

**Accenture** Song

# **SUPPLIER'S GUIDE TO INVOICING**

**— PT ACCENTURE SONG  
BRAND INDONESIA**

# 1.1 Contents

- 1.1 Contents ..... 2
- 2 Introduction..... 3**
- 2.1 *Establishing and Maintaining Your Supplier Profile* ..... 3
- 2.2 *Credit Terms* ..... 3
- 2.3 *Preparing Invoices* ..... 3
- 2.4 *Special Instructions for Purchase Order (PO) Invoices* ..... 5
- 2.5 *Submitting Invoices* ..... 5
- 2.6 *Supplier Standards of Conduct* ..... 6
- 2.7 *Further Information & Assistance* ..... 6
- 3 Document Version Control ..... 7**

## 2 Introduction

Dear Supplier, thank you for providing goods or services to PT Accenture Song Brand Indonesia. We always aim to pay suppliers on time, within the payment terms that have been agreed upon, and will also follow local government regulations where applicable. This can only be achieved with the cooperation 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 Supplier Profile

- PT Accenture Song Brand Indonesia now uses an online portal called True Supplier Marketplace (TSM) for maintaining contact and payment details for all suppliers.
- Please make sure the contact and payment detail that PT Accenture Song Brand Indonesia has on file are always current. If your mailing address, Purchase Order (PO) receipt email address, contact information, bank information, or phone numbers change, please go to your company's profile in the [True Supplier Marketplace](#) and update your details.
- If you have not yet created your company's profile in the True Supplier Marketplace (TSM), please contact [CAM.Procurement.Supp@accenture.com](mailto:CAM.Procurement.Supp@accenture.com) and you will be provided with guidance and a link to the True Supplier Marketplace (TSM).

### 2.2 Credit Terms

- Standard payment terms are **30 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 upon in writing with us.
- Invoice due dates mentioned on the invoice will **not** be taken into consideration whilst making the payments.

### 2.3 Preparing Invoices

Please include all the following information on the invoice:

- Your full legal Name, Address, VAT Number, and contact details of your finance team for us to communicate in case of any queries.
- Invoice number / applicable reference number, Invoice date, Tax Identification # (if relevant), Total amount to be paid, and detailed description of the goods or services that were delivered or rendered.
- E-mail address of the contact who requested the goods or services. **Note:** This employee will be asked to confirm receipt of the goods or services and verify the accuracy of the invoice before the payment can be released. This is essential if no PO number has been provided.
- Our Purchase Order (PO) number beginning with **60XXXXXXXX** or **80XXXXXXXX** on the invoices (where the goods & services are provided against a PO). **Note:** We 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, etc).

- Bill to Address and TAX ID number:

**PT Accenture Song Brand Indonesia**

Recapital Building Lantai 2  
Jalan Adityawarman Kavling 55  
Melawai, Kebayoran Baru  
DKI Jakarta, 12160  
Indonesia

**Tax ID: 31.612.637.4-064.000**

- 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.
- If applicable, you should submit prevailing tax invoice (**Faktur Pajak**) together with commercial invoice.
- Benefit of Tax treaty can be used when foreign taxpayer can provide Valid DGT form, with authorization by the competent Tax Authority to withholding taxpayer. If the DGT form is not authorized by the competent Tax Authority, then the overseas must complete the form with Certificate of Residency (COR), which should meet the following provisions as stated in Article 4 paragraph (3):
  - a. The COR uses English language
  - b. The COR contains information about:
    - Name of the Foreign Taxpayer;
    - The date of issuance of the COR;
    - Fiscal year of validity of the COR
    - Specifies name and signed by the competent authority or any person equal to it.

The Tax Treaty will only be applied if in the DGT form, it states the following answers:

Part V DGT Form (for Non-Individual):

- "Yes" in Point 5 - 10
- "No" in point 11

Part VI DGT Form (for Non-Individual - Dividend, Interest, and Royalty Transaction), if any:

- "No" in point 1
- "Yes" in point 2
- "Yes" in point 3
- "Yes" in point 4
- "No" in point 5

Other than the above answers, it will be considered it doesn't meet the condition to apply tax treaty.

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

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

- Please ensure that for purchase commitments over **US \$5,000** (excluding VAT), the requestor provides you with a Purchase Order (PO) number. This number must be referenced on the invoice. [Note that there may be cases whereby certain purchases will require POs for orders over US\$1,000 (excluding VAT)].
- If you are providing goods and services to us 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 requestor to update the PO as required.

## 2.5 Submitting Invoices

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

- Supplier is entitled to invoice Accenture after delivery has taken place and Accenture has issued the instruction to invoice (ITI) in writing.
- 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 **2 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, 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 PT Accenture Song Brand Indonesia be liable for any fees, costs, expenses, or other charges where invoices are not submitted accurately or promptly.
- Please send a soft copy of the invoice(s) directly to [CAM.ID.einv@accenture.com](mailto:CAM.ID.einv@accenture.com) in a non-manipulative format e.g., PDF, TIF, and original hardcopy to Bill to Address as specified in section 2.3 (with Attn to – Controllership Team).
- 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 the 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 the customer support team (see section 2.7) before resubmitting any invoices that were submitted earlier. **Invoices sent to personal mailboxes or directly to our employees will be deemed as not received.**
- Please do **not** submit original invoices to our employees 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.
- If for any reason you are not able to email the invoices, invoices can be posted/delivered to the above-mentioned 'Bill To' Address – **please do not send them directly to your contact.**

## **2.6 Supplier Standards of Conduct**

PT Accenture Song Brand Indonesia 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 PT Accenture Song Brand Indonesia set forth in PT Accenture Song Brand Indonesia Supplier Standards of Conduct, including reporting promptly unlawful, fraudulent, or unethical conduct. PT Accenture Song Brand Indonesia has established reporting mechanisms and prohibits retaliation or other adverse action for reporting such conduct. A copy of PT Accenture Song Brand Indonesia 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://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 [CAM.Procurement.Supp@accenture.com](mailto:CAM.Procurement.Supp@accenture.com).

### 3 Document Version Control

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

<b>Version #</b>	<b>Date</b>	<b>Reason for Change</b>
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v2.0	23/05/2023	Amendment to section 2.4
v2.1	13/06/2023	Amendments to sections 2.4 & 2.5
v3.0	06/05/2024	Amendment and addition to note to section 2.5 & Amendment to section 2.7

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