



Supplier Invoice Submission Guide

English

Date: July 13, 2018

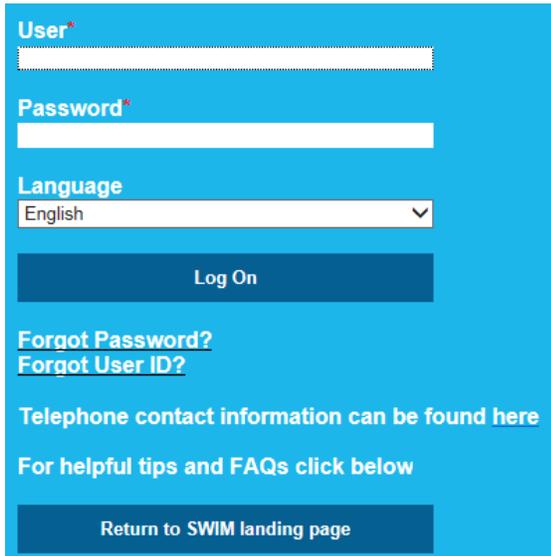
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How to submit a PO invoice through the SWIM

How to access the SWIM

Go to <http://theswim.viacom.com> and enter your credentials.

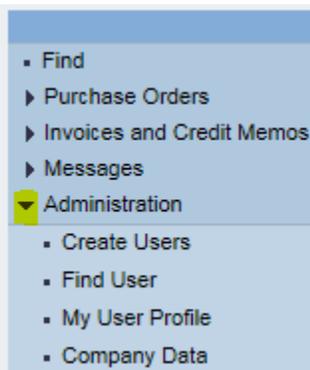


The screenshot shows the login interface for the SWIM system. It features a blue background with white text and input fields. At the top, there is a 'User*' field with a white input box. Below it is a 'Password*' field with a white input box. A 'Language' dropdown menu is set to 'English'. A dark blue 'Log On' button is positioned below the password field. Underneath the button are two links: 'Forgot Password?' and 'Forgot User ID?'. A line of text states 'Telephone contact information can be found here'. Below that, another line says 'For helpful tips and FAQs click below'. At the bottom, there is a dark blue button labeled 'Return to SWIM landing page'.

If you don't remember your **password**, click on the link *Forgot Password?*. Please note that a temporary password will be sent to the email address associated to your SWIM account.

If you don't remember your **User ID**, click on the link *Forgot User ID?*. You will have to enter the same email address that you associated to your SWIM account.

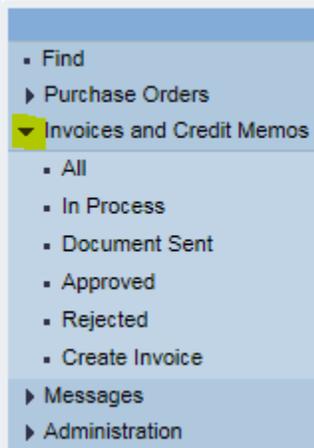
If the email address associated to your SWIM account needs to be updated, please contact Business Services, so they can reset the password for you. Once you log in you will be prompted to change your password to a permanent one which must be eight characters with one capital letter and one number. You will also need to go to the **Administration tab**, click on **My User Profile** and hit the **Process** button to update the user information (First Name, Last Name and email) to be able to reset the password if needed.



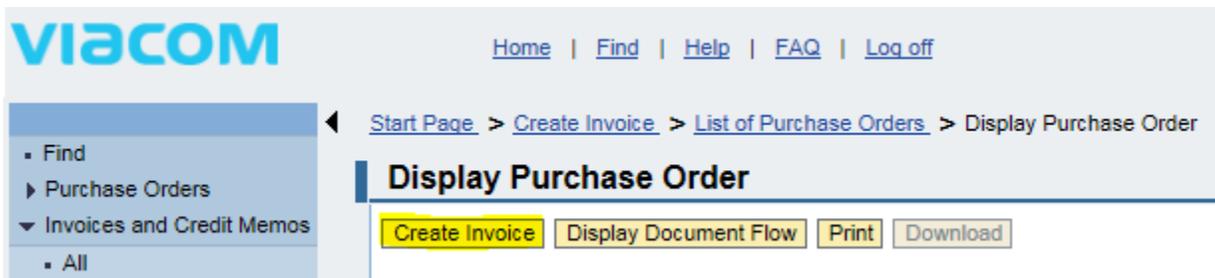
Submitting a PO invoice

Creating an invoice

Go to the **Invoices and Credit Memos** tab and click on **Create Invoice, For a Purchase Order** link to view all the POs against which invoices can be created.



Click on the **PO number** and on the **Create Invoice** button.



Basic Data

In the Basic Data section, you will enter the **Invoice Number** and **Invoice Date**.

If you are doing business with a Viacom entity based in Argentina, your invoice number needs to have the following format: 0001A00001234. For example, if your invoice number is 1234567, please enter 0001A01234567.

The field *Unplanned Delivery Costs* must remain empty. If you need to add unplanned costs, please contact the person who raised the PO for you in the local office. He will add this information directly on the PO as this field must remain empty.

Process Invoice

Basic Data

Please enter your full invoice number including leading zeros and special characters.
Invoice Number and Date should exactly match the information from the attached invoice.
Please do not combine multiple invoices into one invoice to avoid delay in processing.

Invoice Number

Status

Description

Invoice Date

Purchase Order

Unplanned Delivery Costs

VAT/GST Number is required for users in Europe. Please enter the VAT number of your company.

VAT/GST Number

Service Date

Payment Reference

Mexico CFDI: UUID

Products and Services

In the Products and Services section, the system shows all the line items of the purchase order for which invoices can be created. No items are selected at first. Check the box for all the line items you would like to invoice this time.

Item Selection	Number	Description	PO Quantity
<input type="checkbox"/>	10	ALA00038_Backyardigans_Payme	38.000,000
<input type="checkbox"/>	20	ALA00038_Backyardigans_Payme	20.000,000
<input type="checkbox"/>	30	ALA00038_Backyardigans_Payme	20.000,000

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Click the **Update Prices** button at the top of the screen and it should show the updated **Net Value** in the Price Information section at the bottom of the screen.

Process Invoice

Any line items you do not check and do not invoice at this time will show up again when creating an additional invoice from this purchase order.

For a line item that has a quantity superior to one, you do not have to invoice all of them at the same time. Enter the quantity to be invoiced in the **Billed Quantity** and click on **Update Prices** button.

Net Value	Billed Quantity	Purchase Order No.	Purchase Order Item	Edit
38.000,00 AUD	38.000	2000309156	1	
20.000,00 AUD	20.000	2000309156	2	
20.000,00 AUD	20.000	2000309156	3	

You may also need to enter partial quantities. For example, for an item of quantity 1 for 600.00 EUR, you can modify the quantity to 0.50. Hit **Update Prices** button. The Net Value will automatically be changed to 300.00 EUR, and the remaining 50% will be available for a future invoice.

Net Value	Billed Quantity	Purchase Order No.	Purchase Order Item	Edit
600,00 EUR	1	2000280320	1	

Do not click on the **Edit** icon. If the PO doesn't match your invoice, please contact the person who raised the PO for you in the local office so he can edit it accordingly.

NOTE: Viacom can only pay entire invoices. If you incorrectly submit an invoice for all the line items, or for 100% when only 50% payment is due up front, your entire invoice will be held.

Price Information

Verify that the **Net Value** matches with your invoice and add the **Tax Amount** if applicable. Click on the **Update Prices** button to update the **Gross Price**.

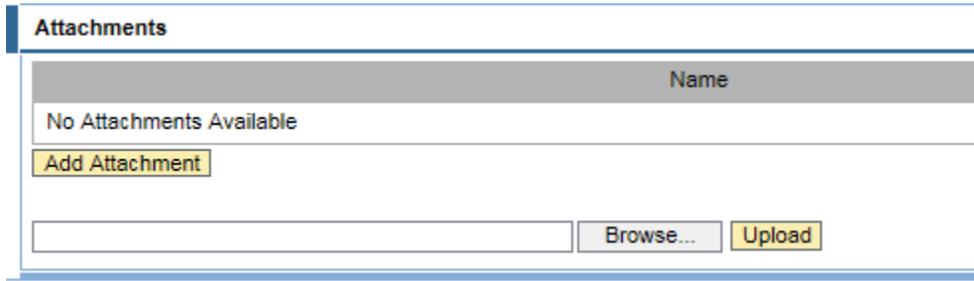
Price Information (If adding tax, please click "Update Prices" after manually inputting the amount)			
Condition	Calculated Values	Manual Input	
Net Value	78.000,00 AUD	78.000,00	AUD
Unplanned Delivery Costs	0,00 AUD	0,00	AUD
Tax Amount	0,00 AUD	0,00	AUD
Gross Price	78.000,00 AUD	78.000,00	AUD

Attachments

Do not forget to add your invoice (PDF file is the best option). Attachments (original invoice¹, contract, etc.) can be added using the option shown below.

¹ Original invoices are required for users in Africa, Australia, Europe, Latin America and Middle East. Original invoices are not required for users in the USA, but highly recommended in order to avoid payment delays.

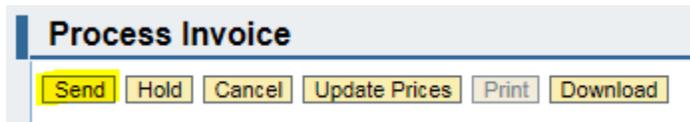
Click the **Add Attachment** and **Browse...** buttons to find the attachment on your computer, select it and click on the **Open** button. Finally, click on the **Upload** button.



The screenshot shows a section titled "Attachments" with a table header "Name". Below the header, it says "No Attachments Available". There is a yellow "Add Attachment" button. Below that is a text input field, a "Browse..." button, and a yellow "Upload" button.

NOTE: An attachment can be viewed for reference and may be required or requested by the project but it will not affect the amount or date of the invoice that you are creating.

To submit your invoice, just click on the **Send** button. Please note that once you've sent your invoice you cannot edit it.

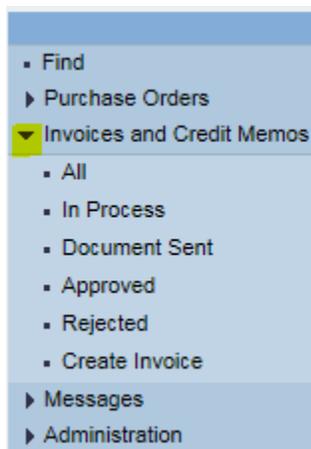


The screenshot shows a section titled "Process Invoice" with a row of buttons: "Send" (highlighted in yellow), "Hold", "Cancel", "Update Prices", "Print", and "Download".

Creating a credit memo

To be able to create a credit memo through the SWIM, you must have created the corresponding invoice through the SWIM previously. If the invoice was processed through IPS, the credit memo needs to be sent to IPS.

To create a credit memo against an invoice, you need to open the invoice itself under the **Invoices and Credit Memos** tab, **All**.



The screenshot shows a navigation menu with the following items: "Find", "Purchase Orders", "Invoices and Credit Memos" (highlighted with a yellow arrow), "All", "In Process", "Document Sent", "Approved", "Rejected", "Create Invoice", "Messages", and "Administration".

Select your invoice by clicking on the invoice number and click on the **Create Credit Memo** button.



The process is otherwise similar to invoice creation.

Basic Data

Please enter the **Credit Memo** number. **VAT/GST Number** is required for users in Europe. Please enter the VAT number of your company.

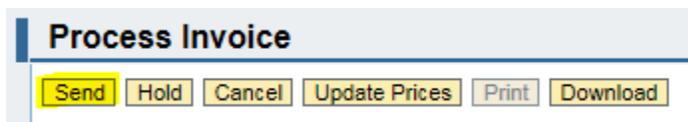
Price Information

If you manually added the **Tax Amount** to your invoice, you will have to manually add it to your credit memo. Click on the **Update Prices** button to update the **Gross Price**.

Attachments

Click the **Add Attachment** and **Browse...** buttons to find the attachment on your computer, select it and click on the **Open** button. Finally, click on the **Upload** button.

To submit your invoice, just click on the **Send** button. Please note that once you've sent your credit memo you cannot edit it.



Researching the invoice status

Invoices submitted through the SWIM

Click on **All** under the **Invoices and Credit Memos** tab. You will see the list of all the PO invoices and credit memos created through the SWIM.

Document Sent is the final status. If an invoice is *In Process*, Viacom has not received it. Open the invoice and click on the **Process** button to continue working on it. Examine all relevant fields and hit the **Send** button to submit your invoice.

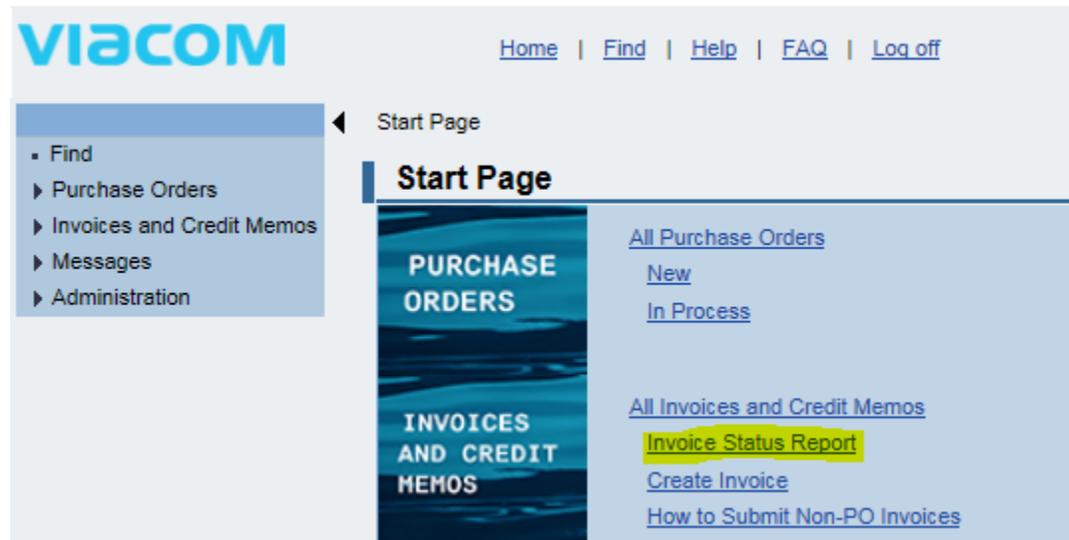
When reviewing a specific purchase order, go to **Purchase Orders / All** and click on the **PO number**. You can click the **Display Document Flow** button to see all the invoices associated to this PO.



Click on the **Invoice** link to open it and on the **Process** button to continue working on it. Examine all relevant fields and hit the **Send** button to submit your invoice.

Invoices submitted through the SWIM and IPS

To run an invoice status report, please click on the link **Invoice Status Report** from the home page.



You can display all the invoices Viacom ever received or apply some filters (invoice number, date range, invoice status, PO number, PO invoices and non-PO invoices) and click on the **Execute** button.

Selection Criteria

Vendor #:

Invoice #:

Invoice Date: to:

Invoice Status:

PO #:

PO Flag:

Non-PO Flag:

Execute

If you have more than 10 invoices, there is a scroll bar on the far right to scroll down.

Filter Settings			
Internal Doc No.	Company Code	Fiscal Year	Pending Review
1700000140	3369	2014	
1700000141	3369	2014	
1700000142	3369	2014	
1700000143	3369	2014	
1700000144	3369	2014	
1700000145	3369	2014	
1700000146	3369	2014	
1700000147	3369	2014	
1700000563	3369	2014	
1700000564	3369	2014	

You can export the result to Excel by clicking on the **Export** button.

View: [Standard View] | **Print Version** **Export**

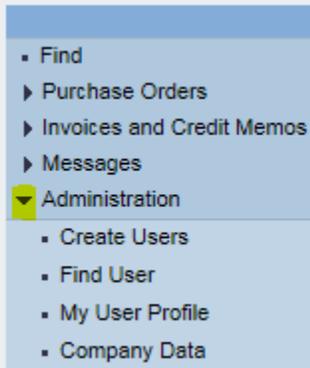
You can check the invoice status on this report on 5th column from the left:

- **SUBMITTED** means that the invoice has been received but still needs to get reviewed and approved.
- **APPROVED** means the invoice has been approved and will be paid based on your net terms.
- **PAID** means that the payment has been processed based on your payment method.

How to update your address

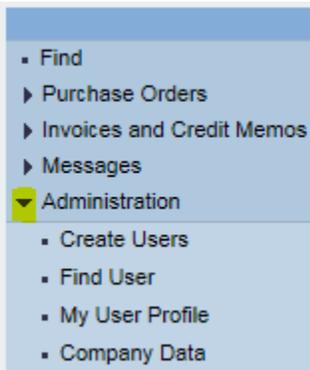
Go to the **Administration** tab and click on **Company Data** and on the **Change** button. You should be able to edit the information. Click on the **Save** button at the top of the screen.

Please don't edit the Bank Data through the SWIM as some required fields are missing. You will need to contact vendors@viacom.com.



How to update the date format or the decimal format

Go to the **Administration** tab and click on **My User Profile** and on the **Process** button.



Go to the Settings section and select the **Date Format** and **Decimal Format** you would like to use. Check the **Save UI Settings** box and click on the **Save** button at the top of the screen.



A screenshot of the Settings section. It contains three dropdown menus: Date Format (DD.MM.YYYY), Decimal Format (12.345.687,90), and Time Zone (Greenwich UK with DST). There is also a checked checkbox for Save UI Settings.

Supported browsers

PC Supported Browsers

Internet Explorer 11, Mozilla Firefox 36, Google Chrome 11
Java 1.7.0_45

Apple/Mac Supported Browsers

Firefox 36, Safari 8
Java 1.7.0_45

For additional information, go to <http://viasignup.viacom.com/theswim/Pages/SupplierHelp.aspx>

Frequent error messages

Your company is locked

Please make sure that you are entering your permanent username and password and not the temporary credentials that you received by email when we setup your account.

To create your permanent username, please go to <http://swimsignup.viacom.com/>

This page currently doesn't support the last versions of Chrome and Firefox.

If the issue persists, please contact Business Services, we might need to reactivate your account.

Your company is locked

Your company is locked



Your company has been locked by a system administrator; this means you cannot use the system at the moment

If you wish to change this, contact your system administration team.

There is no open quantity for creating an invoice

This error message means that the PO has already been invoiced. Please check the invoice status report. If the invoice has been removed from the system, you will need to submit it through IPS.

Messages

 Info: There is no open item for creating the invoice

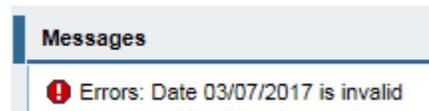
Invoice number is invalid

This error message means that you need to enter the invoice number as following: 0001A00001234. For example, if your invoice number is 1234567, please enter 0001A01234567.

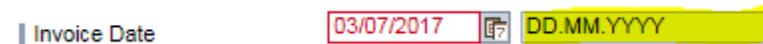


Date is invalid

This error message means that the format date you entered is incorrect (MM/DD/YYYY).



Please make sure to enter it following the format you selected when creating your account. In this case, it would be 07.03.2017 (March 7 separated by dots).



How to submit a non-PO invoice through IPS (email)

How to submit a non-PO invoice

A non-PO invoice MUST include all of the following information on the face of the invoice:

- Viacom **Company Code**²
- A valid **bill to name, address**³ and **VAT number**⁴
- The **Viacom Identification Number (VIN)**⁵
- Your **supplier number** (if known)
- **Your VAT number**⁶
- Include **currency**

Additional information may be required based on the statutory requirements in your country. Please make sure that your invoice includes all of the information required to meet the definition of an invoice. Please note that Viacom only accept original invoices or duplicates (not copies).

Where to submit a non-PO invoice

Please submit your invoice **based on the location of the Viacom entity for which you are doing business**.

For Viacom entities in Canada and the USA

You can send your invoice to **vmninvoices@ipsservices.com**

You can send your invoice by mail to: Viacom
PO Box 2232
Secaucus, NJ 07096-2232
USA

² **Company Code** is required to ensure the invoice is processed. If you don't have this information, please contact the Viacom employee ordering the goods and/or services.

³ **Bill to name and address** are required to ensure the invoice is processed. If you have the corresponding company code, please contact Business Services to get the correct bill to name and address.

⁴ Viacom **VAT number** is mandatory if it's a cross-border invoice between two European Union members. If you have the corresponding company code, please contact Business Services to get the VAT number of the Viacom entity you are invoicing.

⁵ **VIN number** is required to ensure the invoice is processed. If you don't have this information, please contact the Viacom employee ordering the goods and/or services.

⁶ **Your VAT number** needs to be on your invoice if your company is based in one of the following countries: Australia, Belgium, Czech Republic, France, Germany, Hungary, Italy, New Zealand, Nigeria, Poland, Portugal, South Africa, Spain, Switzerland, The Netherlands and The UK.

For Viacom entities in Argentina, Brazil, Colombia and Mexico

You can send your invoice to **AmericasSWIM@ipsservices.com**

For Viacom entities in Australia and New Zealand

You can send your invoice to **AUSinvoices@ipsservices.com**

For Viacom entities in Africa, Europe (except Austria, Germany and Switzerland), Middle East

You can send your invoice to **EmeaSWIM@ipsservices.com**

For Viacom entities in Austria, Germany and Switzerland

You can send your invoice to **invoice.gsa@vimn.com**

For Viacom entities in Japan

You can send your invoice to **japaninvoices@ipsservices.com**

For Viacom entities in China

You can send your invoice to **ChinaPoint@viacom.com**

Additional details

Please be aware of the following guidelines and helpful hints from IPS, our Imaging partner, when sending an invoice to the email address above:

- For faster processing, please attach documents to a blank email message, i.e. don't include "signatures" or any logos, graphics or links in the message body. These are Ok, but will slow down processing a bit. PDF format is the most efficient for processing.
- You are sending to a mailbox that is not monitored by a person, so emails are not read and "read receipt" and recall requests are not processed. Do not include any instructions in the email message body as by default, message body text is ignored.
- The primary page(s) should be first in the document to be processed and any backup/supporting pages should follow, all within the same document, e.g. PDF.
- There is a 10MB limit (per email message) for attachments, so if there are large attachments, they should be broken up and sent over multiple email messages. Do not split work items as they will not be combined back.
- Filenames may not be longer than 100 characters. Files with longer names will not be processed. Do not use any symbol characters except space, dash/hyphen and underscore.
- Sensitive/confidential documents (e.g. Social Security Numbers) should not be sent via email, as it is not a secure transport.
- Multiple documents may be attached to a single email message. For efficiency, each document should be a separate invoice or work item. However, we can accept a document that contains multiple invoices (work items).
- If you will be scanning your own documents, e.g. with a Multifunctional Device (MFD, MFP, etc.), scan at 200 or 300 dpi resolution and save as a black & white PDF document.
- Emails will be processed within 48 hours business days⁷ up to the cut-off time, which is usually 3PM Eastern Time (US). Emails received after that time will be processed with the next day's work.

⁷ 96 hours business days for Austria, Germany and Switzerland.

Who to contact for help

When doing business with Viacom entities in America, Asia and Oceania

Please reach out to the Business Services team at **BusinessServices@viacom.com**.

When doing business with Viacom entities in Africa, Europe and Middle East

Please reach out to Business Services team at **GBSBudapest@viacom.com**.