

## United States – Xerox Technology

### Invoicing

#### **How do I bill Xerox?**

There are multiple ways that you can submit invoices to Xerox, whether electronic or paper. However, the preferred method is electronic. Please engage your purchasing representative to decide the appropriate method for your company.

#### **Where do I send my paper invoice?**

You may email invoices to [APIInvoices@xerox.com](mailto:APIInvoices@xerox.com) or mail the invoice to the PO Box indicated on your purchase order.

#### **What are the requirements for an invoice to be processed by Xerox?**

Invoice must reference:

- The correct Xerox legal entity name (the Bill To Xerox entity) and address (the Bill to address) as shown on the PO
- Supplier name and Supplier address as setup in Xerox's system
- A unique invoice number, no duplicate invoice number is allowed
- Date format- MM/DD/YY; no future date is allowed
- Description of good(s) and/or service(s)
- A valid Xerox PO number. PO number, PO lines, and currency on invoice must match the PO. An invoice must reference only one purchase order
- A total amount that agrees to the sum of the line amounts.

#### **What if my invoice is rejected?**

You will receive an invoice rejection notification (Notice of Return or NOR) either through email or mail. The NOR explains the reason for rejection. Once you have corrected the invoice, please resubmit the invoice to Accounts Payable.

### Payments

#### **How do I view the status of my payment?**

You may use our Vendor Invoice Information Tool ([VIIT](#)) to view the details of a scheduled or historical payments. Please have your 10-digit Supplier Number ready.

#### **I cannot find an invoice on VIIT. Who should I contact?**

If you are unable to locate an invoice, the invoice has either yet to be received by Xerox, or has not vouchered for payment. Please contact our Accounts Payable Customer Care team via [CustomerCare@xerox.com](mailto:CustomerCare@xerox.com).

#### **When will my payment be processed?**

Payment is released by Xerox once the agreed payment terms are reached. Please note that payment terms are calculated from the date a valid invoice is received by Xerox Accounts Payable.

#### **My invoice shows as paid but I didn't receive the funds. What should I do?**

It may take some time to receive the money after Xerox executes the payment, dependent on bank or mail processing time. Please contact our Accounts Payable Customer Care team via [CustomerCare@xerox.com](mailto:CustomerCare@xerox.com).

#### **How can I sign up to receive Electronic Funds Transfers (EFT) directly to my bank account?**

Complete the following form [54049](#) and send to [NAFSupplierMaintenance@xerox.com](mailto:NAFSupplierMaintenance@xerox.com).

#### **How do I ensure electronic payments issued to my company are securely and timely delivered?**

Please ensure you keep Xerox informed promptly when you have bank information updates by submitting a request to [NAFSupplierMaintenance@xerox.com](mailto:NAFSupplierMaintenance@xerox.com). Failing to notify Xerox of a change in your banking information will result in your payment being rejected and a delay in receiving payment.

#### **How can I request a proof of payment?**

You may refer to [VIIT](#) to reconcile the payment.

### US Tax FAQs

#### **Will I have to file a U.S. income tax return if I am a foreign vendor and complete an IRS Form W-8?**

The primary purpose of completing an IRS Tax form is to certify your status for tax purposes as a foreign or domestic vendor. Completing one of these forms does not create an obligation to file a U.S. income tax return. However, if you choose to complete Form W-8ECI based on your facts and circumstances, this indicates that you will file a U.S. income tax return.

**Can you please tell me which IRS W-8 form I should complete and/or help me complete the form?**

Xerox cannot assist you in choosing which form to complete or assist you in completing the form, as this would constitute providing tax advice. Please consult your in-house tax department or an outside tax advisor.

**I am a foreign vendor and I do not have a U.S. taxpayer identification number. Is this required?**

A U.S. taxpayer identification number is not required to certify your foreign status. However, if you wish to claim treaty benefits on U.S. source income, you must obtain a U.S. Employer Identification Number (EIN) by contacting the IRS.

**Can I fax or email Form W-8 or Form 8233 to you?**

The IRS does not permit Xerox to accept photocopies of Form W-8 or Form 8233. An original, wet-ink signature is required. Please submit your IRS Tax Form by mail to:

Xerox Corporation

Attn: Vendor Tax Compliance Team

800 Phillips Rd, MS 205-99Z

Webster, NY 14580

**Should I complete IRS Form W-9 with respect to my business or personal name?**

IRS Form W-9 should be completed with respect to the name you provide on Line 1 (i.e. choose the corresponding federal tax classification and provide the U.S. Taxpayer Identification Number that matches IRS records for this name). Form W-9 should mirror the Name and Taxpayer Identification Number provided on the U.S. tax return where you report your income from Xerox. You may provide a business name on Line 2, but it is not required. If you plan to only use your business name on your invoices to Xerox, please provide your business name on Line 2.

**I am using a U.S. disregarded limited liability company (LLC) and are unsure how I should complete the Form W-9?**

If you choose the federal tax classification individual/sole proprietor, this indicates that you report the income you receive from Xerox on your U.S. personal income tax return (i.e., IRS Form 1040). The Name on Line 1 and Taxpayer Identification Number should match the Name and Taxpayer Identification Number on your U.S. income tax return. If you choose the federal tax classification "limited liability company", you must select a tax classification (C=C Corporation, S=S Corporation, P=Partnership). This indicates that you report your income from Xerox on a separate U.S. income tax return for your business.

**Other FAQs**

**Where do I find the Xerox Vendor Invoice Information Tool (VIIT)?**

<https://viit.corp.xerox.com/viitWeb/>

**Can anyone within a vendor's company use the VIIT to check invoice payment status?**

Anyone within a supplier company can access VIIT to check payment status.

**How do I contact Xerox for Payables assistance?**

The Xerox Accounts Payable Customer Care Team may be contacted via [CustomerCare@xerox.com](mailto:CustomerCare@xerox.com)

**How do I contact the Xerox Buyer?**

Buyer contact information can be found on the first page of your Purchase Order.

**What do I need to provide upon inquiring for invoice status or any other Payables questions?**

A valid Xerox PO # and/or invoice #

**What should I do if I need to return/refund money to Xerox?**

Anytime you encounter any of the following situations:

- Duplicate Payment(s)
- Overpayment(s)
- Wrong Payment(s)
- Debit Balance(s)
- Returned Material(s)
- Other

You may return funds to Xerox via the following refund options:

1. Send a credit memo. (Only use if more invoices will be paid to your company within a short period of time.)
2. Send a check to:  
Xerox Corporation  
Accounts Payable  
800 Phillips Rd MS205-99Z  
Webster, NY 14580
3. Contact the Accounts Payable Customer Care team for further information on sending a wire transfer (deposit) to Xerox bank account.

**What happens if I have a net balance due?**

Until this is cleared or the balance has been absorbed, it will hold up pending payments to all divisions of your company.

**Can payment terms be changed?**

Payments are made in accordance with the Xerox Purchase Order. Any request for deviations from PO payment terms must be submitted to the Buyer listed on the Purchase Order for further action. *Note: Payment terms begin upon receipt of a valid invoice by Accounts Payable.*

**How do I inform Xerox if there is a change in my supplier record information?**

If you have changed your bank account information, address, company name or any other information previously provided, please contact us at [NAFSupplierMaintenance@xerox.com](mailto:NAFSupplierMaintenance@xerox.com).

**How do I contact Xerox if I have a query on a PO?**

If you have an inquiry regarding PO payment terms, PO amount, PO line amount or delivering address, you may contact the Xerox Requisitioner or Buyer listed on your PO.