

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS

Australia and New Zealand Banking Group

ANZ05QW: REGARDING PAYMENT TERM POLICY OR POLICIES

Question: A copy of the bank's payment term policy or policies

Answer: A copy of the ANZ Supplier Purchasing and Invoicing Guide policy is attached.

ANZ SUPPLIER PURCHASING AND INVOICING GUIDE
AUDIENCE: SUPPLIERS TO ANZ AUSTRALIA

Sep-2019

INTRODUCTION

Dear supplier,

Thank you for providing goods 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.

As a signatory to the Business Council of Australia's Supplier Payment Code, at ANZ we are committed to paying our suppliers on time. This guide includes some simple, practical guidance for suppliers to follow that can help ensure efficient and timely purchase order receipt and invoice payment for goods and services delivered to ANZ.

We recommend following these guidelines to avoid delays to invoice processing and your payment. Please familiarise yourself with the information contained in this guide so that we can:

- Process your invoices efficiently.
- Provide you with accurate payment-related information through the **ANZ Buy and Pay Helpdesk**.
- Pay your invoices in a timely manner.

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

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1. ESTABLISHING AND MAINTAINING YOUR ANZ SUPPLIER PROFILE

In order to register you as a supplier on ANZ systems, your ANZ business contact or sourcing manager will co-ordinate with you to complete the necessary documentation in line with the goods and services that you are supplying.

In general all of the details below will be required up front and other requirements will be discussed as needed.

Documents required to establish a new supplier

- Company letter head or valid tax invoice copy containing supplier name, address.
- ABN (Australian Business Number), complete bank account details of supplier.
- ANZ contact/requestor name.
- Invoice currency (other than AUD).
- Following information is also required:
 - Legal name
 - Trading name < if different to Legal name>
 - Payee name < if different to Legal and trading name>
 - Registered business address
 - Business mailing address.
 - Phone number.
 - Email address (for remittance advice).
 - Account manager name (if applicable).
 - Contact phone number of account manager.
 - Ordering address of the supplier to which ANZ has to issue purchase order.

Queries? Please contact us:

If you have any queries, please contact the **ANZ Buy and Pay Helpdesk**:

- Phone Australia: **1800 770 373 (AUS toll free number)**. 9am – 5pm, Monday to Friday (AEST)
- Phone Suppliers located outside Australia: dial in +61 2831 75597
- Email: ANZBuyandPay@in.ibm.com

Important:

Make sure the details we have on file remain current. Please notify us immediately with updated documents by contacting ANZBuyandPay@in.ibm.com if there are any changes to your details to avoid delays in payment

2. OUR PURCHASING PROCESS

A supplier must be registered in the ANZ Accounts Payable system prior to any procurement transaction. Obtaining a valid purchase order (or PO) from ANZ before delivering goods or services is the best way for ANZ's suppliers to ensure prompt payment.

The lack of an accurate or valid purchase order from ANZ may result in a misunderstanding of requirements and may increase the risk of late payment.

You **must** obtain a valid PO before you provide or deliver any:

- Consulting services to ANZ entities; or
- IT related services and products to ANZ entities- eg. Hardware, software or network services (including telecommunications services).

You will receive ANZ's official PO either:

- By email from ANZ Operations <anoperat@in.ibm.com>, (if you are not registered in the Ariba supplier network); or
- Electronically via our procurement tool Ariba for suppliers who are registered in Ariba supplier network.

Tip: Please ensure you are able to receive emails from this address, or check your spam/junk folder.

If you **haven't received a PO** contact **ANZ Buy and Pay Helpdesk** to see if one is needed before providing goods or services (1800 770 373).

An ANZ PO will include:

- PO number. This **must be referenced** on all invoices and delivery notes
- Contract number (if applicable)
- Which ANZ legal entity and ANZ invoice contact is issuing the PO
- ANZ delivery address, where the goods are to be shipped/or services to be undertaken
- ANZ billing address
- Description of goods or services requested, and the agreed purchase price
- Shipping instructions (if applicable) which comply with our purchasing terms and conditions for health, safety and environment requirements
- The link to our purchase order terms and conditions provided below to refer to ANZ standard terms and conditions of purchase
[ANZ Standard Terms and Conditions of Purchase | ANZ](#)
- Any other additional requirements to facilitate payments that have not already been stated in the contract.

When a purchase order is not required:

- Donations, sponsorships and charities.
- Insurances, Utilities, some Government departments
- Credit memos not relating to Purchase Orders.

Queries? Please contact us:

If you have any queries relating to the content, price or structure of a purchase order please contact the **ANZ Buy and Pay Helpdesk**, prior to issuing an invoice or delivering goods:

- Phone: **1800 770 373**. 9am – 5pm, Monday to Friday (AEST).
- Phone: Suppliers located outside Australia need to dial in +61 2831 75597
- Email: ANZBuyandPay@in.ibm.com

3. PACKING LISTS/LABELS. HELP US RECEIPT YOUR GOODS QUICKLY

ANZ's purchases of goods require us to record receipt on our systems. To help us receipt and process your shipment quickly please ensure your shipment's packing list or label contains the following information:

- Purchase order number – to be on every box, if multiple boxes in shipment.
- Supplier's name and address.
- ANZ contact name, address and ANZ Business Unit.
- Supplier's part number (if applicable).
- ANZ's serial/item number (if applicable).
- Quantity of items included in the shipment.
- Description of material.
- Date goods shipped.
- Your packing list number (if applicable).
- Country of origin where shipment originated
- Box weight.
- For multiple boxes, write Box _ of _ e.g. Box 1 of 3.
- Special handling instructions to mitigate any risk or safety concerns.

Please note that incorrect or incomplete paperwork accompanying deliveries may result in receipt by ANZ being delayed or rejected.

Important: Do not attach the invoice to the packing slip.

Please send all invoices ONLY to ANZ-APIInvoice@zircodata.com.au

4. OUR INVOICING PROCESS

Please send accurate invoices to ANZ as soon as delivery is made. ANZ will match the invoice with the original order and delivery or service receipt before approving it for payment.

What could go wrong?

Incomplete information or invoice details which are different to the delivery documentation or purchase order may result in additional queries and delayed payment.

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
- Purchase order number (where applicable)
- Invoice number
- Invoice date
- Billed to the correct ANZ legal entity, with correct billing address
- Full supplier name and address
- Supplier ABN number
- Complete bank account details for payment
- Full name and email of the requesting ANZ staff member
- Correct invoice amount calculated (Net & GST shown separately)
- Correct GST value (Calculated as per tax %)
- The invoice currency must be displayed on the invoice
- Accurate description of services or goods provided

Important: Invoices not associated with a purchase order must clearly reference the correct ANZ Group legal entity, as well as the full name and email of the ANZ staff member that ordered the goods or services.

Note: Invoices will not be processed if handwritten, amended/corrected by hand, have been highlighted, marked or have sticky notes on them.

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

Send invoices to the right place

It is important that invoices are directed to ANZ's accounts payable team (not to the ANZ staff member requesting the goods or services), as it could result in additional queries and delayed payment.

Invoices can be sent to ANZ's accounts payable team through Ariba Network.

Or by email to ANZ-APInvoice@zircodata.com.au or by post.

Tip: It is recommended that where possible you register for an Ariba Light Account as this invoice submission process will result in timely processing and payment of your invoices.

Please refer to the **below guidelines** to know the mode of invoice submission in further detail:

a) **Through the Ariba Network** -(Suppliers who have a fully enabled account in the Ariba Network)

Suppliers registered with Ariba must submit all invoices through the Ariba Supplier Network (ASN).

Please dial 1800 766 694 or +1 412 222 6855 for assistance with your Ariba profile and invoice submission.

b) **Through the Ariba Light Network** (suppliers that are registered with Ariba Light functionality)

Suppliers registered with Ariba Light functionality must submit all invoices through the Ariba Light Network.

ANZ is enabling Ariba Light registrations as it is moving to a new invoice submission process that will result in simpler and faster payment of your invoices. This will make it easier for you to manage your invoices with ANZ. The new invoice payment process allows electronic invoicing so ANZ can send you POs from SAP Ariba and you can invoice against them directly in the system.

What are the benefits for you?

As part of the new invoice submission process you will need to register for an Ariba Light Network account providing you with the following **functionality** (current as at the date of publication of this Guide):

- ✓ Receiving electronic purchase orders from SAP Ariba via email
- ✓ Checking your purchase order and invoice status (up to 50 transactions)
- ✓ Submitting invoices via the web portal to be sent directly to the ANZ requestor (no need to send to the scanning centre first).
- ✓ Visibility of your invoices (you will receive email notifications when invoice status changes)

Registering for Ariba Light Network account does not incur additional costs.

To get started, **you need to register for an Ariba Light Network Account.**

Contact Ariba Light Support < AribaLightSupport@anz.com > for assistance with Ariba Light registration formalities or phone: **1800 770 373**. 9am – 5pm, Monday to Friday (AEST).

Note: Please refer to the FAQ section for your Ariba enablement options.

c) You can send your invoices by email to ANZ-APIInvoice@zircodata.com.au

Email requirements:

- Submit only one invoice per email. ANZ cannot accept multiple invoices on a single email.
- Send your invoice as either a PDF or TIF /TIFF.

- If including supporting documentation to accompany your invoice, please send all together in one email.

If an invoice is being resubmitted or is overdue, please indicate it on the invoice itself before sending the image via email.

Invoice submission guidelines you need to know.

When emailing your invoice, please ensure:

- You delete any email signatures in HTML or PNG format.
- Images/graphics have been removed before converting your invoice to a PDF format.
- Your email doesn't contain any Excel files.
- You don't include any zipped files. Do not send invoices or supporting documentation in zipped formats (.zip, .zipx, .rar). These file formats will be rejected and returned to you.

Note: When you submit your invoice via email you will receive an auto notification with your acknowledgement number from the invoice scanning centre

d) By post

ANZ Banking Group Ltd,
PO Box 6403,
West Footscray,
Victoria 3012,
Australia

The following are not considered valid invoices and will not be processed:

- Statements, acknowledgements, sales orders, confirmations, packing slips, credit card receipts, sales slips, receipts and invoices with a bottom line total of \$0.00.
- Email conversation notes, or written conversation renderings.
- Drawings and technical specification sales orders.
- Third party invoices, work orders, etc. (e.g. sub-contracting arrangements)

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

Queries? Please contact us:

If you have any queries, please contact the **ANZ Buy and Pay Helpdesk:**

- Phone: 1800 770 373. 9am – 5pm, Monday to Friday (AEST).
- Phone: Suppliers located outside Australia need to dial in +61 2831 75597.
- Email: ANZBuyandPay@in.ibm.com

5. OUR PAYMENT TERMS:

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 Section 4. Please ensure that these terms are stated on the invoice unless alternative payment terms have been agreed in writing with ANZ Procurement.

Tip: Refer to [Section 4](#) 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 Section 4 - the payment will be made 30 days from the date your revised invoice is received.
- If your invoice due date falls on a Saturday your payment will be made on the Friday before. If your invoice due date falls on a Sunday your payment will be made on the following Monday.
- If your invoice due date falls on a Melbourne public holiday your payment will be made on the following working day.

Remittance advice

- Australia based suppliers submitting invoices in Australian dollars will automatically be sent a remittance advice to their nominated email address.
- Suppliers located outside of Australia, and Australia based suppliers submitting invoices in any currency other than Australian dollars will not receive a remittance advice. If you require a remittance advice please contact the **ANZ Buy and Pay Helpdesk**.

Queries? Please contact us:

If you have not received timely payment, or require a remittance advice for a particular payment please contact the **ANZ Buy and Pay Helpdesk**:

- Phone: **1800 770 373**. 9am – 5pm, Monday to Friday (AEST).
- Phone: Suppliers located outside Australia need to dial in +61 2831 75597
- Email: ANZBuyandPay@in.ibm.com

6. CREDIT NOTES:

Obtain written confirmation from your ANZ business contact or relevant contact from the ANZ accounts payable team to process a credit note. If a credit note relates to an individual invoice, that invoice must have been processed, or paid, before the credit note is issued by you – otherwise your credit note will be rejected, and you will need to resubmit the credit note along with the related invoice, after it has been paid.

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

Preparing accurate credit notes for ANZ

- Reference the original purchase order number.
- For purchases made **without a PO**, please include the full name and email address of the ANZ staff member that requested the goods/services.
- Reference the line item number on the original invoice (if applicable).
- The credit value must not be greater than the amount invoiced.

What could go wrong?

Incomplete or incorrect documentation will be returned to you to amend and re-submit.

Scenarios where exceptions to the above are required

If a credit note is to be issued for:

- A volume rebate.
- A discount that covers multiple items Purchase Order items.
- Spans multiple billing periods.

Contact the ANZ Buy and Pay Helpdesk who will advise you how to proceed.

Where, and how, do I send credit notes?

Please send your credit notes by email only to ANZ-APIInvoice@zircodata.com.au

Queries? Please contact us:

If you have any queries about credit notes and the refund process please contact the **ANZ Buy and Pay Helpdesk**:

- Phone: **1800 770 373**. 9am – 5pm, Monday to Friday (AEST).
- Suppliers located outside Australia need to dial in +61 2831 75597
- Email: ANZBuyandPay@in.ibm.com

7. SUSTAINABLE PROCUREMENT

As a large organisation with an extensive supply chain we recognise 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 good 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.

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

8. QUERIES? PLEASE CONTACT US.

For all queries relating to the purchase and payment of goods and services to ANZ please contact the **ANZ Buy and Pay Helpdesk**:

- Phone: **1800 770 373**. 9am – 5pm, Monday to Friday (AEST).
- Phone: Suppliers located outside Australia need to dial in +61 2831 75597
- Email: ANZBuyandPay@in.ibm.com

Important: So that the team may help you quickly, please have the necessary information available should your query relate to a specific topic.

Status on invoices, credit notes, and payment remittance advices

- Provide your purchase order number** (if applicable) and **invoice number**.
- **Batch number.** You'll receive this from ANZ-APIInvoice@zircodata.com.au once your invoice has been scanned (for suppliers not registered in Ariba supplier network). **Note:** *This mailbox is not monitored, so must not be used for correspondence.*

Updating your ANZ supplier profile

- It is your responsibility to ensure your supplier record with ANZ is correct and up to date.
- Please submit changes to details on your letterhead in PDF format.
- If you have a contract with ANZ please contact your ANZ representative who can submit the change on your behalf.

Need to follow-up on an existing enquiry?

All new enquiries to the ANZ Buy and Pay Helpdesk are issued with a case number.

- If following up an **existing enquiry by phone** please have your existing case number available.
- If following up an **existing enquiry by email**:
Leverage the existing email correspondence by forwarding your past email to the Helpdesk.
In the subject of the email:
 - Include the words FOLLOW UP.
 - Your existing case number.

9. FREQUENTLY ASKED QUESTIONS (FAQ'S).

- **What happens if I dial the helpdesk number (1800 770 373)?**

You will be directed to helpdesk IVR and will be asked to choose from the options below to reach a helpdesk agent:

- Press 1 for Procurement or Payment related queries
- Press 2 for Expense management queries
- Press 3 for Ariba Light enablement queries
- Press 4 for any specific complaints or payments disputes

Suppliers located outside Australia need to dial in +61 2831 75597 who will be asked to choose from the options listed above to reach a helpdesk agent

- **How do I obtain payment for an invoice?**

To ensure an invoice is processed and paid, make sure that you have met the following requirements.

- Has your company been set up in the ANZ supplier database?

Refer to [Section 1](#)

- Is a valid and correct ANZ purchase order number provided on the invoice? ANZ purchases via PO.

An invoice must be preceded by the issuance of a valid ANZ Purchase Order. Sending an invoice without valid purchase order may result in processing and payment delay.

Refer to [Section 2](#) and [Section 4](#) for information.

Also refer to the question below which addresses invoices without purchase order.

- **How do I invoice if I have rendered the services/goods, but have not been issued a purchase order?**

Invoices that were not raised as a PO must clearly reference the correct ANZ Group legal entity, as well as the full name and email of the ANZ staff member that ordered the goods or services. Please note: You **must** obtain a valid PO before you provide or deliver any:

- Consulting services to ANZ entities; or
- IT related services and products to ANZ entities – e.g. hardware, software or network services (including telecommunications services).

- **Where do I send an invoice?**

Refer to [Section 4](#) under sub heading 'Sending invoices to the right place' for information.

- **How do I get a valid ANZ Purchase Order?**

Talk to your ANZ contact person who is making the purchase to first obtain a valid ANZ purchase order **before** delivering goods or services. Sending an invoice without valid purchase order number may result in processing and payment delays.

- **How do I find the purchase order number on the ANZ Purchase Order that I received?**

Refer to [Section 2](#)

- **Where do I send questions on the details of an ANZ purchase order or an invoice?**

Contact ANZ Buy and Pay helpdesk

- Phone: **1800 770 373**. 9am – 5pm, Monday to Friday (AEST).
- Email: ANZBuyandPay@in.ibm.com

- **How do I register to become an ANZ supplier?**

Refer to [Section 1](#)

- **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 Section 4 unless alternative payment terms have been agreed in writing with ANZ Procurement.

- **What is the BCA Australian Supplier Payment Code?**

The Business Council of Australia (BCA) Supplier Payment Code, of which ANZ is a signatory, is a voluntary, industry-led initiative to enshrine the importance of prompt and on-time payment for suppliers through a set of best practice standards. More details can be found here: [Australian Supplier Payment Code](#)

- **What are ANZ's standard purchase order terms?**

ANZ PO terms and conditions are published on our website at:

[ANZ Standard Terms and Conditions of Purchase | ANZ](#)

- **What are my Ariba Enablement options?**

(The following information is current as at the date of publication of this Guide):

'Ariba Full Enablement' enables you to take full advantage of the Ariba Network which is the **largest B2B network** in the world. Ariba full enablement entitles you to the following:

- A single **dashboard** to provide visibility into active and pending tasks, which includes **invoice tracking capabilities**
 - Online **reporting** provides insights into your **order history**, document statuses and **customer transactions**
 - Product **catalogue capabilities** to better market products and increase sales efficiencies and customer loyalty
 - **Advanced** business process **collaboration** on documents such as contract invoicing, services invoicing and CSV invoicing
 - Annual subscription and transaction volume fees apply
 - Recommended for Strategic suppliers, suppliers who transact more than 500 documents a year, suppliers who plan to provide catalogues on Ariba network in the future
- **Ariba Light** is an **interactive email feature** that provides an electronic transacting relationship with **small or low-volume suppliers** i.e.
 - Suppliers who have 25-30 transactions in a month (purchase orders and invoices)
 - Suppliers who don't have e commerce capabilities but utilize email (must have a valid email address)
 - The light enablement approach gives you a **no-cost way** to fulfil orders and submit invoices using **e-mail and a Web browser**
 - Interactive Emails is a **new feature within Ariba** that that allows ANZ Bank to send orders as email notifications from the Ariba Network

'Ariba Light' is a '**no cost**' **enablement solution** however offers **none of the functionality** that full enablement provides. Please contact Ariba Light Support < AribaLightSupport@anz.com > if you have any further queries.

- **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](#)).