

FAQs

What information needs to be on my invoice?

The City needs to receive a "Proper Invoice," which means a bill or other request for payment for goods or services that shall contain:

- (a) supplier's name, telephone number, mailing address and shipping address (if different than the mailing address);
- (b) the supplier's invoice number;
- (c) the date and the period during which the goods or services were supplied;
- (d) a description, including quantity (itemized list of services being invoiced for, time spent by each employee and expenses incurred on the project in the billing period, where appropriate), of the goods or services supplied;
- (e) the name, title, and telephone number of the person whom payment is to be sent;
- (f) the name or title of the project;
- (g) HST must also be shown as a separate line item; and
- (h) any other information that the City may require based on any contractual requirements.

How do I submit an invoice?

- Your invoice needs to be emailed to Accounts Payable as an attachment.

In what format must my invoices be to ensure they get processed?

- Your invoice needs to be emailed to Accounts Payable as PDF attachment. If you are unable to provide in PDF, the following formats can be accepted: .TIF; .TIFF; .PNG;.JPG; .DOC; and .DOCX.
- Invoices will not be processed if sent as a hyperlink, in the body text area, .xls or .xlsx format.

Can I send invoices as a link?

- No, our Financial System is unable to read invoices in that form.

Can I send several invoices in one document file?

- More than one invoice may be sent in the same email as separate attachments, but our Financial System cannot process more than one invoice per file attachment.

What are the City's Payment Terms?

- Invoices will be paid thirty (30) days following receipt of a proper invoice.
- Payments will be administered through the City's electronic payment process.
- Your invoice will be paid on the Thursday closest to Net 30.

How do I receive payment for my invoice?

- The City processes payments through Direct Deposit.

I do not currently get paid by Direct Deposit; what do I need to do?

- You need to provide an updated Supplier Information Form.

How do I receive a Notification of Payment for the direct deposit?

- Payment details will be sent to the email address that you provided on the City's Supplier Information Form.

My email address or bank account has changed; how can I update them?

- You need to provide an updated Supplier Information Form.

Why didn't I receive my Notification of Payment?

- If you have changed your email address, confirm that the City has the up-to-date version.
- Search your email including the Spam, Junk or Quarantined folders for an email from "cpucommunications".
- The notification email is sent from a third-party provider with the domain name of "@cpucommunications.ca." Ensure that this domain name is on your safe sender list.

Why haven't I received payment for my invoice?

- Check with the initial requestor with the City to see if payment should be expected.
- Ensure that you have sent a proper invoice to the City's Accounts Payable Department.
- Please take into consideration that invoices are paid Net 30 Days following receipt.
- If you have recently changed bank accounts, you need to let us know.

Will the City pay from the monthly statements that our company issues?

- The City does not pay from statements.
- If there are late invoices, please provide copies of the invoices via email.