

**Q: When will we be billed for redeemed vouchers?**

A: Uniform Stores bills monthly on the 1<sup>st</sup> business day of the month for orders fulfilled in the prior month.

**Q: How will I receive my invoice from Uniform Stores?**

A: You will receive your monthly billing via email from [billing@uniformstores.com](mailto:billing@uniformstores.com). The email will include 2 links:

1. Monthly Invoice: select to download pdf invoice
2. Invoice Detail report: select to download the list of orders by employee with allocation/dollar voucher amount redeemed

**Q: Can the monthly billing email be sent to an automated accounts payable processor (e.g. Coupa, Bill.com etc...)?**

A: Uniform Stores billing package must be emailed to an Accounting or Administrative contacts email address. Automated accounts payable processors may not support the ability to download files.

**Q: By when must my monthly invoice be paid?**

A: Uniform Stores standard billing terms are EOM Net 10 Auto. During the final step of onboarding you will input your preferred payment method (credit card or US bank account) on the Billing Info page of the Admin Portal. Uniform Stores will charge your preferred payment method 10 days after the monthly billing email is sent.

**Q: If I have a question about my bill, who do I contact?**

A: Billing questions should be directed to [billing@uniformstores.com](mailto:billing@uniformstores.com).