



October 19, 2026

City of Upland – Notice of Upcoming Vendor Payment Communications

Dear Vendor,

The City of Upland has partnered with Paymode, a payment services provider operated by Bottomline, to expand electronic payment options and improve payment processing for City vendors. As part of this transition, you may receive an email or telephone call from Paymode or Bottomline representatives on behalf of the City regarding electronic payment enrollment. **These communications are authorized by the City of Upland.**

The City is encouraging all vendors to take advantage of electronic payment options as part of our ongoing efforts to improve efficiency and reduce administrative costs. This will help the City reduce its reliance on paper checks and the resources associated with printing, processing, and mailing them. Paymode offers electronic payment options, including ACH and virtual card payments, along with remittance information to assist vendors with payment reconciliation. Available payment methods and features may vary, and certain options may involve fees. Paymode will provide information about applicable payment methods and fees before enrollment.

What to Expect

If contacted, you may receive information about available payment options, including an enrollment link and unique enrollment code. Paymode representatives may also contact you by telephone to discuss enrollment but will not request banking information over the phone.

Verifying Communications

If you receive an email or telephone call claiming to represent Paymode and wish to verify its legitimacy, please contact the City's Finance Department using the contact information published on the City's official website at www.uplandca.gov/finance or email our Accounts Payable Team at AP-Finance@uplandca.gov.

Paymode Contact Information

For additional information about Paymode or assistance with enrollment, please contact:

Paymode Member Services

Phone: 1-877-443-6944

Website: <https://www.bottomline.com/us/paymode/receive-payments/how-to-enroll>

Hours: Monday–Friday, 8:00 a.m.–8:00 p.m. Eastern Time (excluding U.S. bank holidays)

Thank you for your continued partnership with the City of Upland.

Sincerely,

City of Upland Accounts Payable Team