



# Supplier Information

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
- 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.

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## 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](http://www.telstra.com.au/supplying_to_telstra) ([http://www.telstra.com.au/supplying\\_to\\_telstra](http://www.telstra.com.au/supplying_to_telstra))
- Any special requirements if not already stated in the contract (eg. 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 MERIDIAN Purchase Orders starting with 83** contact the CAC on 1300 367 811 or email them at [telstcac@team.telstra.com](mailto:telstcac@team.telstra.com).
- **For IntegralPLUS Purchase Orders starting with 50** email our support team at [MRPTel@team.telstra.com](mailto:MRPTel@team.telstra.com).
- **For SOW Online tool Tier 2 providers with Purchase Orders starting with TQ** contact the CAC on 1300 367 811 or email them at [telstcac@team.telstra.com](mailto:telstcac@team.telstra.com).
- **For SOW Online tool Tier 1 providers with Purchase Orders starting with TQ** email Major Provider Invoices at [F0402706@team.telstra.com](mailto:F0402706@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
- Statement of Work Field Glass Process

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.

### **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

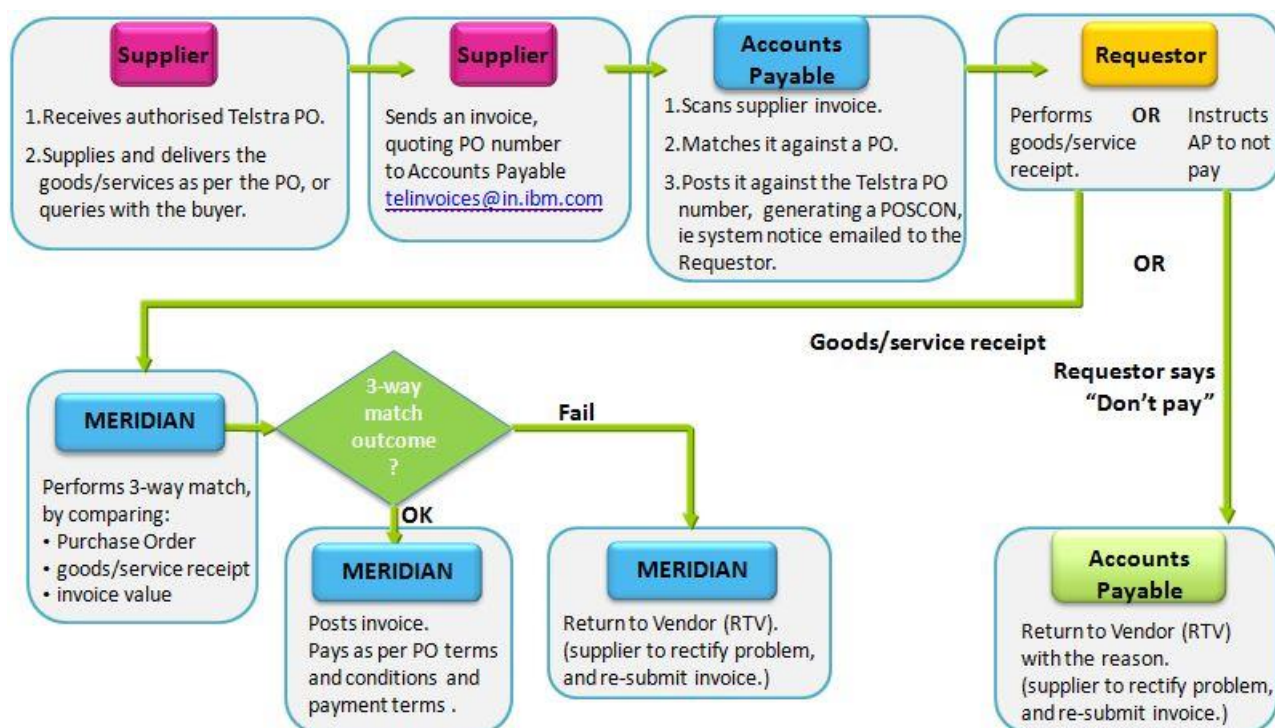
8. Ship date
9. Supplier packing list number (if applicable)
10. Country of origin
11. For multiple boxes, write Box \_ of \_ (eg. Box 1 of 3)
12. Weight
13. Special handling instructions which identify any specific risks and safety concerns. ([Link](#))

**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. Please send all invoices to [telinvoices@in.ibm.com](mailto:telinvoices@in.ibm.com).

## Our payment process

The following flowchart outlines our standard payment process:



Keep in mind:

1. Once we have received your invoice you will receive an email to confirm receipt and to specify the batch number. The batch number must be used as a reference if you have any payment queries to the CAC
2. 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 scanned into the system.
3. 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.
4. Telstra does not perform account reconciliations.



5. Invoices should not be sent to the CAC (see section on 'Our Purchasing Process' for instructions).

## Our payment terms

Telstra standard payment terms are 45 days\* from the date an invoice is received and entered into our Accounts Payable system. These terms apply unless you have a different contractual arrangement in place.

### When will I receive payment?

- Payment runs occur each day and processes invoices which are free for payment ie: The invoice to purchase order matching process has been completed and has met the payment term of 45\* days from receipt of scanned invoice.
- 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 automatically 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 particular payment, please contact the CAC for assistance.
- Electronically enabled suppliers using Business Tone can elect to receive Remittance Advices via Business Tone. Web Order Interface (WOI) enabled suppliers will receive these automatically.

## 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. They will advise you on the best way to proceed.

Credit memos relating to non Purchase Order purchases should be submitted through MERIDIAN by the business unit.

### **Where should I submit my invoice or credit memo?**

Telstra's preferred method is via PDF format emailed to [telinvoices@in.ibm.com](mailto:telinvoices@in.ibm.com), unless you are an electronically enabled supplier or Tier 1 Statement of Work provider. This enables faster processing and avoids delays caused by redirection and double handling. Tier 2 Statement of Work providers will also need to copy [Provider.Invoices@team.telstra.com](mailto:Provider.Invoices@team.telstra.com).

If you are an electronically enabled supplier, all Purchase Orders and invoices are received and submitted electronically.

If you are a Tier 1 Statement of Work provider using the SOW Online tool, please send your invoice and associated substantiation file (SES) to Major Provider Invoices at [F0402706@team.telstra.com](mailto:F0402706@team.telstra.com).

Once you have submitted your invoice, a batch number will be sent to you via return email. Please retain this email as the batch number is used to trace the invoice and should be provided if there are any payment issues.

**Note:** The batch number issue date that appears on the email is the date from which the invoice payment due date is calculated. For electronically enabled suppliers, the invoice payment due date is calculated from the date that the invoice is received in MERIDIAN (Telstra's online purchasing system).

## Sample Invoice

**TAX INVOICE**

**FROM/REMIT TO:**  
 Company name Pty Ltd  
 PO Box 1234  
 Melbourne, Vic, 3000

Phone: 3 9626 6227  
 Fax: 03 9626 6228  
<http://company.com.au>  
 A.B.N: 11 123 123 123

**PO# 8300263853** PO Number (1 per Invoice)

**Invoice - 3306630 RI**  
**Date - 14/02/13**  
**Page # - 1**  
**Order # 1653110 SZ**  
**Pick slip # -**  
**Ship Date - 14/02/13**  
**Insurance - N**  
**Cust Cat. - 12**

**SOLD TO : 9500999**  
 Telstra Corporation Ltd,  
 PO Box 3503  
 Brisbane 4001

**SHIP TO : 9500999**  
 Telstra Corporation Ltd  
 255 Elizabeth st,  
 Sydney, NSW, 2000

**Carrier - ABC ACME**  
**Special - Normal**

**Method - Ground**  
**Zone - Domestic Delivery**

**Pay terms - 30 days from**  
**Delivery**

Line Part#	Description /Alternate Part#	Quantity Shipped	Unit Price	Extended Price	Tax %	Tax \$	Total (Inc)
5.00SVC-INT-STD-CF-WO-RIV	Std config, incl base unit handling	1063 EA	14.00 EA	14,882.00	10	1,488.20	16,370.20
6.00SVC-INT-STD-RP-WO-RIV	Reporting: Asset tagging the device as well as scanning MAC	1063 EA	2.00 EA	2,126.00	10	212.60	2,338.60
				<b>EXT. Price</b>		<b>Tax</b>	<b>Total</b>
				Line Total		1,700.80	18,708.80
				Freight			
				<b>Total Due AUD</b>		1,700.80	18,708.80

## Sample Purchase Order

**CHANGES TO PURCHASE ORDER**  
 Page 2

**Information**  
 PO 8300263853

Item	Material Service Description	Quantity	UM	Unit Price	Amount AUD
1	SVC-INT-STD-CF-WO-RIV <small>Material Number: 72600321            External Catalogue Quote ID: PS1936            Item text/Westcon Quote: PS1936</small>	1,063.00	EA	14.00	14,882.00
	<small>Delivery Address:            NETWORK ENTERPRISE SERVICES            Telstra root organisation            Tom Smith 0412 123 123            255 Elizabeth Street            Floor:6            SYDNEY NSW 2000            AUSTRALIA</small>				
2	SVC-INT-STD-RP-WO-RIV <small>Material Number: 72600321            External Catalogue Quote ID: PS1936</small>	1,063.00	EA	2.00	2,126.00
	<small>Delivery Address:            NETWORK ENTERPRISE SERVICES            Telstra root organisation            Tom Smith 0412 123 123            255 Elizabeth Street            Floor:6            SYDNEY NSW 2000            AUSTRALIA</small>				
<b>PO is exclusive of GST</b>					<b>17,008.00</b>





## Why invoices or credit notes may be returned

An invoice or credit memo will be 'Returned To the 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 (eg. 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 (eg. where the invoice line item values do not equal the invoice total)
- Pages missing
- Damaged or illegible invoice
- Not a legitimate tax invoice (eg. 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

To find out your status, 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](mailto:telinvoices@in.ibm.com) mailbox once an invoice is scanned (for non-electronically enabled suppliers).

NOTE: The [telinvoices@in.ibm.com](mailto:telinvoices@in.ibm.com) mailbox does not respond to queries, please direct any questions to the CAC via email to [telstcac@team.telstra.com](mailto:telstcac@team.telstra.com) or phone 1300 367 811.

## e-Commerce options

e-Commerce improves cash flow by providing faster payments of invoices, reduced order and delivery turnaround time, lower order processing costs, and online tools to assist you with auditing, monitoring and reporting.

The options for doing e-Commerce business with Telstra are:

1. **Web Order Interface (WOI)**, which allows suppliers to electronically transact with Telstra via an Internet portal.



2. **Business Tone (BT)**, which allows suppliers to:

- use a third party to translate their data into a MERIDIAN format, or
- maintain a B2B hub to transact directly with MERIDIAN.

Each option allows for the electronic transmission of:

- Purchase Orders
- Invoices
- Remittance Advice (for BT suppliers, this functionality must be activated).

Additional functionality is available using Business Tone.

If you would like more information on how to trade electronically with Telstra, please contact your Vendor Manager.

### 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](mailto: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.

If you are electronically enabled, the maintenance of your contact details is your responsibility and can be updated online.

### Where do I go for help?

Please note: Telstra supports two purchasing systems which generate Purchase Orders – MERIDIAN and IntegralPLUS.

MERIDIAN Purchase Orders commence with 83 or TQ and IntegralPLUS Purchase Orders commence with 50. Contact details vary depending on your Purchase Order prefix:

**Purchase Order enquiries:**

MERIDIAN (Purchase Orders beginning with 83 and TQ) contact:

Customer Assistance Centre (CAC)

Mon-Fri 7:00am - 7:00pm (AET)

1300 367 811

[telstcac@team.telstra.com](mailto:telstcac@team.telstra.com)

IntegralPLUS (Purchase Orders beginning with 50) contact:

[MRPTel@team.telstra.com](mailto:MRPTel@team.telstra.com)





**Invoice or credit memo enquiries:**

MERIDIAN (Purchase Orders beginning with 83) and Tier 2 SOW online tool providers  
(Purchase Orders beginning with TQ) contact:

Customer Assistance Centre (CAC)

Mon-Fri 7:00am - 7:00pm (AET)

1300 367 811

[telstcac@team.telstra.com](mailto:telstcac@team.telstra.com)

IntegralPLUS (Purchase Orders beginning with 50) contact:

[IntAPEng@team.telstra.com](mailto:IntAPEng@team.telstra.com)

SOW online tool Tier 1 provider contact:

[F0402706@team.telstra.com](mailto:F0402706@team.telstra.com)

**Need to escalate your issue?**

All queries sent via email will be acknowledged within 48 hours of receipt. If your email is not acknowledged, you can escalate by resending the original email after 48 hours (you must provide the original email date/time) to the Duty Manager ([tdtymngr@team.telstra.com](mailto:tdtymngr@team.telstra.com)).

If your issue was not resolved to your satisfaction you can escalate by sending an email to the Duty Manager ([tdtymngr@team.telstra.com](mailto:tdtymngr@team.telstra.com)) quoting the OSCAR ticket number; the reference which was provided by the CAC.