



## Invoice Instructions

PA Turnpike Commission Vendors are a critical link in our vision to operate a safe, reliable, customer-valued toll road system that supports national mobility and commerce. We are committed to paying our Vendors accurately and on time, so we will use scanners and optical character recognition to read invoices. Invoices from Vendors that follow these instructions can be scanned, processed, and paid more efficiently.

### Invoice Content Requirements

Purchase Order Invoices	<b>All invoices must contain the following information:</b>
	<ul style="list-style-type: none"> <li>• Vendor Name</li> <li>• Purchase Order (PO) Number <i>(Please note: If you have questions, reach out to your PA Turnpike Commission point of contact about the purchase order number you will include on invoices.)</i></li> <li>• Description of the product or service</li> <li>• Total Invoice Amount</li> <li>• Invoice Number</li> <li>• Invoice Date</li> </ul>
	<b>Invoices with the following information will greatly help us expedite paying you:</b>
	<ul style="list-style-type: none"> <li>• PA Turnpike Commission (PTC) Vendor Number</li> <li>• PO line item number(s)</li> <li>• PO part number (if applicable)</li> <li>• Unit of measure (if applicable)</li> <li>• Unit price (if applicable)</li> <li>• Item quantity</li> <li>• Vendor’s phone number and remit-to address</li> <li>• E-mail address where PTC can contact you if there are issues with the invoice</li> </ul>
Non-Purchase Order Invoices	<b>For non-PO invoices, Vendor must include the name and email address for the PA TURNPIKE COMMISSION employee requesting the product or service (e.g. John Doe, john.doe@paturnpike.com)</b>
General Invoicing Guidelines	<ul style="list-style-type: none"> <li>• Invoice CANNOT contain any personally identifiable information (PII), such as social security number, personal health information, driver’s license number, credit card number, banking information, log in detail/password, etc.</li> <li>• Each invoice should reference <b>only one</b> PO Number.</li> <li>• Each invoice should be submitted with the required information as its own attachment.</li> <li>• When submitting supporting documentation, the attachment file name <b>must</b> contain the word “<b>support</b>”.</li> <li>• Vendors shall also provide such evidence as the Buyer may reasonably require in support of the invoice.</li> <li>• No invoice shall be issued prior to completion of services or shipment of products.</li> </ul>



## Vendor Portal

### Preferred Submittal Methods (Email or Vendor Portal)

#### 1. Email

- Invoices may be emailed to [invoiceprocessing@paturndpike.com](mailto:invoiceprocessing@paturndpike.com)
- Invoices are to be attached as PDF files and one PDF is to contain one invoice. Sending invoices in any other format is not allowed and will not be processed.
- Each email should contain only invoice only. You can attach multiple supporting documents, but one email should contain one invoice only

#### 2. Vendor Portal

- Log directly into Vendor Portal using the following link [www.ptcvendorportal.com](http://www.ptcvendorportal.com)

#### 3. Alternate Submittal Method (Mail)

The alternate method for invoice submittal is via mail. The preferred method (noted above) should be used whenever possible in order to minimize delays in payment and reduce transaction costs for both the Vendor and PA TURNPIKE COMMISSION. If invoices are submitted via mail, Vendors must not send duplicate invoices via email. Do not use multiple methods for submitting the same invoice.

- Each invoice must contain all information (Purchase Order Number and corresponding Purchase Order Line items) as indicated in the General Instructions (noted above).
- Vendors shall only submit invoices to the PA TURNPIKE COMMISSION Invoice Processing Team, regardless of any approvals which may be indicated on Purchase Order. PA TURNPIKE COMMISSION Invoice Processing Team will be responsible for routing invoice for appropriate internal approvals.
- Invoices may be mailed to 700 S. Eisenhower Blvd. Middletown, PA 17057.

### Invoicing Process Notes

PA TURNPIKE COMMISSION wants to pay your company in accordance with agreed upon terms. We greatly appreciate your cooperation in adhering to these requirements as it will help us to process your invoice faster. Any exception to these rules may result in invoice rejection or delayed payment as well as additional communication and coordination between our companies. The following examples lead to delays:

- Sending the same invoice multiple times.
- Sending an invoice to an email address other than [invoiceprocessing@paturndpike.com](mailto:invoiceprocessing@paturndpike.com).
- Mailing an invoice instead of emailing the invoice.
- Emailing a single PDF file with multiple invoices (the invoices after the first will not be processed).
- Emailing a ZIP file invoice or similarly unreadable format.
- Sending multiple invoices attached to a single email.
- Omitting any of the required information on the invoice as indicated in the General Instructions (noted above). Invoices without the appropriate data cannot be matched to the correct PO or routed for approval.



## Vendor Portal

### Vendor Portal Payment functions

Most inquiries about payments can be handled directly through the Vendor Portal. Log into your existing Vendor profile at [www.ptcvendorportal.com](http://www.ptcvendorportal.com)

#### 1. Invoice Status:

Search for your invoice or use the Vendor Portal chat bot function to inquire about payment status.

#### 2. Preferred Method of Payment

To receive payments via ACH, provide your company's banking instructions and remittance advice email address.

**We are Here to Help You:** If you are unable to get your answer through the Vendor Portal, you can contact our Accounts Payable department directly. Send documents that aren't invoices, such as statements, inquiries, and notices, to [accountspayable@paturndpike.com](mailto:accountspayable@paturndpike.com)