

From Mai 2015

Invoice requirements for Deutsche Infineum GmbH

For the attention of the Finance Department

As a valued supplier to Infineum, we would like to take this opportunity to inform you of our invoice protocol.

In June 2010 we were moving the handling of our invoices from our local Infineum Cologne Accounting Department to a global 'Shared Service Centre' located in Singapore ('GSSC').

In order to be able to pay your invoices more quickly and without processing delays, we have decided to change from paper invoicing to sending invoices per email for Deutsche Infineum GmbH to the GSSC. This process already works well.

We would like to request you **to no send paper invoices** to our Infineum address in Cologne, **but instead per email in PDF format** only to the following email address:

GSSC.DE.Invoices@infineum.com

Please note that:

- Each PDF file should contain only one invoice, together with any supporting information or documents; multiple PDF files may be attached to one e-mail, as long as the total size of the incoming email does not exceed 15 MB.
- We only need one original invoice as PDF file, no copies.
- Please make sure that partial invoices, advance payments, prepayments etc. are clearly marked.
- Please only use the above mentioned email address for sending invoices, do not use it for any other communication.
- We have developed minimum standards for invoices which are attached to this letter. We will not be able to accept invoices that do not meet these minimum standards.

Additionally we have also set up the following email address, which is to be used if you have any **queries** regarding invoicing or payments:

GSSC.DE.Query@infineum.com

Please confirm via email to Samar.Gonzalez@infineum.com that you have received and understood this information and will submit your invoices via email as per the above described process.

Infineum would like to take this opportunity to thank you for your support and co-operation as we adapt to a fully electronic invoice process. If you have any questions or concerns, please get in touch with your regular Procurement contact or send an email to Samar Gonzalez (Samar.Gonzalez@infineum.com).

Yours sincerely,
Susan Sommer
Deutsche Infineum GmbH
Procurement

A handwritten signature in blue ink, appearing to be "S. Sommer", written in a cursive style.

Attachment:
Infineum Invoicing Requirements
Frequently Asked Questions



Infineum Invoicing Requirements

Invoicing Requirements

This document sets forth invoicing standards to be followed by Suppliers when preparing an invoice for Infineum. Failure to follow these requirements will result in delayed payment with no penalties assessed to Infineum.

- Supplier shall send an electronic copy of the invoice to the Global Shared Service Center (GSSC) after Infineum has received the Goods or Services specified in the Purchase Order, or as otherwise requested by Infineum.
- Invoices must be sent electronically ***directly*** to the Infineum Payables in the Global Shared Service Center (GSSC) via the correct Infineum affiliate email as listed below:

Purchaser (Affiliate's Name)	Delivery of Invoice
Infineum USA LP	GSSC.US.Invoices@Infineum.com
Deutsche Infineum GmbH	GSSC.DE.Invoices@Infineum.com
Infineum UK Ltd	GSSC.UK.Invoices@Infineum.com
Infineum Singapore	GSSC.SG.Invoices@Infineum.com
Infineum Canada	GSSC.Payables@Infineum.com
Infineum France	GSSC.FR.Invoices@Infineum
Infineum International	GSSC.NL.Invoices@Infineum
Infineum Italy	GSSC.IT.Payables@Infineum.com
Infineum Mexico S de R.L	GSSC.MX.Payables@Infineum.com
Infineum Colombia Sucursal Colombiana	GSSC.CO.Payables@Infineum.com
Infineum Iberia	GSSC.ES.Invoices@Infineum
Infineum (China) Co., Ltd	All original invoices to Shanghai office
Infineum (Shanghai) Additives Co., Ltd	All original invoices to Shanghai office

- Purchaser (Infineum's Affiliate name) must be added to the subject of the email. Supplier shall attach to the invoice all appropriate support documents, including bills of lading, timesheets and other documents.
- Invoices forwarded to the Payables GSSC group by other Infineum colleagues will not be accepted.
- Electronic invoices must be in PDF format and cannot exceed 15MB, otherwise the system will automatically reject invoice.
- Each PDF file submitted should contain ***ONLY ONE INVOICE*** and its supporting documents. For multiple invoices, supplier must send multiple emails.
- Invoices submitted via Hyperlink through tools like Accelion cannot be accepted because they are rejected by automated workflow tools
- PLEASE DO NOT SEND QUERIES TO INVOICE MAILBOX. Please query instructions below.
- PLEASE DO NOT SEND BANKING CHANGES ON INVOICES. Automated workflow tools cannot read these changes and thus they will be ignored. Please send all banking changes to your Procurement contact.



- All invoices must contain the following information:
 - Supplier's Name and Address
 - Supplier's telephone number and email address
 - Invoice Date and Number
 - Purchase Description and Amount by item/service
 - Purchasing Company's name (i.e. Infineum USA L.P.)
 - Remittance Information (includes current address or banking address changes)
 - Tax Amount and Rate (if applicable)
 - Discount (if applicable)
 - Infineum Contract Number (if available)
 - Infineum Purchase Order Number – This is a ten digit number starting with the numbers “41”, “42” or “45”
 - Purchase Order Line Item Number
 - Purchase Order Line Item Description
 - Purchase Order quantity, unit-of-measure, and price
- Payterms on invoices should agree with payterms in contract.
- Invoices submitted without reference to a Purchase Order (FI) must contain the following:
 - Infineum Contact / Approver Name
 - Quantity, Unit-of-Measure, and Price
 - If applicable, Freight Summary Listing (FSL) # stated on invoice
- Pro-forma invoices and Account Statements will not be accepted in lieu of an invoice and payment will not be processed.
- Vendors with consolidated or summary invoice arrangements must not send separate individual invoices.

Invoicing Queries

Any problems encountered with payment or any questions regarding payment status should be directed to the Global Shared Service Center (GSSC) as follows:

Purchaser (Affiliate's Name)

Infineum USA LP	GSSC.US.Query@Infineum.com
Deutsche Infineum GmbH	GSSC.DE.Query@Infineum.com
Infineum UK Ltd	GSSC.UK.Query@Infineum.com
Infineum Singapore	GSSC.SG.Query@Infineum.com
Infineum France	GSSC.FR.Query@Infineum.com
Infineum International	GSSC.NL.Query@Infineum.com
Infineum Italy	GSSC.IT.Payables@Infineum.com
Infineum Mexico S de R.L	GSSC.MX.Payables@Infineum.com
Infineum Colombia Sucursal Colombiana	GSSC.CO.Payables@Infineum.com
Infineum Iberia	GSSC.ES.Query@Infineum.com
Infineum (China) Co., Ltd	GSSC.CN.Query@Infineum.com
Infineum (Shanghai) Additives Co., Ltd	GSSC.SH.Query@Infineum.com

INVOICES SENT TO THE ABOVE QUERY EMAIL WILL NOT BE ACCEPTED

Frequently Asked Questions

	Topics
1.	<p><i>Can I zip up the attachments before sending to Infineum?</i></p> <p>Unfortunately, we cannot accept zipped or compressed PDF documents. If your email will be larger than 15 MB, it is best to separate your invoices over more than one email.</p>
2.	<p><i>How should I submit supporting documents for an invoice?</i></p> <p>Please include all supporting documents within the PDF file containing your invoice, directly below the invoice itself.</p>
3.	<p><i>Does it matter if I confuse the two new email accounts and send my invoice to the query account?</i></p> <p>Unfortunately, the system is designed for invoices to be sent to GSSC.DE.Invoices@infineum.com only. If you make a mistake, please resubmit your invoice to the correct email address. Any invoices sent to the query email address (GSSC.DE.Query@infineum.com) will be discarded.</p>
4.	<p><i>Should I submit both the PDF invoice and the hard copy to Infineum?</i></p> <p>We do not require a hard copy sent by post at all. One electronic PDF submission to GSSC.DE.Invoices@infineum.com will be sufficient. Duplication of invoices, either by post or email, will cause delays in processing and problems with payments.</p>
5.	<p><i>How can I be sure that Infineum has received my company's invoice?</i></p> <p>You will receive an email confirmation that we have received your invoice.</p> <p>Any queries you may have can be submitted to GSSC.DE.Query@infineum.com. You will also receive a confirmation per email that we have received your query.</p> <p>We will contact you to clarify any small issues with your invoice. If your invoice does not meet the minimum standards (see below), we will inform you that your invoice has been rejected.</p>
6.	<p><i>Where should I send statements and other financial correspondence?</i></p> <p>Please send any statements that you issue to our query email address: GSSC.DE.Query@infineum.com. All non-invoice correspondence should be sent to this email address.</p> <p>Please continue to send your invoices to GSSC.DE.Invoices@infineum.com.</p>
7.	<p><i>What would happen to my invoices if I continued to submit them in hard copy?</i></p> <p>When you submit your invoices via email to GSSC.DE.Invoices@infineum.com, it is received directly by the Global Shared Service Centre (GSSC) in Singapore, minimising delay and allowing GSSC to begin processing your invoice immediately.</p> <p>If you continue to submit your invoices by hard copy through the post, the local Finance Team will return them unprocessed.</p>