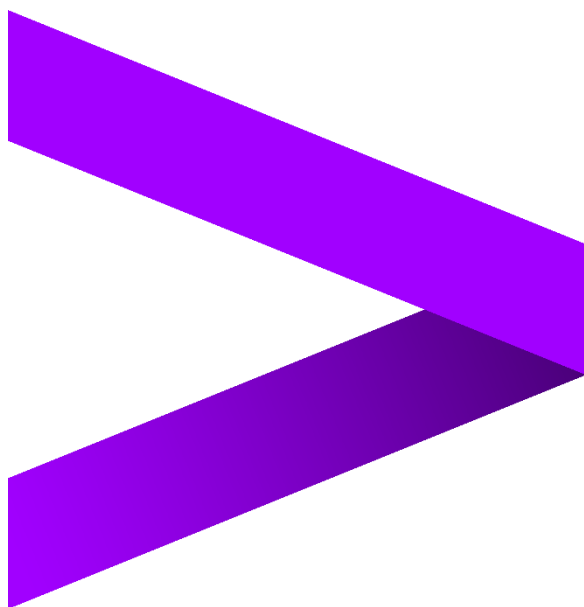




# **SUPPLIER'S GUIDE TO INVOICING**

**— ACCENTURE HONG KONG**



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## 2 Introduction

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

- Please make sure the contact and payment information Accenture have on file is always current. If your company name, mailing address, Purchase Order (PO) receipt email address, contact information, bank information (bank code, branch code bank account, SWIFT code if oversea payment involves), phone numbers or fax numbers change, please notify Accenture immediately by e-mailing [ap.gc.support@accenture.com](mailto:ap.gc.support@accenture.com).

### 2.2 Payment Terms

- Accenture's standard payment terms are **60 days** from the receipt of a valid legal duly submitted VAT Invoice (Refer to 'Submitting Invoices', section 2.5), 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 Accenture

Please include all of the following information on the invoice:

- Your full legal Name and Address;
- Our company's full legal name and address
- *Invoice number;*
- *Invoice date;*
- *The quantity;*
- *Total amount to be paid;*
- *Detailed description of the goods or services that were delivered or rendered;*
- *Invoice Currency;*
- Your complete banking details (Bank name, Bank code, Branch code, Swift Code, Account #, Account name, IBAN, etc.)
- *Payment method (Cash, Check, Auto pay, Telegraphic Transfer) description;*
- E-mail address of the Accenture 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.*
- Accenture Purchase Order (PO) number **beginning with 60XXXXXXXX** on the invoices (where the goods & services are provided against a PO). **Note:** *Please type the PO number in the comments field on the invoice, please do not*

write. Please do not mark the purchase order number with a highlighter as this affects the quality of our invoice scanning. Accenture will not be liable for late payment fees if a PO number has been provided to the supplier but not included on the invoice.

- Accenture Bill to Address (including Accenture Legal Entity):

<b>Accenture Company Ltd</b> 2/F One Island East, Taikoo Place, 18 Westlands Road, Quarry Bay, Hong Kong	<b>Accenture Technology Solutions (H.K.) Limited</b> 2/F One Island East, Taikoo Place, 18 Westlands Road, Quarry Bay, Hong Kong	<b>Orbium Limited</b> 2/F One Island East, Taikoo Place, 18 Westlands Road, Quarry Bay, Hong Kong
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- 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.

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

- It is very important when supplying goods or services to Accenture, to do so only upon receipt of an official Purchase Order (PO). At the discretion of Accenture, goods or services received without an official purchase order would risk non-payment, unless an alternative arrangement has already been agreed with our procurement function. You can contact Accenture Procurement at [procurement.support@accenture.com](mailto:procurement.support@accenture.com).
- Accenture’s official Purchase Orders will be sent via email or fax notifications from Accenture’s procurement tool, Ariba Buyer, bearing the sender’s address via email: [Accenture.Purc.Order@accenture.com](mailto:Accenture.Purc.Order@accenture.com). Please ensure you are able to receive emails from this address accordingly.
- Accenture requires a Purchase Order (PO) for all invoices, regardless of value. 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 Accenture 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 Accenture requestor to update the PO as required.

## 2.5 Submitting Invoices to Accenture

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

- Suppliers are requested to issue all invoices on a timely basis – at the latest within 30 days after the month in which the associated goods or services were performed or in which such fees, costs, expenses or charges were incurred.
- Kindly submit all invoices within **5 business days** from the invoice date. Invoices received over 30 days after the invoice date – or where the invoice due date has already passed - will be rejected by Accenture, with a request to reissue with a new 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 Accenture be liable for any fees, costs, expenses or other charges where invoices are not submitted accurately or in a timely manner.**
- Suppliers should send their invoice 'for the attention of' the Accenture contact at the 'Invoice To' address, unless otherwise directed by their Accenture contact.
  - *The Accenture contact can be found in the Purchase Order: "Requested by: xxx".*
- Please send an original Hard copy invoice (s) directly to Accenture contact who requested the goods/services or send soft copy of the invoice (s) directly to [acn.inv.hk@accenture.com](mailto:acn.inv.hk@accenture.com) in a non-manipulative format e.g. PDF.

### **If send invoices by email:**

- 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 2.7) before re-submitting any invoices that were submitted earlier. **Invoices sent to non-Accenture mailboxes will be deemed as not received.**

### 2.5.1 Other Systems Used for Invoice Submissions

Accenture also accepts invoices via other invoicing tools – if this applies, you should already have been contacted by Accenture 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) Beeline** – *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.

## 2.6 Accenture Supplier Standards of Conduct

Accenture 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 Accenture set forth in the Accenture Supplier Standards of Conduct, including reporting promptly unlawful, fraudulent or unethical conduct. Accenture has established reporting mechanisms and prohibits retaliation or other adverse action for reporting such conduct. A copy of the Accenture Supplier Standards of Conduct can be found at the following address: [www.accenture.com/codeofbusinessethics](http://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://msp.accenture.com/ACC/SSOLogin.html>). 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.gc.support@accenture.com](mailto:ap.gc.support@accenture.com).

### 3 Document Version Control

**Owner:** Greater China P+ Lead  
**Reviewer:** Accenture Payables Lead and Greater China P+ Lead  
**Review Frequency:** Bi-annually

<b>Version #</b>	<b>Date</b>	<b>Reason for Change</b>
v1.0	04/06/2020	Existing supplier guide transferred to new global template, reviewed by all leads
v2.0	11/10/2021	Accenture Supplier Standards of Conduct moved to section 2.6 & Minor amendment to note to section 2.5 & Addition to invoice submissions to section 2.5.1
v3.0	23/05/2023	Amendment to Bill to address to section 2.3
v4.0	26/09/2023	Additional note to section 2.7 & Addition to note to section 2.5 (FG) & Minor cosmetic amendments
v5.0	02/05/2024	Amendment on section 2.5 and 2.7
v5.1	19/12/2024	Amendment to section 2.5 & 2.5.1. Change IQN to Beeline.

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