**Template**

Hello <VENDOR NAME>,

We’re excited to announce that we’ve implemented an AI solution to optimize invoice processing. What does this mean for you? A new and improved way to submit invoices resulting in more efficient payments.

We have opened a new invoices-only inbox. Going forward please submit invoices and inquiries separately to the below email addresses:

* <invoices@customer.com> *(this is generally a new inbox that forwards to PredictAP)*
	+ Submit invoices to this email and note this is an unmonitored inbox
	+ To ensure timely processing, please follow the below guidelines:
		- Invoice must be in PDF format
		- Submit one invoice per PDF
		- You can submit multiple PDF files per email
		- Each PDF file cannot exceed 10MB
		- The combined size of all attachments cannot exceed 25MB
		- Invoice must be on page 1 - any backup should follow the invoice
		- Invoice should be typed and in portrait format
		- Purchase Orders must be noted at the top of the invoice and noted as:
			* PO #
			* Purchase Order
		- To avoid duplicates, please send each invoice only one time. This ensures our team can assist you with your inquiry without affecting the processing queue for new invoices.
* <ap@customer.com> *(this is generally the existing AP inbox)*
	+ Please use the below email address for statements, inquiries, and correspondence.

Thank you so much for your cooperation. This process change will streamline faster payment cycles with a much less time intensive invoice upload process.