

# Taulia Supplier Portal

*This QRC explains the basic functions for suppliers when using the Taulia Supplier Portal*

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## Taulia Supplier Portal General Info

### What is Taulia?

Taulia is a market-leading provider of invoice, payment, and financial management solutions. The Taulia Supplier Portal is designed to give you access to business enablement tools and automation capabilities that delivers real time 24/7 visibility into purchase order, invoice and payment status, e-Invoicing capabilities, and online comprehensive supplier self-services – entirely FREE of charge.

Visit the general portal information with helpful links: <https://customers.taulia.com/kimberly-clark/>

## Your Taulia Account

### Modifying Your Taulia Account

Once your company's Taulia account is activated, Kimberly-Clark cannot modify any aspect of it, including modifying end-user access, resetting passwords or managing system notifications. All Taulia Portal changes need to be completed by you, your local Taulia system administrator or by contacting Taulia Support at <http://support.taulia.com> . Click on link for [Managing Account FAQ](#).

### Managing Email Notifications

The Taulia platform generates email notifications against certain activities from your account. You might receive an email notification when there is a new PO or change PO available and more. You can control most of the email notifications that come from Taulia. The only ones you can't control are notifications types necessary to the operations of your account.

Click on link for [Managing Email Notifications](#)

### Adding Other Users to Your Account

A Taulia User Account is required to access the Portal. A Taulia System Administrator at your company will create User Accounts in the Portal and assign security roles to them. For step-by-step instructions, please click the following link: [How do I add or deactivate users?](#)

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## How to Merge/Combine Your Taulia Accounts into One

Account merging allows you to access multiple accounts in Taulia using a single email account. It's possible that your company may have multiple supplier entities for a single customer OR multiple supplier entities for different customers on Taulia. You are not required to merge account. If you have multiple Taulia accounts for different customers, you can continue to access those accounts using a different email address for each account. If you would like to use a single email account to access all your accounts, then it's best to merge your accounts. Click on link for [Merging/Combining Taulia Account](#).

## How to Add or Update Banking Information

Taulia makes it easy to view and manage your company's banking information. Updates made through the platform are sent to your customer's accounting system for review and approval. Taulia does not change/manage your banking information. The platform only relays information available in your customer's accounting system. Click on link for [Updating Banking Information](#).

## Receiving POs

- POs and PO changes are transmitted to the Supplier Portal almost immediately.
- At new supplier enrollment into the Taulia portal, K-C will upload 13 months of PO, invoice, and payment history.
- Kimberly-Clark requires all POs to be confirmed using the Taulia portal.
- DO NOT USE the Messaging feature to confirm new purchase orders.
- Taulia e-mail notifications are configured by each end-user (you), so they only get the notifications that pertain to them. View this video to learn how to [Manage Email Notifications](#).

## Purchase Order Acknowledgement (POA)

Kimberly-Clark requires all POs to be confirmed. DO NOT use the Messaging feature to confirm POs. View this video to learn [How to confirm a Purchase Order](#).

## Invoicing

Creating an invoice in the portal is quick and easy.

- Email notifications can be sent to you when your invoice is rejected or fails.
- Invoices in "Incomplete" status can be corrected and resent.
- Credit notes can be sent through the portal.
- When invoicing services, do not invoice more than one (1) PO line item per invoice; a PDF attachment must be included when the invoice is entered directly into the portal.
- Freight charges cannot be invoiced through Taulia without billing against a PO line item. If freight costs are not realized until after the invoice has been submitted, an invoice for "freight only" charges should be submitted to [PO Invoice Processing](#) for manual entry.
- Use the message functionality to send questions to Accounts Payable regarding your invoice.

**Note:** Kimberly-Clark requires that Suppliers who receive their POs via the Portal also submit their invoices through the Portal. Invoices can only be backdated a max of 5 days if needed. Click on this link for [Invoice FAQ](#)

## Viewing Payments

Notifications can be sent when payments are made.

- Select "My Payments" to view payment information in the portal.
- Payment records can be downloaded for reconciliation purposes.
- Use the search functionality for quicker access to a specific invoice.

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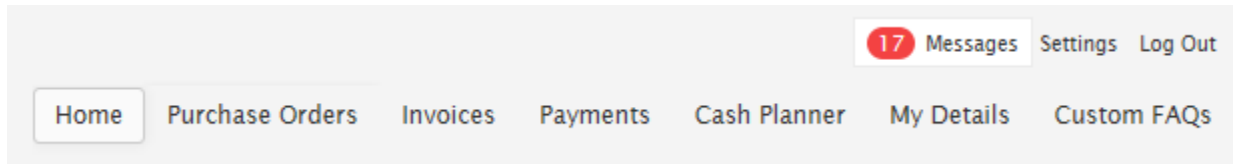
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- Remittance information is provided for all invoices associated with a single payment.
- Use the message functionality to send payment inquiries to Accounts Payable.
- To avoid payment delays ensure banking details are kept current in the portal.

## Using the Message Center

The Messaging feature in the Portal allows your company to communicate directly with Kimberly-Clark.

- When in the “Detail” view of a PO, invoice or payment, use the "Send Message" button to send a message regarding that particular item.
- Every message is automatically tagged with supporting document information (PO #, invoice #, etc.)
- New Message replies are flagged on the Supplier Portal and can also generate e-mail notifications (requires setup in email settings).



**Note:** DO NOT USE the Messaging feature to confirm new purchase orders.

We encourage you to correspond with Kimberly-Clark through the P2P Supplier Portal using the Message Center. This gives you a direct communication to Procurement, Accounts Payable or the Vendor Master Team. There is visibility to all corresponding messages and information is retained on the purchase order. View this FAQ to learn more about the Messaging feature in the Portal: [How do I contact my customer through the portal?](#)

## Technical Support

Kimberly-Clark does not provide technical support for the P2P Portal. For technical issues you must go directly to Taulia: <http://support.taulia.com>.

If you have any questions regarding the portal you can reach out to: [P2Pportal\\_NorthAmerica@kcsupplierlink.com](mailto:P2Pportal_NorthAmerica@kcsupplierlink.com)

Link to frequently requested videos: [https://support.taulia.com/pkb\\_video?b=&l=en\\_US](https://support.taulia.com/pkb_video?b=&l=en_US)

Link to FAQs in Taulia: [https://support.taulia.com/pkb\\_Home?q=FAQ&b=&l=en\\_US](https://support.taulia.com/pkb_Home?q=FAQ&b=&l=en_US)

## Escalation Process for Technical Support

1. The supplier should first check to see if their question can be answered by checking <https://support.taulia.com>
2. If their question is not answered or they have a technical issue, they should enter a ticket at this link: [https://support.taulia.com/pkb\\_contact?b=&l=en\\_US](https://support.taulia.com/pkb_contact?b=&l=en_US)
3. If the supplier does not receive a response then they should send an email with the support ticket # included to: [escalate@taulia.com](mailto:escalate@taulia.com)

## Supplier Support Website

• The first and most noticeable change is [Support.Taulia.com](https://support.taulia.com). This is a library of supplier FAQs, product videos, as well as our main channel for contacting Taulia Support. The site was designed with suppliers in mind, with focus on promoting self-service before engaging a buyer or Support. This works great for reducing noise for both you and Taulia. We even provide your suppliers with content specific to your implementation and business processes!

• To easily reach Taulia Support, bookmark the direct link below to log a new case or start a chat:

[https://support.taulia.com/pkb\\_contact?b=&l=en\\_US](https://support.taulia.com/pkb_contact?b=&l=en_US). Please, do not provide the case link to your suppliers or we defeat the purpose of the self-service model.

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## **Using Support@Taulia.com**

- The [Support@Taulia.com](mailto:Support@Taulia.com) email address only works for communicating on existing cases. It cannot be used to create a new case.
- You may have noticed the auto response you get when you add [Support@Taulia.com](mailto:Support@Taulia.com) to an email thread. If you don't respond to one of Taulia's case generated emails (which all contain a "thread ID" that looks like this: "ref:\_00D24qa7n.\_280241XdKne:ref") then the email won't be linked to an existing case and Taulia Support will not have visibility to the communication.
- If you do need to create a new case, give us a call or visit the case creation page [here](#).

## **Escalations**

- Do you need to escalate a current issue, but you are unsure who to contact? Let us introduce [escalate@taulia.com](mailto:escalate@taulia.com)! This email address goes directly to the Technical Services management team. Contact this email to bring additional attention on a high priority case.
- Before sending an email to [escalate@taulia.com](mailto:escalate@taulia.com), you must have a case open with Taulia Support. Include your case number when using this contact channel. Please, use this option wisely--the more volume, the less effective!

## **Feedback**

- We appreciate all your ideas and feedback. Please use the links below to let us know what you think:
  - Support feedback: [Survey](#)
  - Product feedback: [Ideas.taulia.com](https://ideas.taulia.com)

## **Contact Information**

Remember, there are multiple ways to reach Support as needed:

- Web ([here](#))
- Chat ([here](#))
- Phone
  - o North America
    - o +1 866-913-8409
    - o +1 415-942-8173
      - México: +52 55 8526 8353

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