# 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

| Dashboard                                   |   |                            |  |  | The future is exciting, Ready? | 8                     |
|---|---|----------------------------|--|--|--------------------------------|-----------------------|
| O Das                                       | shboard Invoices 7  | Tickets My Details Knowled | Ige and Support 1                        | Notifications  |                                |                       |
|   |   | Looking for                | Real-tim                                 | lore the self-service function<br>receptate<br>PO's and Payments | ons                            | >                     |
|   |   | Accounts:                  |  | Vodafone Entity:   | ~                              |                       |
|   | Ready for payment<br>Pending items<br>Rejected<br>Cleared | Invoices *                 | 5.200.00<br>5.000.00<br>200.00<br>200.00 | Completed  | Tickets *                      | Freebase              |
|   |   |                            |  |  |                                |                       |
| Privacy policy   Want to create an invoice? |   |                            |  |  |                                | ©12022 Vodalone Group |



# 2. How to log in?

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

| Supplier Login                      | Keep your business growing and on track   |
|-------------------------------------|---|
| User Name                           | SAP Suppler Financing can address your<br>working capital needs. With up to 100% invoice<br>payment upon approval, it's simplifies the<br>borrowing process. Available now on your<br>suppler portal and for companies based in the |
| Password                            | USA.  |
| Logn<br>Forgot Username or Password | Learn More  |

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

| SAP  | Business Network - Standard Account Upgrade   | € Back   | to classic view   |                       | 0 🚳      |
|------|---|--|---|-----------------------|----------|
| Home | Enablement Worklench Catalogo<br>Overview Getting started   | and a state of the |   |                       | Create ~ |
|      | O<br>Evablemere Tasla   |  |   |                       |          |
|      | My widgets #8 Customize   | Company profile  | My leads  | Download app          |          |
|      | Sagalar Digba Ponal . (For schwiad @<br>wgorar jalose contact<br>wgopier digbapontal@volddow.com) | 15%<br>Completed   | Too have no open laads matching year<br>company profile. View all leads | We are now<br>mobile. | (ALENA)  |
|      |   | your chances of being discovered by new<br>buyers.<br>Camptete profile →   |   | Learn more →          |          |

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

| Digital Supplier                          |  |                   |  |   | The future is existing, Ready? | 8                    |
|---|--|-------------------|--|---|--------------------------------|----------------------|
| 0   | Dashboard Invoices Tick                                    | ets My Details Kr | nowledge and Support                       | Notifications   |                                |                      |
| <   |  |                   |  | g, Zsolt Kelsmen!<br>Suppler Data Ports                         |                                | >                    |
|   |  | Accounts          |  | Vodafone Entity:  |                                |                      |
|   | Ready for payment.<br>Pending items<br>Rejected<br>Cleared | Invoices*         | 5.00.0<br>5.00.0<br>2000<br>75entoed inext | Vodstone to action<br>My action required<br>Completed<br>Closed | Tickets *                      | - vormaar            |
| Prevery policy Want to create an invoice? |  |                   |  |   |                                | ©2022 Vodefone Group |



# 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.

| Accounts: | Select Account | ~ | Vodafone Entity: | Select Vodafone Entity | ~ |
|-----------|----------------|---|------------------|------------------------|---|
|           |                |   |                  |                        |   |

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.

| Ready for payment 0 Involces issued in:<br>EUR | Vodafone to action 4 6 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 |
|--|--|
| Rejected 0                                     | Completed 0  |
| Cleared 1 Paid 5.00000<br>Outstanding 200.00   | Closed 3 Voldione My action Completed Close              |

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

| roices     | Dashboard  | Invoices                            | Tickets    | My Details                   | Knowledge and Support | Notifications |
|------------|------------|-------------------------------------|------------|------------------------------|-----------------------|---------------|
| ,          | Dasiiboaru | Involces                            | TICKELS    | My Detaits                   | Knowledge and Support | Notification  |
|            |            | n an <mark>Sharana</mark><br>Tarata |            | <ul><li>✓ 12-12-20</li></ul> | 021 - 11-01-2022 🛛 🖽  | Go            |
| All Items  | ∽ Search   | n by Invoice N                      | lumber(s)  |                              |                       |               |
| All Items  | 123        |                                     | Course of  | and the second               |                       |               |
| Open Items | ler 式      | Favourites                          | ollo Stati | stics                        |                       |               |

## 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.

|           |           | <i>Select Ac</i><br>All Items |                   | a de constant        |                      | lect Vodafone En<br>arch by Invoice N |            |              | Documen      | t date   |  | Go         |     |  |
|-----------|-----------|-------------------------------|-------------------|----------------------|----------------------|---------------------------------------|------------|--------------|--------------|--|--|------------|-----|--|
| ices      |           |                               |                   |                      |                      |                                       |            |              |              | The future is e  | writing, Ready?                          |            |     |  |
| )         |           | Dashboard                     | d Invoices        | Tickets              | Wy Details H         | Knowledge and Support                 | Notificati | ons          |              |  |  |            |     |  |
| and the   |           | ~) [                          |                   |                      | 06-09-2021           | - 06-09-2021                          | Go         |              |              |  |  |            |     |  |
| All Items | Marine S  | → Sea                         | arch by Invoice I | Number(s)            | Starton .            | AN DE MARKE                           | VIZZI      | ALK.         | 1            |  |  |            | 読みる | ann.                                       |
| All Items | e 🔗 Purch |                               | arch by Invoice I | Carlor Martin        | 5                    | April 1                               |            | X.F          | 1            |  | an a |            |     |  |
| Invoice   | Purch     |                               | 1900 1.0          | Carlor Martin        | 2                    |                                       |            |              |              |  |  | *          | •   |  |
| Invoice   | e 🔗 Purch | nase Order                    | 1900 1.0          | <u>ollo</u> Statisti | is<br>Invoice number | Payment date                          |            | Currency     | Purchase or. | Status   | Dueon                                    | Remittance | E [ |  |
|           | _         | nase Order                    | 슈 Favourites      | <u>ollo</u> Statisti |                      |                                       |            | 100100100187 | Purchase or  | Status<br>Ready for Payment by Citi<br>Bank<br>Ready for Payment by Citi | Due on<br>29-12-2021                     |            |     | L. Export<br>Related ticks<br>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.

| ices             |                    |            |                 |                      |                       |                      |                               |                                 | The future is a                             | wciting, Ready?      |             |   |  |
|------------------|--------------------|------------|-----------------|----------------------|-----------------------|----------------------|-------------------------------|---------------------------------|---|----------------------|-------------|---|--|
| )                |                    | Dashboar   | d Invoices      | Tickets              | My Details Kr         | nowledge and Support | Notifications                 |                                 |   |                      |             |   |  |
| 944<br>1         |                    | ~          | ise.            | ~                    | ·) <u>Go</u>          |                      |                               | <i>3</i> 3%                     | - Balling                                   |                      | nia 710     |   |  |
| Open Item        | ;                  | ~ Sea      | arch by Invoice | Number(s)            |                       |                      | Sala                          | - Alerta                        |   |                      |             |   |  |
|                  | Contraction of the |            |                 | 10.00                |                       |                      | MAY 1                         |                                 |   | Ser and              |             |   |  |
| Invoic           | e Durch            | ase Order  |                 | olli Statiet         | ice                   |                      |                               |                                 |   |                      |             |   |  |
| Invoic           | e 🔗 Purch          | nase Order | ☆ Favourites    | <u>ollo</u> Statist  | ics                   |                      |                               |                                 |   |                      |             |   |  |
|                  | e 🔗 Purch          | ase Order  | 슈 Favourites    | <u>oll</u> ) Statist | ics                   |                      |                               |                                 |   |                      | ٢           |   | .↓. Export                               |
| Search           | e 🔗 Purch          |            | A Favourites    |                      | ics<br>Invoice number | Payment date         | Amount Currency               | <ul> <li>Purchase or</li> </ul> | Status                                      | Due on               | Remittance_ | E |  |
| Invoic<br>Search |                    | ٩          |                 |                      |                       | Payment date         | Amount Currency<br>122.00 EUR | <ul> <li>Purchase or</li> </ul> | Status<br>Ready for Payment by Citi<br>Bank | Due on<br>29-11-2021 |             |   | L Export<br>Related tick<br>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.

| voices        |                               |   |                      | The future is exciting, Ready? |
|---------------|-------------------------------|---|----------------------|--------------------------------|
| 0             | Dashboard Invoices Ticke      | ets My Details Knowledge and Si           | upport Notifications |                                |
| Cleared Items |                               | <ul> <li>01-01-2020-31-01-2020</li> </ul> |                      |                                |
|               |                               |   |                      |                                |
| 🗐 Invoice 🛷 P | Purchase Order 📈 Favourites 🛄 | Statistics                                |                      |                                |
| Search        | Aurchase Order                | Statistics                                |                      | (i) Export                     |
|               |                               | Statistics<br>Payment date                | Payment document     | (3) Export Amount: Currency    |
| Search        | ٩                             |   | Payment document     |                                |



| 1                   | ~ <u></u>      |                  |               |                  |              |              |        |          |
|---------------------|----------------|------------------|---------------|------------------|--------------|--------------|--------|----------|
|                     |                |                  |               |                  |              |              |        |          |
| In Payment Document | :: 8200 - suss |                  |               |                  |              |              |        | 💷 Export |
| Company Code        | Vendor No      | Payment document | Document type | Invoice number   | Invoice Date | Payment date | Amount | Currency |
| h (nu)              | 40             | 8;               | Invoice       | a mar in 1975 an | 21-01-2020   | 28-01-2020   | 34     | TRY      |
| iar                 |                |                  |               |                  |              |              |        |          |
|                     |                |                  |               |                  |              |              |        |          |
|                     |                |                  |               |                  |              |              |        | _        |
|                     |                |                  |               |                  |              |              |        |          |
|                     |                |                  |               |                  |              |              |        |          |
|                     |                |                  |               |                  |              |              |        |          |
|                     |                |                  |               |                  |              |              |        | OK       |

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.

| Invoices           |   |              |                      |                           |
|--------------------|---|--------------|----------------------|---------------------------|
| 0                  | Dashboard Invoic                                    | es Tickets I | My Details Knowledge | and Support Notifications |
| All Items          | 25 @ TESTING 879 6                                  |              | Document date        | Go                        |
| 🔒 Invoice 🛷 Purcha | TESTING_430<br>Ise Order TESTING_850<br>TESTING_725 | 8<br>8<br>8  | g                    |                           |
| Search             | Q TESTING_879<br>TESTING_989                        | 8<br>8       |                      |                           |



| )                    |                         |                 |                                     |                               |                               |                |                 |   | future is exciting, Re   |                      |  |   |
|----------------------|-------------------------|-----------------|-------------------------------------|-------------------------------|-------------------------------|----------------|-----------------|---|--------------------------|----------------------|--|---|
|                      |                         | Dashboard       | Invoices Tick                       | iets My Deta                  | ails Knowled                  | ge and Support | lotifications   |   |                          |                      |  |   |
| ll Items             |                         |                 | ₩9 ⊗ 4 More                         | ∼ Doc<br>×                    | cument date                   |                | 30              |   |                          |                      |  |   |
| 1 Incodes            | A                       | - · ·           | n Da                                |                               |                               |                |                 |   |                          |                      |  |   |
| Invoice              | Purchase                | order 53        | Favourites 000                      | Statistics                    |                               |                |                 |   |                          |                      |  |   |
| earch                | <pre> @/ Purchase</pre> | order 53        | Favountes <u>ouu</u>                | Statistics                    |                               |                |                 |   |                          | ¢                    | ⊟ (                                      | .⊥ Export                                     |
| iearch               | Company Code            | ۹               |                                     | 1999922004829                 | Invoice number                | Payment date   | Amount Currency | Status  | Due on                   | 10 m 10 m 10 m 10 m  | E (                                      |   |
| earch<br>wourite     |                         | ۹               |                                     | 1999922004829                 | Invoice number<br>TESTING_725 | Payment date   | Amount Currency | Status<br>Ready for Payment by Citi<br>Bank   | Due on<br>29-11-2021     | Remittance Ad 1      | 00//0                                    | Related ticke                                 |
| earch<br>wourite     | Company Code            | ٩               | Document type                       | Document date                 |                               | Payment date   |                 | Ready for Payment by Citi<br>Bank<br>Ready for Payment by Citi                                      |                          | Remittance Ad 1      | Ticket                                   | Related ticke<br>Show Tickets                 |
| earch<br>wounte<br>☆ | Company Code            | Q.<br>Vendor No | Document type                       | Document date                 | TESTING_725                   | Payment date   | 12              | Ready for Payment by Citi<br>Bank<br>Ready for Payment by Citi<br>Bank<br>Ready for Payment by Citi | 29-11-2021               | Remittance Ad 1<br>( | Ticket<br>Create Ticket                  | Related ticke<br>Show Tickets                 |
|                      | Company Code            | Q<br>Vendor No  | Document type<br>Invoice<br>Invoice | Document date<br>18-<br>27-11 | TESTING_725<br>TESTING_430    | Payment date   | 12,             | Ready for Payment by Citi<br>Bank<br>Ready for Payment by Citi<br>Bank                              | 29-11-2021<br>29-11-2021 | Remittance Ad. 1     | Ticket<br>Create Ticket<br>Create Ticket | Related ticke<br>Show Tickets<br>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:

|                   | Dashboard      | Invoices  | Tickets   | My C  | )etails |       | Knov | vled | ge a | and S | Suppo | ort Notifica  | tions |
|-------------------|----------------|---|-----------|-------|---------|-------|------|------|------|-------|-------|---------------|-------|
| Linthe            |                | and the state of the second |           | ~ (   | )1-12-  | 2021  | - 31 | -12- | 202  | 1     | Ê     | Go            | K     |
|                   |                | - AND -   | STATE OF  |       | <       | Dece  | mber |      | 202  | 1     | >     | in the second |       |
| All Items         | Search         | by Invoice N  | umber(s)  |       | Su      | n Mon | Tue  | Wed  | Thu  | Fri   | Sat   |               |       |
|                   |                |   | C. A.     | 200   | 45 28   | 3 29  | 30   | 1    | 2    | 3     | 4     |               | 1     |
| 🗐 Invoice 🛷 Purch | nase Order 🛛 🖧 | Favourites  | OD Statis | stics | 49 5    | 6     | 7    | 8    | 9    | 10    | 11    |               |       |
|                   |                |   |           |       | 50 12   | 2 13  | 14   | 15   | 16   | 17    | 18    |               |       |
| Search            | Q              |   |           |       | 51 19   | 9 20  | 21   | 22   | 23   | 24    | 25    |               |       |
|                   |                |   |           |       | 52 20   | 5 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.

| ices              |              |                            |                   |               |                               |                   |                  |          |                | The future       | e is exciting, Read  | ty?               |       |  |
|-------------------|--------------|----------------------------|-------------------|---------------|-------------------------------|-------------------|------------------|----------|----------------|------------------|----------------------|-------------------|-------|--|
| )                 |              | Dashboard                  | Invoices Ti       | ckets My De   | etails Know                   | ledge and Support | Notificatio      | ons      |                |                  |                      |                   |       |  |
| All Items         | a narad      | <ul> <li>Search</li> </ul> | a by Invoice Numb |               | 7-08-2021 - 27-               |                   | Go               |          |                |                  |                      |                   | 24    |  |
| C                 | 0            | i.                         |                   | 10.00         |                               |                   |                  |          |                |                  |                      |                   |       |  |
| Invoice<br>Search | Purchase     | e Order ☆                  | Favourites g      | Statistics    |                               |                   |                  |          |                |                  |                      | 18                | 8 8   | .↓ Export                              |
|                   | Company Code | ٩                          |                   | Document date | Invoice number                | Payment date      | Amount           | Currency | Purchase order | Status           | Sue on               | ©<br>Remittance A | i 🗐 🗍 |  |
| Search            |              | ٩                          |                   |               | Invoice number<br>TESTING_430 | Payment date      | Amount<br>122.00 |          | Purchase order | A Sort Ascending | Due on<br>29-11-2021 |                   |       | L Export<br>Related tic<br>Show Ticket |

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

| Invoice |                      |
|---------|----------------------|
| Search  | <br><br>3 🖃 🕹 Export |

## 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.

| Invoice   | Ø Purchas  | se Order 🕺   | Favourites  | 000 Statistics |              |              |        |          |                |                                   |            |              |               |                |
|-----------|------------|--------------|-------------|----------------|--------------|--------------|--------|----------|----------------|-----------------------------------|------------|--------------|---------------|----------------|
| Search    |            | ٩            |             |                |              |              |        |          |                |                                   |            | 礅            | 8             | 🕁 Export       |
| Favourite | Company Co | Vendor No    | Document ty | Document da    | Invoice numb | Payment date | Amount | Currency | Purchase order |                                   | Due on     | Remittance A | Ticket        | Related ticket |
| ☆         | -101       | 100002711511 | Invoice     | 27-08-2021     | TESTING_430  |              | 122.00 | EUR      |                | Ready for Payment by Citi<br>Bank | 29-11-2021 |              | Create Ticket | Show Tickets   |
| ☆         |            |              | Invoice     | 27-08-2021     | TESTING_850  |              | 122.00 | EUR      |                | Ready for Payment by Citi<br>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.

| 0005                 |                    |          |                      |              |                 |                  |                         |                |              |                       |                   |       |          |
|----------------------|--------------------|----------|----------------------|--------------|-----------------|------------------|-------------------------|----------------|--------------|-----------------------|-------------------|-------|----------|
| )                    | Dash               | iboard   | Invoices Tic         | kets My De   | tails Knowle    | edge and Support | Notifications           |                |              |                       |                   |       |          |
|                      | ~ ·                |          | -                    |              | -01-2020 - 31-0 | 1-2020 🖽         | Go                      | Store .        |              |                       |                   |       |          |
| All Items            | ~                  | Search b | y Invoice Numbe      | er(s)        | 200             |                  |                         | Store.         |              | A STA                 |                   |       |          |
|                      |                    |          |                      |              |                 |                  |                         |                | (inc.        |                       |                   |       |          |
| 6                    | n des Participa de | 12       |                      | Color Martin |                 |                  | Value, in 1 1 2 19 19 1 |                |              | 1761-236-36, 19       |                   |       |          |
| Invoice              | Purchase Orde      | er 🟠 F   | Favourites <u>al</u> | Statistics   |                 |                  |                         |                |              |                       |                   |       |          |
| -                    | Purchase Orde      | er 🕁 F   | Favourites <u>al</u> | Statistics   |                 |                  |                         |                |              |                       | ŝ                 | ) 🗆 ( | 🕁 Export |
| Search               | Purchase Orde      |          |                      |              | Invoice number  |                  | Amount Currency         | Purchase order | Status       | Due on                | Remittance Advice | ) 🖃 🗍 | L Export |
| Search<br>Favounte C | ٩                  | dor No   |                      |              | Invoice number  |                  |                         | Purchase order | SEUS<br>Paid | Due on:<br>04-05-2020 |                   |       |          |

- 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 tick | ket               | Rejec   | tion reason   |            |
|-------------------|-----------------------------------|-----------|----------|--------------|-------------------|---------|---------------|------------|
|                   | Rejected                          | Create Ti | cket     | Show Ticket  | s                 | Incorre | ect VAT/TAX % |            |
|                   |                                   |           |          |              |                   |         |               | 1          |
|                   |                                   |           |          |              |                   |         |               |            |
| Invoices          |                                   |           |          |              |                   |         |               |            |
| 0                 |                                   | Dashboard | Invoices | Tickets      | My D              | etails  | Knowledge ar  | nd Support |
| $\langle \rangle$ | Invoice number<br>REJECTION TEST2 |           |          |              | Status<br>Rejecto | ed      |               |            |
|                   | Supplier id<br>40                 |           |          |              | Invoice           | d to    |               | - 00       |
| PO It             | ems 🔺 Rejection de                | etails    |          |              |                   |         |               |            |



| 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          |

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

## 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.

| nvoices               |                     |           |                   |         |                        |                         |                         |                             |                  |                      |           |  |
|-----------------------|---------------------|-----------|-------------------|---------|------------------------|-------------------------|-------------------------|-----------------------------|------------------|----------------------|-----------|--|
| 0                     |                     | Dashboard | Invoices          | Tickets | My Details             | Knowledge and Support   | Notifications           |                             |                  |                      |           |  |
| $\overline{\bigcirc}$ | Invoice number      |           |                   |         | Status<br>Paid         |                         | Total a<br>18           | mount                       |                  | Due on<br>04-05-2020 |           |  |
|                       | Supplier id<br>400  |           |                   |         | Invoiced to            |                         | Docum<br>31-01-         | ent date<br>2020            |                  | PO number<br>15      |           |  |
|                       |                     |           |                   |         |                        |                         |                         |                             |                  |                      |           |  |
| PO Ite                | ems 🔺 Rejection de  | tails     |                   |         |                        |                         |                         |                             |                  |                      |           |  |
| PO Ite                | erns A Rejection de |           | Quantity          |         | Unit of measure        | e Net Amount            | Related Currency        | PO                          | POItem           | VAT%                 | VAT Value |  |
| _                     | Descri              | iption    | Quantity<br>10.00 | _       | Unit of measure<br>CRT | e Net Amount<br>12 - so | Related Currency<br>EUR | PO<br>15 <b>C</b> - ross 10 | PO Item<br>00001 | VAT%<br>21.00        | VAT Value |  |
| Item                  | Descri              | iption    |                   |         |                        |                         |                         |                             |                  |                      |           |  |
| Item                  | Descri              | iption    |                   |         |                        |                         |                         |                             |                  |                      |           |  |



## 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 future is exciting  | Ready?   |  |
|----------------------------|---------------------|--------------------------|---|----------------------|--|---|--|--|---|--|--|
|                            |                     | Dashboard                | Invoices Ti   | ickets My D          | etails Know                            | vledge and Support  | Notifications  |  |   |  |  |
| -                          | allin and the first | ~) [                     |   | ~ 0                  | 1-05-2020 - 31-                        | -05-2020 🗎  | Go   |  |   | Electric .   |  |
| All Items                  | an an and           | ✓ Search                 | by Invoice Numb                                     | per(s)               |  | Summer Prov   |  |  |   |  |  |
|                            | Purchase            | e Order 5 <sup>4</sup> 7 | Favourites p  | C Statistics         |  |   |  | and and                                  |   |  |  |
|                            |                     | e order M                | ruvouites (j  | <u>uu</u> saasues    |  |   |  |  |   |  |  |
| Search                     |                     | Q                        |   |                      |  |   |  |  |   | Image: A state of the state | 🕁 Export   |
| avourite                   | Company Code        | Vendor No                | Document type                                       | Document date        | Invoice number                         | r Payment date  | Amount Currency  | Purchase order                           | Status 👘 Due on   | Remittance A Ticket  | Related ticke  |
| ☆                          | 492                 |                          |   |                      |  |   |  |  |   |  |  |
|                            |                     |                          | Invoice   | 06-1                 | 99                                     | 22  |  | 50                                       | Paid 22   | Remittance Advic Create Ticket   | Show Tickets   |
| *                          |                     |                          | Invoice   | 06-1                 | 99<br>99:                              | 28  | 23,555   | 50                                       | Paid 22 Paid 26-00 Paid   |  | Show Tickets<br>Show Tickets   |
|                            |                     |                          |   |                      |  |   |  |  |   |  | Show Tickets<br>Show Tickets<br>Show Tickets   |
| *                          |                     |                          | Invoice   | 06-(~~~~~            | 995-1-555                              | 28.04.0000  | 23,555,555,000   | 5Contactor                               | Paid 28-4   | Remittance Advic Create Ticket   | Show Tickets   |
| ☆<br>☆                     |                     |                          | Invoice<br>Invoice                                  | 06-(<br>06-(         | 99                                     | 28 04 0000<br>10 00000  | 23.545 0.0   | 50<br>50                                 | Paid 28-10-10-10-10-10-10-10-10-10-10-10-10-10-   | Remittance Advic Create Ticket<br>Remittance Advic Create Ticket<br>Remittance Advic Create Ticket   | Show Tickets<br>Show Tickets   |
| ☆<br>☆<br>☆                |                     |                          | Invoice<br>Invoice<br>Invoice                       | 06-1<br>06-1<br>06-1 | 995<br>99<br>99                        | 28  | 23,557,51,000<br>6,500,000<br>22,550,000,000                                   | 50<br>50<br>50                           | Paid 28-10-10<br>Paid 20<br>Paid 20   | Remittance Advic<br>Remittance Advic<br>Remittance Advic<br>Remittance Advic<br>Remittance Advic<br>Create Ticket<br>Remittance Advic  | Show Tickets<br>Show Tickets<br>Show Tickets   |
| ☆<br>☆<br>☆<br>☆           |                     |                          | Invoice<br>Invoice<br>Invoice<br>Invoice            | 06-i                 | 99                                     | 28 04 0000<br>10 000 00<br>10 0000<br>23 000000                 | 23 555 55 000<br>6 22 5555 550<br>1 55555 550                                  | 50<br>50<br>50<br>50<br>50               | Paid 26-10-10<br>Paid 20<br>Paid 20<br>Paid 23  | Remittance Advic         Create Ticket  | Show Tickets<br>Show Tickets<br>Show Tickets<br>Show Tickets                                 |
| ☆<br>☆<br>☆<br>☆<br>☆      |                     |                          | Invoice<br>Invoice<br>Invoice<br>Invoice<br>Invoice | 06-1                 | 995*****<br>99<br>99<br>99<br>99<br>99 | 28 04 0000<br>10 10 11 11<br>10 14 11<br>23 04 000<br>25 04 000 | 23,557,01,000<br>6<br>22,552,01,000<br>1,000,000,000<br>136,000,01,000         | 50 00 00 00 00 00 00 00 00 00 00 00 00 0 | Paid 26<br>Paid 20<br>Paid 20<br>Paid 20<br>Paid 22<br>Paid 22  | Remittance Advic         Create Ticket  | Show Tickets<br>Show Tickets<br>Show Tickets<br>Show Tickets<br>Show Tickets                 |
| ☆<br>☆<br>☆<br>☆<br>☆<br>☆ |                     |                          | Invoice<br>Invoice<br>Invoice<br>Invoice<br>Invoice | 06-1                 | 99<br>99<br>99<br>99<br>99<br>99<br>99 | 28 04 0000<br>10 04 000<br>23 04 0000<br>25 04 000<br>25 04 000 | 23, 147 11 00<br>6 22, 1500 110<br>1, 1500 110<br>136, 2001 110<br>5, 1500 150 | 50 00000000000000000000000000000000000   | Paid     2£       Paid     2r       Paid     2r       Paid     2       Paid     2       Paid     2       Paid     2 | Remittance Advic Create Ticket<br>Remittance Advic Create Ticket   | Show Tickets<br>Show Tickets<br>Show Tickets<br>Show Tickets<br>Show Tickets<br>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.

| Invoices                  |                             |   |                                | The future is exciting, Re                                   | ady?  | 8                            |
|---------------------------|-----------------------------|---|--------------------------------|--|---|------------------------------|
| 0                         | Dashboard Invoices          | Tickets My Details Knowledge and Support    | Notifications                  |  |   |                              |
| All Items                 | Search by Invoice Num       | v 01-05-2020 - 31-05-2020 🛱                 |                                |  |   | a second                     |
| 🗐 Invoice 🛷 Purci         | hase Order 🛛 🖓 Favourites   | 000 Statistics                              |                                |  |   |                              |
| Search                    | ٩                           |   |                                |  | ¢ 🗆 🗍   | .↓ Export                    |
| Favourite Company Co      | ode Vendor No Document type | e Document date Invoice number Payment date | Amount Currency Purchase order | Status Due on  | Remittance Advice Ticket  | Related ticket               |
| ☆     300       ☆     400 | Invoice                     | 28 US 100 Y                                 |                                | Pald by Citi Bank 03-10-2020                                 | Remittance Advice Create Ticket                                     | Show Tickets                 |
| н<br>ф                    | Invoice                     | 28 US 100 YL 100 0.00 100 28 YL 100 0       |                                | Paid by Citi Bank 03-10-2020<br>Paid by Citi Bank 03-10-2020 | Remittance Advice * Create Ticket Remittance Advice * Create Ticket | Show Tickets<br>Show Tickets |
|                           |                             |   | New ticket                     |  |   |                              |
|                           |                             |   |                                |  |   |                              |
|                           | Account*                    |   | Entity*                        |  |   |                              |
|                           |                             | 0.029                                       |                                |  | ~   |                              |
|                           | Category*                   |   | Sub-category*                  |  |   |                              |
|                           | Please Select               | ,   | Please Select                  |  | ~   |                              |
|                           | Invoice reference           |   | PO reference                   |  |   |                              |
|                           | Y                           |   | 3(                             |  |   |                              |
|                           |                             |   |                                |  |   |                              |
|                           | Subject*                    |   |                                |  |   |                              |



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.

|                   | New ticket    |  |  |
|-------------------|---------------|--|--|
| Account*          | Entity•       | What are the different invoic<br>What are the different invoic | rmy Invoice? You can check the status of your invoice by doin<br>e statuses?<br>e statuses? The invoice statuses displayed on the portal are |
| Category*         | Sub-category* |  | f my invoice?<br>f my invoice? The portal enables you to view the real-time stat   |
| Invoice           | Status query  | What are the different invoic<br>The payment date, payment     | e statuses?<br>amount (net of any discounts or Tax Discrepancies), paymen  |
| Invoice reference | PO reference  | How to check invoice reject                                    | on reason  |
| 1                 | 2             |  | jection description in a separate window by simply clicking on   |
| Subject*          |               |  | Show more  |
| invoice status    |               |  |  |

## 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.

| Invoices            |                              |                      |                           |                  |                  |            |          |   | The futu          | re is excit | ing, Ready?    |      |                |
|---------------------|------------------------------|----------------------|---------------------------|------------------|------------------|------------|----------|---|-------------------|-------------|----------------|------|----------------|
| 0                   | Dashboard                    | Invoices Tie         | ckets My De               | etails Knowl     | edge and Support | Notificati | ons      |   |                   |             |                |      |                |
| All Items           | <ul> <li>✓ Search</li> </ul> | by Invoice Numb      |                           | 1-05-2020 - 31-0 |                  | Go         |          |   |                   |             | Related ticket |      |                |
| 🗐 Invoice 🛷 Pure    | hase Order 🕺                 | Favourites <u>ol</u> | Statistics                |                  |                  |            |          | all |                   |             | 4000003451     | Open |                |
| Search              | Q                            |                      |                           |                  |                  |            |          |   |                   |             |                |      | ⊥ Export       |
| Favourite Company C | ode Vendor No                | Document type        | Document date             | Invoice number   | Payment date     | Amount     | Currency | Purchase order                          | Status            | Due o       |                | _    | Related ticket |
| 🖈 (iiui)            | -800/3                       | Invoice              | 2                         | Year             | 04               | 1          | (14)     | 30                                      | Paid by Citi Bank | 03-10-      |                |      | Show Tickets   |
| <b>A</b> (11)       |                              | Invoice              | 2 <sup>1,101</sup> ,100,1 | Y000000000       | 04.04            | 2          |          | 3000000000                              | Paid by Citi Bank | 03-10-      |                |      | Show Tickets   |

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.







```
🗐 Invoice 🚸 Purchase Order ☆ Favourites 🔟 Statistics
```

| Search    | ۹            |             |               |                    |                   |              |                 |        |             | Image: A text     | ⊥ Export     |
|-----------|--------------|-------------|---------------|--------------------|-------------------|--------------|-----------------|--------|-------------|-------------------|--------------|
| Favourite | Company Code | Vendor No   | Document type | Document date      | Invoice number    | Payment date | Amount Currency | Status | Due on      | Remittance Advi   | Self-billing |
| ☆         |              | - au 150125 | Invoice       | 25 00-2015         | 013 / 52220 0005. | 0:07-20      | 2, 7.50         | Paid   | 30-0-2010   | Remittance Advice | Generate     |
| ☆         |              |             | Invoice       | <b>25-</b> 07 2019 | 01447321201962    |              | 23,331.07 EUR   | Paid   | 31-07-2019  | Remittance Advice | Generate     |
| ☆         |              |             | Invoice       | 2:                 | 014 0321201002    | 3 07 2010    | 18,400,001,000  | Paid   | 31-02-00-00 | Remittance Advice | Generate     |
| \$        |              |             | Invoice       | 25-07-2019         | 014475212019RE.   | 31-07-2019   | 18,450.00 EUR   | Paid   | 31-07-2019  | Remittance Advice | Generate     |

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.

| ices                   |                 |                           |                              |   | The future is exciting, Ready          |   |                |
|------------------------|-----------------|---------------------------|------------------------------|---|--|---|----------------|
| )                      | Dashboa         | rd Invoices Ticke         | ts My Details Knowled        | lge and Support Notifications             |  |   |                |
|                        | _               | Car 20 anna               | ♥ 01-01-2019 - 31-01         | -2019 🗮 🔽 🖓                               | B. Mar                                 | Maria di seconda di se<br>Seconda di seconda di s |                |
|                        |                 | A                         | 3 12 13                      |   |  |   |                |
| 🗐 Invoice  🎸 I         | Purchase Order  | ☆ Favourites 🛄            | Statistics                   |   |  |   |                |
| Search                 | Purchase Order  | 것 Favourites <u>oUU</u> : | Statistics                   |   |  | ¢   | E 🕹 Export     |
|                        |                 | 다 Favourites di :         | Statistics<br>Total Quantity | Total value Total value currency          | Total Invoiced Total invoiced currency | ()<br>Ticket  | Related ticket |
| Search                 | ٩               |                           |                              | Total value Total value currency<br>Sc 10 | Total Invoiced Total invoiced currency |   |                |
| Search<br>Company Code | Q.<br>Vendor No | Purchase order            | Total Quantity               |   |  | Ticket  | Related ticket |

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.

| lices            |           |               |                           |                       |                             | Th         | e future is exciting, Ready? |                             |
|------------------|-----------|---------------|---------------------------|-----------------------|-----------------------------|------------|------------------------------|-----------------------------|
| )                | Dashboard | Invoices Tick | kets My Details           | Knowledge and Support | Notifications               |            |                              |                             |
| PO num           | ber       |               | Requestor name            |                       | Requesto                    | r email    |                              |                             |
| )                |           |               | Total value<br>4,1 stored |                       | Document                    |            |                              |                             |
| Compar<br>Voda   | y Code    |               | 4,1                       |                       | 22-01-20                    | 19         |                              |                             |
| Voda             |           |               | 4, <b>1</b> ,000          |                       | 22-01-20                    | 19         |                              |                             |
| PO Items         |           |               |                           |                       |                             |            |                              |                             |
| Voda             | ltern     | Desc          | cription                  | Quantity              | 22-01-20<br>Unit of measure | Net Amount | VAT Value                    | Delivery date.              |
| Voda<br>PO Items |           |               |                           | Quantity<br>300       |                             |            | VAT Value                    | Delivery date<br>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.

| pices               |              |                            |                 |               |                                   |             |                 |                |  |                     | ady?          |        |                |
|---------------------|--------------|----------------------------|-----------------|---------------|-----------------------------------|-------------|-----------------|----------------|--|---------------------|---------------|--------|----------------|
| )                   |              | Dashboard                  | Invoices Ti     | ckets My De   | tails Knowledge                   | and Support | Notifications   |                |  |                     |               |        |                |
| All Items           |              | <ul> <li>Search</li> </ul> | by Invoice Numb |               | -10-2021 - 31-10-203              |             | Go              |                | Service of the servic |                     |               | State  |                |
| Invoice             | Purchas      | e Order 🔗                  | Favourites o    | 3 Statistics  |                                   |             |                 |                |  | ALL DOWNER CONTRACT |               |        |                |
| Search              |              | ٩                          |                 |               |                                   |             |                 |                |  |                     | ŵ             | • • (  | . ⊥ Export     |
| Search              | Company Code | ٩                          |                 |               | Invoice number Paym               | nent date   | Amount Currency | Purchase order | Status   | Due on              | Remittance A_ | Ticket |                |
|                     |              | ٩                          |                 |               | Invoice number Paym<br>OCTOBER_10 | nent date   | Amount Currency | Purchase order | Under  | Due on              |               |        |                |
| Search<br>Favourite | Company Code | Q.<br>Vendor No            | Document type   | Document date |                                   | nent date   |                 | Purchase order |  | Due on<br>06 - 5 00 |               | Ticket | Related ticket |

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.



| oes               |                     |                |                         |                           |                      |                           |              |                | The future is exciting, Ready? |               |                          |
|-------------------|---------------------|----------------|-------------------------|---------------------------|----------------------|---------------------------|--------------|----------------|--------------------------------|---------------|--------------------------|
|                   | Dasht               | ooard Invoid   | es Tickets              | My Details                | Knowledge and Suppor | t Notification            | ns           |                |                                |               |                          |
|                   |                     | Lar            |                         | ~ Go                      |                      |                           |              | the al         |                                | ala .         |                          |
|                   | Purchase Order      | Favour         | ites of Statis          | tics                      |                      |                           |              |                |                                |               |                          |
|                   | Purchase Order      | Favour         | ites <u>allo</u> Statis | stics                     |                      |                           |              |                |                                | ¢ 🗆           | ⊥ Export                 |
| Search            | ٩                   | Purchase order | ites <u>00</u> Statis   | itics<br>Rejection reason | ) Due on D           | ocument date              | Payment date | Payment docum  | Amount Currency                | Document type | J Export<br>VAT rate (%) |
| Invoice<br>Search | م<br>Invoice number |                |                         |                           |                      | ocument date<br>I-10-2021 | Payment date | Payment docum_ | Amount Currency                |               |                          |

## 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.

| Tickets |   | The future is exciting, Ready?  | å    |
|---------|---|---|------|
| 0       | Dashboard Invoices Tickets My Details Knowledge and Support Notifications |   |      |
|         | v 01-12-2021 - 10-12-2021 🗎 Co  | and the second  |      |
| Tickets | 🔆 Favourites 🛄 Statistics   |   |      |
| Search  | Q   | Image: Second | cket |

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*           |
|---------------------------------|-------------------|
| Please Select ~                 | Please Select ~   |
| Category*                       | Sub-category*     |
| Please Select ~                 | Please Select ~   |
| Invoice reference               | PO reference      |
| Subject*                        |                   |
| Ticket description              |                   |
| B I U ∓ E Verdana ∨ 10 pt ∨ ▲ ∨ | ] 🗄 🗄 🗷 🖉 🤣 🖼 🖓 💼 |
| 1                               |                   |
|                                 |                   |



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.

| Tickets   |                                 |           |          |         |                          |                       |               | The future  | e is exciting, Ready?         | 8            |
|-----------|---------------------------------|-----------|----------|---------|--------------------------|-----------------------|---------------|---|-------------------------------|--------------|
| 0         |                                 | Dashboard | Invoices | Tickets | My Details               | Knowledge and Support | Notifications |   |                               |              |
| $\langle$ | Ticket number<br>41<br>Supplier |           |          |         | Status<br>Open<br>Entity |                       |               | Category<br>Invoice - Claim related query<br>Invoice number | Subject<br>test<br>Created on |              |
|           | Supplier                        |           |          |         |                          |                       |               |   | 14-01-2022                    |              |
| =>        | Interactions 🧳                  | Attachmen |          |         |                          |                       |               |   |                               | Close ticket |
|           |                                 |           |          |         |                          |                       |               |   |                               |              |
|           |                                 |           |          |         |                          |                       |               |   |                               |              |
|           | File name                       |           |          |         | Date                     |                       |               | Change by   |                               |              |
|           | test.docx                       |           |          |         | 14-0                     | 1-2022                |               | SCP Developer   |                               |              |
|           |                                 |           |          |         |                          |                       |               |   |                               |              |
|           |                                 |           |          |         |                          |                       |               |   |                               |              |
|           |                                 |           |          |         |                          |                       |               |   |                               | Upload file  |

## 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.

| ets     |              |                |          |                 |                   |                  |  | ine k     | uture is exciting, Ready | 1! |              |
|---------|--------------|----------------|----------|-----------------|-------------------|------------------|--|-----------|--------------------------|----|--------------|
|         | Dashboard    | Invoices Ti    | ckets My | Details Kno     | wledge and Suppor | rt Notifications |  |           |                          |    | <br>         |
|         |              |                |          | 29-11-2021 - 29 | -11-2021 🛱        | 60               | State.   | and the   |                          |    |              |
|         |              |                |          |                 |                   |                  | Res Ma   |           |                          |    |              |
|         |              |                |          | - Clark         | to more the       |                  | ALC: NOT ALC |           |                          |    |              |
| Tickets | 🛱 Favourites | 000 Statistics | - P      | aller.          | A CONTRACTOR      |                  |  |           |                          |    |              |
| Tickets | ∯ Favourites |                |          |                 |                   |                  |  |           |                          |    |              |
|         | ☆ Favourites |                |          |                 |                   |                  |  |           | ø                        | _  | + New ticket |
| Search  |              |                | Subject  | Category        | Sub-category      | Status Created   | on Inv. number   | P0 number | Q)<br>Auto-closure _     |    | + New ticket |



#### 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.

|  |                |                       |         | 29-11-2021 - 2                            | 29-11-2021 🗒 🚺          | Go           | -                            |               |                         | Décembre                        |            |                  |
|--|----------------|-----------------------|---------|---|-------------------------|--------------|------------------------------|---------------|-------------------------|---------------------------------|------------|------------------|
| 🎸 Tickets 😒                            | 7 Favourites   | <u>ollo</u> Statistic | s       | 0.0                                       |                         | and the      | Xtage                        |               |                         |                                 | and an     |                  |
| earch                                  | ٩              |                       |         |   |                         |              |                              |               | \$                      | E c                             | Export     | + New ticke      |
| avourite Company (                     | Code Vendor No | Ticket ID             | Subject | Category                                  | Sub-category Status     | Created on   | Inv. number                  | PO number     | Auto-closure            | Accelerate                      | Accelerate | tic Close ticket |
| Ar 10007                               |                | 46 000                | invoice | Invoice                                   | Invoice data mismi Open | 29-11-2021   | C. market                    | 5 (1) (2) (3) |                         | 06-12-2021                      | Acceler_   | Close            |
|  |                |                       |         |   |                         |              |                              |               |                         |                                 |            |                  |
| ets                                    | Dashboard      | Invoices              | Tickets |   |                         | otifications |                              | The fu        | ture is exciting. Ready | 1                               |            |                  |
| ets<br>Ticket number                   | Dashboard      |                       |         |   |                         | Categ        | ory.<br>e - Invoice data mil |               | ture is exciting. Ready | ?<br>Subject<br>invoice         |            |                  |
| ets<br>Ticket number                   | Dashboard      |                       |         | My Details Kr<br>Status<br>Open<br>Entity |                         | Categ        |                              |               | ture is exciting. Ready | Subject                         |            |                  |
| ets<br>Ticket number<br>40<br>Supplier | Dashboard      | Invoices              |         | My Details Kr<br>Status<br>Open<br>Entity | nowledge and Support No | Categ        |                              |               | ture is exciting. Ready | Subject<br>invoice<br>Created o |            | Close ticket     |





## 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.

| vets                               |             |             |                       |                  |                         |  |                          |             | The fut   | ture is exciting, Ready? |                          |                 |                       |
|------------------------------------|-------------|-------------|-----------------------|------------------|-------------------------|--|--------------------------|-------------|-----------|--------------------------|--------------------------|-----------------|-----------------------|
| )                                  |             | Dashboard   | Invoices              | ickets My De     | etails Knov             | vledge and Support Not                           | ifications               |             |           |                          |                          |                 |                       |
|                                    |             | ~) [        | Same us               |                  | 11-11-2021 - 31-        | 12-2021 🗐 G                                      |                          |             |           | lines.                   | Kasi                     | tien a          |                       |
| Tick                               | kets 🕺      | Favourites  | <u>p00</u> Statistics |                  |                         |  |                          |             |           |                          |                          |                 |                       |
|                                    |             |             |                       |                  |                         |  |                          |             |           |                          |                          |                 |                       |
| Search                             |             | ٩           |                       |                  |                         |  |                          |             |           | (0)                      |                          | Export          | + New ticket          |
| _                                  | Company Cod |             | Ticket ID             | Subject          | Category                | Sub-category Status                              | Created on               | Inv. number | PO number | ()<br>Auto-closure _     | Accelerate               | Export -        | )                     |
| Favourite                          | Company Cod |             | Ticket ID             | Subject<br>test2 | Category<br>Master Data | Sub-category Status<br>Contact informatic Closed | Created on 16-12-2021    | inv. number | PO number | 100.0                    |                          | ·               |                       |
| Favourite                          |             | e Vendor No |                       |                  | Master Data             |  |                          | Inv. number | PO number | 100.0                    | Accelerate               | Accelerate tic  | Close ticket          |
| Search<br>Favourite<br>☆<br>★<br>★ | 980         | e Vendor No | 400                   | test2            | Master Data             | Contact informatic Closed                        | 16-12-2021<br>15-12-2021 | Inv. number | PO number | 100.0                    | Accelerate<br>23-12-2021 | Accelerate tic_ | Close ticket<br>Close |

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

| ets                     |              |           |                           |               |                |                                    |              |                          |             |           | iture is exciting, Ready |           |                        |              |
|-------------------------|--------------|-----------|---------------------------|---------------|----------------|------------------------------------|--------------|--------------------------|-------------|-----------|--------------------------|-----------|------------------------|--------------|
|                         |              | Dashboard | Invoices T                | Fickets My De | etails Kno     | owledge and Suppo                  | ort Notifica | tions                    |             |           |                          |           |                        |              |
| Fritania<br>Fritania    | -10          | ~ [=      |                           |               | 01-11-2021 - 3 |                                    | Go           |                          |             |           |                          | Utaali    | kie                    |              |
|                         |              |           |                           |               |                |                                    |              |                          |             |           |                          |           |                        |              |
| 2                       | ets 🛣 F      | avourites | 000 Statistics            |               |                |                                    |              |                          |             |           | \$                       |           | L Export               | + New ticket |
| earch                   | Company Code | ۹         | D Statistics<br>Ticket ID | Subject       | Category       | Sub-category                       | Status       | Created on               | Inv. number | PO number | 😥<br>Auto-closure _      | E J       | Export Accelerate tic. |              |
| Ø Tick Search Favourite |              | ۹         |                           | -2004102.002  |                | Sub-category<br>Claim related quer |              | Created on<br>15-12-2021 | Inv. number | PO number |                          | AC 100 20 |                        |              |

## 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)

| y Details                       |   | The future is exciting, Ready?             | 8           |
|---------------------------------|---|--|-------------|
| Dashboard Invoices              | Tickets My Details Knowledge and Support Notifica   | tions                                      |             |
| Accounts: Vodalone Entity:      |   |  |             |
|                                 |   |  |             |
| and restricted to 1991          | The second second   |  |             |
| 8 My Details 🛱 Bank Information |   | Reque                                      | est changes |
| Company Name:                   | Address Line 1:   | City:                                      |             |
| A REC. NAME AND DESCRIPTION     | CAV FORST DEC   | - AHD                                      |             |
| Country:                        | State/Region:   | Contact Email:                             |             |
| don                             |   | pribation of the terms of the terms of the |             |
| Remittance e-mail address:      | Phone:  | Fax  |             |
| SELC SOL                        |   | - 49.00 (PZ ) - 20)                        |             |
| WHT Exemption Period:           | VAT registration number:  | Tax number:                                |             |
| 28-01-2019 - 27-01-2020 ●       | 1000 - 10000 - 10000 - 1000 - 1000 - 1000 - 1000 - 1000 - 1000 - 1000 - |  |             |
|                                 |   |  |             |



## 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.

| My Details                                 |  | The           | future is exciting, Ready? |
|--|--|---------------|----------------------------|
| Dashboard Invoices                         | Tickets My Details Knowledge and Support | Notifications |                            |
| Accounts VolationsEntry                    |  |               |                            |
| A <sup>™</sup> My Details Bank Information |  |               | Request changes            |
| Bank Name :                                | AND THE ADDRESS OF                       |               |                            |
| Bank Number:                               | 0.00                                     |               |                            |
| Bank Address:                              | INL                                      |               |                            |
| Account Holder:                            | LISE TOWN ON T                           |               |                            |
| Account Number:                            |  |               |                            |
| IBAN Number:                               | - 692 ( 1995)                            |               |                            |
| Swift/BIC Number:                          | JEPA COM                                 |               |                            |

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.

|                | Digital Supplier                      |  |   | The future is exciting. Ready?                    |  |
|----------------|---------------------------------------|--|---|---|--|
| 0              | Knowledge & su                        | pport  |   |   |  |
|                | Ho                                    | w can we help you?   |   | ٩   |  |
|                | Invoices                              | \$ Payme   | nts   | Purchase orders                                   |  |
| (%             | Supplier Data                         | Netting  |   | Ticketing   |  |
|                |                                       | FA   | Qs  |   |  |
|                | How do I check the                    | e status of my invoice?  | What are the different  | invoice statuses?                                 |  |
|                | E-invoici                             | ng platforms   | How can I download a  | remittance advice?                                |  |
| 0              | Digital Supplier<br>Knowledge & suppo | ort  | Тһ  | e future is exciting. Ready?                      |  |
| Filter Results |                                       | 0  |   |   |  |
|                |                                       | Q payment<br>Searching in All results  |   |   |  |
| Location       |                                       | About 125 results  |   |   |  |
| Include atta   |                                       | Payments   |   |   |  |
|                |                                       | Into which bank account has the payment been   |   |   |  |
|                |                                       | https://voddfone-prod.minitiouen.us/Suppliers/Payme<br>Where can I see the bank account to which the<br>which was used for the payment. 1 The bank | ints/Payment_FAQs/Into_which_bank_account_has_the_<br>invoice was paid? For your paid invoices you can e<br>account information will be d | payment_been_made<br>asily check the bank account |  |
|                |                                       | Please provide a ready for payment list for a giv  | ny account at Vodafone/ Please provide a ready for  |   |  |
|                |                                       | How to check payment details?  |   |   |  |
|                |                                       | https://vodafone-prod.mindtouch.us/Suppliers/Payme   | Ints/Payment_FAGs/How_to_check_payment_defails<br>elect from the list of 24 options available, check the<br>payment options like          | fields you want to view and                       |  |
|                |                                       | How do I check the details of payments made?   |   |   |  |
|                |                                       | How do I check the details of payments made?<br>available on the portal. Click on the following lin  | All the payments details such as payment date, clea<br>k to learn how to check th   | aring account number etc Is                       |  |



## 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.

| Cost laste decomposition in values      Invoices      Tickets      My Details      Knowledge and Support      Notifications      Notifications      Notifications      Notifications      Notifications      Invoices      In | The future is exciting, Ready? 8 |                                     |            |                |          |   | Notification |
|---|----------------------------------|-------------------------------------|------------|----------------|----------|---|--------------|
| Notifications Ing   |                                  | Knowledge and Support               | My Details | Tickets        | Invoices | Dashboard                               | 0            |
| Notifications log   |                                  |                                     | 193        | and the second | and the  |   |              |
| Check ticket 4000003444- ticket test_2 it needs additional information in order to resolve your ticket  | (a ()                            |                                     |            |                |          | tion Email                              | Notifica     |
|   | 0                                |                                     |            |                |          | • · · · · · · · · · · · · · · · · · · · |              |
|   |                                  | order to resolve your ticket        |            |                |          |   | Ľ            |
| Vour ticket 400000053- ticket test, 1 has been completed. Check resolution details and share your feedback<br>Non Jan 17 2022 1352:15 GuT-0100 (Cheronic European Standord Time)  |                                  | ion details and share your feedback |            |                |          |   | Ľ            |

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



└ 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**.

| Tickets                                 |                                     | The fullur | ris executing, headly?                               |          |
|---|-------------------------------------|------------|--|----------|
| O Dashboard Invoices Tickets My Details | Knowledge and Support Notifications |            |  |          |
| C Ticket number                         | Status<br>Completed<br>Entity       |            | Subject<br>ticket test_1<br>Created on<br>17-01-2022 |          |
| Interactions 🖉 Attachments              |                                     |            | Clos   | e ticket |
| Interactions                            |                                     |            |  |          |
| test<br>Created on: 17-01-2022          |                                     |            |  |          |
|   |                                     |            |  |          |