

# **TAG** SUPPLIER INFORMATION PACK

**FEBRUARY 2025**

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**AYUB MEERAN**  
JUNIOR DESIGNER  
INDIA

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# 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.

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## 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

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# 03 INVOICE SUBMISSION

PLEASE SEND YOUR INVOICES TO EMAIL ADDRESS BASED ON THE REGION AND BUSINESS:

EMEA	All	<a href="mailto:Invoicescanning_EMEA@tagww.com">Invoicescanning_EMEA@tagww.com</a>
	Germany	If you intend to submit e-invoices to Tag Worldwide GmbH you should send your invoices, in the new format to: <a href="mailto:TAGWorldwideGmbH@pageroonline.com">TAGWorldwideGmbH@pageroonline.com</a> and if you are not moving to e-invoicing yet, please continue to submit your invoices as usual to <a href="mailto:Invoicescanning_EMEA@tagww.com">Invoicescanning_EMEA@tagww.com</a> .
APAC	Australia & New Zealand	<a href="mailto:Invoicescanning_AU@tagww.com">Invoicescanning_AU@tagww.com</a>
	China (Shanghai)	<a href="mailto:Invoicescanning_SHA@tagww.com">Invoicescanning_SHA@tagww.com</a>
	Hong Kong	<a href="mailto:Invoicescanning_RO@tagww.com">Invoicescanning_RO@tagww.com</a>
	Taiwan	<a href="mailto:Invoicescanning_TW@tagww.com">Invoicescanning_TW@tagww.com</a>
	Korea	<a href="mailto:Invoicescanning_KR@tagww.com">Invoicescanning_KR@tagww.com</a>
	Vietnam	<a href="mailto:Invoicescanning_VN@tagww.com">Invoicescanning_VN@tagww.com</a>
	Japan	<a href="mailto:Invoicescanning_JP@tagww.com">Invoicescanning_JP@tagww.com</a>
	Singapore	<a href="mailto:Invoicescanning_SC@tagww.com">Invoicescanning_SC@tagww.com</a>
	Malaysia	<a href="mailto:Invoicescanning_MY@tagww.com">Invoicescanning_MY@tagww.com</a>
	Thailand	<a href="mailto:Invoicescanning_TH@tagww.com">Invoicescanning_TH@tagww.com</a>
AMERICAS	All	<a href="mailto:Invoicescanning_US@tagww.com">Invoicescanning_US@tagww.com</a>
INDIA	All	<a href="mailto:Invoicescanning_IN@tagww.com">Invoicescanning_IN@tagww.com</a>

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.

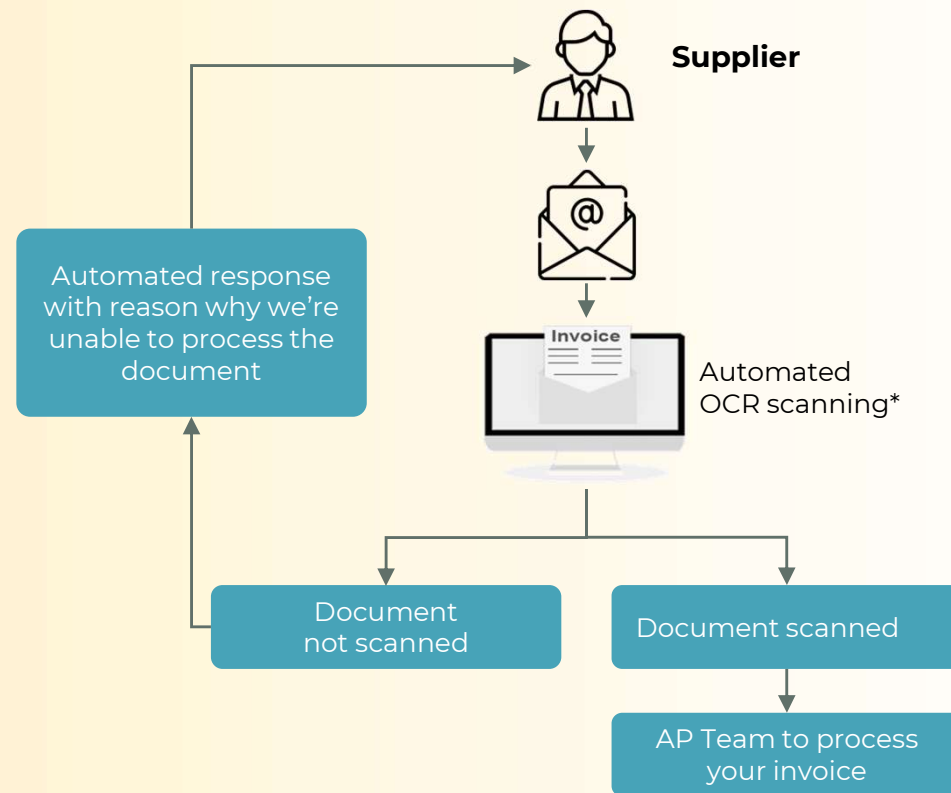
All supplier invoices must adhere to the VAT regulations specific to the supplier's jurisdiction. This includes correct VAT rates, proper invoice formatting, and any other locally mandated requirements. Suppliers are responsible for applying the correct VAT based on their location and the nature of the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



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

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## 03.1 HOW INVOICE SUBMISSION WORKS





# 04 SUPPLIER SUPPORT

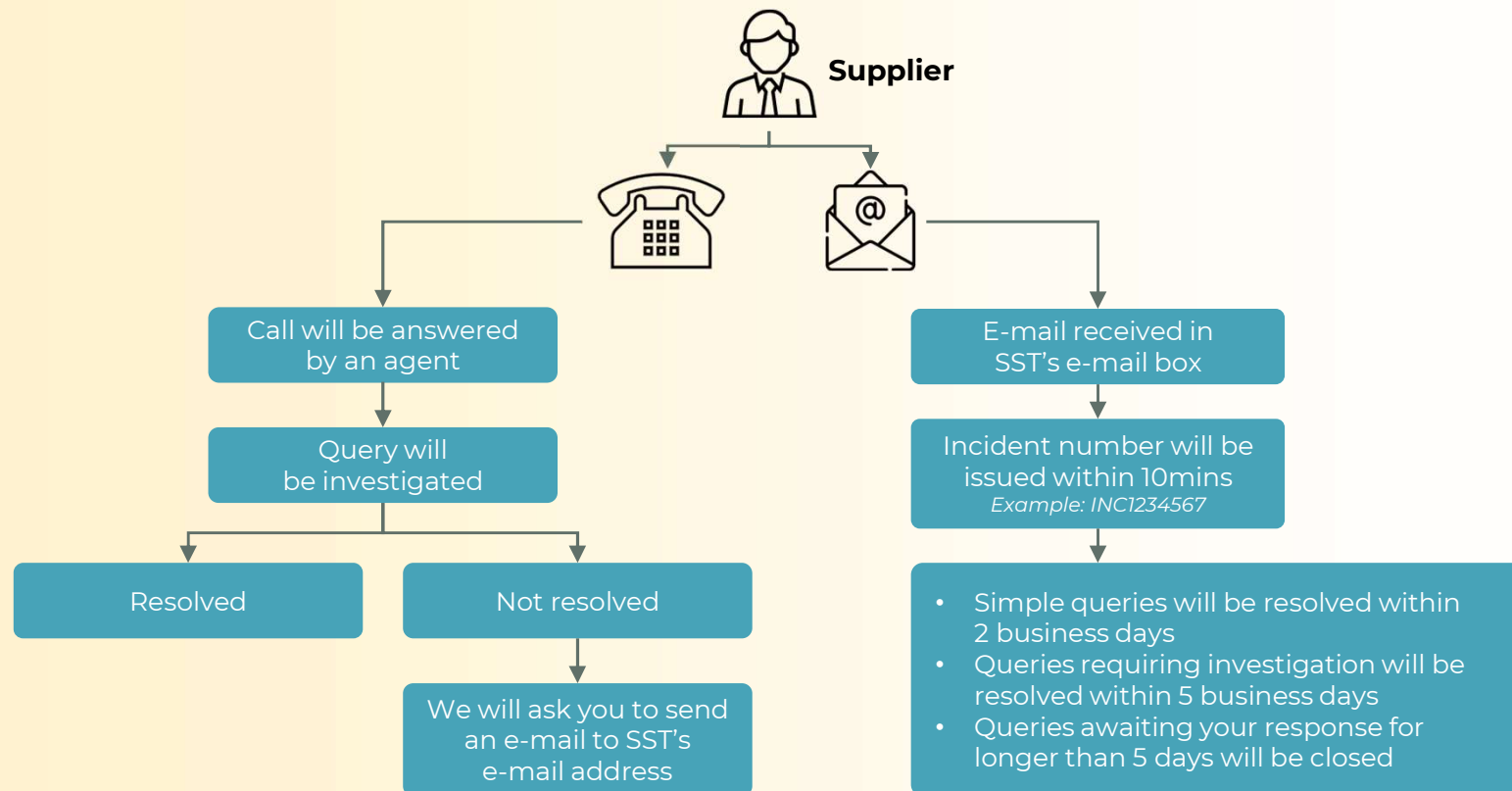
## HOW TO CONTACT THE SUPPLIER SUPPORT TEAM:

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	EMEA	Belgium	+32 27870468	SST_EMEA@tagww.com
	Hong Kong		SST_RO@tagww.com		France	+33 184680262	
	Japan		SST_JP@tagww.com		United Kingdom	+44 2081297430	
	South Korea		SST_KR@tagww.com		Netherlands	+31 207940120	
	Taiwan		SST_TW@tagww.com		Poland	+48 221633250	
	Malaysia	+60 1546003950	SST_APAC@tagww.com		UAE	+971 600521637	
	Australia	+61-370460529			Germany	+49 822828609730	
	New Zealand	+64 98720101		AMERICAS	USA	+1 5163634301	
	Singapore	+65 31574830			Canada	+1 5148799870	
	Thailand	+66 24590353	Brazil		+55 2139003787		
INDIA		+91-4469063767	SST_IN@tagww.com				

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## 04.1 HOW SST REQUESTS WORK





# 05 SUPPLIER DETAILS

## WHERE TO SUBMIT YOUR REQUEST:

<b>EMEA</b>	<u><a href="mailto:Emea.Vendormaintenance@tagww.com">Emea.Vendormaintenance@tagww.com</a></u>
<b>APAC</b>	<u><a href="mailto:Apac.Vendormaintenance@tagww.com">Apac.Vendormaintenance@tagww.com</a></u>
<b>CHINA</b>	<u><a href="mailto:Chengdu.VendorMaintenance@tagww.com">Chengdu.VendorMaintenance@tagww.com</a></u>
<b>INDIA</b>	<u><a href="mailto:India.Vendormaintenance@tagww.com">India.Vendormaintenance@tagww.com</a></u>
<b>AMERICAS</b>	<u><a href="mailto:US.Vendormaintenance@tagww.com">US.Vendormaintenance@tagww.com</a></u>



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:

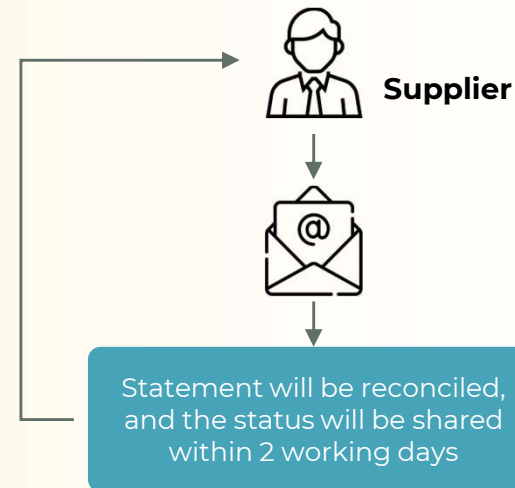
**ALL REGIONS:** apstatements@tagww.com

## 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**

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## 06.1 HOW SUPPLIER DETAILS ARE UPDATED



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**THANK  
YOU**

# APPENDIX

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**DEVIN NUTTER**  
Director Strategic Sourcing  
Americas



# FAQ

## COMMON INVOICE REJECTION REASONS:

<b>PO number not included on invoice</b>	Ask your buyer / contact for a valid Purchase Order number, quote this on the invoice and resubmit.
<b>PO raised for a wrong supplier account</b>	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.
<b>PO already used</b>	Inform your contact in Tag and ask for a correct PO number, quote this on the invoice and resubmit.
<b>Invalid PO number on the invoice</b>	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.
<b>Legal Entity is invalid</b>	Invoice MUST be addressed per the PO document you have received from Tag.
<b>Cancelled PO</b>	Please contact your Tag liaison and insist on a valid PO, quote this on the invoice and resubmit.

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## ADDITIONAL FAQ:

<b>I need to update my bank details, how should I do it?</b>	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.
<b>What can I do if my Tag POC is not responding?</b>	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.
<b>When can I submit my invoice?</b>	You can submit your invoice once you have a valid Purchase Order and successfully delivered the Goods or Service to Tag.
<b>What are my payment terms?</b>	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





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