



EFFECTIVE: MARCH 18, 2020

Due to the current state of emergency in the City caused by the outbreak of COVID-19, the City is changing its submission process for requests for reimbursement and budget revisions under delegate agency grant agreements. The City will notify you when this change no longer applies.

The change is as follows:

1. Any delegate agency with an executed contract, that have continued to remain open to serving the public, agencies who have worked and are providing partial services, as well as agencies who have been forced to discontinue service as a result of the crisis, may continue to submit invoices and budget revisions for processing.
2. Relaxes the requirements for manual signatures on budget documents and requests for reimbursement if a manual signature is not available.

For Assistance, please contact:

- **Customer Support Center Telephone Number:**
(312) 744-HELP (4357)
- **Customer Support Center Email Address:**
CustomerSupport@cityofchicago.org
- **iSupplier Login:**
<https://www.chicago.gov/city/en/depts/dps/isupplier/login-register.html>