

Frequently Asked Questions

Are there any special requirements as to the type of files which can be submitted?

Invoices may be submitted by emailing or faxing a PDF or Word file.

What other guidelines should be followed for all submitted invoices?

Here are the guidelines:

- A valid Purchase Order number must be printed on the face of the invoice. Otherwise, the invoice will be returned.
- Email all invoices to AccountsPayableBusiness@mwdh2o.com or e-fax to (213) 576-5372.
- Do not email invoices to your A/P representative directly.
- Keep the format as simple as possible.
- Use black printing on white paper.
- Use simple fonts – do not use script or other fancy fonts.
- Do not use colored paper.
- Do not use watermarked paper.
- Do not handwrite information on the invoice.
- If you're using a pre-printed invoice form as the source of your PDF or fax make sure the data aligns properly in the correct position on the form.
- If your invoices are smaller than 8 ½ x 11", please tape them to an 8 ½ x 11" piece of paper.

When can I start submitting invoices electronically?

This capability already exists in Metropolitan's system.

Will there be any change in the Accounts Payable representative currently assigned to my account?

No, your account representative will remain the same.

Can I send multiple invoices in a single email?

Please send each invoice in a separate email.

If I need to bill for items which are shipped to different locations, can I included on a single invoice?

No. Please submit separate invoices for each ship to location.

Who do I contact if I have questions?

Contact your Accounts Payable representative.

Will my invoices be paid sooner?

Invoices will continue to be paid according to payment terms specified in your agreement.

If I have more questions, who do I contact?

Please contact Alex Marquez, the Accounts Payable Manager, at 213-217-6649 or amarquez@mwdh2o.com