CITY OF CAPE TOWN
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STAD KAAPSTAD

Supplier Guidelines: Submitting Statements and Invoices

June 2026

Making progress possible. Together.

SUPPLIER GUIDELINES FOR SUBMITTING STATEMENTS AND INVOICES

To ensure timeous payment, we have compiled this document to inform you of the correct procedures when issuing and submitting Invoices, Credit Notes, Debit Notes, Statements and all relevant supporting delivery documentation.

The City of Cape Town official purchase order must be reflected on all documentation, if it is omitted the invoice will be returned without payment.

Invoices must ONLY be issued and submitted after goods and services have been fully rendered.

Table of Contents

Invoices not conforming to the below validity checks will be referred back without payment:

- Invoices issued must display the full trading name and address of the **City of Cape Town**, as per the valid purchase order
- A valid purchase order must be referenced on the invoice
- Good quality images must be submitted
- VAT-registered supplier invoices must comply with the SARS VAT Act
    - Refer to the *VAT 404 Guide for Vendors (South African Revenue Services – SARS)* requirements
- Banking details on the invoice must correspond with the details on the system
- Invoice dates must not pre-date:
    - The purchase order date; and/or the job completion date
- Invoices relating to goods delivery must reference the delivery note number
- Invoices will be returned after 14 days of receipt if they are:
    - Not signed (including a staff number or digital signature)
    - Not accompanied by a certificate of completion; and/or
    - Not authorised (GRN)
- The invoice and certificate of completion must be combined into a single pdf document
- Invoices dated **older** than 14 days must be accompanied by a signed proof of delivery
- Construction-related invoices must be accompanied by:
    - A completed payment certificate
    - Signed (including a staff number or digital signature) and authorised by the Project Manager of the City of Cape Town
- Invoices relating to the release of retention must be accompanied by:
    - A final completed payment certificate
    - Signed (including a staff number or digital signature) and authorised by the Project Manager of the City of Cape Town
- The invoice reference number may be no longer than 16 characters
    - No special characters may be used in the file (PDF) name or invoice number
    - The file name should consist of the Supplier Name and Invoice Number

Debit Notes / Contract Price Adjustment Invoice and Credit Notes

Debit Notes / Contract Price Adjustment Invoice and Credit Notes must be issued in the following instances:

Credit Notes must be issued where:

- A supply of goods or services is cancelled
- Goods supplied are returned
- There are any price discrepancies on the invoice
- The nature of the supply of goods or services has been fundamentally varied or altered
- All Credit Notes must:
    - Reflect the reference invoice; and
    - Clearly state the reason (e.g. late delivery penalty, etc.)

Debit Notes / Contract Price Adjustment Invoice must be issued where:

- The previously agreed consideration for the supply of goods or services is altered, by agreement with the recipient, including Contract Price Adjustments (CPA)
- Contract Price Adjustment (CPA) invoices must:
    - Include the paid invoice number
    - Only be submitted if authorised by a City Official (with Staff Number or Digital Signature)
    - Be accompanied by a digitally signed and approved Contract Management Letter

- **Submission requirements:**
  - The invoice and the Contract Management Letter must be compiled into a single PDF document
  - The invoice must appear first, followed by the Contract Management Letter and any other supporting documents.
  - No special characters may be used in the file (PDF) name or invoice number
  - The file name should consist of the Supplier Name and Invoice Number

Supporting Delivery Documentation
Proof of delivery documentation, relating to goods and services, must be supplied with a delivery note or invoice, a signed copy must be retained by the supplier and must contain the following minimum information:

- The digital signature of the City Official who received the goods/service
- His/her initials and surname and Official's Staff Number
- Date of the receipt of goods/service
- Payment certificates relating to construction invoices must be duly signed and must be accompanied by the related invoices.
- Invoices relating to retention releases must be accompanied by a final payment certificate.
- All relevant documents must be merged into single (PDF) document before emailing for processing
  - No special characters may be used in the file (PDF) name or invoice number
  - The file name should consist of the Supplier Name and Invoice Number

Statements
Statements must be submitted monthly and should indicate monies owed by, and to, the City of Cape Town.

Requirements for statements:

- Statements must be submitted in PDF format
- Statements must be in an open item format and **not** in a balance brought forward format
- All previous payments must be correctly allocated and cleared from the statement
- Statements must be saved using the following naming protocol:
  - *Statement (space) Vendor Name*, no special characters may be used in the file (PDF) name
  - Example: *Statement Alpha PTY Limited*
- Alternatively, statements may be uploaded via the Supplier e-Services portal

Example (Excel Format) of Statement Details Required:

Date	Type	Amount	Inv Number	Reference	Item Text
20260520	INV	825.01	INV12345/2026	PO4501231231	Not mandatory text
20260520	CRN	-100.56	Dummy Cr	PO4501231231	Not mandatory text
20260521	JNL	1497.88	Journal		Some text about the journal
20260521	PMT	12123.12	Pmt 1		Not mandatory text

Submission of invoices, debit notes, credit notes and statements
Accounts Payable moved to a paperless environment, all documentation must be sent via the following methods:

- **Electronically** - invoices, credit notes, debit notes and statements (PDF) must **ONLY** be emailed to the **address** provided on the **official purchase order**. Please note the following:
    - Email invoices must be scanned at a low resolution to reduce the size of the document.
    - Supply one invoice per scanned image. Images with more than one invoice will not be processed for payment.
    - Do not attach more than 10 (images) invoices per email, as our system will reject emails greater than 10MB in total size.
- **Hard Copies** - to accommodate smaller suppliers with no electronic resources and/or unforeseen circumstances, hard copies of the above documents will still be accepted via post at the following postal address:

    City of Cape Town
    Private Bag X6 Bellville
    7535

Remittances
All remittance advices will be sent to your email address as provided to our Supplier Master Data. The City will also use the same communication method to communicate with you.

Name Changes, Contact Details and Banking Detail Changes
It is the supplier's responsibility to register on the e-Services Portal in order to make any of the following updates:

- Name changes
- Contact detail changes
- Banking detail changes
- Any other updates to their supplier information

For assistance, please contact Supplier Management via email:
supplier.management@capetown.gov.za

Contact us

All queries relating to payments, unpaid invoices and statements must be raised with the Call Centre on 086 010 3089 (choose option 5) or you can email
accountspayable.enquiries@capetown.gov.za

Yours sincerely,
Manager: Accounts Payable