

## IHG Supplier Invoice Guide

# What You Need To Know



\*IHG® Rewards Club not applicable to Kimpton® Hotels & Restaurants; to be included at a future date.

## **Ariba Network-enabled suppliers should submit all invoices through the Ariba Network.**

Suppliers not trading with InterContinental Hotels Group on the Ariba Network should submit invoices that adhere to the following criteria. IHG will return any invoice that does not meet these criteria to the supplier, which could result in a delay to payment.



## **FORMAT REQUIREMENTS OF AN INVOICE**

### **INVOICE HEADER DETAILS**

- Supplier Contact Details
  - Name
  - Address
  - Phone Number
  - Email Address
- Bill To
- Remit To
- Ship To (Including the Buyer's Full Name and Email)
- Tax Identification Number/VAT Registration Number/SSN (as applicable by region)
- Purchase order Number – this will be 10 digits long and will start with a 1 or 2

### **INVOICE LINE ITEM DETAILS**

- Description
- Quantity (If applicable)
- Unit of Measure (If applicable)
- Unit Price (If applicable) - this must not exceed 2 decimal places
- Amount

IHG kindly requests that each invoice include line item detail. Failure to include such detail will result in IHG returning an invoice, which may result in a delay to payment.

**If an invoice relates to a purchase order, the line item number on the invoice must match the PO Line Item number on the purchase order. This ensures the system can match the invoice to the relevant purchase order and significantly enhances the payment process.**

## INVOICES SUMMARY DETAIL

- Currency
- Total

**If applicable, include a separate breakdown showing:**

- Tax Type and Percentage Applied
- Shipping/Freight costs



## FORMAT REQUIREMENTS OF A CREDIT NOTE

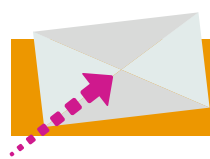
### CREDIT NOTE HEADER DETAILS

- Supplier Contact Details
  - Name
  - Address
  - Phone Number
  - Email Address
- Bill To
- Remit To
- Ship To (Including the Buyer's Full Name and Email)
- Tax Identification Number/VAT Registration Number/SSN (as applicable by region)
- Purchase order Number – this will be 10 digits long and will start with a 1 or 2
- Invoice number to which the Credit Note relates

### CREDIT NOTE LINE ITEM DETAILS

- Description
- Quantity (If applicable)
- Unit of Measure (If applicable)
- Unit Price (If applicable) - this must not exceed 2 decimal places
- Amount

**Please ensure invoices and credit notes are kept separate; credit and debit lines should not be included in the same invoice.**



## WHERE TO SUBMIT INVOICES/CREDIT NOTES

If supplying to IHG Offices in the countries included in the table below, please submit invoices/credit notes to the applicable mailbox listed. **Please do not send invoices/credit notes directly to IHG employees.**

If supplying an IHG Office in any country other than the below, please continue to follow the existing invoice/credit notes submission process.

INVOICE COUNTRY OF ORIGIN	EMAIL ADDRESS FOR INVOICE SUBMISSION
UK	emeainvoices@ihg.com
France	
Italy	
Belgium	
Netherlands	
Dubai	
South Africa	
Nigeria	
US	amercorpinvoices@ihg.com
Canada	
Australia	asiacorpinvoices@ihg.com
Singapore	
New Zealand	

For more information about these changes, please visit [ihgplc.com/suppliers](https://ihgplc.com/suppliers)

**PLEASE NOTE THIS GUIDANCE APPLIES ONLY TO INVOICES FOR IHG'S CORPORATE OFFICES AND DOES NOT APPLY TO INVOICES RAISED FOR HOTELS.**