



## Bank of Ireland Standard Terms and Conditions

### INVOICING REQUIREMENTS FOR BANK OF IRELAND

All invoices processed for payment must include the items listed below and invoices may be rejected if items are missing.

1. 10 digit Purchase Order Number
2. Invoice Date
3. Supplier/Vendor name
4. Supplier/Vendor address
5. Supplier/Vendor VAT number
6. Invoice Number(sequential)
7. Description of goods / services provided
8. Net amount excluding VAT
9. VAT rate (including zero)
10. VAT amount at each rate
11. Gross amount including VAT
12. All invoices addressed to Bank of Ireland (ROI) should state a ROI BOI address
13. All invoices addressed to Bank of Ireland (UK) should state a UK BOI address

#### **Suppliers/Vendors based outside of Ireland who are invoicing Bank of Ireland (ROI):**

- All invoices must quote the Bank of Ireland's Irish VAT number 8Y42002P or the ROI BOI subsidiary VAT number provided directly to you.

#### **Suppliers/Vendors based outside of UK who are invoicing Bank of Ireland (UK):**

- All invoices must quote the Bank of Ireland's UK VAT number 168 196 135 or the UK BOI subsidiary VAT number provided directly to you.

#### **Supplier/Vendor VAT Number**

- If you are charging VAT on an invoice you must include your VAT Number on the invoice.

#### **Credit notes**

If you issue credit notes they must include:

- The same details as the original invoice they refer to.
- Enough information to link them to the original invoice.

#### **Invalid Invoices**

Invoices sent to Bank of Ireland Group which fail to meet the above invoicing requirements will be deemed invalid. Invalid invoices will be rejected back to you, via email within five working days of receipt. The rejection notification will clearly state which invoice is rejected and the reason(s) why.

#### **Invoices must be submitted by email as per the following criteria:**

- Each complete invoice must be submitted in its **own individual non-editable PDF attachment**, directly to [invoices@boi.com](mailto:invoices@boi.com) copying your BOI Business Unit Contact. You can submit a number of invoices, e.g. 3 invoices, within the same email provided each invoice is in its own separate PDF attachment. **Multiple invoices submitted within one PDF attachment cannot be processed.**
  - Invoices submitted as Word, Excel, password protected, part of zip-files or within separate email attachment formats will not be accepted.
  - Refer to the autoreply generated from [invoices@boi.com](mailto:invoices@boi.com) for further information on acceptable and unacceptable invoice formats for processing.



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Submission of an invoice to [invoices@boi.com](mailto:invoices@boi.com) will be taken as confirmation that all legislative compliance requirements relating to E-Invoicing have been met. Revenue requirements relating to E-Invoicing are available from [www.revenue.ie](http://www.revenue.ie) / [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

### **Supplier/Vendor Contact Details**

It is vital that you inform Bank of Ireland immediately of any changes or updates to your contact details.

All requests to make amendments to your Supplier/Vendor details must be submitted in an email to [service.desk@procurement.boi.com](mailto:service.desk@procurement.boi.com) and must detail:

- Your supplier/vendor number
- 'old details'
- 'new details'
- Contact name

The above can be included in a non-editable attachment e.g. PDF (on your company letterhead) attached to the email.

Amendments will only be made when validated by us.

In the event that you have any queries relating to the above, or you wish to establish the payment status of your invoices, please contact our Service Desk, as follows:

		<b>Ireland</b>	<b>UK</b>
Phone	(Lo-call)	1890 882343	0845 3005019
Email:		<a href="mailto:service.desk@procurement.boi.com">service.desk@procurement.boi.com</a>	
Please also see:		<a href="http://www.bankofireland.com/supplierguide">www.bankofireland.com/supplierguide</a>	