

Q: When will we be billed?

A: Uniform Stores bills monthly on the 1st business day of the month for orders placed 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. The email will include 3 links:

1. Monthly Invoice: select to download pdf invoice
2. Invoice Detail report. This report includes the by order detail broken into:
 - a. Scrub Authority Billing Data: What you owe Scrub Authority.
 - b. PPD Billing Data: What you need to bill your customer (redeemed vouchers) and sales tax collected.
3. Pay Online button: use this to submit ACH payment online

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 30 Auto.

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

A: Billing questions should be directed to billing@uniformstores.com.

Q: Where do I find the details for the Employee credit card payments?

A: Stripe is processing all Employee payments. Navigate to the Stripe Dashboard to download the Payout Reconciliation report.

Q: How is Sales Tax calculated on orders?

A: Uniform Stores is integrated with Avalara, an industry leading tax calculation and compliance software. Avalara calculates the sales tax charged at checkout. Remitting sales tax payments is your responsibility.

Q: Where do I find Shipping Costs for 3rd party freight (shipments made on Partner account)?

A: Please reach out to your Shipping Vendor for details. We do not capture Shipping Costs for Partners using 3rd party freight.