

Velocity Tool

Vendor FAQs



UniOps

Capability. Technology. Experience.

FAQs



Sl. No

Question

Answer

1

I have not received the link to login to the Velocity tool

The link to the Velocity tool can be found only in the first/initial mail to you. You will not see the link in the reminder emails (we are working to get this added as well).

If you cannot find the initial email to you –

1. Search your inbox via sender - Unilever.VendorData@unilever.com or Unilever.VendorSelfOnBoarding@unilever.com
 2. Search your inbox via subject - Invitation to Register with Unilever Vendor Portal or Invitation to become a Unilever Vendor
 3. Search your deleted/spam/junk folder
- If you still do not find the link, please contact your Unilever contact point

2

I am not able to log into the tool/I am not getting the authorization code.

Find the process to log into the Velocity tool [HERE](#) -

If you are not able to log into the tool,

1. Close the browser, clear your cache and log-in again.
2. Switch to Google Chrome as a browser
3. In case you don't get the authorization code, include Unilever in your safe senders list. Click [HERE](#) for the steps.

3

The tool is saying that my username and password is incorrect

1. Check the initial email you received for the link and login credentials and make sure you're inputting the correct user name and password
2. Type in your password rather than copy pasting it

4

I've forgotten the password to my account

Click on 'Trouble logging in' and enter your username. You will receive an email with instructions.

5

I've received a mail from Unilever.VendorData@unilever.com or Unilever.VendorSelfOnBoarding@unilever.com to complete a task

You may have received an email from this ID in the following 2 cases -

1. If you have been recently onboarded or extended as a vendor in the Unilever database - in this case you need log onto the Velocity tool and click on 'My Work' and you will see a pending request with a case ID in the format ONB - XYZ, UNB - XYZ, EXT - XYZ. Click on this request and enter all your information. Find the detailed process [HERE](#)
2. If you have been invited to update your details - view the comments mentioned by the user in the mail. Log onto the Velocity tool and click on 'My Record'. Modify your Company/Contact/ Bank & Tax details by clicking on either the Company/Contact/Bank & Tax details and click on 'Make Changes to Company/Contact/Bank & Tax details'. Please find the detailed process [HERE](#).

FAQs



Sl. No

Question

Answer

6

I don't see anything under 'My Work'

You will see something in 'My Work' only if you have logged in using the email ID that your Unilever point of contact used to invite you to register with Velocity. Use the email on which you received the initial email and are receiving the reminders.

View the comments mentioned by the user in the mail.

7

I've been invited by a Unilever user to update my Company/Contact/Bank & Tax details

1. Log into the Velocity tool
2. Click on 'My Work' to see the pending task and make required changes – click [HERE](#) to see the detailed process.
3. Click on 'My Record' if you need to modify additional details, click on either the Company/Contact/Bank & Tax details and click on 'Make Changes to Company/Contact/Bank & Tax details'. Detailed process [HERE](#)

8

The tool doesn't let me change my bank details

If the tool doesn't allow you to change your bank/tax details, it is because your contact details aren't updated. Go to 'My Record' and change your contact details first. Click [HERE](#) for the process

9

The tool doesn't let me delete my bank details during an EXT/UNB request and my request keeps getting rejected

Currently the tool doesn't allow you to delete your bank account in an EXT/UNB request. However, we are working on getting this feature available to you ASAP. In the mean time, before you submit your EXT/UNB request, please go to 'My Record' and raise a request to delete your applicable bank details (you will get a case number of the form MOD – XXX). Detailed process [HERE](#). Submit your EXT/UNB case once you have raised this request – however, note you wont see your bank detailed deleted in this case.

Next, drop a mail to the support team and tell them that you couldn't delete your bank details and hence have raised an MOD case and ask them not to reject your request. Share the MOD case number as well as the EXT/UNB case number.

- Support email ID for SEAA, NAME, Africa: Central-VMD.Ops-Support@unilever.com
- Support email for Europe: Central-EUVMD.Ops-Support@unilever.com
- Support email for North America: Central-NAVMD.Ops-Support@unilever.com
- Support email for LATAM: LA-vendors.mdm-ops@unilever.com

10

The tool is throwing an error saying that the postal code/bank/tax details are incorrect

The Velocity tool requires the postal code/bank/tax details to be entered in the correct format for your country. Please make sure it is entered as per the correct format and number of characters. You can find the correct format for all the countries [HERE](#).

FAQs



Sl. No



Question



Answer

11

The tool is asking me for a number of contact details

The Velocity tool requires you to enter certain mandatory contact details such as - 'Account Manager Handling Unilever Business' or 'Finance Controller'. You should enter the email ID of the personnel **from your firm handling this area of work.**

Please note that you should not enter a Unilever Email address here. The Velocity tool will not accept and will not allow you to submit if you enter a Unilever personnel's Email address.

If you do not have different people handling the different aspects of Unilever business, you can enter the same details for all applicable contact types.

12

What if I don't agree to the General Terms and Conditions

The Velocity tool will not allow you to be onboarded as a vendor unless you select one of the following options -

1. 'I agree'
2. 'I agreed a T&C deviation' - in this case you need to upload an email/agreement with Unilever agreeing to this deviation in terms and conditions

13

The general terms and conditions say the payment terms are 90 days but we have agreed to something else

The payment terms are 90 days from receipt of invoice or receipt of Products/ Services if later, except as specified otherwise in the PO or CTC or if restricted under mandatory applicable laws. The payment terms will follow what is mentioned in the CTC/PO.

14

What should I do in case I am facing errors?/ Whom do I contact in case I need support?

1. You can refer to any of the user guides linked in this document
2. Open the support page on the left hand side of your screen (refer detailed instructions [HERE](#)) and access the Velocity Virtual Assistant to speak to one of our live agents.
3. If you are still facing errors/have questions even after speaking to our live agents, drop a mail to our support team:
 - Support email ID for SEAA, NAME, Africa: Central-VMD.Ops-Support@unilever.com
 - Support email for Europe: Central-EUVMD.Ops-Support@unilever.com
 - Support email for North America: Central-NAVMD.Ops-Support@unilever.com
 - Support email for LATAM: LA-vendors.mdm-ops@unilever.com

15


I have submitted the request, but I still get reminders/the request has been returned back to me

Once you have submitted the request along with all your details and uploaded documents, these will be verified by someone from Unilever. Unilever will also check if the details you have entered in the tool match the details on your supporting documents. If these do not match, the request will be returned back to you to re-input the details/documents. You will see the instructions in the comments/email sent back to you.

Login to Velocity Tool



UniOps
Capability. Technology. Experience.

Scroll up 

To **onboard** as a new vendor or to **verify** your existing details you will receive an **email invitation** from Unilever, containing a **username** and **password**. Click on the link to login to **Velocity**.

Dear Vendor,

“Click Here” to login

Use the username/password in the mail to login to the tool

You have been invited by Unilever contact – pqrst@unilever.com to register as a Unilever Vendor, - Case number [ONB/EXT/UNB - 1234](#) Vendor code [0051234567](#) Germany Vendor [ABCD](#)

1. Please [click here](#) to register for our Vendor Tool and submit the details requested. Your username and temporary password are as follows:

Username: [abcd@xyz.com](#)

Temporary Password: [*****](#)

(Please note: If the temporary password field is blank, there is already an account set up to this email address. Just enter the tool using the link above and enter or reset your password. This tool will not allow any other users to have access for your Organisation’s account)

2. The tool will also require you to enter an “Authorization Code” each time you log on. You will be mailed this during each logon to the tool.

Note:

- a) Please ensure that the following **documents are available** to update your information in Velocity –
 - 1. Company Letterhead/Invoice
 - 2. Bank Confirmation Document/Pre-printed cheque leaf
- b) The invitation **link will be deactivated** if the request is **not submitted within 14 days**
- c) If you have difficulties accessing the tool please try the following steps:
 - 1. Use chrome vs Internet Explorer
 - 2. Type out your Email ID/Password do not copy and paste
 - 3. Still having issues? Try clearing your internet history/cache
 - 4. If all of the above fail, please send a screenshot of the error message to the Unilever support team <Xyz@Unilever.com> so they can get support
- d) It is necessary to complete and update the accurate details on the tool to ensure the timely payments
- e) Once you are logged in to Velocity , you can also use the “Ask Velocity” for any support as shown below

The screenshot shows the Velocity tool interface. On the left, there is a sidebar with three items: 'My Work', 'Pulse', and 'Ask Velocity (Support)'. A blue arrow points to 'Ask Velocity (Support)'. The main area is titled 'Urgent work' and contains a table with columns: ID, Vendor Name, Commodity, Request Type, Requestor Name, Pending with you since, and Request Submit Date. Below the table, it says 'No work assigned'.



Login to **Velocity** (if you are using the tool for the first time you will have been emailed a user name & password). **Make sure you use the email ID to which the initial email was sent to or you will not be able to login and see your pending task.**



Login to the tool with the credentials you received in the Email

The first time you login to Velocity, you will need to change the password. If you do not get the authorisation code, please include all Unilever email IDs in your safe senders list of your inbox. Click [HERE](#) for the steps.

Use the authorization code you receive via Email and change your password



Security policies require that you change your password.

Enter the Authorization Code sent to this email address: z****@desoz*.com.

Authorization Code

New Password

Confirm Password

Resend Authorization Code

[Change password](#)

[Cancel](#)

Note: The password must be at least 8 characters long and include at least 1 alphabetical [a-z A-Z] character(s), 1 numeric [0-9] character(s) and 1 special character(s).

Dear Vendor,

Please use the below Authorization Code to login to your Unilever Vendor Account.

13893816

Thank you

Unilever Vendor MDM

Each time you login to Velocity, you will need to enter the Authorization Code sent to you via email. If you do not get the authorisation code, please include all Unilever email IDs in your safe senders list of your inbox. Click [HERE](#) for the steps.



Verify Authorisation Code

An Authorisation Code has been sent to your email. Enter it below to login to the application

[Resend Authorisation Code](#)

Verify Authorisation Code


Cancel

Onboard or Verify Data



UniOps

Capability. Technology. Experience.

Scroll up 

You will find the request you need to complete in the "My Work" section of the screen.

Check "My Work" for any pending action from Unilever or select "My Record" to check/maintain your data

My Work

My Requests

For your urgent action

Take a tour

You will find all your pending tasks under 'For your Urgent Action'

Case	Vendor Name	Vendor Code	Commodity	Request Type	Requestor Name	Pending with you since	Request Submit
ONB-1568	REXTON JOINT STOCK COMPANY	0051358745	Logistics - Handling Costs (Loading & Unloading) - 78121601	Onboarding	Procurement Office_Vietnam		
MOD-888	TEST CORD US			Maintenance	ABC FURNITURE COMPA		

Click on "My work" to see your pending tasks

Click on the pending task to proceed

Handy Hint: you should complete all the details within 24 hours. Remember: the more you delay the later you will be able to start business with Unilever!

Recents [See all](#)

- Onboarding Onb-1568
- Maintenance Mod-888
- Maintenance Mod-886
- Onboarding Onb-1649
- Maintenance Mod-733

My Submitted Requests

Case ID	Case status	Requesting Country	Request Submit Date	Vendor Name	Vendor Country	Vendor Code	
Mod-888	New	USA	4/23/20 1:18 AM	TEST CORD US WTH1	USA	0051229353	...com
Mod-886	Resolved-Completed	USA	4/23/20 1:16 AM	TEST CORD US WTH1	USA	0051229353	sakrioknawala@deloitte.com
Mod-733	Pending-Verification	USA	4/16/20 1:14 AM	TEST CORD US WTH1	USA	0051229353	System

Please review and make any required updates to your company details.

1. Company Details 2. Contact Details 3. Bank & Tax Details 4. Supporting Documents 5. Terms and Conditions 6. Submit

Company Name ★ ABC123 INC	Address Line 1 ★ Ashcreek Center
Address Line 2	Address Line 3
Address Line 4	City ★ San Juan City
Postal Code 1500	Country ★ Philippines
State/Province/Region	Phone number 9178655516
Website	DUNS Number 725184774
Vendor Code 0051885014	Are you a subsidiary company i.e. part of another company or a holding company? ★ Yes

Provide details of the Parent/Mother/Holding company at the highest/most global level

Company Name ★	Address Line 1 ★
Address Line 2	Address Line 3
Address Line 4	City ★
Postal Code	Country ★
DUNS Number	...

To save your updates, all mandatory fields * on this page must be completed

Save Continue

Review/enter your company details here

If you select "Yes" to this question, you will need to enter additional information

Handy Hint: In order to save your updates, all mandatory fields * on the page must be completed

Click on "Continue" to proceed



Now enter the details of your key business contacts.

Vendor Portal

My Work

Onboarding (Onb-856) PENDING-VENDORSELFONBOARDING

Actions

My Record

Handy Hint:
Please ensure that you update all of the mandatory contact details

The following contact types are mandatory. Please add the contacts by clicking the 'Add contact' button below:

Account manager handling unilever business
Finance Controller/Director
Sales Department - Ordering Follow Up

Contact Details

Contact Type
Account manager handling Unilever business

Name*
Test

Role

Phone number

Email*
Accountmanager@vendor.com

Add contact

Contact Type
Finance Controller/Director

Name*
Test2

Role
Finance Controller/Director

Phone number

Email*
Financecontroller@vendor.com

Save Continue

Input the contact details by selecting the "Contact Type" drop down

Add a new contact for each contact type by clicking the "Add Contact" button

Click on "Continue" to proceed

Now enter your bank and tax details. Please ensure you enter your IBAN and VAT details.

Vendor Portal

Onboarding (Onb-856) PENDING-VENDORSELFONBOARDING

1. Company Details ✓ 2. Contact Details ✓ 3. Bank & Tax Details 4. Supporting Documents 5. Terms and Conditions 6. Submit

Account Number*
1746826789

Bank Name*
Bank Name

Bank Country*
Philippines

SWIFT Code

IBAN Code

Account Holder Name*
Vendor Name

Bank Branch Name

Currency
PHP

Branch code (example: Bank Key/Code, Sort Code, ABA Number, IFSC Code, etc.)*

Tax Details

Tax Numbers

VAT Reg Number (enter your VAT or TIN here)*
A3467C778

No items

To save your updates, all mandatory fields * on this page must be completed

Input your Bank & Tax details here.

Handy Hint: Please ensure all details are complete and correct to ensure a speedy onboarding!

To add a new Bank account/Tax number "Add Account/Add Tax Number" button

Click on "Continue" to proceed

Back

Continue

Unilever

Read through the T's and C's, Responsible Sourcing Policy, and Data rules – you will only be able to proceed if you agree. If you do not agree to all the T & C, contact your Unilever point of contact. If there is an agreement with them, you can agree to a T&C deviation.

Vendor Portal

My Work

My Record

Onboarding (Onb-856) PENDING-VENDORSELFONBOARDING

Actions

General Terms and Conditions

[Click here to read General Terms and Conditions](#)

I have read and agree to the General Terms and Condition *

Responsible Sourcing Policy (RSP)

At Unilever, we want to work with responsible and ethical partners. This is why, as part of our agreement, you are required to take this pledge. This demonstrates your commitment to following our Responsible Sourcing Policy(RSP).

By signing this Pledge, you commit to:

- Reading the entire RSP - [Unilever Responsible Sourcing Policy](#)
For languages other than English(found in the 'Downloads' section), or for further information, please see [Advancing Human Rights with Suppliers](#)
- Understanding that the RSP applies to your location and all associated business practices
- Understanding that the current RSP replaces all previous supplier codes of Unilever
- Complying at all times with the Mandatory Requirements set out in the RSP
- Verifying your compliance with the Mandatory Requirements
- Remediating any non-compliance with the Mandatory Requirements, and
- Reporting any breach of the RSP to Unilever, and finding solutions collaboratively.

I commit to this pledge on behalf of the company and am authorized to do so *

Maintaining your own data

You are responsible for managing your own company data directly in Unilever's systems. Please ensure that this data is up-to-date and accurate (including company name, address, tax number and bank details) to enable timely payment. Log-in details shall be provided upon request. It is your responsibility to ensure your data is up-to-date.

Name * Role/Designation * Date *

To save your updates, all mandatory fields * on this page must be completed

Recents

Onboarding

Back

Save

Continue

Handy Hint: You will be able to proceed only if you select "I Agree".

Ensure you review and action all of the sections in this screen.

Complete your name & role and click on "Continue"



Please upload all the supporting documents as required. Ensure that the details inputted earlier are indicated on the supporting documents. A mismatch can lead to a rejection of request. Mandatory supporting documents are different for each country.

✓ 1. Company Details ✓ 2. Contact Details ✓ 3. Bank & Tax Details ✓ 4. Terms and Conditions **5. Supporting Documents** 6. Submit

[Take a tour](#)

The following supporting documentation is mandatory for the country you wish to trade with, please ensure:

- You upload the documentation requested as non-editable files (PDF, TIFF, JPEG, GIF, PNG, BMP). Any other file types will be rejected
- Each individual attachment is not more than 8 MB
- The text in the attachment is clear and readable
- You can add additional attachments using Other Document(s) option than those requested

← Read instructions to upload the documents

Document Name

Power of Attorney *

Delete

Upload

View

Handy Hint:
Ensure the documents are up to date and in a correct format (non-editable, less than 5MB)

Upload

Click on "Upload" to attach the document

Upload

Upload

Upload

Upload

Click "Continue" to move ahead

To save your updates, all mandatory fields * on this page must to be completed

Save

Co

Review the details you have entered

Vendor Portal

My Work

My Record

Onboarding (Onb-856) PENDING-VENDORSELFONBOARDING

Actions

Company Details

Company Name	ACME INC.	Address Line 1	40 Batis Street
Address Line 2	---	City	Quezon
Postal Code	1106	Country	Philippines
State/Province	---	Phone number	24537662
Website	---	DUNS Number	720110816
Vendor Code	0051002712	Global Vendor Code	0051002712

Are you a subsidiary company i.e. part of another company, like a Parent/Mother company, or a holding company?
No

Contact Details

Bank&Tax Details

Supporting Documents

Terms And Conditions

Back

Save

Finish

Recents

Onboarding
Onb-856

Unilever

You can expand all the tabs to review and confirm your details.

Click on "Finish" to complete the process.

Your request is now routed to Unilever for review.

Onboarding (Onb-856) PENDING-VERIFICATION

Thank you! The next step in this case has been routed appropriately.

✓ PROCUREMENT > ✓ **VENDOR SELF-SERVICE**

Information Audit

Case information	
Requesting Country Philippines	Vendor Name ACME INC.
Vendor Code 0051002712	Commodity Premiums - UN01581801
Vendor Type MBS	Case Status Pending-Verification

Once your request has been submitted this screen will be displayed.

The request is now being reviewed by Unilever. You will receive email notification of any further information required, or confirmation that the request has been approved.

Dear Vendor,

Thank you for submitting your details, they are currently being reviewed.

Once approved, you will receive a welcome email containing additional information e.g. how to register to invoice us.

You will receive an email from our USQS tool to complete further information regarding our Responsible Sourcing Policy (this is mandatory).

For help please contact our support team – TO BE UPDATED.

To access the tool, [Click Here](#)

Your request will be sent for review. If your documents do not match the data you have entered, the request will be sent back to you (you will get an email).
Once your request is reviewed and approved, it will be completed once the case status is – Resolved completed.

Check "My Work" for any pending action from Unilever or select "My Record" to check/maintain your data

My Work

Take a tour

My Requests

> For your urgent action

My Submitted Requests

Recents See all

- Onboarding Onb-1568
- Maintenance Mod-888
- Maintenance Mod-886
- Onboarding Onb-1649
- Maintenance Mod-733

Case ID	Case status	Requesting Country	Request Submit Date	Vendor Name	Vendor Country	Vendor Code	Vendor Type
Mod-888	New	USA	4/23/20			0353	
Mod-886	Resolved-Completed	USA	4/23/20			53	
Mod-733	Pending-Verification	USA	4/16/20			53	
Mod-732	Resolved-Completed	USA	4/16/20			53	
Mod-98	Resolved-Expired	Cambodia	10/3/19				
Mod-82	Resolved-Completed	Cambodia	10/3/19				
Mod-78	Resolved-Completed	Laos	10/30/19 11:12 AM	LAO SHOES CO., LTD			
Mod-64	Resolved-Completed	Philippines	10/24/19 10:39 PM	SINGAPORE HOTEL ASSOCIATION			
Mod-63	Resolved-Completed	Philippines	10/24/19 10:38 PM	SINGAPORE HOTEL			

Click on 'My Work' > 'My Submitted Requests' to see the requests you have already submitted.

You will be able to see the status of your request under 'Case Status'. Once your request is reviewed and approved, the case status will change to 'Resolved-Completed'


Your request will not be completed till the case status is not 'Resolved-Completed'

Update your Data



UniOps

Capability. Technology. Experience.

Scroll up 

You would have received an email from a Unilever user to updated your data by logging into the tool. You can make changes to the details Unilever hold for you.

Dear Vendor,

You have been invited by Unilever contact **ProcurementOffice_PI_DE** to register for/log-in to the Unilever Vendor Portal for Vendor Name - a, Germany.

Comment by Unilever Contact:
Please update your contact details and VAT number

Make changes as per the comments from the Unilever user

You have a modification request **Mod-1114** with modification type **Contacts** awaiting for your action

Please click on the link below to register for/access our Vendor Tool.

[Click Here](#)

"Click Here" to login

Username: sakhokhawala@deloitte.com
Temporary Password:

Use the username/password in the mail to login to the tool

(Please note:

- a) if the temporary password field is blank, there is already an account set up to this email address. Just enter the tool using the link above and enter or
- b) You can not forward/ delegate your username and password to anyone else in your organization.)

After registration, if you want to review/modify details, please click on "My Record" option on the tool.

You will find the request you need to complete in the "My Work" section of the screen. The request will be in the form of MOD - XXX. The tool will

The screenshot shows the 'My Work' section of a web application. On the left is a navigation menu with 'My Work' selected. The main area has a header 'Check "My Work" for any pending action from Unilever or select "My Record" to check/maintain your data'. Below this is a 'My Requests' section with a sub-header 'For your urgent action'. A table lists pending requests, with 'MOD-888' highlighted and circled. A 'Recents' sidebar on the left shows a list of recent requests. A second table at the bottom shows 'My Submitted Requests'.

Click on "My work" to see your pending tasks

You will find all your pending tasks under 'For your Urgent Action'

Click on the pending task to proceed

Handy Hint: you should complete all the details within 24 hours. Remember: the more you delay the later you will be able to start business with Unilever!

Case	Vendor Name	Vendor Code	Commodity	Request Type	Requestor Name	Pending with you since	Request Submit
ONB-1568	REXTON JOINT STOCK COMPANY	0051358745	Logistics - Handling Costs (Loading & Unloading) - 78121601	Onboarding	Procurement Office_Vietnam		
MOD-888	TEST CORD US WTH1	0051229353		Maintenance	ABC FURNITURE COMPA		

Case ID	Case status	Requesting Country	Request Submit Date	Vendor Name	Vendor Country	Vendor Code	
Mod-888	New	USA	4/23/20 1:18 AM	TEST CORD US WTH1	USA	0051229353	...com
Mod-886	Resolved-Completed	USA	4/23/20 1:16 AM	TEST CORD US WTH1	USA	0051229353	sakr@deloitte.com
Mod-733	Pending-Verification	USA	4/16/20 1:14 AM	TEST CORD US WTH1	USA	0051229353	System

Make an update to the data as required. Once you have completed this request, you can click on **My Record** to change your other data as well.

If the tool doesn't allow you to change your bank/tax details, it is because your contact details aren't updated. Go to 'My Record' and change your contact details first.

- o Finance Controller/Director
- o Sales Department - Ordering Follow Up
- o Legal Matters

2. Unilever email addresses are not allowed
3. To add additional contacts click on 'Add contact' button
4. If one person manages multiple roles , you can add the same email address.

Contact Details

Contact Type

Account manager handling Unilever business

Name*

ABCD

Role

Phone number

Email*

abcd@gmail.com

Contact Type

Finance Controller/Director

Name*

ABCD

Role

Finance Controller/Director

Phone number

Email*

abcd@gmail.com

Contact Type

Cancel

Continue

Handy Hint: you should complete all the details within 24 hours. Remember: the more you delay the later you will be able to start business with Unilever!

Click on 'My Record' to make changes to all your details. Please ensure that your contact details are updated – you won't be able to change your Company or Bank/Tax details otherwise.

The screenshot shows the 'Vendor Portal' interface. On the left, there is a navigation menu with 'My Work' and 'My Record' (highlighted with a blue box and a callout 'Click on "My Record"'). Below the menu is a search bar containing 'My Record' and a support link 'Ask Velocity (Support)'. The main content area is titled 'My Record' and has two tabs: 'Company Details' (selected) and 'Contact Details'. The 'Company Details' section shows the following information:

Company Name	VIBA PRODUCCIONES LTDA
Address Line 1	---
Address Line 2	---
Postal Code	7510443
State/Province	13

Select the tab you wish to make changes to

This screenshot shows a detailed view of the 'Company Details' tab. It features three sub-tabs: 'Company Details' (selected), 'Contact Details', and 'Bank&Tax Details'. The form contains the following fields:

Company Name	ACME JEWELRY, INC.	Address Line 1	L&R Building
Address Line 2	---	City	Makati
Postal Code	1200	Country	Philippines
State/Province	---	Phone number	28924365
Website	---	DUNS Number	719124893

Below the form, there is a question: 'Are you a subsidiary company i.e. part of another company, like a Parent/Mother company, or a holding company?' with the answer 'No'.

Click "Make Changes to" button to begin the process


Make changes to Company Details



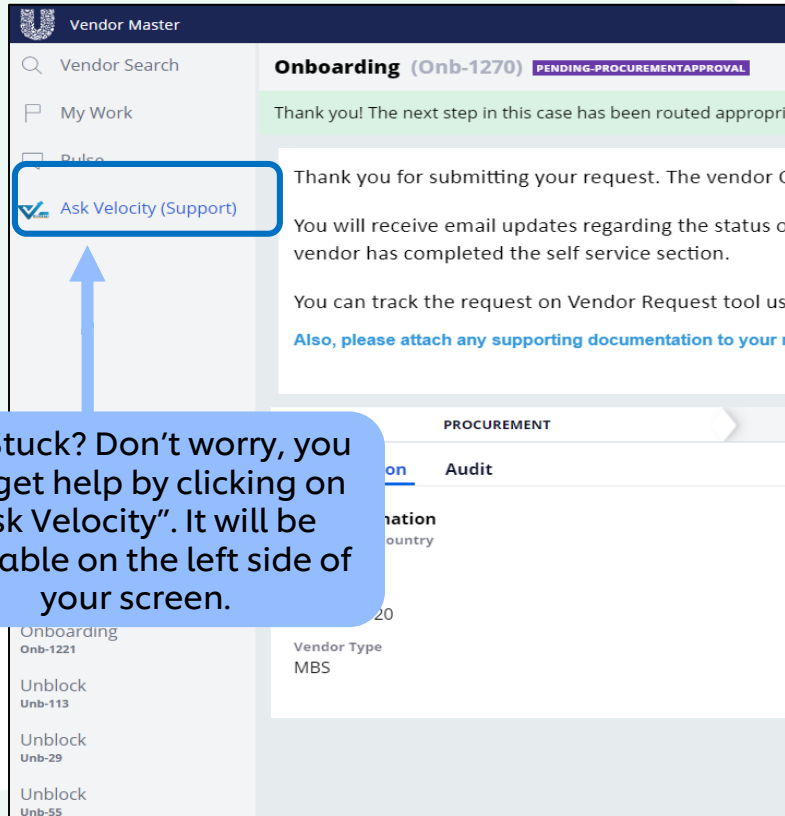
Velocity Support



UniOps
Capability. Technology. Experience.

Scroll up 

For Support / General Queries login to Velocity and click on "Ask Velocity"
If you cannot login to Velocity/access the chatbot write to -



Got Stuck? Don't worry, you can get help by clicking on "Ask Velocity". It will be available on the left side of your screen.

Use the Supplier Video Guides for reference and guidance on the processes

You will be routed to the support page when you click "Ask Velocity". Click on the links available for reference.



VELOCITY - SUPPORT



Support from us to help resolve your queries

Click on below and find the right support

For **queries on** ordering, invoicing, payment, e-invoicing, Vendor Query Portal (VQP)

For **Terms and Conditions**, Anti bribery, conflict of interest, self-assessment & disclosure, payment terms & NDA's

For queries related to **Responsible Sourcing Policy (RSP)**, reach out to us at **USQS.helpdesk1@unilever.com**

For **Technical Support/ Other Queries**



Manuals/guides to help you understand functionalities of tool

Click on below link to access

- [Supplier FAQs \(Frequently Asked Questions\)](#)
- [New On-boarding or Verify Data](#)
- [Modify your details](#)



Velocity Virtual Assistant is here to help!

- You can click on icon "Ask Velocity" to access the Chatbot
- We have Established direct Live Agent Connect for you, Just Click on **Connect to Agent to chat with VMD Agent**

Supplier Video Guides

Please note – These videos are illustrative and not specific to a country. Nuances such as supporting documents, mandatory fields etc. will differ based on local requirement



How to access 'My work'



How to access and change 'My record'



How to access support



How to submit the request sent back by MDM



How to update Bank details

Live Chat Support – you can access the live chat support in case of any questions or queries.

VELOCITY - SUPPORT

Support from us to help resolve your queries

Click on below and find the right support

- For **queries on** ordering, invoicing, payment, e-invoicing, Vendor Query Portal (VQP)
- For **Terms and Conditions**, Anti bribery, conflict of interest, self-assessment & disclosure, payment terms & NDA's
- For queries related to **Responsible Sourcing Policy (RSP)**, reach out to us at **USQS.helpdesk1@unilever.com**
- For **Technical Support/ Other Queries**

Manuals/guides to help you understand functionalities of tool

- Click on below link to access
 - [Supplier FAQs \(Frequently Asked Questions\)](#)
 - [New On-boarding or Verify Data](#)
 - [Modify your details](#)

help!

- You can click on icon "Ask Velocity" to access the Chatbot
- We have Established direct Live Agent Connect for you, Just click on **agent to chat with VMD Agent**

Ask Velocity!

If you need more assistance, you can ask the Velocity Virtual Assistant. Click on "Ask Velocity" to proceed.

You can use the Velocity Virtual Assistance and type your questions to chat with the tool.
Click on connect to VMD agent for a live chat.

Ask Velocity

Hi Sanaa, nice to see you!
I'm Velocity, your virtual assistant.
How may I help you?

Connect to VMD Agent

Type your message...

Field Specifications - Europe

Country	Postal code character limit/format	Vat registration number - number of characters - the VAT number for all countries begins with the ISO code for the country - ex. DE for Germany	Vat number format	Bank account no - character limit/format
Austria	4	8	ATUxxxxxxxx	11
Belgium	4	10	BExxxxxxxxxx	(XXX-XXXXXX-XX)12
Czech Republic	6(xxx xx)	8	CZxxxxxxxx	(XXXXXX - XXXXXXXXXXX)16
Slovakia	6(xxx xx)	10	SKxxxxxxxxxx	(XXXXXX - XXXXXXXXXXX)16
France	5	11	FRxxxxxxxxxx	11
Germany	5	9	DExxxxxxxx	10
Ireland	blank	8	IExxxxxxxx; last letter will be alpha	8
Hungary	4	8	HUxxxxxxxx	(xxxxxxxx-xxxxxxxx)16
Italy	5	11	ITxxxxxxxxxx	12
Netherlands	7(xxxx xx)	12	NLxxxxxxxxB01	10
Poland	6(xx-xxx)	10	PLxxxxxxxxxx	16
Portugal	8(xxxx-xxx)	9	PTxxxxxxxx	11
Romania	7(incase it is missing 0999999)	8	ROxxxxxxxx	16
Spain	5	9	ESxxxxxxxx; its alpha numeric	10
United Kingdom	6(xx xxx); Alpha numeric	9	GBxxxxxxxx	8; as per document
Sweden	6(xxx xx)	12	SExxxxxxxx01; need to add 01 at last	As per document
Denmark	4	8	DKxxxxxxxx	10
Finland	5	8	FIxxxxxxxx	14
Norway	4	9	NOxxxxxxxxMVA	11
Switzerland	4	9	CHE-xxx.xxx.xxx MWST	(xx-xxxxxx-x) 9

Click on your operating system/inbox type


	Inbox Type
1	<u>Outlook – windows</u>
2	<u>Outlook – Mac OS/Apple</u>
3	<u>Mail – Mac OS/Apple</u>
4	<u>Office 365</u>
5	<u>Gmail</u>

Outlook – Windows



UniOps

Capability. Technology. Experience.

Scroll up 

Click on
1.Home
2. Junk
3. Junk E-mail Options

The screenshot shows the Outlook interface. The ribbon is set to 'Home', and the 'Junk' button is highlighted. The 'Junk' dropdown menu is open, showing options like 'Block Sender', 'Never Block Sender', 'Never Block Sender's Domain (@example.com)', 'Never Block this Group or Mailing List', and 'Not Junk'. The 'Junk E-mail Options...' button is also highlighted. The navigation pane on the left shows 'Inbox 92' and 'Drafts [11]'.

1. Click on the tab – Safe Senders
2. Click on Add
3. Add @Unilever.com and click ok
4. Check the box – Also trust e-mail from my Contacts


The screenshot shows the 'Junk E-mail Options - sakhokhawa' dialog box. The 'Safe Senders' tab is selected. The 'Add...' button is highlighted. A dialog box titled 'Add address or domain' is open, showing the text '@unilever.com' in the input field. Below the input field, there are 'OK' and 'Cancel' buttons. At the bottom of the main dialog box, the checkbox 'Also trust e-mail from my Contacts' is checked and highlighted, while 'Automatically add people I e-mail to the Safe Senders List' is unchecked.

Outlook – Mac OS

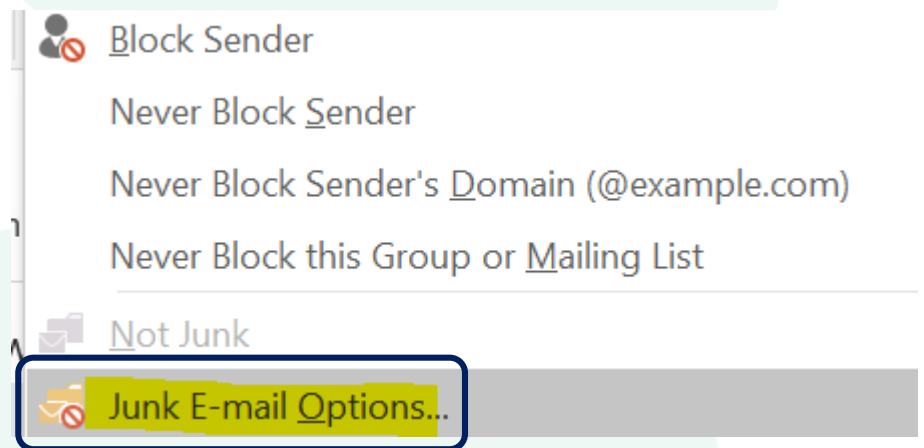
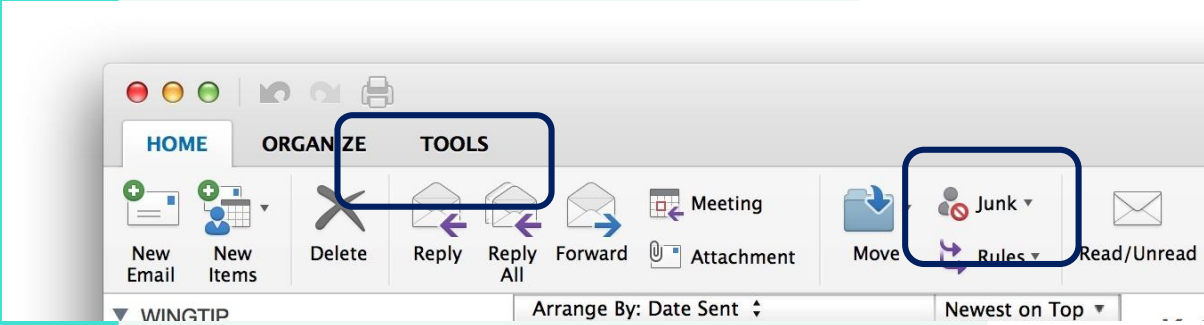


UniOps

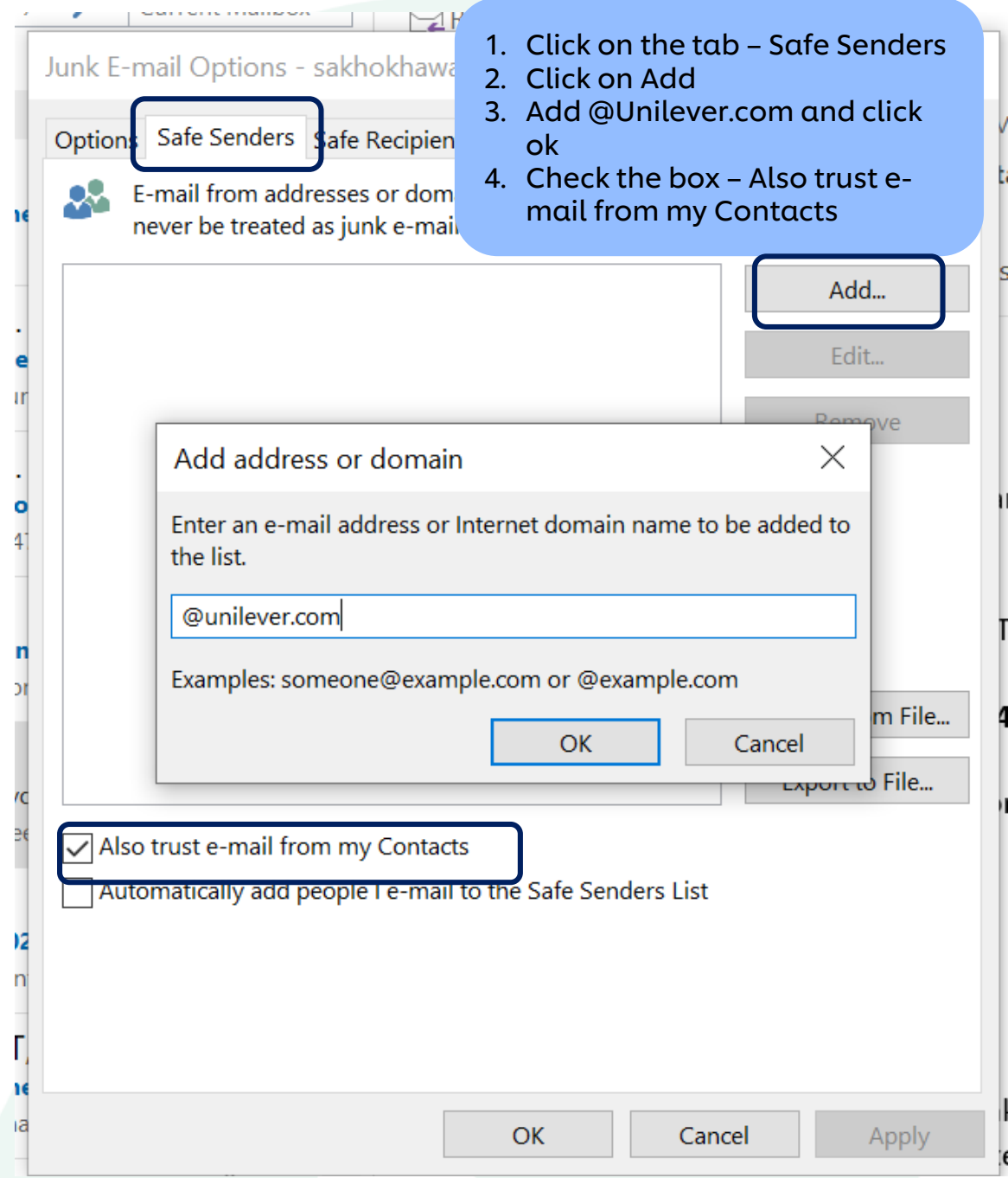
Capability. Technology. Experience.

Scroll up 

Click on
1.Home
2. Junk
3. Junk E-mail Options



1. Click on the tab – Safe Senders
2. Click on Add
3. Add @Unilever.com and click ok
4. Check the box – Also trust e-mail from my Contacts

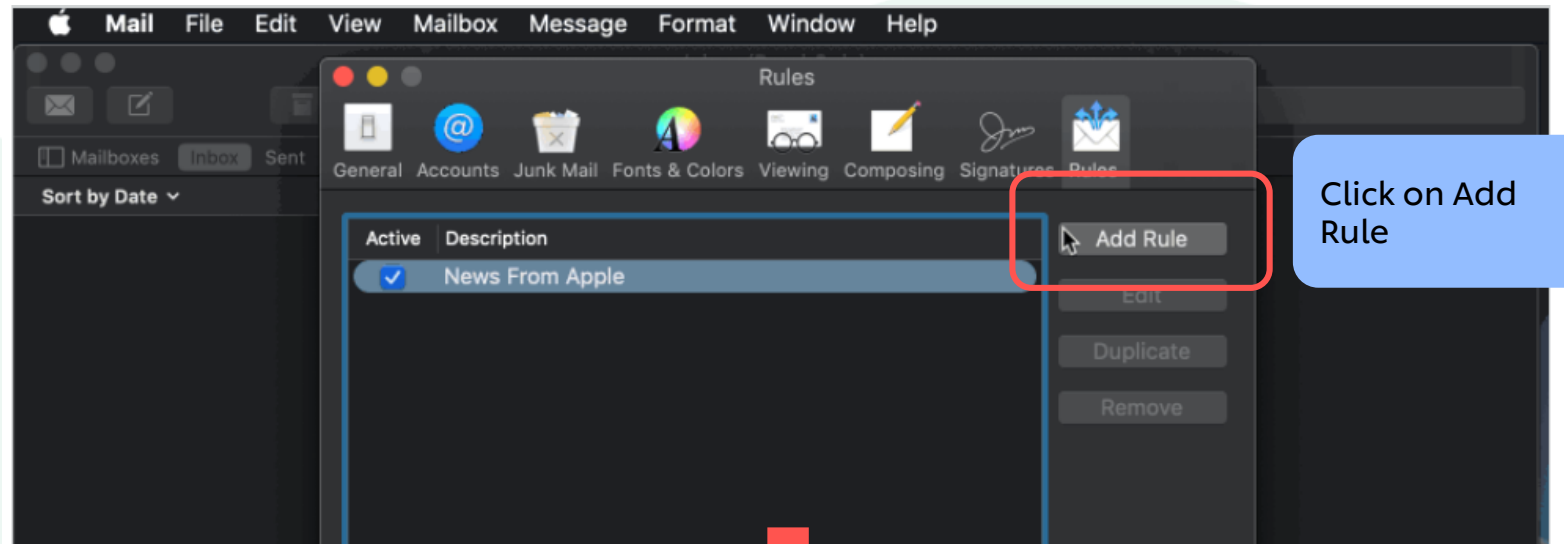
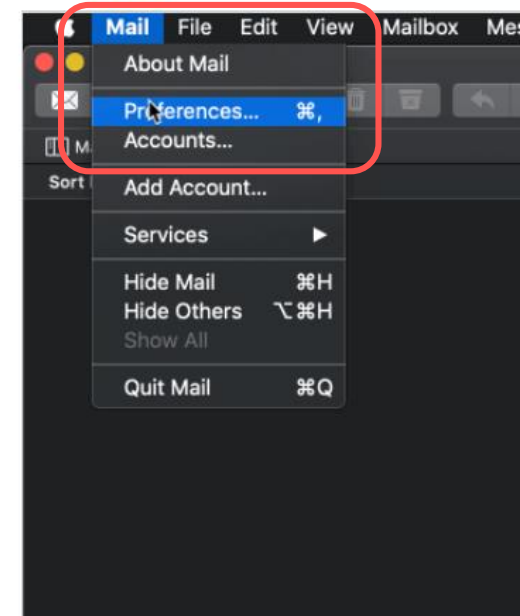


Mail – Mac OS/Apple



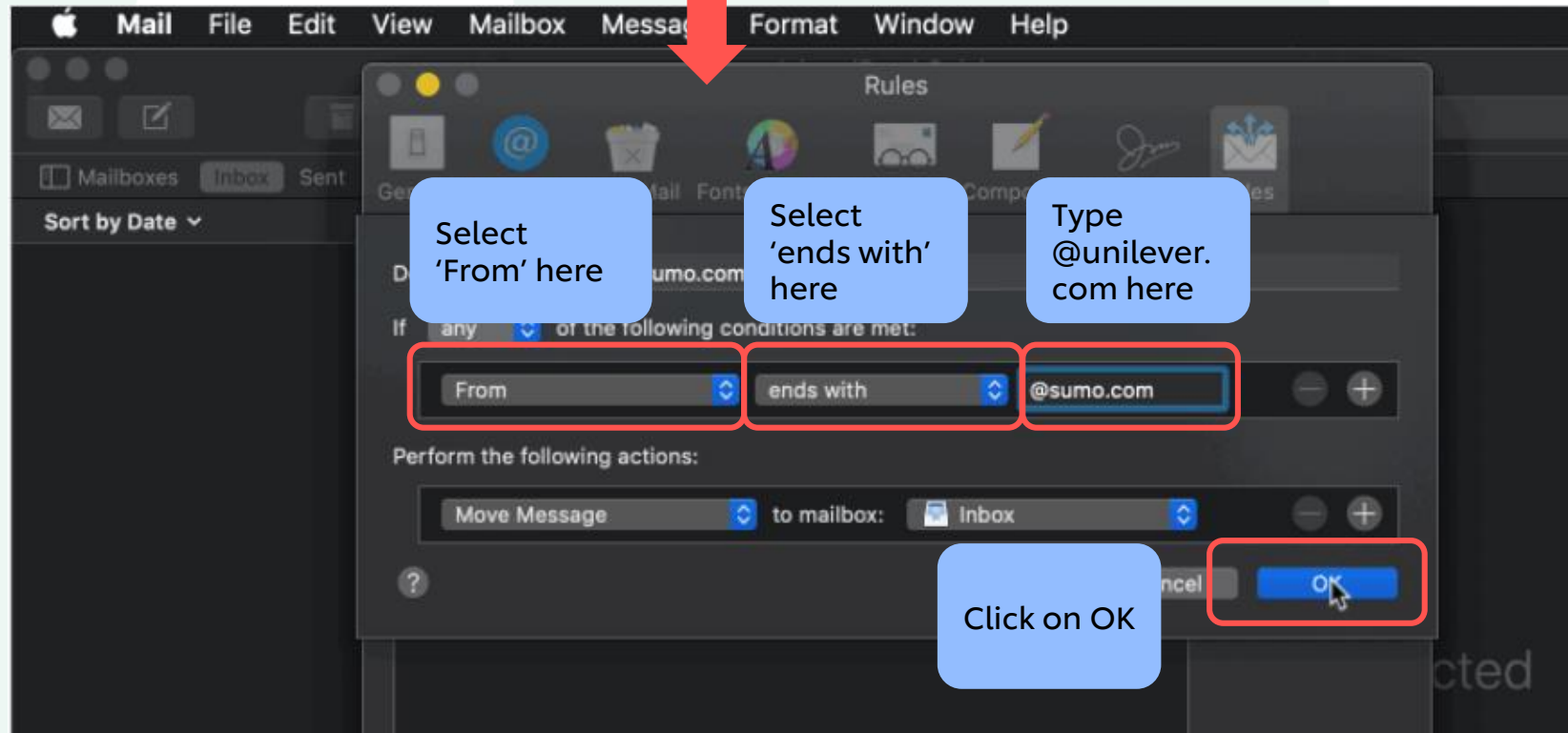
UniOps
Capability. Technology. Experience.

Scroll up 



Click on Add Rule

Click on
1. Mail
2. Preferences



Select 'From' here

Select 'ends with' here

Type @unilever.com here


Click on OK



Office 365



UniOps
Capability. Technology. Experience.

Scroll up 

1. Click on Settings
2. Click on View all Outlook Settings



Settings

Search Outlook settings

Full Medium Compact

Conversation view ⓘ

Newest messages on top

Newest messages on bottom

Off

Reading pane

Show on the right

Show on the bottom

Hide

View all Outlook settings



Settings

Search settings

General

Mail

Calendar

People

View quick settings

Layout

Compose and reply

Attachments

Rules

Sweep

Junk email

Customize actions

Message handling

Forwarding

Automatic replies

S/MIME

Groups

1. Click on Mail
2. Click Junk email
3. Click on + Add

Junk email

Safe

Don't move email from these senders to my Junk Email folder.

+ Add

Search list

unilever.com

Input Unilever.com and press enter



+ Add

Search list

unilever.com

Click on Save


Save Discard

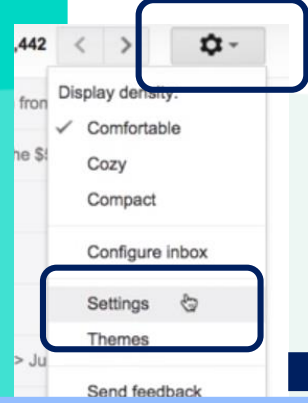


Gmail



UniOps
Capability. Technology. Experience.

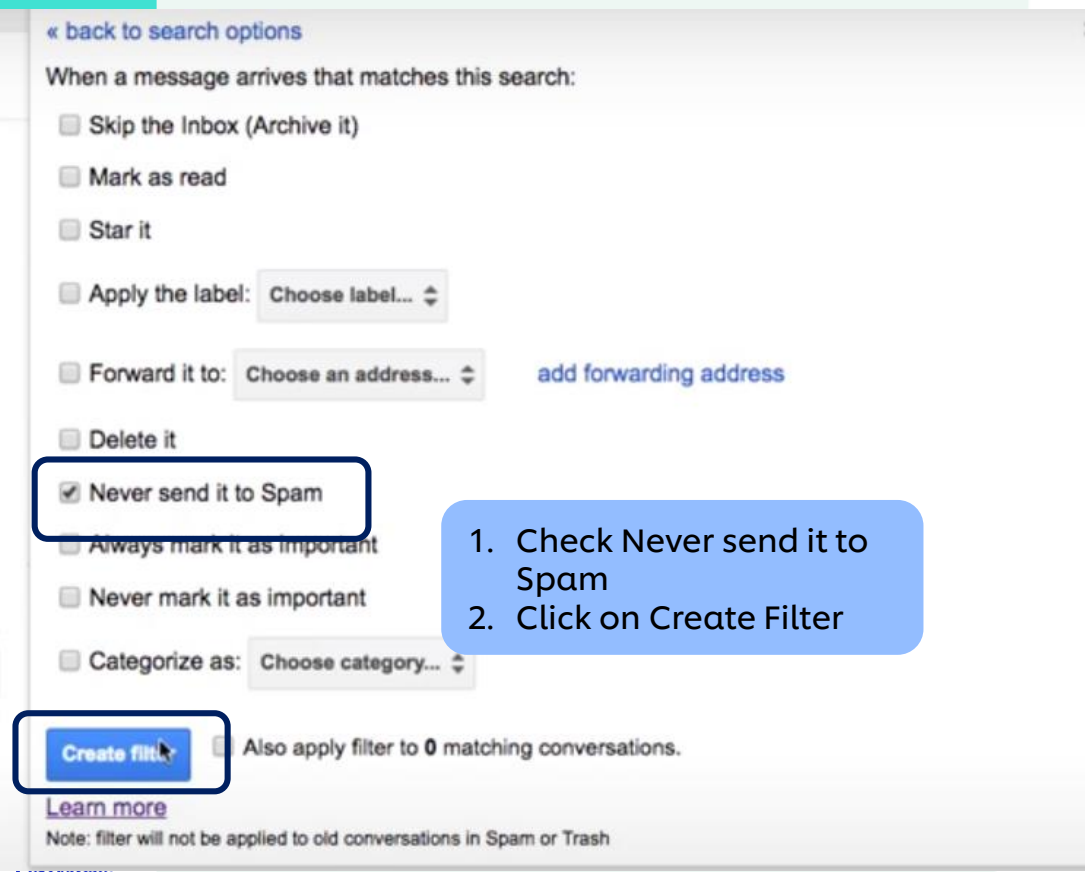
Scroll up 



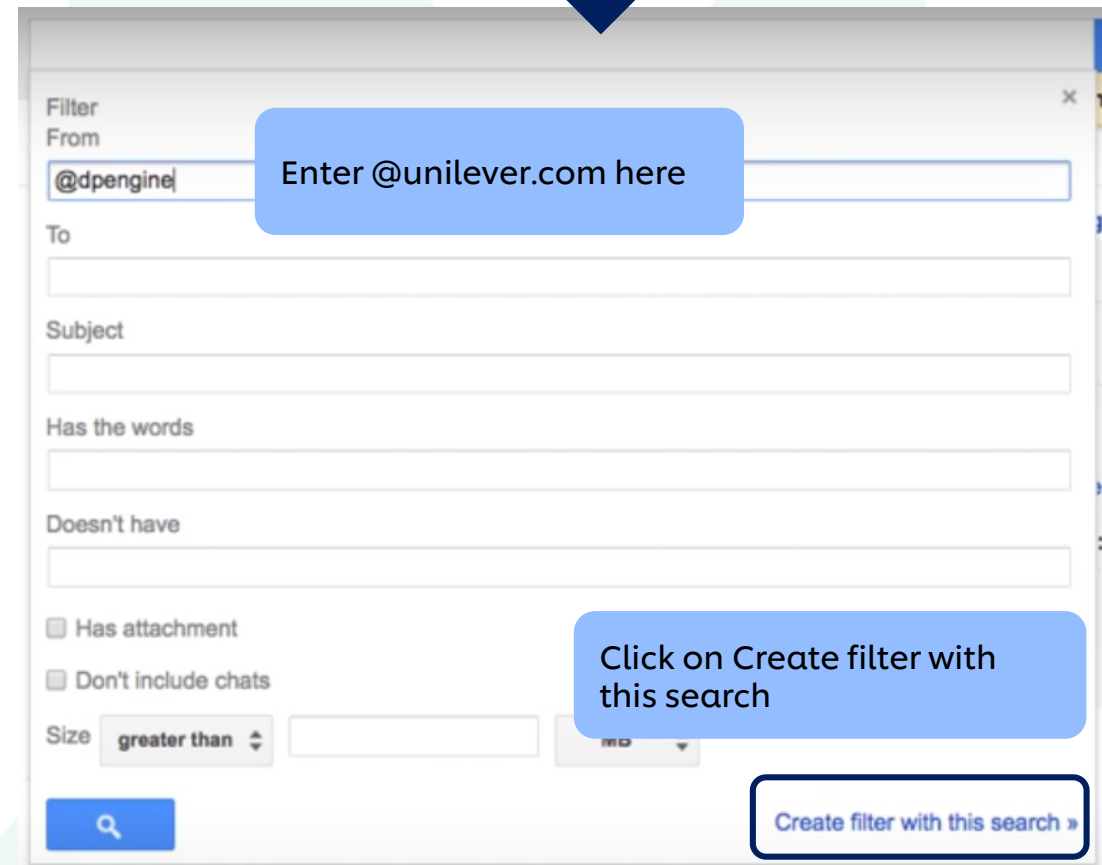
Click on Settings



1. Click on Filters and Block Addresses
2. Create a new filter



1. Check Never send it to Spam
2. Click on Create Filter



Click on Create filter with this search

Create filter with this search >

THANK YOU



UniOps
Capability. Technology. Experience.