

K R E A M

**SUPPLIER'S GUIDE TO  
INVOICING**

**— UK KREAM**

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## 2 Introduction

***Kream is fully owned by Accenture. With effect from December 1<sup>st</sup> 2019, Kream and its affiliates have started to apply Accenture's Procurement processes, which are set out below.***

Thank you for providing goods or services to Kream Comms Ltd. Kream 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 Kream Supplier Profile

- Kream now uses an online portal called Supplier Hub for maintaining contact and payment details for all suppliers.
- Please make sure the contact and payment information Kream has on file is always current. If your mailing address, Purchase Order (PO) receipt email address, contact information, bank information, or phone numbers change, please go to your companies' profile in the [Supplier Hub](#) and update your details.
- If you haven't yet created your company's profile in the Supplier Hub, 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 Supplier Hub.

### 2.2 Credit Terms

- Kream's 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 in writing and / or applicable as per local government regulations.
- Invoice due dates mentioned on the invoice will **not** be take into consideration whilst making the payments.

### 2.3 Preparing Invoices for Kream

Please include all of 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 Kream 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.*
- Kream Purchase Order (PO) number **beginning with 60XXXXXXXX or 80XXXXXXXX** on the invoices (where the goods & services are provided against a PO). *Note: Kream 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)
- Kream VAT Number **GB108268319**

- Kream Bill to Address:  
**Kream Comm Ltd**  
**Farringdon Place**  
**20 Farringdon Road**  
**London**  
**EC1M 3HE**  
**United Kingdom**  
**VAT GB108268319**
- 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: If you are a member of Crew, please include the following details on the invoice copy as well:**
  - Date of Birth
  - Gender
  - National Insurance #
  - Job Start Date and End Date
  - If any exemption to NI, help us with the documentation along with the invoice copy.

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

- Kream require a Purchase Order (PO) for purchases of **\$5,000** 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 Kream 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 "60xxxxxxx").
- Invoice value /quantity should **not** exceed the PO value/quantity. In case of any issues please contact your Kream requestor to update the PO as required.

#### 2.5 Submitting Invoices to Kream

**NOTE: If you are a supplier who has agreed to invoice Kream over the Ariba Network, the below guidelines do not apply - you will need to submit your invoices via the Ariba Network and not via email or post.**

- Suppliers are requested to generate 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 by Kream, 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 Kream be liable for any fees, costs, expenses or other charges where invoices are not submitted accurately or in a timely manner.**
- Please send a soft copy of the invoice(s) directly to [CAM.UK.einv@accenture.com](mailto:CAM.UK.einv@accenture.com) in a non-manipulative format e.g. PDF, TIF.
- 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 20 attachments per mail and Max 10MB per email (including attachments). Do **not** encrypt 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 Kream employees will be deemed as not received.**
- Please do **not** submit original invoices to the Kream 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.
- 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 mark "FAO: Carlos Queiroz" – **do not send directly to your Kream contact.**

## 2.6 Further Information & Assistance

- Kream is pleased to announce a new service for its suppliers and vendors called [My Supplier Portal \(MSP\)](#). MSP is a web-based tool which enables suppliers to view the status of their invoices and payments information via the internet 24x7.
- The full MSP link is: <https://eme.mysupplierportal.com/ACC/Pages/UI/Login.aspx>
- Please note that the [CAM.UK.einv@accenture.com](mailto:CAM.UK.einv@accenture.com) email address is for **invoice submission only** – all queries, concerns or statements should be routed through our customer support team at [CAM.Procurement.Supp@accenture.com](mailto:CAM.Procurement.Supp@accenture.com).
- For information regarding your Kream Supplier Profile, Invoices, Payments, Purchase Orders or access to My Supplier Portal, please contact [CAM.Procurement.Supp@accenture.com](mailto:CAM.Procurement.Supp@accenture.com).

### **Supplier Hub Helpdesk:**

+44 207 0268672 (Option 2)

+44 203 4280960 (Option 3)

<https://supplierhub.accenture.com/>

*FOOTNOTE: 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 Code of Business Ethics, 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 Code of Business Ethics can be found at the following address: [www.accenture.com/codeofbusinessethics](http://www.accenture.com/codeofbusinessethics)*

### 3 Document Version Control

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| v1.0             | 01/09/2020  | Transfer of supplier guide into new global template.<br>Updated with feedback from AP lead & agency finance;<br>Supplier hub details added. |
| v1.1             | 10/09/2020  | Minor amendment to wording in section 2.5   |

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