

TRADESHIFT

Unilever and Tradeshift Vendor Query Portal - Frequently asked questions



Background

<p>What is the vendor query Portal?</p>	<p>The Vendor Query Portal ., also known by Unilever as the Invoice status service ISS, is an online tool which allows you to check the status of your invoice and remittance advice online by logging on to the platform. Tradeshift will reach out to you to invite you to register on behalf of Unilever.</p>
<p>Who can use the service?</p>	<p>Suppliers who have been invited to register by Unilever initially and any new supplier being registered and approved by Unilever to use the portal. Currently the Tradeshift vendor query portal will be live in all countries except Europe , NA , UASCC , USCC , India , Sri Lanka and non-DCIW countries . The countries which will go live later in the next phase are China , Japan, Argentina , El Salvador, Columbia, Venezuela.</p>

Registration / getting started

<p>I'm new to Tradeshift. How do I register on the Tradeshift Network?</p>	<p>You will be invited to join the Vendor Query Portal by email over a phased roll out. After that, please visit the following link for instructions on how to register and connect. https://unilever-vqp.support.tradeshift.com/</p>
<p>What is the last date or deadline to get registered on Tradeshift?</p>	<p>Suppliers are expected to register themselves as soon as they receive the communication from the Tradeshift team. The link for registration remains valid even if accessed later, however if you enroll yourself earlier, the support process during campaign will be useful for you to get further support.</p>
<p>What happens if I have registered for Tradeshift but cannot see my historic Documents</p>	<p>Ensure that you have completed the activation of the Vendor query Portal by clicking "SUBSCRIBE TO STATUS UPDATES" on the task list inside your Tradeshift platform account, followed by the "green "Subscribe" button.</p> <p>Please refer to Page 8 of the linked guide here for further details</p> <p>Once activated the documents will start flowing through from Unilever. Please note, there may be an additional delay whilst the historic documents are uploaded.</p>

Benefits

What are the benefits of using the The Tradeshift Vendor Query Portal

- Provided to you at no cost
- Provides one sign-on location for all of your Unilever global accounts
- Ease of enrolment; supported by Tradeshift
- Instant tracking of invoices, available 24/7
- Insights for proactive actions to ensure payments are made on time
- Predictable cash-flow for your business

Costs

What are the costs of the Vendor query portal?

No costs, Tradeshift and the Vendor Query Portal are free for all suppliers to register and use. If you are later invited to send your invoices via the Tradeshift platform, this service is also totally free for suppliers

Technical

Can I get real-time updates on the status of my documents?

Not real time. However status updates are sent by Unilever to Tradeshift at least once a day. So you will be able to view the latest status of your documents

Functionality

What information I can view on the portal?

You are able to view your invoice details along with the status along with the below information:

Status: whether it is Received, Approved, rejected or paid.

Exception or rejection Reason along with recommendation.

Scheduled Payment date (as agreed with Unilever buyer/team)

For Paid invoice, payment reference number for cash allocation.

Functionality

<p>What information I can view on the portal?</p>	<p>You are able to view your invoice details along with the status along with the below information:</p> <ul style="list-style-type: none">Status: whether it is Received, Approved, rejected or paid.Exception or rejection Reason along with recommendation.Scheduled Payment date (as agreed with Unilever buyer/team)For Paid invoice, payment reference number for cash allocation.
<p>Can I download a report to view my document history</p>	<p>Once on the Tradeshift PPlatform, simply install the free "Insight Center" App and enable the "Invoice and credit note list". This provides you with a downloadable list of all Invoices and credits notes forwarded by Unilever for upload to the Tradeshift platform</p>

Support

<p>Is the UNILEVER service desk no longer available to answer my queries ?</p>	<p>The Vendor Query Portal will become the sole place to track the status of invoices from sending to payment</p>
<p>If I have questions whom do I contact?</p>	<p>Please visit the support pages for assistance and guidance for resolving your query via the most appropriate method : https://unilever-vqp.support.tradeshift.com/</p>
<p>Whom can I contact within UNILEVER?</p>	<p>You can find the UL contacts at https://www.unilever.com/about/suppliers-centre</p>

Support

Who do I contact for business questions (invoice not paid)?

Unilever has partnered with Tradeshift to create a free platform allowing you as a supplier to track the status of all invoices, current and historic regardless of the method you used to send them to Unilever. So as a first step you can check the status of all your invoices by simply accessing your account on the vendor query portal offered by Tradeshift. For specific Vendor Query Portal questions for UNILEVER, please contact your relevant country contact .

Support

<p>Who do I contact if I'm missing a reference number?</p>	<p>Please visit the support pages for assistant and guidance for resolving your query via the most appropriate method: https://unilever-vqp.support.tradeshift.com/</p>
<p>Who do I contact for technical inquiries?</p>	<p>Please visit the support pages for assistant and guidance for resolving your query via the most appropriate method: https://unilever-vqp.support.tradeshift.com/</p>

Additional Information

Further information can be found on the Dedicated Unilever and Tradeshift Supplier Support Portal:

unilever-vqp.support.tradeshift.com

Alternatively, you can log a support ticket with Tradeshift support at:

<https://unilever-vqp.support.tradeshift.com/requests/new>