

Vendor Portal User Guide

2026

Suppliers portal

- **Before reporting an incident**

- Please check that my invoices were issued more than 21 days ago or are overdue.
- Check that the billing address and mailing address where bills are sent are correct. To do this, go to [the Billing addresses for Group companies](#)

- **This practical guide will allow you to obtain the following indications**

1. How to create an account?
2. To obtain information: Open a request
3. To obtain information: Qualify the need
4. Track requests

Suppliers Helpdesk is the unique entry point used by suppliers to obtain the status of one or several invoices and/or to check the details of a bank transfer.

First login, how to create an account?

■ How to sign up to the form suppliers portal ?

- This formulary will allow you to create your ID and then, to submit your request to know your invoice status.
- For the French version : <https://sfssupport.microsoftcrmportals.com/fr-FR/>
- For the English version : <https://sfssupport.microsoftcrmportals.com/en-US/>
 - **Go to the « Create an Account» on the top right corner.**



🏠 | BILLING SUPPORT | **CREATE ACCOUNT** | LOGIN

Home

Home

Suppliers Helpdesk – Safran Finance Services

Safran makes this platform available to its suppliers in order to respond to your requests

First login, how to create an account?

What information is required to create an account?

1. The supplier code requested is your supplier code used with one of the SAFRAN. Favor code that starts with **MDM5**.
2. Code DUNS, VAT number, Fiscal ID, or if you don't have any other solution, « other code ». At least one of them always must to appear on your invoice on a fixed location.

Outside code *

Please fill in your MDM code which was provided to you or the supplier number known to Safran subsidiaries.

Please complete at least one of the four fields

DUNS Code

Intra-community VAT

Fiscal ID

Autre code

3. Your login ID corresponds to the last Name

Last Name *

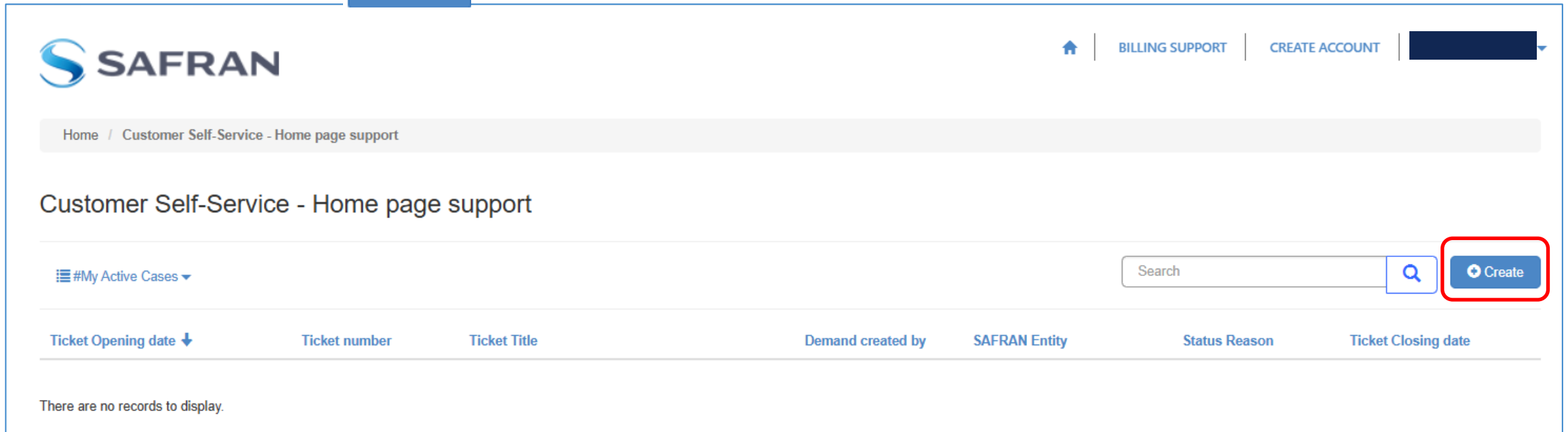
4. Click on « Submit »

- ❖ Only one registration is necessary for all SAFRAN ENTITIES.
- ❖ **Please be careful, an incomplete account will be automatically refused.**

5. You will receive a confirmation email sent to your email address within 24 hours. This email has a link to click on. It can arrive directly in your SPAMS or Junk Mail.
6. Confirm your registration by activating the link sent in the confirmation email.

Pour obtenir une information: Ouvrir une demande


- Click on « Billing Support »  | BILLING SUPPORT |
- After, Go to « Create » 



The screenshot shows the Safran Customer Self-Service interface. At the top left is the Safran logo. On the right, there are navigation links: a home icon, 'BILLING SUPPORT', 'CREATE ACCOUNT', and a user profile dropdown. Below the logo is a breadcrumb trail: 'Home / Customer Self-Service - Home page support'. The main heading is 'Customer Self-Service - Home page support'. On the left, there is a '#My Active Cases' dropdown. On the right, there is a search bar with a magnifying glass icon and a 'Create' button with a plus icon, which is highlighted with a red box. Below the search bar is a table header with columns: 'Ticket Opening date ↓', 'Ticket number', 'Ticket Title', 'Demand created by', 'SAFRAN Entity', 'Status Reason', and 'Ticket Closing date'. Below the table header, it says 'There are no records to display.'

- Complete the information in your file

SAFRAN Entity *



Title *

To obtain information: qualify the need 1/4

Subject *

Select

■ Requesting an invoice status or statuses

Subject * - 01-Get an Invoice status	Invoices number(separated by a comma) *
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Once you have selected the qualification, you must enter the references of your invoices, separated by a comma, in the dedicated field. This information is MANDATORY

Without this information, your request cannot be processed.

NB: If you have more than 5 invoices, a statement of account will be sent to you.

■ Payment received but need payment details

Subject * - 02-Get payment details
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In order for your request to be taken into account, it is ESSENTIAL that the transfer reference (SAFRAN) that you will find in your bank statement is manually entered in your e-mail. Please also indicate the payment date and the amount.

■ Payment received but need to report payment anomaly

Subject * - 03-Declare a payment anomaly
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This qualification should only be selected if, and only if, a payment anomaly has been detected by Safran Finance services (Invoice paid in the wrong currency/Invoice paid exclusive of tax instead of inclusive of tax/Invoice deducted instead of paid/Invoice credit incorrectly deducted/Settlement received which does not concern you/Settlement made on a closed account).

To obtain information: qualify the need 2/4

Subject *

Select

Receiving a weekly account statement

In order to subscribe to our mailing list, we invite you to send us in your email, the email address to which the account statement is sent, the name of your company and the supplier code starting with MDM.

Subject *

- 05-Receive a weekly account statement

Email Address *



At present, not all SAFRAN companies benefit from automatic delivery.

- ✓ You will find below the list of companies that do not have access to this system:

Company	CM/TSA	VAT Code	SIREN	Nouveaux e-mails ouverts depuis le 1er mars 2026 PDF send by mail to
SAFRAN AEROSYSTEMS	82116	FR78482605771	482605771	invoicing.safran.svs+82116@paragon-rc.com
SAFRAN AEROSYSTEMS (ex : SAFRAN AEROSYSTEMS DUCTS)	52140	FR78482605771	482605771	invoicing.safran.svs+52140@paragon-rc.com
SAFRAN AEROSYSTEMS (ex : SAFRAN AEROSYSTEMS FLUID)	42139	FR78482605771	482605771	invoicing.safran.svs+42139@paragon-rc.com
SAFRAN CABIN FRANCE	62330	FR11505347237	505347237	invoicing.safran.svs+62330@paragon-rc.com
SAFRAN DATA SYSTEMS	92225	FR68382360956	382360956	invoicing.safran.svs+92225@paragon-rc.com
SAFRAN ELECTRICAL AND POWER DIVISION POWER (CRETEIL)	72232	FR40301501391	301501391	invoicing.safran.svs+72232@paragon-rc.com
SAFRAN ELECTRICAL COMPONENTS SAS	42526	FR28815257134	815257134	invoicing.safran.svs+42526@paragon-rc.com
SAFRAN ELECTRONICS AND DEFENSE ACTUATION	92153	FR39480107911	480107911	invoicing.safran.svs+92153@paragon-rc.com
SAFRAN ELECTRONICS AND DEFENSE COCKPIT SOLUTION	82152	FR39480107911	480107911	invoicing.safran.svs+82152@paragon-rc.com
SAFRAN ELECTRONICS AND DEFENSE JOUE LES TOURS	12226	FR39480107911	480107911	invoicing.safran.svs+12226@paragon-rc.com
SAFRAN SEATS	42301	FR41515450088	515450088	invoicing.safran.svs+42301@paragon-rc.com
SAFRAN SPACECRAFT PROPULSION	62231	FR89501501019	501501019	invoicing.safran.svs+62231@paragon-rc.com
SAFRAN VENTILATION SYSTEMS	78838	FR05710802547	710802547	invoicing.safran.svs+78838@paragon-rc.com
SAFRAN LANDING SYSTEMS (MRO)	58818	FR92712019538	712019538	invoicing.safran@paragon-rc.com

- ✓ In order to receive an account statement for one of these companies, you must create a ticket via the Supplier Portal (>Request an account statement) . A manual statement of account will be sent to you by our services.

Account statement request

Subject *

- 04-Get an account statement

- To make it easier to process your request, please provide us with the supplier code associated with the SAFRAN Company for which you are requesting a statement (in the title of your request or in your e-mail).

To obtain information: qualify the need 3/4

Subject *

Select

▪ Electronic invoicing

As part of the **reform of electronic invoicing in France**, please read the letter below (double click)



Subject *

- 06-Use electronic invoices



If you are in favor of dematerializing your invoices. We invite you to contact the following unit:
sfs.digitalisationfacturessafran.saf@safrangroup.com



Paris, Janvier 2026

Objet: Passage à la facturation électronique obligatoire – Anticipez dès maintenant !

Madame, Monsieur,

Dans le cadre de la réforme de la facturation électronique en France, nous souhaitons vous alerter sur les changements majeurs qui interviendront à partir de septembre 2026 et sur l'importance de vous y préparer dès aujourd'hui pour garantir la continuité de nos échanges commerciaux.

1. Rappel du cadre réglementaire français

À compter de septembre 2026, la loi française imposera à toutes les entreprises assujetties à la TVA l'émission et la réception de factures au format électronique pour les transactions avec d'autres entreprises établies en France. Le dépôt, l'émission et la réception de vos factures devront être réalisés via des Plateforme Agréée (PA) par l'administration fiscale. Cf. [l'approfondis mes connaissances sur la réforme l impots.gouv.fr](https://www.impots.gouv.fr)

2. Choix et utilisation d'une Plateforme Agréée (PA)

Il est impératif que vous vous assuriez, avant la date limite, de disposer d'une connexion opérationnelle avec une Plateforme Agréée ayant reçu la certification de l'État pour l'échange de factures électroniques. Pour votre information, le groupe Safran utilisera la plateforme Generix, référencée parmi les Plateformes Agréées. Nous vous invitons à choisir au plus vite une plateforme certifiée afin d'anticiper les démarches techniques et administratives nécessaires. Toute question technique ou commerciale devra être envoyée à votre Plateforme Agréée (PA) et traitée par cette dernière.

Safran
Société anonyme au capital de 85 446 697,20 euros - 562 082 909 RCS Paris
2, bd du Général Martial-Vaïn - 75734 Paris Cedex 15 - France

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To obtain information: qualify the need 4/4

Subject *

Select

- Request for a statement of accounts by the statutory auditor

Subject *

- 07-Ask for circularisation

We invite you to join us the document concerning the certification of the accounts

- Change of location (Postal address /SIRET....)

Subject *

- 08-Declare a change of status (postal address, etc..)

We invite you to contact saf.mdmsupport@safran.fr. Please provide us with any relevant documents that show that your situation has changed.

- Change of bank details

Subject *

- 09-Request a change of bank details

We invite you to contact saf.mdmsupport@safran.fr. Please provide us with any relevant documents that show that your situation has changed.

- Autres

Subject *

- 10-Other requests

Please select this category if your request does not appear in any of the categories above.

If this is not the case, the application will be closed.

Track the resolution of your incident

- You can track the progress of your application in real time.
- In the Open Incidents section, you have a history of your requests and in real time the status of progress. The Supplier Helpdesk undertakes to respond to you within 72 hours. Do not follow up before the end of this period.
- Incident references are the case number. For a new reminder, after this period, communicate the single file number. Example



A screenshot of a table displaying incident data. The table has columns: Ticket Opening date, Ticket number, Ticket Title, Demand created by, SAFRAN Entity, Status Reason, and Ticket Closing date. The first row shows: 5/28/2026 3:39 PM, SFS-551152-F2D6K1 (highlighted with a red box), Test, GALLI PARTICIPATIONS, Problem Solved, and 6/3/2026 3:38 PM. A blue arrow points from the "#All My Cases" dropdown menu to the "Ticket number" column header.

Ticket Opening date ↓	Ticket number	Ticket Title	Demand created by	SAFRAN Entity	Status Reason	Ticket Closing date
5/28/2026 3:39 PM	SFS-551152-F2D6K1	Test	GALLI PARTICIPATIONS	GALLI PARTICIPATIONS	Problem Solved	6/3/2026 3:38 PM

- To return to your incident, simply click on "View Details"

A screenshot of the same table as above, but with a red box around the "Ticket Closing date" column for the first row. A "View details" button is visible below the date, also highlighted with a red box.

Ticket Opening date ↓	Ticket number	Ticket Title	Demand created by	SAFRAN Entity	Status Reason	Ticket Closing date
5/28/2026 3:39 PM	SFS-551152-F2D6K1	Test	GALLI PARTICIPATIONS	GALLI PARTICIPATIONS	Problem Solved	6/3/2026 3:38 PM

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