

What is the VPCConnect?

VPCConnect is PAE's online vendor portal for electronic invoicing.

What functionality does it provide for me?

VPCConnect automates invoice processing. Through VPCConnect, vendors can submit invoices that are instantly routed to PAE at no added cost to vendors. Additionally, vendors can view the current and past status of an invoice.

How will I access VPCConnect? What is the URL?

VPCConnect portal can be accessed online at <https://vpconnect.pae.com>

How do I get an account?

To request an account please contact PAEVendorSetup@pae.com

Can I request an additional account?

Yes, additional accounts and multiple user logins can be requested and provided, please contact PAEVendorSetup@pae.com

What browsers does it support?

VPCConnect is supported by most web browsers, however we recommend using Internet Explorer.

Do I need to install any software on my systems?

No, VPCConnect is supported online through your web browser.

Where do I find user training guides?

Training materials and videos can be found at <https://www.pae.com/about-pae/Suppliers-and-Small-Business-Opportunities>

Are there any password requirements?

When creating a new password, please ensure there is a minimum of 8 characters, including a numeric, a non-numeric character and a special character.

Do I submit my invoice through VPCConnect?

Please refer to the billing instructions stated on the Purchase Order/contract for the applicable billing method (i.e. via VPCConnect). If an invoice is submitted through VPCConnect, it should not be submitted through email, to avoid duplication. *Note, some programs are not supported by VPCConnect, we ask you contact your buyer for further clarification.

What is my Vendor ID?

Your Vendor ID is stated on your Purchase Order. For further questions regarding specific Vendor IDs, please contact your buyer directly. For reference, the first two numbers of the Vendor ID can usually be identified by the first two numbers of the PO#.

Can I change my Vendor ID?

Yes, you can change the Vendor ID by selecting "Change Vendor" and entering the applicable Vendor ID.

What is my PO number?

Your PO (Purchase Order) number can be found on your PAE provided Purchase Order/contract. For further clarification related to your PO or PO funding, please contact your buyer directly.

What is my BPO number?

BPO (Blanket Purchase Order) number is your release number, which is driven by the PO. Please refer to your PO for the BPO number.

I am receiving error message "Invalid PO"

You may be receiving error message due to the selected Vendor ID. Please ensure the Vendor ID selected matches the contract. You can change the PO by selecting "Change Vendor"

I am receiving error message "The total in this invoice for PO (XXX), Release Number (X) is greater than the remaining balance of (X.XX)"

You are receiving error regarding the remaining funding on the PO - there is not enough funding for the invoiced amount. We ask that you contact your buyer for further PO clarification.

I am receiving error message "Column 'RemainingBalance' does not belong to table Table1"

The issue is related to the date formatting and a computer default settings in a language other than English. Link below provides instructions to change the setting.

https://answers.microsoft.com/en-us/windows/forum/apps_windows_10-outlook_cal/how-do-i-change-the-calendar-language-to-english/2e786f7a-79ba-48d6-9ef5-58b544f3e5b7

I am unable to submit my invoice and continue to receive error messages.

To resolve some common issues, please ensure the Invoice Amount does not include a comma or currency symbol. Additionally, please exclude any special characters (e.g. / , . ' ") from the Description Field. Lastly, please ensure your invoice upload is pdf format, as other file types ie. excel, ppt, word files cannot be uploaded.

Can I submit an invoice from a prior date?

Yes, invoices can be submitted from a prior date. When uploading an invoice, select the appropriate Invoice Date.

What do I do if the Remit to Address is incorrect?

The Remit to Address can be changed in Invoice Upload, select the magnifying glass to the right of the Remit to Address box and select the applicable address. If the correct address is not available, please contact your buyer.

What invoice files types can be uploaded?

Only pdf files can be uploaded and approved by the Accounts Payable team.

Is there a file size limit?

Uploaded file size cannot exceed 8MB. Please note, additional files can be uploaded in Supporting Documents.

Can I submit multiple invoices at once?

Unfortunately, at this time you can only submit one invoice at a time.

Can I submit an invoice for a particular PO line item?

Yes, if applicable please clearly state PO line number information in the upload attachment.

Can I view and track previously submitted invoices?

Only invoices submitted via VPCconnect will be shown and tracked through the 'Inquiry' options. For questions regarding invoices submitted through the old PAE AP inbox process, please contact the PAE AP team.

What do the different Invoice statuses refer to?

Please refer to table below for a list of Invoice status definitions.

Status	Definition
Status represents the status of the invoice approval by PAE	
Unsubmitted	Shows all invoices that have been saved in VPConnect but have not been submitted for payment
Received	Shows all submitted invoices. This status indicates that the record was submitted and received successfully to PAE. This stage is just prior to an invoice being submitted to the approval process.
In Process	Shows all submitted invoices in which the invoice is in the approval process.
Approved	Shows all submitted invoices that are in the approval process.
Rejected	Shows all submitted invoices that were rejected for any reason.
Submitted for Payment	The invoice has been fully approved within IACconnect and has been sent for payment.
AP Status	Definition
AP Status represents the status of the payment by PAE	
UNSUBMITTED	A voucher has not been generated by PAE as of yet meaning the invoice still resides for approval.
HOLD	Voucher has been deferred for payment.
PAY	Voucher is ready to be paid.
PAYWPD	This designates a voucher that is not released for payment until a specific, designated A/R bill has been paid in full.
PPHOLD	Partially paid but the remainder of the balance is on hold.
PAID	The invoice has been fully paid.

What happens if an Invoice is rejected?

If an invoice is rejected, you will receive an email notification from DoNotReply@pae.com.

How do I view "Reject Reason" and resubmit a rejected invoice?

Revisit VPConnect: 1) Navigate to Invoice Upload Screen, 2) Select the same Vendor ID that was used to submit the invoice, 3) Click the "Open", 4) Enter the Invoice Number, or run an open search for all pending/rejected invoices, 5) Click on the Open (magnifying glass) icon for the Rejected Invoice, 6) Select "Reject Reason" – this will provide you the reason for rejection, 7) Update/modify the invoice accordingly, 8) Save, 9) Submit. For further clarification regarding the invoice rejection reason, please contact the AP team.

An invoice was submitted with the wrong Vendor ID, how do I resubmit this invoice with the correct Vendor ID?

The original invoice with the wrong Vendor ID must first be deleted, then a new invoice with the correct Vendor ID can be submitted. To delete the original invoice, re-open the invoice in Invoice Upload, and then select 'Delete.'

How do I change or update my billing information shown in VPConnect?

To change or update your billing information, we ask you please contact your buyer

Can I submit invoices for freight, if the freight cost is higher than the approved PO funding?

If your PO does not have enough funding related to freight costs, and qualifies as an exception with approval from your buyer, please follow the exception process. Please contact your buyer for further clarification.

What is the exception process?

In the unlikely case that an invoice does not meet the Invoice Upload requirements, an Exception Process has been developed. Please coordinate with your buyer to determine if your invoice meets the exception criteria. *Please note the exception process is monitored and needs approval in our systems internally. Invoices submitted through the exception process that do not meet the exception criteria will be automatically rejected.

What will be different with the way my company interacts with PAE?

The only difference is that invoices are now uploaded and submitted through VPConnect, which will allow for more faster invoice processing. Interactions with your PAE buyer will remain the same.

Who do I contact for support while using VPConnect?

For technical support, please contact pae@service-now.com. For concerns related to your purchase order, please contact your buyer.