E-INVOICING

Frequently Asked Questions – Tungsten Network
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How is the switch from paper to E-Invoicing managed?

Can I send electronic invoices using Tungsten Network to all of my customers?
Who is Tungsten Network?
Tungsten Network is a global electronic invoicing network. Tungsten Network’s E-Invoicing platform enables suppliers to send invoice data directly from their accounting systems in any format to customers who are enrolled on the Tungsten Network.

What is Unilever’s expectation from the supplier regarding mandate e-Invoicing?
Unilever has mandated e-invoicing for all our suppliers billing to Unilever Europe, North America and Supply Chain entities. We expect and strongly recommend all suppliers to sign-up for e-invoicing to improve and optimize the invoice payment process.

Is there any alternate way of submitting invoices other than E-Invoicing?
No, E-Invoicing is the only option to submit invoices to Unilever from 1st Oct 2016. Refer Appendix A for the list of countries to adhere to e-invoicing.

What is the last date or deadline to get registered on Tungsten network?
Given the benefit to both supplier and customer, e-Invoicing will be the default invoicing route and the handling of paper invoices will be phased out. Upon receipt of the communication pack, suppliers for Unilever North America, Europe and Supply Chain entities will be expected to be ready to send electronic invoices by 01st Oct 2016. Unilever would therefore encourage you to adopt this initiative early.

Who can use the service?
Unilever vendors who are issued Purchase Orders payable. Fee based and invoices paid by credit card are not in scope.

How does it work?
Tungsten receives invoice data from you through the Internet and verifies certain data fields on behalf of the Unilever key to AP routing and approval, and sends a confirmation report to a contact (or group email) of your choosing. Tungsten will then create an invoice PDF from that data and have the data and PDF image delivered into the Unilever accounts payable system. The certifying official at the station can then have the data and image available for certification. This process typically takes no longer than 30 minutes.

How do I get started?
Your account has been created on your behalf by the Unilever with Tungsten. Subsequent to this communication, Tungsten will be contacting you to introduce the program and set you up on the Tungsten network. If you do not hear from Tungsten or would want to expedite the process, please email e-invoicing@unilever.com with the name of your company for priority. After setup, you will then receive a “Ready to Transact” email from Tungsten at which point you can begin invoicing the Unilever.
What if I already subscribe to the Tungsten network?
If you already have an account with Tungsten, please log on with your credentials, and log a support ticket requesting the Unilever be added as a new buyer to your account. Tungsten will then update the account to allow invoicing after verification by the Unilever.

Is invoicing via Tungsten Network a requirement for doing business with UNILEVER?
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.

What are the benefits of using Tungsten Network?
- **Secure and guaranteed invoice delivery** - no more lost invoices
- **You can check the status of your invoice online** - from delivery through to payment
- **Reduced processing time** - we receive your invoices faster which means you are able to pay you on time
- **Instant invoice validation** - Fewer delays due to missing information
- **Any-to-any data formatting technology** - no additional software or hardware
- **Higher processing transparency and better cash flow management due to 24/7 access and reporting**
- **VAT compliant** - regardless of where invoices are sent from or received
- **Easy and cost efficient** - send invoices at any time

Do I need to install additional hardware or software?
Tungsten Network is web-based; therefore all you require to access the E-Invoicing platform is a browser and internet access.

Will I need to use this service if my account is currently paid on time?
Your use of Tungsten Network 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 invoice.

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 happens if I continue to send paper invoices?
Unilever will not accept any more paper invoices from **01st of Oct 2016**
Once you start sending invoices through Tungsten Network you will need to discontinue sending paper copies.

What e-invoicing options does Tungsten offer to suppliers using their network?
Tungsten Network offers flexible electronic options for submitting e-invoices that accommodate a variety of supplier sizes, systems, and processing needs. In addition, suppliers do not need to install any hardware
or software or change the way their systems are configured. There are two primary methods/options for sending invoices and credit notes through the Tungsten network: the Integrated Solution and the Web Form:

**Integrated Solution**: This option is the best fit for suppliers submitting a high volume of invoices and it allows them to send a billing (invoice or credit note) data file from their financial system directly to Tungsten.

**Web Form**: This option is the best fit for suppliers submitting a low volume of invoices and it allows them to create their billing invoices and/or credit notes directly in the on-line Tungsten portal and submit them electronically to their customers.

**Can we attach supporting documents on Tungsten while submitting invoices? And How?**

The requirements for certifying the invoice are determined by the local certifying official. In some cases, supporting documentation will be required to accompany the invoice. This can be provided by creating an electronic file either by using print drivers on your computer or scanning the paper. Currently supported files are limited to TIF (or TIFF) files, however in the future the Unilever will support PDF files generated by any number of free PDF print drivers available on the web, or as a direct output from a scanner. Once uploaded at the time the invoice is entered into Tungsten, the supporting documentation is permanently attached to the electronic invoice and sent to the Unilever certifying official.

**What costs are associated with enrolling on Tungsten Network?**

Tungsten Network offers two types of invoice delivery; an integrated solution and a web form solution.

The Integrated Solution enables suppliers to send their invoice data in any format directly to our accounting system. This integrates your current billing system into Tungsten’s E-Invoicing network so that data is transferred without manual intervention; this solution has an annual membership fee plus a transaction fee if you exceed the number of free invoices which this solution offers.

The Web Form solution allows you to manually enter data into Tungsten Network’s secure online form. If you choose to use the web form solution you are not required to pay a set-up or joining fee to start using this service. You will receive 52 free transactions per annum; if your invoicing requirement exceeds the free transactions, you will be able to purchase more. Please refer Tungsten Network pricing link:


**What does the membership fee for the Integrated Solution cover?**

The membership fee covers the cost to Tungsten Network for setting you up on their network and the general costs of maintaining the network. The membership fee is an annual cost regardless of the number of customers that you invoice via the network.

**Will Unilever pay the fees?**

Unilever doesn’t pay any fees on behalf of suppliers. Benchmarking studies have shown that the switch to E-Invoicing offers competitive costs for invoice administration. Tungsten Network will assist you to select
the most cost effective option for your business based on size, complexity and the volume and frequency of invoices expected.

**Do I need to sign an agreement with Tungsten Network?**

If you select the **Integrated Solution** you will sign a supplier specific agreement with Tungsten Network. If you choose the **Web Form** solution you will be required to accept Tungsten Network’s standard terms and conditions.

**Does this electronic invoicing requirement apply across all of UNILEVER entities?**

Electronic invoicing applies to all counties in Europe (Excluding Greece), North America (US and Canada) and Supply Chain (UASCC and USCC).

**Does Contract and PO T&C include mandate e-invoicing?**

Yes, all supplier contracts and PO T&C’s would be amended to send only electronic invoices from 1st of Oct 2016

**Whom can I contact within UNILEVER?**

The implementation of E-Invoicing will be managed on behalf of UNILEVER by Tungsten Network. In the first instance you should contact Tungsten Network to discuss your queries for the Integrated Solution; if Tungsten Network is unable to solve your queries then you can contact Unilever E-Invoicing program team: e-invoicing@unilever.com

**What if I don’t have a system capable of creating electronic invoices?**

If you print invoices generated by any invoicing system, you can send invoice data files to Tungsten Network using the Integrated Solution. If you raise invoices manually (Word, Excel etc.) you can access Tungsten’s E-Invoicing platform via the secure web site and create invoices online using the Web Form. No software installation is required; all you need is an internet connection and standard browser.

**I already send some invoice data directly to other customers; can I send EDI/XML Invoices directly to Unilever?**

No, EDI and XML are just data formats as far as Tungsten is concerned; therefore you can use this preferred format to deliver the data to Tungsten. Unilever cannot take any electronic invoices directly from suppliers (even if these suppliers are already exchanging information for other supplier integration programmes like e4US).
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 Tungsten Network?

No, the Tungsten network ensures that the data that you send can be uploaded into the Unilever payment processing system (DCIW) and where applicable can then be matched to a goods receipt record. Offering Unilever an image of the invoice or an option to download the data in a fixed format does not meet this requirement.

Will Unilever make payments using Tungsten Network?
Tungsten Network is not a payment platform. Unilever will continue to use their current payment process.

How is the switch from paper to E-Invoicing managed?
Once you are set-up and ready to transact via the network, Tungsten Network will send you an alert to notify you that you are ready to submit invoices to our accounts department.

Can I send electronic invoices using Tungsten Network to all of my customers?
Tungsten Network allows you to send electronic invoices to any other customers that are using the network once you have enrolled.

Can I send transactions for more than one customer in one file?
For the Integrated Solution, Tungsten Network can accept data files in any format covering as many customers as you require. Tungsten Network will agree with you how each customer is identified in your data file and will then deliver each transaction to the correct customer.

What contract duration will be offered and what happens if you stop supplying Unilever in that time?
Tungsten Network will offer a standard contract for 3 years. You may also request shorter contract duration of 1 year. In the event that your business relationship with Unilever ends, then you may cancel your Tungsten Network contract at any point. Once you stop transacting, no further transaction fees will be charged and no further membership fees will be charged from the point of cancellation.

My organization is planning to change its invoicing software soon, should I wait before subscribing?
Tungsten Network accepts any incoming data format therefore you should join the network as soon as possible and send your invoices now to ensure your payments are not interrupted. You can simply advise Tungsten of the changes when you are ready to use your new software. They will make the necessary changes without interruption of invoice delivery.

Can Tungsten Network work with non-English speaking technical staff?
If you require language assistance to get your account set up please call +44(0)8701657420/7430 and ask for assistance in the following languages; French, German, Dutch and Spanish. Tungsten Network also has local client services numbers for the following countries:

- France: 0170708100
- Germany: 069222220290
- Netherlands: 0207121385
- Spain: 0914141472
- Ireland: 012477709
- Sweden: 0850578418
- Finland: 800118871
- Denmark: 080885818

If I currently submit consignment invoices, will I still be able to do this electronically via Tungsten Network?
Yes, as long as the standard European Unilever consignment process is followed. Please ask the Tungsten Network implementation manager or support desk for specific details.

If I currently use self-billing as part of my business process for invoicing Unilever, will I still be able to do this electronically via Tungsten Network?
No, self billing is not yet supported in the Unilever Tungsten Network setup.

When and how do I pay the membership fee?
Integrated Solution: Payment of the initial annual subscription fee for Integrated Solution is due upon contract signing. Tungsten will not commence Supplier implementation until credit card, ACH or other payment is confirmed. The annual charge(s) includes set-up, mapping, maintenance and support for the service covered. Prices are subject to change with 30 days prior written notice. All fees are exclusive of taxes, which are the sole responsibility of the Integrated Supplier.

Web Form: Upon completion of the Web Form registration, each supplier’s account will be credited with an initial 52 transactions at no charge. These 52 transactions will be renewed after 12 months from the date of registration, unless they are completely used and additional transactions are needed within the 12 month period. At that time, a batch of 25 will be the minimum quantity you can purchase

Is there further information available on the Tungsten Network service?
Yes, please visit http://www.tungsten-network.com/unilever/

Does Tungsten Network have any tutorial videos to understand the process?
Yes, please refer the below video links.

How to register for the Tungsten Network portal?
How to connect with Unilever?

How to create an Invoice and Credit Note?

How to open a support ticket and track its progress?

How to view the status of invoices on Tungsten Portal?
## Appendix A – List of Countries

<table>
<thead>
<tr>
<th>Country</th>
<th>E-Invoicing countries</th>
<th>E-Invoice Legal?</th>
<th>Tungsten Network Solution</th>
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