

Contacting Accounts Payable via Self-Service Quick Reference Guide

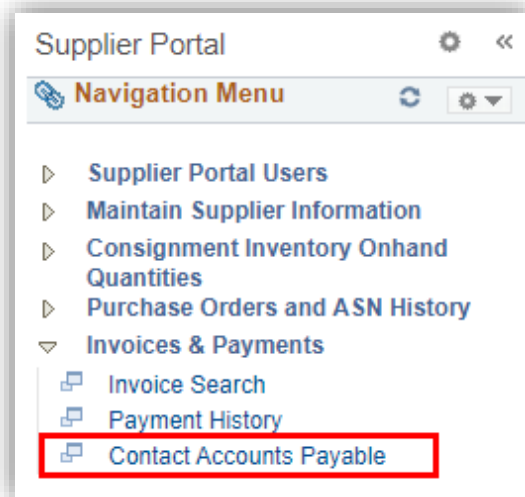
Purpose: This document provides instructions for Ascension suppliers to submit a request to Ascension Accounts Payable by creating a self-service case via the Supplier Portal.

Audience: Ascension Supplier Portal users

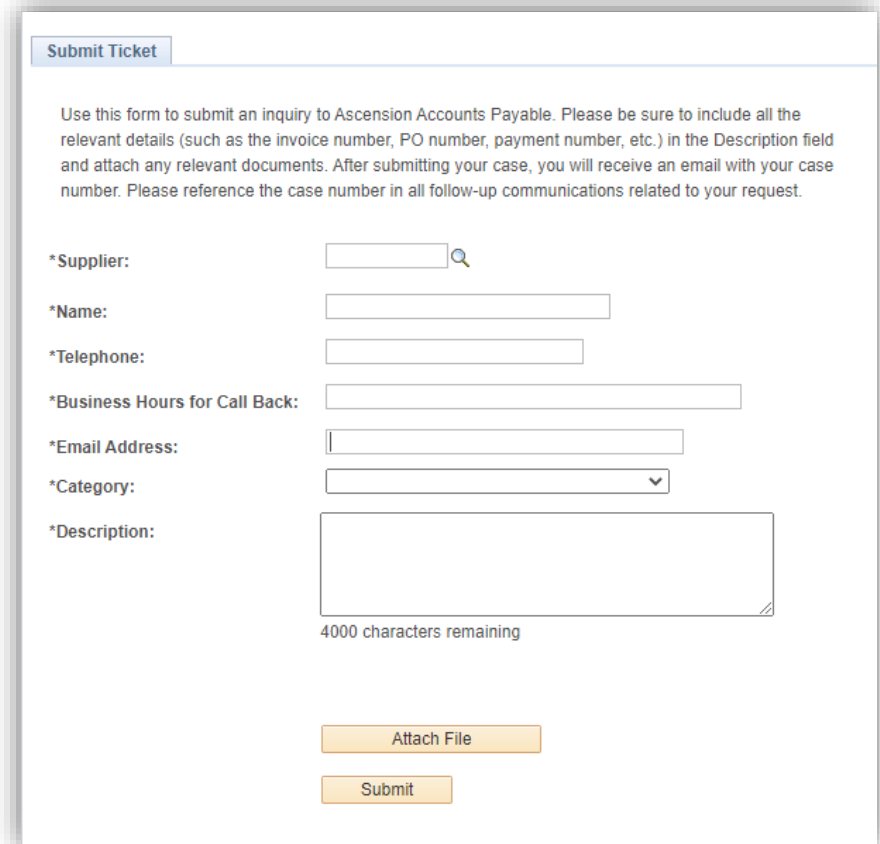
If you do not have a user ID for the Ascension Supplier Portal, please refer to the [Supplier Portal Access Quick Reference Guide](#) for instructions to create a user ID.

NOTE: Please do not submit a new case if you already have an open case for your request. To check the status or provide additional information for an existing case, please call the Ascension Supplier Line at (317) 334-8363.

1. Navigate to the Ascension Supplier Portal at <https://supplierportal.ascension.org>.
2. Click the **Sign In** button in the upper right corner. A new browser tab will open with the login screen.
3. Once logged in, expand the **Invoices & Payments** drop down from the Navigation Menu and click **Contact Accounts Payable**.



4. Please complete all required fields on the case form and include relevant details related to your request.



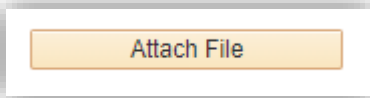
The screenshot shows the 'Submit Ticket' form. At the top, there is a 'Submit Ticket' button. Below it, a text box contains instructions: 'Use this form to submit an inquiry to Ascension Accounts Payable. Please be sure to include all the relevant details (such as the invoice number, PO number, payment number, etc.) in the Description field and attach any relevant documents. After submitting your case, you will receive an email with your case number. Please reference the case number in all follow-up communications related to your request.'

The form includes the following fields:

- *Supplier:
- *Name:
- *Telephone:
- *Business Hours for Call Back:
- *Email Address:
- *Category:
- *Description:

Below the description field, it says '4000 characters remaining'. At the bottom of the form, there are two buttons: 'Attach File' and 'Submit'.

5. Select the appropriate **Category** for your request:
 - **AP – Payment/Invoice Status Inquiry:** to obtain additional information about the status of an invoice, to provide a new PO number for an invoice, to provide a POD for an invoice, or to obtain additional details about a payment. Please include the invoice number(s) and relevant PO number(s) or payment number(s).
 - **AP – 1099 – Misc Inquiry:** for 1099 questions or corrections.
 - **AP – AP Credit Hold Notification:** to report a credit hold or service disconnect. Please include impacted health ministries, order numbers that are currently on hold, and a list of open invoices that require payment to release the hold.
 - **AP – Cancel / Void Payment:** for requests to void a check that was lost, had incorrect information on the check, was sent to the wrong address, etc.
 - **AP – Short Pay Inquiry:** to request additional information about an invoice that was short paid. Please include the invoice number, total invoice amount, PO number, payment number, contract number, and item number.
 - **AP – ePayable:** requests to enroll for our Wells Fargo virtual credit card program or one of our GHX epayables methods.
 - **GL – Treasury Forms:** for questions about a refund check you issued to Ascension, or to request a copy of a reconciled Ascension check that was issued to your company. Please include the check number, amount, and date.
 - **AP Tax- General Inquiry:** for tax related questions or concerns.
 - **Supplier Portal Inquiry:** to request to add or remove additional companies to your Supplier Portal user ID (please include the relevant supplier ID numbers and Tax ID numbers) or to report an issue with the Supplier Portal (please include a screenshot of the error message).
 - **AP – Misc Inquiry:** for other inquiries related to Accounts Payable
6. Enter the details of your request in the **Description** field. Be sure to include relevant PO, invoice, or payment numbers and include amounts and dates where applicable.
7. To attach relevant documentation, click the **Attach File** button

A rectangular button with a light orange background and a thin white border, containing the text "Attach File" in a dark blue font.

8. Verify that all the information you have entered is accurate and that relevant details are provided.
9. Click the **Submit** button to submit your request to Accounts Payable.

A rectangular button with a light orange background and a thin white border, containing the text "Submit" in a dark blue font.

10. You will receive a confirmation email containing the case number for your request. An Accounts Payable associate will contact you to provide an update as soon as possible. To check the status or provide additional information, please reply directly to the email you received or call the Ascension Supplier Line at (317) 334-8363.