

SUPPLIER INVOICE REQUIREMENTS

The following are 'Proper Invoice' requirements for invoices submitted to the Corporation of the Town of Oakville at accountspayable@oakville.ca

Complete and accurate information is required to process payments.

- **Full Legal Name** - The Corporation of the Town of Oakville must be on all invoices.
- **Bill to Address** - 1225 Trafalgar Road, Oakville, ON L6H 0H3
- **Town's Contact Name** - (full name required)
- **Ship to Address** - The address where the goods were sent or services completed.
- **Full Legal Name of Supplier and Remittance address** – Your legal company name, remit-to address and current contract information.
- **Invoice Date** - date invoice is submitted.
- **Invoice Number** - must be unique invoice number.
- **Total Amount Due** - include amount.
- **Description of Goods or Services** - description including any supporting documents (i.e. schedule of values etc.)
- **Supply/Service Date** – Date in which the goods or services were provided.
- **Purchase Order Number** - (where applicable) A number ending with OU, OP, OB, or OS.
- **GST/HST Number with Total GST/HST Paid** - (where applicable) – Any sales tax amounts being charged must be shown as a separate line item.
- **Clearly label "INVOICE" or "CREDIT"** - Credits must reference original invoice number.
- **Payment Terms** - The towns standard is net 30 days unless otherwise agreed upon in a contract. Note all payments related to the Construction Act are Net 28 Days.
- **Submitting an Invoice (via Email)** - invoices to be sent to accountspayable@oakville.ca
- **Submitting an Invoice (via Mail)** - invoices to be sent to Corporation of the Town of Oakville - Attention Accounts Payable, 1225 Trafalgar Road, Oakville, ON L6H 0H3.

Do not send the following through this email:

- Statements
- Past Due notices
- File types that are not supported, e.g. compressed and media files.
- Do not send duplicate invoices or reminder invoices.
- Invoice with more than 30 back up pages.
- Quotations
- Estimates (unless relating to an invoice submitted at the same time).
- Work or Purchase orders (unless relating to an invoice submitted at the same time).
- Invoice with recycled invoice numbers – please use an original invoice number.
- Communication or announcements – must be sent directly to the towns mailing address.
- Do not send links to invoices or other documents in the email, they will not be read.
- Payment confirmation
- Zip files

QUESTIONS:

Should you have any questions concerning the above requirements please contact the Accounts Payable Department: AP_inquiries@oakville.ca

CHANGING YOUR COMPANY INFORMATION:

If your company is changing its name, or it's been involved in a merger or acquisition, complete the [Declaration of Supplier Name Change](#).

If your company is changing its address or phone number, send a letter on your corporate letterhead from an authorized company officer.

Email these documents to purchasing@oakville.ca