



TMICC Invoice & Payment Troubleshooting

June 2026

Supplier support

Tradeshift invoicing and common issues

 You will need to **request an invite** to register for Tradeshift by following the steps in the Tradeshift section of the [TMICC Supplier Invoicing](#) website. You cannot add TMICC into Tradeshift yourself, and TMICC will not send you an invitation link. If you have received one, please delete it.

Once you're registered, if you cannot see the POs you're expecting, please raise a ticket using the instructions on the [TMICC Supplier Invoicing](#) website.

 If you're seeing errors on Quantity, the PO has most likely been created as a Goods PO rather than a Service PO. To resolve this, follow the email or post instructions on the [TMICC Supplier Invoicing](#) site, or ask your PO requestor to cancel the PO and recreate it as a Service PO.

Email/post invoicing

 If you're experiencing issues with Tradeshift and need to use an alternative, please follow the email or post method exactly as set out on the [TMICC Supplier Invoicing](#) site. Incorrect data may lead to payment delays.

Check payment status

 To check the payment date of your invoices, use the Genie bot on the [Unilever Supplier Helpdesk](#). You'll need your PO number and invoice number to hand.

If you still need support

Visit the [Unilever Supplier Helpdesk](#), open Genie and raise a ticket. Please include your PO number and your supplier code or VAT code.

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