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Frequently-Asked Questions

Question	Answer
What are Illumina's standard payment terms?	Standard payment terms are Net 90 days.

How can payments be accelerated?	Illumina offers an additional solution to pay U.S. based suppliers with automated Visa card payments, called Payment Plus. We have authorized U.S. Bank to contact our suppliers and inform them about this program. If you wish to speak directly with an Illumina employee about this program, please contact Jeannette Cantu at jcantu@illumina.com
	
	    o This is a payment program only for US suppliers – paid in US currency.
	
	The benefits of this program to our suppliers include:
	
	    o Greatly accelerated payments and improved cash flow
	    o Increased efficiencies through elimination of paper-based processes
	    o Real-time notifications for each card payment
	    o Complete remittance detail to support efficient receivables postings

Is there specific information that my invoicing needs to contain in order to be processed efficiently?	• Each invoice submitted must contain a valid PO number
	    o Any and all invoices submitted without a valid PO number will automatically be rejected.
	    o Rejected invoices must be re-billed and re-submitted with a valid PO number.
	• Each invoice must bill the correct legal entity referenced on the PO.

Is there a specific format requirement for electronic invoice submission?	• All invoicing must be submitted in PDF format
	    o Only (1) invoice may be submitted per PDF attachment
	• All invoices are electronically read
	    o Invoicing that contains handwritten information will be rejected.
	    o All information contained on invoicing must be electronically printed.

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Where do I submit my invoicing for processing?	• US & Canada: US-Invoice-Process@illumina.com
	• EMEA: UK-Invoice-Process@illumina.com
	
	    o **The above email addresses are for invoice submissions only**
	    o **Inquiries sent to the above email addresses will not be answered**.

Where do I submit Statements of Account, or general inquiries regarding payment status, etc.?	• US & Canada: AccountsPayable@illumina.com • EMEA: apeurope@illumina.com
How do I know my invoice has been received?	When submitting to one of the Invoice Process email addresses – you will receive an automatic reply thanking you for your invoice.
Where/How do I submit Safety Data Sheets?	Suppliers/Contractors email Safety Data Sheets to: SDS@illumina.com