

Tag Supplier Information Pack

tag

Tag Worldwide
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Contents

01

Procurement
Policies

02

Supplier Support
Channels

03

Invoice Submission

04

Supplier Support
Team

05

Updating Supplier
Details

06

Statement
Reconciliation

01 Procurement Policies

No Po No Pay

Tag follows a strict '**NO PO, NO PAY**' Policy to ensure:

- Only approved/verified Suppliers are used
- Tag Terms & Conditions (T&C) govern the commitment, unless a contract we have in place with you overrides these
- Invoices are only processed if a systemic receipt is applied to confirm completion of the order requirement(s) to a high standard
- Payments are only made if a PO is supplied on the invoice, (see policy for acceptable exceptions)

Purchase Order

A PO is a contractual agreement between Tag and the Supplier which outlines the T&C. All Purchase Orders go through an internal approval process before being communicated to a supplier in a form of a Purchase Order Document. There you will find the Tag entity your invoice should be addressed to and a PO number that needs to be included on your invoice.

GRN

Tag operate a 3-way match process, which requires a systemic receipt to be applied to the PO before the associated invoice(s) can be paid. A receipt will only be applied if the goods, services and/or works have been completed/delivered to a satisfactory standard.

Invoice

All invoices must be electronically emailed to the Accounts Payable scanning address. Invoices must clearly show the associated PO number(s) and a description of goods, services and/or works being billed. Invoices must be issued to the Tag entity stated in the PO. Invoices that do not meet Tag's standard invoice format (guidance) or do not adhere to Tag's No PO No Pay policy, will be rejected.



02 Supplier Support Channels

Invoice Submissions

What to send:

Invoices
Credit Notes

What not to send:

Statements
Queries
Legal Notices
Purchase Orders
Delivery Note, etc.

Where to send it:

See page 5

Supplier Support

What can we help with:

Invoice Status,
Invoice Payment Status,
Remittance Advise,
Duplicate/Incorrect Payment,
Debit Balance Query,
Payment on account

Who to email:

See page 7

Supplier Details

What to send:

Requests to update supplier details
Ex: company name, address, payment details, point of contact

What not to send:

Statements
Queries
Invoices

Where to send it:

See page 9

Statement Reconciliation

What to send:

Statements

What not to send:

Invoices
Invoice queries

Where to send it:

See page 11

03 Invoice Submission

Please send your invoices to email address based on the region and business:

EMEA	All	Invoicescanning_EMEA@tagww.com
	Germany	If you intend to submit e-invoices to Tag Worldwide GmbH you should could either send your invoices to TAGWorldwideGmbH@pageroonline.com or submit them via our Peppol network, our Peppol ID is 9930:DE813616919 and if you are not moving to e-invoicing yet, please continue to submit your invoices as usual to Invoicescanning_EMEA@tagww.com .
	Belgium	If you intend to submit e-invoices for Tag Belgium SA, you may submit your invoices via our Peppol Network, our Peppol ID 0208:0403521582 and if you are not moving to e-invoicing yet, please continue to submit your invoices as usual to Invoicescanning_EMEA@tagww.com .
APAC	Australia & New Zealand	Invoicescanning_AU@tagww.com
	China (Shanghai)	Invoicescanning_SHA@tagww.com
	Hong Kong	Invoicescanning_RO@tagww.com
	Taiwan	Invoicescanning_TW@tagww.com
	Korea	Invoicescanning_KR@tagww.com
	Vietnam	Invoicescanning_VN@tagww.com
	Japan	Invoicescanning_JP@tagww.com
	Singapore	Invoicescanning_SG@tagww.com
	Malaysia	Invoicescanning_MY@tagww.com
	Thailand	Invoicescanning_TH@tagww.com
Americas	All	Invoicescanning_US@tagww.com
India	All	Invoicescanning_IN@tagww.com



Please follow the below invoice submission guidelines to ensure the invoices are processed on timely & accurately by TAG accounts payable.

Format:

- Only PDF format Invoice/CN is accepted
- One Invoice per PDF (including supporting document)
- PDF File name must be unique and cannot duplicate
- PDF Format must be without existing restrictions or passwords
- Resolution of at least 300 dpi & File should not exceed 4MB
- Do not send Zipped files
- Only black & white invoice copy and “No” colored Invoice

Invoices Must Include:

- **Full Tag Entity (Business Name) and Complete Address used exactly as appears on the Purchase Order copy**
- TAG Approved Purchase Order Number or Cost Center and Project ID
- Invoice Number, Date, Quantity, Currency, and Amount on the invoice
- For more details with per country requirements, please see Appendix

Please Note:

Invoices are auto scanned by our systems from the email that you send. Invoices will not be scanned/paid even if one of the conditions is failed.

Please submit ONE invoice per email message.



All supplier invoices must adhere to the VAT regulations specific to the supplier's jurisdiction. This includes correct VAT rates, proper invoice formatting, and any other locally mandated requirements. Suppliers are responsible for applying the correct VAT based on their location and the nature of the goods or services provided.

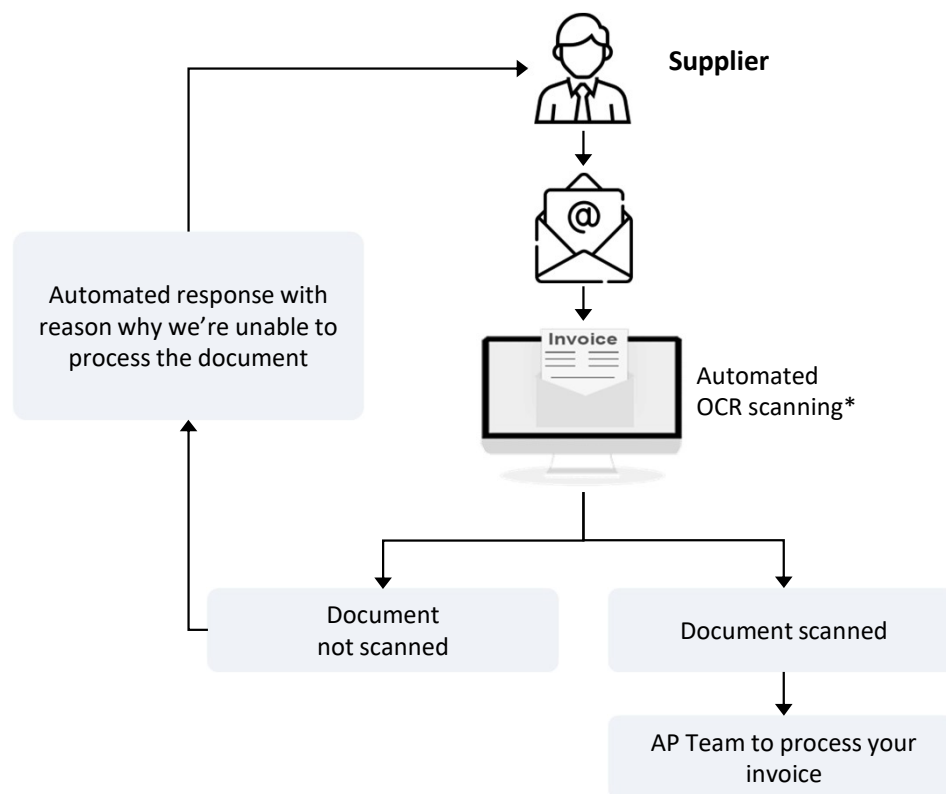
Request you to ensure the above check are done before sending invoices for scanning.

E-invoicing

To submit e-invoices directly in to our Peppol Network in Germany, our Peppol ID - 9930:DE813616919

To submit e-invoices directly to our Peppol Network in Belgium, our Peppol ID - 0208:0403521582

03.1 How Invoice Submission Works



04 Supplier Support

How To Contact The Supplier Support Team:

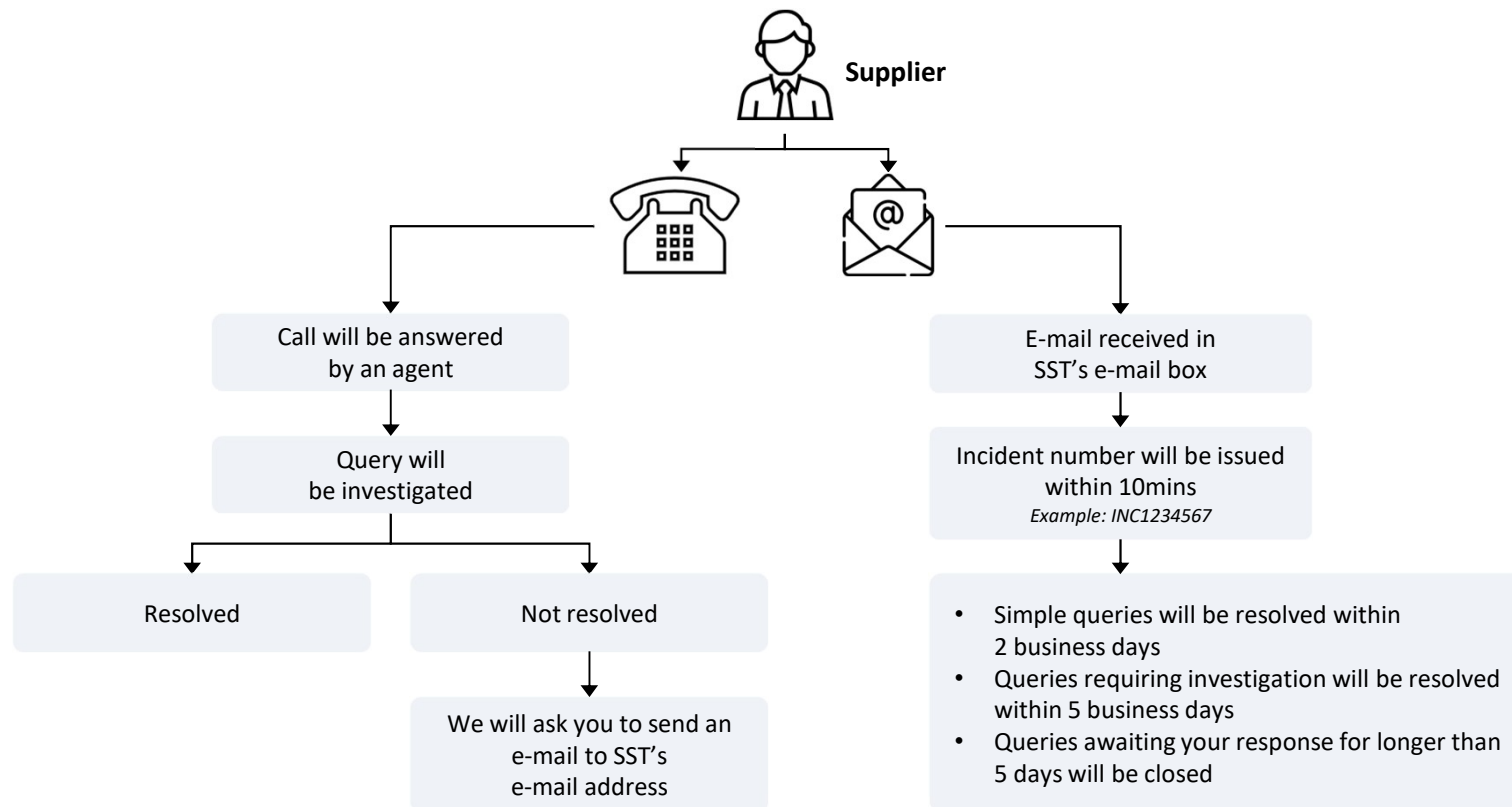
You can contact the [Supplier Support Team \(SST\)](#) either via phone or email.
If we are not able to resolve your query via phone, we will ask you to email us.

APAC	China		SST_SHA@tagww.com SST_Chengdu@tagww.com
	Hong Kong		SST_RO@tagww.com
	Japan		SST_JP@tagww.com
	South Korea		SST_KR@tagww.com
	Taiwan		SST_TW@tagww.com
	Malaysia		SST_APAC@tagww.com
	Australia	+61-370460529	
	New Zealand	+64 98720101	
	Singapore		
	Thailand		
India		+91-4469063767	SST_IN@tagww.com

EMEA	Belgium		SST_EMEA@tagww.com
	France	+33 184680262	
	United Kingdom	+44 2081297430	
	Netherlands		
	Poland		
	UAE		
	Germany		SST_DE@tagww.com
Americas	USA	+1 5163634301	SST_US@tagww.com
	Canada		
	Brazil		



04.1 How SST Requests Work



05 Supplier Details

Where to submit your request:

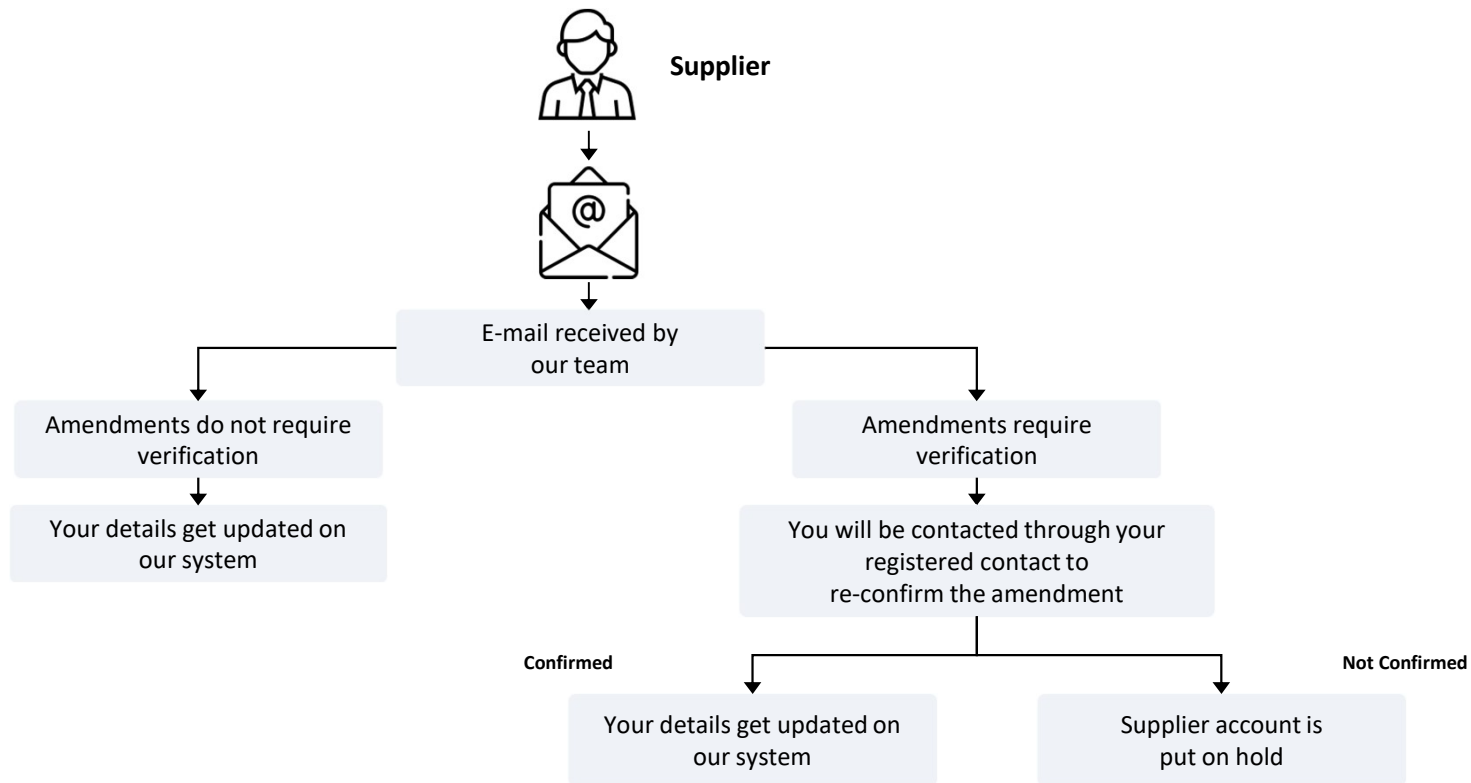
EMEA	Emea.Vendormaintenance@tagww.com
APAC	Apac.Vendormaintenance@tagww.com
CHINA	Chengdu.VendorMaintenance@tagww.com
INDIA	India.Vendormaintenance@tagww.com
AMERICAS	US.Vendormaintenance@tagww.com



Supplier details that require independent verification before we make any changes:

- Bank details
- Contact Details
- E-mail Address

05.1 How supplier details are updated



06 Statement Reconciliation

Where to send your statements:

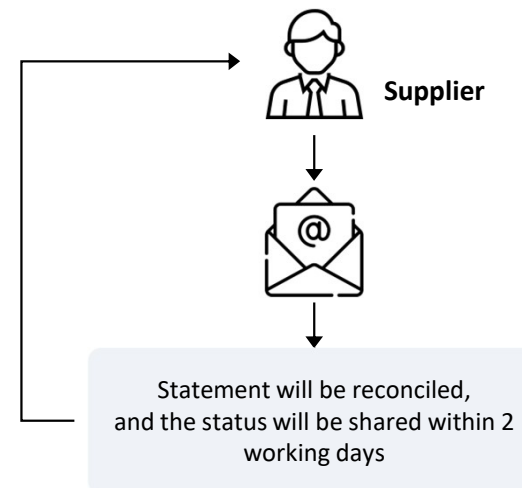
All Regions: apstatements@tagww.com

What to include on your statement:

- Statement date
- Entity the invoice was addressed to
- Invoice number
- Invoice date
- Due date
- Currency
- Invoice amount
- Associated Tag Purchase Order (PO) for each invoice
- **Statements must be in Excel format**



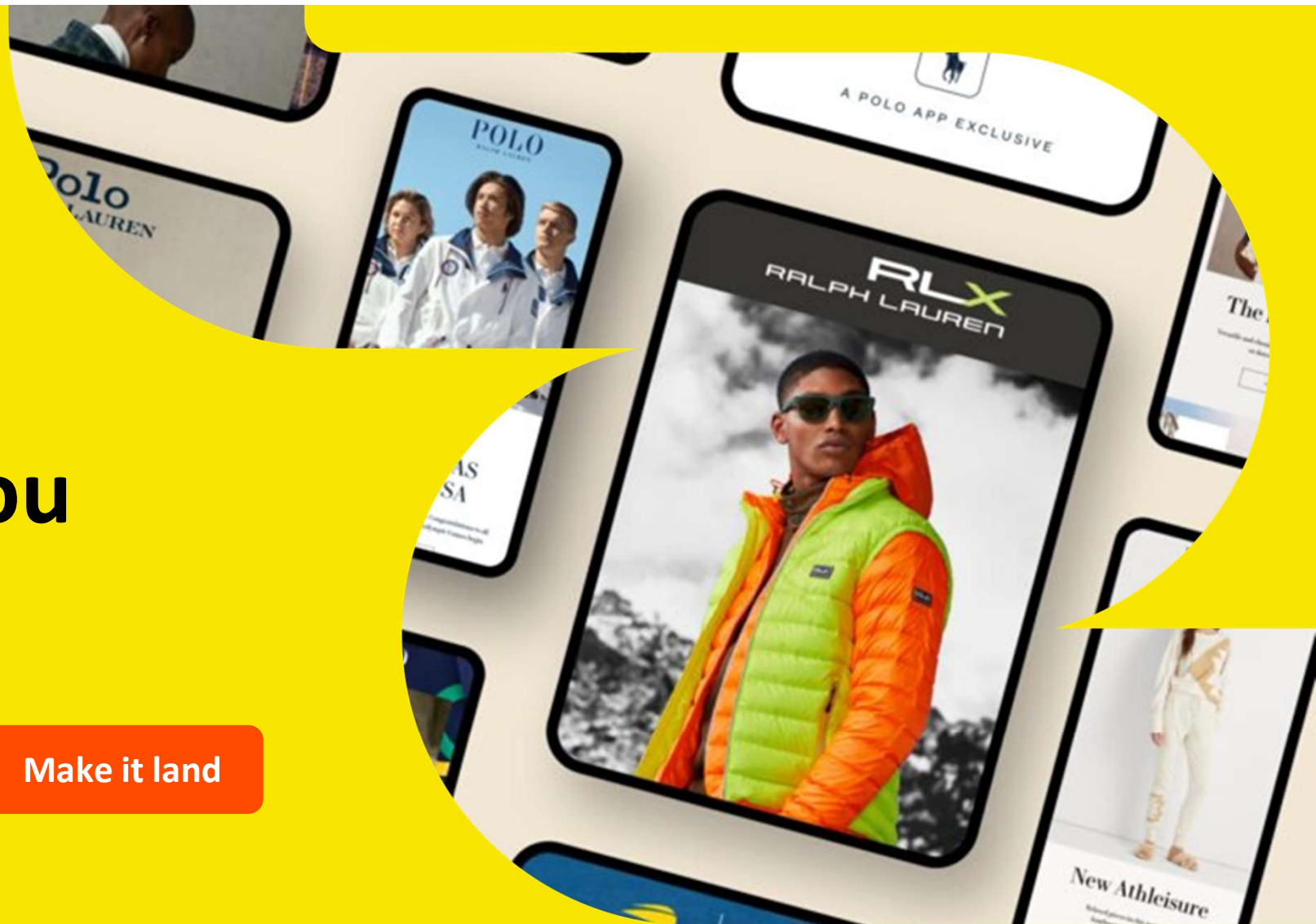
06.1 How Supplier Details are Updated



Thank You

tag

Make it land



Appendix



FAQ

Common Invoice Rejection Reasons:

PO number not included on invoice	Ask your buyer / contact for a valid Purchase Order number, quote this on the invoice and resubmit.
PO raised for a wrong supplier account	Check your purchase Order – is it addressed to you? Liaise with your Tag contact to obtain a correct PO, quote this on the invoice and resubmit.
PO already used	Inform your contact in Tag and ask for a correct PO number, quote this on the invoice and resubmit.
Invalid PO number on the invoice	The PO Number quoted is NOT recognized in our Systems. Please check the Purchase Order document provided by your Tag contact, quote this on the invoice and resubmit.
Legal Entity is invalid	Invoice MUST be addressed per the PO document you have received from Tag.
Cancelled PO	Please contact your Tag liaison and insist on a valid PO, quote this on the invoice and resubmit.

Additional Faq:

I need to update my bank details, how should I do it?	Please initiate the change request by contacting our Vendor Maintenance team (see page 9). Note – Tag will NOT repay misdirected payments until they are returned by the Bank or Supplier.
What can I do if my Tag POC is not responding?	If you're Tag POC is not responding or left the company, please escalate this to our SST team (see page 7) and we will put you in touch with an appropriate person.
When can I submit my invoice?	You can submit your invoice once you have a valid Purchase Order and successfully delivered the Goods or Service to Tag.
What are my payment terms?	Please refer to your Supplier Agreement / Contract.



Common Reasons for invoice rejection

- Non eligible spend
(As per TAG NO PO NO PAY Policy)
- Inactive supplier account in our system
- Invalid PO number
- Future dated invoice
- Supplier not set up in our system
- Duplicate invoice
- Invoice number repeated
- Missing invoice total
- Missing PO number
- Missing invoice number
- Missing invoice date
- PO raised to incorrect supplier account
- PO raised to incorrect entity
- Incomplete or incorrect Tag legal entity names
- Incorrect VAT/Tax calculation
- Currency mismatch
- Cancelled PO Number

Confidentiality and Disclaimer Statement

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