



North America Supplier Invoice Policy

Rev. 03-2026

Saint-Gobain North America has standardized its invoicing process to support sustainability and ensure timely payments. Please follow these guidelines to avoid delays or rejections.

1. Where to Send Invoices

Email all original invoices and credit memos to:

NA-APIInvoices@saint-gobain.com

- Do not send invoices directly to employees or facilities. You may copy an employee if needed.
- This inbox is for invoice submissions only and is not monitored for questions or other documents.
- Do **NOT** send invoices for services managed by third-party partners (e.g., legal, utilities, telecom, freight, leases, taxes) to this inbox.

2. How to Submit Invoices

- Attach each invoice or credit memo as a separate file (PDF, TIFF, or JPG) in a single email.
- Each file must have a unique name (e.g., invoice123.pdf).
- Do not use special characters like &, *, #, etc.
- Maximum email size: 15MB.
- Include backup documents in the same file as the invoice.
- Ensure all documents are clear and readable (avoid shading).
- Only one purchase order (PO) per invoice.
- Do **NOT** submit duplicate invoices, statements, or non-invoice documents.
- Do **NOT** submit multiple invoices in one PDF.
- Do **NOT** submit ERS invoices, handwritten, or manually altered invoices.
- Do **NOT** embed invoices in the email body.
- Do **NOT** submit invoices with no balance or those paid by credit card.

Non-compliant invoices will be rejected and must be corrected and resubmitted.

3. What to Include on Your Invoice

- Supplier legal name/DBA - as per W-9 (US) or W-8 (CA), and full address.
- Invoice date, unique invoice number, and credit memo identifier (if applicable).

- Saint-Gobain legal entity name and address (Sold-To).
 - For US invoices:
Legal entity name of billing site
20 Moores Road
Malvern, PA 19355
 - For CA invoices:
Legal entity name of billing site
2424 Lakeshore Road
Mississauga, ON L5J 1K4
- Ship-to address with 9-digit ZIP code (US) or 6-digit ZIP code (CA).
- Valid and current PO number (one per invoice) or requesting employee name (for non-PO invoices).
- Remittance address and electronic payment details (if applicable).
- Quantity, unit price, unit of measure, and description of material/service.
- Saint-Gobain part number (if applicable) and full PO line number.
- Bill of Lading or Packing List Number (for product deliveries).
- Line-item totals, breakdown of charges (freight, taxes, etc.), total amount, and currency.

4. Questions or Invoice Status

For questions about POs, pricing, delivery, or terms, contact your local Saint-Gobain Purchasing representative.

For payment status, resubmissions, or statements, email:

AskAP@saint-gobain.com

Include the following in your inquiry:

- Ship-to/service site address.
- Saint-Gobain legal entity.
- Invoice number, date, and amount.
- PO number or contact name.

FAQs (Highlights)

- **Can't meet policy?** → Contact your Saint-Gobain purchasing contact.
- **Rejected invoices?** → You'll be notified via email (ensure contact info is current).
- **What's an original PDF?** → Not a scanned copy; must be clear and readable.
- **ERS invoices?** → No invoice needed; payment based on PO and receipt match.
- **Past due invoices?** → Email AskAP@saint-gobain.com with invoice details.
- **Supplier info changes?** → Notify your purchasing contact.
- **Can't email invoices?** → Send a photo of the paper invoice to NA-APIInvoices@saint-gobain.com.