

Invoice Submission Dos and Don'ts

When submitting an invoice to Mastercard for payment, please keep the following Dos and Don'ts in mind.

DO	DON'T
<ul style="list-style-type: none">✓ Ensure that the Mastercard Business Owner's name and Purchase Order number with Line number are noted on the invoice.✓ All invoices submitted for payment must be in PDF format and submitted to the appropriate AP Mailbox as noted on your Purchase Order. Incorrectly submitted invoices cannot be processed and will be rejected.✓ Only attach 1 invoice per PDF when submitting invoices to the AP Mailbox.✓ Email the GBSC Help Desk for assistance on invoice or payment inquiries. You will receive a response within 2 business days.	<ul style="list-style-type: none">✗ Don't submit invoices that are password protected.✗ Don't submit invoice inquiries to the AP Mailbox. The mailbox is not monitored except for PDF documents.✗ Don't begin work before a Purchase Order is issued. Ensure all requests from Sourcing are responded to timely.