

vendors@gov

E-Invoice/ E-Credit Note Submission User Guide

A guide to submit E-invoice/ E-Credit Note at Vendors@Gov.

E-Invoice/ E-Credit Note Submission User Guides

1. E-invoice Submission

2. E-Credit Note Submission

1. E-Invoice Submission

Note: You may only begin submitting E-Invoices on Vendors@Gov after your vendor record is approved.

Step 1 – Login to Vendors@Gov portal.

For more information on how to login, please refer to '[Login and Registration User Guide](#)'.

Step 2 – Navigate to “Create E-Invoice”. The “Create E-Invoice” page comprises three (3) main sections that must be completed to submit an E-Invoice.

A Client Agency

Your Vendor ID: 

Ministry/Statutory Board *

Department *

Sub-Business Unit *

Attention To *

Please Select

Please Select

Please Select

B E-Invoice Details

GST Rate *

Invoice Number *

Invoice Date *

Invoicing Instruction/Purchase Order ID *

9%

Please Select

Please Select

Always select today's date for invoice date.

If you are unable to find the ID, please confirm with your client agency that they have despatched the document to you. It may take 1 working day for it to be updated in the system.

Payment Term *

30 Days

Currency *

Singapore Dollar

Description *



Attachment

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Additional Details

Customer Accounting

Yes No

Select 'Yes' if billing is for relevant supplies of Prescribed Goods

Remit To

Please Select

Select only if you want payment to an approved bank account of another vendor ID.

Related Invoice ID

Please Select / Enter

This field is mandatory only if you are submitting a credit note. This is the invoice ID for which the credit note is to offset against.

Factoring Company

Yes No

Select 'Yes' if you have assigned the invoice to a financial institution or licensed company.

Continue

1. E-Invoice Submission

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Step 2 – Navigate to “Create E-Invoice”. The “Create E-Invoice” page comprises three (3) main sections that must be completed to submit an E-Invoice.

C E-Invoice Line Details

S/NO.	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL AMOUNT (WITHOUT GST)	GST	TOTAL AMOUNT (WITH GST)	ACTION
1	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>		 
						Sub Total (Without GST)	0.00
						Total GST	0.00
						Freight amount	<input type="text" value="0.00"/>
						Total Amount (With GST)	0.00

Save As Draft

Next

1. E-Invoice Submission

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Step 3 – Under Client Agency, select the relevant “Ministry / Statutory Board”, “Department”, “Sub-Business Unit” and fill up the “Attention to” field. Click on the dropdown list, an auto-complete function is available to assist you in selecting the correct billing unit.

Client Agency

Your Vendor ID: 

Ministry/Statutory Board * Department * Sub-Business Unit * Attention To *

Please Select Please Select Please Select

- AGC-Attorney-General's Chambers
- AUD-Auditor-General's Office
- BCA-Building&Constructn Authority
- BOA-Board of Architects
- CAA-Cvl Avtn Authrty of Singapore
- CAB-The Cabinet**

- Please contact your client agency’s point-of-contact to ascertain the correct billing unit.
- You may also [click here](#) to find a list of billing units in the public sector. For example, if you wish to bill Casino Regulatory Authority, you may search under:



Ministry/ Statutory Board: Casino Regulatory Authority
Department: Casino Regulatory Authority
Sub Business Unit: CRA01 – Casino Regulatory Authority

- Under the “Attention to” field, please indicate the point-of-contact who can verify that the goods and services have been duly delivered to and received by your client agency.

1. E-Invoice Submission

Note: You may only begin submitting E-Invoices on Vendors@Gov after your vendor record is approved.

Step 4 – Complete the E-invoice and additional details.

E-Invoice Details

1	GST Rate *	2	Invoice Number *	3	Invoice Date *	4	Invoicing Instruction/Purchase Order ID *
	<input type="text" value="9%"/>		<input type="text"/>		<input type="text" value="Please Select"/>		<input type="text" value="Please Select"/>
					<small>Always select today's date for invoice date.</small>		<small>If you are unable to find the ID, please confirm with your client agency that they have despatched the document to you. It may take 1 working day for it to be updated in the system.</small>
5	Payment Term *						
	<input type="text" value="30 Days"/>						
	Currency *	Description *					
	<input type="text" value="Singapore Dollar"/>	<input type="text"/>					



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1	The default GST Rate is 9% w.e.f. 1 January 2024 for GST-Registered vendors. GST rates of 7% and 8% are still available for selection if required.
2	The Invoice Number should not exceed 27 characters and must not include any spaces or special characters (such as #, %, &, +, ?, <, >, “ and ‘).
3	The Invoice Date may not be post-dated. Back-dating of the invoice is allowed for a maximum of seven calendar (7) days .
4	If you are billing on an Invoicing Instruction issued to you on GeBIZ by your client agency, it is compulsory to select the relevant Invoicing Instruction ID to submit an invoice. If you are billing a direct invoice, please select ‘No invoicing instruction / Direct Invoice’. If you are unable to find your invoicing instruction, please confirm with your client agency that invoicing instructions have been sent to Vendors@Gov.
5	The default Payment Term is set at 30 days . You may amend the payment term according to the agreed terms between you and your client agency.

1. E-Invoice Submission

Note: You may only begin submitting E-Invoices on Vendors@Gov after your vendor record is approved.

E-Invoice Details

GST Rate *

9%

Invoice Number *

Invoice Date *

Please Select

Always select today's date for invoice date.

Invoicing Instruction/Purchase Order ID *

Please Select

If you are unable to find the ID, please confirm with your client agency that they have despatched the document to you. It may take 1 working day for it to be updated in the system.

Payment Term *

30 Days

6

Currency *

Singapore Dollar

7

Description *



Attachment

8

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6	The default Currency is SGD . You may amend the currency according to the agreed terms between you and your client agency. When billing on an Invoicing Instruction, the currency may not be changed.
7	The Description of the E-Invoice should not exceed 254 characters . If you are billing on an Invoicing Instruction, the description will be auto-populated.
8	Only BMP, GIF, JPEG, JPG, PDF, PNG format attachments up to 1MB are accepted for most Statutory Board Invoice, 2MB for most Ministry invoice. Attachments will only be stored for one (1) day in Vendors@Gov once the transaction is processed. A message will prompt you that the attachment has been processed and a new filename will be provided.

1. E-Invoice Submission

Note: You may only begin submitting E-Invoices on Vendors@Gov after your vendor record is approved.

Additional Details

9 Customer Accounting <input type="radio"/> Yes <input checked="" type="radio"/> No <small>Select 'Yes' if billing is for relevant supplies of Prescribed Goods</small>	10 Remit To <div style="border: 1px solid #ccc; padding: 2px; width: 150px;">Please Select</div> <small>Select only if you want payment to an approved bank account of another vendor ID.</small>	11 Related Invoice ID <div style="border: 1px solid #ccc; padding: 2px; width: 150px;">Please Select / Enter</div> <small>This field is mandatory only if you are submitting a credit note. This is the invoice ID for which the credit note is to offset against.</small>	12 Factoring Company <input type="radio"/> Yes <input checked="" type="radio"/> No <small>Select 'Yes' if you have assigned the invoice to a financial institution or licensed company.</small>
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9	Select “Yes” for Customer Accounting if the invoice is for the billing of relevant supplies of prescribed goods defined in IRAS e-Tax Guide on “GST: Customer Accounting for Prescribed Goods” w.e.f. 1 January 2019 .
10	The remit to field is only applicable for vendors with multiple vendor IDs. Select only if you want payment to be made to a bank account of another approved vendor ID.
11	The Related Invoice ID field is only applicable if you are submitting a Credit or Debit Note on a previously submitted E-Invoice. Else, the field may be left blank.
12	<p>A Factoring Company is a commercial finance company (usually a bank) that specializes in the purchase of invoices or accounts receivable for cash. Unless there are arrangements with a factoring company for the invoice, the option "No" should be selected. Else, upon selecting "Yes", a drop-down list of factoring companies would appear for your compulsory selection.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Factoring Company</p> <div style="border: 1px solid #ccc; padding: 2px; width: 150px;">Please Select</div> </div>

1. E-Invoice Submission

Note: You may only begin submitting E-Invoices on Vendors@Gov after your vendor record is approved.

Step 5 – Complete the E-invoice line details.

E-Invoice Line Details

1	2	3	4	6	5	
S/NO.	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL AMOUNT (WITHOUT GST)	TOTAL AMOUNT (WITH GST)	ACTION
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	6  Delete 5  Add

1	The Description of the E-Invoice Line should not exceed 254 characters . If you are billing on an Invoicing Instruction, the line description will be auto-populated and may not be changed.
2	The Quantity field accepts only numeric data, which includes decimal values. The character limit for quantity field is up to 11 characters and four (4) decimal places . If you are billing on an Invoicing Instruction, you may amend the quantity value to bill for part of the order.
3	The Unit Price field accepts only numeric data, which includes decimal values. The character limit for quantity field is up to 10 characters and five (5) decimal places . If you are billing on an Invoicing Instruction, the unit price will be auto-populated and not amendable.
4	For GST-registered vendors, Goods & Services Tax will be auto-calculated at the selected GST rate of the invoice (9% from 1 Jan 2024 by default). The GST amount should not be amended to any other figure unless the E-Invoice Line item is GST-Exempt or GST Out-of-Scope . In such cases where GST will not be billed for the E-Invoice Line, the GST should be set to zero (0) for that E-Invoice Line. If Customer Accounting was selected, the GST fields would be set to zero (0) and greyed-out, for your client agency will account to IRAS, GST Output on your behalf for the invoice.
5	Click on “  ” to insert another E-Invoice Line. The maximum number of lines for each E-Invoice is forty (40) lines . Please submit an additional E-Invoice if the number of lines required exceeded the maximum allowable. The “Add Line” button would not be available if you are billing on an Invoicing Instruction.
6	If you do not wish to bill for a particular E-Invoice Line, click on the corresponding  icon to delete the E-Invoice Line item from the E-Invoice.

1. E-Invoice Submission

Note: You may only begin submitting E-Invoices on Vendors@Gov after your vendor record is approved.

Step 6 – Review the total amounts of the E-Invoice. The "Freight Amount" field allows vendors to bill for freight charges, if applicable. Please contact your client agency to confirm if your contract is applicable to freight charges. If there are no freight charges applicable, the field may be left blank.

Sub Total (Without GST)	0.00
Total GST	0.00
Freight amount	<input type="text" value="0.00"/>
Total Amount (With GST)	0.00

Save As Draft

Next

- Click on the “**Next**” button to review your E-Invoice on the summary page.
- After verifying the details of the e-invoice at the ‘Summary’ page, you may click “**Submit**” to submit the E-invoice.
- Upon successful submission, you will see the following message “**Thank you for your submission. Your Invoice “XXX” was created successfully on (Date and Time of e-invoice submission)!**”.



Thank you for your submission.

Your invoice 123 was created successfully on 14/08/2019 11:41:47!

E-Invoice/ E-Credit Note Submission User Guides

1. E-invoice Submission

2. E-Credit Note Submission

2. E-Credit Note Submission

Note: You may only begin submitting E-Credit Note on Vendors@Gov after your vendor record is approved.

Step 1 – Login to Vendors@Gov portal.
For more information on how to login, please refer to '[Login and Registration User Guide](#)'.

Step 2 – Navigate to “Create E-Invoice”. The “Create E-Invoice” page comprises three (3) main sections that must be completed to submit an E-Invoice.

Step 3 – Enter your E-Credit Note details at the “Create e-Invoice” page. There are three (3) main sections that must be completed to submit an E-Credit Note.

A Client Agency Your Vendor ID: 

Ministry/Statutory Board *	Department *	Sub-Business Unit *	Attention To *
<input type="text" value="Please Select"/>	<input type="text" value="Please Select"/>	<input type="text" value="Please Select"/>	<input type="text"/>

B E-Invoice Details

GST Rate *	Invoice Number *	Invoice Date *	Invoicing Instruction/Purchase Order ID *
<input type="text" value="9%"/>	<input type="text"/>	<input type="text" value="Please Select"/>	<input type="text" value="Please Select"/>
		<small>Always select today's date for invoice date.</small>	<small>If you are unable to find the ID, please confirm with your client agency that they have despatched the document to you. It may take 1 working day for it to be updated in the system.</small>

Payment Term *	Description *
<input type="text" value="30 Days"/>	<input type="text"/>

Currency *	
<input type="text" value="Singapore Dollar"/>	

Attachment

Additional Details

Customer Accounting	Remit To	Related Invoice ID	Factoring Company
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text" value="Please Select"/>	<input type="text" value="Please Select / Enter"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No
<small>Select 'Yes' if billing is for relevant supplies of Prescribed Goods</small>	<small>Select only if you want payment to an approved bank account of another vendor ID.</small>	<small>This field is mandatory only if you are submitting a credit note. This is the invoice ID for which the credit note is to offset against.</small>	<small>Select 'Yes' if you have assigned the invoice to a financial institution or licensed company.</small>

2. E-Credit Note Submission

Note: You may only begin submitting E-Credit Note on Vendors@Gov after your vendor record is approved.

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Step 2 – Navigate to “Create E-Invoice”. The “Create E-Invoice” page comprises three (3) main sections that must be completed to submit an E-Invoice.

Step 3 – Enter your E-Credit Note details at the “Create e-Invoice” page. There are three (3) main sections that must be completed to submit an E-Credit Note.

C E-Invoice Line Details

S/NO.	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL AMOUNT (WITHOUT GST)	GST	TOTAL AMOUNT (WITH GST)	ACTION
1	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>		 
						Sub Total (Without GST)	0.00
						Total GST	0.00
						Freight amount	<input type="text" value="0.00"/>
						Total Amount (With GST)	0.00

Save As Draft

Next

2. E-Credit Note Submission

Note: You may only begin submitting E-Invoices on Vendors@Gov after your vendor record is approved.

E-Invoice Details

GST Rate * **Invoice Number *** **Invoice Date *** **Invoicing Instruction/Purchase Order ID ***

Always select today's date for invoice date.

Payment Term *

If you are unable to find the ID, please confirm with your client agency that they have despatched the document to you. It may take 1 working day for it to be updated in the system.

Additional Details

2 **Customer Accounting** Yes No Select 'Yes' if billing is for relevant supplies of Prescribed Goods

3 **Remit To** Select only if you want payment to an approved bank account of another vendor ID.

3 **Related Invoice ID** This field is mandatory only if you are submitting a credit note. This is the invoice ID for which the credit note is to offset against.

Factoring Company Yes No Select 'Yes' if you have assigned the invoice to a financial institution or licensed company.

E-INVOICE LINE DETAILS

S/NO.	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL AMOUNT (WITHOUT GST)	GST	TOTAL AMOUNT (WITH GST)	ACTION
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Delete"/> <input type="button" value="Add"/>

When entering your E-Credit Note details, please note the following:

1. Please select **“No Invoicing Instruction / Direct E-Invoice”** at the invoicing instruction field.
2. Please select the same Customer Accounting option as your reverse e-invoice. E.g. If the Customer Accounting option of your reverse e-invoice was ‘Yes’, you should also select ‘Yes’ for your e-credit note. Vice-Versa, if the Customer Accounting option of your reverse e-invoice was ‘No’, you should also select ‘No’ for your e-credit note.
3. Please ensure to enter/ select the **“Related Invoice ID”** to associate an e-invoice to the credit note. The Related Invoice ID will be your reverse e-invoice ID. This field is compulsory when you are submitting an e-credit note.

The e-invoice ID will **not** be available for selection at the “Related Invoice ID” field if:

- The e-invoice date had passed 180 days. If the e-Invoice ID is valid, please enter the e-invoice ID manually to proceed.
- The e-invoice was submitted on the same day as the e-credit note. To proceed, please create the e-credit note on the next working day.

4. Click on **+** to enter your credit note line items. Please ensure to enter a negative ‘-’ sign in front of your **unit price**.

2. E-Credit Note Submission

Note: You may only begin submitting E-Credit note on Vendors@Gov after your vendor record is approved.

Step 4 – After completing the e-credit note creation, you may click **Next** button to review your E-Credit Note on the summary page.

Sub Total (Without GST)	0.00
Total GST	0.00
Freight amount	<input type="text" value="0.00"/>
Total Amount (With GST)	0.00

Save As Draft

Next

- After verifying the details of the E-Credit Note at the 'Summary' page, you may click **“Submit”** to submit the E-invoice.
- Upon successful submission, you will see the following message **“Thank you for your submission. Your Invoice “XXX” was created successfully on (Date and Time of e-invoice submission)!”**.



Thank you for your submission.

Your invoice 123 was created successfully on 14/08/2019 11:41:47!

- END -