SUPPLIER DIGITAL PORTAL

GUIDE

24 January 2022

Version 2.0

Vodafone

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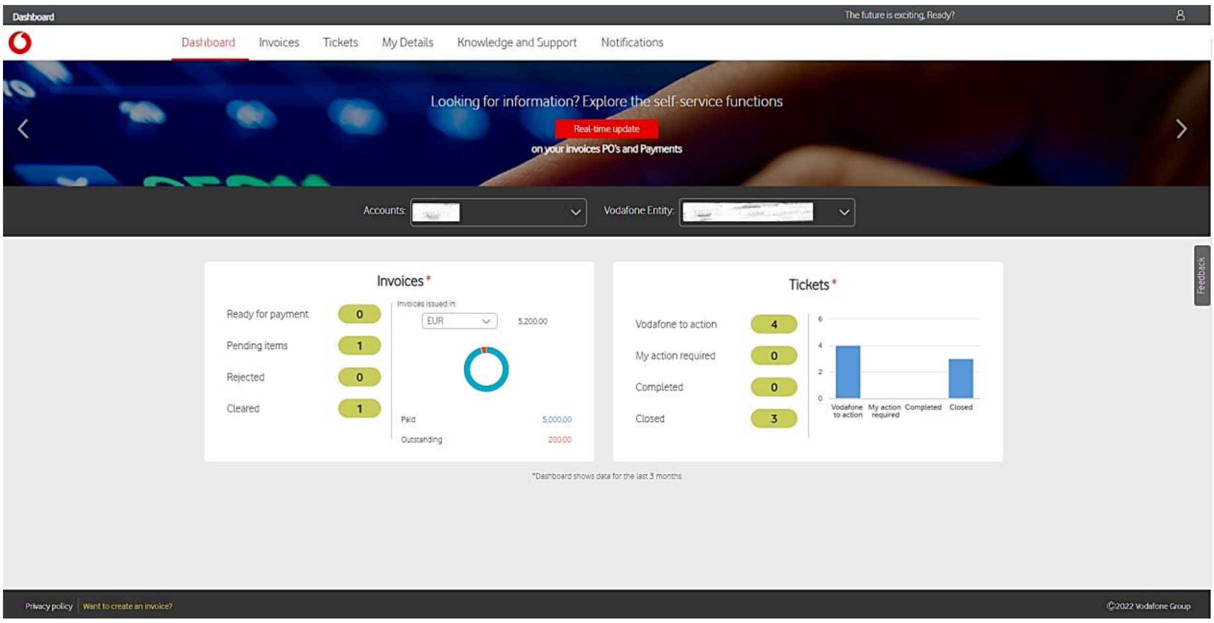
1. What is Supplier Digital Portal (SDP)?

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

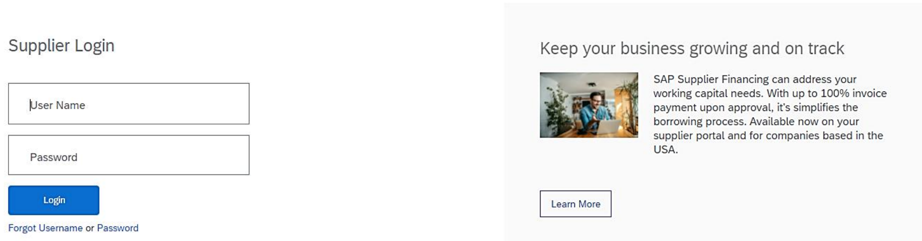


2. How to log in?

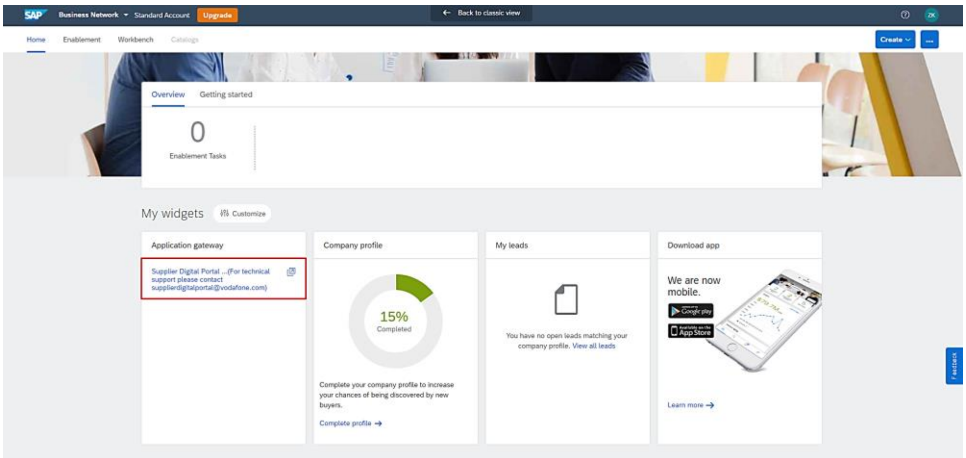
You can access Supplier Digital Portal via the Ariba Network http://supplier.ariba.com/ via Single Sign On.

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

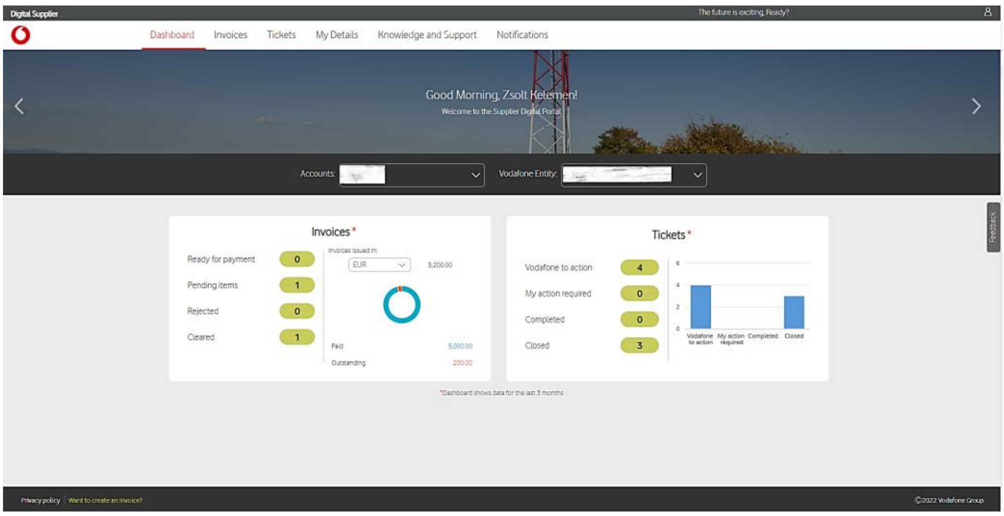
Note: For the best SDP user experience we recommend using Google Chrome with screen resolution of 1920 x 1080



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

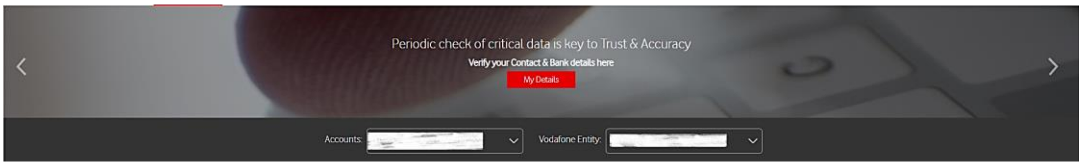


You should land on the Welcome screen of the Supplier Digital Portal:

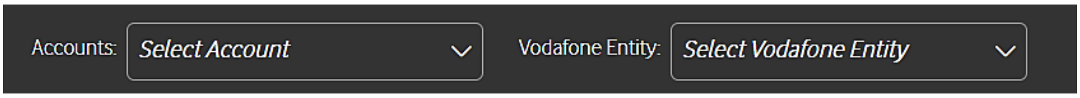


3. Dashboard

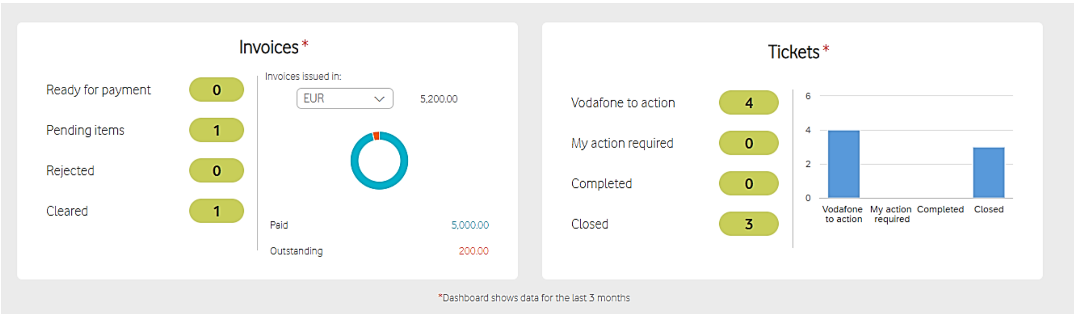
Dashboard represents the landing page where the upper ribbon shows the main widgets of the tool. Next to the welcome screen, running banners contain key highlights from the available guides and FAQs.



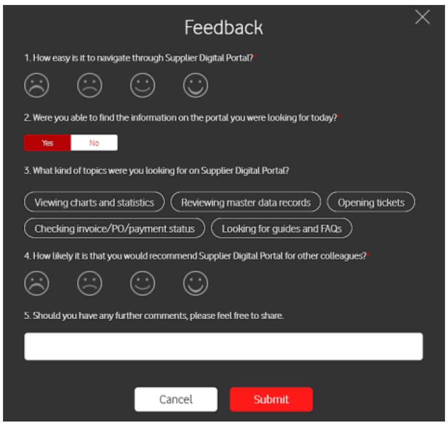
Below the running banner you can find your Supplier Account(s) and Vodafone Entity(s) to which these accounts are extended to. From now, you can select multiple accounts (If you have more than one supplier account created with Vodafone) and entities to filter the invoices and tickets for.



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.



4. Invoices

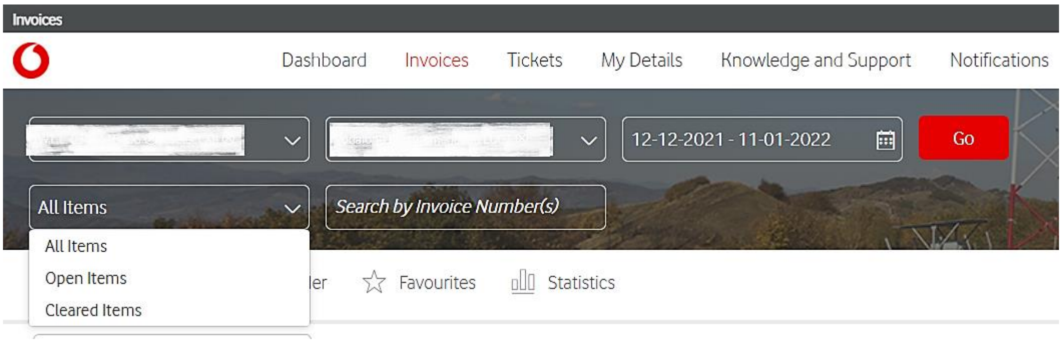
4.1. Invoice

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.

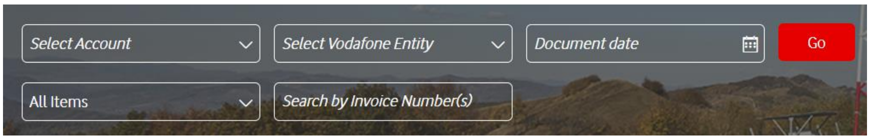
Now, we are bringing even more structure to your data by introducing the item category dropdown. After selecting your account(s) and entity(s) you may choose from the following:

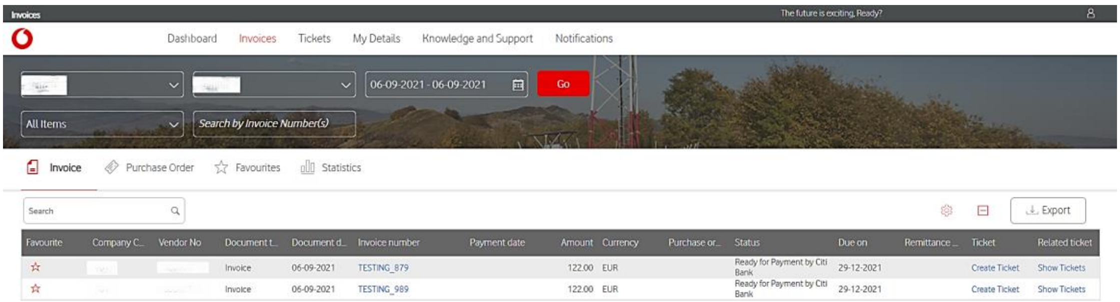
- All items
- Open items
- Cleared items



4.1.1. All Items

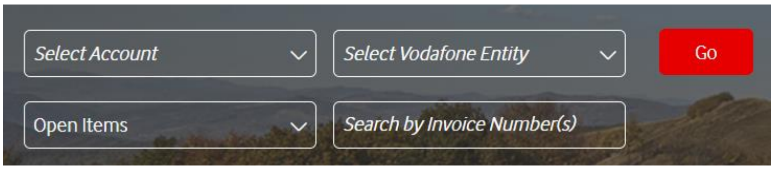
By choosing All items (default selection) all your invoices and credit notes will be returned for the selected account(s), entity(s), and document date range.



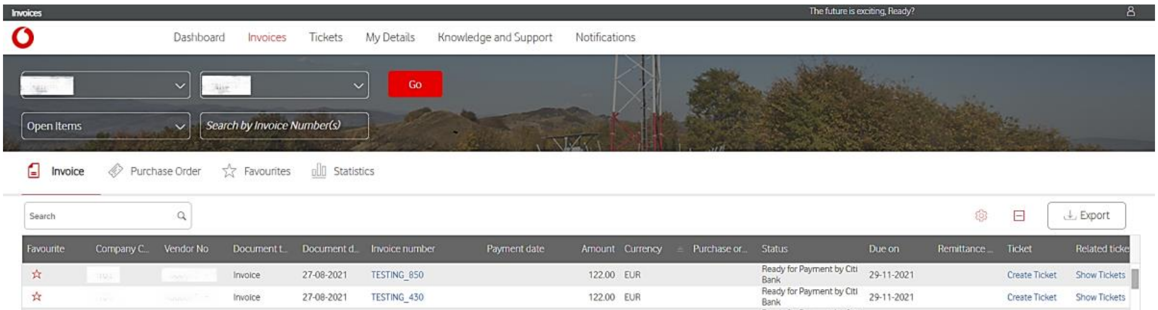


4.1.2. Open Items

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.

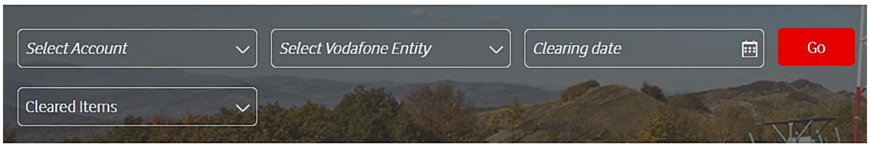


List of statuses that are grouped under Open items category: Ready for Payment, Ready for Payment by Citi Bank, Under Processing, Under Tax Review, Under Review, Missing Goods Receipt, Missing WHT certificate, Waiting for Netting, Blocked for Embargo, Returned Payment, Rejected Payment, Credit Note Required.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

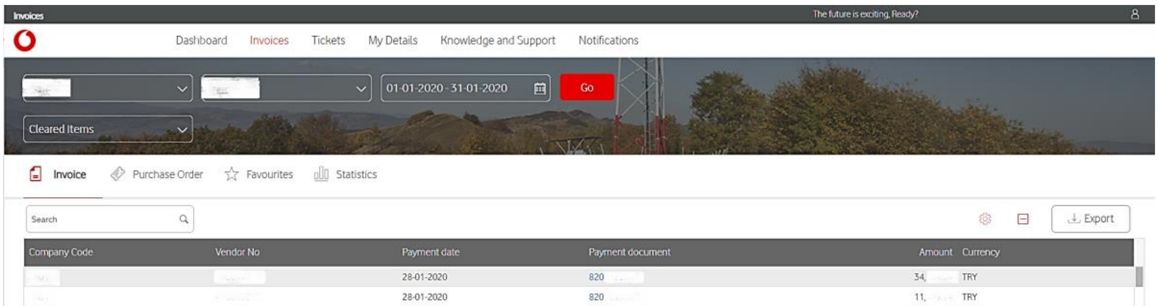


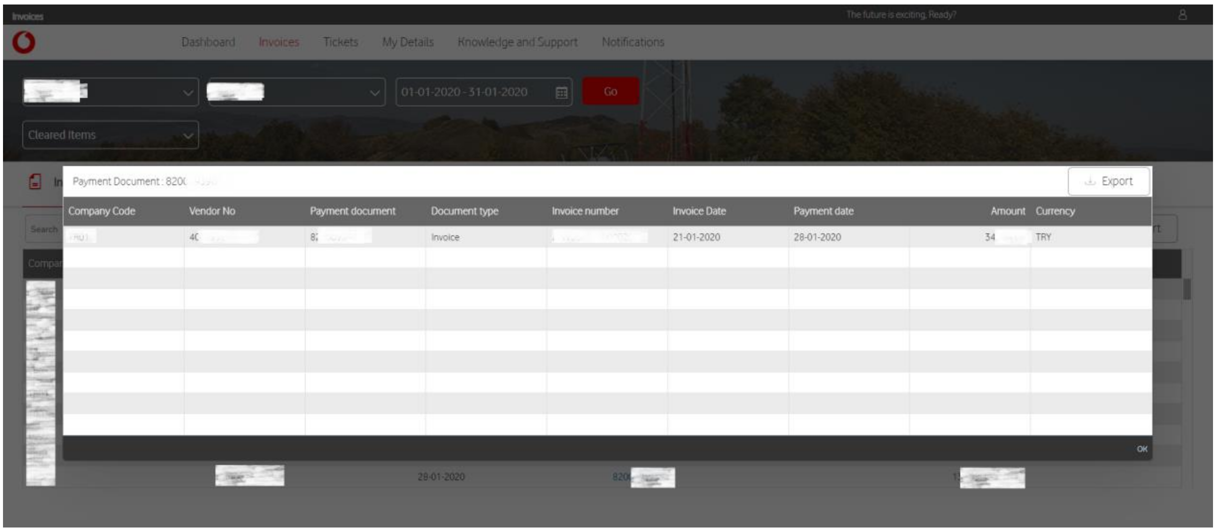
4.1.3. Cleared Items

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.





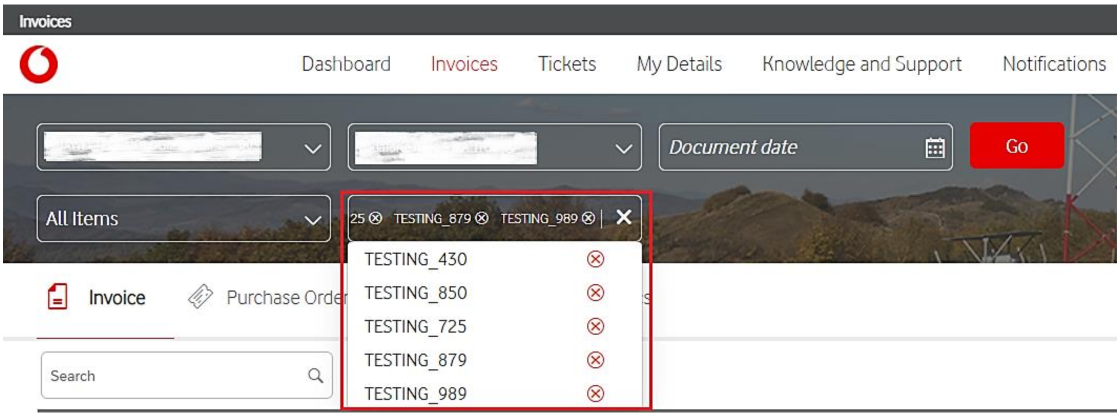
Both payment summaries and payment details are exportable in Excel.

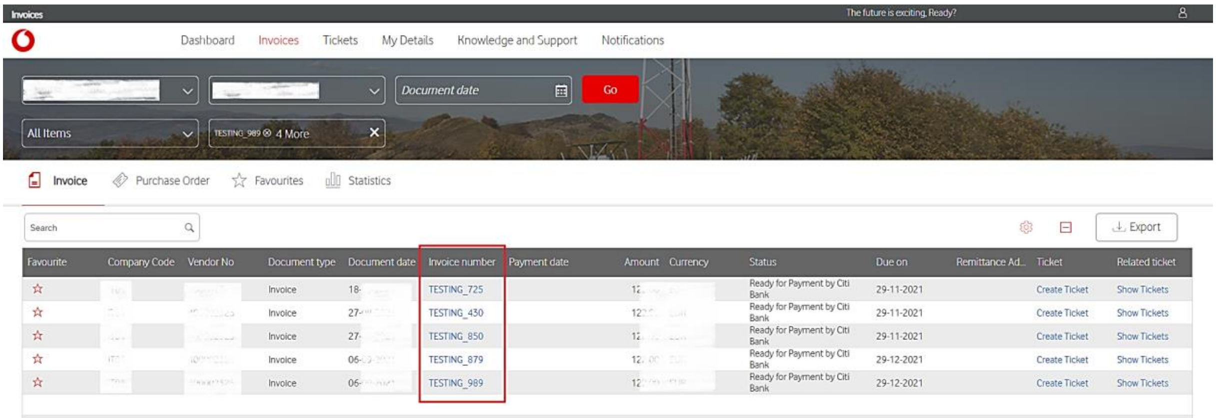
Supply Chain Financing may have certain limitations. For those cases we strongly advice to check the details with the relevant financial institution.

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.

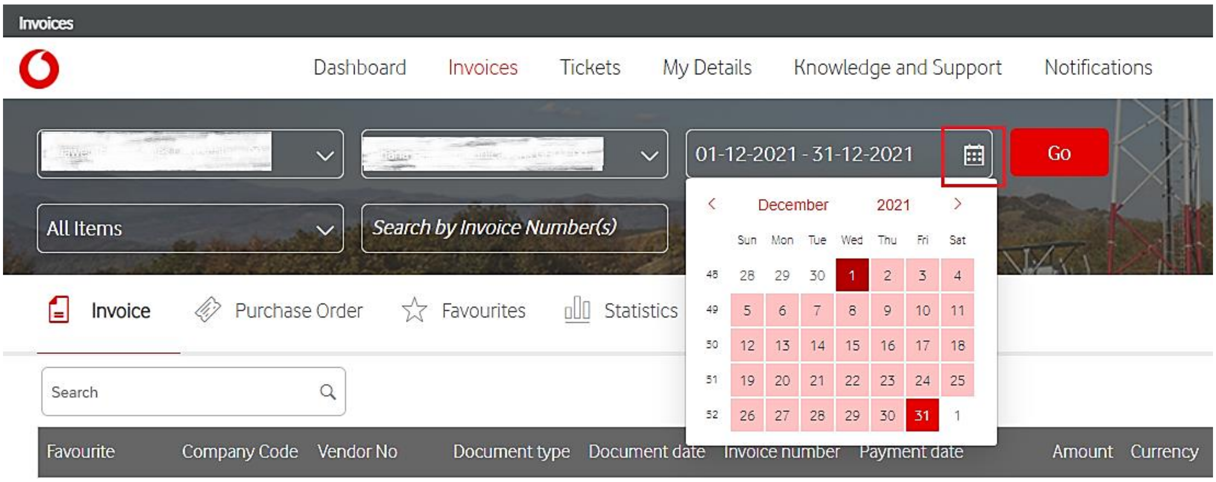
Once activity is finished, just clear the content of the filed by pressing the master X and system will populate back the default date range.





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:



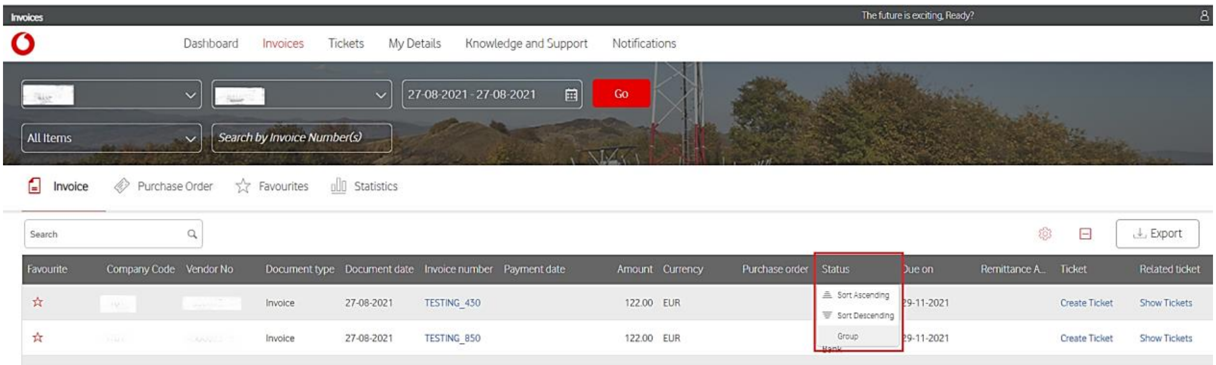
You can change the date in 2 ways:

- 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

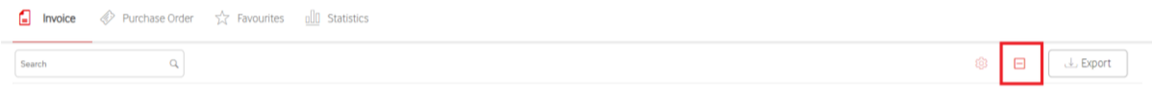
Remember, the calendar is representing the document date under All items and the payment date under the Cleared items.

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.

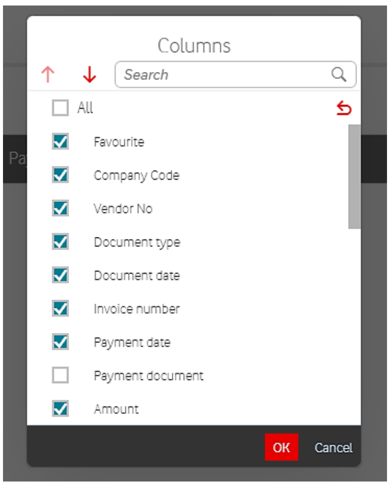


To remove the grouping, please press the **Remove Grouping** icon.



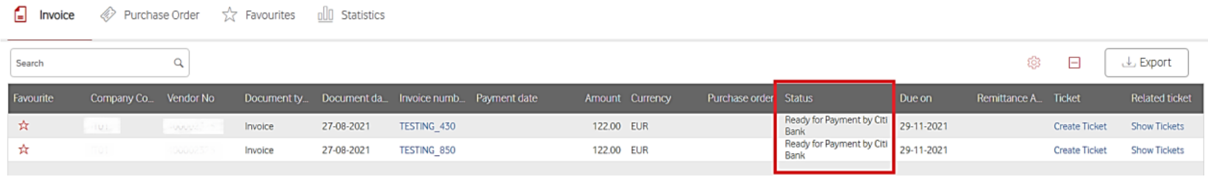
4.1.7. Customized view

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



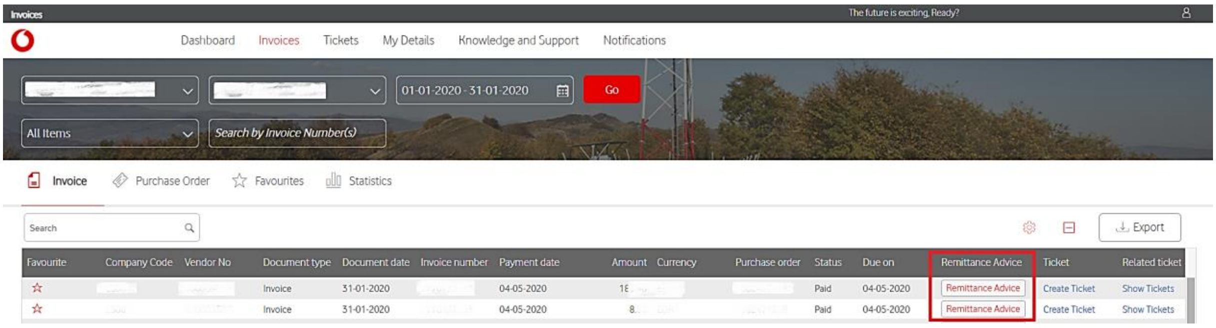
4.1.8. Invoice Statuses

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



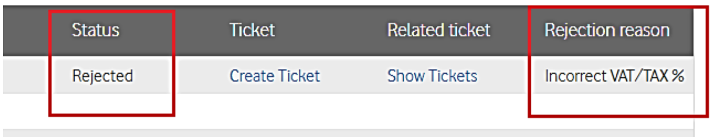
Below are all the possible invoice statuses:

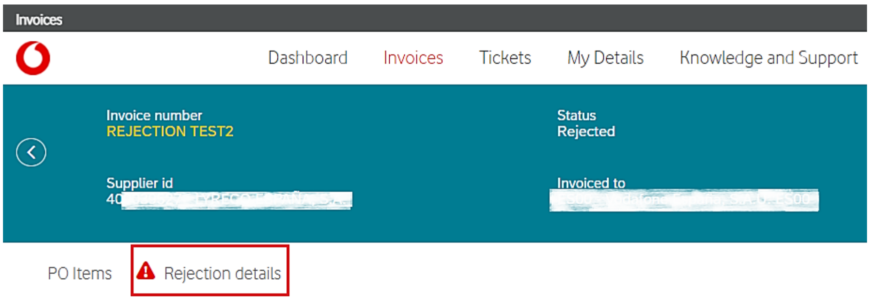
- Paid: The invoice has been paid. The payment date, payment amount (net of any discounts or Tax Discrepancies), payment document number and impacted bank account number will be visible in separate columns next to the invoice reference number. By clicking on the Remittance Advice button, a remittance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



- 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.





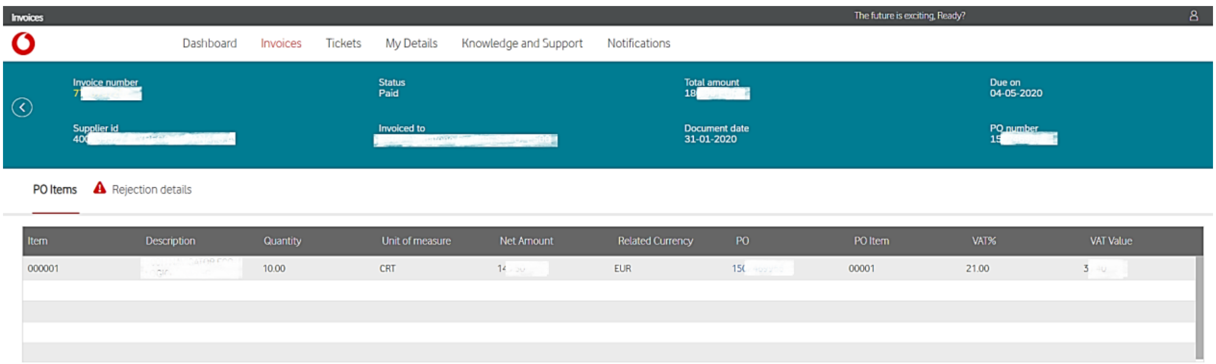
These statuses are categorized in 4 groups on the Dashboard, based on last 3 rolling month data:

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

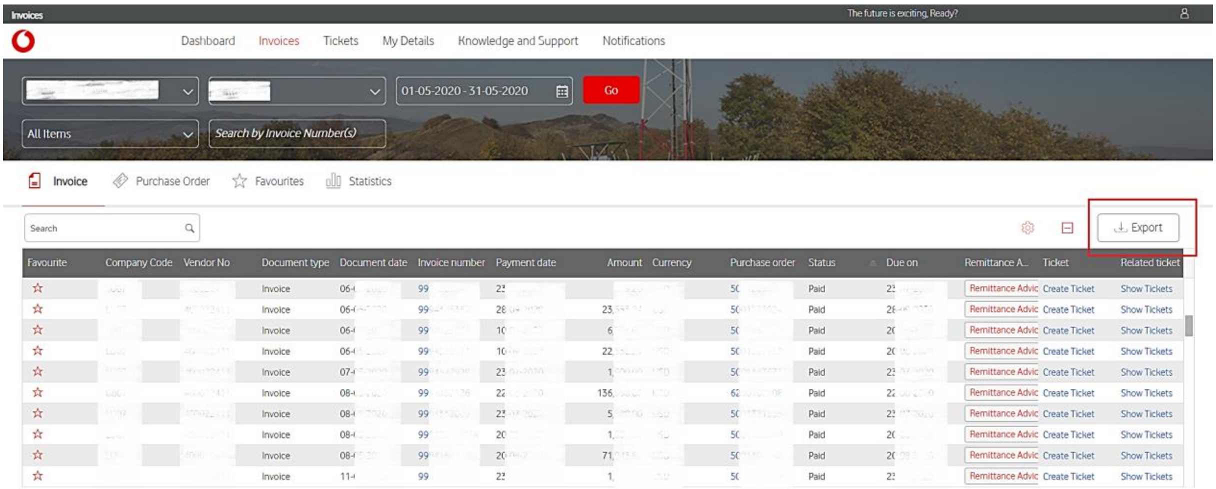
If you click on the Invoice number in Invoices screen, you are redirected to the Invoice Details.

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.



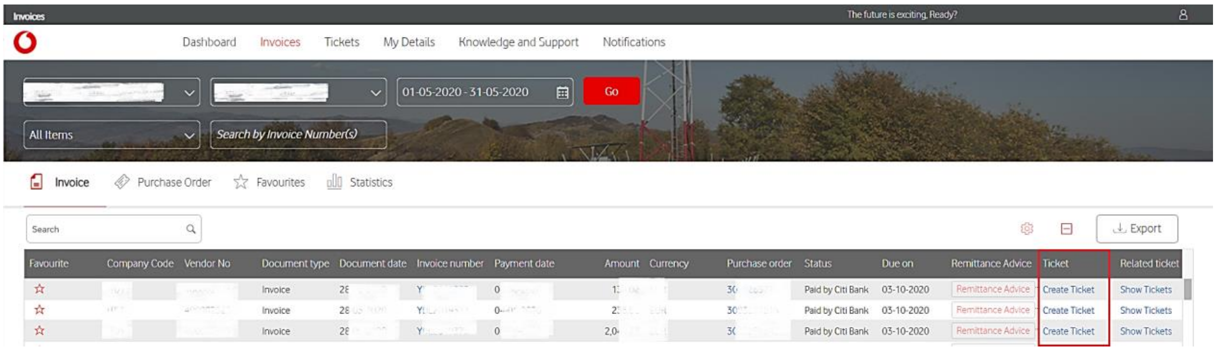
4.1.10. Export

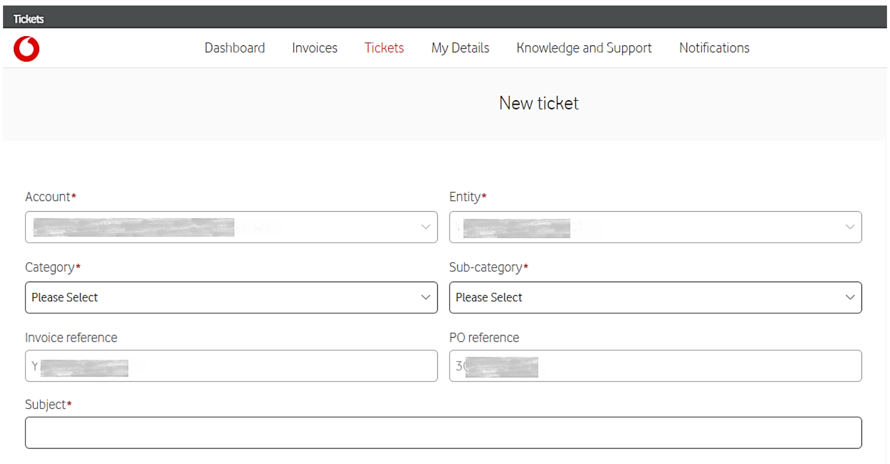
Regardless of which item category you are looking, Export feature is available to further process the data in MS Excel. Once clicked system will autogenerate and download the details in *.csv format.



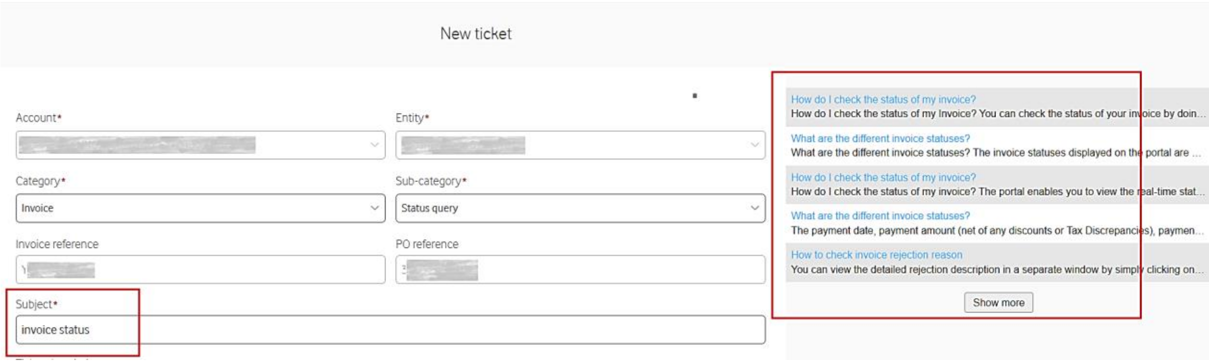
4.1.11. Ticket creation from Invoices tab

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.



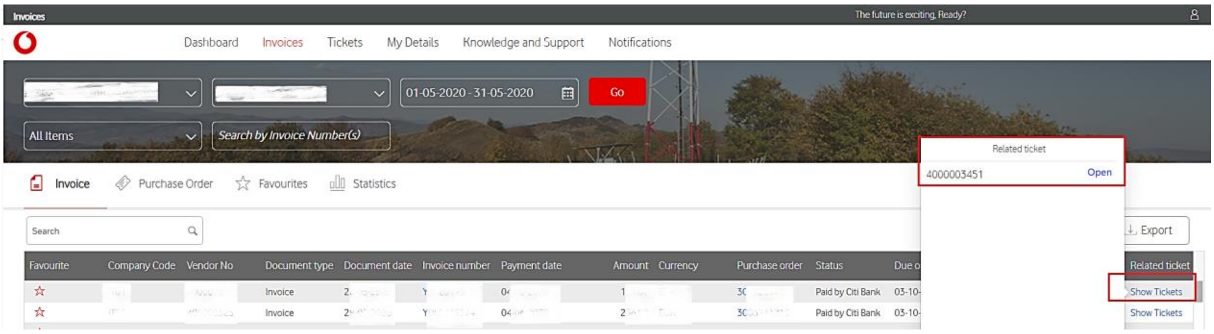


Select the most appropriate categories from the dropdowns, populate the subject line. Subject line acts like a content search bar too. We have prepared guides and FAQs which will appear on the right-hand side of the New Ticket screen.



4.1.12. Show related ticket

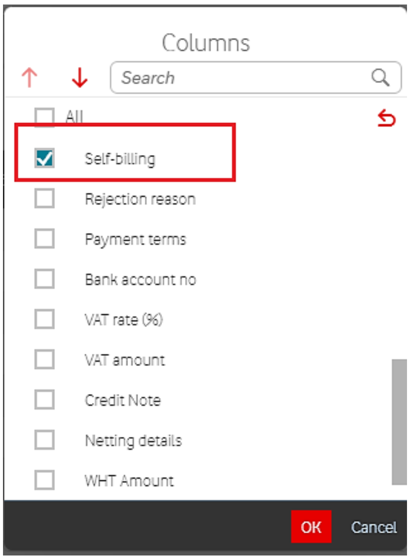
If you are interested in tickets that have been created for a specific invoice, click on **Show Tickets**. This will show you the ticket numbers and their statuses linked to that specific invoice.

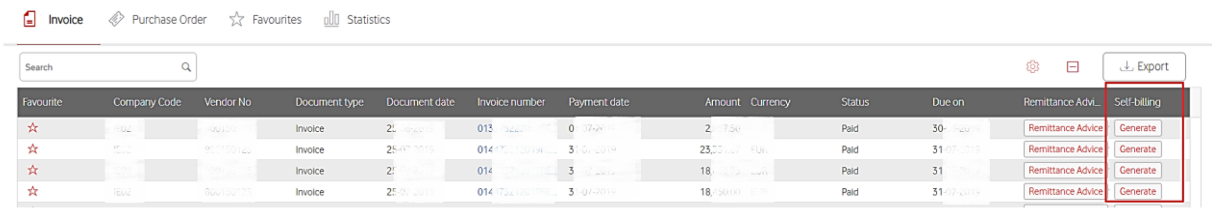


Further ticketing related details are described in the next chapter.

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.





If your line item qualifies for self-billing the **Generate** button is active and by pressing it, portal is regenerating a PDF copy of the invoice and it is sending it to your e-mail address. Please note, the invoice is only received in the e-mail address which is stored in our Master Data. You can revisit this detail and ask for update any time under **My Details** via Request change option.

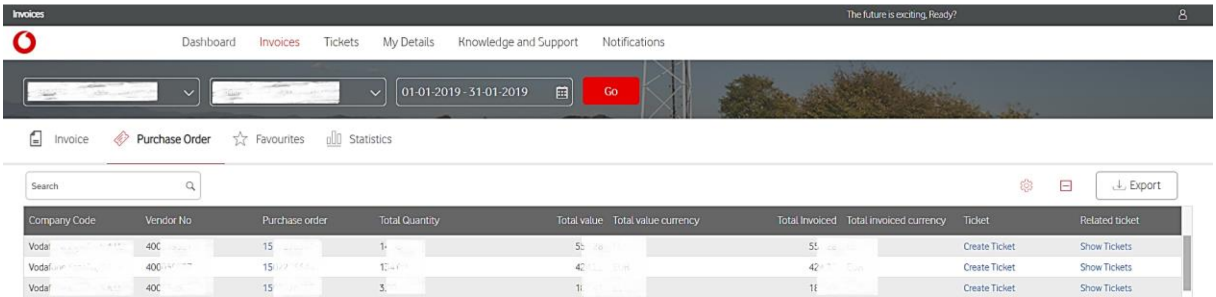
4.2. PO

Purchase Order sub-tab shows all purchase orders in relation with the account(s), entity(s) and date range.

PO tab has the following default columns:

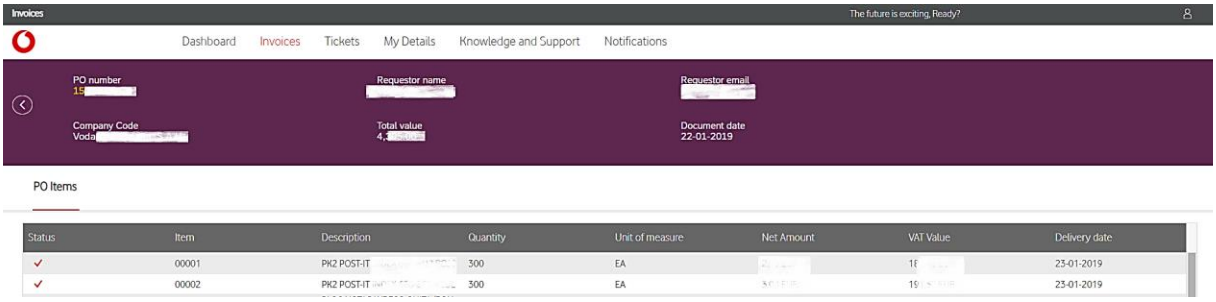
- **Company code:** Vodafone entity which issued the PO
- **Vendor number**: Supplier account ID
- **Purchase order**: clickable PO ID
- **Total quantity**: the total quantity of the good/services for which the PO was raised
- **Total value and currency**: PO's total value and currency
- **Total invoiced and currency**: the total value processed against the PO via invoice(s)
- **Create and show related ticket**: option to contact Vodafone's Query team and to check which are the related tickets

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



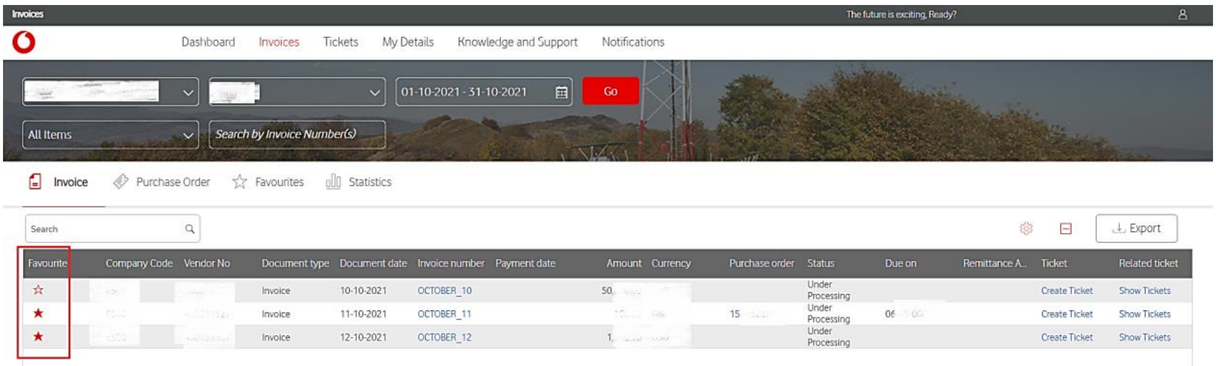
If you click on the **PO number**, it navigates you to the details, where header contains the summary details of the purchase order and PO item details captures the PO line items: item description, quantity, unit of measure, net amount, VAT value, delivery date

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.

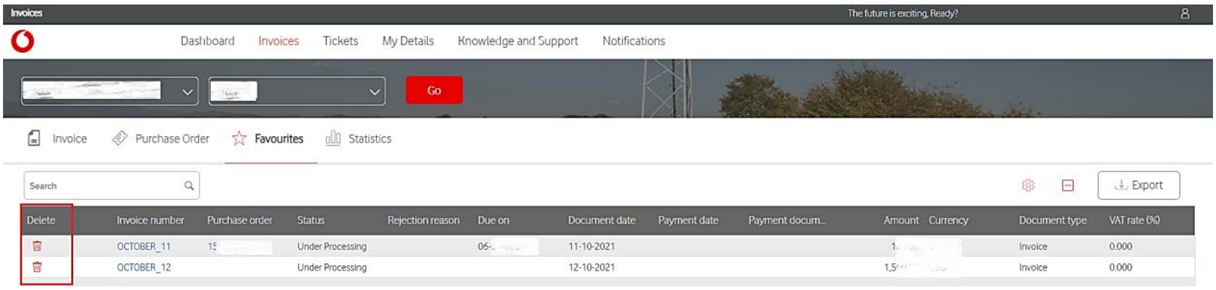


4.3. Favourites

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.



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.



4.4. Statistics

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

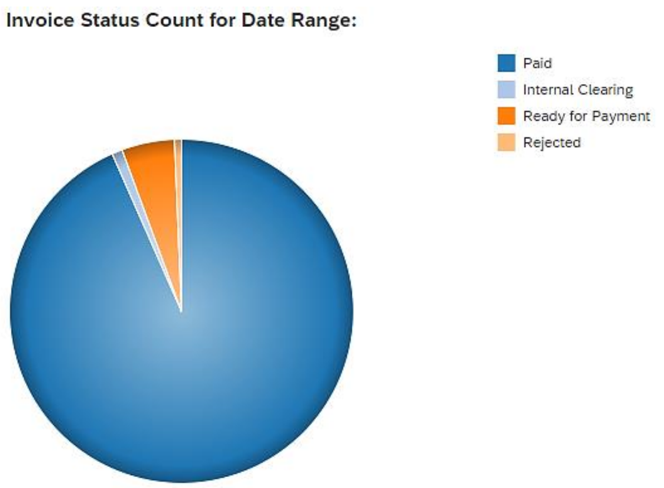
4.4.1 Bar chart

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.



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

5. Tickets

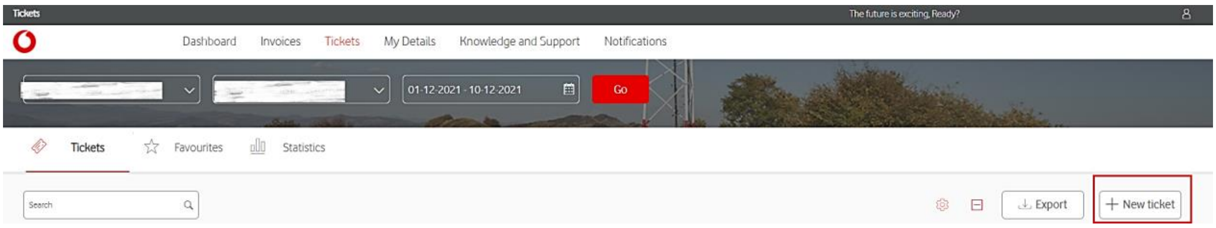
In this screen you can interact with Vodafone by raising, viewing, and following up on your tickets. The logic in Ticket tab is like Invoices tab: tickets are listed based on the account(s), entity(s) and date range selection. You can also mark any ticket as favourite, group them, export the list in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

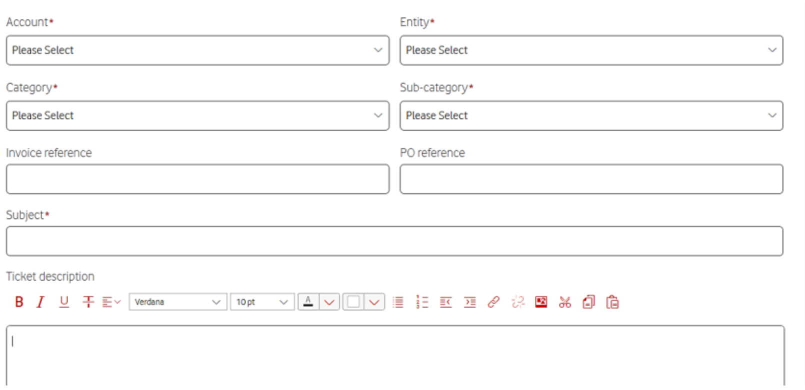
- On Invoices widget, in line with a specific invoice (more details in chapter 4)
- On Tickets widget for any generic request
- On My Details in case any company, contact or bank details requires change/ update (more details in chapter 5)

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

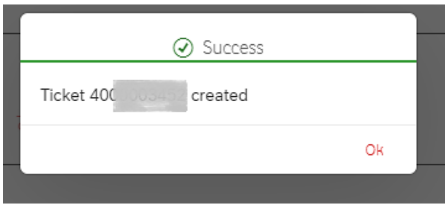


For a generic ticket populate the below fields and hit Submit.

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



On successful ticket creation portal will pop the ticket ID:



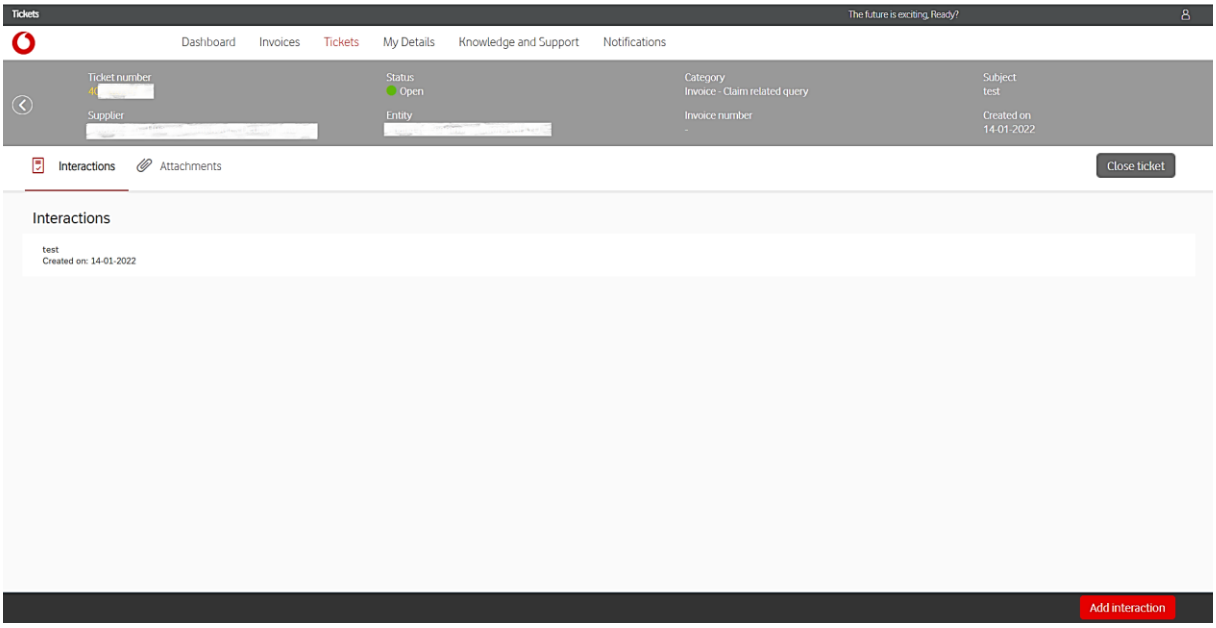
When your ticket is addressed, you will receive a Notification via email, and you can check the updates selecting the Notification tab on the portal.

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

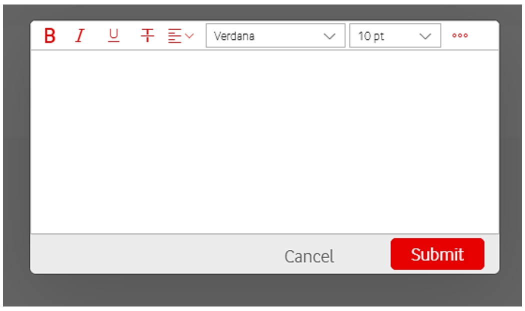
5.2. Ticket details

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

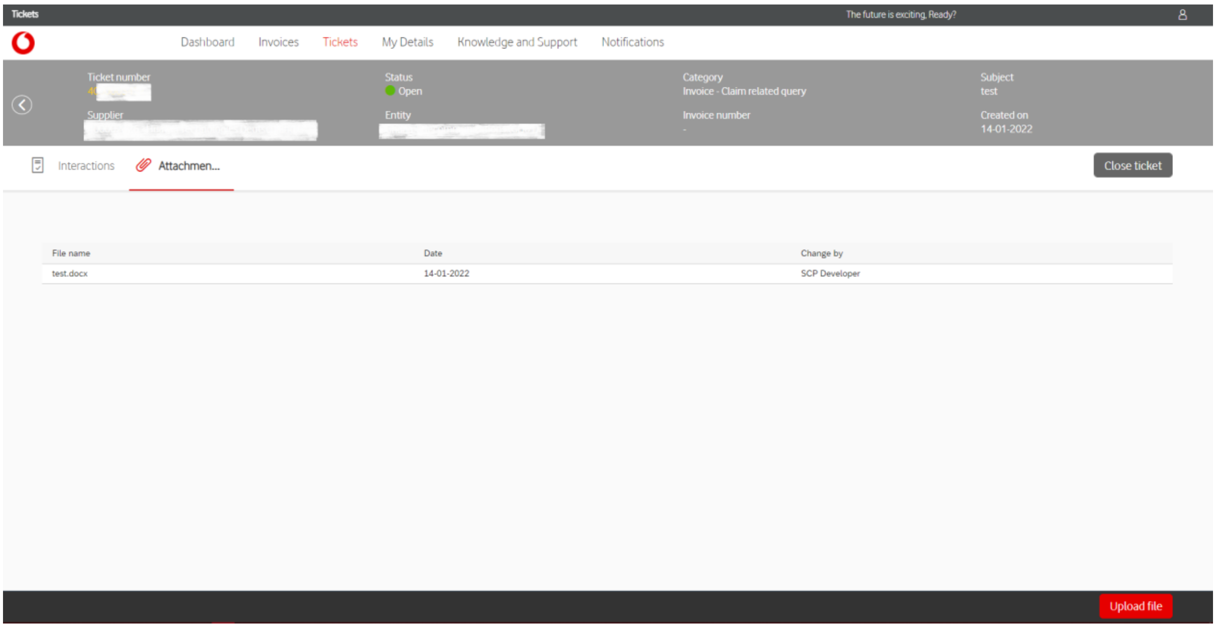


Ticket details consists of Interactions and Attachments. Under Interactions you can find the conversations. To reply to a ticket or to reopen (only applicable if ticket is in Completed status) click the **Add interaction** button placed on the bottom right corner.

Textbox will appear, you can type your message there:

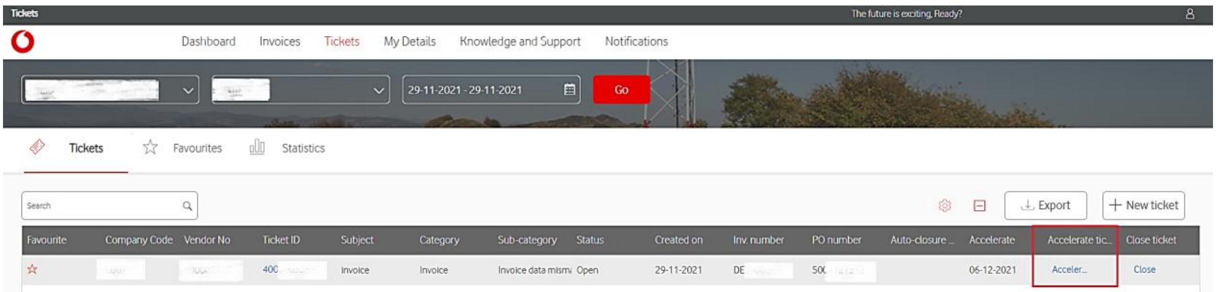


During ticket handling attachments can be added any time under the Attachment tab.



5.2.1. Escalation management

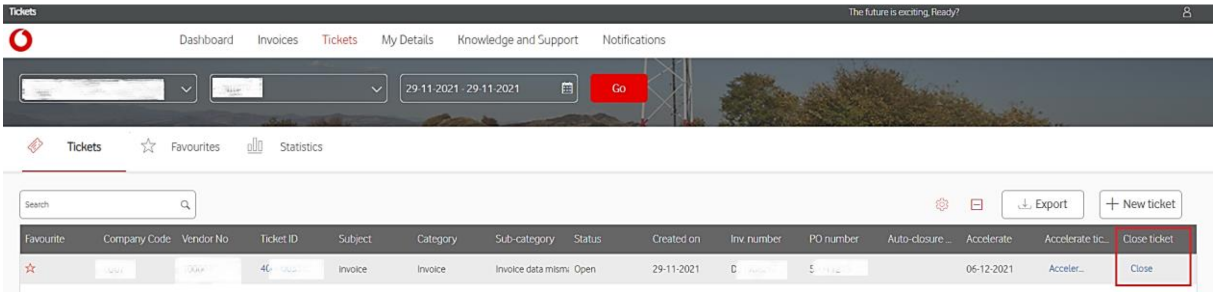
In case your request is not solved within the agreed SLA, you could expedite it. Check the **Accelerate** button in line with the ticket, if active it means you can trigger a notification to Vodafone Query Management to accelerate the ticket resolution.

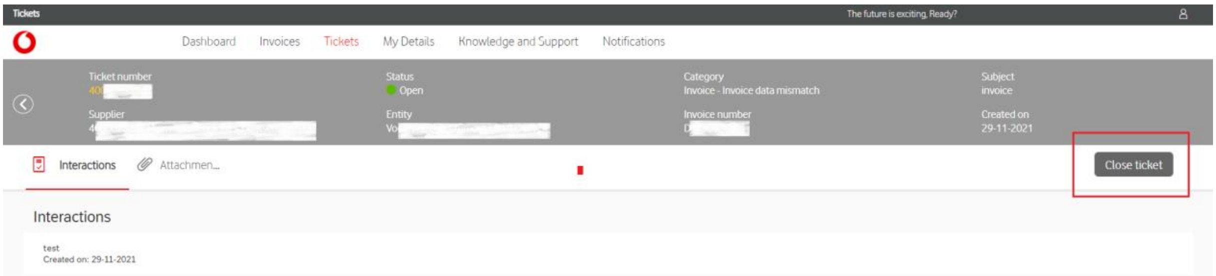


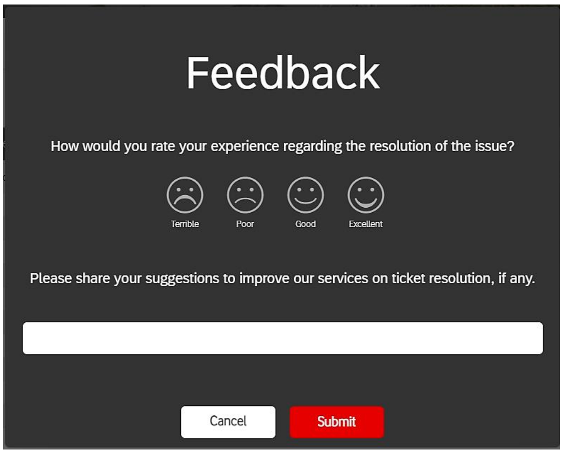
5.2.2. Ticket closure

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.

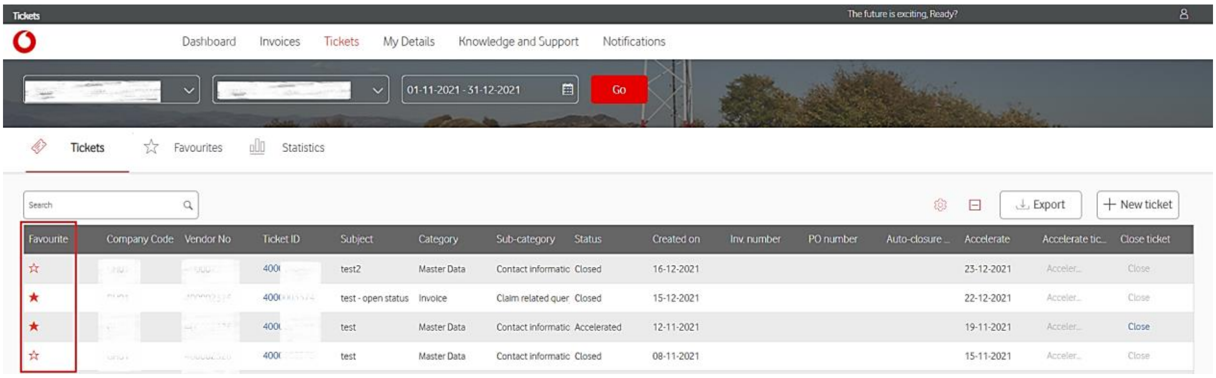




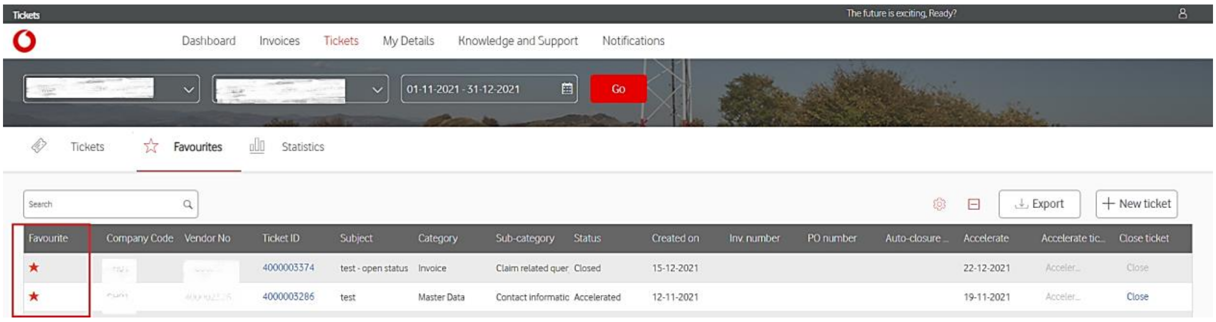


5.3. Favourites

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.



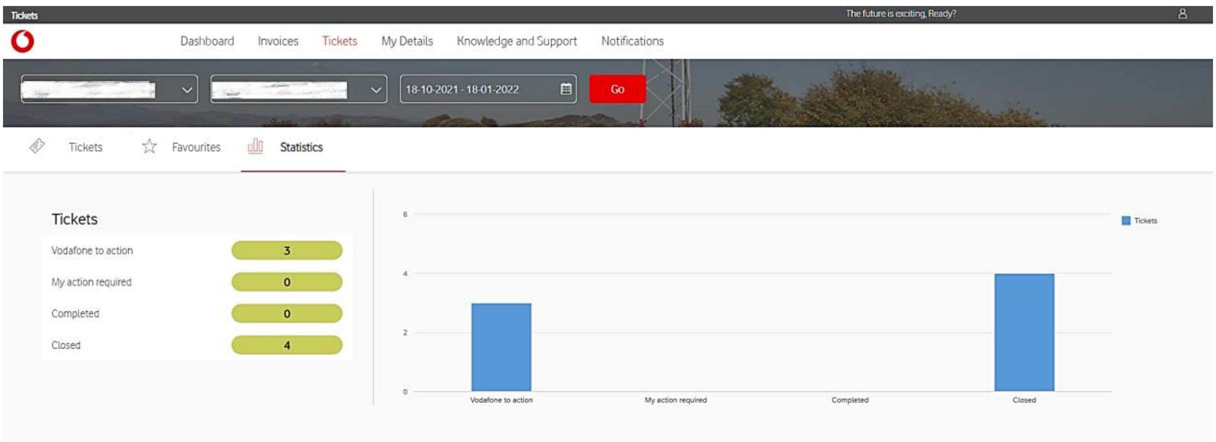
If you would like to only see the list of favourite items, go to Favourites sub-tab.



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.



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.

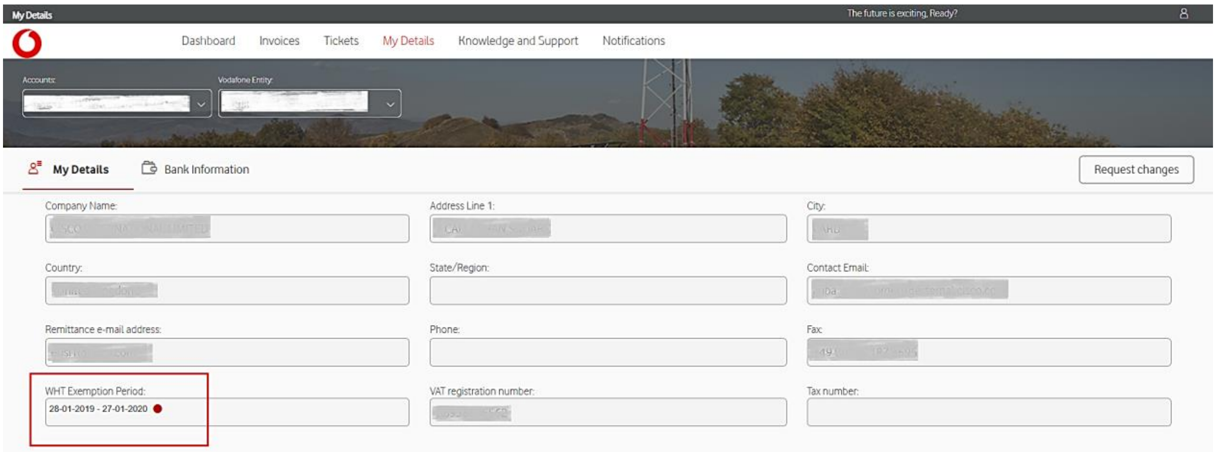
All requests, to make amendments to your Company's details must contain:

- 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

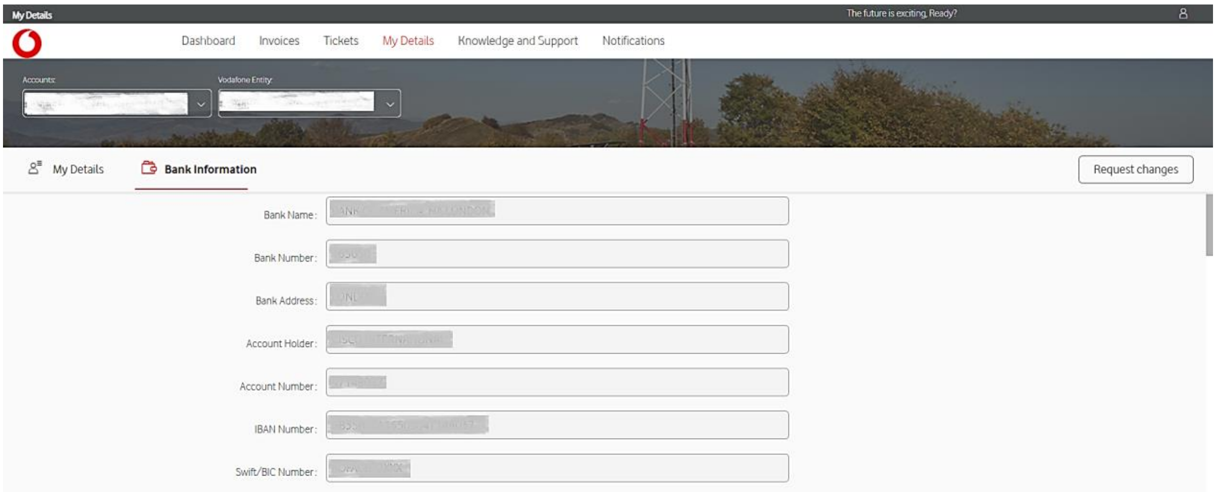
On My Details sub-tab, you can see your main company details: Details are updating as per account and/or entity is changed. We are introducing the WHT Exemption period to My Details. Colour coded dots are capturing the status:

- 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)



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.

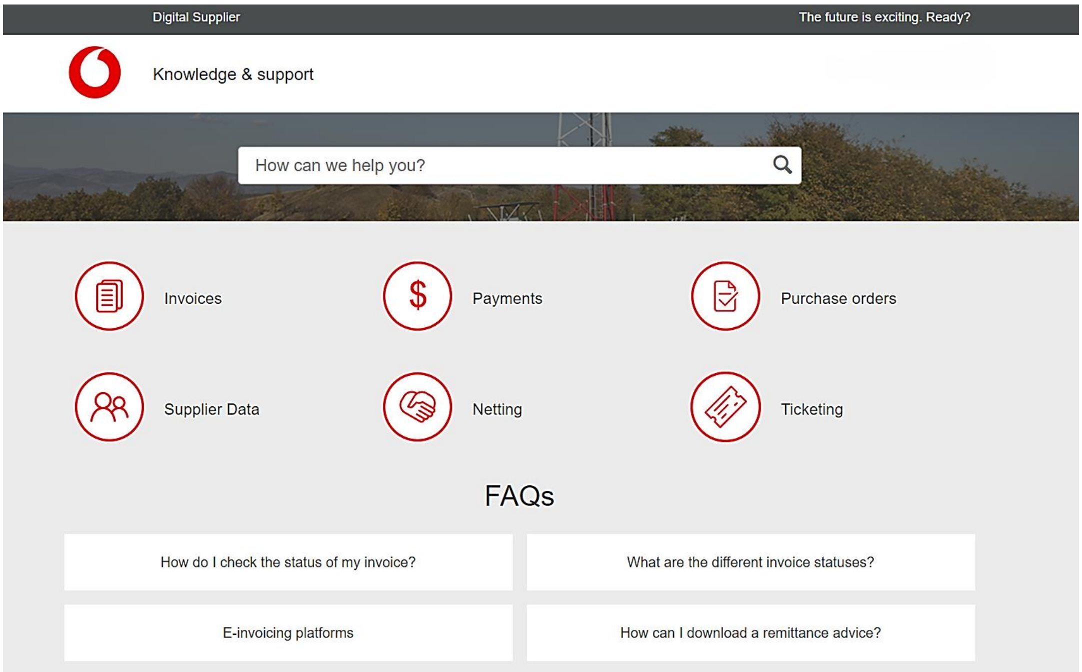


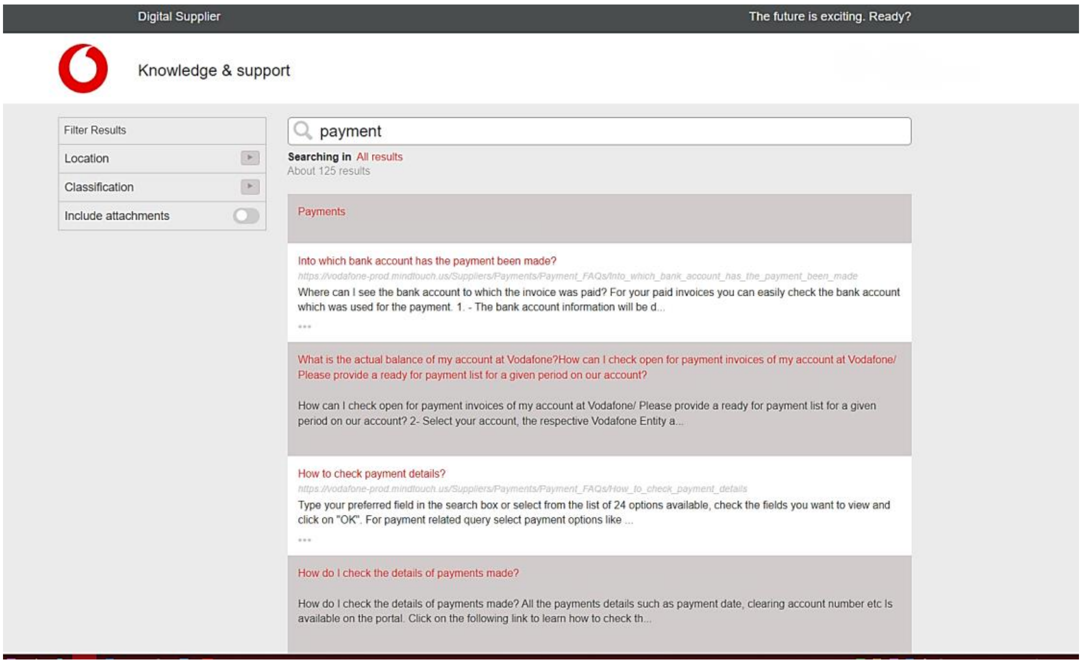
Any addition or change of bank details must be supported by official bank documentation. The following documents are accepted:

- 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.



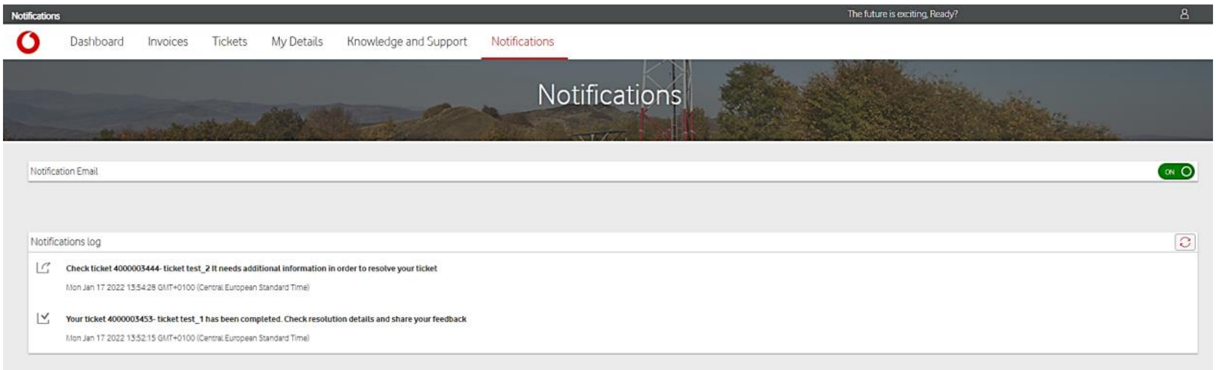


8. Notifications

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**.