



HOW TO SUBMIT AN INVOICE

OVERVIEW

To ensure vendors receive payment for goods/services provided, invoices and supporting documentation must be submitted according to established Faces & Voices of Recovery guidelines (coupled with any requirements detailed in a contract document, if applicable). The following details the mandatory requirements for an acceptable invoice, required IRS forms, submission instructions, payment information, and instructions for inquiring on payment status.

INVOICE SUBMISSION

Submit invoices via email attachment in PDF format to invoices@facesandvoicesofrecovery.org with “**Vendor name and Invoice #**” in the subject field.

INVOICE REQUIREMENTS

Invoices must be attached to the email as a PDF file (hyperlinks are not allowed).

- Please ensure the file is not password protected.
- A completed W-9 must be submitted with the invoice. [Download W-9 form.](#)
- For reimbursable expenses, submit hard copy receipts only (credit card and/or bank statements are not accepted).
- Combine invoice with related supporting documents (W9, receipts, etc) as PDF attachments into a single email.

REQUIRED INVOICE INFORMATION

Note: Invoices will be returned if they do not contain all the information noted below or if the amount due is incorrect.

- Full name of business/org (no acronyms)
- Mailing address
- First and last name of invoice contact person
- Email address for invoice contact
- Phone number for invoice contact
- Total invoice amount
- Date(s) of service
- Invoice date
- Detailed description of services provided/performed

PAYMENT INFORMATION

Faces and Voices of Recovery uses [Bill.com](#) to pay invoices. This service is free to use and allows for rapid electronic payment in 2 to 3 business days (click here to learn how to set up a bill.com account).

1. Once your invoice has been received and processed, you will receive an email invite from [Bill.com](#) to join the Faces & Voices of Recovery vendor payment network.
 - The Bill.com invite must be accepted for payment to be remitted.
2. After accepting the invite:
 - You have the option to sign up with [Bill.com](#) to receive electronic payments via ACH (processing time 2 to 3 business days after payment has been approved).
 - OR -
 - You can choose not to sign up with [Bill.com](#), in which case you will automatically be mailed a paper check (processing time up to 6 to 8 weeks after payment has been approved).
3. Once payment is processed, [Bill.com](#) will email you a payment notification.
4. Invoices are paid within thirty (30) days of receipt.

FEDERAL & STATE TAX EXEMPTION INFORMATION

Faces & Voices is tax exempt, do not add tax if your business is located or services are performed in one of the following:

- [District of Columbia](#)
- [Florida](#)
- [Minnesota](#)

FREQUENTLY ASKED QUESTIONS (FAQS)

Do I have to sign up for Bill.com to receive payment?

No. To receive payment, you only have to accept the initial invitation from [Bill.com](#) to join our vendor network.

You can then choose to sign up with [Bill.com](#) if you want to receive payments electronically via ACH. However, if you do not sign up, you will be mailed a paper check automatically.

I already have a Bill.com account, do I have to accept the invite from Bill.com?

Yes, you still have to accept the invite as it connects you to our payment account as a Faces & Voices vendor and allows us to pay you directly.

How do I set up an account on Bill.com?

To learn about setting up an account with [Bill.com](#) please visit their [Help Center](#).

When can I expect payment?

Invoices are paid within 30 days of receipt (Net 30).

How can I check the status of my invoice?

Please wait 30 days after invoice submission before contacting us about your invoice and/or payment.

If 30 days have passed, email invoices@facesandvoicesofrecovery.org, and include the following information:

- Vendor name
- Vendor contact
- Invoice number
- Invoice date
- Invoice amount

How will I know when my invoice has been paid?

You will receive an email notification from Bill.com stating your payment has been processed.

Where can I find a blank W-9?

[Download W-9 form.](#)

SAMPLE INVOICE

Note: To be completed by vendor

VENDOR:

Name
Street Address
City, State & Zip Code
Phone Number
Email Address

DATE OF SERVICE

Month, Day, Year

INVOICE NO.

XXXXXX

BILL TO:

Faces & Voices of Recovery
10 G St. NE, Suite 600
Washington, DC 20002
202.737.0690

INVOICE DATE

Month, Day, Year

INVOICE DETAILS

Point of contact at Faces & Voices of Recovery: First Name & Last Name

DATE	DESCRIPTION	UNIT	RATE	TOTAL
				\$0.00
				\$0.00
				\$0.00
				\$0.00
				\$0.00
				\$0.00
				\$0.00
REMARKS/INSTRUCTIONS		SUBTOTAL		\$0.00
		TAX	0.00%	\$0.00
		Faces & Voices is a 501(c)(3) nonprofit organization. Faces & Voices is tax exempt in DC , FL , and MD .		
Make checks payable to: Business/Vendor Name		TOTAL		\$0.00

THANK YOU

For questions concerning this invoice, please contact invoices@facesandvoicesofrecovery.org