

About Accounts Payable & Supplier Payments

Accounts Payable

Cognizant's Accounts Payable is responsible for timely processing of invoices and issuing payments for companies, suppliers, individuals, employees, human subject payments and independent contractors. Payments are made against approved and reserved purchase orders, contracts/agreements or via exceptional approvals when a P.O. could not be issued.

About Supplier Payments

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. In order 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.

Refer to the [Supplier Invoice Submission guide](#) for more details.

[How to Invoice?](#)

[When to Invoice?](#)

[Whom to Invoice?](#)

[Where to send Invoices?](#)

At no time is a Cognizant employee permitted to request the supplier to send the invoice directly to the ordering department and/or the designated ship-to location. This action violates Cognizant procurement and disbursement policies, may lead to delays in payment or duplicate payments, negatively impacts supplier business relationships, and prevents the Global Procurement team from negotiating most favorable terms and product/service pricing discounts. At no time is a requisitioner (REQ) or purchase requestor permitted to contact the supplier and request that a shipment be made or service performed prior to the supplier receiving an official purchase order.

The following is information that Suppliers or New Payment System Users (CAPPS/Catalyst Users) may find helpful regarding the payment of purchase order invoices

- Purchase order invoices are typically entered into CAPPS/Catalyst within Two (2) business days of receipt in the Account Payable office address.
- If you have questions regarding the payment of purchase order invoices not in the CAPPS/Catalyst system, e-mail [Global Vendor/Accounts Payable Help Desk](#)
- If you are having recurring problems with purchase order suppliers, contact the [Global Procurement Team or Global Vendor/Accounts Payable Help Desk](#) with specific information on the nature of the problem and related supplier information.
- To conform to the negotiated payment terms it is imperative the supplier send their invoices directly to the [Accounts Payable Department Address](#). All supplier purchase order or contract related invoices should contain all the appropriate information; quantity, price, description of goods or services provided, invoice number and date and the associated purchase order number

or Contract ID number. The Global Procurement Buyer or Global Vendor/Accounts Payable Help desk is required to clear any disputed invoices kept in rejects or hold. (SLA to be defined).

Purchase Order Invoice Rejects/Hold

Invoices are matched to a specific purchase order line, according to the line description as well as the quantity and price.

Supplier invoices are placed on Hold/Rejected by the CAPPs/Catalyst when:

- The Invoice amount is more and exceeds the purchase order value. The quantity invoiced exceeds the quantity ordered on the Purchase Order line
- The total of the invoice line exceeds the purchase order line.

The Cognizant system does not allow duplicate invoice numbers from any supplier. If a supplier does submit two invoices with the same number, the second invoice is trashed or a Debit Note is expected from the supplier to the Accounts Payable department.

Finally-Closed Purchase Orders

Purchase orders are not finally closed until all invoices have been received, processed and a payment has been issued to the supplier. If the purchase order has not been fully executed, the supplier must provide AP with the appropriate business reason to prematurely end the purchase order commitment.

Cancel Purchase Orders

At no time is a purchase order to be canceled if the purchase order was matched to an invoice that was fully executed; all products have been shipped and billed



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