



Dear Valued Vendor,

We wanted to take a few minutes of your time to inform you that the City of Glendale is implementing a new financial software. As a result, there are a few changes that are coming your way that we thought you should know about. Below is an overview of the changes and what you'll need to know to submit invoices for payment to the City of Glendale.

#### How will this system change impact payment processing?

- The City of Glendale **will not be able** to process payments from **December 4, 2018 through January 8, 2019**, as we will be transitioning into a new system during that time frame. We sincerely apologize for this inconvenience, and we thank you for your understanding, cooperation, and patience.
- Effective **November 17, 2018**, all invoices for services or purchases associated with a purchase order (including contracts) will need to be sent directly to the Finance Department, Accounts Payable section.
- **Invoices submitted for payment must include a City issued purchase order number/contract number** specific to the purchase or service requested. Invoices submitted with a missing or incorrect purchase order/contract number will result in delayed payment.

#### How do I submit invoices billed to the City of Glendale?

- There are two options for submitting invoices billed to the City of Glendale and they are as follows:
  - **Option #1 - Submit the invoice electronically via our website ([www.glendaleca.gov](http://www.glendaleca.gov))**
    - Invoices must be in PDF format
    - Please submit one invoice per PDF file. Submitting multiple invoices in a single PDF will cause a delay in payment
  - **Option #2 - Mail the invoice to the following address:**

City of Glendale  
Attn: Accounts Payable  
141 N. Glendale Ave. Suite #346  
Glendale, CA 91206

Please utilize **only one and not both**, of the methods listed above to submit your invoices.



**CITY OF GLENDALE, CALIFORNIA**  
Finance

141 N. Glendale Ave., Suite 346  
Glendale, CA 91206-4975  
Tel. (818) 548-2085 Fax (818) 956-3286  
glendaleca.gov

---

**Who do I contact if I need assistance locating the proper purchase order to be used on my invoice?**

- Please first contact the City department representative from which you received the order. If you are unable to reach the department, then please contact the Purchasing Department at (818) 548-2102.

**How do I inquire about payment status?**

- For payment inquiries on past due invoices and general Accounts Payable related questions, please contact **Accounts Payable by phone at (818) 548-3907**. We understand the importance of vendors receiving timely payments; however, we may not have payment information available if your invoice was only recently submitted.

The City of Glendale is committed to providing timely payment processing. Your cooperation in sending invoices to the correct location, as well as including all necessary information on your invoices, will assist us in reaching our goals. Should you have any questions regarding the changes outlined in this letter, please contact Accounts Payable at (818)548-3907.

Sincerely,

Robert P. Elliot, Director of Finance