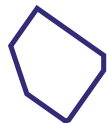




A complete guide to Business-to-Government invoicing with Banqup

**INVOICE
NOW**



banqup

AGD
Accountant-General's Department

vendors@gov

Sending InvoiceNow invoices to the government with Banqup

Banqup is an AGD-compliant solution that enables you to send your invoices to the government via InvoiceNow, Singapore's nationwide e-invoicing initiative. InvoiceNow is the government's preferred channel to receive invoices. More info via [Banqup's website](#).



InvoiceNow named default B2G channel for Singapore government vendors

On the 24th of February 2023, the Republic of Singapore's Senior Minister of State for Finance, Chee Hong Tat, announced that InvoiceNow will become the default invoicing channel between the government and its vendors. InvoiceNow will eventually replace the Vendors@Gov portal, which is currently used for government procurement.



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About AGD

The Accountant General's Department (AGD) is a department under the Singaporean Ministry of Finance (MOF). The department is, amongst others, responsible for the collection of invoices made by government vendors on behalf of governmental agencies.



Vendors@Gov

Vendors@Gov is a secure one-stop portal for government vendors to submit electronic invoices, find out about payment statuses and to update particulars. All government suppliers can submit soft copy invoices to government agencies for payment via this central portal. The option to send invoices via the Vendors@Gov portal will eventually be phased out and will be replaced by InvoiceNow e-invoicing.



What is InvoiceNow?

"InvoiceNow" refers to the electronic invoicing initiative in Singapore, managed by the Infocomm Media Development Authority (IMDA). It is part of the government's efforts to streamline and enhance the efficiency of business invoicing processes.

InvoiceNow leverages the Peppol e-invoicing network, which is an international standard for electronic invoicing. By adopting InvoiceNow, businesses in Singapore can send and receive invoices electronically in a structured digital format, making the invoicing process faster, more accurate and reducing the need for manual handling and paperwork.



To find out more about InvoiceNow visit [IMDA's website](#).

Purpose

This guide details the requirements for e-invoice submission to Singapore Government agencies via InvoiceNow on Banqup.

Requirements

Before you start sending InvoiceNow e-invoices to the government, make sure you meet the following requirements.

Have a CorpPass account

Your company needs to have a CorpPass account. CorpPass is Singapore's authorisation system for entities to manage their digital service access of employees who need to perform corporate transactions.

[More information here.](#)

Have an "Approved" vendor record at Vendors@Gov

Before submitting e-invoices to Singapore government agencies, vendors first need to create a vendor record at the Vendors@Gov portal.

[More information here.](#)

Ensure you meet the requirements of Singapore government agencies

In this guide, explore the step-by-step process on how to send an InvoiceNow e-invoice to AGD. Check the specific terms with your agency.

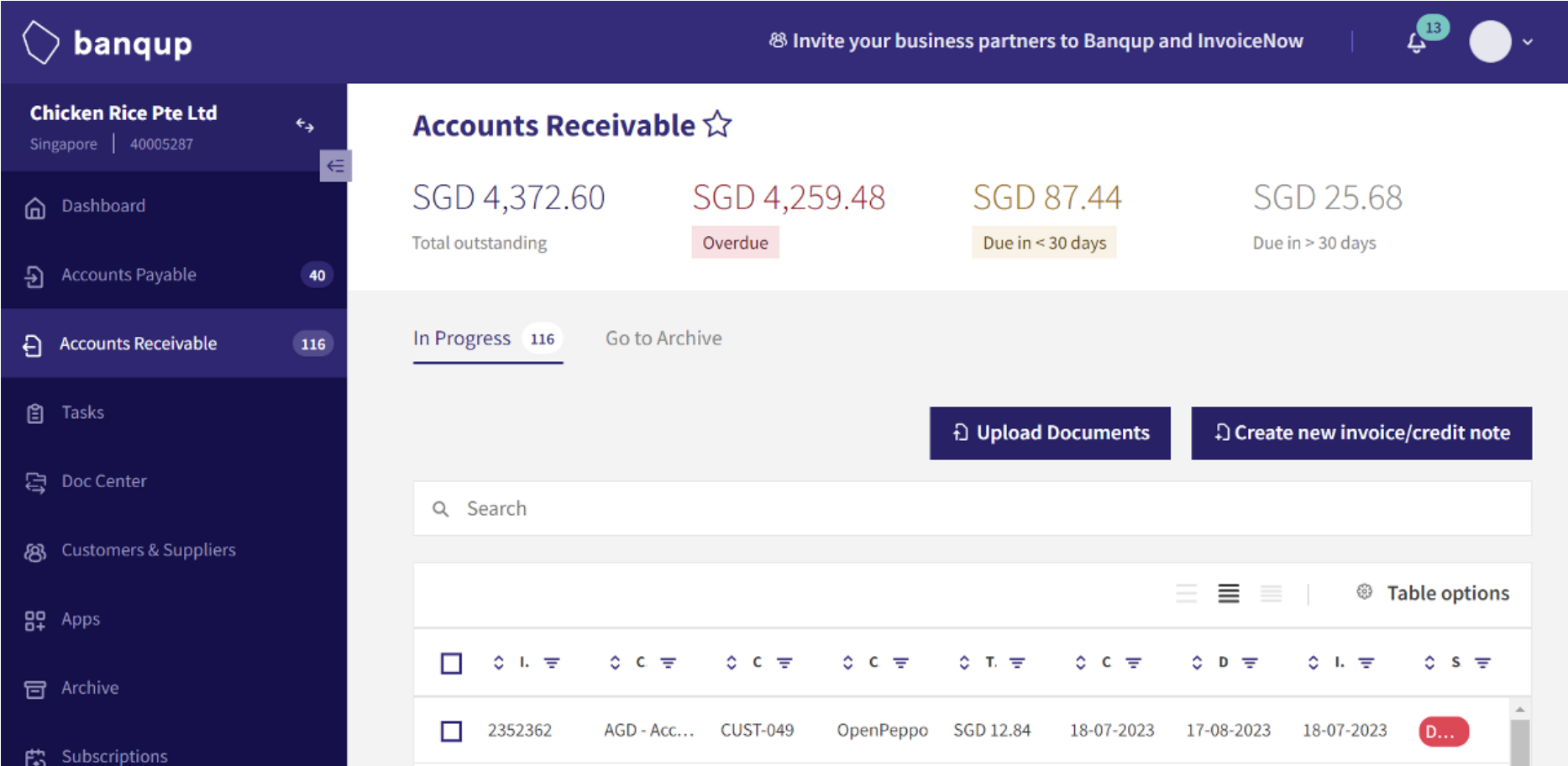
[Read more on the following pages.](#)

Create AGD Peppol invoice on Banqup

Follow these steps to send an InvoiceNow e-invoice to AGD with Banqup.

Log in to your Banqup account

- 1. Go to **Accounts Receivable**
- 2. Click **Create new invoice/credit note**



Create AGD Peppol invoice with Banqup

When creating an invoice, simply select AGD-Account's General Department from the Select a customer dropdown list and all required data will be automatically filled out for you.

Save Save and send Cancel

Document type * Invoice Document date * 19-07-2023

Document number * Supply date DD-MM-YYYY

Due date * 18-08-2023

Interest on arrears

From: Chicken Rice Pte Ltd

18 Spottiswoode Park Rd
#12-02 Pinnacle
088642 Singapore
Singapore
Company number (UEN) : T13SS0097K

To: * Select a customer

+ Add

419 SEAFOOD
501 SEAFOOD
AGD - Account's General Department
ALIKEAUDIENCE PTE. LTD.
AQUEEN HOTEL-LAVENDER
ATRIUM HOTEL SHOPPING
BE customer peppol

Additional Details

PO Number Fill in the PO number or enter 0 in case you

Note

The customer account AGD - Account's General Department has already been set up in Banqup with the appropriate configuration.



Create AGD Peppol invoice on Banqup

As soon as you select AGD as a customer, AGD-specific fields appear on your invoice. The AGD-specific fields are invoice lines specific to an AGD invoice (e.g. Business Unit, Attn, Vendor ID, etc). For more information about these fields, take a look at pages 11 and 12 of this guide.

TIP click ⓘ for more information

The screenshot shows the Banqup invoice creation interface. At the top, there are buttons for 'Save', 'Save and send', and 'Cancel'. The main form is divided into several sections:

- Document type:** A dropdown menu set to 'Invoice'.
- Document date:** A date field set to '05-09-2023'.
- Document number:** An empty text field.
- Supply date:** A date field set to 'DD-MM-YYYY'.
- Due date:** A date field set to '05-10-2023'.
- Payment Terms:** A dropdown menu.

Below these fields, there are two main sections for 'From' and 'To':

- From:** 'Chicken Rice Pte Ltd' with address '18 Spottiswoode Park Rd, #12-02 Pinnacle, 088642 Singapore, Singapore'. It also lists 'Company number (UEN) : T13SS0097K' and 'Email: : mariska.vaartjes+sg@unifiedpost.com'.
- To:** 'AGD - Account's General Department' with 'UEN: T08GA0028A' and an 'Edit customer' link. The address is '100 HIGH STREET, 179434 SINGAPORE, Singapore' with 'Company number (UEN): T08GA0028A'.

At the bottom, there is an 'Additional Details' section with a dropdown arrow. It contains the following fields:

- PO Number:** A text field with a placeholder 'Fill in the PO number or enter 0 in case you don't have one'.
- Customer reference:** A text field.
- Supplier reference (optional):** A text field.
- Contract number (optional):** A text field.

A red 'Help' button is located at the bottom right of the form. A tooltip is visible on the left side of the form, providing information about the Business Unit code.

As soon as you select AGD as a customer, AGD-specific fields appear on your invoice. Populate all the required fields and click on **Save and send** to submit the invoice. Your invoice will then be sent to AGD via InvoiceNow.

Invoice with PO number or Invoicing Instruction

A PO (Purchase Order) number is a unique number assigned to a purchase order form. In most cases, the governmental agencies will send you a PO number for the order made by the agency. A PO number is also called Invoicing Instruction (II).

PO numbers in Banqup

On your invoice, fill in the PO number you received from the agency. If you didn't received a PO number from your agency, leave the field blank.

Additional Details

Additional fields required for Peppol/InvoiceNow delivery

PO Number ⓘ

PO line numbers in Banqup

The PO line number is the specific PO number per item on the invoice. The PO line number will only appear if the PO number is entered in Banqup. You are obliged to fill in the PO line number for each item on the invoice if you've received a PO number from the agency. If there is no PO number, the PO line will not appear in Banqup.

PO line	Service/product	Description	Quantity	Unit	Rate/Price	Discount	VAT	Gross Price	Subtotal
<input type="text"/>	<input type="text"/>	<input type="text"/>	1	Unit	0	0	7.00%	0 SGD	0.0 SGD

NOTE

The Invoice Line Description (= the items you sell to the agency) and the PO line number must match 100% with the PO or Invoice Instruction received from your agency. If there is an error, the invoice will be rejected by AGD.

Important notes

It is important to fill in the AGD input fields accurately. If the invoice is not entered 100% correctly, it will be rejected by AGD.

Please take particular care of the following requirements:

- If you do not have a registered vendor record at Vendors@Gov, your e-invoice will be rejected by AGD.
- If the e-invoice contains a GST percentage, the GST registration of your vendor record created at Vendors@Gov should be 'Yes'.
- Invoice date can be neither backdated by no more than 7 calendar days nor forward dated.
- For customer accounting, all invoice lines must be handled in the same way. Invoices for items subject to customer accounting, should be submitted separately from invoices for standard-rated and zero-rated items. For details on customer accounting, refer to the [IRAS e-Tax Guide on 'GST: Customer Accounting for Prescribed Goods'](#).
- For e-invoices billed against a PO, the Invoice Line Description should match the line description of the PO precisely. The line number of the PO should also be captured and sent using the PO line field. More information on [page 9](#) of this guide.
- Only 1 attachment is allowed per e-invoice. Acceptable formats are jpeg, pdf, and png. The maximum file size is 1 MB.
- The comment field may contain a maximum of 254 characters.



AGD specific invoice fields

In the below table, you will find additional information regarding the AGD-specific fields. Check the information carefully, since any incorrect details will cause the invoice to be rejected by AGD. The table also indicates if a field is mandatory (M), not mandatory (NM) or needs to stay blank (B).

Contact the relevant governmental agency or AGD for all questions related to those AGD-specific fields.

Field	Requirements	Mandatory?
Language	Invoices submitted to AGD must be in English.	M
Currency	Only accepted currencies as agreed with your client agency. A list of acceptable currencies is available on page 13 of this guide.	M
Document Type	Select invoice or credit note.	M
Document Number	An invoice number is a unique, sequential code that is systematically assigned to invoices by the vendor. Maximum 27 characters. Cannot contain spaces.	M
Document Date	Date on which the invoice was issued. Cannot be backdated by no more than 7 calendar days nor forward-dated.	M
Supply Date	The date the goods or services have been supplied.	NM
Due Date	The date on which the invoice must be paid. This date must be in accordance with the payment terms.	M
Payment Terms	Based on the agreed payment terms with your client agency. A list of acceptable payment terms is available on page 13 of this guide.	M
Business Unit	The Business Unit of the governmental agency is a maximum 5-character code. The Business Unit must be selected from this list . To know which Business Unit to indicate, please enquire with your client agency.	M

AGD specific Invoice Fields (cont.)

In the below table, you will find some additional information regarding the AGD-specific fields. Check the information carefully, since any incorrect details will cause the invoice to be rejected by AGD. The table also indicates if a field is mandatory (M), not mandatory (NM) or needs to stay blank (B).

Contact the relevant governmental agency or AGD for all questions related to the AGD-specific fields.

Field	Requirements	Mandatory?
PO Number also know as Invoice Instruction (II)	To find out whether you need to bill against a PO, please enquire with your client agency. If there is no PO, please leave the field blank. More information on page 9 of this guide.	Mandatory only if the agency provided a PO number.
PO Line Number	For e-invoices billed against a PO, the PO line number of the PO should be captured on the e-invoice. Maximum 5 characters. This field is only mandatory when the invoice has a PO number. More information on page 9 of this guide.	Mandatory only if PO number is filled in.
Description (invoice line)	For e-invoices billed against a PO, the Invoice Line Description (the goods or services you sell to the agency) should match the line description of the PO. Maximum 254 characters per item.	M
Customer Reference	Leave this field blank.	B
Supplier Reference	Leave this field blank.	B
Contract Number	Leave this field blank.	B
Related Invoice	This field is only mandatory for credit notes (not for invoices) and is to indicate the invoice which the credit note is meant to offset. The field becomes visible in Banqup if Credit Note is indicated as Document Type. Then click on 'Click here' to match credit note with existing invoice' and select the relevant invoice in Banqup for which you would like to create a credit note.	Mandatory for credit notes
Attn	Fill in the name of your contact person at the government agency. Maximum 20 characters.	M

Field	Requirements	Mandatory?
Factoring Company	To indicate the Vendor ID of your Factoring Company. To find out the Vendor ID of your Factoring Company, please enquire with your Factoring Company. If you wish to add a Factoring Company to the list, please submit a ticket at AGD Helpdesk , before you submit the factored invoice. Before submitting an e-invoice with a factoring arrangement, please inform your client agency.	NM
Remit To Vendor ID	Applicable only to vendors with multiple vendor IDs who wish to receive payment in the bank account registered with another Vendor ID, to indicate the Vendor ID for the receiving bank account. Your Remit To Vendor ID must also be tagged to your Invoicing Vendor ID.	NM
Freight Amount	Freight costs are also known as freight charges or freight rates. It is the amount paid to a carrier company for the transportation of goods from the point of origin to an agreed location. This is the only charge allowed by the Singapore government.	NM
Bank Details	Please leave blank. The payment details have to be filled in on the Vendors@Gov portal.	B
Attachments	Only 1 attachment is allowed per e-invoice. Acceptable formats: BMP, GIF, JPEG, JPG, PDF, PNG Maximum file size: 1MB per attachment.	NM
Comment	Enter additional comments here. Maximum 254 characters.	NM

Acceptable payment terms and currencies

The tables below show the accepted payment terms and currencies. Payment terms and accepted currency is based on the agreement with your governmental agency. Inquire with your governmental agency if you have any questions regarding the terms and currencies.

Currency	Description
AED	United Arab Emirates Dirham
AUD	Australian Dollar
BND	Brunei Dollar
CAD	Canadian Dollar
CHF	Swiss Franc
CNH	Chinese Renminbi
DKK	Danish Krone
EUR	Euro
GBP	Sterling Pound
HKD	Hong Kong Dollar
IDR	Indonesian Rupiah
ILS	Israel Shekel
INR	Indian Rupee

Currency	Description
JPY	Japanese Yen
KRW	Korean Won
LKR	Sri Lanka Rupee
MYR	Malaysian Ringgit
NOK	Norwegian Krone
NZD	New Zealand Dollar
PHP	Philippine Peso
PKR	Pakistan Rupee
SAR	Saudi Riyal
SEK	Swedish Krona
SGD	Singapore Dollar
THB	Thai Baht
TWD	Taiwan Dollar
USD	US Dollar
ZAR	South African Rand

Payment terms	Description
00	Due immediately
7D	7 days
8D	8 days
10D	10 days
14D	14 days
15D	15 days
16D	16 days
21D	21 days
28D	28 days
30D	3 days
40D	40 days
45D	45 days
50D	50 days
60D	60 days
90D	90 days

Frequently asked questions (FAQs)

1. How to find more information about AGD Peppol e-invoicing?

You can find more information on <https://www.vendors.gov.sg/Common/UserManual.aspx>

2. Who to contact in case of questions?

- For any questions related to AGD invoicing, please raise a ticket to the [AGD Helpdesk](#) or contact your governmental agency.
- For issues with CorpPass, please send an email to support@corppass.gov.sg
- For questions related to Banqup, please browse our Knowledge Base or contact us at help@banqup.sg
- For more information about InvoiceNow check the website of IMDA or mail einvoice@imda.gov.sg

3. How to create an 'approved' vendor record at Vendors@Gov?

- To find out how to create a vendor record, please refer to [this guide](#).
- To find out how to login at Vendors@Gov, please refer to [this guide](#).

4. How to follow up on the status of the invoices sent to AGD?

Login to your Vendors@Gov account to follow up on the status of your invoices.

5. Can I edit or delete an invoice after I've submitted it?

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

6. What happens if I make a mistake on the invoice?

If the invoice is not entered correctly, AGD will send an email to the company e-mail as per your Banqup settings. Based on AGD's feedback, the invoice may have to be redrafted and resent. Please do not use the same Invoice Number and Invoice Date for the resubmission, as the invoice will be treated as a duplicate and be rejected.

7. How will I receive my invoice payment?

- Payment for e-invoices submitted to Singapore government agencies via the InvoiceNow network will be made based on the bank details that you have registered with your vendor record at Vendor@Gov. You don't need to fill in your payment details on the invoice.
- You may view details of the paid e-invoice and payment on the Vendors@Gov portal.

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