

KARMARAMA
Part of Accenture Song

**SUPPLIER'S GUIDE TO
INVOICING**
— **KARMARAMA UK**

1.1 Contents

1.1	Contents	2
2	Introduction.....	3
2.1	Establishing and Maintaining Your Karmarama Supplier Profile.....	3
2.2	Credit Terms	3
2.3	Preparing Invoices for Karmarama.....	3
2.4	Special Instructions for Purchase Order (PO) Invoices	4
2.5	Submitting Invoices to Karmarama	4
2.5.1	Other Systems Used for Invoice Submissions.....	5
2.6	Karmarama Supplier Standards of Conduct	6
2.7	Further Information & Assistance.....	6
3	Document Version Control	7

2 Introduction

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

Thank you for providing goods or services to Karmarama Limited. Karmarama 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 Karmarama Supplier Profile

- Karmarama 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 Karmarama 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 and you will be provided with guidance and a link to the Supplier Hub.

2.2 Credit Terms

- Karmarama'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 taken into consideration whilst making the payments.

2.3 Preparing Invoices for Karmarama

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 Karmarama 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.*

- Karmarama Purchase Order (PO) number **beginning with 60XXXXXXXX or 80XXXXXXXX** on the invoices (where the goods & services are provided against a PO). *Note: Karmarama 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)
- Karmarama VAT Number **GB108268319**
- Karmarama Bill to Address:
 - Karmarama Limited**
 - Farringdon Place**
 - 20 Farringdon Road**
 - London**
 - EC1M 3HE**
 - United Kingdom**
- 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

- Karmarama 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 Karmarama 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 Karmarama requestor to update the PO as required.

2.5 Submitting Invoices to Karmarama

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 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 Karmarama, 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 Karmarama 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 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 2.7) before re-submitting any invoices that were submitted earlier. **Invoices sent to personal mailboxes or directly to Karmarama employees will be deemed as not received.**
- Please do **not** submit original invoices to the Karmarama 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 Karmarama contact.**

2.5.1 Other Systems Used for Invoice Submissions

Karmarama also accepts invoices via other invoicing tools – if this applies, you should already have been contacted by Karmarama 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 Karmarama Supplier Standards of Conduct

Karmarama 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 Karmarama set forth in the Karmarama Supplier Standards of Conduct, including reporting promptly unlawful, fraudulent or unethical conduct. Karmarama has established reporting mechanisms and prohibits retaliation or other adverse action for reporting such conduct. A copy of the Karmarama Supplier Standards of Conduct can be found at the following address: www.accenture.com/codeofbusinessethics.

2.7 Further Information & Assistance

- Karmarama are 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 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.
- For information regarding your Karmarama Supplier Profile, Invoices, Payments, Purchase Orders or access to My Supplier Portal, please contact CAM.Procurement.Supp@accenture.com.

Supplier Hub Helpdesk:

+44 207 0268672 (Option 2)

+44 203 4280960 (Option 3)

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

3 Document Version Control

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v1.0	01/09/2020	Transfer of supplier guide into new global template. Updated with feedback from AP lead & agency finance; Supplier hub details added.
v1.1	10/09/2020	Minor amendment to wording in section 2.5
v2.0	25/09/2021	Karmarama Supplier Standards of Conduct moved to section 2.6 & Addition to invoice submissions to section 2.5.1
v3.0	31/05/2022	New Accenture Song logo updated

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