

## SUPPLIER INVOICE REQUIREMENTS

To ensure that invoices are processed timely and accurately it is important to follow these guidelines. Invoices missing any of the required information might not be processed successfully which could result in payment delays. Submit machine-generated (not hand written) invoices only once.

### INVOICE HEADER

- ✓ **Supplier Name, Address, Phone, Fax, Email details**
- ✓ **Invoice Number**  
(these must not repeat by supplier)
- ✓ **Invoice Date**
- ✓ **Purchase Order #**  
(only one PO per invoice)
- ✓ **Ship-To Location for Delivery or Service**  
(Mill, Plant or Office)
- ✓ **Ship Via details** as well as **shipping point**
- ✓ **Freight terms / Incoterms**  
(contract or PO terms apply)
- ✓ 3<sup>rd</sup> party freight invoices must include the original **PO Number and Shipper/Consignee**
- ✓ **Bill of Lading, Packing List** or other document number for identifying delivery
  - If Drop Shipment, include the shipper's BOL/Packing List number
- ✓ **Supplier Remit-To Address**
- ✓ **GST Number** (Canada only)

### INVOICE BODY

- ✓ **PO line number and Product or Service Description**
  - **Product/Item Number**  
(manufacturer or distributor)
  - **WestRock Item Number**  
(if provided on PO)
  - **Quantity**
  - **Unit Cost / Extended Cost**
  - **Backorders** (indicate quantity shipped & quantity on backorder)
  - **Case Quantity information** if applicable
- ✓ **Timesheets** and **backup** for T&M type agreements
- ✓ **Waivers of lien** (when required)
- ✓ **Invoice total** before tax or other fees
- ✓ **Tax, Freight or other ancillary fees**  
(must be pre-approved)
- ✓ **Final Amount Due** including CURRENCY
- ✓ **Exchange rate** if applicable
- ✓ **Payment terms** and **early pay discount terms** although PO/Contract Terms apply
- ✓ **Supplier Remit-To Address**
- ✓ Credit Invoices must include details such as **original invoice, return information, WestRock location specifics**, etc.

# PO EXAMPLES

The image shows three overlapping WestRock Purchase Order forms. The top form displays the WestRock logo, address (1000 Abernathy Road NE, Atlanta, GA 30328), and PO No. 4511258172. The middle form shows the supplier address (WESTROCK, SOLVAY, LLC) and the purchase order number 1838494. The bottom form is a detailed purchase order with columns for Line No., Quantity, UM, Description, Part ID, Delivery Date, Price/Unit, and Ext Price.

WestRock utilizes several ERPs so PO Numbers may look different based on which business unit has authorized the purchase. Work closely with the WestRock purchaser to ensure that a valid PO Number has been issued. The PO Number must appear on all documentation including shipping tickets, packing lists and bills of lading as well as invoices sent for processing. In most cases the purchaser must authorize the invoice with a receipt on the PO in the ERP. WestRock Accounts Payable can only process an invoice approved by the purchasing location.

## HOW TO SEND INVOICES

### PO INVOICES:

- PO Box 100084, Duluth, GA 30096
- FAX: 678.890.2021
- EMAIL: POInvoices@westrock.com

### NON-PO INVOICES:

- PO Box 100083, Duluth, GA 30096
- FAX: 678.762.3416
- EMAIL: NonPOInvoices@westrock.com

**Note:** If sending more than one invoice by email, separate into single pdf documents.  
**No change to E-Invoicing solutions (Ariba EDI)**

**For inquiries about an invoice payment status or to submit a change of address for remittance, contact:**

[PTS.Resolutions@westrock.com](mailto:PTS.Resolutions@westrock.com) 904.330.3199

**The Following WestRock Business Units do not follow this process:**

WestRock Wood Resources  
 WestRock Recycled Fiber  
 WestRock Legal

CASS Energy and Freight  
 Grupo Gondi  
 Former Cenveo locations

Invoices with business units in  
 Europe, Brazil, India  
 Some Multi Packaging  
 Solutions (MPS) locations

