SUPPLIER DIGITAL PORTAL GUIDE

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Vodafone
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1. WHAT IS SUPPLIER DIGITAL PORTAL (SDP)?

Supplier Digital Portal

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 functionalities for suppliers:

- check the status of your invoices
- review your POs
- view your company details stored by Vodafone and request changes if needed
- open/manage your queries (Service Tickets) with the support of a built-in predictive search bar that helps you find information/guidance on various topics in real time
- in case you require further support you can raise a ticket, which will be sent to the Vodafone Query Team, and they will take the necessary actions, to solve the claim the earliest possible

The portal includes the following main elements:

1. **Dashboard** – Consists of a personalized welcome screen with summary on invoices and tickets over the last 3 rolling months, with a predictive search-bar
2. **Invoices** – You can check the status of your invoices, review the related purchase orders, and also open a ticket by a single click straight away
3. **Tickets** – Requests can be raised, listed and actioned via this widget
4. **My details** – Your main company records are displayed with the possibility to request modifications
5. **Knowledge and Support** – Search bar, FAQ and guides will help you find information on various topics
6. **Notifications** – Shows log of notifications on tickets that require your action and ticket that are completed
2. HOW TO LOG IN?

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

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

Note: For the proper visualization of the portal we recommend using 1360 x 768 or higher resolution.

Once you provided your login details, please click on the Hub icon on the right side of the screen:

Then, please click on Supplier Digital Portal:
And you will land on the Welcome Screen of Supplier Digital Portal:

3. DASHBOARD

The landing page is the Dashboard where the upper ribbon shows you the main functionalities of the tool while the search bar is under the personalized banner. Here you can search if you need help, and once you add a word you are going to be redirected to the Vodafone knowledgebase where you can find some useful information.

Under the search bar if you select a combination of Account and Entity, you can see relevant data with regards to your invoices/credit notes and raised tickets in two panels.

Kindly note that the Dashboard shows data from the last 3 rolling months.
4. INVOICES

From the portal Welcome Screen, you can navigate to Invoices screen by clicking on Invoices in the top ribbon.

4.1 Invoices tab

This shows all invoices and credit notes in relation with the account and entity selected. You can change the date in the calendar field, and also sort the list by clicking on the header of the columns.
4.1.1. Calendar icon

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

You can change the date in 2 ways:

1) 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

2) Overwrite the dates manually, keeping the original date format of DD-MM-YYYY – DD-MM-YYYY

4.1.2. Sorting documents

By clicking on the header, you can perform sorting or grouping of the list. This can be executed for the following columns: **Document type, Document date, Amount, Status.**
To remove the grouping, please press the **Remove Grouping** icon:

4.1.3. **Customized view**

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

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

Below are all the possible invoice statuses:

- **Paid**: The invoice has been paid on the displayed bank account. The payment date, payment amount (net of any discounts or Tax Discrepancies), payment document number and impacted bank account number will be visible in separate columns next to the invoice reference number. By clicking on the ‘Remittance Advice’ button, a remittance advice will be generated and sent to your email address recorded in our system specifically for this purpose.
- **Paid by Taulia**: Applicable when you are registered for Vodafone's Taulia e-Invoicing portal solution. Your invoice has been paid via Taulia portal.
- **Paid by Citibank**: Applicable when you are registered for Vodafone's factoring solution. Your invoice has been paid via Citibank.
- **Ready for Payment by Citibank**: The invoice has been posted and will be paid based on your agreed payment terms with Citibank.
- **Ready for Payment**: The invoice has been posted and will be paid based on your vendor invoice payment terms.
- **Waiting for Netting**: You are a Vodafone Client and Customer at the same time hence your Accounts Payable documents are going to be offset with your Accounts Receivable documents.
- **Rejected**: The invoice has been rejected permanently. For further details, please check the rejection reason.

To see the rejection reason, please click on the invoice number in blue, this will navigate you to the Invoice master layout. There click on the rejection details icon:

- **Under processing**: Your invoice has been received and is currently under Vodafone internal validation.
- **Under Tax review**: The document has been sent to Vodafone tax team for review.
- **Missing WHT certificate**: As a supplier you are requested to send us your latest Withholding Tax certificate to release the invoice for payment.
- **Missing goods receipt**: Your invoice has been stopped due to missing confirmation whether we have received your goods or services. We recommend you to contact your PO requestor regarding this so that your invoice can be timely approved for payment.
- **Netted**: You are a Vodafone Client and Customer at the same time hence your Accounts Payable documents are offset with your Accounts Receivable documents.
- **Under review**: The invoice has been posted and is currently under Vodafone Internal validation.
- **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 vendor details validation**: The invoice has been sent to Vodafone master data team for checking/updating vendor master data.
- **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 required.
- **Credit Note required**: Vodafone blocked your invoice because it was issued with incorrect amount or we haven't already got 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 storno credit note. In case of missing invoices, please check the credit note itself and send us the referring invoice.

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

<table>
<thead>
<tr>
<th>Status Name</th>
<th>Dashboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ready for Payment</td>
<td>Ready for Payment</td>
</tr>
<tr>
<td>Ready for Payment by Citi Bank</td>
<td>Ready for Payment</td>
</tr>
<tr>
<td>Paid</td>
<td>Paid</td>
</tr>
<tr>
<td>Paid by Citi Bank</td>
<td>Paid</td>
</tr>
<tr>
<td>Paid by Taulia</td>
<td>Paid</td>
</tr>
<tr>
<td>Internal Clearing</td>
<td>Paid</td>
</tr>
<tr>
<td>Netted</td>
<td>Paid</td>
</tr>
<tr>
<td>Rejected</td>
<td>Rejected</td>
</tr>
<tr>
<td>Under Processing</td>
<td>Pending items</td>
</tr>
<tr>
<td>Under Tax Review</td>
<td>Pending items</td>
</tr>
<tr>
<td>Under Review</td>
<td>Pending items</td>
</tr>
<tr>
<td>Vendor details validation</td>
<td>Pending items</td>
</tr>
<tr>
<td>Missing goods receipt</td>
<td>Pending items</td>
</tr>
<tr>
<td>Missing WHT certificate</td>
<td>Pending items</td>
</tr>
<tr>
<td>Waiting for netting</td>
<td>Pending items</td>
</tr>
<tr>
<td>Embargo</td>
<td>Pending items</td>
</tr>
<tr>
<td>Returned payment</td>
<td>Pending items</td>
</tr>
<tr>
<td>Rejected Payment</td>
<td>Pending items</td>
</tr>
<tr>
<td>Credit Note Required</td>
<td>Pending items</td>
</tr>
</tbody>
</table>

### 4.1.5. Invoice details

If you click on the **Invoice number** in Invoices screen, you are redirected to the Invoice Details Screen. In case of invoice with PO, you can find more information here about the net and gross amount, tax % and tax amount as well.
To go back to the previous screen, you can click on either browser’s back button or on Invoices tab in the top ribbon.

### 4.1.6. Export

To export, please click on the Export button, and an Excel file will be generated.

Should you have high invoice volume, the portal would notify you to select a shorter date range to display invoices.

### 4.1.7. Create a ticket from Invoices tab

You can create a new ticket by clicking on Create Ticket button.
4.1.8. Show related tickets

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

For further details on ticketing, please refer to section 5. Tickets.

4.2 Favourites

You can mark the invoice as favourite by clicking on the Star icon in the first column. The same invoice can be removed from the favourite list by clicking on the icon again.
If you would like to see only the Favourite Items, please select **Favourites** Icon in Invoices Screen.

If you are in Favourites and you would like to remove an item from the list, please select the **Bin** icon in the first column.

### 4.3 The PO tab

To find your POs, please select the **PO icon** in Invoices Screen. If previously you were looking your invoices, the same Account and Entity combination will be used when you are checking your POs. Should you need other selection, please use the Account and Vodafone entity drop downs to fit to your search.
Just like in the case of your invoices, with the calendar icon you can change the timeframe.

PO tab has the following default columns:
- **Vendor field** - Shows the vendor account number
- **Vodafone entity** - Shows the entity which issued the PO
- **Purchase order** - Shows the PO numbers
- **Total quantity** - Shows the Quantity which the PO was raised with
- **Total value** - Shows the complete value of the PO
- **Total Invoiced** - Shows the amount of invoices processed against the PO
- **PO copy** - Option to re generate the PO copy

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

### 4.3.1. PO details

If you click on the **PO number**, it navigates you to the PO number details, where you can find the short description, net amount and Tax amount by line item, also the delivery date. Also in this page you can find the details of the PO requestor, the Vodafone contact. If you find that something in your PO is not correct, please contact them.

### 4.3.2. Generate PO copy
If you need a copy of the PO, from the portal Welcome Screen, go to *Invoices*, select the PO tab. Select your account, the respective Vodafone Entity and the date range for PO's created in a specific period or mention a specific purchase order number in the search field.

The tool should show the list of POs created between the selected date range or the specific PO searched.

Please select the relevant PO and click on *Generate* button. You will receive an email with the PO copy on your registered email address.

### 4.4 Statistics tab

If you click on Statistics tab, you will find two charts.

#### 4.4.1 Bar chart

The first chart you will see is a bar chart. The bar chart shows the amount of the paid items in the last 2 weeks and items due ready for payment in the upcoming 2 weeks, in a daily breakdown. The first blue bar (due and ready for payment) also contains the overdue ready for payment items. If the bar shows negative value it means that the due ready for payment sum is in debit balance for that date.
4.4.2. Pie chart

Scrolling down, you will see a pie chart. The pie chart shows the distribution of statuses of the invoices for the selected date range.

The pie chart is clickable. If you select a section, the portal navigates you back to the Invoices tab, showing the list of invoices belonging to that status.

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

You can remove the filter by clicking on the X in the search field. In this case all the documents of the selected time frame will be listed.
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 the same as invoices, the list of Ticket shows the Tickets in relation with the Account and Entity selected.
You can also mark the Ticket as favourite, filter for the ticket creation date, Export the list in an Excel file, create a New Ticket, accelerate the Ticket or close it.

In case ticket is not resolved within a given timeframe, and becomes aged, escalation option will be available for you. If you click on Accelerate button, email notification is sent to the Query Team’s Line Manager.

There is an option to close tickets and provide feedback by clicking on Close button.
5.1 How to create a new ticket?

You can raise a ticket in 2 ways:

a) Either go to the Ticket Screen and select New Ticket:

![Ticket Screen](image)

b) or you can raise the ticket directly related to a specific invoice from the Invoices screen:

If you raise the ticket from Invoices screen and the ticket is associated to an invoice reference it is automatically added in the Ticket. If your invoice has a PO number, this information is also auto-populated.
Please complete the fields of the ticket.

1. If there is no invoice or PO number available in connection with the Ticket, you can populate this information or keep the field blank.
2. You need to add the Category and Sub-category selecting from a drop down list.
3. Please provide the Subject as this field is connected to the Vodafone knowledge repository, which might help you in finding the relevant answer for your question.
4. If the knowledge repository does not provide sufficient support for your query, continue with filling the Ticket description section.
5. If needed, you can also upload a file as an attachment to your ticket.
6. To finish the ticket creation, please click on submit.
Now your ticket is generated and it is automatically directed to the Vodafone Query Team. When they respond, you will receive a Notification via email, and also, you can check the updates selecting the Notification tab on the portal (see details in section 8.).

### 5.2 Ticket details and handling

In Tickets Screen by clicking on the Ticket ID, you will be redirected to Ticket details:
From here you can Add interactions and also check the Attachments or upload new ones. You can add interaction by clicking on Add interaction button.

Then, a textbox will appear, you can type your message here.
To upload an Attachment, please click on the **Attachments** icon and click on **Upload file**:

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.

6.1 **My Details Tab**

In My Details Screen, if you select My Details tab, you can see your main company details:
6.2 Bank Information

If you select **Bank Information** in My Details Screen, you will see all of your bank accounts available in our system.
6.3 Request data changes

From both tabs – My Details and Bank information - you are able to create a New ticket. These Tickets are created to ask for changes in the master data or bank information maintained in Vodafone systems. If you see that something is not correct, please raise a new Ticket by clicking on the Request Changes button:

Category is automatically added (Master Data). Please select the Sub-Category and also 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
If you would like to update your bank details, please make sure to specify the below information:
- Bank Name
- Branch (if available)
- Account Number
- Account Holder Name
- IBAN number
- SWIFT
- Currency

The above should be included in a non-editable (PDF/JPG/TIFF) attachment (on your Company letterhead) attached to the email.

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, containing the word you have started to write.
If the keyword appears in different topics, you can refine the results by using a filter – just click on one of the icons of the topics:
8. NOTIFICATIONS

8.1 When will I receive notifications?

You will receive notifications via email always when:
   a. Your ticket has been correctly submitted.
   b. Your ticket requires your action.
   c. Your ticket has been completed.
   d. 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.

8.2 Notification handling

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

1) whether the issue has been resolved, you will see the tick icon

2) or any additional information/action is needed from your side, you will see the turning right arrow icon
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**.