

USEFUL TIPS ON HOW TO AVOID DELAYS IN INVOICE PROCESSING AND PAYMENT OF SUPPLIER INVOICES

Invoices sent by departments/units to accountspayable@mcgill.ca must meet the following criteria:

1. Supplier invoice must be billed to **McGill University** or **ANY of the other legal entities affiliated to McGill** (see APPENDIX A)
2. Must be an **invoice** – Accounts Payable do not process proforma invoices, statements, quotations etc.
3. Must have an **invoice date**
4. Must have a unique **invoice number** that will not be re-used on future sales to McGill
5. Supplier invoices must include a **valid PO number** (i.e. P10xxxxxx). PO numbers included in the body of the email are not acceptable.
6. Supplier invoices must be in **PDF format**
7. The PDF document must only include **ONE supplier invoice** (i.e. multiple supplier invoices combined into one PDF document will be rejected)
8. One email = one PDF = one supplier invoice

Note: The accountspayable@mcgill.ca email is only used to receive invoices.

Inquiries/questions/follow-ups will not be responded to.

- McGill community is to submit a ticket to the [FIS Service Desk](#)
- Reminder that suppliers must write to apinfo@mcgill.ca

INVOICE

Company Name
 XXXX Main Road
 Nowhere, QC H0H 0H0
 Phone (111) 111-1111
 Email address

INVOICE #
DATE:

Invoice date and Invoice no.

TO Mrs./Mr. XXXX
 McGill University
 Building and Address
 XXXX
 (111) 111-1111

Billed to McGill University

SALESPERSON	PURCHASE ORDER NUMBER	PAYMENT TERMS	DUE DATE
	P10XXXXX	NET 45	

QTY	DESCRIPTION	UNIT PRICE	LINE TOTAL
	McGill Purchase Order		

QST #:
GST #:

GST/QST registration numbers (if applicable)

Please make check payable to: Company Name

SUBTOTAL	
SALES TAX	
TOTAL	

Please refrain from sending supplier invoices more than once. Sending supplier invoices more than once causes significant delays in the timely processing and payment of supplier invoices.

Invoices that do not meet the above criteria will be considered in dispute and will not be processed by McGill, nor will any statement as they pertain to such invoices (more information - <https://www.mcgill.ca/procurement/supplier-corner/do-business-mcgill/procurement-pay-instructions>).


How to avoid delays in processing of invoices and issuing payments to suppliers?

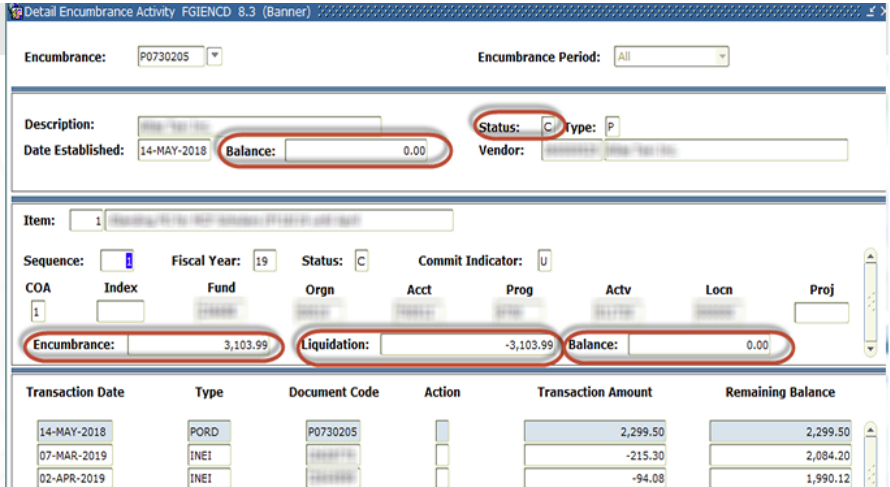
Prior to submitting an invoice to accountspayable@mcgill.ca, please ensure that the invoice matches the PO.

To verify the available balance on a Purchase Order, Purchase Order status (open/closed), use the Banner form FGIENCD. Instructions on how to query detail encumbrance activity (FGIENCD) are available on the Financial Services website: <https://www.mcgill.ca/financialservices/gfm/fis-system/banner>

Banner > FGIENCD

- This form is used to query the history and balance of encumbrances.
- You will need the Document Number assigned to the encumbrance (I.E. Exxxxxx - Manual Encumbrance, R0xxxxxx - Purchase Requisition, P0xxxxxx - Purchase Order).
- The Balance field refers to the amount of money still encumbered on a fund (Ex.: Purchase Order created for \$100, two invoices paid totaling \$70, the remaining balance would be \$30).

 <https://www.mcgill.ca/financialservices/gfm/fis-system/banner>



Note: Purchase orders issued in other currencies will be posted to the appropriate FOAPAL(s) in the Canadian dollar equivalent.

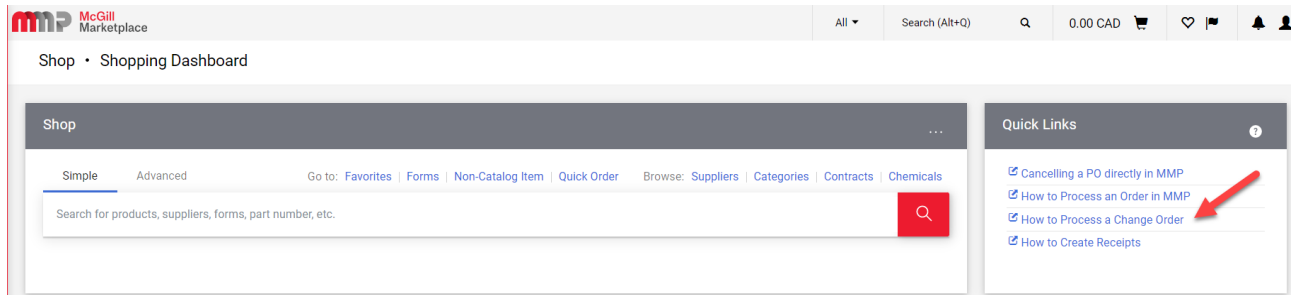
What to do if the invoice cannot be processed for one of the following reasons below?

1. The PO is closed:

- a. If the PO was closed in a prior FY, create a new PO and Indicate in the Vendor Notes: "This is a replacement PO and is only for billing purposes. Do not ship any items."
- b. Re-submit the invoice to accountspayable@mcgill.ca with the new PO on the invoice.
- c. If you believe that the PO was closed by mistake, submit a ticket to the [FIS Service Desk](#) and request to open the PO.

2. The quantity on the invoice is greater than the quantity on the PO:

- a. Submit a Change Order through MMP by following the instructions available under Quick Links on MMP.



3. The unit price on the invoice does not match the unit price on the PO:

- a. If the invoice unit price is less than the PO unit price, submit the invoice to accountspayable@mcgill.ca following the criteria above.
- b. If the invoice unit price is greater than the PO unit price:
 - Submit a Change Order through MMP by following the instructions available under Quick Links on MMP.

OR,

 - If it is the supplier's mistake, request from supplier to issue a credit memo.
Note: The acceptable tolerance is \$2, i.e. if the total invoice amount is = < \$2 compared to the PO, then submit the invoice to accountspayable@mcgill.ca following the criteria above.

4. Shipping/freight that is on the invoice but not on the PO:

- a. Submit the invoice to accountspayable@mcgill.ca following the criteria above.
- b. Submit a Change Order through MMP by following the instructions available under Quick Links on MMP, if:
 - i. the freight/shipping is greater than invoice amount.
 - ii. the total invoice is greater than \$10K.

5. When there is a mismatched item on the invoice compared to the PO:

a. Submit a Change Order through MMP by following the instructions available under Quick Links on MMP.

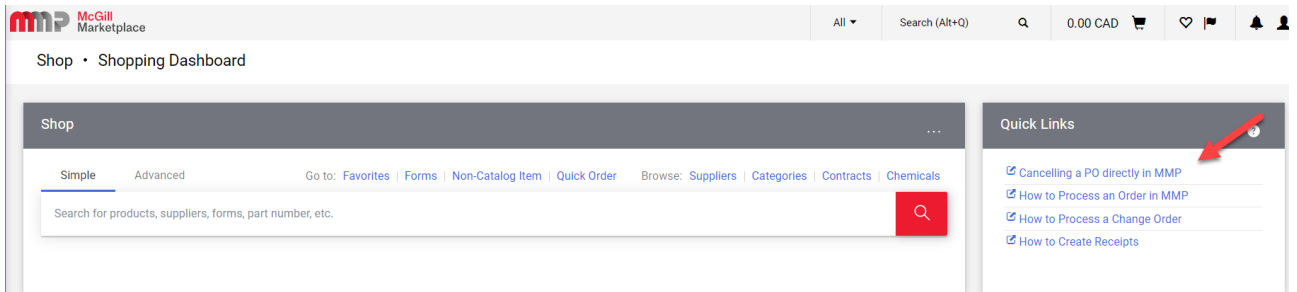
OR,

b. If it is the supplier's mistake, contact the supplier and ask to send a revised invoice.

Note: New/corrected invoice is to be forwarded to accountspayable@mcgill.ca for processing.

6. The supplier's name on the invoice and PO do not match:

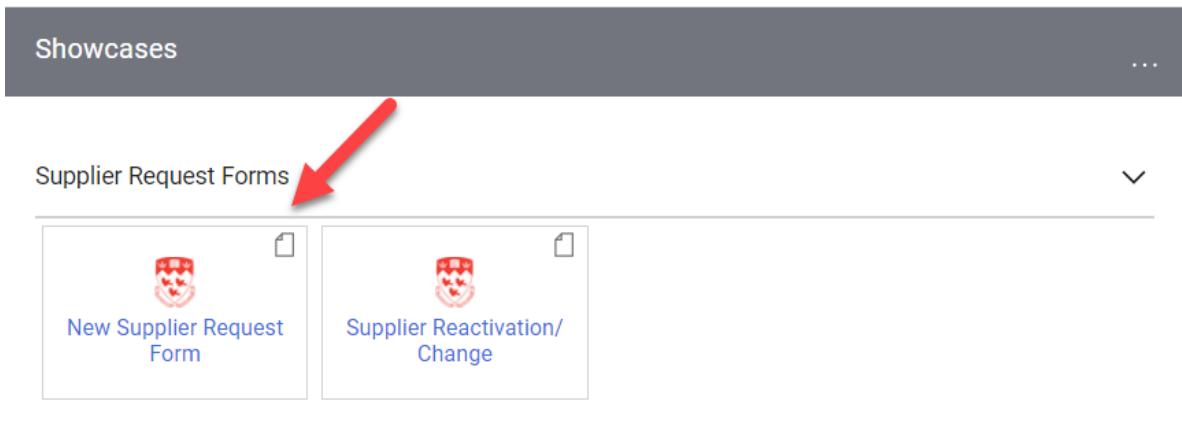
a. Cancel the PO by following the instructions available under Quick Links on MMP.



a. If the correct supplier exists in MMP, create a new PO and indicate in the Vendor Notes: "This is a replacement PO and is only for billing purposes. Do not ship any items."

b. Re-submit the invoice to accountspayable@mcgill.ca with the new PO on it.

c. If the supplier's name does not exist in MMP, submit the New Supplier Request form available on MMP.



7. The currency on the invoice does not match the currency on the PO:

a. Cancel the PO by following the instructions available under Quick Links on MMP.

b. Issue a new PO by selecting the correct vendor code to match the currency on the invoice.

c. Indicate in the Vendor Notes: "This is a replacement PO and is only for billing purposes. Do not ship any items."

APPENDIX A

Legal Entities Affiliated to McGill

langue	nom	retiré du nom	
	UNIVERSITÉ MCGILL	2008-02-12	En vigueur
	BIBLIOTHÈQUE DE L'HISTOIRE DE LA MÉDECINE ®	2001-11-22	En vigueur
	BIBLIOTHÈQUE OSLER ®	2001-11-22	En vigueur
	CHAPELLE DE L'UNIVERSITÉ MCGILL ®	2001-11-22	En vigueur
	COLLÈGE MACDONALD ®	2001-11-22	En vigueur
	DOMAINE GAULT ®	2001-11-22	En vigueur
	GAULT ESTATE ®	2001-11-22	En vigueur
	INSTITUT NEUROLOGIQUE DE MONTRÉAL ®	2001-11-22	En vigueur
	L'ARBORETUM MORGAN ®	2001-11-22	En vigueur
	LE STADE PERCIVAL MOLSON	2001-11-22	En vigueur
	LIBRAIRIE DE L'UNIVERSITÉ MCGILL ®	2001-11-22	En vigueur
	LYMAN ENTOMOLOGICAL MUSEUM ®	2001-11-22	En vigueur
	MACDONALD COLLEGE ®	2001-11-22	En vigueur
	MCGILL CHAPEL ®	2001-11-22	En vigueur
	MCGILL UNIVERSITY BOOKSTORE ®	2001-11-22	En vigueur
	MONTRÉAL NEUROLOGICAL INSTITUTE ®	2001-11-22	En vigueur
	MUSÉE D'ENTOMOLOGIE ET LABORATOIRE DE RECHERCHE LYMAN ®	2001-11-22	En vigueur
	MUSÉE REDPATH ®	2001-11-22	En vigueur
	OSLER LIBRARY OF THE HISTORY OF MEDICINE ®	2001-11-22	En vigueur
	PERCIVAL MOLSON STADIUM	2001-11-22	En vigueur
	POLLACK CONCERT HALL ®	2001-11-22	En vigueur
	REDPATH MUSEUM ®	2001-11-22	En vigueur
	SALLE DE CONCERT POLLACK ®	2001-11-22	En vigueur
	THE MORGAN ARBORETUM ®	2001-11-22	En vigueur
	THE NEURO ®	2001-11-22	En vigueur