

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 handwritten) invoices only once.

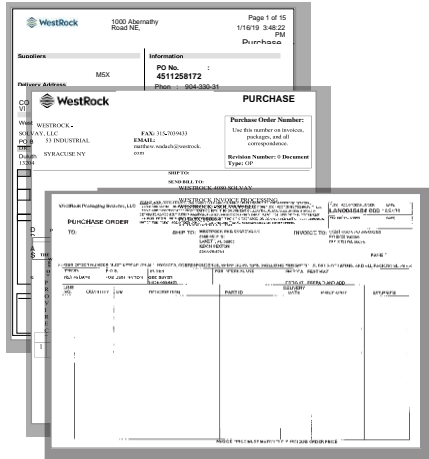
INVOICE HEADER

- **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)
- 3rd 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



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



For faster payment and invoice resolution, WestRock prefers the use of e-invoicing through Coupa. For more information about Coupa or to register for an account go to:

<https://www.westrock.com/company/supplier-resources/coupa-electronic-supplier-connectivity>
or email CoupaEnablement@westrock.com

Or use one of these traditional methods, but send each invoice only once:

✉ **EMAIL:** POInvoices@westrock.com

📍 **PO Box 100084, Duluth, GA 30096**

☎ **FAX:** 678.890.2021

FOR INQUIRIES REGARDING INVOICE AND PAYMENT STATUS:

Check your Coupa Portal to confirm the status of your invoices or contact the WestRock supplier support team. Requests for Status will be returned within 3-5 business days.

✉ **PTS.Resolutions@westrock.com** 📞 **904.330.3199**

To submit a change of remittance address or legal entity name change, please contact your local WestRock representative for assistance.

**The business units below do not follow this method.
Please work directly with each for invoice processing.**

WestRock Wood
Resources WestRock
Recycled Fiber
WestRock Legal
Victory Packaging

CASS Energy and Freight
Grupo Gondi
Former Cenveo locations

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

