

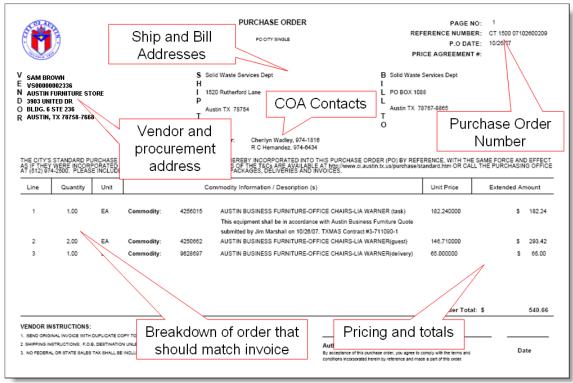
## **Timely Payment**

The City of Austin's goal is to provide timely payments to all of our vendors within 30 days of receipt of an invoice for delivery of goods or services. The City's financial system uses a process called three way match to automatically generate a payment when the Purchase Order, the Receiving Document and the Invoice all match.

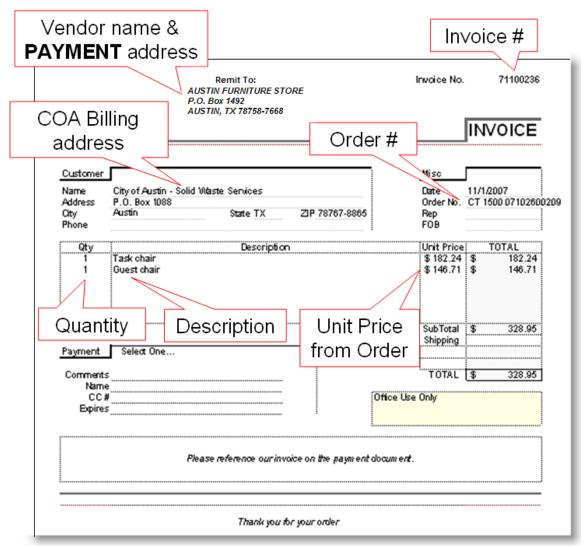
We rely on the information we have on file for your vendor profile as part of this process. If you have not signed on to the Vendor Self Service system (VSS) we encourage you to do so in order to verify your information. The link to the website is <a href="http://www.ci.austin.tx.us/purchase/default.htm">http://www.ci.austin.tx.us/purchase/default.htm</a>. If this is the first time you have accessed this site, please take a moment to review the demos on the website that will assist you in using VSS.

It is extremely important that your remit to or payment address as printed on your invoice is exactly as it appears in the vendor record in VSS. This means that if your Invoice says "Jones Plumbing, Inc." and VSS lists you as "Jones Plumbing" (without the Inc.) your payment will be delayed until the address on record is corrected. The City's policy is to ensure checks are not sent unless the address on record is correct. This also means that if you add a new location which will be billing the city, that new address has to be created on your vendor file before payment can be made.

For this process to work efficiently, the invoice you send should match the detail on the purchase order. The City should provide you a printed copy of the purchase order with all of the relevant information. This is a sample of what a purchase order looks like. The purchase order number must be referenced on your invoice.



In this next illustration of a sample invoice, you will note the items that we require to process a payment.



If you are using software to produce your invoices, please ensure that the remit to address, invoice number and purchase order number and the detail from the purchase order is clearly identified on the invoice. Each invoice needs to have a distinct invoice number. Our financial system tracks duplicate invoices and prevents paying the same invoice more than once.

Some software packages assume you are printing on letterhead which contains your address. If the payment address is not on the invoice, we are unable to issue payment because we do not know where to send the check.

If you should have any questions on accessing vendor information, please call (512) 974-2018. This is the vendor registration hotline and they will be happy to assist you.

If you did not receive a copy of your purchase order, please contact the department who placed the order.