



Unilever



**UNILEVER SOUTH EAST AFRICA (ZAMBIA) LIMITED**

# **PURCHASE TO PAY**

**GUIDANCE FOR SUPPLIERS**

June 2017

GOLDEN RULES: SUPPLIER'S ROLE IN THE UNILEVER PAYMENT PROCESS

Please find below the key steps to take to ensure your invoices will be paid on time:

- Step 1 :** Unilever South East Africa (Zambia) Limited (**UL**) contacts the **Supplier** to provide the goods or services.
- Step 2 :** **Supplier** sends the quote to **UL**.
- Step 3 :** **UL** actions the Purchase Order (PO/DO/MO) and sends it to the **Supplier**, who confirms pricing is correct before moving on to step 4.
- Step 4 :** **Supplier** can now commence the work for UL. **“No PO No Pay”** Policy. Without the PO, the supplier must not continue.
- Step 5 :** **Supplier** delivers the goods or completes the service to **UL**.
- Step 6 :** **Supplier** issues the tax invoice to **UL** once steps 1-5 are complete.
- Step 7 :** **Supplier's** tax invoice :
- Supplier** must place the **UL** PO/DO/MO number on their tax invoice.
  - Supplier's** tax invoice must be dated after the **UL** PO/DO/MO date.
  - Supplier's** tax invoice must be compliant with all regulatory requirements for VAT purposes (see example layout below).
  - Supplier** can only issue the tax invoice once goods or services have been rendered to **UL**.
- Step 8 :** Once goods and services have been delivered to **UL**, Supplier is to hand deliver, post or courier their tax invoices to UL. Do not submit invoices until the goods or services have been delivered to UL. Suppliers are to choose 1 method to submit invoices to UL (only post or only hand deliver not both).
- Step 9 :**
- Delivery notes are mandatory.
  - Delivery notes must be delivered to **UL** sites when goods are delivered. The Delivery note must reflect the PO/DO/MO number or supplier's tax invoice number.

**Credit notes** must reflect the **Supplier's** original invoice number or **UL's** PO/DO/MO number.

**Banking details** if varied banks are required for payment, the invoice must reflect the bank account to which the invoice must be paid.

Invoices not meeting local Tax Authority's requirements will not be processed by **UL** and will be rejected back to the supplier for rectification.

**APPLICABLE ONLY FOR FOREIGN SUPPLIERS / FOREIGN CURRENCY TAX INVOICES:**

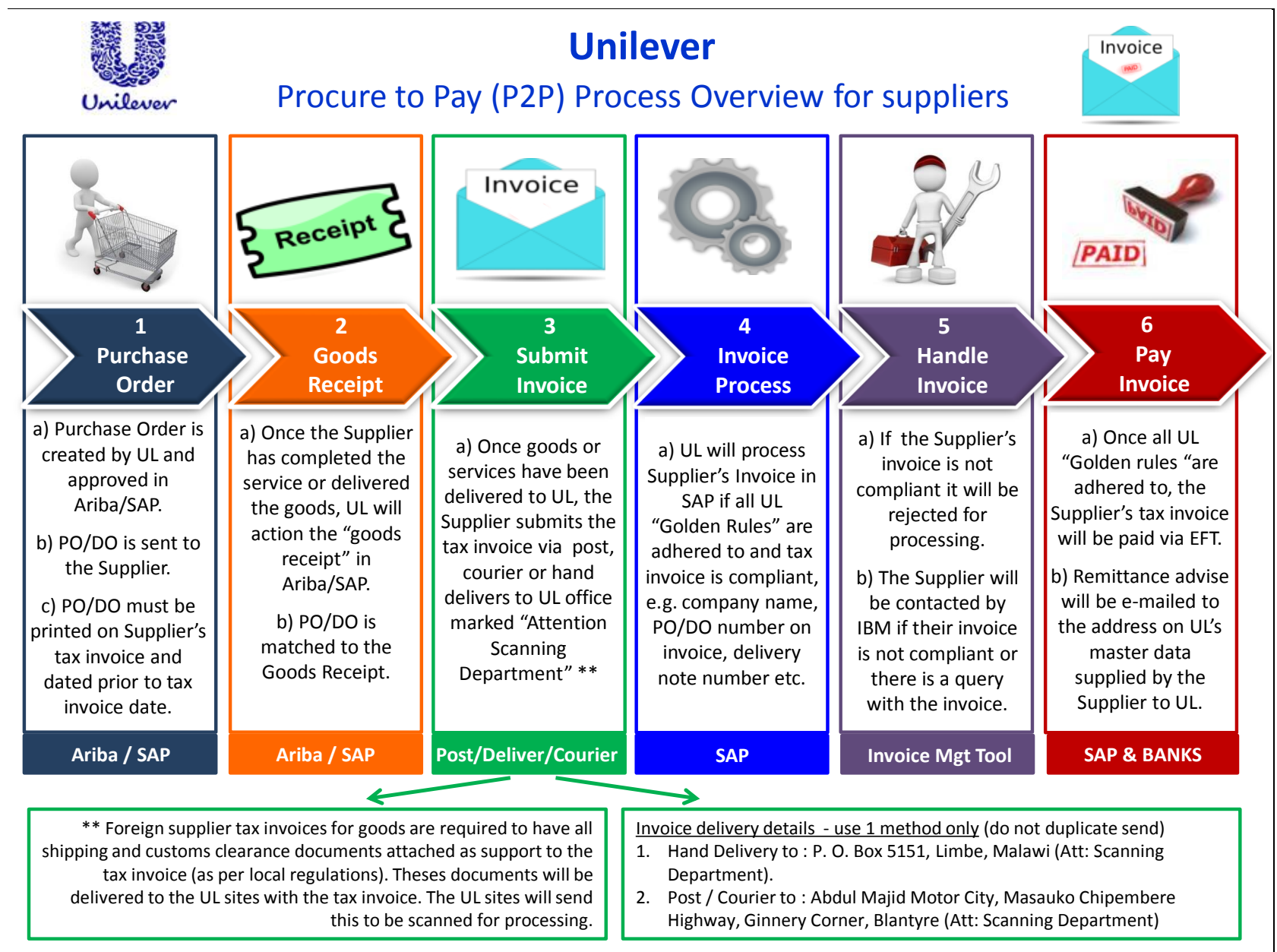
In accordance with Central/Reserve Bank or Local Regulatory requirements, no foreign invoice for goods or services will be paid unless the below criteria is met.

- For Goods Tax Invoices
  - Original tax invoices in foreign currency for goods are required,
  - Zambia Revenue Authority (ZRA) stamped Customs documents and Assessments,
  - Bill of Entry/Bill of Lading (duty clearing document) and
  - Relevant Transport/Freight documents.
  - in addition, the invoice must adhere to the tax compliance requirements as listed on page 4 and 5.

The above documents will be delivered to the UL delivery sites. These sites will hand deliver the full pack of documents to the UL Scanning team who will, in turn, forward to IBM for processing.

- For Service Tax Invoices
  - Original tax invoices are required,
  - along with the contract between the foreign supplier and UL.
  - Prior to commencement of service, the Foreign Supplier must confirm with UL Procurement that the service contracts are registered with local Central/Reserve Bank if required by local regulations.
  - in addition, the invoice must adhere to the tax compliance requirements as listed on page 4 and 5.

**Procure to Pay Process :** Below is a summary of the Unilever P2P (Procure to Pay) Process and Supplier’s role in the process. By following these simple processes, Supplier’s tax invoices will be paid on time and in full.



**HELP DESK FOR SUPPLIERS :**

IBM in Bangalore are **Supplier’s** key point of call for all invoice queries. E-mail your queries to address :

[Finance.AP.ZM@unilever.com](mailto:Finance.AP.ZM@unilever.com)

for all Accounts Payable, invoice and payment queries.

[Finance.IP.ZM@unilever.com](mailto:Finance.IP.ZM@unilever.com)

for all IP and purchase order queries.

Telephone contact : local number: **+260211288040** / Foreign Suppliers (international): **+27 218311971**

**SUPPLIERS TO ENSURE ALL DETAILS ARE CORRECT**

Suppliers are to please use the following e-mail address to send the following items for Unilever’s attention and action **xxxxxx** :

1. Change in Supplier’s contact person and/or details.
2. Vendor monthly **statements** to be e-mailed to this address.
3. **Withholding Tax certificates** - Annual submission of Tax clearance certificates (ITF’s).  
Requests to reverse and repay the WHT if certificates are not received, will not be permitted and Supplier will need to claim back from the Revenue Authorities
4. **Change in banking details** – must be accompanied by a Bank stamped letter.

<b>Tax Invoice</b>	Tax legislation requires all invoices to state “ <b>Tax Invoice</b> ”. If a copy of a tax invoice is sent, the invoice must state “Copy Tax Invoice”.												
<b>UL’s details must appear on the tax invoice</b>	<p><b>Unilever South East Africa (Zambia) Limited</b>  <b>Company registration No : 2443</b></p> <table border="0"> <tr> <td><u>Physical Address</u></td> <td><u>Postal Address</u></td> </tr> <tr> <td><b>Attention: Scanning Dept</b></td> <td><b>PO Box 31953</b></td> </tr> <tr> <td><b>Plot no 7136,</b></td> <td><b>Lusaka</b></td> </tr> <tr> <td><b>Mwembeshi Road,</b></td> <td><b>Zambia</b></td> </tr> <tr> <td><b>Lusaka</b></td> <td></td> </tr> <tr> <td><b>Zambia</b></td> <td></td> </tr> </table> <p><b>VAT Number / TPIN : 1001584284</b></p>	<u>Physical Address</u>	<u>Postal Address</u>	<b>Attention: Scanning Dept</b>	<b>PO Box 31953</b>	<b>Plot no 7136,</b>	<b>Lusaka</b>	<b>Mwembeshi Road,</b>	<b>Zambia</b>	<b>Lusaka</b>		<b>Zambia</b>	
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<b>Invoice number</b>	An individual serialised <b>number</b> should appear on the invoice.												
<b>Date</b>	Invoice should reflect <b>date of the supply</b> or service.												
<b>Supplier’s details must appear on the tax invoice</b>	Supplier’s registered/legal <b>name</b> Supplier’s registered <b>address</b> Supplier’s registered <b>tax identification number (TPIN)</b>												
<b>Tax Invoices must reflect</b>	<p>The following must appear on all Supplier’s Tax invoices</p> <p><b><u>For delivery of goods</u></b> : a) <b>UL PO Number</b>  b) Supplier delivery note number  c) Must be a single Invoice per delivery note</p> <p><b><u>For delivery of services</u></b> : a) <b>UL PO/DO Number</b>  b) Optional - UL Goods Receipt number  (helps expedite payment)</p> <p><b>Foreign currency invoices must show exchange rate on the invoice.</b></p>												
<b>Unilever vendor number</b>	Invoice must state : “ <b>Unilever vendor number : xxxxxxx</b> ”. Unilever Procurement contact will assist Suppliers with this number.												
<b>Description of goods purchased/service rendered</b>	A clear <b>description</b> of the goods or services supplied and the <b>quantity</b> or <b>volume</b> of the goods or services supplied.												
<b>Proof of delivery</b>	<b>Delivery notes are mandatory</b> for factory deliveries and must include a <b>UL PO/DO/MO number</b> . Supplier can only issue the tax invoice once goods or services have been rendered to UL.												
<b>Delivery address</b>	<b>Goods delivery address</b> of the UL site must appear on the tax invoice												
<b>Amount</b>	Invoice to reflect <b>total excluding VAT</b> , <b>total including VAT</b> and rate and amount of any discounts given if any.												
<b>Tax/VAT</b>	Invoice must reflect current <b>VAT rate</b> , <b>VAT exclusive amount</b> for each description of goods or service supplied, and the <b>total tax</b> charged.												
<b>Methods of submitting tax invoices by Suppliers to UL</b> (only 1 method to be used. Do not send duplicate inv’s unless specifically requested to do so by UL/IBM)	<p>Either 1 of the below Invoice delivery methods can be used :</p> <ol style="list-style-type: none"> <li><b>Post to</b> : P. O. Box 31953, Lusaka, Zambia (Att: Scanning Department)</li> <li><b>Physical address</b> of UL Office : Plot no 7136, Mwembeshi Road, Lusaka, Zambia Att: Scanning Department)</li> </ol>												

**COMPLIANT TAX INVOICE**

Please Note: The layout need not be identical but the Invoice must include all required information

