



# How To Report a Technical Issue

# I - Flowis

Please sign in



Sign in

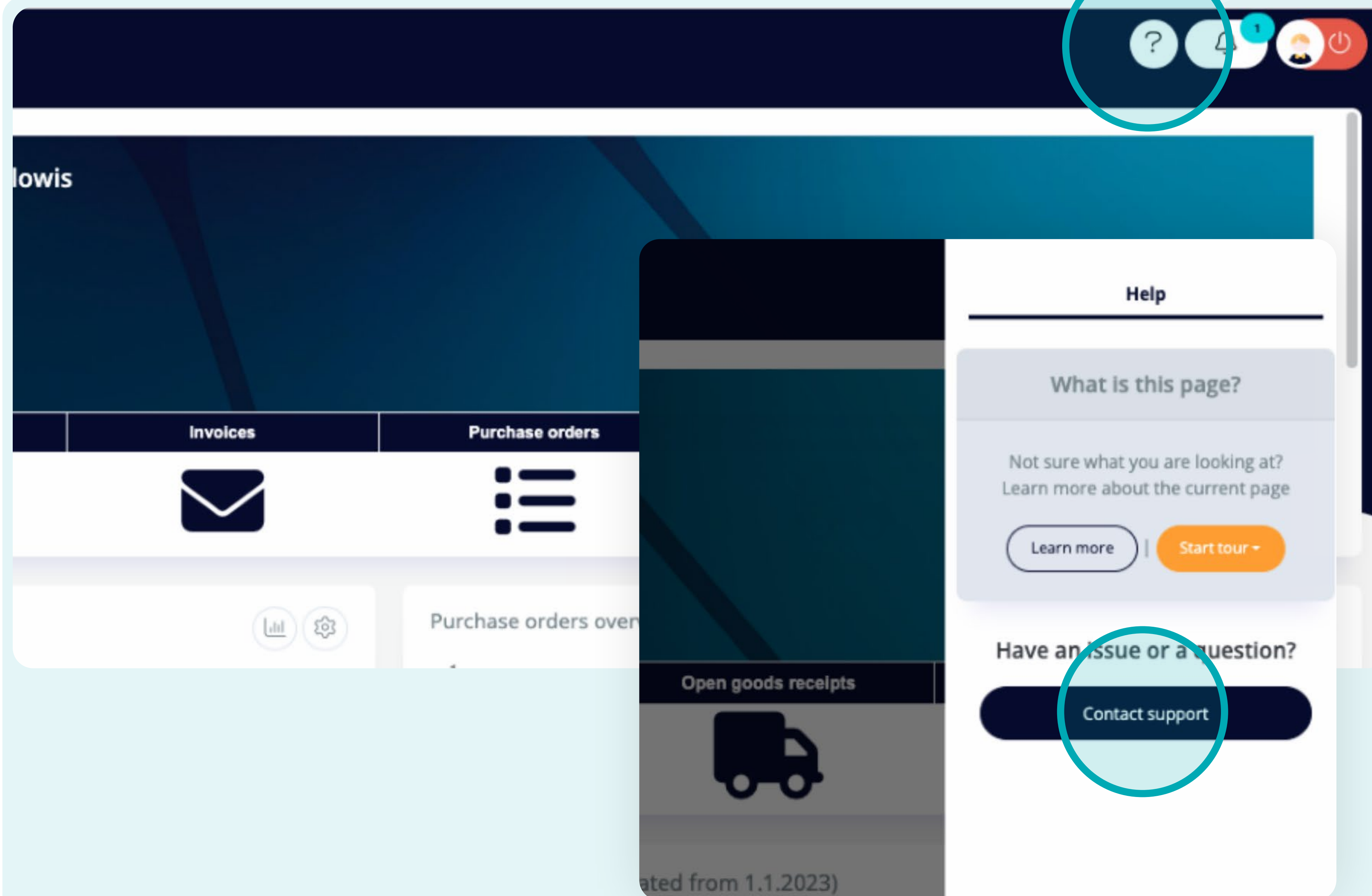
Need help? ▾

Need help? go to resource center

Report issue

Forgot your password?

If you are not logged in, go to **Login screen** <https://portal.yan-feng.flowis.com/>, then to **Need help?** and **Report issue**.



When you are logged in, click on **question mark on top right** and then on **Contact support** and you will be redirected to new tab.



Existing access issue

Affected User

7@v

## Summary \*

Cannot submit new invoice

Affected URL

[https://portal.yanfeng.flowis.com/c/supplier\\_portal\\_submit\\_new\\_invoice](https://portal.yanfeng.flowis.com/c/supplier_portal_submit_new_invoice)

Description ⓘ ★

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When I open this URL and click on Submit, I do not see anything happening and invoice is not loaded to the system.



Characters : 114

Attachments 

Drop files to attach or browse

Create issue

1. Your e-mail address (filled automatically if you are logged in)
2. Exact URL address of the page, where the error happened
3. Exact time (hour and minute) when the error happened
4. Exact step by step to reproduce the issue
5. Explanation of expected behavior and why you think this is a bug
6. Full-page screenshot of the error including your browser window and computer time



- Flowis Support request - SFI00000[REDACTED] created



○ Flowis Support <support@flowis.com>

Dear customer,

thank you for reaching out to Flowis Support.

We have received your request under ticket number **SFI00000** [REDACTED] and we will respond to you as soon as possible.

To follow up or add details please reply to this e-mail.

Thank you for your patience.

Regards,

**Flowis Support Team**

*Vážený zákazník,*

*ďakujeme, že ste sa obrátili na Flowis podporu.*

*Zaevidovali sme vašu žiadosť pod číslom **SFI000000** [REDACTED] a odpovieme vám čo najskôr.*

*Ak potrebujete viac informácií alebo pridať podrobnosti, odpovedzte na tento e-mail.*

*Ďakujeme za vašu trpezlivosť.*

*S pozdravom*

**Flowis Support Team**

Once submitted, this request will be routed to the **responsible team**.

**You will be notified by email** with a response or any updates regarding the issue.

If you need to add or ask something later, **reply to received email**



If you want to know more about **Flowis**  
and our solutions, **visit our website**  
or **contact us via email**.



[www.flowis.com](http://www.flowis.com)



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