



Vendors@Gov

# Manage E-invoice User Guide

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Learn how to View, Edit, Delete, Copy and Print E-Invoices at Vendors@Gov.

# Agenda

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*Click on the topics to learn more about:*

1 E-Invoice Status at Vendors@Gov

2 View/ Edit E-Invoice

3 Delete E-Invoice

4 Copy E-Invoice

5 Print E-Invoice

# 1. E-Invoice Status

Status	Description
<b>Draft</b>	<p>E-Invoices that are saved as 'Draft' are <u>not</u> submitted to your client agency.</p> <p><i><u>NOTE:</u> To submit the draft e-Invoice, please edit the e-invoice and click on 'Submit' instead of 'Save as Draft'. For more information, please refer to <a href="#">'Edit E-invoice User Guide'</a>.</i></p>
<b>Submitted</b>	<p>The E-Invoice is successfully submitted.</p>
<b>Processing</b>	<p>The E-Invoice is extracted to your client agency's financial system for processing.</p> <p><i><u>NOTE:</u> As there are some Statutory Boards (SBs) that do not provide status update to Vendors@Gov portal, the E-Invoice status will remain as 'Processing' even after the E-Invoice is <u>paid</u> or <u>rejected</u> at your client agency's financial system.</i></p> <p><i>As E-Invoices submitted at the Vendors@Gov portal are processed by your client agency, you should contact the liaison officer at your client agency to check on your e-invoice status if you do not receive the payment after the payment schedule date<sup>1</sup>.</i></p>
<b>Approved/ Certified</b>	<p>The E-Invoice has been approved by your client agency.</p> <p><i><u>NOTE:</u> The payment should be made to you on the payment schedule date<sup>1</sup>.</i></p>

<sup>1</sup> The payment schedule date is calculated based on the payment term you have selected for your E-Invoice.

Example: If your e-invoice payment term is 30 days and the E-Invoice date is 1<sup>st</sup> July, your E-Invoice payment schedule date will be on 31<sup>st</sup> July.

# 1. E-Invoice Status

Status	Description
<b>Paid</b>	<p>The E-Invoice has been paid.</p> <p><i><u>NOTE:</u> E-Invoice paid status will be interfaced to Vendors@Gov portal 2 working days before the actual payment date.</i></p> <p><i>Vendors who have registered an EFT bank account will receive the payment on the actual payment date before midnight. To check your e-invoice payment date, you may generate the remittance advice at Vendors@Gov portal. Please refer to '<a href="#">View and Print Remittance Advice</a>' User Guide.</i></p>
<b>Rejected</b>	<p>The E-Invoice has been rejected.</p> <p><i><u>NOTE:</u> Please contact the liaison officer at your client agency if you need further clarification on your e-invoice rejection reason.</i></p> <ul style="list-style-type: none"><li><i>After your client agency has rejected your e-invoice at their financial system, please allow up to <u>2 working days</u> for e-invoice rejection status to update at the Vendors@Gov portal. You can only edit the rejected e-invoice for resubmission if the status of the e-invoice is shown as "Rejected" at the Vendors@Gov portal.</i></li><li><i>Rejected e-invoices re-submission will <u>not</u> be applicable to e-invoices that are submitted to Statutory Boards that do not provide status update to Vendors@Gov portal as the E-Invoice status will remain as '<u>Processing</u>' even after the E-Invoice is paid or rejected at your client agency's financial system. Please create a new e-Invoice to re-submit the rejected e-invoice.</i></li><li><i>You can only retrieve rejected e-Invoices for e-invoice date that are within 180 days. E-invoice that had passed 180 days will <u>not</u> be retrievable at the Vendors@Gov portal. Please create a new e-Invoice to re-submit the rejected e-invoice.</i></li></ul>

<sup>1</sup> The payment schedule date is calculated based on the payment term you have selected for your E-Invoice.

Example: If your e-invoice payment term is 30 days and the E-Invoice date is 1<sup>st</sup> July, your E-Invoice payment schedule date should be on 31<sup>st</sup> July.

## 2. View/ Edit E-Invoice User Guide

**NOTE:**

- You can view or retrieve E-Invoices with invoice date that is within the past 180 days.
- E-invoices that had passed 180 days will not be retrievable at the portal.
- You can edit E-Invoices on the day of submission before 6.30pm, E-Invoices that are saved as '**Draft**' or E-Invoices status that are '**Rejected**'.
- E-invoices that are "**Processing**", "**Certified**", "**Approved**" or "**Paid**" are not allowed for edit as it has been extracted to your client agency's financial system for processing or are processed. You are required to approach your client agency to reject the E-Invoice at their financial system if the e-invoice details was incorrectly entered.

**My e-Invoice**  
[Create e-Invoice](#)  
[View e-Invoices & Payments](#)

**View e-Invoices & Payments**  

Invoice Date	From	<input type="text" value="DD/MM/YYYY"/>	To	<input type="text" value="DD/MM/YYYY"/>
Payment Date	From	<input type="text" value="DD/MM/YYYY"/>	To	<input type="text" value="DD/MM/YYYY"/>
Invoice ID	<input type="text"/>			
Payment Ref (the 10 digit number in your statement starting, eg 500XXXXXXX)	<input type="text"/>			
Status	<input type="text" value="--Please Select Status--"/>			

[Reset](#) [Search](#)

*Tips: You can filter the e-invoice status (Eg: Draft) when searching for the e-Invoice.*

**Step 1** – Login to Vendors@Gov portal.

For more information on how to login, please refer to '[Login/ Create New Vendor User Guide](#)'.

**Step 2** – Navigate to 'View e-Invoices & Payments'.

**Step 3** – Enter the E-invoice ID.



**Step 4** – Click 'Search'.






You should be able to retrieve the e-invoice if it was successfully saved or submitted.

## 2. View/ Edit E-Invoice User Guide (Continue)

**NOTE:**

- You can view or retrieve E-Invoices with invoice date that is within the past 180 days.
- E-invoices that had passed 180 days will not be retrievable at the portal.
- You can edit E-Invoices on the day of submission before 6.30pm, E-Invoices that are saved as '**Draft**' or E-Invoices status that are '**Rejected**'.
- E-invoices that are "**Processing**", "**Certified**", "**Approved**" or "**Paid**" are not allowed for edit as it has been extracted to your client agency's financial system for processing or are processed. You are required to approach your client agency to reject the E-Invoice at their financial system if the e-invoice details was incorrectly entered.

S.No.	Customer	Status	Invoice No	Invoice Date	Currency	Total Invoice Amount	Payment Ref	Payment Date	Payment Amt	Rejection Date	Rejection Reason/Remark	Copy Select	Attachments
1	AGC01-Attorney-General's Chambers	Submitted	123	30/08/2017	SGD	107.00							"chrysanthemum.jpg" has been successfully uploaded and renamed as "123_30 082017_agc01_1234 56789a.jpg"
2	AGC01-Attorney-General's Chambers	Rejected	123	30/08/2017	SGD	107.00				30/08/2017	Incorrect amount billed.		"chrysanthemum.jpg" has been successfully uploaded and renamed as "123_30 082017_agc01_1234 56789a.jpg"

Show Items   Displayed rows 1 - 2 / 2   Page 1 of 1  

[Delete Selected Tax Invoices](#) [View Selected Tax Invoices](#) [Print Selected Tax Invoices](#)

**Step 5** – At the search result, you can view details such as the e-invoice status or e-invoice rejection reason. You may click on the transaction to view the full transaction details.

**Step 6** – To edit your e-invoice, please click on the 'Pencil' icon.

## 2. View/ Edit E-Invoice User Guide (Continue)

### NOTE:

- You can edit E-Invoices on the day of submission **before 6.30pm**, E-Invoices that are saved as '**Draft**' or E-Invoices status that are '**Rejected**'.
- E-invoices that are "**Processing**", "**Certified**", "**Approved**" or "**Paid**" are not allowed for edit as it has been extracted to your client agency's financial system for processing or are processed. You are required to approach your client agency to reject the E-Invoice at their financial system if the e-invoice details was incorrectly entered.

**Step 7 –** You will be directed to 'Edit e-Invoice page'. After editing your E-Invoice information, click on "Submit" to submit your E-invoice. Upon successful submission, you will see the following message 'Your Invoice has been successfully submitted.'.

**Edit e-Invoice**

This page allows you to create invoices to the agencies you are billing. For more information, please refer to the Online Help at <https://venders.gov.sg/help/FACe.asp#step4>. Please note that invoices to MINDEF, CSTA and the local universities are submitted to them directly.

- For submission of Credit Note, please ensure that the related invoice ID is keyed in. The related invoice ID should be the invoice ID for which the credit note is created for.
- If you are unable to find the Invoicing Instruction ID from the drop-down list, please confirm with the agency that they have dispatched the Invoicing Instruction to you. Please note that it may take up to 1 working day for it to be updated in the system.
- Always select today's date for invoice date.
- Purchase Orders have been renamed as "Invoicing Instructions" at Vendors@Gov. There is no change to the II ID no.s.

**Customer Details**

Vendor ID: 123456789A

\* Ministry/Statutory Board:

\* Department:

\* Sub-Business Unit:

\* Attention To:

**e-Invoice Details**

\* Invoice Number:  ☒ Direct Invoice? \* Invoice Date:

Invoicing Instruction ID:  Related Invoice ID:

Payment Term:  Currency:

\* Description:

Factoring Company: ☐ Yes ☒ No

Attachment:

(Only BMP, GIF, JPEG, JPG, PDF, PNG formats accepted)  
(Maximum of 1 MB per attachment)

S.No.	Description	Quantity	Unit Price	Total Amount (Without GST)	GST	Total Amount (With GST)	Delete
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="X"/>

Sub Total (Excluding GST):

Total GST:

Freight Amount:

Total Invoice Amount:

*Note: Invoice date must not be backdated for more than 7 days or later than today's date. If your e-Invoice date had passed 7 days, please select the invoice date as of today's date.*



Your invoice has been successfully submitted. Download the Vendors@Gov mobile app to receive notifications on your invoice status via your mobile phone

**Customer:**

**e-Invoice Details**

Invoice No:  Invoice Date:

Attention To:  Status:  Submitted

Payment Term:  Related Invoice No:

Invoicing Instruction ID:  Currency:  SGD

# 3. Delete E-Invoice User Guide

## NOTE:

- You can delete E-Invoices on the day of submission **before 6.30pm** or E-Invoices that are saved as '**Draft**'. Please note that once the e-invoice is deleted it can no longer be retrievable.
- E-invoices that are "**Processing**", "**Certified**", "**Approved**" or "**Paid**" are not allowed for deletion as it has been extracted to your client agency's financial system for processing or are processed. You are required to approach your client agency to reject your E-Invoice at their payment system if the e-invoice details was incorrectly entered.
- E-invoices status that are "**Rejected**" are not allowed for deletion. The rejected e-invoice will be removed from the portal after the e-invoice date has passed 180 days.

### My e-Invoice

Create e-Invoice

**View e-Invoices & Payments**

### View e-Invoices & Payments

Invoice Date

From DD/MM/YYYY

To DD/MM/YYYY

Payment Date

From DD/MM/YYYY

To DD/MM/YYYY

Invoice ID

Payment Ref (the 10 digit number in your statement starting, eg 500XXXXXXX)

Status

--Please Select Status--

*Tips: You can filter the e-invoice status (Eg: Draft) when searching for the e-Invoice.*

Reset

**Search**

S.No.	Customer	Status	Invoice No	Invoice Date	Currency	Total Invoice Amount	Payment Ref	Payment Date	Payment Amt	Rejection Date	Rejection Reason	Copy Select	Attachments
1	ACR01-ACRA	Submitted	SAMPLE	13/12/2016	SGD	107.00						<input checked="" type="checkbox"/>	

Show Items 10

Displayed rows 1 - 1 / 1

Page 1 of 1

**Delete Selected Tax Invoices**

View Selected Tax Invoices

Print Selected Tax Invoices

**Step 1** – Login to Vendors@Gov portal.

For more information on how to login, please refer to '[Login/ Create New Vendor User Guide](#)'.

**Step 2** – Navigate to 'View e-Invoices & Payments'.

**Step 3** – Enter the E-invoice ID and Click 'Search'.

**Step 4** – Select the E-invoice and click 'Delete Selected Tax Invoices' to delete the E-invoice.



## 4. Copy E-Invoice User Guide

### NOTE:

- You can view or retrieve E-Invoices with invoice date that is within the past 180 days.
- E-invoices that had passed 180 days will not be retrievable at the portal.

### My e-Invoice

Create e-Invoice

**View e-Invoices & Payments**

### View e-Invoices & Payments

Invoice Date

From

To

Payment Date

From

To

Invoice ID

Payment Ref  
(the 10 digit number in your statement starting, eg 500XXXXXXX)

Status

--Please Select Status--

*Tips: You can filter the e-invoice status (Eg: Draft) when searching for the e-Invoice.*

Reset

**Search**

S.No.	Customer	Status	Invoice No	Invoice Date	Currency	Total Invoice Amount	Payment Ref	Payment Date	Payment Amt	Rejection Date	Rejection Reason	Copy Select	Attachments
1	ACR01-ACRA	Submitted	SAMPLE	13/12/2016	SGD	107.00						<input checked="" type="checkbox"/>	

Show Items

Displayed rows 1 - 1 / 1

Page 1 of 1

Delete Selected Tax Invoices

View Selected Tax Invoices

Print Selected Tax Invoices

**Step 1** – Login to Vendors@Gov portal.

For more information on how to login, please refer to '[Login/ Create New Vendor User Guide](#)'.

**Step 2** – Navigate to 'View e-Invoices & Payments'.

**Step 3** – Enter the E-invoice ID and Click 'Search'.

**Step 4** – Click on the 'Copy' icon to copy your e-Invoice.

# 4. Copy E-Invoice User Guide (Continued)

## NOTE:

- You can view or retrieve E-Invoices with invoice date that is within the past 180 days.
- E-invoices that had passed 180 days will not be retrievable at the portal.

**Step 5 –** You will be directed to ‘Copy e-Invoice page’. After editing your E-Invoice information, click on “Submit” to submit your E-invoice. Upon successful submission, you will see the following message ‘Your Invoice has been successfully submitted.’.

**Copy e-Invoice**

This page allows you to create invoices to the agencies you are billing. For more information, please refer to the Online Help at <https://internet.vendors.gov.sg/help/TACs.asp#step4>. Please note that invoices to MINDEF, DSTA and the local universities are submitted to them directly.

- For submission of Credit Note, please ensure that the related invoice ID is keyed in. The related invoice ID should be the invoice ID for which the credit note is created for.

- If you are unable to find the Invoicing Instruction ID from the drop-down list, please confirm with the agency that they have dispatched the Invoicing Instruction to you. Please note that it may take up to 1 working day for it to be updated in the system.

- Always select today's date for invoice date.

- Purchase Orders have been renamed as "Invoicing Instructions" at Vendors@Gov. There is no change to the II ID no.s.

**Customer Details**

Vendor ID: 123456789A

Ministry/Statutory Board:

Department:

Sub-Business Unit:

Attention To:

**e-Invoice Details**

Invoice Number:  ☒ Direct Invoice?  Invoice Date:

Invoicing Instruction ID:  Related Invoice ID:

Payment Term: 30 Days Currency: Singapore Dollar

Description:

Factoring Company: ☐ Yes ☒ No

Attachment:  Browse...

[Only BMP, GIF, JPEG, PNG formats accepted]  
[Maximum of 1 MB per attachment]

S.No.	Description	Quantity	Unit Price	Total Amount (Without GST)	GST	Total Amount (With GST)	Delete
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>

[Add Line](#)

Sub Total (Excluding GST):

Total GST:

Freight Amount:

Total Invoice Amount:

[Save as Draft](#) [Submit](#) [Cancel](#)

*Note: Invoice date must not be backdated for more than 7 days or later than today's date. If your e-Invoice date had passed 7 days, please select the invoice date as of today's date.*



**Your invoice has been successfully submitted. Download the Vendors@Gov mobile app to receive notifications on your invoice status via your mobile phone**

**Customer:**

**e-Invoice Details**

Invoice No:  Invoice Date:

Attention To:  Status: Submitted

Payment Term:  Related Invoice No:

Invoicing Instruction ID:  Currency: SGD

# 5. Print E-Invoice User Guide

## NOTE:

- You can view or retrieve E-Invoices with invoice date that is within the past 180 days.
- E-invoices that had passed 180 days will not be retrievable at the portal.

### My e-Invoice

Create e-Invoice

**View e-Invoices & Payments**

### View e-Invoices & Payments

Invoice Date

From

To

Payment Date

From

To

Invoice ID

Payment Ref  
(the 10 digit number in your statement starting, eg 500XXXXXXX)

Status

--Please Select Status--

*Tips: You can filter the e-invoice status (Eg: Draft) when searching for the e-Invoice.*

Reset

**Search**

S.No.	Customer	Status	Invoice No	Invoice Date	Currency	Total Invoice Amount	Payment Ref	Payment Date	Payment Amt	Rejection Date	Rejection Reason	Copy Select	Attachments
1	ACR01-ACRA	Submitted	SAMPLE	13/12/2016	SGD	107.00						<input checked="" type="checkbox"/>	

Show Items

Displayed rows 1 - 1 / 1

Page 1 of 1

Delete Selected Tax Invoices

View Selected Tax Invoices

**Print Selected Tax Invoices**

**Step 1** – Login to Vendors@Gov portal.

For more information on how to login, please refer to '[Login/ Create New Vendor User Guide](#)'.

**Step 2** – Navigate to 'View e-Invoices & Payments'.

**Step 3** – Enter the E-invoice ID and Click 'Search'.

**Step 4** – Select the E-invoice and click 'Print Selected Tax Invoices' to print the E-invoice.

- END -