Welcome to the Supplier Portal that enables suppliers to submit their invoices, check the status, and administer contact information. By utilizing the Supplier Portal, you can expect to decrease your payment cycle time and administrative time through timely submission and correspondence.

Q: What are McDonald’s standards for EDI?  
A: Suppliers can view and download McDonald’s EDI standards by clicking on the Standards option under the Actions queue on the left-hand side of the webpage. To begin testing, please contact McDonald’s Electronic Commerce Team.

Q: What is the process once invoices have been submitted?  
A: McDonald’s processes the invoices received at several different times throughout the day. McDonald’s applies business rules against the invoices received. If there are any invoices that fail business rule validation, the supplier will be notified via email otherwise they are sent electronically for approval. If approved, the invoices are sent to our Accounts Payable system and remain until payment terms have been reached.

Q: What payment method does McDonald’s offer?  
A: McDonald’s – USA, virtual credit cards is the preferred method, followed by EFT payments as a second option for payment. McDonald’s – Canada, EFT payments is preferred method for payment

Q: What locations should be invoiced electronically?  
A: McDonald’s – USA, all corporate owned locations, corporate offices, and regional offices. Suppliers must direct office invoices to their contact at McDonald’s for approval by selecting the Order Contact name on the Data Entry web page. Invoices for Licenses should continue to be billed via paper.

McDonald’s – Canada, all corporate owned locations, Head office and Regional office departments may be invoiced via the supplier portal. Suppliers must direct office invoices to their contact at McDonald’s for approval by selecting the Order Contact name on the Data Entry web page.

Suppliers can be added to receive weekly store list by sending an email to edi.admin@us.mcd.com

Q: What if someone from a Regional office or corporate office places an order for a Corporate owned location?  
A: All invoices for Corporate owned locations are to be transmitted via EDI regardless of who places the order.
Q: What is a Pending invoice?
A: Invoices that have NOT gone through our daily processing. You can only delete an invoice when at this stage. If you need to make changes, you will need to delete the invoice and re-enter with correct information.

Q: What is an Approved invoice?
A: Invoices that have gone through our daily processing and have been approved for payment and are waiting on terms. These invoices can NOT be deleted at this stage. If an error with the invoice is discovered, please submit an email to edi.admin@us.mcd.com immediately and mark URGENT with the appropriate course of action. You can check the status history by clicking on the invoice.

Q: What is a Rejected invoice?
A: Invoices that have gone through our daily processing and failed one or more business rules or have been rejected by the approver. In either case, an email I sent to the contact on record with the reason for the rejection. An invoice with this status wills NOT be paid!

If you disagree and the email was sent by edi.admin@ext.mcdonalds.com, respond to the email with any supporting documentation to address the reason given in the email for the rejection. We will review your documentation and reply as to whether we will remove the rejection and process the invoice. If you disagree and the email was sent by workflow.admin@ext.mcdonalds.com, please contact the person that took receipt of the goods or Supplier Portal by going to Maintenance -> Contacts and send an email to edi.admin@us.mcd.com with your Login ID and Invoice number.

Q: What is an Unapproved invoice?
A: Invoices that have gone through our daily processing and are pending approval. Contact the person that ordered the goods or services to ensure there is nothing wrong that would cause them to not approve the invoice.

Q: What is a Deleted invoice?
A: Invoices that have gone through our daily processing and determined to be a duplicate or should not be processed. If an invoice is in this status and you disagree, send an email to edi.admin@us.mcd.com with your Login ID, Invoice number and why you are in disagreement.

Q: What is a Held invoice?
A: Invoices that have gone through our daily processing and have been put on hold because the goods received or services rendered are unsatisfactory, incomplete or not in working order. Contact the person that ordered the goods or services to resolve.

Q: I received an email regarding an invoice that failed McDonald’s business rule validations and could not be entered into your Accounts Payable system. What should I do to correct this?
A: The action that the suppliers should take really depends on the type of error received. If in doubt, please reply to the email with your question and someone from the team will get back to you within 1 business day.

Q: How do I enter an invoice?
A: Click on Invoice Entry from the Actions queue. The first page allows you to enter the Location # or Search. If the Location # is not known, search for it by using any the City, State. Do not include the Postal/ Zip.

The address of the location #(s) that met the search criteria will appear on the bottom of the page. Click on the Location # to continue (Note: this page displays current ownership of the location ( C for
Corporate and F for Franchise). You may still enter an invoice for an ownership status of F if the service or goods were delivered while it was Corporate owned).

The data entry page is set up in an invoice template format. Input data for all of the required fields (indicated with a red asterisk). A few things to keep in mind...

1. Delivery/Service date can also be the invoice date if this field does not apply to your company.
2. Do not use commas in the dollar amounts. For example, 2,599.90 should be entered as 2599.90. The Extended Price and Calculated Total will fill in automatically as the invoice is keyed. Verify the Calculated Total equals the Invoice Total before submitting. If something is incorrect, an error message will be displayed indicating the error. Otherwise, the invoice will now be displayed in the Pending Queue.

Q: How do I enter an Invoice for multiple stores?
A: When entering invoices for multiple stores, you should enter the invoice using the normal entry procedure. But when entering the invoice number, you should enter the invoice number first and then add the National store # to the end of that invoice number to make it unique and avoiding it showing as a duplicate invoice in the system. Please avoid using A, B, C, etc. after the invoice number.

Q: How do I search for a PO?
A: Under the Actions Tab select Purchase Orders → Select Open PO Search. You will now see a listing of all open PO's. Click on the appropriate PO#. Select the appropriate lines by checking them then choose Submit. Key in the appropriate header invoice information and submit. You will receive an error if any required date fields are missing. If you have to invoice for an item not on this PO, please create a separate invoice. The PO will close (entire PO or just appropriate lines) after invoice is accepted into our system.

Q: What is the Location # and how do I get it?
A: The Location # is a unique identifier to our stores or offices. For the stores, this is referred to as the National Store #.

Q: The Product ID has the wrong price listed. How do I correct it?
A: Product ID’s can also be updated or deleted by going to Your Products located in the Maintenance queue under Actions. Make the change needed and click on Update.

Q: How do I add a new Product ID?
A: While on the Invoice Entry page, change the Product Type from Existing to New for the Invoice Description Line. Key in the title for the new Product ID, select a Category/ Acct and fill in the remainder of the information that is normally needed. The new Product ID will be saved when the invoice is submitted and will be available from Existing Product ID list for the next invoice entered.

Q: What are the Category/ Accounts?
A: The Category/ Account helps McDonald’s code the invoice to the correct GL Account by placing the Product ID into proper categories. Select the most closely related Category available.

Q: How do I delete a Product ID that I no longer need?
A: Product ID’s can be deleted by going to Your Products located in the Maintenance queue under Actions. Simply click on the delete button next to the Product ID no longer needed.

Q: How can I confirm that an invoice has been submitted?
A: Submitted invoices will be displayed in the Pending Queue until they go through our daily process that occurs at 12:30 PM CST. Suppliers can search for an invoice directly by going to Invoice Search found under the Invoice in the Actions queue.
Q: How can I tell if an invoice has been paid?
A: Suppliers can search for an invoice directly by going to Invoice Search found under the Invoice in the Actions queue. Click on the invoice number to view the details of the invoice.

Q: I transmitted a current invoice but I received an error message via e-mail that it is a duplicate invoice number. The original information is from several years ago so why is this happening and how do I fix this error?
A: Due to SOX regulations, McDonald’s will check for potential duplicate invoice numbers going back seven years. It is strongly recommended that invoice numbers are not recycled for this period. For suppliers that cannot accommodate this in their system, we recommend the invoice date be added to the end of the invoice number to make it unique using the YYMMDD format.

Q: How do I enter a credit memo?
A: Create a credit memo by putting a negative sign before the dollar amounts in the Invoice Information section of the Invoice Entry page and before the quantity for each of the Invoice Description Lines. As with invoices, the invoice # must be unique.

Q: How do I contact the Electronic Commerce Team?
A: Click on the Contact Us link or send an email through Feedback or directly to edi.admin@us.mcd.com. Someone from the team will get back to you within 1 business day.

Q: How often will my password expire?
A: McDonald’s policy is to prompt for a new password every 60 days from the date when the previous password was established (Note: If you have a person leave your company you should immediately change your password).

Q: How do I update my contact information?
A: From the Maintenance option select “Your Contacts”. Once complete click update.

Q: How is my contact information used?
A: The contact information is used by McDonald’s to resolve invoicing issues. McDonald’s uses the email address to send alerts and other key information.

Q: Why does the site timeout?
A: For security purposes we have the inactivity timeout set to 20 minutes.

Q: How do I upload files to the supplier portal website?
A: Click Invoice Upload>Choose your file type(CSV,EDI or XML)>Use Browse function to find the file you wish to upload>Click Upload>You will receive an online response with success counts(Control number/# of records uploaded) or a translation error message indicating the file was not uploaded successfully. Please email our EDI Team at: edi.admin@us.mcd.com for further assistance.