

## **Agency Invoice & Payment FAQ's**

### **Q: What ways can I pay my invoices?**

A: At this time, the only acceptable forms of payment are agency/company checks, money orders or Clover. Cash, credit cards, and personal checks are unacceptable forms of payment. When making a payment, please write the four-digit number Feeding San Diego has assigned to your agency (please reach out to your coordinator if you can't find this number) and the invoice number on the front of the check.

### **Q: When I submit my check for the invoices, what information should be included on the check?**

A: Please indicate what invoice you are paying by having the invoice number on the check, along with your assigned agency number and organization name. One check paying multiple invoices is fine as long as the invoice numbers are on the check. If you do not know your 4-digit number, please reach out to your Partnerships Coordinator.

### **Q: If I have questions about my invoice, who should I reach out to?**

A: Please reach out to your regional Partnerships coordinator. If they need more assistance, they will work with our Finance team to get your question resolved.

### **Q: What are the repercussions if I do not pay within 30 days?**

A: All invoices must be paid in full within 30 days upon receipt. If your agency does not pay within the 30 days you will receive a 60-day notice, stating you have a 60-day grace period to pay. *If no payment has been received within 90 days of initial invoice, your agency will be put on a hold which may result in limitations for receiving food and future opportunities.*

### **Q: How are invoices sent - electronically or snail mail or both?**

A: If you are receiving a delivery, it will be both. Hand-delivered with your order and sent electronically. If you have a specific email address you'd like your electronic invoices sent to that is not your primary or secondary contact, please contact your Partnerships Coordinator.

### **Q: If I reject the delivery on-site, will I still need to pay the delivery fee?**

A: Yes, you will still be invoiced. The issue will be investigated and if it is found that your agency did not give at least 3 days' notice they will still be charged for the delivery. While we understand unforeseen situations arise, we also need our agency network to be mindful about cancellations you may know of ahead of your delivery date and to communicate that to us.

### **Q: If I cancel my delivery the same day, does I still need to pay the delivery fee?**

A: Yes, you will still be charged the delivery fee (barring some extenuating circumstances).

Please also reference our agency handbook for payment requirements.