

Vendor Invoice Processing System (VIPS) Frequently Asked Questions (FAQs)

Create an Account

1. What is an NYC.ID?

An NYC.ID gives you access to online services for multiple NYC Agency systems, including the Vendor Invoice Processing System (VIPS). Your NYC.ID will be your complete email address. Some other sites that use NYC.ID include [e-Lobbyist](#), [eVital](#), [Bid Documents Online](#), [NYC Business](#), [HHS Accelerator](#), [The City record Online](#), [Request for Review of Property Value](#), [CaseMatters Internet Intake](#) and [ACCESS NYC](#).

2. How do I deactivate my NYC.ID account?

You can deactivate your NYC.ID account through the account Profile by selecting the Deactivate tab. The Profile link is available only when you are logged in.

3. Which email account I shall use on NYC.ID?

For NYC.ID registration and login, use either your business email address or a personal email address. VIPS does not accept the use of any social media accounts such as Facebook, LinkedIn etc.

4. What is VIPS?

VIPS is a payment request submission and tracking application. It is designed for NYC Health Department vendors to upload their invoices and all supportive documents, enter payment requests and track payment requests' statuses.

5. What types of vendor organizations could use VIPS?

Vendors or Providers who currently directly deliver or intend to deliver goods or services to the NYC Department of Health.

5. What is the role of the Account Administrator?

The Vendor Account Administrator is the [Payee Information Portal's \(PIP\)](#) primary account administrator and will set up the PIP account.

The Vendor Account Administrator can view, add and update Vendor User accounts for their organization and assign roles and approve or disable users' access to the selected organization. The Vendor Account Administrator can assume the Vendor Invoice Processor role.

6. How do I get started?

Select an Account Administrator who will be responsible for managing Vendor User Accounts before accessing VIPS. An administrator should complete the activation process or create a new payee/vendor code account on [PIP](#).

Administrators should use a valid email address to create their NYC.ID, which they can use to access VIPS. Vendor Account Administrators create their vendor organizational accounts by entering basic identifying data when prompted by VIPS. They assign VIPS User Roles and grant accesses.

Account Management

7. How do I grant VIPS access?

If you are a Vendor Account Administrator, you can create VIPS user accounts to work for your vendor organization by selecting the Setting tab from the top bar navigation.

8. Are there different user roles in VIPS?

There are three different roles in VIPS:

Vendor Viewer: Searches and views all contracts, purchase orders and payment requests for their vendor organization.

Vendor Invoice Processor: Creates and updates payment requests for their vendor organization.

Vendor Account Administrator: Views, adds and updates Vendor User accounts in their vendor organization. Also, assigns roles and approves or disables users' access to the selected vendor organization. Vendor Account Administrators can assume the Vendor Invoice Processor role.

9. What if I am associated with more than one Taxpayer Identification Numbers (TIN)?

You will be prompted to select one TIN to use during your session.

10. What if my vendor organization is no longer active in PIP?

You and all users associated with this vendor organization will receive a notification email about your account being disabled in VIPS due to your company's account being de-activated in PIP. Until your company's account is re-activated in PIP, your VIPS account will remain disabled.

11. As a Vendor Invoice Processor, how do I know when my VIPS account is created?

When the Vendor Account Administrator creates an account for you in VIPS, you will receive an email notification.

Payment Request Processing

12. What do I need to have in order to create a Payment Request for my services or goods?

You must:

- have a valid, registered PIN/Contract or Purchase Order number with the NYC Health Department;
- have an activated account in PIP;
- have an NYC.ID account with the matching VIPS login email address; and
- be successfully logged into VIPS and have either the Vendor Account Administrator or Vendor Invoice Processor Role.

13. As a Vendor Invoice Processor, what email notifications will I receive from VIPS?

You will receive an email notification when your VIPS account is created, updated or disabled by the Vendor Account Administrator. You will also be notified when a payment request is submitted by you or other Vendor Invoice Processors, when a payment request is returned or rejected by the NYC Health Department, and when a Check or Electronic Funds Transfer (EFT) is issued.

14. [How long will it usually take to receive a payment after I submit the payment request?](#)

Please refer to NYC Prompt Payment Rules.

15. [How do I check when my Payment Request is completed?](#)

Select the Reports tab from the VIPS top bar navigation, locate your payment request and check if the Check/EFT was issued or canceled.

16. [When will I be able to see the Total Authorized Amount for my Payment Request?](#)

The Total Authorized Amount provides the details of the amount that has to be paid as part of this Payment Request. It will be available once the Budget Allocation is performed by the NYC Health Department.

17. [What is a Sub Invoice Number?](#)

A Sub Invoice Number is a system generated sequential number that is applicable only for partial payments. The system appends a sequential Sub Invoice Number, starting with '1' to the original invoice number. Enter the remaining balance from the prior submitted invoice into the "Invoice Amount" when the payment request with the Sub Invoice Number is created.

18. [What if I submitted a Payment Request with an error?](#)

After you submit the Payment Request, it is verified by the agency representative. If an error is found, the request is returned to you for correction with a Return status and an explanation. You will be able to edit and correct the returned Payment Request on the PR Details page.

Technical Support

19. [Who should I contact for technical support?](#)

If you are having technical problems using VIPS, call 347 396-7956.

20. [Who should I contact if I have questions about a contract or purchase order?](#)

[If you have questions about a contract or purchase order, contact your program liaison at the Health Department.](#)

21. [What is the maximum size of a document that I can upload into VIPS?](#)

The maximum size of each file that you can upload in the VIPS Documents section is 5 MB [or 5120 KB.](#)

22. [What is the maximum number of documents could be uploaded for one payment request?](#)

[Maximum 20 documents could be uploaded for one payment request.](#)

23. [What types of files can I upload to VIPS?](#)

VIPS supports the following file types: "pdf"; "doc"; "docx"; "xls"; "xlsx"; "txt"; "html"; "htm"; "jpg"; "JPEG"; "bmp"; "xml"; "ppt"; "pptx"; and "rtf".

24. [Can I upload a document in VIPS with .msg \(outlook email\) file extension?](#)

Currently, VIPS does not allow .msg extension. VIPS user can save the email as a PDF and attach on the email.

25. What is the maximum length for the name of an uploaded file in VIPS?

The Maximum length of the file name is 80 characters. It should not contain special characters.

26. Is VIPS compatible with mobile devices (tablets or smartphones)?

Yes, the system is compatible with both mobile and desktop devices.

27. Which internet browsers are compatible with VIPS?

You must have the latest version of one of the following internet browsers installed on your computer:

- Microsoft Internet Explorer
- Microsoft Edge
- Mozilla Firefox
- Safari
- Google Chrome