

NYCHA Accounts Payable: Vendor Invoicing and Payments Guide



Dear Vendor,

The New York City Housing Authority (NYCHA) is excited to work with you. NYCHA values doing business with you and is committed to paying your invoices as quickly as possible and consistent with the terms and conditions of your Purchase Order (PO). To do so, we request your partnership and cooperation with the following policies and procedures.

This letter includes **critical accounts payable information for vendors** upon the start of a new contract:

Requirements for Submitting an Invoice (p. 2): This section covers all requirements you will need to meet prior to submitting an invoice for payment to NYCHA Accounts Payable.

Invoicing Instructions (p. 2-4): View complete invoicing instructions, including criteria that must be met while filling out an invoice, when and where to submit an invoice for payment, and how to track your invoices once they have been submitted.

NYCHA Payment Policies (p. 4): In this section, you may review critical payment policies upon starting work with NYCHA.

Accounts Payable Help (p. 4): Finally, please view our contact information below. The Accounts Payable Team is here to support you with questions about invoicing and payments!

Thank you for your partnership.

Very truly yours,

Cindi Steinmetz

Cindi Steinmetz
Director
Accounts Payable



Requirements for Submitting an Invoice

The complete process—from receiving the PO/release to getting paid—is represented below:



Before you submit an invoice or begin work, you must:

- Receive a PO and release via email. If you have a Blanket PO, which allow for multiple purchases from the same PO, you will also receive a release. **You MUST obtain a PO and release number BEFORE delivering goods or performing services.**
- Once you complete authorized work—either by delivering goods to NYCHA or completing services—you must bring and sign the **Statement of Services (for services) or a Proof of Delivery (for materials and supplies)**. The NYCHA individual who receives your work will inspect and sign for it using these documents. Note: NYCHA has templates for both the Statement of Services and the Proof of Delivery.

Following your work being accepted and inspected by NYCHA, you can submit your invoices via the instructions and methods covered below.

Invoicing instructions

How should I prepare an invoice for submission?

When preparing an invoice for submission, please ensure that it aligns with the issued purchase order (PO) and meets the following criteria before you submit it to NYCHA for processing:

Invoicing Criteria for ALL invoices submitted by vendors:
✓ Invoice must be on company letterhead
✓ Invoice must have a date and unique invoice number for materials and supplies invoices
✓ Description of the billed goods or services and service location(s) must align with the identified PO
✓ Accurate PO and/or Contract Number must be written on the invoice (found on the PO provided by NYCHA before work began/goods were delivered)
✓ Accurate release number (when applicable for Blanket Purchase Orders) must be written on the invoice (found on the release provided by NYCHA before work began/goods were delivered)
✓ Amount due and gross amount (when applicable) must be written on the invoice
✓ Invoice quantities/prices for billed goods/services should NOT exceed those authorized on the PO/release or prices listed in your contract
✓ Certified payrolls must be included, for all applicable invoices

Important: If you submit invoices that do NOT meet these criteria, your payment may be delayed. NYCHA will return your invoice with a notice stating the reason(s) it was returned. It is the vendor’s responsibility to update the invoice with proper information as soon as possible in order to get paid.

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When should I submit an invoice for payment?

Vendors should only submit invoices to NYCHA for payment **AFTER services are rendered or materials are delivered**. This is to ensure that your invoices are processed smoothly and reduces the risk of your invoices being held during processing.

Where do I submit invoices for payment?

You have three options to submit your invoice to NYCHA for payment. **For materials and supplies vendors, we highly recommend electronic submissions through Transcepta or email for faster processing times.** Note: legal documents, prevailing wage payroll sheet and certified payrolls cannot be sent electronically and must be submitted via hard copy in person.

	Electronic Portal Submission (Transcepta)	Send your invoices directly to Accounts Payable via electronic invoicing (Transcepta). This is the fastest, most secure invoicing option that is easy to use and requires no enhancements to your technology or invoices . To enroll: <ol style="list-style-type: none"> 1. Contact NYCHA at ap.support@nycha.nyc.gov to confirm eligibility. 2. Follow the enrollment instructions provided by Accounts Payable at connect.transcepta.com/NYCHA. 3. For questions, contact Transcepta at (949) 382-2482 between 9AM-9PM Monday-Friday. 	
	Email Submission	Email your invoices to the following inboxes, depending on the type of invoice: <ul style="list-style-type: none"> • contract.invoice@nycha.nyc.gov: Invoices for maintenance, repairs, and skilled trades contracts, such as consultants/ community operations. • regular.invoice@nycha.nyc.gov: Invoices for contracts other than maintenance, repairs, and skilled trades that do not have a discount option. • discount.invoice@nycha.nyc.gov: Discounted invoices, which primarily includes material vendors who have registered to participate in NYCHA's discount program or other PO specific work. • invoice@nycha.nyc.gov: General inbox to which any other invoice can be sent or when you have not received an assignment. 	
	Hard Copy Submission	Mail invoices to: New York City Housing Authority P. O. Box 3636 Church Street Station New York, NY 10008 Attn: Accounts Payable Division	Hand deliver invoices to: Window: 6 th Floor of 90 Church Street New York City Housing Authority 90 Church Street, 6th Floor New York, NY 10007
		Note: Address for legal notices only If your PO, agreement, or contract with NYCHA requires NYCHA's Law Department to be copied on communications, their address is now 90 Church Street, 11 th floor (no longer 250 Broadway).	

How do I track my invoices?

iSupplier is NYCHA's convenient portal for vendors to **track payments and check the status of submitted invoice(s) online**. Additionally, vendors can also receive bidding opportunity notices via e-mail, view



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and respond to RFPs/RFQs, receive free bid package downloads, submit bids in a secure paperless manner, and receive direct deposit.

Don't miss out on the opportunity to stay in the loop! Set up an iSupplier account today:

<https://www1.nyc.gov/site/nycha/business/isupplier-vendor-registration.page>.

How will I receive payment?

NYCHA requires all vendors to receive payment **via direct deposit**. Please fill out the **attached form with your direct deposit information or update your iSupplier account** (including a W-9 and voided check and return to iSupplier@nycha.nyc.gov or mail the completed form to the Accounts Payable address shown above. Updates can be made through the same iSupplier page or by emailing iSupplier@nycha.nyc.gov.



NYCHA Payment Policies

Please review the following **important policies** as you begin working with NYCHA:

- **NYCHA aims to pay every invoice within 30 days of invoice stamp date** (date of receipt). Discount invoices are prioritized for processing.
- **NYCHA only pays for goods received/services rendered**. Discrepancies between quantity shipped/rendered and quantity billed are short paid, meaning they are paid in partial payments.
- **NYCHA will only pay the PO price for goods and services**.

Accounts Payable Help

We appreciate your business and we are here to help you with questions about invoicing and payments. Please contact **Accounts Payable's Vendor Assistance Unit** directly through our dedicated channels:

 Accounts Payable Vendor Hotline	(212)-306-6500
 Email	ap.support@nycha.nyc.gov