

1 Frequently Asked Questions (FAQ): Oracle iSupplier – Invoice Process

1.1 Purpose:

- This “FAQ for iSupplier” document enhances Finance Division customer service, reduces the time it takes to resolve issues and improves the efficiency and the effectiveness of “Procure to Pay” cycle which will enable us to process all invoice payments on a timely way. Hence, it will increase supplier satisfaction and strengthen the internal controls.

1.2 Scope:

- The “FAQ for iSupplier” document answers most of the queries and clarification from suppliers relating to Electronic Invoicing System through iSupplier Portal.

1.3 Definitions:

- **iSupplier:** It’s an enterprise application that structures all supplier communication through a secure internet-based portal.
- **Procure to Pay:** It’s a term used to describe a system that connects all of the steps of a procurement process, from the approval to buy goods/services to the eventual payment transaction.

1.4 Abbreviations:

PO	Purchase Order	FAQ	Frequently Asked Question
SPO	Service Purchase Order	KPI	Key Performance Indicator
GRN	Goods Received Note		

ADNOC Distribution

Frequently Asked Questions - Invoices




Finance Division

APD

Revision No. 1

FDP-2018-8

<i>No.</i>	<i>Query/Question</i>	<i>Answer</i>
1.	iSupplier Registration (User Login ID)	If the vendor does not have the "User Login ID" and "Password" to login into iSupplier application, then please contact the "Commercial Registrar". Refer to below "Support Contact" details.
2.	Contractor/Supplier with agreement (without PO)	PO or SPO and GRN must be existing in iSupplier application in order the supplier to create the vendor invoice in iSupplier application. Both steps MUST be done by ADNOC Distribution staff (End User) in advance before the supplier is able to create vendor invoice in the system. Note, if PO or SPO or GRN not available in the system, then please contact the ADNOC Distribution "End User".
3.	iSupplier Manual & Presentation	It is uploaded into the "ADNOC Distribution" website under "Supplier Page". https://www.adnocdistribution.ae/en/information/suppliers/
4.	Partial invoicing	It is an available option to the vendor. Refer to the user manual.
5.	Wrong invoice/errors	Any invoice with wrong data will be rejected/cancelled and vendor will receive a notification both through email and Oracle iSupplier home page with a specific rejection reason. Vendor can use either the same invoice number or new invoice number to re-enter the invoice again in the system.
6.	Supporting Documents (Attachments)	Vendors MUST upload the supporting documents for the invoice as attachments and it is a compulsory step in submitting the invoice in the system. The system supports any number, type, and size of files. Each document should be attached separately based on the selected type/title of attachment.
7.	Vendor Invoice Date at the time of invoice submission	The date written on the invoice as "Invoice Date" MUST be within 30 days of the invoice submission date.
8.	Vendor Invoice Creation in iSupplier	Supplier MUST create the invoice in iSupplier Portal within Five working days from the GRN date which the supplier received a notification through system.

<h2 style="color: blue;">ADNOC Distribution</h2> <h3 style="color: blue;">Frequently Asked Questions - Invoices</h3>			 أدنوك ADNOC
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9.	Vendor Invoice Submission through iSupplier deadline	ADNOC Distribution will process invoice payments for ONLY invoices submitted through iSupplier application from 02-SEPTEMBER-2018.																		
10	Vendor Profile Update	It is the supplier responsibility to ensure to communicate to ADNOC Distribution (Commercial Registrar) any changes/updates required relating to Vendor/Supplier profile (License, Telephone, Email, Contact Person, etc)																		
11.	Support Contact	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Subject</th> <th style="text-align: center;">Name</th> <th style="text-align: center;">E-mail Address</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Accounts Payable (Invoice Issues)</td> <td>Accounts Payable Department</td> <td style="text-align: center;">AP-Support@adnocdistribution.ae</td> </tr> <tr> <td rowspan="2" style="text-align: center;">Technical (System Issues)</td> <td>Mr. Omar Al Teneiji</td> <td style="text-align: center;">omar.alshal@adnocdistribution.ae</td> </tr> <tr> <td>Mr. Abdulwahab Mohammed</td> <td style="text-align: center;">abdulwahab.mohammed@adnocdistribution.ae</td> </tr> <tr> <td rowspan="3" style="text-align: center;">Supplier Registration/ Login ID & VAT Setup/Issues</td> <td>Ms. Kheloud Al Wajih</td> <td style="text-align: center;">kholoud.alwajih@adnocdistribution.ae</td> </tr> <tr> <td>Mr. Awadh Muhamed</td> <td style="text-align: center;">awadh.mohammed@adnocdistribution.ae</td> </tr> <tr> <td>Mr. Evan Adrian</td> <td style="text-align: center;">Evan.Nuguid@adnocdistribution.ae</td> </tr> </tbody> </table>	Subject	Name	E-mail Address	Accounts Payable (Invoice Issues)	Accounts Payable Department	AP-Support@adnocdistribution.ae	Technical (System Issues)	Mr. Omar Al Teneiji	omar.alshal@adnocdistribution.ae	Mr. Abdulwahab Mohammed	abdulwahab.mohammed@adnocdistribution.ae	Supplier Registration/ Login ID & VAT Setup/Issues	Ms. Kheloud Al Wajih	kholoud.alwajih@adnocdistribution.ae	Mr. Awadh Muhamed	awadh.mohammed@adnocdistribution.ae	Mr. Evan Adrian	Evan.Nuguid@adnocdistribution.ae
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