



# Accounts Payable

## Taulia portal, Invoicing instructions and AP contacts

(applicable to Adient North America & EMEA region)

Adient Global Business Services (GBS)/ November 2021



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# Taulia: Supplier Self-Service Portal



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# Taulia: Supplier Self-Service Portal

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## Introduction



Adient’s supplier self-services portal, powered by Taulia, is a free solution that offers you a real-time view into your invoice status, payment remittance, and even your current business information!

With Taulia, you have access to a hub of information when you need it most.

- > 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)



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## Features



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

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

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

(Not applicable to ERS/ Self-billing Purchase orders and to countries requiring invoice certification)

- > eFlip (PO flip) – turn your purchase orders directly into invoices

### **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 E-mail contact
- > Other company contacts
- > Bank account/ information ([training video](#))
- > Certifications

\*Functionality not available **for following Adient entities:** Adient Hungary Kft., Mór (HU); Adient Components Ltd. & Co. KG, Kaiserslautern and Remscheid (DE); Adient Poland Sp. z o.o., Swiebodzin and Skarbinierz (PL)

# Taulia: Supplier Self-Service Portal

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## 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 invitation email which contains the activation code
- > Find the email that says *“It's time to activate your account”* and follow the instructions to [complete your enrollment](#)

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

### Taulia login and technical support:

- > After completion of the enrollment, you can 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](#)



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# Electronic Invoicing



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- > Invoice reception to the Adient ERP is fully automated. Follow general [Requirements for sending invoices in PDF format](#) to ensure your invoices are successfully received.
- > In order to facilitate prompt processing and payment for your invoices, ensure invoices submitted via PDF meet [Adient Quality Standards for Invoices](#).
- > 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.

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



Europe, South Africa:

[ap-ae-eu-bbc-einvoice@adient.com](mailto:ap-ae-eu-bbc-einvoice@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 Self-billing process](#).





Requirements for sending invoices in PDF format:

Document requirements	General	<ul style="list-style-type: none"> <li>&gt; The correct <b>Adient purchase order</b> is stated on the invoice unless your buyer instructed you differently</li> <li>&gt; 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>&gt; Only format <b>PDF</b> will be accepted and processed</li> <li>&gt; Do not use a password protection</li> </ul>
	Doc name	<ul style="list-style-type: none"> <li>&gt; Omit special characters (e.g. ? _ , : &gt; #)</li> </ul>
	Doc content	<ul style="list-style-type: none"> <li>&gt; Preferably <b>original PDF</b> file not scanned documents</li> <li>&gt; Only <b>one invoice per PDF</b> file along with any supporting documentation</li> <li>&gt; Content is typed, not handwritten</li> </ul>
E-mail requirements	Content	<ul style="list-style-type: none"> <li>&gt; <b>Only invoices/ credit notes in PDF</b></li> <li>&gt; No additional attachments/ file formats (e.g. .zip, xls., txt, .msg, .xml)</li> <li>&gt; 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>&gt; <b>Maximum 20 MB</b></li> </ul>



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# AP Supplier Help Desk



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## 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 AP 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

# AP Supplier Help Desk



## Accounts Payable Help Desk contact

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



Adient AP North America	
Plant country	E-mail
USA	<a href="mailto:corp-bbc-ptp-ae-helpdesk-US@adient.com">corp-bbc-ptp-ae-helpdesk-US@adient.com</a>
Canada	

Adient AP Mexico	
Plant country	E-mail
Mexico	<a href="mailto:corp-bbc-ptp-ae-helpdesk-MX@adient.com">corp-bbc-ptp-ae-helpdesk-MX@adient.com</a>

Adient AP EMEA			
Plant country	E-mail	Plant country	E-mail
Austria	<a href="mailto:corp-bbc-ptp-ae-helpdesk-AT@adient.com">corp-bbc-ptp-ae-helpdesk-AT@adient.com</a>	Romania	<a href="mailto:corp-bbc-ptp-ae-helpdesk-RO@adient.com">corp-bbc-ptp-ae-helpdesk-RO@adient.com</a>
Belgium	<a href="mailto:corp-bbc-ptp-ae-helpdesk-BE@adient.com">corp-bbc-ptp-ae-helpdesk-BE@adient.com</a>	Serbia/ Macedonia	<a href="mailto:corp-bbc-ptp-ae-helpdesk-RS-MK@adient.com">corp-bbc-ptp-ae-helpdesk-RS-MK@adient.com</a>
Czech Republic	<a href="mailto:corp-bbc-ptp-ae-helpdesk-CZ@adient.com">corp-bbc-ptp-ae-helpdesk-CZ@adient.com</a>	South Africa	<a href="mailto:corp-bbc-ptp-ae-helpdesk-SAF@adient.com">corp-bbc-ptp-ae-helpdesk-SAF@adient.com</a>
France	<a href="mailto:corp-bbc-ptp-ae-helpdesk-FR@adient.com">corp-bbc-ptp-ae-helpdesk-FR@adient.com</a>	Slovakia	<a href="mailto:corp-bbc-ptp-ae-helpdesk-SK@adient.com">corp-bbc-ptp-ae-helpdesk-SK@adient.com</a>
Germany	<a href="mailto:corp-bbc-ptp-ae-helpdesk-DE@adient.com">corp-bbc-ptp-ae-helpdesk-DE@adient.com</a>	Slovenia	<a href="mailto:corp-bbc-ptp-ae-helpdesk-SI@adient.com">corp-bbc-ptp-ae-helpdesk-SI@adient.com</a>
Hungary	<a href="mailto:corp-bbc-ptp-ae-helpdesk-HU@adient.com">corp-bbc-ptp-ae-helpdesk-HU@adient.com</a>	Spain	<a href="mailto:corp-bbc-ptp-ae-helpdesk-E@adient.com">corp-bbc-ptp-ae-helpdesk-E@adient.com</a>
Italy	<a href="mailto:corp-bbc-ptp-ae-helpdesk-IT@adient.com">corp-bbc-ptp-ae-helpdesk-IT@adient.com</a>	Sweden	<a href="mailto:corp-bbc-ptp-ae-helpdesk-SE@adient.com">corp-bbc-ptp-ae-helpdesk-SE@adient.com</a>
Poland	<a href="mailto:corp-bbc-ptp-ae-helpdesk-PL@adient.com">corp-bbc-ptp-ae-helpdesk-PL@adient.com</a>	United Kingdom	<a href="mailto:corp-bbc-ptp-ae-helpdesk-UK@adient.com">corp-bbc-ptp-ae-helpdesk-UK@adient.com</a>



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# Appendix

[Find the details on the Purchase order](#)  
[Taulia portal: Data search & Export](#)



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# 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: \_\_\_\_\_

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

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: \_\_\_\_\_

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

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

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

Automotive Group

# Taulia portal: Data search & Export

## Tips for statement reconciliation

### 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

#### > In PDF format only

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

### Invoice Search

Hide Search Parameters

Invoice Number:

Purchase Order:

Supplier:

Business Unit: All Business Units

From Amount:

Invoice Date:

Invoice Status: All

Results per Page: 10

**Download List**

Showing 1-10 of 5,481 Invoices

**Download List**

**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

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		
470231	23-Aug-2019	0055021224	6113	0000303105	02-Oct-2019	\$441.76	Approved		
4719605	22-Aug-2019	2300381388	6104	0000303105	20-Dec-2019	\$759.65	In process		
4719562	22-Aug-2019	2300375918	6113	0000303105	20-Dec-2019	\$179.36	Approved		

### Payment Search

Hide Search Parameters

Payment Reference: 1500001090

Supplier:

Business Unit: All Business Units

Check Number:

Invoice Number:

From Amount:  to

Pay Date:  to

Results per Page: 10

**Download List**

**Single Document Download**  
Type:  PDF

Payment Records 1-1

**Download List**

Payment Ref.	Pay Date	BU	Supplier	Payment Method	Check No.	Discount Amount	Payment Amount	Actions
1500001090	09-Jul-2019	7149	0000392559	SEPA PAYMENT ISO2002 (EFT)		0.00 €	1,666.00 €	





End of the presentation, thank you!



Find another useful information on Adient website:

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