



# **SUPPLIER'S GUIDE TO INVOICING**

**— UMLAUT GERMANY**



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## 2 Introduction

**Umlaut is fully owned by Accenture. With effect from September 1st, 2022, Umlaut has started to apply Accenture's Procurement processes, which are set out below.**

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

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

### 2.2 Credit Terms

- Umlaut's standard payment terms are **30 days** from the 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 Umlaut Procurement.
- Invoice due dates mentioned on the invoice will **not** be taken into consideration whilst making the payments.

### 2.3 Preparing Invoices for Umlaut

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 Umlaut 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.*

- Umlaut Purchase Order (PO) number **beginning with 60XXXXXXXX or 76XXXXXXXX** on the invoices (where the goods & services are provided against a PO). **Note:** Umlaut 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)
- Umlaut Bill to Address and VAT number.  
(Please use this address & VAT number, **unless specified differently in the contract**):

<b>Umlaut Engineering GmbH</b> Blohmstraße 12, 21079 Hamburg Germany <b>VAT: FR 95891815441</b>	<b>Umlaut SE</b> Am Kraftversorgungsturm 3, 52070 Aachen Deutschland <b>VAT: DE 186 041 649</b>	<b>Umlaut communications GmbH</b> Am Kraftversorgungsturm 3, 52070 Aachen Deutschland <b>VAT: DE 214 344 990</b>
<b>Umlaut telehealthcare GmbH</b> Am Kraftversorgungsturm 3, 52070 Aachen Germany <b>VAT: DE 250 604 083</b>	<b>Umlaut solutions GmbH</b> Am Kraftversorgungsturm 3, 52070 Aachen Germany <b>VAT: DE 313 814 798</b>	<b>Umlaut energy GmbH</b> Am Kraftversorgungsturm 3, 52070 Aachen Germany <b>VAT: DE 288 153 523</b>
<b>Umlaut consulting GmbH</b> Am Kraftversorgungsturm 3, 52070 Aachen Germany <b>VAT: DE 250 604 075</b>	<b>Umlaut Engineering GmbH</b> Blohmstraße 12, 21079 Hamburg Germany <b>VAT: DE 179 413 203</b>	<b>Umlaut systems GmbH</b> Ruppmannstraße. 27, 70565 Stuttgart Germany <b>VAT: DE 251 262 216</b>

- 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

- Umlaut requires 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)
- Umlaut’s official Purchase Orders will be sent via email notifications from Umlaut’s procurement tool, Ariba Buyer, bearing the senders address: [Accenture.Purc.Order@accenture.com](mailto:Accenture.Purc.Order@accenture.com). Please ensure you are able to receive emails from this address accordingly.
- If you are providing goods and services to Umlaut 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 Umlaut requestor to update the PO as required.

## 2.5 Submitting Invoices to Umlaut

**NOTE: The below instructions are intended for vendors who submit invoices manually, not using a specific tool (eg IQN, Ariba Network, 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 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.
- 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 Umlaut 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 [UMLT.DE.inv@accenture.com](mailto:UMLT.DE.inv@accenture.com) in a non-manipulative format e.g. PDF, TIF. Only Invoices issued to **Umlaut Engineering GmbH with VAT: FR 95891815441** should be submitted to [acn.3546.inv@accenture.com](mailto:acn.3546.inv@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.
- 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 Umlaut employees will be deemed as not received.**
- Please do **not** submit original invoices to the Umlaut 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

Umlaut also accepts invoices via other invoicing tools – if this applies, you should already have been contacted by Umlaut 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)
  - By using Fieldglass, you have agreed to RCTI (Recipient Created Tax Invoice), hence you shall not attach your own ERP invoice to the RCTI created by Fieldglass.
  - 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 Umlaut Supplier Standards of Conduct

Umlaut 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 Umlaut set forth in the Umlaut Supplier Standards of Conduct, including reporting promptly unlawful, fraudulent or unethical conduct. Umlaut has established reporting mechanisms and prohibits retaliation or other adverse action for reporting such conduct. A copy of the Umlaut 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

- 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.ASG.Support@accenture.com](mailto:AP.ASG.Support@accenture.com).

### 3 Document Version Control

**Owner:** ASG P+ Lead  
**Reviewers:** Accenture Payables Lead & ASG P+ Lead  
**Review Frequency:** Bi-annually

<b>Version #</b>	<b>Date</b>	<b>Reason for Change</b>
v1.0	06/02/2023	New guide is created as per global template (separated from Accenture supplier's guide) & Amendment to section 2.5 / 2.7 (new email ingestion inbox) & minor addition to note to section 2.5
v2.0	21/03/2024	Amendments to section 2.7 & Amendment & minor addition to section 2.5 & Amendments to section 2.5.1

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