

Supplier Factsheet – Purchase to Pay

Purchase Order - Invoicing - Payment

July 2026

This document is designed to assist our valued suppliers in understanding and successfully navigating our Purchase-to-Pay (P2P) process. By following these guidelines, you can ensure smoother end-to-end transactions and receive accurate and timely payments.

For additional information including business practices and standards, please visit the [Rio Tinto Supplier site](#).

For questions or concerns regarding Purchase Orders, Invoicing and Payments, please contact P2P.concierge@RioTinto.com.

Click on the sections for more information	
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Invoice Submission Summary	For our standard suppliers there are two ways to submit invoices depending on your level of enablement.
Manual Invoice and Credit Note Submission	The Key requirements for successful invoicing through invoices@riotinto.com and therefore payment on time, is having the correct format and following the correct submission process
Maintaining your Supplier details with Rio Tinto	It is key that all suppliers keep Rio Tinto up to date with all changes to their details within reasonable timeframe; to allow completion of all validation processed.
Purchase order, invoice and payment queries	For any purchase order, Invoice or payment related query, please contact P2P.concierge@RioTinto.com .

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Purchase Orders

Ensuring accurate and timely payment hinges on promptly receiving and managing Purchase Orders (POs). Whether you're an SAP Business Network (SBN) enabled supplier or receive POs via email, following these guidelines will streamline the process:

Verify Details: Upon receiving a PO, carefully review the order, including the critical information:

- Price
- Quantity (if applicable)
- Unit of measure (if applicable)
- Delivery cost (if applicable)
- Tax treatment

Ensure all align with what you'll be invoicing once the purchase is fulfilled. Neglecting this step may require additional actions during invoice processing.

Alignment Matters: Do not supply goods or services if the PO details are not aligned. It's crucial to avoid discrepancies that could lead to payment delays or complications.

Additional Services/Goods: If you're asked to include extra services or goods, make sure you have received either a change PO or a new PO before fulfilling the request.

SBN (Ariba) enabled suppliers

Confirm Orders in SBN: Always verify your Purchase Orders within the SBN platform before proceeding with fulfillment.

Submit Changes via SBN: If any modifications are needed, submit them through SBN.

Support and Training: For assistance with the PO process, refer to the [Rio Tinto Supplier – Transactional Platform site](#).

Invoice Submission

For our standard suppliers there are two ways to submit invoices depending on your level of enablement.

Note: Our purchase orders specify the invoice submission process that must be followed, and payment terms start from date of invoice submission.

SBN (Ariba) enabled suppliers: (e-Invoicing compliant)

Submit all invoices on the **"Confirmed"** Purchase Order through your SBN Account.

Timing: Submit invoices either upon service completion or goods delivery.

Additional Support: Detailed guidance and training can be found on the [Rio Tinto Supplier – Transactional Platform site](#).

Important: Do not send invoices directly to invoices@riotinto.com, as they will be automatically rejected due to incorrect submission

Non-SBN (Ariba) enabled suppliers: (Not compliant for e-invoicing requirements)

Submit all invoices via email to invoices@riotinto.com.

Note: The following suppliers should adhere to the specific invoice submission process outlined in their Contract or Purchase Order received from Rio Tinto:

- Legal suppliers
- Track-enabled suppliers
- Facturio-enabled suppliers
- Marine/Shipping suppliers
- Evaluated Receipt Settlement (ERS) suppliers

Remember that our PO's provide clear instructions on the invoice submission process, which should always be followed.

For requirements to successful invoicing to invoices@riotinto.com see our [invoice format and submission guidelines](#).

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Non-SBN (Ariba) enabled suppliers only

Note: This invoice submission method is not compliant with e-invoicing requirements. In countries where e-invoicing regulations have been adopted, scanned invoices are no longer accepted as a valid submission method.

The Key requirements for successful invoicing through invoices@riotinto.com and therefore payment on time, is having the correct format and following the correct submission process.

Invoice Format

Below are the requirements suppliers should follow when raising an invoice to Rio Tinto:

- ✓ **Clearly Reference the Valid Rio Tinto Purchase Order Number:** This helps streamline the invoicing process and ensures accurate tracking.
- ✓ **Alignment with Rio Tinto Entity:** Make sure your invoicing customer name aligns with the specific Rio Tinto entity to which the PO was originally submitted from.
- ✓ **Invoice Accuracy:** Invoice only for what was explicitly agreed upon in the PO. This includes details such as quantity, description, unit of measure, price, delivery date, delivery address, surcharges, and currency. Any deviations from the PO should be addressed separately.
- ✓ **Tax Transparency:** If applicable, provide a clear breakdown of taxes on the invoice. Include your tax identification (ID) for accurate tax reporting.
- ✓ **Shipping Documentation:** For goods invoices, ensure that the shipping documentation aligns with the details specified in the PO. This helps verify the receipt of goods and facilitates timely payment.

Invoice Submission

Below are the best practices suppliers should follow when submitting an invoice to invoices@riotinto.com:

- ✓ **One Invoice per PDF:** Consolidate all relevant invoice details into a single PDF file.
- ✓ **High-Quality Scanned Images:** Ensure that your scanned invoice is of good quality.
- ✓ **File Size Limit:** Keep in mind that the maximum document size per email is 200MB.
- ✓ **Timing Matters:** Submit your invoice only upon completion of the service or delivery of goods. This ensures accurate billing and avoids premature submissions.
- X **e-Invoicing Requirement:** Do not use this submission method of your country has e-invoicing requirements in place.
- X **Exclude Supporting Documents:** Unless specifically requested.
- X Avoid **Password Protection** and **Hyperlinks**:
- X **Non-Invoice Documents:** Be aware that non-invoice documents will be automatically rejected. Stick to genuine invoices to prevent any processing issues.
- ✓ **Submission Confirmation:** After submitting your invoice, expect a confirmation email indicating successful receipt. If you don't receive one, do not re-submit but follow up promptly with the P2P.Concierge@riotinto.com.

Invoice Rejections Notification: All invoice rejections related to P2P will be communicated via email to the Remittance Advice email address listed in your Supplier details with Rio Tinto. Please promptly review these emails and take appropriate action.

Credit Note Content and submission

In situations where a credit note is necessary, suppliers are advised to adhere to the following requirements when submitting a credit to invoices@riotinto.com:

- ✓ **Clearly State “Credit Note” or “Credit Memo”:** ensuring that the total amount is reflected as a negative value.
- ✓ **Include Invoice References:** Specify the invoice number(s) to which the credit note pertains. This helps streamline the reconciliation process and ensures accurate tracking.
- ✓ **Reference the Purchase Order (PO):** Clearly mention the relevant PO number and the specific PO line associated with the credit. This information assists in linking the credit note to the original transaction.
- ✓ **Provide a Clear Description:** Whenever possible, offer a concise description of the reason for the credit.

For SBN (Ariba) enabled suppliers, credit notes should be submitted through their SBN account.

For additional information including business practices and standards, please visit the [Rio Tinto Supplier site](#).
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Maintaining your Supplier details with Rio Tinto

It is key that all suppliers keep Rio Tinto up to date with all changes to their details within reasonable timeframe; to allow all validation processes to be completed.

To avoid delays in receiving purchase orders and payments, suppliers should ensure the following information remains up to date:

- Company Name
- Address
- Tax ID
- Bank details
- PO recipient email address
- Remittance and invoice query email address (used for invoice rejections)

The process for requesting changes to these details depends on whether you have registered your supplier master data details with Rio Tinto through SBN.

SBN enabled Suppliers

(for supplier master data)

If as a supplier you have already registered your details through SAP Business Network (SBN), then any company changes should be requested through SBN, to trigger changes within Rio Tinto's System.

Support and Training: For assistance with the detail changes, refer to the [Rio Tinto Supplier – Supplier Master Data Management site](#).

Non-SBN enabled Suppliers

(for supplier master data)

If company changes are required, please send the details of the current details, along with the details of what is changing to Rio Tinto as follows:

- **Contracted Suppliers** – Please contact your Rio Tinto Procurement Contract Owner
- **Non-contracted Suppliers** – Please contact P2P.concierge@riotinto.com.

To streamline your master data and give control of this back to you as the supplier through SBN, please visit the [Rio Tinto – Supplier master data management site](#) for information and contacts on how to register.

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Purchase order, invoice and payment queries

Contact P2P.concierge@RioTinto.com. You'll receive an automated acknowledgement from riotinto@service-now.com containing your PC reference number. To resolve queries faster, please follow the guidelines below.

Purchase order confirmations and changes – If you are enabled on SBN (Ariba), confirm orders and request changes to quantity, price or delivery date directly in SBN. This is faster and more reliable than emailing P2P Concierge. For guidance, please visit the [Rio Tinto Supplier – Transactional Platform site](#).

Invoice status queries – SBN (Ariba) enabled suppliers can view the status of all their invoices in SBN, which is quicker than emailing P2P Concierge. For guidance, please visit the [Rio Tinto Supplier – Transactional Platform site](#).

Do's

- ✓ **Do** provide clear and specific details - Clearly explain what your query is about, including any relevant context to help us assist you efficiently.
- ✓ **Do** ensure the email subject contains essential information - Include key details such as the invoice status or PO number in the subject line to help us route your query correctly.
- ✓ **Do** include all relevant details in the email body - Make sure your email contains necessary information like the invoice number, PO number, and any supporting documentation.
- ✓ **Do** provide lists of POs or invoices in text format - When submitting multiple items, include the list in plain text within the email or as a clearly formatted attachment.
- ✓ **Do** submit bulk invoice or statement requests in Excel format - For multiple invoice status or statement of account requests, use an Excel file that includes:
 - Invoice Reference
 - PO Number
 - Invoice Date
 - Invoice Amount
- ✓ **Do** respond using the reply function - Always reply directly to emails from P2P, which will come from riotinto@service-now.com
- ✓ **Do** provide feedback on the resolution - After your query is resolved, you'll receive a completion email. Click the "Take a Survey" button to share your feedback.
- ✓ **Do** follow up if the resolution is unsatisfactory - If your issue hasn't been fully resolved, reply to the resolution email with a clear explanation of your expectations.

Don'ts

- X **Do not** send separate emails for the same query - This creates multiple tickets (PC references) and delays resolution. Instead, continue the conversation within the original email thread and attach any additional information as needed.
- X **Do not** mark P2P Concierge in the "CC" field - Emails with P2P Concierge in CC are automatically filed and will not be actioned. Always send your query directly to the appropriate address.
- X **Do not** send invoices to P2P.concierge@riotinto.com - Invoices sent to this address will not be processed. Please follow the invoice submission instructions provided on your Rio Tinto Purchase Order.
- X **Do not** request invoice status updates before the due date - If the invoice is not yet due based on the payment terms from the date of receipt, please wait. Invoices submitted correctly will be paid according to the agreed terms.