

APAC Frequently-Asked Questions

Question	Answer																							
<p>Is there a specific format requirement for electronic invoice submission?</p>	<ul style="list-style-type: none"> • All invoices must be submitted in PDF format <ul style="list-style-type: none"> ○ One (1) invoice one PDF ○ Multiple PDFs can be submitted in one email • All invoices are electronically read <ul style="list-style-type: none"> ○ Invoicing that contains handwritten information will be rejected. ○ All information contained on invoicing must be electronically printed. ○ Valid Purchase order number must be stated on the invoice if any. 																							
<p>Where do I submit my invoicing for processing?</p>	<ul style="list-style-type: none"> • Invoices must be submitted to the correct invoice mailbox to avoid delay in process. <ul style="list-style-type: none"> ○ Which invoice mailbox to be submit depend on the ILMN entity that invoice is billed to: <table border="1" data-bbox="472 802 1974 1362"> <thead> <tr> <th data-bbox="472 802 1327 846">Invoice Billed to entity:</th> <th data-bbox="1327 802 1974 846">Invoice submission mailbox</th> </tr> </thead> <tbody> <tr> <td data-bbox="472 846 1327 889">Illumina Australia Pty Ltd</td> <td data-bbox="1327 846 1974 889">AU-invoice-process@illumina.com</td> </tr> <tr> <td data-bbox="472 889 1327 933">Illumina China Scientific Co Ltd</td> <td data-bbox="1327 889 1974 933" rowspan="4">CN-invoice-process@illumina.com</td> </tr> <tr> <td data-bbox="472 933 1327 977">Illumina China Scientific Co Ltd, Beijing Branch</td> </tr> <tr> <td data-bbox="472 977 1327 1021">Illumina China Scientific Co Ltd, Guangzhou Branch</td> </tr> <tr> <td data-bbox="472 1021 1327 1065">Illumina Diagnostics (Shanghai) Co Ltd</td> </tr> <tr> <td data-bbox="472 1065 1327 1109">Illumina Hong Kong Ltd</td> <td data-bbox="1327 1065 1974 1109">HK-invoice-process@illumina.com</td> </tr> <tr> <td data-bbox="472 1109 1327 1153">Illumina India Biotechnology Private Limited</td> <td data-bbox="1327 1109 1974 1153">IN-invoice-process@illumina.com</td> </tr> <tr> <td data-bbox="472 1153 1327 1196">Illumina Korea Ltd</td> <td data-bbox="1327 1153 1974 1196">KR-invoice-process@illumina.com</td> </tr> <tr> <td data-bbox="472 1196 1327 1240">Illumina New Zealand Ltd</td> <td data-bbox="1327 1196 1974 1240">NZ-invoice-process@illumina.com</td> </tr> <tr> <td data-bbox="472 1240 1327 1284">Illumina KK</td> <td data-bbox="1327 1240 1974 1284">JP-Invoice-Process@illumina.com</td> </tr> <tr> <td data-bbox="472 1284 1327 1328">Illumina Taiwan Biotechnology Co Ltd</td> <td data-bbox="1327 1284 1974 1328">TW-invoice-process@illumina.com</td> </tr> <tr> <td data-bbox="472 1328 1327 1362">Illumina Singapore Pte Ltd</td> <td data-bbox="1327 1328 1974 1362">SG-invoice-process@illumina.com</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Noted that the invoice mailboxes are STRICTLY for invoice submission ONLY • Enquiries sent to invoice mailbox will not be answered. 	Invoice Billed to entity:	Invoice submission mailbox	Illumina Australia Pty Ltd	AU-invoice-process@illumina.com	Illumina China Scientific Co Ltd	CN-invoice-process@illumina.com	Illumina China Scientific Co Ltd, Beijing Branch	Illumina China Scientific Co Ltd, Guangzhou Branch	Illumina Diagnostics (Shanghai) Co Ltd	Illumina Hong Kong Ltd	HK-invoice-process@illumina.com	Illumina India Biotechnology Private Limited	IN-invoice-process@illumina.com	Illumina Korea Ltd	KR-invoice-process@illumina.com	Illumina New Zealand Ltd	NZ-invoice-process@illumina.com	Illumina KK	JP-Invoice-Process@illumina.com	Illumina Taiwan Biotechnology Co Ltd	TW-invoice-process@illumina.com	Illumina Singapore Pte Ltd	SG-invoice-process@illumina.com
Invoice Billed to entity:	Invoice submission mailbox																							
Illumina Australia Pty Ltd	AU-invoice-process@illumina.com																							
Illumina China Scientific Co Ltd	CN-invoice-process@illumina.com																							
Illumina China Scientific Co Ltd, Beijing Branch																								
Illumina China Scientific Co Ltd, Guangzhou Branch																								
Illumina Diagnostics (Shanghai) Co Ltd																								
Illumina Hong Kong Ltd	HK-invoice-process@illumina.com																							
Illumina India Biotechnology Private Limited	IN-invoice-process@illumina.com																							
Illumina Korea Ltd	KR-invoice-process@illumina.com																							
Illumina New Zealand Ltd	NZ-invoice-process@illumina.com																							
Illumina KK	JP-Invoice-Process@illumina.com																							
Illumina Taiwan Biotechnology Co Ltd	TW-invoice-process@illumina.com																							
Illumina Singapore Pte Ltd	SG-invoice-process@illumina.com																							

illumina[®]
APAC Frequently-Asked Questions

Where do I submit Statements of Account, or general inquiries related to invoice or payment status, etc.?	<ul style="list-style-type: none">• AccountsPayable_APAC@illumina.com
How do I know my invoice has been received?	Auto reply will be sent as an acknowledgement of the receipt upon submitting invoice to one of the Invoice Process mailbox