SAN FRANCISCO HUMAN SERVICES AGENCY

Program: Office of Contracts Management
Date : July 2026

HSA Invoicing Policies Reminder

All invoices are on a cost-reimbursement basis only. Expenses must have been incurred during the Fiscal Year, and paid before being included on invoices. For example, if a bill is for services provided/received in February and paid in March before the invoice due date, it may be included in the February invoice with proof of payment.

Please carefully review the guidelines and expectations below.

Salaries

- Back-up documentation is always required.
- Acceptable documentation: payroll registers or payroll journals (typically available from Payroll Service Provider)
- Not acceptable: copies of timesheets or Excel spreadsheets
- Please delete/redact any Personal Identification Information (SSN, DOB, home address, etc.)
- Back up documentation for Fringe Benefits is not automatically required for each invoice, but must be available upon request.

Note: timesheets (paper or electronic) of some kind must be available upon request for all employees paid on the grant/contract (including salaried)

Subcontractors & Consultants

- Back-up documentation is always required
- Proof of Payment is always required
- Invoice/bill/statement from the vendor is always required
- Please do not include any additional supporting documentation provided by Subcontractor/Consultant

Note: Signed agreements must be in place for any/all Subcontractors paid on the grant/contract

Capital/Equipment Expenses (single item greater than $10,000)

- Back-up documentation is always required
- Proof of Payment is always required
- Invoice/bill/statement from vendor is always required

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General Tips

- Back-up documentation is always required for Salary expenses and single-line items totaling $5,000 or more.
- General ledgers, transaction reports, and/or Excel spreadsheets are not considered proof of payment but may be requested.
- Back-up documentation names should easily match invoice line items (i.e., Safeway Food or Safeway Supplies is better than Safeway).
- When providing documentation for a line item, provide all of it (i.e., a $2,500 receipt towards $2,575 in a line item is not sufficient)
- When invoicing for less than the total receipt, please explain in the Vendor Notes at the bottom of the invoice (i.e., a $3,000 receipt for a $2,500 line item)
- For deliverable or unit-based agreements, deliverables must be completed before submitting invoices.

While you do not need to submit every backup documentation, you must have them on file and readily available. Your Contract Manager may request these at any time, and they are needed for annual Fiscal Monitoring (including any back-up documentation from subcontractors/consultants).

For guidance on eligible expenses, please see the SFHSA Cost Categorization Matrix located here https://www.sfhsa.org/contractsgrants/policies-and-procedures

Should you have any questions/concerns, please contact your assigned Contract Manager.

Thank you for your cooperation,

DocuSigned by:
Esperanza Zapien
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7/9/2026

Esperanza Zapien
Director of Contract Management