

FAQ ON PDF INVOICING FOR SUPPLIERS

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1 email = 1 invoice

FROM	ABC-Invoicing@ABC Corp.com
TO	Invoices.AGC.Glass.Europe@eu.agc.com
CC	Leave empty
BCC	AR-colleague@ABC.com
SUBJECT	ABC 1234567 01-01-2021
ATTACHMENTS	+ Attachment 1 = ABC 1234567 01-01-2021.pdf + Attachment 2 = ABC 1234567 01-01-2021_report.pdf
BODY / TEXT	Leave empty No image

1 List of Accounts Payable email addresses per AGC entity on AGC website

2 Subject in following format:
Supplier name + invoice number + invoice date (DD-MM-YYYY)

3

Attachment 1 = 1 invoice (PDF)

- No image
- White background
- Max 12 MB
- Title = email subject

1 Include all key data

- Invoice number
- PO number / AGC requestor
- Supplier email
- Bank details
- All legal information for VAT invoicing

Other attachments = PDF format

Other attachments = Supporting documents (PDF)

1. Why is AGC moving to PDF invoices only ?

The use of PDF invoices - instead of paper invoices - is part of an overall evolution of the Accounts Payable function at AGC. Indeed, AGC is moving towards a more digitized way of working in order to increase the efficiency of the invoice processing.

Additionally, AGC supports a more ecological way of doing business. Moving to PDF invoices not only has an impact on the amount of paper used but also limits the physical transportation of paper invoices towards our Shared Service Center.

2. How should the invoices be submitted to AGC ?

Invoices should be sent in PDF format to the email address dedicated to the account payable of the respective AGC legal entity. A directory of the email address for invoicing, per AGC legal entity, is available on the AGC Glass Europe website: [AGC Glass Europe website](#).

To ensure an efficient and timely processing of your invoices, all invoices sent to AGC must respect some technical, formatting and content guidelines. These guidelines can be found on the AGC Glass Europe website: [AGC Glass Europe website](#).

3. How should supporting documents for invoices be provided ?

Some types of invoice require additional supporting documentation (eg: consignment report).

All supporting documentation should be attached, in PDF format, to the email.

When attaching the supporting documents to the email, please ensure that you first attach the invoice in PDF, then the supporting documents in PDF.

4. What if my invoices or supporting documents are not in PDF format?

The system can only process documents in PDF format. If your invoice is not in a PDF format, we will not be able to read the information on the documents and the invoice will be rejected. Similarly, your supporting documents must be in PDF format to ensure a proper processing by the system.

If your documents are currently stored in another format, please save the files in PDF format.

To put a Word or Excel document in PDF format: on the top left of the screen, click on "File" then "Save As". You can then choose the format "PDF (*.pdf)" in the drop down menu.

5. Where / To whom should the invoices be submitted ?

Invoices should be sent in PDF format to the email address dedicated to the account payable of the respective AGC legal entity. A directory of the email address for invoicing, per AGC legal entity, is available on the AGC Glass Europe website: [AGC Glass Europe website](#).

Example: Invoices issued to AGC Automotive Belgium SA to be sent to:
Invoices.AGC.Automotive.Belgium@eu.agc.com

Please do not send your invoices to another email address or postal address. Only invoices sent through the right communication channel will be processed.

6. When should the invoice be issued ?

The best practice is to issue the invoice after delivery of goods or service. If you have any particular agreement with AGC, please follow it. In any case, legal requirements must be respected.

7. How to contact AGC for queries regarding the PDF invoicing ?

If you encounter any issues linked to the "PDF only" new way of working, or if you have any complaints or suggestions with regards to that new way of working, you can contact us via the following email address: info.pdfinvoicing@eu.agc.com.

For issues / questions / complaints not related to the PDF only new way of working, please reach out via the regular email address: ssc-shared-ap@eu.agc.com.

Please use these email addresses for their respective purposes only.

Do not send your invoices to these email addresses. Only invoices sent through the right communication channel will be processed.

8. How to contact AGC for queries regarding my invoices ?

For issues / complaints / complaints not related to the PDF only new way of working, please reach out via the regular email address: ssc-shared-ap@eu.agc.com.

If you encounter any issues linked to the "PDF only" new way of working, or if you have any complaints or suggestions with regard to that new way of working, you can contact us via the following email address: info.pdfinvoicing@eu.agc.com.

Please use these email addresses for their respective purposes only.

Do not send your invoices to these email addresses. Only invoices sent through the right communication channel will be processed.

9. What to do if you receive an email saying an invoice was rejected ?

Invoices which do not comply with AGC's invoicing guidelines cannot be processed by our Accounts Payable team and will be rejected.

An invoice can be rejected for several reasons:

- The invoice was sent in paper format to a postal address (ie: wrong communication channel)
- The invoice was sent to the wrong email address (ie: wrong communication channel)
- The invoice does not contain the legally required information, or this information is erroneous
- The invoice is not readable
- The invoice does not follow the AGC invoicing guidelines, making it impossible to process

If an invoice has been rejected, a new invoice must be sent to AGC.

Please ensure the new invoice follows the invoicing guidelines, both from a technical, formatting and content point of view. These guidelines can be found on the AGC Glass Europe website: [AGC Glass Europe website](#).

10. How to inform AGC about updates on your firm's important information (eg: official name / address, contact details, bank details) ?

It is your responsibility to ensure that AGC has received up-to-date information with respect to the data required for the handling and processing of your invoices e.g.:

- VAT identification number.
- Your contact details: address and email address.
- Your Accounts Receivable contact and email address etc.
- Bank details for payments.

Any changes should be immediately communicated to the respective AGC business representative / AGC master data team.