
This guide provides details on how to create a submit an invoice. It is only applicable to suppliers of goods and services not for resale and does not apply to real estate suppliers or governmental agencies.

- Invoices must include the appropriate “Bill To” and “Ship To” locations:
 - **Bill To:** RONA inc., 220 chemin du Tremblay, Boucherville, QC, J4B 8H7 (always head office)
 - **Ship To:** Name and address of the store / distribution centre / office where the order is sent.
- Invoices must be submitted by **email** in PDF format:

If your invoice includes a RONA PO number: **Send it to APExpenseInvoices@rona.ca**

- Only **ONE** invoice per email
- This email address is **completely automated**; it simply transfers the attachment into the system. Any communication included in the email will NOT be viewed or actioned by a person.
- Please DO NOT send account statements, packing slips, or purchase orders to this email address.

If your invoice does not include a PO number: **Send it to your RONA business partner**

- **Important:** Please do not send the same invoice multiple times, as this creates a duplicate in the system which requires additional analysis and slows down the processing time.
- If we have a valid remittance email address in our system for your supplier account, you will receive a confirmation email once the invoice has been paid.
 - To verify or modify your remittance email address on file, contact AP_PMT@rona.ca.
- **SUPPORT:** For any questions about an invoice, please contact SupportAPExpense@rona.ca; the support team will get back to you as soon as possible.

Keep track of your invoices and payments on the [RONA Oracle Supplier Portal](#):

- Once your invoice has been validated, it will be visible on the portal under “View Invoices” where you can follow its status.
- Once the invoice is paid, a Payment Number will be added under “View Payments”.
- **To gain access to the vendor portal, contact AP_PMT@rona.ca** and provide the following information:
 - Supplier name, supplier site and postal address, name of the user, email address of the user, phone number.