



# **Services External Supplier Invoice Submission Guidelines Time and Expenses and Fixed Priced Projects V1 13.12.16**

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## Document History

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Comments:

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## 1. Overview

Because a clear and complete supplier invoice helps to ensure timely payment, Temenos has reviewed how external suppliers submit their invoices to Temenos for payment for all services external supplier invoices.

These guidelines are for:

- Services external consultant's time and expenses
- Services Fixed Priced PO's, where the expenses are billable to Temenos

Below are the listed guidelines and steps that all suppliers submitting the above invoices to Temenos must adhere to.

## 2. Invoice Submissions for Time and Expenses Engagements

In the event of a resource being subcontracted on a time and material basis, Temenos will issue a Purchase Order detailing separate line items for the fees and expenses. Please ensure that separate invoices for each line item is submitted to ensure that it is clear to which line item the invoice refers. For an expenses invoice with multiple expenses types, please list each expense on an individual line (for travel, accommodation, visa expenses etc. – as per the OIE lines). If the process is not followed, the submitted invoice will be rejected back to the supplier and the supplier will need to resubmit the corrected invoice.

## 3. Mandatory Information Required on the Invoice for Time or Expenses

Below information is mandatory to be included in the invoice sent to Temenos. Missing any one of these will result in the invoice not being processed by Temenos and may result in the invoice being rejected or may be subject to late or non-payment of your invoices. The requested information is available on the Temenos PO with the exception of a new requirement for you to state the services being delivered is a "Services Engagement".

- Invoices must be made out to the Temenos subsidiary named on the bottom of the PO
- Bill to Address (this is the Temenos address as shown in the PO)
- Purchase Order Number
- Services Delivered: You **must** stipulate this is a **services engagement**, we recommended this to appear next to the purchase order number
- Project code
- Name of the contractor/s
- Invoice Period
- Number of days with rate clearly mentioned for the period of the named contractor for the labour invoice
- VAT registration number
- Screenshots of approved timesheets .Timecards must be submitted on a weekly basis and approved by the project manager before an invoice is submitted.
- OIE Number (this is the Oracle Expenses Number) mentioned in the expenses invoice and proof of receipts to be attached (Expenses must be submitted using the Temenos eBusiness Suite and should then be invoiced as normal with copies of all the receipts)
- Invoices should be received by Temenos a minimum of 30 days after the work was delivered; late invoices will cause late payments.

**Note:** For each PO a separate invoice must be issued, the bundling of PO's on a submitted invoice will be automatically rejected



## 4. Examples of Resource Time & Expense Invoice

### 4.1 Services rendered on T&M basis: Labour Invoice



INVOICE Sample format\_T&M.pdf

### 4.2 Expenses invoice



INVOICE Sample format\_Expenses.pdf

## 5. Invoice Submissions for Fixed Price Engagements with Expenses billable

If the agreement is to supply a deliverable on a fixed price basis or a milestone basis, the mandatory information required on the supplier invoice is listed below. This includes the information required if the expenses incurred by the external company are billable to Temenos. Separate invoices for the Fixed Price/Milestone payment and the expense must be submitted. Non adherence will result in the invoice being rejected.

Below information is mandatory to be included in the invoice sent to Temenos. Missing any one of these will result in the invoice not being processed by Temenos and may result in the invoice being rejected or may be subject to late or non-payment of your invoices:

- Invoices must be made out to the Temenos subsidiary named on the bottom of the PO
- Bill to Address (this is the Temenos address as shown in the PO)
- Purchase Order Number
- Services Delivered: You **must** stipulate this is a **services engagement**, we recommended this to appear next to the purchase order number
- Project code
- Invoice Period
- Milestone that has been reached (this must reconcile to a milestone payment in the contract)
- Sign off Document from client or Temenos PM that milestone has been reached
- OIE Number (this is the Oracle Expenses Number) mentioned in the expenses invoice and proof of receipts to be attached (Expenses must be submitted using the eBusiness Suite and should then be invoiced as normal with copies of all the receipts)
- Invoices should be received within 30 days of the Milestone or as stated in the contract; within 30 days of expense incurred, late invoices will cause late payments.

**Note:** For each PO a separate invoice must be issued, the bundling of PO's on a submitted invoice will be automatically rejected



## Example of Invoices

### 5.1 Services rendered on Milestone basis



INVOICE Sample format\_Milestone.pdf

### 5.2 Services rendered on Fixed Rate basis



INVOICE Sample format\_FP.pdf