

## IMPORTANT NOTICE

### ACCOUNTS PAYABLE INVOICING CHANGES AT DE BEERS CANADA INC. (DBCI)

De Beers Canada Inc. (DBCI) has made changes to how invoices and vendor invoice inquiries are processed. DBCI has transferred routine transactional finance activities to its parent entity Anglo American's Global Shared Services group (GSS). This effort was made to ensure our business partners are paid correctly and on time.

Effective July 2016, all vendor invoices and vendor invoice queries for all DBCI locations; including the Calgary Operational Support Centre, Victor Mine, Gahcho Kué Mine, Snap Lake Mine and De Beers Exploration Canada will be routed through our Global Shared Services group (GSS).

### How does this affect you?

#### 1. Invoice submission

All DBCI invoices must be submitted in PDF format and sent to [ap.invoices@debeersgroup.com](mailto:ap.invoices@debeersgroup.com). A valid and most recent **Purchase Order (PO) number must be clearly shown on the invoice**, and only one attachment per email is allowed. Non-adherence to this will result in the invoice being rejected.

#### 2. Invoice processing

Invoice processing is now centralized at our Global Shared Services group (GSS) located in South Africa.

#### 3. Invoice queries

GSS is now the single point of contact for all vendor invoice queries. GSS is staffed by agents that are trained to manage the query resolution process in a consistent and speedy manner.

GSS can be reached by:

a) **E-mail: [queryinvoice@debeersgroup.com](mailto:queryinvoice@debeersgroup.com) - preferred communication method**

E-mail queries will be logged and responded to within one working day by return email. It is strongly recommended that vendor invoice queries be communicated by email due to the time zone difference between Canada and South Africa which will impact the ability to connect directly with GSS by phone.

b) **Phone: +1 587-349-7347**

You can contact GSS by phone where your query will be dealt with by a dedicated vendor contact center query resolution team during South African business hours (+2h GMT). The agent will ask you for information to identify your company such as your vendor number and/or your PO number. Your phone query will be logged and where possible, resolved during the call. Please note that when you call, there will only be Canadian long distance applicable.

Queries that cannot be resolved during the call will be routed to a dedicated "resolver", who will investigate and resolve. You will be given a reference number during the first contact, which can be used to track the progress of your query.

#### 4. Purchase order queries and corrections.

Please keep your local DBCI buyer informed of price changes, quantity changes and purchase order corrections. Purchase order and delivery accuracy will ensure a timely and effective payment process.

**Please see the attached Simple Guide to Timely Payments for additional information. Please keep this guide for your reference.**

# SIMPLE GUIDE TO TIMELY PAYMENTS

Global Shared Services guidelines to assist De Beers Canada Inc. (DBCI) vendors through the invoice to payment process.

## THREE-WAY MATCH FOR A SUCCESSFUL PAYMENT

Vendor invoices are paid according to the three-way match as indicated below:

	PURCHASE ORDER	GOOD RECEIPT VOUCHER	INVOICE
VENDOR INFORMATION	✓	✓	✓
PRICE	✓	✓	✓
QUANTITY	✓	✓	✓

### 01 PURCHASE ORDER

- Do not provide any goods or services without a valid purchase order (PO).
- Have the actual document in your possession and review all information on PO to ensure accuracy of the order.
- Check that this is in fact your order and is made out to your company.
- Check the order price/currency.
- Check the item description.
- Check the BILL TO party for correct invoicing details.
- Check the authorized delivery address.
- Do not over or under supply, unless confirmed by your buyer.

Concerns should be raised prior to delivery or acceptance of the PO.

### 02 GOODS RECEIPT VOUCHER

- Deliver to authorized delivery address only (clarify this with the buyer who placed the order with you).
- Get a valid proof of delivery (signature; printed name; and the individual's contact telephone number and email).
- If applicable, ensure job completion certificates are signed by authorized representatives at the operation (order number; printed name; and signature).
- If DBCI employees or contractors collect goods from your premises, ensure that the proof of delivery is endorsed and legible (printed name; printed surname; telephone number; email; and signature).

### 03 INVOICES

- Invoices must comply with the CRA tax guidelines on GST/HST (if you are registered).
- Include your own unique Invoice number.
- Include the DBCI PO number and contract number (if applicable).
- Provide your full company name, contact details and remit to address.
- Ensure that the invoice is correctly billed to the DBCI entity indicated in the "BILL TO" party on the PO.
- If goods were shipped to DBCI, include your delivery note/packing slip/waybill number on your invoice.
- Supply original invoice to ensure optimal image quality.
- Only invoice for what was delivered. Back orders must be invoiced after delivery only.

### 04 BANKING AND CONTACT DETAILS

- To request a change to **banking** details, please submit a voided cheque to your primary DBCI buyer.
- To request a change to **contact** details please submit your request your primary DBCI buyer.

Submit invoices to: [ap.invoices@debeersgroup.com](mailto:ap.invoices@debeersgroup.com) (one invoice per email)

## FREQUENTLY ASKED QUESTIONS

### 1. How do I submit electronic invoices?

Simply send your electronic invoice directly to: [ap.invoices@debeersgroup.com](mailto:ap.invoices@debeersgroup.com)

#### Do's:

- Send only **one invoice per email**
- Ensure your invoice is the only **one attachment** per email.
- Send your invoice in a **.pdf** format
- Invoice must clearly display the most recent, valid **PO number**
- Multiple pages per attached invoice, to include backup documentation, is acceptable.
- Attachment size should not exceed 12MB

#### Don'ts:

- Don't send more than one invoice per email
- Don't send more than one attachment per email
- Don't send queries to the [ap.invoices@debeersgroup.com](mailto:ap.invoices@debeersgroup.com) mailbox
- Don't send a hard copy or duplicate invoice if you are submitting your invoice electronically
- If you have opted to submit invoices by hardcopy then do not switch between paper and electronic

### 2. Who do I contact if I need to enquire about my payment or outstanding invoices?

- Do not send query's to [ap.invoices@debeersgroup.com](mailto:ap.invoices@debeersgroup.com)
- Contact GSS by sending your query by email to [queryinvoice@debeersgroup.com](mailto:queryinvoice@debeersgroup.com) or call **+1 587-349-7347** (only Canadian long distance charges will apply).
- Please ensure that you have the relevant PO and invoice number as your reference

### 3. If I submit more than one copy of the same invoice will I be paid faster?

No, in fact this could delay the payment process.

### 4. How do I follow up on my remittance advice?

Email your query to GSS [queryinvoice@debeersgroup.com](mailto:queryinvoice@debeersgroup.com) with the following information:

1. Your vendor number
2. Bank statement reference number and amount
3. Date payment received

### 5. If I have opted to send my invoices by hardcopy only. Who should my invoice be addressed to?

- The preferred method for submitting invoices is electronically. Paper invoices significantly delay invoice processing and will impact our ability to pay invoices in a timely fashion.
- If you currently do not have the ability to submit invoices electronically then paper/hard copy invoices should be sent to:

De Beers Canada Inc.  
Attention: Finance  
1601 Airport Road NE, Suite 300  
Calgary, AB T2E 6Z8  
Canada

### 6. How do I update my company's banking details?

To request a change to banking details, please submit all information along with a voided cheque to your DBCI buyer.

### 7. How do I update my company's contact details?

To request a change to contact details please submit your request to your DBCI buyer.

### 8. How do I submit my statement?

Submit your electronic statement to: [gss.debeers.statement@angloamerican.com](mailto:gss.debeers.statement@angloamerican.com)

### 9. If you have an invoice query, please follow up with GSS no sooner than five (5) working days after electronic invoice submission.

**Invoice queries to:**  
**Global Shared Services (GSS)**  
**Tel: +1 587-349-7347**  
**E-mail: [queryinvoice@debeersgroup.com](mailto:queryinvoice@debeersgroup.com)**