



Instruction to Request CARBON Access

All Department of Homelessness and Supportive Housing (HSH) contractors and grantees are required to use the web-based Contracts Administration, Reporting, and Billing Online (CARBON) system for invoicing. Per City requirements, all contractors and grantees who use the CARBON system are required to submit a letter of authorization designating users who should have access to CARBON to electronically submit and sign for invoices, view budget and program reports, and view other information in the system.

The letter of authorization must including the following:

- The organization's letterhead
- The user(s) name, title, email address, phone number, and Authorization level (Authorization levels can be found on page 2)
- **Executive Director or Financial Officer** signature or come from the Executive Director of Financial Officer email

Please email a copy of the authorization letter to your assigned HSH Contract Analyst.

CARBON invoice submittal access cannot be granted to subcontractors. Only the primary contractors/grantees will be granted CARBON access.

If you have any questions, please contact your assigned contract manager for assistance.



Types of Vendor Access

Signatory

The user has full access to the system. They can edit and submit most forms the system. This includes the Budget, all invoices, all program reports. They have read-only access to the Scope of Services form.

Fiscal/Program

Under Contract Documents, this user has read-only access Scope of Services and can edit and submit the Budget form. They cannot update Contract Information form.

The user can edit but not submit invoices. They can also edit and submit program reports.

Fiscal

Under Contract Documents, the user can edit and submit the Budget form. They have read-only access to Contract Information and Scope of Services forms.

The user can edit but not submit invoices.

Program

Under Contract Documents, the user has read-only access to the Scope of Services page. They cannot edit the Contract Information or Budget forms.

The user can edit and submit program reports. The user is unable to view any invoices.

Vendor Viewer

The user has read-only access to all parts of CARBON

No Role

The user has no access to CARBON.