

SUPPLIER PAYMENTS GUIDE

This guide aims at providing a clear and comprehensive understanding of the 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. Infosys Vendor Certification |
| Option 2 – Contact the AP – Vendor Master Team | Information available on “ Our Connect ” 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> |
| GST Related | <i>Include GST in amount & percentage as applicable. Please provide GST in local currency. GST includes CGST, SGST, UTGST, IGST.</i> |
| HSN Related | <i>HSN/SAC code as per GST Laws along with service description should be mentioned on the Invoice with rates.</i> |
| VAT/TAX | <i>Your VAT/ Tax number must be provided if applicable. PAN number is required for domestic vendors.</i> |
| | <i>TDS would be deducted from the payment unless certificate is given for exemption. In case of lower deduction of Taxes U/S 197(1) of the IT Act, submit the Certificate issued by the department and mention the category on the invoices for the WHT rates.</i> |
| Pricing and Currency | <i>Currency should be mentioned clearly and correctly on Invoice. Example: INR 900.60 each Applicable Tax information and amount/percentage of Tax must be mentioned in the Invoice.</i> |
| Other Charges | <i>Other charges should be mentioned separately.</i> |
| Entity Address | <i>Infosys Entity Name, Bill to Address & 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. Example: Net 15/30, Advance Payment Terms.</i> |
| Overseas Transaction | <i>Permanent Account Number , VAT number, Form 10F and Tax Residency Certificate (TRC) with confirmation on their permanent establishment in India will be needed for Overseas suppliers.</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> |

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 of Submission

| Two Methods | 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. |
| (2) Paper | Paper Invoice submitted by a supplier via courier, hand delivered, or express mailed | Invoice mailed (Couriered / India Post / USPS) by the supplier. |

*PDF not digitally signed should be followed up by a paper invoice promptly to initiate further processing

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.

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 1st September, 2018 is received by AP Desk on 9th September

and is updated in system on 10th September. With payment terms as Net 30, system will auto calculate the payment due date of 8th October, 2018. In case of there's 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.

TDS certificate

TDS certificates are issued quarterly. The certificate covers Invoices posted in the previous quarter. For example, an invoice dated 25th June (which falls in Q1) is posted

on 5th July (falls in Q2) then as the TDS is remitted in the 2nd quarter, the related certificate will be issued by 15th November as per the table given below here. For detailed reconciliation on certificates, please reach out to Askus_P2P@infosys.com.

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

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 as mentioned in the Purchase Orders. |
| Legal Entity incorrect on the Invoice | It is essential that the Invoice addressee matches the Legal Entity name of the company issuing the PO. |
| 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) Incorrect HSN/ Missing HSN, Missing/Incorrect GST Number, Incorrect Bill to Address | Periodically review your information available with us and make prompt changes as and when required. For more information, refer section "Supplier Information with Infosys". |

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 | APVendor_master@infosys.com 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"> • New Vendor set up & existing Vendor data changes only • Do not submit Invoices/Payment related queries • Communication only from Vendor Organization Email IDs • Use same Email thread until closure |
| Payment Status Related | Askus_p2p@infosys.com 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"> • System generated payment advice is delivered to your registered mail when due • Do not submit Invoices to this Email ID • Only Payment related and Invoice bill desk submission queries should be sent here • Enquires sent only from Vendor Organization Email IDs |
| 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"> • Any queries on where to submit Invoices, please contact Askus_p2p@infosys.com |

For more information, contact askus@infosys.com



© 2020 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.