

CENTRAL COUNTIES TOURISM VENDOR POLICY

As an independent organization funded by the Ontario Ministry of Tourism, Culture and Sport, and governed by a Board of Directors, Central Counties Tourism adheres to a strict code of operational conduct. As such, the following vendor policy is currently in effect, and will be enforced by the organization's accounting department:

- In order for invoices to be processed, each document must include:
 - the vendor/payee's legal name, if different than operating name
 - an invoice date
 - the vendor/payee mailing address
 - a unique invoice/reference number
 - a valid HST number, if applicable
 - a description of the goods and/or services provided

If any of the above required information is not provided on the invoice, the invoice will be returned, unprocessed, until such time as the invoice is corrected and resubmitted.

- Invoices must be submitted by email, and must be sent directly to the Finance and Procurement Department at kryalen@centralcounties.ca. Invoices emailed to any other member of Central Counties Tourism will be returned to be resubmitted. CCT staff will not forward incorrectly submitted invoices on vendors' behalf.
- Central Counties Tourism prefers invoices submitted as PDF documents, and appreciates your efforts to do so. If this method is not available to you as the vendor, CCT accepts the following alternative formats: MS Word, MS Excel, .jpeg, .png.
- Central Counties Tourism cannot accept links to online documents or invoices. All submitted files must be sent as attached documents to your invoice. If file size is an issue, please contact Katie Ryalen, Director of Operations, at kryalen@centralcounties.ca for alternative suggestions.
- Central Counties Tourism operates on payment terms of net 30 days upon date of receipt of invoice by Central Counties Tourism. For invoices that are received close to, or beyond this net 30-day timeframe, Central Counties Tourism will make all reasonable effort to process payment at its earliest convenience.

To assist us with efficient processing and inbox management, we respectfully request that vendors refrain from following up on status of invoice payment if the invoice was sent to us less than 30 days ago.

- Central Counties Tourism pays by direct deposit. Please ensure your account information is included on your invoice. Account information must include: Institution Number, Transit Number, Account Number. It is the vendor's responsibility to notify Central Counties Tourism's Finance Department if there is a change in account information. CCT accepts no responsibility for payment made to outdated accounts without a timely account change notification.

- All invoices on which expenses are being claimed for reimbursement must be accompanied by corresponding documentation which consists of the following: 1. the itemized receipt, and 2. the debit/credit terminal receipt. **Please note that both receipts are required.** In the event that no receipt is submitted, Central Counties Tourism will **not** reimburse the expense.
- All invoices for which time is being billed must include, either directly on the invoice or in an attached log, specific detail on dates and times worked, activities performed, and any other relevant detail such as number of units processed (if applicable).
- All invoices for which expenses are being reimbursed must list, by item, the expense. Corresponding receipts must match the expense as listed on the invoice, unless partial reimbursement is applicable.
- Central Counties Tourism does not:
 - reimburse expenses paid for alcohol.
 - reimburse gratuities paid in excess of 15% of the total bill where applicable.
 - reimburse gratuities paid for services other than restaurant meals (so, for example, tips to bellhops and housekeeping for hotel stays are not reimbursable expenses).
- Central Counties Tourism reimburses mileage at a rate of \$0.55 per kilometer. CCT does not reimburse the cost of a gas receipt unless in the case of a rental vehicle, where gas must be purchased to replace, upon vehicle return, the fuel used. Acquisition of a rental car must be pre-approved by Central Counties Tourism prior to CCT activities.
- Inquiries into payment status or other accounting-related matters must be directed to accounting:

Katie Ryalen
 Director of Operations
kryalen@centralcounties.ca
 T: (905) 940-9999 x 9

We thank all our vendors for their adherence to this vendor policy.