



# Caltech

## Vendor/Supplier Guide

### Preparing and submitting invoices

# 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. Caltech Payment Services expects everyone who does business with the Institute to comply with standard business practices. This means providing the Institute with a properly rendered invoice.

## Important things to remember:

- **Generating an invoice is the sole responsibility of the vendor/supplier.** Caltech 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 Caltech maintain a certain professional distance with the vendor/supplier community.
- **Invoices must contain complete information.** Vendors/suppliers must provide the detail on their invoice for Payment Services to effectively process the invoice for payment. The details required are indicated on the pages to follow.
- **Invoices must include vendor/supplier contact information.** Where does Caltech send payment? How does Caltech get in touch with the vendor/supplier if there is a question? Don't assume Caltech knows how to reach the vendor/supplier.
- **Invoices must include a Purchase Order number.** When the order is placed by the Caltech Purchasing Agent and the vendor/supplier is given a Purchase Order (PO) number, it is important that the PO number be included on each invoice and any related document.
- **Failure to comply with standard business practices may result in the delay of payment.** Payment Services may also reject the invoice if it fails to provide enough information.

## Compliance with all applicable laws and regulations

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

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

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

## Unacceptable Documents

Payment Services 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

# Invoicing Guide for Vendors/Suppliers

## What is an Invoice and when is it used?

The business invoice is an essential legal document presented to Caltech to serve as a record of goods or services sold. You, as the supplier or service provider need to retain a copy as a record of your sales. Caltech needs to retain a copy as a record of its purchases or expenses. The invoice indicates to Caltech how much is due and instructs us on where to mail your payment.

The invoice should be sent together in conjunction with, or after the delivery of the goods or on completion of services performed.

Essentially, an invoice best ensures that you will be paid for the goods delivered or services rendered when verified and authorized by the proper internal Caltech authorities. Without a proper invoice, payment may be delayed or overlooked. It also serves as Caltech's receipt and is required for audit compliance.

## How to Prepare and 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 customer's Purchase Order number. This is especially important for helping your customer identify their internal Purchasing Agent, specifically in larger organizations. (Note: In most cases, Caltech requires a Purchase Order be established prior to the delivery of goods or start of services).
- Your payment terms or how soon you expect to be paid. e.g. "2% 10, Net 30", "30 days" etc. (Note: Caltech's payment terms are Net 30)
- Your customer's name and address (the contact name and address of the Purchasing Agent who placed the order).
- Your customer's billing address where you are mailing the invoice (the "bill to" address).

### 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
- If applicable, a tax amount and total after tax.
- Payment instructions. Tell your customer how to make out their payment and where to mail a check.
- Other comments you may have, such as delivery instructions, goods return policy, overdue payment policy etc.





# Submitting Invoices for Payment

## Where to send Invoices

### By Mail:

You should submit an invoice for payment to the address indicated on Caltech's Purchase Order or as instructed by the Purchasing Agent. Sending your invoice to the correct location ensures prompt payment. If in doubt as to where your invoice should be mailed, send it directly to Payment Services at the following address:

California Institute of Technology  
Payment Services Department  
1200 E. California Blvd., Suite 101, MC 103-6  
Pasadena, CA 91125

### By Email in PDF Format:

The following email address is for submission of invoices only:

accountspayable@caltech.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.

## Payment Inquiries

Once you submit your invoice for payment, Payment Services will route and secure approval from the proper authorities within the Institute. If you have not received timely payment and wish to inquire about the status of your invoice, you may contact our Hotline at:

Email:           procurementhotline@caltech.edu  
Phone:           626-395-8900  
Fax:              626-229-9864