



## Red Hat Procurement

### Supplier information and requirements

This website contains information about Red Hat's (including its subsidiaries) Procurement and Accounts Payable policies and practices.

All suppliers are expected to review and comply with the information and guidelines provided on this website. If you have any questions, contact Red Hat at [procurement@redhat.com](mailto:procurement@redhat.com) unless otherwise noted below. Red Hat will not accept unsolicited forms.

#### 1. Purchase order requirements

A Purchase Order ("PO") is required from Red Hat for all goods and services. Do NOT ship goods or perform any services until you have received a PO from the Red Hat Procurement office.

#### 2. Shipping instructions

Red Hat requires its suppliers to comply with all legal and regulatory requirements, and certain Red Hat operational requirements, when shipping goods to Red Hat globally. If it is agreed by Red Hat's Procurement that Red Hat will be the Importer of Record for the goods, Supplier must accept and comply with all requirements described in Red Hat's specific Supplier Shipping Instructions.

Whether Red Hat is the Importer of Record for the goods or not, an itemized packing list must accompany each shipment and include:

- A. An authorized Red Hat PO number;
- B. A description of goods in line item format with corresponding quantities and prices, or a detailed description of the services performed with corresponding service rates. An itemized description of goods with quantities, unit values, country of manufacturer, and harmonized tariff number and a detailed description of the services performed with corresponding service rates.

Shipper labels must also include the Red Hat PO number and the intended recipient's name at the ship to location.



### 3. Invoice and payment

Invoices should be submitted only for the goods and/or services/goods actually provided over the invoiced time period, regardless of the amount stated on the PO document. Authorized changes to a PO must be obtained in advance, in writing.

All invoices should:

- A. Be sent to the "Bill-to" address noted on the Red Hat PO;
- B. Have the Red Hat PO number on the invoice;
- C. Include a description of goods in line item format with corresponding quantities and prices and/or a detailed description of the services performed with corresponding service rates. Information and supplier name should match the information presented on the PO. Failure to provide invoices in this manner may delay payments;
- D. List any specific taxes with a proper breakdown between taxable and non-taxables goods and/or services;
- E. Have the supplier tax ID number (e.g. VAT number) on the invoice;
- F. Be for goods or services that have already been delivered; any other invoices will not be considered to be valid invoices;
- G. Be sent to the allocated email address in Section 4 hereof.

### 4. Accounts payable contact information

All invoices and any questions concerning Red Hat accounts payable procedures should be submitted to Accounts Payable at:

- Korea: [ap-kr@redhat.com](mailto:ap-kr@redhat.com)
- China and Hong Kong: [gcg-ap@redhat.com](mailto:gcg-ap@redhat.com)
- Japan: [japan-ap@redhat.com](mailto:japan-ap@redhat.com)
- Mexico: [mexico-ap@redhat.com](mailto:mexico-ap@redhat.com)
- Colombia: [colombia-ap@redhat.com](mailto:colombia-ap@redhat.com)
- Chile: [chile-ap@redhat.com](mailto:chile-ap@redhat.com)
- Argentina: [argentina-ap@redhat.com](mailto:argentina-ap@redhat.com)
- Brazil: [brasil-ap@redhat.com](mailto:brasil-ap@redhat.com)
- All other countries: [ap@redhat.com](mailto:ap@redhat.com)



## 5. Supplier Code of Conduct

Red Hat strives to obtain lower costs in all business operation areas while requiring the highest level of business integrity in its dealing with suppliers. This standard requires that all suppliers, and the Red Hat employees who work with them, should endeavor to deal honestly, ethically, and fairly in these relationships. Compliance with our Supplier Code of Conduct is critical to our company.

To ensure the integrity of our supplier relationships, all Red Hat suppliers are expected to acknowledge their agreement with our Supplier Code of Conduct and to apply this Code in all dealings with Red Hat.

Failure to sign and return the Supplier Code of Conduct certification may result in the supplier's disqualification from providing future goods or services.

"Supplier" means any company, corporation, or other entity that sells or seeks to sell goods or services to Red Hat.

- Supplier [Code of Conduct](#)
- Supplier [Code of Conduct \(Japanese translation\)](#) [PDF]