

# ***VENDOR PAYMENT GUIDE***

The following information is provided to inform vendors of the City's payment process and to provide assistance with any payment problems or questions.

- Listing of Departmental Vendor Liaisons and Alternates

Each City of Los Angeles department has designated a Vendor Liaison and Alternate as single, day-to-day points of accountability and contact when a vendor has a question or problem with billing, including requests for an update on payment status information. The liaisons also serve as an educator for vendors, ensuring that vendors are aware of the proper department and address to which billing must be submitted.

The listing herein provides the names, work addresses and telephone numbers of each City department's Vendor Liaison and Alternate. Vendors are encouraged to contact the liaisons if they have any payment questions or problems.

- Vendor Payment Checklist for Personal Services, Grants and Construction Contracts

A checklist of the payment process for Personal Services, Grants and Construction Contracts has been developed to assist and educate vendors on the steps necessary to ensure a payment is made timely. The checklist outlines the responsibilities of the various parties involved in the process.

Questions regarding payments for materials, supplies and items other than personal services, grants and construction contracts, should be referred to the City departmental Vendor Liaison or Alternate listed above.

- Vendor Payment Flowchart for Personal Services, Grant and Construction Contracts

A flowchart of the payment process for Personal Services, Grants and Construction Contracts has also been developed to provide vendors with the payment process "at a glance". The Vendor Payment Checklist above provides further details to the flowchart.

Any questions regarding the payment process may be referred to the City departmental Vendor Liaison or Alternate listed above.

- Vendor Survey

The City of Los Angeles Controller is conducting a survey of vendors that provide services to the City or have done so in the past. The focus of this survey is to obtain feedback from vendors on the City's payment process. This information is important for the Controller and other City departments involved in the payment process to determine any improvements or modifications that can be made to the current process.

Your participation in this survey is very important to us. Please take a few moments to complete the survey form. In most cases, it only requires you to check appropriate response boxes. Additionally, any information not requested on the survey is welcomed and may be included on the reverse side or attached sheets.