



Invoice

Submission Guidelines

Invoice Submission Guidelines

This standard process was developed so that Santos can efficiently and accurately provide payment to our vendors and meet relevant legislative requirements. All invoices must meet these guidelines and requirements.

General pre-conditions

Vendors must have supplied the goods or services listed in the invoice

Coupa Invoice Submission (Purchase Order)

Santos preferred method of invoicing Purchase Orders is via Coupa Supplier Portal. Training materials can be found at <https://www.santos.com/procurement/supplier-information/>

Any vendor contracted to use Coupa (Santos e-invoice solution) must process invoices via Coupa Supplier Portal (CSP) directly, vendors should not submit invoices via email or fax. Invoices received from CSP vendors via email or fax will be rejected.

CSP vendors must select the relevant Purchase Order and attach an invoice and any supporting documentation (i.e., signed timesheets, completed withholding tax templates etc).

Invoices will be matched, and scheduled payment details will be visible through Coupa.

Exceptions:

- Invoices containing Withholding Tax. These Invoices shall follow the Manual Invoice Submission Guidelines.

Coupa Invoice Submission (Contract)

A restricted, pre-agreed, group of vendors can invoice Santos without a Purchase order using **Coupa invoice against Contract**.

Any vendor contracted to use Coupa **invoice against contract** must process invoices via Coupa Supplier Portal (CSP) directly, vendors should not submit invoices via email or fax. Invoices received from CSP vendors via email or fax will be rejected.

CSP vendors must select the relevant Contract and attach an invoice and any supporting documentation (i.e., signed timesheets, completed withholding tax templates etc) that is compliant with Santos Invoice Requirements.

Invoices will be approved, and scheduled payment details will be visible through Coupa.

Manual Invoice Submission

Vendors not contracted to use Coupa Supplier Portal can submit invoices via email. Manual invoices shall be directed to the Accounts Payable department as detailed on the purchasing document.

Exceptions:

- Service vendors may occasionally be requested to provide additional information to enable Service Entry Sheet creation prior to invoicing. Please work with your relevant Santos business representative to enable this.

Fieldglass Invoice Guidelines

Vendors using Fieldglass must not submit invoices to Santos.

Fieldglass invoices will be created automatically based on an approved timesheet and will be paid based on the contract payment terms. Vendors using Fieldglass must reconcile their payment systems with Fieldglass invoices.

Exceptions:

- GLNG OPL vendors must send a weekly consolidated invoice to Accounts Payable showing GLNG as the buyer, listing all the payment pending Fieldglass invoices for taxation purposes.

Santos Invoice Requirements

If an invoice does not meet the below criteria, it will not be processed and will be rejected and returned to the vendor, outlining the reason for rejection and any actions that need to be taken.

Rejected invoices need to be corrected and resubmitted for payment.

Invoice Details

Invoices must comply with relevant government invoicing guidelines/requirements. Additional information required by Santos includes:

- **Vendor invoice or account number** (if applicable): must be clearly indicated on the invoice
- **Purchase Order Number:** Invoices must display a valid Purchase Order and if one has not been provided, contact your Santos representative prior to submitting the goods or services invoice
- **Vendor Name:** Must match the vendor name on the Purchase Order
- **Santos Entity:** Must match the Santos entity on the Purchase Order
- **Bank details:** Details on invoice must match those held on file by Santos – If changed then contact your Santos representative to change the bank details on file
- **Taxes:** Invoices with VAT/GST tax applicable must have both the vendor address and tax registration number clearly displayed on the invoice
 - VAT/GST and any local taxes must be identified separately on invoices
 - Any county-specific VAT/GST/WHT regulatory invoice requirements must be met.
- **Other Requirements:** Refer to your Purchase Order for additional invoice submission details.

Invoice Submission

- Submit documents in the following order: Invoice / Credit note / ### /#### followed by supporting documents
- Invoices can be black and white or coloured but must be clear and legible and cannot be handwritten
- Invoices can be submitted as PDF, TIGG/TIFF, DOC/DOCX, JPG, HTM/HTML or RTF format via email but must be less than 3MB.
- Invoices in a language other than English or ### must be submitted to the relevant Santos business for translation. *Note: that your local Santos representative will provide you with the invoice submission email address for these invoices.*
- Exchange Rate Form/ ###, to be placed after invoice or credit note and followed by supporting documentation

Invoice Disputes

- Disputed Invoices will be communicated to the supplier by either Santos Representative or Accounts Payable via email or Coupa Supplier portal dispute functionality
- The Dispute reason will be communicated, and the invoice will remain unpaid
- A disputed invoice can be resolved by communicating missing information required to resolve the dispute, reissuing the invoice with updated information, crediting the full or partial invoice or cancelling the invoice from your system

- The dispute resolution outcome must be communicated to your Santos Representative or Accounts Payable via email or Coupa Supplier portal dispute functionality
- A disputed invoice which is resolved at later date in time may or will have the invoice date updated to the date of resolution and payment terms will recalculate from this point accordingly.

Credit Adjustments

All credit adjustments must reference the applicable Purchase Order Number, Contract Number and relevant invoice number.

Please contact your Santos representative for queries related to:

- E-Invoice (Coupa) – supply.chain.excellence@santos.com
- Fieldglass – fieldglass.services@santos.com
- Invoice or Payment status – accounts.payable@santos.com
- Bank details – vendor.records@santos.com
- Incorrect payments – accounts.payable@santos.com

Frequently Asked Questions:

Can I indicate the Purchase Order number on the email or supporting document, and not on the invoice?

No. A valid Purchase Order number must always be indicated on the face of the invoice. A handwritten Purchase Order number on the invoice is acceptable.

Are handwritten amendments on the invoice acceptable?

Yes, except for the Santos billing entity, invoice number and amount.

Why do I need to submit invoices with Withholding Tax (WHT) to the relevant Santos business?

This is to enable the business to verify the WHT rate and base amount and ensure the invoice is coded correctly.

Can I submit a statement for processing?

No. Santos will only accept valid invoices for processing. If you only have a summary statement available to be paid, please contact your Santos representative.

Can I submit an invoice with future date?

No. All invoices must be current or past dated.

Can I submit an invoice for Fieldglass timesheets?

No. The system automatically creates an invoice and sends it to Santos' SAP for payment processing. This feature cannot be disabled.

Why do I have to send a consolidate invoice for Fieldglass timesheets related to GLNG OPL?

Fieldglass generates invoices with Santos Ltd as the buyer and not GLNG OPL. For taxation purposes we need a weekly consolidated invoice listing the Fieldglass invoices and GLNG OPL as the buyer. Accounts Payable will file this invoice against the supplier record for taxation records.

Can I submit a credit for an incorrect Fieldglass timesheet payment?

No. If a timesheet was incorrectly submitted and an invoice processed against it, the timesheet needs to be edited and re-submitted in Fieldglass. This will generate a Credit invoice for the original timesheet and a new invoice for the revised timesheet to be created through Fieldglass.

Who should I contact regarding any other invoice submission questions?

Please submit your query through the

Fieldglass queries: Fieldglass.services@santos.com