

Do	Don'ts
Make a copy of the daily tracker sheet, store it in the drive, and rename the daily sheet after copying.	Do not rename the daily tracker sheet without first making a copy with yesterday's date and storing it in the drive.
keep the email entries from yesterday's 4 pm to today's 4 pm tawazun time.	For today's email entries, do not accept any emails after 4 pm Tawazun time.
All in-progress status invoices for today need to be processed on priority.	Avoid delays for processed invoices that are on in-progress status.
Accept email entries that contain attachments.	Dont accept email entries that not contain any type of attachments & mark them as read manually
Our system accepts only Tax invoices, Credit note invoices, and Performa invoices in pdf format.	Our system Doesn't Accept Documents, Excel, PO pdf, Certificate pdf, SOA pdf, Email attachments, or Zip attachments.
Our system accepts invoices only in English.	Our system does not accept invoices in Arabic or any other non-English languages.
Our system accepts invoices with the customer names TAWAZUN COUNCIL, Tawazun Holding Company LLC, Tawazun Economic Council, or Tawazun Council Finance Team.	Our system does not accept invoices with the customer names TAWAZUN STRATEGIC DEVELOPMENT FUND, TAWAZUN TECHNOLOGY AND INNOVATION L.L.C., Tawazun Development Company LLC, Emirates Defense Companies Council, Alpha Advocates and Legal Consultants, or AMNA AL KETBI.
Use only one currency per invoice at a time. If an invoice has multiple currencies, get confirmation from Eman via Email before processing it.	Do not process invoices directly if they contain multiple currencies.
Manually reject invoices with duplicate numbers.	Do not enter duplicate invoice numbers uniquely in our traker sheet; set their status to Reject.
If there is any doubt about an invoice, send a confirmation email before processing.	Do not process invoices that are in doubt without confirmation.
Get AP user confirmation for Every New vendor before processing any invoice.	Do not process invoices without AP user confirmation for Every New vendor.
Verify new vendor names in the TOAD application and update them in the tracker sheet. If vendor name not present in toad them mail to eman.	Do not process invoices without vendor name confirmation.
For Every non-PO invoices, get confirmation from Eman via email before processing.	Do not process non-PO invoices directly without confirmation.

If you get a system issue, first refer to the Issue and Solution Sheet. Report any system issue to your manager before taking further steps.	Do not address issues you are unfamiliar with directly.
If there is a space-related issue, resolve it by contacting the infra team.	Do not attempt to resolve space-related issues yourself, even if steps are provided.
Work carefully on the Tawazune project as it is live	ensuring no negligence or mistakes in Tawazun.
Check the log if there is any issue in the process.	Do not report issues to your manager or developer without first checking the logs.