

Confirming Status of a Check

Residential Work Only

If you have not received a check that you were expecting, please refer to the *Toland Invoice Policy* and then walk through the steps below before reaching out to ask where the check is:

1. Did you follow the process spelled out in the *Toland Invoice Policy*?
2. Did your invoice include all the information required by the *Toland Invoice Policy*?
3. Did your invoice match the PO as required by the *Toland Invoice Policy*?
 - a. If it didn't match for a legitimate reason, did you include an explanation as required by the *Toland Invoice Policy*?
4. When did you submit the invoice? Based on the date (and time) that you submitted it, has the pay date for the check passed?
5. Have you checked Buildertrend to confirm if the PO has been approved and paid? (Click into the PO scroll to the bottom to see payment status.)

If you followed the process, included all the required information, and it's been more than 3 weeks since you submitted the invoice, then **send the following email**.

To: invoice@toland-inc.com

cc: weatherly@toland-inc.com; katherine@toland-inc.com; roger@toland-inc.com

Weatherly – we submitted an invoice for [enter subdivision & lot number] on [enter date]. We have not received the check for this invoice yet. Please confirm the status of this invoice and check.