

# SUPPLIER PAYMENTS GUIDE

## Information to Suppliers

This guide aims at providing a clear and comprehensive understanding of the Infosys payment process within the Procure to Pay spectrum. Our effort is to ensure that as a supplier you have all information you need with respect to the payment processes within Infosys.

AP Team @ Infosys



*Thank you for partnering with us. We value our relationship and aim to ensure you have a seamless experience in the Procure to Pay process within Infosys.*

## Our Commitment

Making accurate & timely payments through a well-defined simplified processes substantiated by efficient controls and robust compliance management.

## Our Standards

- *Timely Vendor Payment is Priority*
- *Three-way Match Guaranteed*
- *Compliance and Controls Adherence*
- *Best-in-Class Technology Adoption*
- *Industry-wide AP Best Practices Followed*

## Accounts Payable - The Team

We are a passionate group of focused individuals within the Infosys Finance Team constantly driving excellence in everything we do. We handle Vendor Payments for any external procurements by the Company & its Subsidiaries, Provide consultative advisory on Accounts payable related matters.

Upon delivery of products/services, we request our Suppliers/Vendors to submit all relevant documents directly to Accounts Payable Team as mentioned in the Purchase Order.

## Supplier Information with Infosys

Information we have about your organization is of paramount importance to us. We use this information for processing your Invoices and for all communication with you. Please ensure your information with us is accurate at all times. If you wish to make any changes you may do so as below:

Option 1 – Vendor Certification Portal	Our gateway to Information about your organization. Please click to review, request changes and certify your information. <a href="#">Infosys Vendor Certification</a>
Option 2 – Contact the AP – Vendor Master Team	Information available on “ <a href="#">Our Connect</a> ” section of this guide.

## What an ideal Invoice shall contain?

Help us help you, we request you to review and ensure your Invoice has the below basic information required for an efficient and timely processing at our end:

Category	Details
PO Number	<i>A Valid Purchase Order Number must be referenced on the Invoice.</i>
	<i>An Invoice must denote only one Purchase Order Number.</i>
Clarity	<i>Please ensure Original Invoices are sent which should have seal and signature.</i>
	<i>We leverage stringent OCR systems and hence legible Digital Invoices will result in lesser hops in processing and will pass through the numerous controls and validations efficiently.</i>
	<i>Avoid submitting hand written Invoices / dot matrix printed Invoices.</i>
Quantity	<i>Quantity and Unit of Measure must be clearly stated on the Invoice. Invoice Quantity cannot be greater than the PO Quantity.</i>
Descriptions	<i>Description of services should be aligned in line with the Purchase Order.</i>
Banking Information	<i>Complete Bank details must be provided in the Invoice.</i>
	<i>Any changes in your Bank details, please inform us immediately. See Our Connect section of this guide on how to reach us.</i>
Invoice	<i>Invoice should be “Commercial Invoice” or “Tax Invoice” only. For Sub-contract payments, Timesheet should be submitted, for material supply, Delivery Challan copy is required, for services, Service Report is required.</i>
Pricing and Currency	<i>Currency should be mentioned clearly and correctly on Invoice. Example: GBP 1200 each. Applicable Tax information and amount/percentage of Tax must be mentioned in the Invoice.</i>
Local Transaction	<i>For local transactions, the Invoice should be in local currency. In case the Invoice is in some other currency, the VAT amount should be mentioned in local currency along with exchange rate. For example, UK vendor billing to Infosys UK should Invoice in VAT. In case the Invoice is in Euro, exchange rate between Euro and GBP should be mentioned along with Vat amount being mentioned in GBP.</i>
Cross Country Transaction	<i>In case of cross country transaction, VAT ID of Both Infosys and Vendor should mandatorily be mentioned in the Invoice. Further, “Subject to Reverse Charge” should also be mentioned.</i>
VAT/TAX	<i>Your VAT/ Tax number must be provided if applicable.</i>
Other Charges	<i>Other charges should be mentioned separately.</i>
Entity Address	<i>Infosys Entity Name, Bill to Address &amp; Ship to Address, Tax ID/VAT registration # must be exactly as stated in the PO.</i>
Payment Terms	<i>Invoice should contain the Payment Terms as approved by Infosys Procurement. Payment Terms mentioned in the Invoice &amp; PO should be consistent with each other.</i>
Tax Form Compliance	<i>Since we are headquartered in India and operate in a branch model, The following 4 Tax Forms are required to process payments. (1) Form No. 10F (2) Annexure-1/2 (Permanent Establishment Declaration) (3) Permanent Account Number (PAN Declaration) or Form 37BC (4) Tax Residency Certificate (TRC). (Refer Section Below)</i>
Revised Invoice	<i>Original Invoice number should be maintained in the Revised Invoice. In case it is not the same, Original Invoice Number reference should be given.</i>

## Tax Form Compliance

Infosys Ltd is a company incorporated and registered in India and operates across the globe through its branches situated in different geographies. These branches are not separate legal entities but only

extended arms of Infosys Ltd (the Indian entity).

Therefore, whether the transaction is entered by the Branch Office of Infosys Ltd or Infosys India; or Payment is made from Branch or India, the provisions of the

Indian Income Tax Act and DTAA (Double Taxation Avoidance Agreement) will apply.

Following tax documents/forms should be furnished by the Supplier Vendor Partner, to avail DTAA benefits, if any.

Sl. No.	Tax Document/Form	Validity
1	Tax Residency Certificate (TRC)	As mentioned on the TRC
2	Form 10F	April to March of the financial year mentioned in the form
3	Information under sub-rule 2 of Rule 37BC	April to March of the financial year mentioned in the form
4	No P.E. declaration i.e. Annexure 1 or P.E. declaration i.e. Annexure 2	Perpetual document unless the facts mentioned therein changes

We will issue a WHT Certificate for the tax deduction made from your payments. As per the provisions of

the DTAA, this certificate can be used by vendor partners to claim credit of the taxes paid for transactions in

India against the taxes payable in your country, subject to the local laws of their country.

WHT certificates are issued quarterly. The certificate covers invoices posted in the previous quarter. For Example, an invoice dated 25<sup>th</sup> June (which falls in Q1) is posted on 5<sup>th</sup> July (falls in Q2) then as WHT is remitted in the 2<sup>nd</sup> quarter, the related

certificate will be issued by 15<sup>th</sup> November as per the table given here. For any clarification on FC conversions/detailed reconciliation on certificates, please reach out to [Askus\\_P2P@infosys.com](mailto:Askus_P2P@infosys.com)

Quarter	WHT certificate will be issued by
Q1/Apr - Jun	15 <sup>th</sup> Aug
Q2/Jul - Sept	15 <sup>th</sup> Nov
Q3/Oct - Dec	15 <sup>th</sup> Feb
Q4/Jan - Mar	15 <sup>th</sup> Jun

## Submission of Invoice:

### When to Invoice?

- Once products/services are delivered, Vendor is required to submit Invoices with relevant documents directly to Accounts Payable Team
- The Invoice will be considered submitted only after it has been submitted to the Accounts Payable Team
- Delay in sending Invoices will result in delay in processing impacting timely payment thereby
- Infosys is not obligated to pay Invoices received from suppliers post 180 days of goods/service delivery

## Whom to Invoice?

Details about Invoice submission is mentioned in the Purchase Order. If you have any questions, please refer to the "Our Connect" guide.

Method	What is it?	How?
(1) Digitally Signed Invoices sent in PDF form to the Email Address as mentioned in the PO *	PDF (Portable Document Format) is a file format recommended with our SAP Payment Systems.	Send Invoices to email address as mentioned in the PO. We have dedicated AP imaging applications integrated with the email and payment systems to ensure data is extracted accurately.

## Payment Terms:

Payment terms are recognized for each Supplier. Account Payable Team will refer to those terms and the payment due date will automatically be calculated by the system if the Invoice matches to the order sited and the invoicing requirements are

fulfilled. Where the Payment Terms are not clearly defined, Infosys will release payment "Net 60" days following the date when the Invoice is received at AP Desk.

For e.g., Invoice dated 1<sup>st</sup> July, 2019 is received by AP Desk on 9<sup>th</sup> July and is updated in system on 10<sup>th</sup> July. With

payment terms as Net 30, system will auto calculate the payment due date of 8<sup>th</sup> August, 2019. In case if there is a dispute, Invoice will be kept aside for further review and the due date will vary accordingly, on case to case basis.

**Please Note:** All payments are processed on Thursdays of every week. If the payment due date for an Invoice you are tracking falls on any day before Thursday of that week it will be included in the Thursday Batch process of the week. Invoices missing the weekly cut off will promptly be included in the next week Thursday cycle.

## Why your payments may be delayed?

Issues	Resolution
Purchase Order Number is missing or incorrect on the Invoice	We ensure amount on the Invoice matches specific PO item. You must issue a Revised Invoice if there is a mismatch. Payment towards your Invoice may be delayed due to extra time taken to match against the relevant PO version in our system. Hence your Invoice should include a PO Number.
Delay in Invoice reaching to Accounts Payable Desk	Payment Terms are counted from the day your Invoice is received at our AP desk. You should send the Invoices directly to AP Desks ( <b>emeatradepayments@infosys.com</b> ) as mentioned in the purchase orders.
Bill to Party/Ship to Party incorrect on Invoice	It is essential that that BTP/STP address mentioned in the Invoice should match with the PO address.
Incorrect Quantity in the Invoice, Unit Price as compared to PO	For each PO item, we validate price & quantity as on the Invoice with our database. Discrepancies will lead to delays.
Other Issues (not restricted to) Missing Timesheet/ Missing Tax Documents/ Pending clarification regarding bank details etc	Periodically review your information available with us and make prompt changes as and when required. For more information, refer section " <a href="#">Supplier Information with Infosys</a> "

## Our Connect:

If you have any questions on Invoicing or Payments, please use the information below.

Area of Enquiry	Email ID / Phone	Considerations
AP - Vendor Information Updates	<a href="mailto:APVendor_master@infosys.com">APVendor_master@infosys.com</a> On Call Support: +91 80 46152059 (Our team is available for your assistance between 9 a.m. to 6 p.m. IST)	<ul style="list-style-type: none"> <li>New Vendor set up &amp; existing Vendor data changes only</li> <li>Do not submit Invoices/Payment related queries</li> <li>Communication only from Vendor Organization Email IDs</li> <li>Use same email thread until closure</li> </ul>
Payment Status Related	<a href="mailto:Askus_p2p@infosys.com">Askus_p2p@infosys.com</a> On Call Support: +91 80 40671333 (Our team is available for your assistance between 9 a.m. to 8.30 p.m. IST)	<ul style="list-style-type: none"> <li>System generated payment advice is delivered to your registered mail when due</li> <li>Do not submit Invoices to this Email ID</li> <li>Only Payment related and Invoice bill desk submission queries should be sent here</li> <li>Enquires sent only from Vendor Organization Email IDs</li> </ul>
Invoice Submission Related	Invoice forward bill desk information is printed on your Purchase Order. Please send all Invoices as per approved POs.	<ul style="list-style-type: none"> <li>Any queries on where to submit Invoices, please contact <a href="mailto:Askus_p2p@infosys.com">Askus_p2p@infosys.com</a></li> </ul>

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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