



# **SUPPLIER'S GUIDE TO INVOICING**

**— ACCENTURE MIDDLE EAST BV  
BAHRAIN BRANCH**



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## 2 Introduction

Dear Supplier, thank you for providing goods and/or services to Accenture Middle East B.V. 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 updating the details in your company's profile in the [Supplier Hub](#) OR by e-mailing [procurement.support@accenture.com](mailto:procurement.support@accenture.com) for assistance.
- If you haven't yet created your company's profile in Accenture Supplier Hub, please reach out to Accenture immediately at [procurement.support@accenture.com](mailto:procurement.support@accenture.com) and you will be provided with guidance and a link to Accenture Supplier Hub.

### 2.2 Credit Terms

- Accenture's standard payment terms are **30 days from the date of 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 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:

- 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 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 to avoid delay in identifying the requestor of the service.*
- 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.*
- Your complete banking details (Sort code, Swift Code, Account #, IBAN, etc)

- Accenture VAT Number **220000711000002**
- When submitting invoices to Accenture, care should be taken it is correctly addressed to the billing entity as specified in the Purchase Order or as indicated by the relevant requestor from Accenture:

**Accenture Middle East BV -  
Bahrain Branch**  
1961, Building 1565, Road 1722,  
Manama/Diplomatic Area 317  
P.O. Box 20705  
**VAT: 220000711000002**

- 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**

- Accenture require 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)
- 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 (starting "60xxxxxxxx" or "76xxxxxxxx").
- 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, Fieldglass, SAP RE-FX etc).**

- Suppliers are requested to issue all invoices on a timely basis - at the latest within 30 days after the month in which after 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. This will enable Accenture to promptly process the invoice in line with the agreed credit terms and avoid payment delays. Invoices received over 30 days after the invoice date – or where the invoice due date has already passed - will be rejected by Accenture, 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 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 (s) directly to [acn.BHR.einv@accenture.com](mailto:acn.BHR.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 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.
- 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 do not send directly to your Accenture contact.** *NOTE: Please specify that the invoice was not submitted via email.*

### 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](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.
- e) **SAP RE-FX** – *This tool is only applicable for Real Estate Management*
  - Landlords must follow guidelines provided by Local Workplace Team. Each new Landlord should receive instructions from Local Workplace at or around lease execution.

## 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](http://www.accenture.com/codeofbusinessethics).

## 2.7 Further Information & Assistance

- Accenture 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.BHR.einv@accenture.com](mailto:acn.BHR.einv@accenture.com) email address is for **invoice submission only** – vendors submitting invoices via tools such as IQN, Ariba Network & Fieldglass should not use this mailbox. All queries, concerns or statements with regards your invoice status should be routed through our customer support team at [ap.me.support@accenture.com](mailto:ap.me.support@accenture.com).
- For information regarding your Accenture Supplier Profile, Invoices, Payments, Purchase Orders or access to My Supplier Portal, please contact Accenture at [procurement.support@accenture.com](mailto:procurement.support@accenture.com).
- Any additional details or information can be requested to the Accenture Customer Support team by telephone: +353 1 407 6801, Monday through Friday from 9:00 a.m. to 5:30 p.m. (London Time).

# Document Version Control

**Owner:** Middle East P+ Lead  
**Reviewers:** Accenture Payables Lead & Middle East P+ Lead  
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<b>Version #</b>	<b>Date</b>	<b>Reason for Change</b>
v1.0	23/01/2020	First draft of guide, using new global template
v2.0	29/09/2021	Accenture Supplier Standards of Conduct moved to section 2.6 & Addition to invoice submissions to section 2.5.1 & Minor amendment to note to section 2.5
v3.0	30/11/2023	Minor amendments to wording to section 2.1 & Addition to note to section 2.5 & Addition to section 2.7 & Minor cosmetic amendments

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