

## Supplier Invoicing Instructions

### Invoice Processing Overview:

Wellbore Integrity Solutions (WIS) supports the following invoice payment approaches:

Geography/Entity	WIS Purchasing System	Invoice Processor	Comments
All countries and entities with exception of those shown below	Oracle	Accenture	Primary payment model used worldwide by WIS legal entities ( <i>see instructions below</i> )
Russia/Kazakhstan	1C	WIS Accounts Payable	For payment processing, send invoice to address provided on purchase order
Thomas Tool (USA entity)	RTMS	WIS Accounts Payable	For payment processing, send invoice to address provided on purchase order
USA Domestic Freight	See above	CTSI	For payment processing, reference the bill-to address on the Bill of Lading: Wellbore Integrity Solutions c/o CTSI 5100 Poplar Ave Clark Tower, 17th floor Memphis, TN 38137

**Reference Documents found at:** <https://www.wellboreintegrity.com/suppliers/>

- WIS Supplier Code of Conduct
- WIS Purchase Order Terms & Conditions

### Procurement Conveyance:

- **Purchase Order (PO):** A PO is WIS' preferred method of procurement for both goods and services. A three-way match between the approved WIS purchase order, product delivery or service completion, and the Supplier invoice ensures timely payment. Reference information found on the PO includes:
  - Sold To: WIS address and Buyer contact information
  - Ship To: WIS address and Shipping contact information
  - Invoice To: WIS address and Payment contact information
  - Supplier: Seller address and Accounts Receivable contact information
- **Non-PO Coding Form:** In exceptional situations for services, a WIS PO may not be provided to the Supplier. In this case, the Non-PO form with the Buyer's name must accompany the invoice. *Contact your WIS Buyer for the most current Non-PO Coding Form*

### Supplier Invoice Checklist (Purchase Order):

- Supplier's full legal company name, physical and remittance address
- Supplier's Accounts Receivable contact email address (prefer "generic" email address)
- Document labeled as either "Invoice" or "Credit"
- Invoice number and date
- WIS legal entity name
- WIS PO number
- WIS sold-to, ship-to, and bill-to location
- Contract or Statement of Work reference (if applicable)
- WIS Buyer contact information
- Itemized description of goods and/or services (part number, quantity, unit of measure, cost per item, total price as per WIS PO)
- Total amount due including:
  - Currency type and price (e.g., cost per item and extended cost)
  - Tax (GST/HST/VAT) shown as separate line item
  - Where applicable, freight cost shown as separate line item
- Proof of Delivery for rentals and services

### Supplier Invoice Checklist (Non-PO):

- "Non-PO Coding Form" provided by WIS Buyer at the time of request – *Contact your WIS Buyer for the most current Non-PO Coding Form*
- Supplier's full legal company name, physical and remittance address
- Supplier's Accounts Receivable contact email address (prefer "generic" email address)
- Document labeled as either "Invoice" or "Credit"
- Invoice number and date
- Contract or Statement of Work reference
- Description of goods and/or services
- Total amount due including: currency type, tax (GST/HST/VAT), price
- Proof of Delivery for rentals and services

**Other Invoicing Instructions:**

- Do not include more than one PO per invoice
- If emailed, send invoice in one of the following formats: .doc,.docx,.pdf,.tiff,.xls,.xlsx,.tif
- Only one attachment per email. *Any back up documentation must be scanned with the invoice in a single attachment.*
- Do not send duplicate invoices
- Manual alterations of an invoice are not acceptable
- Ensure information shown on the WIS PO (e.g., entity, currency, price) are correct on the invoice
- Additional invoicing requirements may exist due to country regulatory or compliance laws

**References to Supplier Terms in the Invoice:**

Do not attach or reference your Supplier terms on your invoice. WIS issues POs on its standard terms of purchase or pursuant to agreed terms. The following notice is included on WIS POs:

“The Purchase Order XXX is subject to and incorporates the WIS Terms and Conditions for Purchase Orders (WIS T&Cs) which are available electronically at: <https://www.wellboreintegrity.com/suppliers/>. Supplier will be deemed to have accepted this PO along with the WIS T&Cs by its acknowledgement of this PO or commencement of performance. WIS objects to all additions, exceptions, or changes to the WIS T&Cs, whether contained in any printed form of a Supplier or elsewhere, unless approved by WIS in writing. The WIS T&Cs shall prevail in the event of any conflict with any terms and conditions provided by Supplier in any form, unless WIS and Supplier have a separate valid written agreement in place with respect to the subject matter of this PO, then the agreement shall take precedence and govern.”

**Invoice Document Retention:**

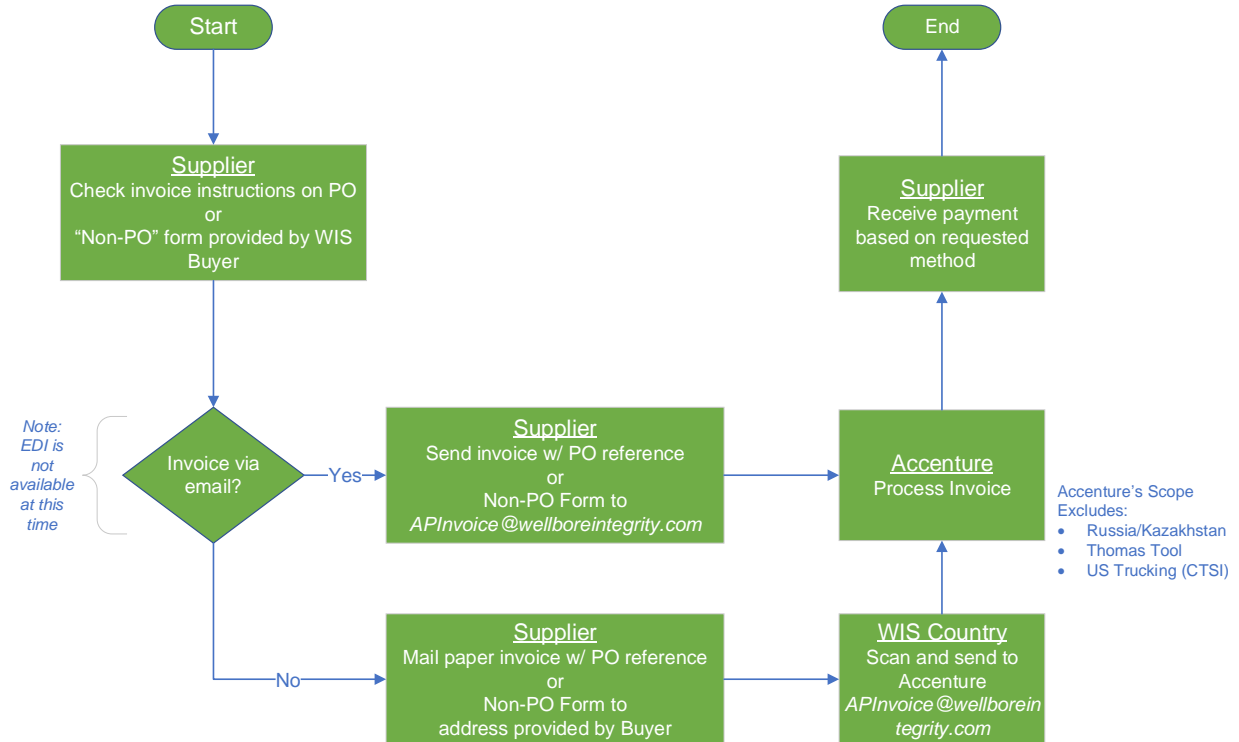
To ensure compliance with country trade control regulations, records that pertain to purchasing and trade activities must be retained by the Supplier for a minimum of seven years -- or longer if required under local law. Documents must be legible and readily retrievable if requested by WIS.

**Supplier Information *changes* (e.g., address, contact, bank, tax):**

Send changes to: [Supplier@wellboreintegrity.com](mailto:Supplier@wellboreintegrity.com)

**Accenture Invoice Process Overview:**

**Supplier Invoice Submission-to-Payment Process**



**Supplier Invoice *delivery* to Accenture:**

Region	Email Delivery of Invoice Attachment*	Postal Delivery to WIS Office Original Paper Invoice
APAC	Australia, Brunei, Indonesia, Malaysia	Thailand, PNG
ESSA	Congo, Netherlands, Norway, UK, S. Africa	Romania
LAM		Argentina, Brazil, Colombia, Ecuador, Mexico
MENA	Kuwait, Qatar, UAE	Algeria, Egypt, India, Oman, Saudi Arabia
NAM	Canada, USA	

**Email Delivery to: [APIInvoice@wellboreintegrity.com](mailto:APIInvoice@wellboreintegrity.com)**

**Accenture Routing of *inquiries*:**

Type of Question	Who to Contact
Incorrect file format; missing attachments; PO mismatch; other errors and omissions on invoice; Non-PO form error notification	Supplier
Missing information on Non-PO form; price variance; goods receipt status; currency	WIS Buyer

**Supplier Invoice *inquiries* to Accenture:**

Query Email Address
<a href="mailto:WIS.AP-Query@wellboreintegrity.com">WIS.AP-Query@wellboreintegrity.com</a>

**Supplier Invoice *escalation*:**

- Level 1 = Accenture via email: [WIS.AP-Query@wellboreintegrity.com](mailto:WIS.AP-Query@wellboreintegrity.com)
- Level 2 = Buyer identified on Purchase Order or Non-PO Form
- Level 3 = Global or Regional Supply Chain Manager