



Unilever

Procure to Pay

Perfect Invoice Guidelines 2017

Unilever Ghana Limited

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Invoicing Golden Rules

- Commence work only after you have **received a valid Purchase Order, at Unilever we strictly adhere to ' NO PO NO PAY'**
- Send **compliant tax/commercial invoices** that adhere to Unilever's invoicing requirements. *(Refer to page 6 – Unilever Invoicing requirements).*
- **Provide documents** to fully support your invoice claim. *(Delivery Note/waybill with PO number on Invoice is mandatory for Factory Deliveries, For all Service Invoices DO numbers should be mentioned on face of the invoice)*
- Ensure that the **bank account details (including SWIFT and IBAN in case of Foreign payments)** are rightly mentioned on the invoice.
- Invoice should be **Commercial/tax** and not Proforma invoice, and should have **unique** invoice number.
- Ensure the **Tax/Commercial** invoice is in the **same currency** as the PO
- Ensure you **do not consolidate multiple Purchase Order** lines into 1 line on the invoice (Example, if the PO has service rate on line 1 and expenses on line 2 do not consolidate them as one entry on the invoice).
- Ensure additional costs like **freight costs** are clearly mentioned on Invoice in a separate line.
- Submit the invoice **within 7 days** of delivery of the goods / service. *(Note that Payment terms will be effective from date of invoice submission and not Invoice date)*
- In case of **change in your contact no /Mail Address /Bank Details** please mark your UL Requestor & Procurement Contact in copy and send an email to our IBM HELPDESK stating the changed information. This will enable us to change our records and not cause delay in Payment of your invoices. *(Refer page 5 for information on Helpdesk)*
- It is helpful to mention the **name of the Unilever Requestor** on the invoice.
- Ensure invoice **print quality** is reasonably good and readable.
- The invoice should be hand delivered /Couriered only to **the Bill to Address mentioned on PO/DO** or soft copy can be mailed over given Id's on page 4

Note: Invoice failing to comply with all of above golden rules will be rejected

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Important things to remember:

- If you have not received a valid Purchase Order (10 digit) number starting with 45XXXXXXXX series PO or DOXXXXXXXX via a system generated email, **please inform your Unilever Requestor. Invoices without valid Purchase Order reference would be rejected.**
- Only raise your invoice once you have the valid Purchase Order and have successfully delivered the good/service (unless partial/staged invoices have been agreed).
- The Tax / Commercial Invoice should correctly reflect Unilever PO/DO number & **Supplier Delivery Note Number** (Mandatory for Goods, optional for service which will expedite the pay process)
- For Tax Legislation VAT number for Unilever Ghana Ltd must appear on the Tax Invoice
VAT NO : C0002788411
Company Registration No : C0002788411
- Unilever follows **strict No PO No Pay policy** which precludes us from paying any invoice without a formal Purchase Order (PO/DO) issued for our suppliers first.
- **Invoice date should be after the PO/ DO date.**
- Please ensure any **previously agreed changes** to the PO are reflected in your invoice.
- Indicate the Purchase Order on the **front page** of the invoice. It may also be referred to as Direct Order (DO) number.
- **Credit Notes** must reflect the Original Invoice number or the PO/DO number in case of overstated invoices.
- For Foreign Invoices amount will be paid to **Bank details reflecting on Invoice**, as such ensure the details are updated and correct **For Local Vendors the invoices will be paid to bank account details updated in our Vendor Master data.** In case if there is any change to your bank accounts please reach out to your UL Procurement with all supporting's and get the details updated .

Invoice Submission



Once goods and services have been delivered to Unilever Ghana, Supplier can choose **any one of the below method** to send the valid Tax/Commercial Invoice

1. Via Physical / Post Submission : The Invoice can be handed over in Person by the Vendor at the security desk addressing it clearly to Account Payable Team. Alternatively the invoice can be couriered to our Post box details mentioned below

ATTN : Accounts Payable Team

Unilever Ghana Limited
Heavy Industrial Area, Site 5A
Publishing Road, Tema
PO Box 721

2. Via Mail : Send the Tax / Commercial Invoice soft copy to the below mail address of the Accounts Payable team

GH.Payables@unilever.com with a CC to AP contacts

Francis.Awuku@unilever.com;

Evelyn.Adri@Unilever.com

Mahamud.Alidu@Unilever.com

Note : Supplier to choose only 1 method for sending invoices, please do not duplicate and send invoices. Also Delivery Note /Way bills are a must to attach along with Goods Invoices. The DO Numbers should always be quoted on all Service related invoices.

APPLICABLE ONLY FOR FOREIGN SUPPLIERS / FOREIGN CURRENCY TAX INVOICES: Adhere to all of the above compliant tax invoices rules, and in addition:

1. For Goods Tax Invoices - ** All shipping documents, Customs documents along with tax / commercial invoice must be sent to your **nominated person (UL Requestor /Procurement agent). The nominated person will then verify all the supporting's and invoice along with GR done and accordingly hand it over to Accounts Payable team for Scanning & Processing.** No foreign invoice for goods will be paid unless complete supporting documents are attached

Checking Your Invoice Status



Tungsten Invoice Status Service, also known as **Vendor Query Portal** is an online service that gives **you full visibility of your invoice processing and payment status**, regardless of your invoice submission method.

The **benefits of Vendor Query Portal (VQP)** include:

- **Simple and fast** registration and login through the Tungsten Portal to quickly see the status of your invoice .
- **Invoice information available** from time of receipt through to final payment. **No need to call or email Unilever’s Helpdesk.**
- You have **full control** over the frequency of the update
- **Extensive exception management** for your existing business processes
- **Tailored to your local language** and supported by local customer service teams
- This functionality is **Free of Charge – No Cost involved.**

Below is a link to a video that will aid to explain this functionality further:

<https://www.tungsten-network.com/uk/suppliers/get-invoice-status/>

Self- Registration for VQP:

Click the link below to go to Unilever VQP welcome page. Click register or Enroll now link on the page

<https://portal.tungsten-network.com/Forms/Ticket/NewSupportRequest.aspx>

- If the registration is successful, choose to “Connect with your Customer” on the Tungsten portal
- Else, if registration failed due to certain reasons such as “company name already exists”, raise a service ticket in the portal under the section of “help and support >
- Contact us Link:

<http://www.tungsten-network.com/uk/help-support/contact-us/>

IBM Helpdesk:

For Procure to Pay related queries, you may also contact the [Unilever helpdesk](#) below:

Country	Purchase Order & Procurement Contact	Accounts Payable & Ariba Contact Details
Ghana	Finance.IP.GH@unilever.com Tel: +27-218-311-971	Finance.AP.GH@unilever.com Tel: +27-218-311-971

UNILEVER PURCHASE ORDER

Order No. **DO 1234567** : <Purchase Order Title>

You must quote the Purchase Order number on the relevant invoice

Please ensure the address is correct on your Invoice

Supplier

Ship To:
Unilever Delivery Address

Bill To:
Unilever Invoice Address

This is the address for delivery of goods / services , Not the Invoice Address

Important: Terms & conditions as agreed between the parties. Invoice requirements: invoices should contain a Unilever contact name and/or cost centre number, your VAT registration number, the relevant Unilever entity VAT registration number and your Bank account details.

Please ensure the currency on your invoice matches the purchases order

Item	Description	Part number	Unit	Qty	Delivery Date	Unit Price	Extended Amount
1	<Line Item description>		Each	0	None	0.00 EUR	00.00 EUR
	ABCHDEFGH						
Deliver to individual:							
						Total Value (excluding taxes)	0.00 EUR

Please ensure the total is correct minus VAT