

PDF Invoice Submission Policies for Vendors

(1.) You can submit PDF invoices directly to the Invoice Processing Center. To ensure timely and successful processing, **PDF invoices must adhere to all policies and guidelines described in this document, otherwise they will not be processed.**

Submission Method

(2.) You submit a PDF invoice by attaching it to an email and sending it to the Invoice Processing Center. The property manager will provide you with the processing center email address.

Multiple PDF Files Permitted in One Email

(3.) You may attach multiple **single invoice** PDFs to one email. However, the total file size of all attached PDFs cannot exceed the 5 MB limit. An email with many PDF attachments takes more time to be received by the email servers. **Emails over the 5 MB limit will not be received.**

PDF Invoice Submissions Only

(4.) Do not send any messages, questions, or follow up communications to the processing center email address. For all communication regarding invoice PDFs that you have submitted, contact the property manager or a property staff member.

“As Is” Policy Statement

(5.) Invoices are processed “As Is”. PDF invoices are not regularly monitored by the Invoice Processing Center for adherence to these guidelines.

Supported File Format

(6.) The invoice must be in a PDF file. No other file formats are supported.



Color Paper

(7.) Invoices printed on color paper often produce poor image quality when scanned, even when the initially scanned image quality is high.



Highlighted Invoice Fields

(8.) Invoice fields highlighted by a highlighter pen or by a color background on the paper may be rendered unreadable on screen.

Creating a PDF Invoice

(9.) A PDF invoice is typically created in your accounting or invoicing system and then generated as a PDF file.

(10.) Use unique filenames for the PDF. For example, you can include the following items in the PDF file name: vendor name, property name, property address, invoice type (for example construction, renovations, utility type, etc.), today's date, or other unique information.

(11.) The PDF filename must not contain special characters such as an ampersand “&”, parenthesis “(”, “)”, at sign “@”, number sign “#”, etc.

One Invoice Per PDF File

(12.) A PDF invoice must contain only one invoice. An invoice must appear completely inside one PDF file. If your invoice has multiple pages, do not send the pages in separate PDFs.

To, Cc, and Bcc Fields

(13.) Enter the processing center email address in the **To** field. Do not enter the processing center email address in the **Cc** or **Bcc** fields. Do not enter any other email addresses in the **To**, **Cc**, or **Bcc** fields.

Unique Email Subject Line

(14.) When sending multiple emails on the same day, make each subject line unique. You can use the same subject line with numbers, for example “Utility Invoices 1”, “Utility Invoices 2” and so on.

Auto-Reply Email Messages

(15.) When you send an email message containing a PDF invoice to the Invoice Processing Center, you receive an auto-reply email indicating that we have successfully received your email.

(16.) If an exception occurs during processing, you receive a second auto-reply email notifying you of the exception.

(17.) If you do not receive these email messages, check your junk mail folder. If you receive an email notifying you of an exception or you are having trouble receiving email from us, contact the property manager. Email messages with large PDF files require more time to be received by our email servers and result in delayed auto-reply email.

Invoice Availability and the Daily Cutoff for Regular Invoices

(18.) The daily cutoff time for submitting PDF invoices is **1:00 PM ET**. All invoices received by this time will be available to your customers within three business days. Invoices received **after 1:00 PM ET** will begin processing the next business day. Invoices are not processed on Invoice Processing Center holidays. The Invoice Processing Center holiday calendar is available upon request.