

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 routed to the department being invoiced for an initial review. Once the city department verifies its accuracy, the department will submit the invoice to Accounts Payable for payment processing. Invoices require one final review and approval by the department being invoiced in order for payment to be issued. Checks are issued every Tuesday and Thursday for invoices that successfully complete the approval process.

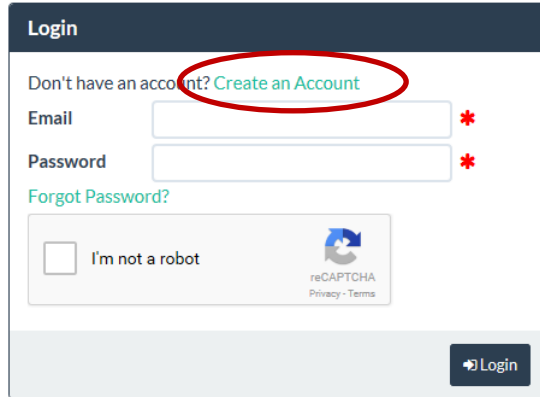
Invoice Submission Portal

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

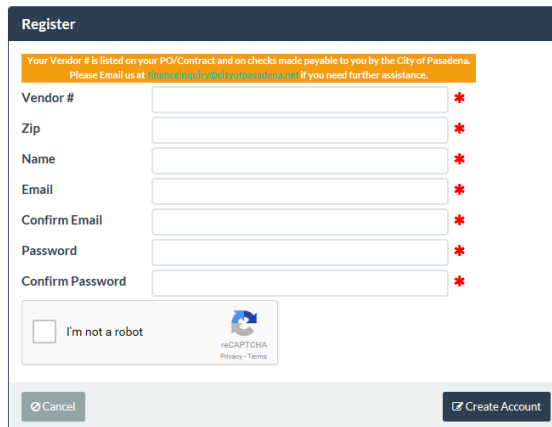
I. Create an account

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



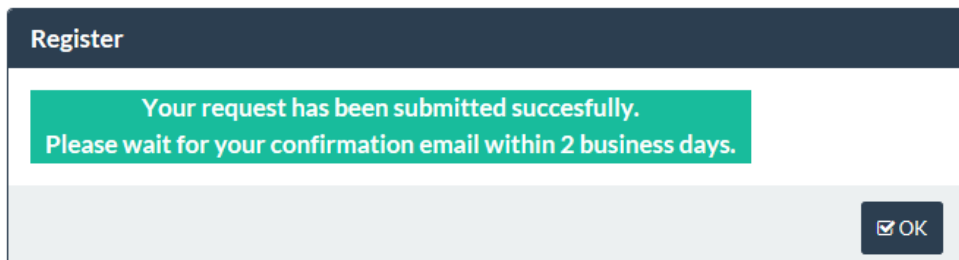
The screenshot shows the 'Login' page of the City of Pasadena's invoice submission website. At the top, it says 'Login'. Below that, there is a link 'Don't have an account? Create an Account' which is circled in red. There are two input fields for 'Email' and 'Password', each with a red asterisk indicating a required field. Below the password field is a 'Forgot Password?' link. At the bottom, there is a reCAPTCHA section with an 'I'm not a robot' checkbox and a reCAPTCHA logo. 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 the 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 invoicemgr@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 indicating it is required. At the bottom, there is a reCAPTCHA section with an 'I'm not a robot' checkbox and a reCAPTCHA logo. 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 and reads: '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

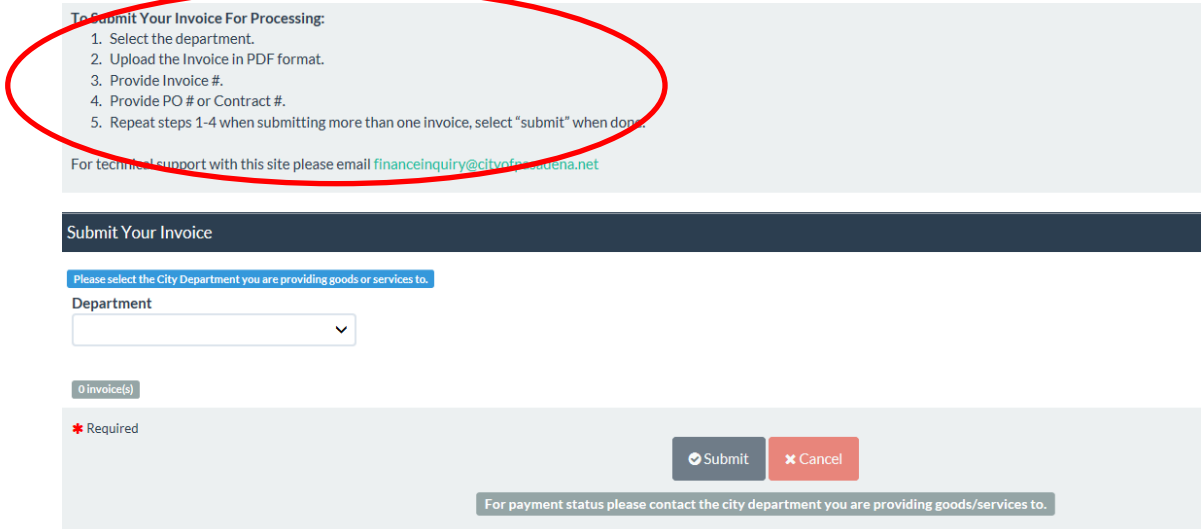
(Step 1) Visit: <https://invoice.cityofpasadena.net/> and use your registered email and password at the login screen.

The screenshot shows a login form with the following elements:

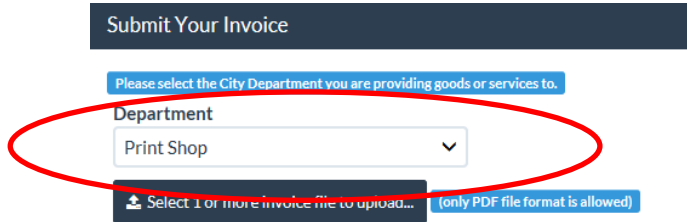
- Login** header
- Link: "Don't have an account? [Create an Account](#)"
- Email** field: "test@test.com" with a red asterisk error indicator.
- Password** field: masked with dots and a red asterisk error indicator.
- Link: "Forgot Password?"
- reCAPTCHA widget: "I'm not a robot" with a green checkmark and "reCAPTCHA Privacy - Terms" link.
- Login** button at the bottom right.

(Step 2)

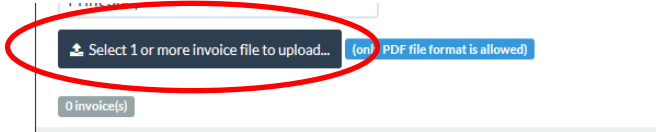
Follow the instructions to submit your invoice(s) given at the top of the page once you are logged in.



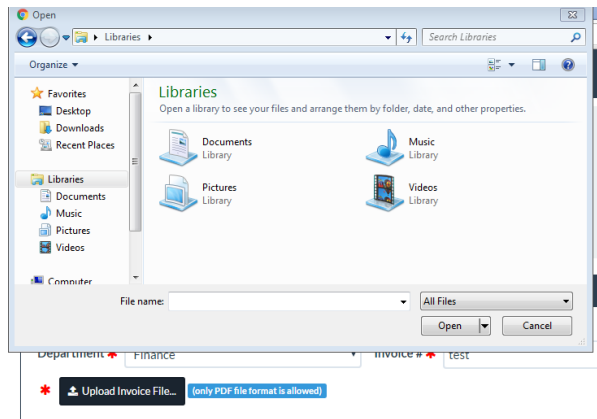
(1) Select the department you are providing goods/services to



(2) Select "Select 1 or more invoice file to upload"



(3) Select the file(s) 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.

- (3a) Verify correct city department is selected. If invoicing multiple city departments, make sure to submit invoice(s) accordingly. Submitting your invoice to the wrong department(s) **will** cause a delay in payment.
- (3b) Provide your invoice number(s).
- (3c) Provide your city issued PO # or Contract # in corresponding field.

(4) Select “Submit” to send invoice(s) to be processed

Submit Your Invoice

Vendor Lookup

Vendor # * Vendor Name *

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

Department
Print Shop

Select 1 or more invoice file to upload... (only PDF file format is allowed)

Department	Invoice #	PO #	Contract #	Attachment	
Print Shop	example1	XXXXXXX		test4vendor.pdf	
Planning	example2		XXXXX	test4vendor.pdf	

* Required

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

Recently Submitted Invoice

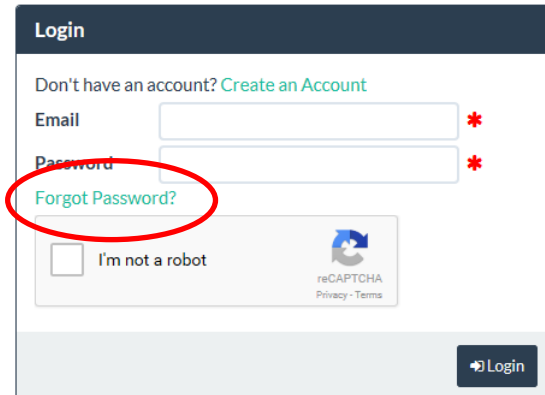
Search: Submitted Date: 10/01/2016 - 10/08/2016

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

- 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.

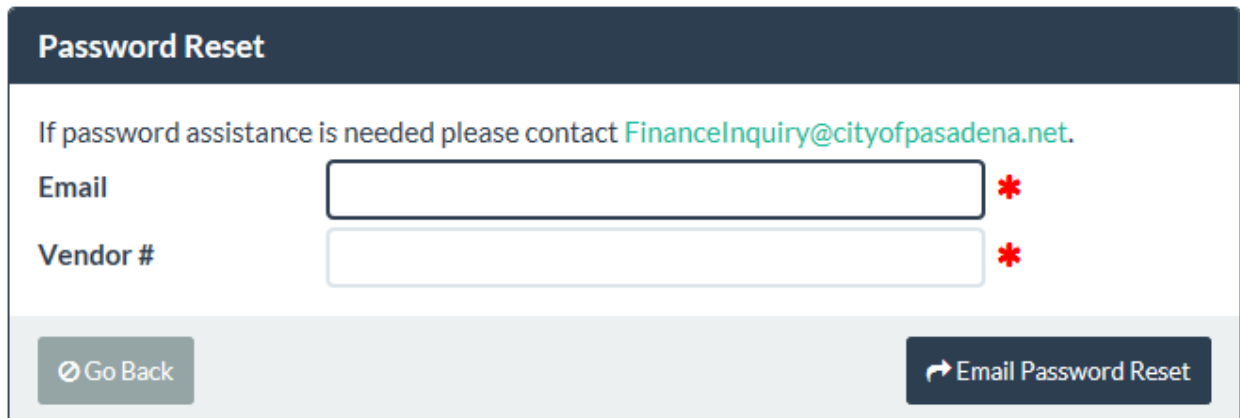
III. Reset password

(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 header 'Login', a link 'Don't have an account? [Create an Account](#)', input fields for 'Email' and 'Password' (both with red asterisks), a link 'Forgot Password?' circled in red, a checkbox 'I'm not a robot' with a reCAPTCHA logo, 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. Update profile information

CITY OF PASADENA Vendor Invoices

Example (U)

- Change Password
- Change Email
- Logout

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

(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.