Hotel Indigo – Dallas Downtown

IHG Invoice Management: Change to Process

Invoicing Processing in Oracle PeopleSoft

JULY 2024

IHG is moving corporate invoice processing to Oracle PeopleSoft

- As part of our ongoing efforts to enhance customer experience, improve our communication efficiency and standardize our P2P process we are transitioning from SAP Ariba invoicing to PeopleSoft.

- With this change, effective Monday 15 July 2024, all purchase orders, invoices, and other related documents will be sent and received via email.

- This change aims to streamline our operations, reduce processing times, and ensure a more reliable communication channel.
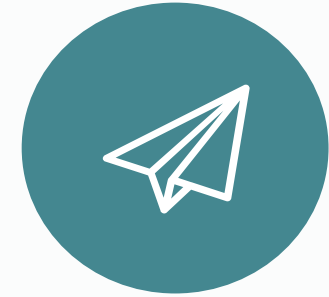
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General instructions

Update Your Records:

Please update your contact information to reflect our email addresses as per your region.

Details for PO & Non-PO Invoices:

Please confirm the IHG point of contact for non-PO invoices and PO details for invoices having PO.

Send Future Communications to New Addresses:

Starting from Monday 15 July 2024, ensure all future communications are directed to the relevant email addresses mentioned in the next slide.

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IHG Invoicing Email Contacts

Email address for sending the invoices:

- ASIA: asiacorpinvoices@ihg.com

- EMEA: emeainvoices@IHG.onmicrosoft.com

- AMER: amercorpinvoices@ihg.com

Invoice related inquiries (Global): ap@ihg.com

Escalation point of contact (Global): Nagender.bisht@ihg.com

Please note there will be no access to review invoice or payment status in Oracle PeopleSoft. You are requested to contact ap@ihg.com for any queries.

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Thank you!

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