**BEST PRACTICES FOR SUBMITTING INVOICES TO COMPUTACENTER**

Please find below the list of details that should be provided while submitting invoices and credit notes through OB10 for Computacenter. Including this data will contribute towards a speedy and accurate processing of Invoices and better on-time payments.

<u>**Essential information to be provided on Computacenter invoices:**</u>

- *Detailed description* of the goods or parts sold/services rendered and supplier's part numbers if applicable. This is required to determine the correct applicability of sales/use tax on the invoice which will in turn ensure speedy payments.
- *Part number* of the goods or parts sold.
- *Purchase order number* at header level.
- *PO Line number*
- *Discount Amount* if applicable
- *Settlement Discount Amount* if applicable

Please provide all the *essential information* listed while sending invoices to Computacenter for payment. If any one or more of the essential information is missing on the invoice, it will be *returned.*

<u>**Invoice status on OB10**</u>

*OB10 Invoice Notification Emails.* Each time you submit an invoice through OB10 you will be sent a notification email. This email will list the invoice number and confirm whether it was processed successfully or rejected. Error codes and error descriptions are provided for OB10 rejected invoices.

- If your invoice has been rejected and you are unsure of the rejection reason please contact OB10 Support - [www.ob10.com/support](www.ob10.com/support) - for clarification

*Online OB10 Reporting functions.* When you log in to your OB10 account you will find reporting tools in the main menu under the "Invoice management" and the "Reporting" sections. These reporting functions will provide you a list of successfully processed invoices.

<u>**Payment queries**</u>

OB10 is not part of the payment process. Please get in touch with your regular Computacenter accounts payable contact regarding any payment queries. OB10 assigns a unique *Transaction ID number* for every successfully processed invoice, please quote this number when contacting Computacenter. You can find it in the relevant Invoice notification email and in the OB10 Reports.