

Instructions to Duke Locations for Emailing Invoices

Duke Departments can email invoices directly to Corporate Accounts Payable using the following email address

Dukeinvoice@duke.edu (For Duke Use Only)

The following guidelines must be followed when emailing invoices:

- All invoice images must be submitted in PDF format.
- The PDF file name must not contain any special characters (only ALPHA NUMERIC) and cannot exceed 20 characters in length.
- A separate PDF for each invoice is required.
- One PDF per email is the required method for all inbound emails
- The PDF cannot be secured or protected or the upload will fail.
- Invoice images cannot be embedded in the body of the e-mail.
- Invoice image must reference a Duke PO number.
- The PDF Invoice image must contain all pages; partial invoice copies are not accepted
- The PDF Invoice image must be legible.
- Only invoices should be submitted for payment.
- **Quotes, packing slips, statements, order acknowledgements, pro-forma invoices, estimates etc. are not used to process payments through Accounts Payable.**
- This email address should **NOT** be used for general correspondence or inquiries by either vendors or departments. Past due invoices, vendor statements, questions, concerns, notifications, etc. are to be submitted to the Accounts Payable customer service email address: accountspayable@duke.edu