



# **SUPPLIER'S GUIDE TO INVOICING**

**— ACCENTURE ITALY**



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## 2 Introduction

Dear Supplier, thank you for providing goods or services to Accenture S.p.A (Italy). 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 that the contact and payment information that Accenture has is always up to date. If your postal address, business email address, contact information for PO (Purchase Order or Purchase Order), bank information, tax data (P.IVA), telephone numbers change, please enter your company profile in the [Supplier Hub](#) and update your details.
- If you have not yet created your company's profile in the [Supplier Hub](#), or if you have any related questions, you can contact us through [suppliersetup@accenture.com](mailto:suppliersetup@accenture.com).

### 2.2 Credit Terms

- Accenture's standard payment terms are **75 days** (30 days for catering and specific exceptions), from the end of month after the date of issuance 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.
- If no payment terms are included on the invoice, Accenture will pay against the standard payment terms agreed in the contract.

### 2.3 Preparing Invoices for Accenture

- Invoices must be issued in electronic format as defined in article 1, paragraph 916, of the law n. 205 of December 27th 2017 (so-called "2018 Budget Law"), which introduced the obligation to electronic invoicing, starting from January 1st 2019, for the supply of goods and services carried out between residents, established or identified in the territory of Italy. For all Italian companies in the Accenture group, electronic invoices, in compliance with the law, must be sent with the following information:
- Company name to whom the service was provided, address, VAT number (it is important to complete with the correct one) and Tax Code;
  - In the "Codice destinatario" field: enter "**0000000**";
  - In the "PEC" field: **leave blank** (i.e., do not report anything).
  - In field 2.1.2.2 <IdDocumento>: The **Purchase Order number** must be entered in the invoice in case of PO invoice. For non-PO invoices this field can be used to insert the **requestor name**
- In case of missing or incorrect instruction of the VAT number of the Accenture company, the supplier must proceed with the correct reversal and reissue of the invoice.

- It should also be noted that electronic invoices sent via the Revenue Agency's Exchange System (SDI) do not have to be sent in analogic format (on paper or electronically via email) to our company.
- The Supplier must **specify on the invoice the Purchase Order Number**. (The PO number will always begin with **60xxxxxxx or 76xxxxxxx**). In the absence of this specification, the invoice may be rejected, and the supplier will proceed with the reversal by issuing a credit note (to be transmitted in the same way as the invoice subject to the reversal), and by issuing a new invoice with all information requested.
- The invoice must show the same structure as the items (or items) in the purchase order, otherwise the information cannot be compared with the order and cannot be paid within the agreed terms. It is also necessary that an invoice is always issued against a single order number.
- For invoices with an amount lower than **500€** or without a PO number, we ask you to include on the invoice the name of the Accenture contact and the Cost Center or WBS which must be communicated by the requester. If any of these two details are not present on the invoice, Accenture will not be able to proceed with the payment within the agreed terms.
- For any clarifications regarding the preparation of the invoice, please contact the Accenture Requester in advance.
- Only in cases supported by the law the invoice can be issued in analogic format and sent in the standards provided below and in Section 2.5.1.
- Analogic invoices must contain:
  - General information of the supplier.
  - Supplier company data and tax information (VAT number with indication of member state).
  - Customer general information including VAT number.
  - Invoice number.
  - Date of issue of the invoice.
  - Bank data (IBAN).
  - Ten-digit Purchase Order number (PO).
- Full email address of the Accenture contact who requested the goods or services (requester). 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**

- Accenture require a Purchase Order (PO) for purchases of **€500 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 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 IQN, Ariba Network, SAP RE-FX etc).**

- Kindly submit all invoices within **12 calendar days** from the invoice date, as required by Italian law. You should always receive a notification from the Italian government – please follow up directly with the Agenzia delle Entrate if you receive any errors.
- 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, or without a valid PO number or requestor name mentioned on the invoice, may result in payments being delayed.

### 2.5.1 Submitting Invoices (Foreign suppliers and all other cases supported by the law)

- Only for **foreign suppliers and in cases supported by the law**, the invoice or credit note can be issued in analogic format.
  - Please send a soft copy of the invoice (s) directly to [acn.inv.italy@accenture.com](mailto:acn.inv.italy@accenture.com) (for Accenture SPA, Accenture Technology Solutions SRL , Accenture Outsourcing SRL , Accenture Managed Services SPA, Avanade Italy SRL, Accenture Finance & Accounting BPO Services SPA e Accenture HR Services S.p.A.) or [acn.inv.italy.other@accenture.com](mailto:acn.inv.italy.other@accenture.com) (for Sec Servizi S.p.A, Accenture Services and Technology Srl, Accenture Finance and Accounting Services Srl, Fruendo srl and Accenture Financial Advanced Solutions & Technology S.r.l.) in a non-manipulative format e.g. PDF.
- Where it is not possible to submit invoices electronically, please send the paper invoice to the following address:

**Via Privata Nino Bonnet  
10,20154, Milano - Italy**

**NOTE:** Vendors are encouraged to send invoices electronically where possible.

- 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). Maximum 250 pages for each invoice / credit note. Do **not** encrypt or digitally sign the emails.
- Please include any relevant information in the body of the email.

- 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 keep in mind that the following actions will prevent the reception of documents:
  - Invoices sent by certified electronic mail (PEC).
  - Handwritten text on the PDF.
  - PDF encrypted or password protected.
  - PDF with digital signature.
  - Attachments with the same name.
  - Attachments with long names or special characters.
  - Invoices with watermark.
- Please check with customer support team (see section 2.7) before re-submitting any invoices that were submitted earlier. (For foreign invoices) **Invoices sent to personal mailboxes or directly to Accenture employees will be deemed as not received.**
- Please do **not** submit original invoices to the Accenture 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.
- (For foreign invoices): If for any reason you are not able to email the invoices, invoices can be posted /delivered to the above mentioned address – **please do not send directly to your Accenture contact.**

### 2.5.2 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:

- 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)
- T360** – *This tool is only applicable for legal advisors.*
  - Contact [T360.administration@accenture.com](mailto:T360.administration@accenture.com) for further assistance
- IQN** – *This tool is only applicable for staffing agencies providing Time & Material Services*
  - Contact [cxhelpdesk@accenture.com](mailto:cxhelpdesk@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://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 [Italy.RTP.payables@accenture.com](mailto:Italy.RTP.payables@accenture.com).

## 2.8 Accenture companies - Bill to Address including Accenture Legal Entity:

<b>Accenture S.p.A</b> P. IVA: <b>13454210157</b> Via Privata Nino Bonnet 10, 20154, Milano, Italy	<b>Accenture Technology Solutions S.r.l.</b> P. IVA: <b>03646450969</b> Via Privata Nino Bonnet 10, 20154, Milano, Italy	<b>Accenture Outsourcing S.r.l.</b> P. IVA: <b>13164540158</b> Via Privata Nino Bonnet 10, 20154, Milano, Italy
<b>Accenture Financial Advanced Solutions &amp; Technology S.r.l.</b> P. IVA: <b>11244750961</b> Via Privata Nino Bonnet 10, 20154, Milano, Italy	<b>Accenture Services and Technology S.r.l.</b> P. IVA: <b>10912430963</b> Via Privata Nino Bonnet 10, 20154, Milano, Italy	<b>Accenture HR Services S.p.A</b> P. IVA: <b>05178831003</b> Via Privata Nino Bonnet 10, 20154, Milano, Italy
<b>Fruendo S.r.l.</b> P. IVA: <b>06401320483</b> Via Privata Nino Bonnet 10, 20154, Milano, Italy	<b>Avanade Italy S.r.l.</b> P. IVA: <b>13083980154</b> Via Del Mulino, 11 A 20057, Assago, Milano	
<b>Altevie Technologies</b> P.IVA: <b>03390750267</b> Via Nino Bonnet, 10, 20154, Milano, Italy	<b>Accenture Mediatech S.r.l.</b> P. IVA: <b>12684820967</b> Via Privata Nino Bonnet 10, 20154, Milano, Italy	

### 3 Document Version Control

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

<b>Version #</b>	<b>Date</b>	<b>Reason for Change</b>
v1.0	03/08/2020	Existing supplier guide transferred into new global template, feedback incorporated from controllership, payables, and procurement teams
v1.1	06/07/2021	Addition to invoice submissions to section 2.5.2 & Addition of the new Company Codes to section 2.3
v1.2	06/08/2021	Amendments to bill to address to section 2.3
v3.0	13/09/2021	Accenture Supplier Standards of Conduct moved to section 2.6 & Amendment to section 2.3
v3.1	03/02/2022	Additions to Bill to Address to section 2.3
v3.2	12/04/2022	Additions to Bill to Address to section 2.3 (Avanade)
v3.3	08/11/2022	Guidelines have been updated for further context. Amendment to section 2.8 & Amendment to section 2.4 (Fieldglass tool paragraph has been eliminated to avoid misguidance).
v3.4	17/01/2023	Addition to section 2.8 & Addition to note to section 2.5
v4.0	21/03/2024	Amendment to section 2.8 & Amendments to section 2.7



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