Williams-Sonoma Global Operations

Worldscope – Online Vendor Payment System

User Guide

CONTENTS

1. INTRODUCTION

WHAT IS THE VENDOR PAYMENT SYSTEM?

The vendor payment system is an online tool developed by Williams-Sonoma Europe (WSE).

Vendor payment system will provide greater efficiency both, for the vendors and WSGO, reducing email communications and creating a more timely Invoice Process for all parties.

By using the vendor payment system, the vendors gain **access to**:
- **Vendor Level Details** in the systems of WSGO:
    o   Addresses
    o   Payment and delivery terms
    o   Bank information
    o   Factory information
    o   Vendor Certificates and agreements (signed Master Purchase Agreements, Code Of Conduct, etc) .
- **SKU Level Details** in the systems of WSGO:
    o Prices
    o SKU Number
    o SKU Description
    o Master Carton Details
- Purchase Orders
- Ability to insert invoices
- Ability to upload scanned shipping documentation (Invoice and FCRs) for payment purposes
- Visibility on status of invoice payments.
- Visibility on documents, presentations and videos that contain various information, i.e. packaging and labeling.
- Reports section, where the vendor can run various reports, i.e. volumes, net sales, returns and damage reports.

2. HOW TO ACCESS

GETTING USERNAME AND PASSWORD

Access to the vendor payment system is given when a vendor registers in WSGO vendor portal.

LOGIN

Once registered, you can access the vendor payment system through our portal:

www.wsgo.eu by selecting Vendor Payment System at the bottom of the page.

Note: Vendor payment system works best on Mozilla Firefox, which is a free Internet browser that can be downloaded from http://www.mozilla.org/en-US/ .

3. VENDOR INFORMATION AND MAIN NAVIGATION WINDOWS

Once you log-in, vendor information page will show. Here you can see your details, as they are given in our system Please contact your WSGO Account Manager for any discrepancies or change of information.

Click on Yellow arrows indicated above to visualize details.

Screenshot example with "Payment & Delivery" Expanded.

4. SKU LEVEL INFORMATION

HOW TO VIEW SKU DETAILS

Click on SKU and a list of your WS SKU's will show.

Click on a SKU number, this will open the SKU file where details of that specific SKU, such as size and price information, can be reviewed by clicking on the respective yellow arrow.

5. PURCHASE ORDER

HOW TO SEARCH FOR AND OPEN A PURCHASE ORDER

Click on Purchase Order

In the purchase order window, it is possible to search by:
- **Customer (same as Brand)**
- **PO - Purchase Order Number – Purchase order number can be entered with or without the extension, i.e. as PO 123 or 123-WSM**
- **Year** in which the purchase order was placed
- **Complete: Yes or No** (which means shipped order or not).

Note: A PO marked as Complete, signifies that both the Invoice and FCR have been entered in system.

A blank search without specifying any criteria will list all your orders for all brands and years.

Please select 'search' button to start the search.

Click on top of PO number to open the purchase order and PO details will show.

Click on yellow arrows to expand/collapse respective tab

Example of Screen shot showing "Order SKU" tabs expanded.

Example of Screenshot with "delivery" expanded.

PRINTING PURCHASE ORDERS

Purchase orders can be printed in pdf[1] form by using the 'print' button on the left:

---

[1] Portable Document Format – It can be opened by Adobe Acrobat Reader.

"Po with packaging instructions" is the main format used and is recommended.

Note: *PO layout is different from GTNexus pdf, however provides the same information.*

6. INVOICE AND FCR INSERTION

INVOICES

Once invoice window is opened by clicking on 'invoice' at the top of the window, following screen with your details will appear:

INSERTING INVOICES

To insert an invoice, press '**NEW'** button on the left:

Following invoice entry page will appear:

Note: *All fields marked with a red arrow are obligatory and must be compiled.*

Entering invoice details

A. CUSTOMER

Please enter Brand abbreviation as per below list, under Customer column.

Note: *Choosing the correct customer is very important since purchase orders to be added to the invoice will be filtered using this information.*

Customer	description	Details	Last three letters of the orders
WA-PB	POTTERY BARN - WILLIAMS SONOMA SINGAPORE PTE LTD	Al-Shaya	PBR
WA-PK	POTTERY BARN KIDS- WILLIAMS SONOMA SINGAPORE PTE	Al-Shaya	PKR
WA-PT	POTTERY BARN KIDS- WILLIAMS SONOMA SINGAPORE PTE	Al-Shaya	PTR
WA-WE	WEST ELM - WILLIAMS SONOMA SINGAPORE	Al-Shaya	WER
WA-WS	WILLIAMS SONOMA -WILLIAMS SONOMA SINGAPORE	Al-Shaya	WSR
WS-MG	WILLIAMS SONOMA - MARK & GRAHAM		MGM
WS-OT	WILLIAMS SONOMA - OUTLET		OTR
WS-PB	POTTERY BARN - WILLIAMS SONOMA INC.		PBR, PBM
WS-PK	POTTERY BARN KIDS - WILLIAMS SONOMA INC.		PKR, PKM
WS-PT	POTTERY BARN TEEN-WILLIAMS SONONA INC		PTM
WS-WE	WEST ELM - WILLIAMS SONOMA INC		WER, WEM
WS-WS	WILLIAMS SONOMA - WILLIAMS SONOMA INC.		WSR, WSM

B. INVOICE

Enter **your invoice number** that is generated from your system.

Note: Please note that the system will not allow recycling of invoice numbers. An invoice number that was used in the past cannot be used again unless it is in a different year.

C. INVOICE DATE

Refers to the **date of your invoice** and not date of entering.

D. CURRENCY

Select Currency of the invoice you are issuing. Example, if in USD, Euro or GBP

ADD Invoiced PO

- **Press 'Add PO' button**

- **Click on the order to add it to the invoice**

Note: 'Type" drop down box can be used to specify whether it is a Retail or DTC order, before adding a purchase order to the invoice.

This is not necessary, however, if you have a lot of orders, it is going to be easier to find the purchase order in the list.

- Once the order is added, **list of SKUs on the PO will appear** on the lower part of the page

<center>**Select SKU and Add Invoiced Quantities**</center>

- **Click on the SKU**
- **Enter the Quantity you are invoicing**
- **Press 'OK'**

- **Repeat the same procedure for each of the SKUs** you are invoicing for.

- **If you are invoicing for more than one order, you can add it using 'ADD PO' button.**

- **Once the quantities are inserted, the system is going to generate an invoice total based on the quantities inserted given as 'TOTAL INVOICE SUG.' (for suggested)** .

- **If "INVOICE TOTAL SUG." does match up with the invoice total you have on hand, it means there are SKU price discrepancies.** Please contact our Order Management team if this is the case, so that prices can be clarified before continuing.

- **If "INVOICE TOTAL SUG." matches your invoice total, Please insert it to 'TOTAL INVOICE' field and press 'SAVE' on the left side of the page.**

- **N.B. The system will not allow you to insert and save a total that is different to the one calculated.**

Upload Documents PDF copy

- **Once the invoice is saved, please open the 'DOCUMENTS'** tab at the bottom of the page.

- **Click on the pen and notebook symbol indicated below**

- **It will reopen the page as per below**

- **Press on "BROWSE" button and browse for the pdf image of the invoice**

- **PDF File is uploaded**

To modify an existing uploaded document, select the pen / notebook icon and load revised document. Previous file is overwritten

Important note:

The invoice image should contain the following documents for the following shipment modes and destinations for the payment to be processed:

Mode/destination	PDF file including
Al-Shaya	Copy of the invoice, packing list and certificate of origin
Regular air shipments to the US	Copy of the invoice and packing list
Regular sea shipments to the US	Copy of the invoice and packing list
UPS/CVS	Copy of the invoice and packing list

For Alshaya, if your goods have been delivered to Damco, however Certificate of Origin is pending from Damco shipment and Alshaya Instructions, please submit Invoice and Packing List.

FCR

- **Insert FCR after the invoice has been created in the system.**

- **To create an FCR, go to the 'FCR' window and select 'NEW'**

- **This will bring the following screen up:**

- **Type FCR number and Cargo receipt date** as per FCR that you have on hand from forwarder

- **Select the invoice(s) listed on the FCR, by ticking the box next to the invoice number.**

- **Browse to the FCR image**

- **Press ' SAVE'.**

WILLIAMS-SONOMA

| Vendor | Sku | Purchase Order | Invoice | Fcr | Documents | Report | Logout |

Vendors Portal

Fcr

Fcr

- Search
- New
- Modify
- Save
- Back to Search
- Delete
- Print

FCR # 12345
Cargo Receipt Date on FCR 13/09/2012
Acq. Date 09/01/2013
Comment -
Attachment FCR_12345_54808.pdf

	INVOICE	DATA	AMOUNT	GOODS	PLI	CUSTOMER
☑	abc12345	12/09/2012	3500	3500	0	WS-WS

Important Note
Please note the documents to be uploaded per shipment mode/destination for the payment to be processed:

Mode/destination	PDF file including
Al-Shaya	FCR from Damco or UPS AWB for Food Vendors
Regular air shipments to the US	Airwaybill from the forwarder
Regular sea shipments to the US	FCR from the forwarder
UPS/CVS	CVS tracking label

In case of AWB, same process applies under FCR tab. Please ensure to enter AWB tracking number under FCR number.

HOW TO REQUEST PAYMENT

- Select Invoice from toolbar
- Search for the invoice **(or conduct a blank search to locate the invoices):**
- It is possible to search for invoices to review their status after entering.

- Click on the invoice which you would like to request for payment
- When it opens you will see 'Request Payment' button on the right side.
- Click here. Once invoice is requested for payment this icon will no longer be visible.

At this stage, the payment is requested and the invoice is awaiting WSGO team's confirmation to be processed. Also the invoice status has changed which you can observe by conducting a blank invoice search.

WILLIAMS-SONOMA

| Vendor | Sku | Purchase Order | Invoice | Fcr | Documents | Report | Logout |

Invoice

Search

New

Modify

Save

Cancel

Delete

Print

Vendors Portal

List of Invoices

CUSTOMER	INVOICE	YEAR	Confirmed	INVOICE TOTAL	INVOICE STATUS	PAYMENT_DT
WS-WS	1234567896	2012	N	7500	PAYMENT REQUESTED	
WS-WS	abc12345	2012	N	3500	INVOICE COMPLETE	

6. PAYMENT PROCESS

INVOICE STATUS

Following are the invoice status you are going to observe; the first three require action from you:

Status	Shows when
Entering	Any invoice that has been saved but missing documents will have their status set to "entering"
Invoice Complete	The invoice has all the information and the documents. Ready for the payment to be requested.
Payment Requested	You request the payment.
Invoice Accepted for Payment	The order management team confirms the invoice and the documents.
Invoice Being Processed for Payment	WS Europe informs our colleagues in WS headquarters to make the payment when it is due.
Payment Made	The payment is made by the Foreign Accounts Payable

Usually, the invoice status is going to change from **'Payment Requested'** to '**Invoice Being Processed for Payment'** <u>within five – six working days</u>. *Please note that this period is already calculated in the payment terms and does not imply any delay.*

Even though unlikely, if you face following situations, please proceed as follows:

- You observe any invoice remain in 'Payment Requested' or 'Invoice Accepted for Payment' status more than six work days, you can send a reminder to WSGO Order placement contact.
- You have not received the payment and the status remains to be 'Invoice Being Processed for Payment' even though it is due. You can request information contacting: payments@wsgceu.com

7. DOCUMENTS

Under 'Documents' window, you can find pdf and excel documents as well as instructive videos.

Contents of this section are going to change over time due to additions and modifications. WS Europe staff is going to notify you on any additions/changes via email.

Below is a screenshot of the 'documents' window. To view, please choose the **document** and **press 'View'** button on the left:
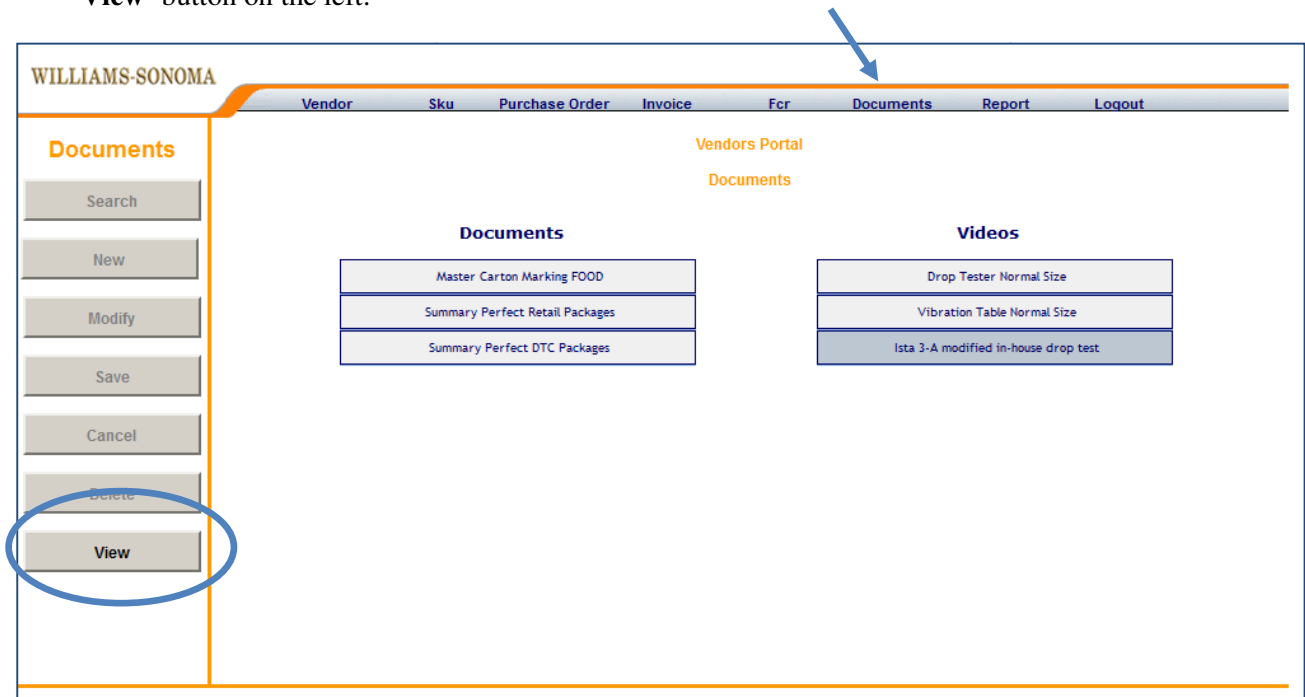
This will open a new tab in your browser displaying the document or media. Please note that, pop-up blockers might interfere with this. Should this happen, either pop-ups from http://vendors.wsiworldscope.com should be allowed or the pop-up blocker should be turned off.

8. REPORTS

Under 'reports' window, you can run reports and export them as xml[2] files. Contents of this window are also subject to modification over time, so please follow communications from WS Europe for any updates.

- When you **click on 'Reports', following screen will appear**.

- **Press 'search' on the left side to conduct a blank search**, unless you know the number or description of the report you are looking for:

- **This will extract a list of all the reports available**

- **Click on the report you would like to run** and this will open the report.
- Depending on whether there are filters or not, the **page will display the filters or run directly**:

---

[2] Extensible Markup Language – can be opened using Microsoft Excel

- **Please note that any filter that is obligatory is marked with asterisk (*)** – such as the 'year' filter above.
- Any other filter is to be used when you would like to filter the data, or can be left blank.
- To run the query, **please press 'exec query'** to the left.
- Once the report is run, **the results will be displayed:**

- At this stage, you can export the report results as an xml file by **pressing 'Export Query'** button to the left

- Or change you filter criteria and **press 'Exec Query'** to rerun the report.

- Please note that pop-up blockers might interfere with the report exportation. Please allow pop-ups from http://vendors.wsiworldscope.com

9. TIMELINE RECAP PROCESS FOR INVOICE AND FCR SUBMISSION

Please note timeline chart recapping expected timelines for documents submission, so that your payment terms of 30 days upon FCR date are respected:

Day One

Supplier Deliver cargo at Forwarder (in case of CFS) or Port (in case of FCL)

Day Two

Suplier create and upload Invoice and Packing List

Day Three

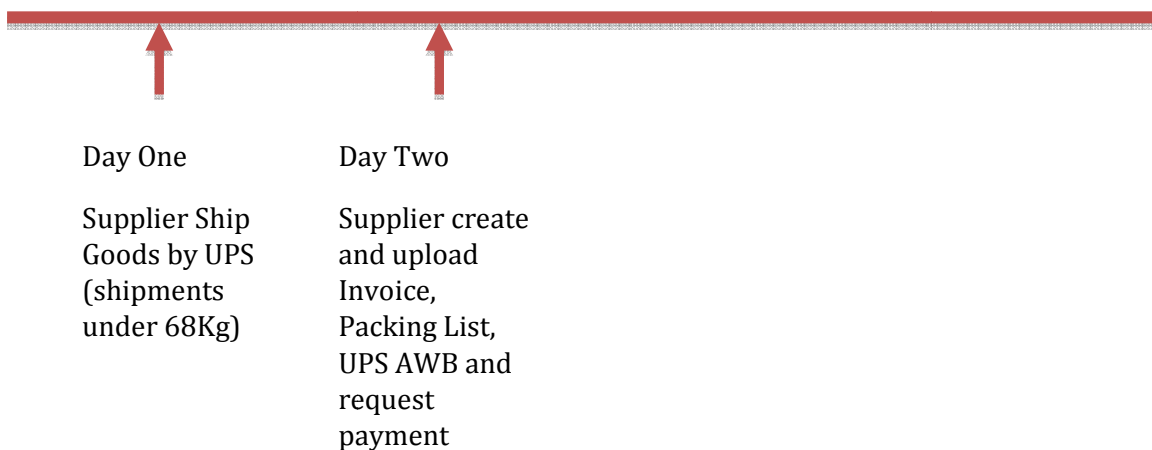48 hours (no later than 2 business days), after cargo delivery date supplier receives FCR or AWB from forwarder by email, unless there are payment issues pending with the forwarder.

It is therefore vendor's responsabilty to solve issue with forwarder, so that FCR is received and can be inserted in order to start the payment process.

Day Four

Supplier creates, upload FCR and request payment

In case of UPS shipment, timeline shall **be shorter:**

Day One

Supplier Ship Goods by UPS (shipments under 68Kg)

Day Two

Supplier create and upload Invoice, Packing List, UPS AWB and request payment

This concludes the quick guide for the WSGO Vendor payment system. Please contact us at it@wsgceu.com if you have any questions or encounter any issues.