

Procure to Pay

Perfect Invoice Guidelines

United Arab Emirates, Kingdom of Saudi Arabia, Bahrain,
Kuwait, Yemen, Qatar and Oman

How to Get your Invoices Paid On Time

- Commence work only once you have **received a valid Purchase Order**
- Send **compliant invoices** that adheres to Unilever's invoicing requirements. *(Refer page 4 –Unilever Invoicing requirements)*
- **Provide documents** to fully support your invoice claim.
- Ensure that the **bank account (including SWIFT and IBAN)** details are rightly mentioned on the invoice.
- Ensure that the invoice **complies with the our country's fiscal / legal requirements.**
- Invoice should be **Commercial** and not Proforma invoice, and should have **unique** invoice number.
- Ensure you **do not consolidate multiple Purchase Order** lines into 1 line on the invoice (Example, if the PO has service rate on line 1 and expenses on line 2 do not consolidate them as one entry on the invoice).
- Ensure additional costs like **freight costs** are clearly mentioned on Invoice in separate line.
- Submit the invoice **within 7 days** of delivery of the goods / service.
- In case of **change in your contacts/ Address/ Bank Details** please mark your buyer in copy and send an email to our HELPDESK stating the changed information. This will enable us to change our records and does not cause delay in Payment to your invoices. *(Refer page 2 for information on Helpdesk)*
- It is helpful to mention the **name of the Unilever Buyer** on the invoice.
- Ensure invoice **print quality** is reasonably good and readable.

Invoice Submission:

All hard copy of invoices together with the supporting documents should be submitted via courier to the billing the entity and address mentioned on the Purchase Order. For 3 legal entities, invoices may also be sent by email (Accountspayable.UHD@unilever.com)–Unilever Gulf Free Zone Establishment, Seven Gulf Free Zone Company, Unilever Trading LLC.

Important things to remember:

- If you have not received a valid Purchase Order number starting with DO, MO or 45, **please inform your Unilever contact person. Invoices without Purchase Order reference would be rejected.**
- Only raise your invoice only once you have the valid Purchase Order and delivered the good/service (unless partial/staged invoices have been agreed). Unilever follows **strict No PO No Pay policy** which precludes us from paying any invoice without a formal Purchase Order (PO/DO) issued for our suppliers first. Invoice date should be after the PO/ DO date.
- Please ensure any **previously agreed changes** to the PO are reflected in your invoice.
- Indicate the Purchase Order on the **front page** of the invoice. It may also be referred to as Direct Order (DO) number.

HELPDESK CONTACT DETAILS

Country	Phone Number	Email ID
KSA	08008448533	Finance.AP.SA@unilever.com
UAE	080004440831	Finance.AP.AE@unilever.com
Bahrain	97316548906	Finance.AP.BH@unilever.com
Kuwait	27-218-311-971	Finance.AP.KW@unilever.com
Yemen	27-218-311-971	Finance.AP.YE@unilever.com
Qatar	27-218-311-971	Finance.AP.QA@unilever.com
Oman	0-80077656	Finance.AP.OM@unilever.com

Notes :

Ensure the invoice is made out to the **correct Unilever Business Unit** and sent to the correct invoicing address which is outlined in the Purchase Order.

- Ensure that the product/service you deliver **matches** the Purchase Order specifications (quantity, price, etc.)
- Ensure your invoice is in the **same metrics & denomination as quoted on the Purchase Order**. For e.g. If the order is in kg then the invoice should be in kg, if currency is EUR then the invoice should be in EUR.
- Please ensure any previously agreed changes to the Purchase Order are reflected in your invoice.
- If a **credit note is required**, please ensure it **contains the necessary invoice & Purchase Order number**.

Notes:

Interpreting Unilever's Purchase Order

UNILEVER PURCHASE ORDER

Order No. **DO 1234567** : <Purchase Order Title>

Supplier

Ship To:
Unilever Delivery Address

Bill To:
Unilever Invoice Address

Important: Terms & conditions as agreed between the parties. Invoice requirements: invoices should contain a Unilever contact name and/or cost centre number, your VAT registration number, the relevant Unilever entity VAT registration number and your Bank account details.

Item	Description	Part number	Unit	Qty	Delivery Date	Unit Price	Extended Amount
1	<Line item description>		Each	0	None	0.00 EUR	0.00 EUR
ABCHDEFGH							
Deliver to individual:							
						Total Value (excluding taxes)	0.00 EUR

You must quote the Purchase Order number on the relevant invoice

Please ensure the address is correct on your Invoice

This is the address for delivery of goods / services, Not the invoice Address

Please ensure the currency on your invoice matches the purchases order

Please ensure the total is correct minus VAT