

# **ADIB Invoice Submission Guidelines – Supplier's Guide**

# Invoice Submission

## A guide for ADIB's suppliers

### Overview

ADIB endeavors to process and pay valid invoices received from suppliers within our contractually committed payment terms or within our standard payment terms of 30 days from date of valid invoice in the absence of any formally agreed contractual payment terms.

In order to help us achieve our aim, we need the help of our suppliers to raise and submit invoices containing correct information / references and in a manner aligned to our processes, so that we can then process the invoice for checking and approval in a timely and efficient manner. Invoices that do not contain the correct information / references and that are submitted outside of our processes (outlined below) are liable to be returned to you, or require additional effort and investigation, which can easily be avoided by adhering to the process outlined below.

The intention of this guide is to provide effective guidance to suppliers on our invoice payment process in order to enable our suppliers to help us to prevent any avoidable delays in processing their valid invoices.

### 1. Data required on ALL invoices

A valid invoice is one which:-

- Is submitted in accordance with the agreed pricing and on the agreed dates / milestones, based on any formal purchase order, contract or call-off schedule provided by ADIB.
- Is made out to the correct ADIB legal entity as per the order, contract etc...
- Clearly displays a unique invoice number.
- Clearly states the currency of the invoice amount. The currency should be the same as that agreed on the purchase order or contract.
- Shows Sales Tax, where applicable, and which must be at the correct rates, and must be clearly shown.
- Must bear the appropriate data required locally in order to make it a legally compliant tax document, where applicable (e.g. company name / VAT identification / Registration number / Trade License number).
- Is NOT generated or dated earlier to accelerate payment.
- Must quote an ADIB provided customer reference number (P.O. reference number, contract reference number) in order to assist with order or contract matching and approval.
- Must clearly show your company's full name (i.e. the correct legal entity name) and address.
- Must clearly show your company's bank account details (account name, account number, bank name, and swift code, IBAN, correspondence bank if applicable).
- Must be stamped with the company stamp and signed by the authorized signatory.
- The payment term will be those agreed in the contract, purchase order, or in the absence of any formal order or contract, the payment terms will be ADIB standard payment terms which are 30 days from date of a valid invoice.

### 2. Invoices relating to formal ADIB Purchase Orders

A valid invoice relating to a purchase order should:-

- Clearly state ADIB Purchase Order number – Taken from ADIB's formal Purchase Order generated from ADIB Purchase Order system.
- Invoice lines should match the purchase order lines. Do not bundle multiple order lines to create a single invoice line.
- Unit prices on the invoice should equal the relevant unit prices quoted on the purchase order. In the event that you don't agree with any price shown on a purchase order received from ADIB, the pricing should be discussed with the relevant buying / purchasing department prior to any invoice being raised.
- NOT contain additional items NOT quoted on the purchase order (e.g. do not add delivery charges or post and packing if these have not been agreed with ADIB in advance).
- NOT cover more than one purchase order, unless specifically agreed with the bank in advance.

### 3. Invoices relating to formal ADIB Contracts

Where ADIB has entered into a formal contract (including any schedules or statement of works thereto) with your company and provides a formal contract ID / Reference, then the following procedures should be followed in addition to those set in section 1 above:-

- Quote the formal Contract ID / Reference number provided by ADIB.
- Invoice lines must match the items agreed in the contract.
- Prices must match that agreed in the contract for the appropriate payment / milestone / installment date.
- Additional items NOT quoted in the contract should not be added to the invoice (e.g. do not add expenses, delivery charges, etc... if these have not been specifically agreed with ADIB in advance within the relevant contract).
- Invoices should not cover more than one contract.

### 4. Invoices Not relating to a formal Purchase Order or Contract

In the event that there is no formal Purchase Order or Contract, you need to be entirely satisfied that the request for goods / services by ADIB has come from a duly authorized individual who is entitled to commit to external spend. Any invoice raised under such circumstances should contain:-

- ADIB reference number – this may be an ADIB staff email address. This should be shown on the invoice as customer order number or customer reference number.
- Invoice lines should be sufficient to explain what the goods / services being invoiced for are, and what time period / date of supply it covers.
- Prices on the invoice must agree with those agreed with ADIB at the time of accepting to supply.

### 5. Supporting material

In a number of instances, invoices may be supported by additional material, such as a detailed breakdown of the components, inventory or consumption that makes up the summary values shown on the invoices. Such summary details should be provided to the relevant ADIB business area / department that manage the service delivery with you, and that will be validating the details on such supporting material. Such details should reference the invoice that they relate to.

### 6. Consolidated Invoicing

Generating and posting lots of paper invoices on a regular frequency, especially where each is of a relatively low value, can be time consuming and costly for you (including stationary and postage costs), and also drives resources within ADIB to process those volumes. ADIB is keen to establish ways of improving the process for both you and us, reducing the paper volumes through invoice consolidation leading to a more efficient end to end invoicing to payment process that is also good for the environment.

### 7. Payment methods

The most efficient and reliable method for us to settle your invoices is through payment directly into your specified bank account, even better to your ADIB bank account if possible.

Requiring payments by cheque is discouraged and is on an exceptional basis as it brings additional processing efforts and costs.

### 8. Credit Notes

Where credit notes are issued to ADIB by your company, these should clearly reference the Purchase Order / Contract ID and where applicable the invoice to which they relate.

Where a credit note is issued in respect of a payment already made, ADIB will seek a payment by cheque from your company if there are no payments due to your company by ADIB in the next 30 days against which we can offset the full value of the credit note. Such cheque must be made out to the correct ADIB legal entity.

**9. Queries**

Queries on the status of invoices for payment should be made to the relevant ADIB business area / department that manage the service delivery with you. Queries on the status of invoices for payment made to ADIB Payment team should be limited to the cases where the relevant ADIB business area / department has confirmed back to you that the invoice has been forwarded to ADIB FCD Payment team for processing the payment.

Queries should be made only in respect of invoices becoming overdue based on the agreed payment terms between ADIB and your company. Avoid making queries relating to invoices that have only recently been submitted and remain within the invoice payment period.

Invoices or Credit Notes that do not meet the criteria in sections 1 – 4 above may be returned to your company to seek clarification. Please help us to help you by providing a complete and valid invoice in the first instance.