Department of General Services
Invoicing Guide for Suppliers

(Revised 09/2026)

The Department of General Services (DGS) is committed to supporting suppliers with clear, accessible information that helps ensure timely and accurate payment. This guide provides an overview of what constitutes a complete invoice, along with helpful tips to address common questions about the payment process. Suppliers can use this resource to better understand what happens once an invoice is submitted to DGS and how to avoid delays in processing.

Important Things to Remember

To ensure timely invoice and payment processing, please keep the following in mind:

- Invoices must contain all required information, including the applicable procurement document number listed on the executed contract agreement and purchase order (PO). Providing the procurement document number on every invoice is essential because it enables DGS to identify the correct approvers, which is especially important within a large department that operates across multiple office locations.

- Invoices must be submitted directly by the Supplier. DGS staff are not permitted to create or modify invoices on behalf of suppliers. This policy supports appropriate separation of duties and maintains essential audit and compliance standards, as well as a professional distance between DGS and the supplier community.

- Invoices must be submitted in an appropriate and acceptable format. The following types of documents cannot be accepted as invoices:

  - Email conversations or informal notes
  - Written correspondence or narrative descriptions
  - Drawings, renderings, or technical specifications, including sales orders
  - Statements of account (except when issued by a utility company or financial institution)
  - Third party invoices or work orders

- Payments are made in accordance with the California Prompt Payment Act (Government Code Section 927) and the applicable contract or PO. Properly submitted and undisputed invoices are generally due for payment within 45 calendar days, unless a procurement document specifies a different term or the contract involves construction, which follows a Net 30 payment cycle.

- Each invoice must provide accurate contract information so that DGS Office of Fiscal Services (OFS) can promptly reach the appropriate representative in the event clarification is needed.

Invoice Pre-Submission Checklist

1. Invoice Information Requirements

Use this checklist to confirm your invoice is complete before submitting. All items must be included to ensure timely and accurate payment.

Basic Invoice Details:

- One invoice per procurement document.
- List the Department of General Services in the “Bill To” section.
- Invoice number and invoice date.
- Supplier remittance address.

Procurement and Service Details:

- Purchase order number or contract number (if applicable)
- Service date & location.
- Detailed description and itemization of goods or services provided
- Quantity, unit of measure
- Price per unit
- Part of stock number for merchandise
- Brief scope of work
- Hours worked
- Rate per hour
- Line-item totals

Cost, Tax and Billing Structure:

- Total of all items
- Applicable tax amount
- Applicable tax rate
- Total after tax shown on a separate line
- Billing aligns with Exhibit B cost sheet in the contract

Shipping and Freight:

- Shipping or freight charge included (if applicable)
- Bill of Lading (BOL) for any shipping charge of $50 or more
  (Invoices missing a required BOL will be disputed)

Supplier Contact Information:

- Supplier representative’s name
- Phone number
- Email address

2. Invoice Format Requirements

To support timely and accurate processing, paper invoices must be easy to scan. All paper-based invoices are converted to electronic images, so clarity and print quality are essential. Issues such as colored backgrounds, decorative or faint fonts, low-resolution text, or handwritten entries can reduce scan accuracy and delay payment.

These requirements ensure your invoice can be accurately scanned and processed:

- Invoice is printed in clean, black and white
- Printed on standard white bond paper
- Text is clear, readable, and not faint
- No very small fonts
- Avoid handwritten entries
- No highlighter markings
- No staples (staples damage pages and interfere with scanning)
- Only one copy submitted
  (Multiple copies are no longer required as DGS transitions to paperless processing)

3. Payee Data Record Forms (STD 204/205) Requirements

A Payee Data Record (STD 204) is required for any non-governmental individual or business entering into a transaction that may result in payment from the State of California. This form provides the tax and remittance information needed to process payments and issue IRS forms such as 1099.

Submit STD 204 when:

- The payee has not previously been paid by DGS or another State department.
- A payee's legal name changes.
- The entity type changes (e.g., sole proprietor → LLC)
- The mailing address changes

Submit STD 205 along with the STD 204 when:

- The remittance address differs from the mailing address listed on STD 204.
- Multiple addresses exist and a specific payment remittance address must be designated.

Forms are available on the Statewide Forms Directory.

Where to Send the STD 204/205?

By USPS Mail:	Department of General Services Office of Fiscal Services 707 3rd Street, MS 413 West Sacramento, CA 95605
Encrypted Email:	OFSPSASPaymentInquiries@dgs.ca.gov

Invoice Submission

1. When to Submit an Invoice

Invoices should be submitted immediately after goods are delivered or services have been completed. Partial billings are allowed for purchases and may also be permitted for services when specified in the billing instructions contained in the procurement exhibits.

2. How to Submit an Invoice

DGS offers several convenient options for suppliers to submit invoices for payment. Invoices may be submitted by mail, email, or electronically through the DGS Supplier Invoice Payment Portal (IPP). Using the IPP or email submission methods is strongly encouraged, as they help speed up processing, reduce mailing delays, and minimize the risk of misrouted documents.

3. Where To Send the Invoice

Please select one of these options for each invoice and avoid sending the same invoice through multiple channels:

Invoice Payment Portal (IPP)

Submitting invoices through IPP is the preferable method, as it provides a secure online process that streamlines intake, reduces delays, and supports faster payment processing. Click HERE for the registration guide and access link.

Mail Submission

Paper invoices may be mailed to the "Bill To" address shown on the executed procurement documents.

Email Submission

Invoices must be submitted as PDFs to the appropriate DGS invoice-processing email address. Include the office name (if known), the word "Invoice", and the PO or contract number in the subject line (e.g., ETS Invoice – Contract #19-43408). Multiple invoices may be sent in one email, but each invoice must be attached as its own PDF.

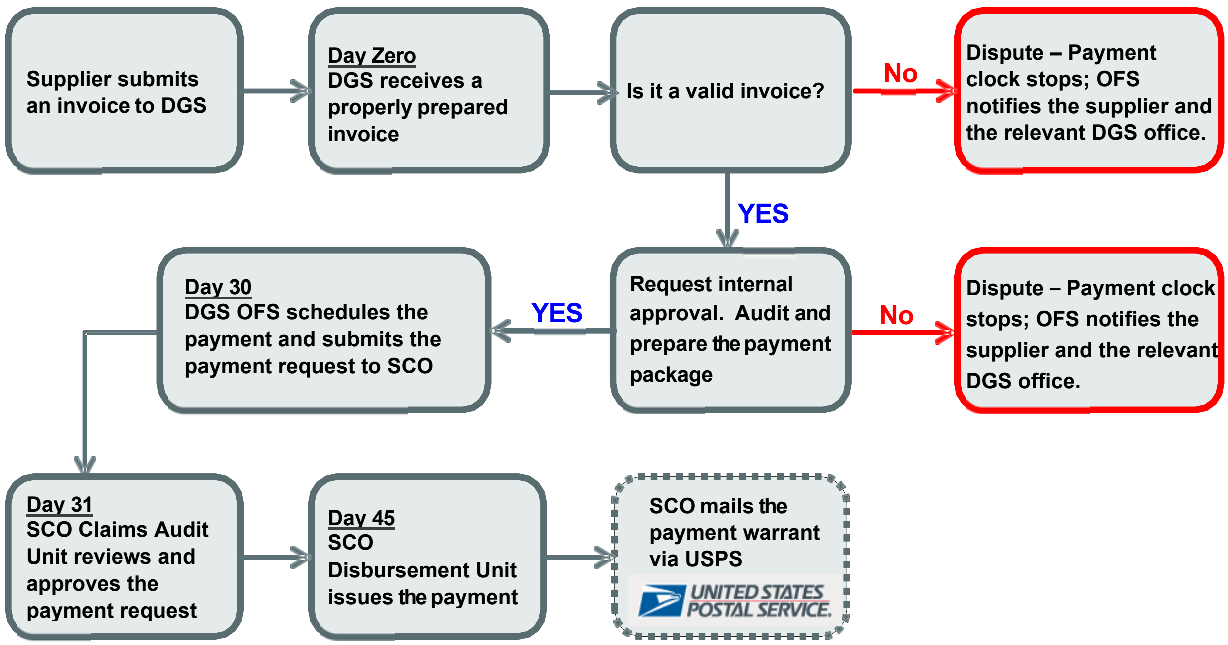
DGS Offices	Email Address Use
Facilities Management Division (FMD)	OFSProgramSupportAcctgBPMAP@dgs.ca.gov
Office of Administrative Hearing (OAH)	OAHInvoices@dgs.ca.gov
Office of Fleet and Asset Management (OFAM)	DGSFleetinvoices@dgs.ca.gov
Office of State Publishing (OSP)	OFSProgramSupportAcctgOSPAP@dgs.ca.gov
RESD Projects Related (RESD-ARF)	OFSProgramSupportAcctgPMDBAP@dgs.ca.gov
All Other DGS offices not listed above	OFSProgramSupportAcctgAP@dgs.ca.gov

DON'T: Do not send invoices to DGS buyers or individual staff email addresses, as this can delay the official receipt date.

What Happens after the invoice is submitted?

Once an invoice is received by DGS, it is routed to the appropriate office and then forwarded to payment staff in the Program Support Accounting Section (PSAS) based on the information provided. Including the correct procurement document number and the "Bill To" address on the invoice is essential, as these details ensure accurate sorting and proper assignment. A complete and properly prepared invoice helps prevent delays and supports timely processing.

1. Invoice Workflow



2. When Does the Payment Clock Starts and Ends?

Under the California Prompt Payment Act, the payment timeline begins on Day Zero, which is the date DGS receives a properly submitted, undisputed invoice. The payment clock continues until the date the warrant is issued by the State Controller's Office (SCO).

If an invoice is disputed, the payment clock stops on the day the dispute is issued. It will resume once the Program Support Accounting Section (PSAS) receives notification that the dispute has been resolved and a corrected invoice has been provided. This pause-and-resume mechanism ensures proper handling of invoice issues while protecting suppliers' rights under Government Code sections 927, 927.3, and 927.4.

3. Incorrect Invoices and Disputes

If an invoice is submitted with incorrect or missing information, it will be returned to the supplier along with a dispute notice (STD 209) explaining why the invoice cannot be processed. This step helps streamline the invoice verification and payment workflow, ensuring suppliers receive clear guidance and preventing delays in payment.

When Do Penalties Begin Accruing? Is There a Minimum Penalty Amount?

Penalties begin accruing on the day following the payment due date specified in the executed procurement document. If the contract does not establish a payment term, penalties begin on the 46th calendar day after the State's receipt of the invoice. Under Government Code section 927.6, penalty payments are not issued when calculated amounts are:

- $10.00 or less for certified small businesses
- $100.00 or less for all other businesses

See Prompt Payment Program Assistance for more information.

How to Inquire About Payment Status and When to Contact?

DGS recognizes the importance of timely payments to suppliers; however, payment information is not available immediately upon invoice submission. Payment data becomes visible in the system approximately 30 days after DGS receives the invoice.

Suppliers may search procurement-based payments using FI$Cal Purchase Order Payment History. Once a FI$Cal purchase order has been dispatched to the supplier, it will appear in the Purchase Order Payment History search unless it has been canceled or designated as confidential by the buyer.

For questions regarding payment status or general accounts-payable inquiries, suppliers may contact:

E-mail: OFSPSASPaymentInquiries@dgs.ca.gov
Phone: 1(866) 767-5956

Please allow adequate time for processing. The payment date is defined as the date the State Controller's Office (SCO) prints the warrant. Warrants are mailed the same day or the following business day via USPS, and delivery timelines may vary.

If a warrant has been issued but is not received within three weeks, suppliers should contact DGS using the information above. DGS will request warrant status and a copy of any cashed payment warrant from SCO.

Suppliers should also confirm that their Remit-to Address on file is accurate. If an update is required, DGS can request that SCO reissue the warrant once the address correction has been completed.