



IMPORTANT POLICY & INVOICING INFORMATION : AMEA

A. Invoice Processing and Payment

In an effort to provide our suppliers with the best service, and to ensure timely processing and payment of your invoices, please read carefully and follow Coty's invoice instructions.

- Coty's preferred payment method is via Electronic Funds Transfer. Please make sure you provide your complete banking information to your Coty Buyer on company letterhead.
- Coty's standard policy is to make one payment per month to our suppliers, on the 15th of the month.

Invoice Instructions:

1. Please ensure only electronic PDF or paper format invoices are sent. Electronic invoicing via EDI is not available. Do not send paper and electronic PDF copies of the same invoice as this will lead to delays in processing and payment.
2. Where electronic PDF format invoices are sent, you must ensure they comply with all local statutory requirements for electronic invoicing.
3. All invoices should be sent to the Accounts Payable department at the corresponding HFC legal entity address specified below and not directly to the requester.
4. You should only send invoices and credit memos for processing. Statements, acknowledgements, sales orders, confirmations, packing slips, credit card receipts, sales slips, receipts, and zero-value invoices (invoices with totals of 0.00) are not accepted.
5. All invoices must be billed and mailed to the address or email address no later than seven (7) days after the supply of goods or services is complete according to the contract. The invoice must be sent to the correct email address for timely invoice processing. In order to utilize the electronic email option, the emails must be sent with invoices in PDF file format attachments. There must be only **1** invoice in each attached PDF file. Any non-compliance with the email submission rules will result in a rejection notice for the email process. Invoices will then only be accepted by mail from your company.
6. The Purchase Order number/Blanket Order number (Schedule Agreement) must be printed on all invoices. If this is not provided to you at the time of purchase, please don't hesitate to ask your Coty Buyer. **Note:** Only one purchase order number is to be referenced per invoice. With very few exceptions, Coty has a strict No PO/No Pay policy. Please contact your Coty buyer for more details. Any invoices without a PO must show the email address of the Coty requestor on the invoice.
7. Invoices must be credit or debit values only, not mixed. When invoicing for credits, the credit memo must reference the original invoice number on which the goods and services were paid.

8. The purchase order number of the goods or services must appear on each package, invoice packing slip, shipping memo, and bill of lading.
9. Variations from the purchase order prices must be resolved with the Coty buyer prior to invoicing.
10. The value of the invoice line item (including previous invoices against the line item) must not exceed the value of the purchase order line item. Do not invoice for items that do not match the price or the description / item on the purchase order, as this will prevent payment.
11. Invoices must reference applicable line item extended amounts and a total amount due for entire invoice.
12. Invoices must contain the following where applicable:
 - Billing company's name (mandatory)
 - Remit-to address (mandatory)
 - PO number/Blanket Order Number and/or Coty requester (mandatory)
 - "Tax Invoice" printed on the invoice (mandatory)
 - ESN number (only TPM's)
 - Legal entity name (mandatory)
 - VAT/GST registration number
 - Bank Key – SWIFT and IBAN
 - Bank Account Number (mandatory)
 - Bank branch
 - City, Region
 - Bank, country
13. If an invoice contains Current Charges and Past Due Charges, **only the Current Charges are paid.**
14. Invoices must be from the supplier named on the purchase order; third party billing cannot be processed.
15. **Invoices not meeting the above conditions, will be returned to the email address on file, unpaid.**

B. AP Help Desk Contact Information

Self-Service Work Flow Tool (Remedy)

Remedy is a workflow tool for managing and tracking the Accounts Payable (AP) queries and support requests and resolution of these requests in a timely manner.

Raising tickets in Remedy will allow suppliers:

- To log a request and insure traceability through to resolution by the AP team
- To track request resolution progress
- To insure faster resolution (Tickets are assigned to the appropriate departments)

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To raise a Remedy ticket for invoice enquiries relating to the Coty legal entities in AMEA go to <https://coty.my.salesforce.com/> which is also available as a link on the page <https://supplier.coty.com/>

In case you have difficulty logging-in, please contact our Accounts Payable team at:

AP_Helpdesk_CN@cotyinc.com
AP_Helpdesk_AU@cotyinc.com
AP_Helpdesk_HK@cotyinc.com
AP_Helpdesk_SG@cotyinc.com
AP_Helpdesk_JP@cotyinc.com
AP_Helpdesk_NZ@cotyinc.com
AP_Helpdesk_TH@cotyinc.com
AP_Helpdesk_IN@cotyinc.com
AP_Helpdesk_MY@cotyinc.com
AP_Helpdesk_MEA@cotyinc.com

AMEA AP Helpdesk- Toll Free Number (TFN)

Country	AP Helpdesk (TFN)
China Telecom – South China	108001402453
China Netcom – North China	108007142438
Australia	1800531569
Hong Kong	800906230
Singapore	8008526404
Japan – Softbank	006633813795
Japan – NTT	0034800401224
New Zealand	0800440383
Thailand	1800012193
India	0008000401898
Malaysia	1800818642
UAE	8000187085



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