



Accountant-
General's
Department

e-invoicenewsletter.issuethree

Dear Supplier,

We hope you had found our newsletters useful. To continue helping you with the submission of electronic invoices to the Government, we will be sending you regular tips in the initial phase.

C o n t e n t s

Q1. My organisation is a Limited-Liability Partnership or a Public Accountant registered with ACRA. How should I access Vendors@Gov?

Q2. How soon will my client be able to receive e-invoices that I have submitted?

Q3. How do I know if my client has received my submitted e-invoices?

Q4. How do I inquire status of the e-invoices which I have submitted?

Q5. I have submitted an e-invoice but when I search for it via the invoice inquiry panel, there are no records found. Why is my e-invoice 'missing'?

Q6. Will I be alerted if my client rejects my e-invoice?

Q7. I have submitted an e-invoice, but it had not been acted upon. Who should I contact?

Q1: My organisation is a Limited-Liability Partnership or a Public Accountant registered with ACRA. How should I access Vendors@Gov?

Unlike the ACRA registered businesses and companies, you will **not** be able to log-in to Vendors@Gov (www.vendors.gov.sg) using SingPass. In order to access Vendors@Gov, you should apply for an AGD password by following the steps below.

1. Please download and complete the application form from the Vendors@Gov online portal at www.vendors.gov.sg.
2. Mail the completed original form to AGD.
3. You will receive the log-in id and password in the email address provided within three working days of receipt*

*** If you have not transact with any of our ministries in the past. You will also need to provide us with your particulars including bank details using the Direct Credit Authorisation form downloadable from Vendors@Gov.**

Q2: How soon will my client be able to receive e-invoices that I have submitted?

E-invoices will usually reach your client agency on the following day after your submission. During this transitional period, it will take at most two days for your e-invoices to reach your client agency.

Q3: How do I know if my client has received my submitted e-invoices?

You will be able to check the status of all submitted e-invoices from Vendors@Gov, invoice inquiry feature. Example of statuses like 'successfully loaded' or 'pending processing' will mean that your client agency has received your e-invoices and will take the necessary actions to effect payments to you.

Q4: How do I inquire status of the e-invoices which I have submitted?

1. After logging-into www.vendors.gov.sg, click on "E-invoice" icon. You will be directed to the invoice inquiry panel automatically.
2. From the invoice inquiry panel, select the appropriate category from the drop-down list on the left and key in the relevant range which you would like to search for. The categories available for selection includes:
 - a. Invoice ID;
 - b. Invoice date; and
 - c. Reference No.

3. Choose the status type from the drop-down list at the bottom. The type of statuses available for selection includes:
 - a. Any;
 - b. Draft;
 - c. Pending Processing;
 - d. Processing; and
 - e. Rejected
4. Click on the "Search" button.
5. The search results are displayed on the "Invoice Inquiry List" screen. Search for your e-invoice and click on the invoice id if you would like to retrieve the invoice.

To read more about the invoice inquiry feature, please refer to the downloadable e-invoice user guide on Vendors@Gov.

Q5: I have submitted an e-invoice but when I search for it via the invoice inquiry panel, there are no records found. Why is my e-invoice 'missing'?

Below are some of the possible reasons for failing to retrieve your submitted e-invoices via the invoice inquiry panel:

- (a) Your invoice was submitted less than a day ago.

Your submitted invoice will be reflected via the invoice inquiry panel with effect from the following working day after submission;

- (b) Your invoice was submitted more than two months ago.

The invoice inquiry panel will only show the status of your invoices submitted in the last two months (based on invoice date);

- (c) You have already received payment for the submitted invoice.

Invoice inquiry panel will only show the status of unpaid invoices pending processing. For inquiry of paid invoices, please use the payment enquiry feature which is available for selection on the left hand panel upon successful log-in to Vendors@Gov; *

- (d) Your invoice was rejected for more than seven days.

Invoices that are rejected for more than seven days will be deleted from the inquiry system. This may be one of the reasons why submitted invoices are not found in the system. If you are unsure whether your invoice has been rejected, you should contact your client liaison officer. You may resubmit an invoice with the same invoice number if the previous invoice was rejected *

****Please note that (c) and (d) are only applicable if your client is a ministry. If your client is a Statutory Board or School, you will receive notification directly from your client for remittance advices/payment details or if your invoice is rejected.***

Q6: Will I be alerted if my client rejects my e-invoice?

You will only be alerted via an email notification from AGD if your client is a government ministry. Alternatively, you could check the status of your e-invoices to client ministries from Vendors@Gov inquiry panel.

If your client is a Statutory Board or government school, you will be notified separately by the respective agency.

If you have changes to your email address, please update via Vendors@Gov online portal by selecting the "Update Particulars" icon.

Q7: I have submitted an e-invoice, but it had not been acted upon. Who should I contact?

Please contact the liaison officer at your client agency on the status of the e-invoice. You should provide your organisation name (and ACRA number if available), invoice number and invoice date to your client agency.

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. >