



FAQs

What's changing for Origin's suppliers?

Origin's new invoicing system will mean that you'll need to make some changes to:

- The format of your invoices and what's included in them (see below).
- How you submit the Ellipse Contract Connectors Excel form for payment (if applicable). This form will be replaced, and your invoice must be submitted to both Accounts Payable and your Origin point of contact once your PO is complete.

When will this change take place?

In April 2021 for our Eraring and Shoalhaven power stations, and July 2021 for the rest of Origin.

What format of invoice is required?

From April 2021 for Eraring and Shoalhaven power stations and July 2021 for the rest of Origin, you must send invoices that are compliant with the new system so they can be paid on time (see below for details). Non-compliant invoices will require manual processing, and that can lead to delays.

To ensure invoices are paid on time, they must be in PDF format and:

1. Have either 'Tax Invoice' or 'Credit Memo' listed on the invoice.
2. Include the Origin contact person for delivery if there is one.
3. Include the name of the company being invoiced.
Note: The Origin Energy group is made up of multiple legal entities. Please ensure the correct legal entity is referenced, as detailed on your corresponding Purchase Order (PO).
4. Include a reference number/invoice number.
5. Include a date in DD/MM/YYYY format.
6. Include a reference to the PO number.

7. **[NEW]** Ensure each line item on the invoice matches each line item on your PO. If the PO includes multiple lines for different items or services, this detail needs to be reflected on the invoice. Detail should include a description, quantity to be invoiced, unit of measure, unit price, GST (if applicable) and total amount.
8. Include a currency code (if not in AUD).
Note: Where GST is charged and currency is not in AUD, a rate of exchange must also be quoted.
9. Include total gross invoice amount and tax (if applicable).
10. Include your business name, address and ABN/NZCN.
11. **[NEW]** Define the bank account the invoice should be paid to if you have more than one bank account on file with Origin.

Are there examples of what our new invoices should look like?

Yes, see:

- Invoice, plus a Contracted, multi-line Service Purchase Order [here](#)
- Invoice, plus a Standard, single line Goods Purchase Order [here](#).

We are not receiving any Purchase Orders (POs) from Origin

Please confirm with your IT team to see if Origin's email address needs to be added to a 'safe sender' list. If Origin has sent you emails that your IT systems have blocked, your IT team should be able to discover these quarantined emails in the log files. To fix this issue, the IT team will need to update the 'Policy Type: *Hosted content filter policy*' to add as Origin.Procurement@originenergy.com.au as well as @originenergy.com.au as a trusted recipient.

Do we need to make any other updates with our IT systems to receive emails or Purchase Orders (POs) from Origin?

If you use Microsoft Office 365, you can help to ensure Origin emails reach you by adding the email address Origin.Procurement@originenergy.com.au as a trusted recipient.

Are there any other email addresses we should add to the safe list?

'Origin Procurement' will display as Origin.Procurement@originenergy.com.au. If any emails are sent to invalid email addresses, they will be returned to this address.

What is a Contracted Purchase Order (PO)?

- A Contracted PO is a PO that refers to the Terms and Conditions in your contract with Origin. See an example [here](#).

What is a Standard Purchase Order (PO)?

- A Standard PO is a PO that refers to Origin's Terms and Conditions. See an example [here](#).

Where do I send invoices?

The good news is, there's no change here, just submit them in the same way you do today:

- When supplying to Eraring and Shoalhaven power stations, continue to send your invoices to: EPS.AccountsPayable@originenergy.com.au; and
- When supplying to any other Origin site, continue to send your invoices to: Accounts.Payable@originenergy.com.au.

If you have an Origin point of contact, you can copy them in when you send your invoice.

Is there a limit to how many pages an invoice can contain?

Yes. Invoices must be less than 30 pages for Origin's new system to process automatically. For invoices that are 30 pages or longer, you should separate the invoice from any supporting documentation.

If invoices are longer than 30 pages, there may be a delay in processing.

What's changed in our Purchase Order (PO) terms and conditions?

We've simplified the standard terms and conditions of our POs to make them easier to understand. Some key changes you should be aware of are:

What's changed?	Why has it changed?	Clause Reference
Our Supplier Code is now included in our standard terms and conditions and include our expectation that suppliers provide	Our Supplier Code sets out the minimum attributes we expect of all of suppliers. The Supplier Code was originally released in April 2019 and will now form part of your Purchase Order agreement with Origin to ensure that these expectations are clear. In order	19 & 22

transparency into their supply chain.	to meet our obligations under the Australian Modern Slavery Act (2018) we also expect you to provide us details regarding the management of your supply chain if requested by Origin. Please contact vendor.portal@originenergy.com.au for further information regarding our Supplier Code.	
The indemnity and liability provisions have been simplified and rebalanced.	We recognise the need to fairly balance the risk associated with the supply of goods and services between you and Origin.	12 & 13
Our IT Security expectations are now included.	As we rely more and more on IT systems to support the supply of goods and services, we are now including our expectations regarding how IT security must be managed as part of your Purchase Order agreement with Origin.	25
Provision for Responsible Procurement Commitments to be agreed within the Purchase Order.	Depending on the nature and scope of your work, Origin may ask you to make specific commitments to support Regional and/or Aboriginal and Torres Strait islander communities and businesses or other social/environmental commitments through the course of your work. We call these commitments Responsible Procurement Commitments. If Origin requests this, we will agree and document these commitments, and the Purchase Order terms will then require you to meet the commitments you have agreed to.	22
Rights to Terminate the Purchase Order at Origin's discretion.	This acknowledges that some Purchase Orders may have a significant duration and supply may need to cease before fully completed. Where this is the case you will be paid for the goods and services already supplied and your reasonable costs of terminating (in accordance with Clause 8: Invoicing and Payment).	15

Is there a difference between a Services and a Goods Purchase Order (PO)?

Yes. A **Services PO** has an additional level of detail that describes each of the services required. Each service type will appear as an indented specification line. While a **Goods PO** shows the detail for each type of goods required as a new line. **Note:** The terms and conditions are the same for both PO types.

What happens if we supply to other Origin sites that aren't changing invoicing systems until July?

If you supply to Eraring and Shoalhaven, you will need to align to Origin's new processes from April 2021 onward. If you also work with other Origin sites, please continue to invoice these sites as normal until the changes take place from July onwards.

What happens if we can't comply with the new invoice format?

Payment of invoices that don't meet Origin requirements may be delayed, as they will have to be processed manually.

What if I need help?

For general enquiries, please reach out to your usual point of contact at Origin or view the [Procurement page](#), or information on our [new invoicing system here](#).

For queries on invoices, please contact our accounts payable team on:

- Email: InvoiceResolutionMailbox@originenergy.com.au
- Phone: 1300 857 804