Submit Invoices

Learn how to create and submit invoices, understand invoice statuses, track your invoices, and more.

Before We Begin

Users provisioned with the following roles can create, edit, and submit Invoices:

- **Vendor Admin**
- **Vendor Financials Level 2 (L2)**

Vendor Financials Level 1 (L1) users can view, but not submit, invoices.

1. Overview

Creating and submitting invoices in PASSPort is a five-step process:

- Open the relevant **Purchase Order (PO)** affiliated with your Active contract.
- Click the **Create Invoice** button. A Draft status invoice will be generated.
- Add **Invoiceable Items** to your invoice.
- Upload **supporting documents** to your invoice.
- Click **Submit Invoice** to send it to your contracting agency for review.

Basic Steps to Submit an Invoice:

2. Invoicing Basics: What You Need to Know

Before doing any work in PASSPort, read this:

- **Know when you can invoice:** Invoicing can begin once these conditions have been met:
    - The contract is **registered**.
    - The work has **started**.
    - Your budget is **Approved**.
    - Your Purchase Order (PO) is **Active**.

- **Study your Agency's Fiscal Manual** to learn about their fiscal policies and requirements, such as invoicing intervals, deadlines, and required documentation. **Note:** This information is agency-specific; PASSPort and MOCS cannot provide guidance on these matters.

- **Ensure PASSPort access:** Make sure your colleagues working on invoices and payments have access to your organization's PASSPort account and are assigned the necessary user role(s) to do the work: **Vendor Admins** and **Vendor Financials Level 2** (L2) can create and submit invoices.

- **Attention DYCD providers:** Depending on your program specifics, you may need to process financials **outside** of PASSPort using Program Expense Summary Report (PERS) or a Fiscal Agent - YMS. Visit the [DYCD website > CBO Financials Services] to learn more, download the relevant Fiscal Manual, and reach out to BudgetandFinanceHelp@dycd.nyc.gov for assistance.

3. Create the Invoice

3.1 Find the Purchase Order (PO)

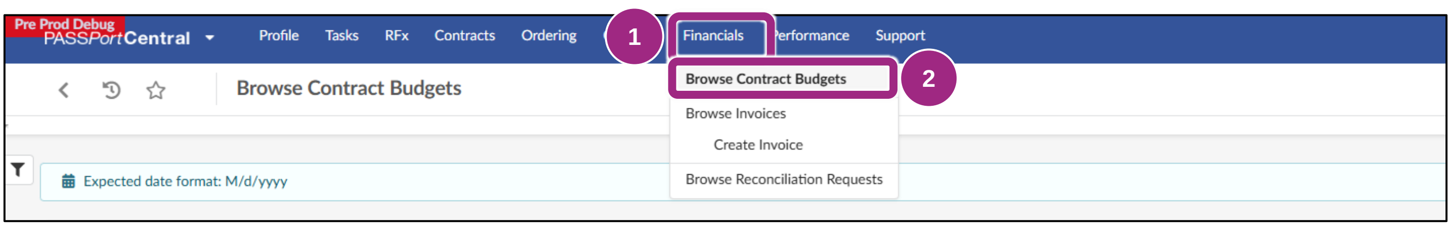
Quick Reminders:

- A Purchase Order (PO) represents the **contract budget for a specific fiscal year**.
- A new PO is issued for **each fiscal year** of your contract.
- Depending on the length of your contract, you may receive **multiple POs** over time.
- Recommended: Submit invoices through the **PO** to avoid over-invoicing.
- You can only invoice against an **Active** PO.
- **NYC's fiscal year** begins July 1 and ends June 30.

Follow these steps to find and access the relevant PO:

1. Click **Financials** on the top navigation menu.

2. Select **Browse Contract Budgets** from the drop-down menu.

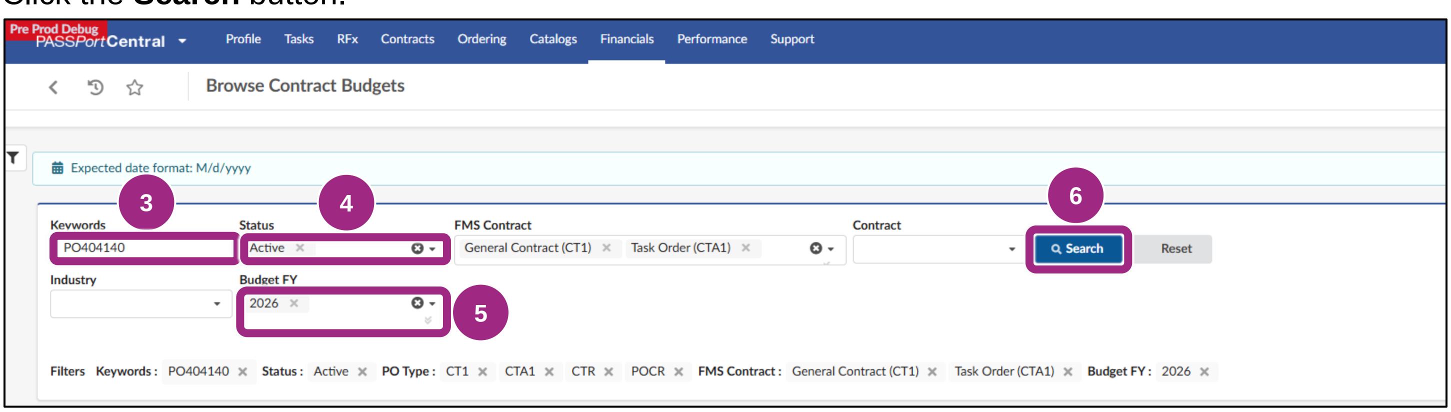


3. In the **Keywords** text field, enter the PO ID. (Example: PO404140).
   If you do not know the PO ID, enter the Contract ID or Contract Name instead.

4. Recommended: In the **Status** field, remove the **In Progress** and **Registered** filters, so that only Active displays. **Note:** You can only invoice against an **Active** PO.

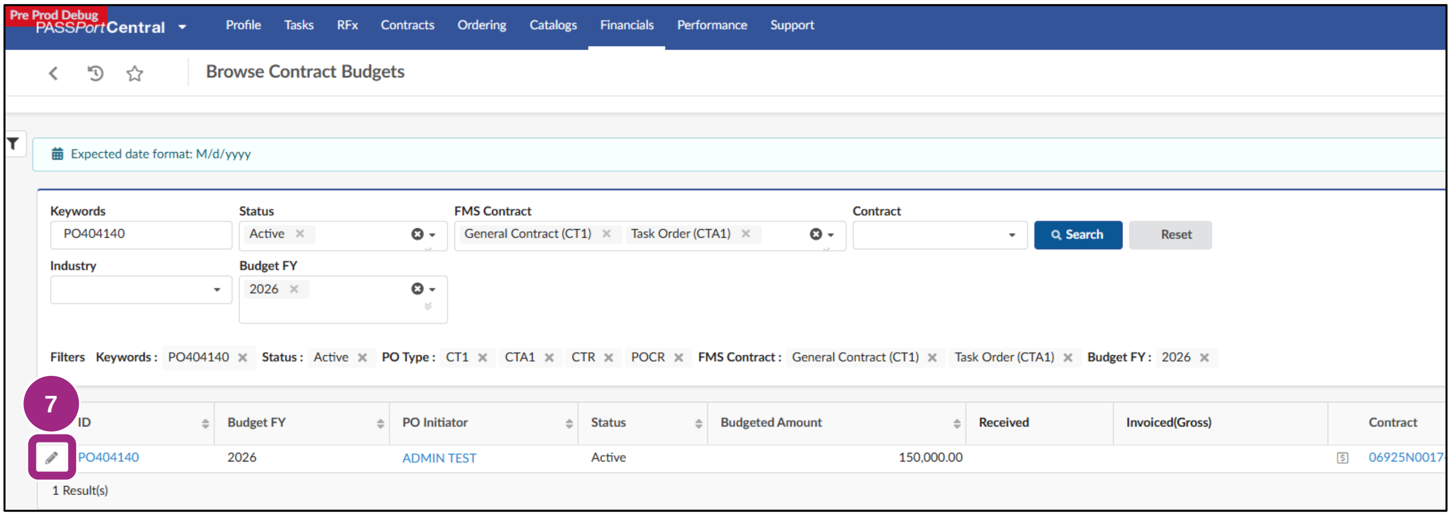
5. Recommended: In the **Budget FY** field, select the appropriate fiscal year. (Example: 2026).

6. Click the **Search** button.



Results matching your criteria will display in a table below the search.

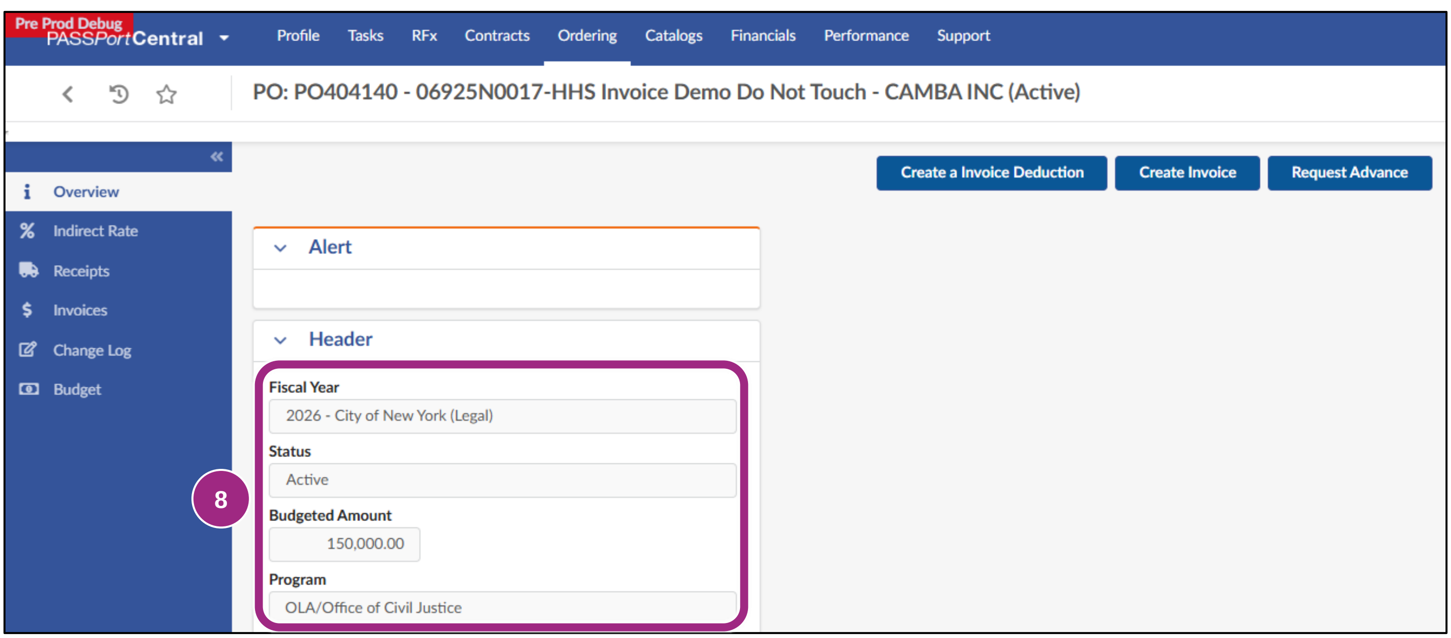
7. Click the **pencil** icon (or the hyperlinked PO ID) to open the PO.



The Purchase Order displays.

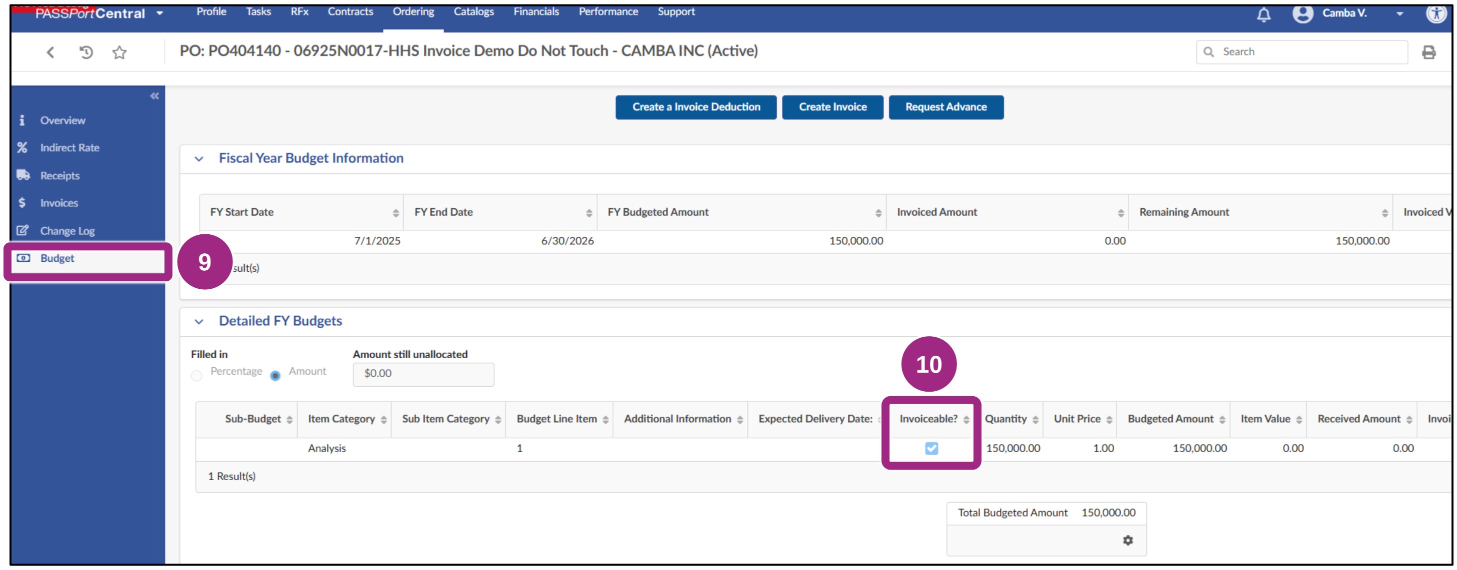
8. View the budget details listed in the PO Header section:

- **Fiscal Year**: Is it correct? (Example: 2026)
- **Status:** Does it show as Active? (Example: Yes)
  Note: Invoices can only be submitted via an Active PO.
- **Budgeted Amount:** Is it sufficient? (Example: $150,000)
  Note: Your invoice cannot exceed the budgeted amount. If it will, stop and reach out to your contracting agency to see if they can increase your budget.
- **Program:** Is it correct? (Especially if your contract covers multiple programs.)

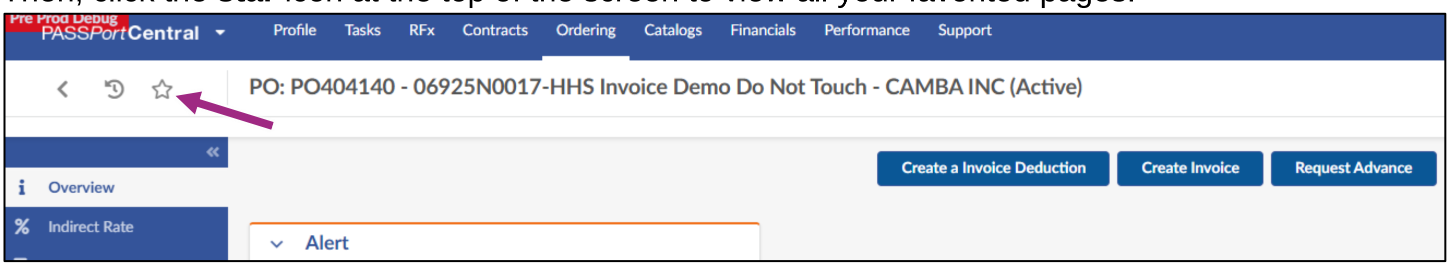


9. Go to the Budget tab of the Purchase Order.

10. Verify that the **Invoiceable?** checkbox is checked. This checked box indicates the line item in the budget can be invoiced.



Tip: To quickly access the PO for your next invoice, click the **star** icon to add it to your favorites. Then, click the **star** icon at the top of the screen to view all your favorited pages.



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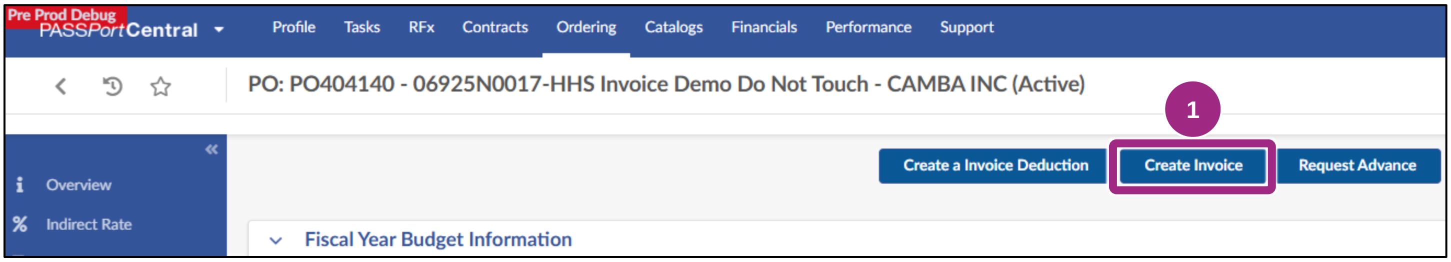
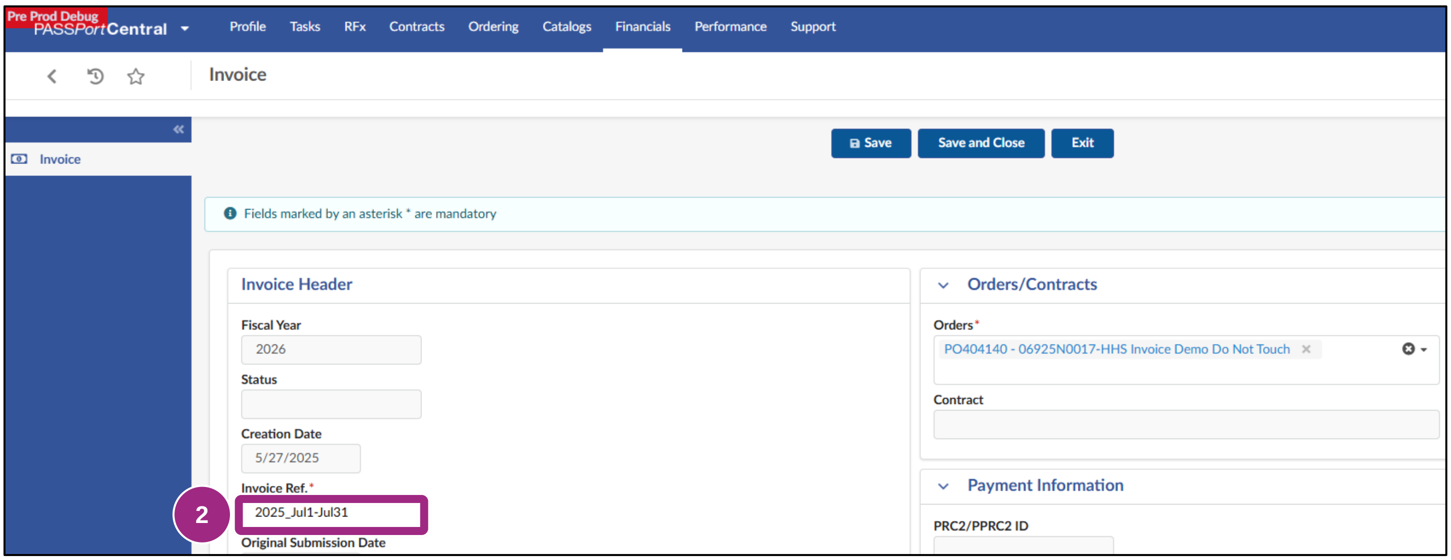
3.2 Create the Invoice

1. Click the **Create Invoice** button at the top of the page.

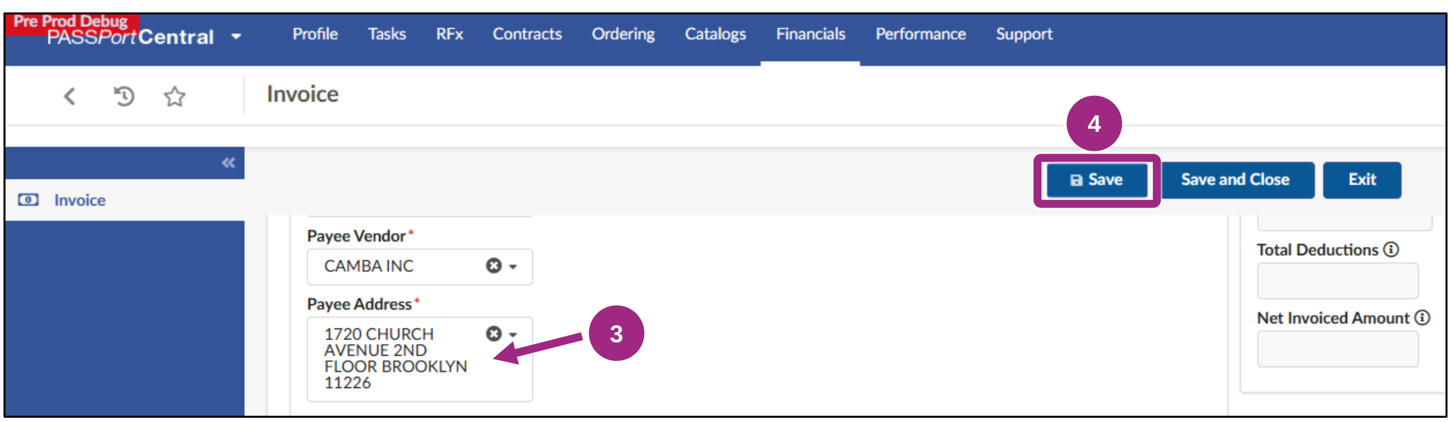


2. In the Invoice Header section, enter an Invoice reference number in the **Invoice Ref** field. This could be any type of numeric or alphanumeric information that helps identify the Invoice.



3. Make sure the **Payee Address** is correct and displays the same address used for your organization in the Payee Information Portal (PIP).

4. Click the **Save** button.



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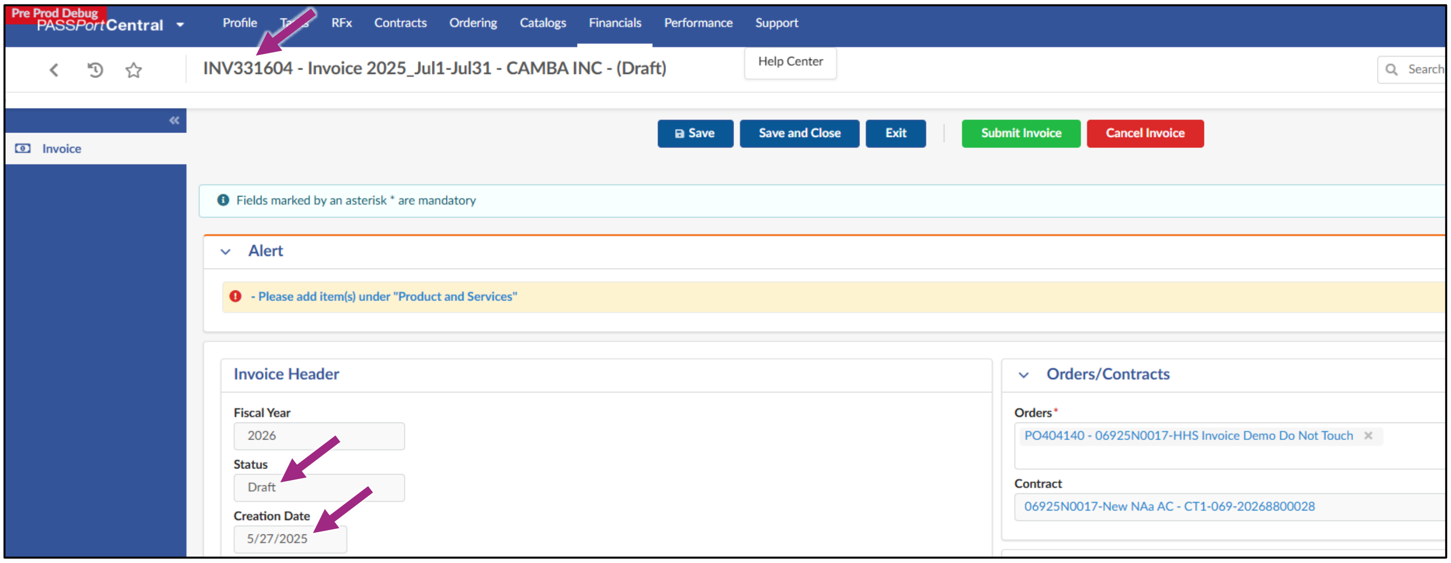
5. PASSPort generates a **Draft** Invoice and displays:

- An **Invoice ID** (Example: INV331604) in the top left-hand corner of the invoice title.

- **Draft** status in both in the Invoice title and the **Status** field.

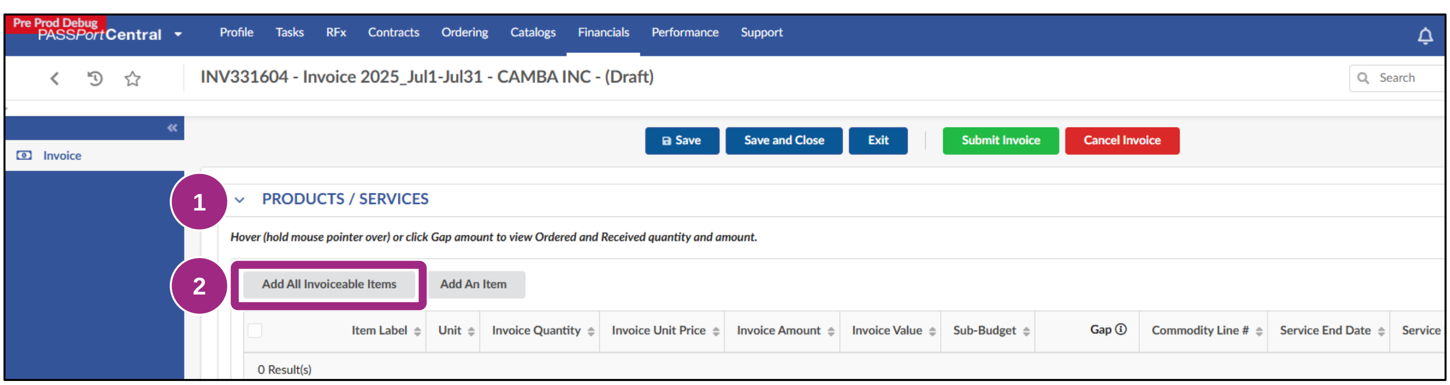
- Populates the **Creation Date** field. The Creation Data is the date of when the invoice was submitted.



3.3 Add Invoiceable Items

1. Scroll down to the PRODUCTS / SERVICES section of the invoice.

2. Click **Add All Invoiceable Items** button to add the invoice line(s). PASSPort will populate all line items marked Invoiceable as listed in the Purchase Order with a value greater than 0 to the table. **Note:** To add items manually, click the **Add An Item** button instead.



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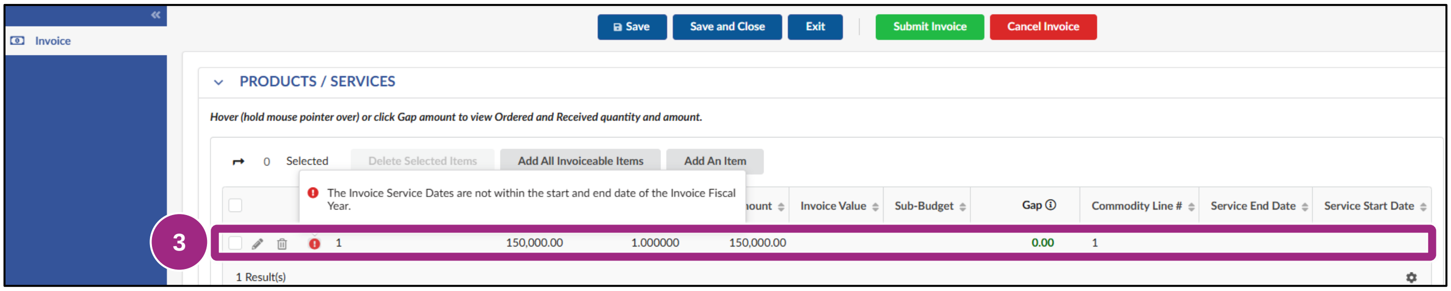
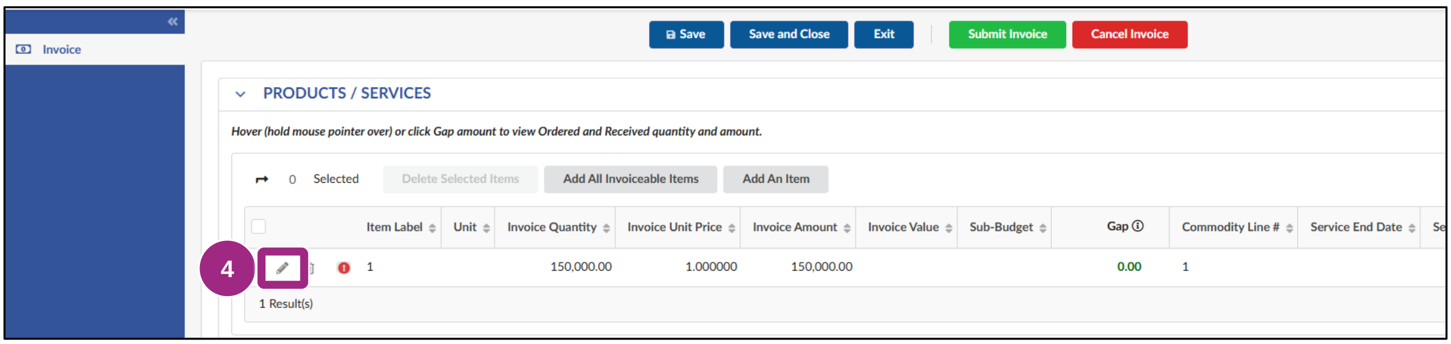
3. PASSPort populates the invoiceable line items for the budget.
   (Example: A blocking alert displays: “The Invoice Service Dates are not within the start and end date of the Invoice Fiscal Year”.



Important: If your organization is only looking to invoice against specific lines, click the **trash** icon to remove any line(s) you don’t plan to invoice for. You can always manually add new lines by clicking the **Add an Item** button.

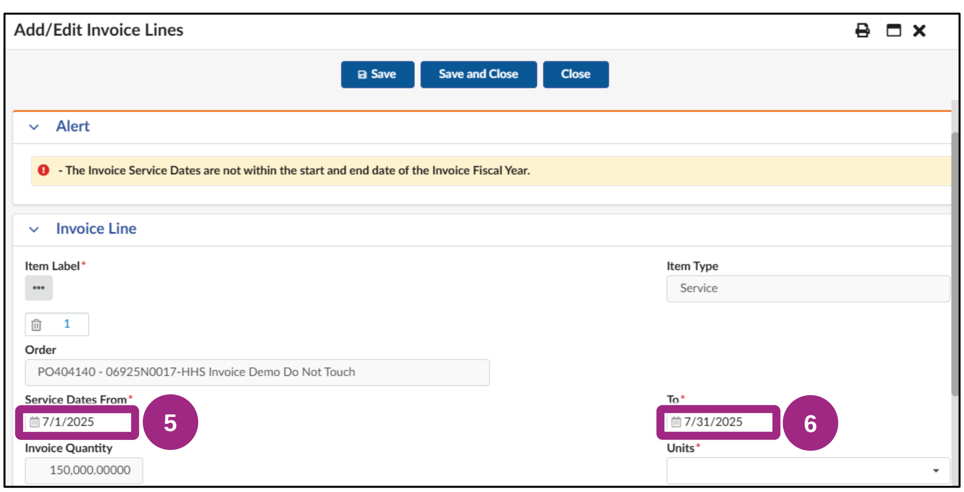
4. Click the **pencil** icon to access each added line.



The Add/Edit Invoice Lines pop-up window displays.

5. Click the **Service Dates From**: field to identify the date when services started**.**
   Make sure the date is within the PO’s fiscal year. (Example: 7/1/2025)

6. Click the **Service Dates To**: field to identify the date when services ended.
   Make sure the date is within the PO’s fiscal year. (Example: 7/31/2025)

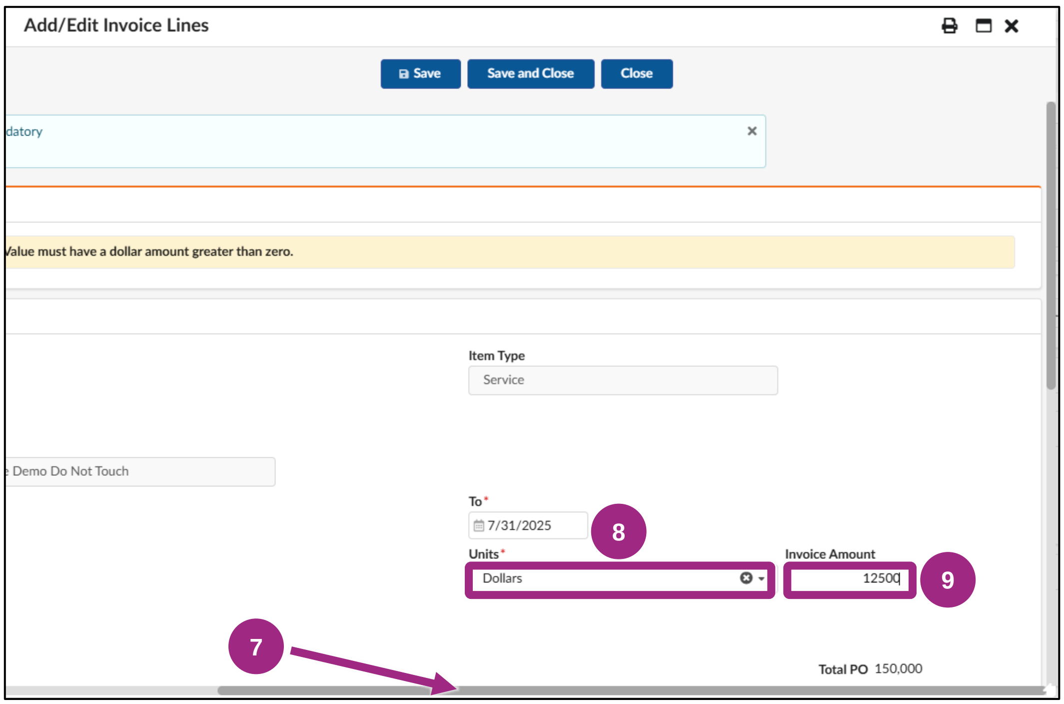


Important: If service dates start in one fiscal year and end in the next fiscal year, it's important to **split the charges** by submitting two invoices, one invoice per for services completed in the end of the fiscal year and beginning of the next fiscal year.

7. Scroll to the right by using the scroll bar.

8. Click the **Units** drop-down menu and select **Dollars.**

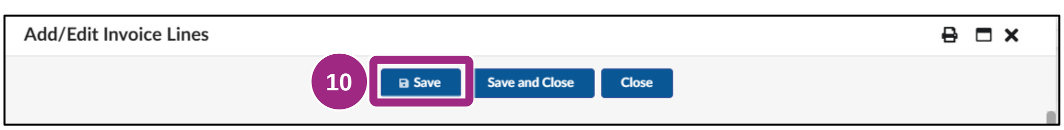
9. In the **Invoice Amount** field to the right of the Units field, enter the invoice amount. (Example: 12,500)
   Note: The amount cannot exceed the Total PO amount (Example: The PO budget amount is $150,000.)



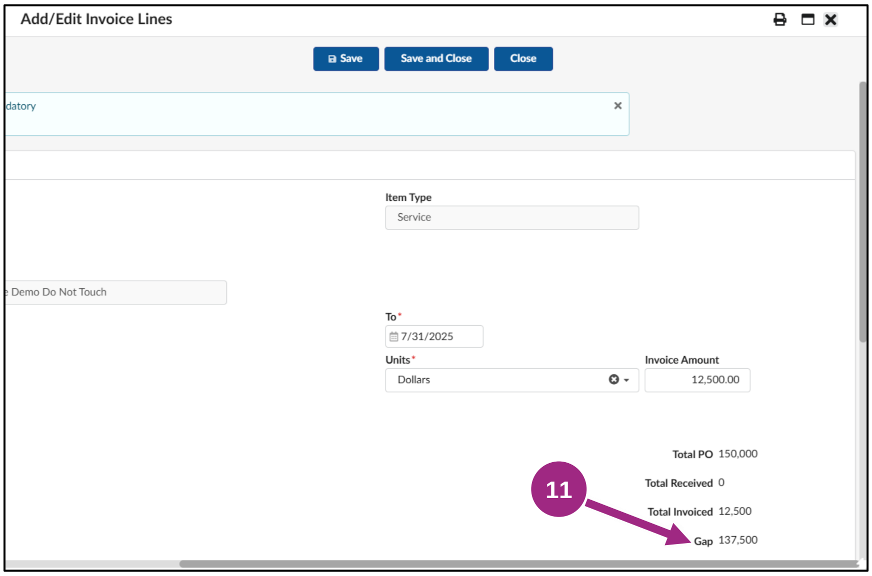
Note: If the Contracting Agency prefers vendors invoicing by quantity, select **Each** from the Unit drop-down menu instead and enter a quantity. In general:

- **Dollar** corresponds with Invoice Amount.
- **Each** corresponds with Invoice Quantity.

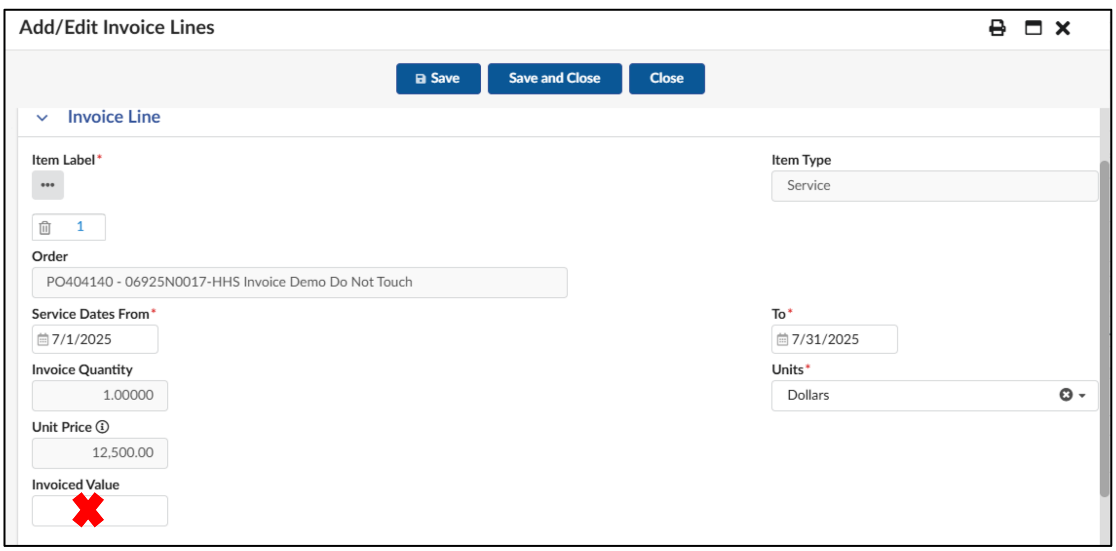
10. Click the **Save** button.



11. PASSPort calculates the **remaining amount** between the Total PO amount and the Invoice Amount - and displays the difference or **Gap**. (Example: $150,000 minus $12,500 = $137,500). The Gap indicates the amount up to which you can invoice for the rest of the fiscal year. (Example: You can invoice for up to $137,500).

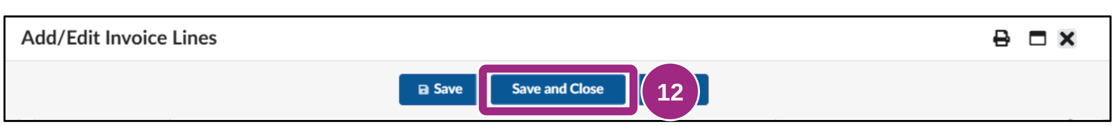


Note: Do **not** use the **Invoice Value** field. Leave it blank.



Note: If adding items individually via the **Add An Item** button in the Products/Services section, that function also directs the reviewer to input the same information in the fields listed above. However, they must also add the Item Label by clicking the **ellipsis** (three dots).

12. Click **Save and Close** to close the Add/Edit Invoice Lines window and return to the Invoice tab.



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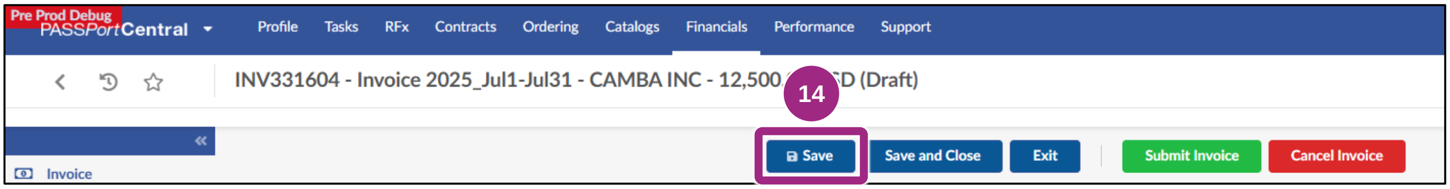
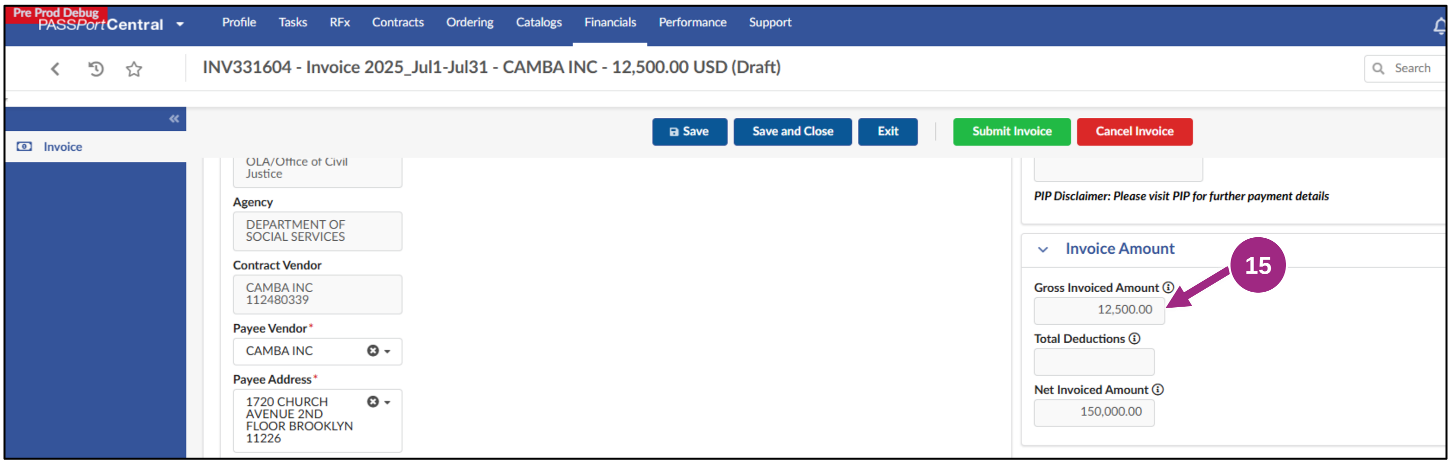
13. If you have multiple invoiceable items, repeat steps 4-12 for all budget lines.

14. Click **Save** at the top of the Invoice.



15. The **Gross Invoiced Amount** populates in the Invoice Amount section.



Tip: If you need to complete you invoice in more than one PASSPort session, an easy way to locate your Draft Invoice is to search for the **PO** again and then click the **Invoices** tab of the PO.

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3.4 Upload Documentation

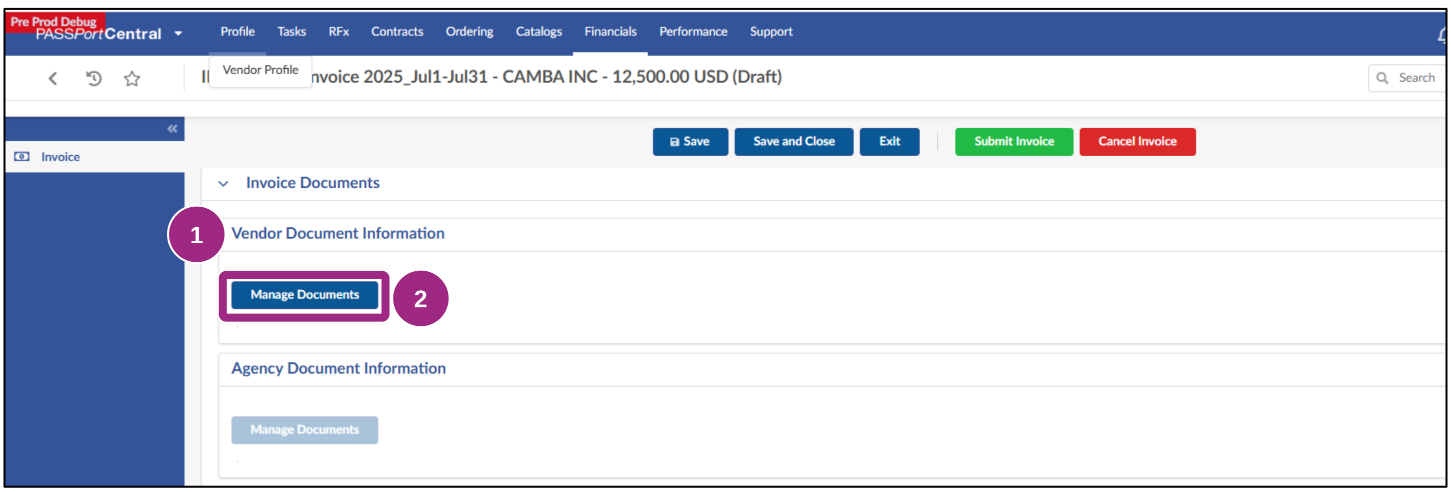
Invoice submissions must include the necessary documentation as requested by your contracting agency.

Uncertain which documents must be uploaded?

Invoice submissions must include the appropriate documentation. For specific documentation requirements and guidance, refer to your contracting Agency's Fiscal Manual, typically available on the agency's website. If you need further assistance, contact your contracting agency (see the **Overview** tab of your contract which lists contact details in the **Internal Agency Team** section.

1. Go to the **Vendor Document Information** section located in the Invoice Documents section towards the bottom of the Invoice.

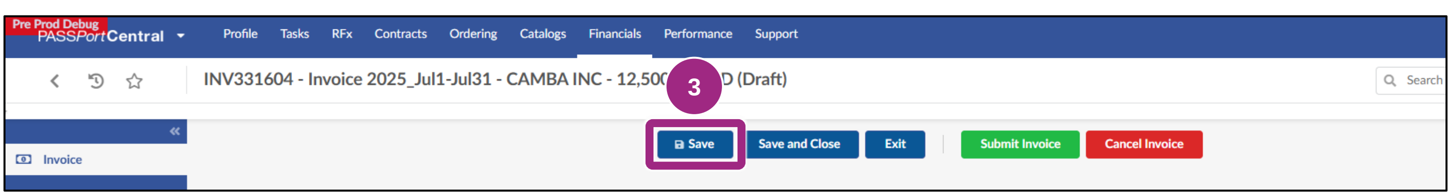
2. Click **Manage Documents** button and follow the prompts to link a file by either uploading it from your computer or linking it from your organization's PASSPort Vault.



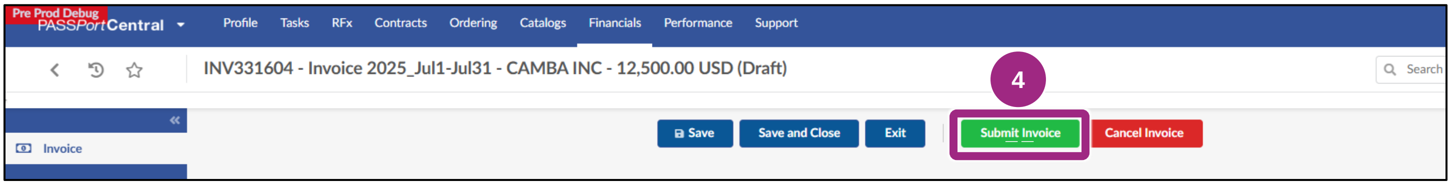
Documentation Guidelines:

- Accepted file formats: PowerPoint, Excel, Word, or PDF.
- Maximum file size: 125 MB per file.
- You may attach an unlimited number of files to your invoice.

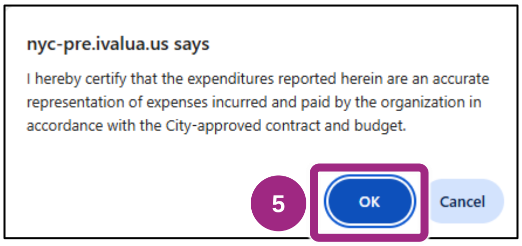
3. Click **Save** at the top of the Invoice.



4. Review all entries to ensure all required documentation is uploaded in accordance with your Agency's fiscal guidance. When ready to submit the Invoice to your contracting agency, click the green **Submit Invoice** button.

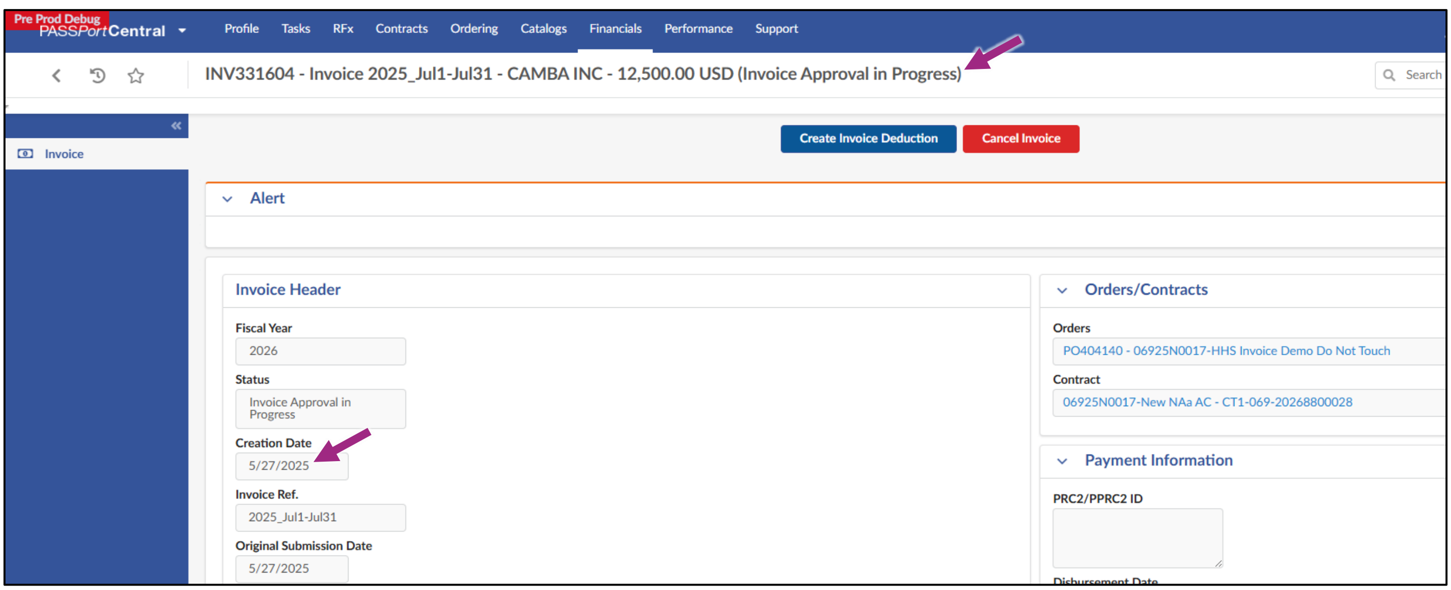


5. Click **OK** to confirm and certify the listed expenditures on the Invoice.



***Congratulations!* You have successfully submitted the invoice.**

At this point, the Invoice status has updated from Draft to **Invoice Approval in Progress**, and the **Creation Date** displays today's date.



4. Next Steps: After You Submitted the Invoice

What happens after an invoice is submitted?

- **Agency Review:** Your contracting Agency will review your submitted invoice and either approve or return it to you for revision. During Agency review, you will not be able to make any additional changes to invoices.

- **Invoice Returned for Revision:** The Agency may return the invoice to you for revision and resubmission. See Invoice Returned for Revision instructions.

- **Payment:** Once the Agency approved the Invoice, the invoice status will update to Approved and a payment will be made to your EFT account as listed in the Payee Information Portal (PIP).

4.1 Invoice Returned for Revision

If the Agency **rejects** the invoice and requires changes to your invoice, you'll receive an email notification from PASSPort explaining the reason(s) for the return. The email outlines the steps needed to revise and resubmit the invoice.

Example:

P

PASSPort
<no-reply@passport.mocs.nyc.gov>
Invoice Returned for Revision

Dear Example Vendor,

ACTION
Vendor,

INV331577 for your organization has been returned for the following reason(s):

Shawn Jones : Please address the following issues and resubmit: 1. The format for Invoice Ref. in PASSPort should be as follows: DFTA ID number, followed by first 3 letters of the Month, followed by the Calendar Year – E.g., 1KH Feb 24. 2. Invoice Service Dates should be for E.g. 02/01/2024 – 02/29/2024. Please upload the following: a) Invoice Attestation. b) Invoice Expense Template. c) Payroll Ledger. (if applicable) d) Invoice Services and Cost Center Template. e) Receipts/bills and proof of payment for all OTPS expenses along with a footed cover sheet. All expenses must be incurred within the year corresponding to the award period. Please note: If there are no invoices between 07/01/2023 – 01/31/2024, please explain in the comments section of the February invoice. Contact Shawn for any question/s at sjones@agency.nyc.gov or 212-555-1234

The invoice will be back in Draft status, meaning it can be edited.
To revise the invoice, open it, make the necessary changes, and click the **Submit Invoice** button.

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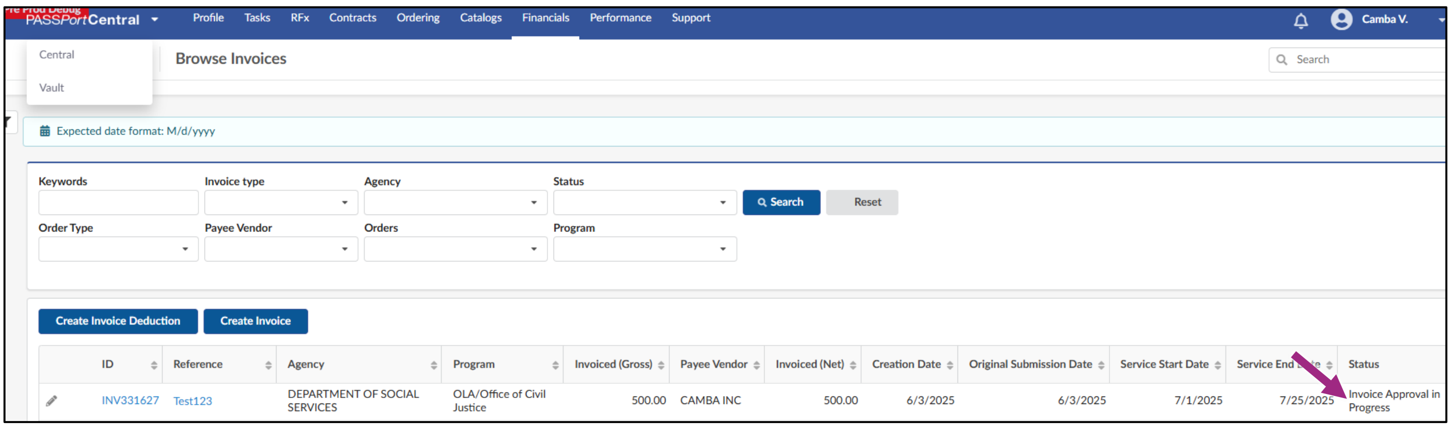
5. Track the Progress of Your Invoice

Track of the status of your invoice by monitoring the Invoice **Status** field updates.

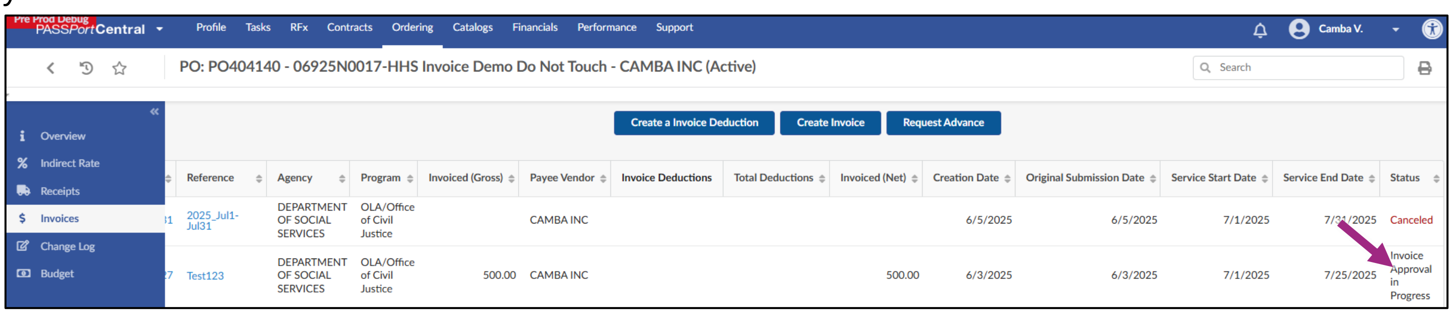
The **status** of the Invoice can be viewed in three places:

1. On the **Browse Invoices** page
2. On the Purchase Order > **Invoices** tab
3. Directly in the **submitted invoice**.

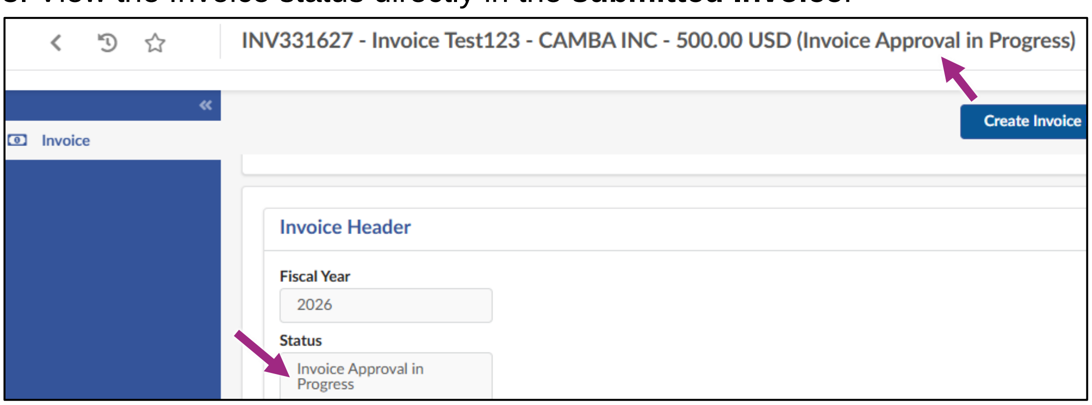
1. Follow the path Financials > **Browse Invoices** to view the Invoice status. Click the pencil icon if you wish to access the invoice.



2. Follow the path Financials > Browse Contract Budgets > PO search > Purchase Order > **Invoices tab** to find all submitted invoice for the fiscal year and view the Invoice status. Click the pencil icon if you wish to access the invoice.



3. View the Invoice status directly in the **submitted Invoice**:



5.1 Invoice Statuses Explained

Here are the most important **Invoice Statuses** and what they mean, so you can easily track where your invoice is in the approval and payment process.

Invoice Status	What It Means	Who Can Take Action
Draft	The vendor created the invoice (clicked the Create Invoice button) and may or may not yet have worked on the invoice. The invoice has not yet been submitted.	Vendor
Invoice Approval in Progress	The vendor submitted the invoice (clicked the Submit Invoice button), and the invoice has now been sent to the appropriate Agency for review.	Agency
Approval in Progress	The Agency is actively reviewing the invoice.	Agency
Level 2 Payment Approval in Progress	There's a second level of approval for the invoice. At this step, the Agency is determining readiness to request invoice payment.	Agency
OK-to-Pay	The payment has been approved by the Agency.	No action required.
Disbursed	The payment has been issued to the vendor!	No action required.
Cancelled	The invoice has been canceled. Canceled invoices cannot be restored.	No action possible. Invoices can be canceled by either the vendor or the agency.

5. Common Blocking Alerts: Invoices

Blocking alerts display when required fields are **missing** or **filled out incorrectly**.
Learn what they mean and how to fix them! Also check out the **Invoices FAQs**!

- **Blocking Alert: "Please add item(s) under "Product and Services"**
    - **Reason:** Displays initially on all invoices after clicking Save.
    - **Solution:** At least one invoice line must be entered in the **Products/Services** table.

- **Blocking Alert: "The selected PO Budget item is flagged as non-invoiceable."**
    - **Reason:** The budget line selected is not marked as Invoiceable.
    - **Solution:** Select only Invoiceable budget lines to invoice against, as shown by a check in the **Invoiceable?** column.
    - **Note:** If you think a line or lines should be marked Invoiceable, or there are no lines marked Invoiceable in the Purchase Order, please contact the Agency.

- **Blocking Alert: "The Invoice Service Dates are not within the start and end date of the Invoice Fiscal Year"**
    - **Reasons:**
        - Displays initially on invoices after adding an invoiceable item.
        - You may have selected the wrong Purchase Order in the contract (i.e., FY25 PO instead of FY26 PO).
        - Your service dates cross the June 30/July 1 Fiscal Year boundary.
    - **Solutions:**
        - Add Service Dates that fall within the POs Fiscal Year.
        - Select the correct Purchase Order.
        - Submit two smaller Invoices against two separate Purchase Orders.

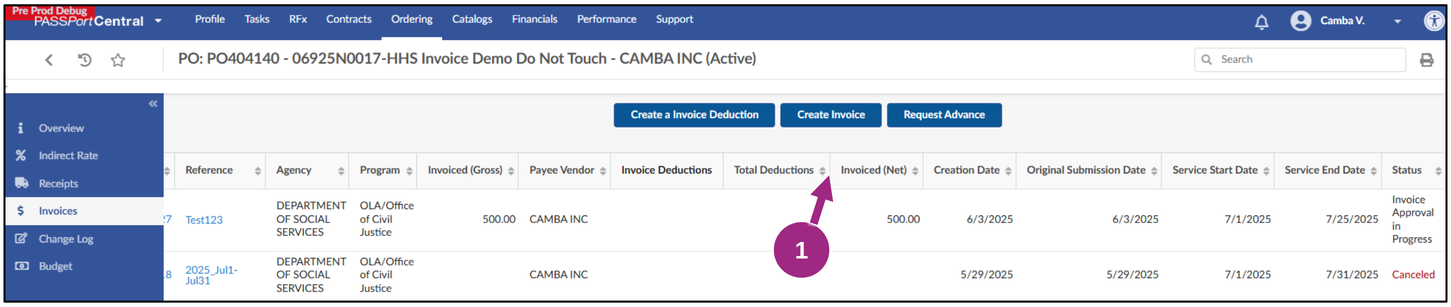
- **Blocking Alert: "Either Invoice Amount or Invoice Value must have a dollar amount greater than zero"**
    - **Reason:** Displays initially on all invoices after adding the Item Label and clicking Save.
    - **Solution:** The Invoice Amount **or** the Invoice Quantity must be entered.

- **Blocking Alert: "The Invoiced Value must be less than or equal to the Remaining Item Value of the linked PO Budget item"**
    - **Reason:** The amount entered in the invoice is greater than the amount available on the budget item.
    - **Solutions**:
        - Leave the Invoice Value field **blank** unless otherwise directed to do so.
        - If the Invoice Value field is blank already and the alert still displays, be sure to only invoice against a specific item up to the **Remaining Amount**.
        - If the Remaining Amount for a particular item is not large enough, contact your Agency for guidance.

6. Export Data: Invoices

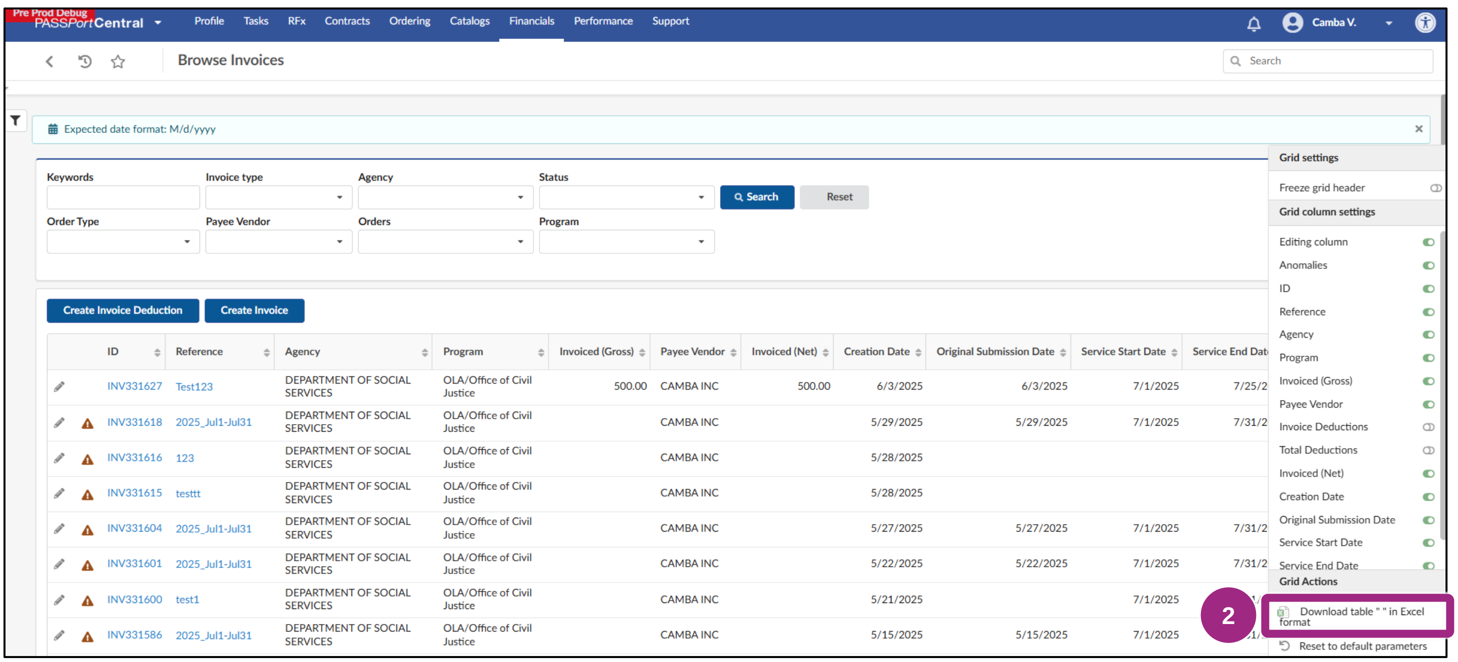
Invoice details can easily be exported from the relevant table in PASSPort.

1. **Right-click** anywhere in the table’s column header.



A table settings menu displays.

2. Click **Download table in Excel Format**.



For more detailed instructions, refer to the Download PASSPort Data guide.

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7. Best Practices: Submitting Invoices

- **Upload all necessary files with your invoice.** Missing documentation is the most common reason for invoice rejections!

- **Study your Agency's Fiscal Manual carefully** to understand invoicing and payment requirements, including deadlines. Fiscal Manuals can typically be found on the Agency's website. Fiscal policies may change, so check regularly for the latest version.

- **Save all expense receipts** and convert them to electronic version by using a scanner. Many printers and smart phones offer scan functionality. On many smartphones, you can use the Notes app or a similar tool to scan and save documents.

- **Invoice off the correct budget:** Take care to submit invoices towards the correct active PO, budget, and line item to avoid invoice rejections.

- **Do not invoice twice for the same expenses.** Duplicative invoices slow down approvals.

- **Split Invoices by Fiscal Year:** If services span multiple fiscal years, submit separate invoices for each fiscal year's PO.

- **Track your Invoice:** Monitor invoice status and check your email for any system notifications or required actions (e.g., invoice requires revision).

- **Submit Invoice deductions only** if your contracting Agency specifically requests them. For invoice errors, ask if the Agency can return the invoice for correction instead.