

Where and how do I deliver?

For most orders, the delivery point is the location of the requesting department where the goods or services will be used. You should note carefully the delivery address in the bidding and order documents. You are responsible for delivering to the final destination specified in the order.

Deliveries to County departments typically are made by common carrier, by the vendor, or through the US Postal Service. Do not send the order to the buyer in the Purchasing Department whose name may be on the transaction.

Do I need to include the order number on the outside of the package?

You must include the purchase order number on the outside of the package. This will enable the County to identify the correct department or individual as the recipient in case there are any problems.

When are goods and services considered received by the County?

All goods and services are considered received by the County only after the requesting department inspects the items to be certain all items are received and in good condition, or that the service has been performed satisfactorily. After inspection and any necessary tests have been performed, the department will approve the invoice.

What may delay payment?

Circumstances that may interfere with the County accepting and paying for an order include:

- Short shipment, backorders: The County pays for an order only after all items have been received. Partial payments can be made but must be requested at the time the order is placed. If you have made several shipments to fill an order, and mailed the invoice for the entire order before all shipments were received, you can expect payment only after the County receives the complete order.
- Wrong delivery address: The shipment was sent to Purchasing. Occasionally, vendors send orders to the Purchasing Department instead of the requesting department. This causes delays as Purchasing determines the ultimate recipient and forwards the order. If a purchase order number doesn't appear on the outside of the shipment, Purchasing may be unable to identify the correct department and be forced to return it.

Where do I send invoices?

To expedite payment, send your invoice to the “Bill To” address specified in the order (applicable to purchase orders and blanket purchase orders). For all types of orders, the billing address is that of the County department receiving the goods or services. Include the purchase order number on the invoice. This will help to match the invoice to the correct order.

What does the user department have to do?

The County must verify that the order was received complete and in good condition. The invoice is matched with the original order and any receiving document so the County can determine what was delivered agrees with what was ordered. The receiving department completes a payment document indicating receipt of the complete order and submits it with the invoice to the Auditor/Controller-Recorder for payment.

What happens before the check is written?

The Auditor/Controller-Recorder reviews the invoice and payment document and then prepares the warrant and mails to the vendor.

What if I have questions about an invoice?

Call the County department you mailed the invoice to. Have the purchase order number or other identifying County transaction number available.

What can I do to help the payment process proceed more quickly?

If you observe the following tips, things should go smoothly:

- Verify you sent the shipment to the correct County address. Do not send the shipment to Purchasing. Note carefully the “Deliver To” address on the purchase order.
- Send an invoice for the complete order (unless authorized for partial payments) after the full order has been received. In general, the County does not pay partial invoices without prior arrangements being made. Invoices sent too early may become difficult to locate once the shipment arrives.
- Send the invoice to the “Bill To” address on the purchase order. As many low value purchases are verbal authorizations, vendors are responsible to obtain this information at time of order.
- Include the correct purchase order number on the invoice. The County needs the identifying number to match shipments or services with the procurement documents.