

# VENDOR COMMUNICATION PACKET

# GETTING YOUR INVOICES PAID ON TIME

## WHAT YOU NEED TO KNOW

In Unilever, we value our relationship with our suppliers. We wanted to ensure that you comply with the invoicing requirements to prevent rejections or payment delay,

**BUSINESS & FINANCE SERVICES**  
ENTERPRISE & TECHNOLOGY SOLUTIONS

### Reminders to help get your Invoices be Paid **TIMELY**



- ✓ **Do not commence** your service without a Purchase Order.
- ✓ Invoices must be billed (invoice date) **after the PO has been provided.**
- ✓ Invoices should **comply with Unilever Invoicing Requirements.**
- ✓ Invoices should **comply with country's fiscal / legal requirements.**
- ✓ Invoice details **should match with the PO details** such as service / product description, unit price, unit of measurement and currency. If the service that you have provided doesn't require a PO, ensure that **Unilever Contact Person** is specified on the face of the invoice.
- ✓ Invoices should be **submitted at least 20 days prior to net due date.**
- ✓ For **credit notes**, kindly **indicate the PO and the original invoice** where the CN should be applied against.

### Unilever Invoicing Requirements

1	Supplier Name	8	Unilever Contact person	15	PO Item No.	22	Total Invoice Amount
2	Supplier Address	9	Unilever Contact details	16	Quantity	23	Invoice Currency
3	Supplier Contact details	10	Bill to address title	17	Unit of Measurement	24	Exchange Rate
4	Supplier Tax Registration number	11	Invoice Number	18	Item Description	25	Ship To Address title
5	Supplier's remit to address and banking information	12	Invoice Date/Document Date	19	Unit price	26	Ship to Company name
6	Unilever Billing Name	13	Delivery Note	20	Amount	27	Ship to Address
7	Unilever Address	14	PO/DO/SA number:	21	VAT / GST	28	Where the service is being carried out

### Checking Your Invoice Status



#### Vendor Query Portal

<http://www.tungsten-network.com/unileveriss/> \*\*  
For Technical Concerns on VQP:  
<http://www.tungsten-network.com/uk/help-support/contact-us/>

Email our AP Helpdesk & an auto-generated ticket # will be received  
[Finance.AP.MY@unilever.com](mailto:Finance.AP.MY@unilever.com)  
[Finance.AP.SG@unilever.com](mailto:Finance.AP.SG@unilever.com)

Call AP Helpdesk & provide your reference ticket #  
Malaysia In-country Tel # +60377244393  
International Tel # +65 66227359

Escalate to the Operating Center. Email your concern indicating ticket. \*\*\*  
[P2P\\_OCMYSG@unilever.com](mailto:P2P_OCMYSG@unilever.com)

\*\* Invoice Status will be available 6 days after invoice submission  
\*\*\* Exhaust all the first 3 means before escalating to PTP OC. No Ticket # reference = emails will not be reviewed.

