



# **SUPPLIER'S GUIDE TO INVOICING**

**— ACCENTURE COSTA RICA**



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## 2 Introduction

Dear Supplier, thank you for providing goods or services to Accenture S.R.L. 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 [Vendormasters-Latam@accenture.com](mailto:Vendormasters-Latam@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.

### 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.

➤ **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, 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.
- 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 to 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) **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).
  - 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.
  - Send the original invoice to the following mailbox: [fact\\_electronica\\_cr@accenture.com](mailto:fact_electronica_cr@accenture.com).
  - 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.**
- b) **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 now 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.
- Send the original invoice to the following mailbox: [fact\\_electronica\\_cr@accenture.com](mailto:fact_electronica_cr@accenture.com).
- 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) 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 Costa Rica billing criteria and attach the PDF and the XML file to the Milestone.
- 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 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 [Vendormasters-Latam@accenture.com](mailto:Vendormasters-Latam@accenture.com) or [BA.RTP.FG.Payables@accenture.com](mailto:BA.RTP.FG.Payables@accenture.com).

d) **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**

- Please note that the email address [fact\\_electronica\\_cr@accenture.com](mailto:fact_electronica_cr@accenture.com) 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 should be routed through our customer support team at [CostaRica.RegToPay@accenture.com](mailto:CostaRica.RegToPay@accenture.com).

## 2.7 **Accenture companies**

### ➤ **ACCENTURE SRL**

**VAT (Cédula Jurídica):** 3-102-415369

**Legal Address:** Plaza Bratsi, Heredia,  
50m north del Paseo de las Flores, Heredia,  
40101, Costa Rica

### 3 Document Version Control

**Owner:** LATAM P+ Lead  
**Reviewer:** Accenture Payables Lead and LATAM P+ Lead  
**Review Frequency:** Bi-annually

<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
v1.3	06/07/2021	Slight amendment to email address in section 2.5
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
v3.0	08/11/2022	Guidelines have been updated for further context. Amendment to section 2.4 (Fieldglass tool paragraph has been updated).
v4.0	16/11/2023	Addition to section 2.7 & 2.5 (RE-FX) & Minor cosmetic amendments
v5.0	22/05/2024	Amendment to section 2.1 & Amendment to section 2.4

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