How to send and fill in your invoices?

This document is intended only for ENGIE Green providers

Sending invoices
- Invoices must be sent by e-mail in **PDF** (recent version) or **XML format**, according to the procedure defined by your entity.
- Observe the following:
- Only one invoice per PDF file; Multiple files can be sent in a single email.
- No special characters in the file names.
- If you are using a compressed (.zip) file, make sure that the PDF and XML file names match.
- Links to invoices are not accepted.
- Each shipment generates an acceptance or rejection notification. If there is an error, you will receive a message inviting you to correct and resend the invoice.

Mandatory information and best practices:
- Check that your invoice includes all the legal information: full company name, intra-community VAT number
- Make sure you have an order number and report it on the invoice.
- Check the conformity of the amounts with the purchase order.
- Send the invoice only after the service has been completed.

Attachments
- The document (invoice/credit note) may be accompanied by attachments if deemed necessary. The file naming policy must be respected:
- The attachment must be a **PDF file**.
- The file name of the attachment must start with the name **of the business document**, followed by "_", then "attachment".
- **Example:** if the name of the invoice is **100500.pdf**, the "delivery note" attachment should be called: **100500_attachment.pdf**.

My privileged contacts

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**To facilitate your collaboration with ENGIE,
Your priority contact remains your referring buyer.**

Invoice Shipment
The email address dedicated to sending your invoices is
ENGIE_GREEN@email.basware.com

Invoice follow-up
The email address dedicated to the follow-up of your invoices is
support-portail-basware@engie.com, 04 67 20 70 10
SAP Help
The email address dedicated to your integration into SAP is
engieonboardingproject@engie.com