



# **SUPPLIER'S GUIDE TO INVOICING**

**— ACCENTURE MEXICO**



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## 2 Introduction

Dear Supplier, thank you for providing goods or services to Accenture Group. Accenture always aims to pay suppliers on time, within the payment terms that have been agreed, and will also follow local government regulations. 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

- In case you need to update your supplier profile, you kindly need to log onto our Supplier Registration Portal <http://accenturesupplierportal.com.br/> and review the data you'd like to update. Please make sure that the contact and payment information that Accenture has is always up to date. If your mailing address, business email address, contact information, banking information or phone numbers change, please notify us as soon as possible. Also, please keep in mind that for bank information updates (and other critical data, such as email, telephone) there will be a cross check carried out by mail or telephone.
- In case you need additional support to update your data in our Portal, you can contact us through the following box [VendorMasterSS@accenture.com](mailto:VendorMasterSS@accenture.com)
- Please, consider the following information regarding the requirements to obtain double taxation tax treaty benefits in case Mexico has celebrated the treaty with the country where you are resident.
- Certificate of residence (COR) for tax purposes is required to be entitled to the benefits of tax treaties and avoid double taxation; in said treaties, rates are lower than those indicated in the Mexican income tax law (LISR 25%). The withholding tax rates set in those treaties may be applied directly by the payer (Accenture Mexico). The COR should be issued by an appropriate authority in the country where the supplier is resident and should be provided to Accenture Mexico before billing Accenture. **The COR is valid only during the calendar year in which it was issued, and the supplier must renew it in the following year to continue getting the tax treaty benefits.**

*Please send the original COR in attention to:*

*Accenture - Controllershship  
Paseo de los Tamarindos 90 Torre 2 Piso 26  
Col. Bosques de las Lomas  
CP 05120 Cuajimalpa  
Ciudad de México*

- The tax treaty benefit will apply only for suppliers providing the COR in a timely manner and being under compliance with the provisions of the treaty itself and other procedural provisions contained in the Mexican income tax law; so should they not have the COR at the time of payment, Accenture Mexico will withhold the tax at 25%. As for current regulations, the withholding tax must be paid to the Tax

Administration and Accenture will not be responsible for any refunds to suppliers. The request for refunding the withholding tax shall be submitted directly by the supplier to the Mexican Tax Administration Service (SAT).

- If you have any questions, please send an e-mail to [impuestos.mexico@accenture.com](mailto:impuestos.mexico@accenture.com)

## 2.2 Payment terms

- Accenture's standard payment terms are **30 net days** from the date of a valid legal duly submitted VAT Invoice (Refer to Submitting Invoices, section 2.4), unless alternate payment terms have been agreed and formally documented.
- We'd like to remind you that all local suppliers, in compliance with Mexico tax provisions, must create a **payment document proof** for their paid invoices with PPD method. As Accenture will review if such document has been submitted or not through SAT Portal, there's no need to send by email to any mailbox.

## 2.3 Preparing invoices for Accenture

Please include all 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.
- 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.
- Your complete banking details (Sort code, Swift Code, Account #, IBAN, etc).

### ➤ 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 2.7).
- Accenture SOW number, Accenture Purchase Order (PO) number beginning with 60 or 76 on the invoices (where the goods & services are provided against a PO).
- 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 SOW/PO number has been provided.*

## 2.4 Submitting invoices for Accenture

Please note that Accenture will only pay you in case you have a formal order from Accenture in one of the following tools:

- a) Ariba BuyNow-** This tool is only applicable for invoicing goods only or non-electronic documents.
- Accenture requires a Purchase Order (PO) for **all** purchases. Please request a PO# before providing any services so that you don't have any risk of delaying your payments or being non-compliant with Accenture policies. In case of any doubt please contact [procurement.support@accenture.com](mailto:procurement.support@accenture.com).
  - 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 reference only a valid PO number (ex "**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.
  - Suppliers must issue all invoices on a timely basis. Kindly submit all invoices within **5 business days** from the invoice date and within the calendar year. Invoices of previous years will be rejected.
  - 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.**

#### **1. Foreign Suppliers:**

All invoices and credit notes issued in the name of Accenture México group entities by foreign suppliers must be sent to the following email address, [acn.inv.mex@accenture.com](mailto:acn.inv.mex@accenture.com), complying with the guidelines mentioned below:

Once you submit your invoice, it will enter directly into the system and you will receive an automatic response that includes a unique reference number (URN). This reference number will be required later on if you have any concerns or queries about the status of your invoice, when contacting our support team, thru [asc.rtp.mx@accenture.com](mailto:asc.rtp.mx@accenture.com). Please take into account that the correct reception of your invoice indicates that it will be analyzed by the responsible team, but this does not guarantee its approval and/or payment. If necessary, you will be contacted for more information.

**- How to submit your invoice or credit note?** Send an email to the email address previously mentioned, [acn.inv.mex@accenture.com](mailto:acn.inv.mex@accenture.com). Note that you will be able to submit more than one invoice or credit note in the same email as long as you attach them individually as a PDF file. In other words, if you submit three invoices in the same email, it must contain three attachments in PDF format (each with an invoice image) so that the system can process them correctly.

Requirements:

✓ PDF format
✓ A4 size
✓ White background if possible
✓ Maximum 250 pages per PDF file
✓ Maximum of 10 attachments per email
✓ Maximum of 1 MB per file
✓ Total size allowed by mail: 10 MB
✓ Important information in the body of the email.

In case you receive an "Error" notification, proceed with the corresponding corrections and send the documents again. Here are the most common causes of failure:

✗ Electronic document with handwriting.
✗ Encrypted PDF or password protected document.
✗ PDF with digital signature.
✗ Multiple attachments with the same name.
✗ Attachments with long names or special characters.
✗ Invoices with watermarks.

**It is an essential requirement that the purchase order number (60XXXXXXXX or 76XXXXXXXX) and the requester's name to be included in the Payment Conditions field of the xml.**

Once you have received the automatic reply with the URN number, do not send your invoice to this box again. Otherwise, a duplicate will be generated in the system which will delay the processing of your invoice for payment.

## **2. National Suppliers**

Accenture access to all electronic invoices and credit notes issued by suppliers in the name of the Accenture México group entities through the SAT (Tax Administration System). For this reason, suppliers will no longer be required to send them, leaving inactive the mailbox that has been used in recent years for this purpose (fact.electronicas.mx@accenture.com).

Remember that invoices must always indicate the purchase order number (60XXXXXXXX or 76XXXXXXXX) and the applicant's name, to avoid processing delays.

### **b) T360 – This tool is only applicable for legal advisors.**

- Enter your Company Profile. If you are to submit invoices through T360° tool, you should have already be contacted by Accenture regarding you training in the matter. Contact [T360.administration@accenture.com](mailto:T360.administration@accenture.com) for further assistance
- **Submit timekeeper data.** For detailed instructions on how to submit timekeeper data refer to the job aids titled, 'Member Upload Guide for Data

Exchange' and 'How to Enter Accenture Timekeeper Data, in the T360° Document Library.

- **The electronic invoice must be submitted to T360° alongside the “.xml” file.**
- The details and item-wise breakup on the invoice must match exactly with the description noted on the T360° Invoice profile (for example, the 'Bill To' address must match exactly that outlined in T360°). Always reference the appropriate Matter number for each invoice.
- Suppliers must issue all invoices on a timely basis. Kindly submit all invoices within **5 business days** from the invoice date and within the calendar year. Invoices of previous years will be rejected.
- Please **DO NOT** submit original invoices to the Share mailbox - [fact.electronicas.mx@accenture.com](mailto:fact.electronicas.mx@accenture.com) - nor to the person who requested the goods or services. If your requestor needs a copy, they can see it in the system.
- 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.**

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

- You should approve the WO in the system. If you are to submit invoices through IQN tool, you should have already be contacted by Accenture regarding you training in the matter. Contact [cxhelpdesk@accenture.com](mailto:cxhelpdesk@accenture.com) for further assistance.
- Generate your invoice accordingly with the Invoice Report generated in the system.
- The details and item-wise breakup on the invoice must match exactly with the description noted on the Invoice Report (for example, the 'Bill To' address must match exactly that outlined in the Invoice Report).
- **It is an essential requirement that the work order number be included in the Payment Conditions field of the xml.**
- Suppliers must issue all invoices on a timely basis. Kindly submit all invoices within **5 business days** from the invoice date and within the calendar year. Invoices of previous years will be rejected.
- 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.**

**d) Fieldglass** – *This tool will be used for electronic invoicing of services and goods and all other requests not contemplated in the tools mentioned above.*

- You will receive the invitation request to the tool by mail. Once the invitation is accepted, you will be able to invoice through it.
- To submit your invoices, you must first accept the Statement of Work (SOW) in the system by going to <http://sow.accenture.com/>
- Once your Statement is fully approved, you must follow the steps of the invoicing Job Aids. The first step is to enter the SOW of the contract, go to the "Characteristics" tab and select the line (Milestone) that you want to bill and make the billing request. Once the request is submitted, your Responsible Buyer within Accenture will receive the order and approve it if agreed. As soon as you

receive approval from the Milestone, you must generate your invoice following the **Mexican billing criteria** and attach the PDF to the Milestone.

- Please pay special attention when completing the **UUID**, if it is incorrect, the payment will be rejected and you must review this information.
  - The details on the invoice must exactly match the description stated in the Milestone (for example, the billing address must exactly match the one described in the SOW). Always reference the SOW number listed for each invoice that functions as your Purchase Order in this tool.
  - Suppliers must issue all invoices on time. In accordance with the contract for this tool, the deadline for sending invoices is **5 business days** from the date of issue of the invoice and within the calendar year. Invoices from previous years will be rejected.
  - Please **DO NOT** send original invoices to the shared mailbox [fact.electronicas.mx@accenture.com](mailto:fact.electronicas.mx@accenture.com) or to the person who ordered the goods or services. If the requestor needs a copy, they can attach a copy, or any supporting material of the service provided when making the billing request in the system.
  - 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.
  - All supplier materials are uploaded into the [SAP Fieldglass Reference Library](#)
  - For help submitting your invoices, please contact [VendorMasterSS@accenture.com](mailto:VendorMasterSS@accenture.com) or [BA.RTP.FG.Payables@accenture.com](mailto:BA.RTP.FG.Payables@accenture.com).
- 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.

## 2.5 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).

## 2.6 Further information & assistance

- All queries, concerns or statements should be routed through our customer support team at [asc.rtp.mx@accenture.com](mailto:asc.rtp.mx@accenture.com).
- Our Customer Service representatives are available at the below numbers, Monday through Friday to provide you with assistance from 9 am to 2 pm (Local Time).

### **General Helpdesk:**

+ 52 55 5284 730



## 2.7 Accenture companies

### ➤ ACCENTURE SC

**VAT (RFC):** ACC901031IS6

**Legal address:** AV. PASEO DE LOS TAMARINDOS 90 TORRE 2 PISO 25, COL. BOSQUES DE LAS LOMAS, DELEG. CUAJIMALPA DE MORELOS, CIUDAD DE MÉXICO, C.P. 05120

### ➤ OPERACIONES ACCENTURE SA DE CV

**VAT (RFC):** OAC040707NC3

**Legal address:** AV. PASEO DE LOS TAMARINDOS 90 TORRE 2 PISO 25, OFICINA 2505 COL. BOSQUES DE LAS LOMAS, DELEG. CUAJIMALPA DE MORELOS, CIUDAD DE MÉXICO, C.P. 05120

### 3 Document Version Control

**Owner:** LATAM P+ Lead  
**Reviewer:** Accenture Payables Lead and LATAM P+ Lead  
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<b>Version #</b>	<b>Date</b>	<b>Reason for Change</b>
v1.0	21/07/2020	Transfer of existing supplier guide into new global template
v1.1	15/10/2020	Amendments to section 2.4 (addition of T360 / IQN / Fieldglass)
v1.2	29/10/2020	Payment term amendment to section 2.2
v1.3	06/07/2021	Amendment to email ingestion mailbox to section 2.4
v2.0	1/10/2021	Accenture Supplier Standards of Conduct moved to section 2.5 & Minor addition to contact details of Fieldglass to section 2.4
v2.1	21/11/2021	Amendments to section 2.4 (for Ariba Buynow and IQN) & Amendment to section 2.6
v2.2	10/02/2022	Amendments to section 2.4 (for Ariba Buynow and IQN)
v3.0	08/11/2022	Guidelines have been updated for further context. Amendment to section 2.7 (Legal address has been updated) & Amendment to section 2.4 (Fieldglass tool paragraph has been updated).
v4.0	27/10/2023	Amendment to Bill to address to section 2.7 & Addition to section 2.4

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