

To ensure timely and accurate remittance, all invoices submitted to M&T for payment must be sent electronically and include the following required fields:

1. Purchase Order Number
2. Invoice Number (duplicate Invoice Numbers will be rejected)
3. Invoice Date (must be post Purchase Order Date)
4. Bill to Information (e.g., John Smith – M&T)
5. Ship To address (if applicable)
6. Itemized description of service rendered and/or goods delivered
 - a. Tax, Shipping, and reimbursable expenses are separate line items
 - b. Quantity of products and/or services (if applicable)
7. Amount Due (incl. stated form of currency)
8. Remit To company name and address

An up-to-date W-9 needs to be on file with M&T prior to any order. Invoices must match the W-9 on file, with matching Company Name and Address on file for processing.

All information on the invoice must match the details on the Purchase Order for processing. Invoices should be submitted independently through M&T's invoice application (Ariba). Invoices submitted in combination with other invoices in a single file or submission risk nonpayment or rejection.

Below please find an exemplary invoice highlighting numerically each of the foregoing requirements and Answers to Frequently Asked Questions.

Example

Company Name

Street Address
City, ST ZIP Code
Phone: Phone Fax: Fax

4 BILL TO:
 Recipient Name
 Company Name
 Street Address
 City, ST ZIP Code
 Phone: Phone

5 SHIP TO:
 Recipient Name
 Company Name
 Street Address
 City, ST ZIP Code
 Phone: Phone

INVOICE

1 P.O. NUMBER: PO100
2 INVOICE NUMBER: 123456
3 INVOICE DATE: 1/1/2024

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
		SUBTOTAL	
		SALES TAX	
		SHIPPING & HANDLING	
		7 TOTAL DUE	

8 Payment Method to Company Name and Address
If you have any questions concerning this invoice, contact Name, Phone, Email

THANK YOU FOR YOUR BUSINESS!

How can I ensure that my invoices meet M&T's Invoice Requirements for timely payment?

For timely payment, suppliers should receive a valid Purchase Order (PO) from M&T Bank before supplying goods or services. All Invoices MUST reference the specific M&T PO number that begins with "PO" and meet all invoice requirements. Invoices that do not contain a valid M&T PO will be rejected.

What should I do if I have questions or discrepancies regarding a purchase order or invoice?

If you have questions or discrepancies regarding a purchase order or invoice, it's important to contact the M&T Bank employee who requested the goods or services. They will be able to assist you in resolving any issues or providing clarification.

Where can I find more information or assistance regarding the Invoice Requirements?

For more information or assistance related to the Invoice Requirements, you may contact M&T Bank's Procurement department at suppliermailbox@mtb.com. If you have specific questions or concerns, it's advisable to reach out to your designated M&T Bank contact or the employee who initiated the procurement.

I am trying to submit an invoice, but I don't know my Purchase Order Number.

Contact the M&T Employee that you are working with, and they will be able to provide your Purchase Order Number.

I am not a supplier to M&T Bank, but instead a supplier to one of its affiliates. Do these requirements apply to me?

Yes. If you are a supplier to Wilmington Trust Company, WTNA, Leaf Commercial Capital, M&T Realty Capital Corporation, or one of the several other companies within the M&T Bank Corporation holding company, these invoice requirements apply to you.

How can I send my invoices to M&T Bank for processing?

M&T leverages an automated invoice submission tool via our 3rd party invoice application (Ariba). To submit an invoice using this automated tool, suppliers will have to pre-register through the Ariba Network. [Click](#) to get started if you are not already registered. Suppliers who cannot register to submit invoices through the Ariba Network should contact M&T at suppliermailbox@mtb.com. With approval by M&T, an alternative invoice submission process can be accommodated by submitting PDF invoices by email to [Accounts Payable](#) with a copy to your M&T contact. However, invoices not submitted through the Ariba Network risk rejection or delayed payment.

Are there fees associated with using your Third-Party invoicing application?

Enterprise Accounts are subject to Ariba fees depending on the transaction volume across your entire customer base. Customers are made aware of the potential fees when they create or upgrade to an Ariba Enterprise account. Please refer to the following documents for more information. A standard account does not have fees but has fewer capabilities.

[Ariba Fee Structure](#)

[How to Downgrade My Fully Enabled Account to a Standard Account](#)

[How to Contact Business Network Customer Support as a Supplier](#)

[How to Create a Standard Account](#)

[M&T Supplier Registration Site](#)

How do I Reset My Ariba Account Password?

If your SAP Ariba password is not working or if you forget your password, complete the following steps:

- a. Click Password on the Login Page
- b. Click Continue
- c. Enter your username or email address in the Username or Email Address Field and click Submit
- d. Click the link in the Password Reset Email and follow the steps to change the password.

How do I Contact Ariba Support?

Complete the following steps to contact Ariba support:

- a. Click the question mark symbol (?) in the top right corner of the Ariba page
- b. Click on Support.
- c. Click the Contact Us tab
- d. Type your issue in the text field.
- e. Answer the 3-4 questions and then click the blue Submit a Case button that appears
- f. Fill out the fields and Ariba Support will contact you by email or phone