



INSTRUCTIONS FOR SUBMITTING INVOICES TO CITY OF SURREY

1. Invoice Submission

The City encourages submission of invoices by email unless direct arrangements have been made with your City contact.

<u>Invoicing via email</u>	<u>Invoicing via mail</u>
<p>Email to: surreyinvoices@surrey.ca;</p> <ul style="list-style-type: none"> • Each invoice is to be submitted with supporting documentation in PDF format only • PDF attachment(s) must be named as follows: <Company name>_<Invoice Number> • Email(s) must not exceed 2MB • A confirmation e-mail will be sent upon receipt of invoice. Suppliers/contractors are responsible to resubmit any emails that prompt a non-delivery notice 	<p>Mail hard copy invoices to:</p> <p>City of Surrey – Accounts Payable 13450 – 104 Avenue Surrey, BC, Canada, V3T 1V8</p> <hr/> <p>** Faxed invoices are not accepted.</p>

- Do not send duplicate hard copy or soft-copy invoices in any manner. Should a need arise to submit an invoice copy, ensure it is clearly labeled **COPY**.

2. Invoice Requirements

Each invoice must contain the following information, clearly written and visible (not a part of a logo).

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| <ul style="list-style-type: none"> • Supplier name • Remit to address/information • Invoice number for each shipment/service • Invoice date – month/day/year format • Payment terms – standard net 30 days • GST registration number • Freight terms – FOB destination/freight prepaid • Ship To address/job site location • Supplier contact name and email address • City of Surrey contact – first and last name, department | <ul style="list-style-type: none"> • Purchase order number and PO line number • Only one purchase order per invoice • Discounts/allowances/credits must be listed as a separate line of the invoice • Total freight/handling costs - must be approved by City contact) • Description of each item invoiced - <i>Numeric, model or part numbers (alone) are not sufficient descriptions</i> • Quantity, unit price and total with taxes clearly identified |
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All supporting documentation for an invoice must be sent with the invoice at the time of submission. Service providers/contractors are required to include documents that support services and labour performed (e.g. – time sheets).

Failure to comply with the above outlined information may result in processing delays or the return of the invoice.

3. Invoice Enquiries

For Invoice and/or payment enquiries please contact Accounts Payable at 604-592-7010

Note: The City of Surrey offers electronic payment options. Please call for further information.

Do not email enquiries to surreyinvoices@surrey.ca

4. Supplier Information Updates

The City of Surrey – Accounts Payable must be notified immediately of any changes to supplier/contractor information.

- e.g. “Remit To” Address, Company Name, Contact Information, Banking Information etc.

Changes with supporting documentation can be submitted by email to surreyinvoices@surrey.ca, by mail to the address noted above or by fax to 604-591-4488. City contacts must be notified of information changes.

**** Changes requested via telephone will not be accepted.**