



TMICC Paper/email Invoicing Instructions

June 2026

Paper/email invoicing

If you've been asked to submit a paper (hard copy) or email invoice, please follow the instructions below. If you don't have a copy of your PO, please reach out to your TMICC contact.

The invoice document must:

- 1 Be addressed to the correct entity – the Legal Entity name and address shown under "Invoice to / Bill to" on the PO
- 2 Clearly show the PO number
- 3 Include the vendor name exactly as it appears on the PO
- 4 Include the TMICC tax number shown on the PO
 - Include the vendor tax number
 - Match the PO on quantity, unit price and currency (including applicable taxes)
 - Not exceed the PO's total value – accounting for any previous invoices submitted against the same PO
 - Be submitted only once. Duplicate submissions will be rejected

		2 Order No. PO7654321 - Magnum Supplier	
3 Supplier: Magnum Supplier PO Box 1234 Netherlands magnumsupplier@magnum.com	REQUESTER: Honey Combe REQUESTER EMAIL : Honey.Combe@magnumicecream.com ORDER DATE : 21.January 2026 PAYMENT TERMS: Within 90 days Due net PAYMENT TERM BASELINE: Invoice Receipt Date CURRENCY : EUR YOUR SUPPLIER# WITH US 0000222222		
	Delivery Address: Magnum ICC Global Serv.BV Reguliersdwarstraat 63 1017 BK Amsterdam Netherlands Attention: Honey Combe	1 Invoice To: (Address on invoice) Magnum ICC Global Services BV Reguliersdwarstraat 63 1017BK Amsterdam Netherlands	4 TAX ID Number: NL867640765B01

Check payment status

To check the payment dates of your invoices please use the bot named "Genie" on the [Unilever Supplier Helpdesk](#)

Paper/email invoicing

By email

Each email must:

- Contain only one invoice, attached as a PDF
- Be no larger than 17 MB in total

If supporting documents are needed, combine the invoice and supporting documents into a single ZIP file before attaching.

To find the right email address, open the [Invoicing Methods by Country \(xlsx 79kb\)](#), select the TMICC entity name and country shown on your PO, and email your invoice to the address listed.

By post

The envelope should use the address on the PO marked “Send to Address”. This is usually different to the Legal Entity name and address

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Delivery Address: Magnum ICC Global Serv.BV Reguliersdwarstraat 63 1017 BK Amsterdam Netherlands Attention: Honey Combe	Invoice To: (Address on invoice) Magnum ICC Global Services BV Reguliersdwarstraat 63 1017BK Amsterdam Netherlands TAX ID Number:NL867640765B01	Send To: (Address on envelope if you submit invoices per post) Magnum ICC Global Services BV Postbus 32 3130 AA VLAARDINGEN Netherlands	



Log a ticket

1 Before you raise a ticket, you must know your **Purchase Order** (PO) number to enter into the ticket. If you do not have a PO, you will need to enter your **VAT number** (and ideally your **Supplier number/ID** provided by Procurement).

2 Go to the [Supplier Help Portal](#) - no login required.

3 Click **Start Chatting with Genie**.

4 Complete the fields shown and click **Submit**.

The form contains the following fields and elements:

- Email Address:** A text input field with the placeholder "Enter your email address".
- Preferred Language:** A dropdown menu with the placeholder "Select Language".
- Service Country:** A dropdown menu with the placeholder "Select Country" and a small information icon (i).
- Submit:** A blue button at the bottom right of the form.

5 Complete the fields as shown.

The interface shows a chat window with the following content:

- A message from Genie: "Thank you for sharing your details!"
- A message from Genie: "I can help you find the best answers on following topics, based on available data within Unilever systems and tools." followed by a list:
 - a. Invoice submission and Payment status
 - b. Onboarding and editing your Master data
 - c. Responsible Partner Policy (RPP) Compliance
 - d. Other support topics, such as status of your tickets, FAQs, etc.
- A message from Genie: "What would you like to do today? You can type in your query in the text box directly or click on the suggested icons."
- Below the chat window, there are two buttons: "Invoice Submission and Payment Status" (highlighted with a red box) and "Supplier Onboarding ar".

6 Then complete the remaining details based on your issue:

The interface shows a chat window with the following content:

- A message from Genie: "If you need to check the status of a single or multiple invoices, request an account statement for a duration of 90 days, or seek assistance for invoice submission, please provide the necessary details or let me know how can I support you!"
- A message from Genie: "Genie - Just now"
- Below the chat window, there are four buttons: "Single Invoice Payment Status", "Multiple Invoice Payment Status", "Account Statement Download", and "Invoice Submission Assistance".

For invoice payment status queries: you'll need your invoice number and either your PO number or vendor code.

The interface shows a chat window with the following content:

- A message from Genie: "Please provide the Invoice Number and PO Number/Vendor Code for me to fetch Invoice details."
- A message from Genie: "Genie - Just now"

For all other queries, click **Invoice Submission Assistance**, and answer the questions