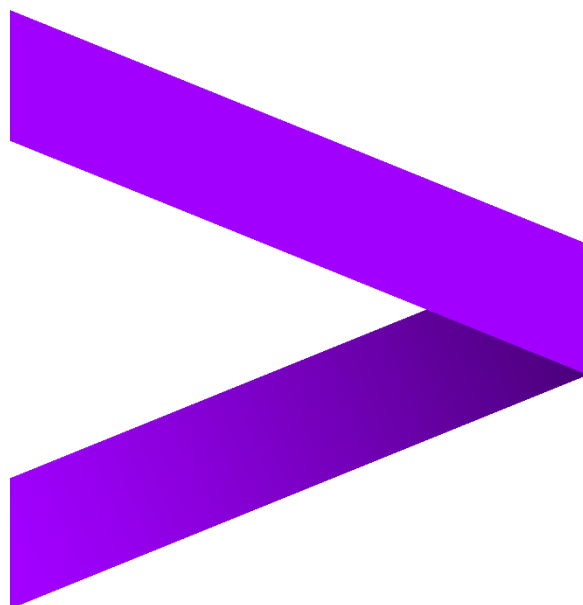




SUPPLIER'S GUIDE TO INVOICING

— AVANADE Canada



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2 Introduction

Dear Supplier, thank you for providing goods or services to Avanade Canada. Avanade 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.

NOTE: This guide is not applicable for suppliers using IQN, T-360 & LGI (Electronic form for Large Generated Invoices) modes for invoicing Avanade.

2.1 Establishing and Maintaining Your Avanade Supplier Profile

- Please make sure the vendor contact and payment information Avanade 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 notify Avanade immediately by e-mailing asc.rtp.payables@accenture.com or calling +1 (866) 444-2606 option 2, then 3 for assistance OR by updating the details in your company's profile in the [Supplier Hub](#).
- If you haven't yet created your company's profile in Accenture Supplier Hub, please reach out to Avanade immediately by contacting asc.rtp.payables@accenture.com and you will be provided with guidance and a link to the Accenture Supplier Hub.

2.2 Credit Terms

- Avanade's standard payment terms are **60 days** (30 days for certified diverse suppliers), from the receipt of a valid invoice with tax and shipping listed as separate line items (Refer to 'Submitting Invoices', section 2.5), unless alternate payment terms have been agreed in writing with Avanade Procurement Plus.
- Invoice due dates mentioned on the invoice will **not** be taken into consideration whilst making the payments, but we will pay against the payment terms in your supplier profile.

2.3 Preparing Invoices for Avanade

Please include all of the following information on the invoice:

- Your full legal Name, Address and contact details of your finance team for us to communicate in case of any queries.
- Invoice number / applicable reference number, Invoice date, Total amount to be paid (**please specify the currency** – eg CAD / USD), and detailed description of the goods or services that were delivered or rendered.
- E-mail address of the Avanade 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.*
- Avanade Purchase Order (PO) number **beginning with 60XXXXXXXX** on the invoices (where the goods & services are provided against a PO). *Note: Avanade 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)

- Avanade Bill to Address (including Contact/Full Address):
 - **Avanade Canada** - Please use the correct entity for Canada. If unsure please check the bill-to section of PO or your requestor.
 - **Avanade Contact** who will receipt goods/services (full email address)
 - **Delivery Address** – please list street, city, state/province, zip / postal code, country (*this should match the PO delivery address*)

NOTE: *This address is used for sales tax purposes. Use the address where the goods or services will be delivered or the Avanade employee’s office address.*
- If you are issuing a credit note against a cancelled invoice, kindly quote the corresponding invoice and PO 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: US suppliers providing services to Canada:**
If you are not incorporated in Canada, and you have a registered permanent establishment or registered branch in Canada, please include your Canadian Federal Business Number in your invoices.

2.4 Special Instructions for Purchase Order (PO) Invoices

- Avanade require a Purchase Order (PO) for purchases of **\$1,000 and over for Canada**. 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 Avnade 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. 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 Avnade requestor to update the PO as required.

2.5 Submitting Invoices to Avnade

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

- **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 Avnade, with a request to reissue with a new invoice date. A reconciliation exercise should be completed by the supplier on at least a monthly 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 Avanade 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 the following email address per your bill-to entity in a non-manipulative format e.g. PDF, TIF:

Country	Legal Entity	Email Address
Canada	Avanade Canada Inc	acn.inv.USAvanade@accenture.com

- 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 Avanade employees will be deemed as not received.**
- Please do **not** submit original invoices to the Avanade 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 to the Purchase Order 'Bill To' Address – **please do not send directly to your Avanade contact.** You can also contact ASC.RTP.Payables@Accenture.com for assistance.

2.5.1 Other Systems Used for Invoice Submissions

Avanade also accepts invoices via other invoicing tools – if this applies, you should already have been contacted by Avanade 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
- T360** – *This tool is only applicable for legal advisors.*
 - Contact T360.administration@accenture.com for further assistance
- IQN** – *This tool is only applicable for staffing agencies providing Time & Material Services*
 - Contact cxhelpdesk@accenture.com for further assistance.
- 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.

2.6 Further Information & Assistance

- Avanade 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 above mentioned email addresses are for **invoice submission only** – all queries, concerns or statements should be routed through our customer support team at ASC.RTP.Payables@Accenture.com.
- For information regarding your Avanae Supplier Profile, Invoices, Payments, Purchase Orders, please contact Avanae at ASC.RTP.Payables@Accenture.com.
- Our Customer Service representatives are available at +1 (866) 444-2606 option 2, then 3 for assistance.

FOOTNOTE: Avanae 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 Avanae set forth in the Avanae Code of Business Ethics, including reporting promptly unlawful, fraudulent or unethical conduct. Avanae has established reporting mechanisms and prohibits retaliation or other adverse action for reporting such conduct. A copy of the Avanae Code of Business Ethics can be found at the following address: <https://www.avanae.com/en/utility/code-of-business-ethics>.

3 Document Version Control

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Version #	Date	Reason for Change
v1.0	04/02/2020	Transfer of previous guide into new global template
v1.1	08/02/2021	Addition of supplier hub details to section 2.1
v1.2	11/04/2021	Addition to invoice submissions to section 2.5.1 & split by country

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