

# Vendor Payment Request Packet

This packet contains information concerning and completing the Vendor Payment Request form. Please read all information carefully. You will not be paid until the form is completed correctly.

- ALL INFORMATION MUST BE LEGIBLE
- A REQUIRED SIGNATURE OF THE EMPLOYER AND MUST BE DATED
- AN ITEMIZED INVOICE OR QUOTE MUST BE ATTACHED

Below are frequently asked questions to help you understand our processes, and your requirements.

As a 1099 tax status agency or independent contractor, vendors will not have any taxes withheld from your payment. Vendors receive an IRS 1099 if they meet the IRS threshold for receiving a 1099, which are mailed out on January 31st. Allow two weeks for delivery.

Should you need any assistance during this process, please contact the participant's Supports Coordinator, the participant's Regional Center or Palco Customer Support at 1-866-710-0456.

**Fax: 1.877.859.8757**  
**Email: [accounting@palcofirst.com](mailto:accounting@palcofirst.com)**  
**Palco, Inc.**  
**P.O. Box 242930**  
**Little Rock, AR 72223**



## **Frequently Asked Questions**

Can Palco process Vendor Payment Requests for dates of service from the previous fiscal year?

- ✓ The fiscal year runs from 7/1-6/30.
  - Ex: 7/1/2022-6/30/2023
- ✓ All requests need to be submitted to Palco for payment within 60 days of the service date.
- ✓ Any requests from the previous (not current) fiscal year will be sent to the Regional Center for review. If approved by the Regional Center, Palco will process the request.

Will Palco prepay for services in future months?

- ✓ No, Palco will only pay for services delivered in previous months (within the current fiscal year) or services delivered in the current month.
  - Ex: Current month is January 2023, and vendor payment request is for dates of service in February 2023. Palco cannot pay a Vendor Payment Request for dates of service in February 2023.

Will Palco accept Vendor Payment Requests with more than one participant listed on the form?

- ✓ A Vendor Payment Request can only be processed with one month of services on the form for one participant.
  - Ex: 12/1/22, 12/5/22, 12/17/22 Joe Smith
- ✓ The form cannot be processed with more than one month's services on the form.
  - Ex: 11/1/22, 11/15/22, 12/1/22, 12/5/22 Joe Smith; 11/1/22, 11/14/22, 12/13/22 Cory Smith
- ✓ Forms submitted with more than one month of services listed and/or more than one participant will be returned to the vendor for resubmission as a separate form for each month per participant. 1 vendor payment request = 1 participant, dates of service all in the same month.

Does Palco verify the totals on each form are correct based on the breakdown of charges?

- ✓ The total amount to be paid to the vendor needs to match the total charges listed per date.
  - For example – 12/12 \$75 for swimming; 12/15 \$75 for swimming, 12/20 \$75 swimming
  - Total is \$225
  - If the total does not match what is written on the form, the form will be returned to the vendor for correction and resubmission.

Will Palco pay for services for a participant who is not active with Palco?

- ✓ Palco cannot pay for services for participants who are not active with Palco.
  - A good to go email is sent to the Employer of Record (EOR) when a participant are ready to begin services.
  - Please confirm with the EOR prior to providing services that the participant has been sent a good to go email and confirm the start date for services.



**Tips:**

For assistance with completing the Vendor Payment Request form, please contact the participant's Supports Coordinator, the participant's Regional Center or Palco Customer Support at 1-866-710-0456.

The current payroll schedule with payment dates for 2023 can be found at [https://palcofirst.com/wp-content/uploads/2022/12/NVSD\\_Payroll\\_Schedule\\_2023FINAL.pdf](https://palcofirst.com/wp-content/uploads/2022/12/NVSD_Payroll_Schedule_2023FINAL.pdf)

Processing a correct, completed form may take up to five (5) business days. Payment will be made per the payroll schedule based on the date the correct, completed form is received.

Please include the Palco Vendor ID on the form. If you do not have the Palco Vendor ID, please contact Palco Customer Support so they can provide it to you.

If the vendor address or bank account information changes, please complete a Vendor Engagement Packet and return to Palco to ensure that we have the correct information to ensure timely delivery of payments by mail or direct deposit.

The Vendor Engagement Packet can be found here: [https://palcofirst.com/wp-content/uploads/2020/10/Vendor\\_Engagement\\_Packet\\_GEN.pdf](https://palcofirst.com/wp-content/uploads/2020/10/Vendor_Engagement_Packet_GEN.pdf)

If a vendor determines that the vendor payment request form needs to be revised after submission to Palco, please make the necessary corrections and indicate REVISED at the top of the corrected form for resubmission. This will alert our payroll processing team to treat this as a revision and not a duplicate request.

**Effective 10/1/2023 - Palo will not longer accept Vendor payment requests beginning 10/1/2023 that do not have both the Employer and Vendor signatures. Any requests received as of 10/1/2023 without both signatures will be denied by Palco and will need to be resubmitted with both signatures.**

## Vendor Payment Request

Complete all relevant fields below for payment to be sent to a vendor for program-approved expenses. Payment will be generated on the next payroll cycle according to the Payroll Schedule, after Palco has processed this form, which may take up to five (5) business days. Please make sure the below vendor has properly submitted all paperwork to enroll with Palco prior to submitting this request.

**REFERENCE #**

\*Please write a unique reference number for tracking this request in the box above.

PARTICIPANT INFORMATION		
Full Name	ID	Program/Plan
VENDOR INFORMATION		
Full Name	ID	FEIN or SS# of Payee
Vendor Address	City, State, Zip Code:	

Date of Service	Service Description & Explanation	Amount	Invoice Attached*
		\$	<input type="checkbox"/>
		\$	<input type="checkbox"/>
		\$	<input type="checkbox"/>
<b>TOTAL</b>		<b>\$</b>	

*\*An itemized invoice or quote MUST be attached. If other non-reimbursement items are included on receipt, highlight or circle only those to be reimbursed.*

Submit payment directly to:

- The employer's mailing address on file with Palco.
- The vendor's mailing address on file with Palco.

Special instructions:

By signing this form, I attest that the purchases described herein are made in compliance with program guidance.

\_\_\_\_\_  
 Employer Signature

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Vendor Signature

\_\_\_\_\_  
 Date

**Please return this form to Palco via email: [accounting@palcofirst.com](mailto:accounting@palcofirst.com)  
 or via fax to 1.877.859.8757.**