

Invoice submission guidelines: APAC countries

Cognizant's Accounts Payable department is responsible for the timely processing of supplier invoices issued against approved purchase orders. Upon shipment of products, or services performed as requested on the official purchase order, the supplier is required to submit all corresponding invoices in a timely manner directly to Accounts Payable (within 7 business days from shipment or service completion) as instructed on the purchase order. To be processed by Accounts Payable, the supplier invoice must contain all the required information listed below.

Determining the invoice receipt date

Within Cognizant's CAPPs system (ARIBA), payment terms are established for each supplier. Invoices processed by Accounts Payable will reflect those terms and the payment due date will automatically be calculated by the system if the invoice matches to the order placed. Accounts Payable does not designate a payment date as this is entirely system driven. For example, a supplier invoice dated July 1, 2017, is received by Accounts Payable on July 9, entered on CAPPs/Arriba system on July 10, if the payment terms are "Net 30", the system will automatically calculate a payment due date of August 8, 2017. A payment date will only be generated for accepted and undisputed transactions, disputed invoices will be rejected and parked for clarification. The due date for payment will start from the date of invoice rectified or from the date of receipt of revised acceptable invoice by Accounts Payable.

Invoice requirements

To enable timely payment, your invoice must contain:

S.No	Invoice required information
1.	Invoice MUST reference the correct Cognizant legal entity (the Bill To Cognizant entity) and address (the Bill to address) as shown on the PO/SoW with attention to Accounts Payable
2.	Supplier name and supplier address, including zip code, PO box, state, telephone, email as setup in Cognizant's system. For Japan – JCT number is to be updated in the invoice and for Australia – ABN number must be updated in the invoice.
3.	Unique invoice number, no duplicate invoice number is allowed
4.	Date format- MM/DD/YY or show month in wording e.g.: APR) and no future date is allowed

5.	Description and quantity of goods & service, PO number, PO line item and currency on invoice must match with PO/contract* Product part number should be provided where applicable
6.	PO number to be mentioned on the invoice, only one PO number per invoice
7.	Ensure total amount is stated and sufficient fund for billing is left on PO
8.	Supplier's company stamp
9.	Banking information**
10.	Approved payment terms by Cognizant Global Procurement team should be specified on the invoice
11.	Invoices related to employees should contain the 6/7 digit Cognizant associate ID details.

*If the PO is issued incorrectly or amount insufficient, please contact buyer (procurement representative) to update the PO before billing

**Supplier must contact Global Support Team (GlobalP2PSupport@cognizant.com) with any changes company info, banking, or address information; failure to do so may delay payment.

When to invoice?

Upon shipment of products, or services performed as requested on the official purchase order, the supplier is required to submit all corresponding invoices in a timely manner directly to Accounts Payable within 7 business days from shipment or service completion. To be processed by Accounts Payable, the supplier invoice must reference the same supplier information contained on the purchase order, a unique invoice number, the invoice date, and the appropriate Cognizant purchase order number. All invoices / supplementary invoices / credit note / debit note raised by vendors in a financial year (April to March) must reach Cognizant within 15 days of that financial year completing, any invoices received after such date will not be entertained.

Whom to invoice?

Invoice is to be addressed to the correct & complete legal entity, depending upon which entity has initiated the service/supply. The Purchase Order/Contract refers to the legal entity name along with its address, this should be included on the face of the invoice.

Where to submit invoices for APAC?

Ariba network vendors

All the invoices should be submitted through Ariba Network. Invoices should be submitted along with the necessary supporting documents.

Non-Ariba network vendors (E-Invoices/Digitally Signed):

All Non-Ariba network vendors providing invoices should send the soft copy of the invoices to the respective mailbox below, along with the necessary supporting documents.

Country name	Email ID
Thailand	THAAPReceivedInv@cognizant.com
Dubai	DUBAPReceivedInv@cognizant.com
Abu Dhabi	ABUAPReceivedInv@cognizant.com
Saudi Arabia	SAUAPReceivedInv@cognizant.com
Korea	KORAPReceivedInv@cognizant.com
Philippines	PHPAPReceivedInv@cognizant.com
Australia	AUSAPReceivedInv@cognizant.com
New Zealand	NZLAPReceivedInv@cognizant.com
Singapore	SGPAPReceivedInv@cognizant.com
Malaysia	MYSAPReceivedInv@cognizant.com
Hong Kong	HKGAPReceivedInv@cognizant.com
China (for invoices in English)	CHNAPReceivedInv@cognizant.com
China (for invoices in local language)	Maggie.lu@cognizant.com
Japan (for invoices in local language)	Japaninvoices@cognizant.com
Japan (for invoices in English)	Japaninvoices@cognizant.com

Please note the following when submitting emailed invoices:

- Multiples invoices submitted in one email will not be considered for payment processing.
- Each email should contain one invoice (PDF format as 1st attachment) and followed by other supporting documents.
- This email box is dedicated to invoice submission alone and no other queries will be addressed through this email. All other payment related queries can be sent to globalp2psupport@cognizant.com

Transaction specific guidelines for invoicing

- **Additional charges** – such as freight, must be listed as separate lines on the invoice.
- **AMC invoice** – invoices for support activities like the AMC to categorically mention the service period with details of “**From date**” and “**To date**”. Invoices raised for AMC’s should clearly mention if the support was in nature of “Comprehensive AMC”
- **Training invoices** - information on whether the trainer has travelled to respective location in APAC is required. Participant list also to be provided for training invoices.
- **Subcontracting invoices** - for all sub-contracting services, the invoices are to be raised on the respective facility/ location and legal entity based on the actual work location of the contractor. Contractor ID and service period calculation is required for Subcontractor invoices. Leave tracker to be attached wherever

required. Any additional charges other than monthly service, should be supported with proper approvals and receipts.

- Recruitment invoices - invoices for recruitment services are to be raised on the facility/location as confirmed by HR TAG team as part of the billing confirmation with PO reference. Employee ID is to be updated in the invoice copy.
- Advance or pre-paid payment – for advance payments supplier should raise a Pro Forma Invoice and send to respective country mailbox listed above.
- Revised invoices - revised invoices should be raised preferably with the same invoice number as the original and categorically mention “REVISED INVOICE”. In cases where the revised invoice is raised with a different invoice number, it should have a reference of the original invoice number and a credit note for the old invoice.
- Multiple business units - separate invoices should be raised for the supplies/services rendered for each facility without any consolidation. Invoices should be raised only on existing facilities (invoices should not be raised on closed entities / facilities).
- Frequent transactions - invoices from regular stream of vendors should not be raised for small amounts. Instead, they should be consolidated at every facility and raised periodically. Examples include consumable supplies, stationery, food & beverages etc.