PaymentWorks

The City of Carlsbad cares about the individuals and organizations who do business with the city and takes pride in managing professional, timely and secure business processes.

PaymentWorks is the platform the City of Carlsbad uses to onboard vendors and securely issue payment. Joining PaymentWorks is required for new vendors to receive payment from the city. Existing vendors are not required to register for PaymentWorks, unless changes are needed to their business information or payment process.

Register
- To become a vendor with the City of Carlsbad, an invitation to register needs to be sent from Accounts Payable, or other city department contact.
- The vendor needs to complete the registration process in PaymentWorks.

Secure business processes
Benefits of using this secure platform:
- Peace of mind that payments made to a vendor are not being compromised by an impersonating fraudster.
- Eliminates email as the mode to deliver sensitive banking and tax information.
- All information is controlled directly by the vendor.
- Vendors can check the status of invoices at any time.
- There is no cost to use the portal.

Proactively protecting vendors
- In 2022, there were $10.3 billion in victim losses from reporter cybercrimes, up from $6.9 billion in 2021 (2022 FBI Internet Crime Report)
- Among organizations that encountered attempted or actual payment fraud, 53% attributed the fraud to business emails being compromised (2023 Payments Fraud and Control Survey)
- The barriers to entry for fraud have reached a new low. Since the COVID-19 pandemic, bad actors can commit crimes with little to no technical knowledge.

For questions, please email accounts.payable@carlsbadca.gov.