

# Electronic Invoice and Evidence Portal

## User Guide

### Document History

Date	Version	Author	Summary of Changes
11/03/2020	1	Billing services	

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# 1 Connection

The login page can be directly reached at the following address:

<https://lchclearnet-prod.tessiinvoice.fr/login?1>

The portal login page displays as follows:



Authentication

Login

Mot de passe

Connexion

[Mot de passe oublié](#)

Any query of a technical nature should be addressed to our helpdesk (CTH) Email: [CTH.SA@lch.com](mailto:CTH.SA@lch.com)

Enter your User Id and your password and click “Login”. In the case this is not your initial login you will enter the system and arrive at the “General Dashboard” page. If this is your first login, the system will successively require you to:

- Choose and set the answer to your secret question; you will have to answer this secret question to reset your password in case of lost password
- Change your password

## 1.1 Choose and set secret question

After clicking the “Login” button, you are taken to the following page:

**DEFINITION OF THE SECRET QUESTION FOR PASSWORD RECOVERY**

You are connected for the first time. Please choose a secret question and answer it. These informations will be asked for password recovery

Secret questions  
...

your response

**confirm**

Choose your secret question from the picklist:

**DEFINITION OF THE SECRET QUESTION FOR PASSWORD RECOVERY**

You are connected for the first time. Please choose a secret question and answer it. These informations will be asked for password recovery

Secret questions  
...  
What is your favorite car brand ?  
What is your favorite hobby ?  
Who is your favorite singer ?  
What was the place of your last vacation ?  
What is your favorite animal ?

Then, enter your answer to the selected question as shown below:

**DEFINITION OF THE SECRET QUESTION FOR PASSWORD RECOVERY**

You are connected for the first time. Please choose a secret question and answer it. These informations will be asked for password recovery

Secret questions  
What is your favorite animal ?

your response LION

**confirm**

When clicking “Confirm” you will be prompted by the system to change your password as explained in the next session.

## 1.2 Change password

Upon first connection, immediately after choosing and setting the secret question, the user is prompted to change the password. Thereafter, the user will be prompted to change the password on a periodic basis.

> [Changer le mot de passe](#)

Ancien mot de passe	<input type="text"/>
Nouveau mot de passe	<input type="text"/>
Confirmation mot de passe	<input type="text"/>

Enter the old password, the new password and confirm the new password.

A strong password is required: 8 digits minimum containing at least:

- One upper case letter(s);
- One lower cases letter(s);
- One numeric figure(s);
- One special character(s).

Click on "Save" button and the confirmation of the modification will appear on screen.

**Notes about password:**

- A password is valid for 90 days
- 15 days before expiration, a notification is displayed to inform the user that the password must be changed
- Three different passwords must be used before an old password can be re-used
- A user account is blocked after 6 unsuccessful login attempts

## 2 Lost Password

In the event you have lost your password, a new password must be obtained as described in the following procedure.

In the login page, click "Lost Password / Mot de Passe Perdu ». The page below will be displayed:

**Lost password**

Please enter your login to start the password reset process.

Type Your login Here:

  
  
(Please press the button once only.)

**Help**

An e-mail will be sent to you with a new password. Follow instructions to complete the password reset process.

Enter you login and click “Reset password” The scree below will show up asking you to answer the secret question you have formerly chosen as described in section 1.1:

What is your favorite animal? ●●●●

Type the answer and click “Reset Password”. The following message will be displayed:

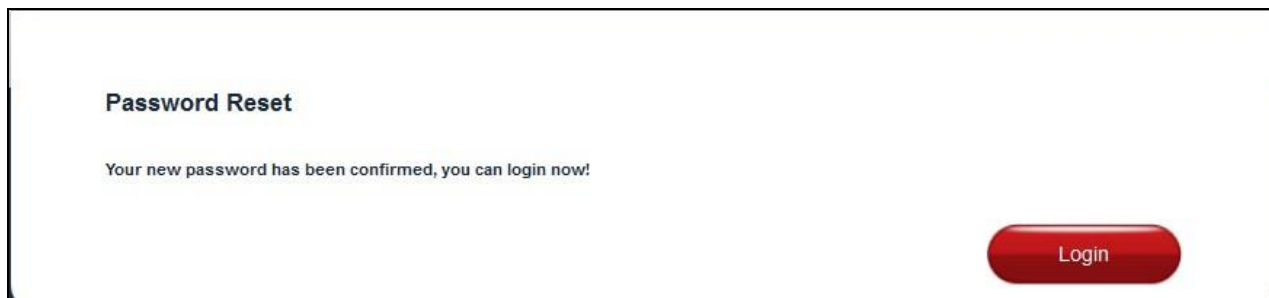
**Password Reset**

A new password has been sent to your e-mail account with instructions to activate it.

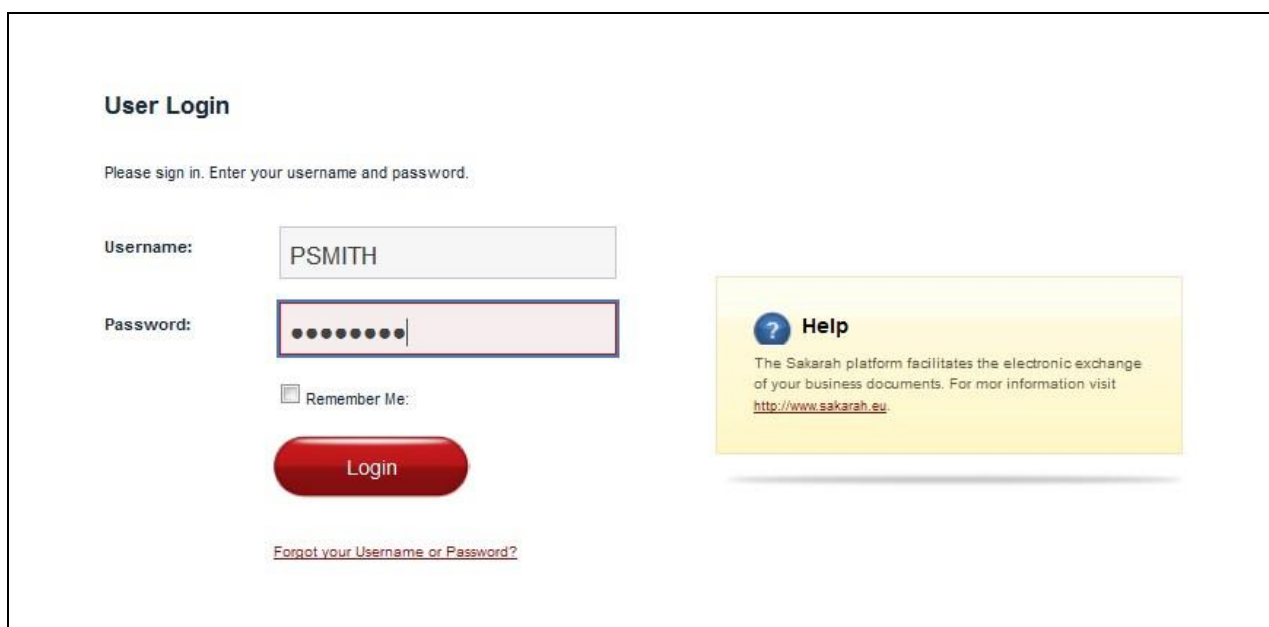
The system generates a new password and sends an e-mail the e-mail address linked to your User Id:

Dear PSMITH,  
Here is the new password you requested: ee'V?air  
To activate it please follow the link bellow:  
[http://preproduction.sakarah.net/josso/selfservices/lostpassword/confirmPassword.do?josso\\_cmd=confirmPwd&josso\\_pidId=C6537367E02A240C&josso\\_pwdId=75AD00C8CFC3D97F](http://preproduction.sakarah.net/josso/selfservices/lostpassword/confirmPassword.do?josso_cmd=confirmPwd&josso_pidId=C6537367E02A240C&josso_pwdId=75AD00C8CFC3D97F)

You then need to activate the new password. To do so, you must first click the link contained in the e-mail and the page below will be displayed in your browser:



Click the "Login" button and the page below will be displayed:



Enter your User Id and the new password contained in the e-mail, then click the "Login" button. You new password is then activated and you enter the system ("General Dashboard" main page).

### 3 User Management

The functions described in this "User Management" section are available only to the client account administrator appointed by your organisation.

At anytime you can come back to the general portal screen by clicking on the Sakarah logo

### 3.1 User Creation

To create a user, select "Parameters" then "Users" and click on the green icon. On the column action

Partie	Action
	  
	  

A new window appear, click on create user

Action

#### 3.1.1 User's Information

Key in the various fields and click "Validate" to confirm the creation.

Paramètres Services Tableaux de bord Administration

> [Gestion des contreparties](#) > [Gestion des utilisateurs](#) > [Créer / modifier un utilisateur](#)

<b>Nom *</b>	<input type="text"/>
<b>Prénom *</b>	<input type="text"/>
<b>Identifiant</b>	<input type="text"/>
<b>Téléphone</b>	<input type="text"/>
<b>Email</b>	<input type="text"/>
<b>Langue utilisateur *</b>	Faites votre choix <input type="button" value="v"/>
<b>Mot de passe *</b>	<input type="text"/>
<b>Confirmation du mot de passe *</b>	<input type="text"/>

#### 3.1.2 Profile and authorisations



After clicking "Validate" to create the user, the User Authorisation is screen is available. The various user rights are grouped by category. To select an authorisation, click the corresponding checkbox.

Rechercher	
Identifiant utilisateur	Action
JTEST	 
	Retour

For a normal use of the portal, the rights must be ticked as follows:

**Gestion des utilisateurs**

- Création
- Mise à jour
- Consultation

**Gérer les factures client**

- Dossier facture
- 

**Dossier adhérent**

- Documents reçus
- 

Enregistrer

Click "Validate" to save the user profile.

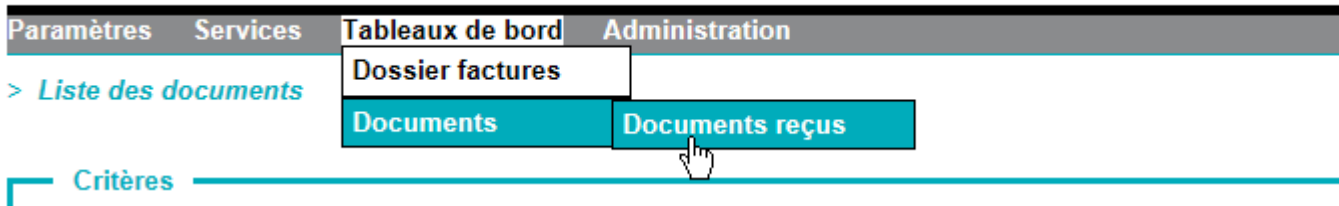
## 4 Invoice and Documents Management

### 4.1 View/Download Original Invoice and evidence file

Method 1 : From the portal

Logging on the platform:

After logging in the portal, you need to go through the following steps:



Click on search

Critères

Date du document entre 01/03/20 et 12/03/20

Nom du document

Statut

Tags

Rechercher

Aucun résultat

And then Click on the Pdf icon to retrieve the invoice

Date d'émission	Référence facture	TTC	Statut	Statut de l'expédition	Action
vendredi 6 mars 2020	FV31-2002-57439	248 950,71 EUR	Émise	Erreur lors de l'envoi	
samedi 7 mars 2020	FV31-2002-57777	700,00 EUR	Émise	Erreur lors de l'envoi	

The evidence is available on the same screen. Download the ZIP file and follow the point 5 of this procedure

## Method 2: Clicking the link in the notification email

Each day one or several invoices have been generated, the client receives a notification e-mail. New original invoices can be downloaded by clicking the link contained in the e-mail as follows:

### Invoice notification

Dear Client,

New invoice(s) has(have) been generated today.  
Client Code: 1094550

You can access your original invoices in electronic format at <https://prod0.tessiinvoice.fr/web-service/rest/expedition/7878036/-437844de-d4eb-4a57-acb5-eb76d9d2ccf5>

Alternatively, you can directly log on your account via our web portal in the "Fees" section : [www.lch.com/membership/sa-membership/sa-fees](http://www.lch.com/membership/sa-membership/sa-fees)

For any assistance regarding the access to your account, please contact our Help Desk, telephone: +33 1 70 37 6600, Email: [CTH.SA@lch.com](mailto:CTH.SA@lch.com)

For any assistance regarding your invoices, please contact our Client Invoicing Department, telephone: +33 1 70 37 6679, Email: [billing\\_services@lch.com](mailto:billing_services@lch.com)

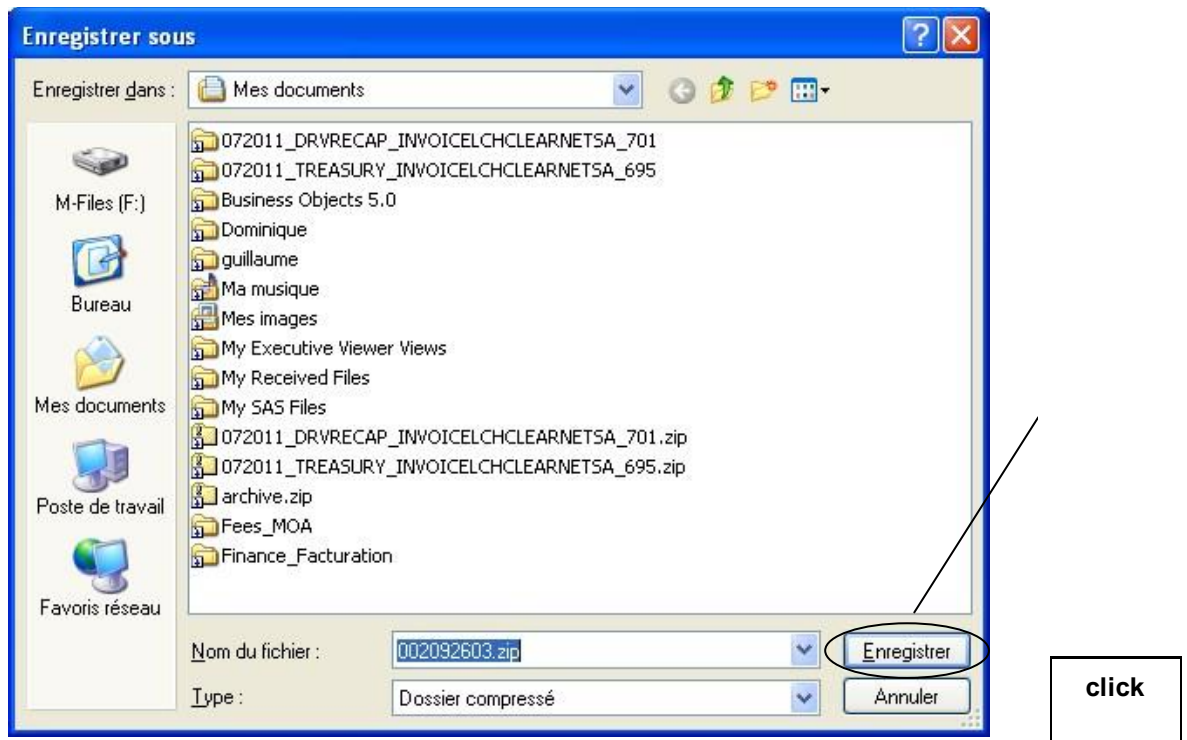
Kind Regards,

LCH SA - Client Invoicing Department

After clicking the link, a dialog box will open asking what you want to do with the file. Click the "Save" button.



Then another window will open. In this window, select the location on your system or the network where you want to save the file and then click "Save".



A ZIP file containing all of the original invoices that have not been downloaded yet will be saved at the selected location where you want to save the invoice on your system or network.

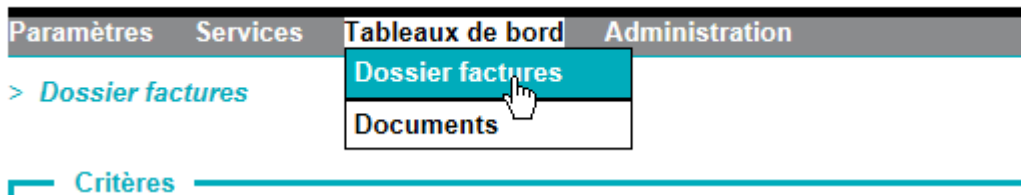
**Important Note:**

- It should be noted that no matter the selected method, original invoices can be downloaded only **once**. When the original invoice(s) has/have been downloaded by the client, they are no longer available and only invoice duplicates are available on the portal.
- Original invoices should be stored in a **secure location** for future use as they cannot be downloaded again.

## 4.2 View/Download Invoice Duplicates

**Important Note :**









An invoice duplicate is not available as long as the original invoice has not been downloaded. It is only when the original invoice has been downloaded that the invoice duplicate becomes available on the portal.



Enter the criteria and click on apply criteria to retrieve the invoice.

**Critères**

Raison sociale	<input type="text"/>	Statut facture	<input type="text"/>
Code société	<input type="text"/>	Date d'émission De	01/03/2020 <input type="text"/> à 12/03/2020 <input type="text"/>
Numéro de facture	<input type="text"/>	Date d'échéance De	<input type="text"/> <input type="text"/>
Date de Facture De	<input type="text"/> <input type="text"/>	Montant TTC De	<input type="text"/> à <input type="text"/>
Référence commerciale	<input type="text"/>	Mode d'expédition	<input type="text"/>
		Statut de l'expédition	<input type="text"/>

Date d'émission	Référence facture	TTC	Statut	Statut de l'expédition	Action
jeudi 5 mars 2020	FV31-2002-57379	4,68 EUR	Intégrée	Envoyé	 
jeudi 5 mars 2020	FV31-2002-57389	58 414,55 EUR	Intégrée	Traitement du lot terminé	 
vendredi 6 mars 2020	FV31-2002-57429	4 027,94 EUR	Émise	Envoyé	 
vendredi 6 mars 2020	FV31-2002-57430	467 357,16 EUR	Intégrée	Envoyé	 

Click on the pdf icon to retrieve the duplicate invoice

### 4.3 Retention period for invoices and evidences

Invoice duplicates and evidences remain available on the portal for 18 months from the date they are issued.

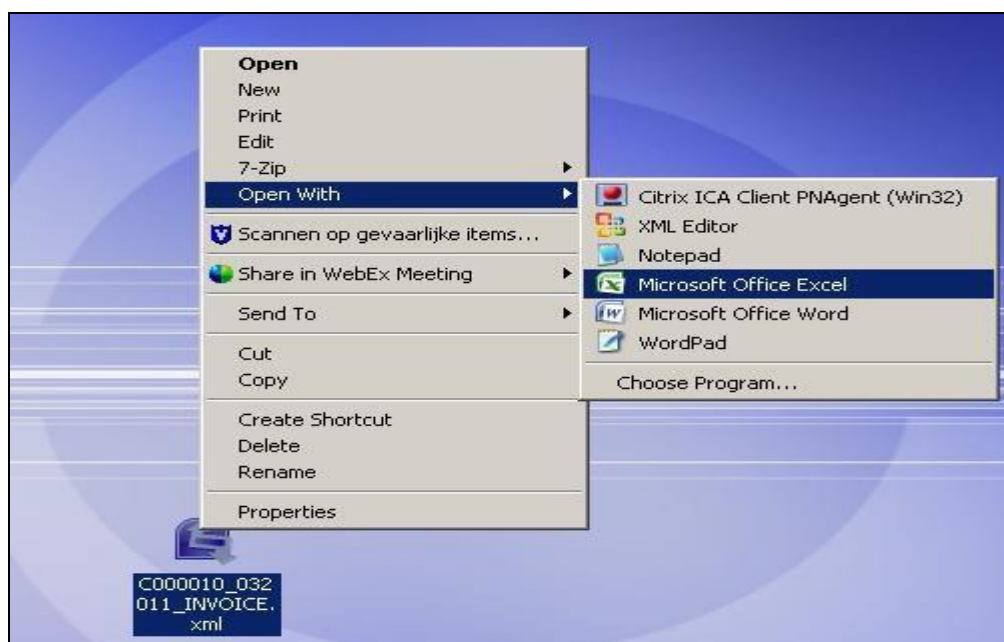
## 5 Open/View an XML document with MS Excel

XML documents downloaded from the portal can be opened, viewed and printed using MS-Excel. To do so, please follow the following steps. It is assumed that the ZIP files containing the XML documents has been downloaded and extracted.

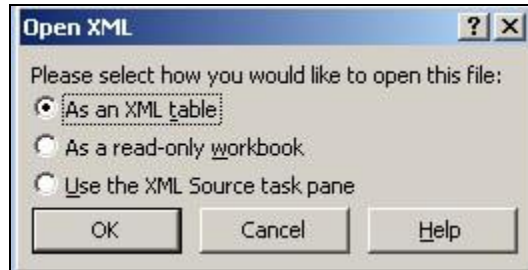
### 5.1 Open with Excel

In the appropriate folder, right-click the icon of the XML file. A dialog box opens as follows:

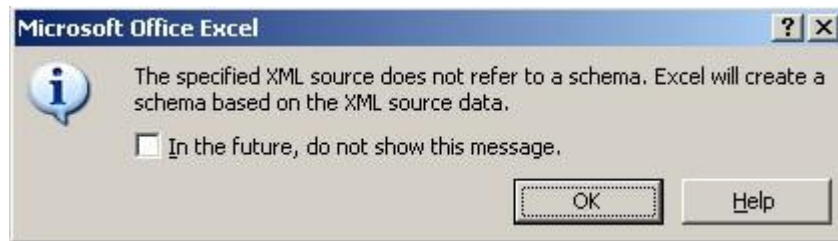
Click "Open with"



Click Microsoft Office Excel. MS Excel will start and the dialog box below will appear:



Select "As an XML worksheet" and click OK. The dialog box will then appear:



Click OK. The document will open in Excel as follows:

	A	B	C	D	E	F	G
1	ns1:CodeClient	ns1:HeadquartersClientName	ns1:HeadquartersAd	ns1:HeadquartersAd	ns1:HeadquartersAddress3	ns1:HeadquartersPostalCode	ns1:HeadquartersTown
2	C000010	LCHCLEARNET SA			18 RUE DU 4 SEPTEMBRE	75002 PARIS	
3	C000010	LCHCLEARNET SA			18 RUE DU 4 SEPTEMBRE	75002 PARIS	
4	C000010	LCHCLEARNET SA			18 RUE DU 4 SEPTEMBRE	75002 PARIS	
5							
6							
7							
8							
9							
10							
11							
12							

## 6 Contacts

Any technical query (e.g. login problem, lost password,...) must be addressed to our Customer Technical Helpdesk (CTH):

Telephone: +33 1 70 37 66 00

Email: [CTH.SA@lch.com](mailto:CTH.SA@lch.com)

Any query in relation with the contents of the invoices or justificatory reports must be addressed to our finance department:

Telephone: +33 1 70 37 66 79

Email: [Billing\\_Services@lch.com](mailto:Billing_Services@lch.com)