



Government of Newfoundland and Labrador

Office of the Comptroller General

Financial and Information Systems Division

Supplier Invoice Guide

Instructions for Submitting Supplier Invoices:

Invoices and credit memos for individual departments are to be forwarded via email or mail to one central government location: the Treasury Board Secretariat, Accounts Payable Processing Financial and Information Systems Division.

To receive payment on a timely basis, invoices should be emailed or mailed to:

Executive Council – Treasury Board Secretariat
Accounts Payable Processing
100 Prince Phillip Drive
3rd Floor, East Block
Confederation Building
P.O. Box 8700, St. John's, NL
A1B 4J6

Email: gnlinvoices@gov.nl.ca

- **Invoices should not be** directed to the government departments purchasing the goods and/or services, although there are some exceptions which are outlined in the attached Invoice Checklist. The "Bill To" address on all new Purchase Orders will indicate the correct address to submit invoices.
- To minimize invoice rejections and ensure timely payment, please review the attached Invoice Checklist and related information to ensure that your invoices are in order for processing.
- **Failure to include all pertinent information could result in your invoice being rejected or held pending receipt of information required.**
- GNL encourages that all payments to suppliers and employees be delivered via direct deposit by Electronic Funds Transfer (EFT). If you are not registered to receive your payments and notices of deposit electronically, please visit <https://www.gov.nl.ca/exec/tbs/supplier-information/> or contact the AP Service Desk at 1-888-729-6199 or email CSpayables@gov.nl.ca for assistance.

INVOICE CHECKLIST

Required Information on an Invoice

For timely payment processing, invoices require the following information:

- Supplier Name and Address
- Supplier Contact Information
- Department & Division that received your goods and/or services
- Invoice Number
- Purchase Order (PO) Number
- Invoice Date
- Invoice Amount/Taxes and Itemized List of Goods/Services

Important Notes

This process applies only to **Provincial Government Departments**. It does **NOT** apply to Newfoundland and Labrador Health Services, NLSchools, crown corporations and other such government agencies.

A. Exceptions to Central Invoice Processing (Refer to the “Bill To” section on the purchase order)

Provincial Government Department Invoices should be submitted to Accounts Payable Processing, Treasury Board Secretariat as indicated in the “Bill To” section of the PO with the following exceptions for central government departments.

- Capital Construction Contracts (Departments of Transportation & Infrastructure, Education, Environment and Climate Change, Fisheries, Forestry and Agriculture, Industry, Energy and Technology, and Municipal and Provincial Affairs). Supporting invoices and all backup documents related to the progress estimates should continue to be sent “directly” to the appropriate person responsible for the contract (e.g. Resident Engineer).
- IPGS/CSSD/HCS/LA program invoices (The Departments of Immigration, Population Growth and Skills, Children, Seniors and Social Development, Health & Community Services, and Labrador Affairs typically issue service authorizations for services to their clients). These invoices should continue to be sent directly to the Department issuing the service authorization.
- “Bill To” section on the PO indicates a different address, such as House of Assembly, Auditor General, and agencies that can be found here: [Departments and Agencies - Government of Newfoundland and Labrador](#). These invoices should be sent directly to these government agencies.
- Large volume invoices from suppliers that are currently accessed by departments via signing on to the supplier’s website.
- Invoices requiring usernames and passwords to access invoice when sent through email.

If you do not have a PO, please contact the person who requested your goods or services for instructions on where to submit your invoice.

INVOICE CHECKLIST

B. Electronic Invoices

Invoices are to be emailed to gnlinvoices@gov.nl.ca

Invoice submission requirements are as follows:

- Invoices must be attached (preferably in PDF format) and not pasted in the body of the email.
- Please ensure the attachment is not password protected.
- An automated reply will be received stating that the invoice has been received. If a reply is not received within an hour, please contact the [AP Service Desk at 1-888-729-6199](tel:1-888-729-6199)
- Each invoice should be a separate PDF file attachment; multiple invoices should not be sent in one PDF file.
- Individual PDF invoices should have a file name to match the invoice number.
- Any supporting documentation should be included in the same PDF file as the invoice.
- The email, gnlinvoices@gov.nl.ca, is for invoices only. Statements, Past Due Notices, correspondence, \$0 value invoices, warranties, certificates, and already paid invoices should be sent directly to the government departments.
- Only one copy of the invoice is required. Please do NOT send duplicates.
- Purchase Order numbers should be stated on the invoice and not in the body of the email nor in the email subject line.
- Inquiries on any unpaid invoices can be directed to the AP Service Desk by phone at 709-729-6199 or 1-888-729-6199, or by email at CSpayables@gov.nl.ca.

1. Supplier Name & Address

Acceptable invoices include invoices with a corporate logo including the name and address; or a computer-generated invoice with company name and address; or a handwritten invoice with company name and address. The supplier's name and address including the postal code are required to ensure that each payment is remitted to the correct supplier at the correct address.

NOTE: If a supplier has a **Remit To Address** on the invoice, this is the site that will be set up as a Supplier Site in the Financial Management System as this is the site that the PO should be set up for and payments made to.

2. Supplier Contact Information

Include all relevant telephone numbers and email addresses with your invoices so if there is a problem encountered, we have the contact information to deal with it immediately.

3. Department & Division - Ship To Location

The Ship To location should be the address that the goods and services are sent to. It is also vital to ensure that your invoice is routed to the correct department and division immediately for final processing and certification.

4. Invoice Number/Credit Memo Number

All invoices (including credit memos) from suppliers require an invoice number to ensure uniqueness and an audit trail for processing. Invoices with duplicate invoice numbers from the same supplier will be deemed a duplicate invoice number that has already been used and will be rejected and sent back to supplier.

INVOICE CHECKLIST

5. Purchase Order Number

All departments are required to issue a purchase order and provide the purchase order number to the supplier when ordering goods and/or services for GNL. Purchase Order numbers **MUST** be stated on the invoice.

Purchase orders must include a “Bill To” address for either Treasury Board Secretariat, Accounts Payable Processing or for one of the acceptable locations included in the exceptions list.

Please refer to the Purchase Order to ensure you are submitting the invoice to the correct “Bill To” location.

6. Invoice Date

Invoice date is the date the invoice is issued to government for reimbursement of the goods and/or services supplied. It is not the date when the purchase order was received.

7. Invoice Amount/ Taxes

Each invoice should reflect the itemized list of the goods and/or services billed, subtotalled, applicable taxes shown with a final total. Always include your company’s HST Registration Number.

8. Comments

Include any important comments on the invoice. For example: Credit memo should reference the related invoice number to allow cross referencing back to the original invoice.

Other Important Information

9. Legible

Please ensure your invoice/credit memo is legible (preferably not handwritten).

10. Confidential Information

Invoices must not include information about individuals that would be considered personal, confidential, or in violation of privacy legislation.

11. Direct Deposit

Direct Deposit (Electronic Funds Transfer) will be used for payments being made to suppliers. To obtain more information, contact The AP Service Desk at 1-888-729-6199 or go to: <https://www.gov.nl.ca/exec/tbs/supplier-information/>

INVOICE CHECKLIST

GNL - Acceptable Invoice

