



# **SUPPLIER'S GUIDE TO INVOICING**

## **— AVANADE SINGAPORE**

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## 2 Introduction

Dear Supplier, thank you for providing goods or services to Avanade. Avanade always aims to pay suppliers on time, within the payment terms that have been agreed, and will also follow local government regulations where applicable.

This can only be achieved with the co-operation of our suppliers – please follow the guidelines outlined in this document to ensure that we can meet these targets.

### 2.1 Establishing and Maintaining Your Avanade Supplier Profile

- Please make sure the contact and payment information Avanade have on file is always current. Please notify Avanade immediately by contacting [procurement.support@accenture.com](mailto:procurement.support@accenture.com) or by updating the details in your company's profile in the Supplier Hub, if there are any changes to the following:
  - Mailing address;
  - Purchase Order (PO) receipt email address;
  - Contact information;
  - Bank information;
  - Phone or fax.
- If you haven't yet created your company's profile in the Supplier Hub, please reach out to Avanade immediately by contacting [procurement.support@accenture.com](mailto:procurement.support@accenture.com) and you will be provided with guidance and a link to the [Supplier Hub](#).

### 2.2 Credit Terms

- Avanade's standard payment terms is **30 days**, from receipt of a correct and duly submitted invoice. Please ensure that these payment terms are stated on the invoice, unless alternate payment terms have been agreed in writing with Avanade Procurement Plus.
- Invoice due dates mentioned on the invoice will **not** be taken into consideration whilst making the payments.

### 2.3 Preparing Invoices for Avanade

Please include all of the following information on the invoice:

- Your full legal Name, Address, Tax Number and contact details of your finance team for us to communicate in case of any queries. If the invoice charged GST, the title must be "Tax invoice", the GST registration number must on the invoice, only UEN and vendor company registration no. will not be accepted. If the company does not the GST Registered, the invoice cannot be "Tax invoice".

- Invoice number / applicable reference number, Invoice date, Tax Identification # (if relevant), Total amount to be paid, tax rate and detailed description and quantity of the goods or services that were delivered or rendered.
- E-mail address of the Avanade contact who requested the goods or services.  
**Note:** *This employee will be asked to confirm receipt of the goods or service and verify the accuracy of the invoice before the payment can be released. This is essential if no PO number has been provided.*
- Avanade PO number **beginning with 60XXXXXXXX or 76XXXXXXXX** on the invoice (where the goods & services are provided against a PO). **Note:** *Avanade will not be liable for late payment fees if a PO number has been provided to the supplier but not included on the invoice.*
- Your complete banking details (Sort code, Swift Code, Account #, IBAN, BSB, or other preferred payment method etc.)
- Avanade Tax Number - GST / UEN.
- Avanade Bill to Address:

**Avanade Asia Pte Ltd**  
250 North Bridge Rd,  
#30-03/33-00 Raffles  
City Tower  
Singapore 179101  
GST/UEN **200005969E**

**OR**

**Avanade Asia Pte Ltd**  
1 Robinson Road  
#17-00 AIA  
Tower  
Singapore 048452  
GST/UEN **200005969E**

- If you are issuing a credit note against a cancelled invoice, kindly quote the corresponding invoice reference against which the credit note is being issued; alternatively, please quote complete details for issuance of the credit note to enable us to account for it appropriately. Tax Registration number needs to be issued on the credit note.
- Invoice in a foreign Currency. The Tax invoice must be converted into Singapore dollars when you are invoicing a local sale for foreign currency. It should be included the total amount payable excluding GST, total amount payable including GST and total GST.

**NOTE: Any incomplete information may result in delay in payment from Avanade**

#### **2.4 Special Instructions for Purchase Order (PO) Invoices**

- Avanade require a PO for purchases of **US\$1,000** and over. Please request a PO# from the requestor and clearly quote this on the invoice to ensure you comply with this policy (some local exemptions may apply; the requestor will advise you if this is the case)
- If you are providing goods and services to Avanade under more than one PO, you must invoice for each PO separately. Only one PO can be referenced per invoice.
- The details and item-wise breakup on the invoice must match exactly with the description noted on the PO. (For example, the 'Bill To' address must match exactly that outlined in the PO). Always reference the appropriate PO line item number for each line item on the invoice.

- Please note that a Purchase Requisition Number (“PRXXXXX”) will **not** be accepted, please quote only a valid PO number (eg “**60xxxxxxxx**”).
- Invoice value /quantity should **not** exceed the PO value/quantity. In case of any issues please contact your Avanade requestor to update the PO as required.
- Avanade’s official Purchase Orders will be sent via email notifications from Accenture’s procurement tool, Ariba Buyer, bearing the sender’s address: [Accenture.Purc.Order@accenture.com](mailto:Accenture.Purc.Order@accenture.com). Please ensure you are able to receive emails from this address accordingly.

## 2.5 Submitting Invoices to Avanade

**NOTE: The below instructions are intended for vendors who submit invoices manually, not using a specific tool (eg IQN, Ariba Network, Fieldglass, SAP RE-FX etc).**

- Kindly submit all invoices within **5 business days** from the invoice date.
- A reconciliation exercise should be completed by the supplier on at least an annual basis to ensure there are no outstanding invoices unpaid.
- Failure to issue or submit invoices on a timely basis may result in payments being delayed. **In no event shall Avanade be liable for any fees, costs, expenses or other charges where invoices are not submitted accurately or in a timely manner.**
- All invoices should be sent as a soft copy (in a non-manipulative format, e.g. PDF, TIF, JPEG) directly to [acn.inv.singapore@accenture.com](mailto:acn.inv.singapore@accenture.com).
- Please submit 1 PDF document per invoice. Ensure that all supporting information related to a particular invoice is in 1 PDF file only, with the invoice being the 1st page and any other relevant supporting information on the subsequent pages.
- Max 1MB per attachment, Max 10 attachments per mail and Max 10MB per email (including attachments). Do **not** encrypt, password protect or digitally sign the emails.
- You will receive a notification on successful submission / rejection of the invoice which will indicate our invoice tracking number (URN#). This URN# should be used as a reference in all communications regarding your invoice.
- Please check with customer support team (see section 2.6) before re-submitting any invoices that were submitted earlier. **Invoices sent to personal mailboxes or directly to Avanade employees will be deemed as not received.**
- Please do **not** submit original invoices to the Avanade employee who requested the goods or services. If you need to send a copy of the invoice to your contact at their request, please clearly indicate on the invoice that it is a copy and has already been submitted to Payables. This will help to prevent duplication in our systems and prevent payment delays.

### 2.5.1 Other Systems Used for Invoice Submissions

Avanade also accepts invoices via other invoicing tools – if this applies, you should already have been contacted by Avanade separately and provided with all relevant training in these tools:

- a) **Ariba Network** - This is an electronic document exchange tool, which is fully integrated & linked to supplier ERP systems.
  - For any queries, please contact the Ariba Catalog and Network Enablement team at [ACN.LA.EnablementSvc@accenture.com](mailto:ACN.LA.EnablementSvc@accenture.com)
- b) **T360** – This tool is only applicable for legal advisors.
  - Contact [T360.administration@accenture.com](mailto:T360.administration@accenture.com) for further assistance.
- c) **IQN** – This tool is only applicable for staffing agencies providing Time & Material Services
  - Contact [cxhelpdesk@accenture.com](mailto:cxhelpdesk@accenture.com) for further assistance.
- d) **Fieldglass** - Used in some areas to manage deliverable based services (SOWs)
  - All supplier materials are uploaded into the [SAP Fieldglass Reference Library](#)
  - Contact [ServicesSOW@accenture.com](mailto:ServicesSOW@accenture.com) for further assistance.
- e) **SAP RE-FX** – This tool is only applicable for Real Estate Management
  - Landlords must follow guidelines provided by Local Workplace Team. Each new Landlord should receive instructions from Local Workplace at or around lease execution.

## 2.6 Further Information & Assistance

- You can get the status of your invoices and payments at any time via the My Supplier Portal (MSP) (link: <https://eme.mysupplierportal.com/ACC/Pages/UI/Login.aspx>). This tool is available to suppliers 24 hours a day, 7 days a week.
- The first step is to set up an account, if you haven't yet registered for MSP, do it today! Click on 'create new account' and follow the registration process.
- Once you have registered, you will also have access to a virtual agent designed to help you with your questions and if it can't help, it can connect you to chat 'live' to an Accenture Helpdesk Agent.
- Please note that the mailboxes mentioned in section 2.5 are intended for invoice submissions only. All other queries, concerns or statements should be routed through our customer support team at [ap.asean.support@accenture.com](mailto:ap.asean.support@accenture.com).

*FOOTNOTE: Avanade is committed to conducting its business free from unlawful, unethical or fraudulent activity. Suppliers are expected to act in a manner consistent with the ethical and professional standards of Avanade set forth in the Avanade Code of Business Ethics, including reporting promptly unlawful, fraudulent or unethical conduct. Avanade has established reporting mechanisms and prohibits retaliation or other adverse action for reporting such conduct. A copy of the Avanade Code of Business Ethics can be found at the following address:*

<https://www.avanade.com/en/utility/code-of-business-ethics>.

### 3 Document Version Control

**Owner:** ASEAN P+ Lead  
**Reviewers:** Accenture Payables Lead & ASEAN P+ Lead  
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v1.0	24/02/2020	Transfer of previous guide into new global template
v1.1	12/07/2021	Various amendments and addition to billing address to section 2.3 & Addition to invoice submissions to section 2.5.1
v2.0	28/10/2022	Amendment to section 2.3 & Minor Amendment to note to section 2.5.
v3.0	06/05/2024	Amendment to section 2.7 & Amendments to note and section 2.5 & Addition to section 2.5.1 & Amendment to Title page

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