



Frequently Asked Questions (FAQs)

1. **Q.** What are the different types of TACO invoices? Is the Buyer Portal used for all types of TACO invoices?
Ans. There are two types of invoices: TACO & CDP (Commissions) and TACO Pay VAT Only. The TACO & CDP (Commissions) invoices will be created and approved in the Buyer Portal. However, TACO Pay VAT Only invoices will only be sent to AP Processors for processing via e-mail; the Buyer Portal will not be used for them.

2. **Q.** Do the business fields vary depending on the document types?
Ans. No, the business fields remain the same, regardless of the document types. The only two defined templates are PO Invoices and Non PO Invoices. The Document Classification field has been created by Genpact Operations to inform the business about the type of invoices received from the vendors and the business.

3. **Q.** What is the maximum file size of the invoice attachments? Is there a threshold for the number of documents that can be uploaded at one time?
Ans. Invoices up to 10 MB in size can be uploaded as attachments. A maximum of 25 documents with the total file size not exceeding 10 MB can be uploaded at one time.

4. **Q.** What is the workaround to upload invoices or supporting documents that exceed 10 MB in size?
Ans. There are two options to upload invoices and/or supporting documents that are more than 10 MB in size, users can upload the primary document in the Buyer Portal and upload the other documents in the Sharedrive and share the link to the Sharedrive location in the Comments box. Genpact Operations team will download the supporting documents and attach them to the invoice and route it for invoicing. Alternatively, users can upload the documents via the designated e-mail. However, the primary invoice cannot be more than 10 MB in size. A document exceeding this size limit will block the exchange.

5. **Q.** For TACO and CDP invoices, will the Genpact Operations team assign the approver?
Ans. No, pre-approved TACO and CDP invoices will be routed to the Genpact Operations team for validation; post validation, the invoice will get auto posted to Oracle.