iReceivables portal
Frequently Asked Questions

1. **What is iReceivables?**

   iReceivables is a self-service tool that allows efficient two-way interaction between Bapco and its customers. The portal gives customers access to financial data and reports, allowing them to communicate with the Bapco team about any concerns they may have.

   For more detail information, please check: [Bapco - Our Business](#)

2. **What functionalities are available in iReceivables?**

   iReceivables provides access to Bapco customers to manage their own accounts. The main features are:

   - View/Download/Print Invoices

   - View/Download/Print Aging Reports

   - View/Download/Print Customer Statements

   - Raise Disputes

   - Apply Credit Notes

   - View/Download specific transactions/CM/Payments (including closed transactions)

     For more details, please go and read these sections: iReceivables User Guide and iReceivables FAQ.

   iReceivables PORTAL
   iReceivables Portal Access ➡

   ⬇ iReceivables User Guide
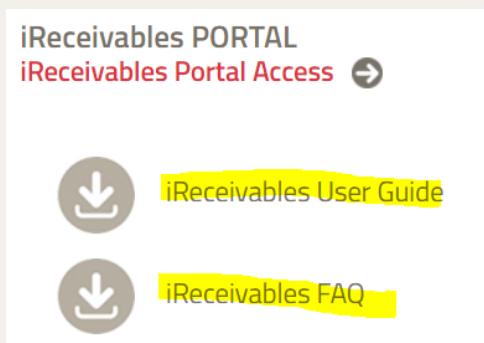
   ⬇ iReceivables FAQ

3. How can I register for iReceivables access?

Please read Self-Service Registration User Guide under Registration section
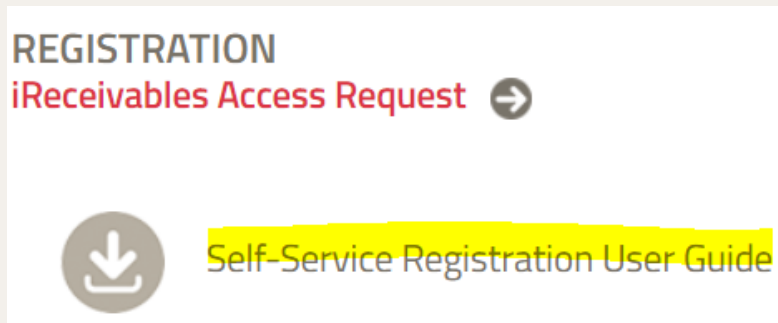
4. How can I view and settle invoices?

Please refer to the 'Transaction Search' section of the user guide for instructions on how to search and view invoices. You can use the 'Apply Credit' function to settle invoices, however this is limited only to applying existing Payments/ Credit notes.
As of now, you cannot make payments using the iReceivables portal.

5. How can I view the aging of invoices?

To view the Aging for a Customer Account, from the Customer Access page select [⋈] button on the Account Summary column for 'All Locations' record.

Organization	Address △	Address Type	Primary Contact △	Contact Phone △	Account Summary
All Organizations	All Locations				⋈
Distribution		Bill To, Ship To			⋈
Financial Accounting		Bill To, Dunning, Late Charges, Statements			⋈

Then:

• Select Currency.

• Click 'Go' to show the customer Account Balance along with the Aging information.

• Click 'Show Aging' button to see the aging of invoices.

6. **With iReceivables portal now, will I still get the monthly invoice, or do I need to only view it from the portal?**

The monthly invoice will still be sent through email.

However, we plan to stop sending monthly invoices and other reports (e.g. aging reports), etc. You are encouraged to begin using and exploring iReceivables portal to access the reports.

7. **How can I raise disputes?**

A dispute can be raised either in Quantity or in Amount. Please note then when a user enters the quantity, the system will automatically calculate the amount.

8. **How can I export transaction details from the iReceivables portal?**

Navigate to Customer Access > Account > Search transactions with the desired search criteria:

- Select Template: 'Bapco Transaction Details'

- Format: 'Excel/HTML/PDF/RTF '

- Click on 'Export'.

Please consult the 'Transaction Search' section of the user guide for details on how and what transactions can be searched.

9. **Can attachments be uploaded to iReceivables? Is there a maximum file size limit?**

File attachments can be added to any transaction type displayed in the iReceivables module, with an individual maximum size of 5 MB.

10. **Can I export reports in different formats?**

Yes, the following formats are available: Excel, HTML, PDF, or RTF. Select the export format of your choice and then proceed to download the Statement / Transaction Export.

11. How can I add additional users to the system?

New users must use the self-registration function on the iReceivables Portal, which is accessible from the Bapco website. Access requests must be verified and approved by Bapco before the user will be granted access.

12. In the self-registration link, I receive this error message. What should I do?
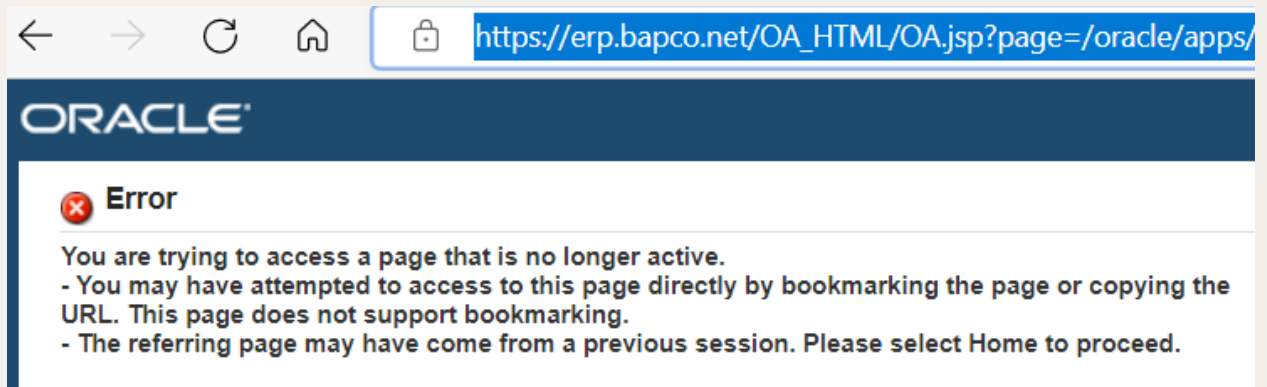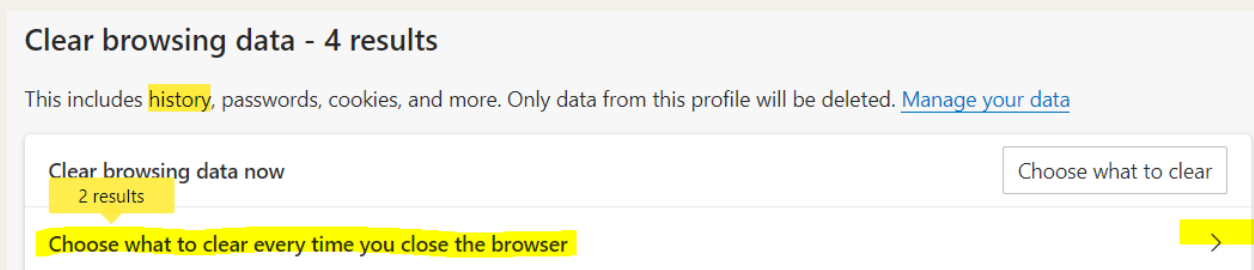

This issue could be due to cache is not cleared or the old session related is wrongly added. Please try these steps:

a. Go to browser settings and clear the cache.
b. Close the browser fully and try this URL instead: https://erp.bapco.net

Other alternative (**WARNING**: PLEASE ONLY DO THIS IF YOU CHOOSE TO ALWAYS AUTO-CLEAR YOUR BROWSER HISTORY):
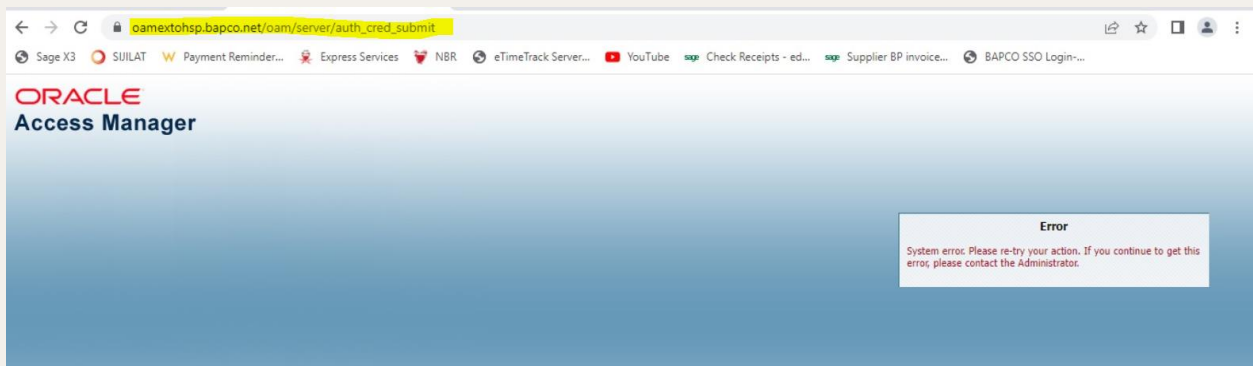
For example, if your browsing is Microsoft Edge:

a. Go to 'Setting'
b. Type key word: 'history'
c. Click the arrow beside 'Choose what to clear every time you close the browser

d. In 'Browsing history' option, enable the button
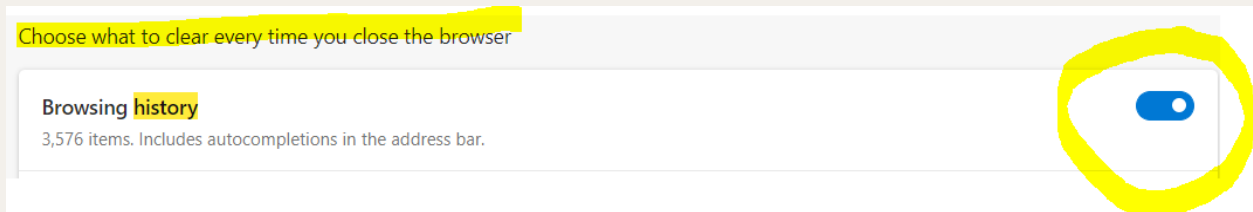
13. I saved this URL (single sign on) in my favorite page. But I can't access it now. This error message comes out instead.

This issue could be due to cache is not cleared or the old session related is wrongly added. Please try these steps:

a. Please don't save the single sign on 'URL' in favorite page and don't use it in the future to access. This is not the real 'URL'.
b. Please use this link instead: iReceivables Portal
   You can save this in your favorite page.
c. Go to iReceivables Portal section and click iReceivables Portal Access as shown below.
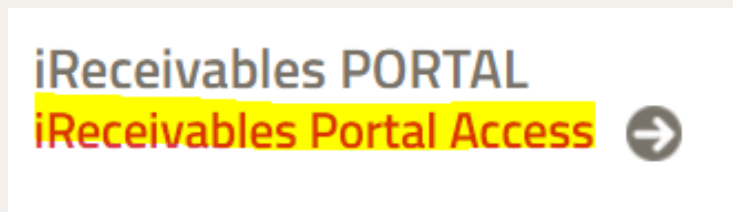
14. How can I report issues related to the iReceivables portal?

Please send your request or feedback by email to iReceivables_Support@bapco.net

For technical issues you may call the Bapco IT Customer Service Center at

+973-1775-5911.

15. How to remove the access of an existing user?

Please send a request by email to iReceivables_Support@bapco.net providing the details of the user to be removed.