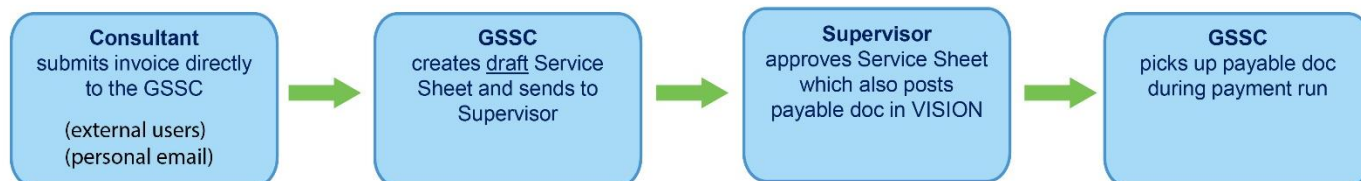


Invoice Submission in Individual Consultant Self-Service Portal (UNICEF Consultant Portal)



Submit your invoice and other related attachments to the GSSC through [Individual Consultants | UNICEF](#)



Step 0 / Preparing your invoice

Careful preparation and completion of all details in the invoice ensures smooth processing and avoids unnecessary delays due to returns.

Invoices are accepted only when submitted using the standard template, except when the invoicing country (country of the place of work) has statutory requirements mandating a specific invoice template for tax purposes. If you are required to use a local statutory invoice before submission to GSSC, please consult your focal point for guidance.

There are two standard templates: a. Invoice for Deliverables b. Invoice for Travel

	Deliverable Template (to be used)	Travel Template (to be used)
Invoice for deliverables/activities	✓	
Invoice for travel where all expenditure is spent in same currency (contract currency). No need for separate template. Travel supporting documents needs to be provided.	✓	
Travel expenditure spent in multiple or other currency then contract currency. Supporting documents needs to be provided.		✓ (Only for travel component).

1. Download standard invoice templates (for deliverables or for travel as relevant) from [Individual Consultants | UNICEF](#) and save them on your device.


Direct link to the templates:

- Deliverable invoice
- Travel invoice (accessible in excel format. For invoice submission convert it into PDF)

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



2. Open the deliverable template using Adobe Acrobat Reader ([free download](#)), not a web browser. Open the travel template (if necessary) using excel
3. Complete all fields in the template including contract/ **purchase order (PO) number provided** by UNICEF. These details are available from your signed contract:

Consultant Contract			unicef 
CONTRACT NO. [REDACTED]	AMDT #: [REDACTED]	ALLOTMENT ACCOUNT CODE: [REDACTED]	ISSUING OFFICE Programmes
CONTRACT ENTERED INTO BETWEEN UNICEF AND (HEREINAFTER REFERRED TO AS THE CONSULTANT) [REDACTED]		NAME [REDACTED]	
ADDRESS [REDACTED] [REDACTED]		TELEPHONE NO. [REDACTED]	

4. Assign a **unique**, sequential invoice number to each invoice issued. You may use the same sequence for both deliverables and travel invoices, with no need to separate the numbering for each type.
5. The invoice date cannot be a future date or older than 5 months.
6. For your vendor number registered at UNICEF, please contact your Office Consultant Focal Point.
7. Billing start date/Billing end date:
 - Use these fields to indicate the start and end dates of the period when the work or services (deliverables) were completed.
 - For multiple deliverables, provide the start date of the first deliverable and the end date of the final one within the performance period.
 - For travel invoices, specify the actual start and end dates of the travel as billing dates.
 - For multiple trips, provide the start date of the first trip and the end date of the last trip.
 - Note that billing dates should reflect the period of work and are different from the contract period.
 - Billing dates cannot be in the future and must not extend beyond the invoice date.
8. 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).

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



9. Complete your bank account information that previously registered with UNICEF to identify any discrepancies between your most recent account and the one in our records. If your bank account has changed, please contact your Office Consultant Focal Point to update your vendor record. UNICEF will issue the payment in the same currency as your contract (Purchase order – PO) except in rare instances where there is prior approval obtained by your office and included in your contract terms and conditions.
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.

10. Complete the invoice currency which must match with the currency specified in the contract/ PO, which will also be the currency of the payment. If the payment currency is different from the currency of the contract, discuss it and agree with the Supervisor before submitting the invoice, and have this information included in your contract. When submitting the invoice, indicate it in the additional comment section in the template and as additional information in case submission.

11. **Note that your deliverables should have been sent to your supervisor in advance and have it approved.**

12. When completing the deliverables section, ensure that the descriptions are comparable to the PO phases. Avoid attaching any deliverables, reports etc.

“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 instalments 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	[REDACTED]
Deliverable#3: Provide technical support	[REDACTED]
Deliverable#4: Consultation meeting	[REDACTED]
Deliverable#5: Provide technical support	[REDACTED]
Deliverable#6: Review meeting	[REDACTED]
Deliverable#7: Advocacy with health car	[REDACTED]
Deliverable#8: Provide technical support	[REDACTED]
Deliverable#9: Draft donor report	[REDACTED]
Deliverable#10: Provide technical support	[REDACTED]
Travel cost related	[REDACTED]

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



13. If **travel is included** in your contract/ PO:
 - If travel expenditures were incurred in the same currency of the PO, you may use the standard invoice template for [Deliverable invoice](#).
 - If the expenditures are in a different currency, use the standard travel template available at [Individual Consultants | UNICEF](#) link to ensure the appropriate level of detail.
 - The Date of Expense on the travel invoice must correspond with the date(s) of the respective receipt(s), and the UN Exchange rate (UNORE) must be used: <https://treasury.un.org/operationalrates/OperationalRates.php>
 - All travel receipts (including the boarding passes) must be attached along with the invoices unless it is lumpsum negotiated rate clearly mentioned in the contract, avoid attaching any deliverables, reports etc.
 - If separate standard travel invoice template is used, it should be saved in PDF. Travel template needs to be converted to PDF from Excel.
 - In case of the contract terms, it is indicated that prior approval is needed from the supervisor for the travel, this approval must be attached to the SGW request.

14. 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 before the contract is amended and includes the travel budget line.

15. Save the invoice in the following format:
 - Review all provided information before saving the invoice,
 - File name should include the name of consultant and contract/ PO number.
 - File name should be less than 50 characters.
 - **No special characters are allowed**, e.g., !@#\$%^&*()_+=[{}];:'"\|,.<>/?, letters with foreign accents are also not accepted (e.g., ã, æ, ð, ß, û, ë, á, é, ñ..etc).
 - Invoice should be saved in PDF – travel template needs to be converted to PDF from Excel.

16. 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 return/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.

17. As you have now invoice ready for the submission, you can go to next step by login to the portal and submit the invoices.

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



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

How to submit an invoice

<p>Register</p> <p>Make sure you are registered in UNICEF Consultant Portal. If not, start your registration here.</p> <p>REGISTER</p>	<p>Fill in the the Invoice Template</p> <p>Download the template in the format that best suits you and fill it in with your data.</p> <p>DOWNLOAD DELIVERABLE TEMPLATE</p> <p>DOWNLOAD TRAVEL TEMPLATE</p>	<p>Submit your invoice</p> <p>Upload and submit your invoice.</p> <p>LOGIN/SUBMIT</p>
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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, the single sign-on function (SSO) used by UNICEF will keep you login with the official email address.

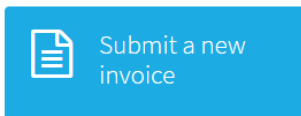
If you have not registered yet with your private email address, please register first:

How to submit an invoice

<p>Register</p> <p>Make sure you are registered in UNICEF Consultant Portal. If not, start your registration here.</p> <p>REGISTER</p>	<p>Fill in the the Invoice Template</p> <p>Download the template in the format that best suits you and fill it in with your data.</p> <p>DOWNLOAD DELIVERABLE TEMPLATE</p> <p>DOWNLOAD TRAVEL TEMPLATE</p>	<p>Submit your invoice</p> <p>Upload and submit your invoice.</p> <p>LOGIN/SUBMIT</p>
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Step 2 / Click on Submit a new invoice widget.

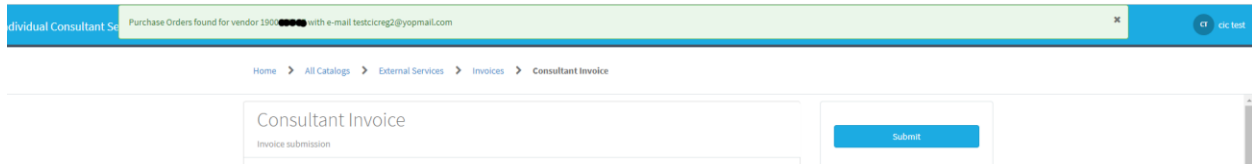
Invoices



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

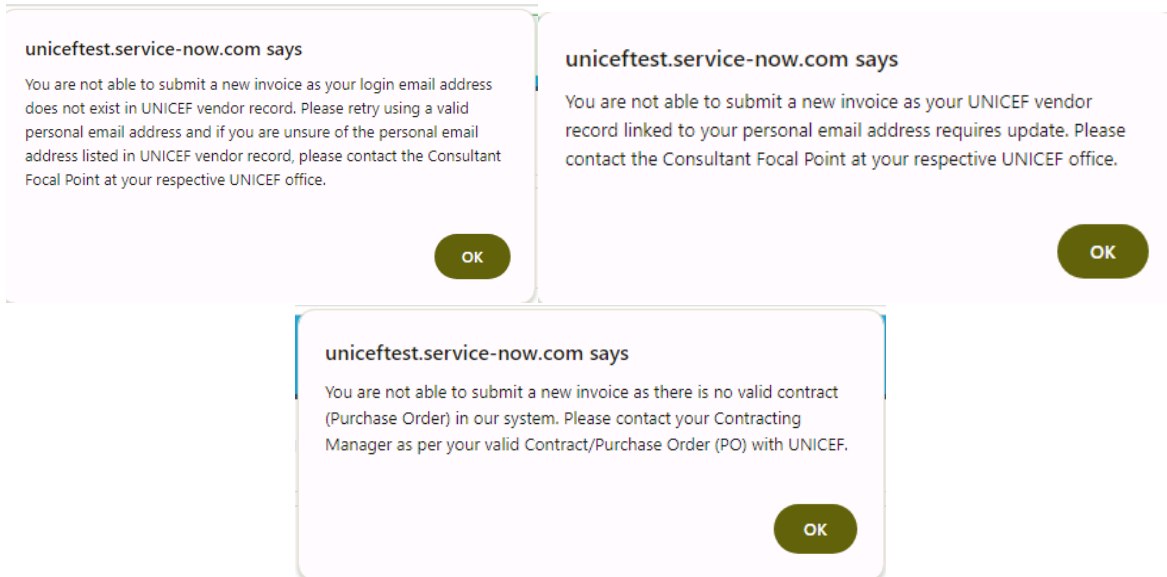


Step 3 / A message will appear on the top of the page saying: “Purchase Orders found for vendor xxxxxxxx with e-mail xxxxxxxx” confirming that this email address is linked to your vendor record registered at UNICEF and the vendor record has valid contract (Purchase Order – PO).



Step note:

If you receive one of the messages below instead of the green confirmation above, please follow the instructions provided in the messages. You can 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 notifies that 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)

Required information

What is the Purchase Order for this invoice?

Invoice Date Invoice Number

Invoice Amount Invoice Currency

Add the invoice in PDF

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



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 ensure that the correct bank account for the transfer is selected and matches the account included in the invoice template. In case the required account is not listed here, please contact your local Consultant Focal Point to update your vendor record before submitting invoices.

Consultant Invoice

Invoice submission

* What is the Purchase Order for this invoice?

-- None --

* Select the bank account for the payment of this invoice ?

If your bank account and currency are not listed, please contact your local Consultant Focal Point to update before submitting invoices to avoid payment issues. UNICEF is not liable for payments sent to incorrect bank accounts or currencies.

Bank account: xxxxx0000; Currency: 0000

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

* Invoice Date ?

Future dates not accepted. ✕

DD/MM/YYYY

* Invoice Date ?

Future dates not accepted. ✕

DD/MM/YYYY

Invoice date entered, 05/06/2024, cannot be greater than today's date.

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



* Invoice Date

Future dates not accepted.

DD/MM/YYYY



Invoice date entered, 04/12/2023, cannot be more than 150 days in the past.

Step 7 / Enter the total amount of the invoice.

* Invoice Amount

Only numbers and up to three decimals accepted.

100.1234

Use the following format: 111,111.000

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.

Note: Before submission, make sure that the invoice number entered in the field is the same as the invoice number appears in the attached invoice template. If the system identifies duplication, correct the invoice number in the template as well.

* Invoice Number

Please note that invoice number 1 was submitted via case CIC0013192. Please provide another invoice.

Step 9 / Add the “Invoice Currency” by selecting it from the drop-down list. The invoice currency must be the same as the PO currency.

* Invoice Currency

AED
AFN
ALL
AMD
ANG
AOA
ARS

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



Step 10 / “Invoice Description” is not a mandatory field. You may enter any relevant information for the payment: e.g.: correct PO lines

Invoice submission

004: [REDACTED]

*Select the bank account for the payment of this invoice ?

If your bank account and currency are not listed, please contact your local Consultant Focal Point to update before submitting invoices to avoid payment issues. UNICEF is not liable for payments sent to incorrect bank accounts or currencies.

Bank account: xxxxxx [REDACTED]; Currency: [REDACTED]

*Invoice Date ?
Future dates not accepted. ✕

03/06/2024

*Invoice Amount ?
Only numbers and up to three decimals accepted. ✕

1000

*Invoice Number

5

*Invoice Currency

USD

Invoice Description

Consultancy fee May 2024

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.

The limit of the attached file is 10 MB.

*Add the invoice in PDF

Upload

*Add the invoice in PDF

Invoice Consultants pdf.pdf

Upload Delete

Step 12 / You may add other supporting documents to the case. Click on “Add Attachments” and upload any relevant document. Avoid uploading any deliverables and other reports. (Document can be uploaded in this section in various format: xlsx, docx, jpg...etc.) The limit of the attached file is 10 MB.

Additional information

TEST xls.xlsx (18.7 KB)
just now

TEST doc.docx (12 KB)
just now

Add attachments

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



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.

Home > All Catalogs > External Services > Invoices > Consultant Invoice

Consultant Invoice

Invoice submission

*What is the Purchase Order for this invoice?
0043370530

*Select the bank account for the payment of this invoice
If your bank account and currency are not listed, please contact your local Consultant Focal Point to update before submitting invoices to avoid payment issues. UNICEF is not liable for payments sent to incorrect bank accounts or currencies.
Bank account: xxxxxx9892; Currency: THB

*Invoice Date
Future dates not accepted.
03/06/2024

*Invoice Amount
Only numbers and up to three decimals accepted.
1000

*Invoice Number
5

*Invoice Currency
USD

Invoice Description
Consultancy fee May 2024

*Add the invoice in PDF
Invoice Consultants pdf.pdf
Upload Delete

Additional information

TEST.xls.xlsx (18.7 KB) 1m ago

TEST.doc.docx (12 KB) 1m ago

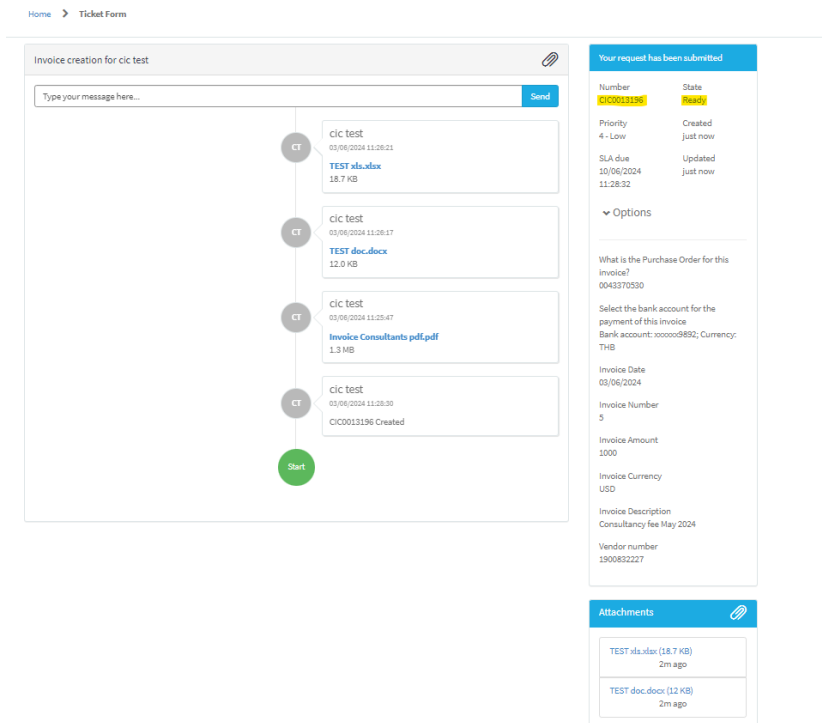
Add attachments

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 depending on the stage of the process.

Note: during the invoicing process, GSSC may **return** the case to you for further clarification or document updates. **Please send your reply or the requested document via the original case returned to you. Do not create new cases** to submit additional information requested unless specifically asked.

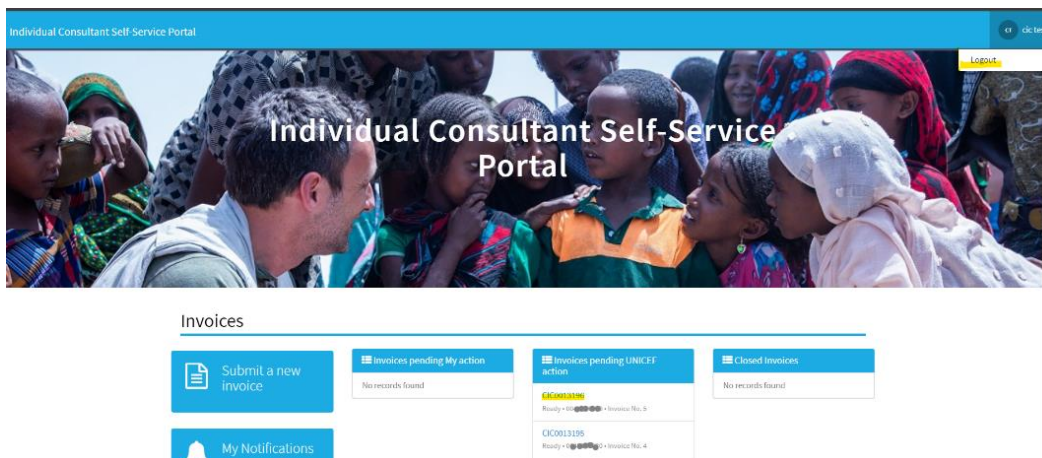
Invoice Submission in Individual Consultant Self-Service Portal (UNICEF Consultant Portal)



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

Home > Ticket Form

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



Step 17 / Consultant can login to the account on the portal and get real time status of the invoice submitted.