

TRADESHIFT

Unilever and Tradeshift eInvoicing - Frequently Asked Questions



Background

Why e-invoicing?	Significant benefits exist for Unilever and our suppliers from moving away from paper based to electronic invoicing. Cost savings and Sustainability are the key considerations.
Does this electronic invoicing requirement apply across all of UNILEVER entities?	Yes, Unilever is devoted to ensuring that we provide timely and efficient payment for goods and services to all of our suppliers, whilst supporting our drive towards environmental sustainability through the adoption of e-solutions. In the near Future, eInvoicing will be the only way that Unilever will accept delivery of invoices from suppliers.

Background

Does Unilever offer any other platform for Invoicing as well ?	<p>Yes, Unilever currently offers 3 platforms for invoicing depending on the Geographies the supplier is transacting from. While most of Americas and Europe has Tungsten and Ariba network as the chosen invoicing platform , all of AAR regions have Tradeshift as the invoicing partner. However, if you are a supplier and want to check only the invoice status then only Tradeshift serves as the Global platform for Vendor queries.</p>
How does it work?	<p>Unilever and Tradeshift are rolling out to countries in waves. You will be notified by Unilever of the pending campaign and then invited to activate your Tradeshift account via an easy to use web link.</p> <p>As your country goes live, Tradeshift will take care of the enrollment on your behalf. Thereafter invoices can be submitted electronically through the Tradeshift system. Purchase Orders received can also be flipped into invoice format and subsequently submitted through the Tradeshift platform.</p>

Background

What is the scope of the e-invoicing project? (which document types)	Unilever is actively phasing out the processing of paper invoices to take advantage of the benefits that electronic invoicing provides to our business and our suppliers. Eventually this will be the only way that you will be able to submit invoices and receive payment. Hence, as an added advantage to this Unilever offers a variety of Invoicing platforms that a supplier can choose to onboard themselves on.
Will this be rolled out to all suppliers?	The Invoicing platform will be offered to all the suppliers that Unilever transacts with. However this is going to be a phase wise implementation and the countries in scope with the implementation timelines can be referred to on our support page. As a supplier, keep an eye out for further communications from Unilever as the project progresses.

Background

Is invoicing via Tradeshift Network a requirement for doing business with UNILEVER?	UNILEVER is transitioning from paper to electronic invoicing . Countries will be rolled out in waves. Once your country is in scope for invoicing, you will be requested to submit your invoices electronically via invitation.
What is Unilever's expectation from the supplier regarding mandate e-Invoicing?	Unilever expects, and strongly recommends, all suppliers to sign-up for invoicing to improve and optimise the invoice payment process. Eventual global transition to invoicing will take place.

Background

When will invoicing be launched for my country?	UNILEVER is transitioning from paper to electronic invoicing . Countries will be rolled out in waves. Once your country is in scope for invoicing, you will be requested to submit your invoices electronically via invitation.
Who can use the service?	Any supplier who transacts with Unilever will eventually be able to use the service. However, as this is a phased roll out, you must wait for your regional wave to commence. You will then receive your invite to the Tradeshift platform.
Who is Tradeshift?	<p>A networked platform built with suppliers at its core.</p> <p>Tradeshift offers intuitive, agile, scalable software, connecting buyers, suppliers, and all their processes in one place. It's easy to use and free for suppliers</p> <p>We strengthen buyer-supplier relationships through the power of our network, our proven supplier onboarding methods, and our scalable platform & app ecosystem.</p>

Benefits

What are the benefits of using Tradeshift?

We are confident that you will experience significant benefits to your business when you begin e-Invoicing. Some of the benefits include:

- Always Free - For a supplier onboarding the Tradeshift platform there are no setup fees, transaction fees, or service charges if you chose Tradeshift as the E-invoicing platform
- Simple invoice status updates and better on time payment - Full invoice status visibility from receipt through to approval and payment status. You are more likely to be paid on time because of quick invoice delivery and shorter process cycle time.
- Increases invoice accuracy - Gives instant feedback on required invoice information prior to submission
- Easy Setup- No installation of hardware or software required.
- Supports both manual and highly-automated options allowing suppliers to submit invoices from within existing billing software.
- Clear visibility of all Purchase Orders and Invoices via a user-friendly intuitive interface - Simple steps to turn your Purchase Order into an invoice. The Purchase Orders received from UNILEVER via the Tradeshift platform can be turned into an invoice on the Tradeshift Platform via a few short steps.
- Public Profiles & Network - Promote your business, products and services to the fastest-growing network of connected companies. Get a modern web presence easily and efficiently.

Costs

What costs are associated with enrolling on Tradeshift Network?	<p>While some of the E- invoicing platforms that you transact with come at a nominal cost depending on your transaction volume with Unilever, Tradeshift comes as a completely free platform for you as a supplier to transact with Unilever. There are no setup fees, transaction fees, or service charges if you chose Tradeshift as the E-invoicing platform.</p>
What does the membership fee for the Integrated Solution cover?	
When and how do I pay the membership fee?	
Will Unilever pay the fees?	

Registration

Do I need to sign an agreement with Tradeshift?	Reviewing and accepting the Tradeshift Terms and Conditions is a simple step in the supplier registration process.
Does this electronic invoicing requirement apply across all of UNILEVER entities?	UNILEVER is transitioning from paper to electronic invoicing . Countries will be rolled out in waves. Once your country is in scope for invoicing, you will be requested to submit your invoices electronically.
How do I get started?	Invited by email to register your company information to connect to the Vendor Query Portal and Tradeshift to begin transacting. Once your connection with Unilever is confirmed within Tradeshift, you can begin to transact. Full enrolment and links to usage instructions will be included in the invitation and you can also visit the support pages for registration assistance.

Registration

<p>I'm new to Tradeshift. How do I register on Tradeshift?</p>	<p>Invited by email to register your company information to connect to the Vendor Query Portal and Tradeshift to begin transacting. Once your connection with Unilever is confirmed within Tradeshift, you can begin to transact. Full enrolment and links to usage instructions will be included in the invitation and you can also visit the support pages for registration assistance.</p>
<p>My organization is planning to change its invoicing software soon, should I wait before subscribing?</p>	<p>Tradeshift accepts any incoming data format therefore you should join the network as soon as you are alerted and send your invoices now to ensure your payments are not interrupted. You can simply advise Tradeshift of the changes when you are ready to use your new software. They will make the necessary changes without interruption of invoice delivery</p>

Registration

What contract duration will be offered and what happens if you stop supplying Unilever in that time?	There is no minimum term with Tradeshift Pay, the network is free to use for electronic invoicing and suppliers may join as they wish. Tradeshift's full Terms of Usage can be found easily online.
What if I already subscribe to the Tradeshift network?	Great, then you already know how easy it is and how it works! All you need is an invite from Unilever to connect and begin transacting with them. As this is a global roll out, supplier will be invited in waves to begin with.
What is required from me as a supplier?	Simply to register via the invitation email, connect and then enjoy free electronic invoicing via Tradeshift. How to guides for all supplier processes can be found within the Unilever and Tradeshift support pages.

Registration

<p>Will I need to use this service if my account is currently paid on time?</p>	<p>Your use of Tradeshift will ensure that we continue to pay you on time. In addition, you will receive notification when your invoice has been received by us along with the status of your invoices.</p>
<p>Do I get multiple logins for my company?</p>	<p>Administrators to the account can invite colleagues as needed to use Tradeshift. They can do this within the platform, via the Invite Team Member function within profile settings.</p>

Technical

Can I send any type of PDF?	<p>You can send both scanned and electronic PDF via the Tradeshift document uploader function. If you are uploading scanned documents, try instead uploading digital PDF documents that were generated directly on your computer. Many programs have an "Export to PDF" function, or you can install a printer driver that generates PDF files. This kind of PDF file has higher quality than scans and will therefore yield better results.</p> <p>If you are already using digital PDFs, consider switching to populating e-invoices instead of pdf files. Tradeshift support sending a large number of e-invoice formats via our SFTP, FTPS and API integration options. More details can be found http://integrate.tradeshift.com/</p>
Do I need to install additional hardware or software?	<p>No installation of hardware or software is required. Tradeshift supports both manual and highly-automated options allowing suppliers to submit invoices from within existing billing software.</p>

Technical

Which software do I need to install?	No installation of hardware or software is required. Tradeshift supports both manual and highly-automated options allowing suppliers to submit invoices from within existing billing software.
How to Integrate my ERP with Tradeshift?	You can find guidance and support to most integration options here http://integrate.tradeshift.com/ you can also visit the Support pages for further information.
I am unable to send a machine generated PDF	You can send both scanned via the Tradeshift document uploader function. Consider switching to populating e-invoices instead of pdf files. We support sending a large number of e-invoice formats via our SFTP, FTPS and API integration options. More details can be found http://integrate.tradeshift.com/

Technical

What if I don't have a system capable of creating electronic invoices?	All you need is an Internet connection and standard Internet browser.
What are validation rules	"Validation Rules" ensure that the supplier provides information in all the required fields. Unilever can then process the invoice quickly and efficiently without any unnecessary queries or delay. Validation rules are a way of enforcing compliance which benefit both the supplier and Unilever. If you want to check the validation rules that Unilever has put in place on Tradeshift , you can refer to https://unilever.support.tradeshift.com
What validation rules are in place	If you want to check the validation rules that Unilever has put in place on Tradeshift , you can refer to https://unilever.support.tradeshift.com

Technical

What happens if there's an error in my document?	Errors are either captured up front within the tool and guidance given to correct, or reported back to the supplier via report or in system messaging. Further information can be found here https://unilever.support.tradeshift.com
What are the integration options?	You can find guidance and support to most integration options here http://integrate.tradeshift.com/ you can also visit https://unilever.support.tradeshift.com for further support.
How can I test an integration?	You can find guidance and support to most integration options here, including testing guidance. http://integrate.tradeshift.com/#transfer . You can also visit https://unilever.support.tradeshift.com for further support.

Functionality

I already have the facility to make invoices available to my customers via the Internet - allowing them to view an image of an invoice on the web. Can I use this facility instead of Tradeshift?

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. Eventually this will be the only way that you will be able to submit invoices and receive payment. Hence as an added advantage to this, Unilever offers a variety of eInvoicing platforms that a supplier can choose to onboard himself on.

Invoice Submission

Can I send electronic invoices using Tradeshift to all of my customers?	Tradeshift allows you to send electronic invoices to any other customers that are using the network, once you have enrolled, and it is free of charge to do so.
Can I send more than one invoice per email?	Invoice submission is via one of the supported options; Web UI, Document Uploader or an integrated approach.
Can we attach supporting documents on Tradeshift while submitting invoices? And How?	Yes. Dependant upon the submission method used, the way to do this varies. For example, on the Web UI it is as simple as choosing a file to add to the invoice via an "attachments" button. Visit support for a full guide dependant upon usage method and supported attachment document types.

Invoice Submission

How do I send supporting documentation with my invoice?	Yes. Dependant upon the submission method used, the way to do this varies. For example, on the Web UI it is as simple as choosing a file to add to the invoice via an "attachments" button. Visit support for a full guide specific to your method of transaction and covering supported attachment document types.
I already send some invoice data directly to other customers; can I send EDI/XML Invoices directly to Unilever?	Invoice submission is via one of the supported options; Web UI, Document Uploader or an integrated approach.
Is invoicing via Tradeshift a requirement for doing business with UNILEVER?	UNILEVER is actively phasing out paper invoices for e-invoicing to take advantage of the benefits that electronic invoicing provides to our business and our suppliers.

Invoice Submission

Is there any alternate way of submitting invoices other than E-Invoicing?	UNILEVER is transitioning from paper to electronic invoicing . Countries will be rolled out in waves. Once your country is in scope for invoicing, you will be requested to submit your invoices electronically.
What happens if I continue to send paper invoices?	<p>Invoices submitted via E-invoicing Network are received within hours by our accounts department and will be prioritised over paper invoices. During your transition from paper to electronic invoicing we will continue to receive your paper invoices but we will prioritise the processing of electronic invoices over paper; therefore we strongly advise that you enrol with Tradeshift Network to ensure that your invoices are processed without delay.</p> <p>Once you start sending invoices through Tradeshift Network you will need to discontinue sending paper copies.</p>
Where do I send correspondence and other 'non-invoice' documents?	Please send all documentation that is not directly associated with an invoice (i.e. correspondence, marketing material, etc) to your regular customer contact.

Support

If I have questions whom do I contact?	Please visit the support pages for assistant and guidance for resolving your query via the most appropriate method. https://unilever.support.tradeshift.com
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.
Who do I contact if I'm missing a reference number?	Please visit the support pages for assistance and guidance for resolving your query via the most appropriate method. https://unilever.support.tradeshift.com
Who do I contact for technical queries?	Please visit the support pages for assistant and guidance for resolving your query via the most appropriate method. https://unilever.support.tradeshift.com

Training

Does Tradeshift have any tutorial videos to understand the process?	Yes, please visit https://unilever.support.tradeshift.com
Is there further information available on the Tradeshift service?	For all the information related to Tradeshift and Unilever, please visit https://unilever.support.tradeshift.com . If you are specifically looking for more information on Tradeshift, you can visit https://tradeshift.com . If you have questions, specifically related to transitioning from paper to e-invoices or you require assistance with e-invoicing, please contact Unilever via email: e-invoicing@unilever.com

Transition

How is the switch from paper to E-Invoicing managed?

Once you are set-up and ready to transact via the network, Tradeshift Network will send you an alert to notify you that you are ready to submit invoices to our accounts department.

Additional Information

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

unilever.support.tradeshift.com