



**IMPORTANT INVOICE INSTRUCTIONS FOR TIMELY RECEIPT AND PROCESSING OF YOUR INVOICES**

Please review this document and forward it to the appropriate individual at your organization for immediate action. If these instructions/actions are not implemented by your accounts receivable team, it will cause **rejection of invoices** which will **result in delays** in your payment!

Dear Valued Supplier,

In line with Veolia WTS Business processes, we would like to ensure that your invoices are received, processed and paid in a timely manner. We would like to ask for your co-operation and immediate action on the items below.

Our digital invoice processing and internal compliance requires a minimum quality standard of the invoices you submit. To ensure your legally compliant invoice is processed properly and timely, please make sure, that you follow the instructions below.

<b>DO follow these instructions!</b>	<b>DO NOT!</b>
<p><b>Veolia WTS bill-to entity MUST match with the Veolia WTS legal entity details printed on our Purchase Order (PO).</b></p>	<p><b>Do not create or try to submit invoices before you receive a Veolia WTS PO.</b></p>
<p>The Veolia WTS <b>purchase order (PO) number</b> is printed on your invoice. You must have a valid Purchase Order Number referenced on the invoice. Purchase Order Number (i.e., 4503XXXXXXXX) or (4800XXXXXXXX) – Veolia WTS has a No-Po-No-Pay policy, and your invoice will be rejected without a valid PO</p>	<p><b>Do not create or try to submit and invoice before you deliver your goods or services.</b></p>
<p>Only <b>One Purchase Order</b> per <b>Invoice</b>. Each Purchase order <b>MUST</b> be invoiced separately</p>	<p><b>Do not send multiple copies of the same invoice.</b></p>
<p><b>Contact the Veolia WTS buyer and report any discrepancy between your invoice and the PO with the buyer / requestor. Follow the instructions on the PO for invoices submission The Invoice must match the PO for it to process successfully.</b>            -PO Line Number must be clearly stated on the invoice, in the exact format as shown on the PO. (Example: Line10 on PO cannot be submitted as line 010 on the invoice)-Part Number/or Description of services as detailed on the Purchase Order. It must be in the exact format as on the PO. Do not “Mix” PO lines and part numbers -Quantity and Unit of Measure must be clearly stated on the invoice. Invoice Quantity can not be greater than the PO Quantity for each PO line. Do not “Mix” Quantity and Unit of Measure            -Payment Terms (must be in line with the payment term stated on the PO)            -Tax and transportation cost need to be indicated in separate lines (if there is any)</p>	<p>Do Not send statements or summaries; only original, legible invoices will be processed. The Document must be an invoice, not a statement.</p>
<p>Currency Must match the currency on the Purchase Order            Net amount-or if applicable, net &amp; gross &amp; tax amounts, and the alphabetic currency code must be printed on the invoice</p>	<p><b>Do not add handwritten notes</b> to your invoices or highlight or make marks on the invoice</p>
<p>If an invoice is required to be resubmitted, please use a unique invoice number or add an suffix to the original invoice number (i.e. 12345.1 or 12345A) to ensure the invoice won't be rejected as a duplicate.</p>	



DO follow these instructions!	DO NOT!
<p>Your organization's tax ID/VAT ID is printed on the invoice (also preferred for countries where this is not a legal compliance requirement).</p>	<p><b>Do not invoice any additional item, service or cost, that was not agreed and ordered</b> by the Veolia WTS responsible person. This will hold up the invoice processing and may require multiple actions before the invoice can be booked.</p>
<p>It is highly recommended that the <b>bank account details of your organization for the relevant payment</b> are printed on the invoice.</p>	<p><b>Do not confuse invoice postal address with bill to address.</b></p>
<p><b>Electronic invoicing – Veolia WTS PREFERRED METHOD</b></p> <p>Veolia WTS accepts and encourages its Suppliers to use electronic invoices if they meet the following requirements:</p> <ul style="list-style-type: none"> <li>o E-mailed pdfs are preferred.</li> <li>o Invoice must be in PDF format</li> <li>o The name of the PDF must not contain any special characters ie: / - () # \$ % : , ; ;</li> <li>o An example of a valid filename: INVOICE123456.pdf</li> <li>o Each PDF must contain only one invoice</li> <li>o If you are sending multiple invoices in an email, each invoice must be in a separate pdf file</li> <li>o If you submit your invoice in electronic format, on request, you must provide a paper-based copy of the invoice</li> <li>o ARIBA e-invoicing enabled countries should use ARIBA solutions exclusively-any invoice sent to the scanning center will be rejected</li> </ul>	
<p>Invoices must be submitted in pdf format, <b>1 invoice = 1 pdf (including attachments)</b>. Each Invoice shall be submitted separately. Multiple invoices in one PDF will be rejected.</p>	
<p>Remit to address and bank details. Please include a complete mailing address and complete banking details. Please note that the Remit Address and banking Veolia WTS details must match the banking details provided during your supplier setup. Please contact the buyer on the PO if you have questions or make changes in your setup.</p>	
<p>Veolia WTS Entity Name, Bill To Address, and Tax ID/VAT registration # must be exactly as stated on the face of the Purchase Order</p> <p>Supplier Entity Name, Address, and Tax ID must be exactly as stated on the PO. Please contact your buyer if you have different Pay and Purchase sites to assure correct supplier setup</p>	
<p>Please only send invoices to addresses mentioned on our Purchase Orders. Please note that Veolia WTS does not process invoices at its plant or office locations</p>	



**\*\*Please contact the buyer on the PO if you have any questions regarding Invoice requirements **before** submitting invoices to avoid unnecessary delays in payment**

**\*\*With any questions or comments regarding the status of your invoice, please contact **NAM B2PHelpdesk@finance-watertechnologies.com****

**\*\*Veolia WTS is continuously working on its digitalization improvements. Therefore, we recommend signing up with us for one of our digital platforms: Ariba or Veolia WTS's Serrala Vendor Portal, where you can interact with us in a digital self-service way. To request set up on WTS Serrala Vendor Portal please send an email to **NAM-B2PHelpdesk@finance-watertechnologies.com****

**\*\*Invoices meeting the criteria mentioned above should be submitted through Ariba. If you are not on Ariba it can be emailed to:**

For USA and Caribbean : [vtc.vwts.invoice-us-1001.all@veolia.com](mailto:vtc.vwts.invoice-us-1001.all@veolia.com)

For Canada : [vtc.vwts.invoice-ca.all@veolia.com](mailto:vtc.vwts.invoice-ca.all@veolia.com)

**Do not submit Through Ariba and Email. If you are an Ariba enabled vendor and the invoice is sent to the invoice scanning center it will be rejected.**

Any questions regarding payments in Canada, USA, or the Caribbean should be addressed to this email address **NAM-B2PHelpdesk@finance-watertechnologies.com**

Note:

If you already submit invoices via the Ariba supplier portal, there will be no change to how you submit invoices today. Please continue to use the supplier portal.

If you are a logistics service provider (i.e., freight, brokerage, or warehousing) and are already working through the Koerber Freight Bill Audit & Payment program, please continue to follow the established protocols and invoice flows established for that program.

Thank you for your cooperation!

=====



## Veolia WTS PO Layout

		<b>1</b>	<b>6</b>	<b>2</b>	<b>8</b>
Vendor: Veolia WTS Services USA, Inc. 4040 Peters Road NORFOLK, VA 23502 United States		ENDOR: [Redacted] SHIPPING TERMS: [Redacted] INVOICE DUE DATE: 1 of 21 PURCHASE ORDER NUMBER: [Redacted]	ORDER DATE: [Redacted]	COUNTRY OF ORIGIN: [Redacted]	QUANTITY: [Redacted] CUSTOMER EXPECTED DELIVERY DATE: [Redacted] PRICE UNIT: [Redacted] TOTAL PRICE: [Redacted]
<b>3</b>		<b>4</b>	<b>5</b>	<b>9</b>	
Bill to LEGAL ENTITY Name and address: [Redacted]		Ship and email invoice to: [Redacted]	Preferred invoice submission - scan and email: Contact: [Redacted]	Net Total USD: [Redacted]	
Ship and submit one pdf invoice per email to: [Redacted]		Submit one invoice per email as PDF file: [Redacted]	webstechnologies.com for invoice status or invoice related questions. Reference PO number on invoice.	Net Total USD: [Redacted]	
Vendor quote valid until: [Redacted] NOTE: See terms and conditions per this purchase order will prevail. We are excited to share that SUEZ - Water Technologies & Solutions is now part of Veolia and all existing business as Veolia Water Technologies & Solutions. As a result, we email address has changed. Please make sure to send order confirmation & shipping notification to our new WTS email address: [Redacted]		<b>7</b>			
The requested date on this order is the delivery date unless otherwise specified. Please ship earlier to account for estimated transit time. Please ensure that your confirmation indicates the date when the product will be DELIVERED to Suez Water Technologies. Your promise date should include a 2-day buffer to allow for Suez Water Technologies Processing to post the receipt without your company being reported as late. Subsequent to that your confirmation is received ASAP and within 48 hours. ** ALL TECHNICAL ISSUES, DESCRIPTION CHANGES, PRICE CHANGES AND DELIVERY DATE CHANGES MUST BE COMMUNICATED TO THE BUYER (jane@veolia.com OR RECEIPT OF THIS PO ) ** Freight instructions: - A complete packing list is required. - Please include Suez reference number on all documents.		<b>9</b>			

1. Veolia WTS Legal Entity Name
2. VWTS Purchase Order Number and Date
3. Vendor details
4. Delivery Address
5. Bill to Address and Invoice submission email ID and Address
6. Shipping and Payment Terms
7. Email Address for Order confirmation, VWTS contact person and other details
8. PO body including Line item, Material Number, Delivery date, quantity, price, Total value
9. Purchase order currency and net value