

APAC Requisition-to-pay / Accounts Payable

Who we are?

Thermo Fisher Scientific manages Accounts Payable and Procure-to-Pay activities through a combination of the APAC Shared Service Center (SSC) in Manila, Philippines, and local Accounts Payable teams, depending on the country and legal entity. To ensure correct processing of invoices and inquiries, please refer to the appropriate contact details below based on your location.



Invoice Submission: Philippines, ANZ, Malaysia, Singapore & Thailand	PDF	<a href="mailto:invoices+APAC@thermofisher.coupahost.com">invoices+APAC@thermofisher.coupahost.com</a>
Invoice Submission: Japan, Taiwan & Dubai	PDF	Taiwan: <a href="mailto:invoices+TW@thermofisher.coupahost.com">invoices+TW@thermofisher.coupahost.com</a> Japan: <a href="mailto:invoices+JP@thermofisher.coupahost.com">invoices+JP@thermofisher.coupahost.com</a> Dubai: <a href="mailto:invoices+AE@thermofisher.coupahost.com">invoices+AE@thermofisher.coupahost.com</a>
Invoice & PO Inquiries: Philippines, ANZ, Malaysia, Singapore & Thailand		<a href="mailto:supplyconnectAPAC@thermofisher.com">supplyconnectAPAC@thermofisher.com</a>
Invoice & PO Inquiries: Japan, Taiwan & Dubai		Taiwan: <a href="mailto:LSGTWAP@thermofisher.com">LSGTWAP@thermofisher.com</a> Japan (LSG Group): <a href="mailto:jplsg-ap@thermofisher.com">jplsg-ap@thermofisher.com</a> Japan (AIG Group): <a href="mailto:jpyok-ap@thermo.com">jpyok-ap@thermo.com</a> Dubai: <a href="mailto:vendorquery.dubai@thermofisher.com">vendorquery.dubai@thermofisher.com</a>

Invoices Minimal Requirements

- Company Header (Name, address)
  - Invoice Number
  - Invoice Date
  - VAT registration number
  - PO Number or Requester Name
- Bill-To Address
  - Remit-to Address
  - Item /service description
  - Total amount
  - Currency

Invoices Submission Guidelines

- Please keep in mind that invoice submission should happen after corresponding supplier account is created in [Coupa Supplier Portal](#) - Please note you can only submit invoices through the CSP where you have a valid PO through Coupa (commencing CP-)
- Do not use the email address to submit invoices for queries as it is not monitored
- For inquiries, please contact the email address listed above corresponding to your country.
- All suppliers must send invoices directly to the email address above and not to individuals
- Only 1 invoice per PDF (only the first invoice is captured if multiple invoices are combined into one PDF)
- Multiple PDF (max 10 pdfs) can be attached to one email (as long as there is 1 pdf per invoice)
- Invoices must include the PO number where required, or Requestor name. Any text written in the subject or body of the email is not seen. Only the data on the PDF invoices is visible
- Alternatively, suppliers may upload invoices directly to the Coupa Supplier Portal, once the supplier is registered

APAC Requisition-To-Pay Services

(Requisition-to-Pay Services / Inquiry Management)

1st Point of contact	Requisition to Pay Services team: Philippines, ANZ, Malaysia, Singapore & Thailand  1st response SLA: 48 hours	<a href="mailto:supplyconnectAPAC@thermofisher.com">supplyconnectAPAC@thermofisher.com</a>
1st Point of contact	Requisition to Pay Services team: Japan, Taiwan & Dubai  1st response SLA: 48 hours	Taiwan: <a href="mailto:LSGTWAP@thermofisher.com">LSGTWAP@thermofisher.com</a> Japan (LSG Group): <a href="mailto:jplsg-ap@thermofisher.com">jplsg-ap@thermofisher.com</a> Japan (AIG Group): <a href="mailto:jpyok-ap@thermo.com">jpyok-ap@thermo.com</a> Dubai: <a href="mailto:vendorquery.dubai@thermofisher.com">vendorquery.dubai@thermofisher.com</a>