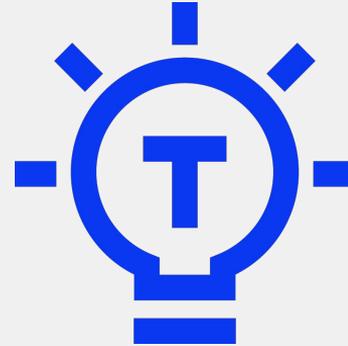


WEBINAR for suppliers.
Levi Strauss & Co. US Onboarding:
Getting started with Tradeshift



Agenda

- The invitation from Levi Strauss & Co. US
- 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,

Beyond Yoga - a wholly owned subsidiary of Levi Strauss & Co. is partnering with Tradeshift to make it easier for our suppliers to do business. On February 10th, 2026, **Levi Strauss & Co.** will go live on the Tradeshift platform for all indirect purchasing for Beyond Yoga entity.

After this date, Beyond Yoga will use Tradeshift as the preferred method 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
- Submit invoices electronically via the portal

Suppliers that have not activated their accounts will receive Purchase Order documents through email to the primary contact address we have on file. In addition, suppliers will need to submit invoices through email, which will cause delays in getting the details in Tradeshift. Additional details have been sent to the primary contact we have on file via email. If you did not receive this information, please email us at mbxTradeShiftInfo@levi.com

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

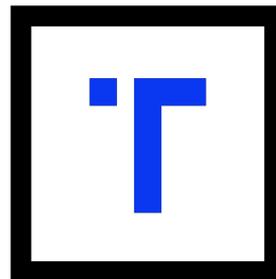
We sincerely appreciate your partnership.

Beyond Yoga and 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

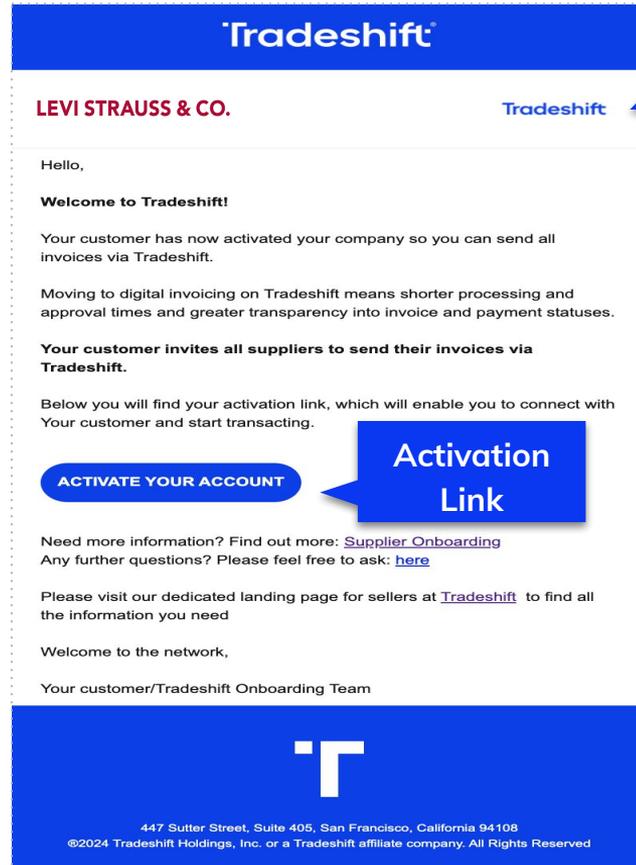
**Activating the
account on
Tradeshift**

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



Invitation email from Tradeshift

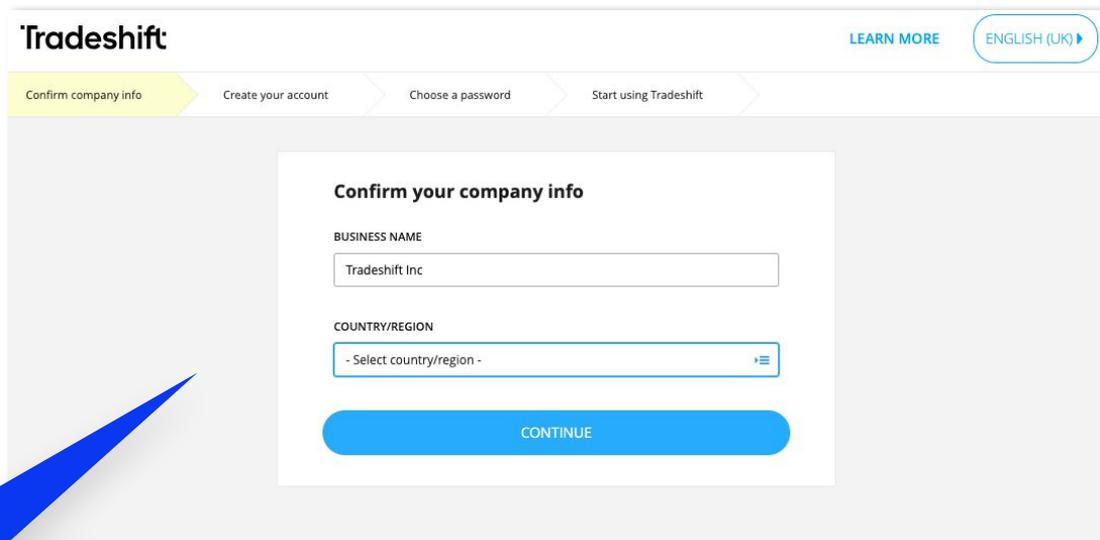
Activation Link

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:

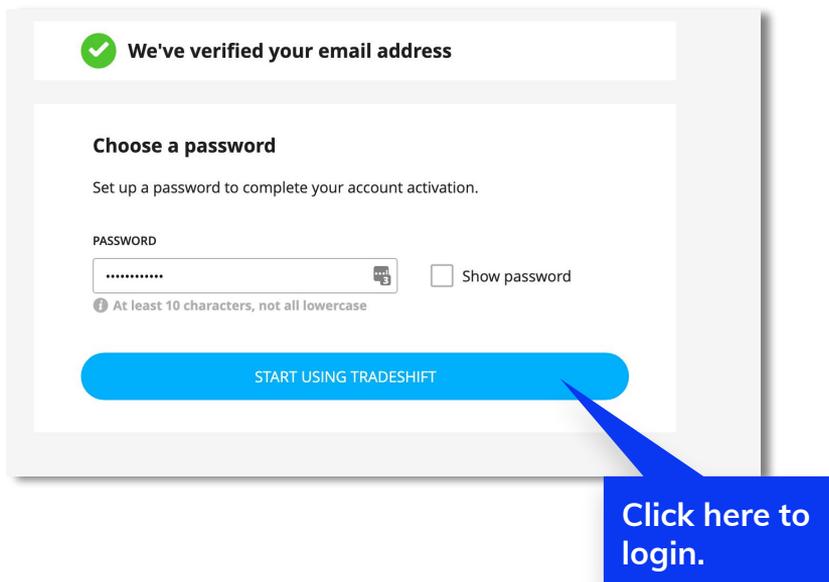
- FIRST NAME**: An empty text input field.
- LAST NAME**: An empty text input field.
- EMAIL ADDRESS**: A text input field containing 'test01@tradeshift.com'. A blue callout bubble points to this field with the text: 'Enter the email address which will be the login email of your account.'
- LANGUAGE**: 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!**

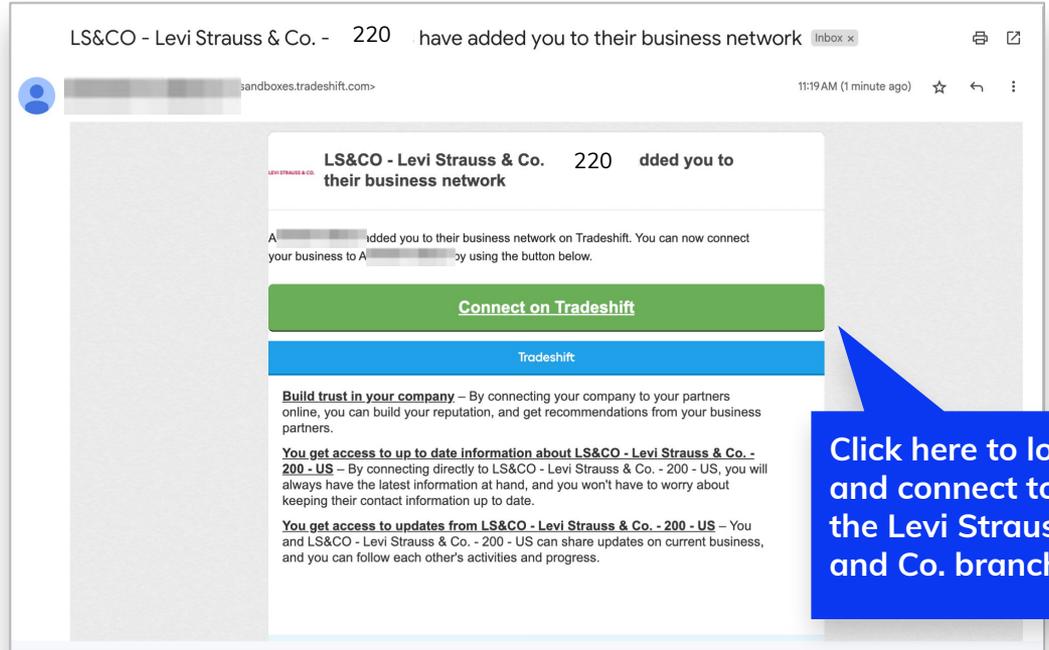
Login Page: go.tradeshift.com



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 located at the bottom of the form. A blue callout box with a white border and a pointer 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

The screenshot shows the Tradeshift mobile app interface. On the left is a navigation menu with options: Create, Dashboard, Document Manager, Tradeshift Knowledge Base, Network, Profile (highlighted), Create Documents, University, Switch to..., Support Center, and All apps. The main screen displays the 'Company Profile' for 'SEC_US_Seller'. A 'Complete your profile' form is overlaid, showing a 'Profile strength 40%' indicator. The form has several fields: COMPANY NAME (SEC_US_Seller), WEBSITE, INDUSTRY, COMPANY OWNERSHIP (Private limited company), SHARE CAPITAL, COMPANY ADDRESS (Portland, US), REGISTRATION ADDRESS, PHONE, and COMPANY EMAIL ADDRESS. A 'DONE' button is at the bottom right. A 'VIEW AS A VISITOR' button and a 'PROFILE SETTINGS' button are at the top right. A blue callout bubble points to the 'Profile' menu item with the text 'Click the [Profile] app'. A blue callout bubble at the bottom left contains the tip: 'Tip: Click here to invite additional users; always ensure there is a second contact in the company having access to Tradeshift'. A red callout bubble at the bottom right points to the 'COMPANY NAME' and 'COMPANY ADDRESS' fields with the text 'Mandatory fields'.

Update Company Profile

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

- For e.g. US: EIN/TIN

Company Identifiers

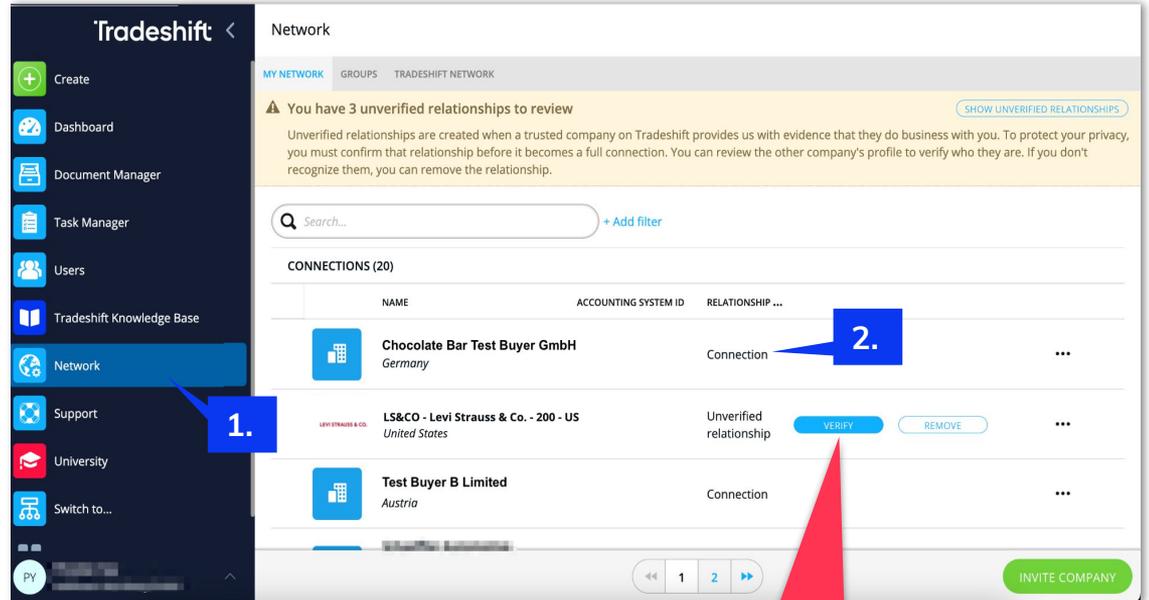
EIN/TIN	GLN What is GLN?
<input type="text" value="E.g. 12-3456789"/>	<input type="text" value="E.g. 1234567890123"/>
INTERNAL IDENTIFIER	
<input type="text"/>	

[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>



Click 'VERIFY' to accept the connection request

Dashboard: Overview of Your Account

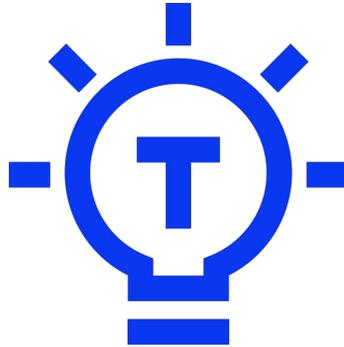
Click "All apps" to
search for more
applications

The dashboard is for user **SEC_US_Seller** (ID: 992589876). It features a top navigation bar with 'Admins 1' and 'Users 0' counts, 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 set to 'Invoices'. A message states: "No documents available for the selected period".
- 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'. A message states: "Nothing new here. You're all caught up!".
- Support:** A section with the heading 'Crucial knowledge' and a link: "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

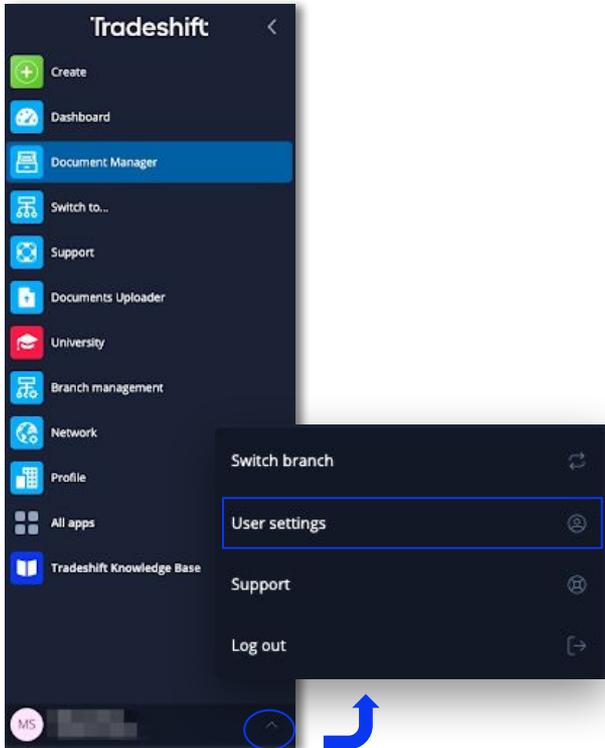
- All assistance in every step
- Encompass many forms of content: FAQs, Process Guides, Video demonstrations etc.



AskAda - Your New AI Assistant

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

Frequently Used Applications – Settings



Settings

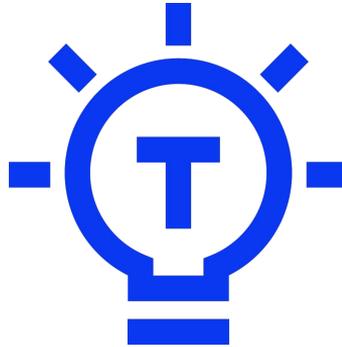
- Edit User's Settings: First Name, Last Name, Login Email, Password, Language etc.
- [Notification setting](#)

05

Using the Tradeshift Portal and Key Transactions

PO Flip process

Levi Strauss & Co. US
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
2. Search for the Purchase Order you wish to invoice against
3. Select the Purchase Order by clicking the Document ID

	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.

The screenshot shows a purchase order interface. At the top, it says "Purchase Order received from LS&CO - Levi Strauss & Co. - 200 - US". There are two buttons: "CREATE INVOICE" (blue) and "ACCEPT" (green). A blue callout box points to the "CREATE INVOICE" button with the text "Click CREATE INVOICE to start creating an Invoice by PO Flip". A yellow banner in the top right corner says "RECEIVED".

Purchase Order

To: **SEC_US_Seller**
Eastern Promenade
Portland NY 10001
United States
EIN/TIN : 99-2589876

From: **LS&CO - Levi Strauss & Co. - 200 - US**
1155 Battery St.
San Francisco CA 94111
United States
com.levi : 200

Order number: T-PO091
Order date: 2/27/23
Currency: USD

Line Id	Item ID	Description	Quantity	Unit	Unit price	Tax	Total USD excl. taxes
1	1	Product 1	740	pcs	3.00	7.6%	2,220.00
2	2	Product 2	350	pcs	5.00	7.6%	1,750.00
3	3	Product 3	430	pcs	7.50	7.6%	3,225.00

Subtotal excl. taxes: 7,195.00
US Tax 7.6% of 7,195.00 USD: 546.82
Total USD: 7,741.82
Total taxes 546.82 USD

PO Flip Method

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

Note: Mandatory fields will reflect automatically

Tip: The recipient details will appear automatically

The screenshot displays the 'Create Invoice' interface. The recipient details are pre-filled:

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.

A blue callout box labeled '1.' points to the 'Invoice number' field in a pop-up window, which contains the following details:

- Invoice number: TEST007
- Next number: TEST007
- Issue date *: 2/27/23
- Currency: USD
- Delivery Date: [empty]
- Purchase order number: T-PO091
- Purchase order issue date: 2/27/23

A blue arrow labeled 'Header level details' points from the top right towards the pop-up window. The main interface also shows a warning message: 'This Invoice has been automatically filled with information from a previous Invoice'.

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	Product 1	740	pcs	3.00	7.6%	2,220
2	Product 2	350	pcs	5.00	7.6%	1,750
3	Product 3	430	pcs	7.50	7.6%	3,225

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

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

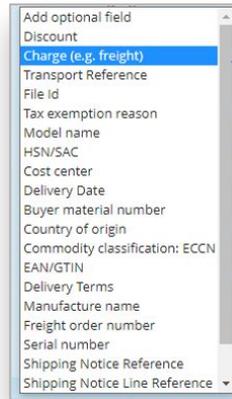
Item ID	Description	Quantity	Unit	Price per unit	Tax
<input type="text"/>	<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="pcs"/>	<input type="text"/>	<input type="text" value="0%"/>
Purchase order number:	<input type="text" value="TS-200-1921"/>				
Purchase order line number:	<input type="text" value="1"/>				
Delivery address	Country/Region				
	<input type="text" value="United States"/>				
	Postbox				
	<input type="text"/>				
	Number				
	<input type="text" value="D100"/>				
	Street				
	<input type="text" value="1475 N. Burkhard Road"/>				
	City				
	<input type="text" value="Howell"/>				
	State				
	<input type="text" value="MI"/>				
	Postal/ZIP				
	<input type="text" value="48855"/>				
	Location Id				
	<input type="text"/>				

1.

PO Flip Method

- Unplanned Charges

2. Select the correct item from the list



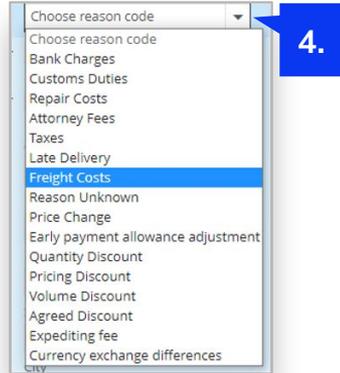
3. This will add the below to fill in

A screenshot of a form for adding a charge. The form has a light blue background. At the top, it says "Charge". Below this, there are two input fields: a text box and a percentage dropdown menu. To the right of the percentage dropdown, the value "0.00" is displayed. Below these fields, there is a dropdown menu with the text "Choose reason code" and a downward arrow. A blue callout box with the number "3." points to the text input 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 USD



PO Flip Method

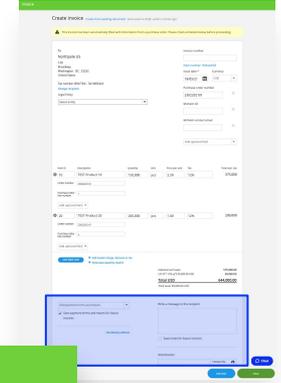
4. Your Bank account details are not required.
5. (Optional) Click to indicate the delivery address
6. (Optional) Leave a note for your Customer
7. **(Mandatory)** Attach the invoice PDF copy as issued from your system. This should match the invoice as entered in Tradeshift.

⚠️ 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

Add attachments



Invoice

total taxes 246.82 USD

Add payment terms and means

Save payment terms and means for future invoices

4.

Delivery details

Country/Region

5. - Select country/region -

GLN

What is a GLN?

Company Name

Tax ID Tax Number

Tax ID

Write a message to the recipient

6.

Save notes for future invoices

Attachments

7. Choose File

Max file size is 10 Mb

Set Ship From details

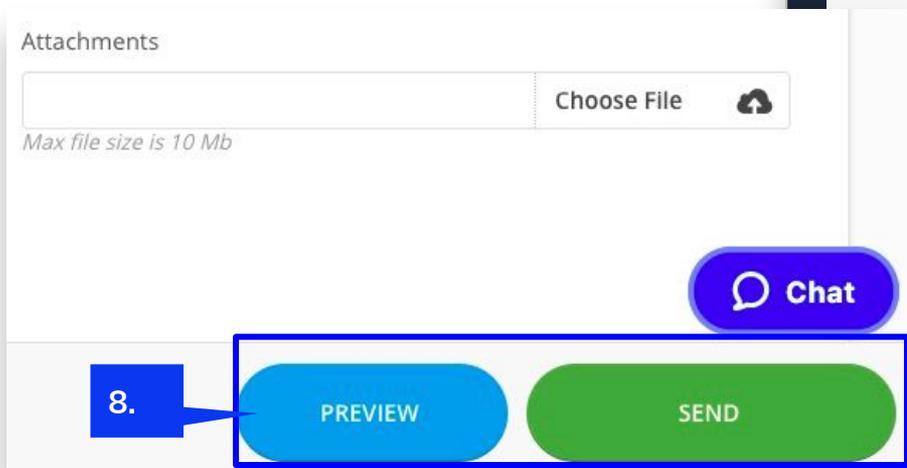
Chat

PREVIEW SEND

Discard Save as draft

PO Flip Method

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



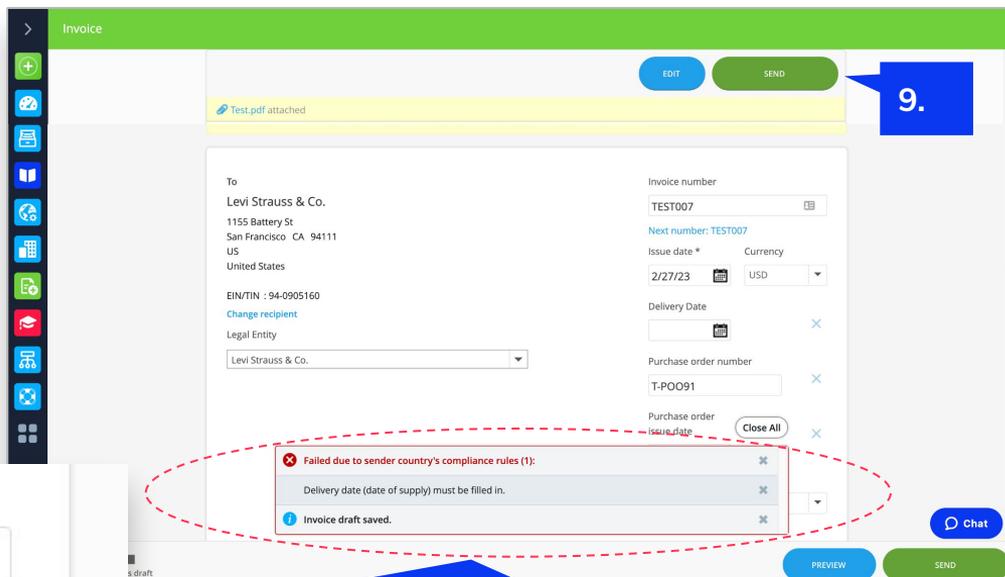
Attachments

Choose File 

Max file size is 10 Mb

Chat

8. PREVIEW SEND



Invoice

Test.pdf attached

EDIT SEND 9.

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.

PREVIEW SEND

Chat

 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 illustrates the steps to filter PO documents in the Document Manager. At the top, the 'Document Manager' header is visible with 'View Totals' and 'Create Document' links. Below the header is a search bar and an 'APPLY FILTER' button, with a blue callout '1.' pointing to it. A blue arrow points from the search bar area down to the 'Add Filter' dialog box. The 'Add Filter' dialog has a close button (X) and two expandable sections: 'Transaction type' and 'Document type'. A blue callout '2.' points to the 'Document type' section. The 'Document type' section is expanded, showing a list of options: 'Order' (checked with a blue bar and a white checkmark), 'Order Change' (checked with a blue bar and a white checkmark), and 'Goods Receipt'. A blue callout '3.' points to the 'Order' and 'Order Change' options. At the bottom of the 'Document type' section is a large blue 'APPLY FILTER' button, with a blue callout '4.' pointing to it.

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 third row is selected, and the 'Create invoice from orders' button is highlighted.

TYPE	DOCUMENT ID	PAYMENT	STATUS	CURR	AMOUNT	SENDING PARTY	RECEIVING PARTY	MODL	DUE	ISSUE	REQUEST DESCR	ACTIONS	ACCOUNTING S
po	Purchase or... 18	-	RECEV...	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	-	RECEV...	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	-	RECEV...	EUR	171.36	Green Inc.	J.K. 28/1...	-	28/1...	-		View Transaction	21312

1 of 91 rows selected Deselect All [Create invoice from orders](#)

1 - 20 (91) 3 4 5 >> DOWNLOAD CSV

PO Flip Tips

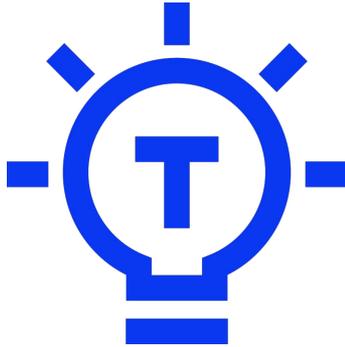
7. By sliding the button **“Show billed line items”** you see fully billed lines.
8. Click on the **CREATE INVOICE** after selecting the line with available quantity.

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)

- Order Change #4500000173 OC Created date: 11/02/2022
- Credit Note #5000000024 CN Created date: 01/02/2022
- Invoice #5000000015 INV Created date: 01/02/2022

Show more

PURCHASE ORDER REFERENCE: 4500000173

Order Change view

Document Options

CREATE FROM THIS DOCUMENT

- 2 Create invoice Create Invoice from here

DOCUMENT ACTIONS

- Download as...
- Archive document

MORE OPTIONS

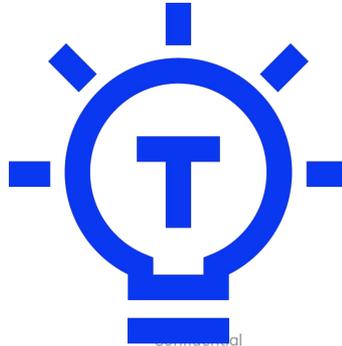
- Send us your feedback

The CREATE Launcher

Applicable for Non-PO suppliers

Contributions, Grants, and Donations

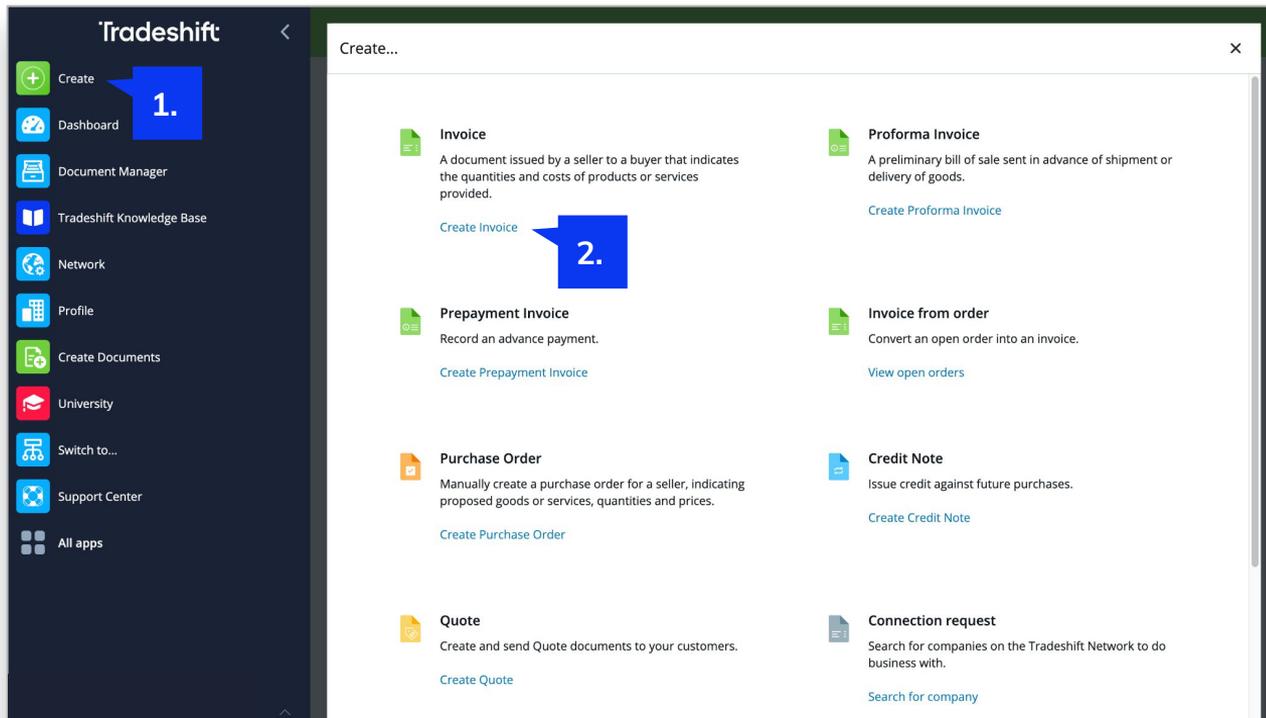
Levi Strauss & Co. US does not send you purchase orders on Tradeshift



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
 - Delivery Date
 - E-mail of your Levi Strauss & Co. Contact Reference (@levi.com)

Note: Mandatory fields will reflect automatically.

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

- Add an optional field

Header level details



Invoice

Create Invoice [Create from existing document](#) Auto-saved as draft: under a minute ago

To

Is&co - levi strauss & Co. 20

LS&CO - Levi Strauss & Co. - 200 - US
US 1155 Battery St., San Francisco CA 94111

No match? Search or add a connection in Network

Invoice number

Next number: TEST009

Issue date * Currency

2/27/23 USD

Payment due date

Delivery date

Add optional field

Chat

DISCARD SAVE AS DRAFT PREVIEW SEND

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
11% Tax 7.6% of 472.50 USD

Chat

DISCARD SAVE AS DRAFT PREVIEW SEND

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 details form. The form has five columns: Quantity, Unit, Price per unit, Tax, and Total excl. tax. The Unit field contains 'pcs' and the Tax field contains '0%'. A blue callout bubble with the number '1.' points to the Tax field.

Quantity	Unit	Price per unit	Tax	Total excl. tax
<input type="text"/>	pcs	<input type="text"/>	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 if you are a US based supplier.



A screenshot of a pop-up menu titled 'TAXES (UNITED STATES)'. The menu has four options: 'US Non-Taxable 0%' (selected with a checkmark), 'US Tax 7.6%' (with a radio button), 'US Tax Exempt 0%' (with a radio button), and 'Enter fixed tax amount' (with a right arrow). A blue callout bubble with the number '2.' points to the pop-up.

TAXES (UNITED STATES)	
US Non-Taxable 0%	<input checked="" type="radio"/>
US Tax 7.6%	<input type="radio"/>
US Tax Exempt 0%	<input type="radio"/>
Enter fixed tax amount	<input type="button" value="→"/>

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

If you are located outside of the US the panel you see will reflect taxes for your country. You must be sure to always select a US tax rate even if you are not located in the US

If you are charging sales tax on your invoice and it is other than the above or you are based outside of the US, you need to click on the Add new tax button

3. For vendors outside the US you will need to click in the country box and type in United States to get the list of US tax rates

4. Then click on ADD NEW TAX

Add new tax

COUNTRY
United States

You can base your new tax on an existing tax from the list below.

SELECT TAX

- US Non-Taxable 0%
- US Tax 7.6%
- US Tax Exempt 0%

If none of the taxes above are suitable you can add a new tax. If you would like to add stacked taxes use the Advanced Tax Editor.

ADD NEW TAX

ADVANCED TAX EDITOR

COUNTRY

United States

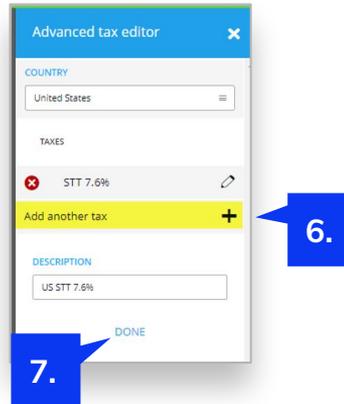
How to invoice from the CREATE Launcher - Adding taxes to an invoice

5. Enter the correct percentage and a description if it does not auto populate, click on Save Tax

The screenshot shows a mobile application interface for adding taxes manually. The form has a blue header with the title 'Add tax manually' and a close button. Below the header are several input fields: 'COUNTRY' (United States), 'TAX TYPE' (STT - State sales tax), 'TAX RATE' (S - Standard rate), 'PERCENTAGE' (0%), and 'DESCRIPTION' (empty). A blue callout bubble with the number '5.' points to the 'PERCENTAGE' and 'DESCRIPTION' fields. At the bottom of the form is a 'SAVE TAX' button.

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

6. If you have multiple tax rates to charge you can do so by using the Advance Tax Editor option. In the advance tax editor you can add a tax and then click on the Add another tax option. Continue to repeat for as many rates as you may have.

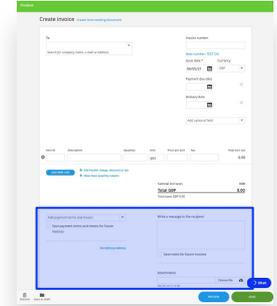


7. Click on Done once all tax rates are added. Verify that the invoice total is correct and agrees to your invoice

How to invoice from the CREATE Launcher

8. Your Bank account details are not required
9. (Optional) Click here to insert 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

Write a message to the recipient

Save notes for future invoices

Attachments

Choose File 

Max file size is 10 Mb

10.

11.

Add attachments

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

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.

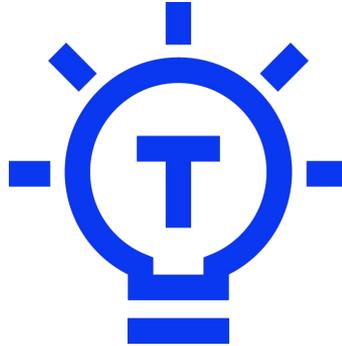
 Chat

 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, there is a sidebar with various icons and filters. The main area shows a table of documents with columns: TYPE, DOCUMENT NUMBER, STATUS, AMOUNT, SENDER, RECIPIENT, MODIFIED, DUE DATE, REQUEST DESCRIPTION, and ACTIONS. The first row is selected, and a dropdown menu is open over the 'ACTIONS' column, highlighting 'Create credit note'.

TYPE	DOCUMENT NUMBER	STATUS	AMOUNT	SENDER	RECIPIENT	MODIFIED	DUE DATE	REQUEST DESCRIPTION	ACTIONS
<input checked="" type="checkbox"/>	Invoice TEST009	DRAFT	USD 484.20	SEC_US_Seller	Levi Strauss & Co.	2/28/2023	-		View Transaction Document Options
<input type="checkbox"/>	Invoice TEST008	SENT	USD 118.36	SEC_US_Seller	Levi Strauss & Co.	2/27/2023	-		
<input type="checkbox"/>	Invoice TEST007	SENT	USD 64.56	SEC_US_Seller	Levi Strauss & Co.	2/27/2023	-		

- Change document status →
- Download document ↓
- Create credit note →**
- Use as draft →
- Manage access ↗
- Archive document ↕

VIEW DOCUMENT

How to create a Credit Note

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

Credit Note

Create Credit Note [Create from existing document](#)

To
Levi Strauss & Co.
1155 Battery St
San Francisco CA 94111
United States

EIN/TIN : 94-0905160
[Change recipient](#)

Legal Entity
Levi Strauss & Co.

Credit Note number
Next number: CRN002

Issue date * 2/27/23 Currency USD

Invoice number
TEST007

Purchase order number
T-POO91

Add optional field

Discard Save as draft PREVIEW SEND

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**.

Credit Note

Item ID	Description	Quantity	Unit	Price per unit	Tax	Total excl. tax
1	Product 1	20	pcs	3.00	7.6%	60

Purchase order number: T-PO091

Purchase order line number: 1

Invoice line number: 1

Add optional field

[ADD NEW LINE](#) [+ Add header charge, discount or tax](#)
[+ Show base quantity column](#)

Subtotal excl. taxes: 60.00
US Tax 7.6% of 60.00 USD: 4.56
Total USD: 64.56
Total taxes 4.56 USD

Discard Save as draft PREVIEW 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

Purchase Order

Credit Note

DOCUMENT TYPES: Credit Note Clear all Save

TYPE	DOCUMENT NUMBER	STATUS	AMOUNT	SENDER	RECIPIENT	MODIFIED	DUE DATE	ACTIONS	
<input type="checkbox"/>	Credit Note	CRN002	SENT	USD -64.56	SEC_US_Seller	Levi Strauss & Co.	2/27/2023	-	...

1 of 1 rows selected Deselect all

1 - 1 of 1 Page 1 of 1 DOWNLOAD CSV

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 of status options that is open over the main table. The table lists several invoices with their status, currency, amount, and sender.

	TYPE	DOCUMENT ID	STATUS	CURRENCY	AMOUNT	SENDIN
<input type="checkbox"/>	INV	Invoice	IMSCI006982-Test24	SENT	GBP	867.19 Alan S
<input type="checkbox"/>	INV	Invoice	IMSCI006982-Test23	DRAFT	GBP	867.19 Alan S
<input type="checkbox"/>	INV	Invoice	IMSCI006982-Test22	ACCEPTED	GBP	867.19 Alan S
<input type="checkbox"/>	INV	Invoice	IMSCI006982-Test21	REJECTED	GBP	867.19 Alan S
<input type="checkbox"/>	INV	Invoice	IMSCI006982-Test2	FAILED	GBP	867.19 Alan S
<input type="checkbox"/>	INV	Invoice	00319-2020002 A03	MARKED PA...	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:
Commodity Classification: UNSPSC 80161503
Delivery to: test test,
Richmond Hill, ON LAB 4C6, CA

Contact document receiver Contact colleague

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 INV

TOTAL COST -AUD 526.6

18 May 21

sent to Australia a day ago

NEW MESSAGE

Open Conversation panel

Contact document receiver

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

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' page in a software application. A blue callout bubble points to a 'Chat' button located at the bottom right of the page. 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
- Invoice number: TEST009
- Next number: TEST009
- Issue date *: 2/27/23
- Currency: USD
- Delivery Date: [calendar icon]
- Legal Entity: Levi Strauss & Co.

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.

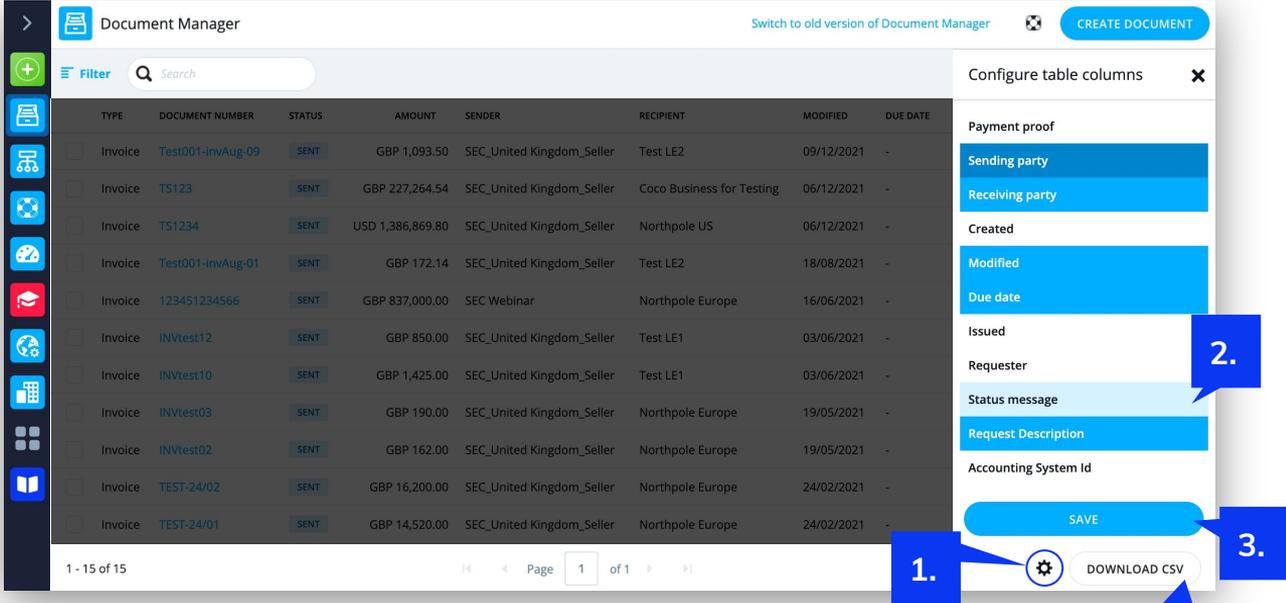
Customizing the table

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

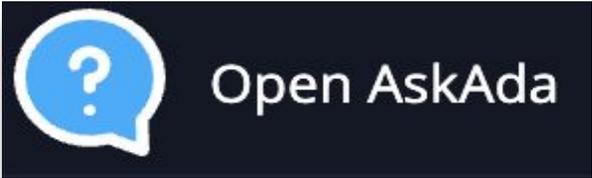
SAVE

DOWNLOAD CSV

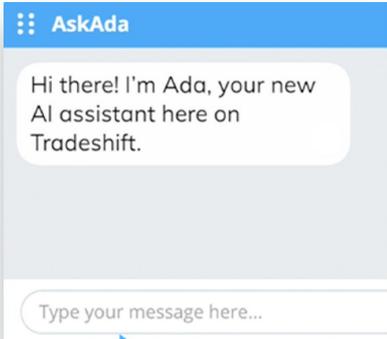
1. 2. 3.

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

New on Tradeshift



- [AI assistant on Tradeshift](#)
- Get answers in seconds
- Supports multiple languages
- Accessible to [paid subscribers](#) and a group of seller users in a BETA version
- How to access it:
 - Click on the “AskAda” icon
 - Write your questions in the chat window



[Payment Predictor within the Analytics App](#)

- Machine Learning-powered report
- Forecasts when your invoices are likely to be paid (within 15 days, within 30 days)
- To access the Payment Predictor report:
 - Hold a paid [Tradeshift subscription](#)
 - Enable the Analytics app
 - Check out your eligibility with our [Assistance Team](#)

PREDICTED PAYMENT	CATEGORY	CONFIDENCE
2023-01-03 to 2023-01-03	paid 1-14 days after	93%
2023-01-03 to 2023-01-09	paid 1-14 days after	93%
2023-01-11 to 2023-01-17	paid when predicted	93%
2023-01-18 to 2023-01-24	paid 15-30 days before	93%
2023-01-19 to 2023-01-24	paid 1-14 days after	93%
2023-01-19 to 2023-01-25	paid 1-14 days after	93%
2023-01-19 to 2023-01-25	paid 1-14 days before	93%
2023-01-19 to 2023-01-25	paid 1-14 days before	93%
2023-01-19 to 2023-01-25	paid 1-14 days after	92%
2023-04-07 to 2023-04-13	paid 1-14 days after	92%
2023-04-07 to 2023-04-13	paid 1-14 days after	92%
2023-04-07 to 2023-04-13	paid 1-14 days after	92%
2023-04-07 to 2023-04-13	paid 1-14 days after	92%
2023-04-07 to 2023-04-13	paid 1-14 days after	92%
2023-04-07 to 2023-04-13	paid 1-14 days after	92%
2023-04-07 to 2023-04-13	paid 1-14 days after	92%

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

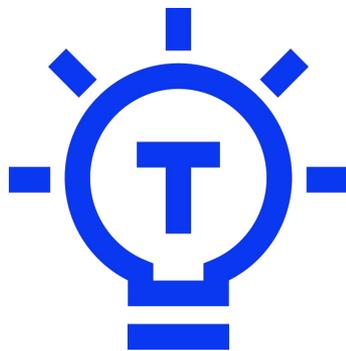
Other Features - Common Error and Solutions

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



February 10th, 2026 - Go-Live for:

- LS&CO - Beyond Yoga - 220 - US
- LS&CO - LS Middle East Readymade Garments Trading L.L.C - 367 - AE

Levi Strauss & Co. entities already LIVE with Tradeshift

- 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

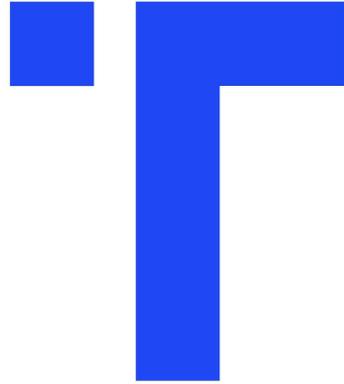
3. **The invoice must always be sent by email or post after sending by Tradeshift?**

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.