

## Invoicing Instructions:

To avoid delays in invoice settlements:

- Make sure your invoice meets the invoicing country tax requirements.
- Issue your invoices to the billing address stated on your Purchase Order (include Kyndryl entity name, address, tax ids).
- Ensure your invoices are issued from the supplier's name, address and proper tax ids matching the supplier and Kyndryl entity for which the order was issued.
- Quote the Purchase Order and Kyndryl Contact name. Note: quote only one Purchase Order Number on each invoice; invoices must be credit or debit values only, not mixed.
- Indicate complete purchase order number, item number, quantity, and Kyndryl part or tool number, if any, in all invoices, shipping containers, packing lists, and correspondence.
- Furnish Kyndryl with the item(s) indicated above in accordance with all conditions specified.
- Invoices that include sales tax must have the tax amount specified separately on the face of the invoice.
- Unauthorized transportation charges on invoices will be deducted by Accounts Payable.
- In case of price variations please notify the responsible buyer in writing
- Invoices must be issued in the same currency as the Purchase Order
- Invoices not meeting these conditions will be returned unpaid.
- Please note that payment terms are applied from date of receipt of a correct invoice.

**All Paper Invoices must be emailed as non-editable PDFs** to the address below.  
[usscan@in.ibm.com](mailto:usscan@in.ibm.com)

1. PDF guidelines:

- a. Supplier must be approved for PDF invoicing exception, unless the invoice is a credit memo or tax only invoice
- b. Each invoice should be submitted as its own PDF in a non-editable format
- c. One invoice per email, to be sent to [usscan@in.ibm.com](mailto:usscan@in.ibm.com)
- d. The PDF should be named as the name of the Supplier and contain the invoice number

For all invoice and payment queries with reference to this purchase order, please contact the Procurement Support team via phone or online request. Details can be found on our Procurement Support Webpage: [www.kyndryl.com/procurement/procSupport](http://www.kyndryl.com/procurement/procSupport)