



SUPPLIER'S GUIDE TO INVOICING

— AVANADE INDONESIA

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2 Introduction

Dear Supplier, thank you for providing goods or services to Avanade. Avanade 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 Avanade Supplier Profile

- Please make sure the contact and payment information Avanade 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 Avanade immediately by updating the details in your company's profile in the [Supplier Hub](#) OR by e-mailing procurement.support@accenture.com for assistance.
- If you haven't yet created your company's profile in Accenture Supplier Hub, please reach out to Avanade immediately by contacting procurement.support@accenture.com and you will be provided with guidance and a link to Accenture Supplier Hub.

2.2 Credit Terms

- Avanade's standard payment terms is **30 days**, from receipt of a correct and duly submitted invoice. Please ensure that these payment terms are stated on the invoice, unless alternate payment terms have been agreed in writing with Avanade Procurement Plus.
- Invoice due dates mentioned on the invoice will **not** be taken into consideration whilst making the payments.

2.3 Preparing Invoices for Avanade

Please include all of the following information on the invoice:

- Your full legal Name, Address, Tax Identification Number and contact details of your finance team for us to communicate in case of any queries, Title 'Invoice' prominently displayed for commercial invoice
- Invoice number / applicable reference number, Invoice date, Tax Identification # (if relevant), Total amount to be paid, and detailed description and quantity of the goods or services that were delivered or rendered
- E-mail address of the Avanade 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.*
- Avanade PO number **beginning with 60XXXXXXXX or 76XXXXXXXX** on the invoice (where the goods & services are provided against a PO). **Note:** *Avanade 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, BSB, or other preferred payment method etc.)
- Avanade Tax Identification Number
- Avanade Bill to Address (including Legal Entity & Tax ID):

PT Avanade Teknologi Indonesia

Gedung Wisma 46 Kota BNI Lantai 18
 Jalan Jend. Sudirman Kav. 1
 Karet Tengsin, Tanah Abang
 Jakarta Pusat, DKI Jakarta 10220

Tax Identification Number: 20.609.356.9-022.000

- If applicable, you should submit prevailing tax invoice (*Faktur Pajak*) together with commercial invoice. Please make sure tax invoice submitted has the following:
 1. Name, address, and your Tax Identification Number as supplier;
 2. Name, address, and Avandade's Tax Identification Number as purchaser of taxable goods or recipient of taxable services;
 3. Type of goods or services, selling price or reimbursement amount, and price discount (if any) - value added tax to be collected;
 4. Sales tax on luxury goods to be collected (if any);
 5. Code, serial number, and date of preparation of tax invoice;
 6. Name, and signature of the party authorized to sign the tax invoice;
 7. Company stamp.
- Benefit of Tax treaty can be used when foreign taxpayer can provide Valid DGT form, with authorization by the competent Tax Authority to withholding taxpayer. If the DGT form is not authorized by the competent Tax Authority, then the overseas must complete the form with Certificate of Residency (COR), which should meet the following points:
 1. The COR uses English language
 2. The COR contains information about: Name of the Foreign Taxpayer; The date of issuance of the COR; Fiscal year of validity of the COR Specifies name and signed by the competent authority or any person equal to it.
 20% withholding tax will be deducted from invoice payment if valid COR and DGT-1 are not submitted together with invoice. Please make sure DGT-1 form submitted has the following:
 1. Both page 1 and 2 of DGT -1 form;
 2. Page 1 signed and stamped by the competent authority from tax office.
 Page 1 is valid for 12 months from the date of certification;
 3. Page 2 signed by the authorized signatory of the supplier company;
 4. Page 2 must be submitted together monthly with the invoice.
- 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.

NOTE: Any incomplete information may result in delay in payment from Avandade

2.4 Special Instructions for Purchase Order (PO) Invoices

- Avanade require a PO for purchases of **US \$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 Avanade 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 (e.g. "**60xxxxxxxx**").
- Invoice value /quantity should **not** exceed the PO value/quantity. In case of any issues please contact your Avanade requestor to update the PO as required.
- Avanade's official Purchase Orders will be sent via email notifications from Avanade's procurement tool, Ariba Buyer, bearing the sender's address: Accenture.Purc.Order@accenture.com. Please ensure you are able to receive emails from this address accordingly.

2.5 Submitting Invoices to Avanade

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).

- 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 Avanade be liable for any fees, costs, expenses or other charges where invoices are not submitted accurately or in a timely manner.**
- All invoices should be sent as a soft copy (in a non-manipulative format, e.g. PDF, TIF, JPEG) directly to acn.inv.indonesia@accenture.com and original hardcopy to Avanade Office Bill to Address as specified in section 2.3 (with Attn to: Controllership AP Team).
- 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.
- 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 2.6) before re-submitting any invoices that were submitted earlier. **Invoices sent to personal mailboxes or directly to Avanade employees will be deemed as not received.**
- Please do **not** submit original invoices to the Avanade 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.

2.5.1 Other Systems Used for Invoice Submissions

Avanade also accepts invoices via other invoicing tools – if this applies, you should already have been contacted by Avanade 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.
- 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 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 ap.asean.support@accenture.com.

FOOTNOTE: Avanade 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 Avanade set forth in the Avanade Code of Business Ethics, including reporting promptly unlawful, fraudulent or unethical conduct. Avanade has established reporting mechanisms and prohibits retaliation or other adverse action for reporting such conduct. A copy of the Avanade Code of Business Ethics can be found at the following address: <https://www.avanade.com/en/utility/code-of-business-ethics>.

3 Document Version Control

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