

# ANZ Supplier Purchasing and Invoicing Guide

AUDIENCE: Suppliers for ANZ THAILAND

**May- 2020**

**Classification: Public**



## INTRODUCTION

Dear Supplier,

Thank you for providing goods and/or services to ANZ.

ANZ's purpose is to shape a world where people and communities thrive. It shapes our choices about who we have relationships with, how we behave and what we care about. By understanding our purpose, complying with our [Supplier Code of Practice](#) and working with us to responsibly manage the social and environmental impacts of our mutual business operations, our suppliers are important partners in helping us achieve our ambitions

At ANZ, we are committed to paying our suppliers on time. This guide includes some simple, practical guidance for suppliers to follow to help ensure efficient and timely purchase and payment of goods and services to ANZ.

Not following guidelines could result in delays to invoice processing and payment. Please familiarise yourself with the information contained in this guide so that we can:

- Process your invoices efficiently
- Pay your invoices in a timely manner
- Provide you with accurate payment-related information

Thank you for your commitment to ANZ and our supply chain.

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## 1. REGISTER YOU AS A SUPPLIER

*(not applicable to existing suppliers unless there is an amendment to any of your details)*

To register you as a supplier on ANZ systems, your ANZ Requestor will assist you to complete the necessary documentation in line with the goods and services that you are supplying.

In general, all details given below are required up front. Other requirements will be discussed when needed.

### 1.1 Documents required to establish a new supplier and amending an existing supplier

- TAX Invoice
- Quotation
- Tax Certificate
- Affidavit

### 1.2 ANZ Billing Address

Entity	Bill to Address
ANZ BANK (THAI) PUBLIC COMPANY LIMITED	63 WIRELESS ROAD, ATHENEE BUILDING , FLOOR 8, UNITS 801-804 , LUMPINI , PATHUMWAN , BANGKOK 10330

## 2. OUR INVOICING PROCESS

### 2.1 Preparing Accurate Invoices for ANZ

You can ensure invoice accuracy by including the following details:

- The words, "Tax Invoice" must appear prominently on the invoice
- ANZ THAILAND Requestor details - mention the full name and email ID of the ANZ Requestor
- Invoice number
- Invoice date
- Billed to the correct ANZ legal entity with correct billing address
- Full supplier name and address
- The VAT Registration number of both, ANZ and the supplier on the invoice (ANZ VAT number is available at the end of this document)
- Complete bank account details for payment

- Correct invoice amount calculated (Net and VAT shown separately)
- Correct VAT value (calculated as per tax %) if VAT is applicable
- Proper tax split with tax rates
- Invoice currency
- Accurate description of services or goods provided



**IMPORTANT** Invoices must clearly reference the full name and email address of the ANZ Requestor based out of Thailand who ordered the goods or services.

## 2.2 Sending invoices to the right place

It is important that invoices are submitted to the ANZs Accounts Payable Team (not to the ANZ Requestor). Otherwise, it could result in delayed payments.

### **Mailing Address (for hard copy invoices):**

ANZ BANK (THAI) PUBLIC COMPANY LIMITED

63 WIRELESS ROAD, ATHENEE BUILDING, FLOOR 8, UNITS 801-804, LUMPINI,  
PATHUMWAN, BANGKOK 10330

### **Email Address (applicable only for Foreign Suppliers):**

[thailandap@anz.com](mailto:thailandap@anz.com)



### **IMPORTANT**

What could go wrong?

Invoices which do not meet the specifications outlined below will be returned to suppliers, resulting in queries or delayed payment

- Invoices will not be processed if they are handwritten, amended/corrected by hand, have been highlighted, marked or have sticky notes on them.
- Statements, acknowledgements, sales orders, confirmations, packing slips, credit card receipts, sales slips, receipts and invoices with a bottom line total of \$0.00, third-party invoices and work orders (e.g. sub-contracting arrangements), email conversation notes or written conversation renderings, drawings and technical specification sales orders are not considered as valid invoices.



#### TIP

Double-check the accuracy of invoices before submitting them to ANZ.

## 3. OUR PAYMENT TERMS

### 3.1 Payment terms

ANZ's standard payment terms are **30 days** from the date of receipt by ANZ of a valid Tax Invoice which meets the requirements outlined in the [OUR INVOICING PROCESS](#) section. Please ensure that these terms are stated on the invoice unless alternative payment terms have been agreed in writing with ANZ.



#### TIP

Refer to [OUR INVOICING PROCESS](#) to make sure your Tax Invoice meets ANZ's requirements to ensure prompt payment and reduce the risk of invoice rejections.



#### NOTE

- If you need to update and resubmit your invoice because it didn't meet the requirements outlined in the [OUR INVOICING PROCESS](#) section, the payment will be made **30 days** from the date your revised invoice is received.
- If your invoice due date falls on a weekend, i.e. Saturday or Sunday, or on a public holiday, your payment will be made on the following working day

### 3.2 Payment Remittance advice

Remittance advice will be sent automatically to the supplier's registered email address.

For any other remittance queries, please contact [GAPTH@anz.com](mailto:GAPTH@anz.com)

## 4. CREDIT NOTES

Please send accurate credit notes to Accounts Payable team once you have confirmation from your ANZ Requestor.

### 4.1 Where and how do I send credit notes?

Please send your credit notes to the address mentioned in the CONTACT INFORMATION section.

#### **IMPORTANT**



What could go wrong?

Incomplete or incorrect Invoices will be returned to you to amend and resubmit. This could hold up future payments.



#### **TIP**

Double-check the accuracy of credit notes before submitting them to ANZ.

## 5. SUSTAINABLE PROCUREMENT

As a large organization with an extensive supply chain we recognize that our procurement activities have social and environmental impacts

### **Supplier Code of Practice (SCOP)**

As part of ANZ's purchasing process, ANZ is committed to engaging suppliers whose environmental, ethical and social performance is of a high standard. In providing goods and services to ANZ you must comply with ANZ's Supplier Code of Practice. Details of the code and ANZ's expectations can be found here: [ANZ Supplier Code of Practice](#).

### **Human Rights and Modern Slavery**

In providing goods and services to ANZ you must comply with all applicable modern slavery laws and regulations and take reasonable steps to ensure that there is no modern slavery or human trafficking in your or your subcontractors' supply chains or business operations. ANZ takes its responsibilities to minimize the risk of forced labor in its supply chain and

business operations very seriously. To understand the steps we are taking, our Modern Slavery Statement can be found at: [Sustainable Procurement and Modern Slavery](#)

If you have any questions or would like to discuss our approach please email: [groupprocurement@anz.com](mailto:groupprocurement@anz.com)

### Whistleblowing

ANZ has a Whistleblower Channel which allows suppliers and their subcontractors (as well as relatives and family members) to report any reasonable and genuine concern they have about actual or suspected misconduct within or by ANZ and anyone connected with the ANZ Group. Reports can be made anonymously. More details and how to access this channel can be found here: [ANZ Whistleblower Policy](#)

Any questions regarding Sustainable Procurement should be directed to: [groupprocurement@anz.com](mailto:groupprocurement@anz.com)

## 6. CONTACT INFORMATION

Team	Address type	Address
Thailand Accounts Payable Team	Mail (To submit hard copy invoices for processing)	ANZ BANK (THAI) PCL , 63 WIRELESS ROAD, ATHENEE BUILDING , FLOOR 8, UNITS 801-804 , LUMPINI, PATHUMWAN, BANGKOK 10330
Thailand Accounts Payable Team	Email (Applicable only for Foreign Suppliers)	<a href="mailto:thailandap@anz.com">thailandap@anz.com</a>
Thailand Accounts Payable Team	Email (for any payment related queries)	<a href="mailto:GAPTH@anz.com">GAPTH@anz.com</a>

## 7. FREQUENTLY ASKED QUESTIONS

### 7.1 How do I obtain payment for an invoice?

To ensure an invoice is processed and paid, make sure that your company is set up in the ANZ supplier database.

Refer to [REGISTER YOU AS A SUPPLIER](#).

### 7.2 Where do I send an invoice?

Refer to [OUR INVOICING PROCESS](#) under the sub-heading "Sending invoices to the right place" for information.

### 7.3 How do I register to become an ANZ supplier?

Refer to [REGISTER YOU AS A SUPPLIER](#).

### 7.4 What are ANZ's standard payment terms?

ANZ's standard payment terms are **30 days** from the date of receipt of a valid tax invoice, which meets the requirements outlined in the [OUR INVOICING PROCESS](#) section unless alternative payment terms have been agreed in writing with ANZ Procurement.

### 7.5 Where do I send my invoice related queries?

Please send to [GAPTH@anz.com](mailto:GAPTH@anz.com)

### 7.6 Should I inform ANZ if I am sending an invoice with new bank details?

Yes, bank details on your invoice should match with details available in ANZ database. If there is a change in your details, please contact the ANZ team and provide details requested in the [REGISTER YOU AS A SUPPLIER](#) section to P2P Vendor Maintenance [GAPVendorMgmt@anz.com](mailto:GAPVendorMgmt@anz.com)

### 7.7 What is the ANZ bill to address?

Entity	Bill to Address
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ANZ BANK (THAI) PUBLIC COMPANY LIMITED	63 WIRELESS ROAD, ATHENEE BUILDING , FLOOR 8, UNITS 801-804 , LUMPINI , PATHUMWAN , BANGKOK 10330
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## 7.8 What is ANZ's VAT registration number?

Entity	ANZ's VAT Registration Number
ANZ BANK (THAI) PUBLIC COMPANY LIMITED	0107557000420

## 7.9 What is ANZ's Purpose?

Our purpose is to shape a world where people and communities thrive. That is why we strive to create a balanced sustainable economy in which everyone can take part and build a better life. For more details, please see the following link ([ANZ Profile](#))

## 7.10 What is ANZ's Supplier Code of Practice?

ANZ's Supplier Code of Practice ([SCOP](#)) outlines our minimum requirements for all suppliers in relation to governance and general compliance, Human Rights and workplace relations, occupational health & safety, ethical business practices and environmental management

## 7.11 When are Invoices Returned to Vendor (RTV)?

Invoices which do not meet the specifications outlined below may be returned to suppliers, resulting in queries or delayed payment

- Incomplete/Incorrect information or invoice details (listed below) may result in additional queries and a delayed payment.
  - ✓ Missing/Incorrect ANZ Requestor's e-mail ID on the Invoice copy
  - ✓ Incorrect VAT calculation
  - ✓ Unclear Invoice image
  - ✓ VAT # missing
  - ✓ Multiple Invoices in one PDF
  - ✓ ANZ bill to address missing
  - ✓ Incorrect Bill to Address

- ✓ Future dated invoice
  - ✓ Missing pages in invoice
  - ✓ Invoice date missing
  - ✓ Duplicate Invoice
  - ✓ Missing/Wrong Bank details of Vendor on the Invoice
  - ✓ Wrong Calculation with amount
  - ✓ Missing Vendor Address
- 
- Invoices will not be processed if they are handwritten, amended/corrected by hand, have been highlighted, marked or have sticky notes on them
  
  - Statements, acknowledgements, sales orders, confirmations, packing slips, credit card receipts, sales slips, receipts and invoices with a bottom line total of \$0.00, third-party invoices and work orders (e.g. sub-contracting arrangements), email conversation notes or written conversation renderings, drawings and technical specification sales orders are not considered as valid invoices.