



Basic Requirements:

- AvidXchange can only accept PDF attachments.
- PDFs must be standard; compressed PDFs may be rejected by the software.
- Maximum PDF size is 5MB.
- For best results, PDFs should be in black & white, 200-240 dpi. Scanning in color or grayscale increases file size; this can also impact load time in the portal.
- Only ONE invoice may be in a single PDF.
- Multiple PDFs may be emailed at once, but only one invoice may be in each attached PDF file.
- The AvidBill email must be in the “To” section of the email; if it’s CC’d or BCC’d, the software will reject the file.
- The PDF cannot contain bookmarks.
- The PDF cannot be password-protected.
- Each attached invoice must have a unique file name.
- Auto-forwarding is not supported with AvidBill email; instead, submissions should be sent directly to the AvidBill email address assigned to the account.
- Invoices should be scanned in the correct directional layout (portrait or landscape) to ensure the invoice does not need rotation in the application.