



## Frequently Asked Questions about Getting Paid

### What do I need to do to ensure prompt payment of my invoices?

In order to get paid timely, all vendor team invoices must have the following on each invoice:

- Vendor Name
- Vendor Remit Address Facility Name
- Description of Service/Product Facility Address
- Invoice Date
- Invoice Number
- Invoice Amount

### Whom do I contact regarding payment status?

All inquiries regarding the status of payment should be directed to the facility where the service was performed or product purchased.

### Whom do I contact with invoice/payment issues or payment remittance?

All inquiries for invoice/payment issues or payment remittance should be directed to [billing@rivstone.com](mailto:billing@rivstone.com), and should include as much detail as possible, including vendor name, invoice number, invoice date and invoice amount. Please allow a response period of 24 hours.

### How do I submit basic changes to my company's data?

Basic changes to your company information (i.e. new address, or contact numbers) can be submitted directly to the attention of Vendor Inquiries ([billing@rivstone.com](mailto:billing@rivstone.com)). All vendor information changes require an updated W-9 and contact information.

### What if I was sent a payment in error?

- If a check was received in error, or for the wrong amount, return the uncashed check to the address below.
- If the check has been cashed in error, submit a check for the equivalent amount, payable to Riverstone Communities, LLC, and return to the address below. Please reference the original check number.
- If an Electronic funds transfer was received in error, or in the wrong amount, please submit a check for the equivalent amount, made payable to Riverstone Communities, LLC, and return to the address below:

Riverstone Communities Accounts Payable  
6400 Telegraph Road, Suite 2000  
Bloomfield Twp., MI 48301

### What is AvidPay Virtual Credit Card (Mastercard) program?

This payment option eliminates costs associated to lost checks, allows payments to be received faster by eliminating mailing time, and lowers check processing costs associated to manual processes.



## What benefits does E-Payment receipt offer me?

Riverstone has teamed up with *AvidXchange* and has made a corporate-wide commitment to streamline the payment process and reduce paper by adopting a payment solution that encourages electronic transmission.

## List of vendor benefits for adopting E- Payment receipt:

- Improved Financial Controls
- Improved Customer Relationships (Preferred Supplier Status)
- Reduces Payment Delivery & Processing Time (Money in the bank quicker)
- Reduces Your Payment Processing Costs (Saves you resources & trips to the bank)
- Prompt Settlement (Minimize payment delays & collection costs)
- Eliminate Lost and Late Checks in the Mail
- Easy Reconciliation (Detailed list of invoices paid)

## How do I get set up on AvidPay Electronic Payment solution?

AvidPay requires nothing more than registration information from you, the process is free and easy and your information is secure and never shared. To take advantage of AvidPay Electronic Payment solution, please provide us your payment remittance information. It is important to update your information in order to ensure prompt payment receipt and prevent future payment information requests.

<b>ONLINE Supplier Registration Form</b>	<b>REGISTER YOUR SUPPLIER PROFILE ONLINE:</b>  <a href="http://supplier.avidxchange.com/">HTTP://SUPPLIER.AVIDXCHANGE.COM/</a>  HERE YOU CAN REGISTER ALL OF YOUR ELECTRONIC INVOICING  AND PAYMENT OPTIONS.
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## Is it difficult to enroll for E-Payment receipt?

It's very simple! You can submit an email to [Supplier@avidxchange.com](mailto:Supplier@avidxchange.com) requesting a downloadable version of the Supplier Enrollment Form. You may also contact the Supplier Enrollment Team at (704) 971-817 Ext 1 and they can answer any questions from your team.

## Will this cost me anything?

AvidXchange DOES NOT charge vendors to enroll in **AvidPay Virtual Credit Card (Mastercard) program**. Standard interchange fees, bank draft fees, or any other types of 3rd party fees that might be associated with the vendor's receipt of an electronic payment may still apply.

Riverstone Communities **prefers and expects vendors to use AvidPay Electronic Payment solution as a method of payment**. All data relevant to ePayments submitted for processing will



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be electronically transmitted to the vendor's bank within 2-4 business days from the day ePayment is initiated.

## **How will I know what I am being paid for with an AvidPay Virtual Credit card?**

You will receive a remittance advice via email. This email will include:

- Customer - (Buyer) Name
- Vendor (Supplier) Name
- Unique 16-digit credit card number
- Credit card expiration date
- Credit Card type: Mastercard
- CVC2 Code
- Payment Number
- Details for each invoice paid
- Payment Amount

When **AvidPay Electronic Payment** is generated, you will receive an e-mail notification which contains the invoice number and amount paid from each property (if more than one property involved). It will take approximately 2-4 business days before the funds are in your bank account.

## **What if my remittance e-mail changes?**

If you are currently enrolled in our E-Payment program and need to update your Supplier Profile, please contact AvidXchange Supplier Team at [supplier@AvidXchange.com](mailto:supplier@AvidXchange.com)

Otherwise, contact Vendor Inquiries at [billing@rivstone.com](mailto:billing@rivstone.com). Please include your vendor name that will be affected by this e-mail change.

## **Electronic Invoicing**

Electronic Invoicing has proven to be the most efficient way of conducting business with our vendors by electronically sending and receiving core business documents. This systematic process of electronically exchanging key information adds value and improved functionality for both Riverstone Communities and our vendors. This enables us to improve customer service, lower expenses, and streamline business processes by eliminating manual data entry.

For invoice submission, please email invoice to [riverstone@avidbill.com](mailto:riverstone@avidbill.com).

- Include PDF attachment under 5MB
- One invoice per PDF (emails can include multiple attachments)
- Include any back-up documentation within the invoice's PDF (invoice must be page 1)