Perceptive Supplier Instructions

Purchase Orders

Perceptive operates a "No PO, No Pay" policy. Suppliers must therefore not provide any goods or services without first having received a Purchase Order (PO). The only exceptions to this policy are for goods/services categorized as one of the following:

Healthcare Services, Banks & Brokers, Insurance, Utilities, Export/Import deliveries/couriers/duties, Voice/data/mobile Carriers, Operating leases, Readers and Governments.

The details provided on the PO document must match the goods/services that are being provided, and the supplier should check all details before providing any goods/services to **Perceptive**. Any discrepancies should be raised immediately with the **Perceptive** department or individual that requested the goods/services. Discrepancies in PO details may delay or prevent the processing of associated invoices.

The PO must be addressed to the correct entity of the supplier's organization. **Perceptive** are unable to process invoices where the company entity/address listed on the invoice is not the same company that the PO was raised to.

The **Perceptive** entity on the PO must match to any associated contracts that are in place. Suppliers will only be able to invoice the Perceptive entity listed on the PO document.

Suppliers must also check the following details are correct (where applicable):

- Quantity
- Unit price and total price
- Order currency
- Unit of Measure
- Description of goods or services
- Requested delivery dates
- Delivery address
- Payment Terms

Invoicing

To allow Perceptive to process supplier invoices correctly and efficiently, suppliers should note the following requirements:

- All invoices must clearly state the PO number received from Perceptive.
- Where no PO has been provided (in exceptional circumstances – see "Purchase Orders" section on this website) the invoice must clearly identify the Perceptive contact who requested the goods/service
- Where the PO has multiple lines, it should be clear which line/charge on the invoice relates to which line of the PO (invoice line should state the PO line number where possible)
- Perceptive will be unable to process invoices when insufficient value or quantity is remaining on the Purchase Order. Suppliers are asked not to submit invoices over PO value and instead should contact their Perceptive buyer/requestor.
- All company entities on the PO (both Perceptive and supplier's) must be correct, and match exactly to the details specified on the invoice. If they are not the same, a new PO must be requested from the appropriate Perceptive contact
- All invoices must contain a clearly marked, unique invoice number and date
- The currency of the invoice must be the same as that specified on the PO
- The Unit of Measure (UoM) listed on the invoice must match the UoM specified on the PO
- Credit notes should clearly reference the invoice number/PO they relate to, where appropriate
- Where VAT is claimed, the relevant VAT registration number of the supplier must be mentioned on the invoice
- Where other types of tax are applied, the associated tax identification numbers must be mentioned on the invoice, in line with the local tax requirements
- If VAT or other taxes are claimed, the VAT/tax amount must be shown in the currency of the country where the transaction takes place (or the appropriate exchange rate specified)
- Invoice Submission
  - Suppliers should submit invoices electronically via email to **ap_invoice@perceptive.com**
  - Invoices that are non-compliant will be rejected and a notification sent back to the supplier. Corrected invoices should be returned to Perceptive as soon as possible to minimize delays in payment.

Payment Terms

Perceptive' s standard payment terms begin from receipt of a compliant invoice.
Payment terms will be stated on the PO document received when goods/services have been formally requested. Queries/concerns on payment terms should be addressed to the appropriate Perceptive contact upon receipt of the PO, not at time of invoice submission.

Get Help

Frequently Asked Questions
Where do I send/address my invoices

- Invoices should be submitted as per the instructions provided on/with your PO document. For Perceptive contact details, including central invoice reception locations (where facilities exist) If you are unsure which details should be used, you should speak to your Perceptive contact.
- When will my invoice be paid?
  - Invoices will be paid in line with the payment terms you have agreed with Perceptive. Perceptive's standard payment terms are based on receipt date and can be found on the corresponding PO document.
- How can I confirm my invoice has been received and/or what the status is?
  - Contact **ap_helpdesk@Perceptive.com** to confirm receipt/status, but please allow minimum 5 days for the invoice to be registered in the Perceptive systems before querying status.
- How do I change my contact/address/bank details?
  - Discrepancies in supplier details (i.e. differences between the details on the invoice and those on the Perceptive system/PO) will lead to delays in processing of invoices, and possible rejection. It is therefore important that Perceptive is notified of any changes as soon as possible. Supplier details can be changed by contacting **ap_helpdesk@Perceptive.com** Note that depending on the details you are changing, you may be contacted to provide confirmation/supporting documentation. An immediate response to any such request will ensure your details are updated on a timely basis and ensure no delays to invoice payments.
- How do I get support for anything else?

- For issues/queries, please either contact **ap_helpdesk@Perceptive.com** , or your Perceptive contact.