



# Instructions for issuing invoices

With these instructions for issuing invoices, Procurement from AXA Insurance Ltd aims to ensure that invoices are processed expeditiously. For this reason, please note the following requirements regarding the content of the invoice when issuing your invoice.

If you have any questions about invoicing, please contact our Procurement Helpline at +41 58 215 44 52 or by email at [procurement.ch@axa.ch](mailto:procurement.ch@axa.ch).

## Necessary invoice content

The following information must be included in the invoice.

### Supplier information

- Supplier name (must match the name of the contracting party)
- Address
- Phone number
- E-mail address (preferably use a non-personalized e-mail address so that a change of personnel does not cause delays.)
- Invoice number
- Invoice date
- VAT number and the UID number if available
- Bank details or postal details (IBAN number, account holder, name of bank)
- Date or period of delivery of goods or services (Please only send invoices for goods or services already delivered.)

### Payment information

- Net amount
- VAT rate and/or amount
- Gross amount
- Currency (Unless otherwise agreed, the Swiss currency CHF is to be used.)
- Terms of payment (payment deadline as agreed, any agreed discount)

### Order information

#### a) When ordering through Coupa procurement software

- Our order number (e.g. CPO12345678). Please refer to the CPO number of our order sent by AXA: [<do\\_not\\_reply@axa.coupahost.com>](mailto:do_not_reply@axa.coupahost.com).

- Your invoice lines must match our order lines.

Your invoice lines must match exactly (especially for invoices with CPO numbers) with our order lines. Please use the same item, description, part number, unit and quantity. In the case of partial invoices, please note that you mathematically round the unit of quantity to two decimal places (e.g. order of an external employee for a total of 200 days and partial invoice at the end of the month for 17.97 days).

#### b) When ordering outside the Coupa procurement software

If the procurement takes place outside the Coupa procurement software, a corresponding order number will not be provided. To ensure that the invoice can still be settled, please also include the following information on the invoice:

- Last name and first name of the buyer for AXA Insurance Ltd
- Cost center number (e.g. CC 18399)
- Detailed description of the goods or service provided

### Invoice address

Please refer to the billing address of the order. Unless otherwise stated in the order, the billing address is:

AXA Insurance Ltd  
Accounts Payable  
P.O. Box 357  
CH-8401 Winterthur

### Electronic dispatch

Whenever possible, please send invoices in PDF format by email to [scanning.ap@axa.ch](mailto:scanning.ap@axa.ch).

### More information

Please do not stick Post-it notes to invoices and do not staple invoices with staples. Use paper clips instead.

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8401 Winterthur  
Procurement Helpline: +41 58 215 44 52  
[procurement.ch@axa.ch](mailto:procurement.ch@axa.ch)  
AXA Insurance Ltd

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