



Submitting Invoices to SFMTA

Electronically via Email, Send PDF Invoices to:

invoices@sfmta.com

What happened to my invoice submitted to the old address?

mtapayable@sfmta.com is no longer active and all previous invoices are migrated to our current system. If you have previously sent an invoice to this email address, you do not need to send a duplicate to the new address.

Please be sure to update your Email contacts to remove our old address and replace it with:

invoices@sfmta.com

Avoid sending duplicate invoices.

Do not send duplicate invoices to multiple email addresses. Duplicates cause payment delays.

You May CC the Requestor and Project Manager who originally placed the order

What is the status of my payment?

Suppliers may email questions about invoices and payments to: Accounts.Payable@sfmta.com

Call and leave a voicemail at 415-646-2060.

Please do not re-send a duplicate invoice unless you are explicitly directed to do so by the AP Staff assisting you.

What if I can only send invoices by US Mail?

We prefer electronic submission but will accept your physical invoice. Please be aware that US Mailed invoices must be physically scanned and manually entered into our system. The resulting delay may add up to 72 hours to the processing time.

SFMTA Accounts Payable
1 South Van Ness Ave, 8th Floor
San Francisco, CA 94103

Electronic submission via email or e-settlement automates invoice entry, so suppliers will see invoices in their portal within 24-48 hours

What are the Rules of Submitting Invoices by Email?

We are implementing a system with automated features to improve the speed and reliability with which we process your payments. To make this system work, we need your help to submit all your invoices electronically as e-mail attachments, following the procedures outlined below:

- Submit **INVOICES ONLY** to invoices@sfmta.com
- Submit invoices as a PDF attachment to the cover email.
- Please submit only one invoice per PDF attachment.
- **Don't** combine multiple invoices in a single attachment: our system assumes **one attachment = one invoice**
- You may attach multiple invoice PDF attachments to a single e-mail.

- **Don't** send any additional copies via email, mail, or fax.
- **Don't** send anything other than invoices to invoices@sfmta.com
- **Don't** send correspondence, informational, promotional or personal email to invoices@sfmta.com
- Make sure each pdf file follows the required naming format exactly.

Non-compliance can delay processing!

How should I Name the PDF File?

Please name the PDF File attachment using the following exact naming convention, with each element separated by an underscore "_" as follows:

SupplierNumber_InvoiceNumber_SFMTAPurchaseOrderNumber.pdf

For example, an invoice submitted by a company "PartsCo" with a SFGOV Supplier Number **0000010455** for Invoice Number **548745**, SFMTA PO **0000037992** would have the PDF file name:

0000010455_548745_0000037992.pdf

SupplierNumber_InvoiceNumber_SFMTAPurchaseOrder.pdf

Where can I find these numbers on a Purchase Order?

Your Supplier Identification Number ①

Purchase Order number ②

SAN FRANCISCO CITY COUNTY

1 Dr. Carlton B. Goodlett Place
City Hall, Room 430
San Francisco CA 94102
United States

①

Supplier: 0000012107
ROBERT HALF
INTERNATIONAL INC
C/O ACCOUNTEMPS
PO BOX 743295
LOS ANGELES CA 90074-3295
United States

Ship To: One South Van Ness Ave
3rd Floor
San Francisco CA 94103
United States

Dispatched		Dispatch Via Email
Business Unit: SFGOV		
② Purchase Order 0000213975	Date 08-15-2018	Revision
Payment Terms N30	Freight Terms FOB DEST Freight PPD & Added	Ship Via Common
Buyer Suto-McNiff,Ikue	Phone 415/701-5053	Currency USD

Attention: See Detail
Below

Bill To: One South Van Ness Ave
8th Floor
San Francisco CA 94103
United States

How Can I Get Paid Electronically (EFT/ACH)?

The City has partnered with Paymode-X, a nationally recognized and widely used Automatic Clearinghouse (ACH) provider, to provide direct deposit of your payments. Sign up to enjoy these benefits:

- Fits within your existing systems and banking practices – Paymode-X requires no software purchase, no modification to your accounts receivable system, and no change to your bank accounts.
- Paymode-X provides the remittance information printed on your check stub with the electronic payment for easier reconciliation.
- You will be notified by email each time you receive a payment.
- Enrollment is easy and fast. You can sign up in as little as 10 minutes. Simply go to:

http://www.paymode.com/city_countyofsanfrancisco