

Vendor Billing Instructions

ALL invoices must be emailed to accoinvoices@accoes.com and will need the information below listed in the body of each invoice. If the listed information is not displayed within the body of the invoice, **ACCO will return the invoice, unpaid**, to your office for corrections. **Invoice aging will not start** until an invoice containing all of the required information is received.

Before an invoice can be accepted and processed for payment, it must have on it:

1. The 6 digit complete PO number (example **221123**)
You will be able to locate the PO # in the upper right-hand corner section of the purchase order, in the box that says, "All invoices, packages, and correspondence must refer to:" (example: **221123**).
2. The complete and correct job number.
 - a. All Construction related job numbers will be 8 digits long and will start with "60", "70", or "80".
 - b. All Service related workorders will be 7 digits long and will start with "30".
3. If you are a vendor that provides materials or services for ACCO offices or departments – please list the 4 digit Business Unit number in lieu of a job number. If a Purchase Order has been sent to you – please list it on the invoice per the step above.
4. The First and Last name of the ACCO personnel responsible for placing the order. Signatures are welcome but the name must be legibly printed on the invoice.
5. ACCOs File or Vendor Number
6. The location the material was delivered to or will called from.
7. Where applicable, shipment tracking or PRO number in the body of the invoice.
8. If an open credit exists on the account due to an overpayment or returned items, please inform the AP Specialist or AP Inquiries as ACCO requires a formal credit memo to be submitted for proper application and processing.
9. If an invoice is a credit memo the below info must be on the invoice. Without this info, we will assign the credit memo at our discretion.
 - a. All credit memos must reference the PO that it was generated against.
 - b. If a credit memo is specific to a given invoice, that invoice number must be listed.

If the invoice is for subcontract services, the invoice must contain:

1. The full subcontract value, including all fully executed change orders (not proposed or requested, only signed change orders shall be included).
2. The scope of work currently being invoiced for. If unsure of this, please coordinate with the ACCO project manager prior to invoicing.
3. Job number and subcontract number. These numbers are listed on the subcontract agreement.
4. Address where work was performed.
5. ACCOs File or Vendor Number
6. If retention is being held on the project, a separate retention invoice must be submitted at the end of the project in the full amount of retention held.
7. If the invoice will result in an increase in subcontract value, it must also note:
 - a. ACCO personnel who requested the additional work.
 - b. Approval from the ACCO Project Manager.

Please make sure the bill to address on your invoices is as follows:

ACCO Engineered Systems, Inc
888 E. Walnut St
Pasadena, CA 91101

Please see the Appendix 1 on page 2 for important invoice format information and new instructions on sending payment inquiries.

Appendix 1

A. Invoice submission guidelines – Medius

Please refer to the recommendations below to ensure accurate and timely processing of your invoices.

Recommended Practices

- Please email all NEW invoices in PDF format to accoinvoices@accoes.com.
- Please make sure all the pages pertaining to a specific invoice are included in a single PDF attachment.
- Please email all Statements on a monthly basis to apinquiries@accoes.com or directly to your designated AP Specialist.
- Please email payment inquiries to apinquiries@accoes.com or directly to your designated AP Specialist.
- Please add the Job Number in a separate field from the PO number (if one is provided) in the header section of the invoice if possible.

Practices to be Avoided

- Do not email Statements to accoinvoices@accoes.com
- Do not email payment inquiry requests or any other correspondence to accoinvoices@accoes.com
- Do not resend copies of previously submitted or past due invoices to accoinvoices@accoes.com
- Do not attach photos, picture logos or additional documentation to emails with new invoice submissions.

Please note that the accoinvoices@accoes.com email is not a monitored email, and the AP system ingests all attachments from the email automatically.

Any actions taken under the “Practices to be Avoided” above create additional entries in the system that need to be reviewed and deleted one at a time, which delays overall invoice processing and affects payment timeliness.

B. AI Supplier Conversations

ACCO has a new AI-generated email tool to help address your payment status requests. When you email us regarding invoice payments, our system will automatically provide you with an accurate and timely update based on the latest information available in our system. Inquiries can be sent to acco@agent.medius.com.

To ensure accuracy of the automated responses, please note the following:

- When submitting payment status inquiries, it is optimal to list the invoice number directly in the body of the email or include a PDF copy of your statement with clear invoice details.
**Please note that the sequencing of the invoice numbers must match exactly the way invoices are submitted to us for processing.*
- Please try to limit your requests to past due invoices only. Our system will automatically generate payment details for *all* invoices included in your email or statement – even current or future dated ones – which can lead to unnecessarily long or cluttered responses.
- Excel and Word documents are not supported formats at this time.
- Inquiries without sufficient detail may result in incomplete responses.

You can submit an unlimited number of inquiries to the email and receive responses within minutes. This tool will help you confirm that your invoices are received and are being processed, giving you an opportunity to resubmit any missing invoices.

If you are inquiring about the status of invoices billed against a subcontract agreement that may have Pay When Paid terms, responses may be a bit incomplete when it comes to invoices that may have been approved by the approver, however, may still be pending approval from our Credit and Collections Department that verifies the funding on the jobs. We would recommend that you should reach out to the respective AP Specialist or to apinquiries@accoes.com to follow up on the invoices with a response “Approved for payment” to confirm the funding approval status.