

Suncorp Bank supplier purchasing and invoicing guide

Audience: Suppliers to Suncorp Bank

July 2024

Public Information



Introduction

Dear Supplier,

Thank you for providing goods and/or services to Suncorp Bank as part of ANZ Group. Our 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, 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 provided to Suncorp Bank.

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

- Process your invoices efficiently
- Provide you with accurate payment-related information through the [Suncorp Bank Buy and Pay Helpdesk](#)
- Pay your invoices in a timely manner.

It's important to note that while Suncorp Bank is part of ANZ Group, we will continue to operate as separate entities which means we need to identify which entity the goods and/or services have been provided. Please note that no ANZ Group member will have any liability whatsoever for any acts or omissions of any other ANZ Group member under or in connection with purchases under the ANZ Group [Purchase Order Terms and Conditions as noted on the Sustainable Procurement page of ANZ.com](#).

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

Table of contents

1. Establishing and maintaining your Suncorp Bank supplier profile.....	4
2. Our purchasing process.....	5
3. Identifying your goods with packing lists and labels.....	6
4. Our invoicing process.....	7
5. Payment terms	9
6. Credit notes	10
7. Sustainable procurement	11
8. Queries? Please contact us.....	12
9. Frequently asked questions (FAQs)	13

1. Establishing and maintaining your Suncorp Bank supplier profile

A Suncorp Bank representative will work with you to ensure you are correctly onboarded as a Suncorp Bank supplier in the ANZ Group accounts payable system.

Documents required to establish a new supplier

Please provide the following information as a **pdf document on your company letterhead**:

- Registered business name
 - Include all relevant business names including:
 - Legal name
 - Trading name
 - Payee name
- Supplier address details
 - Registered business address
 - Business mailing address (if different)
- Business phone number
- Business email address for remittance
- Australian Business Number (ABN) / Business registration number (international suppliers)
- Bank account details (including BSB and Account number) / SWIFT code (international suppliers)
- Business account manager name (if applicable)
- Business account manager phone number (if applicable)
- Suncorp Bank contact/requestor name and their ANZ email address
- Invoice currency.

To ensure your details remain current and avoid payment delays, please share any updated information with the [Suncorp Bank Buy and Pay Helpdesk](#) as soon as possible.

Queries?

If you have any queries, please contact the [Suncorp Bank Buy and Pay Helpdesk](#).

2. Our purchasing process

A supplier must be registered in the ANZ Group accounts payable system, SAP Ariba, prior to a procurement transaction taking place. Obtaining a valid purchase order before delivering goods and services is the best way for a supplier to ensure prompt payment. The absence of an accurate or valid purchase order may result in a misunderstanding of requirements and may increase the risk of late payment.

A purchase order is generally required to supply goods and services to Suncorp Bank but **must** be provided for:

- Consulting services
- Information Technology (IT)-related goods and services.

You will receive a purchase order from ANZ Group via email address: ordersender-prod@ansmtp.ariba.com.

Tip: Please ensure you can receive emails from this address. If you haven't received a purchase order, check your junk folder. If it's not there, contact the [Suncorp Bank Buy and Pay Helpdesk](#) to see if one is needed before providing your goods and/or services.

The purchase order from ANZ Group will include:

- Purchase order (PO) number: Include this on all invoices and delivery notes
- Contract number (if applicable)
- The correct legal entity in the Bill to field, noting the Suncorp Bank legal entity is as follows:
 - Suncorp Bank (Norfina Limited ABN 66 010 831 722)
 - Level 9, 833 Collins Street
 - Docklands, Vic 3008
 - Australia
- Suncorp Bank requestor and their ANZ email address
- Suncorp Bank delivery address (where the goods are to be shipped/or services to be undertaken)
- Suncorp Bank billing address
- Description of goods and/or services requested and the agreed purchase price
- The link to ANZ Group's purchase order terms and conditions
- Any other additional requirements to facilitate payments that have not already been stated in the contract.

A purchase order is **not** required for:

- Donations or sponsorships
- Insurances, utilities and some Government services.

3. Identifying your goods with packing lists and labels

To help us complete goods receipting and process your invoice, ensure the packing list or label includes the following information:

- Purchase order number – to be included on every box if more than one
- Supplier name and address
- Suncorp Bank contact name, address and Suncorp Business Unit
- Supplier part number (if applicable)
- ANZ 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 Suncorp Bank being delayed or rejected.

Important: Do not attach the invoice to the packing slip. Please only send all invoices to: ANZ-APIInvoice.apac@ironmountain.com.

4. Our invoicing process

Once goods and/or services are delivered, send all invoices to [ANZ-APIInvoice.apac@ironmountain.com](mailto:anz-apinvoice.apac@ironmountain.com). The invoice will be matched with the original order and delivery or service receipt before being approved for payment.

If an invoice includes details different to the delivery documentation or purchase order, this may result in additional queries and delayed payment. You can ensure invoice accuracy by including the following details:

- The words **Tax Invoice** must appear on the invoice
- Billed to the correct ANZ legal entity, with correct billing address:
 - Suncorp Bank (Norfina Limited ABN 66 010 831 722)
 - Level 9, 833 Collins Street
 - Docklands, Vic 3008
 - Australia
- Supplier ABN number
- Correct invoice amount calculated (Net & GST shown separately)
- Correct GST value (Calculated as per tax %)
- Accurate description of services or goods provided (including service dates)
- Purchase order number (where applicable)
- Invoice number
- Invoice date
- Full supplier name and address
- Complete bank account details for payment
- Full name of the requesting Suncorp bank staff member and their ANZ email address
- The invoice currency must be displayed on the invoice

Important: Invoices not associated with a contract number and/or purchase order must clearly reference the correct ANZ Group legal entity.

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

Invoice submission guidelines

When emailing your invoice to anz-apinvoice.apac@ironmountain.com, please ensure:

- Any email signatures in HTML or PNG format are deleted
- Images and graphics are removed before the invoice is converted to a PDF, TIF or TIFF file format
- The email doesn't contain any Excel or zipped files.

Do not send invoices or supporting documentation in zipped formats (.zip, .zipx, .rar) as they will be rejected

- Submit only one invoice per email, multiple invoices on a single email will not be accepted
- Include any supporting documentation in the same email
- If an invoice is being resubmitted or is overdue, indicate it on the invoice before sending.

Note: Once an invoice is submitted, you will receive an auto-notification acknowledgement.

Important: Invoices that do not meet the specifications outlined above may be returned to a supplier, resulting in additional queries or delayed payment. The following documents 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 and work orders, e.g. sub-contracting arrangements.

Queries?

If you have any queries, contact the [Suncorp Bank Buy and Pay Helpdesk](#).

5. Payment terms

The ANZ Group standard payment terms are 30 days from the date of receipt of a valid tax invoice which meets the requirements outlined in Section 4. These terms must be stated on the invoice unless alternative payment terms have been agreed in writing with ANZ Group.

Tip: Refer to Section 4 to make sure your tax invoice meets all requirements to ensure prompt payment and reduce the risk of an invoice being rejected.

Note:

- If an invoice needs to be updated and resubmitted, payment will be made 30 days from the date the revised invoice is received
- If an invoice due date falls on a:
 - Saturday, payment will be made the Friday before
 - Sunday, payment will be made the following Monday
 - Melbourne public holiday, payment will be made the following working day.

Remittance advice

Suppliers based in Australia, submitting invoices in Australian dollars, will receive remittance advice to their nominated email address.

Suppliers based in Australia, submitting invoices in a currency other than Australian dollars and suppliers located outside of Australia will not receive any remittance advice. If remittance advice is required, contact the [Suncorp Bank Buy and Pay Helpdesk](#).

6. Credit notes

Obtain written confirmation from your Suncorp Bank business contact or relevant contact from the [Suncorp Bank Buy and Pay Helpdesk](#) 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. Otherwise, the credit note will be rejected and will require resubmission along with the related invoice, after it has been paid.

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

Preparing accurate credit notes for Suncorp Bank

- Reference the original purchase order number
- For purchases made without a purchase order, include the Suncorp Bank business contact's full name and ANZ email address
- Reference the line item number on the original invoice (if applicable)
- The credit value must not be greater than the amount invoiced.

Scenarios where exceptions to the above are required

Contact the [Suncorp Bank Buy and Pay Helpdesk](#) for advice on how to proceed if a credit note is to be issued for:

- A volume rebate
- A discount that covers multiple purchase order items
- Multiple billing periods.

Send all credit notes by email to: ANZ-APIInvoice.apac@ironmountain.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)

ANZ Group is committed to engaging suppliers whose environmental, ethical and social performance is of a high standard. In providing goods and services to ANZ Group, you must comply with the [ANZ Supplier Code of Practice](#).

Human Rights and Modern Slavery

In providing goods and services to ANZ Group you must comply with all applicable modern slavery laws and regulations. You must 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 Group takes its responsibilities to minimise the risk of forced labour in its supply chain and business operations very seriously. To understand the steps we are taking, our Modern Slavery Statement is available at [Sustainable procurement at ANZ](#).

Whistleblowing

The ANZ Group Whistleblower Channel 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 in the [Whistleblower Policy](#).

Any questions regarding Sustainable Procurement should be directed to [Group Procurement](#).

8. Queries? Please contact us

For all queries relating to the purchase and payment of goods and services at Suncorp Bank, contact the [Suncorp Bank Buy and Pay Helpdesk](#).

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 the following details in your request:

- Purchase order number (if applicable)
- Invoice number
- Batch number – this will be emailed from anz-apinvoice.apac@ironmountain.com once your invoice has been scanned. This mailbox is not monitored, so must not be used for correspondence.

Updating your Suncorp Bank supplier profile

It is your responsibility to ensure your supplier profile is correct and up to date. Please submit any changes to details on your letterhead in PDF format.

If you have a contract with Suncorp Bank, contact your business representative who can submit the change on your behalf.

Need to follow-up on an existing enquiry?

All new enquiries to the [Suncorp Bank Buy and Pay Helpdesk](#) are issued with a case number.

If following up an **existing enquiry by email**, leverage the existing email correspondence by forwarding your previous email. Include the words FOLLOW UP and your existing case number in the email subject.

9. Frequently asked questions (FAQs)

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 purchase order number provided on the invoice?
- An invoice must be preceded by the issuance of a valid 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 a purchase order.

How do I submit an invoice if I have rendered the goods and/or services, but have not received a purchase order?

Invoices can be submitted to: ANZ-APIInvoice.apac@ironmountain.com.

Invoices that do not have a purchase order assigned must clearly reference the correct ANZ Group legal entity, as well as the full name and ANZ email address of the staff member that ordered the goods and/or services.

Please note: You **must** obtain a valid purchase order before you provide the following to Suncorp Bank:

- Consulting services
- Information Technology (IT)-related goods and services .

Where do I send an invoice?

Invoices can be submitted to: ANZ-APIInvoice.apac@ironmountain.com.

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

How do I get a valid ANZ Group purchase order?

Talk to your Suncorp Bank contact person who is making the purchase to first obtain a valid Suncorp Bank 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 Suncorp Bank purchase order that I received?

Refer to [Section 2](#).

Where do I send questions about the details of a purchase order or an invoice?

Send all questions to the [Suncorp Bank Buy and Pay Helpdesk](#).

How do I register to become a Suncorp Bank supplier?

Refer to [Section 1](#).

What are the ANZ Group standard payment terms?

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 Group Procurement.

What is the BCA Australian Supplier Payment Code?

The Business Council of Australia (BCA) Supplier Payment Code, of which ANZ Group 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 at [Supplier payment code](#).

What are the ANZ Group standard purchase order terms?

Purchase order terms and conditions are available on the ANZ website under [Sustainable procurement](#).

What is the ANZ Group 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 visit [Sustainable procurement at ANZ](#).