mandatory fields with marked with an asterisk (*) need to be completed. If these fields are not filled, you will not be able to post the invoice. Please note that (although not mandatory to fill) the ‘Confirmation name’ / ‘Invoice name’ fields are very important for efficient invoice processing. Use these fields to provide information about the milestone that is confirmed / invoiced in this document.

The following format is recommended:
The values filled in the ‘Invoice name’ and ‘Confirmation name’ fields are the ones displayed in the Tracking tab and the Related Documents tab in the Contract/ PO. It is recommended to use the same name for both fields in order to be able to quickly find the matching confirmation for an invoice (e.g. payee invoice number or confirmation number). If this field is left empty, the values in the Contract/ PO will be blank. (See screenshot question 7)

For details see the Job Aid How to Submit a MAC or Invoice in following link:
How to Submit a MAC or Invoice in 6 Steps (pdf)

Link to industry portal:
http://www.esa.int/SPECIALS/Industry/SEMYF4DKP6G_0.html

22. What can I see in the Active Queries screen?

Within the Active Queries screen you can see an overview of all predefined queries which can be customized, depending on the users-authorization. Please see the screenshot below.
It is possible to know the Supplier code and Supplier name of their invoices without having to enter the object since columns "Invoicing party's Supplier Code" and "Invoicing party's Supplier Name". "Supplier code" and "Supplier name" columns are available in the result of the POWL’s query. Please see the screenshots below.
Scroll to the right to see them.
It is important to regularly refresh the data displayed in the Order Collaboration area by clicking the "Refresh" button. Scroll to the bottom right to verify the time and date of the last refresh.

23. Can an upper-tier contractor submit an invoice on behalf of a subcontractor?

Only a Prime can enter invoices on behalf of a lower tier subcontractor. Lower tiers only have visibility on their own milestones.
24. How can I find my contract number?

Please note this change of terminology: an ESA ‘contract’ in the esa-p application is now labelled ‘Purchase Order’

The contract numbering has changed: For ongoing contracts the old ESA contract number is inherited in the following way:

If the ongoing contract number was cXXXXX (=c+5digits), then your new esa-p contract number is 42000XXXXX (10 digits, starting with 42000). Example:

<table>
<thead>
<tr>
<th>Existing contract number (EFIS 'Obligation' number)</th>
<th>New esa-p ‘Purchase Order’ number</th>
</tr>
</thead>
<tbody>
<tr>
<td>C12345</td>
<td>4200012345</td>
</tr>
</tbody>
</table>

This new ‘Purchase Order’ number is typically used as a query parameter to call up invoices or contracts, e.g. to create an invoice. In most cases an ESA contract will be set up in esa-p as one unique ‘Purchase Order’; the ‘Line Number’ is the identifier of the Prime or Sub or MPP or Milestone containing a hierarchical logic of its relationship:

<table>
<thead>
<tr>
<th>Line Number</th>
<th>[logic]</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Prime</td>
</tr>
<tr>
<td>1.001</td>
<td>1st MFP (Milestone Payment Plan) of Prime</td>
</tr>
<tr>
<td>1.001.001</td>
<td>1st Milestone (MS) in 1st MPP of Prime</td>
</tr>
<tr>
<td>1.001.001</td>
<td>1st Milestone (MS) in 1st MPP of Prime</td>
</tr>
<tr>
<td>1.002</td>
<td>2nd MPP (Milestone Payment Plan) of Prime</td>
</tr>
<tr>
<td>1.01</td>
<td>1st Subcontractor under 1=Prime</td>
</tr>
<tr>
<td>1.01.001</td>
<td>1st MFP under Sub 1.01</td>
</tr>
<tr>
<td>1.01.001.001</td>
<td>1st MS under 1st MPP of sub 1.01</td>
</tr>
<tr>
<td>1.01.001.002</td>
<td>2nd MS under 1st MPP of sub 1.01</td>
</tr>
<tr>
<td>1.01.01</td>
<td>sub-sub-contractor (level-3) under sub 1.01</td>
</tr>
</tbody>
</table>

Large ESA contracts are sometimes split in esa-p into a so called “parent-child solution” due to performance constraints of SAP; so for technical reasons typically the ‘parent’ contract contains the consortium structure, and the ‘child’ contracts are created...
per contractor (also one child contract for the Prime vendor). Child contracts are linked to the parent contract (a distinct Purchase Order number for a sub for pure technical reasons cannot be interpreted as a direct relationship between sub and ESA).

When creating and submitting an invoice or MAC it is mandatory to know the Purchase Order Number. So in case you were a sub-contractor, you 'only' knew the ESA contract number of your Prime and your sub-contract was set up as a child separate to the main contract: You can find the number of the (Child) contract by accessing the (Parent) obligation, select the contractual line (so not the outlines) and go to the ‘Releases’ tab in the item details. Here you will find all (child) contracts related to your (Parent) obligation.

```
<table>
<thead>
<tr>
<th>Line Number</th>
<th>Deleted</th>
<th>Item Number</th>
<th>Product ID</th>
<th>Description</th>
<th>Product Category</th>
<th>Quantity</th>
<th>Unit</th>
<th>Gross Price</th>
<th>Currency</th>
<th>Per</th>
<th>Net Price</th>
<th>Supplier Affiliation</th>
<th>Order Type</th>
<th>Item Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 (child)</td>
<td></td>
<td>1.01</td>
<td>Outline sub 1.1</td>
<td>0.002</td>
<td>0.00</td>
<td>EUR</td>
<td>0</td>
<td>0.00</td>
<td>DE</td>
<td>Contractual Item</td>
<td>Parent Contract Line</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 (child)</td>
<td></td>
<td>1.01.001</td>
<td>PCL sub 1.1</td>
<td>Z2001</td>
<td>0.00</td>
<td>EUR</td>
<td>0</td>
<td>0.00</td>
<td>DE</td>
<td>Contractual Item</td>
<td>Parent Contract Line</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

Back to top
25. How do I submit an invoice or MAC for an amount lower than a milestone amount (partial invoicing/partial milestone achievement)?

The quantity or “Unit” of a Milestone and its achievement in esa-p is either defined either

- by a number “each”: entry in column Unit = “EA” for each (e.g. 10 for delivery of 10 computers. In this case, when you delivered 5 PCs you would enter as ‘Quantity’ 5 when creating a MAC or an INVOICE), or
- by a percentage: entry in column Unit = “%” (In this case, when you considered the Milestone 50% achieved and you wanted to invoice 50% of the Milestone amount, you would enter as ‘Quantity’: 50)

It is currently NOT POSSIBLE TO ENTER THE INVOICE AMOUNT AS A VALUE. This is a defect that is being worked at and a problem, if the intended invoice amount is not a ‘round’ percentage of the total Milestone amount.

This is the recommended work-around until this defect is fixed:

Screenshot below for partial invoicing of 10,000 € against a Milestone with an amount of 15,081 €

1. a) – Calculate the appropriate invoice amount in percentages of the original MS amount externally (with your calculator or in a spreadsheet, here: 66.3)
b) – Enter it as a percentage in the field ‘Quantity’ and hit the button top right ‘Calculate Total Value’
2. If it doesn’t match your invoice amount: enter delta – now: as a value – as ‘incidental cost’ (this can only
3. Hit again the button top right ‘Calculate Total Value’
26. Do I need to send a MAC/Confirmation also for invoices against Milestones of Price type ‘Time&Material’ (a.k.a. ‘Cost+’)?

Yes, you will need to submit a MAC/Confirmation for corresponding invoices against Milestones of Price Type ‘Time and Material’.

GR & INV for the escalation or incentive fee amount will be posted against the item types "Escalation Settlement" or "Incentive Fee".

27. Can I still access EFIS to view / query / make reports on previous Invoices?

Yes. EFIS will be available in a ‘read-only’ mode for the coming 5 years. Due to legal legislations, the system will allow suppliers to query their own ‘old’ invoices. EFIS will not allow you to issue new invoices.

Note: If you encountered any problem in accessing the EFIS login-screen please press the keys CTRL/F5 (to overcome a possible problem in the browser setup)
28. Has my old supplier code = vendor code changed?

Yes, your old 4-letter vendor code has been replaced in ESA-P by a 10-digit number starting with 1. This number is displayed e.g. in the column "Business Partner Number" when you search for contracts by vendor name.
BusPartner = New supplier code = vendor code
29. What is the usage of the VAT Exemption Form and where can be downloaded?

VAT exemption form is a document that is used to obtain the VAT exemption on contracts and POs when applicable.

To download the VAT Exemption Form, go to the Purchase Order and press Print Preview Button, then select fourth option, as shown below:
30. What information is given on the MAC Form/ Confirmation Printout?

The Confirmation Printout is divided in three parts:

- The header displays who created the MAC and when it was created and also the status, substatus and date this status has been changed.

  Created by: TEST_REL01 at 13/01/2011  
  Changed by: TEST_REL02 at 14/01/2011  
  MAC status: Awaiting Approval  
  MAC Sub-status: ESA  
  Status Date: 13/01/2011

- Then the title of Contract, MAC and also information, if applicable, of the Contractor, subcontractor, confirmation, contract and parent contract.

  Contractor number: 1000000020  
  Contractor name: TIMEWISE DESIGN INT.  
  SubContractor number: 1000000021  
  SubContractor name: TIME/SYSTEM NEDERLAND  
  Confirmation number: 6000032378  
  Contract number: 4000102443  
  Parent contract number: 4000102442

- Finally a table is shown with the items confirmed.

  Currency Code: EUR

<table>
<thead>
<tr>
<th>Milestone ID</th>
<th>Milestone Type</th>
<th>Milestone Title</th>
<th>Quantity</th>
<th>Unit of measure</th>
<th>Delivery date</th>
<th>Milestone amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>002.001</td>
<td>Material Item</td>
<td>ms2</td>
<td>25</td>
<td>%</td>
<td>29/12/2010</td>
<td>20,000.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>TOTAL</td>
<td>5,000.00</td>
</tr>
</tbody>
</table>
31. What information is contained in the Invoice Form?

The Invoice Form show all the information related to the invoice, including:

- Addresses of both From and To
- Data of the invoice like number, Vat Exemption Number, Status and ESA Registration Number
- The amount of the invoice
- The data related to the Contract and the item invoiced
- Bank data related to the invoice
- And the attachments the invoice have.

32. Which web browsers support esa-p?

Internet Explorer 6.0, 7.0 and 8.0 are certified and supported. Internet Explorer 9.0 and higher are neither certified nor supported, but may also work using the 'Compatibility View' mode. Other browsers (i.e.: firefox, safari, opera, chrome) are neither certified nor supported.

33. Which are the recommended IE settings?

Add the portal to the list of trusted sites.

1) Go to the portal and login.
2) Click in the top right on Tools, followed by Internet Options
3) Click on the tab Security
4) Select Trusted Sites
5) Click on the Sites button
6) Click on Add, the site appears in the list

Add: the below website to the zone and uncheck the flag "Require server verification (https)

- https://*.sso.esa.int
- *.esa.int
7) Click the Close button and the OK button in the previous popup

8) Click on Custom level:
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9) Set property ‘Automatic prompting for file downloads’ to ‘Enable:

![Security Settings - Trusted Sites Zone](image_url)

* Takes effect after you restart Internet Explorer

**Reset custom settings**

Reset to: Medium (default)

[OK] [Cancel]
10) Restart your browser.
Result: With this option, no more download security warning should appear and downloads will be enabled.

**Create exceptions for Pop up Blocker**

On Privacy Tab, check the flag “Turn on Pop-up Blocker” and add to the exceptions:

* *.esa.int
* *.sso.esa.int
Result: Pop up will be allowed for these exceptions.

Back to top
34. How to install the ESA security certificates in your internet browser

Internet Explorer:

Task-1: Delete any root certificate issued by the European Space Agency.

NOTE:
It might happen that there is no root certificate to delete. In such case, you can easily proceed with Task-2.

1.1) Start I.E.
1.2) Select menu option “Tools -> Internet Options”
1.3) Select the tab “Content”
1.4) Press the “Certificates” button.
1.5) Select the tab “Trusted Root Certification Authorities”
1.6) in the list, seek for any root certificate referring ESA. You might see the following two root certificates:

European Space Agency (ESA) – Root CA
European Space Agency Root CA

1.7) Remove them by pressing the “Remove” button. Should you receive a warning message like the picture below, ignore it and proceed with the removal.

1.8) Press “Close” and then “OK” buttons to close the Internet Options window.

Task-2: Installation of the new root certificates

1. Save the certificates ESA_Issuer-CA-01_certificate.cer, ESA_Policy-CA-01_certificate.cer and ESA_Root-CA_certificate.cer to a local folder on your workstation.
2. For each certificate, perform the following steps:
2.1 Double click on the certificate to open it
2.2 Press the "Install certificate..." button
2.3 Follow the wizard installation procedure leaving the options to the default values.

**NOTE:**
During the installation of the certificate **ESA_Root-CA_certificate.cer**, the following warning might appear:

![Security Warning](image)

Press “Yes” in order to complete the installation.

**Firefox:**

Task-1: Delete any root certificate issued by the European Space Agency.

**NOTE:**
It might happen that there is no root certificate to delete. In such case, you can easily proceed with Task-2.

1.1 Start Firefox
1.2 Select the menu option “Tools -> Options”
1.3 Select the icon “Advanced”,
1.4 Select the tab “Encryption”
1.5 Press the button “View Certificates”
1.6 Select the tab “Authorities”
1.7 In the list, seek for the sub-tree related to “European Space Agency”.

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1.8 Delete any certificate in the “European Space Agency” sub-tree by pressing the “Delete” button.

**Task-2: Installation of the new root certificates**
2.1 Save the certificates ESA_Issuer-CA-01_certificate.cer, ESA_Policy-CA-01_certificate.cer and ESA_Root-CA_certificate.cer to a local folder on your workstation.
2.2 Start Firefox
2.3 Select the menu option “Tools -> Options”
2.4 Select the icon “Advanced”,
2.5 Select the tab “Encryption”
2.6 Press the button “View Certificates”
2.7 Select the tab “Authorities”
2.8 For each certificate, perform the following steps:
   2.8.a Press the “Import” button
   2.8.b Select a certificate
   2.8.c Check the option “Trust this CA to identify web sites”
   2.8.d Press the “OK” button.
2.9 Press twice the “OK” button to close the Firefox Options window.

Back to top
35. How can I organize important Announcements published on esa-p?

It is important to regularly check the ‘Announcements’ published to the industry, as new system functionalities/ instructions related to the implementation of improvement waves will be communicated here. The next steps can be used to organize those announcements and create links for quicker access.

Example: The Advance Payment Process is an important document which you wish to add to your Portal Favourites to be able to quicker access this information when needed in the future.

1. Click the link to open the document
2. Copy the URL of the document

3. Open menu Portal Favorites and select ‘Organize Entries’
4. Open menu Favorites → select ‘New’ → select ‘External Link’

5. Paste the URL copied in step ? into the ‘Target’ field and add a name to this URL. Click SAVE button.

6. Click ‘Close’ after verifying that the link has been created
7. Verify that the link has been created in your Favorites

Frequently Asked Questions & Answers for Suppliers
36. How can I personalise the report layout?

In addition to the standard ‘Active Queries’ per SAP Object and status, you can refine your search and personalize the result view to match your requirements and to extract the report you have created. The following steps will illustrate how to create, run, and extract a report in esa-p.

1. Click on ‘Settings’ to open up a menu where you can specify the result view.
2. Select the columns you want to remove from your report.

3. Click 'Remove'.

4. Select the columns you want to see as the first columns from the left in the report view.

5. Click button to move the selected lines to top of list.

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Frequently Asked Questions & Answers for Suppliers

6. Click 'Apply': after having defined the order of the displayed columns 'Apply' the changes to the current view to verify if the report has the desired format.

7. Check report layout preview

8. Click on tab 'Sort'

9. Select the columns which should be sorted (TIP: sort according to the selection done from left to right)

10. Click 'Add'

11. Select sort direction (descending or ascending)
8. Click on tab 'Sort'

9. Select the columns which should be sorted (TIP: sort according to the selection done from left to right)

10. Click 'Add'

11. Select sort direction (descending or ascending)

16. Enter a description/report name

17. Set flag 'Initial View' if you want this report to appear as your initial view whenever you run the query (in this example query 'Invoices' = 'All')
After clicking 'OK' the defined report layout will be visible in the Order Collaboration area. You can create several views/report layouts and select a different (saved) view via the drop down menu.

Click the Export button, then click Export to Microsoft Excel.
20 When the dialog box appears use save or open and you will have all the powl data in Excel.

21 And here you have your Excel Exported data.
37. Who can I contact in case of general issues/queries on perceived overdue invoices?

**Contacts / All issues**

<table>
<thead>
<tr>
<th>E-mail</th>
<th><a href="mailto:IDHelp@esa.int">IDHelp@esa.int</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>+39 06 941 80700, option 2</td>
</tr>
<tr>
<td>Fax</td>
<td>+39 06 231 90528</td>
</tr>
</tbody>
</table>

**Queries on perceived overdue invoices**

In order to optimize the support on invoices overdue for payment, a dedicated mailbox is active since 7 May 2010 to centralize all invoice problems and queries.

If you are facing any invoice issues, please download the Excel file from the esa-p Help section; log your issues in the file with the required details (e.g. Contract #, Invoice #, date of invoice, amount, and description). Once you have completed the file, send it to ESA.payment.officer@esa.int. ESA Finance will take the necessary actions and keep you informed via e-mail as soon as possible.

38. How do the changes in the unit of measure from percentage "%" to "EA" impact contracts, confirmations and invoices?

The following changes have been applied:

1. **Solve previous issues.** All the side effects derived from the usage of the unit of measure % will no longer exist:
   a. If the amount of the milestone is updated (increased or decreased) via CCN, the Quantity but not the Price needs to be modified, therefore no longer retroactive posting or commitment adjustments will occur.
b. Quantities will be considered as amounts in GR/INV submission, reducing the complex calculus users are forced to do in order to find the corresponding percentage.

c. The use of the field “Incidental Costs” will not be needed for rounding purposes; this will avoid the over-consumption of the budget, and will prevent future “Error in Process” invoices.

39. How can I identify easier the information related to the reference contract and the corresponding vendor for confirmations and invoices?

To make the identification of the tasks easier for which a certain external user is responsible for, additional details have been added to the inbox of the external users. In these columns, the information related to the reference contract and the corresponding vendor. The column “Object” includes the number of the related contract and column “Vendor Name” shows the subcontractor of the milestone concerned.

Example:
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