



FiveStar Invoicing Information

Purchase Orders

- ALL Invoices require a Purchase Order to be submitted.
- Our PO's are alpha-numeric – both the characters and the numbers must be entered. Example: PO-00845672
- You can search for your open POs using the “Purchase Order Search” feature on the Main Menu.
- If you do not see a PO listed – please reach out to the community to have one created.

Invoices

- When entering your invoice – enter a quantity of 1 and update the total amount to what it should be for this invoice only.
- Please attach an PDF, if you have one.
- Please do not use dates as invoice references – use unique references for each invoice.
- If you receive an error when entering the invoice – it may be due to a PO issue.
- If this happens – please verify with your community the following:
 - Is the PO in an “issued” status?
 - Are there available funds on the PO?
 - Have them update the PO if needed and then try resubmitting your invoice.

Payments

- There are no changes to the payment process.
- FiveStar issues consolidated payments from our Corporate Office.
- Payments are processed each Thursday for approved invoices with terms me.

Juanita Hanson Sr AP Supervisor
Accounts Payable, Corporate Office
O:617-796-7611
400 Centre Street, Newton, MA 02458

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Contact: 1-801-224-8300 or vendor.adoption@iPayables.com