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General Information

How do I reach out to Helpdesk if I have a query?

Answer: You can contact Helpdesk by completing the supplier query form (https://supplierqueryform.unilever.com). You can also contact the Helpdesk on the below contact numbers:
1-408-454-4245 - USA & UASCC (Supply Chain)
1-408-454-4207- Canada

You can check the status of your invoice in our Single Invoice Query portal (https://supplierinvoicequery.unilever.com/) for quick guidance before reaching out to helpdesk.

How long do I need to wait for my query to be resolved?

Answer: When you submit a query by completing the supplier query form (https://supplierqueryform.unilever.com), you will receive an auto-notification in the email ID provided with the ticket reference details. Our helpdesk agent will communicate back to you within 24 hours, with the same ticket reference, on the expected timelines for resolving your case.

How do I escalate if I am not satisfied with the response or require urgent assistance?

Answer: You can opt one of the options listed below to escalate
- You can escalate a query using the Supplier Query Form https://supplierqueryform.unilever.com), click " Request urgent help " and submit your request. You will be contacted by our helpdesk agent within 24 hours.
- You can reach out to our helpdesk agent by phone
- If your query is resolved, you can click on the link to reject the resolution which will automatically reopen your case. Please note, do not alter the subject line.

Can I submit invoices electronically?

Answer: As per the Unilever mandate, all the invoices need to be submitted by the suppliers via E-Invoicing Platforms (Tradeshift/Tungsten)

E-Invoicing

What are the benefits of using Tradeshift and Tungsten Portals?

Answer: Using Tradeshift and Tungsten, you can send your invoices electronically and check the status of your invoices. It provides services like:
1. Flipping (Converting) multiple Unilever orders into one invoice.
2. Create a new invoice without Purchase Order (Tungsten Only)
3. Flip Purchase Order into an invoice.
4. Flip Unilever Invoice into a Credit Note.
5. Deliver invoices to Unilever within hours enabling Unilever to efficiently process invoices and make prompt payments.
6. View invoice/payment status and run reports

I am already registered to Tradeshift, is it necessary to register to Tungsten or vice versa?

Answer: You can register to either Tradeshift or Tungsten Portal. If you have already registered to one portal, it is not necessary to register to another one. However, if you are supplying goods or services to North America Supply Chain, you will have to register in Tungsten to submit your invoices.

Tradeshift

What is the link to access Tradeshift?

Answer: Tradeshift Portal can be accessed using the link: https://go.tradeshift.com

How do I register to Tradeshift?

Answer: Please contact our [Helpdesk](#) for assistance. Do not self-register as your connection with Unilever will not be established.

My company is already registered in Tradeshift, how do I get access to our Tradeshift Account?

Answer: The admin (registered email ID with Tradeshift platform) has the right to grant additional accesses to members within the organization. Please contact [Helpdesk](#) if you do not know your admin or your admin has left the organization.

I have admin access to Tradeshift, how do I grant access to my colleagues?

Answer: If you are the admin, you can follow the below steps to provide access to other members in your organization:
1. Login to Tradeshift Portal (https://go.tradeshift.com).
2. Click the profile icon in sidebar
3. Click on invite team members at the bottom of the screen
4. Enter the email ID and role and click on Add User.
5. The user will get an auto-email from Tradeshift with guidelines to activate their account.

How do I check the status of my onboarding to Tradeshift Portal?

Answer: Any supplier who has been onboarded to the Tradeshift platform will receive an email from supplier.information@tradeshift.com with their Unique registration link.

You can follow the simple guidelines on screen to complete the registration process. Reference Manual: https://unileversl.support.tradeshift.com/knowledgebase/article/360007295259

Please contact [Helpdesk](#) if you have not received the registration links or if you face any challenge when completing registration.

How do I check the status of my invoice or payment status in Tradeshift?

Answer: Please follow the below steps to check your invoice / payment status in Tradeshift Portal:

1. Login to Tradeshift Portal (https://go.tradeshift.com).
2. Click Document Manager on the left side menu.
3. Search for document using the Search bar. You can customize the search option using Apply Filter and Customize View option by selecting Due Date, Sending/Receiving party etc and click Save.
4. You can see more details about your invoice in the Status Message column.
5. You can open the document by clicking the Blue Document ID in the invoice list.

Reference Manual: https://unilever.support.tradeshift.com/knowledgebase/article/360007304340

What are the different document types in Tradeshift?

Answer: Document Types in Tradeshift and their meaning:
1. Invoice: It is an invoice submitted via Tradeshift.
2. Invoice Copy: It is a paper invoice received and recorded in Tradeshift.
3. Remittance Advice: List of invoices paid against a clearing document.
4. Purchase Order: A copy of the purchase order.
5. Credit Note: It is the credit not submitted via Tradeshift.

What is the different invoice status in Tradeshift?

Answer: Invoice status in Tradeshift and their meaning:
1. Sent: Invoice sent to Unilever for processing
2. Accepted: Invoice is already processed
3. Rejected: Invoice rejected by Unilever. The status message column will provide details on reasons for rejection.
4. Paid/Marked Paid: Invoices paid with due date.
5. Received: Any documents sent by Unilever for your reference such as remittance advice.

You can click on the Document ID to view the document. You can click on Actions to view the transaction details.

How do I get extract all my invoice details on to an excel file in Tradeshift?

Answer: All the documents visible in Document Manager can be exported to an Excel. Click on Download CSV at the bottom right corner to export the data in excel.

Note, you can export a maximum of 10,000 transactions at any point. If you have a larger number of records to be exported, please select a date range under Apply Filter.

How do I raise a query with Accounts Payable Helpdesk when querying an invoice in Tradeshift?

Answer: You can directly access the supplier query form (https://supplierqueryform.unilever.com/). If you prefer navigating through Tradeshift, you can follow the below steps.

1. Login to Tradeshift Portal (https://go.tradeshift.com).
2. Search for the invoice number under Document Manager to view the invoice details.
3. While viewing the document status, if you wish to raise a query with our finance Helpdesk, click contact document receiver and then click new message.
4. Type a message in the text box and click Send. Note that this message is just a trigger for obtaining a link to the Accounts Payable portal, the message's content is not important.
5. You will then receive a link to the supplier query form.

How do I submit a non-PO invoice in Tradeshift?

Answer: You can follow the below steps to send a non-PO invoice to Unilever. Unilever maintains a strict **No-PO--No-Pay policy**, please reach out to Helpdesk to understand if you can use this option.

1. Login to Tradeshift Portal (https://go.tradeshift.com).
2. Open the Create Documents application and select Invoice.

3. This will open a blank invoice where you need to enter the necessary invoice details.
4. Select the appropriate Unilever branch and choose Legal Entity for the branch from subsequent dropdown menu.
5. Make sure you add the Invoice Number, Issue Date and currency and other details on the form.
6. Indicate the appropriate payment method. This can be saved for future invoices as well.
7. Add attachments if applicable.
8. Preview the invoice details and Send your invoice.

Reference Manual: https://unilever.support.tradeshift.com/entries/360010941599

How do I flip Purchase Order into an invoice in Tradeshift Portal?

Answer: To flip purchase order to an invoice:
1. Login to Tradeshift Portal (https://go.tradeshift.com).
2. Click Document Manager from left hand side menu.
3. Select a Purchase Order by clicking it.
4. Once Purchase Order details are opened, click Create Invoice button.
5. Enter the Invoice Number, Invoice Date, Tax details etc. on the invoice details page.
6. Attach any supporting documents, if required and Preview the invoice details.
6. Click on Send button, once the details updated are found accurate.

Reference Manual: https://unilever.support.tradeshift.com/knowledgebase/article/360008473459

How do I flip a Unilever invoice into a credit note?

Answer: On Tradeshift, invoices can be "flipped" into credit notes with the click of a button. Steps:

1. Login to Tradeshift Portal (https://go.tradeshift.com).
2. Find and open the invoice.
3. Click on Other actions button at the top of the invoice, and then click on Create Credit Note.
4. A credit note draft will be created, addressed to the same recipient, and with all the same contents as the original invoice.
5. You can review it and add a message before sending the credit note.

Reference Manual: https://unilever.support.tradeshift.com/knowledgebase/article/360014284419

I do not find my PO in Tradeshift, how to submit my invoice?

Answer: Contact helpdesk for assistance.

How do I reset my password in Tradeshift?

Answer: To reset your password, you need to click on "Forgot Password" in the log in page. Tradeshift will send an auto-mailer to the registered mail id with guidelines to reset the password. Contact Helpdesk if you are unable to proceed with password.

How do I raise request for Technical issues with Tradeshift Support team?

Answer: You can contact Helpdesk who will assist you further.

Tungsten

How do I access Tungsten?
Answer: Link to Tungsten: https://authentication.tungsten-network.com/login

How do I register to Tungsten?

Answer: You can self-register in Tungsten. Follow the guidelines in the tutorial https://www.tungsten-network.com/video/how-to-register-on-the-tungsten-network/ to complete your registration.

The tutorial https://www.tungsten-network.com/video/how-to-connect-with-your-customers/ will help you get connected to Unilever. Please refer to the Unilever Tungsten identification number list to complete the registration.

Please connect with helpdesk if you face any challenges in registration.

How do I get my email id changed in Tungsten?

Answer: Raise a request with helpdesk if you require to change the registered email ID.

How do I check the status of my invoice in Tungsten?

Answer: Steps to check invoice status on Tungsten:
1. Login to Tungsten Portal (https://portal.tungsten-network.com/login).
2. Click on Invoices dropdown menu on Tungsten Homepage & click on Invoice Status.
3. You can insert Invoice/Transaction/Purchase Order number under Find invoice field.
4. You can also select the Date Range from the next field. For Ex: Track - Last 150 days.
5. You can view invoices with different status.
6. Click on View Details document icon if you want to check invoice status and details.

Reference Manual: https://www.tungsten-network.com/video/how-to-check-your-invoice-status-in-the-portal/

What are the different invoice status in Tungsten?

Answer: Invoice status in Tungsten and their meaning:
1. Accepted and Delivered : Invoices which are submitted in Tungsten and still not interfaced to DCIW.
2. Received: Once the invoice is received by Unilever, the status will be moved to received.
3. Approved: Once the invoice is processed and ready for payment, the status shows as Approved. (Blocked invoices not yet overdue will reflect as Approved with a status message stating that the invoice is blocked).
4. Paid: Once the invoices are paid the status will appear as paid and payment date along with remittance number will be displayed.
5. Exception: Invoices which are not successfully processed and awaiting Unilever buyer/Planner action will reflect as Exception. If your invoice is overdue, you will be able to see your buyer details (applicable only for NA).
6. Rejected: Invoices which are rejected by AP/IP clerk (Accounts Payable Team) will show as Rejected along with the reason for rejection and suggest corrective actions.

Please contact helpdesk if you require more clarity on any of these statuses.

How do I run Reports through Tungsten Portal? How do I extract a statement of my invoices?

Answer: Steps to generate reports in Tungsten:

1. Login to Tungsten Portal (https://portal.tungsten-network.com/login).
2. Click Reporting from the menu on the left and click Invoices Submitted.
3. Select the Date Range for the invoices to be generated. Select the status of invoice.
4. Click More Fields if you wish to expand your search criteria.
5. Save the report under My Reports or export into CSV or EXL format.
6. To display the report on screen, click Run.

Reference Manual: https://www.tungsten-network.com/video/set-up-and-run-reports-on-your-invoices/

How do I convert a PO into an invoice?
Answer: Suppliers with low invoice volumes can use the "PO Flip" functionality available in Tungsten Portal. Steps to convert a PO into an invoice in Tungsten:
1. Login to Tungsten Portal (https://portal.tungsten-network.com/login).
2. Click on My POs option from the tabs on top of screen.
3. Search for your Purchase Order with the Purchase Order Number and click Get POs.
4. Select the Purchase Order by clicking the Blue + icon located on the screen.
5. If all the Purchase Order details are valid on the page, please click Covert PO.
6. Enter the invoice number on the next screen under Create Invoice field, select the appropriate PO line items and click Create Invoice.
7. Click Confirm on the next screen.

If your PO is not available in Tungsten, you can still submit your invoice. Refer Question: "I do not find my PO in Tungsten, how to submit my invoice?"

I do not find my PO in Tungsten, how to submit my invoice?

Answer: Steps to create invoice / Credit Note in Tungsten Portal:

1. Login to Tungsten Portal (https://portal.tungsten-network.com/login).
2. Click Create Invoice from the Homepage. You can also click Invoicing from the main menu bar.
3. Select the customer under the Customer section.
4. Choose Invoice/Credit Note from the dropdown menu, if you are submitting an invoice/Credit Note.
5. Enter your Name, Phone Number and Email address in Your Details section.
6. Enter Name, Phone Number and Email address of your customer contact in Who you are Invoicing section.
7. Update the Ship From and Ship to Address.
8. Select Add to enter a line item. Your first line item must be a Good or Service line item.
9. Update the tax related information at the Summary level, if applicable.
10. Click Additional Line Level information if you need to add additional line item details.
11. Press Save Line item once the details are updated.
12. If you are requesting an early payment, click Apply a Discount to My Payment option.
13. Preview to ensure the invoice details are accurate and click Send to submit your invoice.

How do I reset my password for Tungsten?
Answer: You should be registered to Tungsten Portal to access your Tungsten Account.
To reset the password, click on "Forgot Password" in the log in page. Tungsten will send an auto-mailer to the registered email ID with guidelines to reset the password.

Contact helpdesk if you have any challenge in changing your password.

How do I raise request for Technical issues with Tungsten Support team?
Answer: Please raise a request with helpdesk if you face any technical issues when accessing Tungsten.

Invoice & Payment

Where do I submit my invoice?

Answer: You need to submit the invoice electronically on either of the below E-Invoicing Platforms:
1.Tradeshift Portal (https://go.tradeshift.com/?current screen=0)
2. Tungsten Portal (https://authentication.tungsten-network.com/login).

Please raise a request with [helpdesk](#) if you are not registered to any of our e-invoicing platform or require assistance on accessing the portal.

Why is my invoice rejected?

Answer: An invoice can be rejected due to the various reasons mentioned below:
1. Invoice rejected due to purchase order related issues:
a. Invalid purchase order - correct purchase order number to be provided to process the invoice.
b. Rejected due to [PO bypass](#) - supplier to re-submit the invoice with the revised date which falls after the purchase order creation date.
c. Invoice with multiple purchase orders with different plant codes - need to issue individual invoices for different Unilever entities.
d. PO exhausted / insufficient PO balance - supplier must re-submit the invoice with the new PO/alternative PO which has sufficient goods receipt to process the invoice.

2. Invoice rejected due to incorrect/invalid invoice details:
a. Duplicate invoice submitted - invoice submitted for similar amount for the same goods / services.
b. Incorrect bill to address / name provided - incorrect Unilever billing address / name provided.
c. Incorrect Unilever tax/VAT ID/ VAT or tax amount provided.
e. Incorrect unit price/ total amount - Incorrect price or amount provided on the invoice. So, basically we went into price mismatch, and requester / buyer rejected the invoice.
f. Invoice image provided is not clear or blurred out.
h. Missing goods receipt note - acknowledgement for goods/services received not available.
j. Invalid vendor name/address - vendor name/ address not matching with the database and invoice copy.
k. Invoice date not provided on the invoice copy.
l. Local currency/VAT exchange rates not available on the invoice.
m. Mismatch of details between paper and E-Invoice
n. Multiple invoice copies found under a single scanned document.
o. Invoice proforma or format is not accepted as per Unilever guidelines.

For all the above reasons, you need to re-submit the invoice with the correct information for processing.

For further assistance on invoice rejection, please contact [helpdesk](#) for assistance.

How do I find payment term/due date calculation on invoice re-submission?

Answer: Payment Terms will be calculated on the terms set and stated on the purchase order - in line with what was agreed with you at the time of onboarding. If the invoice is submitted/ re-submitted, the due date will be calculated based on the new invoice receipt date.

How do I submit a change to my company's bank account?

Answer: You can submit a request via the [Velocity tool](#) to change your bank details.

If you have already registered to Velocity, you can submit the request directly from Velocity by uploading the required supporting documents.

If you are not registered to Velocity, you can contact the helpdesk for assistance.

What is a PO bypass?

Answer: If the invoice date is before the purchase order creation date, it is a procurement policy bypass and the invoice cannot be processed. It must be resubmitted with the revised invoice date.

How do I get payment proof for an invoice payment?

Answer: Please reach out to our helpdesk to place a request for payment proof. Please note, payment proof/swift copy take a minimum of 10 business days to obtain from the bank.

How do I get remittance advice for an invoice payment?

Answer: You will receive a remittance advice to your registered email ID as per the Vendor Master Database as soon as the invoice is released for payment. Remittance details will also be available on the Tungsten /Tradeshift portals.

You can submit a request via the Velocity tool to validate or change your email ID.

If you are not registered to Velocity, you can contact the helpdesk for assistance.

What is the NPNP (No PO No Pay) Policy?

Answer: No Purchase Order No Pay (NPNP) policy is designed to enhance the quality of the cooperation between Suppliers and Unilever, to ensure that the commercial agreements are properly documented and approved in order not to delay payment for contracted goods / services.

The NPNP Policy can be summarized as follows:
1. No commitment of Unilever funds would be made to a supplier until a purchase requisition and purchase order are fully approved as per the agreed approval flow and the purchase order is sent to the supplier.
2. A supplier is not authorized to commence any activity without a PO from Unilever.
3. The requestor must communicate only with the pre-selected list of vendors. Any exceptions will need to be approved by the country finance controller. If this is FAQ for the supplier, this is not the proper message. We should have here clear guidance for the suppliers that they should request PO and not accept verbal / email orders
4. Invoices submitted for payment must have a purchase order number clearly mentioned on the invoice. Invoices sent to Accounts Payable for payment without a purchase order number will not be paid.
5. Any purchase order created after the arrival of the invoice will be regarded as non-compliant.

How do I send a refund to Unilever in the case of an excess payment?

Answer: Please reach out to helpdesk for guidance.

Whom should I contact to get the tax certificate?

Answer: You can reach out to the helpdesk or write to Mary.Regenhard@unilever.com to obtain the tax certificate.

Why is my invoice short paid?

Answer: In most cases, the reason for short payment is due to freight charges. The invoice will be paid after deducting the freight charges if not included in the invoice value.

Please reach out to helpdesk for further details.

I received a notification that my invoice is on hold, what should I do?

Answer: You have received this notification to keep you posted that we are working on resolving the issues which are preventing your invoice from being paid. There is no action required from you at this time. You will continue to receive status updates every alternate week until your invoice is processed ready to be paid.

If you wish to discontinue receiving these notifications or require further clarity, please reach out to helpdesk.

Vendor Master

What is Velocity?

Answer: Velocity is a platform which simplify and enables efficient onboarding of Unilever Supplier i.e. Velocity platform is used by Unilever employees and its supplier to submit requests relating to onboarding new suppliers as well as making changes in Supplier Master Data of existing suppliers.

How do I access Velocity tool?

Answer: Velocity platform is a simple process. Please follow below steps to get access
Step 1: Contact Integrated Helpdesk Team to request Access (Helpdesk team will share a link, which will have the guideline to register on Velocity Platform)
Step 2: Follow the steps to submit your request
Note: On completion of above 2 steps, you would receive User-ID and password for Velocity Tool. In case of any challenge in submission of details or delay in receiving User-ID and Password, you may reach out to helpdesk.

Where can I get the Velocity User Guide?

Answer: Velocity User Guides are available on the Velocity Homepage under the Helpful Guides section. You will need to log in in order to access the user guides.

Reach out to helpdesk for assistance.

How do I change my registered email id?

Answer: Users who are already registered on Velocity Platform, can change the contact details including Email Id under "My Record" section.

User this link to get detailed instruction -->
https://bnlwestgunileveraf01039.blob.core.windows.net/velocitybothtmlreffiles/FAQ_Vendor.pdf

If you require access to Velocity Platform, please contact helpdesk.

How do I change my password?

Answer: Click on 'Trouble logging in' and enter your username. You will receive an email with instructions.

How do I cancel the request raised on Velocity?

Answer: You can cancel the request only if the request is raised by you.
You can follow the below steps to cancel a request you have raised in Vendor Master Data tool:
1. Login to [Velocity tool](#).
2. Go to Actions tab on the right-hand side of the screen and select Cancel Case.
3. Provide the reason for cancellation on the notes section and click on Submit.
4. Click Yes to confirm cancellation.

How do I get my bank details changed/updated?

Answer: Users who are already registered on Velocity Platform, can change the contact details including Bank Account Details under "My Record" section

If you require access to Velocity Platform, please contact [helpdesk](#)

How do I check the pending requests on Velocity?

Answer: You can follow the below steps to check pending requests in Vendor Master Data tool:

1. Login to [Velocity tool.](#)
2. Click on My Work from the menu on the left.
3. Click on "For your urgent action" dropdown to see the request pending for action and re-submit your request by taking necessary actions.
4. You can check the status of the request under "My Submitted Requests" dropdown. Click on the request number to view additional details on your request.

Where can I find additional FAQs on Velocity?

Answer: You may refer FAQ section on Velocity Platform using below link.
Link - https://bnlwestgunileveraf01039.blob.core.windows.net/velocitybothtmlreffiles/FAQ_Vendor.pdf

Why do I receive email from Unilever Team asking to register to Velocity tool?

Answer: Velocity Users receive emails on below instances
1. You have been recently onboarded to become a new Unilever Supplier
2. You are an existing vendor, but a different part of the business wants to use your services and your data needs to be reviewed and updated if required.
3. You have been invited to update your details

If any email requires you to take action (submission of document/ edit existing information), please ensure that the email is received from Unilever Official Email-Id (Unilever.VendorSelfOnBoarding@unilever.com)

If you have any doubt or require support, please reach out to [helpdesk.](#)

Why I have not received the email notification or link to login/register to Velocity tool?

Answer: In case you have not received Invitation email, you may take below steps to locate the email

Step 1 - Search "Unilever.VendorData@unilever.com" and Unilever.VendorSelfOnBoarding@unilever.com
Note - Complete these searches in your Inbox, Promotion, Spam, Deleted and Junk folders
Step 2 - Search "Invitation to Register with Unilever Vendor Portal" and "Invitation to become a Unilever Vendor"
Note - Complete these searches in your Inbox, Promotion, Spam, Deleted and Junk folders

If you are still not able to find the email, please contact helpdesk who would be happy to help you.

I can log into the tool but am not receiving the authorization code

Answer: Find the process to log into the Velocity tool
If you are not able to log into the tool,
1. Close the browser, clear your cache and log-in again.
2. Switch to Google Chrome as a browser
3. In case you don't get the authorization code, include Unilever in your safe senders list.

I am getting an error when updating postal code/bank/tax details

Answer: The Velocity tool requires the postal code/bank/tax details to be entered in the correct format for your country. Please make sure it is entered as per the correct format and number of characters.
You can refer to guidelines in the link (Refer guidelines
https://bnlwestgunileveraf01039.blob.core.windows.net/velocitybothtmlreffiles/FAQ_Vendor.pdf)

Please reach out to helpdesk if you require further assistance.

The tool is asking me for a number of contact details

Answer: The Velocity tool requires you to enter certain mandatory contact details such as - 'Account Manager Handling Unilever
Business' or 'Finance Controller'. You should enter the email ID of the personnel from your firm handling this area of work.
Please note that you should not enter a Unilever Email address here. The Velocity tool will not accept and will not allow
you to submit if you enter a Unilever personnel's Email address.

If you do not have different people handling the different aspects of Unilever business, you can enter the same details for
all applicable contact types.

Do I need to agree to the general terms & conditions?

Answer: To be able to manage your account with Unilever, you will need to select one of the below options
1.'I agree'
2.'I agreed a T&C deviation' -in this case you need to upload an email/agreement with Unilever agreeing to this deviation in terms and conditions

Please reach out to Helpdesk if you require further assistance.

I submitted all my details accurately, but my request has been returned

Answer: Once you have submitted the request along with all your details and uploaded documents, these will be verified by someone from Unilever. Unilever will also check if the details you have entered

in the tool match the details on your supporting documents. If these do not match, the request will be returned to you to re-input the details/documents.

You will see the instructions in the comments/email sent back to you.