

NSG Group Procurement Procedure

Supplier Invoice Procedure

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Introduction

At NSG, we are committed to ensuring a seamless and efficient invoicing process. To support this, we require all suppliers to adhere to the following invoice compliance standards. This Procedure is essential for improving invoice quality and preparing for the implementation of new automation tools. Non-compliance may result in processing delays or invoice rejection.

Note: Local tax, regulatory, and e-invoicing requirements may apply in certain countries. Suppliers must comply with all applicable laws in addition to NSG's guidelines.

Key	
NSG Group	NSG Group (Legal Entity Name)
Purchasing documents	Purchase Order (PO) or Scheduling Agreement (SA)

1. Invoice Address Accuracy

- Ensure the invoice is addressed correctly to NSG (NSG or Pilkington Legal Entity Name) as per the NSG official purchasing documents such as purchase order (PO) or scheduling agreements (SA).
- Invoices sent to the incorrect address may not be processed.
- When applicable, if there is more than one plant delivery site, please ensure the plant address information is provided on the invoice.

2. Bank Details Validation

- All invoices must clearly state the correct bank details, matching those registered with as your master data with NSG.
- Any changes to bank details must be formally communicated on a letterheaded document and approved by NSG before changes are made. This will include a call back to confirm your details independently from the written request.
- Suppliers should comply with local banking regulations regarding changes to bank details. In some countries, additional approvals or documentation may be required.
- Mismatched or unverified bank details may result in payment delays or rejection.

3. Purchase Document Compliance (purchase order or scheduling agreements)

This refers to all types of goods and services provided to NSG, including utility and transport/freight providers.

- A valid 10-digit purchase document number must be included on all invoices.
- The purchase document number must match the one issued by NSG and correspond to the relevant purchase.
- Invoices without a purchase document number, or with an incorrect purchase document number, will not be processed unless it relates to one of the limited exceptions stated below. Please do not submit an invoice without reference to a valid purchase document number.
- As per the Electronic Invoicing Formats section below, suppliers operating in countries with mandatory e-invoicing systems must ensure that purchase document references comply with local regulations.
- Missing, invalid or incomplete purchase document numbers may result in payment delays.
- In adherence to this procedure, suppliers must obtain a valid purchasing document before providing goods or services.

Acceptable cases for non-PO are detailed in Appendix A.

- In these instances, the name or email of the requestor must be clearly stated.
- Failure to include the requestor's name may result in processing delays or invoice rejection.

4. Invoice Formatting and Content Requirements

- Invoices must be clear, legible, and in a standard format (**PDF preferred**, unless local regulations require otherwise).
- **Mandatory fields include:**
 - Invoice number

- Invoice date
- Invoice due date (as per payment term on purchase document)
- Purchase document number (for goods and services, as per item 3)
- Requestor name and/or email address (for acceptable non-PO cases, as per item 3)
- Supplier name and address
- Description of goods or services provided
- Quantity
- Unit of measure (UoM)
- Unit price
- Net amount
- Applicable taxes (e.g., VAT, sales tax)
- Currency
- Total amount
- Local tax details, where applicable (e.g., tax date, tax percentage, VAT registration number, withholding tax).
- **Preferred fields include:**
 - Delivery note / proof of delivery or service completed

5. Electronic Invoicing Formats

- Suppliers operating in countries that require electronic invoicing formats must comply with local requirements.

6. Timely Submission and Resubmission

- Submit invoices promptly after goods or services are delivered.
- In case of rejection due to invoice non-compliance, suppliers must make appropriate corrections and resubmit.
- Late invoices may impact payment processing timelines.

7. Contact for Invoice Queries

For any invoice-related queries, suppliers should reach out to the designated NSG Accounts Payable team.

By adhering to this Procedure, suppliers contribute to a more efficient and automated invoice processing system, ensuring timely payments and reducing administrative delays.

Thank you for your cooperation.

Appendix A

Third parties to whom NSG makes payments as a result of statutory or Fiscal obligations, through the payroll process or charity/sponsorship, e.g.:

- Alternative to Reimbursement of Expenses (Using a PO)
 - Charity Organisation/Sponsorship
 - Local/Government Tax
 - Toll Roads
 - Pension Employer/Employee Contribution
 - Compensation/Fines
 - Healthcare (Non-Contracted, one off)
 - Health Insurance
 - Bank Loan Repayment
 - Court Fees
 - Payroll Related Deductions (eg. Childcare)
 - Customer Imposed Fines / Penalties / Fees
 - Rent on Behalf of NSG Employee
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