



Invoice Center - User Manual

Introduction

Seattle Housing Authority understands the importance of timely payments, visibility and accountability to our vendors. The Invoice Center allows you to easily submit invoices and track the status of previously submitted invoices, ensuring better processing times and transparency.

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Access Options

Vendors will access the Invoice Center in one of two ways:

- As a **Registered Vendor**, you can submit invoices and view the status of submitted invoices. A username will be provided to you by SHA.
- As a **Guest**, you can quickly submit invoices without logging in, but you will not be able to see the status of your submitted invoices.

Vendors identified as **Non-PO Vendors**, who provide services to SHA that do not require a purchase order or contract number, may also upload invoices without logging in.

Remember, you must log in with your Registered Vendor credentials to view submitted invoices.



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Logging In

1. Open your web browser and navigate to: <https://invoices.seattlehousing.org>

Note: If it's your first time using the Invoice Center, please use your vendor email provided in the registration email you received and click **'Forgot Password'** to set your password.

2. Enter your **Username** and **Password** (e.g., your email and the password you set after using the Invoice Center for the first time).



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Welcome to the Seattle Housing Authority Invoice Center

a place for contractors and vendors to submit invoices and view invoice activity

Log in for all services

Submit invoices, view invoice activity and track status.

The login form consists of two input fields: a yellow email field and a yellow password field with masked characters. Below the fields is a blue 'Log in' button and a blue link for 'Forgot your password?'.

Don't have an Invoice Center account?

[Contact Us](#)

Submit invoices as a guest

Contract / purchase order vendors

Log in not required. You will need your contract number or purchase order number.

[Submit an invoice](#)

Non-PO vendors

Log in not required. You will need your SHA vendor ID number.

[Submit an invoice](#)

Questions? Please view our [FAQ](#) for answers.

3. Click **Log in**:



Welcome to the Seattle Housing Authority Invoice Center

a place for contractors and vendors to submit invoices and view invoice activity

Log in for all services

Submit invoices, view invoice activity and track status.

The login form is identical to the one above, but the blue 'Log in' button is highlighted with a red rectangular box to indicate it should be clicked.

Don't have an Invoice Center account?

[Contact Us](#)

Submit invoices as a guest

Contract / purchase order vendors

Log in not required. You will need your contract number or purchase order number.

[Submit an invoice](#)

Non-PO vendors

Log in not required. You will need your SHA vendor ID number.

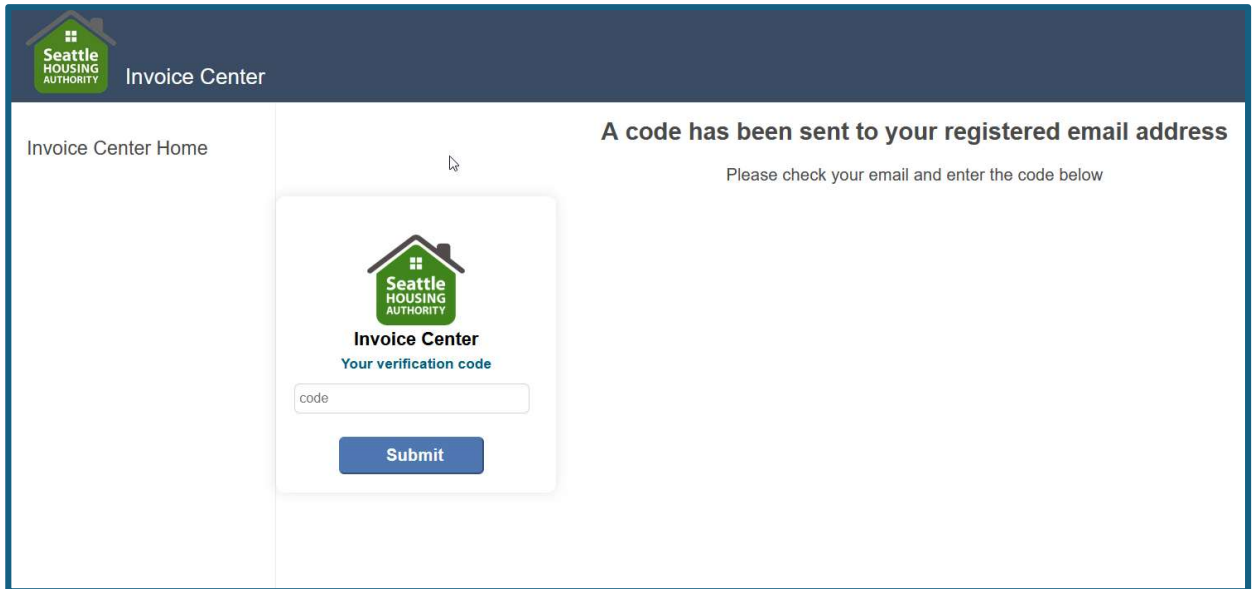
[Submit an invoice](#)

Questions? Please view our [FAQ](#) for answers.

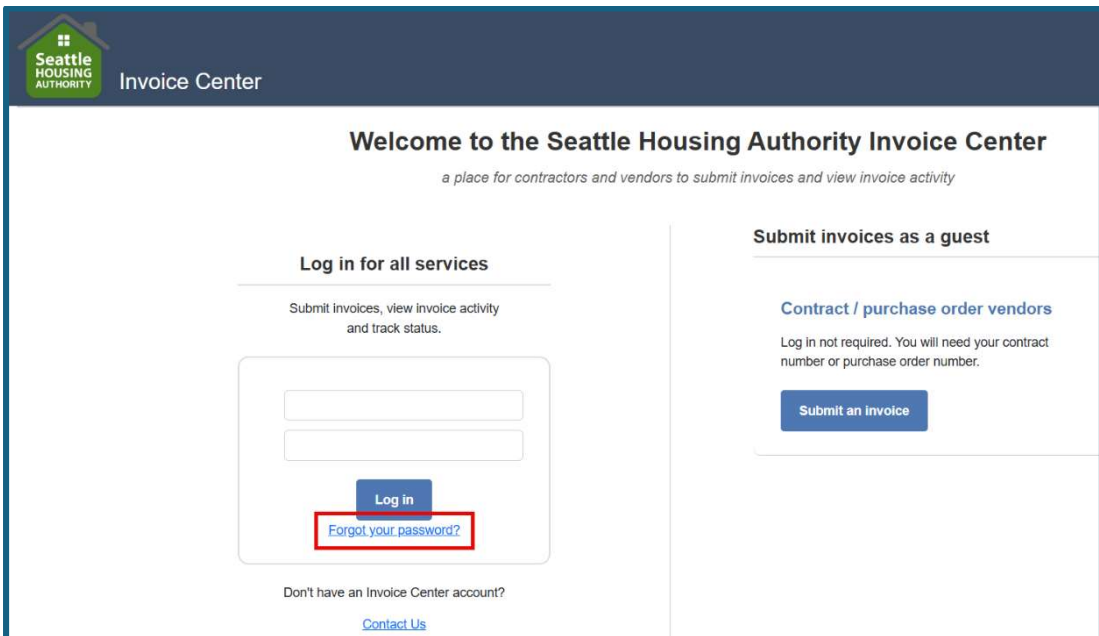
4. Check your email for a 6-digit verification code. Enter the **verification code** that you received in your email.



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5. Click **Submit**
6. If you forget your password or wish to change it, click **Forgot your password?** At the log in page and follow the reset steps.





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After logging in, you will be taken to your Dashboard which will show your organization's details, previously submitted invoices, filters to sort and track the status of invoices, and a button to upload new invoices.

The screenshot shows the "Invoice Center" dashboard for the Seattle Housing Authority. The page has a dark blue header with the logo and "Invoice Center" text. On the left, there is a sidebar with navigation links: "Invoice Center Home" and "Logout". Below these are search and filter options: a search box for "Search by PO or Contract#", a "Filter by status" section with checkboxes for "Paid", "In Progress", and "Cancelled", a "Filter by invoice date submitted" dropdown menu set to "All", and a "Filter by invoice amount" dropdown menu set to "All". On the right side of the dashboard, there is a table of invoices with columns: "Date Submitted", "PO Number", "Invoice Number", "Amount", "Status", and "Invoice File Comments". A blue button labeled "Upload New Invoice" is located in the top right corner of the table area. The table content is blurred.

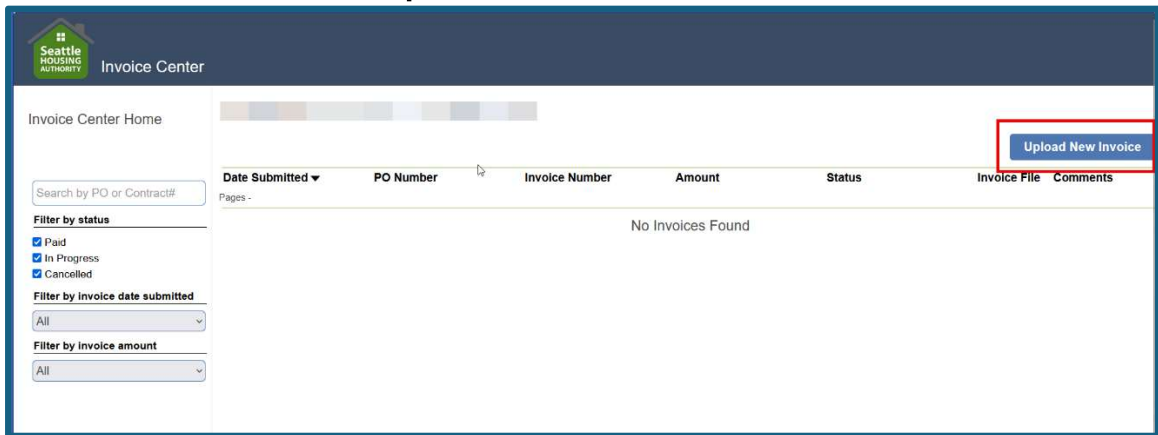


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How to Submit an Invoice as a Registered Vendor

Note: To avoid issues, please ensure that your invoice is in PDF format and 2MB or less.

1. From the Dashboard click **Upload New Invoice:**



2. When the pop out appears, fill in the required fields:

The screenshot shows a pop-up form for submitting an invoice. It contains the following fields and elements:

- Purchase Order or Contract Number ***: A text input field containing '*****'.
- Invoice Number ***: A text input field containing '123456'.
- Invoice amount ***: A text input field containing '125'.
- Invoice Description**: A text area containing 'electrical services 2/15/25'.
- Choose file**: A button with the text 'invoice_123456.pdf' below it.
- SUBMIT**: A blue button at the bottom right.

- Purchase Order or Contract Number
- Invoice Number
- Invoice Amount (enter a decimal or whole number; exclude \$ or other characters)
- Invoice Description (Optional)

3. Attach supporting documents (*must be in PDF format 2MB or less*).



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4. Review the invoice for accuracy.
5. Click **Submit**. A confirmation message will appear.

A screenshot of a web form for submitting an invoice. The form contains four input fields: "Purchase Order or Contract Number *", "Invoice Number *", "Invoice amount *", and "Invoice Description". Below these fields is a "Browse..." button for file selection, with the text "No file chosen" and "Allowed file type: PDF, not to exceed 2MB" underneath. A prominent green banner at the bottom of the form displays a checkmark and the text "✓ Invoice Submit Successful". A "Submit" button is located at the bottom right of the form area.

How to Submit an Invoice as a Guest User

Note: When you submit an invoice as a guest, you won't see the status of the invoice. If you need to know the status of submitted invoices, log in to your vendor account.

Please ensure that your invoice is in PDF format and 2MB or less.

1. To submit your invoice as a guest user, go to: <http://invoices.seattlehousing.org>
2. Under the **Submit invoices as a guest** section, go to the option Contract/Purchase Order Vendor then select **Submit an invoice** button:



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3. Fill in the required fields:

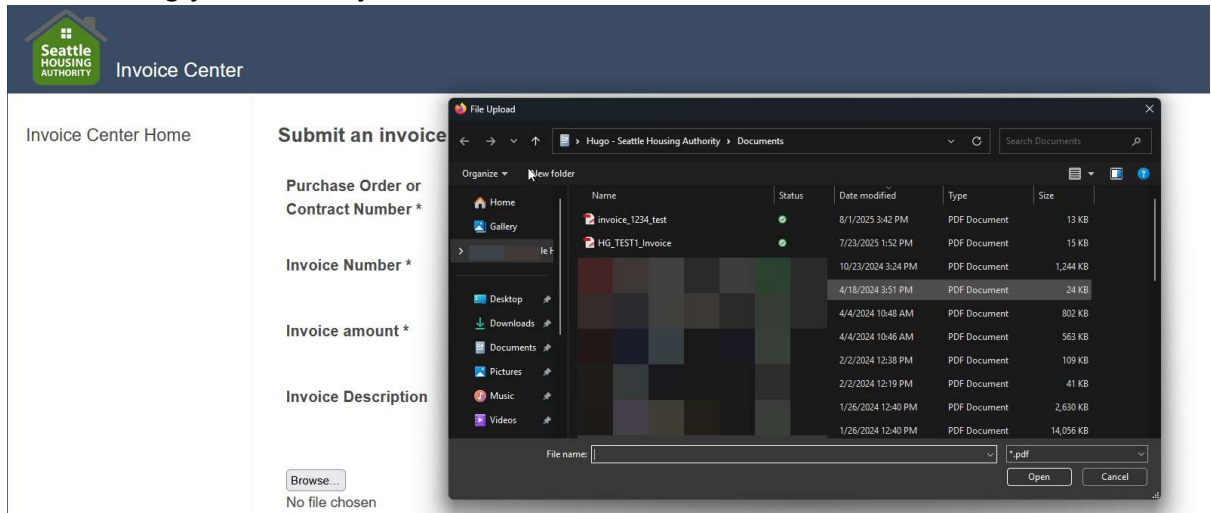
- Purchase Order or Contract Number
- Invoice Number



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- Invoice Amount (enter a decimal or whole number; exclude \$ or other characters)
- Invoice Description (Optional)

4. Attach your invoice (in PDF format and less than 2MB) by clicking **Choose File** and locating your file on your device:



5. Select **Submit**. A confirmation message will appear.



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Submit an invoice as a guest

Purchase Order or
Contract Number *

Invoice Number *

Invoice amount *

Invoice Description

Browse...

No file chosen

Allowed file type:PDF, not to exceed 2MB

✓ ✓ Invoice Submit Successful

Submit

Submitting Invoices as guest Non-PO Vendors

Note: When you submit an invoice as a guest, you won't see the status of the invoice. If you need to know the status of submitted invoices, log in to your vendor account.

To avoid issues, please ensure that your invoice is in PDF format and 2MB or less.

1. To submit your invoice as a guest user, go to:
<http://invoices.seattlehousing.org>
2. Under the **Submit invoices as a guest** section, go to the option **Non-PO Vendor** then select **Submit an invoice** button:



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Non-PO vendors

Log in not required. You will need your SHA vendor ID number.

[Submit an invoice](#)

3. Fill in the required fields:

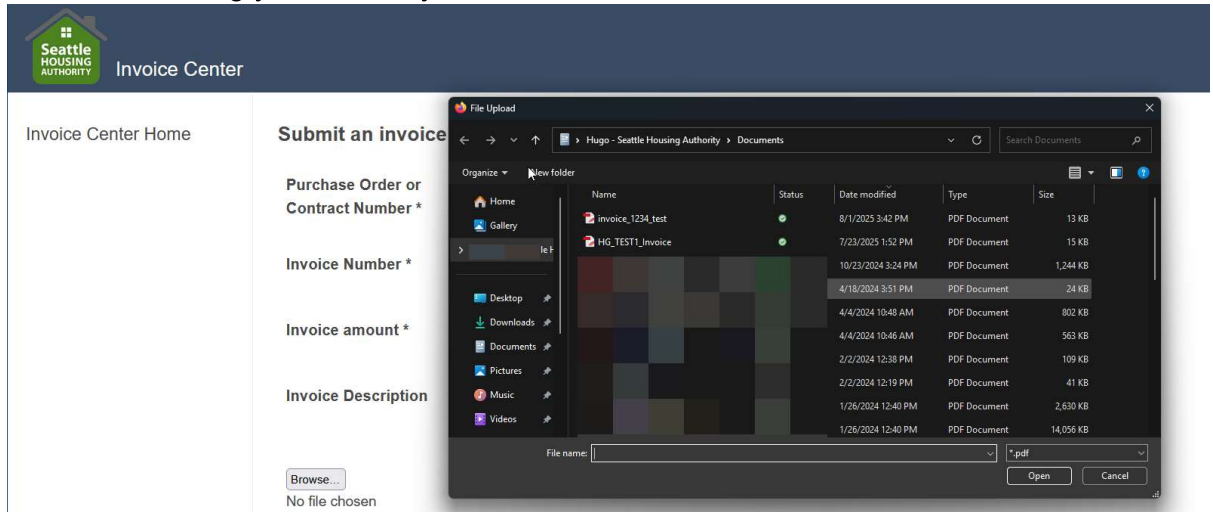
The screenshot shows the 'Invoice Center' web application interface. The header includes the Seattle Housing Authority logo and the text 'Invoice Center'. The main content area is divided into two sections: 'Invoice Center Home' on the left and 'Submit an invoice' on the right. The 'Submit an invoice' section contains three input fields: 'Vendor Number' with the value '113646', 'Invoice Number' with the value 'test123', and 'Invoice Amount' with the value '50000.01'. Below these fields is a 'Browse...' button for uploading a file, with a note that the allowed file type is PDF and it should not exceed 2MB. The status below the button indicates 'No files chosen'.

- Vendor Number
- Invoice Number
- Invoice Amount (enter a decimal or whole number; exclude \$ or other characters)

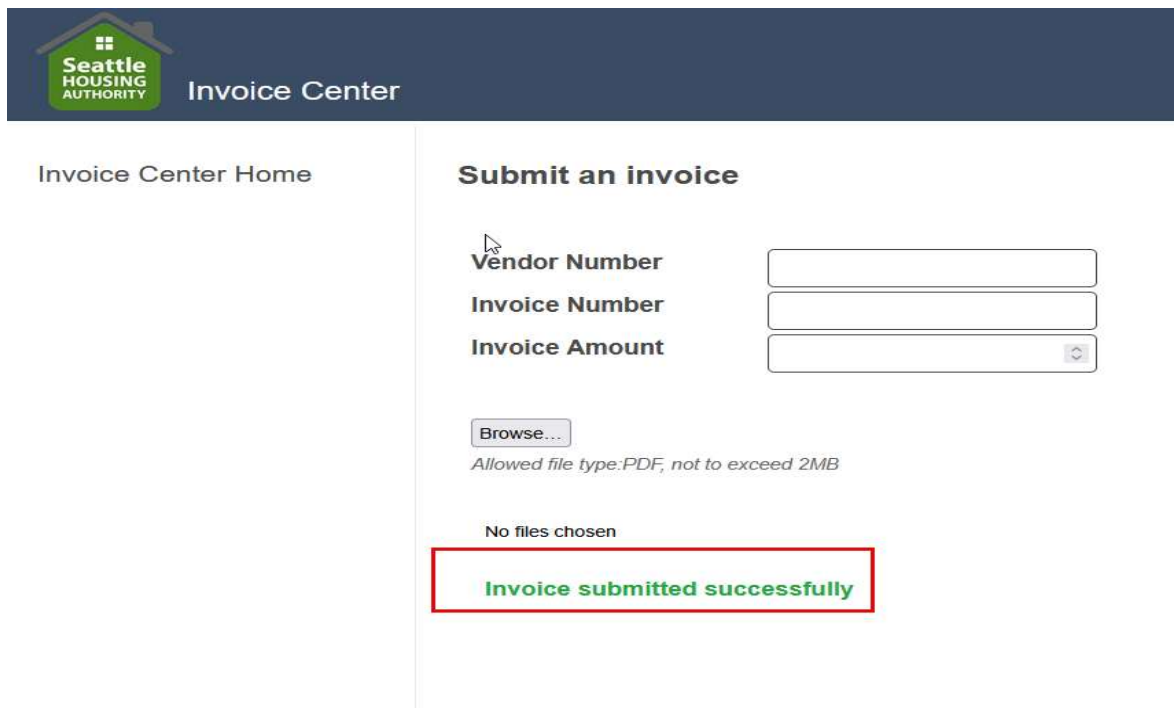


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4. Attach your invoice (in PDF format and less than 2MB) by clicking **Choose File** and locating your file on your device:



5. Select **Submit**. A confirmation message will appear.





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Invoice Requirements & Guidelines

To ensure efficient processing:

- Submit invoices in **PDF format 2MB or less**
- Include all mandatory fields.
- Double-check PO, contract numbers, invoice amounts and your vendor number if you're a Non-PO vendor.

How to Track Invoice Status

1. Login to the invoice Center.
2. Locate the invoice(s) in the Dashboard and check the status column. You can also sort invoices by Date Submitted, PO Number, Invoice Number, Amount, Status, Invoice File and Comments.
3. In the left side menu, you can filter invoices by submission date or amount.
4. Check the **Status** column:
 - a. **In Progress:** Under review by SHA's Accounts Payables team.
 - b. **Cancelled:** There was a problem with the invoice or amount submitted; invoice needs corrections.
 - c. **Paid:** Payment completed.

Payment Processing

- Payments are made via **check**, *unless you are registered for ACH (direct deposit into your bank account)*.
- If you'd like to use ACH, please reach out to your SHA point of contact and ask to register for direct deposit payments.

Troubleshooting Common Issues

Login Issues

- Ensure you are using the correct username/password.
- Clear browser cache and try again.



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- Use **Forgot Password** to reset credentials.

Invoice Submission Errors

- Check that all required fields are complete.
- Ensure the invoice matches the specified format (i.e., PDF, less than 2MB in size).
- Reach out to your SHA point of contact for support on technical errors.

Payment Discrepancies

- Confirm invoice approval status.
- Reach out to your SHA point of contact if payment is delayed.

Invoice Center FAQ

1. How do I log in to the invoice Center?

You can log in using your registered email and password.

If you've forgotten your password, click on "Forgot Password" in the login screen to reset it.

If you're a new user/vendor, you may need to register. Reach out to your SHA point of contact to ask about registering for the Invoice Center.

2. Can I edit an invoice after it has been sent?

No. Once an invoice has been submitted, it may not be edited. If changes are needed, please reach out to your SHA point of contact to resubmit.

3. How do I track the status of my invoices?

Log in to the Invoice Center and locate submitted invoices to view the status of an invoice.

In addition, you can sort or filter your invoices by Date Submitted, PO Number, Invoice Number, Amount, or Status. Invoice statuses include **In Progress, Paid, or Canceled**.

4. How quickly will my invoice show up in the Center after I submit it?

Your invoice will appear in the Invoice Center immediately (refresh your browser if it doesn't appear automatically). If the invoice does not appear after refreshing your screen, please reach out to your SHA point of contact.



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Note: Invoices submitted before the existence of the Invoice Center will not be visible, however you still may see their status.

5. How do I download or print an invoice?

Locate the invoice in your dashboard, click on "View", and look for the "Download" or "Print" button at the top. You can save it as a PDF or print a hard copy.

Only invoices PDFs submitted via Invoice Center will appear. Invoices submitted to SHA before the Invoice Center will not be displayed.

6. How can I track an invoice status as a guest?

As a guest user, you cannot see the status of an invoice. If you'd like to know the status of an invoice you submitted, please login with the username and password you created after signing in the Invoice Center. If you did not receive the information or are a new user and would like to be able to track the status of your invoices, please reach out to your SHA point of contact.

Glossary of Terms

- **Invoice:** A bill sent by a seller to a buyer requesting payment for goods or services
- **Invoice Number:** A unique identifier for tracking invoices.
- **Purchase Order (PO):** A unique identifier provided to you, the vendor, authorizing payment for goods/services.
- **Contract Number:** A unique identifier assigned to a specific contract between SHA and you, the vendor.
- **In Progress Invoice:** An invoice that is under review by the Accounts Payable team.
- **Cancelled Invoice:** An invoice that was cancelled due to a problem with the invoice or amount submitted.

Support & Assistance

For any issues, reach out to **your SHA point of contact.**