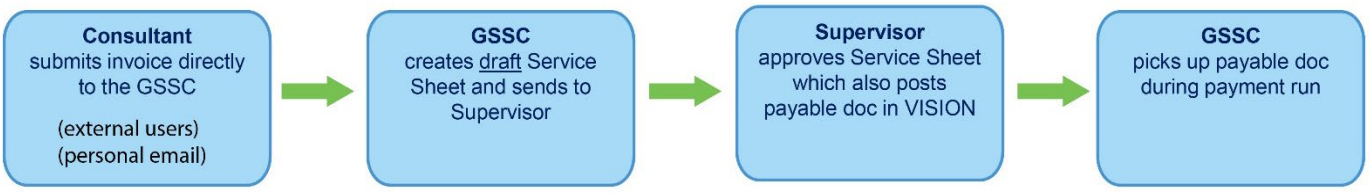
Invoice Submission in Individual Consultant Self-Service Portal (UNICEF Consultant Portal)

Submit your invoice and other related attachments to the GSSC through Individual Consultants | UNICEF



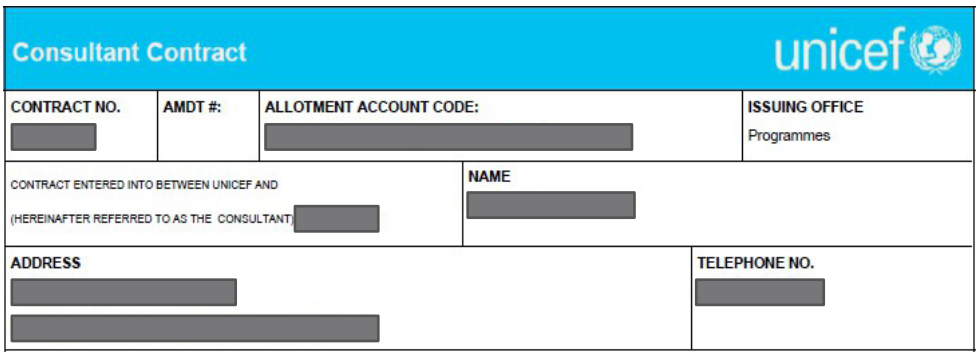
Step 0 / Preparing your invoice

1. Download both the invoice templates (for deliverables and for travel) from Individual Consultants | UNICEF and save them on your device.

   Direct link to the templates:
   - Deliverable invoice
   - Travel invoice

2. Open the template using Adobe Acrobat Reader (free download), not a web browser.

3. Complete all fields in the template including contract/ **purchase order (PO) number** and **Vendor number** provided by UNICEF. These details are available from your signed contract:



4. Assign a **unique**, sequential invoice number to each invoice you issue.

5. The Supervisor is the person who signs off on work performed/ delivered for a particular contract. If you have multiple contracts with UNICEF, please issue a separate invoice for each contract (even if you have the same Supervisor for both contracts).

6. Complete your bank account information so that UNICEF can identify any discrepancies between your most recent account and the account in our records. UNICEF will issue the payment in the same currency as your PO (except in rare instances where there is prior approval obtained by your office).

   If your bank account's currency is different to that of your PO, bear in mind that any exchange rate impact/ additional bank charges will be borne by the Consultant.

7. Complete the invoice in the currency specified in the contract/ PO, which will also be the payment currency. If there are any changes, discuss them with the Supervisor before invoice submission.

8. When completing the deliverables section, ensure that the descriptions are comparable to the "**Phase**" section in the contract for easy identification:

THIS CONTRACT IS SUBJECT TO THE ATTACHED CONDITIONS OF SERVICE

3. CONSIDERATION: As full consideration for the service performed by the Consultant under the terms of this agreement the UNICEF shall pay the Consultant upon certification that the services have been satisfactorily performed/delivered.

(A) Note: Please see the table below for details on the fee.

A total fee of: [redacted]

(B) Where here two currencies are involved, the rate of exchange shall be the official rate applied by the United Nations on the day the UNICEF instructs its bankers to effect the payment(s);

(C)The fee is payable in installment s upon certification of satisfactory performance at each phase and acceptance of written report and submission of invoice

PHASE	AMOUNT
Deliverable#1:Inception Report	[redacted]
Deliverable#2:Training and deployment	
Deliverable#3:Provide technical support	
Deliverable#4:Consultation meeting	
Deliverable#5:Provide technical support	
Deliverable#6:Review meeting	
Deliverable#7:Advocacy with health car	
Deliverable#8:Provide technical support	
Deliverable#9:Draft donor report	
Deliverable#10:Provide technical support	
Travel cost related	

9. If **travel is included** in your contract/ PO:
   - Create a separate invoice for travel. Based on past experience, travel components often require additional information, and by separating the invoices, we can avoid delays in processing payments for deliverables while the travel portion is being completed.
   - Use the standard travel template available at Individual Consultants | UNICEF to ensure the appropriate level of detail and the correct UNORE is applied.
   - All travel receipts must be attached along with the invoices.
   - If the PO has a separate line for travel component, the travel invoice needs to be submitted separately.
   - Invoice should be saved in PDF – travel template needs to be converted to PDF from Excel.

10. If travel is required but is **not included** in your contract/ PO, the **Consultant Focal Point** at your office can guide you on the next steps, which follow a separate process. Do not submit these travel claims to the GSSC.

11. Save the invoice in the following format:
    - File name should include name of consultant and contract/ PO number.
    - File name should be less than 50 characters.
    - No special characters, e.g., !@#$%^&*()_+-=[]{};':"\|,.<>/?
    - Invoice should be saved in PDF – travel template needs to be converted to PDF from Excel.
    -
12. **Note that your deliverables should have been sent to your supervisor in advance and have it approved.**

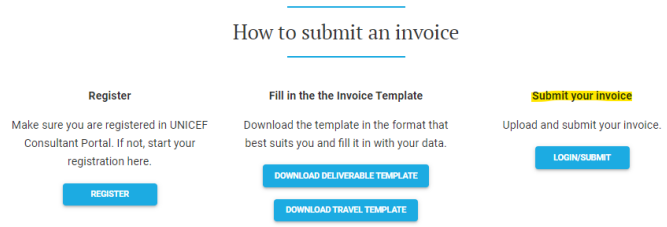
13. Make sure that the service is rendered/completed before invoice submission. Billing date cannot be future date.

14. To ensure a smooth process, it is essential that the invoice is completed correctly as per the above guidance. Examples (non-exhaustive) of situations when the GSSC might have to reject the invoice:
    i. Incorrect daily rate used.
    ii. Deliverables per contract terms are not yet delivered.
    iii. For travel: invalid/ missing documents or receipts
    iv. For travel: non-compliance with UNICEF travel policy
    v. For travel: incorrect UNORE applied for foreign currency payments.

15. The GSSC will update the Consultant on the progress of the payment and contact the Consultant if further information is required.

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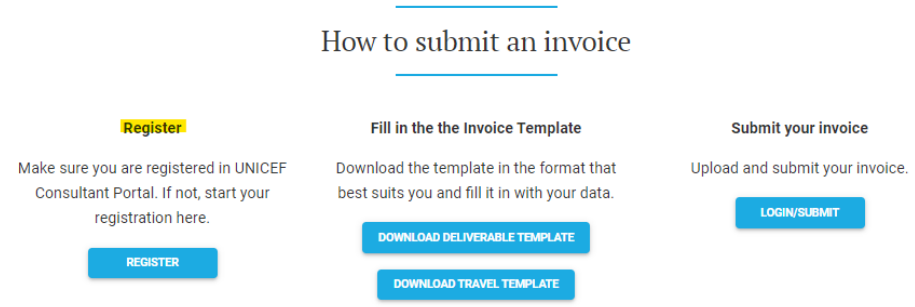
Step 1 / Login to the UNICEF Consultant Portal with your private email address registered in UNICEF record [Individual Consultants | UNICEF.]



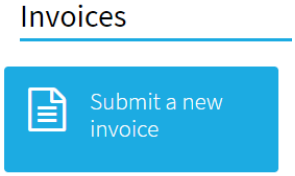
In case you have a UNICEF email address, and you use Service Gateway /CC portal for your daily work to login to the UNICEF Consultant Portal with private email address,

1. Close all used sessions.
2. Start a new session with Individual Consultants | UNICEF, to be able to login with a new username into the Consultant Portal, or use incognito/private mode and copy-paste link https://unicef.service-now.com/cic. Otherwise, single sign-on function (SSO) used by UNICEF will keep you login with the official email address.

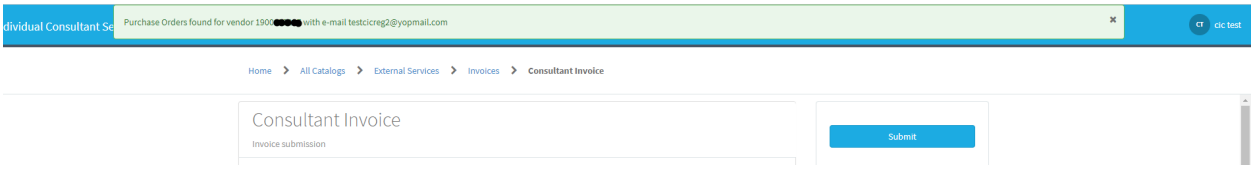
If you have not registered yet with your private email address, please register first:



Step 2 / Click on Submit a new invoice widget.

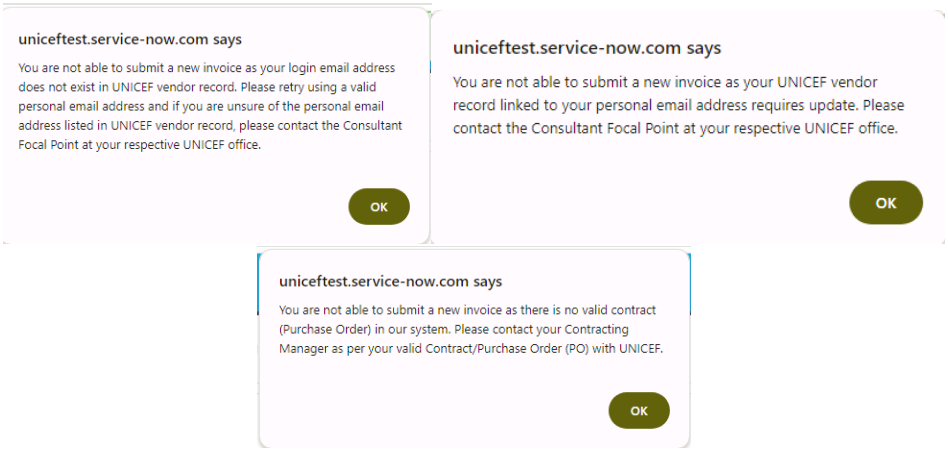


Step 3 / A message will appear on the top of the page saying: “Purchase Orders found for vendor xxxxxxxxx with e-mail xxxxxxxxx” confirming that this email address is linked to your vendor record registered at UNICEF and the vendor record has valid contract (Purchase Order – PO).



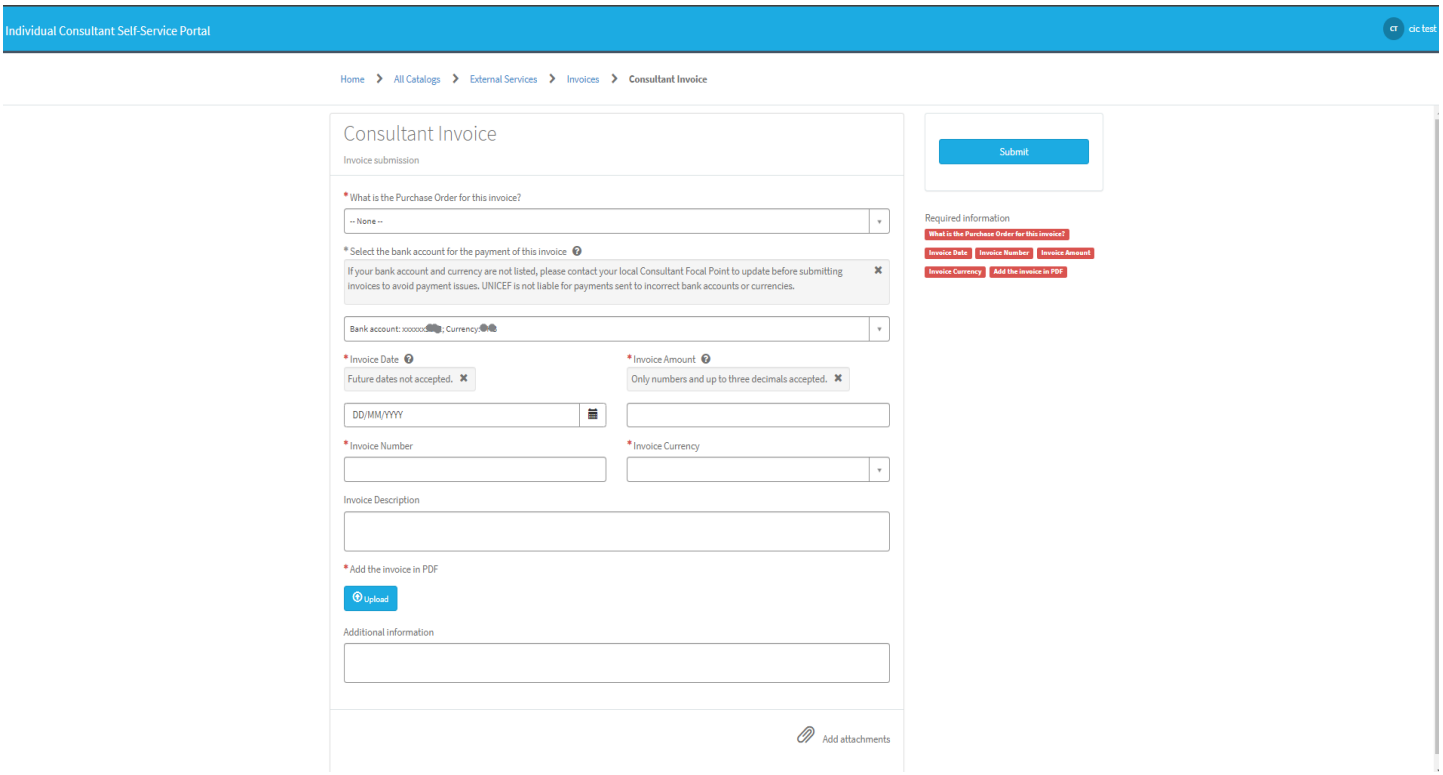
Step note:

If you receive one of the below messages instead of the green confirmation above, please follow the instructions provided in the messages. You will be able to submit a new invoice once your vendor record or contract is updated. Once you receive the confirmation on the update from the Consultant Focal Point or the Contract manager, the green confirmation message will appear on your screen in “Submit a new invoice” widget and you can continue with your invoice submission.

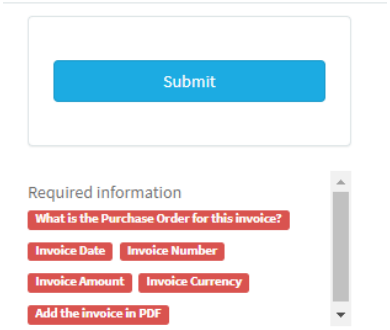


Invoice Submission in Individual Consultant Self-Service Portal (UNICEF Consultant Portal)

Step 4 / Invoice submission page. Fields marked with * are mandatory fields. The following steps will guide you how to fill the form.



Mandatory fields: The text in red notifiesthat mandatory fields have not been completed yet. As soon as the mandatory information is entered in the fields, the message will disappear. When all red messages disappear, the invoice can be submitted. (Note: bank account is also mandatory, but automatically filled in case you registered only 1 bank account at UNICEF)

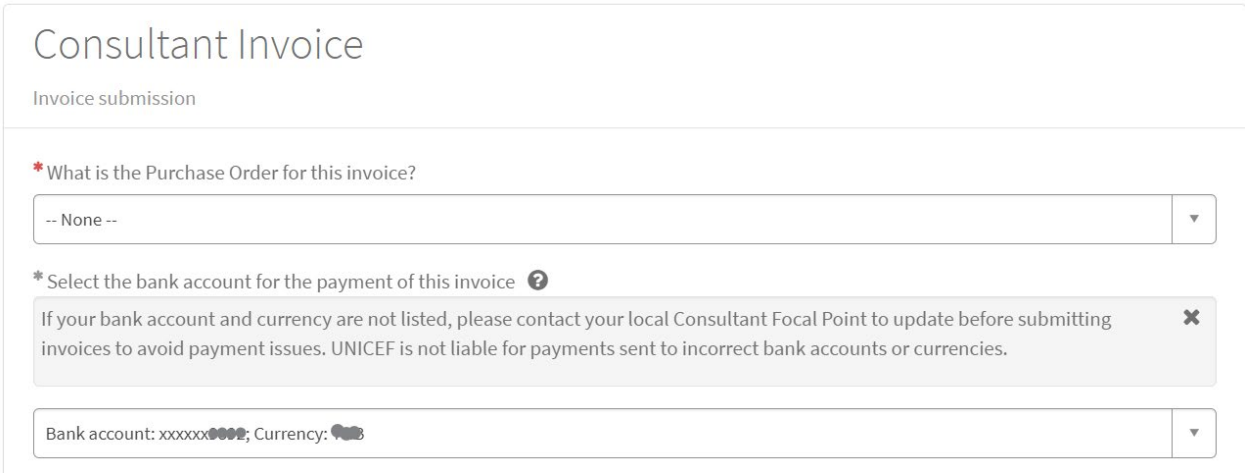


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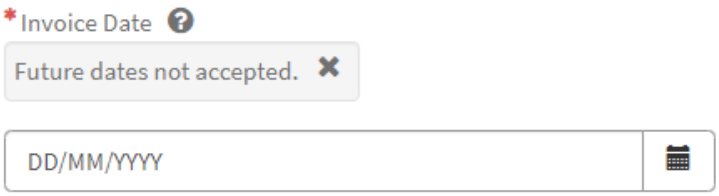
Step 5 /

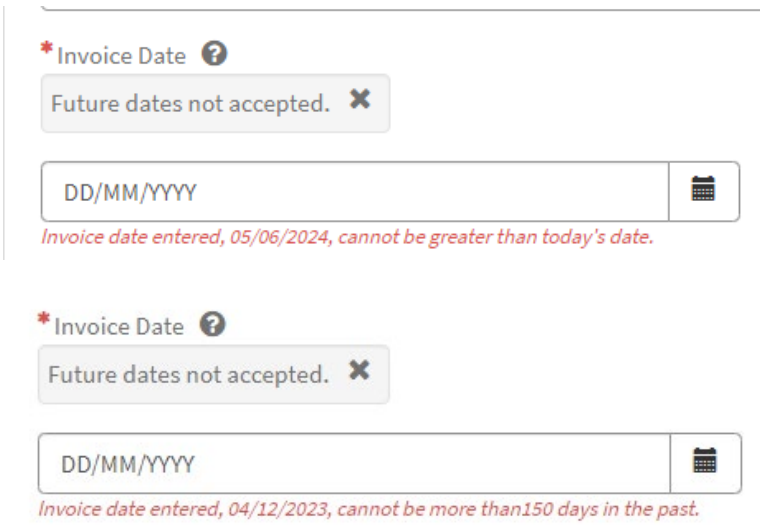
Action 1: Select your contract number appropriate to the invoiced service under: "What is the Purchase Order for this invoice?"

Action 2: "Select the bank account for the payment of this invoice": Your bank account(s) registered in UNICEF system appears under the dropdown list. If you have only one registered bank account, it will be automatically selected.
Please make sure that the correctbank account for the transfer is selected. In case the required account is not listed here, please contact your local Consultant Focal Point to update your vendor record before submitting invoices.

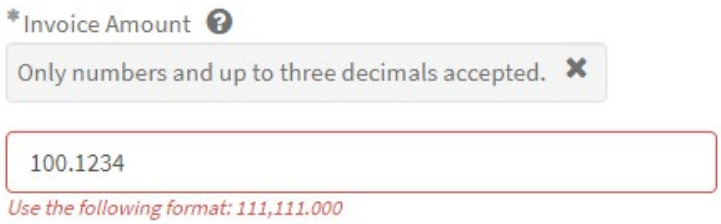


Step 6 / Enter the "Invoice Date" shown in the invoice document. You cannot submit invoice older than 5 months (150 days), or invoice dated to future date.

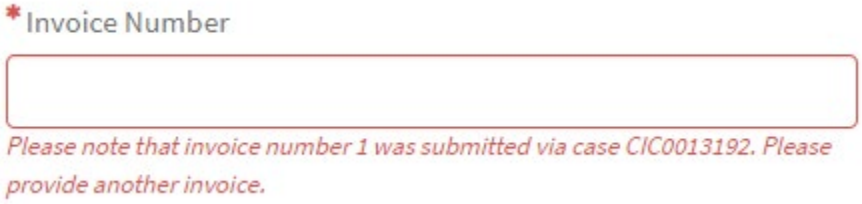




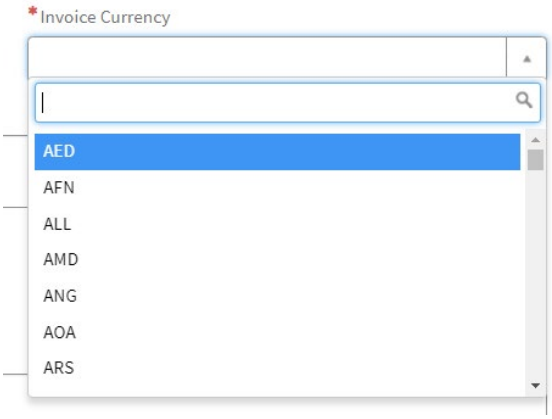
Step 7 / Enter the total amount of the invoice.



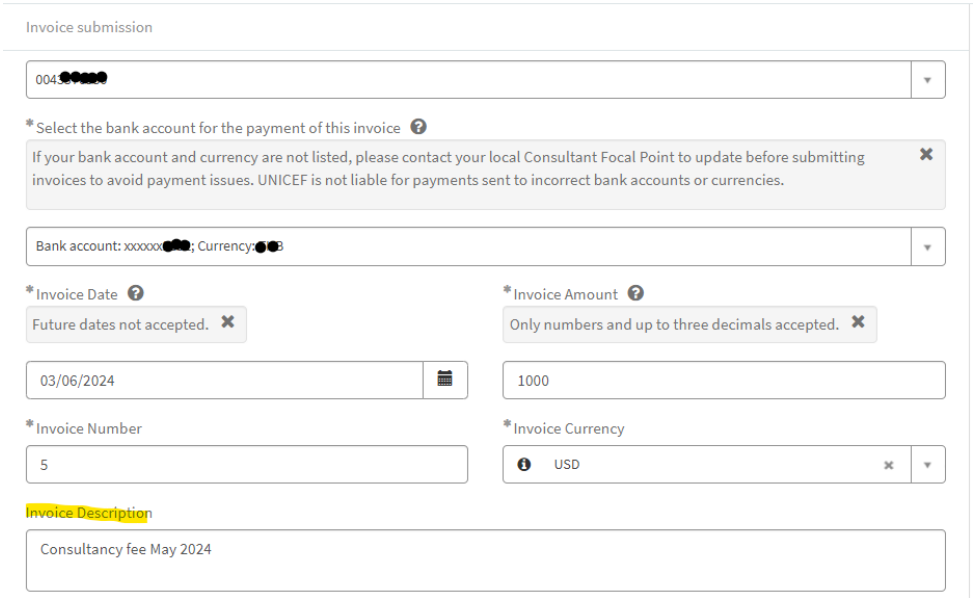
Step 8 / Enter the "Invoice Number" shown in the invoice. Note that only 1 invoice can be submitted at once, and invoice number used in earlier submission cannot be used again.



Step 9 / Add the "Invoice Currency" by selecting it from the drop-down list.



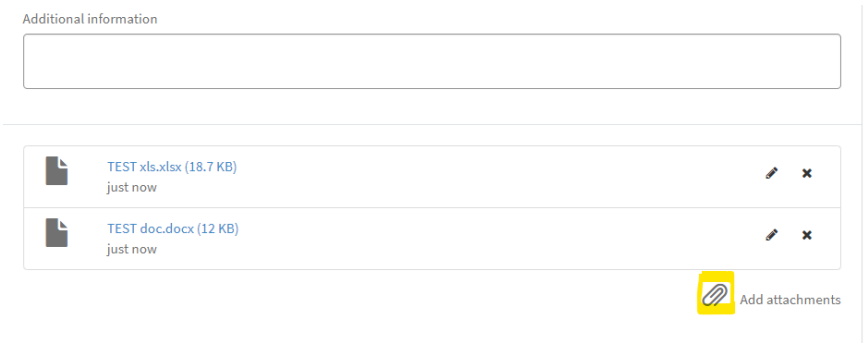
Step 10 / "Invoice Description" is not a mandatory field. You may enter any relevant information for the payment: e.g.: billing period.



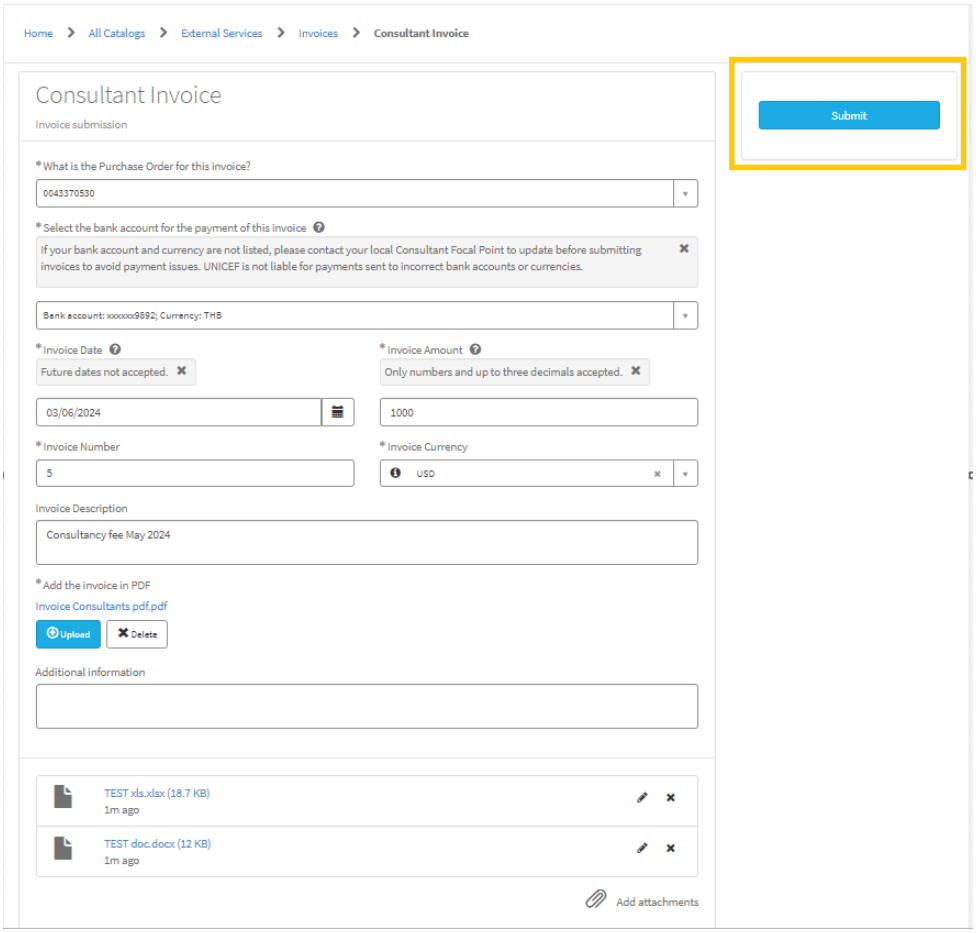
Step 11 / Upload the filled invoice template in PDF format. Only one invoice can be uploaded under one submission. In case of travel invoice submission, convert the excel into PDF and upload the document in PDF format.



Step 12 / You may add other supporting document to the case. Click on “Add Attachments” and upload any relevant document. (Document can be uploaded in this section in various format: xlsx, docx, jpg…etc.)

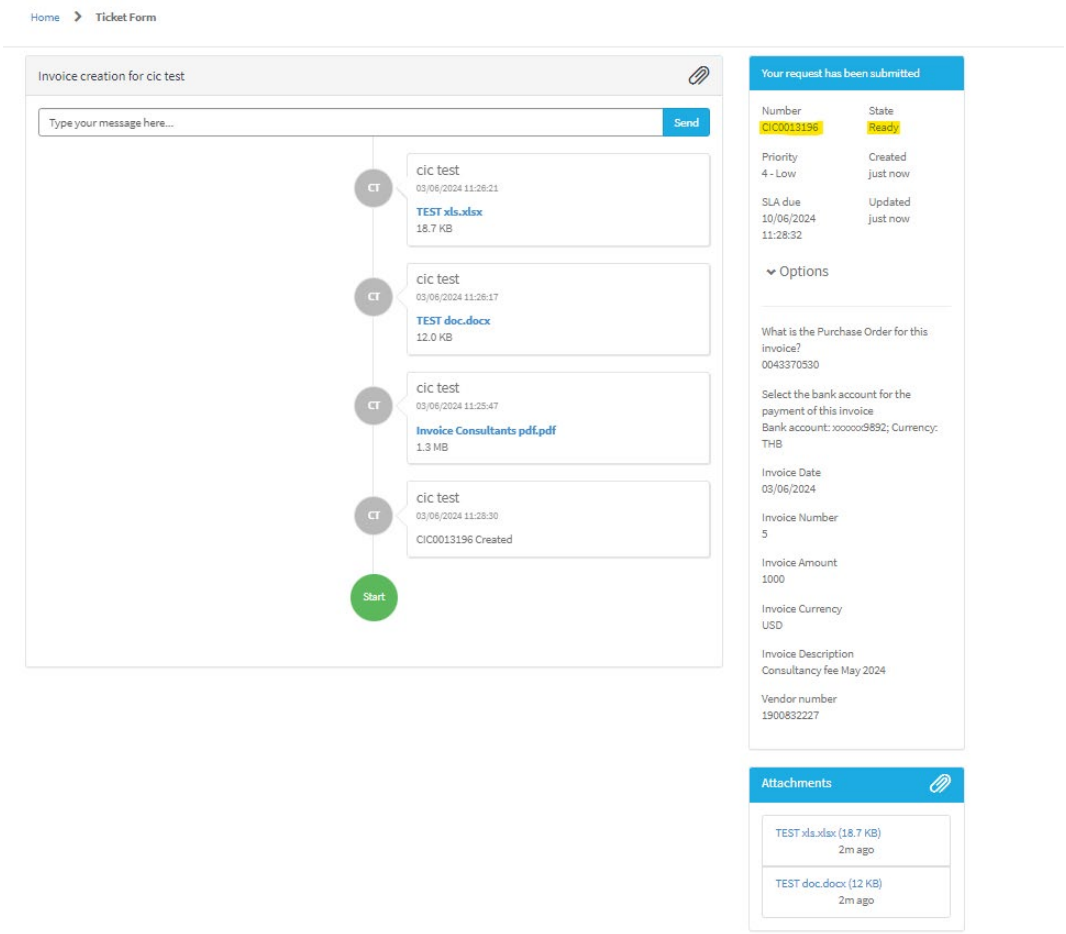


Step 13 / When all fields are duly filled, you may add any information to the GSSC Agent related to the submitted invoice to “Additional Information field” and click on “Submit” button to finalize the invoice submission process.

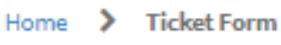


Step 14 / Your request has been submitted confirmation. A case number (**CICxxxxxxx**) will be assigned to your invoice, which will serve as a reference in further communication.

Case is submitted with “Ready” state. The state will change depends on the stage of the process.



Step 15 / Homepage is accessible by clicking on “Home”.



Step 16 / Homepage. If you finish your work in the portal, use "Logout" button to exit the portal.

