

For Invoices to Pay:

1. Resolve Invoice Rejection Errors

Norfolk Southern must receive a successful invoice transmission with no rejection errors in order to post your invoice. See How to Resolve Invoice Errors for additional information.

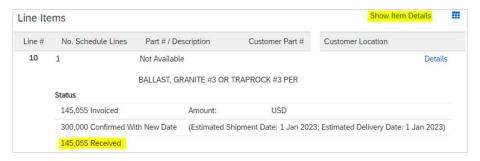
2. Review Payment Terms

Most purchase orders have Net 30 payment terms, meaning the invoice will pay 30 days after the **posting date**. Click the purchase order to review the payment terms displayed in the header details.

3. Check for Missing Goods Receipts

Invoices will only pay if the items have been delivered and the goods receipt(s) have been entered by the NS person who ordered the items.

To see which items have outstanding goods receipts, click the Purchase Order and scroll down to the Line Items. Click "Show Item Details" to expand all line items. Review the item status to see the quantity received.



For questions about delivery or missing goods receipts, please **contact the Ship To person** displayed on the purchase order.



4. Check for Price Discrepancies

Invoices with price discrepancies are sent to the NS Sourcing buyer for review and approval before the invoice will pay. For questions about pricing, please **contact the Sourcing Buyer** displayed on the purchase order.



For all other purchase order invoicing questions, please **contact Norfolk Southern's Accounting department** at invpo@nscorp.com.



To view Scheduled Payments on SAP Business Network:

- To see payments scheduled for a specific invoice, navigate to the invoice, then click the Scheduled
 Payments tab.
- To see all scheduled payments, navigate to the Scheduled Payments workbench tile or choose Payments >
 Scheduled Payments.

Routing Status	Description
Scheduled	The invoice is scheduled to pay on the given date. Note: If the Invoice Status is Rejected the Scheduled status no longer applies.
On Hold	The payment is on hold pending the goods receipt or approval of price discrepancy.
Paid	The payment transaction was completed. Note: Payments are typically sent by check via mail or ACH electronic bank deposit.
Failed	The payment transaction failed.
Canceled	The payment transaction was canceled.
Available	A credit amount is available. No scheduled date is given for a credit.
Applied	An available credit was applied toward a payment – you will see a payment date after the credit is applied.



In some cases, payments are canceled by your customer and SAP Business Network sends you a notification informing you of the failure. You can receive an email notification only if you have configured your SAP Business Network account to receive this notification.

See <u>How to Configure your Account, Users, and Notifications</u> for additional information.

For questions about invoice payments, please **contact Norfolk Southern's Accounting department** at invpo@nscorp.com.