

Dear Supplier,

We hope you had found our inaugural newsletter sent to you on 16 May 2008 useful. You could refer to www.vendors.gov.sg for past issues of our newsletters.

If you have not obtained access to Vendors@Gov online portal (www.vendors.gov.sg), please do so as soon as possible as Government suppliers will now have to submit invoices electronically via Vendors@Gov.

To continue helping you with the submission of electronic invoices to us, we will be sending you regular tips in the initial phase.

C o n t e n t s

- Q1.** How do I submit e-invoices?
- Q2.** I am from an ACRA-registered organisation, and I have successfully logged into Vendors@Gov. However upon logging in, there is no e-invoice icon on the left hand panel for me to select. Why is this so and what should I do?
- Q3.** Which department should I select for submission of e-invoice?
- Q4.** Which are the Government agencies accepting e-invoices?
- Q5.** Is it compulsory to indicate a purchase order number for submission of all invoices?
- Q6.** How do I indicate the purchase order number in the e-invoice?
- Q7.** I have provided a portion of the goods specified in a Purchase Order. Can I submit an e-invoice for partial payment of the purchase order?
- Q8.** I have already entered the invoice amount under the invoice line details section. However, I encountered the following error while submitting the e-invoice – "Invoice amount cannot be zero". What should I do?
- Q9.** Can I submit a debit or credit note electronically via Vendors@Gov?

Q1. How do I submit e-invoices?

1. Log-in to Vendors@Gov using either SingPass or AGD Password.
2. Click on the 'E-invoice' icon on the left hand panel.
3. Click on the Invoice Creation icon.

To learn more on how to submit e-invoices, please refer to the e-invoice user guide. It can be downloaded from the Vendors@Gov online portal at www.vendors.gov.sg.

Q2. I am from an ACRA-registered organisation, and I have successfully logged into Vendors@Gov. However upon logging in, there is no e-invoice icon on the left hand panel for me to select. Why is this so and what should I do?

A common reason for this is because we do not have your particulars and as a result, our system recognises you as a new vendor.

You would need to register your organisation as a new vendor before you will be able to submit an e-invoice. To do so, please follow the steps below:

1. Select the "New Vendor" icon
2. Fill up your particulars and click on 'submit'
3. Download and complete the "Direct Credit Authorisation Form" from Vendors@Gov *if* your banker is NOT any of the following banks - DBS, POSB, OCBC, UOB, FEB (Far Eastern Bank), or Citibank. Upon completion, send the completed form to the following address:

Accountant-General's Department
100 High Street
#06-01 The Treasury
Singapore 179434

*You may skip this step 3 if your bank is one of the following banks:
DBS, POSB, OCBC, UOB, FEB, or Citibank

4. Your particulars will be sent for verification with the relevant banks and authorities before we approve your record. This will be completed within a week upon receipt of the necessary forms.
5. Re-visit www.vendors.gov.sg after a week and select "Update Bank Details" to check whether your registration as a new vendor is successful. If successful, you will be able to start submitting e-invoices.

The request and verification of your particulars is necessary for authentication

Q3. Which department should I select for submission of e-invoice?

1. Select the name of your client ministry or statutory board.
2. Select the name of the relevant department under your client ministry or statutory board.

If you are billing the Government schools, please select Schools (SCF01) under Ministry of Education, followed by the name of the school.

If you need further assistance, please contact your client agency directly.

Q4. Which are the Government agencies accepting e-invoices?

All ministries, statutory boards & Government schools accept electronic invoices. Only the Ministry of Defence and the Defence Science & Technology Agency do not.

To view the full list of agencies to whom you could send e-invoices to via Vendors@Gov, please visit this url: <http://www.agd.gov.sg/vendorpayment/doc/OverviewList.xls>

If you would like to differentiate whether the agency whom you are billing belongs to a ministry or statutory board, you could also refer to the above url.

Q5. Is it compulsory to indicate a purchase order number for submission of all invoices?

No. Not all purchases are made with Purchase order (PO). If no PO number is issued by your client agency, you need not indicate a PO number during e-invoice submission.

However, if a PO has been issued by your client, you will be required to enter the correct PO number. Otherwise, your client reserves the right to reject your invoice.

Q6. How do I indicate the purchase order number in the e-invoice?

For e-invoices to ministries

If a PO has been issued by your client ministry, please select the PO number from the drop-down list. If no purchase order was issued, you could leave the PO field blank.

Please contact your client ministry for the PO number. The client ministry's contact information is available on the remittance advice or payment enquiry page on Vendors@Gov online portal at www.vendors.gov.sg.

For e-invoices to statutory boards or schools

You will not be able to select the PO number from the drop-down list. Instead, you may indicate the purchase order number in the invoice line description.

Q7. I have provided a portion of the goods specified in a Purchase Order. Can I submit an e-invoice for partial payment of the purchase order?

Yes. Partial invoicing on a PO is allowed as long as it is not a duplicate invoice for the same goods or services delivered.

Q8. I have already entered the invoice amount under the invoice line details section. However, I encountered the following error while submitting the e-invoice – “Invoice amount cannot be zero”. What should I do?

You would need to click on the "add line" button in the invoice line details to auto-populate invoice amount in the invoice summary portion. Please click on submit invoice after doing the above.

Q9. Can I submit a debit or credit note electronically via Vendors@Gov?

Yes, Government suppliers will also be required to submit debit or credit note electronically via Vendors@Gov.

The submission of an electronic debit or credit note is similar to the submission of an electronic invoice. Please refer to Question 1 above on how to submit e-invoices.

A message from the Accountant-General's Department



For more information or to contact us, please visit the Vendors@Gov portal at www.vendors.gov.sg.

<This is an automated email. Please do not reply to this email address. >