

# **RWS WORKZONE**

## **VENDOR INVOICING FUNCTIONALITY**

USER GUIDE

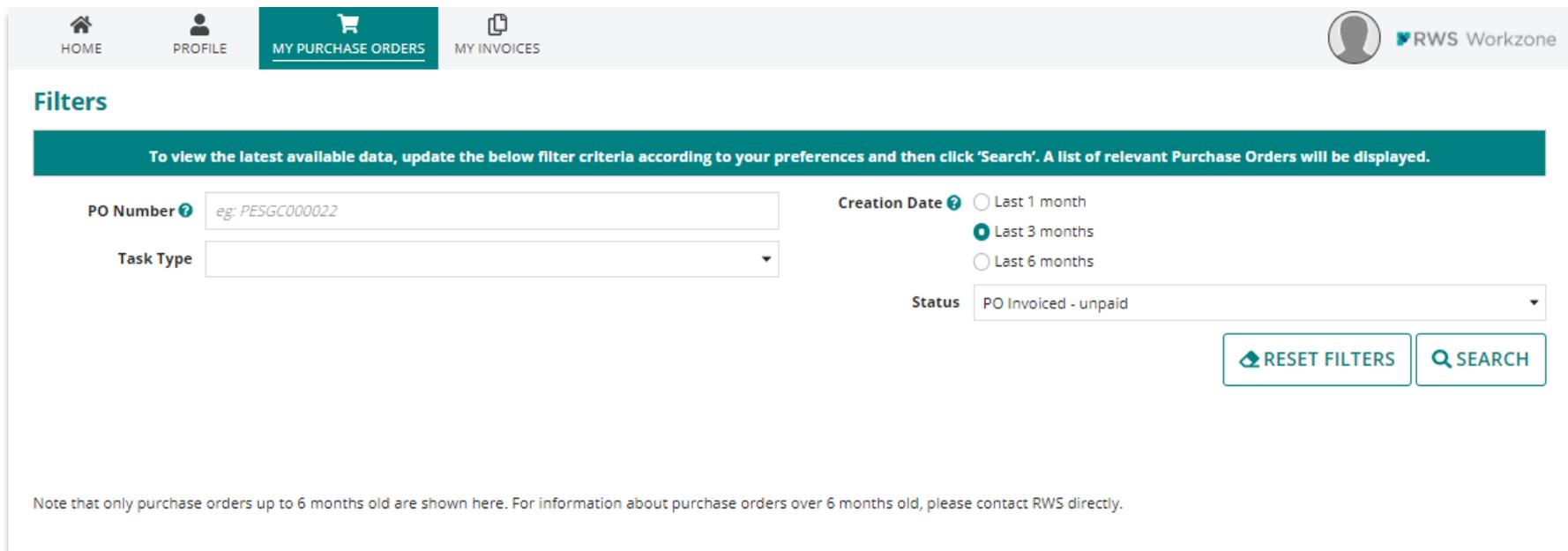


## 1 Log in to RWS Workzone and navigate to the *My Purchase Orders* tab

1. Visit <https://sdl.appiancloud.com/suite/>
2. Login with your email and password, please use the forgot password link if you need to reset your password, a reset will be sent to your email (be sure to check the spam folder as your inbox may filter automated messages)

For any other further questions about logging into Workzone, setting up your account or verifying your email address, go to <https://www.rws.com/about/careers/freelance/workzone-sign-up-guide/>

When you go to the 'My Purchase Orders' page, you will see the following page:



HOME PROFILE MY PURCHASE ORDERS MY INVOICES RWS Workzone

### Filters

To view the latest available data, update the below filter criteria according to your preferences and then click 'Search'. A list of relevant Purchase Orders will be displayed.

PO Number

Task Type

Creation Date  Last 1 month  Last 3 months  Last 6 months

Status

Note that only purchase orders up to 6 months old are shown here. For information about purchase orders over 6 months old, please contact RWS directly.

Several search fields will appear at the top of the page which give you the option to narrow down your search.

➔ *Only POs created in the last 6 months will be shown in RWS Workzone. For any Purchase Orders older than this, please contact your local Finance team directly for invoicing support.*

## 2 Search for relevant Purchase Orders

We recommend starting your search by changing the Creation Date filter to **'Last 6 months'** and the Status filter to **'...'**. Click **'Search'** to ensure Workzone has the very latest information about all of your recent Purchase Orders.

Use the filters to search by PO number or filter by Task Type, Creation Date or Status. Enter your chosen criteria and click 'Search' to view the latest available data.

The screenshot shows the 'MY PURCHASE ORDERS' interface. The 'Filters' section is highlighted with a red box, containing the following settings:

- PO Number:
- Task Type:
- Creation Date:  Last 6 months
- Status:

Buttons for 'RESET FILTERS' and 'SEARCH' are located to the right of the filters. Below the filters is a button labeled 'SHOW PURCHASE ORDERS ELIGIBLE FOR INVOICING'. The table below displays the following data:

PO	Task Type	Client Details	PO Start (GMT+00:00)	PO End (GMT+00:00)	Ordering Entity	Status	Invoice
<a href="#">PFRPC300132</a> €125.00	Translation Only	<b>Saffy The Cat plc</b> Feline Psychology PUS_FHOACM_002	Thu 11th May 2023 00:00	Mon 15th May 2023 00:00	France - Paris	*** PO Authorised for invoicing - pending system update	
<a href="#">PFRPC300083</a> €140.00	Post-Edit Only	<b>Saffy The Cat plc</b> Rat Catching PUS_RHOACM_001	Wed 23rd Nov 2022 00:00	Wed 23rd Nov 2022 00:00	France - Paris	🕒 PO Invoiced - unpaid	
<a href="#">PDEMC302355</a> €60.09	Translate	<b>Canon Inc</b> Canon Europe Ltd CAN_EHOAJM_066	Wed 30th Nov 2022 00:00	Wed 30th Nov 2022 00:00	Germany - Munich (German Network)	📄 PO Authorised for invoicing - submit invoice	<a href="#">ADD TO INVOICE</a>

Note that only purchase orders up to 6 months old are shown here. For information about purchase orders over 6 months old, please contact RWS directly.

Use the **'Show Purchase Orders Eligible for Invoicing'** to only include Purchase Orders you can add to an invoice.

### 3 Select Purchase Orders for Invoicing

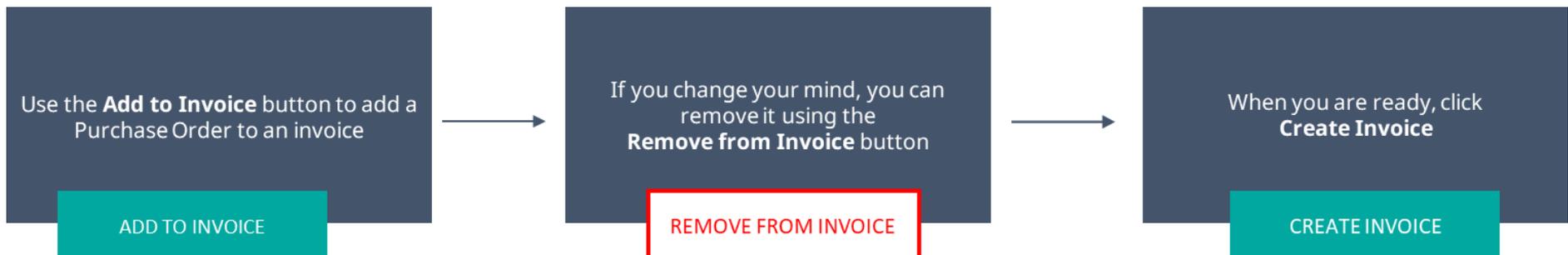
Use the **Add to Invoice/ Remove from Invoice** options beside each Purchase Order to select the ones that you would like to add to an invoice. At the bottom of the screen, you will see the Number of Purchase Orders Selected and the Sub-Total of the amounts included. Multiple Purchase Orders can be added to the same invoice if they are from the same ordering entity.

PO	Task Type	Client Details	PO Start (GMT+00:00)	PO End (GMT+00:00)	Ordering Entity	Status	Invoice
<b>PDEMC302355</b> €60.09	Translate	<b>Canon Inc</b> Canon Europe Ltd <i>CAN_EHOAJM_066</i>	Wed 30th Nov 2022 00:00	Wed 30th Nov 2022 00:00	Germany - Munich (German Network)	PO Authorised for invoicing - submit invoice	<b>REMOVE FROM INVOICE</b>

▼ Invoice

Number of Purchase Orders 1      Sub-Total €60.09      **CREATE INVOICE**

If the **'Add to Invoice' button is not available** for a Purchase Order in status 'PO Authorised for invoicing – submit invoice' please allow a little more time for systems to sync. If this option is still not available after 24hrs please contact your Talent Manager for support.



## 4 Understanding the Purchase Orders for Invoicing

You will receive a Purchase Order via email for each job worked. Ensure you have checked your spam folder. The email will contain the following information:

- The address of the RWS ordering entity (Known as the billing address)
- The Purchase Order number
- Job information
- Amount total
- Deliverables and operations required
- Invoice contact information

The entity information and Purchase Order number found at the top of the email must match the invoice you create (see [step 5: Invoice creation](#)).



*You may receive multiple Purchase Orders from different RWS entities. Multiple Purchase Orders can be grouped together into one invoice as long as they are from the same ordering entity.*

**RWS**

SDL France  
Tour Gallieni II  
36 avenue du Général de Gaulle  
93170 Bagnole  
France

**Purchase Order #PFRPC300180**

Appendix to the agreement of 2022-05-25Z with RWS under whose terms RWS may from time to time engage Ms Emma Sanders as an independent contractor for the provision of services

Job Name: EEY\_465461611      Job ID: 303036  
Work Being Outsourced: Translation and related tasks      RWS Project Code: CAN\_EHOAJM\_066  
Client: Canon Inc      Client Division: Canon Europe Ltd  
Source Language: English (International)      Target Language: French (France)  
Vendor ID: P001OHX      Vendor Name: Ms Emma Sanders  
Start Date: 25/07/2023 10:33      End Date: 25/07/2023 10:33  
Instructions: Images do not require translation      Sector: Financial Services - Finance & banking - Annual Reports

Task Unit (Words)	Quantity	Rate	Sub Total
New Words	350	€ 0.1000	€ 35
75-84% Fuzzy Matches	6	€ 0.0500	€ 0.3
85-99% Fuzzy Matches	4	€ 0.0300	€ 0.12
		<b>Total</b>	<b>€ 35.42</b>

Rates being used reflect agreement between yourself and RWS whereby rates have been adjusted as

## 5 Invoice creation

Enter an **Invoice Number** and **Invoice Date**; upload your **invoice file** and check your **tax details**. Tax fields will be shown once an Invoice Date has been entered and tax values will be calculated automatically but can be over-typed if they require adjustment. When you are ready, click **Submit Invoice for Approval**.

### New Invoice

Draft      Awaiting approval      Approved - awaiting payment      Cancelled      Approved - sent for payment

[Help](#)

**Invoice Number** ?\*

**Invoice Date (GMT+00:00)** ?\*

**Comment**

**Upload Invoice** ?\*  Drop file here

**Selected Purchase Order**

PO Number	PO Amount	Creation Date
PDEMC302355	€60.09	Wed 30th Nov 2022 09:16

**Sub-Total** €60.09

**Tax Registration Number**  
EL 123456789

**Tax Registration Country** ?\*  
Greece

Save these tax registration details for next time?

**Withholding Tax (€)**  
0.00

Based on your country and status we believe you are subject to a withholding tax of 0% - please enter the amount you've deducted for this on your invoice.

**Total**  
€60.09

## The key points to look out for – Hints and Tips

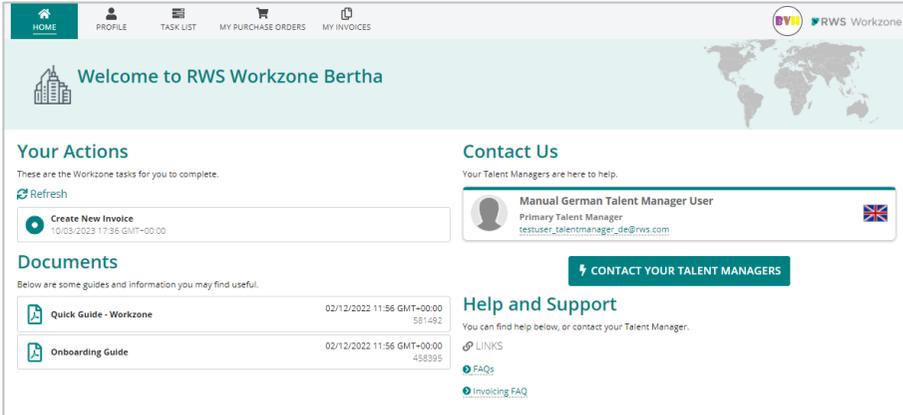
1. **Invoice date:** Invoice and Workzone entry must match
2. **Invoice number:** Invoice and Workzone entry must match
3. **Billing address:** Ensure that your invoice file displays the billing address shown on the associated Purchase Orders; otherwise, your invoice will be rejected.
4. Vendor's **name** or Company name
5. **TAX:**
  - i) **Personal Self-Employed (Unique) Tax ID Number** - This is the unique identifier assigned to the you by the tax administration of your country of tax residence as personal tax number. It is a unique combination of letters and/or numbers used to identify an individual or entity for the purposes of administering the tax laws of that jurisdiction. This will be your TIN (Taxpayer Identification Number), Social Security code, UTR (Unique Taxpayer reference) or equivalent. This information is not required for all countries but is mandatory for US citizens.
  - ii) **Tax Registration Number** - This is the VAT (value added tax), GST (goods and service tax), NIF/CIF (Fiscal Tax Identification) number or equivalent local tax identification number and is only required if you are registered for goods or service tax in a country. Entering your tax details will allow Workzone to expect any due taxes when you submit you invoice. The field must be left blank if you are not registered or be entered in full without any spaces if registered.
  - iii) **Tax Registration Country** - This is the country of registration for your VAT/GST tax registration and must only be completed if a Tax Registration Number has been provided. The field must be left blank if you are not registered for tax.
6. **Payment Details:** These are requested when transacting with a new RWS entity and you will receive a request to provide instructions before being allowed to submit your first invoice to that entity.
7. **Payment fees:** RWS take all payment charges issued by the originating bank but are not in control for charges taken in transit by an intermediary bank or final beneficiary bank. To reduce the risk of excessive bank fees you should provide full payment instructions and consolidate purchase orders to an invoice to reduce the number of payment transactions issued. If the payment transaction is cross-border (international) or in a different currency from domestic currency of your account, it is highly probable intermediary banks will be required in the transaction resulting in additional charges on the transaction.

## 5a Amending a draft invoice

If you began creating an invoice but did not complete the submission you can **access and edit your draft invoice** later by going to the **Home** tab and selecting the relevant **'Create New Invoice'** task under **Your Actions**. Any outstanding or incomplete tasks will appear here. When an invoice is in drafts, the corresponding PO associated with that invoice will be locked and there will be no "ADD TO INVOICE" button.

Ordering Entity	Status	Invoice
United Kingdom - Maidenhead	 PO Authorised for invoicing - submit invoice	<a href="#">View Invoice</a>

If you do not see the task appearing on your homepage, please contact your Talent Manager and share a screenshot of this tab for investigation.



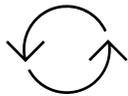
The screenshot displays the RWS Workzone Bertha homepage. At the top, there is a navigation bar with icons for HOME, PROFILE, TASK LIST, MY PURCHASE ORDERS, and MY INVOICES. Below this is a banner that says "Welcome to RWS Workzone Bertha" with a world map icon. The main content area is divided into several sections:

- Your Actions:** This section contains a task titled "Create New Invoice" with a refresh button and a timestamp of "10/03/2023 17:56 GMT+00:00".
- Contact Us:** This section features a "Manual German Talent Manager User" contact card with a profile picture, name, email address, and a UK flag icon. Below this is a button that says "CONTACT YOUR TALENT MANAGERS".
- Documents:** This section lists two documents: "Quick Guide - Workzone" and "Onboarding Guide", each with a date and time stamp.
- Help and Support:** This section provides links to "LINKS", "FAQs", and "Invoicing FAQ".

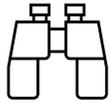
## 6 Monitoring the status of Purchase Orders



If work has been completed but your PO is in status '**PO not yet authorised for invoicing**', *please contact your work giver* who can arrange for PO authorisation.



If your Purchase Order has been in status '**PO Authorised for Invoicing – Pending System Update**' for 24hrs or more, please contact your Talent Manager. This happens when a PO has been issued from an alternative invoicing entity. You may be required to provide additional details to facilitate setup for this entity and may take several working days.



POs added to an invoice will continue to show in status '**PO authorised for invoicing – submit invoice**'. A '**View Invoice**' link will be displayed so that you can access the Invoice Record for a clearer view of the status of your submission. If your invoice is in status '**Draft**', navigate to the Home to tab to amend and complete your submission (see step 4a).



If your Purchase Order has the status '**PO Invoiced – unpaid**', this has been submitted and approved by RWS Finance and is in the process for payment.



If your Purchase Order has the status '**PO Invoiced – paid**', this has been submitted and has already been processed. Payment may not reach your account for several days; this may be dependent on your local bank practices.

## 7 Monitoring the status of Invoice submissions



On submission, the invoice will be sent directly to RWS Finance for approval. The status of your PO may not update immediately.



Follow the status of the invoice via the Invoice Record, accessing via a 'View Invoice' link from the My Purchase Orders tab, or from the [My Invoices](#) tab.



If your invoice is rejected, you will receive an email explaining why. Alternatively, you can see the details on the Invoices Tab of your Workzone profile. An email address can be found at the bottom of each rejection email that corresponds to the Invoicing Processing entity to which the PO is assigned. Please contact them for any invoice related queries.

Please check your email spam folder as well as your inbox. Purchase Orders are released from the rejected invoice. Log into Workzone and begin the invoice process again, correcting the issue(s) identified.

## 8 Further Support

Please refer to this page for a short demo video and FAQs:

<https://www.rws.com/about/careers/freelance/vendor-invoicing-faq>

- **For early support in the invoicing process, please contact your Talent Manager.** Their details can be found on your Home tab in RWS Workzone.
- **For further specific invoicing questions, please contact the local Invoicing Processing team.** Their contact details can be found at the bottom of Purchase Order emails you receive from RWS.
- **For payment queries, please contact your local Finance team.**
- **For any further assistance, contact your Talent Manager.**

### About RWS

RWS Holdings plc is the world's leading provider of technology-enabled language, content management and intellectual property services. We help our clients to connect with and bring new ideas to people globally by communicating business critical content at scale and enabling the protection and realization of their innovations.

Our vision is to help organizations interact effectively with people anywhere in the world by solving their language, content and market access challenges through our collective global intelligence, deep expertise, and smart technology.

Clients include 90 of the globe's top 100 brands, the top 10 pharmaceutical companies and approximately half of the top 20 patent filers worldwide. Our client base spans Europe, Asia Pacific, and North and South America across the technology, pharmaceutical, medical, legal, chemical, automotive, government and telecommunications sectors, which we serve from offices across five continents.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: [www.rws.com](http://www.rws.com)

© All Rights Reserved. Information contained herein is deemed confidential and the proprietary information of RWS Group\*.

\*RWS Group shall mean RWS Holdings PLC for and on behalf of its affiliates and subsidiaries.