



# Accounts Payable

## Taulia portal, Invoicing instructions and AP contacts

(applicable to Adient North America & EMEA entities)

Adient Global Business Services (GBS)

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Improving the experience of a world in motion

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## Introduction

- > Taulia Portal is a self-service portal that helps suppliers simplify their business processes as well as save time and money
- > Registration and further usage is **free of charge**
- > **Available anytime to the supplier - 24/7**
- > No need to install any additional software, its totally secure and accessible with support of Web Browsers
- > Taulia is available to be used in multiple languages
- > Suppliers are automatically informed of updates – via **e-mail notification** (new Purchase order, invoice rejection, payment remittance)



## Features



### **Purchase order (PO) view\***

- > View PO online including respective PO lines, quantities and prices, invoiced value, open value

### **Invoice submission online\***

- > PO flip - turn your purchase orders directly into invoices  
*(not applicable to ERS/ Self-billing Purchase orders and to countries requiring invoice certification)*

### **Invoice status\***

- > Real-time status of your invoices (in process, approved, paid, rejected)

### **Payment details and history\***

- > Receive payment details by e-mail or download the remittance advice from the portal

### **Supplier information management**

- > Company address and central Email contact
- > Other company contacts
- > Bank account/ information ([training video](#))

\* **not applicable to documents related to following Adient entities:** Adient Hungary Kft, Mor (HU); Adient Turkey Seating Otomotiv Limited Şirketi, Kocaeli, (TR); Adient S.R.L., Bradu (RO); Adient Components Ltd. & Co. KG, Kaiserslautern and Remscheid (DE);





## Get started!

### Registration process for new suppliers:

- > Start with providing us your contact details by filling in the [Enrollment Form](#)
- > Your supplier number necessary for the registration can be found on the Purchase order
- > Submit the Form and await the Taulia invitation



In case you have more supplier numbers with Adient the registration process has to be initiated for each of them. Once you are invited you can [merge your Taulia accounts into one!](#)

### Taulia login and technical support:

- > Accept the invitation and start using the portal
- > Taulia portal access: <https://portal.taulia.com/login>
- > Taulia Help & Technical support (*Contact Support*): <https://support.taulia.com/>

### Training material:

- > Taulia Experience Center/ FAQ: click [here](#)
- > Taulia Success Guide: click [here](#)
- > Webinar: click [here](#)



## E-mail address (non-human) for invoice receipt according to Adient plant location:



- Europe, South Africa:** [ap-ae-eu-bbc-invoice@adient.com](mailto:ap-ae-eu-bbc-invoice@adient.com)
- USA, Canada:** [ap-ae-na-bbc-invoice-copies@adient.com](mailto:ap-ae-na-bbc-invoice-copies@adient.com)
- Mexico - foreign suppliers:** [ap-ae-na-bbc-invoice-copies@adient.com](mailto:ap-ae-na-bbc-invoice-copies@adient.com)
- Mexico - domestic suppliers:** [Pegaso portal](#)

Please, do not submit invoices for ERS/ Self-billing Purchase orders (delivery self-invoiced by Adient). Feel free to reach out to your Buyer for more details about the ERS process.

Invoice reception to the Adient ERP is fully automated. Following requirements have to be met to ensure successful receipt of your invoices:

<b>Document requirements</b>	General	<ul style="list-style-type: none"> <li>The correct <b>Adient purchase order</b> is stated on the invoice unless your buyer instructed you differently</li> <li>The bill-to entity and address is identical to the billing details quoted on the purchase order incl. the VAT/ Tax ID</li> </ul>
	Doc type	<ul style="list-style-type: none"> <li>Only format <b>PDF</b> will be accepted and processed</li> <li>Do not use a password protection</li> </ul>
	Doc name	<ul style="list-style-type: none"> <li>Omit special characters (e.g. ? _ , : &gt; #)</li> </ul>
	Doc content	<ul style="list-style-type: none"> <li>Preferably <b>original PDF</b> file not scanned documents</li> <li>Only <b>one invoice per PDF</b> file along with any supporting documentation</li> <li>Content is typed, not handwritten</li> </ul>
<b>E-mail requirements</b>	Content	<ul style="list-style-type: none"> <li><b>Only invoices/ credit notes in PDF</b></li> <li>No additional attachments/ file formats (e.g. .zip, xls., txt, .msg, .xml)</li> <li>Additional text or instructions in body of the e-mail are not taken into consideration as these are not read by the automated process that imports invoices into our system</li> </ul>
	Size	<ul style="list-style-type: none"> <li><b>Maximum 20 MB</b></li> </ul>

Other financial documents such as statement of account or reminders need to be addressed to [AP Supplier Help Desk](#). Packing slip/ bill of lading should be a part of the invoice attachments or addressed to respective plant receiving the goods.



## Accounts Payable Help Desk for Adient Suppliers

Key contact point for Adient suppliers regarding AP related inquiries.



Before contacting AP Help Desk, please make sure:

- > Your invoices have been sent to [the proper E-mail address](#) for invoice receipt
- > You are using [Taulia portal](#) as a first source of information regarding status of your invoices/ payments

### Types of queries our team can support You with:

- > Statement of account
- > Processing of reminders
- > Balance confirmation
- > Unpaid overdue invoices
- > Rejected invoices
- > Invoice/ Payment status
- > Payment confirmation
- > Remittance details
- > Incorrect payment (*wrong currency, wrong bank account, double payment, over/short-payment*)
- > Deductions copies
- > E-mail contact update (*used for distribution of accounting documents issued by Adient*)
- > Taulia portal navigation
- > Update of bank details in case of technical issues with Taulia portal (*signed bank letterhead is mandatory*)

### Types of queries requiring another teams' involvement:

- > Purchase order
  - > Payment terms
  - > Prices
  - > Quantity Deductions
  - > Quality Deductions
  - > Supplier Chargebacks
- Please consult with your Adient Buyer
- Please consult with your contact at the plant Materials/ Quality department



## Accounts Payable Help Desk contact



> Address your inquiry to the E-mail address according to bill-to location

Plant country	E-mail	Plant country	E-mail
<b>USA</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-US@adient.com">corp-bbc-ptp-ae-helpdesk-US@adient.com</a>	<b>Hungary</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-HU@adient.com">corp-bbc-ptp-ae-helpdesk-HU@adient.com</a>
<b>Canada</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-CA@adient.com">corp-bbc-ptp-ae-helpdesk-CA@adient.com</a>	<b>Slovenia</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-SI@adient.com">corp-bbc-ptp-ae-helpdesk-SI@adient.com</a>
<b>Mexico</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-MX@adient.com">corp-bbc-ptp-ae-helpdesk-MX@adient.com</a>	<b>Sweden</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-SE@adient.com">corp-bbc-ptp-ae-helpdesk-SE@adient.com</a>
<b>Germany</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-DE@adient.com">corp-bbc-ptp-ae-helpdesk-DE@adient.com</a>	<b>Poland</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-PL@adient.com">corp-bbc-ptp-ae-helpdesk-PL@adient.com</a>
<b>Austria</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-AT@adient.com">corp-bbc-ptp-ae-helpdesk-AT@adient.com</a>	<b>Italy</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-IT@adient.com">corp-bbc-ptp-ae-helpdesk-IT@adient.com</a>
<b>Spain</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-E@adient.com">corp-bbc-ptp-ae-helpdesk-E@adient.com</a>	<b>Romania</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-RO@adient.com">corp-bbc-ptp-ae-helpdesk-RO@adient.com</a>
<b>Belgium</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-BE@adient.com">corp-bbc-ptp-ae-helpdesk-BE@adient.com</a>	<b>South Africa</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-SAF@adient.com">corp-bbc-ptp-ae-helpdesk-SAF@adient.com</a>
<b>France</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-FR@adient.com">corp-bbc-ptp-ae-helpdesk-FR@adient.com</a>	<b>Serbia/ Macedonia</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-RS-MK@adient.com">corp-bbc-ptp-ae-helpdesk-RS-MK@adient.com</a>
<b>United Kingdom</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-UK@adient.com">corp-bbc-ptp-ae-helpdesk-UK@adient.com</a>	<b>Keiper plant</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-KPR-RCR@adient.com">corp-bbc-ptp-ae-helpdesk-KPR-RCR@adient.com</a>
<b>Slovakia</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-SK@adient.com">corp-bbc-ptp-ae-helpdesk-SK@adient.com</a>	<b>CRH plant</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-CRH@adient.com">corp-bbc-ptp-ae-helpdesk-CRH@adient.com</a>
<b>Czech Republic</b>	<a href="mailto:corp-bbc-ptp-ae-helpdesk-CZ@adient.com">corp-bbc-ptp-ae-helpdesk-CZ@adient.com</a>		





# Find the contacts and invoicing instructions on your Purchase order

## Adient PO layout example

**Your supplier number**  
(needed e.g. for Taulia registration)

**Adient AP CONTACTS**  
Invoicing + Supplier portal Taulia + AP Helpdesk e-mail

**SHIP-TO**  
(where the goods are delivered/ service is provided)

**BUYER**  
(who created the order)

**Invoicing party/ BILL-TO**  
(payer of the invoice)

Purchase Order NO: \_\_\_\_\_ Page of \_\_\_\_\_ Version: \_\_\_\_\_

Order Date: \_\_\_\_\_  
Change Date: \_\_\_\_\_  
Supplier No : \_\_\_\_\_  
Tel : \_\_\_\_\_  
Email : \_\_\_\_\_  
Contact : \_\_\_\_\_  
Supplier Name : \_\_\_\_\_

Invoicing Party: See document footer  
Taxid No: \_\_\_\_\_  
E-Invoices: \_\_\_\_\_  
Taulia: \_\_\_\_\_  
Contact: \_\_\_\_\_  
Tel: \_\_\_\_\_

Delivery Address : \_\_\_\_\_

Payment Terms : \_\_\_\_\_  
Incoterms : \_\_\_\_\_

Contact: \_\_\_\_\_

Terms and Conditions : \_\_\_\_\_

Header Text

Line	Plant	Invoice Not Required	Due Date	Material group/Part Number	Quantity	UOM	Per unit Price	Total
				Description				

Line Total  
Tax Total  
Currency Total

Invoicing Party: \_\_\_\_\_

ADIANT



# APPENDIX

## Taulia portal: Data search & Export



## How to search for the data

### Search for your invoice status:

#### > according to invoice number

(using only letters and digits without a zero at the beginning, without special characters e.g. /, \_, #, -, etc.)

#### > according to another criteria (if searching according to invoice number was not successful):

- > Invoice Date,
- > Amount,
- > Purchase Order number,...

#### > For ERS/ self-billing Purchase order fill in the delivery note / packing slip number into the field Invoice Number

### Invoice Search



Invoice Number	<input type="text"/>	?
Purchase Order	<input type="text"/>	? Q
Supplier	<input type="text"/>	?
Business Unit	All Business Units	?
From Amount	<input type="text"/>	to <input type="text"/>
Invoice Date	<input type="text"/>	to <input type="text"/>
Invoice Status	All	?
Results per Page	10	?

### Search for your payment details:

#### > To search for remittance advices, click the **Payments** from the main portal menu and fill the **Payment Reference** field

- > To view more details about the payment record, click the Payment Reference

#### > You can find the **Payment Reference** also in the **Payment** column of your invoice which is in status „Paid“

Document	Amount	Status	Payment	Actions
	£11,125.18	 Paid	1500009782	

### **Due date confirmation:**

#### > For checking payment terms set on your Purchase Order, click the **PO number** and the details will be instantly displayed



# Taulia portal: Data search & Export

## Tips for statement reconciliation



### How to download the payment details or invoice list along with the statuses

#### > In various formats

- > Click the „Download List“ icon and choose the preferred option
- > Select also count of documents to be downloaded based on the total volume displayed

**Invoice Search** Hide Search Parameters

Invoice Number:

Business Unit:

From Amount:

Invoice Date:

Invoice Status:

Results per Page:

**Select file type for downloading document**

You can choose how many documents you want to download for the CSV and XML formats. The PDF format will download PDFs for the current page of search results.

Type:  CSV  PDF  Excel  XML

Download documents 1 to 10000

Showing 1-10 of 5,481 Invoices

Invoice #	Inv. Date	PO #	BU	Supplier	Due Date	Document Amount	Status	Payment	Actions
470232	23-Aug-2019	0055021224	6113	0000303105	02-Oct-2019	\$206.72	Approved		<input type="button" value="⚙"/>
470231	23-Aug-2019	0055021224	6113	0000303105	02-Oct-2019	\$441.76	Approved		<input type="button" value="⚙"/>
4719605	22-Aug-2019	2300381388	6104	0000303105	20-Dec-2019	\$759.65	In process		<input type="button" value="⚙"/>
4719562	22-Aug-2019	2300375918	6113	0000303105	20-Dec-2019	\$179.36	Approved		<input type="button" value="⚙"/>

#### > In PDF format only

- > Click the „Payment Reference“ or „Actions“ icon

**Payment Search** Hide Search Parameters

Payment Reference:

Supplier:

Business Unit:

Check Number:

Invoice Number:

From Amount:  to

Pay Date:  to

Results per Page:

**Single Document Download**

Type:  PDF

Payment Records 1-1

Payment Ref.	Pay Date	BU	Supplier	Payment Method	Check No.	Discount Amount	Payment Amount	Actions
1500001090	09-Jul-2019	7149	0000392559	SEPA PAYMENT IS02002 (EFT)		0.00 €	1,666.00 €	<input type="button" value="⚙"/>



End of the presentation, thank you!



Find another useful information on Adient website:

<https://www.adient.com/suppliers>