Doing business with Vodafone

A guide for suppliers
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Please note: This document applies specifically to OneSCM suppliers. If you are a Supplier for the Terminals Category, contact your Terminals team representative for the most up to date requirements.
Welcome to Doing Business with Vodafone

The following guide was designed to help you, the supplier, navigate Vodafone procurement policies and get paid on time. The most up to date information can be found on our website and within our B2B tools.

http://www.vodafone.com/content/index/about/suppliers.html

Vodafone buys products and services across all our markets from all over the world. We work closely with our suppliers to provide innovative solutions in a sustainable and ethical environment. All of our suppliers are required to complete our detailed qualification process to guarantee that they meet our business requirements and expectations.

All suppliers working with Vodafone must comply with the Vodafone policies and requirements these are defined in the Vodafone Code of Conduct.

We are committed to having a responsible and ethical supply chain and we want our suppliers and any other third parties to know and understand our expectations. The supplier policies describe the minimum standards that we expect of you in these key areas. The policies can be found on our website:

http://www.vodafone.com/content/index/about/suppliers/our_policies_processes_and_tools.html

Our supply chain team is responsible for purchasing products and services across the markets that we work in that help run our business, such as equipment for our networks, corporate services and IT infrastructure.

Since our foundation, the supply chain team has been on an ongoing journey, with the goal of being recognised as the best in our field. Operating along the entire value chain, we’ve been recognised many times in the industry for our high performance. Vodafone is committed to prompt payment of invoices, where goods and services have been provided in accordance with contractual obligations.

We’ve set up a landscape of tools and processes to make working with us faster, simpler and more secure for all of our suppliers. This guide will provide a general overview of these tools and processes.

How to ensure invoices are accepted and paid on time

No Purchase Order, No Pay

Vodafone operates a No Purchase Order, No Payment policy, which means that suppliers are always required to quote a valid Purchase Order number when submitting their invoices to Vodafone to ensure seamless processing and payment.

Non-compliance with the above will result on the supplier’s invoices being rejected and returned to them unpaid. Any work undertaken by the supplier without a valid Purchase Order, will be done at their own risk and payment will not be guaranteed.

• Make sure that you always ask your Vodafone contact to provide you with an approved Purchase Order number before you commence provision of any goods or services
• When the Purchase Order is created, a copy will be sent to the email address that we have recorded for you and will be available in our eHub.
• If no Purchase Order number is referenced on the invoice, it will automatically be rejected unless there are other contractual arrangements in place.

If you’re approached by any member of our business and asked to deliver anything for Vodafone without a Purchase Order for the full value already in place, please contact the Supply Chain Management team directly and we’ll help you ensure a Purchase Order is in place before any work commences. We don’t want our suppliers or Vodafone working with any form of risk. Payment may be withheld for any Purchase Orders raised after work has commenced.

**Purchase Order**

A Purchase Order will include the following important information:

• Order Number – generated by our system, always refer to this number on the invoice and when you contact Vodafone
• Order Creation Date – Date when the order was placed in our system
• Buyer Name – Name of Vodafone employee who placed the order. If you are uncertain about an order contact this person immediately
• Supplier ID – The code which represents your company in Vodafone’s systems
• Currency – Agreed currency of trading
• Payment Terms – Agreed payment terms as per the contract or other agreement
• Ship To Address – Deliver the goods or provide the service to this location
• Buyer Comment – Any further information added by the requestor
• Request Qty – Quantity of the ordered goods or service
• Request Date – Date when we expect to receive the goods or service
• UOM – Unit of Measure of the goods or service
• Item description – Description of goods or service that we ordered from you
• Unit price – Net value of 1 item or service without discount
• Supplier Item ID – Supplier part number provided by you
• Discount Information – Any agreed discount that is applicable for this specific item
• LI Contract ID – If we have a contract, it will be displayed here
• Total Line Amount – Total value of the order line that does not contain VAT
• Item Tax % – Applied VAT Percentage and total value of VAT
• Total Order Amount – Total value of the order containing VAT
• Customer Name – The respective Vodafone entity’s name
• Bill To Address – Vodafone entity’s information for invoicing.
Goods Receipting
The Goods Receipt is the confirmation in Vodafone’s system, by the requestor, that the goods or services have been received in the expected quantity and quality. Also, goods receipting triggers the authorization to pay the invoices received for the Purchase Order up to the quantity goods receipted.

If the Goods Receipt is not created, invoices will not be paid. Invoice status can be monitored on the Vodafone Self Service Portal (Webboard). In case the status of the invoice shows missing the Goods Receipt, please contact your Vodafone requestor to resolve.

Submitting your invoices

E-Invoicing
The fastest, most efficient, way for you to submit your invoices is via one of the e-invoicing portals. Using one of our e-invoicing portals has many benefits:

- No need to submit invoices via email
- Avoid rejections as the portal won't accept incorrect invoices. The Portal will automatically select the your name, address, and the Vodafone VAT no
- Check Purchase Order balance before submitting invoice thus eliminating Purchase Order related rejections.
- Increased processing speed. Once submitted, invoices are posted to Vodafone's accounts within one hour ensuring you get paid on time.

If you have not already registered for e-invoicing, send an e-mail to supplierportal@vodafone.com and they will send you an invitation to join Taulia.

For more information on our recommended e-invoicing portal Taulia, visit the Vodafone Taulia website at http://customers.taulia.com/vodafone/index.php.

By E-Mail
Invoices should be sent by email to the correct local market email address shown in the appendix and should reach us within 7 days from the invoice date. Invoices sent to any other address will not be processed and could delay processing and payment. See Vodafone Invoicing Requirements in the appendix for details of how your invoices should be formatted.

Invoices Rejections
Invoices not adhering to Vodafone policy will be rejected, delaying payment until the issue is resolved. Common reasons for invoice rejection include:

- If no Purchase Order number is referenced on the invoice, it will automatically be rejected unless there are other contractual arrangements in place
- If a valid Goods Receipt does not exist, invoices will not get paid. Exceptions exists for site rental, electricity, interconnect and roaming vendors
- The quantity and value of the invoice does not match the value of the Goods Receipt. To ensure your invoice is processed, confirm with your Vodafone contact the value of the Goods Receipt they have processed.
Invoice and Payment Queries

Self Service query resolution

You can now view the status of your invoices and payment details online on Webboard. No need to wait to get a response to your query when you can check it real-time yourself. Request your access to the online service today by sending an email to the correct local market email address shown in the appendix.

Webboard allows you to view the status of your invoices and payment terms immediately and at your convenience. Webboard is a web-based application where you can review:

- Real time invoice status – e.g. in process/ready for payment/rejected
- History of the invoice from when we received it to when it was paid
- Invoice rejections and reasons why
- Payment details – payment terms and bank details
- Ability to view invoice status across all Vodafone companies you deal with
- Account information – i.e. contact details we hold for you
- Download information in an Excel format so you can reconcile statements offline.

If you are already registered but have not used the service before please log on to the Webboard via https://sct.vodafone.com/webboard-app. If you need any support with using the tool you can access support materials on our website at:

https://workspace.vodafone.com/global/Vendor_Webboard_Information/SitePages/Home.aspx

E-mail query resolution

With Webboard you can immediately get answers to most invoice related questions you have. If you can’t find an answer or have any other query please write an email to the correct local market email address shown in the appendix. Answering your query is our priority; however please note that the response time can be up to 5 working days.

Urgent query resolution

In the event of a query being urgent please call us on the correct local market phone number shown in the appendix. Telephone service hours vary by market, but most are from Monday to Friday between 09:00 to 13:00 GMT.

Monthly Statements

Monthly statements allow Vodafone to reconcile supplier accounts ensuring that invoices are paid on time and reduce the number of invoice related queries you may have. Monthly statements should be sent to the contact email for your local market in excel format. If you are a VPC supplier, please send your monthly statements to vendorrecon@vodafone.com.
**Keeping Your Contact Details Up to Date**

As a vendor you may seek to make amendments to your details which are held on file by Vodafone Group. These details may include Company Name, Company Address, Email Address, Phone Number or Bank Account Details.

**It is vital that you inform Vodafone immediately of any changes to the above details. Failure to do so will inevitably result in delayed payment of your invoices. This is particularly important for your Company's bank account details.**

All requests to make amendments to your Company's details must be submitted in an email to the query team and must detail:

- Your Vodafone vendor number
- 'old' details
- 'new' details
- Contact name - Financial Controller / Accounts Manager.

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

Changes to your basic details take up to 5 working days (e-mail, address, company name etc.) from receipt of a valid request.

Changes to your bank account details will take 7 working days from receipt of a valid request. After 3 working days you will receive confirmation from Vodafone that your records have been updated and given 3 days to alert Vodafone to any discrepancy before the details are activated.

**Frequently Asked Questions**

**What is Vodafone Procurement Company - VPC?**

Vodafone Procurement Company VPC is a centre for all professional purchasing done by Vodafone from certain Suppliers. The VPC is currently located in Luxembourg.

**What is Vodafone Shared Services (VSSB/VSSA)?**

Vodafone Shared Services – (previously VOCH) is a shared services centre (SSC) taking care of Finance and Supply Chain Management queries.

**What is my payment term?**

Your payment term has been agreed by you and your Category Manager. Your contract should contain this along the delivery lead time. If you have any questions or comments regarding this, please turn to your Category Manager or contract.

**How can I see the processing status of my invoices?**

Vodafone operates an online invoice status checking tool, called Vodafone Webboard. If you are not yet enrolled, please ask your Vodafone Query team to sign you up. They will also send you detailed training material on the tool.

**I have received a payment, but I don’t know which invoices were paid. How can I find it out?**

There is an email address set in our system for each Supplier, where the system sends an automatic Remittance Advice each time a payment has been made to that particular Supplier. If you do not get this automatic message, please turn to Query Team for your market to set the correct address in the system. Also, you are able to see your invoice and payment details on the Vodafone Webboard.
My invoice is not paid because the Goods Receipt (GR) is missing. Who needs to do this?

In order to be paid, all invoices need to have a valid Goods Receipt against them. They are evidence that the goods were delivered or the services have been provided. Goods receipting is done by the Purchase Order requestor. You can find the name of the requestor on the Purchase Order. Contact the person who requested the goods or services to have the Goods Receipt processed.
**Appendix**

**Important contact information:**

<table>
<thead>
<tr>
<th>Vodafone Entity</th>
<th>Support Phone</th>
<th>Support Hours</th>
<th>Email Address - Queries</th>
<th>Email Address - Invoices</th>
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<td>Vodafone Albania</td>
<td>N/A</td>
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<td><a href="mailto:gieri.maluaka@vodafone.com">gieri.maluaka@vodafone.com</a></td>
<td><a href="mailto:artinda.prepapucs@vodafone.com">artinda.prepapucs@vodafone.com</a></td>
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<tr>
<td>Vodafone Group Services</td>
<td>+44 1635 677 677</td>
<td>9:00-13:00</td>
<td><a href="mailto:accounts-payable.vgs@vodafone.com">accounts-payable.vgs@vodafone.com</a></td>
<td><a href="mailto:vgs.invoices@vodafone.com">vgs.invoices@vodafone.com</a></td>
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<td>+36 1882 1010</td>
<td>9:00-13:00</td>
<td><a href="mailto:business-support.hu@vodafone.com">business-support.hu@vodafone.com</a></td>
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<td>+35 312 037 954</td>
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<td><a href="mailto:vm.finanace@kabeldeutschland.de">vm.finanace@kabeldeutschland.de</a></td>
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<td>+31 800 020 5893</td>
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### Purchase Order Example:

**Purchase Order**

**Purchase Order Number:**

**Purchase Order Date:** 02/03/2016  
**Last Modified Date:** 02/03/2016

**Supplier and Supplier Address:**  
**Bill To Address:**

Fax:  
Email:

**Vendor Number:**  
**Postal Address:**  

**Payment Terms:** within 120 days Due net  
**Due:** no hardcopy required

**Currency:** EUR

**VAT Number:**

**Contract Number:**

**Clarify Reference:**

**Quotation Reference:**

**Requestor:**

**Tel:**

**Email:**

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<tr>
<th>Revision #:</th>
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<table>
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<tr>
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<td>Each</td>
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**Contract No.**

**Order Type:** Standard  
**Warehouse ID:** 0010  
**Incoterms:**  
**Transport Type:**  
**Discount Information:** "Discount contract": 0%, 0%

Please deliver to:
Invoicing Requirements

Invoices can be submitted in PDF or TIF file format.

- One invoice per PDF/TIF file only
- Monochrome (black & white) invoices only
- No handwritten text
- No password protection as pdf invoices are opened and read by a machine.
- No ZIP files.

![Invoice Example]

Ensure you the UK date format—DD-MM-YY

Unique, Sequential Invoice No.

Quote both your and our registered address with VAT No

Clearly quote your Purchase Order number. If you have multiple lines make sure you also quote the line item number

Bank details shown on your invoice must match those held on our records—Make sure you advise us in advance of any change to your bank details

Please email remittances to creditcontrol@XYZ.com

Please remit payment:

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<th>IBAN</th>
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<td>12345678</td>
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Amount | VAT Rate | VAT Amount | Total Net | Total VAT | Total Gross
---|----------|------------|-----------|-----------|-------------
£190.00 | 23% | £45.70 | €190.00 | €45.70 | €235.70