



IMPORTANT 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.

<p><u>Invoicing via email</u></p> <p>Email to: surreyinvoices@surrey.ca</p> <ul style="list-style-type: none"> • Each invoice should be submitted as one PDF file format with all supporting documentation. • PDF attachment(s) should be named as follows: <Company name>_<Invoice Number> • Email(s) should not exceed 35MB, including all attachments • An automatic e-mail will be sent confirming successful receipt of e-mail. 	<p><u>Invoicing via mail</u></p> <p>Mail printed copy of 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>
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Do not send duplicate copies of invoices previously submitted (either by email or regular mail).

- Please contact Accounts Payable directly for assistance and to inquire on status.

2. INVOICE REQUIREMENTS

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

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| <ul style="list-style-type: none"> • Supplier name (operating and legal, if applicable) • Remit to address/information • Invoice number • Invoice date – month/day/year preferred • Payment terms – e.g., Net 30 days • GST registration number (if applicable) • Freight terms (if applicable) • Ship To address/job site location • City of Surrey authorized contact – first and last name, department • Purchase order (PO) number (if applicable) | <p>NOTE: PO numbers are 6 digits and currently start with '4', any other number <u>must</u> include City of Surrey authorized contact.</p> <ul style="list-style-type: none"> • Only one PO number per invoice • Discounts/allowances/credits must be listed as a separate line on 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 as part of 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 INQUIRIES

For Invoice and/or payment inquiries please contact Accounts Payable at 604-592-7010 or via email to APInquiry@surrey.ca

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

Do **not** email inquiries to surreyinvoices@surrey.ca, as that email address is for submission of original invoices ONLY.

4. SUPPLIER INFORMATION UPDATES

The City of Surrey Accounts Payable must be notified, **in writing (email or mail)**, immediately of any changes to supplier information. e.g., changes to: Payment Address, Company Name, Contact Information, Banking Information, etc.

Changes with supporting documentation can be submitted by e-mail to APInquiry@surrey.ca or mailed to the mailing address noted above. City contacts must also be notified of information changes relating to company name and contacts.