



A Guide To

Sending E-Invoices to Government Entities

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Information Required

To send out E-Invoices to Government Agencies

PEPPOL ID & Name

Peppol ID can be obtained from: www.peppoldirectory.sg

It is vital for users to search up on the directory based on the name of the recipient. For Singapore Government Agencies, all E-Invoices must be sent to the following ID: **T08GA0028A**

Contact Person / Person In Charge

When sending E-Invoices to a Government Body, it is mandatory to indicate whom you're addressing/liasing this Invoice with.

Invoice Item(s)

As with any other Invoices, it is critical to know your Invoice details such as the item/service being invoiced alongside its amount and any other details.



Setting up the correct profile

Before sending any E-Invoices to a government body/agency, it is critical to set up the customer profile correctly. In this guide, we'll be using "Jurong Town Corporation" (JTC) as an example.

1. Under Customer Management, create a new customer profile
2. The Customer UEN field has to be **fixed as T08GA0028A**
3. Do ensure that the Customer Name is exact to the Agency/Ministry name without any abbreviations
4. Check the "Government Agency" to Yes
5. Select the correct ministry from the drop-down list and click Save



The screenshot shows a 'New Customer' form with the following fields and values:

- Currency: SGD
- Customer Group: Corporate
- Customer UEN: T08GA0028A
- Customer Code: JTC
- Customer Name: JURONG TOWN CORPORATIOI
- Billing Address: The JTC Summit, 8 Jurong Town Hall Road
- Customer Telephone: (empty)
- Customer Fax: (empty)
- Customer Email: (empty)
- Remarks: (empty)
- Government Agency: Yes
- Ministry: JTC - JTC Corporation
- General Ledger Control Account: D-T001 - TRADE DEBTORS
- Credit Term: 0 Days
- Price List: Select One
- GST Type: SR Standard Rated
- Salesperson: Select One
- Credit Status: Average
- Credit Limit: (empty)

Buttons at the bottom: Close, Save

Creating a Contact

Upon successfully saving the customer record from the previous screen, the system will prompt you to enter in a contact detail next. Do note that this is a mandatory step.

1. Key in the person you'd like to address the Invoice to.
2. Select the appropriate Department and Business Unit your point of contact belongs to in JTC.
3. Fill in the rest of the details accordingly, and save.

You have now successfully created a PEPPOL ready customer profile.

A screenshot of a web application window titled "Update Contact". The form contains the following fields: "Name" (text input with "John Doe"), "Department" (dropdown menu with "Select One"), "Business Unit" (dropdown menu with "JTC13 - Finance"), "Designation" (text input with "Mr"), "Telephone" (text input with "91231234"), "Email" (text input with "johndoe@jtc.com.sg"), "Address" (text input with "Address"), "Postal Code" (text input with "Postal Code"), "Remarks" (text area with "Remarks"), and "Status" (dropdown menu with "Active"). At the bottom right, there are "Close" and "Save" buttons.

Creating an Invoice

As with any other normal Invoices, head over to the Sales module and create a new Invoice.

1. Select the PEPOL ready customer that you have previously created (e.g JTC)
2. Select the contact person alongside the ministry, department, and business unit.
3. Any other details such as remarks can be filled in if necessary.
4. The number of days in Payment Term(s) are pre-determined as per AGD's standard and can only be selected from the dropdown list accordingly.
5. Once you are ready, hit "Save"



New Invoice

Invoice No * --- Auto Generated ---

Invoice Date * 19-Jul-2022

Type * Invoice

Warehouse / Outlet * HQ

Customer * JURONG TOWN CORPORA

Salesperson * Zetta

Customer PO

Billing Address The JTC Summit, 8 Jurong Town Hall Road,

Price List

Project Select One

Attention * John Doe

Ministry JTC - JTC Corporation

Department JTC13 - Finance

Business Unit JTC13 - Finance

Same As Billing

Shipping Address

Remarks

Currency SGD 1.000000

Payment Term 0 Day

Internal Remarks

Close Save

Sending an E-Invoice

Once you've successfully created an Invoice, you may proceed to add in the appropriate items.

1. Once your invoice is well prepared, you are now ready to send it.
2. On the top of the screen, simply click on "Submit InvoiceNow"



Invoice Management Print Invoice Duplicate Edit Invoice **Submit InvoiceNow**

Invoice No: **INV00044** Invoice Date: **19-Jul-2022** Warehouse / Outlet: **Main**
 Customer: **JURONG TOWN CORPORATION** Customer PO: Salesperson: **Zetta**
 Attention: **John Doe** Currency: **SGD 1.000000**

Details

Add Item

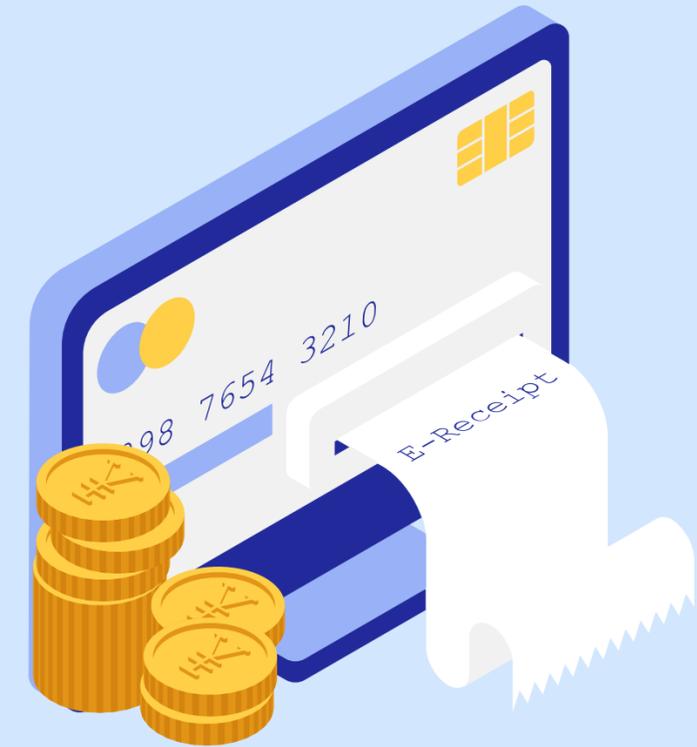
No	Stock Code / GL Code	Description	Qty	TX	U/Price(SGD)	Disc. (SGD)	Sum (SGD)
1	AW1001	Engineering Services for XX Company	1 Pcs	SR	2,500.00	0.00	2,500.00
Sub-Total:							2,500.00
2,500.00 @ GST 7 %:							175.00
Total:							2,675.00

Last Update by Zetta on 19 Jul 2022 at 12:54PM

Successfully sent an E-Invoice

Once the E-Invoice has been successfully sent, you'll notice a green check mark indicated on the InvoiceNow column.

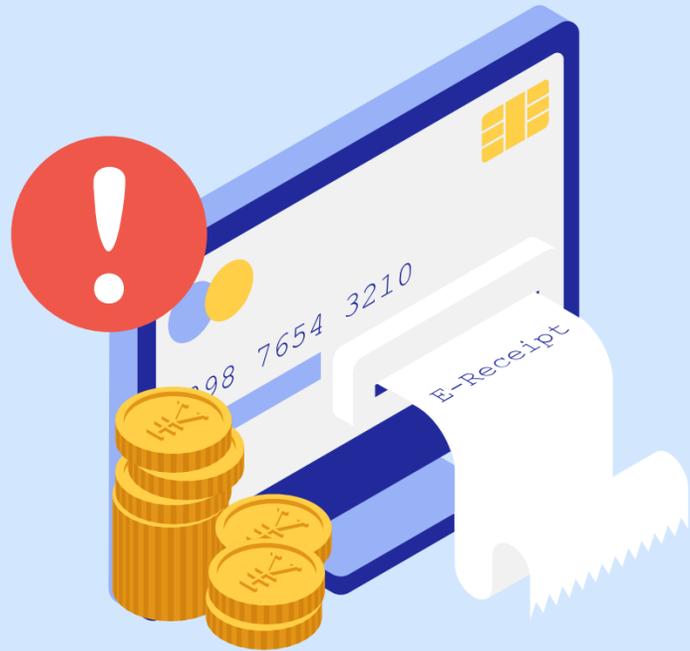
Congratulations! You have now learned how to send an E-Invoice. Still unsure or facing difficulty? Refer to our FAQ on page 9.



Invoice Management New

Show 10 entries Search: Min 3 Character

No	Invoice No	Date	Customer	SO No.	DO No.	Salesperson	Amount	InvoiceNow
1	Renewal-Zetta Solution Pte Ltd-IMDA	13-Jul-2022	IMDADEMO02			Zetta	10.70	✓
2	INV00044	19-Jul-2022	JURONG TOWN CORPORATION			Zetta	2,675.00	✓
3	INV00043	14-Jul-2022	LAZADA			Test	1,070.00	
4	INV00042	14-Jul-2022	LAZADA			Test	107.00	
5	INV00040	12-Jul-2022	LAZADA			PSG-1	1,930.00	



Important Requirements (1)

On Sending E-Invoices

Contact Person Details

Do ensure that the contact person's name does not exceed 20 characters.

Invoice Number

Do ensure that the system's Invoice Number does not exceed 30 characters and cannot contain any spaces.

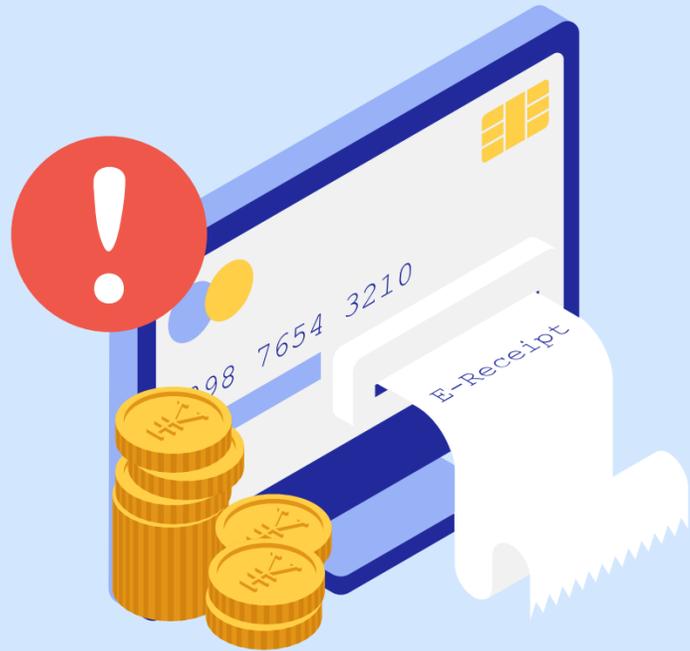
Invoice Date

Invoices sent cannot be backdated by more than 7 calendar days or forward-dated.

Payment Terms

Payment Terms are fixed as per seen from the dropdown list. This is a required standard as set by AGD for any E-Invoices sent to Singapore Government Agencies.





Important Requirements (2)

On Sending E-Invoices

Invoice Remarks

Do ensure that remarks entered for any Invoices does not exceed 254 characters in total.

Invoice Items

Do ensure that each Invoice line item does not exceed 254 characters.

Document Attachment (Optional)

Should there be a need for you to attach a document to send alongside with your E-Invoice, do note that only 1 attachment is allowed per E-Invoice. File size must not exceed 1MB.

Acceptable Formats: JPEG, PDF and PNG





FAQ

Your questions, we answer.

I have difficulties creating a Government Agency profile in my Customer Management. Why?

Here are some of the common reasons to why you were unable to do so. When creating a Customer Profile for a Government Agency, do ensure that the following fields are tabulated and not left empty,

- Customer UEN
- Customer Name
- Government Agency (*must be ticked as 'Yes'*)
- Select the appropriate Ministry

Upon completion of the customer profile, it is also mandatory to fill in/enter a contact person.

Do ensure that the all of the above criteria is met to create a Customer Profile.





FAQ

Your questions, we answer.

What is the PEPPOL ID for Singapore Government Agencies?

To send E-Invoices to any Singapore Government Agencies, all ID must be **T08GA0028A**.

How do I search up for 'ABC' Company's PEPPOL ID?

Head over to www.peppoldirectory.sg and key in the relevant company name. Do ensure that the name entered in the directory is exactly as per what the company is and without any abbreviations. For instance, instead of searching "ZSolution", type out the full name, "Zetta Solution" and you'll be able to identify their PEPPOL ID.





FAQ

Your questions, we answer.

Can I receive E-Invoices from Government Agencies as well?

Yes. As long as you have a valid PEPPOL ID, you are able to send and receive any E-Invoices from the PEPPOL community. Simply head to Supplier Invoice, and click on "Receive InvoiceNow". Any pending E-Invoices sent to you will then be retrieved and populated into the system.

Can I send E-Invoices to companies that are not in Singapore?

Yes. As long as the other party is PEPPOL ready and has a valid PEPPOL ID, you're ready to transact any E-Invoices with them.

To check if they're PEPPOL ready, simply head to the [PEPPOL Directory](#) and search for the company name.





FAQ

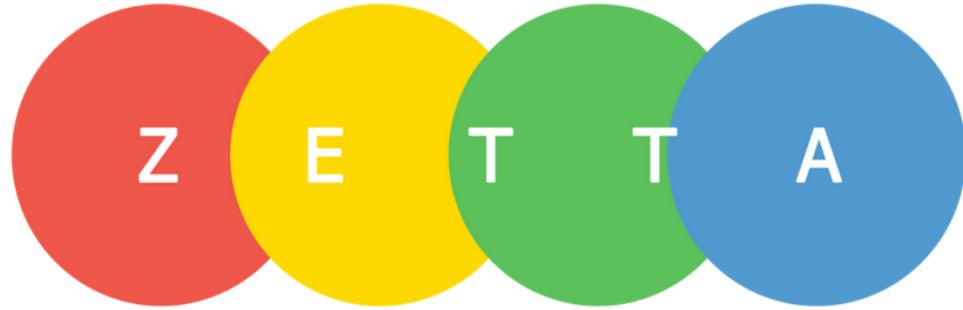
Your questions, we answer.

What does a red cross on the InvoiceNow column represent?

It signifies that your E-Invoice has not been sent out successfully. There can be multiple instances as to why it happens. Do ensure that the following is in place,

- Correct PEPPOL ID and Company Name
- All requirements stated in page 7 and 8 are fulfilled/met





Contact Us

Still unsure or facing any other issues?

Email Us: support@zetta-solution.com

Telegram: +65 8418 7087 | @zettasolution

