



Greetings Vendor Partners,

Winter has come and gone for most of us which means April showers and the start of the Landscaping and Lot-Sweeping season. We are very thankful for all of the work our valued Vendor Partners provided over the past snow season. We are in process of closing the snow season out (except for areas with recent snow activity) and getting ready for upcoming start of Spring.



2019 - 2020 Snow Close-Out

Vendor Relations team members are reaching out to our snow Vendor Partners to confirm all snow invoices have been processed. If you have any open valid snow invoices, please send them to Invoicing@ferrandinoandson.com for review.

ACH Payment Program



Do you want payment for your services direct deposited? Many of our Vendor Partners have enrolled in our ACH Payment Program. Enrollment is open to all active vendors and there are no fees associated with this program. You may request enrollment information by contacting us at ACHsupport@ferrandinoandson.com or click on the enrollment link below to start.

[ACH Enrollment](#)

10 MB Size Limit - Invoice Emails

Please remember our system may not accept emails over 10 MB in size. If your submission is over 10 MB, please consider sending your attachments separately to avoid the risk of us not receiving your submission.

Where to Send What?

For your convenience, below is a summary of Vendor Relations' email addresses and what they are used for:

- Invoicing@ferrandinoandson.com – Where to send your invoice and support documents only
Make sure your invoice includes: Your Company Name, Unique Invoice #, Account and Site Info, and Description of Service / Month / Work
- VRGSupport@ferrandinoandson.com – All invoice and payment inquiries, questions, etc.
- Payments@ferrandinoandson.com – To change your payment terms (9 Days After Approval with 3% discount or 45 Days After Approval with No Discount)
- ACHSupport@ferrandinoandson.com – To request to be enrolled in our ACH Payment Program

IVR / Mobile App Importance

Make sure you utilize the appropriate IVR/Mobile App in relation to your specific account. Most accounts require them to be used. Benefits of using the IVR/Mobile App:

- Limits phone calls to you
- Facilitates validation for your payment
- Easy way to submit photos
- Service Partners who consistently utilize the IVR/Mobile App become preferred vendors and are given 1st opportunity for new work
- Adds another level of validation for you, our service providers, when escalated issues arise

Covid-19 – We are in this Together

We at Ferrandino & Son, along with our clients, share a commitment in making the health and safety of our vendors partners and employees a top priority. We will be sure to communicate any client specific safety requirements with you as we become aware of them. In the meantime, please continue to practice good hygiene and keep up to date with the recommendations from the CDC and your local governing authorities. We wish you, your company, and your families all the best during these unprecedented times.

If you have any questions or have an invoice inquiry, please contact us at VRGsupport@ferrandinoandson.com or at 866-571-4609 ext 2555.

Thank you for your partnership,

Vendor Relations Group

FERRANDINO & SON, INC.

1-866-571-4609 ext 2555

Fax: 631-406-4704

VRGsupport@ferrandinoandson.com