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# GROWTHPOINT

## ACCOUNTS PAYABLE PORTAL

# FAQ

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This portal is a quick and easy-to-use electronic invoicing solution that securely and accurately delivers invoices to Growthpoint.

A full technical support manual is available at [www.growthpoint.co.za](http://www.growthpoint.co.za) but for a quick reference, here are 10 most frequently asked questions.

### 1. HOW DO I REGISTER?

Access to the portal is being rolled out in a staggered manner.

At the start of each phase, you will be sent a registration email, please click on the link. This will take you to the Registration page.

Capture your details and ensure that they are correctly displayed on the web page. Enter a Password and confirm it.

Click on the Accept Terms of Use hyperlink to view the Growthpoint Accounts Payable Portal Terms of Use. Tick the Accept Terms of Use tickbox. Click on the Register button to complete the process.

### 2. WHEN ENTERING MONETARY AMOUNTS, WHAT IS THE CORRECT WAY TO UPLOAD THIS INFORMATION?

Type in the total document amount as it appears in South African Rands on the document, including VAT. The document amounts should be in this format: RRRR.cc - Do not use commas or currency symbols. Negative amounts can be captured using a minus symbol before the document amount or using round brackets around the document amount.

### 3. HOW DO I CREATE A VALID PASSWORD?

Password must be (at least) eight characters long and must be made up of (at least) any three of the following four character-types: either an uppercase letter, a lowercase letter, or a digit or a special character.

### 4. HOW DO I CHANGE MY PASSWORD?

Click on the Change password link at the top of the page. The Change password page will be displayed. You will be prompted to enter your old password. After entering your old password, enter a new password and confirm the password. Click the Next button to complete the process.

### 5. WHAT HAPPENS IF I HAVE FORGOTTEN MY PASSWORD?

Click on the 'Forgotten your password?' link. On the Forgot password page, type in your email address in the Email address field. Click the Reset password button.

An email with instructions on how to reset your password will be sent to your email account. Use the link to reset the password. Enter a new password. Confirm the new password. Click the Next button to complete the process.

### 6. DO DOCUMENT TYPES AND DOCUMENT SIZES MATTER IN TERMS OF UPLOADING DOCUMENTS?

Yes. Take care to choose the correct document type, creditor profile and/or building to ensure that the document is routed to the correct person for processing.

Yes. Document file sizes are restricted to a maximum of 20 MB.

### 7. THE ACCOUNTS PAYABLE PORTAL SEEMS TO BE OFFLINE OR IT SIMPLY ISN'T WORKING, WHAT CAN I DO?

Establish if your Internet connection is functioning correctly by navigating to the Google Search Page ([www.google.co.za](http://www.google.co.za)). If your Google isn't working, please contact your Internet service provider. If you can see the Google search page, please contact [support@lawtrust.co.za](mailto:support@lawtrust.co.za).

### 8. WHAT FILE TYPES ARE SUPPORTED BY THIS PORTAL?

.DOC, .DOCX, .HTM, .HTML, ODP, .ODS, .ODT, .PDF, .PPT, .PPTX, .RTF, .TXT, .XML, .XLS, .XLSB, .XLSX.

### 9. WHAT ARE THE LAWTRUST SUPPORT CONTACT DETAILS?

[support@lawtrust.co.za](mailto:support@lawtrust.co.za) or 012 676 9240

### 10. IS THERE A SUPPORT CONTACT AT GROWTHPOINT I CAN USE?

Yes. For account related queries you can contact Growthpoint directly on [creditors\\_escalations@growthpoint.co.za](mailto:creditors_escalations@growthpoint.co.za).

