



Tieto Purchase Invoice Content and Delivery Documentation Requirements

Tieto Finance and Sourcing

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1 Background

Purchase invoices addressed to Tieto are checked and approved electronically. In order to make that process fast and streamlined and ensure high integrity of data Tieto states certain ground rules on what is required from its suppliers regarding purchase invoices. Those ground rules are defined in this document as Tieto global requirements.

This document includes also guidelines that must be followed for all deliveries to Tieto. In case these requirements are not fulfilled, Tieto reserves the right to reject receiving of such delivery and may request that it will be returned to the sender without any cost to Tieto, until documentation follows these requirements.

2 Scope and external consultant supplier amendment

2.1 Scope

The principles and rules set by these requirements shall apply to all purchase invoices issued towards and payable by Tieto.

Tieto requires that all goods and services are delivered and invoiced only with an authorized Tieto Purchase Order (PO) number. One invoice can refer to only one Purchase Order (PO) number. In the absence of PO number and/or if the invoice is issued by a different Company than to which the PO has been issued (PO receiver and invoice issuer do not match), Tieto reserves the right to reject and return related invoice(s). More information about Purchase Orders and requirements can be requested from purchasing@tieto.com.

Delivery documentation requirements shall apply to all physical deliveries sent to Tieto.

2.2 External consultant supplier amendment

Invoicing method is agreed in separate agreement.

In case of external consultant (subcontractor) service purchase in Europe, Tieto uses self-billing as the preferred invoicing method, in which case these requirements should be followed by Tieto on behalf of supplier.

Self-billing invoices will be issued based on time and expenses reported by external consultants and approved by Tieto or work accepted by Tieto (for fixed price contracts) according to Tieto internal processes.

If Tieto has agreed in writing to use supplier invoices instead of Self-billing, then supplier should send after delivery only one invoice for each Tieto Purchase Order (PO) per calendar month. In case of Time and material agreement, invoicing period cannot be less than month or other than calendar month and invoice should include both hours and travel expenses. Any deviating or additional invoices may be returned or cause delay of invoice payment.

3 Invoicing method

Tieto has the sole right to decide which invoicing method is used, suppliers can deviate from the presented invoicing methods only if authorized person from Tieto gives the acceptance in writing.

To enable more efficient process, Tieto companies in Europe will require electronic invoices (hereafter e-invoices). Paper invoices are still accepted in countries where it is mandatory by law.

There are three connectivity options which can be used for e-invoicing:

1. e-invoices can be sent to Tieto via supplier's existing operator or bank connection
 - Operator or bank needs to have an interconnection agreement with Tieto before sending e-invoices through the operator network if the agreement is in place. Tieto has an existing Interconnection Network with all major service providers in the market. Supplier should contact its e-invoicing operator to check if there is an interconnection agreement available.
2. Manual electronic invoices can be sent to Tieto free of charge via Tieto's E-invoicing Issuer Web Application if supplier does not have any existing e-invoicing capability:
 - If portal has been chosen as the preferred option, please fill in the registration form on [Tieto's website](#).
3. Conclude an electronic invoice service agreement with Tieto:
 - For further details please contact bix.servicedesk@tieto.com.

If e-invoicing is not possible for a valid reason, pdf or paper invoices can be used.

4 Mandatory information in all Purchase invoices

Tieto keeps the right to do not to pay supplier invoices without required or with wrong information nor if invoice content / prices differentiate from the PO content. This right can be exercised by returning the purchase invoice with incomplete reference or other missing information back to the supplier with a request to send a new invoice with complete information.

4.1 General Information Related to Invoices

Invoices must be charged in the home currency of the country of invoice address, if not otherwise agreed. The preferred language of the invoice is English unless other one agreed in writing with Tieto Finance or Procurement, or if local law and regulations require to provide for differently.

Invoicing address and invoicing details should be stated in the Purchase Order or provided by Tieto. If this information is not visible on the Tieto Purchase Order document, supplier must verify this with the purchaser.

4.2 Mandatory Reference Information

Mandatory reference information on all invoices addressed to companies in Tieto group is the reference code. The purchaser must inform the supplier about the proper reference code. Supplier must verify that the reference code has been provided by the purchaser. In the absence of the code supplier should contact Tieto Procurement via purchasing@tieto.com for further guidance.

The required reference code consists of following:

- Tieto authorized Purchase Order (PO) number - only one PO reference per invoice (if an invoice has more than one page then the PO number shall always be stated in the header of the invoice first page)

In case of non-PO purchase reference code is defined:

- Tieto requestor name and user id (if applicable), who has requested the goods or services and is responsible to verify the invoice (Checker / Delivery to person)

- In addition to requestor name, Tieto's provided Lease reference number if invoice refers to a long-term leasing agreement
- Tieto project and task number (if provided)

Tieto reserves the right to delay invoice processing and payment if the above reference information is not clearly visible or missing. Supplier should not send any dunning letters if the invoice payment is delayed due to incomplete invoice reference(s).

4.3 Content of the Purchase Invoice Header and Footer

A purchase invoice must always include the following information in separate fields:

1. Identification information related to the invoice
 - Document identification name (e.g. Invoice or Credit Note)
 - Page number of the document (pdf and paper invoices only)
 - Suppliers Invoice number
2. Information related to Tieto and terms of agreement
 - Tieto Company's name and invoicing address
 - Purchase Order Number if not used as the reference code
 - Tieto's VAT number
 - Terms of payment or Due date
 - Interest on overdue payments (% p.a.), the supplier shall have the right to include interest only in case this has been agreed with Tieto in a written Agreement or otherwise accepted by Tieto Procurement in writing
 - Used delivery terms based on the most recent Incoterms
3. Identification information related to supplier
 - Name, business ID and address of the Supplier company
 - Supplier's VAT number
 - Suppliers contact person who is responsible for invoice correctness and could be contacted if necessary
 - Contact information including telephone or email address

4. Payment Information of supplier

- Currency
- Bank name or SWIFT/BIC-code
- Bank account identifier or IBAN

4.4 Detailed line information on the purchase invoice

1. In the part of invoice's line information Tieto requires the following data. Several lines are accepted and also expected - line content needs to follow Tieto PO line content:

- Description of the invoiced item
- **Invoice time period** (from month/year to month/ year) is mandatory for maintenance, license, rent, lease etc. related invoices
- Quantity (e.g. number of units)
- Unit price (in the currency informed by Tieto)
- VAT %
- Total amount of invoiced line (VAT excluded)
- Tieto project, task number (if applicable)

2. Total amount of invoice (taxes excluded)

3. Amount of taxes categorized by tax classes

4. Total amount of invoice (taxes included)

5. The supplier may add additional information related to the invoice (e.g. additional information required by local legislation or trading practices)

4.5 Mandatory VAT information for foreign purchase invoices (applicable for supplier registered in EU sending invoice within EU):

- Supplier VAT number
- Customer (Tieto) VAT number
- Reference to "Reverse charge" (According to Council Directive 2006/112/EC).

5 Tieto Delivery documentation instructions for physical goods

This instruction is created to give Tieto Suppliers information of the needed delivery documentation. If Tieto receives delivery which do not fulfil these requirements Tieto reserves the right not to accept such delivery. In this case also related invoice/s can be rejected and credit/s requested.

Needed documentation available outside of the delivered box/es or wrappings (e.g. on a sticker or inside a plastic envelope):

- Supplier name, address and contact information
- Tieto company name
- Delivery address
- Tieto Purchase Order (PO) reference
- Name of Tieto requestor
- Other requested Tieto references

- Barcode containing all above information (if separately agreed)
- It is recommended that all items are delivered in one box if they are related to one purchase order. If several boxes are needed, those should also have the box nr. reference e.g. Box 3 out of 5, or Box 3/5

This information has to be clearly visible and readable without opening the box.

Each delivery should also be accompanied by a Delivery Note containing above information as well as:

- Tieto invoicing address with Tieto company name and address information
- Line level information of all items/products, item/product codes and ordered/delivered amounts
- Partial deliveries are accepted only based on Tieto procurement approval. In this case partial delivery information should be clearly visible on the delivery note.

If a plastic envelop is used outside the box, then delivery note can be included into that.

Maximal acceptable dimensions of the pallet are 800 x 1200mm (EUR pallet) for goods delivered in a such way, otherwise Tieto can reject receiving of the delivery.

All packaging and wrappings should follow best industry practices and be accurate for their intended purposes with respect to secure safe delivery, ecological transportation and possible temporary storage.

If additional guidance is needed related to Tieto deliveries, please contact: purchasing@tieto.com .