

Getting Started: User Guide for Government Vendors on InvoiceNow

Learn how to submit e-invoices to Singapore government agencies
via InvoiceNow

Background

- InvoiceNow is a nationwide e-invoicing network that enables companies of all sizes to process invoices in a more efficient manner. -InvoiceNow operates on the open standard Peppol framework, which directly transmits e-invoices in a standard digital format across different finance systems.
- To find out more about InvoiceNow or how to connect to the network, you may visit IMDA's website at www.imda.gov.sg/invoicenow.
 - Note: This network is only applicable for enterprises registered with a Unique Entity Number (UEN).

Before you start

Before you start invoicing Government via InvoiceNow, you would need to have:

1) A Corppass account at Corppass portal (corppass.gov.sg)

- To find out how to register for a Corppass account and set up the Vendors@Gov e-service at the Corppass portal, please refer to this [guide](#).

2) An “Approved” vendor record at Vendors@Gov (vendors.gov.sg)

1. Before submitting e-invoices to Singapore government agencies via the Peppol network, vendors would first need to create a vendor record at Vendors@Gov. Vendors can log into Vendors@Gov using CorpPass.
2. The vendor record has to be of “Approved” status before e-invoice submission.
3. Payment will be made based on the bank details provided in the vendor record.
4. To find out how to login at Vendors@Gov, please refer to this [guide](#).
5. To find out how to create a vendor record, please refer to this [guide](#).

Connecting as a Government Vendor:

Small Medium Enterprises (SMEs) Government Vendors

For SMEs with an existing accounting or finance solution

- Step 1: Check if your finance or accounting solution is Peppol-ready and listed on [InvoiceNow Solutions Supporting AGD Requirements](#).
- Step 2: If so, get your Peppol-ready e-invoicing solution provider to activate the InvoiceNow feature on your existing solution. Otherwise, if you choose to continue to use your existing accounting or finance solution, you may wish to approach an [IMDA pre-approved Access Point Provider](#) to help you get connected to the Peppol Network. You can refer to the list of access points using this URL.
- Step 3: Access the relevant guides from your Solution Provider by following the URL provided in Step 1.
- Step 4: You are ready to InvoiceNow! Send and receive invoices directly through your finance or accounting system.

Connecting as a Government Vendor:

Large Enterprise Government Vendors

For larger vendors (e.g. MNCs)

- Please approach an [IMDA pre-approved Access Point Provider](#) to help you get connected to the Peppol Network.

Government's InvoiceNow Endpoint ID

Peppol Network Endpoint ID

When submitting e-invoices to Singapore Government Agencies via InvoiceNow, the e-invoices need to be sent to an agency's registered PEPPOL ID. You may find the agency's Peppol ID [here](#).

If the agency has not registered a PEPPOL ID, you may still submit the e-invoice to the endpoint ID of the Accountant-General's department:

0195:SGUENT08GA0028A

Invoices submitted to the Accountant-General's Department will be subsequently sent to the respective Singapore Government Agencies for processing. Vendors will receive responses from AGD endpoint ID.

AGD will send invoice status updates to vendors registered on InvoiceNow via an Invoice Response document.

Invoice Response Document

Invoice Response (IR) is available for e-invoices sent to AGD's Peppol ID (0195:SGUENT08GA0028A) or respective agencies' Peppol IDs. Vendors who are registered with Invoice Response document will be able to receive the invoice status in their solution, without the need to monitor the e-invoice status on Vendors@Gov portal. For e-invoices that are not successfully received by the government's systems, vendors will receive an email notification the next working day.

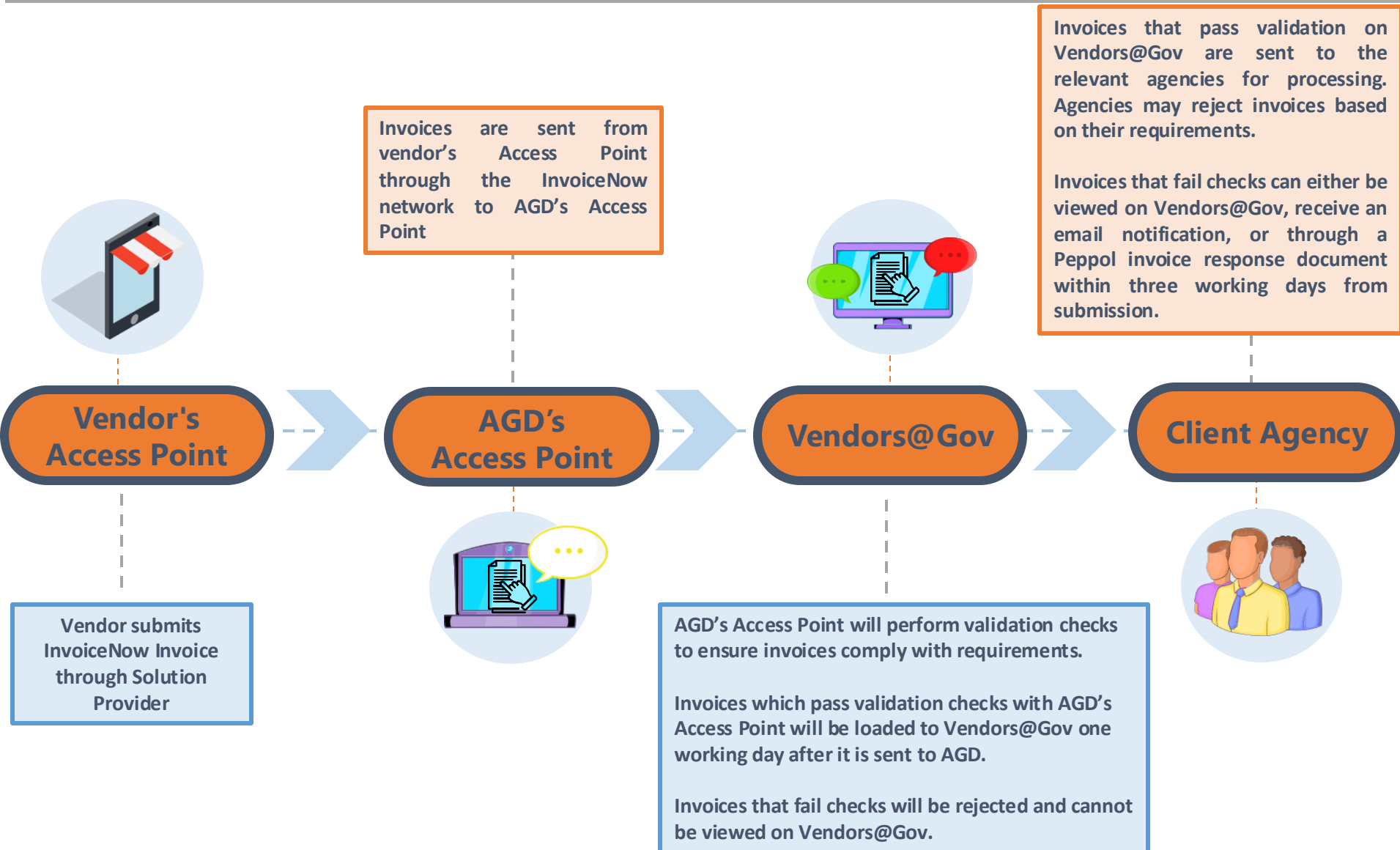
Response Timing

- Excluding weekends and public holidays, payable invoices will receive Invoice Responses the following day at 6:00 AM.




Expected Invoice Responses

Invoice Response Status	Status Description
AB	Invoice received and pending AGD's Access Point validation check.
IP	Invoice is undergoing processing and pending agency review.
RE	Rejected due to incorrect submission. Please refer to the reason description.
PD	Paid

Process flow of e-Invoices from InvoiceNow



Process flow of e-Invoices from InvoiceNow

1		<ul style="list-style-type: none">• Invoices are sent from Vendor's Access Point through the InvoiceNow network to AGD's Access Point
2		<ul style="list-style-type: none">• AGD's Access Point will perform validation checks on mandatory fields for invoices.• Invoices that fail these checks will be rejected and cannot be viewed on Vendors@Gov.• Rejection notification* to vendor will be triggered within 3 working days.• A new invoice should be submitted, if necessary.
3		<ul style="list-style-type: none">• Invoices which pass validation checks with AGD's Access Point will be loaded to Vendors@Gov 1 working day after it is sent to AGD.• Vendors@Gov will perform validation checks to ensure invoices comply with the business requirements. Invoices that fail these checks will be rejected but can still be viewed on Vendors@Gov.• Regardless of validation status, vendors can view invoices on the portal, receive an email notification, or get a Peppol invoice response document (with invoice status "IP" or "RE" for invoices that passed or failed validation respectively) within 3 working days from submission.• Rejected invoice can be edited and resubmitted on Vendors@Gov or new invoice can be submitted via InvoiceNow, if necessary (<i>Note: Please remember to revise the invoice Number/ID or date to prevent a duplicate invoice rejection error</i>)
4	Client Agency	<ul style="list-style-type: none">• Invoices that pass validation checks on Vendors@Gov will be sent to the relevant government agencies for processing by the next working day.• Invoices may be rejected by agencies, depending on each agency's requirements• Rejection notification* to vendor would be triggered within 3 working days

*Rejection notification will be sent to the email address registered in your vendor record. If vendor record does not contain an email address, the notification will be sent to the email address indicated in your InvoiceNow invoice, if provided.

Receiving Payment for E-invoices

- Payment for e-invoices submitted to Singapore government agencies via the Peppol network will be made based on the bank details that you have registered with your vendor record at Vendors@Gov.
- You may view details of the paid e-invoice and payment at Vendors@Gov. To find out how to do so, please refer to this [guide](#).

Rejected E-invoices

- If your e-invoice has been rejected, you will receive an email notification to the email address registered in your vendor record. No payment will be made for rejected e-invoices.
- You may edit and resubmit the rejected e-invoice at Vendors@Gov. To find out how to do so, please refer to this [guide](#).
- However, if the invoice is not found. You may resubmit an amended invoice through the network. Please do not use the same Invoice Number/ID and Invoice Date for the resubmission as the invoice will be treated as a duplicate and be rejected.[^]

[^]If you reuse (a) same Invoice Number / ID with a different Invoice Date or (b) different Invoice Number / ID with same Invoice Date, the invoice will be accepted.

Managing E-invoices After Submission

E-invoices that are successfully received by the government's systems through the Peppol network can be viewed, edited or deleted at Vendors@Gov.

View E-invoice

- E-invoices can be viewed at Vendors@Gov for 180 days from the date of the e-invoice.
- You may also monitor the e-invoice status at Vendors@Gov.

Edit/Delete E-invoice

- E-invoices can be edited/deleted at Vendors@Gov on the same day of submission before 7pm.
- Once the e-invoice status changes to "Processing", "Approved", "Paid" or "Rejected", it cannot be edited/deleted.

To find out how to view, edit or delete e-invoices at Vendors@Gov, please refer to this [guide](#).

For e-invoices that are not successfully received by the government's systems through the Peppol network, you would receive an email notification the next working day, via the email address registered in your vendor record. If you are not registered on Vendors@Gov, the notification will be sent to the email address indicated in your InvoiceNow invoice.

For any issues related to InvoiceNow, please check the if the invoice has been sent using the Invoice Response Document before submitting a ticket at [AGD Helpdesk](#).

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