



### Ferrandino & Son, Inc. Invoicing Guidelines

- All invoices must be sent to Vendor Relations Group so they can be processed for approval. You will send by:
  - Email: [Invoicing@ferrandinoandson.com](mailto:Invoicing@ferrandinoandson.com)
  - Fax: 631-406-4704
  - Mail: 901 Jefferson Ave., Audubon PA 19403
  - Email is preferred method because it is most easily tracked and most efficient
  - You may copy your Account Manager on the email
  - NEW VENDORS - You must have a valid W9 on file with us to submit an invoice. Once a W9 is on file, our Compliance department will give you an Accounting Reference #. You can then submit your invoice once you have your Accounting Reference #. All compliance documents must be sent to [RiskManagement@ferrandinoandson.com](mailto:RiskManagement@ferrandinoandson.com).
- Your Invoice must have the following information on it:
  - Your company name
  - A unique invoice # (must not have been used prior for any work order or any account)
  - The account name you are billing (i.e. TD Bank, Walgreens, etc.)
  - Description / Date of service (i.e. backflow test, plumbing repair, etc.)
  - The Service Request # or Purchase Order #
    - This can be found on your paperwork from your Account Manager or Procurement Buyer.
    - If you do not have it, please ask your dispatcher for it.
- **All invoices must have a 'Bill To' section that needs to be addressed to Ferrandino & Son, Inc. to be processed. Invoices addressed to anything other than this will be rejected as Ferrandino & Son, Inc is the legal entity.**
- Submitting Invoices
  - Ferrandino & Son, Inc. has (5) business days to review your invoice. Your payment terms do not begin until the date that the invoice was approved.
  - Invoices received after 5:31 PM EST will be counted towards the following business day. Invoices received after Friday at 5:31 PM will be considered the following Monday, providing it is not a holiday.
  - All signed work orders (where applicable) shall be submitted within seven (7) days after the service month concludes.
  - Do not send a submission over 10 MB in size or in a ZIP format. Our server will not accept them.
  - All invoices must be in PDF format.
    - We will not accept any invoices in Microsoft Word (.doc and .docx), Excel (.xls and .xlsx), Plain text files(.txt), or Image files (.tif, .jpg, .gif, and .png) nor invoices written in the body of an email.
    - Emails must not contain links to invoices. All invoice submissions must have a PDF copy of the invoice attached.
    - The file name of the PDF invoice cannot contain any special characters (i.e. commas, periods, hashtag symbols, etc.).
  - Invoice numbers must be below 10 characters as our system will only read up to 10 characters.



- All applicable signoffs and photos must be in the same email as your PDF invoice and cannot be submitted in a separate email.
- Failure to follow the items listed above will result in delays in invoice processing and payment.
  
- Invoice Rejections
  - If you receive a rejection email from us ([Invoicerejection@ferrandinoandson.com](mailto:Invoicerejection@ferrandinoandson.com)), the rejection reason and additional notes will be included to help you make the necessary corrections. You must resubmit either a revised invoice with the requested changes or the required documents to [invoicing@ferrandinoandson.com](mailto:invoicing@ferrandinoandson.com).
  
- Vendor Relations Support
  - All questions, inquiries, concerns, requests, etc. should be sent to [VRGsupport@ferrandinoandson.com](mailto:VRGsupport@ferrandinoandson.com) so our Vendor Liaisons can assist you with your request. You can also reach them at 866-571-4609 ext. 2555. This is a dedicated support team that handles all vendor matters and their invoices.
  - Do not send an email / request to [invoicing@ferrandinoandson.com](mailto:invoicing@ferrandinoandson.com) as this is for invoices and their supporting documents only. Instead, please send them to the VRG Support email above.
  
- Taxes
  - Should not be included on your invoice unless you reside in an applicable state. If you need confirmation your state has applicable taxes, please email us at [vrgsupport@ferrandinoandson.com](mailto:vrgsupport@ferrandinoandson.com).
  - Upon your request we can provide a Resale Certificate. Please send an email to [VRGsupport@ferrandinoandson.com](mailto:VRGsupport@ferrandinoandson.com)
  
- Photos
  - Please make sure they are labeled accordingly, particularly for before and after photos.
  - You should include the Account Name, Site #, Service Type, and Date if applicable
  
- Invoice Notifications
  - We will send you an approval or rejection email once your invoice has gone through our process. At this time, we cannot send notice of receiving an invoice.
  
- Payments / ACH
  - The terms of our vendor payment programs can be found on our website via the following link: <https://ferrandinoandson.com/payment-terms/>.
  - Payment terms begin once your invoice is approved. All invoices approved prior to the date that your payment terms were updated will be paid according to your previous terms.
  - ACH Payment is available to our vendors. There is no fee to enroll and payments will be deposited directly to your account.
  - Click here to enroll:



- <https://na2.docusign.net/Member/PowerFormSigning.aspx?PowerFormId=deeb039d-4a82-44fb-b9f3-993e3936b784&env=na2>
- ○ Any questions or inquiries, please feel free to contact us at [ACHSupport@ferrandinoandson.com](mailto:ACHSupport@ferrandinoandson.com)
- Suggestions
  - It is better to submit one invoice per site. This will eliminate any delay in payment if pricing for one site is incorrect or if one site did not have the required validation documents.
  - Copy your Account Manager on your emails. This will ensure both departments receive your documents.
  - All incurred charges (e.g., trip charge and repairs made on second visit) for a service request should be included on the same invoice. Do not send multiple invoices for one service request.
  - You must send all supporting validation documents such as signoffs, photos, etc. in the same email.
  - Remember your Subject Line in the email

If you have any questions or need further assistance, please feel free to contact us at 866-571-4609 ext. 2555 or at [VRGsupport@ferrandinoandson.com](mailto:VRGsupport@ferrandinoandson.com).