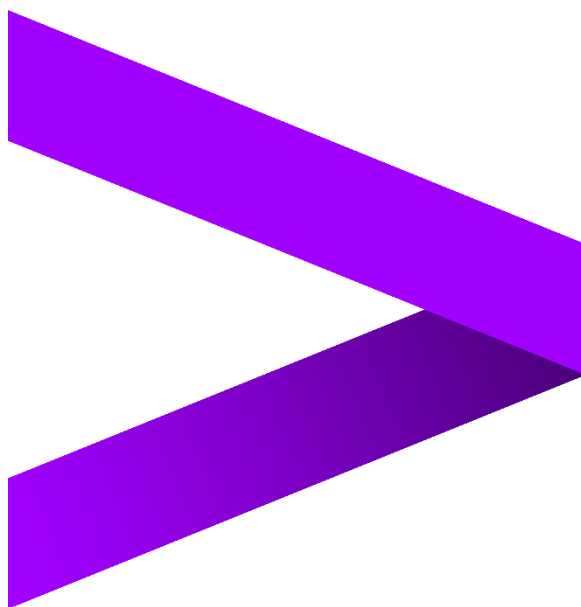




# **SUPPLIER'S GUIDE TO INVOICING**

**— UMLAUT d.o.o. (Serbia)**



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## 2 Introduction

**Umlaut d.o.o. is fully owned by Accenture. With effect from September 1st, 2022, Umlaut d.o.o. has started to apply Accenture's Procurement processes, which are set out below.**

Dear Supplier, thank you for providing goods or services to Umlaut d.o.o. in Serbia. Umlaut d.o.o. 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 Umlaut d.o.o. Supplier Profile

- Please make sure the contact and payment information Umlaut d.o.o. 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 Umlaut d.o.o. immediately by e-mailing [AP.ASG.Support@accenture.com](mailto:AP.ASG.Support@accenture.com).

### 2.2 Credit Terms

- Umlaut d.o.o.'s standard payment terms are **60 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 with Umlaut d.o.o. Procurement Plus.
- Invoice due dates mentioned on the invoice will **not** be taken into consideration whilst making the payments.

### 2.3 Preparing Invoices for Umlaut d.o.o.

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 Umlaut d.o.o. 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.*
- Umlaut d.o.o. Purchase Order (PO) number **beginning with 60XXXXXXXX or 76XXXXXXXX** on the invoices (where the goods & services are provided against a PO). *Note: Umlaut d.o.o. 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)

- Umlaut d.o.o. Bill to Address and VAT number (*Please use this address & VAT number, **unless specified differently in the contract***):

**Umlaut d.o.o.**

BULEVAR ZORANA ĐINĐIĆA 2<sup>a</sup>

Belgrade, 11070

Serbia

**VAT number: 105952076**

- 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

- Umlaut d.o.o. requires a Purchase Order (PO) for purchases of **\$1,000** 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)
- Umlaut d.o.o.'s official Purchase Orders will be sent via email notifications from Umlaut d.o.o.'s procurement tool, Ariba Buyer, bearing the senders address: [Accenture.Purc.Order@accenture.com](mailto:Accenture.Purc.Order@accenture.com). Please ensure you are able to receive emails from this address accordingly.
- If you are providing goods and services to Umlaut d.o.o. 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 Umlaut d.o.o. requestor to update the PO as required.

## 2.5 Submitting Invoices to Umlaut d.o.o.

**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 – 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.
- 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 Umlaut d.o.o. 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 [acn.serbia.inv@accenture.com](mailto:acn.serbia.inv@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 Umlaut d.o.o. employees will be deemed as not received.**
- Please do **not** submit original invoices to the Umlaut d.o.o. 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.
- Please ensure all invoices are submitted electronically to [acn.serbia.inv@accenture.com](mailto:acn.serbia.inv@accenture.com)

### **2.5.1 Other Systems Used for Invoice Submissions**

Umlaut d.o.o. also accepts invoices via other invoicing tools – if this applies, you should already have been contacted by Umlaut d.o.o. 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](mailto:ACN.LA.EnablementSvc@accenture.com)
- b) T360** – *This tool is only applicable for legal advisors.*
  - Contact [T360.administration@accenture.com](mailto: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](mailto: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](mailto:Servicessow@accenture.com) for further assistance.

## 2.6 Umlaut d.o.o. Supplier Standards of Conduct

Umlaut d.o.o. 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 Umlaut d.o.o. set forth in the Umlaut d.o.o. Supplier Standards of Conduct, including reporting promptly unlawful, fraudulent or unethical conduct. Umlaut d.o.o. has established reporting mechanisms and prohibits retaliation or other adverse action for reporting such conduct. A copy of the Umlaut d.o.o. 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

- Umlaut d.o.o. 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 [acn.serbia.inv@accenture.com](mailto:acn.serbia.inv@accenture.com) email address is for **invoice submission only** – all queries, concerns or statements should be routed through our customer support team at [AP.ASG.Support@accenture.com](mailto:AP.ASG.Support@accenture.com).
- For information regarding your Umlaut d.o.o. Supplier Profile, Invoices, Payments, Purchase Orders or access to My Supplier Portal, please contact Umlaut d.o.o. at [AP.ASG.Support@accenture.com](mailto:AP.ASG.Support@accenture.com).

### 3 Document Version Control

**Owner:** ASG P+ Lead  
**Reviewers:** Accenture Payables Lead & ASG P+ Lead  
**Review Frequency:** Bi-annually

<b>Version #</b>	<b>Date</b>	<b>Reason for Change</b>
v1.0	22/08/2022	New guide is created as per global template

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