

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

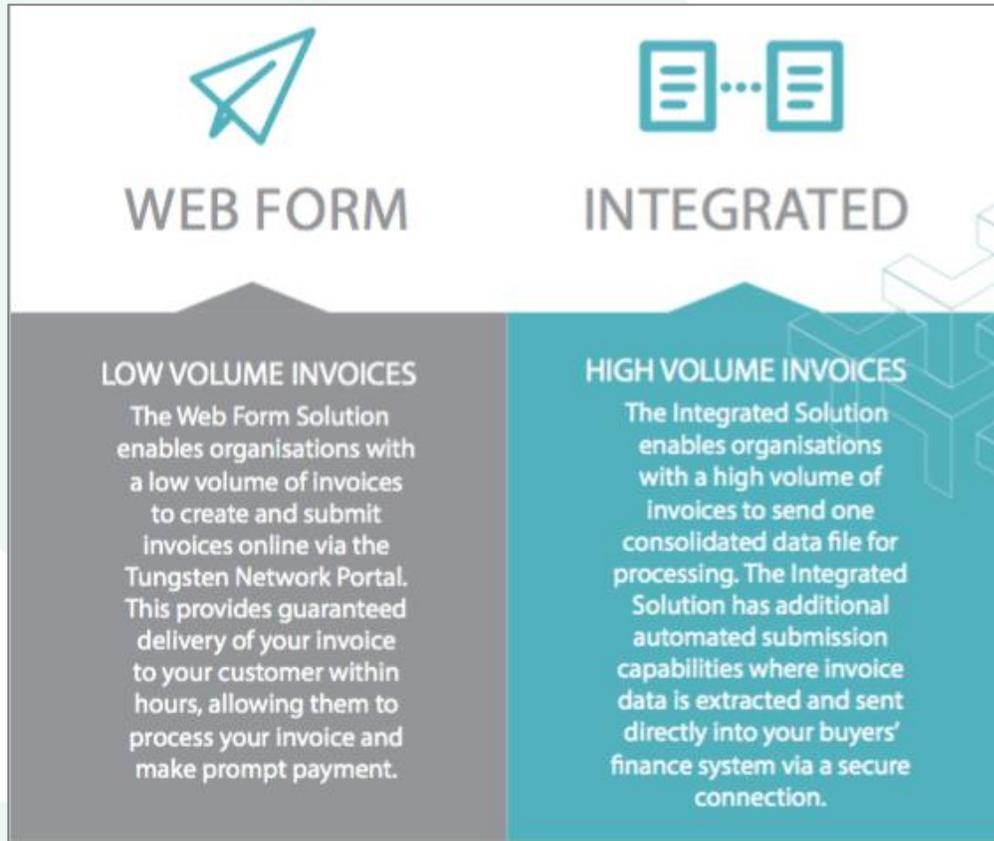
Real time data availability & transparency through collaboration platforms

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

Agenda

- 1 Tungsten E- INVOICING Options and Registration Process – New Suppliers
- 2 Golden Rules for E-Invoicing
- 3 Do's & Don't While Submitting Invoices– Webform Method
- 4 How To Check Invoice Status And Contact Unilever Accounts Payable Team
- 5 Understanding Invoice Status
- 6 Support Channels and Q & A
- 7 Best Practice To Reduce Your Invoice Being Blocked for Payment

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.

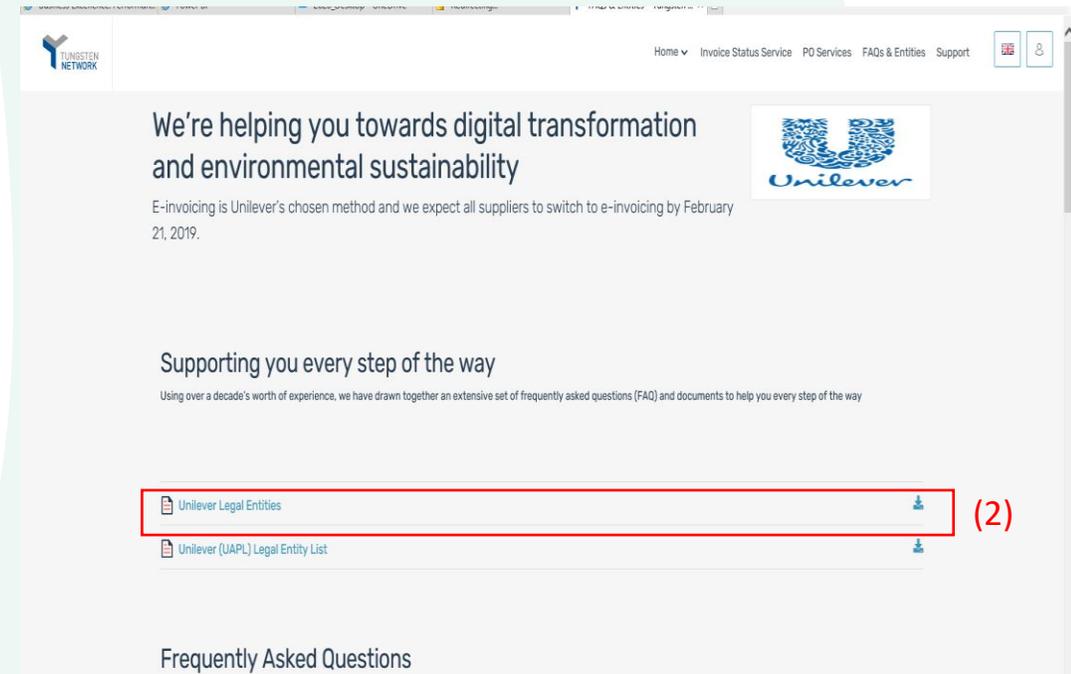
How to search AAA code on Tungsten platform

Go to unilever 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 (€ / \$)	0.00	Net (\$)	
<input type="text" value="0.0000000000"/>	OR	<input type="text" value="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	<input type="text" value="0.00"/>
Total tax	<input type="text" value="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

The screenshot displays the Tungsten Portal interface. On the left, a navigation menu includes '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 shows an invoice for '123456789X' with the following details:

From	To	Document date
	Unilever Europe BV (The Netherlands) Weena 455 Rotterdam Netherlands 3013 AL	16 July 2020

Submission date: 16 July 2020
Transaction number: AAA000123456789
PO number: 4512345678

Total with tax: € 33,514.58

The 'Status' section shows 'Rejected' with a date of 14 August 2020 and a payment due date of 15 October 2020. A comment states 'Invoice rejected.' A red box highlights the 'Accounts Payable Contact' link: 'Click Here to Raise a Query with Unilever Service Desk'. The 'Workflow' section on the right shows the following steps:

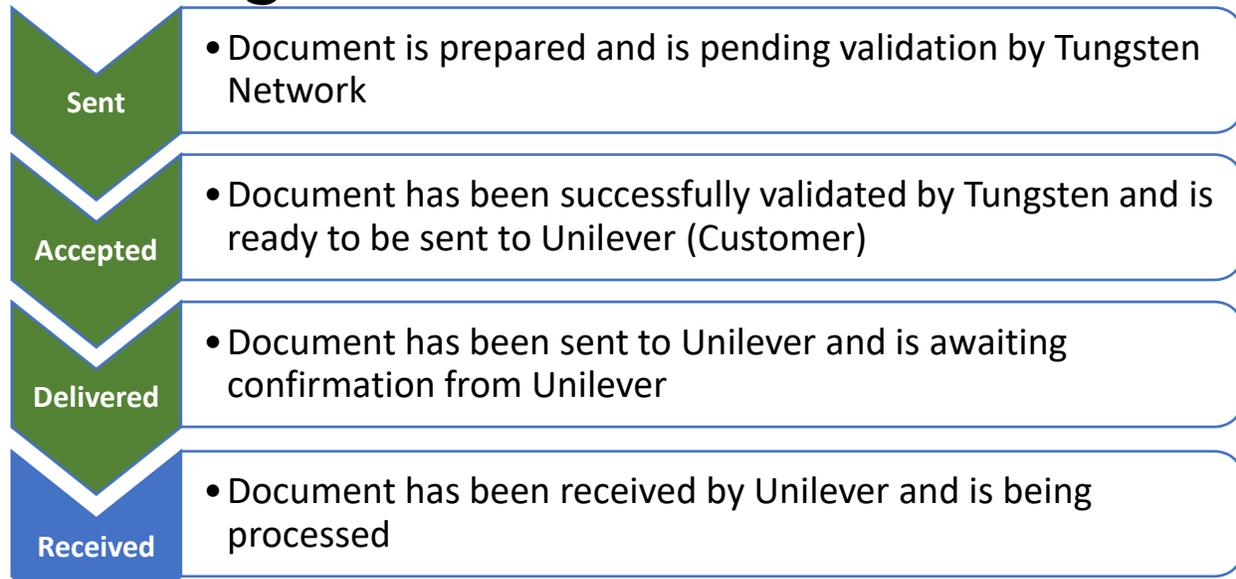
- Accepted: Tungsten Network has processed your invoice and it has passed validation.
- Delivered: Tungsten Network has made your invoice available for collection by your customer.
- Received: Your customer has collected your invoice and entered it into their system.
- Approved: Your customer has approved payment of your invoice.
- Raid: Your customer has paid your invoice.

Additional information includes a disclaimer about payment terms, a scan identifier (20200716_0805920111), and an additional comment: 'Andere / As per Unilever confirmation invoice need to be rejected back to supplier due to Please return this invoice, this order was never received.'

- (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

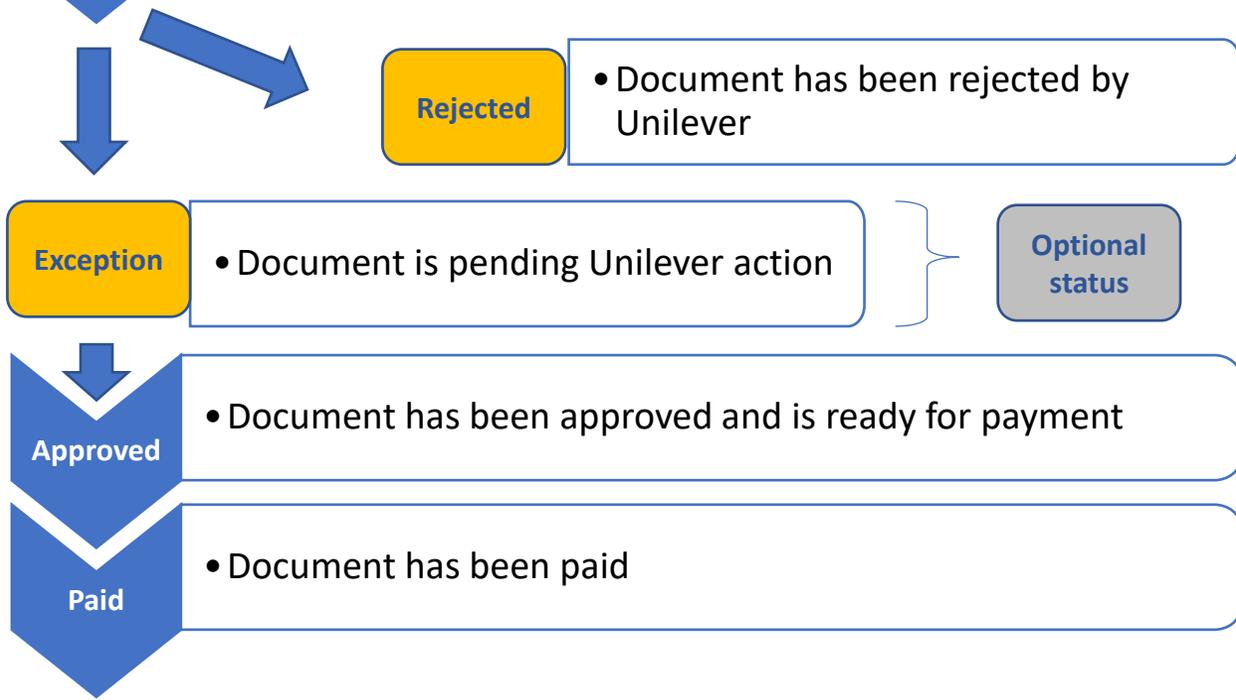
Understanding Invoice Workflow

Electronic Invoice



Not yet reached Unilever

Paper & Electronic Invoice



Reached Unilever

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?
PO ISSUE: Supplier deliver goods/services without corresponding PO	Invoice is REJECTED 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
PO ISSUE: Invoice submitted with PO that is already spent (used against a different invoice) or with incorrect PO ref.	Invoice is REJECTED 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
PO ISSUE: 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 REJECTED 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
QTY ISSUE: 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
QTY ISSUE: 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
PRICE ISSUE: 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
PRICE ISSUE: PO currency does not correspond with invoice currency	# Invoice is REJECTED 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:

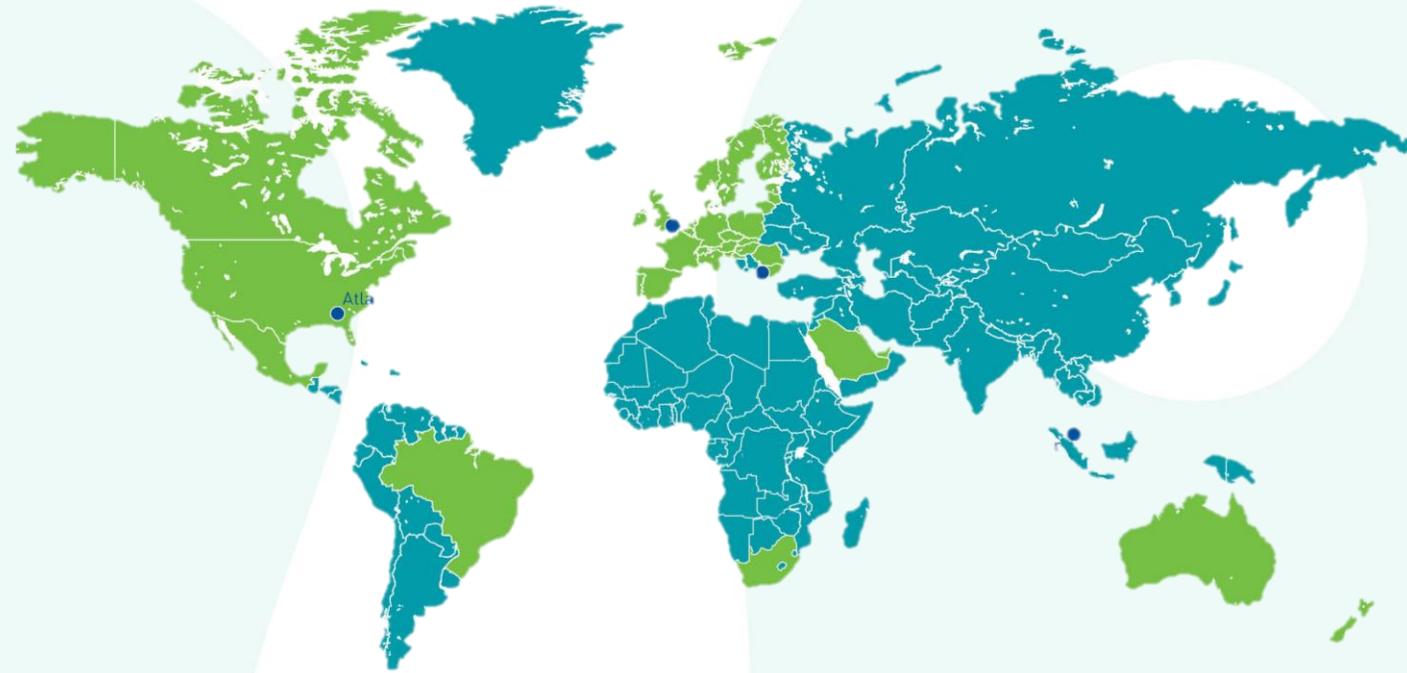
- English

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/
- 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:

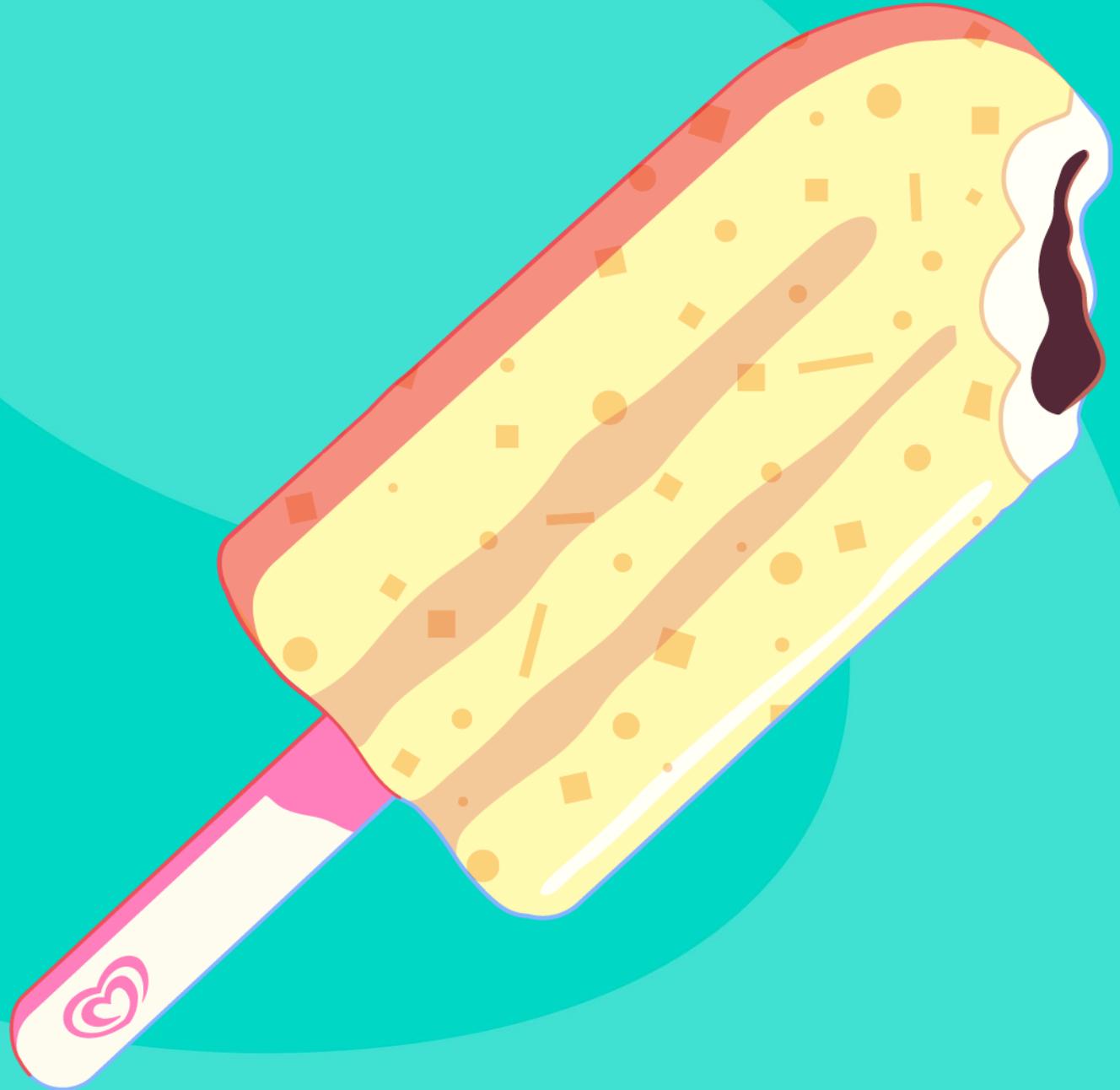
Invoice related

- **1st 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

Thank you



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Capability. Technology. Experience.