

COTY

BEAUTY. LIBERATED

ACCOUNTS PAYABLE

**HOW TO CONTACT THE SSC
- SHARED SERVICE CENTRE?**

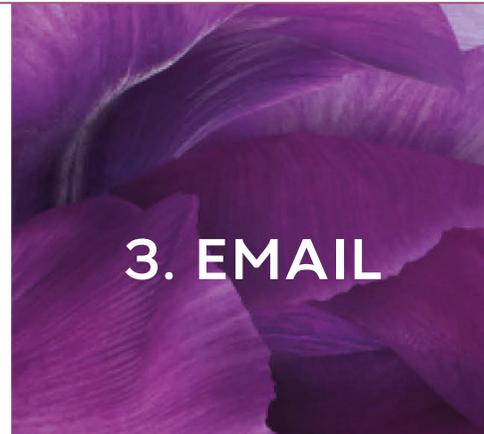
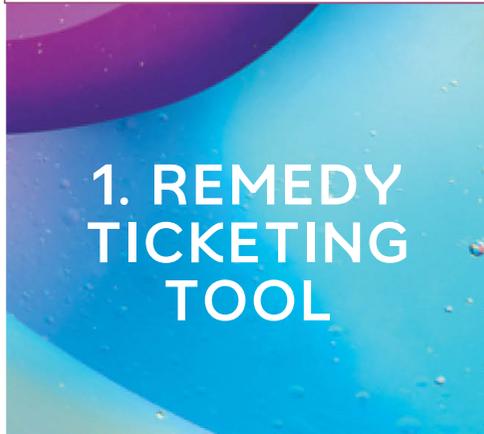


ACCOUNT PAYABLE SOLUTION AS OF JULY 1ST EUROPE HFC LEGAL ENTITIES



HOW TO CONTACT SSC IN WARSAW?

All HFC legal entity related Accounts Payable queries will be managed by Warsaw help desk service excluding Greece and Russia that will be locally managed.



**Recommended
Option**

Alternatives Options

Languages served: English, French, Italian, Spanish, German & Polish
Monday to Friday from 9:00h to 17:00h



1. REMEDY TICKETING TOOL

www.coty.my.salesforce.com

1. REMEDY TICKETING TOOL

Remedy is a workflow tool for managing and tracking the Accounts Payable queries and support requests and resolution of these requests in a timely manner.

It is the most efficient way to connect with the SSC for any requests

Live July
3rd

1. REMEDY TICKETING TOOL

www.coty.my.salesforce.com

- Remedy Service Desk uses Incident Management process for assigning and tracking the incidents/tickets submitted for the accounts payable issues.
- Raising tickets in Remedy will allow suppliers:
 - To log a request and insure it has been well taking into account by the SSC
 - To track request resolution progress
 - To insure faster resolution (Tickets are allocated to the appropriate departments)

Remedy Ticketing tool is the most efficient way
to connect with the SSC for any requests

1. REMEDY: KEY DATES

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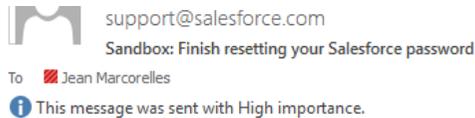
- | | | |
|---|--|----------------------|
| 1 | Suppliers details upload in Remedy | Jun 15 th |
| 2 | ID Credentials sent to all suppliers
For suppliers: action required (See next slide) | Jun 27 th |
| 3 | Remedy Tool Go-Live
For suppliers: All requests via Remedy from July 3rd onwards | Jul 3 rd |

Suppliers action is required on Jun 27th to
set password in Remedy

1. REMEDY: CREDENTIALS SENT ON JUN 27TH

www.coty.my.salesforce.com

- All Suppliers will receive an email from support@salesforce.com



Your Salesforce administrator recently reset the password for the username jean_marcorelles@cotyinc.com. To finish resetting your password, go to the following link.

https://urldefense.proofpoint.com/v2/url?u=https-3A_coty-2D-2DCOTYDEV.cs53.my.salesforce.com_-3Fc-3DLKvW4Z7em3rLSjmEjginw1c8WAPwLnQgUjNMNtugfBzqIYIPNHSQ2Q3Dbv3Pj3g9wFpoRGNTSCAewJ-5FUOurY49Y32hN3WqAcR4C0Gv-5F3134HikJE97IsKxGsnYw9vRROx6oFGxGyvGK8BILlWqPniQDOM3LrPw-253D-253D&d=DwlCaQ&c=7cLS9WNAAtBnCcDqDMiGRcw&r=Z6HHTw4Vmofq0hozECp1EY_A0pXOReeukh6qc39SKLQ&m=-8qecX6hZuUMaFWcFI4rHw5SnaeD7nyjXQdRXZR7TIY&s=Gv8andTL06tdlaMpBEyUg5fxM6MuoXD4klg-s8yuow&e=

If you didn't ask for your password to be reset, contact your Salesforce administrator: varada.bhanage@fusion.co.uk.

- Click on the link and set your password
- If you haven't received any email, please contact:

As a supplier you
need to check

1. REMEDY: HOW TO LOG A TICKET

www.coty.my.salesforce.com

- **Step 1: Accessing Remedy Service Desk**

- If the account is setup but there is an issue with logging into Remedy, refer Remedy Website Support (Forgot Password / Forgot Username)

- **Step 2: Logging a ticket**

- To log a ticket in Remedy, connect to www.coty.my.salesforce.com
- Log in with your email and password
- Select "Coty Accounts Payable Enquiries"
- Then select the query type and fill-up the required fields



Coty Accounts Payable Enquiries

Used by Coty vendors for Invoice and other AP enquiries



Select Query Type (Required)

Invoice - Accounts Payables Queries



Specify Invoice Query (Required)

Please Select
Early Payment Request
Duplicate/Overpayment
Electronic Payment Request (North America Only)
Invoice Approval / Rejection Status
Invoice Payment Status
Invoice Receipt Status
Invoice Resubmission
Reporting Requirements

1. REMEDY: HOW TO LOG A TICKET

www.coty.my.salesforce.com

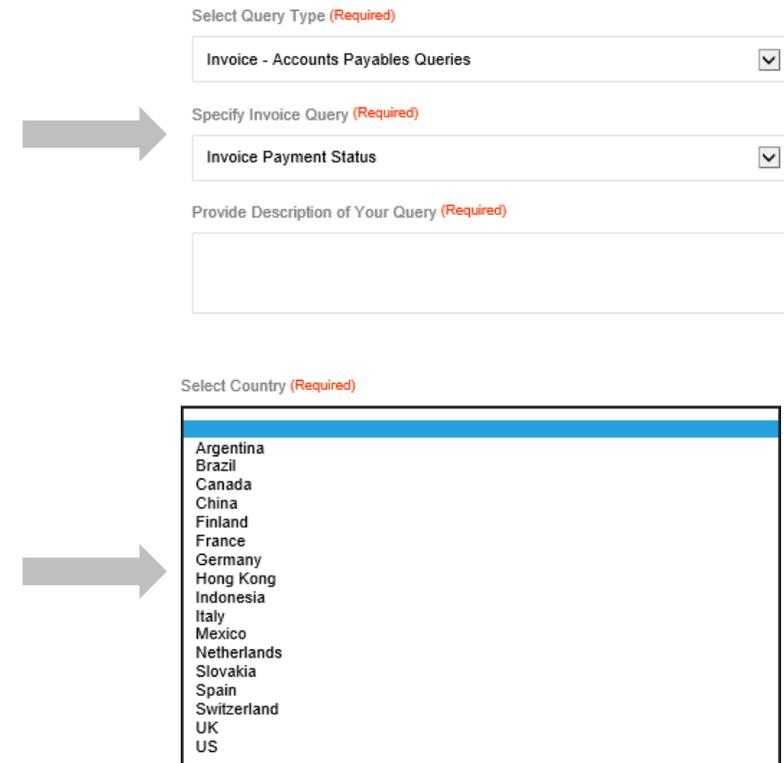


Options	Query Type	Description of Query Type
1. Invoice - Accounts Payables Queries	Early Payment Request	Rush payment
	Duplicate/Overpayment	Full investigation- Incorrect payment to supplier
	Invoice Approval / Rejection Status	Investigation for Invoice Approval / Rejection status & Reason
	Invoice Payment Status	Invoices that are overdue and not paid; Proof of payment required
	Invoice Payment Request	PO against which Invoice can be paid
	Invoice Receipt Status	TBD
	Invoice Resubmission	Process for sending revised invoice
	Reporting Requirements	Statement Reconciliation and matching / 1099 reporting / Audit Information
2. Vendor Maintenance Requests	n/a	Changes / update requests in the vendor master like - bank details, address etc.
3. Other PTP requests/documents	n/a	All Other PTP Relevant Inquiries / Documents

1. REMEDY: HOW TO LOG A TICKET

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- Once the Category and Query Type is selected, provide the description of the issue in detail. For e.g. when Invoice Query Type "Invoice Status" is selected, please provide details like Invoice Number, Invoice Date, Invoice Amount, Reference PO Number, etc. in the description.
- Select the Country where Vendor is located from the available dropdown options.



The screenshot shows a web form for logging a ticket. It includes three dropdown menus and a text area. The first dropdown is labeled "Select Query Type (Required)" and has "Invoice - Accounts Payables Queries" selected. The second dropdown is labeled "Specify Invoice Query (Required)" and has "Invoice Payment Status" selected. Below these is a text area labeled "Provide Description of Your Query (Required)". At the bottom, there is a "Select Country (Required)" dropdown menu with a list of countries: Argentina, Brazil, Canada, China, Finland, France, Germany, Hong Kong, Indonesia, Italy, Mexico, Netherlands, Slovakia, Spain, Switzerland, UK, and US. Two grey arrows point from the text in the list group to the first and second dropdown menus.

Select Query Type (Required)

Invoice - Accounts Payables Queries

Specify Invoice Query (Required)

Invoice Payment Status

Provide Description of Your Query (Required)

Select Country (Required)

- Argentina
- Brazil
- Canada
- China
- Finland
- France
- Germany
- Hong Kong
- Indonesia
- Italy
- Mexico
- Netherlands
- Slovakia
- Spain
- Switzerland
- UK
- US

1. REMEDY: HOW TO LOG A TICKET

www.coty.my.salesforce.com

- Enter the name of the Legal Entity to which the Invoice was sent / submitted. This information can be obtained from the Invoice. You can also refer the * Supplier Escalation Matrix. E.g. Noxell Corporation
- Select the language of the Query from the available dropdown.
- Attachments: Provide the details for the query by attaching the information to the issue. For e.g. Adding the copy of the invoice that was sent or for which the payment status is requested, etc. in the attachment section will help the Accounts Payable Shared Service Center to process the requests more efficiently.



Legal Entity



Select Language



Add Attachment



1. REMEDY: HOW TO LOG A TICKET

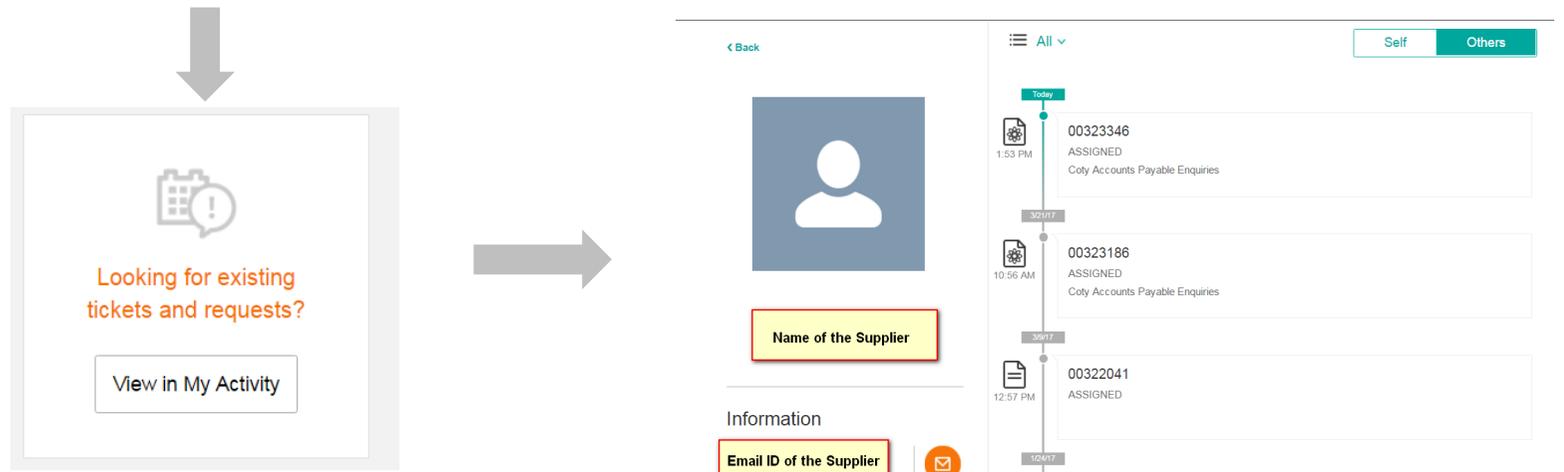
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- Click "Submit" and a "Service Request" will be created with a random number in Remedy. This request will be processed by **Accounts Payable Shared Service Center**.

- **Step 3: View & Edit the Service Request**

Service Request created will be visible in the incident management process of Remedy Service Desk:

The service requests can be accessed in "View in My Activity" option on the home page.



1. REMEDY: HOW TO LOG A TICKET

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- Click & Select the "Service Request" to View / Edit from the list.

To view the details of the Service Request →

To view the attachments to the Service Request →

To view the notes added on the Service Request →

Service Request

00323346
Coty Accounts Payable Enquiries

Details

Attachments

Notes

Add notes or comments

Add Note

Cancel Edit

To cancel or edit the Service Request Click "EDIT" →

1. REMEDY: HOW TO LOG A TICKET

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Edit the details of the Service Request.
For e.g. Query Description, Attachments, Notes.



Click Submit to save the edited Service Request

A screenshot of the 'Service Request' form in Salesforce. The form title is '00323346 Coty Accounts Payable Enquiries'. It shows the user 'Self' on behalf of 'Bakul Vishvakarma'. The 'Details' section includes fields for 'Select Query Type (Required)' (Invoice Accounts Payables Queries), 'Specify Invoice Query (Required)' (Invoice Status), 'Provide Description of Your Query (Required)' (Edit the Query Description), 'Select Country (Required)' (US), 'Legal Entity' (Noxell Corporation), and 'Select Language' (Spanish). Below this are sections for 'Attachments' (Add Attachment) and 'Notes' (Add notes or comments, Add Note). At the bottom, there are 'Submit' and 'Cancel' buttons.

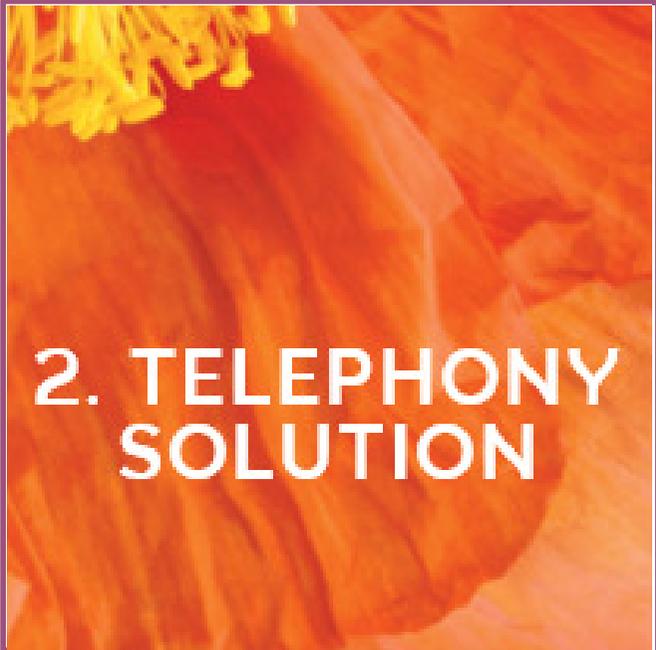
1. REMEDY: HOW TO LOG A TICKET

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- **Step 4: Monitor case status of the Service Request**

- New: Initial status when the ticket is created.
- Assigned: Automated Status when ticket is first saved and assigned to a support group. In case of change of assigned individual to the ticket, it will revert the status of the ticket to this status.
- In Process: This status will be visible for the ticket when the individual assigned to the ticket has accepted the ticket.
- Pending: The ticket will be in this status if it is On Hold and can't be processed. A status reason will accompany the reason for the ticket to be in this status.
- Resolved: The ticket will be in this status when the incident / request has been resolved. Ticket cannot be re-opened from this status.
- Closed: System will automatically close the ticket 7 days after it has been placed in the Resolved status

2. BY TELEPHONE



2. TELEPHONY SOLUTION

Languages served: English, French, Italian,
Spanish, German & Polish

Monday to Friday from 9:00h to 17:00h



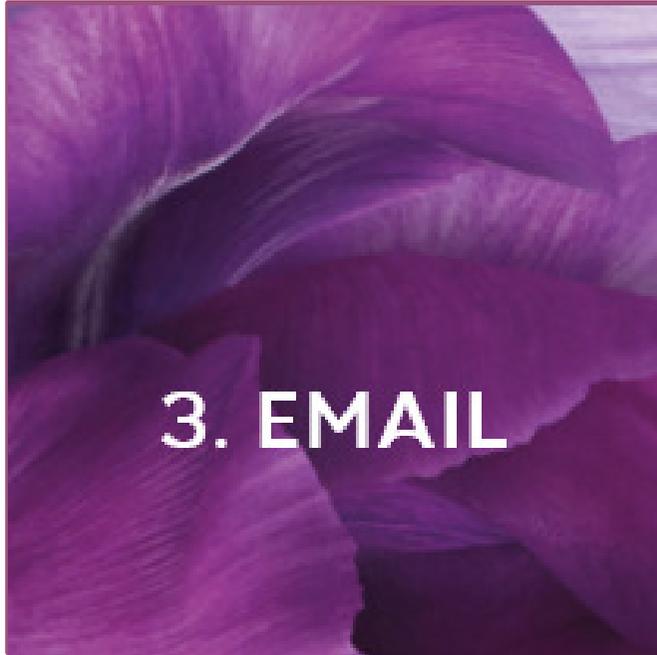
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1st

PHONE NUMBER BY COUNTRY



AUSTRIA => 019286547	SPAIN => 914146615
BELGIUM => 024019147	UK => 02071298696
FINLAND => 0974790217	GERMANY => 061512749043
DENMARK => 44310464	ITALY => 0687501309
FRANCE => 0365060262	POLAND => 0223062600
IRELAND => 016950415	SWITZERLAND => 0445830619
LUXEMBOURG => 27863336	SWEDEN => 0850630792
NETHERLANDS => 0207038272	NORWAY => 21939689
PORTUGAL => 800814354	

3. BY EMAIL



Emails are available by language (English, French, German, Polish, Italian and Spanish)

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EMAIL BY LANGUAGE

AP_Helpdesk_English@cotyinc.com

AP_Helpdesk_French@cotyinc.com

AP_Helpdesk_German@cotyinc.com

AP_Helpdesk_Italian@cotyinc.com

AP_Helpdesk_Polish@cotyinc.com

AP_Helpdesk_Spanish@cotyinc.com