



TMICC Tradeshift Invoicing Instructions

June 2026

E-invoicing using Tradeshift

Please note — TMICC will be added to your Tradeshift account automatically. There's no need to set it up yourself. If you have already created a connection, please delete it and follow the steps below.

1 You already use Tradeshift for Unilever or TMICC in the region you need to invoice

You will be automatically connected to the TMICC legal entities for that region.

PO suppliers Search for your PO number and use the PO flip method to invoice.

Non-PO suppliers Log in to Tradeshift, select *Create Invoice*, type “Unilever + [Country]” and choose the relevant TMICC entity.

Can't find your PO or the TMICC entity? [Log a ticket](#)

2 You've received a TMICC Purchase Order but don't currently use Tradeshift

You should also have received a Tradeshift invitation email from *partner@unilever.com*. Please check your inbox, including spam and junk folders.

Can't find the email or having trouble logging in? [Log a ticket](#)

3 Neither of the above applies — [Log a ticket](#) and the team will help.

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 Click the link below – no log in details are required
[Supplier Help Portal](#)

3 Click “Start Chatting with Genie”

Start Chatting with Genie

4 Complete the fields shown and “Submit”

Email Address *

Enter your email address

Preferred Language *

Select Language

Service Country ①

Select Country

Submit

5 Type “I want to raise a ticket with e-invoice”

I can help you find the best answers on following topics, based on available data within Unilever systems and tools.

- 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.

What would you like to do today? You can type in your query in the text box directly or click on the suggested icons.

Genie - A minute ago

I want to raise a ticket with e-invoice

A minute ago

6 Complete the fields as shown.

Ensure you select E-invoice as the Query Category for Tradeshift issues, and “Payment” for Payment issues

Please provide the necessary details below to initiate the ticket creation process.

Email Address *

supplier@abc.com

Unilever Country *

Netherlands

Preferred Language *

English

Supplier Name *

Supplier Name

Query Category *

E-invoice

Note: Please ensure you provide all necessary details when filling out the form and review it once before going to the next step.

Step 1 of 2

Cancel Next



Log a ticket

Select the category that best fits issue

Tradeshift - Request Access
Tungsten - Request Access
Tradeshift - Purchase Order Not Available
Tradeshift - Unable to Submit Invoice
Tungsten - Unable to Submit Invoice
Tradeshift - Login/Password Issue

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Now complete the remaining details depending on your issue

Please fill the following details to complete the ticket creation.

Query type *

Tradeshift - Request Access

Short Description (maximum characters 50) *

Enter in your PO number and or VAT

Description *

Include sufficient details of the issue

Supplier Number

Enter in knowr

Supporting Documents (optional)

Choose a file

pdf, docx, pptx, xlsx, png, gif, jpg, tiff, txt - upto 3.5MB

Browse Files

Note : Please ensure you provide all necessary details when filling out the form and review it once before going to the next step.

Step 2 of 2

Start Over Submit

a

b

c

d

e

Enter your Supplier number if you know it

Attach any additional information that may assist the agents in helping you

Enter your PO number and/or your VAT number

Include enough detail for the support team to resolve your query quickly. For example:

- I haven't received a registration link. Please send one to [your email address].
- The POs I'm expecting aren't visible in my account. The PO numbers are [list your POs].

Troubleshooting

Having trouble with your Tradeshift invitation link?

A few quick checks:

- Make sure Tradeshift is not already open in another browser tab or window when you click the invitation link.
- Clear your cache and browser history, then try again.
- Try a different browser.

If the issue persists, see *Support — logging a ticket* below.

Link expired or error message?

If your link has expired, it usually means someone in your organisation is already registered with Unilever on Tradeshift.

The following [guide](#) covers the most common scenarios:

- How to add additional users to your Tradeshift company account
- What to do if the Account Owner has left your company

Setting up Tradeshift across multiple countries

If you already use Tradeshift for one country and need to invoice from another, you'll need a different email address for the new country's setup. Once that account is active, you can link your primary email address to it and manage everything from a single login.



Troubleshooting

Unable to invoice against your PO?

If you invoice against a single PO in instalments — sometimes called "call-offs" — the PO must be set up as a Service PO. If you hit a quantity issue when flipping your invoice, the PO has likely been raised as a Goods PO in error. Contact your TMICC PO requestor to check; if the PO is a Goods PO, they'll need to raise a new one as a Service PO.

My Tradeshift registration link is connected to the wrong email address. What should I do?

Raise a ticket using the steps on page 2.

How can I see why my invoice has been rejected?

Check the comments section on the invoice for the rejection reason. If that doesn't give you what you need, raise a ticket (page 2) and select *Payments* as the category rather than *E-invoicing*.

Why is Tradeshift slow to update?

Tradeshift can take up to 24 hours to reflect changes made in upstream systems.

Why doesn't Tradeshift show my payment status?

This is a known connection issue between Unilever and Tradeshift. Both teams are working to resolve it.



Useful links

Please note: These documents may reference Unilever, but the process is the same for TMICC.

How does e-invoicing work?

A quick overview of the [Tradeshift platform](#) and the end to end e-invoicing process.

Getting started

- [Invitation](#) – what to expect from your invitation email
- [Register](#) – how to register on the Tradeshift Network
- [Activation](#) – what to do if no activation link is generated
- [Activation link](#) – what to do if your link isn't working or has expired (raise a Tradeshift Support ticket)

Creating an invoice

TMICC entities sit under Unilever entities on the Tradeshift platform. You can start an invoice in two ways:

- **From the Create Invoice button:** click [create invoice](#), type "Unilever + [Country]" and select the relevant TMICC entity.
- **From the [Document Manager](#):** locate your PO and flip it into an invoice from there.



Useful links

Please note: These documents may reference Unilever, but the process is the same for TMICC.

Invoicing

- [Video guide](#) – PO invoice (PO Flip method)
- [Step guide](#) – PO invoice (PO Flip method)
- [Multiple POs](#) – flipping multiple orders into a single invoice
- [Credit notes](#) - how to raise a credit note
- [Non-PO](#) – submitting an invoice without a PO
- [Invoice numbers](#) – Reusing invoice numbers in a new fiscal year

Account management

- [Add users](#) – adding more users to your Tradeshift company account
- [Account owner](#) – what to do when your Account Owner leaves the company

Integration & technical

- [EDI submission](#) contact [Tradeshift Support](#) directly
- [ERP integration](#) – connecting your ERP to the Tradeshift network
- [Bank details](#) – uploading bank details to the Tradeshift platform

