



The Supplier's Guide to Invoicing Avanade

Dear Supplier,

Thank you for your interest in providing goods or services to Avanade. Please help us ensure timely payment by following the guidelines below. These instructions include information about:

- **Establishing and Maintaining Your Avanade Supplier Profile**
- **Preparing Invoices for Avanade**
- **Submitting Invoices to Avanade**

Please note that invoices addressed to Avanade are processed and paid by our parent Company, Accenture, and any contact relating to your Vendor account or payment of invoices should be with Accenture using the e-mail and phone contacts shown below. You may, on occasion, receive queries from Accenture regarding your Supplier account and Avanade would appreciate your prompt response to any such queries.

➤ **Establishing and Maintaining Your Avanade Supplier Profile**

Please make sure the payment information Avanade has on file is always current. If your mailing address, purchase order receipt email address, contact information, bank information, phone or fax numbers change, please notify us immediately by contacting Accenture Accounts Payable at 1-866-444-2606 or by email asc.rtp.payables@accenture.com.

➤ **Preparing Invoices for Avanade**

Include the following information on the invoice:

- Legal name & address of the supplier or contractor
- Contact details and name of your contact person for us to communicate.
- Supplier invoice number or applicable reference number
- Invoice date
- Remit location (i.e., mailing address to send payments)
- The correct Billing Entity - for goods and services provided to Avanade is as follows:

For Goods and Services provided to any U.S. Avanade office use this billing address:

Avanade Inc
1191 Second Avenue, Suite 100
Seattle, WA 98101

For Goods and Services provided to any Canadian Avanade office use this billing address:

Avanade Canada Inc
200 Wellington Street W., 10th Floor
Toronto, ON, M5V 3C7
Canada

- Name of the Avanade contact / requestor (in email format preferred) who requested the goods or services. (This employee will be asked to confirm receipt of goods or services and verify the accuracy of the invoice.)
- Please quote Avanade **Purchase Order number (example: "6XXXXXXXXX")** on invoices where the goods & services are provided against a Purchase Order. Please note that failure to provide a valid PO number, if one exists, may lead to delays in payment of your invoice.



The Supplier's Guide to Invoicing Avanade (continued)

- Supplier VAT/Tax ID # should be quoted on Invoice
- Avanade's standard payment terms are 30 days from the date of invoice. Please ensure that these payment terms are stated on the invoice unless alternative payment terms have been agreed to under a written contract with Avanade.
- If you are issuing a credit note/memo against a cancelled invoice, kindly ensure to quote the corresponding invoice reference against which the credit note is being issued, alternatively please quote complete details for issuance of the credit note for us to account it appropriately
- Itemized description of the goods or services that were received or rendered (In English)
- Taxes and Freight (wherever applicable)
- Total Amount due

➤ **Submitting Invoices to Avanade**

- Kindly submit your invoices within 5 business days from the invoice date.
- **As of June 19, 2017, Avanade became part of parent company Accenture LLP's, Ariba On-Demand system. It is expected for Suppliers to now obtain their POs and submit their invoices through the Ariba Supplier Network ("ASN") application whenever possible. See your Master Services Agreement for further details on "Electronic documents and payment".**
- For those Suppliers who are unable or unwilling to process their invoices through ASN, you may submit your invoice electronically via email to: acn.inv.USAvanade@accenture.com. This email is for U.S. and Canada invoices. Hard copy invoices should **not** be sent to the Avanade office location listed in the bill-to address of your invoice document. Only electronically transmitted invoices through ASN or by email will be considered as officially "submitted" for payment. Avanade will not be responsible for the forwarding of any hard copy invoices received at a physical office location to Accounts Payable, nor will any late charges be paid due to the incorrect submission of invoices by Supplier. You may forward a copy of your invoice to your Avanade Requester for information or reference purposes, if desired..
- **Please follow below guidelines to submit invoices using email:**
 - Normal emails are accepted.
 - While submitting the invoices for processing through email, mark it **only** to the above-mentioned e-mail ID.
 - Multiple Invoices (each as separate file) can be sent in one single mail either Zipped or Unzipped.
 - It is advised not to have colored components in the email body.
 - The allowed file Formats are DOC, .DOCX, .PDF, .TIFF, .XLS, .XLSX, .ZIP, .RAR
 - The attachments (file names) in the emails **should not** contain –
 - White Spaces.
 - Special characters (\$, % etc.).
 - Non-acceptable formats as per the design.
 - Macros in Office documents.
 - No Digital Signatures
- **Email Confirmation:**
 - The sender will receive an auto generated confirmation providing a URN (Unique Reference Number). This URN is unique to the invoice submitted and should be retained for future use when enquiring on the status of the invoice.
 - If you receive an auto generated **Rejection**, you will need to make the necessary changes and re-send the invoice via another email. The rejection email will provide probable reasons for rejection.
- **Timelines:**
 - With this new mechanism of sending invoices, please ensure all invoices are sent **within 5 days** of the Invoice



date.

- Our timelines to process an invoice is **4 Business Days** and the Invoice will be paid as per standard **30 Days terms**.
- **Support Information:**
 - You can check the status of the invoices on [Vendor Portal](#), post 5-6 days of submission of invoice. For any questions on invoice status or Vendor Portal access please send an email to asc.rtp.payables@accenture.com or call us at +1 866 444 2606 and select option 2 and option 1. (Dial 1-312-737-8200 from outside of US and Canada). Customer service representatives are available Monday to Friday, from 09:00 AM - 03:00 PM Chicago Time.

Supplier Maintenance Guidelines:

- It is very important to ensure that your mailing, bank, and order method/order transmission email/fax information is kept current. Please contact Accounts Payable at asc.rtp.payables@accenture.com to initiate any changes to your information.

Changing the pre-approval amount on the Order:

- It will be the responsibility of the Affiliate employee to initiate a change order if the cost of the goods or services increases over the amount pre-approved on the original order.
- Please provide updated estimates to the Affiliate employee before the goods are delivered or services are rendered so they can request this change prior to receiving your invoice, to prevent delays in processing your payment.
- Once the change is requested, you will receive an updated order with a version number, so you will know which approval amount is the most current. You do not need to include the version number on the invoice.

For More Information or Assistance:

For information regarding your **Avanade Supplier Profile, invoice or payment processing or purchase orders**, please contact Customer Support at asc.rtp.payables@accenture.com. Alternatively, our Customer service representatives are available Monday through Friday to provide you with assistance from 9:00 a.m. – 5:30 p.m. at 1-866-444-2606.

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.