

SUPPLIER DIGITAL PORTAL GUIDE

Version 1.1

24 September 2019

Vodafone



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1. WHAT IS SUPPLIER DIGITAL PORTAL (SDP)?

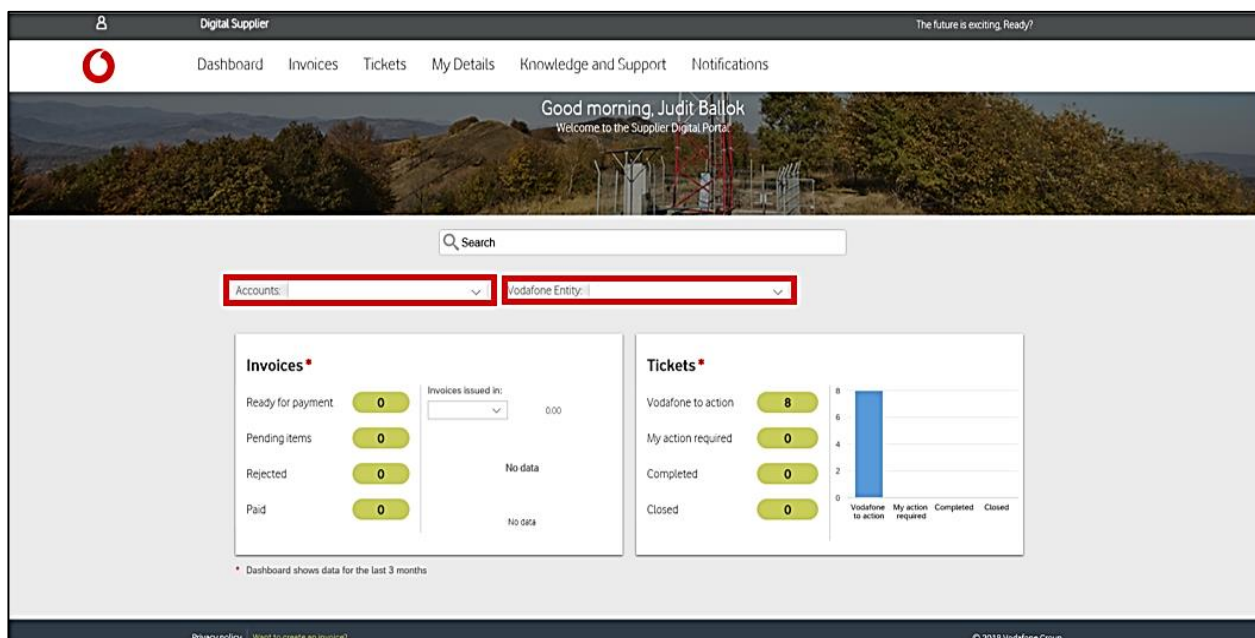
Supplier Digital Portal

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



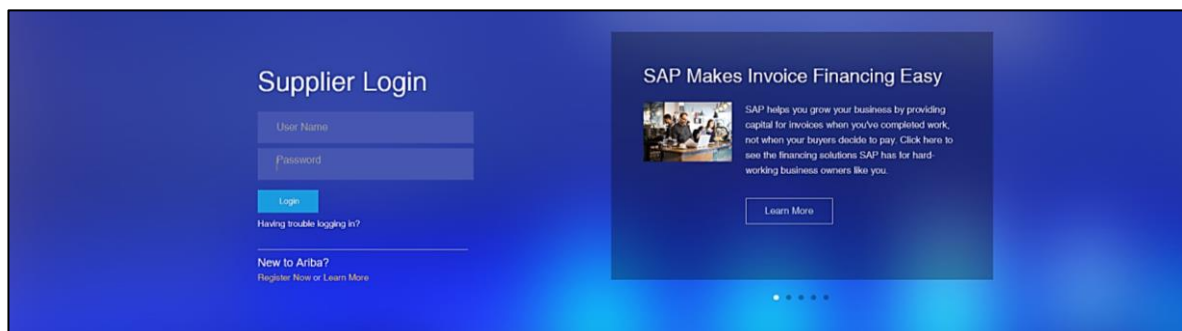


2. HOW TO LOG IN?

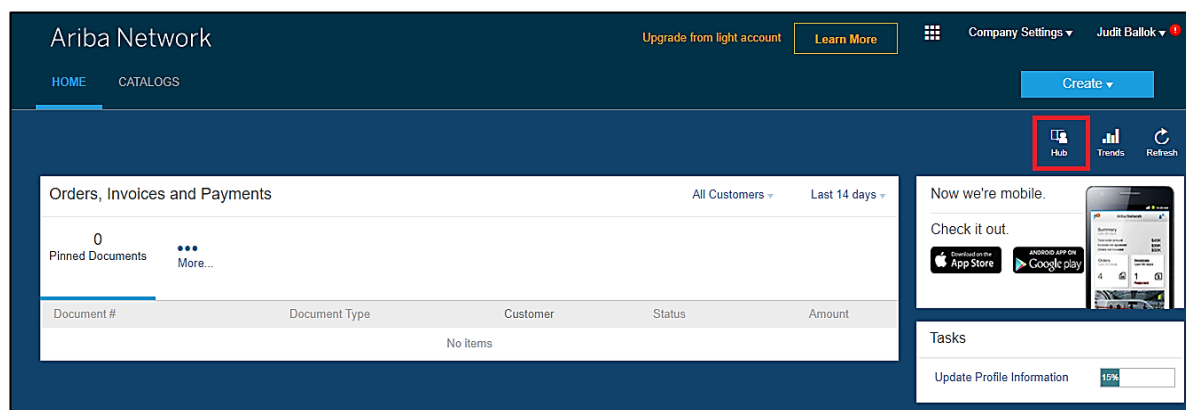
You can access the Supplier Digital Portal via Ariba Single Sign On: <http://supplier.ariba.com/>.

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.

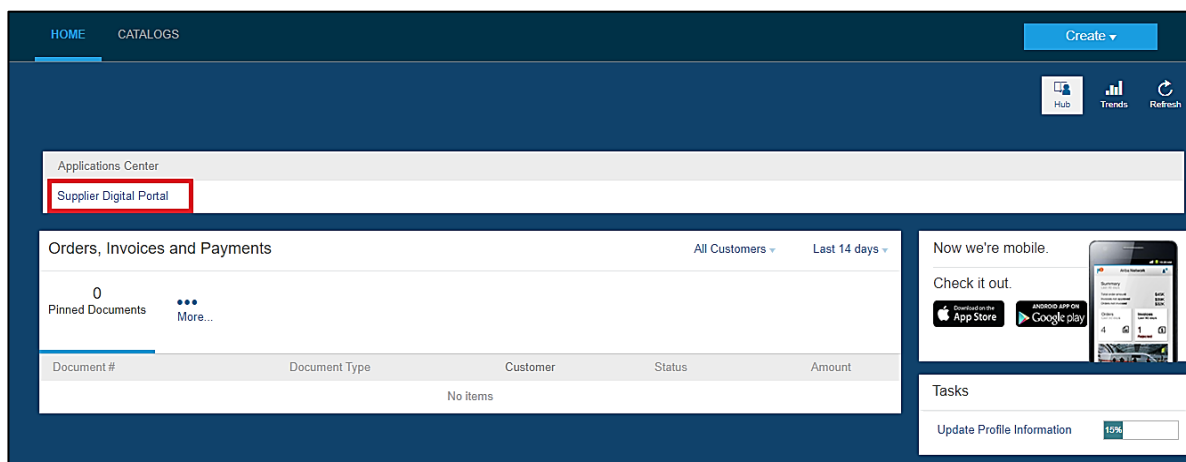
Note: For the proper visualization of the portal we recommend using 1360 x 768 or higher resolution.



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

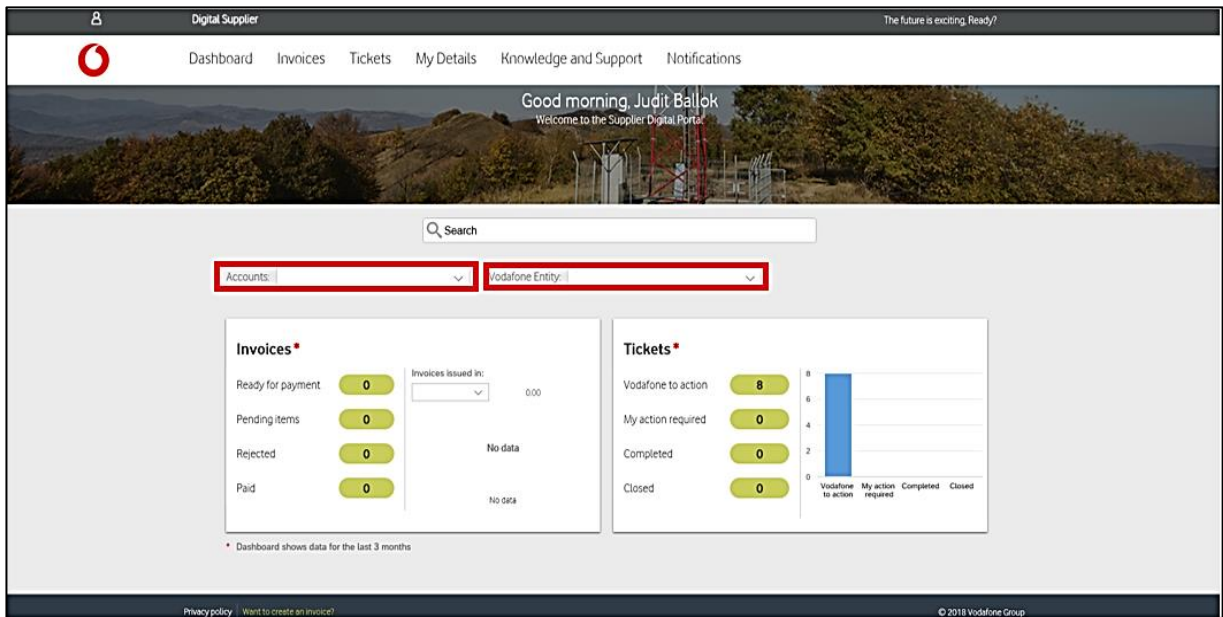


Then, please click on **Supplier Digital Portal**:



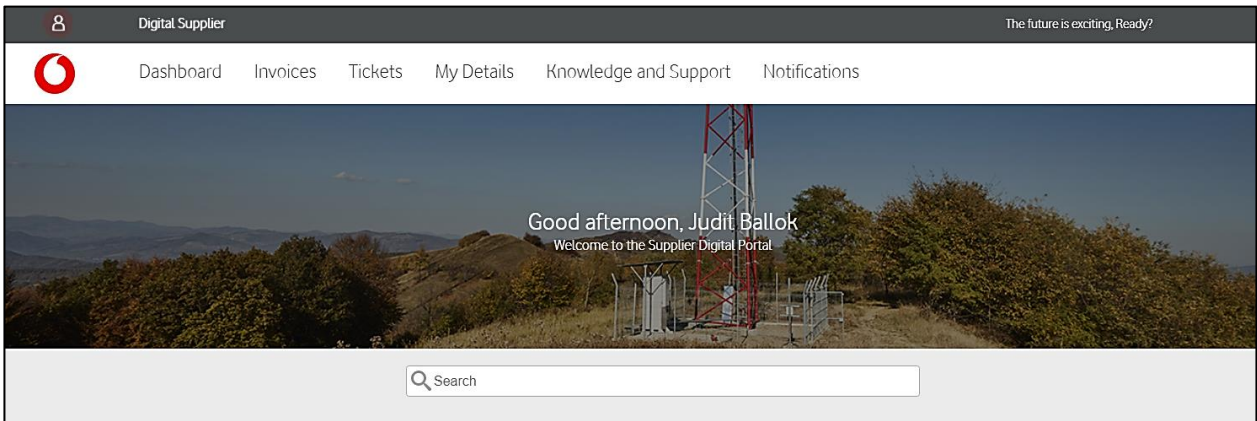


And you will land on the Welcome Screen of Supplier Digital Portal:



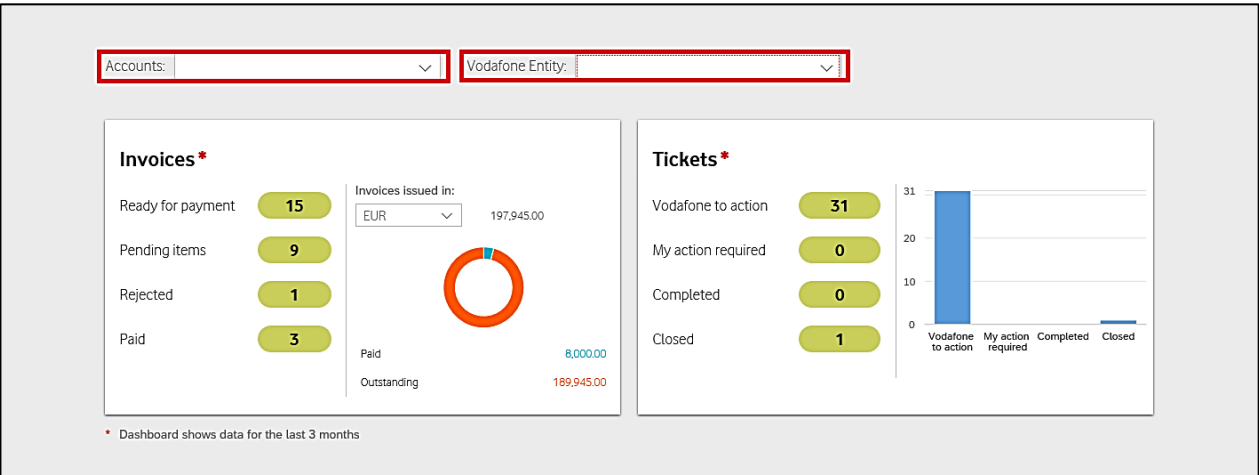
3. DASHBOARD

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.

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

Accounts Vodafone entity Go

Invoices POs Favourites Statistics

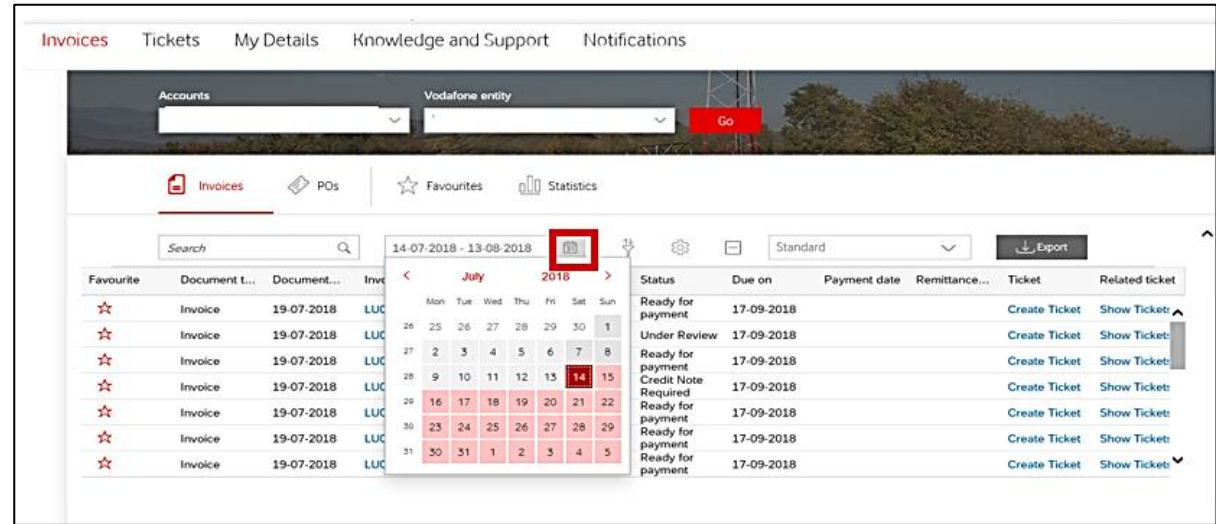
Search 01-06-2018 - 29-08-2018 Standard Export

Favourite	Document t...	Document d...	Invoice num...	Amount	Purchase or...	Status	Due on	Paym...	Remittanc...	Ticket	Related ticket
☆	Invoice	19-07-2018	ES00_A	8,000.00 EUR		Under Review	02-01-2019			Create Ticket	Show Tickets
☆	Invoice	19-07-2018	ES00_A3	8,000.00 EUR		Returned Payment	02-01-2019			Create Ticket	Show Tickets
★	Invoice	19-07-2018	ES00_E	8,000.00 EUR		Returned Payment	02-01-2019			Create Ticket	Show Tickets
★	Invoice	19-07-2018	ES00_E3	8,000.00 EUR		Ready for payment	02-01-2019			Create Ticket	Show Tickets
★	Invoice	19-07-2018	ES00_F	8,000.00 EUR		Rejected Payment	02-01-2019			Create Ticket	Show Tickets
☆	Invoice	19-07-2018	ES00_F3	8,000.00 EUR		Ready for payment	02-01-2019			Create Ticket	Show Tickets
☆	Invoice	19-07-2018	ES00_G	8,000.00 EUR		Waiting for Netting	02-01-2019			Create Ticket	Show Tickets



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:

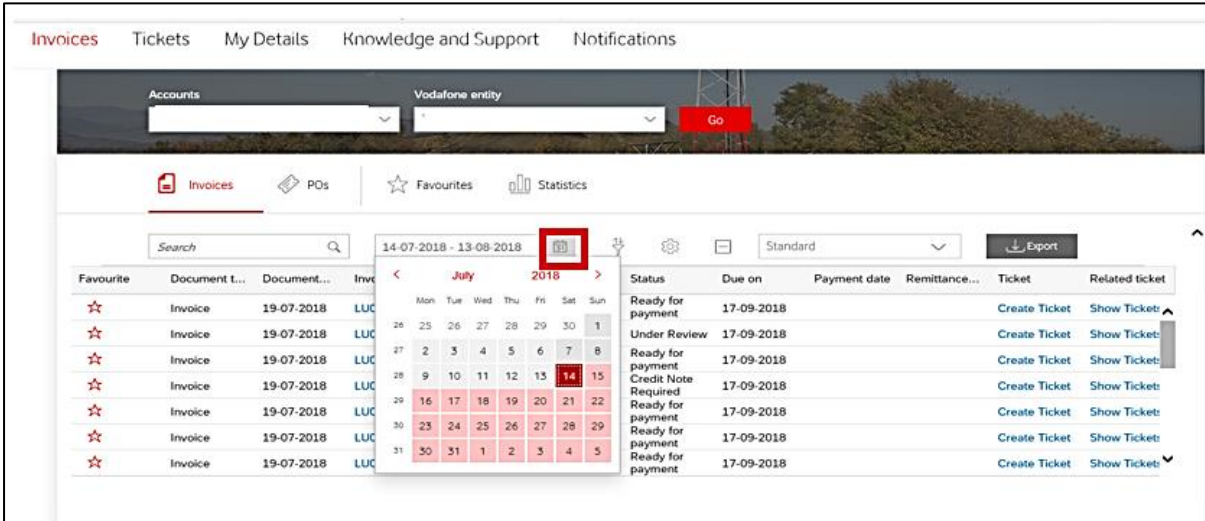


You can change the date in 2 ways:

- 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*.





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Dashboard Invoices Tickets My Details Knowledge and Support Notifications

Accounts Vodafone entity

Go

Invoices POs Favourites Statistics

Search 01-06-2018 - 29-08-2018 Standard Export

Favourite	Document ...	Document date	Invoice number	Amount	Purchase ...	Status	Due on	Paym...	Remittanc...	Ticket	Related tic...
☆	Invoice	Sort Ascending	ES00_A	8,000.00 EUR		Under Review	02-01-2019			Create Tic...	Show Ticket
☆	Invoice	Sort Descending	ES00_A3	8,000.00 EUR		Returned Payment	02-01-2019			Create Tic...	Show Ticket
★	Invoice	Group	ES00_E	8,000.00 EUR		Returned Payment	02-01-2019			Create Tic...	Show Ticket
★	Invoice	19-07-2018	ES00_E3	8,000.00 EUR		Ready for payment	02-01-2019			Create Tic...	Show Ticket
★	Invoice	19-07-2018	ES00_F	8,000.00 EUR		Rejected Payment	02-01-2019			Create Tic...	Show Ticket
☆	Invoice	19-07-2018	ES00_F3	8,000.00 EUR		Ready for payment	02-01-2019			Create Tic...	Show Ticket
☆	Invoice	19-07-2018	ES00_G	8,000.00 EUR		Waiting for Netting	02-01-2019			Create Tic...	Show Ticket

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

Search 18-07-2018 - 17-08-2018 Standard Export

Favourite Document T... Document... Invoice nu... Amount Purchase or... Status Due on Payment date Remittance... Ticket Related ticket

4.1.3. Customized view

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

Invoices POs Favourites Statistics

Search 16-01-2017 - 15-08-2018 Standard Export

Favourite Docum... Docume... Invoice... Amount Purc... Du... Payment date Remitta... Ticket Related... Ven... Paymen... Bank ac... Tax r...



Columns

↑ ↓ Search

☐ All

☒ Remittance advice

☒ Ticket

☒ Related ticket

☐ Vendor no

☐ Company code

☐ Rejection reason

☐ Payment document

☐ Payment terms

☒ Bank account no

OK Cancel

4.1.4. Status of invoices

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

Invoices POs Favourites Statistics											
Search		01-01-2018 - 14-08-2018				Standard		Export			
Favourite	Document t...	Document...	Invoice nu...	Amount	Purchase or...	Status	Due on	Payment date	Remittance...	Ticket	Related ticket
☆	Invoice	02-01-2018	SI134052	1,333.40 EUR	1501829438	Ready for payment	25-05-2018			Create Ticket	Show Tickets

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.

Invoices POs Favourites Statistics											
Search		22-04-2018 - 21-08-2018				Standard		Export			
Favourite	Document t...	Document ...	Invoice nu...	Amount	Purchase o...	Status	Due on	Payment d...	Remittance advice	Ticket	Related ticket
☆	Invoice	19-07-2018	ES00_K2	6,500.00 EUR		Ready for payment	02-01-2019			Create Ticket	Show Tickets
☆	Invoice	19-07-2018	ES00_PAID	8,000.00 EUR		Paid	20-07-2018		Remittance Advice	Create Ticket	Show Tickets
☆	Invoice	23-04-2018	ES1814803	827.40 EUR	3002526840	Ready for payment	02-10-2018			Create Ticket	Show Tickets

Remittance advice

Message

Remittance Advice Payment advice request triggered successfully

OK



- **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.

<div> Invoices POs Favourites Statistics </div>										
<input type="text" value="Search"/>		<input type="text" value="16-02-2018 - 15-08-2018"/>		<input type="text" value="Standard"/>		<input type="button" value="Export"/>				
Favourite	Document t...	Document...	Invoice nu...	Amount	Purchase or...	Status	Due on	Payment date	Remittance...	Ticket
☆	Invoice	21-03-2018	3900388525	1,166.00 USD	5001047023	Ready for payment	14-06-2018			Create Ticket
☆	Invoice	21-03-2018	3900388531	86.01 USD	5001044666	Rejected	14-07-2018			Create Ticket
☆	Invoice	23-03-2018	3900388686	1,166.00 USD		Ready for payment	14-07-2018			Create Ticket

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:

Invoices	Tickets	My Details	Knowledge and Support	Notifications
Invoice number 3900388531		Status Rejected		Total amount 86.01 USD
Invoiced to <input type="text"/>		Supplier id <input type="text"/>		Document date 21-03-2018
PO number 50010 <input type="text"/>				
Items				

- **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.

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

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.



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Dashboard Invoices Tickets My Details Knowledge and Support Notifications

Accounts Vodafone entity Go

Invoices POs Favourites Statistics

Search 18-07-2018 - 17-08-2018 Standard Export

Favourite	Document t...	Document...	Invoice nu...	Amount	Purchase or...	Status	Due on	Payment date	Remittance...	Ticket	Related ticket
☆	Invoice	19-07-2018	ES00_A	8,000.00 EUR		Under Review	02-01-2019			Create Ticket	Show Tickets
☆	Invoice	19-07-2018	ES00_A3	8,000.00 EUR		Ready for payment	02-01-2019			Create Ticket	Show Tickets
★	Invoice	19-07-2018	ES00_E	8,000.00 EUR		Returned Payment	02-01-2019			Create Ticket	Show Tickets
★	Invoice	19-07-2018	ES00_E3	8,000.00 EUR		Ready for payment	02-01-2019			Create Ticket	Show Tickets
★	Invoice	19-07-2018	ES00_F	8,000.00 EUR		Rejected Payment	02-01-2019			Create Ticket	Show Tickets
☆	Invoice	19-07-2018	ES00_F3	8,000.00 EUR		Ready for payment	02-01-2019			Create Ticket	Show Tickets
☆	Invoice	19-07-2018	ES00_G	8,000.00 EUR		Waiting for Netting	02-01-2019			Create Ticket	Show Tickets

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.

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Dashboard Invoices Tickets My Details Knowledge and Support Notifications

Accounts Vodafone entity Go

Invoices POs Favourites Statistics

Search 01-06-2018 - 29-08-2018 Standard Export

Favourite	Document t...	Document d...	Invoice num...	Amount	Purchase or...	Status	Due on	Paym...	Remittanc...	Ticket	Related ticket
☆	Invoice	19-07-2018	ES00_A	8,000.00 EUR		Under Review	02-01-2019			Create Ticket	Show Tickets
☆	Invoice	19-07-2018	ES00_A3	8,000.00 EUR		Returned Payment	02-01-2019			Create Ticket	Show Tickets
★	Invoice	19-07-2018	ES00_E	8,000.00 EUR		Returned Payment	02-01-2019				Related Tickets
★	Invoice	19-07-2018	ES00_E3	8,000.00 EUR		Ready for payment	02-01-2019				4000000777
★	Invoice	19-07-2018	ES00_F	8,000.00 EUR		Rejected Payment	02-01-2019				4000000749
☆	Invoice	19-07-2018	ES00_F3	8,000.00 EUR		Ready for payment	02-01-2019				
☆	Invoice	19-07-2018	ES00_G	8,000.00 EUR		Waiting for Netting	02-01-2019				

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.



Favourite	Document ...	Document date	Invoice number	Amount	Purchase ...	Status	Due on	Paym...	Remittanc...	Ticket	Related tic...
☆	Invoice	19-07-2018	ES00_A	8,000.00 EUR		Under Review	02-01-2019			Create Tic...	Show Ticket
☆	Invoice	19-07-2018	ES00_A3	8,000.00 EUR		Returned Payment	02-01-2019			Create Tic...	Show Ticket
★	Invoice	19-07-2018	ES00_E	8,000.00 EUR		Returned Payment	02-01-2019			Create Tic...	Show Ticket
★	Invoice	19-07-2018	ES00_E3	8,000.00 EUR		Ready for payment	02-01-2019			Create Tic...	Show Ticket
★	Invoice	19-07-2018	ES00_F	8,000.00 EUR		Rejected Payment	02-01-2019			Create Tic...	Show Ticket

If you would like to see *only* the Favourite Items, please select **Favourites** Icon in Invoices Screen.

Delete	Invoice nu...	Purchase or...	Status	Rejection re...	Due on	Document...	Payment date	Payment do...	Amount	Document t...	Tax rate (%)
	ES00_A3		Ready for payment		02-01-2019	19-07-2018			8,000.00 EUR	Invoice	0.00%
	ES00_E		Returned Payment		02-01-2019	19-07-2018			8,000.00 EUR	Invoice	0.00%
	ES00_E3		Ready for payment		02-01-2019	19-07-2018			8,000.00 EUR	Invoice	0.00%
	ES00_F		Rejected Payment		02-01-2019	19-07-2018			8,000.00 EUR	Invoice	0.00%
	ES00_CITIB...		Ready for payment		02-01-2019	19-07-2018			8,000.00 EUR	Invoice	0.00%
	ES1600228	3001494728	Paid by Citi Bank		25-06-2016	13-01-2016	22-01-2016	8200091242	14,795.06 EUR	Invoice	21.00%

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.

Delete	Invoice nu...	Purchase or...	Status	Rejection re...	Due on	Document...	Payment date	Payment do...	Amount	Document t...	Tax rate (%)
	ES00_A3		Ready for payment		02-01-2019	19-07-2018			8,000.00 EUR	Invoice	0.00%
	ES00_E		Returned Payment		02-01-2019	19-07-2018			8,000.00 EUR	Invoice	0.00%
	ES00_E3		Ready for payment		02-01-2019	19-07-2018			8,000.00 EUR	Invoice	0.00%
	ES00_F		Rejected		02-01-2019	19-07-2018			8,000.00 EUR	Invoice	0.00%

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.

Vendor	Vodafone entity	Purchase order	Total quantity	Total value	Total Invoiced	PO copy
4000296	Vodafone-	1502096712	3.00	395,026.50 EUR	0.00 EUR	Generate
4000296	Vodafone-	1502098526	1.00	127,386.00 EUR	0.00 EUR	Generate

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.

Status	Item	Description	Quantity	Unit of measure	Net price	Tax value	Delivery date
✓	00010	Ph5_ES_SRAN ENGINEERING TYPE 2	1	EA	992.15 EUR	0.00 EUR	03-05-2018
✓	00020	Ph5_ES_SRAN Radioelectrical projects	1	EA	384.61 EUR	0.00 EUR	03-05-2018

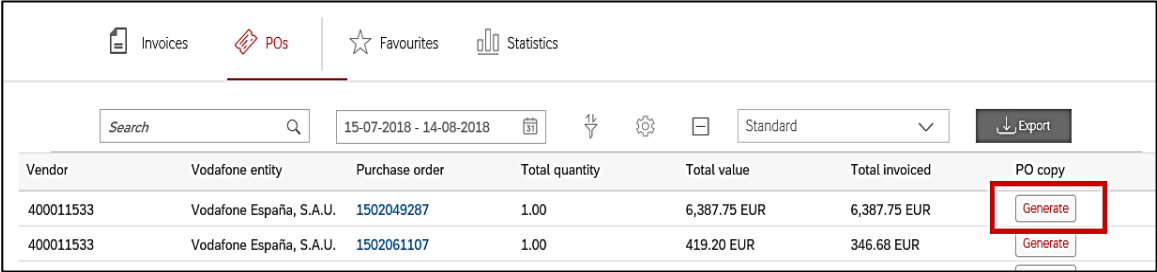
4.3.2. Generate PO copy



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.



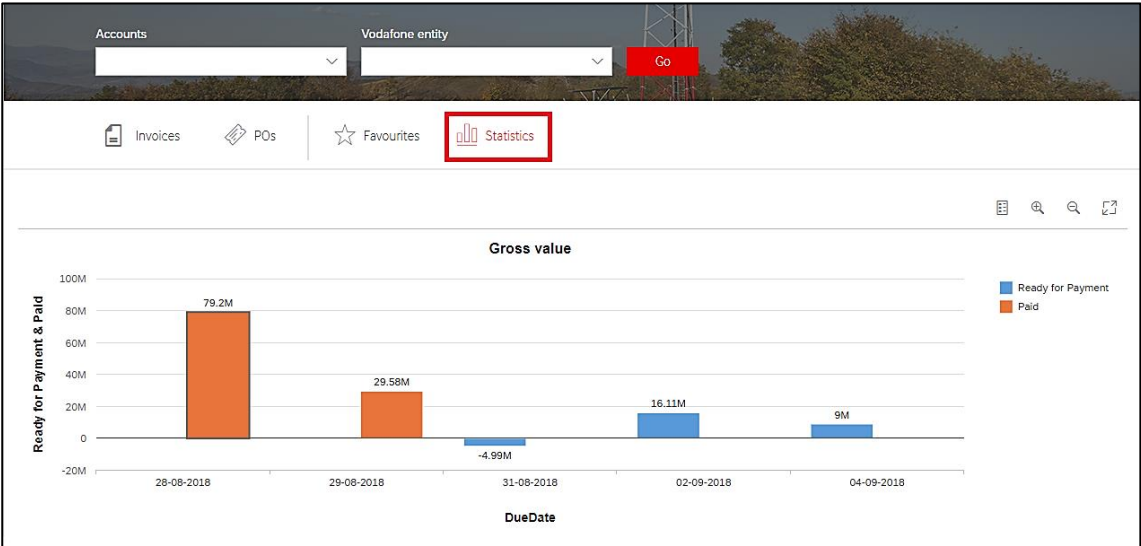
Vendor	Vodafone entity	Purchase order	Total quantity	Total value	Total invoiced	PO copy
400011533	Vodafone España, S.A.U.	1502049287	1.00	6,387.75 EUR	6,387.75 EUR	Generate
400011533	Vodafone España, S.A.U.	1502061107	1.00	419.20 EUR	346.68 EUR	Generate

4.4 Statistics tab

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

4.4.1. Bar chart

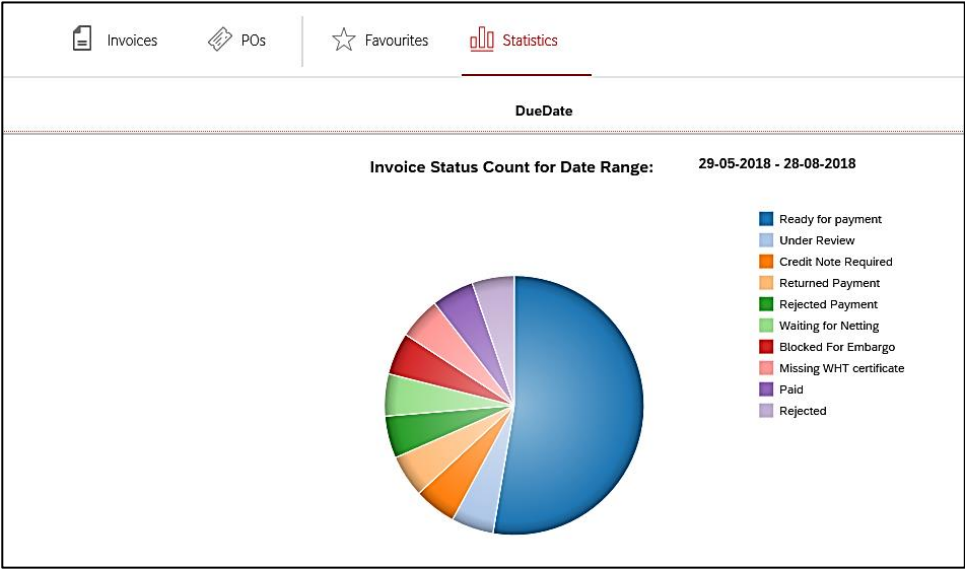
The first chart you will see is a bar chart. The bar chart shows the amount of the paid items in the last 2 weeks and items due ready for payment in the upcoming 2 weeks, in a daily breakdown. The first blue bar (due and ready for payment) also contains the overdue ready for payment items. If the bar 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.

The screenshot shows the 'Invoices' tab selected in the top navigation bar. Below the navigation bar, there is a search field containing the text 'Ready for payment' and a date range filter set to '29-05-2018 - 28-08-2018'. The main content area displays a table of invoices filtered by the 'Ready for payment' status.

Favourite	Document t...	Document...	Invoice nu...	Amount	Purchase or...	Status	Due on	Payment date	Remittance...	Ticket	Related ticket
☆	Invoice	19-07-2018	LU07_A1	8,000.00 EUR		Ready for payment	17-09-2018			Create Ticket	Show Ticket: ^
☆	Invoice	19-07-2018	LU07_M1	8,000.00 EUR		Ready for payment	17-09-2018			Create Ticket	Show Ticket:
☆	Invoice	19-07-2018	LU07_NO B...	8,000.00 EUR		Ready for payment	17-09-2018			Create Ticket	Show Ticket:
☆	Invoice	19-07-2018	LU07_NO B...	8,000.00 EUR		Ready for payment	17-09-2018			Create Ticket	Show Ticket:
☆	Invoice	19-07-2018	LU07_E1	8,000.00 EUR		Ready for payment	17-09-2018			Create Ticket	Show Ticket:
☆	Invoice	19-07-2018	LU07_F1	8,000.00 EUR		Ready for payment	17-09-2018			Create Ticket	Show Ticket:
☆	Invoice	19-07-2018	LU07_G1	8,000.00 EUR		Ready for payment	17-09-2018			Create Ticket	Show Ticket: v

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.

<div> <div>Tickets</div> <div>Favourites</div> <div>Statistics</div> </div>										
Ticket ID		23-05-2018 - 24-08-2018		Export		New ticket				
Favourite	Ticket ID	Subject	Category	Sub-category	Status	Created on	Inv. number	PO number	Accelerate	
★	4000000841	NOTIF TESTING	Invoice	Invoice data mismatch	In Process	17-08-2018			24-08-2018	Accelerate Close
★	4000000829	C4S	Master Data	Contact information	In Process	15-08-2018			24-08-2018	Accelerate Close
★	4000000820	ATTACHMENT CHECK	Master Data	Contact information	In process	15-08-2018			22-08-2018	Accelerate Close
★	4000000818	PO discription needs tr	PO	PO detail query	Accelerated	14-08-2018	undefined	1502030493	21-08-2018	Accelerate Close

There is an option to close tickets and provide feedback by clicking on **Close** button.

<div> <div>Tickets</div> <div>Favourites</div> <div>Statistics</div> </div>										
Ticket ID		23-05-2018 - 24-08-2018		Export		New ticket				
Favourite	Ticket ID	Subject	Category	Sub-category	Status	Created on	Inv. number	PO number	Accelerate	
★	4000000447		Invoice	Invoice data mismatch	Open	03-07-2018			10-07-2018	Accelerate Close
★	4000000446	later filled in subject	Master Data	Contact information	Open	03-07-2018	ESVDF14092	3001308617	10-07-2018	Accelerate Close
★	4000000401	master data test	Master Data	Contact information	Open	25-06-2018	master data tr		02-07-2018	Accelerate Close
★	4000000399	claim	Invoice	Claim related query	Open	25-06-2018			02-07-2018	Accelerate Close
★	4000000398	claim	Invoice	Claim related query	Open	25-06-2018	1222		02-07-2018	Accelerate Close
★	4000000317	INVOICE 2018.06.15 -	Invoice	Invoice data mismatch	Accelerated	15-06-2018	ES1718211	1501867040	22-06-2018	Accelerate Close



A feedback modal form titled "Feedback" is displayed over a blurred background of the portal's "Tickets" screen. The form asks, "How would you rate your experience regarding the resolution of the issue?" and provides four rating options: "Terrible" (frowning face), "Poor" (neutral face), "Good" (smiling face), and "Excellent" (happy face). Below the ratings, it says, "Please share your suggestions to improve our services on ticket resolution, if any," followed by a large text input field. At the bottom are "Cancel" and "Submit" buttons.

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:

The screenshot shows the "Digital Supplier" portal interface. The top navigation bar includes "Dashboard", "Invoices", "Tickets" (highlighted with a red box), "My Details", "Knowledge and Support", and "Notifications". Below the navigation bar, there are filters for "Accounts" and "Vodafone entity", and a "Go" button. The main content area shows a "Tickets" tab selected, with a search bar for "Ticket ID" and a date range filter set to "29-05-2018 - 30-08-2018". An "Export" button and a "+ New ticket" button (highlighted with a red box) are visible. Below these is a table of tickets with columns: Favourite, Ticket ID, Subject, Category, Sub-category, Status, Created on, Inv. number, PO number, Accelerate, and Close. The table contains four rows of ticket data.

Favourite	Ticket ID	Subject	Category	Sub-category	Status	Created on	Inv. number	PO number	Accelerate	Close
☆	4000000919	Payment query on l...	Payment	Payment dispute	Open	29-08-2018	ES00_ABC		05-09-2018	Accelerate Close
☆	4000000893	Invoice detail enqui...	Invoice	Invoice data mismatch	Open	27-08-2018	123		03-09-2018	Accelerate Close
☆	4000000873	Link checking	Invoice	Invoice data mismatch	Open	23-08-2018	DEFECT2188_1		30-08-2018	Accelerate Close
☆	4000000867	PAYMENT	Payment	Payment dispute	In Process	22-08-2018			29-08-2018	Accelerate Close

- 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.



Digital Supplier The future is exciting. Ready?

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

Accounts Vodafone entity

Invoices POs Favourites Statistics

Favourite	Document t...	Document...	Invoice nu...	Amount	Purchase or...	Status	Due on	Payment date	Remittance...	Ticket	Related ticket
☆	Invoice	19-07-2018	ES00_A	8,000.00 EUR		Under Review	02-01-2019			Create Ticket	Show Tickets
☆	Invoice	19-07-2018	ES00_A3	8,000.00 EUR		Ready for payment	02-01-2019			Create Ticket	Show Tickets
★	Invoice	19-07-2018	ES00_E	8,000.00 EUR		Returned Payment	02-01-2019			Create Ticket	Show Tickets
★	Invoice	19-07-2018	ES00_E3	8,000.00 EUR		Ready for payment	02-01-2019			Create Ticket	Show Tickets
★	Invoice	19-07-2018	ES00_F	8,000.00 EUR		Rejected Payment	02-01-2019			Create Ticket	Show Tickets
☆	Invoice	19-07-2018	ES00_F3	8,000.00 EUR		Ready for payment	02-01-2019			Create Ticket	Show Tickets
☆	Invoice	19-07-2018	ES00_G	8,000.00 EUR		Waiting for Netting	02-01-2019			Create Ticket	Show Tickets

Digital Supplier The future is exciting. Ready?

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

New ticket

Invoice reference PO reference

*Category *Sub-category

Entity / Company code

*Subject

Ticket description

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.



New ticket

Invoice reference ES00_A	PO reference
*Category Please select	*Sub-category Please select
Entity / Company code Vodafone España, S.A.U. ES00	
*Subject	
Ticket description	
Select a file	Search...
Cancel	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.).

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

Invoice reference	PO reference
Category	Sub-category
Please select	Please select
Entity / Company code	
Vodafone GMBH DE04	
Subject	
Ticket description	
Select a file	Search...
Cancel	Submit

5.2 Ticket details and handling

In Tickets Screen by clicking on the Ticket ID, you will be redirected to Ticket details:



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

Accounts Vodafone entity Go

Tickets Favourites Statistics

Ticket ID 21-05-2018 - 22-08-2018 Export New ticket

Favourite	Ticket ID	Subject	Category	Sub-category	Status	Created on	Inv. number	PO number	Accelerate
☆	4000000849	have not received payr	Payment	Payment dispute	Closed	17-08-2018	a, b, c, d	multiple	24-08-2018 Accelerate Close
☆	4000000848	payment of invoice	Invoice	Status query	Open	17-08-2018	ES00_A		24-08-2018 Accelerate Close
☆	4000000841	NOTIF	Invoice	Invoice data mismatch	In Process	17-08-2018			24-08-2018 Accelerate Close
☆	4000000829	C4S	Master Data	Contact information	In Process	15-08-2018			24-08-2018 Accelerate Close
☆	4000000820	ATTACHMENT CHECK	Master Data	Contact information	In process	15-08-2018			22-08-2018 Accelerate Close
☆	4000000818	PO discription needs to	PO	PO detail query	Open	14-08-2018	undefined	1502030493	21-08-2018 Accelerate Close

Ticket number 4000000849 Status Closed Category Payment - Payment dispute Subject have not received payment

Supplier Entity Vodafone Invoice number a, b, c, d Created on 17-08-2018

Interactions Attachments

Interactions

I have not received payment, please advise
Created on: 17-08-2018

Add interaction

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.

Ticket number 4000000849 Status Closed Category Payment - Payment dispute Subject have not received payment

Supplier Entity Vodafone Invoice number a, b, c, d Created on 17-08-2018

Interactions Attachments

Interactions

I have not received payment, please advise
Created on: 17-08-2018

Interaction

Add interaction Cancel



To upload an Attachment, please click on the **Attachments** icon and click on **Upload file**:

The screenshot shows the 'Digital Supplier' portal interface. At the top, there's a navigation bar with 'Dashboard', 'Invoices', 'Tickets' (highlighted), 'My Details', 'Knowledge and Support', and 'Notifications'. Below this, a ticket summary is displayed with fields: Ticket number (4000000919), Status (Open), Category (Payment - Payment dispute), Subject (Payment query on invoice), Supplier (input field), Entity (input field), Invoice number (ES00_ABC), and Created on (29-08-2018). A sidebar on the left has 'Interactions' and 'Attachments' (highlighted with a red box). Below the sidebar, a table lists attachments:

File name	Date	Change by
Categories.xlsx	29-08-2018	SCP Developer

At the bottom right, there is a red 'Upload file' button (highlighted with a red box).

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:



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

Accounts: Vodafone Entity:

My Details Bank Information

Request changes

Company Name:
Address Line 1:
City:
ZIP/Postal Code:
Country:
State/Region:
Contact Email:
Phone:
Fax:
PO Box:
PO Box City:
PO Box Zip/Postal Code:
Remittance e-mail address:
VAT registration number:
Tax number:

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.

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

Accounts: Vodafone Entity:

My Details **Bank Information**

Request changes

BankName:
Bank Number:
Bank Address:
Account Holder:
Account Number:
IBAN Number:
Swift/BIC Number:



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:

The screenshot shows the 'Digital Supplier' portal interface. At the top, there's a navigation bar with 'Dashboard', 'Invoices', 'Tickets', 'My Details', 'Knowledge and Support', and 'Notifications'. Below this, there's a section for 'Accounts:' and 'Vodafone Entity:' with dropdown menus. The 'My Details' tab is active, and the 'Bank Information' sub-tab is selected. A red box highlights the 'Request changes' button in the bottom right corner. Below the button, there are labels for 'BankName:', 'Bank Number:', and 'Bank Address:'.

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

The screenshot shows the 'Digital Supplier' portal interface with the 'Tickets' tab selected. The form contains fields for 'Invoice reference', 'PO reference', 'Category' (set to 'Master Data'), 'Sub-category' (with a dropdown menu showing options: 'Please select', 'Contact information', 'Financial information', 'Other/I don't know'), 'Entity / Company code' (set to 'Vodafone GII/BH DE04'), 'Subject', and 'Ticket description'. There is a 'Select a file' button and a 'Search...' button at the bottom.



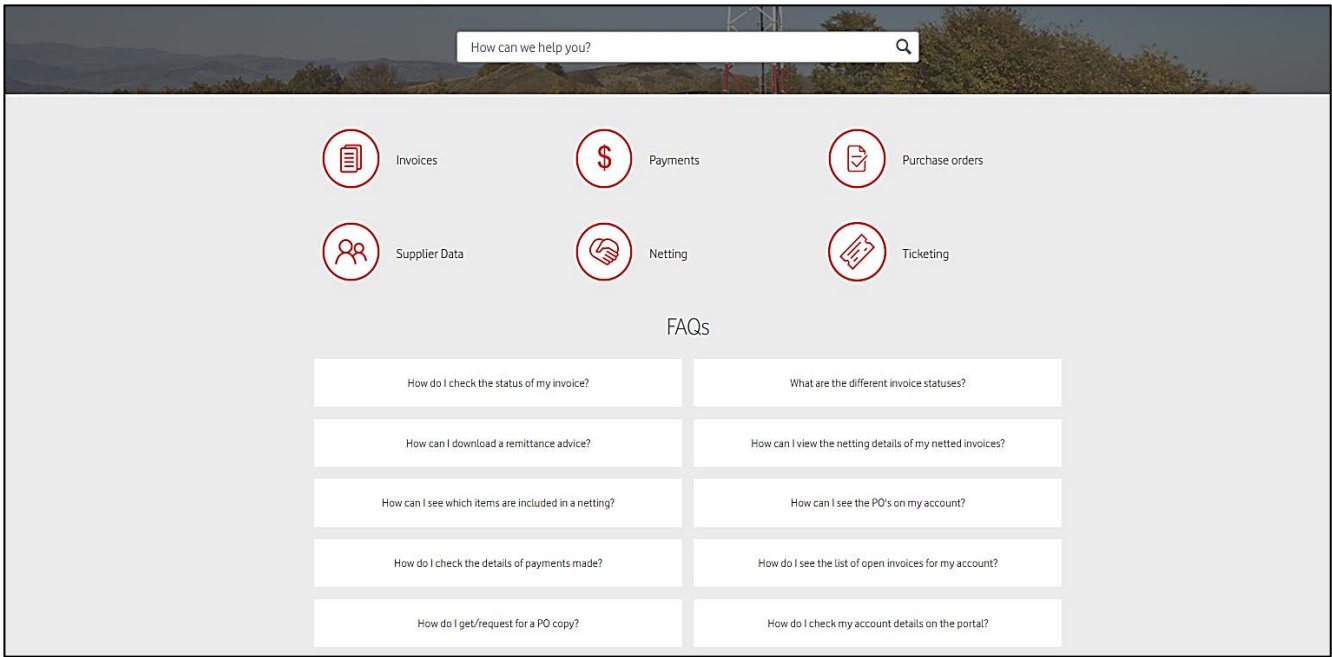
If you would like to update your bank details, please make sure to specify the below information:

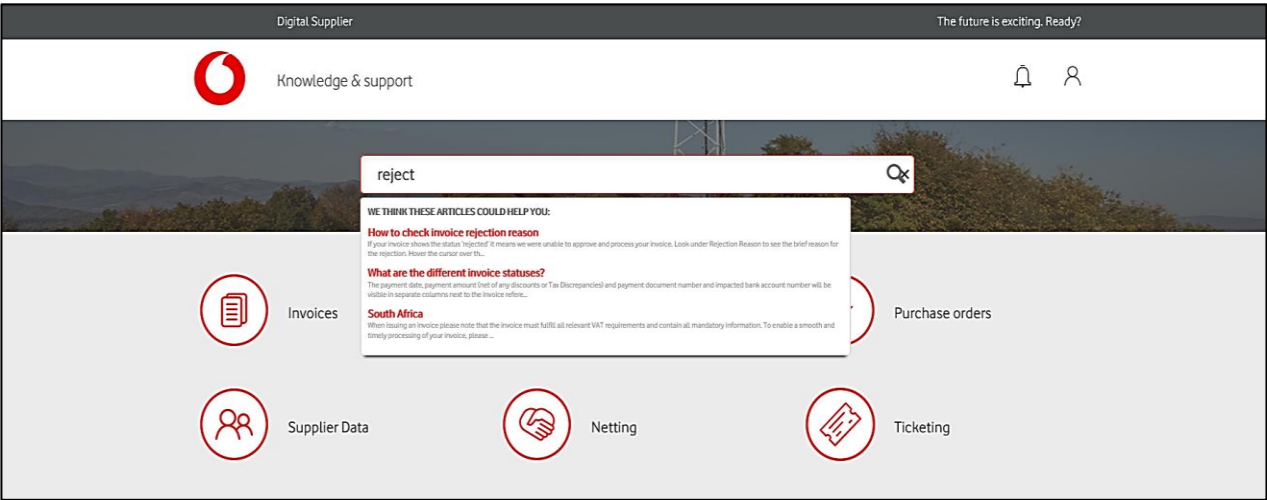
- Bank Name
- Branch (if available)
- Account Number
- Account Holder Name
- I-ban number
- SWIFT
- Currency

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

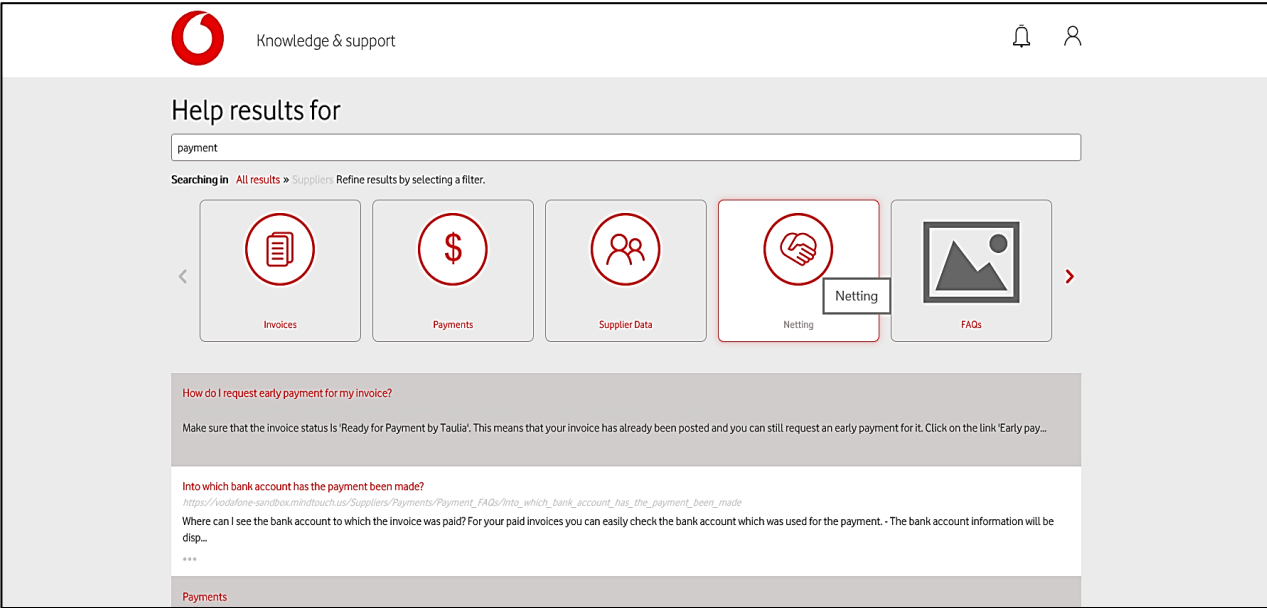
7. KNOWLEDGE AND SUPPORT

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.



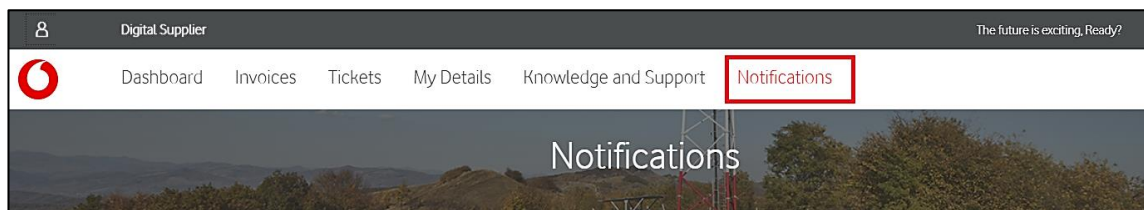


If the keyword appears in different topics, you can refine the results by using a filter – just click on one of the icons of the topics:





8. NOTIFICATIONS

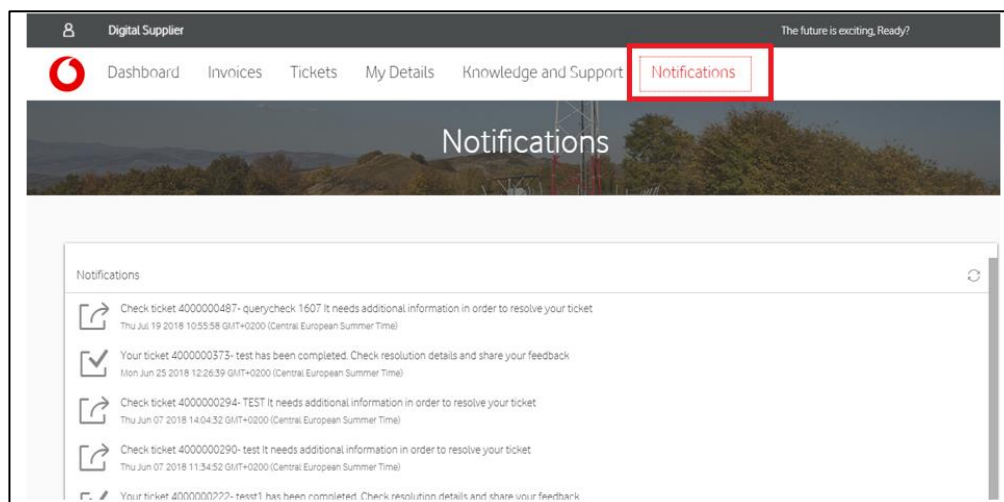


8.1 When will I receive notifications?

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.

Ticket number
4XXXXXX2593

Supplier

Status
● Vendor Action

Entity

Category
Invoice - Invoice data mismatch

Invoice number
abcd

Subject
abcd test

Created on
06-08-2018

Interactions

Attachments

Hi Team,
Please find details below
123456
Regards,
Vendor
Created on: 10-08-2018

Hi Vendor,
Below is the resolution
xyz aghs
Please let us know if you need more details.
Regards,
Query team.
Created on: 10-08-2018

Add interaction

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