

IMPORTANT

Instructions for Timely Payment of your Invoices

ISS has adopted Accounts Payable Automation software to electronically process Vendor Invoices.

As you have now been set-up as a Vendor in our ERP system there are several policies that will help to ensure that we can make payments to you in a timely and accurate manner.

- Invoices must comply with the relevant tax office rules constituting a valid Tax Invoice;
- It is mandatory to reference a ISS provided Purchase Order when invoicing;
("No Purchase Order = No Pay")
- Only one PO per Invoice is allowed
- Invoice numbers must not be duplicated (except for copy invoices);
- Handwritten invoices are not suitable;

Invoices are to be sent via email as an attachment to: accountspayable.invoices@au.issworld.com and it is preferably that we receive one invoice per email.

<u>Attachment formats supported:</u>	<u>Attachment formats not supported are:</u>
<ul style="list-style-type: none">▪ PDF	<ul style="list-style-type: none">▪ Protected PDF files
<ul style="list-style-type: none">▪ Images (jpg, jpeg, png, tiff)	<ul style="list-style-type: none">▪ Protected attachments
<ul style="list-style-type: none">▪ MS Office documents (word, excel)	<ul style="list-style-type: none">▪ Invoice/Credit Note as a link within emails
<ul style="list-style-type: none">▪ Compressed files (.zip)	

Invoices are NOT to be sent to accountspayable.invoices@au.issworld.com more than once, if this occurs the duplicate invoice will be automatically rejected by the system.

This is an automated mailbox which imports the attachments, any comments in the email body will not be imported or reviewed therefore all **enquiries** are to be sent to a separate email address: ap.enquiries@au.issworld.com

Statements are to be sent via email as an attachment to: accountspayable.statements@au.issworld.com

As with all sound business enterprise systems standard security filtering software is in place to protect us from incoming spam or potentially fraudulent emails.

Avoid having your incoming emails quarantined by adhering to acceptable email protocol. As an example, our email server would block an email sent from one address but re-written to show a different sender address. This would be interpreted as a potential threat.

We look forward to an efficient and productive business relationship with you!

Regards

AP Department