



Vendor Guide

Preparing and Submitting Invoices

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Invoicing Guide for Vendors/Suppliers

Why was this guide published?

Often, smaller businesses or individuals do not understand the proper methods for invoicing their customers. This guide was written with those individuals in mind. California State University, San Bernardino (CSUSB) expects everyone who does business with the University to comply with standard business practices. This means providing the University with a properly rendered invoice.

Important things to remember:

- **Generating an invoice is the sole responsibility of the vendor/supplier.** CSUSB employees are never to create an invoice on behalf of the vendor/supplier. This is an important segregation of function and audit compliance issue. It is important that CSUSB maintains a certain professional distance from the vendor community.
- **Invoices must contain complete information.** Vendors must provide the detail on their invoice in order for Accounts Payable to effectively process the invoice for payment. The details required are indicated on the pages to follow.
- **Invoices must include vendor contact information.** Where does Accounts Payable send payment? How does CSUSB get in touch with the vendor if there is a question? Don't assume that the University knows how to reach you.
- **Invoices must include a Purchase Order number.** When the order is placed by the CSUSB Purchasing Agent, the vendor will be given a Purchase Order (PO) number. It is important that the PO number be included on each invoice and any related documents.
- **Failure to comply with standard business practices may result in the delay of payment.** Accounts Payable may reject the invoice if it fails to provide enough information.

Compliance with all applicable laws and regulations

CSUSB must comply with all applicable laws and regulations. This includes, but is not limited to:

- Sales/Use Taxes
- California Non-Resident Withholding Tax (592B Determination and Withholding)
- IRS Information Reporting (1099M, 1042S, 592 reporting at year end)

It is important that you provide an invoice that is factual, accurate and in compliance with applicable laws and regulations.

Unacceptable Documents

Accounts Payable is unable to accept the following documents as "invoices":

- Email conversations
- Notes, meeting minutes, written conversations
- Renderings, drawings and technical specifications
- Sales orders
- Statements of account
- Third party invoices
- Work orders

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What is an Invoice and When is it Used?

The business invoice is an essential legal document presented to CSUSB to serve as a record of goods or services sold. The invoice indicates to CSUSB, what was sold, the quantities and descriptions of the items, how much is due, any taxes and fees included and instructs us on where to mail your payment.

Essentially, an invoice ensures that you will be paid for the goods delivered or services rendered when verified and authorized by the proper internal CSUSB authorities. Without a proper invoice, payment may be delayed or overlooked.

How to Prepare an Invoice

Basically an invoice is divided into 3 main parts: The Header, Body and Footer.

Invoice Header (Top Part)

- Your letterhead: Your logo, business name, address, telephone, email and web address
- The words "Invoice" or "Bill" clearly written towards the top of the page
- An invoice number. This is a running serial number that you maintain. You should only have one number per invoice issued. Hence, no two invoices should have the same number
- An invoice date
- The University's Purchase Order number. This is especially important for helping us identify the order and our ability to match and process the payment. Note: In most cases, CSUSB requires a Purchase Order be established prior to the delivery of goods or start of services
- Your payment terms (Note: that our standard payment terms are Net 45 days after goods are delivered or services rendered.)
- The name of the entity who placed the order, such as California State University San Bernardino or the University Enterprises Corporation, etc. It should include our complete "bill to" street address and contact name of the Purchasing Agent who placed the order

Invoice Body (Middle Part)

- A description of the goods you have supplied, quantity, unit of measure, price per unit and total amount for individual items. Include part numbers, stock numbers, etc. for merchandise
- In the case of services, a brief scope of work and amount for individual services, hours worked, rate per hour, etc.

Invoice Footer (Bottom Part)

- Total amount of all individual items.
- Shipping or freight charge, if applicable. Note that a copy of your freight bill will be required for all freight charges of \$50.00 or more
- If applicable, the tax amount and total after tax
- Payment instructions. Tell us how to make out your payment and where to mail a check.
- Comments you may have, such as delivery instructions, goods return policy, overdue payment policy etc.

Sample Forms

You may purchase software programs that help you track the accounting for your business. These have an invoice creation process within the program. Some smaller businesses manage their billing manually so an invoice can be as simple as obtaining a book of invoice forms from your local office supply store.

You may conduct an internet search for invoice templates. Microsoft Office provides invoice templates that may be used with Microsoft Office Word or Excel. Free sample invoice templates can be downloaded online from Microsoft here: <https://templates.office.com/en-us/invoices>

Presented here are the most traditional invoice layouts.

Sample Form #1: Sale of Tangible Goods

This type of invoice is traditionally used for tangible goods. It shows the quantities ordered and the price negotiated for sale.

[Your Company Name] <i>[Your Company Slogan]</i>		INVOICE			
[Street Address] [City, ST ZIP Code] Phone [509.555.0190] Fax [509.555.0191]		INVOICE #[100] DATE: AUGUST 28, 2009			
TO: [Name] [Company Name] [Street Address] [City, ST ZIP Code] [Phone]		SHIP TO: [Name] [Company Name] [Street Address] [City, ST ZIP Code] [Phone]			
COMMENTS OR SPECIAL INSTRUCTIONS:					
SALESPERSON	P.O. NUMBER	REQUISITIONER	SHIPPED VIA	F.O.B. POINT	TERMS Due on receipt
QUANTITY	DESCRIPTION		UNIT PRICE	TOTAL	
			SUBTOTAL		
			SALES TAX		
			SHIPPING & HANDLING		
			TOTAL DUE		
Make all checks payable to [Your Company Name] If you have any questions concerning this invoice, contact [Name, phone, e-mail]					
Thank you for your business!					

Sample Forms

Sample Form #2: Hourly or Professional Services

This invoice layout is traditionally used to bill for services rather than goods. This invoice has a place to indicate hours and services performed, the billing rate of your services and the amount due. For services rendered, it is particularly important that you provide a detailed description of the services provided, the goals accomplished the date and location of where services were performed and hours billed.

Note: To comply with the State of California’s backup withholding requirement, you should also indicate whether or not the services were performed within the State of California or outside California.

[Your Company Name] <i>[Your Company Slogan]</i> [Street Address] [City, ST ZIP Code] Phone [(509) 555-0190] Fax [(509) 555-0191]		INVOICE INVOICE #[100] DATE: AUGUST 28, 2009	
TO: [Name] [Company Name] [Street Address] [City, ST ZIP Code] [Phone]		FOR: [Project or service description] [P.O. #]	
DESCRIPTION	HOURS	RATE	AMOUNT
SAMPLE			
			TOTAL
Make all checks payable to [Your Company Name] Total due in 15 days. Overdue accounts subject to a service charge of 1% per month.			
Thank you for your business!			

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Where to Send the Invoice:

The invoice should be sent together in conjunction with, or after the delivery of the goods or on completion of services performed. CSUSB always pays invoices in arrears, or after the goods were delivered or services performed. Invoices should be sent as follows:

United States Postal Service (Mail):

Attn: Accounts Payable
5500 University Parkway, Sierra Hall #105
San Bernardino, CA 92407

Email Delivery:

payables@csusb.edu

Email Requirements:

- Submit only one invoice per email. We cannot accept multiple invoices on a single email.
- Send your invoice in Adobe .pdf format. We cannot accept other formats.
- When submitting via email, do not forward physical copies in the postal mail. These will be considered duplicates and discarded.
- If an invoice is being resubmitted or is past due, please indicate it on the invoice itself before sending the image via email.

How to Reach the Accounts Payable Department

Once you submit your invoice for payment, Accounts Payable will route and secure approval from the proper authorities within the University. Please allow 45 days from the time you submit your invoice for payment to be issued. If you have not received timely payment and wish to inquire about the status of your invoice, you may contact the Accounts Payable Department in the following ways:

By Phone:

Hours of Operation (Pacific Time)

- Monday through Friday, 8AM to 5PM (Regular Hours)
- Monday through Thursday, 7AM to 5PM (Summer Hours)

Phone: 909-537-5155

Accounts Payable Assignment Listing:

<https://www.csusb.edu/accounts-payable/accounts-payable-contacts>

Click on the link under the banner that says "View the Specific Assignment Listing for Each Individual"

CSUSB Accounts Payable Website:

<https://www.csusb.edu/accounts-payable>

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