Supplier Information Pack

Important information for Suppliers of Telstra

Version 5.1

Welcome to Telstra!

The processes for managing the purchase and payment of goods and services to Telstra are outlined in this document. IBM supports Telstra in the management of these services. As a supplier of these goods and services, your cooperation enables streamlined purchasing and payment, resulting in:

- on time payment of invoices;
- improved ability for our Customer Assistance Centre (CAC) to provide accurate payment-related information; and
- actively managed invoices.

Please share this information with other staff within your organisation who may deal with Telstra so that all parties are familiar with our payment processes.

What's inside

Our purchasing process

Before supplying goods and services or commencing work with Telstra, you must have a valid Purchase Order. A Purchase Order is used to receipt all goods and services supplied before we can process a payment. If you have not received a valid Purchase Order, please request one from your business contact within Telstra relating to the specific order to avoid delays in payment.

Purchase Orders contain the following information:

- Purchase Order number (this **must** be referenced on all invoices and delivery notes)
- Contract number (if applicable)
- Telstra Billing Address
- Description of goods or services required and the agreed purchase price
- ***Shipping instructions*** (if applicable) which comply with our purchasing terms and conditions for HS&E requirements.
- The link to our ***Purchase Order terms and conditions*** (https://www.telstra.com.au/aboutus/our-company/supplying-to-telstra/working-with-telstra)
- Any special requirements if not already stated in the contract (e.g. request to provide evidence of certifications).

If you have any queries regarding the content, price or structure of the Purchase Order, please contact one of the support services below (prior to issuing an invoice or delivery of goods):

- **For Apeiron Purchase Orders starting with 83** contact the CAC via email to ***telstcac@team.telstra.com***.
- **For IntegralPLUS Purchase Orders starting with 50** email our support team at ***MRPTel@team.telstra.com***.
- **For all SOW / Fieldglass queries (Purchase Orders starting with TQ)** contact the SOW Online support team via email to ***sowonlinesupport@team.telstra.com***.

Are there any circumstances where a Purchase Order is not required?

There are a restricted number of spend categories where Purchase Orders are not required to be issued for the commencement of work. These include:

- Agency (temporary) Labour
- Legal fees
- Leasing payments
- Donations, sponsorships and charities
- Activities subject to withholding tax (GST or Royalty)
- Government entities – taxation, local councils, states, rates etc
- Credit memos not relating to Purchase Orders

Invoices relating to these specific categories should be sent directly to your Telstra Business Contact to arrange payment. In addition, a corporate credit card can be used where a non-contracted item or service is requested by a Telstra Business Contact (equal to or less than $2,200, including GST). If you don't have merchant facilities available, a Purchase Order number should be provided to you by your Telstra Business Contact.

Alternative products can only be substituted on a Purchase Order where they are like items for the same value, otherwise, an amended or new Purchase Order will be required. Please check with your Telstra Business Contact prior to shipment to avoid delays in invoice payment.

Electronic invoicing

Electronic invoicing (e-invoicing) is an automated digital exchange of invoice information directly between a buyer and a supplier. Telstra has now rolled out e-invoicing across its supplier base via the use of two e-invoicing platforms – Sierra Gateway and BusinessTone.

E-invoicing is designed to:

1. Reduce invoice processing times;
2. Provide greater clarity around invoice payment dates;
3. Reduce potential of blocked invoices; and
4. Enhance visibility and management of Telstra purchase orders and invoices.

Sierra Gateway

Sierra Gateway is the default e-invoicing portal for all Telstra suppliers who receive Apeiron generated Purchase Orders (starting with 83). It is an online portal which allows supplier to:

- Receive Purchase Orders;
- Submit Invoices; and
- Receive Remittance Advice.

New suppliers to Telstra are automatically enabled for Sierra Gateway and will receive an introduction email with details on how to register once their supplier record has been created.

BusinessTone

BusinessTone allows suppliers to:

- Maintain a B2B hub to transact directly with Apeiron; and
- Use a third party to translate their data into an Apeiron format.

If you would like more information on trading electronically with Telstra via BusinessTone, please contact your Vendor Manager.

Shipping instructions

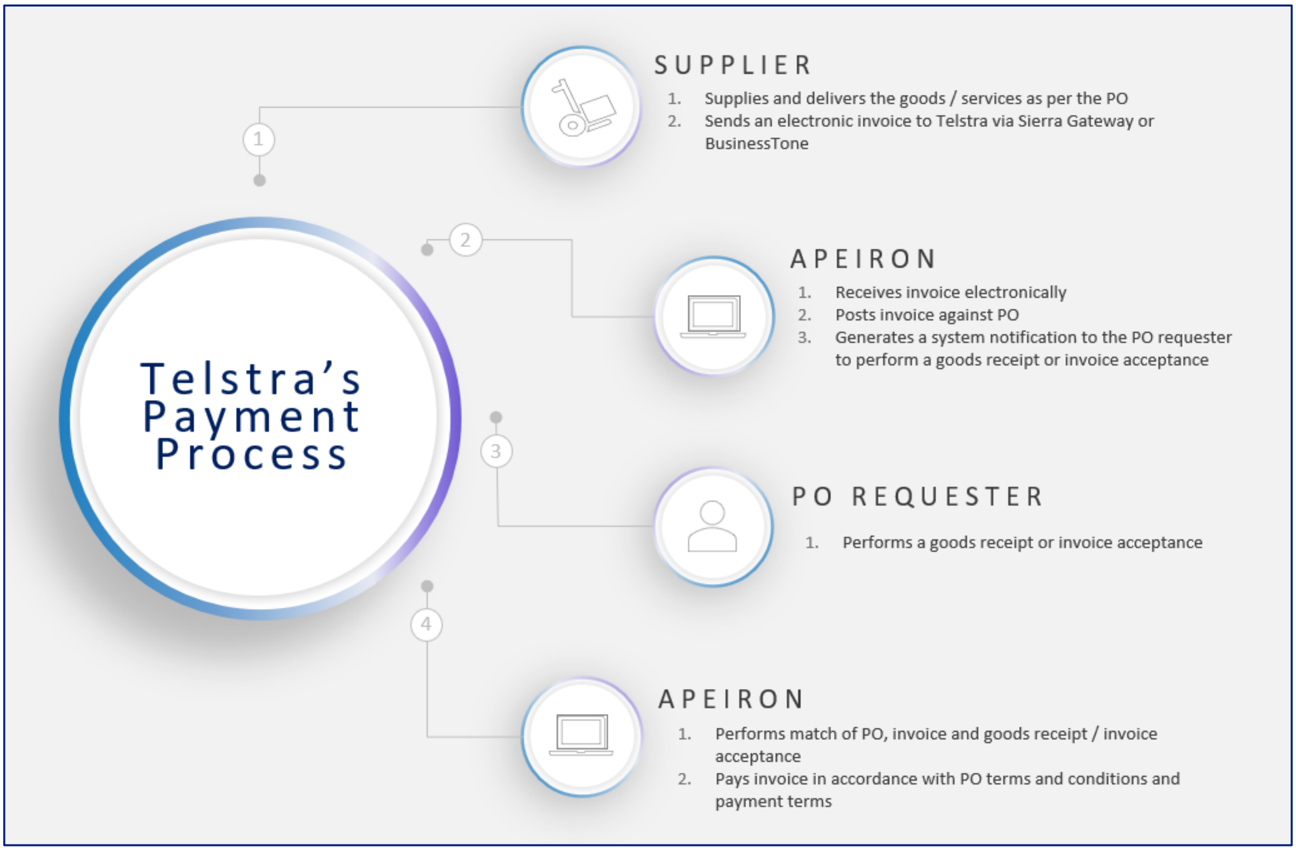
To ensure efficient processing, **a packaging list or label** should contain the following information:

1. Purchase Order number
2. Shipper's name and address
3. Part number (if applicable)
4. Contact name, address and Telstra Business Unit
5. Shipment quantity
6. Telstra's serial/item numbers (if applicable)
7. Description of material
8. Ship date
9. Supplier packing list number (if applicable)
10. Country of origin
11. For multiple boxes, write Box _ of _ (e.g. Box 1 of 3)
12. Weight
13. Special handling instructions which identify any specific risks and safety concerns. (***Link***)

Note: When multiple boxes are being shipped, ensure the label is on each box with the Purchase Order number clearly visible.

To avoid delays in processing, do not attach the invoice to the packing slip. Refer to the 'Invoice and credit memo information' section of this document for details on how to submit your invoice to Telstra.

Our payment process



Keep in mind:

1. If an invoice is not accepted, for any reason, it will be returned to the supplier to be corrected and resubmitted (refer to section on 'Why invoices or credit notes may be returned?'). When resubmitting the invoice, the payment will be calculated from the date the revised invoice is received and posted into the system.
2. Do not submit statements, acknowledgements, sales orders, confirmations, packing slips, credit card receipts, sales slips, receipts and invoices with a bottom-line total of $0.00
3. Telstra does not perform account reconciliations
4. Invoices should not be sent to the CAC (refer to the 'Invoice and credit memo information' section of this document for instructions)

Payment terms

Telstra's standard payment terms are 62 days from month end of invoice issue date or 20 days from invoice receipt date for Small Business suppliers.

These terms apply unless you have a different contractual arrangement in place. The payment term is stated on the Purchase Order you'll receive when you are engaged to supply goods and services to Telstra.

When will I receive payment?

- Payment runs occur daily for invoices ready for payment. An invoice is considered ready for payment when it is matched to the correct Purchase Order, the goods/services have been confirmed by the Telstra recipient and the payment terms defined on the Purchase Order have been met.
- Invoices due on a Saturday will be paid on the preceding Friday. For invoices which fall on a Sunday, these will be paid on the following Monday.

* Telstra will release funds to the supplier's financial institution on the day of the payment run. Financial institutions usually release funds between 0 and 2 days, depending on their transaction processing time.

Will I receive a Remittance Advice?

- Invoices paid in Australian dollars to domestic suppliers will be sent a Remittance Advice electronically to Sierra Gateway or BusinessTone. If you are not enabled for these systems, you will be sent a Remittance Advice to the address nominated by your organisation. If there is a change to these details, please contact the CAC.
- Invoices paid in foreign currency or to foreign suppliers do not receive a Remittance Advice unless specifically requested. If a Remittance Advice is required for a payment, please contact the CAC for assistance.

Invoice and credit memo information

What information needs to be included in my invoice?

1. The Purchase Order number
2. The line item details **exactly as stated on the Purchase Orders**, the Telstra Business Contact to whom the goods or services should be provided.
3. The pricing details as per the Purchase Order. Any discrepancies should be addressed prior to invoicing to ensure smooth payment.
4. The minimum information requirements for a valid tax invoice.

Invoices should not:

1. Reference more than one Purchase Order
2. Contain line items that do not match the Purchase Order line item descriptions
3. Exceed the total value or quantity of the Purchase Order line item
4. Include credit and debit values. These must be separate documents.

What information needs to be included on my credit memo?

1. Reference to the original Purchase Order number
2. Reference to the line item number on the original invoice (if applicable)
3. Credit value must not be higher than the invoiced value

Credit memos will only be processed once the related invoice has been processed. Incorrect documentation means an invoice or credit memo may be returned to the supplier (RTV) to correct and re-submit.

If a credit memo relates to an individual invoice, that invoice must be processed or paid before the credit memo is processed. Otherwise the supplier will receive the following message and be required to resubmit the credit memo with the related invoice after it has been paid:

"The invoice this credit note relates to has not been received. The credit will not be applied to your account"

How are credit memo(s) treated with special scenarios?

For a credit memo that relates to a volume rebate or discount covering multiple Purchase Order items or spans multiple billing periods, please contact the CAC and advise them of the specific scenario requiring resolution. The CAC will advise you on the best way to proceed. Credit memos relating to non Purchase Order purchases should be submitted through Apeiron by the business unit.

Where should I submit my invoice or credit memo?

Suppliers who are electronically enabled must submit their invoice or credit memo electronically via Sierra Gateway or BusinessTone. Manual invoices will not be accepted. For any assistance submitting an invoice via these systems, please contact the CAC.

Suppliers who are not electronically enabled can send a manual invoice in PDF format to ***telinvoices@in.ibm.com***.

Why invoices or credit notes may be returned

An invoice or credit memo will be 'Returned to Vendor' (RTV) unpaid if it does not meet required conditions. The most common reasons are:

- Purchase Order number is not referred to, or is incorrect
- The Telstra Business Contact for the goods or services is not included on the invoice
- More than one Purchase Order is referenced on the invoice
- The document is not submitted in pdf format
- A credit memo does not contain the correct information (e.g. does not match the original invoice number or Purchase Order number)
- The Telstra Business Contact rejects it because of goods not received, price discrepancy or wrong goods shipped
- Shipment of alternate goods
- Duplicate invoice or credit memos Telstra not included in the billing address
- Mathematical errors (e.g. where the invoice line item values do not equal the invoice total)
- Pages missing
- Damaged or illegible invoice
- Not a legitimate tax invoice (e.g. submitting a quote or draft document)
- Credit and debits included within the same document.

If there are any problems such as these, invoices will be returned to the address stipulated in the supplier record.

Your invoice or payment status

Supplier Landing Page

The Supplier Landing Page is an online tool that allows you to access real-time invoice status. The tool is a secure, simple and intuitive portal, enabling you to view your invoice status, targeted payment date, or an applicable reason code if there is an issue with the invoice.

To access the Supplier Landing Page, follow the below steps:

1. Go to **Supplier Landing Page** *(https://p2p.ihost.com:1443/p2p/portal/irj/anonymous/home/landing.action)*
2. Click Status of my Invoice
3. Complete the CAPTCHA
4. Enter following invoice details:
   - Telstra Purchase Order number
   - ABN number
   - Invoice number
   - Invoice date
5. Click Search to display your invoice details

Supplier Landing Page - Registered Access

Registered login access has been granted to select suppliers. This is based on invoice enquiry volumes that have been received.

To log in with your registered access credentials, follow the below steps:

1. Go to **Supplier Landing Page** *(https://p2p.ihost.com:1443/p2p/portal/irj/anonymous/home/landing.action)*
2. Click *Log In (located at the top right corner of the page)
3. Browse the Supplier Landing Page to view invoice information or generate invoice reports.

   *For issues relating to logging in, contact your company Supplier Portal Admin or email the CAC for assistance

If further assistance is required, look for the appropriate contact in the ***Where do I go for help*** section at the end of this document and provide the following details:

1. Purchase Order and invoice number. The Purchase Order is used to receipt all goods and services supplied before the payment is processed.
2. Batch number. This is provided by the ***telinvoices@in.ibm.com*** mailbox once an invoice is scanned (for non-electronically enabled suppliers).

NOTE: The ***telinvoices@in.ibm.com*** mailbox does not respond to queries, please direct any questions to the CAC via email to ***telstcac@team.telstra.com***.

Managing your Telstra catalogue

Supplier Managed Catalogues

Supplier Managed Catalogues is a self-serve functionality enabling suppliers to maintain their own catalogue items (e.g. pricing, item descriptions, etc.) via the Supplier Landing Page. Any catalogue amendment requests are routed to the applicable Vendor Manager for approval before being automatically processed into Meridian.

This functionality delivers enhanced accuracy of price lists resulting in less blocked invoices due to price mismatch and increased efficiency in updates to catalogues due to less duplication of effort.

If you are inetrested in using this tool, contact your Telstra vendor manager who can orgaisnse your access.

Updating your supplier record

It is your responsibility to ensure your supplier record is correct. Accurate and current information on the supplier record ensures the success of:

- Purchase Order transmission
- Remittance Advice transmission
- Payment to your bank account
- Return to supplier invoice notifications (based on Remittance Advice contact details)

To make any changes or to confirm the details in your supplier record, please contact the CAC at ***telstcac@team.telstra.com***. Please submit changes to details on your letterhead in PDF format.

If you have a contract with Telstra, please contact your Vendor Manager who can submit the change on your behalf.

Where do I go for help?

Telstra uses three purchasing systems to generate Purchase Orders – Apeiron, Fieldglass and IntegralPLUS.

Apeiron Purchase Orders commence with 83, Fieldglass Purchase Orders commence with TQ and IntegralPLUS Purchase Orders commence with 50. Contact details vary depending on the system your Purchase Order was generated from.

Purchase Order enquiries:

Apeiron (Purchase Orders beginning with 83) contact:
Customer Assistance Centre (CAC)
Mon-Fri 9:00am – 6:30pm (AEST)
telstcac@team.telstra.com

IntegralPLUS (Purchase Orders beginning with 50) contact:
MRPTel@team.telstra.com

Invoice or credit memo enquiries:

Apeiron (Purchase Orders beginning with 83) contact:
Customer Assistance Centre (CAC)
Mon-Fri 9:00am – 6:30pm (AEST)
telstcac@team.telstra.com

SOW / Fieldglass queries (Purchase Orders beginning with TQ) contact:
sowonlinesupport@team.telstra.com
Mon-Fri 8.00am – 5.30pm (AEST)
For emergency support outside of these hours, please contact the Fieldglass Helpdesk at ***fieldglasshelp@sap.com***

IntegralPLUS (Purchase Orders beginning with 50) contact:
IntAPEnq@team.telstra.com

Sierra Gateway enquiries:

Sierra Gateway enquiries contact:
Customer Assistance Centre (CAC)
Mon-Fri 9:00am – 6:30pm (AEST)
telstcac@team.telstra.com

Need to escalate your issue?

All queries sent via email to the CAC will receive a Jira ticket number. If your query is not acknowledged within 48 hours of receipt or you are not satisfied with the response, you can escalate by forwarding the email trail (with the same subject line) to the CAC Duty Manager (***tdtymngr@team.telstra.com***).