Procure to pay cycle

The Procure-to-Pay (P2P) cycle encompasses all processes from the identification of

suppliers through payment of invoices. Amway goal is to optimize Procure-to-Pay processes to increase efficiency, reduce risk, and lower supply chain costs.

The Supplier Payment Guide is created to outline specific requirements and expectations for suppliers in the payment process to minimize delays due to invoice discrepancies.

Understanding and following the requirements in this guide will help insure accurate and

timely payments. Amway is focused on continually improving the payment process in an effort to consistently pay suppliers within the payment term and to increase productivity in both

organizations. Only in partnership with our suppliers will we accomplish these goals.

Payment process overview

The payment process at Amway begins with the receipt of an invoice. The invoice needs to be sent to the respective mailbox.

Country	OU	Legal Name	Invoice Submission
Austria	AT_OU_071	Amway Gesellschaft m.b.H.	AP.Invoices.Austria@Amway.com
Australia	AU_OU_108	Amway of Australia	AP.Invoices.Australia@Amway.com
Belgium	BE_OU_037	Amway Belgium Co.	AP.Invoices.Belgium@Amway.com
Bulgaria	BG_OU_128	Amway Romania Marketing SRL	AP.Invoices.Bulgaria@Amway.com
Croatia	HR_OU_095	Amway Hungaria Marketing Kft.	AP.Invoices.Croatia@Amway.com
Czech	CZ_OU_090	Amway Česká republika a Slovensko, s.r.o.	AP.Invoices.Czech@Amway.com
Denmark	DK_OU_079	Amway Danmark ApS	AP.Invoices.Denmark@Amway.com
Denmark	-	Denmark Holdco I ApS	ABSC_RTR_SCANDI@Amway.com
Estonia	EE_OU_094	Amway Polska Sp. z.o.o.	AP.Invoices.Estonia@Amway.com
Finland	FI_OU_129	Amway Scandinavia (America), LLC, sivuliike Suomessa	AP.Invoices.Finland@Amway.com
France	FR_OU_085	Amway GmbH	AP.Invoices.France@Amway.com
Germany	DE_OU_085	Amway GmbH	AP.Invoices.Germany@Amway.com
Greece	GR_OU_124	Amway Hellas E.P.E.	AP.Invoices.Greece@Amway.com
Hungary	HU_OU_095	Amway Hungaria Marketing Kft.	AP.Invoices.Hungary@Amway.com
Hungary ABG	HU_OU_157	Access Business Group International B.V.- Hungarian Branch	Ap.invoices.Hungary.ABG@Amway.com
***Italy**	IT_OU_068	Amway Italia S.R.L.	Foreign: AP.Invoices.Italy@Amway.com

			Domestic: From 2019, all companies registered in Italy are required to issue and receive electronic invoices through the SDI (Sistema di Interscambio – Exchange System) platform managed by the Italian Tax Agency.
Ireland	IE_OU_075	Amway Ireland Limited	AP.Invoices.Ireland@Amway.com
Latvia	LV_OU_094	Amway Polska Sp. z.o.o.	AP.Invoices.Latvia@Amway.com
Lithuania	LT_OU_094	Amway Polska Sp. z.o.o.	AP.Invoices.Lithuania@Amway.com
Netherlands	NL_OU_038	Amway Nederland Ltd.	AP.Invoices.Netherlands@Amway.com
Netherlands AAP	NL_OU_051	Amway Asia Pacific Ltd.	AP.Invoices.Netherlands.AAP@Amway.com
Netherlands ABGIL	NL_OU_081	ABGIL Cooperatief U.A.	AP.Invoices.Netherlands.ABGIL@Amway.com
Netherlands GDA	NL_OU_606	GDA B.V.	AP.Invoices.Netherlands.GDA@Amway.com
Netherlands ABG	NL_OU_140	Access Business Group International B.V.	Ap.Invoices.Netherlands.ABG@Amway.com
New Zealand	NZ_OU_109	Amway of New Zealand	AP.Invoices.NewZealand@Amway.com
Norway	NO_OU_079	Amway Danmark ApS	AP.Invoices.Norway@Amway.com
Poland	PL_OU_094	Amway Polska Sp. z.o.o.	AP.Invoices.Poland@Amway.com
Poland ABCE	PL_OU_605	Amway Business Centre - Europe Sp. z.o.o.	AP.Invoices.Poland.ABCE@Amway.com
Poland ABG	PL_OU_607	Access Business Group International Polska Sp. z.o.o.	Ap.Invoices.Poland.ABG@Amway.com
Portugal	PT_OU_065	Amway Iberia, S.A.	AP.Invoices.Portugal@Amway.com
Romania	RO_OU_128	Amway Romania Marketing SRL	Foreign vendors: AP.Invoices.Romania@Amway.com Domestic vendors: From July 2024, VAT-registered entities must report their invoices to the RO e-Factura platform. Accounts Payable team will

			process domestic invoices only if received as the e-invoices from SOVOS (third party handling the e-invoicing process for Amway Romania).
Slovakia	SK_OU_090	Amway Česká republika a Slovensko, s.r.o.	AP.Invoices.Slovakia@Amway.com
Slovenia	SI_OU_095	Amway Hungaria Marketing Kft.	AP.Invoices.Slovenia@Amway.com
South Africa	ZA_OU_748	Amway South Africa PTY LTD	AP.Invoices.SouthAfrica@Amway.com
Spain	ES_OU_065	Amway Iberia, S.A.	AP.Invoices.Spain@Amway.com
Sweden	SE_OU_131	Amway Scandinavia (America), LLC, USA, filial Sverige	AP.Invoices.Sweden@Amway.com
Switzerland	CH_OU_069	Amway Schweiz GmbH	AP.Invoices.Switzerland@Amway.com
Turkey	TR_OU_010	Amway Turkiye, Ltd - Turkey Branch	AP.Invoices.Turkey@Amway.com
Ukraine	UA_OU_082	Amway Ukraine Ltd.	Vendor submits the invoices to Amway Requester. Requester will send invoices to AP.Invoices.Ukraine@Amway.com
United Kingdom	GB_OU_075	Amway UK Limited	AP.Invoices.UnitedKingdom@Amway.com
United Kingdom	GB_OU_077	Amway Europe Limited	AP.Invoices.EuropeLimited@Amway.com

For ***Italy**, local suppliers need to upload invoices to SDI/ Credemtel Portal.

For ***Italy**, foreign suppliers need to submit invoices to AP.Invoices.Italy@amway.com.

The invoice will be processed and booked within **2 working days** of receipt, provided all payment documents are valid.

Below you can see minimum requirements must be met from technical point of view and content to make sure that your invoice will proceed in that point properly. If Amway receives an invoice not in compliance with the requirements, Amway may reject this invoice and request a revised invoice.

Technical requirements (excl. South Africa and Turkey)

- Maximum email size: 5MB
- Invoice format: readable/searchable PDF (please do not send password-protected/ zip files or handwritten documents)
- Supporting documentation (not an invoice) format: doc, docx, xls, xlsx
- One invoice = one PDF file (do not combine more than one invoice into one PDF file)
- Ensure that each image is clear and legible (best text color: black & dark blue)

Invoice content requirements

- Label document type 'Invoice', 'Debit (note)', 'Credit (note)' (Credit note should quote the invoice number/ PO to which it refers),
- Supplier’s legal name, address & TAX ID is stated on the invoice (if TAX ID applicable),
- Amway legal name, address & TAX ID is stated on the invoice,
- Invoice date,
- Invoice number,
- Invoice currency,
- Amway Requester's email address – for non-PO invoices,
- Purchase order (valid one) – for PO invoices.

Please ensure **one PO** per **invoice**.

Line level data requirements

- Description of goods/services,
- Quantity & unit price,
- Line net amount,
- Line tax amount,
- Line gross amount,
- Percentage of tax,
- Line type (item, tax, freight or miscellaneous).

Next step in the process is a comparison of the invoice information is made with the receipt information found in the Amway ERP System. This is a mandatory point before they can be processed for payment.

Payments are processed at the start of each payment day based on the established Payment Schedule. All related documents must be prepared and available for payment by the evening before. The system automatically includes all due documents, ensuring that payments are made on time, provided that all documents are scanned, posted, and approved promptly.

To uphold proper internal controls and prevent fraud, all invoices must be fully approved in the system and checked for potential duplicates.

If you are certain that all the above requirements have been met and you are still questions, awaiting payment, please send inquiries as below respective mailboxes.

Country	**OU**	**Legal Name**	**Supplier Inquiry**
Austria	AT_OU_071	Amway Gesellschaft m.b.H.	P2P.Support.AT@Amway.com
Australia	AU_OU_108	Amway of Australia	P2P.Support.AU@Amway.com
Belgium	BE_OU_037	Amway Belgium Co.	P2P.Support.BE@Amway.com
Bulgaria	BG_OU_128	Amway Romania Marketing SRL	P2P.Support.RO@Amway.com
Croatia	HR_OU_095	Amway Hungaria Marketing Kft.	P2P.Support.HU@Amway.com
Czech	CZ_OU_090	Amway Česká republika a Slovensko, s.r.o.	P2P.Support.CZ@Amway.com
Denmark	DK_OU_079	Amway Danmark ApS	P2P.Support.DK@Amway.com
Denmark	-	Denmark Holdco I ApS	
Estonia	EE_OU_094	Amway Polska Sp. z.o.o.	P2P.Support.PL@Amway.com

Finland	FI_OU_129	Amway Scandinavia (America), LLC, sivuliike Suomessa	P2P.Support.FI@Amway.com
France	FR_OU_085	Amway GmbH	P2P.Support.FR@Amway.com
Germany	DE_OU_085	Amway GmbH	P2P.Support.DE@Amway.com
Greece	GR_OU_124	Amway Hellas E.P.E.	P2P.Support.GR@Amway.com
Hungary	HU_OU_095	Amway Hungaria Marketing Kft.	P2P.Support.HU@Amway.com
Hungary ABG	HU_OU_157	Access Business Group International B.V.- Hungarian Branch	
Italy	IT_OU_068	Amway Italia S.R.L.	P2P.Support.IT@Amway.com
Ireland	IE_OU_075	Amway Ireland Limited	P2P.Support.GB@Amway.com
Latvia	LV_OU_094	Amway Polska Sp. z.o.o.	P2P.Support.PL@Amway.com
Lithuania	LT_OU_094	Amway Polska Sp. z.o.o.	
Netherlands	NL_OU_038	Amway Nederland Ltd.	P2P.Support.NL@Amway.com
Netherlands AAP	NL_OU_051	Amway Asia Pacific Ltd.	
Netherlands ABGIL	NL_OU_081	ABGIL Cooperatief U.A.	
Netherlands GDA	NL_OU_606	GDA B.V.	
Netherlands ABG	NL_OU_140	Access Business Group International B.V.	
New Zealand	NZ_OU_109	Amway of New Zealand	P2P.Support.NZ@Amway.com
Norway	NO_OU_079	Amway Danmark ApS	P2P.Support.NO@Amway.com
Poland	PL_OU_094	Amway Polska Sp. z.o.o.	P2P.Support.PL@Amway.com
Poland ABCE	PL_OU_605	Amway Business Centre - Europe Sp. z.o.o.	

Poland ABG	PL_OU_607	Access Business Group International Polska Sp. z.o.o.	
Portugal	PT_OU_065	Amway Iberia, S.A.	P2P.Support.PT@Amway.com
Romania	RO_OU_128	Amway Romania Marketing SRL	P2P.Support.RO@amway.com
Slovakia	SK_OU_090	Amway Česká republika a Slovensko, s.r.o.	P2P.Support.CZ@Amway.com
Slovenia	SI_OU_095	Amway Hungaria Marketing Kft.	P2P.Support.HU@Amway.com
South Africa	ZA_OU_748	Amway South Africa PTY LTD	P2P.Support.ZA@Amway.com
Spain	ES_OU_065	Amway Iberia, S.A.	P2P.Support.ES@Amway.com
Sweden	SE_OU_131	Amway Scandinavia (America), LLC, USA, filial Sverige	P2P.Support.SE@Amway.com
Switzerland	CH_OU_069	Amway Schweiz GmbH	P2P.Support.CH@Amway.com
United Kingdom	GB_OU_075	Amway UK Limited	P2P.Support.GB@Amway.com
United Kingdom	GB_OU_077	Amway Europe Limited	
Turkey	TR_OU_010	Amway Turkiye, Ltd - Turkey Branch	P2P.Support.TR@Amway.com

Debit memo / Credit process

In order to process a credit or debit the request must meet the following requirements:

- The document must state it is a “CREDIT MEMO" instead of "Invoice number"
- Include Credit memo number
- Credit memo date
- Reference PO number or invoice number related to the credit
- Business reason (I.E price error on PO, the duplicate payment received, rejected product, etc)

- The total amount of the credit is negative (I.E -1,000.00)

Submission: All credit memos must be sent to the respective mailbox from pages 2-4 .