



Frequently Asked Questions (FAQ's)

Saint-Gobain North America Supplier Invoice Policy

Key: Q=Question R=Response

- 1) Q:** Why are we receiving the Saint-Gobain North America Supplier invoice policy?
R: To ensure all suppliers meet our invoice policies (invoice submission & invoice requirements) in order to support our initiative to streamline our invoice payment process & reduce our CO2 emissions.
- 2) Q:** What if we cannot meet the invoice policy requirements due to system constraints, etc.?
R: Reach out to your Saint-Gobain purchasing contact to review your exceptions.
- 3) Q:** What is the impact of not meeting the invoice policies (Invoice submission & invoice requirements)?
R: Your invoice may be rejected and/or payment delayed. Reach out to your Saint-Gobain purchasing contact to review your exceptions.
- 4) Q:** How will we be notified if an invoice is rejected?
R: You will receive an email notification provided we have a valid current email address on the invoice or our files. If you need to update or confirm your contact information, please email AskAp@Saint-Gobain.com.
- 5) Q:** What does original pdf file mean?
R: An original invoice, not an invoice that has been copied since copying could affect the readability quality of the invoice.
- 6) Q:** What does it mean that each attachment must have a unique file name?
R: Each invoice must have an invoice number that has not been used previously and the attachment names should be unique such as using the invoice number as the attachment file name.
- 7) Q:** The invoice submission policy states “copy of email attached with invoices embedded in email copy” must not be submitted. What does this imply?
R: There are no attachments included with your invoice submission but a link to the invoices within the body of the email or a copy of an invoice inserted in the email.



- 8) Q:** We request that your invoices be obtained via our supplier portal. Is this still available for use?
R: Invoices must be submitted via email to NA-APIInvoices@saint-gobain.com.
- 9) Q:** What is an Evaluated Receipt Settlement (ERS) invoice & how do I know if I am an ERS supplier?
R: No paper or electronic invoice is required to generate a payment to the supplier since the payment is generated using a 2-way match between the PO and receipt of the goods.
- 10) Q:** Can we still send the invoice to the plant, etc. if requested?
R: The original invoice must be sent to NA-APIInvoices@saint-gobain.com for invoice processing. Copying a Saint-Gobain employee is permissible.
- 11) Q:** What does Saint-Gobain Legal Entity name mean?
R: The Saint-Gobain legal entity name per the Purchase order or the legal entity name provided by the purchaser.
- 12) Q:** What do you consider a valid Saint-Gobain Purchase order (PO) number?
R: The Purchase order number sent to you requesting the purchase of goods or services. Only one Purchase order number is allowed per invoice.
- 13) Q:** What invoice information is required in order to match a receipt to an invoice?
R: For product deliveries, you need to provide sufficient delivery information on your invoice such as Bill of Lading/Packing slip/Delivery Number) you provided on your delivery documents.
- 14) Q:** What information is required for an invoice inquiry to AskAP?
R: The following information is required:
- Ship-to address or address for site where services are performed
 - Saint-Gobain legal entity/business
 - Invoice number
 - Invoice date & amount
 - PO number or contact name
- 15) Q:** If duplicate invoices are not to be sent to NA-APIInvoices@saint-gobain.com, what is the process for getting past due invoices paid?
R: Send an email with your invoice inquiry including a PDF copy of the invoice to AskAP@saint-gobain.com to request a status update on the payment status of your past due invoices.



16) Q: Should I resubmit my invoice if I haven't been paid?

R: Send an email with your invoice inquiry to AskAP@saint-gobain.com to request a status update on the payment status of your invoice(s).

17) Q: What if we have changes to our supplier information including our legal name/DBA, remit to address, banking information, etc.?

R: Send any required change information to your Saint-Gobain purchasing contact to update our records.

18) Q: What if I can not email invoices from my system?

R: Take a photo of the paper invoice and email the photo to NA-APIInvoices@Saint-Gobain.com