



IPS is pleased to announce support for receiving work items via email. You may attach documents to an email message (addressed to a specific mailbox) and it will be processed electronically.

Please be aware of the following guidelines and helpful hints:

- For faster processing, please attach documents to a blank email message, i.e. don't include "signatures" or any logos, graphics or links in the message body. These are Ok, but will slow down processing a bit. PDF format is the most efficient for processing and you are assured that the processed document will look like the original document.
- You are sending to a mailbox that is not monitored by a person, so emails are not read and "read receipt" and recall requests are not processed. Do not include any instructions in the email message body as that is ignored unless your account is specifically enabled to process instructions. By default, message body text is ignored.
- The primary page(s) should be first in the document to be processed and any backup/supporting pages should follow, *all within the same document*. For example, if a document is five pages, do not send pages 1-2 in one PDF and pages 3-4 in a second PDF. No document merging is performed. The way we receive the document is the way you will receive it back.
- There is a **10MB limit** (per email message) including attachments, so if there are large attachments, they should be broken up and sent over multiple email messages. Do not split work items as they will not be combined back. If you need to send emails with large attachments, please ask your account manager about the IPS Upload portal.
- Filenames may not be longer than 100 characters. Files with longer names will not be processed. Do not use any symbol characters except space, dash/hyphen and underscore.
- Sensitive/confidential documents (e.g. Social Security Numbers) should not be sent via email, as it is not a secure transport. Please check with your internal information security department before sending confidential information via email. IPS Upload supports 128-bit SSL encryption for confidential documents.
- If you need the ability to track a document, or see the history of when you sent a particular document, please use IPS Upload instead of email.
- Multiple documents may be attached to a single email message. For efficiency, each document should be a separate invoice or work item. However, we can accept a document that contains multiple invoices (work items) and they will be separated during the IPS Process Flow.
- If you will be scanning your own documents, e.g. with a Multifunctional Device (MFD, MFP, etc.), scan at 200 or 300dpi resolution and save as a black & white PDF document.
- Emails will be processed up to the "cut-off" time, which is usually 3PM Eastern Time (check with your account manager for your specific time). Emails received after that time will be processed with the next day's work.

The following file types (formats) are supported as attachments:

<b>File Extension</b>	<b>File Type</b>
CSV	Comma-Separated Values
DOC	Microsoft Word 95-2003
DOCX	Microsoft Word 2007-2010
HTM, HTML	HTML Document
PDF	Adobe Portable Document Format
PPT	Microsoft PowerPoint 95-2003
PPTX	Microsoft PowerPoint 2007-2010
PRN	Printer Text File
RTF	Rich Text Format
TIF, TIFF	Tagged Image File Format
TXT	Plain Text
XLS	Microsoft Excel 95-2003
XLSX	Microsoft Excel 2007-2010
XML	XML Format
ZIP	Compressed Archive (no password) containing any of the supported formats