



**LOS ANGELES COUNTY
INTERNAL SERVICES DEPARTMENT**

**FINANCE DIVISION
GENERAL ACCOUNTING SECTION
ACCOUNTS PAYABLE UNIT**



Have an Invoice Question?

Contact ISD's Vendor Payments Inquiry (VPI) System for answers!

What is VPI?

VPI is the Accounts Payable Unit's customer service system designed to assist vendors with all questions, issues, and/or concerns regarding invoices sent to ISD.

What services are provided by VPI?

VPI provides vendors assistance with invoice questions, including:

- ✓ Payment Status
- ✓ Payment Address
- ✓ Check Inquiry
- ✓ Rush Payment
- ✓ Short Payment
- ✓ General Inquiries

How do I contact VPI?

VPI allows vendors the flexibility and convenience of contacting VPI via email, live operator or voice message.



1-323-267-2960



invoiceinquiries@isd.lacounty.gov

What are VPI's hours of operation?

- ✓ Vendors can email inquiries to VPI on a 24/7 basis
- ✓ Telephone operator hours: 7:00 a.m. to 5:00 p.m. (Monday-Thursday)
- ✓ Voicemail service: All other times and when operator is busy answering other calls

Suggestions / Comments

We'd love to hear from you! Have a suggestion or idea on how we can improve our service? Please send us an email at Chong@isd.lacounty.gov or call us at (323) 267-2084.