

SUPPLIER'S GUIDE TO INVOICING

— IT One Co., Ltd. (Thailand)

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2 Introduction

Dear Supplier, thank you for providing goods or services to IT One. IT One 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 IT One Supplier Profile

- Please make sure the contact and payment information IT One have on file is always current. Please notify IT One immediately by contacting 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 Supplier Hub, please reach out to IT One immediately by contacting procurement.support@accenture.com and you will be provided with guidance and a link to Accenture [Supplier Hub](#).

2.2 Credit Terms

- IT One'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 Accenture Procurement Plus.
- Invoice due dates mentioned on the invoice will **not** be taken into consideration whilst making the payments.

2.3 Preparing Invoices for IT One

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, Title 'Tax Invoice' prominently displayed
- Invoice number / applicable reference number, Invoice date, Tax Identification # (if relevant), Total amount to be paid, and detailed description and quantity of the goods or services that were delivered or rendered.
- E-mail address of the IT One 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.

- For orders exceeding US\$1,000 IT One PO number **beginning with 60XXXXXXXX or 76XXXXXXXX** on the invoice (where the goods & services are provided against a PO). **Note:** *IT One 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.)
- IT One Tax Number
- IT One Bill to Address (including IT One Legal Entity):

IT One Co., Ltd. (Head Office)
 118/1 Tipco Tower, 21st - 22nd floor,
 Rama 6 road, Phaya Thai, Phaya Thai,
 Bangkok 10400
 Tax Number **0105544000033**

- 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.

NOTE: Any incomplete information may result in delay in payment from IT One

2.4 Special Instructions for Purchase Order (PO) Invoices

- IT One 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 IT One 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 (e.g. "**60xxxxxxxx**").
- Invoice value /quantity should **not** exceed the PO value/quantity. In case of any issues please contact your IT One requestor to update the PO as required.
- Accenture'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. Please ensure you are able to receive emails from this address accordingly.
- Invoice date must be issued later than PO date.

2.5 Submitting Invoices to IT One

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 IT One 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 the requester's email.**
- For any Thai registered suppliers, hard copy invoices must be sent to IT One office, attention to AP - controllership team with the same address as invoice.
- 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.

2.5.1 Other Systems Used for Invoice Submissions

IT One also accepts invoices via other invoicing tools – if this applies, you should already have been contacted by IT One 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
- b) T360** – This tool is only applicable for legal advisors.
 - Contact 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 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 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 IT One Supplier Standards of Conduct

IT One 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 IT One set forth in the IT One Supplier Standards of Conduct, including reporting promptly unlawful, fraudulent or unethical conduct. IT One has established reporting mechanisms and prohibits retaliation or other adverse action for reporting such conduct. A copy of the IT One Supplier Standards of Conduct can be found at the following address: www.accenture.com/codeofbusinessethics.

2.7 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.

3 Document Version Control

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v1.2	08/08/2021	Amendment to section 2.5.
v3.0	13/09/2021	IT ONE Supplier Standards of Conduct moved to section 2.6
v4.0	06/05/2024	Amendment to section 2.7 & Amendments to note and section 2.5 & Addition to section 2.5.1

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