



SUPPLIER'S GUIDE TO INVOICING

— ACCENTURE ANDORRA



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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 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 Accenture immediately by e-mailing homologacion.aps@accenture.com.
- Also, remember that the Certificate of being up to date with Social Security payments is valid for one year from its date of preparation. Therefore, if you continue your business relationship with Accenture, you must send us a certificate again after that period. This Certificate must be made electronically through the following address: procurement.spain@accenture.com.

2.2 Credit Terms

- Accenture's standard payment terms are **60 net days** from the issue date of a valid legal duly submitted VAT Invoice (Refer to '[Submitting Invoices to Accenture](#)', 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:

➤ Information of your company:

- Full legal name of your company or natural person issuing the invoice.
- VAT Identification Number.
- Invoice number / applicable reference number, Invoice date.
- Tax Address.
- Total amount due.
- Detailed description of delivered goods or rendered services (price and quantity, net amount, VAT percentage, VAT amount, gross amount).
- Tax rate or taxes applied.
- Output tax.
- Date of services rendered (if different from invoice date).
- Your complete banking details (Sort code, Swift Code, Account #, IBAN, etc).
- 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.

➤ **Accenture information:**

- Accenture VAT number and general data: street address, city, zip code and country where goods or services were delivered (Refer to [‘Accenture Companies’, section 2.8](#)).
- Accenture Purchase Order (PO) number **beginning with 60xxxxxxx or 76xxxxxxx** on the invoices (where the goods & services are provided against a PO). **Note:** *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.*
- 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.*

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

2.4 Special instructions for Purchase Order (PO) Invoices

- Accenture requires a Purchase Order (PO) for **all** purchases. 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 “**60xxxxxxx**”).
- 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 etc).

- Suppliers are requested to issue all invoices on a timely basis. Kindly submit all invoices within **5 business days** from the invoice date.
- 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.**
- Please send a soft copy of the invoice / credit note directly to acn.inv.spain@accenture.com in a non-manipulative format e.g. PDF.

- 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 or digitally sign the emails.
- Max 250 pages per pdf file, A4 size, white background if possible.
- Any additional useful information can be added to 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#). Do not resend your invoice/credit note, this will duplicate the documents in the system and may lead to delays **This URN# should be used as a reference in all communications regarding your invoice.**
- Receipt of the URN# means that the invoice has been correctly received and that it will be analyzed by our Invoice Processing Team - it does not mean it has been accepted. If any issue is found when reviewing your invoice, you will be contacted with details of the required information or action required.
- The most common reasons for invoices being rejected are:
 - 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 watermarks
- Please check with customer support team (see section 2.7) before re-submitting any invoices that were submitted earlier. **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.
- A reconciliation exercise should be completed by the supplier on at least an annual basis to ensure there are no outstanding invoices unpaid.

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
- b) **T360** – *This tool is only applicable for legal advisors.*
 - Contact T360.administration@accenture.com for further assistance.

- c) **IQN** – *This tool is only applicable for staffing agencies providing Time & Material Services*
 - Contact 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 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.

2.7 Further Information & Assistance

- Accenture are pleased to announce a service for its suppliers and vendors called [MySupplier 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/>
- Please note that the acn.inv.spain@accenture.com email address is for **invoice submission only** – all queries, concerns or statements should be routed through our customer support team at esc.spain@accenture.com.
- For information regarding your Accenture supplier profile, invoices, payments, purchase orders or access to My Supplier Portal, please contact Accenture at esc.spain@accenture.com.
- Our Customer Service representatives are available at the below numbers, Monday through Friday to provide you with assistance from 12:00 pm to 06:00 pm (Local Time).

General Helpdesk:

+34 900 053 707

2.8 Accenture Bill to Address:

<p>Sistemas Consulting S.L. Avda. Meritxell, 72 2^on pis - Despatx 1. AD 500, Andorra La Vella, Principat d' Andorra. VAT (CIF): L-702183-L</p>

3 Document Version Control

Owner: Iberia P+ Lead
Reviewer: Accenture Payables Lead & Iberia P+ Lead
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v1.0	03/06/2020	Supplier guide transferred to new template & reviewed by P+ and AP
v1.1	06/07/2020	Additional address added to section 2.7
v2.0	16/09/2020	Major changes to section 2.5 (change to invoice submission guidance); Splitting of legal entities in section 2.7
v2.1	08/10/2020	Minor changes to addresses in section 2.7
v2.2	06/07/2021	Additions to sections 2.1 & 2.7
v3.0	13/09/2021	Split by companies and countries & Accenture Supplier Standards of Conduct moved to section 2.6 & Addition to addresses to section 2.8

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