

Why my invoice is not showing in the Portal?

Please note that the Portal takes 24 hours to refresh directly from the system.

If your invoice was submitted/processed today, please return to the site tomorrow.

Please note that there must be TWO completed fields (at least one primary) to pull up document information.

Who should I contact for AP and Procurement inquiries?

If you need further information about an invoice status, please use the "Contact Us" option. A Customer Service agent will reply back to your email and create a ticket to assist you on your request.

Why is my invoice showing as open with a Due Date in the past?

Please note that the Portal takes 24 hours to refresh directly from the system.

If your invoice is scheduled to be paid today, it will show payment information details 24 hours later.

If your invoice shows as open, and the Due Date is in the past longer than 24 hours, please use the "Contact Us" option. A Customer Service agent will assist you on your request.