

# BUNZL VIP PORTAL SUPPLIER'S MANUAL

Version 1.1 Author: Stéphanie Vanfraechem 1

# **Table of Contents**

1.	R	legistration of the supplier on the VIP portal	4
	l.	How to do it?	4
	II.	Good to know	6
2.	Д	sccount activated on the VIP portal	6
3.		Order	7
	I.	E-mail	7
	II.	Tips	7
	III.	Order details	8
4.	C	Order confirmation	12
	ı.	Order confirmation without any change	14
	II.	Order confirmation with changes	16
	а	. Change only the delivery date for the whole order	16
	b	Change only the delivery date for one order line	17
	С	. Change only the price for one order line	19
	d	l. Change only the quantity for one order line	20
	е	Refuse one order line	21
	f.	Add comments	22
	g	. Multiple changes	23
	III.	Order confirmation sent	23
5.	. D	Delivery note	24
	a	. First delivery note for the order	24
	b	Second delivery note for the order	27

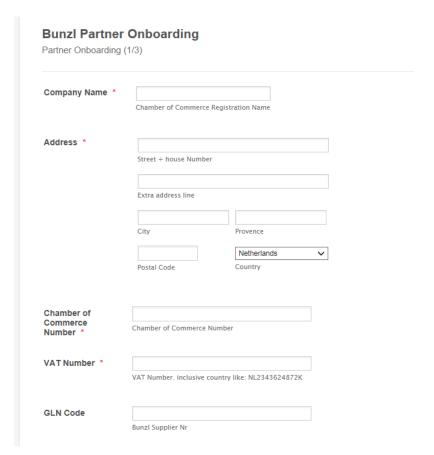
6.	Inv	roice	. 28
l.	ı	Price adaptation	. 30
II.	. (	Quantity adaptation	. 31
Ш	١.	Add. Misc. charges	. 32
I۷	<b>′</b> .	Multiple invoices referring to the same purchase order	. 33
	a.	First invoice	. 33
	b.	Next invoices	. 33
V	. 1	Multiple changes	. 33

# 1. Registration of the supplier on the VIP portal

#### I. How to do it?

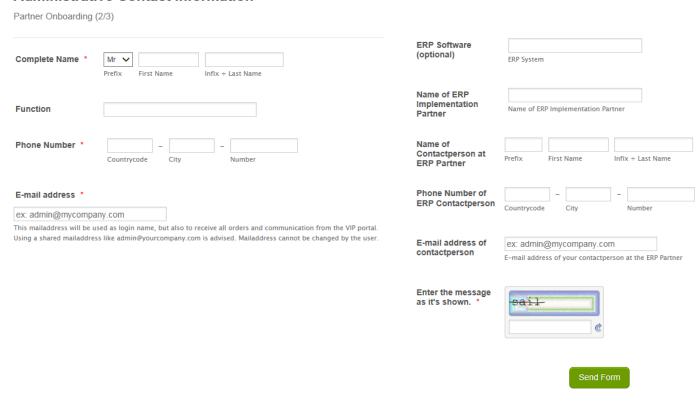
Supplier receives the following link to create the supplier's account on the portal: https://bunzlcontinentaleurope.flow.tiekinetix.net/onboarding/bunzlcontinentaleurope

Please follow the link and enter the asked data for your company. Please note that the data with a \* are mandatory.



If you don't have a Chamber of Commerce Number, please enter your VAT number (only numerical characters).

#### **Administrative Contact Information**



Once submitted you will receive a confirmation mail and an activation link.

From your side, the setup is now done, thank you.

#### II. Good to know

The VIP Portal can best be used with Google Chrome, Microsoft Edge or Firefox.

Once you have entered your company details we will activate it (this can take some times). This information will also be shared with our sister companies so that they can also contact you via the portal. This will not happen for all companies at the same time. So you only need 1 access for all Bunzl companies. If you are already onboarded on the portal, you do not have to do it again for other Bunzl companies (one time onboarding is enough for all Bunzl Companies that use the portal).

When filling in the form you must enter several things. One is the e-mail address that you wish to use. On this e-mail address you will receive orders from this platform, but it is also the login name to be able to create the return messages. It is therefore important that several people may have access to this e-mail address. We therefore recommend to use a shared mailbox.

Please note that the prices, delivery dates and invoices that are communicated via the portal are the data that are valid for us. These prevail over any other documents supplied by you. If you wish to react after confirmation or delivery of a document, you must contact us.

You have to do 3 steps on the portal for each order:

- Order confirmation
- Delivery note
- Invoice

Portal address is the following <a href="https://bunzlcontinentaleurope.flow.tiekinetix.net">https://bunzlcontinentaleurope.flow.tiekinetix.net</a>

For use and help regarding the Portal we kindly ask you to use the Support function available in the portal. For instruction videos to the usage of the portal, please go to: <a href="https://www.youtube.com/channel/UC-HLxVuMOl0iCnBCkAbYRiQ/videos">https://www.youtube.com/channel/UC-HLxVuMOl0iCnBCkAbYRiQ/videos</a>

# 2. Account activated on the VIP portal

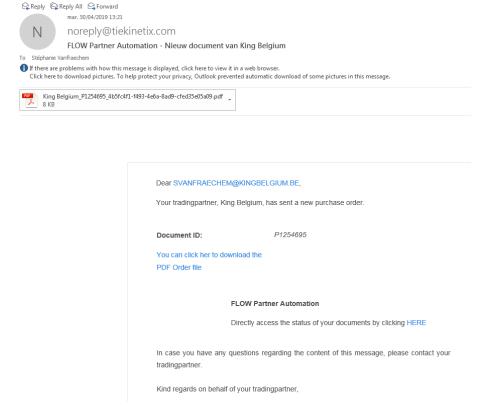
When you have made the registration of your company on the portal, your account will be activated. You are going to receive an e-mail confirming you that:

- Your account is activated
- Our next order will be sent to you through the portal

# 3. Order

#### I. E-mail

Each time we are sending you an order, you will receive an e-mail from the e-mail address <u>noreply@tiekinetix.com</u> with the link to the portal and a PDF version of our order.

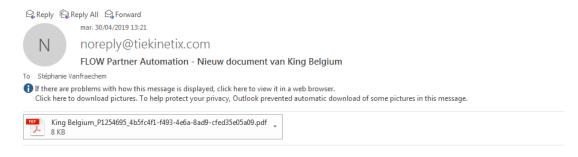


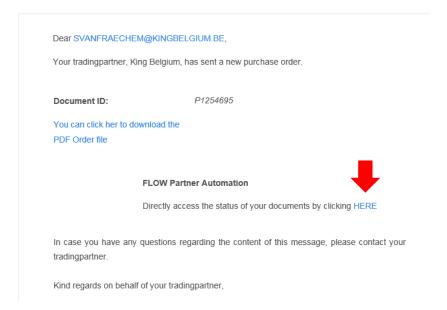
# II. Tips

Please unblock this e-mail address noreply@tiekinetix.com to be sure the mails don't go in your junk e-mails/spams.

#### III. Order details

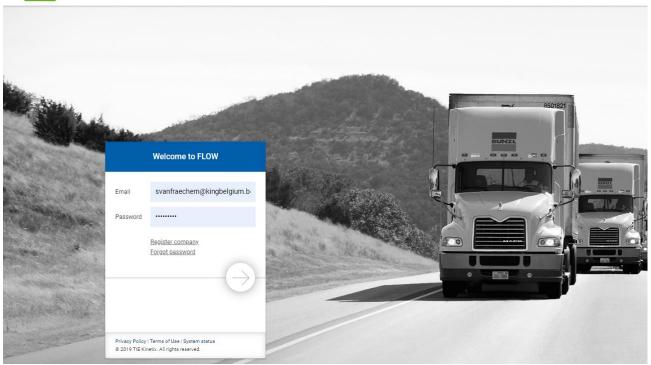
In order to see the order details directly on the portal (above the PDF version), please on HERE in the e-mail received.

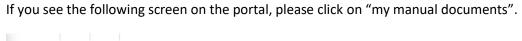


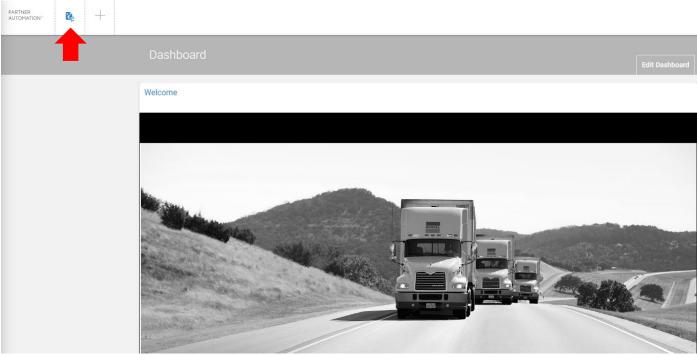


You will be redirected to the portal. Please enter your login and password to be logged on the portal.

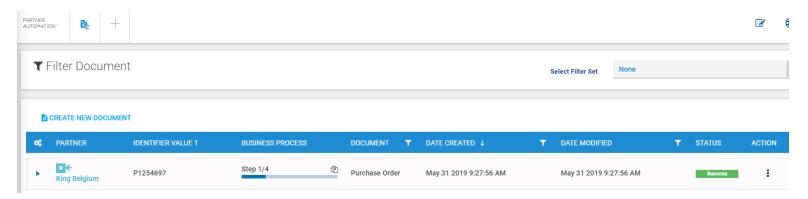




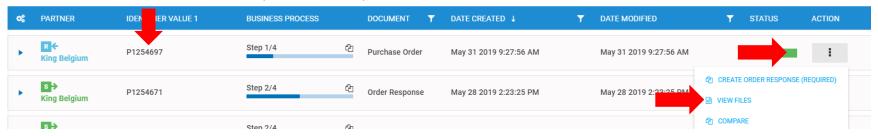




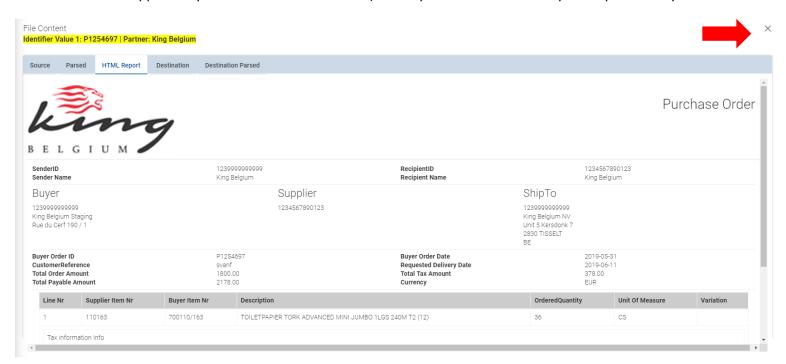
You will then see the list of all the purchase orders and documents available on the portal.



To see the order detailed, please click on the three points under action and then on view files on the purchase order you would like to see more detailed. Under column Identifier value 1, you can find our purchase order number back.



The order will then appear on your screen as a PDF version (same lay-out as the PDF directly sent by e-mail to you with the link to the portal).



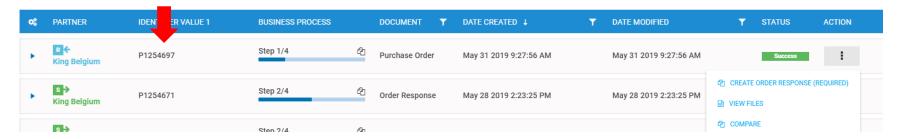
To switch to the previous screen, please click on the x.

# 4. Order confirmation

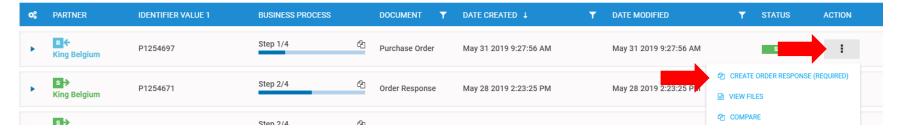
Please remember that the documents communicated to us through the portal are the only data valid for us.

When you are on the portal, you will see the list of all the orders and documents available on the portal.

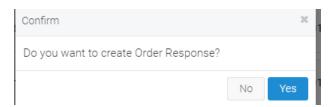
Under Identifier value 1, you can find our purchase order numbers back.



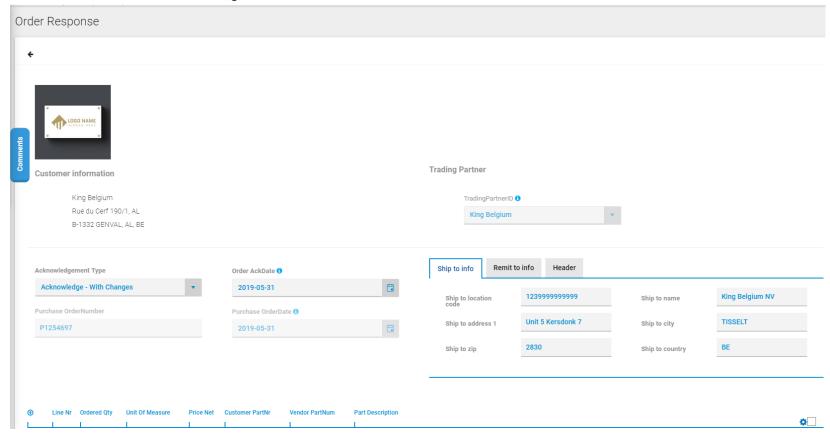
To create the order confirmation, please click on the three points under action and on create order response (required) on the line of the purchase order you would like to confirm. This is only necessary if you have made changes to the document, but it is best to always do it like thi.



Please click on Yes to start creating the order confirmation.



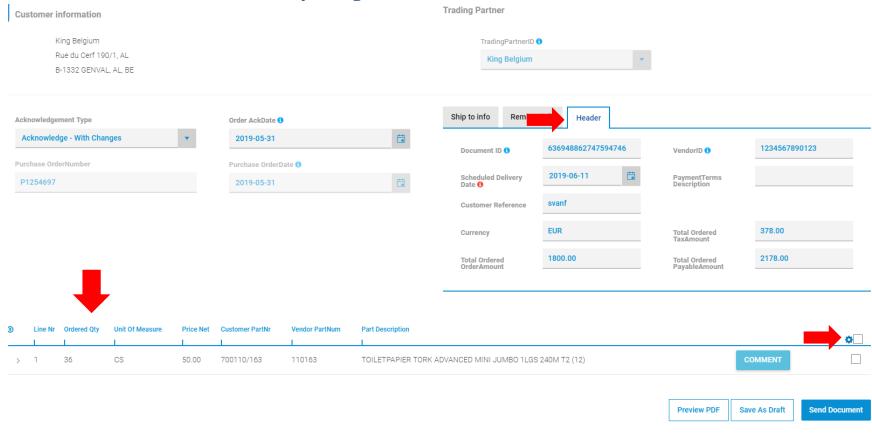
# You will be redirected to the following screen:



Author: Stéphanie Vanfraechem

13

# I. Order confirmation without any change



Please click on "header" to see the delivery date we are asking for.

In the lower part of the screen, you will see the different lines we are ordering.

If you don't want to change anything; so you want to confirm the items, quantities, prices, delivery date, please tick the square above the different ordered lines.



Please click on the nut and on accept selected lines.



Please then click on send document.





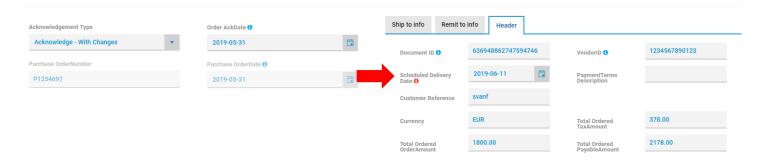
Order confirmation has been sent to us back through the portal.

# II. Order confirmation with changes

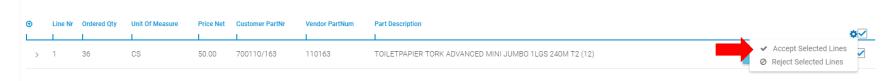
Changes which you can make (only of those points of a combination):

- Delivery date for the whole order/delivery date for one order line
- Price
- Quantity
- Refuse one or more lines
- Add comments
- a. Change only the delivery date for the whole order

Please go to header and enter the scheduled delivery date.



Then please click on the square to select all the order lines and then click on the nut and on accept selected lines.



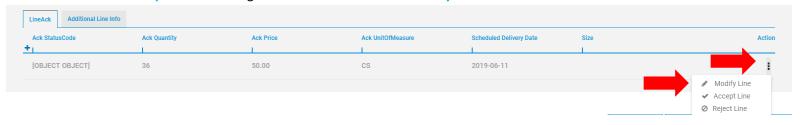


# b. Change only the delivery date for one order line

Please click on > in front of the line to see the details for the line in question.

<b>①</b>	Line Nr	Ordered Qty	Unit Of Measure	Price Net	Customer PartNr	Vendor PartNum	Part Description		_
	1	1	1		1	1			٥
>	1	36	CS	50.00	700110/163	110163	TOILETPAPIER TORK ADVANCED MINI JUMBO 1LGS 240M T2 (12)	COMMENT	

Please click on the three points on the right of the line and then on modify line.



A new screen will appear. Please change the scheduled delivery date for the line in question and enter the ack status code to date rescheduled and click on update.



Please then accept all the other order lines as explained in point <u>I. Order confirmation without any change</u>

!!! Please take care that the date confirmed from the line level always prevails on the date confirmed on header level !!!

If you only change the date on the header level but you confirm the line level as it is, it means you will make the delivey on the asked date and not on the rescheduled date.

## c. Change only the price for one order line

Please click on > in front of the line to see the details for the line in question.

<b>①</b>	Line Nr	Ordered Qty	Unit Of Measure	Price Net	Customer PartNr	Vendor PartNum	Part Description		
		1	1			1			Φ
>	1	36	CS	50.00	700110/163	110163	TOILETPAPIER TORK ADVANCED MINI JUMBO 1LGS 240M T2 (12)	COMMENT	

Please click on the three points on the right of the line and then on modify line.



A new screen will appear. Please change the ack price for the line in question and enter the ack status code to price changed and click on update.



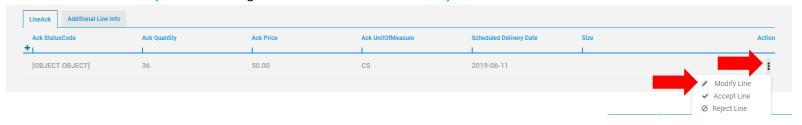
Please then accept all the other order lines as explained in point I. Order confirmation without any change

# d. Change only the quantity for one order line

Please click on > in front of the line to see the details for the line in question.

•	Line Nr	Ordered Qty	Unit Of Measure	Price Net	Customer PartNr	Vendor PartNum	Part Description		•
>	1	36	CS	50.00	700110/163	110163	TOILETPAPIER TORK ADVANCED MINI JUMBO 1LGS 240M T2 (12)	COMMENT	

Please click on the three points on the right of the line and then on modify line.



A new screen will appear. Please change the ack quantity for the line in question and enter the ack status code to quantity changed and click on update.



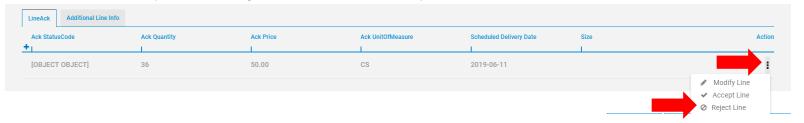
Please then accept all the other order lines as explained in point I. Order confirmation without any change

#### e. Refuse one order line

Please click on > in front of the line to see the details for the line in question.

Œ	Line Nr	Ordered Qty	Unit Of Measure	Price Net	Customer PartNr	Vendor PartNum	Part Description		_
		1	1		1	1			•
>	1	36	CS	50.00	700110/163	110163	TOILETPAPIER TORK ADVANCED MINI JUMBO 1LGS 240M T2 (12)	COMMENT	

Please click on the three points on the right of the line and then on reject line.



Please then accept all the other order lines as explained in point I. Order confirmation without any change



# f. Add comments

You can add a comment if it is necessary. The comment will be directly sent to us by e-mail.

This can be done by clicking on comment and a free text box appears.



If you would like to add freight costs or other additional costs, please use the comment field.



Then please click on save.

## g. Multiple changes

You can make a combination of the above mentioned changes.

To make multiple changes, please click on the concerned line (as mentioned for the previous detailed changes) and go to modify line. On the following screen, please change all the necessary fields: ack quantity and/or ack price and/or scheduled delivery date. If you make more than 1 change by order line, please put the ack status code in multiple changes made and click on update.



Then please don't forgot to accept all the other order lines (all the lines without any change) as explained in point <u>I. Order confirmation without any change</u>

Please then click on send document so that the order confirmation with change can be sent to us back through the portal.



#### III. Order confirmation sent

When the order confirmation has been sent to us, you will see that the order is now on step 2/4



# **5. Delivery note**

Please remember that the documents communicated to us through the portal are the only data valid for us.

After the order confirmation has been sent, we ask you to confirm the delivery note.

#### a. First delivery note for the order

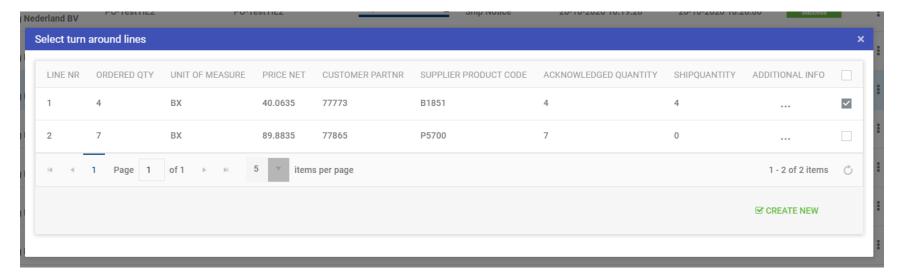
Please go on the screen manual document from the portal and then on the line with the order in question which is on step 2/4



Please click on the three points and on create ship notice (required) enter the right delivery note number.



A pop-up box will open where you can select the lines that you want to include in the ship notice.



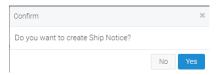
Select the lines that you want to include in the ship notice and click on CREATE NEW.

If you do a partial delivery, you should select those lines that you want to send. If you later do a delivery of the remaining items, you do the same. The lines that are already completely delivered will already be marked and will not show up in the new delivery note.

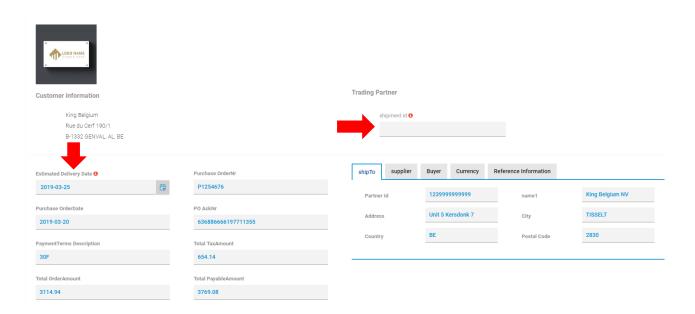
Lines that are not completely delivered will be selectable and will show up in the new delivery note if selected. The amount shown will be the original amount. So you have to change that to the amount that you include in the shipment.

After clicking CREATE NEW, A new pop up will open.

Then please click on Yes



You will be redirected to the following screen. Please enter the shipment ID. If the estimated delivery date is not the correct one, please change this field also.



If you have to send the delivery note for only a part of the items, please click on the three lines to adapt the appropriate data.

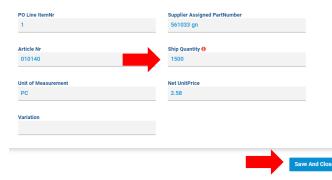


The following data can be modified:

- Modify line: if you deliver a part of the item quantities for this order line

Then please adapt the ship quantity accordingly and click on save and close

#### Edit line



- Delete: if you will deliver this order line with another delivery note

Then please click on send document.



Delivery note is now sent to us and the order is now in step 3/4.

# b. Second delivery note for the order

If you have to enter a second shipment notice, please go back to the line order response in step3/4, click on the three points and on create ship notice (required). Please then follow the steps explained above.



# 6. Invoice

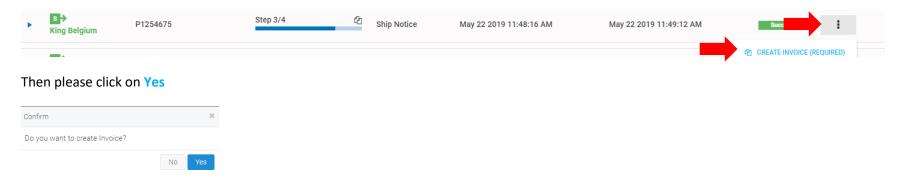
Please remember that the documents communicated to us through the portal are the only data valid for us.

Please only make invoice for one order not a multiple order invoice. We indeed accept to receive 2 or more separate invoices for the same order but we don't accept to receive a summarized invoice with more than 1 purchase order.

After the delivery note has been sent, we ask you to enter the invoice data.

Please go on the screen manual document from the portal and then on the line with the order in question which is on step 3/4.

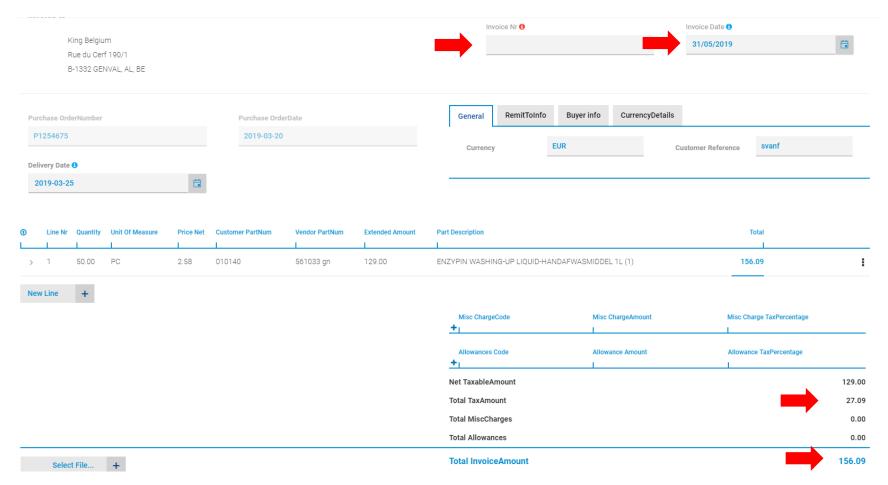
Please click on the three points and on create invoice (required).



28

The following screen appears. This is a kind of invoice proposition based on the order confirmation & delivery note you have previously confirmed. Please enter the invoice nr and invoice date.

Please verify that you indeed agree with the total of the invoice, total VAT amount and the invoiced lines. Pay attention that the total of each line appears VAT included.



If you don't agree with the amount mentioned, please make the necessary adaptations so that the total invoice with VAT, VAT amount and total invoice amount always fully matched with your paper invoice. Please pay attention to the rounding error as the only valid invoice for us is the invoice you confirm on the portal.

You can make the following adaptations:

- Price adaptation
- Quantity adaptation
- Add misc. charges (freight charge, pallet charge, miscellaneous rebates/discount, trade discount)

If you have 2 or more invoices for the same purchase order, please always enter 2 or more different invoices into the portal. Please never make the addition of 2 or more documents.

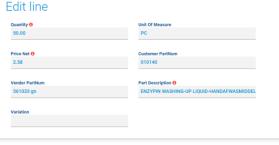
If you have 2 invoices for the same order, due to 2 different delivery dates. Please enter the invoice on each delivery note.

# I. Price adaptation

On the line that you want to adapt, please click on the three points and then on modify line.



A new screen appears. Please change the price net and click on save and close.



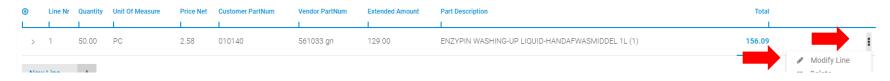
Save And Close You are redirected to the previous screen.

If the total invoiceamount is exactly the same as your paper/pdf invoice, please click on send document.

Send Document

# II. Quantity adaptation

On the line that you want to adapt, please click on the three points and then on modify line.



A new screen appears. Please change the quantity and click on save and close.



You are redirected to the previous screen.

If the total invoice amount is exactly the same as your paper/pdf invoice, please click on send document.

Send Document

# III. Add. Misc. charges

If you want to add freight charge and/or pallet charge and/or miscellaneous rebates/discount and/or trade discount.

Please click on + in front of misc chargecode.



Then select the misc chargecode you want to add, enter the amount into the misc chargeamount and enter the VAT % into the misc charge taxpercentage; please only enter numerical data without "%" for the Tax percentage as shown hereunder. Then please click on update.



The total misc charges is now adapted on the previous screen as well as the total tax amount.



If the total invoice amount is exactly the same as your paper/pdf invoice, please click on send document.

Send Document

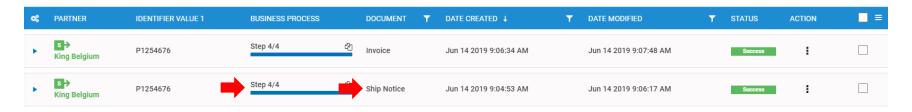
# IV. Multiple invoices referring to the same purchase order

#### a. First invoice

Please register the first invoice as mentioned above.

#### b. Next invoices

Please go back on the line with document = ship notice in business process = step 4/4.



Please click on the three points and then on create invoice (required) and create the right invoice as explained above.



# V. Multiple changes

You can of course make multiple changes as explained previously separately.

Please don't forget to make the necessary adaptations so that the total invoice with VAT, VAT amount and total invoice amount always fully matched with your paper/PDF invoice. Please pay attention to the rounding error as the only valid invoice for us is the invoice you confirm on the portal.