

TIPS & TRICKS

What is Candex?

Candex is a B2B payments company. Basically, it is hard for Sellers to get setup and paid by large corporates. So we invoice corporates to get their money out, and then pay their intended vendors. It is quick and easy so we call it "The fast track".

How do payments work on Candex?

Buyers release a requisition and PO to Candex. Seller must accept PO terms and can invoice Candex up to the amount authorized to them. Candex invoices the Buyer on the Seller's behalf. When the Buyer pays Candex, Candex will pay Seller.

Supplier required actions

The supplier needs to register on Candex,, accept the order, and upload their invoice. The supplier invoice is issued to Candex for the amount due them after the Candex fee.

Choosing the Candex catalog

You may have multiple Candex catalogs for different countries or different business organizations. Make sure that you are in the correct catalog when creating the requisition or your order may be delayed and need to be recreated.

Shipping

If shipping is needed, it has to be included on your requisition. If you forgot to add shipping, you won't be able to add a line now that the order has been placed (see Editing Order below).

Editing your Order

You may be able to edit the line items in an order, but you can never add new line items to an existing order. If you require a new line item after an order is placed, you must either cancel the original order create a new one or punchout a new order for just the additional line items. If you are unable to edit existing orders, cancel the original and create a new one.

Frequent reminders are sent to your vendor to complete unfinished steps.