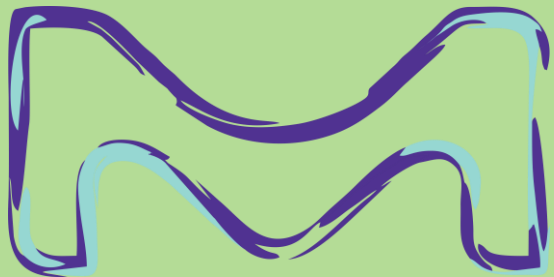


# Global Guidance for our suppliers



To have all key info at hand to submit invoices correctly and get invoices paid as expected



## which payment standards & specifics do we have

... to be aware of for your invoice payment?



## Global guidance for our suppliers

To have all key info at hand to submit invoices correctly and get invoices paid as expected

*>> Please click on the topic of interest for you to read more...*



## what's crucial for you to help us

... to process your invoice efficiently & on time?



## whom to contact how for your queries

...for Purchase Order & Invoice?



# what's crucial for you to help us

... to process your invoice efficiently & on time?



## PLEASE FOLLOW

these guidelines<sup>1</sup>...



### Wait for a formal Purchase Order (PO) & check carefully PO content

before starting any work/delivery or service/invoicing.

Clarify any PO content aspects (e.g. payment terms, price, description) with the Purchasing contact on the PO

### Please send invoices:

- **Immediately** after goods/service delivery<sup>3</sup>
- Being **tax-compliant & matching the PO content**  
e.g. quantity, price, description, payment terms
- In the way: **Only one PO Number per invoice**
  - **Electronically by E-Mail**  
one invoice only per e-Mail with one attachment,  
only in PDF and TIFF format,  
to the **correct Accounts Payable team** (click on the [links](#))  
**APAC, EMEA, LATAM, US/CAN**; see column 'E-Mail address for sending invoices'.
- with valid **EMD references** (PO number/EMD contact name)<sup>2</sup>



## NOT following

these guidelines<sup>1</sup> on the right...

*e.g. (duplicate) physical mailings, hyperlinks to invoices, multiple invoices in one PDF, zip files, missing PO Number/contact person reference*

... will result in **rejection** or **delays in invoice processing.**



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<sup>1</sup> Please comply to potential country-specific invoice requirements, as applicable.

<sup>2</sup> For valid non-PO-invoice cases, EMD contact name only (ex: Financial transactions, Legal & Governmental costs, HR costs, Healthcare Professional costs, Travel & Expenses and Membership fees)

<sup>3</sup> Except negotiated payment in advance

# which payment standards & deviations do we have



... to be aware of for your invoice payment?

Payments to suppliers are affected in the payment runs based on agreed terms & conditions on the Purchase Order<sup>1</sup>, in compliance with the legal rules, according to the following payment standards & country/region specific payment deviations:

<sup>1</sup> or Master Service Agreements

## standards

Global validity, except for ▲

### Baseline date for payments

Invoice received date

### Frequency of payments

Daily (from Monday to Thursday)

*Applicable for bank transfers for third party vendors (excluding e.g. cheques)*

### Notes – Payment Processing:

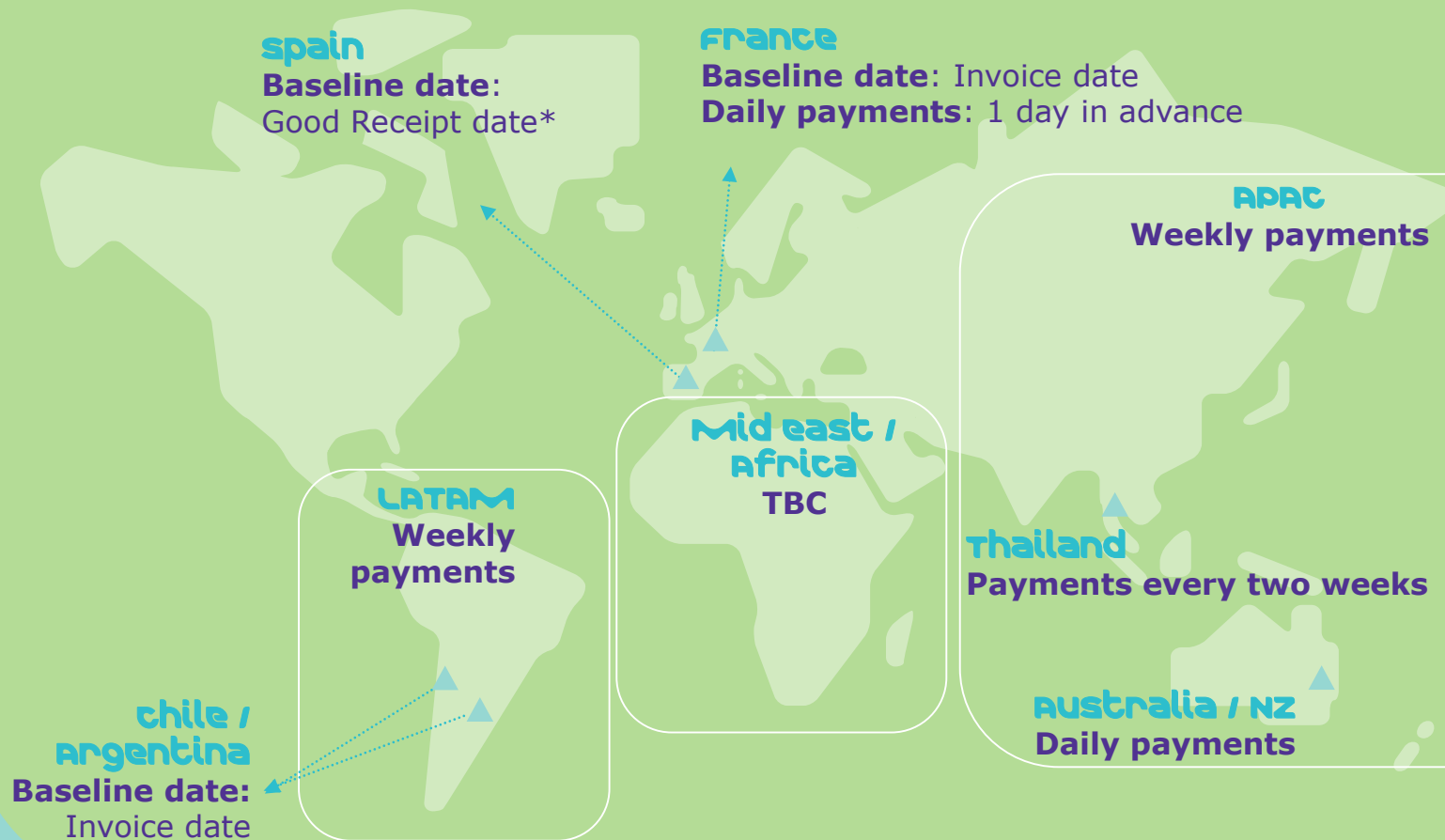
- Bank payment processing itself typically takes 1-2 working days.
- A payment due on Friday can be expected the Tuesday or Wednesday of the following week.
- Please adjust this tolerance in your systems accordingly.



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## ▲ country / region specific deviations



\* Spain Specifics: If no Good Receipts (GR) available, baseline date will be invoice receipt date; if multiple GRs, baseline date will be the last GR

# Whom to contact how for your queries

...for Purchase Order & Invoice?



## Purchase Order (PO)

### WHOM?

Mail your responsible Purchasing contact,  
as shown on the PO Header section



### HOW?

Please ensure you refer to:

- Purchase Order Number
- Your Supplier Account Number

## INVOICE/PAYMENT



### WHOM?

Mail your responsible Accounts Payable contact,  
as listed per entity/country per region  
(click on [links](#), see column 'E-Mail address for  
payments/invoices inquiries'):

[APAC](#), [EMEA](#), [LATAM](#), [US/CAN](#)

### HOW?

Please ensure you refer to:

- Invoice Number
- Purchase Order Number
- Billed to Address



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