

INTRODUCTION

# ANZ SUPPLIER PURCHASING AND INVOICING GUIDE

AUDIENCE: SUPPLIERS FOR ANZ SINGAPORE,  
ANZ HONG KONG  
AND ANZ VIETNAM

**Msr-2020**

Dear Supplier

Thank you for providing goods or services to ANZ.

ANZ's purpose is to shape a world where people and communities thrive. It shapes our choices about who we have relationships with, how we behave and what we care about. By understanding our purpose, complying with our [Supplier Code of Practice](#) and working with us to responsibly manage the social and environmental impacts of our mutual business operations, our suppliers are important partners in helping us achieve our ambitions.

At ANZ we are committed to paying our suppliers on time. This guide includes some simple, practical guidance for suppliers to follow to help ensure efficient and timely purchase and payment of goods and services to ANZ.

We recommend following these guidelines to avoid delays to invoice processing and your payment. Please familiarise yourself with the information contained in this guide so that we can meet our commitment to:

- Process your invoices efficiently.
- Provide you with accurate payment-related information through the **ANZ Asia Helpdesk**.
- Pay your invoices in a timely manner.

Thank you for your commitment to ANZ and its supply chain.

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# 1. ESTABLISHING AND MAINTAINING YOUR ANZ SUPPLIER PROFILE

In order to register you as a supplier on ANZ systems, your ANZ business contact or sourcing manager will co-ordinate with you to complete the necessary documentation in line with the goods and services that you are supplying. In general, all of the details below will be required up front and other requirements will be discussed as needed.

## Documents/information required to establish a new supplier

- Valid tax invoice copy containing supplier name, address and complete bank account details of supplier.
- Where bank details are not provided with the valid tax invoice, details are to be provided on Company letter head.
- Bank deposit slip where bank account details have not been included on the tax invoice or Company letter head.
- ANZ contact/requestor name.
- Invoice currency.
- Following information is also required:
  - Legal name
  - Trading name < if different from Legal Name>
  - Payee name < if different from legal and trading name>
  - Registered business address.
  - Business mailing address.
  - Phone number.
  - Email address (for remittance advice).
  - Account manager name (if applicable).
  - Contact phone number of account manager.
  - Ordering address of the supplier to which ANZ has to issue purchase order.

**Note:** For Vietnam, suppliers need to provide copy of the business license to verify supplier's legal name before supplier name is registered in ANZ's system

### Queries? Please contact us:

If you have any queries, please contact the ANZ Asia Procurement and Payments Helpdesk:

- Phone:
  - Hong Kong: 800 933 278
  - Singapore: 800 1013 204
  - Vietnam: 1800 4944
- Hours of operations: 9am - 5pm, Monday to Friday (UTC)
- Suppliers located outside these regions: dial +61 2831 75597
- Email: [Asiahelpdesk@in.ibm.com](mailto:Asiahelpdesk@in.ibm.com)

### Important:

Make sure the details we have on file remain current. Please notify us immediately with updated documents by contacting [Asiahelpdesk@in.ibm.com](mailto:Asiahelpdesk@in.ibm.com) if there are any changes to your details to avoid delays in payment.

## 2. OUR PURCHASING PROCESS

A supplier must be registered in the ANZ Accounts Payable system prior to any procurement transaction. Obtaining a valid purchase order (or PO) from ANZ before delivering goods or services is the best way for ANZ's suppliers to ensure prompt payment.

The lack of an accurate or valid purchase order from ANZ may result in a misunderstanding of requirements and may increase the risk of late payment. ANZ's official PO's will be sent by email from ANZ Asia Procurement and Payments Helpdesk - [Asiahelpdesk@in.ibm.com](mailto:Asiahelpdesk@in.ibm.com)

**Tip:** Please ensure you are able to receive emails from this address, or check your spam/junk folder.

If you **haven't received a PO** from ANZ, please check with the 'ANZ Asia Procurement and Payments Helpdesk to see if one is needed before providing goods or services.

### An ANZ PO will include:

- PO number. This **must be referenced** on all invoices and delivery notes
- Contract number (if applicable)
- Which ANZ legal entity and ANZ invoice contact is issuing the PO
- ANZ delivery address, where the goods are to be shipped/or services to be undertaken
- ANZ billing address
- Description of goods or services requested, and the agreed purchase price
- Shipping instructions (if applicable) which comply with our purchasing terms and conditions for health, safety and environment requirements
- The link to our purchase order terms and conditions provided below to refer to ANZ standard terms and conditions of purchase  
[ANZ Standard Terms and Conditions of Purchase | ANZ](#)
- Any other additional requirements to facilitate payments that have not already been stated in the contract.

### When a purchase order is not required:

- Donations, sponsorships and charities.
- Insurances, Utilities, some Government departments.
- Credit memos not relating to Purchase Orders.

### Queries? Please contact us:

If you have any queries relating to the content, price or structure of a purchase order please contact the ANZ Asia Procurement and Payments Helpdesk

- Phone:
  - Hong Kong: 800 933 278
  - Singapore: 800 1013 204
  - Vietnam: 1800 4944

Hours of operations: 9am - 5pm, Monday to Friday (UTC)

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- Email: [Asiahelpdesk@in.ibm.com](mailto:Asiahelpdesk@in.ibm.com)

### 3. PACKING LISTS/LABELS. HELP US RECEIPT YOUR GOODS QUICKLY

ANZ's purchases of goods require us to record receipt on our systems. To help us receipt and process your shipment quickly please ensure your shipment's packing list or label contains the following information:

- Purchase order number – to be on every box, if multiple boxes in shipment.
- Supplier's name and address.
- ANZ contact name, address and ANZ Business Unit.
- Supplier's part number (if applicable).
- ANZ's serial/item number (if applicable).
- Quantity of items included in the shipment.
- Description of material.
- Date goods shipped.
- Your packing list number (if applicable).
- Country of origin where shipment originated.
- Box weight.
- For multiple boxes, write Box \_ of \_ e.g. Box 1 of 3.
- Special handling instructions to mitigate any risk or safety concerns.

Please note that incorrect or incomplete paperwork accompanying deliveries may result in receipt by ANZ being delayed or rejected.

**Important:** Do not attach the invoice to the packing slip.

Please send all invoices ONLY to [Asiahelpdesk@in.ibm.com](mailto:Asiahelpdesk@in.ibm.com)

## 4. OUR INVOICING PROCESS

Please send accurate invoices to ANZ as soon as delivery is made. ANZ will match the invoice with the original order and delivery or service receipt before approving it for payment.

### What could go wrong?

Incomplete information or invoice details which are different to the delivery documentation or purchase order may result in additional queries and delayed payment.

### Preparing accurate invoices for ANZ

You can ensure invoice accuracy by including the following details:

- The words **Tax Invoice** must appear prominently on the invoice
- Purchase order number (where applicable)
- Invoice number
- Invoice date
- Billed to the correct ANZ legal entity, with correct billing address
- Full supplier name and address
- Complete bank account details for payment
- Full name and email of the requesting ANZ staff member
- Correct invoice amount calculated (Net & GST shown separately)
- Correct GST/VAT value (Calculated as per tax %)
- The invoice currency must be displayed on the invoice
- Accurate description of services or goods provided

**Important:** Invoices not associated with a purchase order must clearly reference the correct ANZ Group legal entity, as well as the full name and email of the ANZ staff member that ordered the goods or services.

Invoices issued by non-resident vendors should not contain GST. If GST is to be charged, a justification needs to be provided in the "Description" field in the invoice

**Note:** Invoices will not be processed if handwritten, amended/corrected by hand, have been highlighted, marked or have sticky notes on them.

**Tip:** Double check the accuracy of invoices before submitting them to ANZ.

### Send invoices to the right place

It is important that invoices are directed to ANZ's accounts payable team (not to the ANZ staff member requesting the goods or services), it could result in additional queries and delayed payment.

You can send your invoices:

- **By email** only to [Asiahelpdesk@in.ibm.com](mailto:Asiahelpdesk@in.ibm.com)

### Email requirements:

- Submit only one invoice per email. ANZ cannot accept multiple invoices on a single email.
- Send your invoice as either a PDF or TIF /TIFF.
- If including supporting documentation to accompany your invoice, please send the supporting documentation together in one email.
- If an invoice is being resubmitted or is overdue, please indicate it on the invoice itself before sending the image via email.

### Invoice submission guidelines you need to know.

When emailing your invoice, please ensure:

- You delete any email signatures in HTML or PNG format.
- Images/graphics have been removed before converting your invoice to a PDF format.
- Your email doesn't contain any Excel files.
- You don't include any zipped files. Do not send invoices or supporting documentation in zipped formats (.zip, .zipx, .rar). These file formats will be rejected and returned to you.

### The following are not considered valid invoices and will not be processed:

- Statements, acknowledgements, sales orders, confirmations, packing slips, credit card receipts, sales slips, receipts and invoices with a bottom line total of \$0.00.
- Email conversation notes, or written conversation renderings
- Drawings and technical specification sales orders.
- Third party invoices, work orders, etc. (e.g. sub-contracting arrangements).

**Important:** Invoices which do not meet the specifications outlined above may be returned to suppliers, resulting in queries or delayed payment.

### Queries? Please contact us:

If you have any queries relating to the content, price or structure of a purchase order please contact the **ANZ Asia Procurement and Payments Helpdesk**:

- Phone:

Hong Kong: 800 933 278

Singapore: 800 1013 204

Vietnam: 1800 4944

Hours of operations: 9am - 5pm, Monday to Friday (UTC)

- Suppliers located outside these regions need to dial +61 2831 75597
- Email: [Asiahelpdesk@in.ibm.com](mailto:Asiahelpdesk@in.ibm.com)

## 5. OUR PAYMENT TERMS:

### Payment terms

ANZ's standard payment terms are **30 days** from the date of receipt by ANZ of a valid tax invoice which meets the requirements outlined in [Section 4](#). Please ensure these terms are stated on the invoice unless alternative payment terms have been agreed in writing with ANZ Procurement.

**Tip:** Refer to [Section 4](#) to make sure your tax invoice meets ANZ's requirements to ensure prompt payment and reduce the risk of invoice rejections.

### Note:

- If you need to update and resubmit your invoice because it didn't meet the requirements outlined in Section 4 - the payment will be made 30 days from the date your revised invoice is received.
- If your invoice due date falls on a Saturday your payment will be made on the Friday before. If your invoice due date falls on a Sunday your payment will be made on the following Monday.
- If your invoice due date falls on a public holiday in the respective geographies your payment will be made on the following business day.

### Remittance advice

- Suppliers will be automatically sent a remittance advice to their nominated email address.

### Queries? Please contact us:

If you have any queries relating to the content, price or structure of a purchase order please contact the **ANZ Asia Procurement and Payments Helpdesk**:

- Phone:
  - Hong Kong: 800 933 278
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- Email: [Asiahelpdesk@in.ibm.com](mailto:Asiahelpdesk@in.ibm.com)

## 6. CREDIT NOTES:

Obtain written confirmation from your ANZ business contact or relevant contact from the ANZ accounts payable team to process a credit note. If a credit note relates to an individual invoice, that invoice must have been processed, or paid, before the credit note is issued by you. Otherwise your credit note will be rejected, and you will need to resubmit the credit note along with the related invoice, after it has been paid.

**Tip:** Double check the accuracy of credit notes before submitting them to ANZ.

### Preparing accurate credit notes for ANZ

- Reference the original purchase order number.
- For purchases made **without a PO**, please include the full name and email address of the ANZ staff member that requested the goods/services.
- Reference the line item number on the original invoice (if applicable).
- The credit value must not be greater than the amount invoiced.

### What could go wrong?

Incomplete or incorrect documentation will be returned to you to amend and re-submit.

### Scenarios where exceptions to the above are required

If a credit note is to be issued for:

- A volume rebate.
- A discount that covers multiple items Purchase Order items.
- Spans multiple billing periods.

Contact the Asia Helpdesk who will advise you how to proceed.

### Where, and how, do I send credit notes?

Please send your credit notes by email only to [Asiahelpdesk@in.ibm.com](mailto:Asiahelpdesk@in.ibm.com)

### Queries? Please contact us:

If you have any queries relating to the content, price or structure of a purchase order please contact the **ANZ Asia Procurement and Payments Helpdesk**:

- Phone:
  - Hong Kong: 800 933 278
  - Singapore: 800 1013 204
  - Vietnam: 1800 4944
- Hours of operations: 9am - 5pm, Monday to Friday (UTC)
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- Email: [Asiahelpdesk@in.ibm.com](mailto:Asiahelpdesk@in.ibm.com)

## 7. SUSTAINABLE PROCUREMENT

As a large organisation with an extensive supply chain we recognise that our procurement activities have social and environmental impacts

### **Supplier Code of Practice (SCOP)**

As part of ANZ's purchasing process, ANZ is committed to engaging suppliers whose environmental, ethical and social performance is of a high standard. In providing goods and services to ANZ you must comply with ANZ's Supplier Code of Practice. Details of the code and ANZ's expectations can be found here: [ANZ Supplier Code of Practice](#).

### **Human Rights and Modern Slavery**

In providing goods and services to ANZ you must comply with all applicable modern slavery laws and regulations and take reasonable steps to ensure that there is no modern slavery or human trafficking in your or your subcontractors' supply chains or business operations. ANZ takes its responsibilities to minimise the risk of forced labour in its supply chain and business operations very seriously. To understand the steps we are taking, our Modern Slavery Statement can be found at: [Sustainable Procurement and Modern Slavery](#)

If you have any questions or would like to discuss our approach please email: [groupprocurement@anz.com](mailto:groupprocurement@anz.com)

### **Whistleblowing**

ANZ has a Whistleblower Channel which allows suppliers and their subcontractors (as well as relatives and family members) to report any reasonable and genuine concern they have about actual or suspected misconduct within or by ANZ and anyone connected with the ANZ Group. Reports can be made anonymously. More details and how to access this channel can be found here: [ANZ Whistleblower Policy](#)

Any questions regarding Sustainable Procurement should be directed to: [groupprocurement@anz.com](mailto:groupprocurement@anz.com)

## 8. QUERIES? PLEASE CONTACT US.

For all queries relating to the purchase and payment of goods and services to ANZ please contact the **ANZ Asia Procurement and Payments Helpdesk**:

- Phone:
  - Hong Kong: 800 933 278
  - Singapore: 800 1013 204
  - Vietnam: 1800 4944
- Hours of operations: 9am - 5pm, Monday to Friday (UTC)
- Suppliers located outside these regions need to dial in +61 2831 75597
- Email: [Asiahelpdesk@in.ibm.com](mailto:Asiahelpdesk@in.ibm.com)

**Important:** To facilitate prompt response to your query, please have the necessary information available should your query relate to a specific topic:

### Status on invoices, credit notes, and payment remittance advices

- **Provide your purchase order number** (if applicable) and **invoice number**.
- **Ticket number.** You will receive this from [Asiahelpdesk@in.ibm.com](mailto:Asiahelpdesk@in.ibm.com) once your invoice has been scanned.

### Updating your ANZ supplier profile

- It is your responsibility to ensure your supplier record with ANZ is correct and up to date.
- Please submit changes to details on your letterhead in PDF format.
- If you have a contract with ANZ please contact your ANZ representative who can submit the change on your behalf.

### Need to follow-up on an existing enquiry?

All new enquiries to the [Asiahelpdesk@in.ibm.com](mailto:Asiahelpdesk@in.ibm.com) are issued with a case number.

- If following up an **existing enquiry by phone** please have your existing case number available.
- If following up an **existing enquiry by email**:

Leverage the existing email correspondence by forwarding your past email to the Helpdesk.

In the subject of the email:

- Include the words FOLLOW UP.
- Your existing case number.

## 9. FREQUENTLY ASKED QUESTIONS (FAQ'S).

- **What happens if I dial the helpdesk number?**

When you dial the helpdesk number you will hear an introductory message whereby you will be connected to the helpdesk agents directly. Suppliers located outside Singapore, HongKong, Vietnam, need to dial +61 2831 75597

- **How do I obtain payment for an invoice?**

To ensure an invoice is processed and paid, make sure that you have met the following requirements.

- Has your company been set up in the ANZ supplier database?

Refer [Section 1](#)

- Is a valid and correct ANZ purchase order number provided on the invoice?

ANZ purchases via PO. An invoice must be preceded by the issuance of a valid ANZ Purchase Order. Sending an invoice without valid purchase order may result in processing and payment delay. Refer [Section 2](#) and [Section 4](#) for information.

Also refer to the question below which addresses invoices without purchase order.

- **How do I invoice if I have rendered the services/goods, but have not been issued a purchase order?**

Invoices that were not raised as a PO must clearly reference the correct ANZ Group legal entity, as well as the full name and email of the ANZ staff member that ordered the goods or services.

- **Where do I send an invoice?**

Refer [Section 4](#) under sub-heading 'Send invoices to the right place' for information.

- **How do I get a valid ANZ Purchase Order?**

Talk to your ANZ contact person who is making the purchase to first obtain a valid ANZ purchase order **before** delivering goods or services. Sending an invoice without valid purchase order number may result in processing and payment delays.

- **How do I find the purchase order number on the ANZ Purchase Order that I received?**

Refer [Section 2](#)

- **Where do I send questions on the details of an ANZ purchase order or an invoice?**

Contact ANZ helpdesk

- **Phone:**

Hong Kong: 800 933 278

Singapore: 800 1013 204

Vietnam: 1800 4944

Hours of operations: 9am - 5pm, Monday to Friday (UTC)

- Suppliers located outside these regions need to dial +61 2831 75597
- **Email:** [Asiahelpdesk@in.ibm.com](mailto:Asiahelpdesk@in.ibm.com)

- **How do I register to become an ANZ supplier?**

Refer [Section 1](#)

- **What are ANZ's standard payment terms?**

ANZ's standard payment terms are **30 days** from the date of receipt of a valid tax invoice which meets the requirements outlined in Section 4 unless alternative payment terms have been agreed in writing with ANZ Procurement.

- **What are ANZ's standard purchase order terms?**

ANZ PO terms and conditions are published on our website at:

[ANZ Standard Terms and Conditions of Purchase | ANZ](#)

- **What is ANZ's Purpose?**

Our purpose is to shape a world where people and communities thrive. That is why we strive to create a balanced sustainable economy in which everyone can take part and build a better life. For more details, please see the following link ([ANZ Profile](#)).