

## *What you can do to help optimize the payment process*

We are committed to paying our suppliers on time. Most problems in payment are due either to discrepancies between the information on your invoice and the information in our systems or due to problems in identifying the requester of the goods or services. These discrepancies cause the invoice to block, and the invoice is cleared for payment once the person responsible for purchasing/ordering has been identified or the discrepancy has been investigated and resolved.

There are a number of things that you can do to help ensure on time payment.

### **1. Addresses**

The invoice address shown (shipping to address or deliver to address) must be the Sulzer office/site location and neither the mail address in the HUNGRY nor the address in TROY Michigan (billing to address).

### **2. Electronic or PDF invoices**

We prefer you to send us electronic or pdf invoices (pdf formats which were generated by the system e.g. Word, Excel or ERP based) as typically it will take less time to process these invoices provided they come in the correct format (see below). **One invoice submission per e-mail is required.**

### **3. Invoice format**

Wherever possible, please ensure that invoices comply with the following format guidelines:

- I. Standard weight, printed on white or lightly colored paper
- II. Invoice should be legible with bold and clear type
- III. Heavily shaded areas should be eliminated
- IV. Multiple page invoices should not be stapled
- V. No handwritten details on invoice

### **4. Purchase Order (PO) invoices**

Where we have issued a PO, please ensure that the purchase order number as well as the line item (especially in case of partial delivery) is quoted clearly and correctly on the invoice. If we have issued a purchase order and the invoice does not quote this correctly, the invoice is likely to be returned to you unprocessed and payment will be delayed.

### **5. Non Purchase Order invoices**

Where we have not issued a PO, please ensure that the person requesting the goods or services is clearly identified, preferably in the first line of the address. Non-Purchase Order Invoices without a name of the requestor are likely to be returned to you unprocessed and payment will be delayed.

### **6. Quote the Delivery location, Delivery Date and Material Code**

Where appropriate, in the detail of the invoice, include the name of the site to which the goods were delivered or service provided, the delivery date and the right material code at invoice line item detail

### **7. Match Sulzer's Units of Measure and Quantities**

Sometimes invoices do not match because the quantity and units of measure that you use differ from ours. Examples:

- We order 500,000 EACH, there are 100,000 on a pallet and your invoice quotes 5 pallets.
- We order 100 EACH and you invoice for quantity 10 of packs of 10.

Wherever possible, please use the same units of measure (e.g. KG, EACH) as Sulzer. You can find our units of measure on every Purchase Order or Contract.

### **8. Always quote the right Purchase Order and Invoice number on Credit Notes**

When sending a credit note, always quote the Purchase Order number (where applicable) and Invoice number that the credit note relates to.

### **9. Issue Credit Notes promptly for returns**

If any goods are returned to you for which you have issued an invoice, issue a credit note as soon as possible so that your invoice and credit note match our goods receipts and payment is made promptly.

**10. Proof Of Deliveries**

Where there is any discrepancy relating to quantities, you can help shorten any delays by actively sending the relevant contact a Proof of Delivery.