

# Supplier Onboarding Manual for Sunrise Suppliers

We are delighted to welcome you as a Sunrise supplier.

To ensure your onboarding experience is seamless, we have prepared a concise guide that provides all the essential information. It walks you through every step, from entering your details in our systems to understanding how we process orders, invoices, and payments.

Our aim is to make each part of the process clear and efficient, so that our collaboration can begin smoothly and successfully.



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# Getting started with Sunrise Supplier Onboarding

Share or Create Your SAP Ariba Business Account

If you already use the SAP Ariba Business Network, please provide the email address associated with your account to your Sunrise contact.

If you are new to SAP Ariba, open the invitation email from SAP Ariba and register using the provided link. If you do not see the email in your inbox, please check your spam folder.  
*(-> See Appendix A)*

Complete the Sunrise Registration Questionnaire

Please open the link provided in the Sunrise email and complete all required fields in the Questionnaire within 10 business days.

Sunrise Review & Approval

No action is required from you at this stage. If any information is missing or further details are needed, we will reach out to you directly.\*

**Once your submission is approved, your onboarding process will be complete.**

\*Depending on the services Sunrise is going to purchase from you, additional assessments will be conducted, including a Privacy and Security Assessment in case personal data is processed by the supplier or access to Sunrise systems is granted. Invitations to complete the related questionnaire will be sent out from 'GRC Toolbox [no-reply@grctoolbox.ch](mailto:no-reply@grctoolbox.ch)'

# Supplier Registration Questionnaire

Before completing the Supplier Questionnaire, please check the points below.

## DO ✓

- Attach an official IBAN document that clearly shows your account ownership.
- If applicable, provide your QR IBAN in the Questionnaire.
- Use your company's officially registered name as it appears in legal documents.
- Enter the correct account holder name, along with the SWIFT/BIC code.
- Provide a valid 9-digit DUNS number.

## DON'T ✗

- Upload unofficial documents for verification, such as a bank card or photos of relevant documents.
- If you plan to use the QR IBAN, you may leave this field incomplete.
- Update or modify your company name or account holder name as needed.
- Leave essential identification fields, such as DUNS, incomplete if applicable.

# Appendix A – Email Registration Invitation Example

# Sunrise

## Registration as a supplier of Sunrise

Dear Sir or Madam,

We are pleased to invite you as a valued supplier to our digital procurement system, SAP Ariba. By using SAP Ariba, we optimize our procurement processes and enable more efficient collaboration with our partners.

To process future orders and inquiries via SAP Ariba, we kindly ask you to register on the platform. Registration is free of charge and offers you the following benefits::

- Faster and more transparent order processing
- Simple invoicing and management
- Direct communication and document exchange

### How to register:

1. Click on the following link: [Click Here](#)
2. Follow the instructions to create your account
3. Complete your company profile

If you have any questions or need assistance with the registration, please feel free to contact us.

We look forward to continuing our successful collaboration!

Best regards,  
Your Sunrise Onboarding Team

Please carefully follow the steps outlined in the E-mail Registration Invitation to complete your setup in our Supplier System.



# Account Levels on SAP Ariba Business Network

	Standard Account	Enterprise Account
<b>Purpose</b>	Essential collaboration on the network	Comprehensive collaboration and integration
<b>Document exchange</b>	Supported	Supported (including extended scenarios)
<b>Analytics &amp; reporting</b>	Basic functionalities	Advanced capabilities
<b>System integration</b>	Not available	Available
<b>Support</b>	Standard support	Enhanced support
<b>Price</b>	No cost	Fees based on fixed subscription level fee plus transacted volume

Various account tiers are offered on the network. For authoritative account descriptions and up-to-date information, please consult [SAP Business Network](#)

# How we'll request a purchase

When an order is placed, a **Purchase Order** (PO) is created and sent through Ariba, with an email notification provided. You can view and download the PO in Ariba using the PO number. Once the PO is received, you may deliver the goods and services as specified.

## To ensure prompt processing of your invoice:

Include the PO number on your invoice.

Ensure that the invoice line items correspond exactly to those listed on the PO.

**ORDER NO. 500067163** PO Number

Issued on Friday, January 23, 2026 GMT  
Created on Friday, January 23, 2026 GMT by XXXX Requestor Name

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**SUPPLIER:**  
XXXX Supplier Details

Phone: +XX XX XXX XX XX  
Fax: +XX XXX XX XX

**TOTAL AMOUNT**  
9,425.00 CHF Amount

**PLANT:**  
XXXX

**BILL TO:**  
Sunrise GmbH  
Thurgauerstrasse 101B  
8152 Glattpark (Opfikon)  
Switzerland

**DELIVER TO:**  
XXXX

Submission Number:  
Period From:  
Period To:  
Confidential:

**LINE ITEM DETAILS (1 LINE ITEM )** Line items

NO.	DESCRIPTION	PART NUMBER	QTY	NEED-BY DATE	UNIT PRICE	AMOUNT	ORDER CONFIRMATION STATUS
1	XXXX		9,425 each	Saturday, January 30, 2027 GMT	1.00 CHF	9,425.00 CHF	Unconfirmed

Full Description: XXXX

Req. Line No.: 1  
Incoterms Code:  
Incoterms Code:  
Requester: XXXX  
PR No.: PR128029  
**Plant:**  
Ariba CMS ContractNumber:



# Invoicing Terms and Conditions

The invoicing and purchasing terms, located on the second page of the purchase order, outline the required invoice format, shipping information, primary contacts, and applicable legal conditions.

**INVOICING TERMS AND CONDITIONS OF PURCHASE**

All invoices must be submitted electronically, unless there is a legal requirement to accept paper.

- \* Our preferred method of submission is via the Ariba Business Network. You can register using this link [www.sap.com/products/business-network.html](http://www.sap.com/products/business-network.html)
- \* If you are unable to use the Ariba Business Network, our alternative solution is to submit your invoices in PDF-format by email to the following address [invoicesubmissionnoreply@sunrise.net](mailto:invoicesubmissionnoreply@sunrise.net)
- \* Please note you must select channel 1 only

Invoices must contain the following information:

- \* Your supplier number
- \* Our purchase order number (e.g. 50000\*\*\*\*\*)
- \* Line-item number, material number / description matching this Purchase Order
- \* Quantity of items

Delivery: Shipments to our warehouse in Emmen must contain the following information on documents / outer cartons:

- \* Our material number and description
- \* Quantity of items
- \* Serial number(s) in a scannable format (e.g. serial number, IMEI 1&2, eID)

If you need to contact the Sunrise Accounts Payable team, you can do this by raising a ticket through our P2P Queries Chatbot, which can be found at the bottom right side of the supplier portal/screen here: <https://www.sunrise.ch/en/corporate/about-us/suppliers>

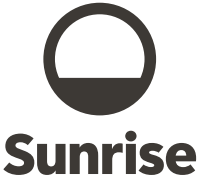
**LEGAL TERMS AND CONDITIONS OF PURCHASE**

This Purchase Order ("Purchase Order ") is legally binding between Supplier and Sunrise GmbH ("Sunrise") (each a "Party", together "Parties") and the General Purchasing Conditions of Sunrise apply (available at [www.sunrise.ch](http://www.sunrise.ch)). In case of any discrepancy between this Purchase Order and the General Purchasing Conditions of Sunrise, the latter shall prevail and deviations from the General Purchasing Conditions of Sunrise shall only be valid if they are specified in detail in this Purchase Order and with precise reference to the respective provision to which the deviation relates.

If the Parties have signed an individual agreement, such agreement and the provisions therein shall apply to this Purchase Order instead of the General Purchasing Conditions.

**INVOICING Terms and Conditions of Purchase**

**TOTAL AMOUNT**  
9,425.00 CHF



# Invoice Checklist

**Our preferred method of** for submitting invoices is through **the Ariba Business Network**.

If you are unable to use Ariba, please email your invoices **(one invoice per PDF attachment, including the PO number)** to:

***invoicessubmissionnoreply@sunrise.net***

Kindly ensure that you use only one method for submitting invoices.

For any questions regarding the process, please reach out to us via the [P2P Chatbot](#) on the Sunrise Supplier page.

Invoice Submission Step	✓
Your legal name and address in Ariba have been updated and are current.	✓
VAT ID and Tax residency have been provided.	✓
Your registration number has been submitted.	✓
PO number is included on the invoice.	✓
Bank details are up to date	✓
You are using the correct submission channel.	✓
Invoices are submitted in PDF format (not paper).	✓



# Sending us an Invoice

To facilitate prompt and efficient payment, please ensure your invoice contains all the necessary **legal information** as illustrated in the example.

Providing accurate details from the outset enables us to process your invoice without unnecessary delays.

For details, refer to *Appendix B*.

**ANONYMOUS**  
— SUPPLIER —

**XXXX AG**  
Finance  
XXXXXXXXXX 123  
Postfach  
XXXX Zürich  
T +41 12 345 12 34  
XXXX-AG.ch

**Bill To:**  
Sunrise GMBH  
Thurgauerstrasse 101b  
8152 Glattpark (Opfikon)  
Switzerland

**INVOICE**

**Invoice number:** XXXXXXXX

**Invoice Date:** DD.MM.YYYY

**Due Date:** DD.MM.YYYY

**Payment Terms:** 30 Days net

**PO Number:** 5000067163

**LINE ITEM DETAILS (1 LINE ITEM)**

PO Line Number	Description	Item number	Quantity	VAT. Rate	Total without VAT	VAT.	Total CHF
1	XXXX	12341234	1	8.10%	9,425.00 CHF	763.43 CHF	10,188.43 CHF

Bank: UBS Switzerland AG, 8098 Zürich  
IBAN: CH12 \*\*\*\* \*412 A  
Account: \*\*\*\*\*4.12A  
SWIFT: UBSXXXXXXX

26 February 2026

Your company name and address

Full legal name and Bill-to Address

A unique invoice Number

Invoice date

PO number

Line item number, material number / description matching the PO, incl. units, costs and currency

VAT-Details (as applicable)

Your bank account details

# Appendix B - Invoice Requirements Vendor Letter

## IMPORTANT INFORMATION ON SUNRISE'S ACCOUNTS PAYABLE PROCESS: PLEASE READ

Dear Valued Supplier

We greatly appreciate our partnership with your organization and your continued support as we seek to improve our end-to-end operating model. Early this year, Sunrise initiated a global review of our Purchase-to-Pay process.

To ensure timely payment of your invoices, please update your records to reflect Sunrise invoice submission and information requirements.

### INVOICE SUBMISSION PROCESS

- All invoices must be submitted electronically, unless there is a legal requirement to accept paper
  - Our preferred method of submission is via the Ariba Business Network. You can register using this link [SAP Business Network, standard account](#)
  - If you are unable to use the Ariba Business Network, our alternative solution is to submit your invoices in PDF-format by email to the following address [invoicesubmissionnoreply@sunrise.net](mailto:invoicesubmissionnoreply@sunrise.net)
  - Please note you must select 1 channel only.
- Invoice submission rules via email
  - One Purchase Order per line of an Invoice
  - Always send **one** invoice in **one** PDF file
  - Submit the invoice only once - Do not submit the same invoice multiple times to the same email box or multiple email boxes this will cause processing delays
  - Do not send invoices directly to Sunrise contacts or by post to the office, unless there is a legal requirement to submit a paper invoice
  - Invoices must have a unique number

### INVOICE INFORMATION

To avoid processing delays, invoices must be tax compliant and include the information shown in **Annex 1** of this letter.

Submitting a non-compliant invoice will cause delays and, in most cases, result in the invoice being returned.

If you need to contact the Sunrise Accounts Payable team, you can do this by raising a ticket through our P2P Queries chatbot, which can be found at the bottom right side of the supplier portal/screen here: [www.sunrise.ch/Suppliers](https://www.sunrise.ch/Suppliers).

We thank you for reviewing and updating your procedures accordingly.

Sincerely,  
**Sunrise Team**

To avoid processing delays, please read Invoice Requirements Vendor Letter

# Policies & Rules



The [Vendor Code of Conduct](#) establishes clear ethical, social, and environmental standards for vendors, subcontractors, and their employees.

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The [Terms and Conditions](#) offer a transparent and well-structured framework detailing the requirements for materials, licenses, products, and services.

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Our standard payment term is net 90 days.

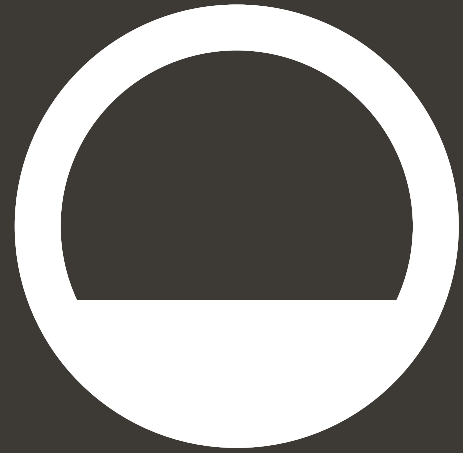
**If your banking information has changed,** please update it using the **Chatbot** by selecting the category *Vendor Query* and subcategory *Vendor Master Data Update*.

Remember to attach an invoice or an official company letterhead confirming your updated banking details.



**Sunrise**

If you have any questions regarding the process, please reach out to us through the [P2P Chatbot](#) available on the Sunrise Supplier page



**Sunrise**