Standards and Best Practices when Submitting Invoices to GHX eInvoicing / OnDemand AP® via Email

- Secure Email: GHX cannot guarantee invoice access or security via third party URLs. OnDemand AP® does not, as standard, support the receipt of invoices which require registration or password access via a third-party URL. Additionally, the access process itself does not scale efficiently to large volumes of documents. Please be aware that acceptance of secure email is an exception process and may result in longer processing times.
    - Exceptions: If the customer accepts TLS settings with GHX then this removes some barriers around the third-party URL. Please see TLS Documentation to determine if this is the right decision for your company.
- PDF Format is Standard: Invoices in PDF format (non-password-protected) attached to e-mails are the preferred standard. TIFF is also acceptable as a standard format.
    - Exceptions: Excel and Word invoice attachments may be accepted if they can be readily processed without extensive reformatting (i.e., invoices should fit within 1 page, 1 tab, etc.). Invoices not adhering to standards may be subject to delays or rejected as they may require reformatting to standards and resubmission to OnDemand AP®.
- When submitting invoices that also include supporting documentation all pages should be scanned as one single PDF document. If multiple PDF documents are submitted for an invoice only the invoice will be processed, and all supporting documents will be rejected as a NonScan or possibly scanned as another invoice, which is not what is ideal.
- Invoices cannot be submitted within the email body. As we continue to automate handling processes, it becomes imperative that there is a standard for locating and accessing the invoice (PDF) within an email. This will help ensure both speed of processing and adherence to expected quality standards. *Invoices embedded in the body of an email will not be accepted. The sender will receive a response asking that the invoice be resubmitted as a PDF email attachment.*
- Each email should contain a unique subject line. This will assist with tracking both internally and externally. This will also be a benefit in matching your original email to the confirmation received.
- Invoice Size Limit: The email size limit (including all invoice attachments) is 15MB. Emails that have invoice attachments and exceed 15MB in size will be rejected, and a response message will note that the email could not be accepted. Image
    - Best practice is:
        - no more than 15 invoices/documents be included per PDF file

        - While it is ideal that each PDF is one invoice, we understand that this can be time consuming. If it is a large invoice with multiple pages, then please allow one invoice per PDF
        - make clear indications of where one invoice ends and the next begins (insert blank page to separate invoices) and number pages for each invoice
    - no more than 12 PDFs per email
        - This will reduce the risk of errors made with document processing and help achieve better quality.

Invoice Image Quality

- Images should be scanned at 300dpi
    - Color Paper can decrease the quality of the image
    - Highlighted areas on the image can decrease the quality of the image

- Email Recalls Not Accepted: The inbound processing queue for email acceptance typically operates in near real-time. As such GHX cannot accept or process email recalls, as the recalled emails are frequently already in a processing queue prior to receipt of recall notice. All emails received by OnDemand AP® will be processed. If GHX receives an email recall request, an email response will note that the request cannot be serviced

Handling of Payment Inquiries

Invoice payment inquires received from vendors will result in an email response back to the vendor, directing the vendor to address the inquiry directly with the client. Common practice is to handle payment inquiries from vendors independently of invoice processing— per this standard, OnDemand AP is purposely not currently designed to support vendor payment inquiries.

Emailing of Non-Scans (NonScan Email Solution)

Per current process, non-scan invoices/documents sent by email or mail that cannot be processed by our OnDemand AP® scan site, will continue to be emailed back to the client daily.

Ex: Service Acknowledgements or Order Confirmations that are not being sent as part of an Invoice as supporting documentation, should not be sent on an individual basis.

Tracking Invoices:

For support inquiries regarding e-mailed invoices, the following information will help toward the most efficient response to your request:	Please submit your request for inquiry via Support Form or to GHX Support via email support@ghx.com or by phone 1-800-968-7449 If you have a question about a specific invoice that was submitted to ODAP over the last 60 days, we can investigate that given the following information: The original email itself (not only the PDF attachment) that was sent to the mailroom If the original email itself that was sent to the mailroom is not available, then please provide all of the pertinent information (date/time the email was sent, the sender email address, **subject line of the email**, size of email) AND the attachment that was sent. When emailed documents are not processed, either an email response is sent to the client, or they are returned to client as non-scans. Due to document retention policies, we can only respond to inquiries for invoices sent within the past 60 days.
For paper invoices sent by USPS mail, submit the following in your inquiry:	Sent date, Invoice number, Invoice date If certified mail: tracking number and delivery date
Email auto-replies	When invoices are submitted by email, an auto-reply is generated to the sender of the email (no additional recipients) showing that your email was successfully received. These autoreplies contain the subject line of your original email**.** **As a best practice, please ensure that each email subject line is unique, as this will help with tracking emails.**
Missing pages from invoices	Invoices with any missing pages cannot be processed. For Invoices with numbered pages, all pages must be included. For example, invoices that say, "Page 1 of 2" without Page 2 included will be rejected as a NonScan.
Duplicate Checking Available at 30, 60 or 90 Days	OnDemand AP® Data Capture can check for documents for duplicates. Duplicate checking compares documents over the past 30, 60 or 90 days using the following criteria: • Invoice Date

	• Invoice Number • Total Amount For example, for those who opted to implement duplicate checking for the last 90 days, duplicates are stopped from being processed if they have the same invoice date, invoice number and Total Amount as another document processed within the last 90 days. (Note: If the document does not have an invoice number, the document will not be identified as a duplicate.)
Emails received after 3pm EST/2pm CT/1pm MT/12pm PT	Emails received after **3pm EST/2pm CT/1pm MT/12pm PT** will be scanned and processed the following business day (Monday through Saturday).
Documents mailed to incorrect address	Some invoices have been mailed to the wrong PO Box address or email address. When we can identify this error, the document is processed for the correct client and then the client is notified to work with the vendor to correct the address. Please note that documents submitted to the wrong address may not always be caught; they could be processed for the wrong client.