COLGATE-PALMOLIVE COMPANY

Hill's®

North America Accounts Payable
Supplier Invoice Return-To-Vendor Policy

This document outlines all the reasons why an invoice may be returned to the vendor by Colgate/ COP/Hill's/ Tom's. With the implementation of electronic invoicing using the OB10 Network, you will receive same-day notification from OB10 of any invoice rejected and reasons. Please correct these issues before resubmitting your invoice.

- The document does not have an invoice number or invoice date

- Incorrect Billing address or no billing address on the invoice

- Purchase Order (PO) or Scheduling Agreement (SA) number:
    a. No PO or SA number found on invoice.
    b. PO or SA number is missing digits.
    c. Invalid PO or SA Number **(A)**
    d. PO or SA is incorrect (e.g. PO or SA is for different supplier or material). **(A)**
    e. The product description on the invoice doesn't match PO and SA product description.

- No payment remit-to address or banking information on invoice.

- Third-party billing: The PO or SA number that is provided lists another company name as the vendor authorized to use it.

- Price Discrepancy: The price on the invoice is different price than the one set up in the PO or SA and the Buyer does not agree with the price discrepancy. (A)

- Unit of Measure Quantity on invoice does not match the PO or SA

- Billing for charges that have already been paid. Invoice was already paid under a different or same invoice number. (A)

- Mathematically incorrect: The amount indicated on the invoice does not add to the total amount.

- Requester of the goods or services does not approve payment of the invoice (A)

- Tax calculated incorrectly (A)

- The Non-PO invoice is not showing the Requester of the goods/services. Information is required to determine who needs to approve the invoice.

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A. After your invoice has been successfully sent to Colgate/Hill's via the OB10 Network, it is subject to further processing which could result in your invoice being returned to you for correct. Your Company will receive notification of these rejections via OB10 Network with the applicable reason code(s) and description.