# How to Submit a Case to the Coca-Cola Company P2P Help Desk
## (for external users – Suppliers)

**1** | **Access the AP Invoice Portal** | **Access the AP Invoice Portal – this is the central tool to view the status of your invoices.**

Before creating a new case, we strongly recommend searching for your invoices and payments in the portal.

**2** | **View Invoices & Payments** | **Search for your invoices and payment details in the AP Invoice Portal.**

If you need help understanding the report, please refer to our FAQ Guide for detailed instructions.
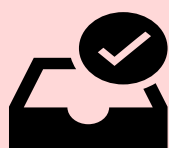**If you still need support, raise a case to P2P.**

**3** | **Contact Us!** | **Click on "Contact Us"**

If you need further support on your search, click the **"Contact Us"** button in the portal. This will start the process of creating your Help Desk case.

**4** | **Submit Your Ticket** | Fill in the form with all the necessary details so that our P2P team can address your request effectively. You can upload up to **three attachments** to support your case.

✓ *You will receive an email confirmation from Coca-Cola Help once your case is successfully logged with case number – keep this handy for any follow up!*

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Important note: **Invoices must be submitted to apinvoice@coca-cola.com** , unless you are invoicing specific countries - find more details in The Coca-Cola Company Supplier Invoicing Guide

**Thank you,**
***The Coca-Cola P2P Client Engagement Team***
*Revised Date: September 2025*