

ACTION WOULD LIKE TO PAY YOUR INVOICE ON TIME

TERMS & CONDITIONS

Action pays invoice(s) based on the information and terms on the Purchase Order (PO). If you believe that the PO is not reflecting the agreement that you have with Action, please contact the Requester of the PO. You will find the name and phone number in the contact field of the PO. Never accept a request for Goods or Services without receipt of a valid Action PO. When in doubt contact your contact person in Action.

DISCREPANCY BETWEEN PO AND INVOICE

If you intend to send Action an invoice on which the quantity and cost do not match the PO, please notify the Requester so the PO can be corrected before the shipment is received. Inconsistencies will result in your invoice being returned and/or payment being delayed.

HOW TO INVOICE ACTION?

- The invoice should follow the PO exactly;
- Include the PO number & line reference;
- Ensure quantity and pricing units are consistent with the PO;
- Include the address to where goods were dispatched or services provided;
- Correctly address your invoice or credit note to the Action entity as detailed on the PO
- 1 Invoice = 1 PO
- Send invoices in PDF format to the e-mail address which is stated in the 'Bill To' information on the PO or flip the PO to an invoice on the SAP Business Network, see instructions below;
- Only invoice Action when goods are delivered or service has been provided, unless otherwise is agreed;
- Ensure credit notes quotes the invoice and PO number & line reference to which it refers.

HOW TO CREATE AN INVOICE /PO FLIP ON THE SAP BUSINESS NETWORK?

Action is making use of the SAP Business Network for their Purchase Orders. We prefer to receive your invoices via the SAP Business Network. This function enables you to immediately convert any PO into an invoice. All training modules and Action documents you may find in the [Action Service en Distributie Supplier Information Portal \(ariba.com\)](#)

In the training video it is explained how to create and submit an invoice

[Action Service en Distributie Standard Account Training Page \(ariba.com\)](#)
[Ariba Network - Standard Account Functional Training Video](#)

RETURNED INVOICE?

Invoice may be returned if one or more issues arise that would prevent the invoice from being paid. If the invoice is returned to the supplier, it will be accompanied by an explanation of what the issue was. In this case, please follow the instructions in the Invoice Return e-mail.

CONTACT DETAILS

For questions regarding PO-invoices you may contact APservicedesk@action.com

When sending an inquiry to this email address please always refer to the PO number, Action entity and your invoice number. For questions about the product or service ordered contact your Requester. You may find the name and phone number in the contact field on the PO.

CHANGES TO YOUR COMPANY DETAILS

If there are any changes to your company details (e.g., change of name, address, bank account, VAT registration) please send an e-mail to Supplier.enablement@Action.nl