



Frequently Asked Questions for Suppliers

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Invoicing	2
Payment Terms	3



Invoicing

What if my invoicing system cannot accommodate what is required?

- Most invoicing systems can accommodate what is being required. If you are having any issues, it may be due to something such as a character limit where in that case you can abbreviate the coding.

I've checked the Apex Supplier Portal and still have questions about payment status, what should I do?

- Contact Chick-fil-A's Accounts Payable team at accounts.payable@chick-fil-a.com.

How do I get access to the Apex Supplier Portal?

- Contact Chick-fil-A's Supplier Maintenance team at CFASuppliers@portal.chick-fil-a.com.

Does Apex Supplier Portal setup only apply to new suppliers or all current suppliers?

- If you are an existing supplier, you may already have credentials established in the Apex Supplier Portal. If you are not sure if you have credentials, contact Chick-fil-A's Supplier Maintenance team at CFASuppliers@portal.chick-fil-a.com.

Does this change impact invoices that are submitted via Supply Central?

- No.

Can I submit an invoice that has multiple pages? For example, I need to submit travel expenses that includes copies of receipts

- You can submit an invoice with multiple pages; however the invoice must be only one PDF file.

Will there be changes to bulk invoicing?

- No.

Can I invoice two projects / assignments on the same invoice if each are uniquely identifiable?

- Yes, only if the Chick-fil-A legal entity and the Staff Contact are the same for both projects / assignments.

When sending invoices, should anything be included in the email itself?

- No, all information is required to be on the invoice.

If I have a Purchase Order (PO) number, does coding need to be included?

- No. If you have a PO number, include the PO number on the invoice. Suppliers must include either valid invoice coding or a PO number.



Is this replacing Collaborati for legal invoices?

- No.

Can multiple people in an organization have access to the Apex Supplier Portal?

- Yes.
- It is important to remember that the Apex Supplier Portal contains sensitive company information including banking information and so appropriate viewing access should be established.

I need invoice status updates. What is on file with Chick-fil-A, and when will it pay?

- Please check the [Apex Supplier Portal](#).

I submitted invoices, but they do not appear in the Apex Supplier Portal. Why would they not be in Apex?

- Please allow 24 hours for invoice processing
- Ensure the invoice submitted included all required information. If the invoice did not include all required information, it may not have been processed. Check with your Staff Contact about next steps.

I submitted an invoice, but it has not been paid yet. Why would that be?

- Invoices pay according to your contract terms based on the date the invoice was submitted. Please double check your payment terms to know when to expect payment.

Payment Terms

When will payments be made?

- Payments will be made according to the payment terms in your contract,
- If you do not have a contract or payment terms are not stated on your contract, payment terms are NET60.

When does the payment term “clock” start?

- The payment clock starts when Chick-fil-A receives a valid invoice with all required information in the appropriate Accounts Payable email inbox, not according to the invoice date.

If the invoice contains all valid information and approval is delayed due to internal processes, does that delay payment?

- No.



My invoice status shows paid in Apex, but I did not receive the payment. What do I do?

- Please verify that the banking information in Apex is correct.
- If your payment method is:
 - ACH / Electronic: please email accounts.payable@chick-fil-a.com
 - Check: note that checks can take 2-3 weeks to deliver by mail. If the check is missing, please email accounts.payable@chick-fil-a.com. To update your payment method to ACH / Electronic by emailing CFAsuppliers@portal.chick-fil-a.com
 - Credit: you must click the link in the remittance email to receive the credit payment into their bank account. If the link is expired, please email accounts.payable@chick-fil-a.com