The Monkeys
Part of **Accenture** Song

SUPPLIER'S GUIDE TO INVOICING
— MONKEYS AUSTRALIA

1.1 Contents

2 Introduction

Monkeys is fully owned by Accenture. With effect from April 1ˢᵗ 2022, Monkeys and its affiliates have started to apply Accenture´s Procurement processes, which are set out below.

Thank you for providing goods or services to THE MONKEYS PTY LIMITED. Monkeys 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 Monkeys Supplier Profile

- Monkeys now uses an on-line portal called Supplier Hub for maintaining contact and payment details for all suppliers.
- Please make sure the contact and payment information Monkeys 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

- Monkeys standard payment terms are **45 days** (30 days for qualified Small Businesses), from the receipt of a valid legal duly submitted VAT Invoice (Refer to 'Submitting Invoices to Monkeys', 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 Monkeys

Please include all of the following information on the invoice:
- The words 'Tax Invoice' prominently displayed.
- Your full legal Entity Name, Address, ABN 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, GST amount, and detailed description of the goods or services that were delivered or rendered.
- E-mail address of the Monkeys 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.

- Monkeys Purchase Order (PO) number **beginning with 60XXXXXXXX or 80XXXXXXXX** on the invoices (where the goods & services are provided against a PO). **Note:** Monkeys 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, BSB#, Account #, IBAN, etc)
- Monkeys Bill to Address:

    The Monkeys Pty Ltd
    3 Sussex Street, Barangaroo,
    Sydney, NSW 2000 Australia

- 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

- Monkeys require 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 Monkeys 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 Monkeys requestor to update the PO as required.

2.5 Submitting Invoices to Monkeys

NOTE: If you are a supplier who has agreed to invoice Monkeys over the Ariba Network, the below guidelines do not apply - you will need to submit your invoices via the Ariba Network and not via email or post.

- 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 Monkeys, 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. I**n no event shall Monkeys 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.AUS.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 10 attachments per mail and Max 10MB per email (including attachments). Do **not** encrypt, password protect or digitally sign the emails.
- 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
- 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 Monkeys employees will be deemed as not received.**
- Please do **not** submit original invoices to the Monkeys 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.

2.6 Monkeys Supplier Standards of Conduct

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

2.7 Further Information & Assistance

- You can get the status of your invoices and payments at any time via the My Supplier Portal (MSP) (link: https://eme.mysupplierportal.com/ACC/Pages/UI/Login.aspx). This tool is available to suppliers 24 hours a day, 7 days a week.
- The first step is to set up an account, if you haven't yet registered for MSP, do it today! Click on 'create new account' and follow the registration process.
- Once you have registered, you will also have access to a virtual agent designed to help you with your questions and if it can't help, it can connect you to chat 'live' to an Accenture Helpdesk Agent.
- Please note that the mailboxes mentioned in section 2.5 are intended for invoice submissions only. All other queries, concerns or statements should be routed through our customer support team at CAM.Procurement.Supp@accenture.com .

Supplier Hub Helpdesk:

https://supplierhub.accenture.com/

3 Document Version Control

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v1.0	20/01/2022	New version created
v2.0	31/05/2022	New Accenture Song logo updated
v3.0	06/05/2024	Amendment to section 2.7 & Amendment to section 2.5