

EMEA - Accounts Payable Information

For prompt payment, follow these general invoice submittal requirements:

- The Infor PO number printed clearly on the invoice. These are usually 10 digits, typically "AA123456ZZ". If you have not received a Purchase Order number from Infor, you should contact your Infor business contact who placed the order.
- Invoices must not refer to more than one Purchase Order.
- The correct Infor company name that placed the order, e.g. Infor (United Kingdom) Limited. You can identify this by the 'Bill To' company detailed on the Purchase Order.
- Your Company (Supplier) name and address that match the Purchase Order.
- Clearly state if the document is an **Invoice** or a **Credit Note**.
- A unique invoice number.
- The invoice date.
- Do not invoice for items that are not on the purchase order.
- Do not invoice Infor before the material or services are delivered.
- The value and currency
 - The invoice should show the VAT breakdown, i.e. the net value of goods and services, the rate and amount of VAT, and the gross (total) value of the invoice.
- If taxes and freight are applicable to the purchase, make sure that these items are added on a separate line.
- The VAT Registration Number
- The description of goods and/or services supplied.
- Any unique reference number or information requested by your Infor business contact.
- Make sure that the invoice matches line items, descriptions, quantities, and prices with the corresponding information on the purchase order.
- Include the delivery address of goods.

We create a scanned image of all paper invoices we receive, so it is important that the invoice is clearly typed and easy to read and not defaced with handwritten annotations. Ideally the invoice should be on white A4 paper and clearly printed. Highlighter pens should not be used.

Notes:

1. Invoices that do not bear a PO number cannot be processed and will be returned to you. You must ask the Infor business contact who requested the goods/service to supply this for you to put on your invoice.
2. Any change to details for your business (example –bank account change) should be submitted separately from invoices. These should be sent on letter headed paper to the Accounts Payable address below. It will not be possible to act on changes noted on the face of invoices or emailed instructions.
3. Each invoice should only reference one Purchase Order. Summary invoices are not accepted.

If you are submitting invoices by email, then all the actionable information needs to be within the PDF file attachment, as only the PDF is processed. No action will be taken on messages in the email body or subject line.

To avoid delays in payment

- Ensure that all the information listed above has been included and is correct. This may seem obvious, but common reasons for invoice payment being delayed include:

- VAT errors
 - Calculation/totaling
 - Missing VAT registration number
 - Address discrepancies between the PO and invoice
 - Please remember to advise us of any change to your company name or address so that we can ensure our records are updated. This needs to be submitted separately from invoices, by letter on headed paper. It will not be possible to act on changes noted on the face of invoices.
 - Missing/incorrect PO/line item/revision numbers
 - If you are providing a continuing service and have more than one PO number relating to specific dates of supply, please ensure that the PO number quoted on the invoice relates to the correct time period
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- Invoices, and any supporting information, should be sent to the Accounts Payable address (not the contact name or point of supply on the PO, or other Infor business contact).
 - If you need to send us a copy invoice it must be a "True and Certified" copy
 - by having the word 'copy' actually printed in the body of the invoice;
 - or by *you, the supplier*, having written the following statement on it, "I certify that this is a true and certified copy of the original invoice".
 - Duplicate invoices can delay processing of invoices already submit

Infor's standard payment method to suppliers is by Electronic Funds Transfer.

All paper invoices/credit notes:

Infor
 Accounts Payable
 One Central Boulevard
 Blythe Valley Park
 Solihull
 B90 8BG

All PDF invoice/credit notes:

ap.solihull@infor.com