



SUPPLIER DIGITAL PORTAL

GUIDE

24 January 2022

Version 2.0

Vodafone



Table of Contents

1. What is Supplier Digital Portal (SDP)?	3
2. How to log in?	4
3. Dashboard	5
4. Invoices	6
4.1. Invoice	6
4.1.1. All Items	6
4.1.2. Open Items	7
4.1.3. Cleared Items	7
4.1.4. Invoice search without date range	8
4.1.5. Calendar icon	9
4.1.6. Sorting documents	10
4.1.7. Customized view	10
4.1.8. Invoice Statuses	11
4.1.9. Invoice Details	13
4.1.10. Export	14
4.1.11. Ticket creation from Invoices tab	14
4.1.12. Show related ticket	15
4.1.13. Self-billing	15
4.2. PO	16
4.3. Favourites	17
4.4. Statistics	18
4.4.1 Bar chart	18
4.4.2 Pie chart	19
5. Tickets	20
5.1. How to raise a ticket?	20
5.2. Ticket details	21
5.2.1. Escalation management	22
5.2.2. Ticket closure	23
5.3. Favourites	24
5.4. Statistics	24
6. My Details	25
6.1. My Details tab	25



6.2. Bank information.....	26
7. Knowledge and Support.....	27
8. Notifications.....	28



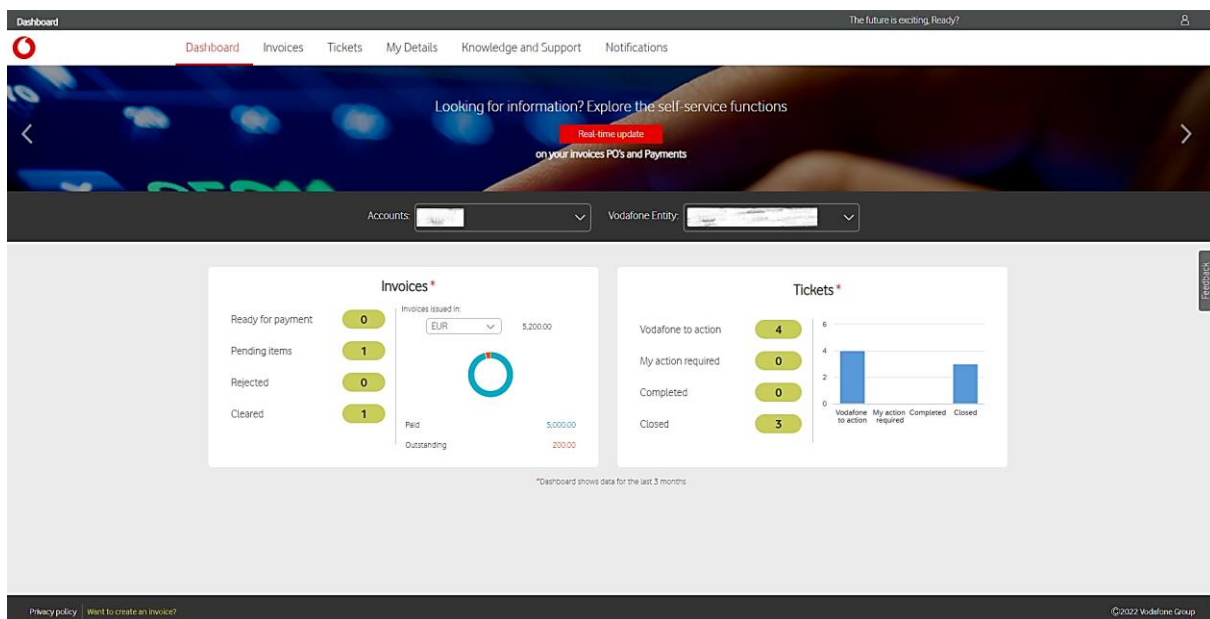
1. What is Supplier Digital Portal (SDP)?

Supplier Digital Portal (SDP) is a multifunctional tool, facilitating transparent and structured information sharing and smooth communication between Vodafone and its suppliers. SDP offers the following:

- check the real-time status of your invoices
- check the real-time details of your payments
- review your POs
- view your company details stored by Vodafone and request changes if needed
- built in content repository with predictive search option to help you find the information/guidance on various topics
- ticketing option in case further support is required from Vodafone Query Team, who will take the necessary actions to solve the claim the earliest possible

The portal includes the following widgets:

1. **Dashboard** – Personalized welcome screen with summary on invoices and tickets over the last 3 rolling months
2. **Invoices** – List of your invoices, payments, and PO details in a more structured manner, with single click ticket opening feature
3. **Tickets** – Manage your existing tickets and raise new ones
4. **My Details** – Your company records are displayed with the possibility to request modifications
5. **Knowledge and Support** – FAQs and guides with embedded Search bar that will help you find information on various topics
6. **Notifications** – Ticket related notifications for an easier query management



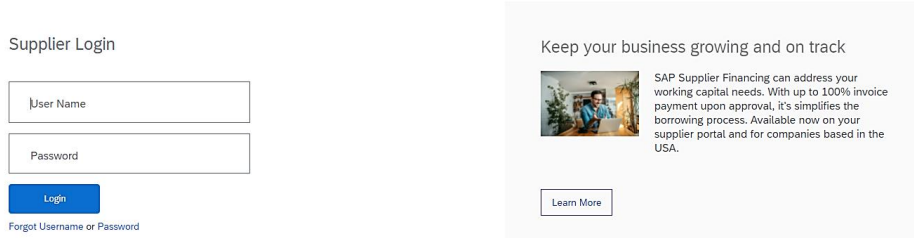


2. How to log in?

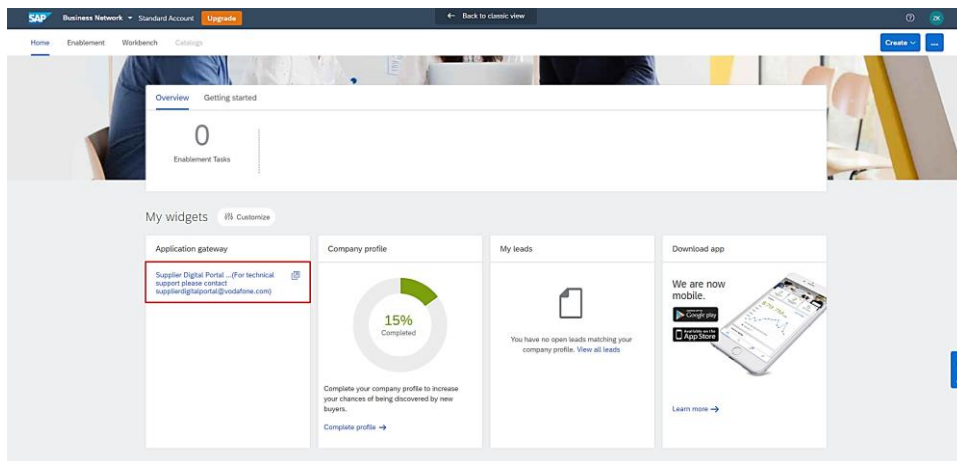
You can access Supplier Digital Portal via the Ariba Network <http://supplier.ariba.com/> via Single Sign On.

Registration to Ariba Network is a pre-requisite to access SDP. If you are uncertain about your registration status, please contact our Technical Support Team at supplierdigitalportal@vodafone.com

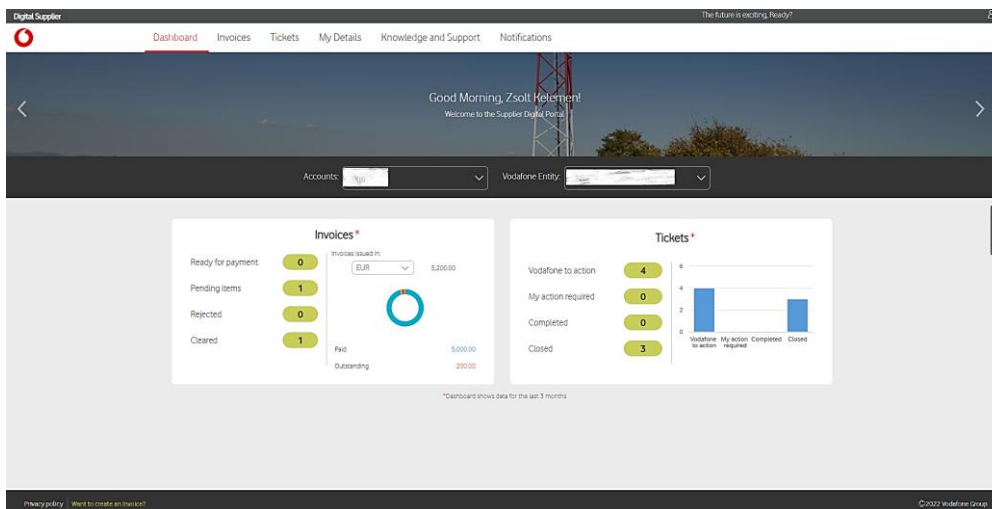
Note: For the best SDP user experience we recommend using Google Chrome with screen resolution of 1920 x 1080



Once you provide your login details, search for the Application Gateway tile, and click on the Supplier Digital Portal hyperlink.



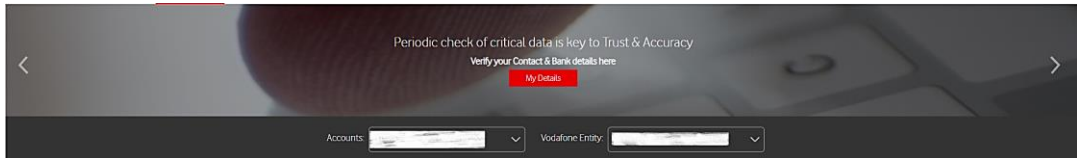
You should land on the Welcome screen of the Supplier Digital Portal:





3. Dashboard

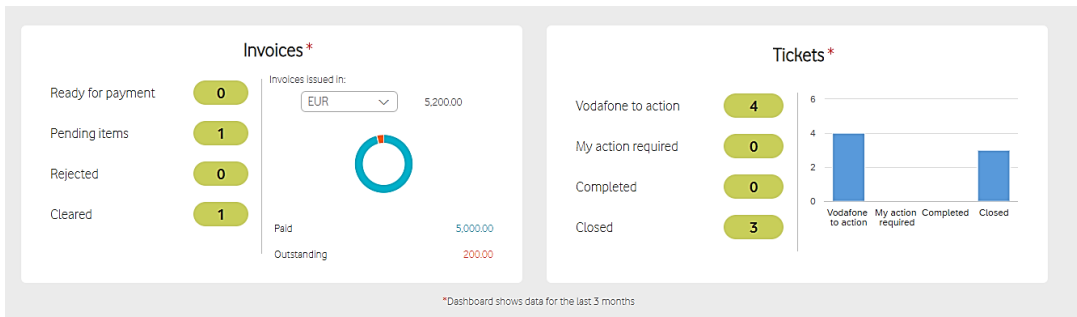
Dashboard represents the landing page where the upper ribbon shows the main widgets of the tool. Next to the welcome screen, running banners contain key highlights from the available guides and FAQs.



Below the running banner you can find your Supplier Account(s) and Vodafone Entity(s) to which these accounts are extended to. From now, you can select multiple accounts (If you have more than one supplier account created with Vodafone) and entities to filter the invoices and tickets for.



Invoices and Tickets cards reflect real time information for the last rolling 3 months as per your selection. Data is getting updated as you change your selection criteria.



On the right side you can find the Feedback button where you can share the overall user experience and improvement ideas about the portal.

Feedback

- How easy is it to navigate through Supplier Digital Portal?
 (Sad) (Neutral) (Happy) (Very Happy)
- Were you able to find the information on the portal you were looking for today?
 Yes No
- What kind of topics were you looking for on Supplier Digital Portal?
 Viewing charts and statistics Reviewing master data records Opening tickets
 Checking invoice/PO/payment status Looking for guides and FAQs
- How likely it is that you would recommend Supplier Digital Portal for other colleagues?
 (Sad) (Neutral) (Happy) (Very Happy)
- Should you have any further comments, please feel free to share.



4. Invoices

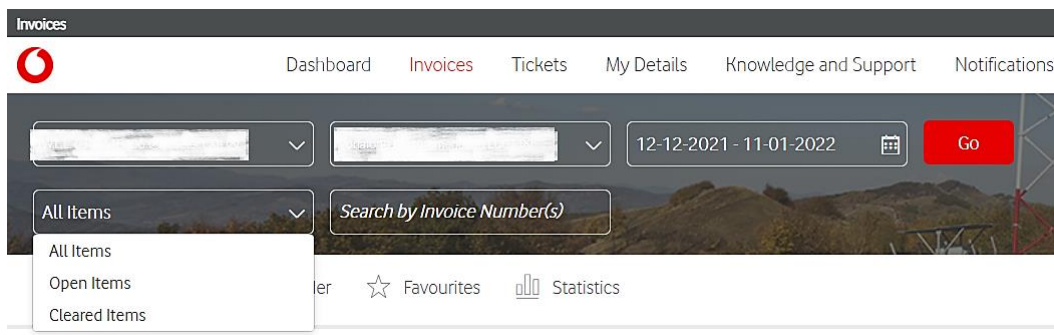
4.1. Invoice

Invoice sub-tab shows all invoices and credit notes in relation with the account(s), entity(s), and date range. Data load should not be a challenge anymore, if you have a significant volume on a yearly base, the newly re-designed backend is now capable to return all your items for a larger date range:

- With single account and entity selection you may load your data up to 5 years.
- With multi-account and multi-entity selection you may load all your data for 2 years.

Now, we are bringing even more structure to your data by introducing the item category dropdown. After selecting your account(s) and entity(s) you may choose from the following:

- All items
- Open items
- Cleared items



4.1.1. All Items

By choosing All items (default selection) all your invoices and credit notes will be returned for the selected account(s), entity(s), and document date range.



The screenshot shows the 'Invoices' page with a table of invoice data. The table has columns: Favourite, Company C..., Vendor No, Document L..., Document d..., Invoice number, Payment date, Amount, Currency, Purchase or..., Status, Due on, Remittance..., Ticket, and Related ticket. Two rows of data are visible.

Favourite	Company C...	Vendor No	Document L...	Document d...	Invoice number	Payment date	Amount	Currency	Purchase or...	Status	Due on	Remittance...	Ticket	Related ticket
☆			Invoice	06-09-2021	TESTING_879		122.00	EUR		Ready for Payment by Citi Bank	29-12-2021		Create Ticket	Show Tickets
☆			Invoice	06-09-2021	TESTING_989		122.00	EUR		Ready for Payment by Citi Bank	29-12-2021		Create Ticket	Show Tickets



4.1.2. Open Items

By choosing Open items, system will return all your current open items (pending for further processing or payment) for the selected account(s) and entity(s) regardless of the document date.

List of statuses that are grouped under Open items category: Ready for Payment, Ready for Payment by Citi Bank, Under Processing, Under Tax Review, Under Review, Missing Goods Receipt, Missing WHT certificate, Waiting for Netting, Blocked for Embargo, Returned Payment, Rejected Payment, Credit Note Required. This allows you to have a better visibility of your Open/Pending positions.

Favourite	Company C...	Vendor No	Document L.	Document d.	Invoice number	Payment date	Amount	Currency	Purchase or...	Status	Due on	Remittance...	Ticket	Related ticket
☆			Invoice	27-08-2021	TESTING_850		122.00	EUR		Ready for Payment by Citi Bank	29-11-2021		Create Ticket	Show Tickets
☆			Invoice	27-08-2021	TESTING_430		122.00	EUR		Ready for Payment by Citi Bank	29-11-2021		Create Ticket	Show Tickets

4.1.3. Cleared Items

By choosing Cleared items, system will ask you to specify the payment date instead of the document date and will return all your payments for the selected account(s), entity(s), and payment date range.

Data layout will slightly adjust to this selection and data will be grouped around the payment to give you more clarity on what and when was paid exactly. To reveal the payment details, just click on the payment document (820xxxx) and system will return the list of invoices and credit notes that have been cleared within that payment.

Company Code	Vendor No	Payment date	Payment document	Amount	Currency
		28-01-2020	820	34	TRY
		28-01-2020	820	11	TRY



Company Code	Vendor No	Payment document	Document type	Invoice number	Invoice Date	Payment date	Amount	Currency
40	8	Invoice	Invoice	21-01-2020	28-01-2020	34	TRY	

Both payment summaries and payment details are exportable in Excel.

Supply Chain Financing may have certain limitations. For those cases we strongly advice to check the details with the relevant financial institution.

4.1.4. Invoice search without date range

Portal allows its users to search for random invoice or list of invoices for the selected account(s) and entity(s) without specifying the date range. This feature is enabled under All and Open items categories. Just paste your single invoice reference or list of invoice references (up to 50 entries) in the **Search by Invoice Number(s)** field on the header and hit Go. Once data is pasted system is auto clearing the date range window to make sure document date is not impacting your search results.

Once activity is finished, just clear the content of the filed by pressing the master X and system will populate back the default date range.



Favourite	Company Code	Vendor No	Document type	Document date	Invoice number	Payment date	Amount	Currency	Status	Due on	Remittance Ad...	Ticket	Related Ticket
☆			Invoice	18-11-2021	TESTING_725		12,000.00	USD	Ready for Payment by Citi Bank	29-11-2021		Create Ticket	Show Tickets
☆			Invoice	27-11-2021	TESTING_430		12,000.00	USD	Ready for Payment by Citi Bank	29-11-2021		Create Ticket	Show Tickets
☆			Invoice	27-11-2021	TESTING_850		12,000.00	USD	Ready for Payment by Citi Bank	29-11-2021		Create Ticket	Show Tickets
☆			Invoice	06-12-2021	TESTING_879		12,000.00	USD	Ready for Payment by Citi Bank	29-12-2021		Create Ticket	Show Tickets
☆			Invoice	06-12-2021	TESTING_969		12,000.00	USD	Ready for Payment by Citi Bank	29-12-2021		Create Ticket	Show Tickets

4.1.5. Calendar icon

To change the date, click on the calendar icon, then, you can select the timeframe of which you would like to see your documents:

01-12-2021 - 31-12-2021

December 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

You can change the date in 2 ways:

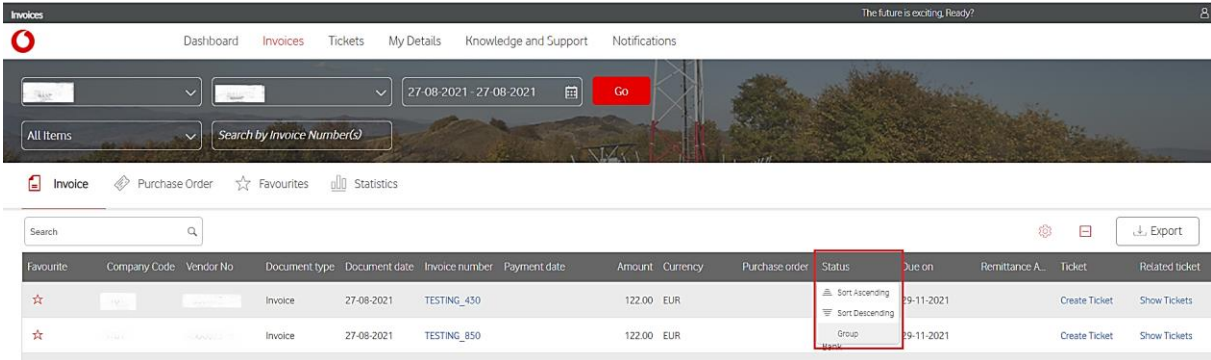
- Select the period by clicking on Year, then selecting the Month and Date – this is to select the From, and you have to follow the same for identifying the To range
- Overwrite the dates manually, keeping the original date format of DD-MM-YYYY – DD-MM-YYYY

Remember, the calendar is representing the document date under All items and the payment date under the Cleared items.



4.1.6. Sorting documents

By clicking on the table header, you can perform sorting or grouping of the list. Grouping we recommend for Company code, Vendor ID, and Status.

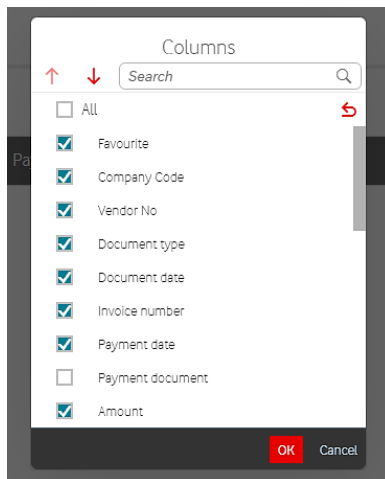


To remove the grouping, please press the **Remove Grouping** icon.



4.1.7. Customized view

By clicking on the **View Column Setting** icon, you can add and remove columns by ticking and unticking them.





4.1.8. Invoice Statuses

In Invoices tab, in column Status you will find the status of your invoices and credit notes.

Favourite	Company Co.	Vendor No	Document type	Document date	Invoice number	Payment date	Amount	Currency	Purchase order	Status	Due on	Remittance A.	Ticket	Related ticket
☆			Invoice	27-08-2021	TESTING_430		122.00	EUR		Ready for Payment by Citi Bank	29-11-2021		Create Ticket	Show Tickets
☆			Invoice	27-08-2021	TESTING_850		122.00	EUR		Ready for Payment by Citi Bank	29-11-2021		Create Ticket	Show Tickets

Below are all the possible invoice statuses:

- Paid:** The invoice has been paid. The payment date, payment amount (net of any discounts or Tax Discrepancies), payment document number and impacted bank account number will be visible in separate columns next to the invoice reference number. By clicking on the **Remittance Advice** button, a remittance advice will be generated and sent to your email address recorded in our system specifically for this purpose.

Favourite	Company Code	Vendor No	Document type	Document date	Invoice number	Payment date	Amount	Currency	Purchase order	Status	Due on	Remittance Advice	Ticket	Related ticket
☆			Invoice	31-01-2020		04-05-2020	1€			Paid	04-05-2020	Remittance Advice	Create Ticket	Show Tickets
☆			Invoice	31-01-2020		04-05-2020	8.			Paid	04-05-2020	Remittance Advice	Create Ticket	Show Tickets

- Paid by Taulia:** Applicable when you are registered to Taulia e-Invoicing portal and your Taulia supply chain financing is enabled. Your invoice has been paid via Taulia portal.
- Paid by Citi Bank:** Applicable when you are registered for Vodafone's factoring solution. Your invoice has been paid via Citi Bank.
- Ready for Payment by Citi Bank:** The invoice has been posted and will be paid based on your agreed payment terms with Citi Bank.
- Ready for Payment:** The invoice has been posted and will be paid at due date.
- Waiting for Netting:** You are a Vodafone Supplier and Customer at the same time hence your Accounts Payable documents are going to be offset with your Accounts Receivable documents.
- Netted:** You are a Vodafone Supplier and Customer at the same time hence your Accounts Payable documents are offset with your Accounts Receivable documents.
- Internal Clearing:** Invoice/Credit note reversed or matched to each other internally. In case of residual amount, it will be paid/deducted from your account.
- Under Processing:** Your invoice has been received and is currently under Vodafone internal validation.
- Missing goods receipt:** Your invoice has been blocked due to missing confirmation of the goods or services. We recommend you contact your PO requestor regarding this so that your invoice can be timely approved for payment.
- Under Tax review:** The document has been sent to Vodafone Tax Team for review.



- **Missing WHT certificate:** Invoice blocked due to missing/expired WHT certificate. Requested you to send us your latest Withholding Tax certificate to release the invoice for payment.
- **Credit Note required:** Your invoice is blocked because it was issued with incorrect amount or we haven't received the invoice for your pending credit note. In case of incorrect amounts please contact your Vodafone Requestor or Buyer for further information and send us the necessary partial or total credit note. In case of missing invoices, please check the related credit note and send us the invoice.
- **Blocked for Embargo:** The invoice is stopped due to dispute with the Tax Authorities.
- **Returned payment:** We got your refunded payment, or your beneficiary bank did not accept our payment. For not accepted payments please contact your bank and inform us about the reason of return to be able to resolve the issue as soon as possible.
- **Rejected payment:** Payment file was rejected by our system due to technical reason, please check your bank account settings under My Details tab and request changes if needed.
- **Under review:** The invoice has been posted and is currently under Vodafone Internal validation.
- **Rejected:** The invoice has been permanently rejected. For further details, please check the **Rejection reason** available in the list of columns or the **Rejection details** within invoice details.

Status	Ticket	Related ticket	Rejection reason
Rejected	Create Ticket	Show Tickets	Incorrect VAT/TAX %

Invoices

Dashboard
Invoices
Tickets
My Details
Knowledge and Support

Invoice number
REJECTION TEST2

Supplier id
40

Status
Rejected

Invoiced to

PO Items
⚠ Rejection details



These statuses are categorized in 4 groups on the Dashboard, based on last 3 rolling month data:

Status	Dashboard
Ready for Payment	Ready for Payment
Ready for Payment by Citi Bank	Ready for Payment
Paid	Cleared
Paid by Citi Bank	Cleared
Paid by Taulia	Cleared
Netted	Cleared
Internal Clearing	Cleared
Under Processing	Pending items
Missing goods receipt	Pending items
Under Tax review	Pending items
Missing WHT certificate	Pending items
Credit Note required	Pending items
Waiting for Netting	Pending items
Blocked for Embargo	Pending items
Returned Payment	Pending items
Rejected Payment	Pending items
Under Review	Pending items
Rejected	Rejected

4.1.9. Invoice Details

If you click on the Invoice number in Invoices screen, you are redirected to the Invoice Details.

In case of invoice with PO, you can find more information about line items used for booking, the net and gross amount, tax % and tax amount as well.

The screenshot displays the 'Invoice Details' page in the Supplier Digital Portal. At the top, there is a navigation bar with 'Invoices' selected. Below the navigation bar, the invoice details are presented in a structured layout:

- Invoice number:** 7
- Status:** Paid
- Total amount:** 18
- Due on:** 04-05-2020
- Supplier id:** 40
- Invoiced to:** [Redacted]
- Document date:** 31-01-2020
- PO number:** 15

Below the metadata, there is a section for 'PO Items' with a warning icon and 'Rejection details'. A table lists the PO items:

Item	Description	Quantity	Unit of measure	Net Amount	Related Currency	PO	PO Item	VAT%	VAT Value
000001	...	10.00	CRT	14.00	EUR	15L	00001	21.00	3.00



4.1.10. Export

Regardless of which item category you are looking, Export feature is available to further process the data in MS Excel. Once clicked system will autogenerate and download the details in *.csv format.

The screenshot shows the 'Invoices' tab interface. At the top, there are navigation tabs: Dashboard, Invoices, Tickets, My Details, Knowledge and Support, and Notifications. Below these are search filters for date range (01-05-2020 to 31-05-2020) and a 'Go' button. A search bar is present with the text 'Search by Invoice Number(s)'. Below the search bar are icons for Invoice, Purchase Order, Favourites, and Statistics. The main area contains a table of invoice data. The 'Export' button is located in the top right corner of the table area, highlighted with a red box.

Favourite	Company Code	Vendor No	Document type	Document date	Invoice number	Payment date	Amount	Currency	Purchase order	Status	Due on	Remittance A.	Ticket	Related ticket
☆			Invoice	06/05/2020	9900000000	22/05/2020	5000000000	USD	5000000000	Paid	22/05/2020	Remittance Advice	Create Ticket	Show Tickets
☆			Invoice	06/05/2020	9900000000	28/05/2020	2300000000	USD	5000000000	Paid	28/05/2020	Remittance Advice	Create Ticket	Show Tickets
☆			Invoice	06/05/2020	9900000000	10/05/2020	6000000000	USD	5000000000	Paid	20/05/2020	Remittance Advice	Create Ticket	Show Tickets
☆			Invoice	06/05/2020	9900000000	16/05/2020	2200000000	USD	5000000000	Paid	20/05/2020	Remittance Advice	Create Ticket	Show Tickets
☆			Invoice	07/05/2020	9900000000	23/05/2020	1000000000	USD	5000000000	Paid	23/05/2020	Remittance Advice	Create Ticket	Show Tickets
☆			Invoice	08/05/2020	9900000000	22/05/2020	1350000000	USD	6000000000	Paid	22/05/2020	Remittance Advice	Create Ticket	Show Tickets
☆			Invoice	08/05/2020	9900000000	22/05/2020	5000000000	USD	5000000000	Paid	22/05/2020	Remittance Advice	Create Ticket	Show Tickets
☆			Invoice	08/05/2020	9900000000	20/05/2020	1000000000	USD	5000000000	Paid	20/05/2020	Remittance Advice	Create Ticket	Show Tickets
☆			Invoice	08/05/2020	9900000000	26/05/2020	7100000000	USD	5000000000	Paid	20/05/2020	Remittance Advice	Create Ticket	Show Tickets
☆			Invoice	11/05/2020	9900000000	21/05/2020	1000000000	USD	5000000000	Paid	21/05/2020	Remittance Advice	Create Ticket	Show Tickets

4.1.11. Ticket creation from Invoices tab

In case you have a query regarding a specific invoice you can easily create a new ticket by clicking on Create Ticket button in line with the invoice in question. In such cases system is auto populating the basic invoice details on the new ticket form.

This screenshot is similar to the previous one, showing the 'Invoices' tab. The 'Create Ticket' button in the 'Ticket' column of the table is highlighted with a red box. The table data is as follows:

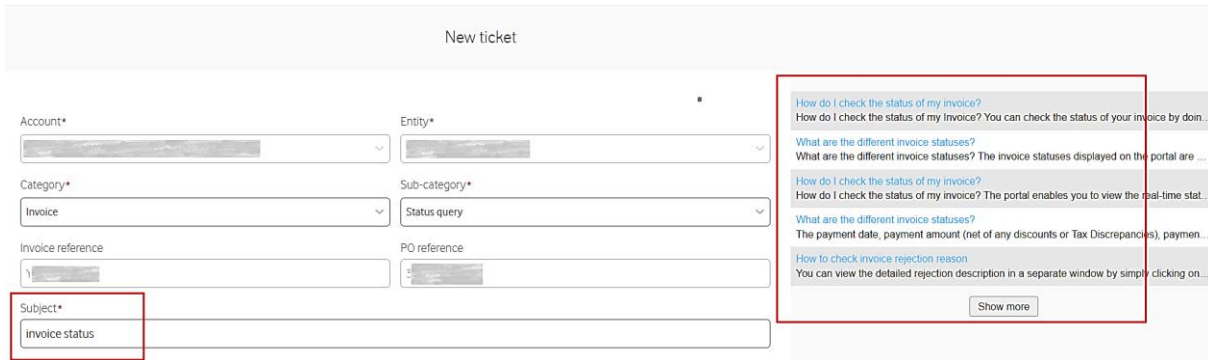
Favourite	Company Code	Vendor No	Document type	Document date	Invoice number	Payment date	Amount	Currency	Purchase order	Status	Due on	Remittance Advice	Ticket	Related ticket
☆			Invoice	28/05/2020	Y0000000000	0	1000000000	USD	3000000000	Paid by Citi Bank	03-10-2020	Remittance Advice	Create Ticket	Show Tickets
☆			Invoice	28/05/2020	Y0000000000	0	2200000000	USD	3000000000	Paid by Citi Bank	03-10-2020	Remittance Advice	Create Ticket	Show Tickets
☆			Invoice	28/05/2020	Y0000000000	0	2000000000	USD	3000000000	Paid by Citi Bank	03-10-2020	Remittance Advice	Create Ticket	Show Tickets

The screenshot shows the 'New ticket' form in the 'Tickets' tab. The form contains the following fields:

- Account* (dropdown menu)
- Entity* (dropdown menu)
- Category* (dropdown menu with 'Please Select' text)
- Sub-category* (dropdown menu with 'Please Select' text)
- Invoice reference (text input field with 'Y' prefix)
- PO reference (text input field with '3' prefix)
- Subject* (text input field)

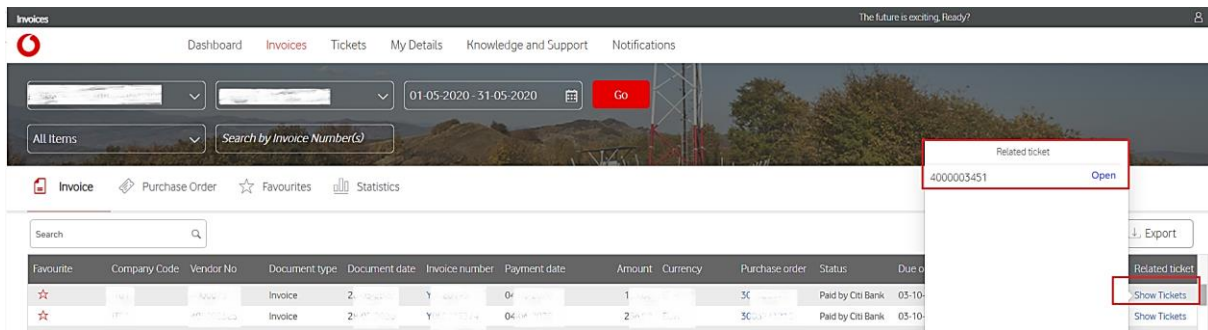


Select the most appropriate categories from the dropdowns, populate the subject line. Subject line acts like a content search bar too. We have prepared guides and FAQs which will appear on the right-hand side of the New Ticket screen.



4.1.12. Show related ticket

If you are interested in tickets that have been created for a specific invoice, click on **Show Tickets**. This will show you the ticket numbers and their statuses linked to that specific invoice.



Further ticketing related details are described in the next chapter.

4.1.13. Self-billing

If you have self-bill agreement with Vodafone (Vodafone is preparing your invoice on your behalf), portal allows you to regenerate the copy of your self-bill. This feature is not part of the standard view, to activate it, go to Column Settings and add Self-billing to your layout.





The set of columns can be customized by adding/removing items by using the View Column Settings button.

Company Code	Vendor No	Purchase order	Total Quantity	Total value	Total value currency	Total Invoiced	Total invoiced currency	Ticket	Related ticket
Vodafone	400	15	1	52	GBP	55	GBP	Create Ticket	Show Tickets
Vodafone	400	15	12	42	GBP	42	GBP	Create Ticket	Show Tickets
Vodafone	400	15	3	11	GBP	11	GBP	Create Ticket	Show Tickets

If you click on the **PO number**, it navigates you to the details, where header contains the summary details of the purchase order and PO item details captures the PO line items: item description, quantity, unit of measure, net amount, VAT value, delivery date

Also, in this page you can find the details of the PO requestor in Vodafone in case any further discussion is required around the PO.

PO number: 15
Requestor name: [Redacted]
Requestor email: [Redacted]
Company Code: Vodafone
Total value: 4,000.00
Document date: 22-01-2019

Status	Item	Description	Quantity	Unit of measure	Net Amount	VAT Value	Delivery date
✓	00001	PK2 POST-IT	300	EA	15.00	1.50	23-01-2019
✓	00002	PK2 POST-IT	300	EA	15.00	1.50	23-01-2019

4.3. Favourites

You can mark any invoice as favourite by clicking on the Star icon in the first column. The same invoice can be removed from the favourite list by clicking on the icon again.

Favourite	Company Code	Vendor No	Document type	Document date	Invoice number	Payment date	Amount	Currency	Purchase order	Status	Due on	Remittance A.	Ticket	Related ticket
★	Vodafone	400	Invoice	10-10-2021	OCTOBER_10		50	GBP	15	Under Processing			Create Ticket	Show Tickets
★	Vodafone	400	Invoice	11-10-2021	OCTOBER_11		100	GBP	15	Under Processing	06-10-2021		Create Ticket	Show Tickets
★	Vodafone	400	Invoice	12-10-2021	OCTOBER_12		100	GBP	15	Under Processing			Create Ticket	Show Tickets

If you would like to only see the list of favourite items, go to Favourites sub-tab. To remove an item, just click on the trash bin in the first column.



Invoices The future is exciting. Ready?

Dashboard **Invoices** Tickets My Details Knowledge and Support Notifications

Go

Invoice Purchase Order **Favourites** Statistics

Search Export

Delete	Invoice number	Purchase order	Status	Rejection reason	Due on	Document date	Payment date	Payment docum...	Amount	Currency	Document type	VAT rate (%)
	OCTOBER_11	1E	Under Processing		06-10-2021	11-10-2021			1,000,000	EUR	Invoice	0.000
	OCTOBER_12		Under Processing			12-10-2021			1,500,000	EUR	Invoice	0.000

4.4. Statistics

Statistics tab has two components which serve different purposes: the bar chart and the pie chart.

4.4.1 Bar chart

The centrepiece of the bar chart is always today's date. The main idea is, if Vodafone was to make a payment to you today, what amount would you receive. This is represented by the blue bar and contains all your due and overdue ready for payment items as of today's date. The list of future due items is also visible for the upcoming 2 weeks on a daily distribution. Historical payments are also shown for the last 4 weeks by the orange bar. We recommend using this as a cash-forecast opportunity. Since invoice booking is continuous the ready for payment items (blue bar) is always showing real time data. Please note, the bar chart does not contain the Supply Chain Financing related transactions. If the blue bar shows negative value it means that the due and overdue ready for payment sum is in debit balance for that date.



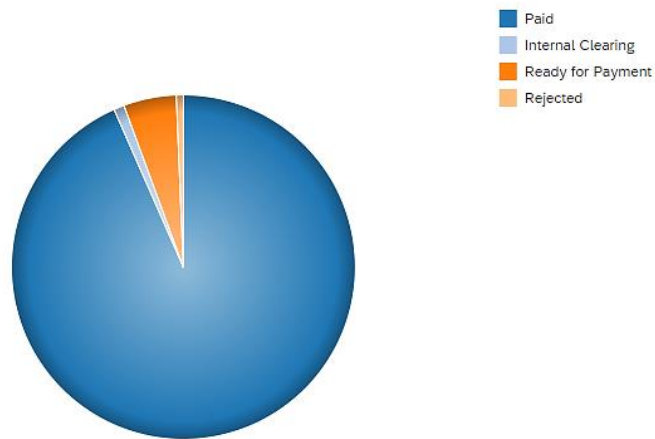
Bars are clickable, once clicked will return the invoice/credit note components of each bar.



4.4.2 Pie chart

Scrolling down, you will see a pie chart. While the bar chart is independent from the document issue date and only groups the items based on their payment readiness or historical payments; the pie chart shows the distribution of statuses of the invoices for the selected date range. This chart is also clickable, once clicked the portal will navigate you back to the Invoice sub-tab, showing the list of invoices belonging to that status. In the search field you will see the name of the selected status.

Invoice Status Count for Date Range:



In the search field you will see the name of the selected status.



5. Tickets

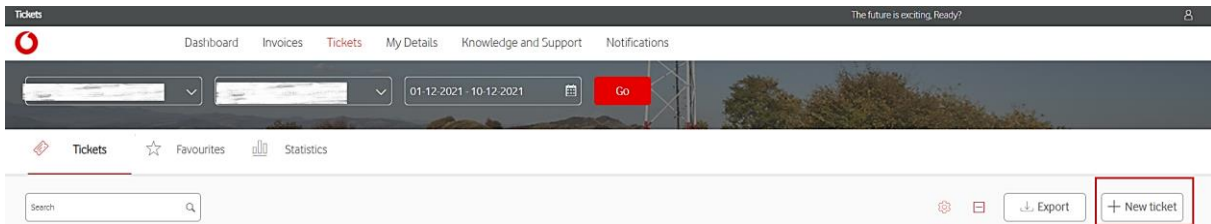
In this screen you can interact with Vodafone by raising, viewing, and following up on your tickets. The logic in Ticket tab is like Invoices tab: tickets are listed based on the account(s), entity(s) and date range selection. You can also mark any ticket as favourite, group them, export the list in an Excel, create new ticket, accelerate, or close it.

5.1. How to raise a ticket?

All together there are 3 ways to raise a ticket:

- On Invoices widget, in line with a specific invoice (more details in chapter 4)
- On Tickets widget for any generic request
- On My Details in case any company, contact or bank details requires change/ update (more details in chapter 5)

To raise a generic ticket, click the **New Ticket** button on the right side of the screen.



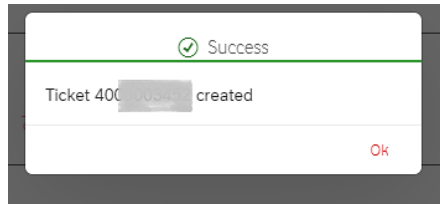
For a generic ticket populate the below fields and hit Submit.

- Account
- Entity (Entity dropdown will change as per account selection)
- Category
- Sub-category
- Invoice reference - *optional*
- PO reference - *optional*
- Subject
- Ticket description
- Attachment - *optional*

Account*	Entity*
<input type="text" value="Please Select"/>	<input type="text" value="Please Select"/>
Category*	Sub-category*
<input type="text" value="Please Select"/>	<input type="text" value="Please Select"/>
Invoice reference	PO reference
<input type="text"/>	<input type="text"/>
Subject*	
<input type="text"/>	
Ticket description	
<input type="text"/>	



On successful ticket creation portal will pop the ticket ID:



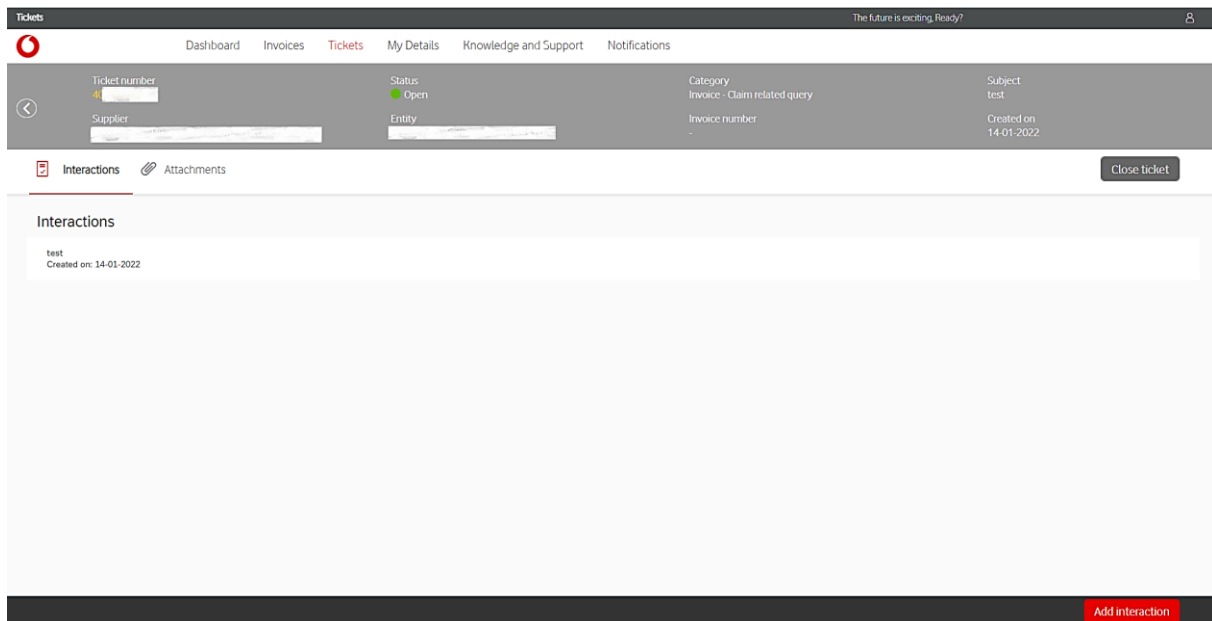
When your ticket is addressed, you will receive a Notification via email, and you can check the updates selecting the Notification tab on the portal.

Ticket statuses:

- Open: newly created ticket
- In process: ticket has been picked up by Vodafone Query Team
- Completed: solution provided
- Reopened: solution not accepted; case reopened
- Closed: solution accepted, and request is permanently closed
- For Vendor information: Information shared, no reply needed
- For Vendor action: action required from supplier side
- Accelerated: request escalated to speed to up the resolution

5.2. Ticket details

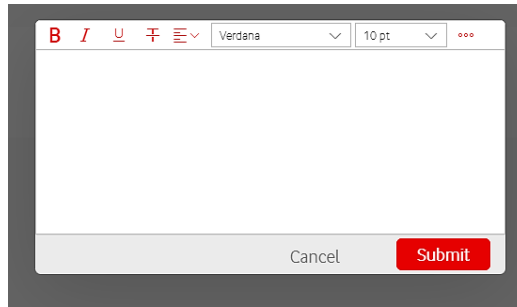
In Tickets screen by clicking on the ticket ID, you will be redirected to Ticket details.



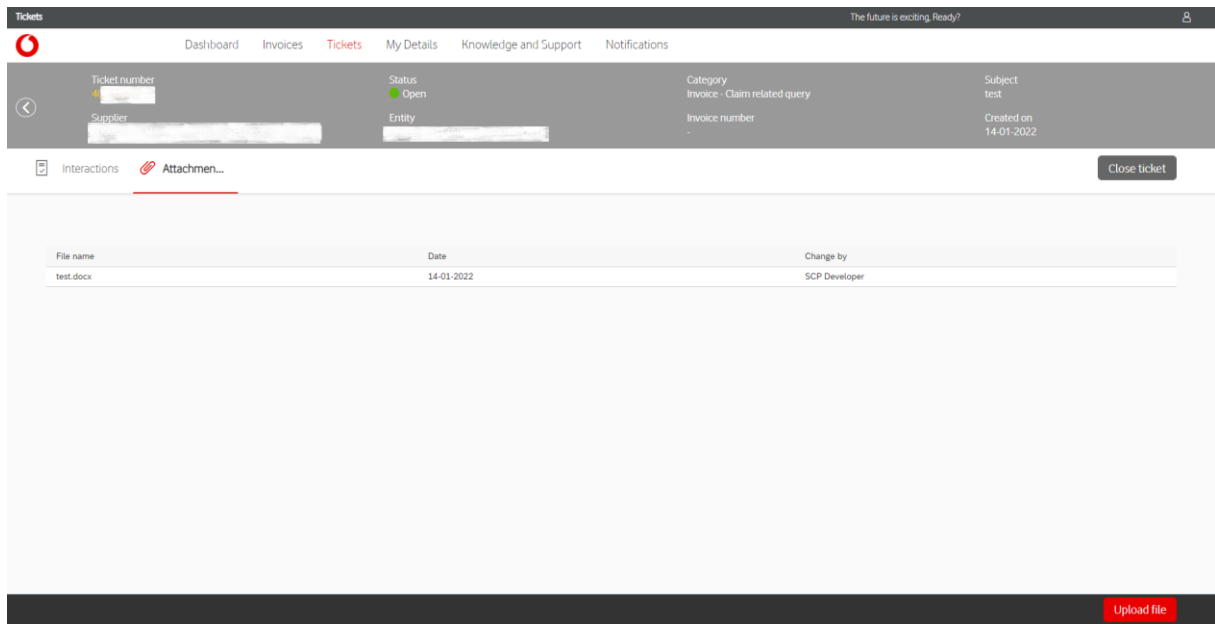
Ticket details consists of Interactions and Attachments. Under Interactions you can find the conversations. To reply to a ticket or to reopen (only applicable if ticket is in Completed status) click the **Add interaction** button placed on the bottom right corner.



Textbox will appear, you can type your message there:

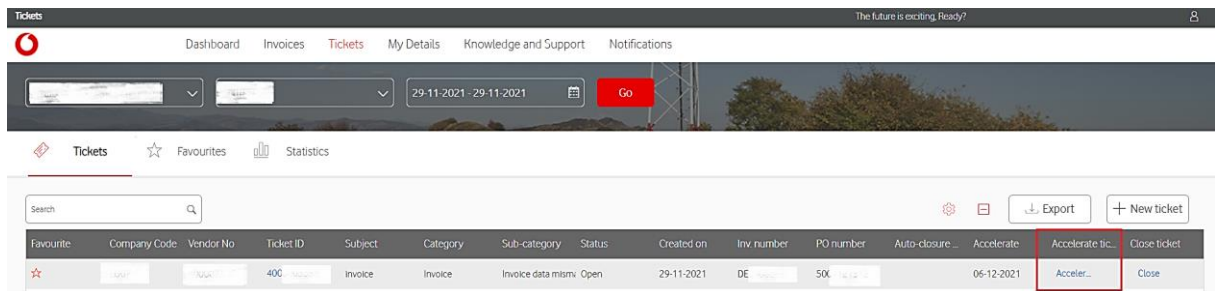


During ticket handling attachments can be added any time under the Attachment tab.



5.2.1. Escalation management

In case your request is not solved within the agreed SLA, you could expedite it. Check the **Accelerate** button in line with the ticket, if active it means you can trigger a notification to Vodafone Query Management to accelerate the ticket resolution.

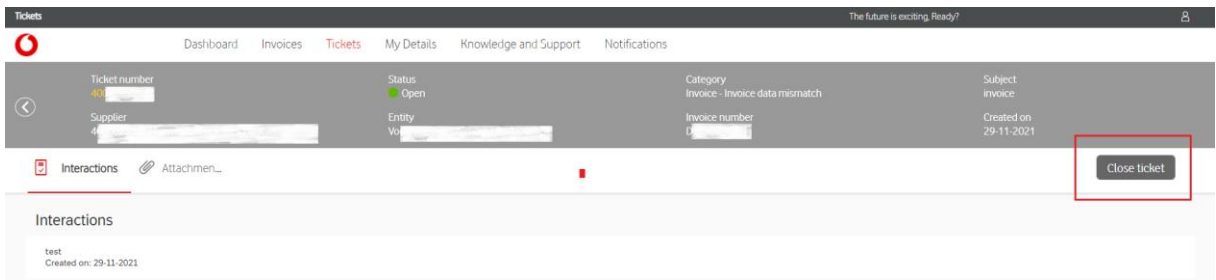
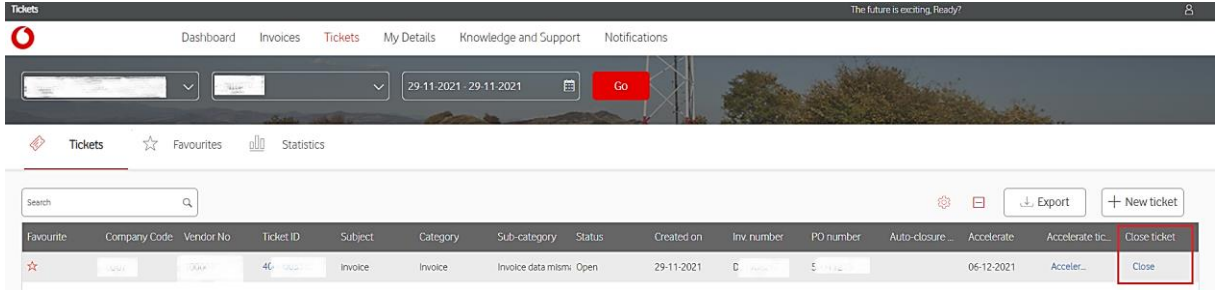




5.2.2. Ticket closure

To manually close a ticket just click on the **Close** button on the right side of the screen in line with the ticket or under ticket details. Once clicked a popup will request you to provide feedback about the ticket resolution.

If you are not closing the ticket manually system will auto close it after 7 days from completion.



Feedback

How would you rate your experience regarding the resolution of the issue?

Terrible Poor Good Excellent

Please share your suggestions to improve our services on ticket resolution, if any.

Cancel Submit



5.3. Favourites

You can mark any ticket as favourite by clicking on the Star icon in the first column. The same ticket can be removed from the favourite list by clicking on the icon again.

The screenshot shows the 'Tickets' sub-tab in the Supplier Digital Portal. At the top, there are navigation tabs: Dashboard, Invoices, Tickets, My Details, Knowledge and Support, and Notifications. Below this is a search bar with a date range of '01-11-2021 - 31-12-2021' and a 'Go' button. The main content area shows a table of tickets with columns: Favourite, Company Code, Vendor No, Ticket ID, Subject, Category, Sub-category, Status, Created on, Inv number, PO number, Auto-closure, Accelerate, Accelerate to, and Close ticket. The 'Favourite' column contains star icons, some of which are highlighted with a red box.

Favourite	Company Code	Vendor No	Ticket ID	Subject	Category	Sub-category	Status	Created on	Inv number	PO number	Auto-closure	Accelerate	Accelerate to	Close ticket
☆			4000000374	test2	Master Data	Contact informatic	Closed	16-12-2021				23-12-2021	Acceler...	Close
★			4000000374	test - open status	Invoice	Claim related quer	Closed	15-12-2021				22-12-2021	Acceler...	Close
★			40000003286	test	Master Data	Contact informatic	Accelerated	12-11-2021				19-11-2021	Acceler...	Close
☆			40000003286	test	Master Data	Contact informatic	Closed	08-11-2021				15-11-2021	Acceler...	Close

If you would like to only see the list of favourite items, go to Favourites sub-tab.

The screenshot shows the 'Favourites' sub-tab. The interface is similar to the 'Tickets' page, but the 'Favourite' column in the table now only contains star icons for the tickets that are marked as favourites. The table data is filtered to show only these favourite items.

Favourite	Company Code	Vendor No	Ticket ID	Subject	Category	Sub-category	Status	Created on	Inv number	PO number	Auto-closure	Accelerate	Accelerate to	Close ticket
★			4000003374	test - open status	Invoice	Claim related quer	Closed	15-12-2021				22-12-2021	Acceler...	Close
★			4000003286	test	Master Data	Contact informatic	Accelerated	12-11-2021				19-11-2021	Acceler...	Close

5.4. Statistics

Ticket Statistics sub-tab offers a summary view on the tickets with the same structure that is present on the Dashboard; but here it is collecting all the tickets available for the selected account(s), entity(s), and date range. (remember, on Dashboard the data is only shown for the last 3 rolling months)

Bars are clickable, once clicked will return the ticket components of each bar.

The screenshot shows the 'Statistics' sub-tab. On the left, there is a summary of ticket counts for different categories: 'Vodafone to action' (3), 'My action required' (0), 'Completed' (0), and 'Closed' (4). On the right, there is a bar chart showing the distribution of tickets across these categories. The y-axis represents the number of tickets, ranging from 0 to 6. The x-axis lists the categories: Vodafone to action, My action required, Completed, and Closed. The bars are blue and represent the following counts: Vodafone to action (3), My action required (0), Completed (0), and Closed (4).

Category	Count
Vodafone to action	3
My action required	0
Completed	0
Closed	4



6. My Details

Under the My Details tab, you can review your company and banking information stored and used by Vodafone. This tab serves the purpose of verifying that these details are correct and up to date. If you identify any discrepancy, you can raise a ticket for correction via the **Request changes** button available in both sub-tabs. These tickets are created to ask for changes in the master data or bank information maintained in Vodafone systems. Category is automatically added (Master Data). Please select the Sub-Category and complete the Subject and Ticket Description. Select a supporting document to upload and click on the **Submit** button.

All requests, to make amendments to your Company's details must contain:

- Your Vodafone vendor number
- Contact name - Financial Controller / Accounts Manager
- "Old" details - Please specify if data available in your vendor master should be kept or deleted
- "New" details

6.1. My Details tab

On My Details sub-tab, you can see your main company details: Details are updating as per account and/or entity is changed.

We are introducing the WHT Exemption period to My Details. Colour coded dots are capturing the status:

- Green: Active for current period with expiry date later than 1 month
- Orange: Active, but will expire in a month
- Red: Expired (in such cases, please submit the newly issues certificate to avoid payment blocks)

The screenshot shows the 'My Details' web interface. At the top, there is a navigation bar with 'My Details' selected. Below the navigation bar, there are dropdown menus for 'Accounts' and 'Vodafone Entity'. The main content area is divided into two tabs: 'My Details' (active) and 'Bank Information'. A 'Request changes' button is located in the top right corner of the form area. The form contains several input fields for company details:

- Company Name: [Redacted]
- Address Line 1: [Redacted]
- City: [Redacted]
- Country: [Redacted]
- State/Region: [Redacted]
- Contact Email: [Redacted]
- Remittance e-mail address: [Redacted]
- Phone: [Redacted]
- Fax: [Redacted]
- WHT Exemption Period: 28-01-2019 - 27-01-2020 (Red dot)
- VAT registration number: [Redacted]
- Tax number: [Redacted]



6.2. Bank information

If you select **Bank Information** in My Details screen, you will see all your bank accounts (currently up to 6 accounts) available in our system for the selected account and entity. Bank information may change as per account and/or entity change.

The screenshot shows the 'My Details' page with the 'Bank Information' tab selected. The form contains the following fields:

- Bank Name: [Redacted]
- Bank Number: [Redacted]
- Bank Address: [Redacted]
- Account Holder: [Redacted]
- Account Number: [Redacted]
- IBAN Number: [Redacted]
- Swift/BIC Number: [Redacted]

A 'Request changes' button is located in the top right corner of the form area.

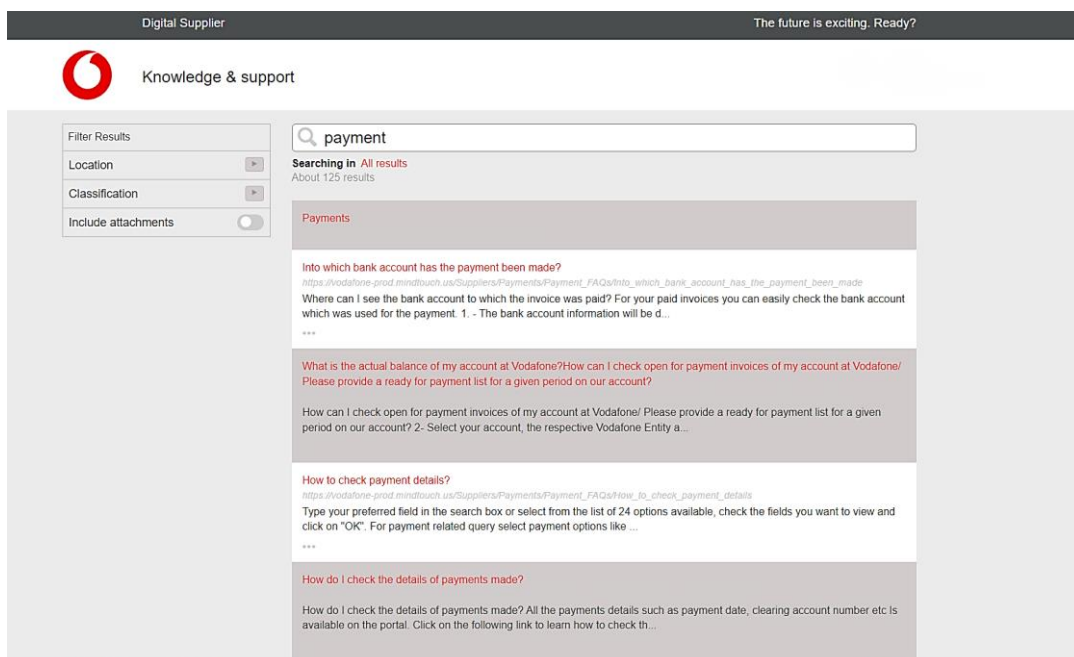
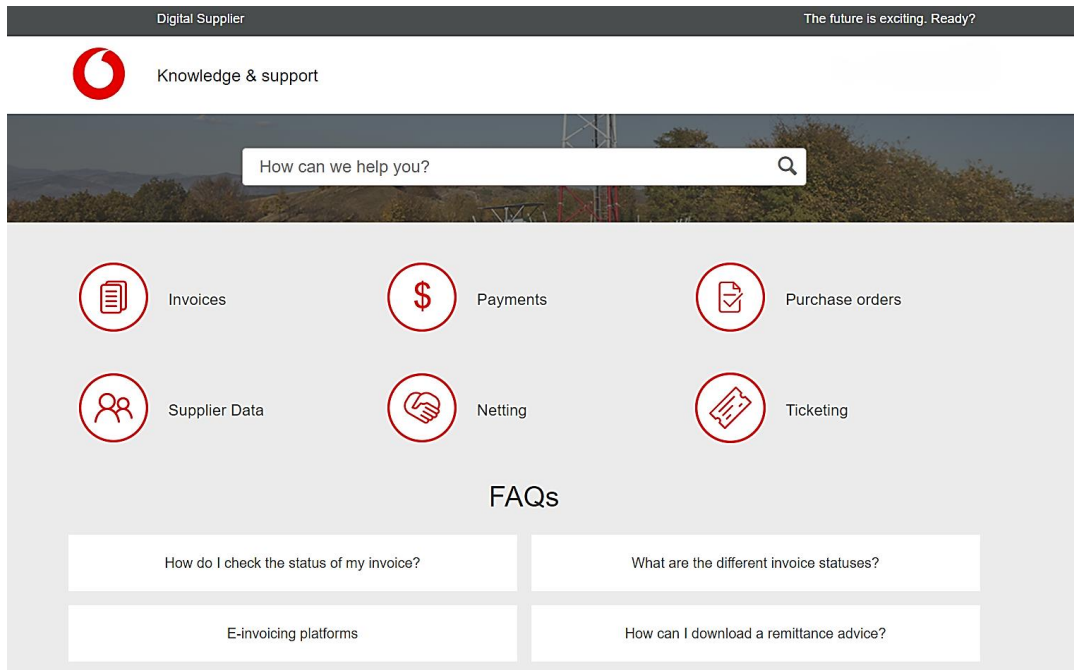
Any addition or change of bank details must be supported by official bank documentation. The following documents are accepted:

- Bank certificate
- Bank statement/ E-statement from a bank's website
- Bank letter
- Bank slip
- Bank passbook
- Cancelled cheque
- Document from a Government website
- Or any other document issued by a bank



7. Knowledge and Support

The FAQ section offers a structured thematic guidance on the portal usage while the search bar on the top enables a dynamic and predictive search in the same content: just start to type a keyword, and the portal will offer you the corresponding paragraphs. Content is available in 11 languages.



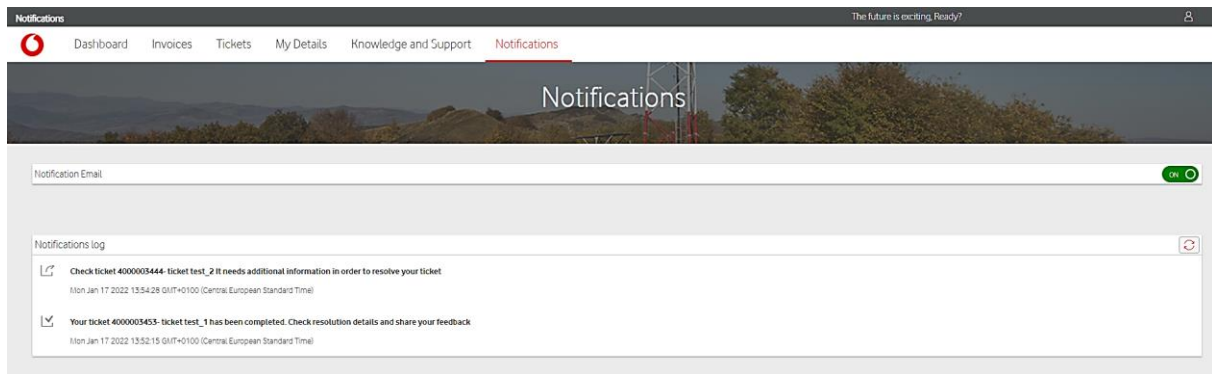


8. Notifications


The last of the main widgets is the Notifications. You will receive notifications via email always when:


- Your ticket has been correctly submitted
- Your ticket requires your action
- Your ticket has been completed
- Your ticket has been accelerated

These notifications – except the submission of new ticket - will be shown as well in your Supplier Digital Portal (SDP), just click on **Notifications** on the top ribbon.



Select a notification by clicking on it. You will see the details:

 to proceed with the query, we need additional information from you

 request completed

If the action is on you, you can answer by clicking on the **Add interaction** button, in the bottom of the screen.

To close the ticket, please go to Ticket screen and click on **Close**.

