

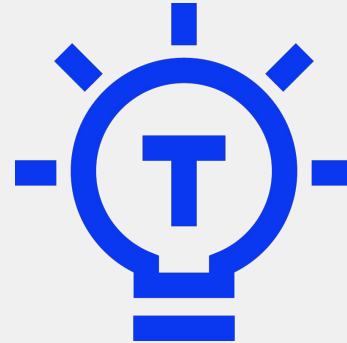


Levi Strauss & Co. East Asia Pacific: Getting started with Tradeshift



Agenda

- The invitation from Levi Strauss & Co. East Asia Pacific
- Covering the Basics
- Activating the account on Tradeshift
- Profile Setup
 - Setting up
 - Frequently Used Applications
- Using the Tradeshift Portal and Key Transactions
 - PO Flip Process
 - Order Change
 - The “CREATE” Launcher - Applicable to Non-PO sellers
 - Credit Notes
- Useful Information
 - Document Status
 - Levi Strauss & Co. Landing page
 - Other Features
- FAQs



Tips: Click on the title to view the relevant topic

01

**The invitation from
Levi Strauss & Co.**

Levi Strauss & Co. - Introduction

Dear Supplier,

Levi Strauss & Co. is partnering with Tradeshift to simplify and enhance how we do business together. Starting from April 15, 2026, Levi Strauss & Co. will transition to the Tradeshift platform for all indirect purchasing across **East Asia Pacific and Greater China** cluster.

After this date, these entities will exclusively use Tradeshift to create indirect purchase orders and process invoices.

We ask that suppliers activate their accounts in Tradeshift. Once fully onboarded to the Tradeshift network, our suppliers will be able to:

- Collaborate in real-time on trading documents (i.e., purchase orders and invoices) and payment management with **Levi Strauss & Co.**
- View invoice transaction history digitally as a single source of truth
- The ability to submit invoices electronically through the portal – effective **April 15, 2026**
- **Review payment status 24/7**

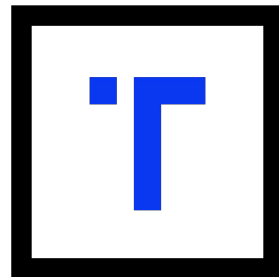
Thank you for your commitment to strengthening our business relationship and enabling more robust collaboration and purchasing capabilities.

We sincerely appreciate your partnership.
Levi Strauss Accounts Payable team

02

Covering the Basics

Who is Tradeshift ?



Tradeshift is an online platform that enables buyers and sellers to transact digitally.

We give sellers transparency on payments status, save them time on admin, and get them paid faster.

Benefits of E-invoicing via Tradeshift



Simple and fast



Secure access



Invoice status until payment



24/7 invoice status



Predictable payments



No chasing payments



Create your own reports



View status of global invoices

03

**Activating the
account on
Tradeshift**

Account Activation

Be sure to use the link provided in the email with the activation invitation.

If you can't find the email in your inbox, also check for junk / spam.

If you did not receive the email invitation, contact Levi Strauss & Co. at mbxTradeShiftInfo@levi.com

Tradeshift

LEVI STRAUSS & CO. Tradeshift

Hello,

Welcome to Tradeshift!

Your customer has now activated your company so you can send all invoices via Tradeshift.

Moving to digital invoicing on Tradeshift means shorter processing and approval times and greater transparency into invoice and payment statuses.

Your customer invites all suppliers to send their invoices via Tradeshift.

Below you will find your activation link, which will enable you to connect with Your customer and start transacting.

ACTIVATE YOUR ACCOUNT

Need more information? Find out more: [Supplier Onboarding](#)
Any further questions? Please feel free to ask: [here](#)

Please visit our dedicated landing page for sellers at [Tradeshift](#) to find all the information you need

Welcome to the network,

Your customer/Tradeshift Onboarding Team

T

447 Sutter Street, Suite 405, San Francisco, California 94108
©2024 Tradeshift Holdings, Inc. or a Tradeshift affiliate company. All Rights Reserved

Invitation email from Tradeshift

Activation Link

Account Activation

Complete your company information during the registration of account:

- Business Name
- Country/ Region (where you are tax registered)

Please make sure you select the correct Country/ Region. It cannot be edited once you have registered the account.

The screenshot shows the Tradeshift account activation process. At the top, the Tradeshift logo is on the left, and 'LEARN MORE' and 'ENGLISH (UK)' are on the right. Below the logo is a progress bar with four steps: 'Confirm company info' (highlighted in yellow), 'Create your account', 'Choose a password', and 'Start using Tradeshift'. The main content area is titled 'Confirm your company info'. It contains two input fields: 'BUSINESS NAME' with the text 'Tradeshift Inc' and 'COUNTRY/REGION' with a dropdown menu showing '- Select country/region -'. A blue 'CONTINUE' button is at the bottom.

Account Activation

Next, complete your personal information and email address (as the login email).

You will receive an email from Tradeshift to verify your account. Please proceed with the verification immediately.

! If you could not find the email in the mailbox, please look through the junk/ spam folder.

The screenshot shows the 'Create your account' step of the Tradeshift registration process. The page has a white background with a light blue header. The Tradeshift logo is in the top left, and 'LEARN MORE' and 'ENGLISH (UK)' are in the top right. A progress bar at the top shows four steps: 'Confirm company info', 'Create your account' (highlighted in yellow), 'Choose a password', and 'Start using Tradeshift'. The main form area is titled 'Create your account' and contains the following fields and options:

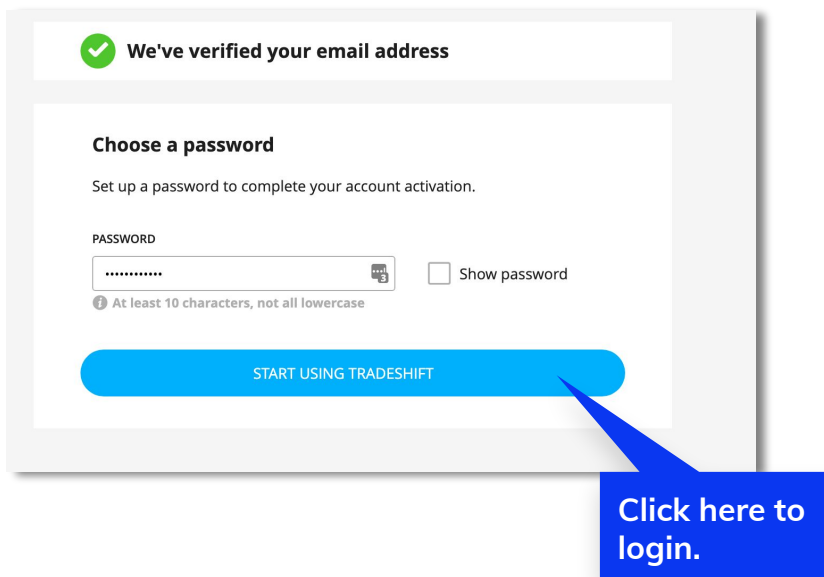
- FIRST NAME**: An empty text input field.
- LAST NAME**: An empty text input field.
- EMAIL ADDRESS**: A text input field containing 'test01@tradeshift.com'. A blue callout bubble points to this field with the text: 'Enter the email address which will be the login email of your account.'
- LANGUAGE**: A dropdown menu showing 'English (UK)' with a right-pointing arrow.
- By signing up, you are indicating that you have read and agree to [Tradeshift's Terms of Service](#) and [Privacy Policy](#).
- Yes, I want to receive marketing communications from Tradeshift.
- CONTINUE**: A large blue button at the bottom of the form. A blue callout bubble points to it with the text: 'Click continue to proceed'.

Account Activation

Once the email address is verified, you can then create the password for your account.

You will be able to **login to Tradeshift** with the **registered email address** and **password after this!**

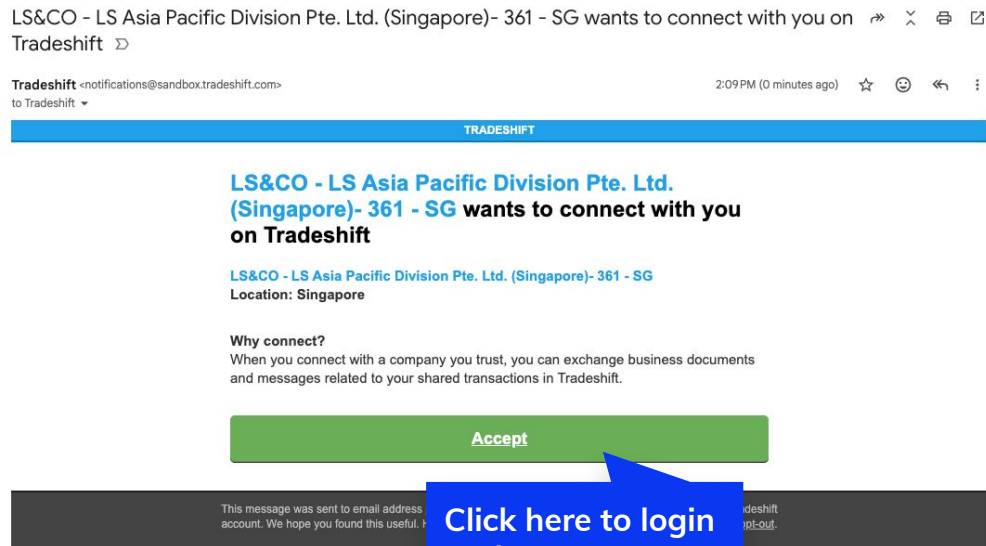
Login Page: go.tradeshift.com



The screenshot shows a web interface for account activation. At the top, a green checkmark icon is followed by the text "We've verified your email address". Below this, the heading "Choose a password" is displayed, followed by the instruction "Set up a password to complete your account activation." A "PASSWORD" label is positioned above a text input field containing a series of dots. To the right of the input field is a "Show password" checkbox. Below the input field, a small information icon is followed by the text "At least 10 characters, not all lowercase". A large blue button with the text "START USING TRADESHIFT" is centered at the bottom of the form. A blue callout box with a white border and a pointer pointing to the button contains the text "Click here to login."

Account Activation

For companies that have an existing Tradeshift account, you will be sent a connection request to transact with Levi Strauss & Co.



04

Profile Setup

Update Company Profile

Please ensure the details in your Company Profile are updated before you kick-start the invoicing process by filling in the columns as below:

Mandatory:

- Company Name
- Company Address (Full)
- Company Identifiers (Business registration number, Tax ID)

Optional:

- Company Logo
- Industry
- Phone
- Company Email Address

Click the [Profile] app

Tip: Click here to invite additional users; always ensure there is a second contact in the company having access to Tradeshift

Mandatory fields

Update Company Profile

MANDATORY: Please ensure the “Company Identifiers” section in your Company Profile is updated:

- SG: EUN/GST
- MY: GST/SST/BRN
- HK: Tax ID/BR No.
- TW: TIN
- US: EIN/TIN
- AU: ACN/ABN
- CN: USCC
- VN: TIN
- BD: RJSC
- PH: SEC/DTI/TIN
- ID: NIB/NPWP
- JP: Corporate Number
- MO: Key Identification Number
- TH: TIN
- KR: BRN/Corporate Registration Number
- NZ: NZBN
- EG: TIN

Company Identifiers

UNIQUE ENTITY NO.	GST NO.
<input type="text"/>	<input type="text"/>
GLN What is GLN?	INTERNAL IDENTIFIER
<input type="text" value="E.g. 1234567890123"/>	<input type="text"/>
Company is VAT-exempt (No VAT Registration Number) ?	<input type="checkbox"/>

DONE

Network Connection with Your Customer

Next step: Make sure your account is connected to your Customer.

1. Go to 'Network'
2. Under 'My Network' tab, make sure the Relationship Status with your Customer is reflected as 'Connection'.
 - For existing Tradeshift users: if the Relationship Status is reflected as 'Unverified relationship', click **VERIFY** to accept the connection request.
 - If you could not see any connection, please contact our Support team via Chat or <https://support.tradeshift.com/requests/new>

The screenshot shows the Tradeshift 'Network' page. The sidebar on the left has the 'Network' menu item highlighted with a blue callout '1.'. The main content area shows a list of connections under the 'MY NETWORK' tab. The first connection is 'Chocolate Bar Test Buyer GmbH' with a status of 'Connection', indicated by a blue callout '2.'. The second connection is 'LS&CO - Levi Strauss & Co. - 200 - US' with a status of 'Unverified relationship' and a 'VERIFY' button. The third connection is 'Test Buyer B Limited' with a status of 'Connection'. A red callout points to the 'VERIFY' button for the second connection.

NAME	ACCOUNTING SYSTEM ID	RELATIONSHIP ...
Chocolate Bar Test Buyer GmbH Germany		Connection
LS&CO - Levi Strauss & Co. - 200 - US United States		Unverified relationship VERIFY REMOVE
Test Buyer B Limited Austria		Connection

Click 'VERIFY' to accept the connection request

Dashboard: Overview of Your Account

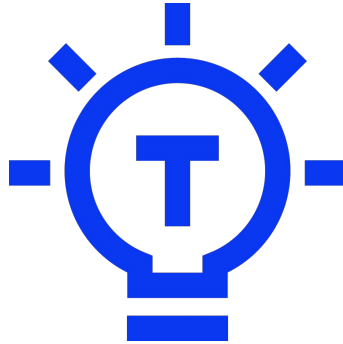
Click "All apps" to
search for more
applications

The screenshot displays a user dashboard for 'SEC_US_Seller'. At the top right, there are user statistics: '992589876', 'Admins 1', 'Users 0', and a 'Manage' link. The main content area is divided into several sections:

- Documents:** A section with tabs for 'Sales' and 'Purchases'. A dropdown menu is open for 'Invoices', showing 'No documents available for the selected period'. A 'Last month' filter is visible.
- Create document:** A sidebar section with three options:
 - Invoice:** Use the invoice creator app to generate and send invoices to your buyers.
 - Other document type:** Quote, credit note, purchase order, prepayment invoice, and pro forma invoice.
 - Upload document:** Use a PDF, UBL or any of the other supported formats.
- Questionnaires:** A section with tabs for 'Needing attention', 'Waiting for review', and 'Completed'. It displays 'Nothing new here. You're all caught up!'.
- Support:** A section with 'Crucial knowledge' and a link to 'Support page: Tradeshift Network'.

A vertical sidebar on the left contains various application icons. The bottom-most icon, representing 'All apps', is highlighted with a blue circle and a callout box.

Frequently Used Applications



Frequently Used Applications – Transactional



Profile

- View and edit Company Information - Company Name, Address, Company Identifiers etc.
- Add or Remove a user



Network

- View existing connections
- Search for new connections
- Accept/Reject new pending network request(s)/ relationship status

Frequently Used Applications – Transactional (cont.)



Document Manager

- View Document Status
- Document search: Invoice/Credit Note
- All documents can be viewed/searched from here.



Dashboard

- Gathers key data, documents, support, and educational resources.
- Access to some of the most used Tradeshift apps



Analytics app

- Payment Predictor report included
- Greater visibility into when to expect payments

Frequently Used Applications – Transactional (cont.)



Create

- Create any of the standard document types - Invoice, Credit Note etc.



Support

- FAQs by theme
- Self-help Library
- [Raise a Support Ticket](#)
- Updated announcement

Frequently Used Applications – Informational



Tradeshift University

- Search for more how-to and learning guides
- Browse for new courses



Knowledge Base

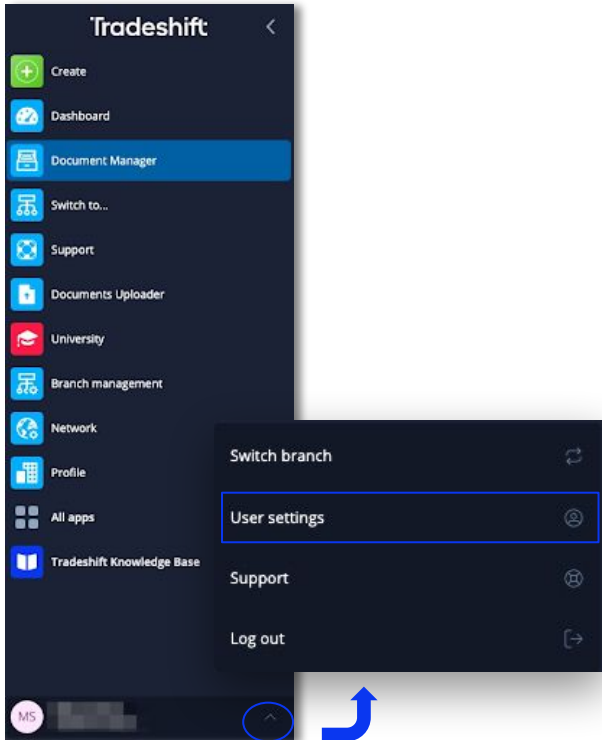
- All assistance in every step
- Encompass many forms of content: FAQs, Process Guides, Video demonstrations etc.



AskAda - Your New AI Assistant

- Answering platform-specific support questions
- Resolving issues quickly
- Platform onboarding more effectively

Frequently Used Applications – Settings



Settings

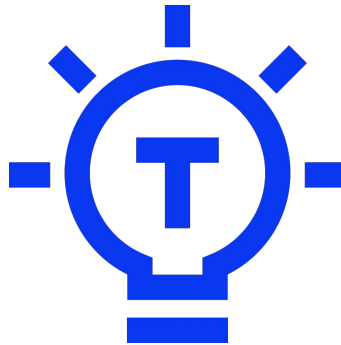
- Edit User's Settings: First Name, Last Name, Login Email, Password, Language etc.
- [Notification setting](#)

05

Using the Tradeshift Portal and Key Transactions

PO Flip process

**Levi Strauss & Co. East Asia Pacific
sends you order forms on Tradeshift**



How to Flip Documents

Do you know?

Search a **Purchase Order** for **PO flip**:

PO flip means that you are generating an Invoice.

Search an **Invoice** for **Invoice flip**:

Invoice flip means that you are generating a **Credit Note**.

The screenshot shows the Tradeshift Document Manager interface. On the left is a dark sidebar with a 'Document Manager' icon. The main area is a table of documents. Three blue callout boxes provide instructions:




- 1. Click the Document Manager app**: Points to the 'Document Manager' icon in the sidebar.
- 2. Search for the Purchase Order you wish to invoice against**: Points to the search bar at the top of the document list.
- 3. Select the Purchase Order by clicking the Document ID**: Points to the 'Document ID' column in the table.

	TYPE	DOCUMENT ID	STATUS	AMOUNT	SENDING PARTY	RECEIVING PARTY	MODIFIED	DUE DATE	REQUEST D
<input type="checkbox"/>	INV	Invoice	TEST-24						TEST Invc Webinar
<input type="checkbox"/>	INV	Invoice	TEST-24						TEST Invc Webinar
<input type="checkbox"/>	INV	Invoice	TEST-23/03	SENT	GBP	102,600.00	SEC_United Kingdom_Seller	Northpole Europe	23/02... - Net 90
<input type="checkbox"/>	INV	Invoice	TEST-23/02	SENT	GBP	14,520.00	SEC_United Kingdom_Seller	Northpole Europe	23/02... - Net 90
<input type="checkbox"/>	INV	Invoice	TEST-002	SENT	GBP	396,000.00	SEC_United Kingdom_Seller	Test LE1	23/02... - -
<input type="checkbox"/>	INV	Invoice	TEST-001	SENT	GBP	14,520.00	SEC_United Kingdom_Seller	Test LE1	23/02... - -
<input type="checkbox"/>	PO	Order	2302202102	RECEIVED	USD	1,540,000.00	Northpole US	SEC_United Kingdom_Seller	23/02... - -
<input type="checkbox"/>	PO	Order	2302202101	RECEIVED	USD	644,000.00	Northpole US	SEC_United Kingdom_Seller	23/02... - -
<input type="checkbox"/>	PO	Order	PO2302202102	RECEIVED	GBP	648,000.00	Northpole Europe	SEC_United Kingdom_Seller	23/02... - -
<input type="checkbox"/>	PO	Order	101	RECEIVED	GBP	697,500.00	Northpole Europe	SEC_United Kingdom_Seller	23/02... - -

How to Flip Documents

Important!

- For zero-amount **Purchase Orders**, this indicates a “**Blanket PO**” and **Levi Strauss & Co.** may have not made the PO budgeted amount visible to your organization. If you have further questions please reach out to your Levi Strauss and Co. representative.
- Do not use a **REPLACED** status Purchase Order. Wait for the **Order Change (POC Icon)**

<input type="checkbox"/>		Order Change	TS-310-918.1	SENT	USD	400.00	LS&CO
<input type="checkbox"/>		Order Change	TS-310-870.1	SENT	USD	9.00	LS&CO
<input type="checkbox"/>		Order Change	TS-310-869.2	SENT	USD	4.00	LS&CO

PO Flip Method

Always ensure all details are accurate before flipping any documents.

Click **ACCEPT** as confirmation of the PO.

Purchase Order received from LS&CO - LS Asia Pacific Division Pte. Ltd. (Singapore)- 361 - SG

OTHER ACTIONS [CREATE INVOICE](#) [ACCEPT](#)

Received via Tradeshift — Last update: over a minute ago

Purchase Order

Click **CREATE INVOICE** to start creating an Invoice by PO Flip

RECEIVED

To
LS&CO TEST (SG)
TEST Street
TEST City
569933
Singapore
Unique Entity No. : T23LL1234B
GST No. : 202412345M

From
LS&CO - LS Asia Pacific Division Pte. Ltd. (Singapore)- 361 - SG
14-09
North Buona Vista Drive 11
Metropolis Tower 2
Singapore
138589
Singapore
Unique Entity No. : 197201078M
GST No. : 12345129A
com.levi : 361

Order number
PO3610002TEST

Order date
03/03/26

Person reference
TEST@levi.com

Currency
SGD

Line Id	Item ID	Description	Quantity	Unit	Unit price	Tax	Total SGD excl taxes
1	1	Test Item 0001 Delivery to: 14-09 11 North Buona Vista Drive, Metropolis Tower 2 Singapore	1,000	EA	2.50		2,500.00

PO Flip Method

1. Fill in the mandatory fields such as:
 - Invoice Number
 - Issue date - **update to the date on your invoice document**

Note: Mandatory fields will reflect automatically

Tip: The recipient details will appear automatically

Invoice

Create invoice [Create from existing document](#) Auto-saved as draft

1.

Invoice number *

Next number: TEST_INV_002

Issue date * Currency

03/03/26 SGD

PO Number

PO3610002TEST

Purchase order issue date

03/03/26

Person reference

TEST@levi.com

Add optional field

Discard Save as draft

Chat

PREVIEW SEND

To

LS Asia Pacific Division Pte. Ltd. (Singapore)

14-09

11 North Buona Vista Drive, Metropolis Tower 2

Singapore

138589

SG

Singapore

GST No. : 197201078M

Unique Entity No. : 197201078M

[Change recipient](#)

Legal Entity

LS Asia Pacific Division Pte. Ltd. (Singapore)

PO Flip Method

If applicable, click the arrow next to the ADD OPTIONAL FIELD to view drop-down lists.
For ex. "Person Reference"

- ✓ Add optional field
- Exchange rate
- Delivery period
- Payment due date
- Billing reference
- Contract number
- Shipping Notice Reference
- Shipping Notice Issue Date
- Goods Receipt Reference
- Goods Receipt Issue Date
- Cost center
- Person reference
- Transport Reference
- File Id
- Tradeshift Clearance
- Clearance Clave
- Customer account ID
- Tax point date
- Commission number of seller
- Data universal numbering system
- Delivery Terms

PO Flip Method

2. For partial invoicing:
 - a. Quantity based PO - reduce the quantity for partial invoicing
 - b. Amount based PO - the quantity will always be 1, reduce the price per unit for partial invoicing
3. Choose tax % from the drop down list. Please read more details about how to select/ update the tax percentage on slides 48-50
4. Header level Charges or Allowance (Discounts) are restricted. **Only Line level Charges or Allowance (Discounts) are allowed.**

The majority of line level details are generated based on the purchase order. Only edit line details where necessary. You must update tax % and in cases of partial billing, revise the quantity or amount.

Line level details



Item ID	Description	Quantity	Unit	Price per unit	Tax	Total excl. tax
1	Test Item 0001	1,000	EA	2.50	7%	2,500

Purchase order number: PO3610002TEST

PO Line Number: 1

Delivery address: Country/Region: Singapore, Postbox: , Number: 14-09, Street: 11 North Buona Vista Drive, M, Locality name: Tower 2, Town: Singapore, Postcode: 138589, Location id:

Add optional field

Discard Save as draft

PREVIEW SEND

Chat

PO Flip Method

- Unplanned Charges

1. If you are invoicing for charges not included on the PO such as shipping you will need to enter those at the line level of the invoice

Please do not enter a separate line item and assign to a PO line

The steps to do this are:

Under the ship to address at the line level click on the drop down for Add Optional field

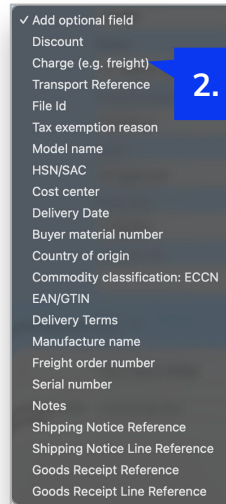
Item ID	Description	Quantity
+ 1	Test Item 0001	1,000
Purchase order number	PO3610002TEST	
PO Line Number	1	
Delivery address	Country/Region Singapore	
	Postbox	
	Number 14-09	
	Street 11 North Buona Vista Drive, M	
	Locality name Tower 2	
	Town Singapore	
	Postcode 138589	
	Location Id	
	Add optional field	

1.

PO Flip Method

- **Unplanned Charges**

2. Select the correct item from the list



3. This will add the below to fill in

Charge % 0.00

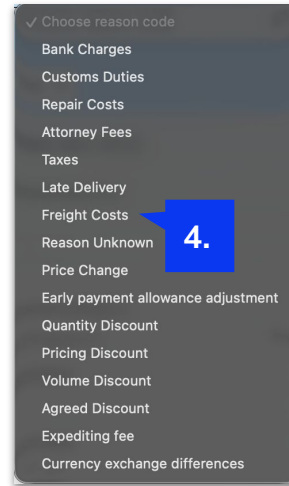
Choose reason code

Add optional field

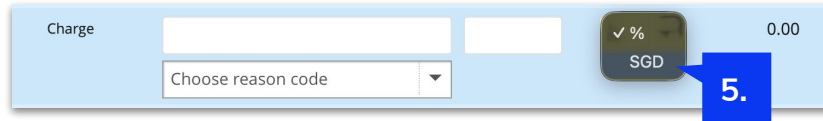
PO Flip Method

- **Unplanned Charges**

4. Use the drop down arrow to select the reason for the charge



5. Enter the amount of the charge and change the % field to the currency



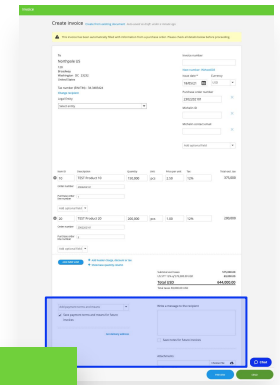
PO Flip Method

5. Your Bank account details are not required.
6. For SG: Click on “Set delivery details” to indicate the delivery address
7. (Optional) Leave a note for your Customer
8. **(Mandatory)** Attach the invoice PDF copy as issued from your system. This should match the invoice as entered in Tradeshift.

⚠️ Your Bank account details are **not** required. Note that Levi Strauss & Co. already has them in their invoicing system using this information to pay your invoice.

Add payment terms and means

Save payment terms and means for future invoices



PO Flip Method

9. Click on **PREVIEW** to check for errors before sending.

10. Click **SEND**

⚠ You **CANNOT** edit or delete the copy after sending the invoice.

Attachments

Choose File

Max file size is 10 Mb

9.

PREVIEW

SEND

Chat

Invoice

Test.pdf attached

10.

To
Levi Strauss & Co.
1155 Battery St
San Francisco, CA 94111
US
United States
EIN/TIN : 94-0905160
Change recipient
Legal Entity
Levi Strauss & Co.

Invoice number
TEST007
Next number: TEST007
Issue date *
2/27/23
Currency
USD

Delivery Date

Purchase order number
T-POO91

Purchase order issue date

Close All

Failed due to sender country's compliance rules (1):
Delivery date (date of supply) must be filled in.

Invoice draft saved.

Chat

PREVIEW SEND

⚠ You will see error messages in red if mandatory data is missing. Please insert / modify details accordingly

PO Flip Tips

To check that you are billing against the most current PO document version,

1. In Document Manager Apps, click on APPLY FILTER
2. Under Add Filter, choose DOCUMENT TYPE
3. Choose ORDER/ ORDER CHANGE
4. Complete with APPLY FILTER

The screenshot shows the Document Manager interface. At the top, there is a blue header with 'Document Manager' and buttons for 'View Totals' and 'Create Document'. Below the header is a search bar with a magnifying glass icon and a search button labeled 'APPLY FILTER'. A blue callout box with the number '1.' points to the 'APPLY FILTER' button. Below the search bar, there is a white 'Add Filter' dialog box with a close button (X). The dialog box has two sections: 'Transaction type' and 'Document type'. The 'Document type' section is expanded, showing a list of options: 'Order', 'Order Change', and 'Goods Receipt'. The 'Order' and 'Order Change' options are highlighted in blue and have a white checkmark to their right. A blue callout box with the number '2.' points to the 'Document type' section. A blue callout box with the number '3.' points to the 'Order' and 'Order Change' options. At the bottom of the dialog box, there is a large blue button labeled 'APPLY FILTER'. A blue callout box with the number '4.' points to this button.

PO Flip Tips

5. Select the purchase order.
6. Click on the “Create invoice from orders”.

The screenshot shows the Document Manager interface with a table of purchase orders. The table has columns for TYPE, DOCUMENT ID, PAYMENT, STATUS, CURR, AMOUNT, SENDING PARTY, RECEIVING PARTY, MODL, DUE, ISSUE, REQUEST DESCR, ACTIONS, and ACCOUNTING S. The row for Purchase order 16 is selected. A blue callout box with the number '5.' points to this row. At the bottom of the table, there is a button labeled 'Create invoice from orders' which is highlighted with a red box and a blue callout box with the number '6.'.

TYPE	DOCUMENT ID	PAYMENT	STATUS	CURR	AMOUNT	SENDING PARTY	RECEIVING PARTY	MODL	DUE	ISSUE	REQUEST DESCR	ACTIONS	ACCOUNTING S
po	Purchase or... 18	-	RECEIV...	EUR	7,500.00	Green... Inc.	J.K.	06/1...	-	06/1...	-	View Transaction	21312
po	Purchase or... 17	-	REPLAC...	EUR	5,712.00	Green Inc.	J.K.	05/1...	-	05/1...	-	View Transaction	21312
po	Purchase or... 16	-	RECEIV...	EUR	4,900.00	Green Inc.	J.K.	30/1...	-	30/1...	-	View Transaction	21312
po	Purchase or... 1	-	SENT	EUR	171.36	Bluet	S	28/1...	-	28/1...	-	View Transaction	-
po	Purchase or... 15	-	RECEIV...	EUR	171.36	Green Inc.	J.K.	28/1...	-	28/1...	-	View Transaction	21312

PO Flip Tips

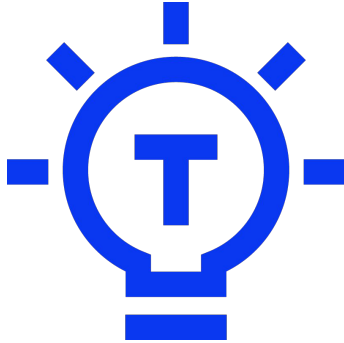
7. By sliding the button **“Show billed line items”** you see fully billed lines.
8. Click on the **CREATE INVOICE** after selecting the line with available quantity.

The screenshot shows a web application interface for managing purchase orders. At the top, it says "Select order lines from Gre s Inc." with a search bar and a "Show billed line items" toggle switch. The toggle is currently turned on, indicated by a green checkmark. Below the search bar is a table with the following columns: ORDER ID, LINE ID, ITEM ID, DESCRIPTION, BASE QUANTITY, UNIT PRICE, TAX, REMAINING QUAN..., and REMAINING AMO... The table contains four rows of data:

ORDER ID	LINE ID	ITEM ID	DESCRIPTION	BASE QUANTITY	UNIT PRICE	TAX	REMAINING QUAN...	REMAINING AMO...
Purchase order #16	3	3	Chairs - High Type 4	1	€100.00	-	0	€0.00
Purchase order #16	2	2	Desk - High Type 8	1	€100.00	-	0	€0.00
Purchase order #16	1	1	Lamp - Round Type 1	1	€10.00	-	5	€50.00
Purchase order #16	4	4	Monitor - Type 12	1	€120.00	-	3	€360.00

At the bottom of the interface, there is a "CREATE INVOICE" button. A blue callout box with the number "7." points to the "Show billed line items" toggle, and another blue callout box with the number "8." points to the "CREATE INVOICE" button.

Order Change



How To Flip an Order Change into an Invoice



1 Go to OPTIONS

Viewing Purchase Order Change #4500000173

Purchase Order Change #4500000173 RECEIVED
Received: 11/02/2022 5 days ago

SENDER
New York, US
Person reference: U0093632
[Show details](#)

RECIPIENT
BROOKLYN PARK, US
[Show details](#)

TOTAL PAYABLE AMOUNT USD 14,025,210.54

ISSUE DATE 07/09/2018 **SEQUENCE NUMBER** 2

RELATED DOCUMENTS (7)

OC	Order Change #4500000173	...
CN	Credit Note #5000000024	...
INV	Invoice #5000000015	...

[Show more](#)

Order Change view

2 Create Invoice from here

Document Options [X]

CREATE FROM THIS DOCUMENT

- ⊕ Create invoice

DOCUMENT ACTIONS

- Download as...
- Archive document

MORE OPTIONS

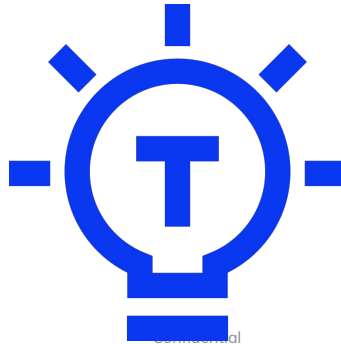
- Send us your feedback

The CREATE Launcher

Applicable for Non-PO suppliers

Contributions, Grants, Donations, Utilities

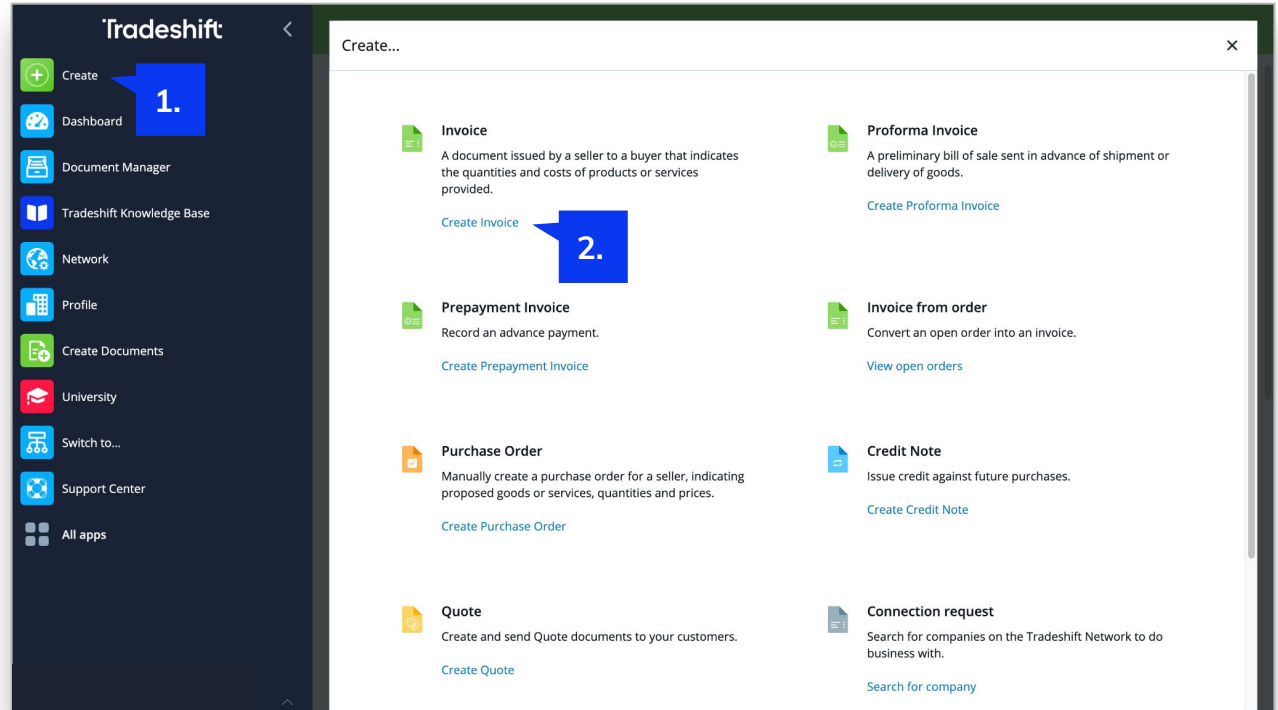
Levi Strauss & Co. does not send you purchase orders on Tradeshift



How to invoice from the CREATE Launcher

If Levi Strauss & Co. has you indicated as a Non-PO seller, you can create an invoice without a PO via the create launcher.

1. Click the **Create** app
2. Click on “Create Invoice”



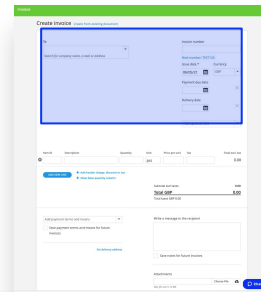
How to invoice from the CREATE Launcher

3. Search your Customer's name, then choose the Legal Entity.
4. Fill in the **mandatory fields** such as:
 - Invoice Number
 - Issue Date
 - Currency
 - Person reference: E-mail of your Levi Strauss & Co. Contact Reference (@levi.com)

If applicable to the business scenarios with Levi Strauss & Co.

- Add an optional field

Header level details



Invoice

Create invoice [Create from existing document](#)

3.

To

Search for company name, e-mail or address

LS&CO - LS Asia Pacific Division Pte. Ltd. (Singapore)- 361 - SG

No match? Search or add a connection in Network

4.

Invoice number *

Next number: TEST_INV_003

Issue date * Currency

03/03/26 SGD

PO Number

Person reference

Add optional field

Item ID	Description	Quantity	Unit	Price per unit	Tax	Total excl. tax
+			EA			0.00

MS Discard Save as draft PREVIEW SEND Chat

How to invoice from the CREATE Launcher

5. Fill in the line details and Tax %
6. Header level Charges or Allowance (Discounts) are restricted. Only Line level. Charges or Allowance (Discounts) are allowed.
7. Click "ADD NEW LINE" for additional line item

Line level details

Item ID	Description	Quantity	Unit	Price per unit	Tax	Total excl. tax
1	Phone Cable	30	pcs	15	7.6%	450
	Overtime Claim	5	%		7.6%	22.5

ADD NEW LINE

+ Add header charge, discount or tax
+ Show base quantity column

Subtotal excl. taxes
Charge

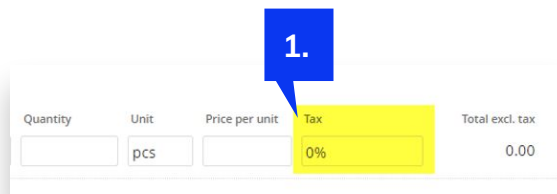
Chat

PREVIEW SEND

Discard Save as draft

How to invoice from the CREATE Launcher - Adding taxes to an invoice

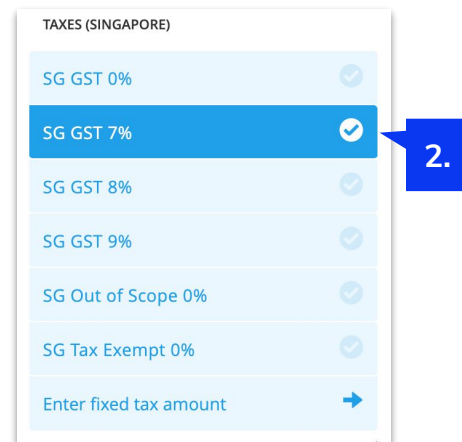
1. Once the line details are filled in for your invoice you must click in the tax field and select the appropriate tax rate



A screenshot of an invoice line item. The fields are: Quantity (empty), Unit (pcs), Price per unit (empty), Tax (0%), and Total excl. tax (0.00). A blue callout box with the number '1.' points to the Tax field, which is highlighted in yellow.

Quantity	Unit	Price per unit	Tax	Total excl. tax
	pcs		0%	0.00

2. A pop-up will appear to the right of the screen. You should see the below the first time you open the panel.




A screenshot of a tax selection pop-up titled 'TAXES (SINGAPORE)'. It lists several tax options with checkboxes: SG GST 0%, SG GST 7% (selected), SG GST 8%, SG GST 9%, SG Out of Scope 0%, SG Tax Exempt 0%, and Enter fixed tax amount. A blue callout box with the number '2.' points to the SG GST 7% option.

TAXES (SINGAPORE)
SG GST 0%
SG GST 7%
SG GST 8%
SG GST 9%
SG Out of Scope 0%
SG Tax Exempt 0%
Enter fixed tax amount

How to invoice from the CREATE Launcher

8. Your Bank account details are not required
9. For SG: Click on “Set delivery details” to indicate the delivery address
10. (Optional) Leave a note to your Customer
11. **[Mandatory]** Upload a document as additional reference

 Your Bank account details are **not** required. Note that Levi Strauss & Co. already has them in their invoicing system using this information to pay your invoice.

Add payment terms and means **8.**

Save payment terms and means for future invoices


9. [Set delivery address](#)

Delivery address

Country/Region
France

Write a message to the recipient

Save notes for future invoices

Attachments Choose File 
Max file size is 10 Mb

Delivery address

Country/Region
Canada

Postbox

Number
1725 16th Ave

Street
200

Locality name

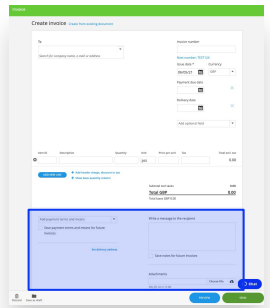
City
Richmond Hill

State
ON

Postal/ZIP
L4B 4C6

Tip: If you are modifying the ship to information, please ensure that you enter the 2-character state/region ISO code and do not spell out the region name. I.e. ON versus Ontario


Add attachments




10.

11.


How to invoice from the CREATE Launcher



- 12. Click on **PREVIEW** to check for errors before sending.
- 13. Click **SEND**
 You **CANNOT** edit or delete the copy after sending the invoice.

Attachments

Choose File 


Max file size is 10 Mb

 Chat

12.  

Invoice



Test.pdf attached


13. 

To
Levi Strauss & Co.
1155 Battery St
San Francisco CA 94111
US
United States
EIN/TIN : 94-0905160
Change recipient
Legal Entity
Levi Strauss & Co.

Invoice number
TEST007
Next number: TEST007
Issue date * 2/27/23
Currency USD
Delivery Date
Purchase order number
T-POO91
Purchase order issue date

Failed due to sender country's compliance rules (1):
Delivery date (date of supply) must be filled in.
Invoice draft saved.

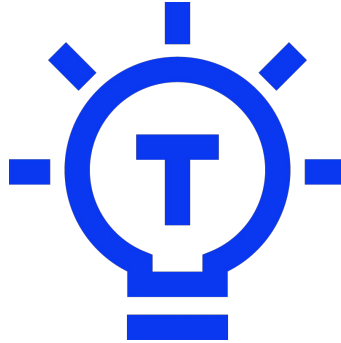
 Chat

 You will see error messages in red if mandatory data is missing. Please insert / modify details accordingly

Important Notes about Invoices

- If you receive purchase orders from Levi Strauss & Co. in the “Document Manager”, it is preferred to create invoices directly in Tradeshift. This is the fastest and most efficient way to issue an invoice (along with a purchase order) because it also reduces errors.
- If you are unsure of the details requested by Levi Strauss & Co., such as legal entity, person reference, contract number, please refer to the existing contract or contact them directly: mbxTradeShiftInfo@levi.com

CREDIT NOTES



Creating a Credit Note

To correct a billing error or to issue a credit, generate a credit note.

Prerequisites:

You have previously invoiced Levis Strauss & Co. and owe a credit. Note that credit notes are tied to an invoice document number.

How to create a Credit Note

1. Select the invoice to be corrected in the "Document Manager" application.
2. Go to "Actions" and here select "Document Options". From the drop-down list click on "Create credit note"

The screenshot displays the Document Manager application interface. On the left, a sidebar contains a 'Filter' search bar and a 'Document Types' list. Under 'Document Types', 'Invoice Type' is selected, and 'Invoice' is checked. The main area shows a table with columns: TYPE, DOCUMENT NUMBER, STATUS, PREVIEW, AMOUNT, SENDER, RECIPIENT, MODIFIED, DUE D., and ACTIONS. A table row is visible with the following data: Invoice, TEST_INV_001, SENT, SGD 2,808.75, LS&CO TEST (SG), LS Asia Pacific Division Pte. Ltd. (S...), 03/03/2026. A context menu is open over the table row, listing actions: Change document status, Download document, Create credit note (highlighted with a blue box and a '2.' callout), Use as draft, Manage access, and Archive document. A 'VIEW DOCUMENT' button is at the bottom of the menu. A 'Document Options' menu is also visible on the right side of the table row, with a '1.' callout pointing to it.

How to create a Credit Note

3. Fill in the credit number, the other details are pre-filled

Create Tax Creditnote [Create from existing document](#)

To
LS Asia Pacific Division Pte. Ltd. (Singapore)
14-09
11 North Buona Vista Drive, Metropolis Tower 2
Singapore
138589
Singapore

GST No. : 197201078M
Unique Entity No. : 197201078M
[Change recipient](#)

Legal Entity
LS Asia Pacific Division Pte. Ltd. (Singapore)

Credit Note number

Next number: 1

Issue date *


Invoice number
TEST_INV_001

Invoice issue date
03/03/26

Purchase order number
PO3610001TE

Person Reference
TEST@levi.com

Add optional field



How to create a Credit Note

⚠ Line details are pre-populated.

⚠ The platform does not accept negative amounts. If the document is a credit note, this automatically implies that the full amount is to be credited to Levi Strauss & Co.

⚠ If it is a partial credit update the line level details by adjusting the **quantity** or **amount**.

The screenshot displays the 'Credit Note' creation interface. At the top, a table lists the line items. Below the table, there are several form fields for additional details, including purchase order numbers, invoice line numbers, and a detailed delivery address.

Item ID	Description	Quantity	Unit	Price per unit	Tax	Total excl. tax
1	Test Item 001	1,000	EA	2.50	7%	2,500

Below the table, the following form fields are visible:

- Purchase order number: PO3610001TEST
- Purchase order line number: 1
- Invoice line number: 1
- Delivery address:
 - Country/Region: Singapore
 - Postbox: [empty]
 - Number: 14-09
 - Street: 11 North Buona Vista Drive, M
 - Locality name: Tower 2
 - Town: Singapore
 - Postcode: 138589
 - Location Id: [empty]

At the bottom of the interface, there are buttons for 'MS', 'Discard', 'Save as draft', 'PREVIEW', and 'SEND'.

How to create a Credit Note

4. You can leave a message for the recipient
5. **(Mandatory)** Attach the pdf credit note.
6. Click on "Preview" to check the details and then on "Send"
7. Find the credit note in the "Document manager" using the credit note document type filter

Notes

Write a message to the recipient

Save notes for future Credit Notes

Attachments

Choose File

Max file size is 10 Mb

Discard Save as draft

PREVIEW SEND

Document Manager

Filter Search

Quick Filters

Document Types

Unselect all

- Invoice Type
- Purchase Order T
- Credit Note

DOCUMENT TYPES: Credit Note X Clear all Save

TYPE	DOCUMENT NUMBER	STATUS	PREVIEW	AMOUNT	SENDER	RECIPIENT	MODIFIED	ACTIONS
<input type="checkbox"/> Credit Note	TEST_CRN_001	SENT		SGD -2,675.00	LS&CO TEST (SG)	LS Asia Pacific Division Pte. Ltd. (S...	03/03/2026	...

06

Useful information

How to Read Document Status

You can track the real-time Document Status by referring to the [Document Manager] app.

SENT

Document is submitted to Customer successfully.

DRAFT

Invoice is created (saved as Draft), but has not been sent. A draft Invoice can be edited or discarded if required.

ACCEPTED

Customer has accepted the document and in the middle of processing it.

REJECTED

Customer has rejected the document. Please contact your Customer directly to enquire about the rejection.

FAILED

Invoice is failed to send through. Please click into the document to check the error messages and resend it.

MARKED PAID

Invoice has been paid by Customer.

The screenshot shows the Tradeshift Document Manager interface. On the left is a dark sidebar with various app icons. The 'Document Manager' icon is highlighted with a blue box. A blue arrow points from this icon to a dropdown menu that lists document statuses: SENT, DRAFT, ACCEPTED, REJECTED, FAILED, and MARKED PAID. The main area shows a table of invoices with columns for TYPE, DOCUMENT ID, STATUS, CURRENCY, AMOUNT, and SENDIN.

TYPE	DOCUMENT ID	STATUS	CURRENCY	AMOUNT	SENDIN
INV	IMSCI006982-Test24	SENT	GBP	867.19	Alan S
INV	IMSCI006982-Test23	DRAFT	GBP	867.19	Alan S
INV	IMSCI006982-Test22	ACCEPTED	GBP	867.19	Alan S
INV	IMSCI006982-Test21	REJECTED	GBP	867.19	Alan S
INV	IMSCI006982-Test2	FAILED	GBP	867.19	Alan S
INV	00319-2020002 A03	MARKED PAID	GBP	34,268.00	Alan S

Levi Strauss & Co.'s Landing Page

Landing page is where you will find all necessary information regarding your Customer's transition to Tradeshift.

You will be able to read through the options we have and decide on the most suitable invoicing method on Tradeshift which meets your billing scenario.

It also contains the [Invoicing Validation Rules](#) set by your Customer.

Your Customer's Landing Page will be shared to you via the invitation email - <https://levis.support.tradeshift.com/>

Nevertheless, you may refer here for general information: support.tradeshift.com

English Login

Hello Everyone,


We are excited to introduce Tradeshift, a cloud-based purchasing platform. This initiative will streamline LS&Co.'s indirect purchasing process, making it more efficient and transparent for you.

With Tradeshift, we are simplifying the invoice-to-payment cycle, improving compliance, and enabling electronic invoicing via PO flip. Features like supplier catalogues and better collaboration will make working together easier.

This page is your starting point to explore the new platform and its features. For questions, contact us at mbxTradeshiftinfo@levi.com.

Thank you for your support as we build a more efficient future!


Warm regards,



Tara Lancaster
Director, Accounts Payables, LS&Co.


LEVI STRAUSS & CO.

Need help?

**Contact Levi Strauss & Co.**


For business queries regarding invoicing via Tradeshift, please contact Levi Strauss & Co. via the button below.

[Send email](#) >

**Contact Tradeshift**

If you have technical questions, submit your query to the Tradeshift Support team via the button below.

[New request](#) >



Other Features

Purchase Order TS-310-1150 related

Invoice

Click "Other Actions" for more actions. Example: Download the PDF copy of the Invoice.

OTHER ACTIONS MARK AS PAID

SENT

To **Levi Strauss & Co.**
1155 Battery St
San Francisco CA 94111
United States
EIN/TIN : 94-0905160

From **SEC_US_Seller**
Eastern Promenade
Portland NY 10001
United States
alexandra.manta@tradeshift.com
EIN/TIN : 99-2589876

Invoice number TEST007
Issue date 2/27/23
Currency USD
Purchase order number T-POO91
Purchase order issue date 2/27/23
Delivery Date 2/28/23

Line Id	Item ID	Description	Quantity Unit	Unit price	Tax	Total CAD excl taxes
1	1234567	Demo product 1	5 pcs	10.00	0%	50.00

Line 1: Demo product 1, 5 pcs, 10.00, 0%, 50.00
Purchase order number: TS-310-1150
PO Line Number: [redacted]
Commodity Classification: UNSPSC 80161503
Delivery to: test test, Richmond Hill, ON L4B 4C6, CA

Contact document receiver Contact colleague

Open Conversation panel

Contact document receiver

Conversation

0 participants

ISSUE DATE 16 May 21

Invoice sent to Australia 2 days ago

Australia accepted Invoice 2 days ago

Comment in document
Expected payment due date: 2021-09-14.

Invoice created by AUSTRALIA a day ago

Invoice [redacted]

TOTAL COST -AUD 526.6

18 May 21

sent to Australia a day ago

NEW MESSAGE

Click here to add attachments

Conversation panel displays timestamped statuses and actions taken on the document such as: Accepted or Rejected.

Click here to send a message

Other Features - Support Chat Function

Live Chat support is available on working days (Monday ~ Friday)

The screenshot shows the 'Edit Invoice' screen in a software application. A blue callout bubble points to a 'Chat' button located at the bottom right of the interface. The callout text reads: 'Click here to chat with our customer support for assistance.'

Invoice Details:

- To: Levi Strauss & Co., 1155 Battery St, San Francisco CA 94111, US, United States
- EIN/TIN : 94-0905160
- Legal Entity: Levi Strauss & Co.
- Invoice number: TEST009
- Next number: TEST009
- Issue date *: 2/27/23
- Currency: USD
- Delivery Date: [calendar icon]

Item ID	Description	Quantity	Unit	Price per unit	Tax
---------	-------------	----------	------	----------------	-----

Buttons: Discard, Save as draft

The screenshot shows a chat window titled 'Chat with us' with a user profile for 'Hafi Customer Support'. The chat history includes:

- Today 16:50
- Hi, I need help to invoice to my buyer.
- Chat started
- Customer Service: Thank you for contacting Tradeshift Support. In a moment you will be connected with one of our Chat Champions.
- Hafi joined the chat
- Hafi: Good day! Welcome to Tradeshift Support. My name is Hafi and I will be assisting you today.
- How may I help you today?

Input field: Type a message here...


zendesk logo and icons at the bottom.

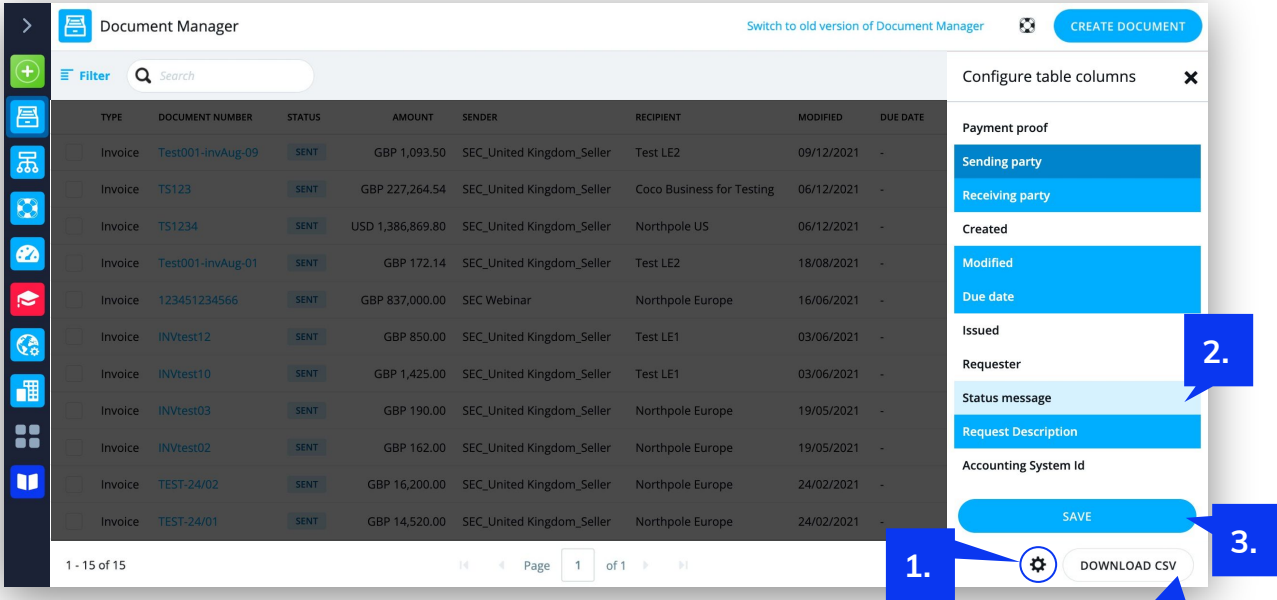
Customizing the table

How can I check the status of my invoice or payment?

You can also see more details about your document status in the Status Message column.

This is not enabled by default in the Document Manager app, so here is how you can make it visible.

1. Click on  icon
2. Choose Status Message
3. Click on SAVE



Document Manager

Switch to old version of Document Manager

CREATE DOCUMENT

Filter Search

TYPE	DOCUMENT NUMBER	STATUS	AMOUNT	SENDER	RECIPIENT	MODIFIED	DUE DATE
Invoice	Test001-invAug-09	SENT	GBP 1,093.50	SEC_United Kingdom_Seller	Test LE2	09/12/2021	-
Invoice	TS123	SENT	GBP 227,264.54	SEC_United Kingdom_Seller	Coco Business for Testing	06/12/2021	-
Invoice	TS1234	SENT	USD 1,386,869.80	SEC_United Kingdom_Seller	Northpole US	06/12/2021	-
Invoice	Test001-invAug-01	SENT	GBP 172.14	SEC_United Kingdom_Seller	Test LE2	18/08/2021	-
Invoice	123451234566	SENT	GBP 837,000.00	SEC Webinar	Northpole Europe	16/06/2021	-
Invoice	INVtest12	SENT	GBP 850.00	SEC_United Kingdom_Seller	Test LE1	03/06/2021	-
Invoice	INVtest10	SENT	GBP 1,425.00	SEC_United Kingdom_Seller	Test LE1	03/06/2021	-
Invoice	INVtest03	SENT	GBP 190.00	SEC_United Kingdom_Seller	Northpole Europe	19/05/2021	-
Invoice	INVtest02	SENT	GBP 162.00	SEC_United Kingdom_Seller	Northpole Europe	19/05/2021	-
Invoice	TEST-24/02	SENT	GBP 16,200.00	SEC_United Kingdom_Seller	Northpole Europe	24/02/2021	-
Invoice	TEST-24/01	SENT	GBP 14,520.00	SEC_United Kingdom_Seller	Northpole Europe	24/02/2021	-

1 - 15 of 15

Page 1 of 1

Configure table columns

Payment proof

Sending party

Receiving party

Created

Modified

Due date

Issued

Requester

Status message

Request Description

Accounting System Id

SAVE

DOWNLOAD CSV

1. 2. 3.

Click on **DOWNLOAD CSV** to save the report

Premium Supplier Subscription

The Model & Target Audience

- Tiered subscription delivers value through ensured quality of service.
- Target: Suppliers transacting 31+ invoices per quarter, aggregated across all Buyers.

What's Included vs. Not Included

- Subscription covers services; technology usage (e.g., e-invoicing) remains free.
- Without subscription: **We reserve the right to remove services** (e.g., account support. Integration maintenance).

Further Resources

- **Knowledge Base** and **Tradeshift University** remains available for all users.
- More information: **Tradeshift Supplier Subscription** page

What do you get with a subscription?

Access to unparalleled value.



Document Storage



Reduced Costs



Integration Updates and Maintenance



Improved Cash Flows



Accelerated Digital Transformation & Support



Collaborative Tools

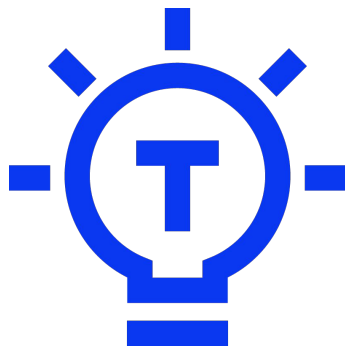
Other Features - Common Error and Solutions

Error message	Cause	Solution
Supplier Party tax identifier is mandatory.	Supplier VAT is missing on company profile	Kindly update the Tax ID/ VAT details under the “Company Identifiers” section in your Company Profile.
The invoice number allows maximum 16 alphanumeric characters except spaces and special characters	Document ID is either longer than the allowed maximum or is empty OR Document ID contains special characters, like !@#\$%^&*() or a space which is not acceptable	The Invoice Number must be in the format of Alphabetical/Number and no special characters are included.
Issue Date is mandatory and can't be in the future	Issue date is missing or outside the allowed period	The Invoice Date cannot be beyond today's date.
It appears that you are not yet set up to send documents to this particular client organisation [...]	Incomplete connection properties	Please contact our Support team by raising a Support ticket.

Other Features - Common Error and Solutions

Error message	Cause	Solution
Company identifier has already been used	There is more than 1 account using the same company VAT. This will lead to invoice error.	Please raise a Support ticket as our Support team needs to check on it.
Error - Activating Profile 'A company of that country/region already exists'	The company name initiated for that activation link already exist in the platform.	Please raise a Support ticket as our Support team needs to check on it.
Unable to change company name	The company name has been used.	You can add any special character to make the Company Name unique.
Unable to invite user	The user probably locked on our side.	Please raise a Support ticket as our Support team needs to check on it.

Tradeshift Platform Walkthrough



April 15th, 2026 - Go-Live for:

- LS&CO - LS Australia Pty. Ltd. - 341 - AU
- LS&CO - LS Global Trading Company II, Ltd- 461 - VN
- LS&CO - LS Commerce (Shanghai) Limited- 375 - CN
- LS&CO - LS Global Trading Company II, Ltd- 451 - BD
- LS&CO - Hong Kong Ltd.- 258 - HK
- LS&CO - LS Philippines Inc. II- 364 - PH
- LS&CO - LS Global Trading Company II, Ltd - 459 - PH
- LS&CO - LS Asia Pacific Division Pte. Ltd. (Singapore)- 361 - SG
- LS&CO - PT LS Indonesia - 350 - ID
- LS&CO - LS Japan K.K.- 353 - JP
- LS&CO - LS Global Trading Company II, Ltd- 458 - PK
- LS&CO - LS Global Trading Company II, Ltd- 460 - TR
- LS&CO - LS USA, LLC. (Taiwan Branch)- 366 - TW

April 15th, 2026 - Go-Live for:

- LS&CO - LS Global Trading Company II, Ltd- 450 - HK
- LS&CO - LS RETAIL (MACAU) LIMITED- 480 - MO
- LS&CO - Levi Strauss (Thailand) Ltd - 349 - TH
- LS&CO - LS New Zealand Ltd.- 356 - NZ
- LS&CO - LS Retail (Malaysia) Sdn. Bhd.- 358 - MY
- LS&CO - LS Malaysia Sdn. Bhd.- 357 - MY
- LS&CO - LS Korea Ltd.- 354 - KR
- LS&CO - LS Global Trading Company II, Ltd- 457 - MX
- Levi Strauss Global Trading Company II Limited (Foreign Branch)- 462 - EG
- LS&CO - LS Global Trading Co. Ltd.- 369 - HK

Levi Strauss & Co. entities already LIVE with Tradeshift

- LS&CO - Beyond Yoga - 220 - US
- LS&CO - LS Middle East Readymade Garments Trading L.L.C - 367 - AE
- LS&CO - LS Continental, S.A. (Paris branch)- 271/ France
- LS&CO - Paris O. L. S. Sarl- 475/ France
- Levi Strauss de Mexico, S.A. de C.V. - 333 - MX
- LS&CO - Levi Strauss & Co. - 200 - US
- LS&CO - Levi's Only Stores, Inc. - 207 - US
- LS&CO Canada Inc. - 310
- LS&CO - LS India Private Ltd.- 362 - IN
- LS&CO- LS South Africa (Pty) Ltd - 208 - ZA
- LS&CO - LS Pakistan (Private) Ltd.- 363 - PK
- LS&CO - LS Istanbul Konfeksiyon Sanayi Ve Ticaret A.S. - 264 - TR

07

FAQ's


FAQs


1. If I require support after the Webinar, how can I reach Tradeshift for further assistance?

You can reach our Support team by raising a Support ticket via

<https://levis.support.tradeshift.com/requests/new>

Our Support team will reach you via email.

Alternatively, We offer assistance via  on the platform.

Or, you can try **AskAda** , our brand-new AI assistant — available 24/7.

Nevertheless, if you have payment-related or contract/PO-related enquiries, please contact Levi Strauss & Co. directly.

2. How do I obtain the invitation email with Activation Link from Tradeshift?

You will receive the invitation email from Tradeshift or your Customer via email. If you could not find it in the mailbox, please check the junk/spam folder. If you have yet to receive the invitation email, please contact Levi Strauss & Co.: mbxTradeShiftInfo@levi.com.

FAQs

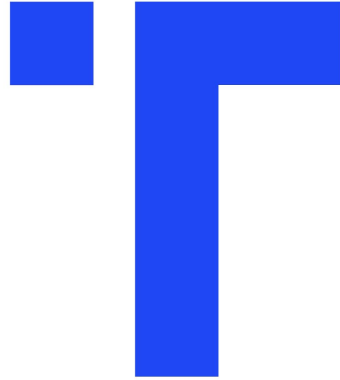
3. **The invoice must always be sent by email or post after sending by Tradeshift?**

No. However, you have to attach the system generated PDF invoice during the submission of e-invoice for reference.

4. **I can't find the order form in the "Document manager" apps. How to proceed?**

Please check with Levi Strauss & Co. that your purchase orders are sent by Tradeshift.

If your customer confirms it then you should contact the Support team [HERE](#)



Shift: happens.