



# BNY Mellon Supplier Playbook

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Helping Our Valued Suppliers Succeed

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# A Message from the Chief Procurement Officer



At BNY Mellon, we regard our Suppliers as trusted business partners. We expect you to provide goods and services that are of exceptional quality, in keeping with our Agreements and in compliance with the bank's GSCM (Procurement Policy). We expect you to adhere to our [Supplier Code of Conduct](#). And, if issues arise, we expect you to engage with us in order to resolve them quickly and fairly.

In turn, you have expectations of BNY Mellon as your customer. Because Purchase Orders (POs) are mandatory for all engagements with this firm, we believe that these processes should be simple and painless. You should understand the information POs contain, why POs are important, and where you can go for help if you need it. We believe you should understand our invoicing process. Additionally, we believe you should be paid in accordance with the payments terms when you follow our processes including electronic invoicing.

Because we value Diversity, we are dedicated to engaging with Diverse Suppliers; for more information, click [here](#). And, given our commitment to environmental sustainability, we strive to work with Suppliers who share our values, as articulated in our ["Environmental Sustainability Policy Statement"](#).

We created this Supplier Playbook for you. Why? Because it is essential that ***we are all on the same page*** (in the most literal sense) in order to successfully do business together.

I hope you find this Supplier Playbook helpful and easy to understand. Please don't hesitate to [contact us](#) if you have any questions or feedback.

I salute you for everything you do to help BNY Mellon, our employees, stakeholders, and clients to succeed. I thank you for your partnership, professionalism, and commitment to supply chain excellence.

**Joseph Martinez, Chief Procurement Officer (CPO)**

# About This Playbook



We are grateful to have you as part of the BNY Mellon Supplier community, and hope you find this guide helpful and informative.

If you have any questions as you read this Playbook, reach out to your BNY Mellon primary point of contact (also referred to as an **Engagement Manager**), i.e. the individual who is responsible for the goods / services you provide to BNY Mellon. You may also contact a **Global Supply Chain Manager (GSCM) management representative** for assistance. The “Getting Help” section of this Playbook contains contact information, if you need it.

We designed this Playbook to help *all* Suppliers, with contracts of *all* sizes, and for *all* types of goods and services. Enjoy!



# BNY Mellon Supplier Code of Conduct

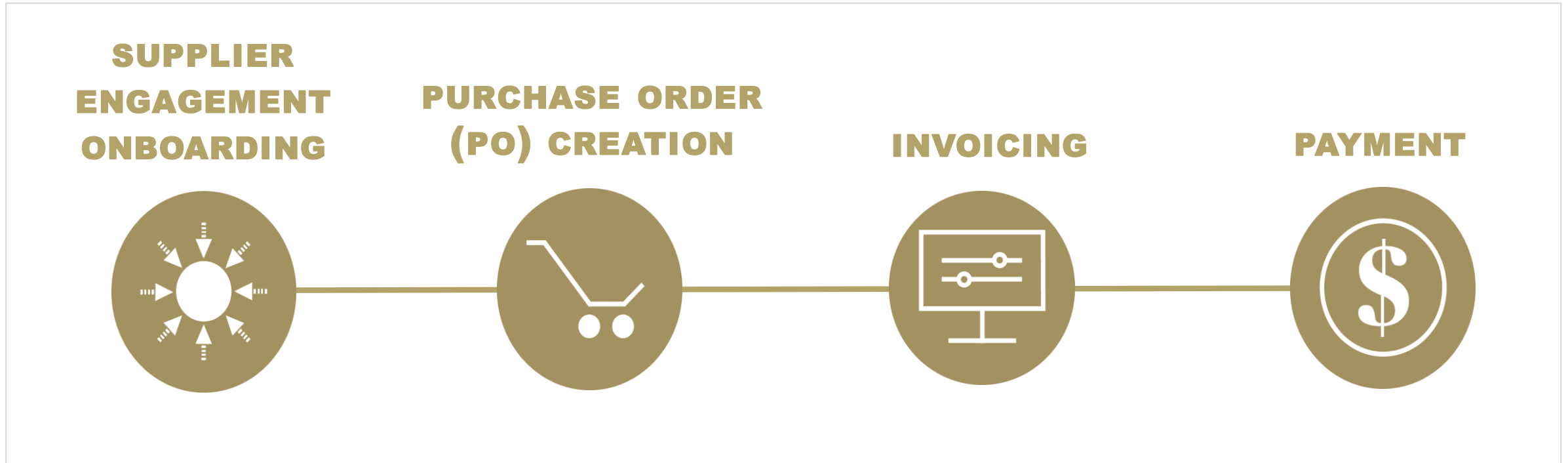
Strict compliance on behalf of all Suppliers with the **BNY Mellon Supplier Code of Conduct** is essential. Failure to comply with our Supplier Code of Conduct may result in termination of the engagement and or overall relationship.

Click [here](#) to access the BNY Mellon Supplier Code of Conduct.

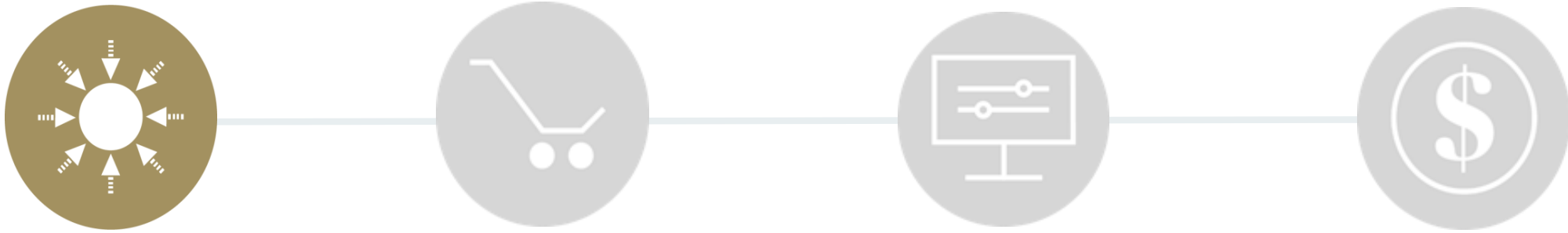


# How This Playbook is Organized

This Playbook is organized in alignment with the **four stages of Procurement**, shown below.



# *Supplier Engagement Onboarding*



# Supplier Engagement Onboarding Process

BNY Mellon onboards all Supplier engagements\* as depicted below.





# The Importance of Third-Party Risk Assessments



## Third-party risk assessment is not a one time activity.

As a regulated, Systemically Important Financial Institution (SIFI), BNY Mellon must assess third-party risk regularly, evaluating all Suppliers against a range of potential risk factors (e.g. sanctions, negative news, money laundering, resiliency, etc.).

All third-party risk assessments begin the completion (by the Supplier) of a Due Diligence Questionnaire (DDQ). From there, the cadence, level of scrutiny, and time required to perform a third-party risk assessment will vary, depending on the nature of the engagement, contract size, regions and legal entities served, etc. For example, the risk assessment of a large Supplier with access to confidential client data, and a contract worth tens of millions of dollars, will require greater scrutiny, and will take longer, than risk assessing a boutique marketing business, serving a local BNY Mellon branch.

Beyond initial due diligence at the outset of the relationship, we engage in periodic ongoing monitoring to ensure you are meeting our standards in both of the above contexts. We expect your full engagement and cooperation in resolving any issues that arise.

We also expect you to comply with all applicable laws and regulations – and assist us in doing so as well. This helps BNYM minimize legal and regulatory risk and optimally protect our clients' interests.



# Request for Supplier Payment Information (in Your Contract)



**EXHIBIT A (to be included in all Service level/Transaction contracts) – Draft version 1.2**

**VENDOR PAYMENT DETAILS VALIDATION**

This Exhibit forms part of the Agreement. It serves as confirmation to BNY Mellon (the Customer) that the following [Supplier] account details are to be credited with payments that are associated with the terms of this Agreement. Refer to the contract terms for payment and invoicing requirements.

Supplier Company Name	<input type="text"/>	Address	<input type="text"/>
City, State, Zip	<input type="text"/>		
Depository Bank Name	<input type="text"/>	Supplier's Tax ID	<input type="text"/>
City and State		Bank Account #	<input type="text"/>
		BIC/SWIFT	<input type="text"/>
		Sort Code	<input type="text"/>

This information will be reflected on any BNY Mellon issued Purchase Order associated with this agreement and Supplier invoices must be submitted using these same details to enable BNY Mellon to process payment. These Supplier payment details will remain in effect for the duration of the engagement unless BNY Mellon receives advance written notification from the Supplier. In the event that any of the Supplier information contained in this Exhibit changes, the Supplier shall notify BNY Mellon's Accounts Payable by email to [SupplierMaintenance@bnymellon.com](mailto:SupplierMaintenance@bnymellon.com) and Relationship Manager in advance of further invoice submission; failure to do so will result in delays to invoice processing and BNY Mellon are not liable to meet contractual payment terms.

**FOR BNY MELLON USE ONLY**

Set ID	<input type="text"/>	Vendor ID	<input type="text"/>
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During the “Contract Negotiated, Approved, and Signed” phase of the Supplier engagement onboarding process, BNY Mellon will also request Supplier payment information in “Exhibit A” (included in every contract).

- **Supplier Company Name**
- **Address, City, State, Zip**
- **Depository Bank Name (including City and Zip)**
- **Supplier’s Tax ID**
- **Bank Account Number**
- **BIC (Bank Identifier Code) / SWIFT**
- **Sort Code (for banks in the U.K. and Ireland)**

**Important!** If any of your information changes during the course of your engagement with BNY Mellon (e.g. address, bank information, etc.), notify your primary GSCM representative. You may also [email](#) us about any changes to. Failure to do so may cause a delay in payment.

# What Does “Supplier Setup” Entail?



In order to maintain correct and accurate Supplier information, and to streamline Supplier engagement onboarding process, be prepared to help BNY Mellon complete the **Supplier Setup** process. You will be required to provide the following basic information. Please contact your BNY Mellon Engagement Manager or GSCM representative if you require assistance.

Supplier Name	Official name of Supplier and tax reporting name.		
Location	<ul style="list-style-type: none"><li>Complete corporate address, street name, city, state (if applicable), and country.</li><li>Remit address for billing if not the same as corporate address.</li></ul>		
Legal	<ul style="list-style-type: none"><li>Employer Identification Number (EIN) or Federal Employer Identification Number.</li><li>Banking information (bank name, address, and account number).</li><li>Other forms of currency payment (besides U.S. dollar, if applicable)</li></ul>		
Contact Info	<ul style="list-style-type: none"><li>Supplier point of contact and title.</li></ul>	<ul style="list-style-type: none"><li>Phone number.</li></ul>	<ul style="list-style-type: none"><li>Email address.</li></ul>

**Important!** If any of your information changes during the course of your engagement with BNY Mellon (e.g. address, bank information, etc.), notify your BNY Mellon Engagement Manager or GSCM representative. You may also [email](#) us about any changes. Failure to do so may cause a delay in payment.

# *Purchase Order (PO) Creation*



# Purchase Orders: What They Are — And Why They Matter

**Purchase Orders (POs)** allow BNY Mellon to establish a single, centralized, and consistent method of purchasing goods and services from Suppliers while ensuring compliance with our internal Third-Party Governance Framework.

**It is in the best interest of all parties to create the PO as early in the engagement process as possible.**

POs also ensure that you, as a BNY Mellon Supplier, get paid in accordance with the contract, in a timely manner. Due to the myriad benefits provided to both our Suppliers and our firm...

**...BNY MELLON MANDATES POs FOR ALL SUPPLIERS AND SUPPLIER ENGAGEMENTS.**

If you submit an invoice with no PO ID (or an invalid PO ID) then **BNY Mellon will reject your invoice**, delaying payment.

\* Limited exceptions apply; for more information, see “Frequently Asked Questions (FAQs)”.





BNY MELLON

**The Bank of New York Mellon**

225 Liberty Street  
New York NY 10280  
United States

## Purchase Order

Page: 1 of 2

Dispatched		Dispatch Via Phone
1 Purchase Order 00111-00111-0000034567	Date (MM-DD-YYYY) 08-01-2017	Revision 3-
Payment Terms Net 30	Freight Terms Destination	Ship Via Bestway
2 Buyer/Requestor Joe Bloggs	Phone 44 20 7163 1234	Currency USD

Attention: Not Specified  
Ship To: See Detail Below

Vendor: 0000012345  
ABC Outsourcing SA  
PO BOX 12345  
New York NY 98765  
United States

**4 Bill To:**  
The Bank of New York Mellon  
Cognizant Technology Solutions  
PO Box 30124  
College Station TX 77842  
United States

Line- Sch	Item/Description	Mfg ID	Quantity	UOM	PO Price	Extended Amt	Due Date
--------------	------------------	--------	----------	-----	----------	--------------	----------

1 - 1	Project Order # 0 for	1.00 EA	1584000.00	1584000.00

Ship To:

151-0330  
Pittsburgh  
One Mellon Center  
500 Grant Street  
Pittsburgh PA 15258-  
0001  
United States

Contract ID: 0000004321

Contract Line  
Amount Open: 0.0000  
Quantity Open: 0.0000

Schedule Total 1584000.00

2 - 1 Fees for Year 2	1.00 EA	1618398.40	09-17-2018
		1618398.40	

Ship To:

**E11-01ED**  
BNY Mellon Centre  
160 Queen Victoria  
Street  
London EC4V 4LA  
United Kingdom

Contract ID: 0000004321

Contract Line: 2  
Amount Open: 0.000  
Quantity Open: 0.0000

**Schedule Total** 1618398,40

1618398.40 6

### EQUAL OPPORTUNITY CLAUSE

Applicable provisions of Executive Order 11246, The Rehabilitation Act of 1973 and the Vietnam Era Veterans Readjustment Act of 1974 and their implementing regulations set forth in relevant parts of 41 CFR 80 are incorporated herein by reference.



# Anatomy of the PO

1.

## Engagement Identification

Links the engagement spend (invoices) to the engagement and contract records within BNY Mellon's systems.

**Important!** All invoices associated with this purchase / engagement **must** reference the PO to enable payment.



BNY MELLON

The Bank of New York Mellon  
225 Liberty Street  
New York NY 10286  
United States

Vendor: 0000012345  
ABC Outsourcing Services Inc.  
PO BOX 12345  
New York NY 98765  
United States

### Purchase Order

Page: 1 of 2

Dispatched		Dispatch Via Phone
1 Purchase Order	Date (MM-DD-YYYY)	Revision
00111-00111-0000034567	08-01-2017	3-
Payment Terms	Freight Terms	Ship Via
Net 30	Destination	Bestway
Buyer/Requestor	Phone	Currency
2 Joe Bloggs	44 20 7163 1234	USD

Attention: Not Specified  
Ship To: See Detail Below

4 Bill To: The Bank of New York Mellon  
Cognizant Technology Solutions  
PO Box 30124  
College Station TX 77842  
United States

3.

## Supplier Entity Information

BNY Mellon's record of the Supplier entity providing the product or service, based upon the information BNY Mellon stores in its internal systems to enable payments to the correct Supplier entity.

4.

## BNY Mellon's Billing Information

Identifies the primary BNY Mellon location where the Supplier will deliver goods and services.

2.

## BNY Mellon Engagement Manager

The BNY Mellon Engagement Manager who is responsible for the purchase and contractual engagement.

BNY MELLON

The Bank of New York Mellon  
225 Liberty Street  
New York NY 10286  
United States


Vendor: 0000012345  
ABC Outsourcing Services Inc.  
PO BOX 12345  
New York NY 98765  
United States

Bill To: The Bank of New York Mellon  
Cognizant Technology Solutions  
PO Box 30124  
College Station TX 77842  
United States

Line	Item Description	Qty	UOM	PO Price	Extended Amt	Due Date
1 - 1	Project Order 8 8 For Contract Services Services and PO Ship Desk Services	1.00	EA	1584000.00	1584000.00	
Ship To: 151-0330 One Mellon Center 500 Grant Street Pittsburgh PA 15226 0001 United States						
Schedule Total 1584000.00						
Contract ID: 000004021						
Amount Open: 0.0000 Quantity Open: 0.0000						
Item Total 1584000.00						
2 - 1	Proc for Task 2 Contract Services Services and PO Ship Desk Services - August Sept. 2018 to July 31st, 2019	1.00	EA	1618399.40	1618399.40	09-17-2018
Ship To: 611-0182 BNY Mellon Centre 160 Queen Victoria Street London EC4V 4LA United Kingdom						
Schedule Total 1618399.40						
Contract ID: 000004021						
Amount Open: 0.0000 Quantity Open: 0.0000						
Item Total 1618399.40						

EQUAL OPPORTUNITY CLAUSE  
Applicable provisions of Executive Order 11246, The Rehabilitation Act of 1973 and the Vietnam Era Veterans Readjustment Act of 1974 and their implementing regulations, set forth in relevant parts of 41 CFR 101-11.6 are incorporated herein by reference.

## Anatomy of the PO (cont'd)



**BNY MELLON**

**United States Order**

Page: 1 of 2

**The Bank of New York Mellon**

225 Liberty Street  
New York NY 10288  
United States

**Vendor: 0000012345**  
**ABC Outsourcing Services Inc.**  
 PO BOX 12345  
 New York NY 96765  
 United States

<b>Dispatched</b>	<b>Dispatch Via Phone</b>	
<b>1 Purchase Order</b>	<b>Date (MM/DD/YYYY)</b>	<b>Revision</b>
0011-0011-0000034567	05-01-2017	3
<b>Payment Terms</b>	<b>Freight Terms</b>	<b>Ship Via</b>
Net 30	Destination	Sea
<b>2 Buyer/Requistor</b>	<b>Phone</b>	<b>Currency</b>
Joe Bloggs	44 20 7363 1234	USD

**Attention:** Ship To: Not Specified  
 Ship To: See Detail Below

**3 Bill To:** The Bank of New York Mellon  
 Corporate Technology Solutions  
 PO Box 20124  
 College Station TX 77942  
 United States

Line Item	Description	Mfg ID	Quantity	UOM	PO Price	PO Price	Extended Amt	Due Date
<b>5 1 - 1</b>	Previous Order # 8 for Contractor Services and PO Ship Desk Service		1.00	EA	1684000.00		1684000.00	
<b>Ship To:</b>		151-0330 Pittsburgh One Mellon Center 600 Grant Street Pittsburgh PA 15228-0001 United States						
<b>Contract ID: 000000421</b>						<b>Contract Line: 1</b> Amount Open: 0.000 Quantity Open: 0.000		
						<b>Item Total</b>		
						1684000.00		
<b>5 2 - 1</b>	Penne for Taster 2 Contractor Services and PO Ship Desk Services: August Jan. 2018 to July Jan. 2018		1.00	EA	1618396.40		1618396.40	09-17-2018
<b>Ship To:</b>		E11-01ED BNY Mellon Centre 100 Queen Victoria London EC4V 6LA United Kingdom						
<b>Contract ID: 000004221</b>						<b>Contract Line: 2</b> Amount Open: 0.000 Quantity Open: 0.000		
						<b>Item Total</b>		
						1618396.40		

**EQUAL OPPORTUNITY CLAUSE**

Applicable provisions of Executive Order 11246: The Rehabilitation Act of 1973 and the Vietnam Era Veterans Readjustment Act of 1974 and their implementing regulations are forth in relevant parts of all BNY COA are incorporated herein by reference

Line-Sch	Item/Description	Mfg ID	Quantity	UOM	PO Price	Extended Amt	Due Date
5 1 - 1	Project Order # 8 for Contract Execution Services and PO Help Desk Services		1.00	EA	1584000.00	1584000.00	
	Ship To:	151-0330 Pittsburgh One Mellon Center 500 Grant Street Pittsburgh PA 15258-0001 United States					
					<b>Schedule Total</b>	<u>1584000.00</u>	
	Contract ID: 0000004321				Contract Line: 1 Amount Open: 0.000 Quantity Open: 0.0000		
					<b>Item Total</b>	<u>1584000.00</u>	6
5 2 - 1	Fees for Year 2 Contract Execution Services and PO Help Desk Services- August 1st, 2018 to July 31st, 2019		1.00	EA	1618398.40	1618398.40	09-17-2018
	Ship To:	E11-01E0 BNY Mellon Centre 160 Queen Victoria Street London EC4V 4LA United Kingdom					
					<b>Schedule Total</b>	<u>1618398.40</u>	
	Contract ID: 0000004321				Contract Line: 2 Amount Open: 0.000 Quantity Open: 0.0000		
					<b>Item Total</b>	<u>1618398.40</u>	6

**EQUAL OPPORTUNITY CLAUSE**  
 Applicable provisions of Executive Order 11246, The Rehabilitation Act of 1979 and the Vietnam Era Veterans Readjustment Act of 1974 and their implementing regulations set forth in relevant parts of 41 CRG 60 are incorporated herein by reference

5.

### Line Item Description

Summary of the services or products that BNY Mellon has agreed to purchase via this PO in accordance with the contractual agreement.

6.

## Engagement Cost Breakdown

Sub-total aligned to a PO line item to indicate the agreed contractual spend associated with each category or type of spend.

**Important!** Suppliers must structure invoices to reflect the billing against each spend category.

# *Invoicing*



# Invoicing Process

## Required Invoice Information

### 1 Engagement Identification (Including PO ID)

Your PO ID must be clearly referenced on your invoice. The PO ID allows BNY Mellon to match payments against the PO. **If you submit an invoice with no PO ID (or an invalid PO ID) then we will reject your invoice, and payment may be delayed.** For more information, see the “Purchase Order (PO)” section of this Playbook.

### 2 BNY Mellon Billing / Delivery Information

Identifies the primary BNY Mellon billing address, as well as the location where the Supplier will deliver goods and services.

### 3 BNY Mellon Engagement Manager (a/k/a IPOC)

Identifies the name of the Engagement Manager — sometimes referred to as an Invoice Point of Contact (IPOC) — who is responsible for the purchase and contractual engagement.

### 4 Invoice Total

Specifies the cost of the goods / services provided to BNY Mellon during the invoice period.

### 5 Invoice Goods / Services Description

Summarizes the goods / services provided, per the contract and corresponding PO.

## How to Submit Your Invoice

You may submit your invoices to the Accounts Payable (A/P) team via the [BNY Mellon invoicing portal](#). Alternately, you may [email](#) your invoice (as an attachment).

**Note:** BNY Mellon is in the process of migrating high-volume Suppliers to **Electronic Data Interchange (EDI)** invoicing. However, **electronic invoicing** is the most reliable / efficient method of receiving a timely payment because it reduces the number of "touchpoints" in the invoicing workflow, thus reducing the likelihood of delays.

# Anatomy of an Invoice

1

## Engagement Identification (Including PO ID)

The Supplier's PO ID is clearly referenced, allowing BNY Mellon to match payments against the PO.

2

## BNY Mellon Billing / Delivery Information

Identifies the primary BNY Mellon billing address, as well as the location where the Supplier will deliver goods and services.

3

## BNY Mellon Engagement Manager (a/k/a IPOC)

Identifies the name of the Engagement Manager — sometimes referred to as an Invoice Point of Contact (IPOC) — who is responsible for the purchase and contractual engagement.

4

## Invoice Total

Specifies the cost of the goods / services provided to BNY Mellon during the invoice period.

5

## Invoice Goods / Services Description

Summarizes the goods / services provided, per the contract and corresponding PO.



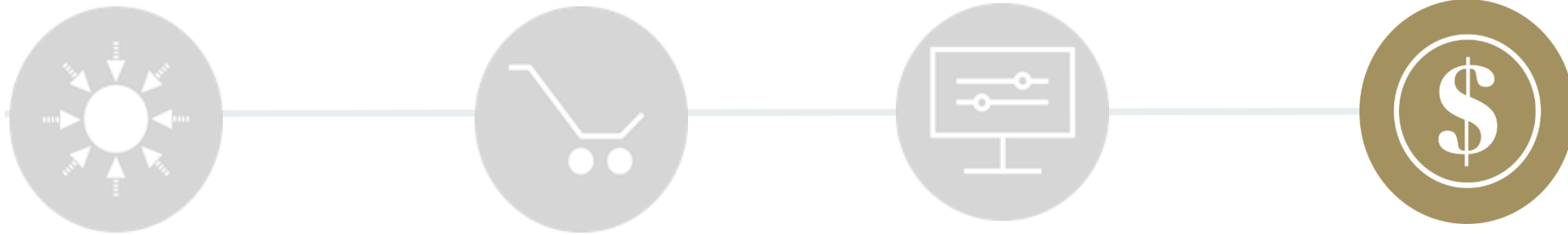
Alpha Brokers Conglomerate Inc.  
101 Wall Street, New York, NY, 10005 United States

3

## Invoice

Customer Details		Invoice Details		
<b>Bill To:</b> Joe Bloggs The Bank of New York Mellon Corporation PO Box 30124 College Station, TX 77842 United States		<b>Invoice No:</b> 2019-006 <b>PO No:</b> 00111-0000034567 <b>Date:</b> 10 Jul 19		
<b>Service To:</b> The Bank of New York Mellon Corporation 240 Greenwich Street New York, NY 10007 United States <a href="mailto:apinvoices@bnymellon.com">apinvoices@bnymellon.com</a>				
Item No.	Description	Quantity	Rate (USD)	Amount (USD)
1	Contract Execution and PO Help Desk Services June 2019	1.00	150,000	150,000
<b>VAT No:</b> N/A <b>Payment Term:</b> Net Due in 30 Days <b>Due Date:</b> 9-Aug-19		<b>Item Total:</b>		150,000
		<b>Tax Total:</b>	----	----
		<b>Grand Total:</b>		150,000
<b>Account Manager:</b> Mr. Gordon Bird <b>Tel. No:</b> +1 412 123-4567  <b>REMITTANCE INSTRUCTIONS:</b> Ref. Payment for Invoice No. 2019-006 dated July 10, 2019 1) While making payments please mention the invoice number				
Bank Details				
<b>Bank Name:</b> Chatsworth Bank <b>Address:</b> 17 Crossfield Way, Wilmington, DW 91782  <b>Account No:</b> 123456789			<b>Swift Code:</b> GMTUS67	

# *Payment*







# How We Pay Our Suppliers

We aim to pay our Suppliers *accurately* and *on time*. In order to avoid delays in payment, please make sure you have completed the steps below.


## Payment Checklist

- 

**You have a PO**

Every engagement **must** have a **Purchase Order (PO)**. For more information, see the “Purchase Order (PO)” section of this Playbook.
- 

**BNY Mellon has your accurate payment information**

The **payment information** you provided during the setup process (e.g. bank account, BIC / SWIFT, etc.) must be accurate. If anything changes, let us know. For more information, see the “Supplier Setup” section of this Playbook.
- 

**Your invoice includes all required information (including a PO ID)**

Ensure that your **invoice includes all required information**, as described in the “Invoicing” section of this Supplier Playbook — **especially the PO ID**. You may submit your invoice via the [BNY Mellon invoicing portal](#), or you may [email](#) your invoice (as an attachment).

## Our Payment Delivery Method: Electronic

BNY Mellon pays its Suppliers **electronically**, e.g. Automated Clearing House (ACH), Electronic Fund Transfer (EFT), Clearing House Automated Payment System (CHAPS), etc.\*

## Our Payment Terms

The standard BNY Mellon payment term is **net 45 days for PO invoices** and **60 days for non-PO direct invoices** from receipt of the invoice.\*

\* Limited exceptions apply, and BNY Mellon will consider negotiating with Suppliers outside of this standard; for more information, see “Frequently Asked Questions (FAQs)”.

# *Getting Help*

# Where Do I Go for Help?

## Contact Your Primary BNY Mellon Engagement Manager or GSCM Representative

You should always feel free to contact your **BNY Mellon Engagement Manager**, i.e. the individual who is responsible for the goods / services you provide to BNY Mellon.

## Contact BNYMellon by email

- The **Global Supply Chain Management (GSCM)** team email for PO and contract queries is:  
[GlobalProcurementInquiries@bnymellon.com](mailto:GlobalProcurementInquiries@bnymellon.com)
- Please notify BNY Mellon of any **changes to Supplier details** (e.g. bank account information, address change, etc.) by sending an email to: [suppliermaintenance@bnymellon.com](mailto:suppliermaintenance@bnymellon.com)
- **BNY Mellon's Accounts Payable** email for general invoice processing and payment queries is:  
[BNYMellonAPIquiry@bnymellon.com](mailto:BNYMellonAPIquiry@bnymellon.com)
- You may contact the BNY Mellon **Third Party Governance (TPG)** organization via email at: [TPG.Queries@bnymellon.com](mailto:TPG.Queries@bnymellon.com)

## Contact BNYMellon by phone

- For Accounts Payable inquiries, U.S. Suppliers may call +1 979-691-7992 or +1 866-691-7992
- For Accounts Payable inquiries, non-U.S. Suppliers may call +44 20 7163 4433 (AP)
- For general Supplier inquiries, U.S. Suppliers may call +1 979-691-7992 or +1 866-691-7992
- For general Supplier inquiries, non-U.S. Suppliers may call +44 20 7163 4433

# *Frequently Asked Questions (FAQs)*

# FAQs – Purchase Orders

**Q:** How does BNY Mellon create POs?

**A:** The BNY Mellon Engagement Manager and a Sourcing professional from BNY Mellon's Global Supply Chain Management (GSCM) team will typically create the PO as part of the standard purchasing process. There are no extra steps required on your part, as the Supplier, other than to ensure the contract costs and PO details are correct. Be sure to include the correct BNY Mellon billing information (from the PO) in your invoices in order to expedite payment. ***Only a GSCM team member can provide guidance on POs.***

**Q:** How will I receive a copy of the PO?

**A:** You will receive a copy of your PO once the contract or requisition has been approved and finalized, or the requisition has been approved and sourced to a PO. The GSCM team will create the PO for your contractual engagement and email a copy to you. Alternately, you may receive a copy of the PO via the BNY Mellon Source-to-Pay (S2P) system.

**Important!** It is a violation of BNY Mellon policy to commence delivery of goods or services until you have received a fully-executed contract and PO.

**Q:** Are there exceptions to your PO requirements?

**A:** Engagements against BNY Mellon offices in Latin America are not in-scope for POs. Limited other engagements are also not in-scope for POs. If you have any issues accepting POs, or if you are in an out of scope location, contact your GSCM representative they will confirm if you have an exception.

# FAQs – Purchase Orders (cont'd)

**Q:** How do I invoice against a PO?

**A:** When you receive the PO, your GSCM Supplier representative will instruct you to reference the PO ID on all invoices associated with the specific engagement or contract; **failure to do so will impact the timely payment of the invoice.**

Also please note the following:

- Never reference a PO ID from *another* engagement in your invoice; doing so will impact the PO funds and delay payment.
- Once BNY Mellon's Accounts Payable (A/P) department receives your invoice, the A/P team will validate the PO ID referenced on the invoice. Once validated, we will process your invoice.
- Please structure your invoice to include invoice lines that match the contract costs as detailed in the PO, and ensure that your billing and bank information matches the information that you provided to BNY Mellon during onboarding.

For more information, see the “Invoicing” section of this Playbook.

**Q:** What if a BNY Mellon staff member says I can send an invoice without a PO?

**A:** In the unlikely event this happens, you should inform your BNY Mellon Engagement Manager that a PO is ***absolutely necessary*** in order for you to invoice the firm for your goods or services. If you still have concerns, please [email](#) the GSCM team for assistance.



# FAQs – Purchase Orders (cont'd)

**Q:** What should I do about an active / ongoing engagement which does not have a PO associated with it?

**A:** You need to work with your BNY Mellon Engagement Manager to resolve this immediately.

Your BNY Mellon Engagement Manager or GSCM representative can work with you to ensure that existing contracts (and engagement spend) are remediated in accordance with BNY Mellon Supplier management and payment controls. If no PO exists for an active engagement, we will create one with you. If you have questions about a PO associated with an existing engagement with BNY Mellon — or the *absence* of a PO — please [email](#) the GSCM team for assistance.

Every active engagement with BNY Mellon **must** have a valid PO associated, even if no PO existed when the engagement began. Engagements without POs cannot be “grandfathered” in. If you attempt to invoice BNY Mellon for goods or services, and your invoice does not include a valid PO, **BNY Mellon will reject your invoice**.

**Q:** What happens if I invoice BNY Mellon without a PO?

**A:** If your invoice does not include a valid PO, BNY Mellon **will reject your invoice**.

If you need to confirm the PO ID associated with your engagement, please reach out to your BNY Mellon Engagement Manager or your GSCM representative.

**Q:** Will using a PO delay my payment?

**A:** On the contrary — POs **expedite** payment.

# FAQs – Purchase Orders (cont'd)

**Q:** What if my engagement with BNY Mellon has no fixed cost, or has a complex fee structure? Do I still need a PO?

**Q:** What if my PO is against a global engagement where cost is attributable across multiple regions / currencies?

**A:** While rare, situations like these sometimes warrant adjustments / exceptions to the PO process. Please raise such issues with your BNY Mellon Engagement Manager or GSCM representative as early in the Supplier engagement onboarding process as possible.

# FAQs – Invoicing

**Q:** What happens if I invoice BNY Mellon without a PO?

**A:** If your invoice does not include a valid PO, BNY Mellon will reject your invoice and return it to you for corrective action. If you need to confirm the PO ID associated with your engagement, please reach out to your BNY Mellon Engagement Manager. You may also [email](#) GSCM for assistance.

**Q:** How do I submit my invoice?

**A:** You may submit your invoices to the Accounts Payable (A/P) team via the [BNY Mellon invoicing portal](#). Alternately, you may [email](#) your invoice (as an attachment).

Please note: BNY Mellon is in the process of migrating high-volume Suppliers to **Electronic Data Interchange (EDI)** invoicing. However, **electronic invoicing** is the most reliable / efficient method of receiving a timely payment because it reduces the number of "touchpoints" in the invoicing workflow, thus reducing the likelihood of delays.

**Q:** How do I know which BNY Mellon physical address to list on my invoice (even if I am submitting my invoice electronically)?

**A:** Your BNY Mellon Engagement Manager or GSCM representative will provide you with a BNY Mellon physical address to list on your invoices. Each PO is associated with one BNY Mellon physical address, so, if you have multiple POs, BNY Mellon may also provide you with multiple physical addresses (i.e. one per PO). If you still require assistance, you may email the:

- BNY Mellon Accounts Payable team [here](#)
- Global Supply Chain Management (GSCM) team [here](#)

# FAQs – Invoicing (cont'd)

**Q:** May I reference more than one PO in a single invoice?

**A:** No. Please submit **one invoice per PO**. If your PO has multiple lines, please include distinct separate lines on your invoice mapped to the corresponding PO line.

**Q:** I have a new address / bank account number / etc. How can I notify BNY Mellon of the change?

**A:** If any of your information changes during the course of your engagement with BNY Mellon (e.g. address, bank information, etc.), notify your BNY Mellon Engagement Manager or GSCM representative. You may [email](#) us about any changes. Failure to do so may cause a delay in payment.

**Q:** BNY Mellon has not paid me as expected. What should I do?

**A:** You may always contact the **BNY Mellon Accounts Payable team** via [email](#) with invoice processing and payment queries.

**Note:** Please ensure that you adhered to all “Payment Checklist” guidance in the “How We Pay Our Suppliers” section of this Playbook.

