

Invoice Submission Portal

Vendor User Guide



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Objective

This document provides step-by-step instructions for the invoice submission process.

Overview

The invoice submission process is activated when an invoice is submitted through the Vendor Invoice Portal. Invoices submitted are automatically sent to the department being invoiced for review. Once the city department verifies its accuracy, the department will submit the invoice to Accounts Payable for payment processing. One final review and approval by the department who was invoiced is needed in order for a check to be issued. Checks are issued on Tuesday and Thursday.

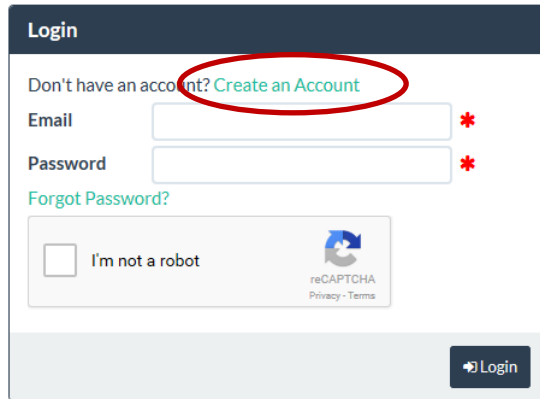
Invoice Submission Portal

The Invoice Submission Portal allows vendors and City Staff to track invoices submitted to the City of Pasadena for payment.

How to submit invoices to the City of Pasadena

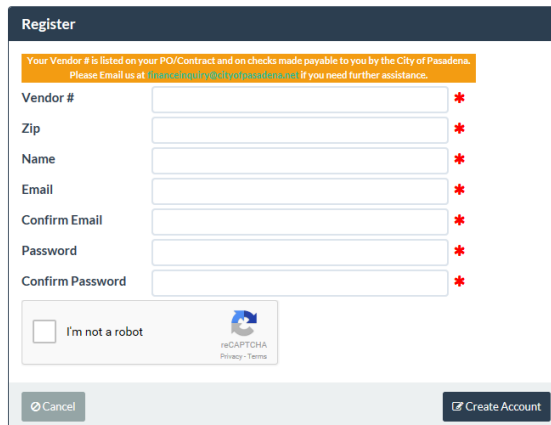
I. Create an account

(Step 1) Visit the City's Invoice Submission website: <https://invoice.cityofpasadena.net/> and select "Create Account"



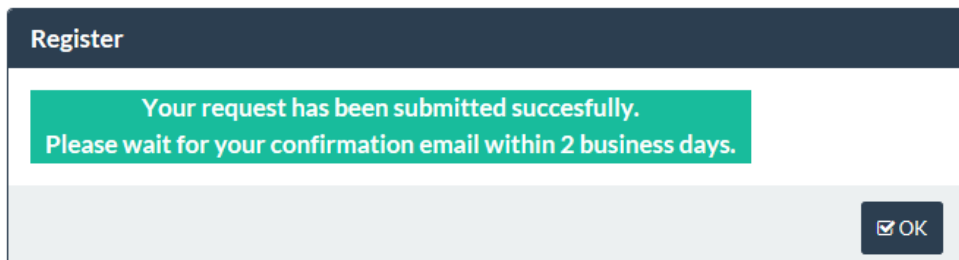
The screenshot shows the 'Login' page. At the top, it says 'Login'. Below that, there is a link 'Don't have an account? Create an Account' which is circled in red. There are two input fields for 'Email' and 'Password', each with a red asterisk to its right. Below the password field is a link 'Forgot Password?'. At the bottom, there is a checkbox for 'I'm not a robot' and a reCAPTCHA widget. A 'Login' button is located at the bottom right.

(Step 2) Provide required information in each section. When done, select "Create Account".



The screenshot shows the 'Register' page. At the top, it says 'Register'. Below that, there is a yellow banner with text: 'Your Vendor # is listed on your PO/Contract and on checks made payable to you by the City of Pasadena. Please Email us at invoicemgmt@cityofpasadena.net if you need further assistance.' Below the banner are several input fields: 'Vendor #', 'Zip', 'Name', 'Email', 'Confirm Email', 'Password', and 'Confirm Password'. Each field has a red asterisk to its right. At the bottom, there is a checkbox for 'I'm not a robot' and a reCAPTCHA widget. There are two buttons at the bottom: 'Cancel' and 'Create Account'.

1. Refer to your Purchase Order / Contract document or recently issued City of Pasadena check for your vendor number. If documents are not available to you, please contact your City of Pasadena department representative to obtain your vendor number.
2. Account information verification will occur within two business days.



The screenshot shows the 'Register' page with a success message. The message is displayed in a green box: 'Your request has been submitted successfully. Please wait for your confirmation email within 2 business days.' Below the message is an 'OK' button.

a) *Approved accounts will receive the following email notice.*

Dear Example,

Thank you for registering for the City of Pasadena's Invoice Submission Portal. Your account has been successfully created. Please login using the email address and password you've created to immediately begin submitting invoices to the City.
<https://invoice.cityofpasadena.net/>

Sincerely,
The Department of Finance

b) *Unapproved accounts will receive the following email notice.*

Dear Example,

Unfortunately, the information you provided could not be validated. Please work with your Department representative.

Sincerely,
The Department of Finance

II. Submit invoices

(Step 1) Visit: <https://invoice.cityofpasadena.net/> and use your registered email and password at the login screen.


Login

Don't have an account? [Create an Account](#)

Email *

Password *

[Forgot Password?](#)

I'm not a robot  reCAPTCHA
Privacy - Terms

[Login](#)

(Step 2) Follow the instructions to submit your invoice(s) given at the top of the page once you are logged in.

To Submit Your Invoice For Processing:

1. Select the department.
2. Provide Invoice #.
3. Provide PO # or Contract #.
4. Upload the Invoice in PDF format.
5. For payment status please contact the city department you are providing goods/services to.
6. For technical support with this site please email financeinquiry@cityofpasadena.net.

Submit Your Invoice

Please select the City Department you are providing goods or services to.

Department * Invoice # * PO# Contract #

* (only PDF file format is allowed)

* Required

Recently Submitted Invoice

Search: Submitted Date:

0 record(s)

(1) Select the department you are providing goods/services to

Submit Your Invoice

Please select the City Department you are providing goods or services to.

Department * Invoice # * PO# Contract #

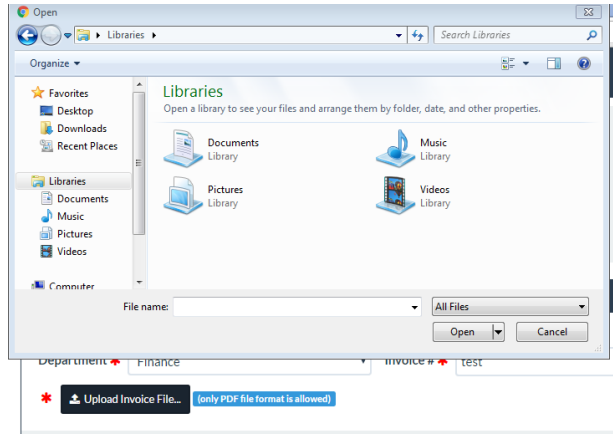
* (only PDF file format is allowed)

- If doing business with multiple city departments, please make sure to submit invoice(s) accordingly. Submitting your invoice to the wrong department **will** cause a delay in payment.
- Provide your city issued PO # or Contract # in corresponding field.

(2) Select "Upload Invoice File"

* (only PDF file format is allowed)

(3) Select the file you would like to upload



*Invoices must be PDF format. Please submit **ONE invoice per pdf**. Submitting multiple invoices in one pdf **will** cause a delay in payment.

(4) Select "Submit" to send invoice to be processed

Submit Your Invoice

Please select the City Department you are providing goods or services to.

Department * Finance Invoice # * test PO # Cont

Uploaded File: PARKING CITATIONS RE.pdf

* Required

Submit

(5) Successful uploads appear in the Recently Submitted Invoice section.

Recently Submitted Invoice

Search: Submitted Date: 10/01/2016 - 10/08/2016 Search Clear

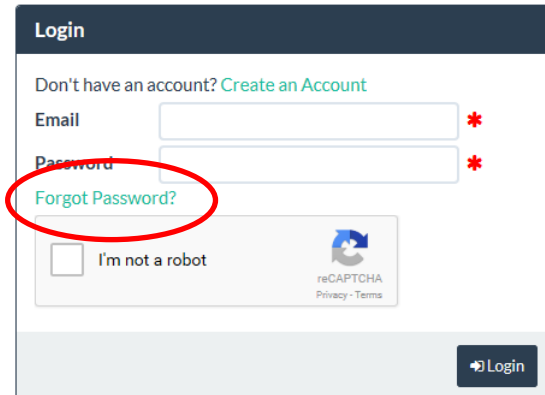
Department	Invoice #	PO #	Contract #	Attachment	Submitted	Submitted By
Finance	test			PARKING CITATIONS RE.pdf	10/07/16 17:55	Do Not Approve

Trash can icon

- If the incorrect pdf is uploaded in error, the "trash can" icon will allow you to delete the file.
- Invoices are automatically routed for processing. Once the invoice has been routed, the icon will not be available.
 - Invoices are routed to departments forty-five minutes after every hour.

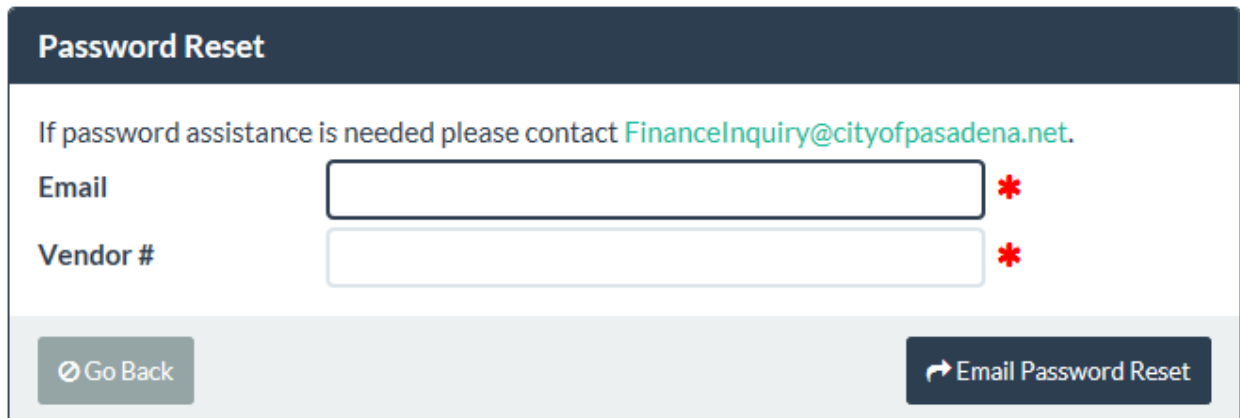
III. Reset password

(Step 1) Visit: <https://invoice.cityofpasadena.net/> and click on “Forgot Password” at the login screen.



The screenshot shows a 'Login' form with the following elements: a link for 'Don't have an account? Create an Account', input fields for 'Email' and 'Password' (both with red asterisks), a 'Forgot Password?' link circled in red, a reCAPTCHA widget with 'I'm not a robot' and 'reCAPTCHA Privacy - Terms' text, and a 'Login' button at the bottom right.

(Step 2) Provide registered email address, your vendor number and select “Email Password Reset”.



The screenshot shows a 'Password Reset' form with the following elements: a header 'Password Reset', a message 'If password assistance is needed please contact FinanceInquiry@cityofpasadena.net', input fields for 'Email' and 'Vendor #' (both with red asterisks), a 'Go Back' button, and an 'Email Password Reset' button.

(Step 3) Return to the login page and use the temporary password emailed to you.

Dear Example,

Here is your temporary password as you have requested:
UDJluKBIHNf0

(Step 4) Enter temporary password and create a new password, then click “Change Password”.

Change Password

Current Password: *

New Password: *

Confirm Password: *

✓ Change Password

IV. Change your information

CITY OF PASADENA Vendor Invoices

Example (U)

To Submit Your Invoice For Processing:

1. Select the department.
2. Provide Invoice #.
3. Provide PO # or Contract #.
4. Upload the Invoice in PDF format.
5. For payment status please contact the city department you are providing goods/services to.
6. For technical support with this site please email financeinquiry@cityofpasadena.net

Change Password

Change Email

Logout

(Step1) Select: “Change Password” or “Change Email”.

(Step2) Provide the required information as instructed below.

Change Password: Follow instructions in section III, Step 4.

Change Email: Provide new email address, then select “Change Email”.

Change Email

Email *

Confirm Email *

✓ Change Email

V. Payment Status

All invoices are paid once the department you are doing business with approves your invoice(s). For payment status, please contact the city department you are providing goods/services to.

VI. Technical Support

Please provide details of your technical issue to financeinquiry@cityofpasadena.net. If possible, provide a screenshot of your error message along with any pertinent information. Doing so will help expedite technical support and resolution.