
Dear Vendor,

To ensure timely payment of invoices, please read and adhere to the following:

- **INVOICE DELIVERY ADDRESS:** It is important that vendors **forward all invoices to the Accounts Payable department in Finance**, either by:

REGULAR MAIL:

City of Burnaby, Finance – Accounts Payable
4949 Canada Way
Burnaby, BC
V5G 1M2

or **EMAIL:** ap-noreply@burnaby.ca

***Note:** directing or dropping off invoices to any other City department or emailing to the accounts.payable@burnaby.ca may delay payment of your invoice. The accounts.payable@burnaby.ca email is still in use but is limited to inquiries and correspondence. Invoices must be submitted in a **digital PDF format** as generated by your billing system.*

- **PAYMENT TERMS:** Clearly indicate the payment terms, including any early payment discount on your invoices, for example: 2/10, net 30 (i.e., 2% discount if paid within 10 days).
- **PURCHASE ORDER NUMBERS:** City Purchase Order (PO) numbers must be clearly indicated on all invoices. City PO number format is a 10-digit number starting with 41-XXXXXXXX. Prior to committing to a purchase – City Purchase Orders are to be processed by the City's Purchasing Department.
Note: please do not include any numbers outside of this format
- **SERVICE REPORTS:** Service report/sales order/delivery note/packing slip should be emailed or sent to the respective City Departments directly **with a copy of the invoice** and **not** to ap-noreply@burnaby.ca
- **IN ADDITION TO THE ABOVE, FOR PROMPT APPROVAL AND PAYMENT OF INVOICES - DETAILS REQUIRED ON INVOICES INCLUDE:**
 - First and Last Name of the City employee who ordered the goods and services
 - City department & facility location of the City employee who ordered the goods and services
 - Site location where goods were delivered or services were rendered
 - Work order number, if applicable
- **GOODS RETURN:** For goods return, please pick up the returned goods and obtain the proper documents (goods return authorization-RA#) for processing promptly at your end. Please ensure the RA# provides an itemized list of goods being credited, and ensure the original PO number is referenced on any credit memo.
- **INVOICES MISSING THE ABOVE PERTINENT DETAILS MAY BE RETURNED TO THE VENDORS AND MAY NOT BE PROCESSED UNTIL ALL REQUIRED INFORMATION IS PROVIDED.**
- **QUESTIONS AND CONTACT INFORMATION:** For questions or comments regarding the contents outlined in this email, please contact Purchasing at purchasing@burnaby.ca.