



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

# Supplier Guidelines: Submitting Statements and Invoices

April 2024

## SUPPLIER GUIDELINES FOR SUBMITTING STATEMENTS AND INVOICES

To ensure timeous payment, we have compiled this document to inform you of the correct procedures when issuing and submitting Invoices, Credit Notes, Debit Notes, Statements and all relevant supporting delivery documentation.

The City of Cape Town official purchase order must be reflected on all documentation, if it is omitted the invoice will be returned without payment.

**Invoices must ONLY be issued and submitted after goods and services have been fully rendered.**

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## Invoices

Invoices not conforming to the below validity checks will be referred back without payment:

- ✓ Good quality images
- ✓ Reference to a valid purchase order
- ✓ Vat Registered suppliers invoices must comply to SARS VAT ACT refer to VAT 404 Guide for Vendors [South African Revenue Services \(SARS\) requirements](#).
- ✓ Banking details must reflect on the invoice
- ✓ Invoice dates must not pre-date the purchase order date and/or the job completion date
- ✓ Invoices relating to goods delivery must reference the delivery note number
- ✓ Invoices not signed, not accompanied by a signed proof of delivery and/or not authorized (GRN) will be returned after 14 days of receipt
- ✓ Invoices dated older than 60 days must be accompanied by a signed proof of delivery
- ✓ Construction related invoices must be accompanied by a completed payment certificate signed and authorised by the Project Manager of COCT
- ✓ Invoices relating to the release of retentions must be accompanied by a final completed payment certificate signed and authorised by the Project Manager of COCT
- ✓ Invoice reference number to be no more than 16 characters

## Debit Notes and Credit Notes

Debit Notes and Credit Notes must be issued in the following instances:

- ✓ A supply of goods or services is cancelled
- ✓ Where the nature of the supply of goods or services has been fundamentally varied or altered
- ✓ All Credit Notes should reflect the referring invoice, also state clear reason e.g. late delivery penalty etc.
- ✓ The previously agreed consideration for the supply of the goods or services is altered by agreement with the recipient including CPA's
- ✓ Contract Price Adjustment (CPA) invoices to be ONLY submitted if authorised, signed with the approved Contract Management Letter attached
- ✓ Goods supplied are returned
- ✓ Any price discrepancies on the invoice

## Supporting Delivery Documentation

Proof of delivery documentation, relating to goods and services, must be supplied with a delivery note or invoice, a signed copy must be retained by the supplier and must contain the following minimum information:

- ✓ The signature of the City official who received the goods/service
- ✓ His/her initials and surname and official staff number
- ✓ Date of the receipt of goods/service
- ✓ Payment certificates relating to construction invoices must be duly signed and must be accompanied by the related invoices.
- ✓ Invoices relating to retention releases must be accompanied by a final payment certificate.

## Statements

Statements must be supplied monthly, which indicates all monies owing by the City of Cape Town to the Supplier.

- a) Statements must be in an open item format and NOT balance brought forward.
- b) Statements can be submitted by the following methods:
  - i) e-Services portal by uploading (Excel) the statement containing the following Columns/Fields
    - A. Invoice date
    - B. Transaction type
    - C. INV = Invoice
    - D. CRN = Credit note
    - E. PMT = Payment
    - F. JNL = Journal
    - G. Amount
    - H. Reference number
  - ii) Email statements (PDF) to the relevant email address indicated on the purchase order.

## Submission of invoices, debit notes, credit notes and statements

Accounts Payable moved to a paperless environment, all documentation must be sent via the following methods:

1. **Electronically** - invoices, credit notes, debit notes and statements (PDF) must be emailed to the address provided on the official purchase order. Please note the following:
  - ✓ Email invoices must be scanned at a low resolution to reduce the size of the document.
  - ✓ Supply one invoice per scanned image. Images with more than one invoice will not be processed for payment.
  - ✓ Do not attach more than 10 (images) invoices per email, as our system will reject emails greater than 10MB in total size.
2. **Hard Copies** - to accommodate smaller suppliers with no electronic resources and/or unforeseen circumstances, hard copies of the above documents will still be accepted via post at the following postal address:

*City of Cape Town  
Private Bag X6  
Bellville  
7535*

## Remittances

All remittance advices will be sent to your email address as provided to our Supplier Master Data. The City will also use the same communication method to communicate with you.

## Name changes, contact detail and banking detail changes

It is the supplier's responsibility to inform the [Supply Chain Management Department](#) of any name changes, contact or banking detail changes.

## Supplier Management

*Concourse Level  
Civic Centre  
12 Hertzog Boulevard  
Cape Town*

Email: [supplier.management@capetown.gov.za](mailto:supplier.management@capetown.gov.za)

Suppliers registered on E-Services/E-Procurement must make necessary updates on the portal.

## Contact us

All queries relating to payments, unpaid invoices and statements must be raised with the Call Centre on 086 010 3089 (choose option 5) or you can email [accountspayable.enquiries@capetown.gov.za](mailto:accountspayable.enquiries@capetown.gov.za).

Yours sincerely,  
Manager: Accounts Payable