



# eInvoicing

## Frequently Asked Questions

### About the BSC

As part of the Office of General Services (OGS), the Business Services Center (BSC) is New York State's central office for processing human resources and finance transactions common across agencies. Our efforts increase efficiencies, lower costs, and support agencies as they focus on core mission activities. Services are delivered by a highly motivated workforce committed to providing exceptional customer service.

Visit our website for more information about our services and customers:  
[www.bsc.ogs.ny.gov](http://www.bsc.ogs.ny.gov)

### Contact the BSC

Phone: (518) 457-4272  
Web: [www.bsc.ogs.ny.gov](http://www.bsc.ogs.ny.gov)



Office of General Services  
**Business Services Center**

Andrew M. Cuomo  
Governor, State of New York

RoAnn M. Destito  
Commissioner, OGS



### What is an Electronic Invoice (eInvoice)?

Electronic invoicing (also called eInvoices and eInvoicing) is a paperless form of billing. eInvoices flow into the Statewide Financial System (SFS) Accounts Payable system from the vendor, where they are automatically matched to Purchase Orders and receipts, then channeled for approval, and routed for payment.

### What are the advantages of eInvoicing?

- **Convenient and Easy to Use:** Set up your own schedule for submitting and managing your invoices to NYS Agencies with 24/7 online access.
- **Online Information Entry:** Submit electronic invoices and view their status in a real-time environment.
- **Prompt Payment:** Track and receive payments easily when processed through the SFS.
- **Automated Recordkeeping/Reporting:** Create detailed reports in a few easy steps using supplier dashboards.
- **Paperless:** Save on postage and handling costs.
- **Self Service Option:** Access and update your information through the Vendor Self-Service System.
- **Available Support:** For questions or issues entering an eInvoice, contact the SFS by email at [helpdesk@sfs.ny.gov](mailto:helpdesk@sfs.ny.gov) or by phone at (877) 737-4185. For questions or issues regarding processing and/or payment of an eInvoices, contact the BSC by email at [ogs.sm.invoices@ogs.ny.gov](mailto:ogs.sm.invoices@ogs.ny.gov) or by phone at (518) 457-4272.

### How does a business enroll in eInvoice?

Before a business can submit an eInvoice, you need to:

- Register as a New York State Vendor.
- Create an SFS Vendor account in the SFS using your 10-digit vendor number.
- Enroll in ePayments on the SFS Vendor Portal to receive electronic transfer of funds direct to your bank account via ACH processing.

**NOTE:** If you are a small business that qualifies for the 15-day payment, you will need to self-certify that you meet the 15-day Pay Bill requirements in the SFS Vendor Portal (eSupplier). Self-certification includes agreeing with a certification statement online.

### How does a business submit electronic invoices?

An electronic invoice can be submitted by:

- **Self-Service Invoice:** Manually create an invoice in SFS within eSettlements.
- **File Transfer:** Submit an XML file from your vendor billing system to SFS.

### What training is available to vendors?

SFS has a vendor training course available to vendors through the help link on the SFS Vendor Portal.

For more information, visit the BSC website:

[www.bsc.ogs.ny.gov](http://www.bsc.ogs.ny.gov)

Click on *Vendors*

### Additional information:

More information on eInvoicing can be found on the SFS website at: [www.sfs.ny.gov](http://www.sfs.ny.gov), click on *Vendor Support*.

### Statewide Financial System (SFS)

Individuals and organizations doing business with and receiving payments from New York State can find instructions, related links, and frequently asked questions conveniently available on [www.sfs.ny.gov](http://www.sfs.ny.gov). Using the top menu bar, select *Vendors* and click *Vendor Knowledge* on the menu that appears.

### Office of the State Comptroller (OSC)

Navigate to the OSC's web page [www.osc.state.ny.us/vendors](http://www.osc.state.ny.us/vendors) to learn more about:

- Creating a Vendor Self-Service System account.
- Maintaining address and contact information.
- Registering for ePayments.
- Accessing other important information.