



## Invoice Submission Guidelines

This standard process was developed so that Nawah can efficiently and accurately provide payment to the supplier and meet relevant legislative requirements. All invoices must meet these guidelines and requirements.

### **General Invoice Requirements:**

1. Invoices should be submitted in accordance with the terms of payment clause in purchase order (PO).
2. Submitted goods and services' invoices should be based on an approved PO.
3. All the information listed below should be included in the invoice.
  - a. **Invoice Number and Date**
  - b. **Supplier Name**
  - c. **Bank details:** Details on invoice must match those held on file by Nawah – If changed then contact your Team - Ariba <team-ariba@enec.gov.ae> to change the bank details on the supplier profile.
  - d. **Value Added Tax (VAT):** Invoices with VAT tax applicable must have both the supplier address and tax registration number clearly displayed on the invoice
    - Local Supplier(s): Total price 5% VAT will be applied on the invoice.
    - International Supplier(s): Not Applicable.
  - e. **Purchase Order Number**– including associated PO line-item number(s)

### **Ariba Invoice Submission (PO – Material & Services):**

Ariba Invoice Submission, please visit

[nawah.ae/docs/default-source/nawah-psc-library/ariba-invoice-submission-\(po-goods\\_service\)-registered-supplier-guide-\(rev-20\).pdf?sfvrsn=845ed654\\_0](http://nawah.ae/docs/default-source/nawah-psc-library/ariba-invoice-submission-(po-goods_service)-registered-supplier-guide-(rev-20).pdf?sfvrsn=845ed654_0)

### **Fieldglass Invoice Submission:**

Fieldglass Invoice Submission, please visit

[nawah.ae/docs/default-source/nawah-psc-library/fieldglass-invoice-submission\\_sap-fieldglass-supplier-transactional-guide\\_v1.pdf?sfvrsn=6f1b06fa\\_0](http://nawah.ae/docs/default-source/nawah-psc-library/fieldglass-invoice-submission_sap-fieldglass-supplier-transactional-guide_v1.pdf?sfvrsn=6f1b06fa_0)

### **Manual Invoice Submission**

a. Manuel Invoice Submission, please visit

[nawah.ae/docs/default-source/nawah-psc-library/manual-invoice-submission\\_introduction-on-robotic-invoice-processing-guideline-for-invoice-submission\\_v0.pdf?sfvrsn=a1b2c5b\\_0](http://nawah.ae/docs/default-source/nawah-psc-library/manual-invoice-submission_introduction-on-robotic-invoice-processing-guideline-for-invoice-submission_v0.pdf?sfvrsn=a1b2c5b_0)

b. The Supplier shall submit invoices in (a) one (1) original, clearly stamped 'Original' and (b) one copy electronically submitted, and any queries thereof to the following address:

NAWAH ENERGY COMPANY PJSC

Attention: Accounts Payable

Nawah HQ, Block B, Masdar City,

P.O. Box 112040, Abu Dhabi,

United Arab Emirates

Email: Invoices@nawah.ae, fna-accountspayable@nawah.ae

c. Outline Agreement Requirements:

- Agreement number and the title and name of the secondees shall be provided (if applicable)
- Clearly state for which payments are required; each Call Off PO must have a separate invoice.
- Be based on the rates applicable in the Call Off and mention the Call Off no.
- Separate invoices will have to be issued for (i) Monthly Rates and (ii) One-Off Lump Sums and Non-Recurring Costs.



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- be supported by all necessary documentation to enable the Customer to review and accept them, including but not limited to Call Off, time sheets and Service Entry Sheet duly approved by Customer's authorized representative i.e. End User

If an invoice does not meet the below criteria, it will not be processed and will be rejected and returned to the supplier, outlining the reason for rejection and any actions that need to be taken. Rejected invoices need to be corrected and resubmitted for payment.

### **Invoice Disputes:**

- Disputed Invoices will be communicated to the supplier by either Nawah Representative or Accounts Payable via email.
- The dispute reason will be communicated, and the invoice will remain unpaid.
- A disputed invoice can be resolved by communicating missing information required to resolve the dispute, reissuing the invoice with updated information, crediting the full or partial invoice or cancelling the invoice from the system.
- The dispute resolution outcome must be communicated to your Nawah Representative or Accounts Payable via email.
- A disputed invoice which is resolved at later date in time may or will have the invoice date updated to the date of resolution and payment terms will recalculate from this point accordingly.

### **Credit Adjustments:**

All credit adjustments must reference the applicable Purchase Order Number, Contract Number and relevant invoice number.

#	Problem	Contact	Remarks
1	Ariba Support	Team - Ariba <team-ariba@enec.gov.ae>	Support request email should be sent to both email address at the same time and the subject should not have RE: FW:
		iServices <iservices@enec.gov.ae>	
2	Password Reset	Team - Ariba <team-ariba@enec.gov.ae>	Support request email should be sent to both email address at the same time and the subject should not have RE: FW:
		iServices <iservices@enec.gov.ae>	
3	Invoice Submittal	Team - Ariba <team-ariba@enec.gov.ae>	Support request email should be sent to both email address at the same time and the subject should not have RE: FW:
		iServices <iservices@enec.gov.ae>	
4	Disputed Invoices Matter	FNA-Accounts Payable <payables@nawah.ae>	



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### Frequently Asked Questions:

**Can I indicate the Purchase Order number on the email or supporting document, and not on the invoice?**

No. A valid Purchase Order number must always be indicated on the face of the invoice. A handwritten Purchase Order number on the invoice is acceptable.

**Can I submit a statement for processing?**

No. Nawah will only accept valid invoices for processing. If you only have a summary statement available to be paid, please contact your Nawah representative.

**Can I submit an invoice with future date?**

No. All invoices must be current or past dated.

**Can I submit an invoice for Fieldglass timesheets?**

No. The system automatically creates an invoice and sends it to Nawah' SAP for payment processing. This feature cannot be disabled.

All reference documents can be accessed via the link below.

<https://www.nawah.ae/procurement/supplier-library>