**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](mailto: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](mailto: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.