

**PARTNER WITH PURPOSE**

# Europe Supply chain – Payments Refresher

**Dec 2020**



**UniOps**  
Capability. Technology. Experience.

The Unilever Partner with Purpose (UPwP) is at the core of the Procurement With Purpose strategy and it intends to increase focus on partnerships built on a shared purpose

### Purpose-Led



Buy responsibly and transparently

### Value-Driven



Buy better using data & analytics

### Future-Fit



Innovate and operate with agility

# Unilever Partner with Purpose (UPwP) strategy

## AMBITION

Deliver mutual **4G growth**, while doing good for people and planet

## GOAL

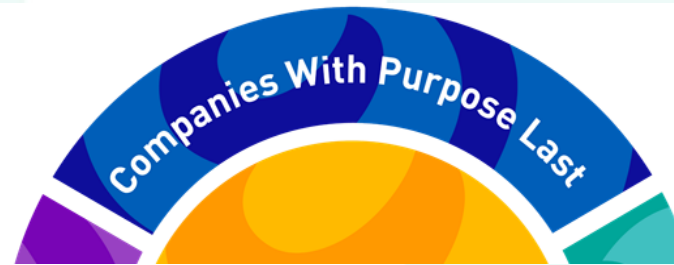
Build a new partner ecosystem which creates opportunities for all



### Innovate and Engage responsibly

Drive consumer engagement around Clean Future, People & Planet Positive Beauty, Force For good.

Improve the health of the planet and contribute to a fairer and more socially inclusive world



### Operate with agility and drive simplification

Design agile and segmented portfolio to quickly adapt to new channel landscape and customers' needs.

Create joint value by improving efficiencies and reducing complexity; redesign for Future Fit Operations.

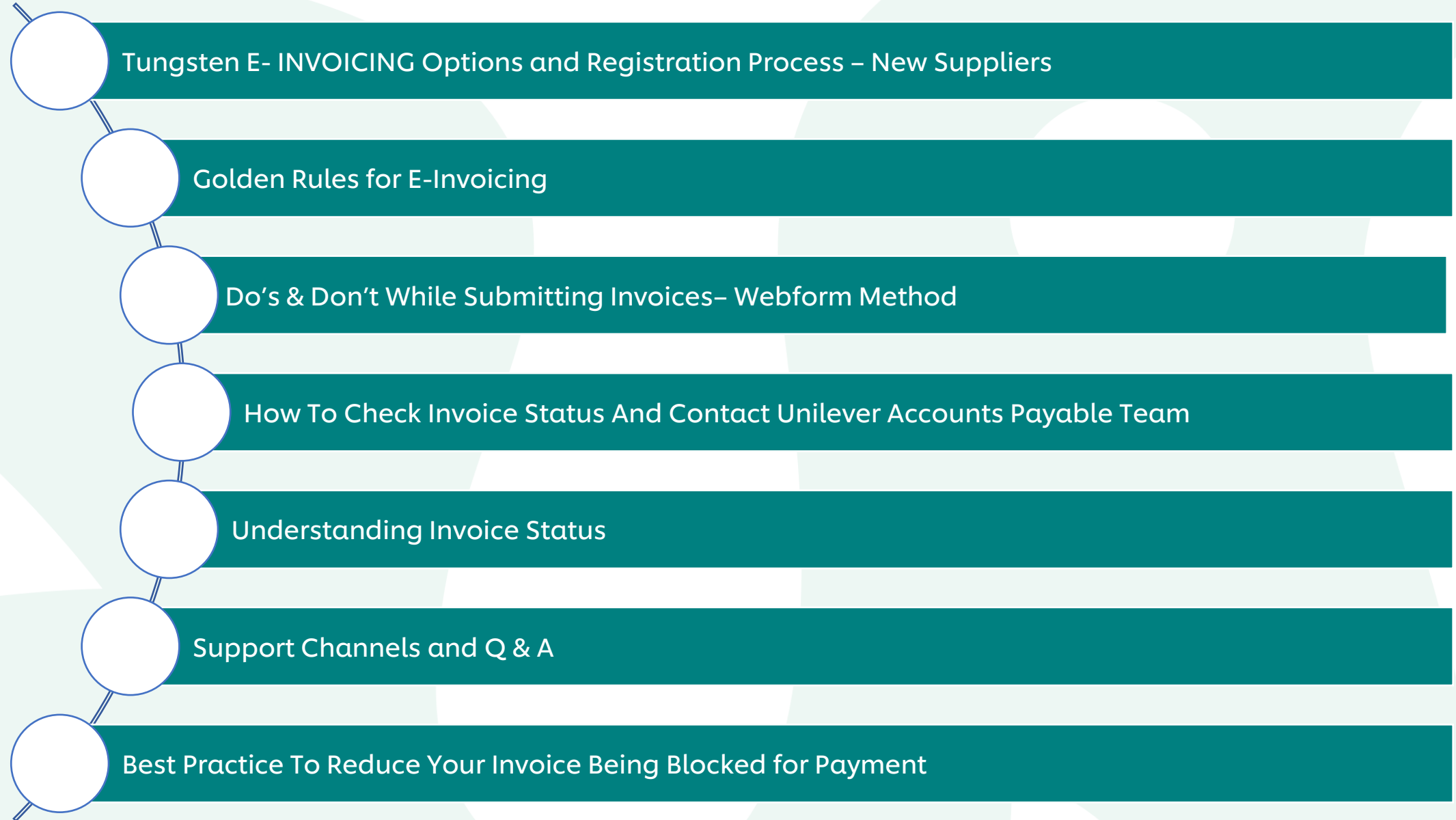


### Collaborate with transparency and trust

Real time data availability & transparency through collaboration platforms

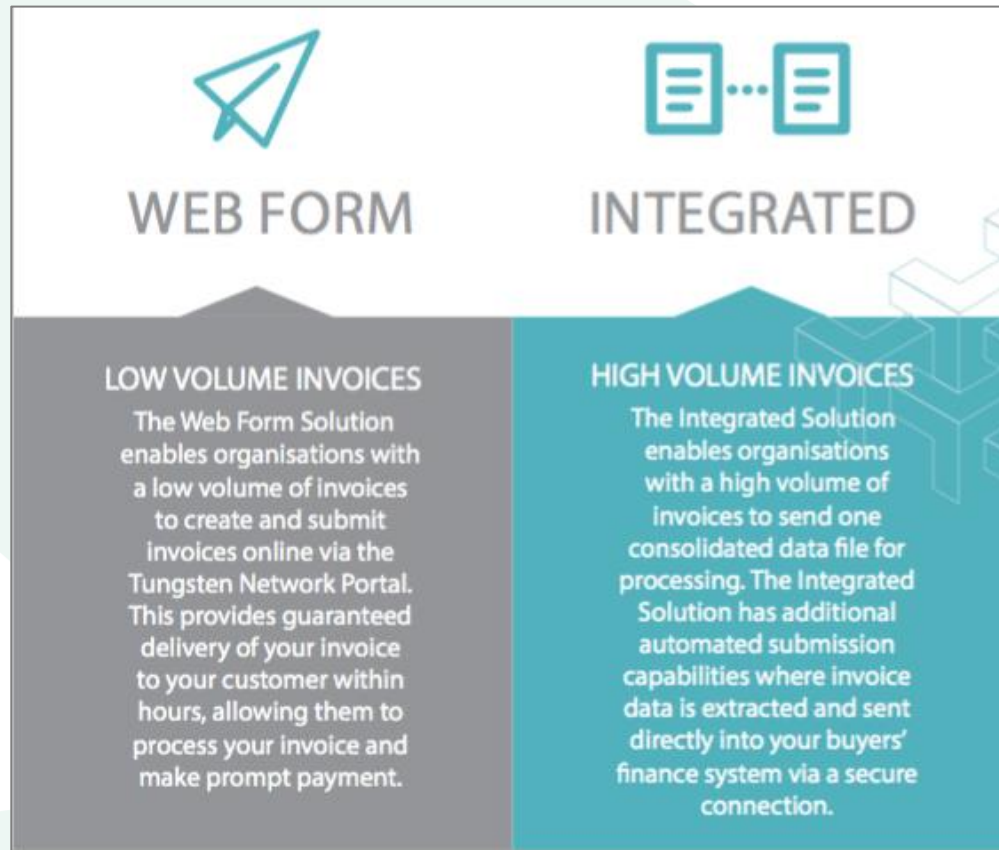
Create capabilities through lifelong learning, promote partnership mindset and responsibly address Future of Work

# Agenda





# Tungsten E-Invoicing Options and Registration Process



FEATURES	WEB FORM	INTEGRATED
Fully automated process		✓
Single consolidated file for all invoices		✓
Multiple connectivity methods		✓
Compliant with local VAT and tax regulations	✓	✓
Web-based service	✓	✓
No additional software required	✓	✓
Secure, guaranteed invoice delivery	✓	✓
Access to Tungsten Early Payment*	✓	✓
PO delivery**	✓	✓
Option to include attachments	✓	✓
Access to Tungsten Network help desk	✓	✓
Preloaded yearly transactions	✓	✓
Digitally signed reporting archive	✓	✓
Access to invoice status updates	✓	✓
Convert PO's into invoices and credit notes	✓	✓

For more information on Tungsten Options, to Register or to upgrade from a Webform to an Integrated account please visit:

<https://www.tungsten-network.com/customer-campaigns/unilever>

# Golden Rules of Invoicing

## Invoice Header Information

- Ensure that invoice is raised for the correct UEBV Name and Address
- Add Ship To/Delivery To Address, if required
- Provide your business contact person Name/Email/Tel
- Provide a Unilever contact person Details Name/Email/Tel
- Ensure the invoice has a valid Order Number;
  - Purchase Order Number (10 Digits)
  - Direct Order Number (DO followed by 10 Digits)
  - Schedule Agreement Number (If Applicable)
- If Currency is not EURO ensure Exchange rate is provided and Local VAT Rate calculated

## Bank Details

- Ensure Remit (Bank Account) details are correct
- Include IBAN Code and SWIFT Number

## Line Level Information

Invoice detail must match the Order

- PO Line Number
- Product Description
- Article Number (Product Code)
- Unit of Measure
- Quantity
- Price
- Deliver Note Number
- Delivery Date



UEBV\_Invoice  
requirements

## Attachments

- If applicable add attachments

# What I AAA Code & How to Search AAA Code For Unilever Entities.

- ❑ AAA is a unique code assigned by Tungsten to each Unilever entities.

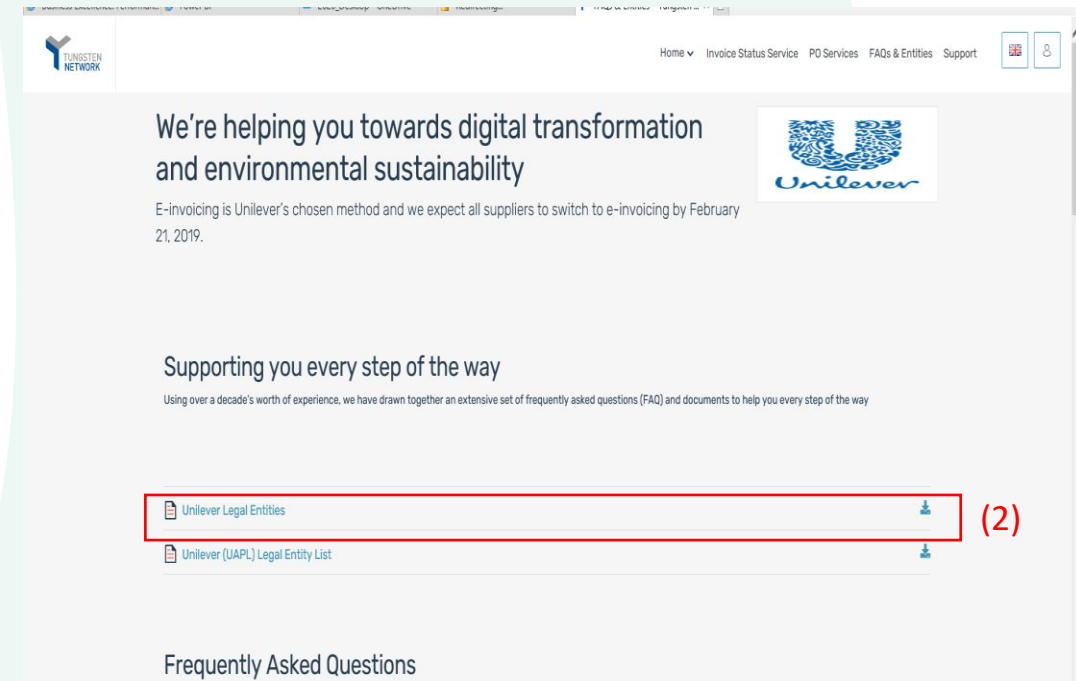
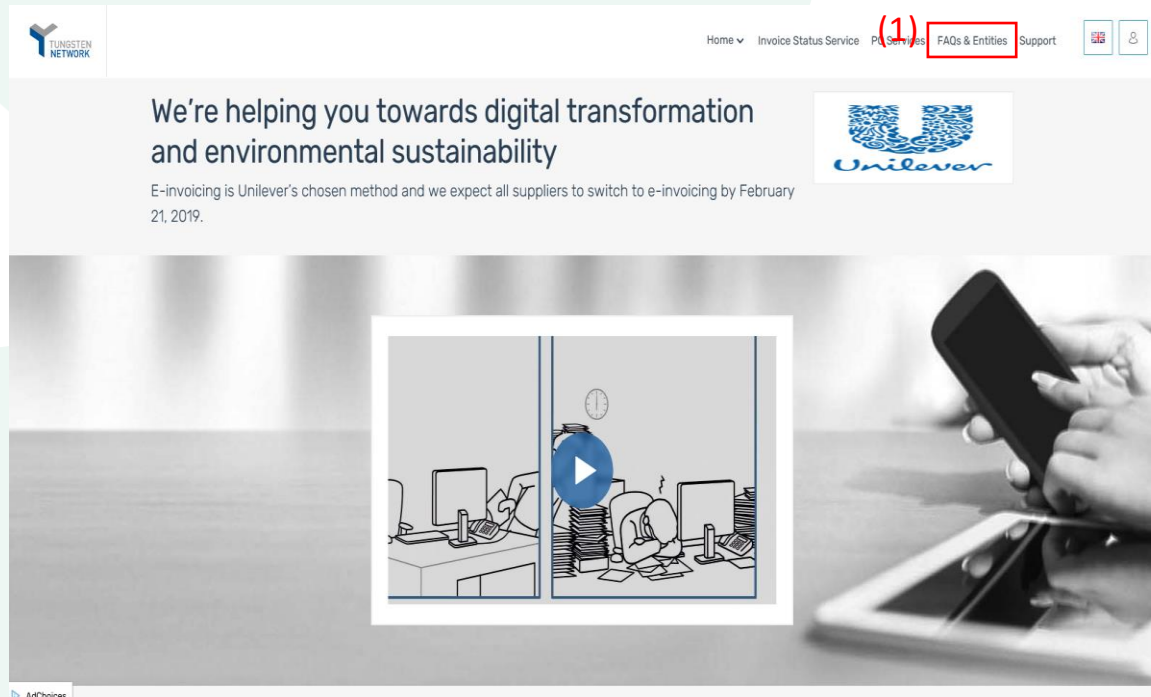
How to search AAA code on Tungsten platform

Go tounilever microsite of Tungsten

<https://www.tungsten-network.com/customer-campaigns/unilever>

**Step 1 :** Click on FAQs & Entities

**Step 2 :** Download Unilever Legal Entities.



# How to

Home

Invoices

Create invoice

Template management

Invoice status

Purchase Orders

Customers

Reports

Analytics

## Invoice foreign exchange

Provide the exchange rate OR tax amount for your own tax records.

Exchange rate (€ / \$)

0.0000000000

OR

0.00

Net (\$)

0.00

Tax (\$)

0.00

Gross (\$)

## "Remit to" details

"Remit to" address

"Remit to" bank ?

Bank name

Bank Name Test2

Sort code

dfg4562

Bank account number

Bank account number test2

Account name

Account name test2

Manage default settings

## Summary

Invoice (€)

Total net

0.00

Total tax

0.00

Undo changes

Total gross

0.00

SAVE AS TEMPLATE

SAVE

PREVIEW

SEND

SAVE LINE ITEM

CANCEL



# How To check Invoice Status And Contact Unilever Accounts Payable Team

Log into the Tungsten Portal Via  
[www.tungsten-network.com](http://www.tungsten-network.com)

- (1) Select "Invoice Status" from the Tool bar on the left hand side of the screen.
- (2) Find Invoice by entering Invoice Number, Transaction Number, PO#
- (3) View the workflow status of the invoice.
- (4) Review invoices status and comments
- (5) Use Link to contact Accounts Payable

The screenshot displays the Tungsten Portal interface. On the left, a dark blue sidebar contains navigation links: Home, Invoices, Invoice file upload, Invoice status (highlighted with a red box), Invoices pending attachments, Purchase Orders, Customers, Reports, and Analytics. The main content area is titled 'Find invoice' and includes a search bar with the text 'Invoice, transaction or PO#'. Below the search bar, the invoice number '123456789X' is displayed. The invoice details are shown in a table format:

From	To	Document date
	Unilever Europe BV (The Netherlands) Weena 455	16 July 2020
	Rotterdam Netherlands	Submission date 16 July 2020
	3013 AL	Transaction number AAA000123456789
		PO number 4512345678

Below the table, the 'Attachments' section shows a link to view attachments. The 'Total with tax' is € 33,514.58. The 'Status' section indicates the invoice is 'Rejected' with a status date of 14 August 2020. A comment states: 'Your customer has rejected the document. Contact your customer if you are unsure what to do next.' The 'Payment due date' is 15 October 2020. The 'Disclaimer' section explains that payment terms may vary from the payment due date for invoices due on a weekend or holiday. The 'Accounts Payable Contact' section provides a link to 'Click Here to Raise a Query with Unilever Service Desk'. The 'Scan identifier' is 20200716\_0805920111. The 'Additional Comment' states: 'Andere / As per Unilever confirmation invoice need to be rejected back to supplier due to Please return this invoice, this order was never received.' The 'Workflow' section on the right shows the invoice's progress through various stages: Accepted, Delivered, Received, Approved, and Paid. It also lists potential reasons for failure: Failed, On hold, Rejected, and Exception.

# Understanding Invoice Workflow

Electronic Invoice

Paper & Electronic Invoice

Not yet reached Unilever

Reached Unilever

Sent

- Document is prepared and is pending validation by Tungsten Network

Accepted

- Document has been successfully validated by Tungsten and is ready to be sent to Unilever (Customer)

Delivered

- Document has been sent to Unilever and is awaiting confirmation from Unilever

Received

- Document has been received by Unilever and is being processed

Rejected

- Document has been rejected by Unilever

Exception

- Document is pending Unilever action

Optional status

Approved

- Document has been approved and is ready for payment

Paid

- Document has been paid

If you do not see the document status progressing or if the document is becoming overdue, please raise a ticket with Unilever Accounts Payable HelpDesk.

How to raise a ticket?

Link: <https://supplierqueryform.unilever.com>

# Invoice Issues and Potential Resolution

**GENERALLY – Invoice should mirror PO** – this will enable us to receive, process and pay invoice smoothly

INVOICE ISSUES	AP ACTION	WHO CAN RESOLVE?	HOW TO RESOLVE ISSUES?
<b>PO ISSUE:</b> Supplier deliver goods/services without corresponding PO	Invoice is <b>REJECTED</b> back to Supplier	Supplier in co-ordination with planner/ factory	Supplier with coordinate with factory for valid PO and resubmit invoice. NO PO NO PAY policy
<b>PO ISSUE:</b> Invoice submitted with PO that is already spent (used against a different invoice) or with incorrect PO ref.	Invoice is <b>REJECTED</b> back to Supplier	Supplier in co-ordination with planner/factory	Supplier with coordinate with factory for valid PO and resubmit invoice. NO PO NO PAY policy
<b>PO ISSUE:</b> Supplier is billing different Unilever legal entity than on PO <u>OR</u> sending invoice from different supplier entity than on PO (Supplier Issue)	Invoice is <b>REJECTED</b> back to Supplier	Supplier in co-ordination with planner/factory	Supplier with coordinate with factory for valid PO and resubmit invoice. NO PO NO PAY policy
<b>QTY ISSUE:</b> Missing goods receipt (GR)	Awaits unilever approver to confirm GR	Supplier in Co ordination with planner/Factory	1. Investigate, confirm PO/GR. Ensure GR are done with reference & on delivery 2. Ensure Invoice is sent only after delivery of goods/services
<b>QTY ISSUE:</b> Quantity variance between GR and INVOICE	Awaits DF&A to validate INV	Supplier in Co ordination with planner/Factory	1. Investigates to either confirm missing GR, OR directs AP to seek CN from supplier 2. Provides proof of delivery to prove invoice accuracy OR provides CN to Unilever
<b>PRICE ISSUE:</b> PO pricing is different than invoice price	Awaits Unilever buyer to validate	Supplier in Co ordination with buyer	1.Validates INV price. Ensures pricing is correctly set on Contract / PO or suggests CN. 2.Ensures pricing is correct on INV, else issues CN for incorrect pricing
<b>PRICE ISSUE:</b> PO currency does not correspond with invoice currency	# Invoice is <b>REJECTED</b> back to Supplier	Supplier in Co ordination with buyer	1.Validates, as price difference, OR rejects. Ensures Contract are created in the right currency. 2.Supplier to resend INV in correct currency. Ensures INV are sent in the right currency.

# Support From Around The Globe

## United States of America

### Work Flow Support

8am-7pm EST (-5 GMT)

Languages supported:

- English

### Technical Support

#### Global

8am-6pm BST (GMT +1)

Languages supported:

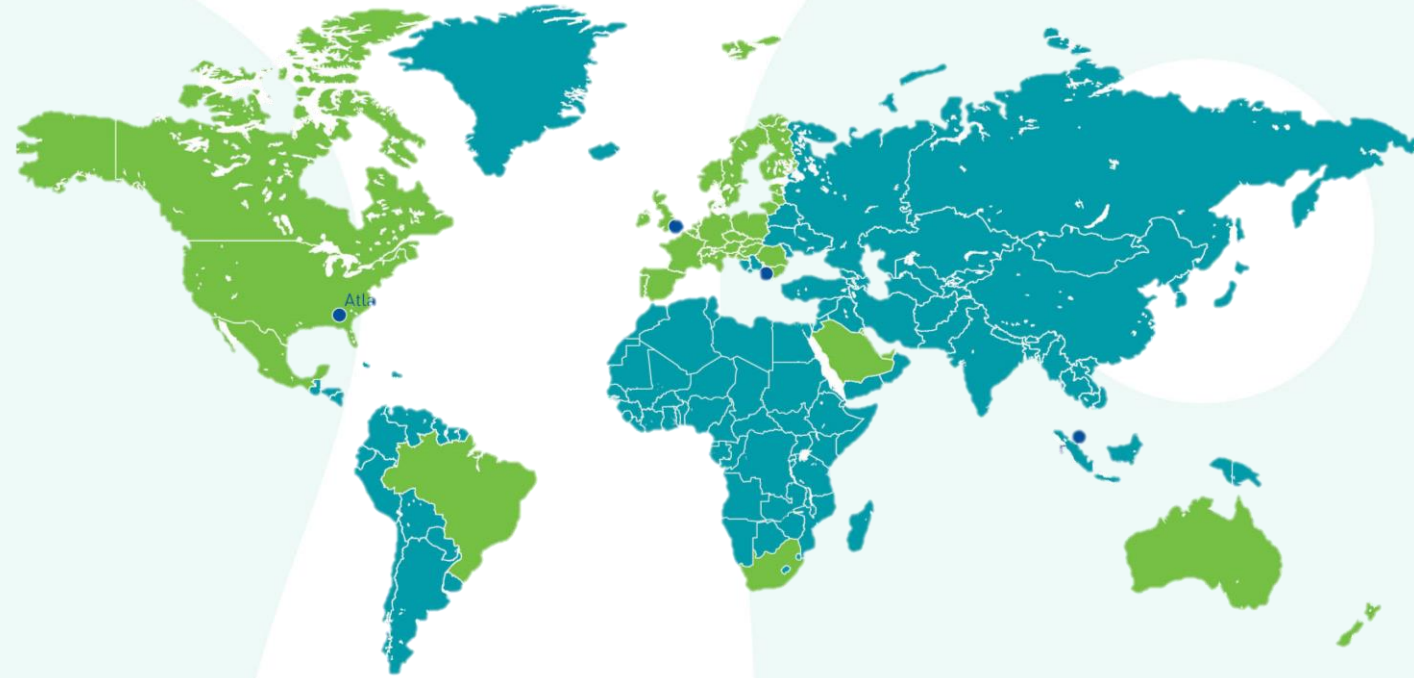
- English

## Customer Support

8am-6pm BST (GMT +1)

Languages supported:

- English / German / French / Spanish
- Portuguese / Italian / Dutch / Polish
- Bulgarian / Hungarian / Czech



# Support Channel For Queries

## Tungsten Support:

- Tungsten invoice creation or technical queries can be raised directly via [www.tungsten-network.com/resources/support/](http://www.tungsten-network.com/resources/support/)
- Tungsten provides a ticket-based support service, giving a unique reject number to each enquire with live acknowledgements.
- Local international time Zone supports, covering 14 Local Languages.

## Unilever Account Payable Support:

- Invoice rejection/exception or payment related queries can be raised directly via <https://supplierqueryform.unilever.com>
- Unilever Accounts Payable provide an on line support service, giving a unique reject number to each enquire with live acknowledgements

## Escalations:

### Invoice related

- **1<sup>st</sup> Level** – Escalations should be raised **within 3 business days** quoting the ticket reference to <https://supplierqueryform.unilever.com/>

### Payment related :

- Please write an email to [PTPEscalation.UEBV@unilever.com](mailto:PTPEscalation.UEBV@unilever.com)



# Thank you

