

Working with San Mateo County Libraries

Program Vendor Payment & Process Updates

In September 2025, the San Mateo County Controller's Office (Controller) implemented a new invoice processing platform and made significant changes to its payment processing requirements and procedures. San Mateo County Libraries (Library) has been working through these updates and adjusting internal processes accordingly. This document outlines the updated requirements with a focus on program providers.

Beginning September 29, 2025, the Library implemented the new payment processes for program bookings. The details of these changes are outlined below. You may have already received a brief email memo on this topic, but this document will serve as the official reference for staff and providers as we move ahead.

Procurement Process

Throughout the procurement process, the Library may reach out to prospective vendors with requests for a quote, W-9 form, contract, and insurance.

Quote – Each quote must include:

- Company name
- Contact person
- Email
- Phone number
- Address
- Description of the service
- Itemized breakdown of cost per unit
- Timeframe covered by quote
- Total cost

W-9 Form – A W-9 form is required for finance processing purposes, as detailed in the section below. However, a W-9 form may also be requested to confirm eligibility for the Library's Small Business First Policy.

Contracts – For recurring services, the Library must enter into a contract with the vendor. Library staff will work directly with vendors to determine the details of the contract, including term, scope, and payment.

Insurance – Insurance is required with most contracts. To do business with the Library, the contractor shall provide a copy of their certificate of liability insurance and endorsement before the onset of the contract's start date. Liability insurance policies can be set to a specific date and time or the vendor can acquire a yearly policy. The vendor will need to call an insurance company to acquire a quote.

Finance Procedure Updates

1. **Payment changes and updates:** All payments for services will be mailed to the provider after service provision has been confirmed by staff.

San Mateo County Libraries can only pay for event(s) that have an accompanied invoice. The Library recommends sending invoices monthly, or at the end of a series. If more frequent payment is preferred, the Library will need one invoice for each check requested.

2. **Payment Timeline:** The Controller defaults all payment types as a mailed check. Please note that any new vendors must be added to the accounting system. This verification process takes approximately 2-3 weeks. For existing vendors with a new update (i.e. W-9 change), payment may be delayed as the Controller verifies the updates and makes the appropriate changes. If direct deposit is desired, the Controller will update within 4-6 weeks of the initial payment via check.
3. **Electronic Payment:** For electronic payment, the vendor will need to provide an original, hard copy of two forms (ACH Payment form and W-9). Scans will not be accepted. Please submit in-person or via mail the W-9 and the ACH payment form (signed in blue ink). The W-9 must have been completed within the last year to be valid. Please note, the ACH form also requires additional documentation from a financial institution. See the Blank form attached to this document.



- a. ACH form for details: For all options, payment cannot be processed until all forms have been received and approved by the Controller. The Library's Finance team may reach out directly if they need additional validation or information.

Please direct any mail to:
125 Lessingia Ct
San Mateo, CA 94402
ATTN: Finance - Library Contact Name

4. **Tax questions (1099):** *Tax form that reports payments to independent contractors, freelancers, and other non-employees.*

The Library must notify the Controller of a provider's 1099 status when setting up payment information. Please confirm 1099 status with staff at the time of booking to ensure information is set up correctly and tax documents from the Controller are correct.

5. **W-9 Requirements:** *Also known as a "Request for Taxpayer Identification Number and Certification," a W-9 collects payee information, including the correct name, address, and taxpayer identification number (TIN) of a business or individual.*

The Controller can accept scanned copies of W-9s. The W-9 must have been completed within the last year to be valid. To submit, email library contact the scanned W-9. The address on the W-9 must match the address on the invoice. If vendor has a separate remittance address, it must be noted on the W-9 and the invoice. The Library assumes the address on the invoice is where the checks are to be mailed.

6. **Invoice Requirements:** All invoices must include the current remit-to address, company name, and the payee information exactly as listed on the W-9. If there

are any discrepancies, payments may be delayed while errors are resolved and the payment system is updated.

7. **Supplies needed:** The provider is responsible for bringing all necessary supplies, unless specifically requested, coordinated, and agreed to ahead of the event.
8. **Final Booking Process:** The Library requires that vendors use the Controller's-specific language to finalize the booking process. The Library will not be able to move forward with setting up payment or processing without the contractual agreement language below.
9. **Program Provider Confirmation Email Requirements & Templates:** The Controller requires email documentation from program providers showing commitment to the schedule of events and pricing in advance of service provision, regardless of dollar amount.

Library staff will work with vendor to complete the quote required by the Controller. To confirm acceptance, **please respond to that email with the following language and attach the completed quote:**

I have received and accept the services as outlined in this contractual obligation.

Attachments

Please see our attachments for your use. We have included a blank W-9 form, ACH instructions, and a San Mateo County Libraries quote template.