

INTERNATIONAL  PAPER

PO and Invoicing Guide

Vendor enrollment and transactional requirements for
International Paper

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The following guide is intended to be used with new and existing vendors who wish to transact with International Paper in the US and Canada. The following sections of this guide will assist vendors in understanding International Paper’s expectations and assist with ensuring timely processing of your invoice and subsequent payment. If you are already an existing IP Vendor, please skip to section 2 to begin reviewing the process and transactional expectations.

While sections of this document could apply to specific vendors, the document is intended for use by International Paper vendors that supply MRO (Maintenance, Repair, and Operation), Raw Materials goods & services to our Mills/facilities and including corporate locations. It does not cover unique processes for automated invoicing such as invoicing through CASS, EDI/XML, as well as Track time sheet submittals. Additionally, the document does not pertain to fiber, legal, tax, freight, energy and utility type purchases and invoices.

This guide does not supersede any contractual agreement and International Paper’s terms and condition.

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I. Vendor Enrollment

International Paper (IP) is the world’s leading producer of fiber-based packaging, pulp, and paper with approximately 48,000 employees and more than 25,000 customers in 150 countries. International Paper is excited to welcome you as a new vendor.

- **Vendor Enrollment Form**

To begin transacting with International Paper, all vendors must be set up in our ERP system, SAP. In order to be set up in our ERP the following information is needed to create a vendor record:

COMPANY NAME				
SECONDARY NAME (Optional)				
LINE OR TYPE OF BUSINESS				
CORPORATE ADDRESS				
CITY		STATE		ZIP
PHONE NUMBER				
FAX NUMBER				
REMITTANCE ADDRESS				
CITY		STATE		ZIP
PHONE NUMBER				
FAX NUMBER				
For Canadian vendors a Goods and Service Tax ID (GST) will be required before any transactions can begin, please provide the number below:				
GST NUMBER				
<i>Note that the below information will be used for Purchase Order submission(s) from International Paper:</i>				
PURCHASING CONTACT				
PURCHASING EMAIL ADDRESS		PHONE NUMBER		
<i>Note that the below information will be used so that International Paper Accounts Payables (AP) can contact Accounts Receivable (AR) department:</i>				
AR CONTACT				
AR EMAIL ADDRESS		PHONE NUMBER		
PAYMENT METHOD – ACH/EFT (Automatic Clearing House/Electronic Funds Transfer)	<p>ACH/EFT payments are International Paper’s preferred method of payment. See page 9 for instruction on how to complete the EFT/ACH enablement form.</p> <p><i>NOTE – If you are unable to receive automatic/electronic payments please discuss this with your purchasing contact.</i></p>			

Before you can be finalized in our ERP and begin receiving Purchase Orders and payment from IP, additional documentation will be required, please submit either a W-9 or the W-8 form for tax validation purposes as well as a completed EFT form so that International Paper can issue payment. Completed forms can be submitted back to your IP contact along with the completed enrollment form on the previous page.

- **IRS W-9 Form**

US Domestic Vendors/Individuals – Federal Income Tax Law requires us to have your Taxpayer Identification Number (TIN) on file. Under Federal Regulation 1.6041-1, you are required to provide us with this information on the W-9. Failure to provide this information may result in the IRS imposing a \$50 penalty and all payments made to your company could be subject to a 28% backup withholding. Please complete the W-9 in its entirety and sign where indicated.

- [Form W-9 \(Rev. October 2018\) \(irs.gov\)](#)

- **IRS W-8 Form**

Non-US/Foreign Vendors (W-8BENE)

- [Form W-8BEN-E \(Rev. July 2017\) \(irs.gov\)](#)

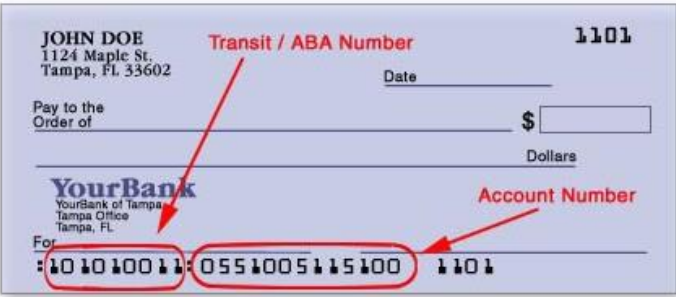
- The W8 for individuals with Non-US/Foreign
[Form W-8 BEN \(Rev. July 2017\) \(irs.gov\)](#)

- **Payment Method & Setup:**

International Paper's preferred method of payment is via electronic funds transfer (EFT) or automated clearing house methods. Please complete the form on the next page and return to the completed "Vendor Enrollment Form, "W9", and the completed "EFT Request Form" to you IP contact.

- Please include the completed form along with a voided check or a bank letter otherwise there could be a delay in activating payments in our system
- For US suppliers, there are additional payment financing programs available, please see page 9 for additional details

Please note that all fields on this form must be completed or the form will be returned. Additionally, please be sure to attach a photocopy of a voided blank check, this information is used to verify the accuracy of the information provided on this form, which minimizes errors that could delay payment.

New Banking Instructions		
By signing this form, the supplier is authorizing International Paper to electronically remit payment directly to the Supplier's bank account.		
Bank name	SWIFT code (if applicable)	
Transit (ABA) Routing Number	Bank Account Number	
		
Electronic Funds Transfer Status – Select One: <input type="checkbox"/> New EFT Authorization <input type="checkbox"/> Change Existing Authorization <input type="checkbox"/> Stop/Cancel EFT Authorization		
Type of Account: - Select One: <input type="checkbox"/> Checking <input type="checkbox"/> Savings		
Note: Obtain the banking information from a check, not a deposit slip		
Does Supplier request Advice of Deposit? <input type="checkbox"/> No <input type="checkbox"/> Yes		
If "Yes" (Advice notice can only be sent via email, please provide e-mail address: _____)		
Previous Banking Instructions		
This section MUST be completed ONLY if you are changing or canceling an existing bank account.		
Bank name	SWIFT code (if applicable)	
Transit (ABA) Routing Number	Bank Account Number	
Supplier Contact Information and Signature		
Supplier Name (<i>print</i>)	Remit Address (<i>include city, state, zip code</i>)	Supplier Number(s)
Representative's Name (<i>print</i>)	Representative Signature (<i>must be hand-signed</i>)	Representative's Title
Date:	Phone Number:	Fax Number:
REQUIRED: Please provide contact name and email information for future bank account correspondence:		
Name:		Email:

II. Purchase Order Accuracy

Ensuring proper and timely payment of goods and services begins with the accuracy of the Purchase Order. The Purchase Order documents the commercial agreement between Buyer and Seller, including but not limited to the following items:

- Clear description of goods and/or services to be purchased
 - Where a vendor part number is referenced, the PO part description should match the vendor's part number description.
- Vendor information, including points of contact, addresses, phone numbers, etc.
- Required delivery date and/or service date
- Delivery location
- Price for goods and/or services
- Units of Measure
- Freight terms
- Payment terms
- Legal terms and conditions governing the purchase

IP expects its suppliers and service providers to thoroughly review all POs received and to confirm receipt back to the responsible buyer (as listed on the PO) along with any requested changes to the PO. Vendors using the Ariba Network may enter acknowledgements through Ariba. If the changes are agreed to by IP, the responsible buyer will issue an updated version of the PO to the Ariba network. For vendors not on the Ariba network, an updated PO may not be issued unless an updated/revised PO is requested.

Invoices will be processed based upon the terms, conditions and content on the IP PO. Any discrepancies between the invoice and the IP PO will result in payment delays and/or invoice rejection.

(Note: Where formal contracts are in place, these will supersede the PO terms and conditions. However, it is essential that the PO still reflects the correct information, since all invoice processing will occur against the PO.)

III. Vendor Shipping and Freight Documentation

Required Receiving Documentation - Prior to payment of vendor's invoice, International Paper must receive the invoiced items into its ERP system. To ensure accurate and timely goods receipt, vendors must supply adequate shipping documentation, such as a Bill of Lading or Packing List, for all goods delivered to IP.

- **Shipping documentation must contain the following:**
 - Unique Shipment ID Number, such as Bill of Lading Number, Packing List, Supplier's Sales Order Number, etc.
 - Prior to shipping or delivery of a product, the vendor and the facility or corporate buyer should discuss and agree upon which shipping ID should be used for receiving by IP prior to shipping, otherwise it could result in delays in being able to match the invoice to a proof of delivery
 - A Bill of Lading number is the preferred ID, however if it is not available a clear and unique ID for the shipment must be provided
 - For international shipments, suppliers must also include the applicable certificate of origin such as the Canada-US-Mexico agreement (CUSMA) or the US-Mexico agreement (USMS) certificates, as applicable
 - IP's Purchase Order Number and PO Line Item Number
 - This is required for all shipments including 3rd party/drop shipments, failure to do so will result in potential delays in invoice processing

- Material Name
- Supplier (Shipper) Name
- Point of Shipment Origin
- Carrier Name
- Quantity
- Unit of Measure
- Date of Shipment
- For Shipments of Bulk Chemicals:
 - Chemical Basis or Concentration
 - Unloading Point within Facility (if designated/communicated by IP)
 - Unique Chemical/Unloading Point Identifier (if designated/communicated by IP)
- **Required Freight Documentation**

If you are billing freight charges along with other PO line item charges, the vendor must provide sufficient documentation of freight charges incurred, i.e. a valid invoice from a third party carrier. This freight documentation must be attached to vendor's invoice. IP Accounts Payable may request additional documentation prior to payment of vendor's invoice.

Please note: When invoicing in Ariba, any freight charges must be billed with other PO line item charges. Ariba will not accept freight only invoices.

If the third party carrier is billing IP directly for freight charges, the carrier must include the original PO number from the shipment on their invoice.

IV. Vendor Invoicing Requirements

Once you have completed the enrollment with International Paper and a Purchase Order has been issued, you are ready to begin invoicing IP. The following guidelines must be followed in order to ensure prompt processing of your invoice. Failure to adhere to these guidelines could result in your invoice being rejected and sent back to you for resubmission once it is corrected:

- **Invoice Submission Methods**

To ensure that invoices are received and processed timely, International Paper accepts invoices in ONE of two methods:

 1. SAP Ariba is IP's preferred billing method. If you are already transacting through the Ariba network or are interested in learning more, please send an email to the following email address to begin the process to become an Ariba-enabled vendor with IP:
AribaSupplierHelp@lpaper.com
Note that the enrollment process can take several weeks to complete depending on your Ariba integration method. Until the Ariba implementation is complete, you may still use "option 2" (below) to transact with IP.

For POs transmitted via the Ariba Network, all invoices must be submitted through Ariba to the appropriate Purchase Order and Line Item Number. Contact AribaSupplierHelp@ipaper.com if you require assistance with the Ariba invoice submission process.

If your invoice is not consistent with the Ariba PO terms, your invoice may be rejected by Ariba. In the event of a rejected Ariba invoice, you will receive an emailed notification with a reason for the rejection. Please note that the email will be routed based upon how your internal Ariba administrator setup your account.

Possible reasons for Ariba invoice rejections include, but are not limited to:

- PO has insufficient funds to cover the invoice value
- PO has insufficient quantity to cover the invoice value
- Invoice includes freight charges and PO incoterms do not allow for freight
- Invoice does not contain PO line item charges
- Tax has been added but the PO is not setup to allow Tax

If you receive an Ariba invoice rejection notice, promptly correct the reason for the rejection and resubmit your invoice to Ariba. If a PO change is required, contact the facility buyer listed on the PO.

2. For non-Ariba enabled suppliers, invoices can be emailed as a PDF file to the address below: APinvoices@ipaper.com. Please note that this is an unmonitored email, so any message in the body will be disregarded.

- **Invoice Submission Guidelines**

- Please submit your invoice only one time
- Do not email a duplicate copy of invoice
- Do not email any invoices if you are enrolled on the Ariba network with International Paper
- Allow 5-7 business days for processing
- Email invoice requirements:
 - Invoices must be submitted as an attachment in PDF format.
 - No other file formats can or will be accepted - Any invoices received using an invalid format will be discarded and must be resubmitted to International Paper
 - One invoice per attachment – Please note that there can be multiple attachments per email
 - If the invoice requires any backup documentation (BOL, POD, and third party freight invoice) then it **must** be included in the same PDF file along with the invoice.

- **Invoice Content Requirements**

To ensure accurate invoice processing and timely payment from International Paper, the following information must be included on your invoice(s). Invoices that are missing any of the required data will likely result in processing delays.

- Company Name
- Invoice Number
- Invoice Date
- Valid International Paper Purchase Order Number
- Description of Service(s)/Product(s) being billed (this should match the PO)
 - PO Line Item#
 - Description of material
 - Quantity
 - Unit of measure
 - Unit price
 - Extended/total price and any applicable charges such as tax or freight
 - Ship to address of Part(s) were delivered or where the Service(s) has been performed
 - For bulk materials, a Bill of Lading or other reference number to match the invoice to the specific shipment.
- Remittance Address
- Remittance Contact (Name, email address, phone number)

V. Invoice Correction & Credit Process

International Paper will not issue partial/short payment of an invoice. If an invoice needs to be corrected because essential data may be incorrect, such as the price or quantity being billed, a credit must be issued to International Paper so that the correction can be made and that International Paper can match your records/statement.

This is especially true when transacting through the Ariba Network. If a correction needs to be made to one or more lines on an Invoice that has been submitted, the entire invoice must be credited and resubmitted with the correction as a new Invoice through the network.

Please note that once the credit has been submitted, the corrected invoice should have a new and unique invoice number. International Paper’s ERP will not allow re-use of the original invoice number.

If a credit is taken, International Paper will apply the credit to your account and future payments will be reduced by the amount of any and all credits owed. The credit will be reflected in the remittance advice that is sent by International Paper (dependent on setup). Additional details are also provided in International Paper’s Invoice/Payment status portal called, IPay (see page 10 for more details on the IPay tool).

VI. Invoice Processing Issues

Depending on how the invoice is submitted to International Paper Accounts Payable, there are a number of factors that can result in delays, prevent an invoice from being processed, and/or could result in the invoice being rejected and sent back to the vendor. As stated in section IV, “Vendor Invoicing Requirements”, there are two supported means of submitting invoices to International Paper. The tables below explain common issues that can prevent the invoice from being processed for each method (please note that the tables are not an all-inclusive list, but they do explain the most common issues):

Ariba Invoice – Ariba allows automated configurable business rules that can result in a vendor’s invoice either being rejected by the system or being routed for approval by the purchasing agent before the invoice can be processed (known as “Workflow”). Additionally, once the invoice is “approved” or processed into IP’s ERP system (SAP), the invoice may be routed for approval by the buyer/purchasing agent or they can be blocked for payment for pricing or quantity receipt mismatching issues:

Ariba Invoice Issue	Root Cause
Business rules that prevent the invoice from being submitted	Invoice price outside of business rule tolerance of PO Line Item price
	The invoiced unit of measure differs from the PO Line Item Unit of Measure
Invoice approval workflow sent to Buyer/Purchasing Agent (Note – workflows could result in the invoice being rejected, please see below)	Excessive freight charge applied to the Invoice and needs approval
	Invoice must be matched to a specific Delivery/Goods Receipt before the invoice can be processed into ERP (aka, “GR-IV”)
	Freight charge included on the invoice, but the PO does not have an Incoterm (also used as shipping terms) that permits the inclusion of freight charges
	Excessive additional charges, including approval for demurrage, detention, restocking etc. and needs approval
Invoice rejection – The vendor will be notified via an Ariba generated email	The buyer/purchasing agent has requested to reject the invoice (e.g. - Delivery/Goods Receipt matching issue)
	Freight has been applied to the Invoice, but the PO does not allow it

Ariba Invoice Issue	Root Cause
Note – The Ariba rejection email will be sent to the email address that was setup by the Vendor’s Ariba Administrator	Excessive charge (e.g., freight, demurrage, etc.) not approved by the buyer/purchasing agent Tax has been applied to the Invoice, but the PO does not allow tax
SAP Price Blocks	Invoice price does not match the PO Line Item price, the invoice will be posted in IP’s ERP but blocked from payment until either the PO is corrected or the buyer/purchasing agent requests the invoice to be rejected
SAP Quantity Blocks	The invoiced quantity has not been received in International Paper’s SAP system, the invoice will be posted in IP’s ERP but blocked from payment until either the PO is corrected or the buyer/purchasing agent requests the invoice to be rejected

Mail/Email Invoice – Also referred to as “manual” invoices, invoices submitted in this method are manually keyed in by the Accounts Payable team. While processing the invoice, a processor may identify certain exceptions that will prevent them from being able to enter the invoice resulting in requiring extra approval from the buyer/purchasing agent, manual rejection of the invoice, and they can be blocked for payment due to pricing and/or quantity receipt mismatching issues:

Mail/Email Invoice Issue	Root Cause
Manual invoice approval workflow sent to Buyer/Purchasing Agent (aka, “PINS” – Problem Invoice Notification System; please note that workflows could result in the invoice being rejected, please see below)	Excessive freight charge applied to the Invoice and needs approval Invoice must be matched to a specific Delivery/Goods Receipt before the invoice can be processed into ERP (aka, “GR-IV”) Excessive additional charges classification, including approval for demurrage, detention, restocking etc. and needs approval
Invoice Rejection – The vendor will be notified via email sent by the IP Accounts Payable team Note – The email will be sent to the email address used to submit the invoice to International Paper. If there is not a valid email provided with the invoice, IP will use the contact information on IP’s vendor master record for your company.	Illegible Invoice Invalid or missing Purchase Order # Invalid or missing Line Item details (e.g., missing PO Line Item #, non-matching Line Item description, etc.) Invoice incorrectly billed (e.g., the total quantity and individual unit price on the invoice does not equate to the total invoiced value of the invoice) The buyer/purchasing agent has requested to reject the invoice (e.g. - Delivery/Goods Receipt matching issue) Freight has been applied to the Invoice, but the PO does not allow it Excessive charge (e.g., freight, demurrage, etc.) not approved by the buyer/purchasing agent
SAP Price Blocks	Invoice price does not match the PO Line Item price, the invoice will be posted in IP’s ERP but blocked from payment until either the PO is corrected or the buyer/purchasing agent requests the invoice to be rejected
SAP Quantity Blocks	The invoiced quantity has not been received in International Paper’s SAP system, the invoice will be posted in IP’s ERP but blocked from payment until either the PO is corrected or the buyer/purchasing agent requests the invoice to be rejected

VII. International Paper Payment Information

Once an invoice has been processed by International Paper's Accounts Payable team, payment will be issued according to the payment terms on your contract and/or PO using the banking information that we have on file.

If the payment terms or other commercial terms look incorrect on the PO that was issued by International Paper please contact your purchasing/buyer resource or the contact that is listed on the PO for clarification and/or correction. Please note, the terms as listed on the PO will drive the payment issuance process.

Payments from International Paper can be received via Electronic Funds Transfer or Automated Clearing House payments. For IP's full terms and conditions, please follow the following link: [SALETERMS.PDF \(internationalpaper.com\)](https://www.internationalpaper.com/SALETERMS.PDF)

- **Electronic Funds Transfer or Automated Clearing House Payments (EFT or ACH)**
 - EFT is International Paper's preferred method of payment as the payment is made directly to your bank account and has less risk of becoming "lost"
 - EFT payments will be issued according to your payment terms and will be issued on the date that the agreed upon payment terms expire
 - Calculation of the start of the payment terms begin based upon either the date that the goods or service has completed or based on the date of the invoice that has been received by IP's Accounts Payables team
 - The end of the payment term is based upon the last day of the agreed upon term. For example, if the term is "90-days" on the 90th day the payment will be issued
 - Payment processing speed is dependent on the bank, for most EFT payments the actual payment will be received within 2 or 3 days after the payment has been issued by International Paper
 - Example, if the payment term is "90-days", IP will issue the payment to the bank on the 90th day. If the payment method used by the vendor's bank is 2-day processing, the payment will be available to the vendor on the 92nd day.
 - If a physical check has been issued on an exception basis, the check will be mailed by the bank on the next business day and mail processing speed is dependent on the US Postal Service, for most mailings the check is typically received within 5-business days

- **Financing & Early Pay Option(s)**

- For US based vendors, International Paper offers two different programs that gives Vendors early access to invoice payments before the payment terms expire. Please note that discounts may be applied depending on how early the funds are withdrawn from the programs. Depending on the nature of your business with International Paper one program may be applicable over the other. Please ask your purchasing representatives for details if you are interested in the following programs:

Program	Provider Bank	Program Summary
Single Use Accounts (SUA)	JP Morgan	Payments issued through JP Morgan using a virtual credit card. Vendors can withdraw and deposit the funds into their bank accounts per the normal payment terms or withdraw payment(s) early with a discount applied to the transaction. Vendors receive an email with payment information to withdraw their funds. Any fees for the withdrawal vary depending on their agreement with their credit card merchant.
Supply Chain Financing (SCF)	Citibank	Payment is issued through and to a vendor's Citibank account. Upon expiration of the payment terms, the funds are automatically transferred to the vendor's bank. Vendors log into a portal in order to withdraw their funds. The fees for early withdrawal vary depending on how close to the payment term date it occurs. If the vendor withdraws the funds before the payment terms expire, there is a discount taken from the payment(s) by Citibank.

- **International Paper Payment Status**

Once you begin submitting invoices to International Paper, you may want to check on the status of the payment and/or get additional information to help you apply the payment to your accounting system. International Paper hosts a website, referred to as IPAY, which allows you to view your invoicing history which will include the payment details of invoices that have been paid as well as any invoices that have been received and may not have issued a payment yet (this can be cause for various reasons such as awaiting payment terms to be met, blocked invoice due to missing goods receipt, etc.).

In order to access IPAY, you will need to request access by emailing your request to IPAYAccess@ipaper.com.

Once you have been given access you will get an email with your log-in ID and password. With your new log-on credentials in your internet browser type <https://launchpad.ipaper.com>.

After logging in, click on the IPAY Inquiry tile to begin your search!

There is also a help document on the IPAY site, to be used in the case where you need any assistance in finding or researching your invoices and payment status.

If you do not see your invoice in the IPAY site or have questions regarding the status or information listed, please contact our Vendor Relations Team at Accounts.Payable@ipaper.com

VIII. International Paper Contact Information

There are two primary contacts that every vendor should know, Purchasing & Accounts Payable. Below is a matrix to help you know when and who to contact for various situations:

Process Area	Example	Contact Info
Purchasing	<ul style="list-style-type: none"> • Incorrect pricing, quantity, unit of measure, or other transactional data on the PO • Incorrect commercial terms (i.e. Payment terms, Inco or Shipping terms, etc.) • Clarification of what is being requested on a PO 	<p>Most questions can be handled directly by whomever issued the PO. The PO contact phone number and or email address is listed on the printed PO.</p> <p>If the PO was issued on the Ariba network, the contact is listed as the “Purchasing Group” as well as their phone and/or email address in the header text section of the Ariba PO.</p>
Ariba	<ul style="list-style-type: none"> • Ariba PO and Invoice technical issues • Ariba training needs • Ariba guidance 	<p>For Ariba related questions and/or needs, please contact the IP Ariba Support Team at: AribaSupplierHelp@ipaper.com</p>
Accounts Payable	<ul style="list-style-type: none"> • Invoice and/or Payment Status 	<p>Use the IPAY website to view all details of how a payment should be allocated or the specific status of an Invoice. The IPAY Website is accessed by the following link: https://launchpad.ipaper.com</p> <p>See page 10 for additional details</p>
	<ul style="list-style-type: none"> • Missing invoice or payment details • Payment or Credit reconciliation issues 	<p>Contact the International Paper Vendor Relations Team at: Accounts.Payable@ipaper.com</p>
Invoice Corrections	<ul style="list-style-type: none"> • Quantity adjustment of an invoice • Price adjustment of an invoice 	<p>IP WILL NOT ISSUE PARTIAL OR SHORT PAYMENTS OF AN INVOICE (LINE ITEM).</p> <p>If an invoice needs to be corrected because essential data may be incorrect, a <u>credit</u> must be issued to IP so that the correction can be made in IP’s system and an accurate payment made.</p>