

SARA Invoice Status Tool Quick Reference Guide

Purpose: This document provides instructions for using the Statement Account Reconciliation Automation (SARA) tool to obtain status of invoices.

Audience: Ascension suppliers

Table of Contents

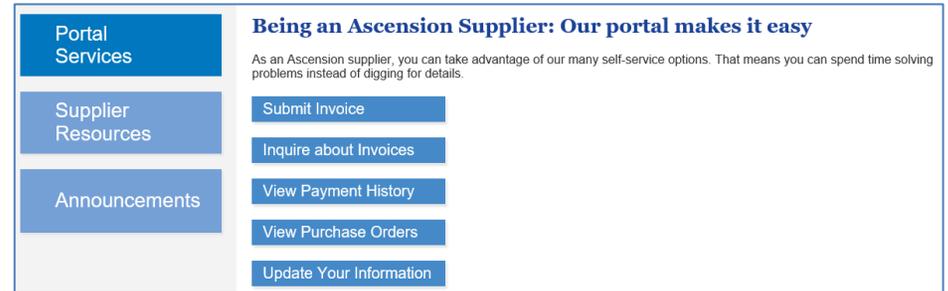
About SARA	1
Accessing the SARA Template	1-2
Filling Out the SARA Template	2
Reviewing SARA Results.....	2-3

About SARA

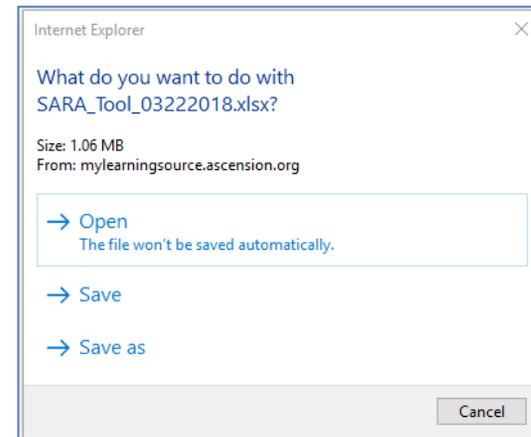
- The Statement Account Reconciliation Automation (SARA) tool allows suppliers to use an Excel template to submit a list of invoices and receive an update via email with the status of each invoice. Responses are provided within 1 business day from the date of submission.
- SARA uses automation technology to search in multiple Ascension systems to provide the most up-to-date status on all invoices.
- SARA only uses the information you have entered into the spreadsheet fields that are marked *(Required Field)*. Any information entered into fields that are not marked as required will be overwritten by SARA, and the original information you entered will not be returned to you on the spreadsheet with SARA's results.
- SARA is an invoice status inquiry tool and only provides information about the current status of invoices that are in our system. SARA does not take any follow up actions related to unpaid invoices.
- SARA is 100% automated, and any messages submitted to the email address used for SARA that do not include an appropriately formatted SARA Excel template will be discarded. Please ensure that any follow up inquiries about invoices are submitted through the appropriate channels.

Accessing the SARA Template

1. Navigate to the Ascension Supplier Portal at <https://supplierportal.ascension.org>.
2. Under the **Portal Services** menu, click the **Inquire about Invoices** button.



3. You will be prompted by your browser to open the SARA Excel template. Click **Open**.





Filling Out the SARA Template

1. Complete the required fields on the template that are marked as *(Required Field)*. **Note:** SARA will not read any information that you enter in any fields that are not marked in red as required.

Supplier	Supplier ID <i>(Required Field)</i>	
RETURN EMAIL ADDRESS <i>(Required Field)</i>		
Please complete all fields marked as <i>(Required Field)</i> . Please do not enter information in any of the fields marked in blue. Once all required fields are completed, please submit this payment status inquiry to autostatement@ascension.org . Invoice status details will be emailed to the return email address(es) indicated above within 1 business day.		
	Format: XX/XX/XXXX Example: 04/05/2017	Invoice Format: 500.00 Credit Format: -500.00
INVOICE NUMBER <i>(Required Field)</i>	INVOICE DATE <i>(Required Field)</i>	INVOICE AMOUNT <i>(Required Field)</i>

- a. Enter your 10-digit Supplier ID number in the **Supplier ID** field.
- b. Enter the email address(es) where you want the invoice status results to be sent in the **RETURN EMAIL ADDRESS** field. Multiple email addresses can be entered separated by commas with no spaces.

Example:

RETURN EMAIL ADDRESS <i>(Required Field)</i>
joe@supplier.com , steve@supplier.com

- c. Enter the invoice numbers in the **INVOICE NUMBER** column. Please be sure that the invoice number matches the number that is printed on your company's invoice documents to ensure more accurate search results (ex. if the invoice number on the invoice document includes leading zeros, these must but included for SARA to locate the invoice).

Example: 0005246583

- d. Enter the invoice dates in the **INVOICE DATE** column in the following format: XX/XX/XXX

Example: 04/05/2017

- e. Enter the invoice amounts in the **INVOICE AMOUNT** column in the following formats for invoices and credit memos:

Invoice: 500.00

Credit Memo: -250.00

NOTE: Please be sure to enter the full amount of the invoice or credit. If the invoice was short paid, please do not enter the remaining balance due as SARA will be unable to locate the invoice in our system if the amount you provide does not match the total amount printed on the invoice document.

If you need assistance with the remaining balance for a short paid invoice, please email AHMSCvendor@ascension.org and include your 10-digit supplier ID number, the invoice number, the 15-digit PO number related to the invoice, and any additional information related to the balance due.

2. Please do not fill in any of the fields on the template labeled in blue, as these fields are used for SARA to provide information from search results. SARA only uses information in the Required fields to search for your invoices. Any information you enter in fields labeled in blue will be overwritten by SARA's results and will not be included with the information returned to you.

PO NUMBER	NOTES FROM SARA <i>Note: Any information you enter in this column will be overwritten by SARA's results</i>	RESULT LOCATION <i>(for MSC use only)</i>
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3. After you have completed the required fields, email the completed SARA template as an attachment to autostatementreconcile@ascension.org. The template must be submitted in Excel format.
4. SARA will provide a response to your inquiry within 1 business day to the email address(es) you indicated on the template. Please note that SARA is entirely automated, so only information entered in the required fields on the template is used for this search process. Any details in the body of the email or additional attachments will not be read and will not be returned on the results that SARA provides back to you.



Reviewing SARA Results

1. The response email from SARA will come from AHMSC-MB-Auto Statement Reconcile (autostatementsreconcile@ascension.org).
2. The status results for the invoices will be in an Excel spreadsheet attachment.
3. Open the attachment and review the information in the column labeled **NOTES FROM SARA** to see the status of each invoice.

NOTES FROM SARA Note: Any information you enter in this column will be overwritten by SARA's results

No results found. Please refer to the 'Details' tab for more information about what this means and how to resubmit your invoice if necessary.
 Invoice has been received and is in the process of being paid within payment terms.
 Invoice was paid via Automated Clearing House on 03/06/2018. Payment Reference 0123456.
 Match Exception - Receiving. Please refer to the "Details" tab for instructions to assist with moving this invoice forward for payment.

4. Click the plus sign (+) above the L column on the spreadsheet to see additional details about paid invoices.

A	B	C	D	L
Supplier	Supplier ID (Required Field)	ASCENSION Ministry Service Center		
RETURN EMAIL ADDRESS (Required Field)				

Please complete all fields marked as (Required Field). Please do not enter information in any of the blue colored columns that are not marked as required. Once all required fields are completed, please submit this payment status inquiry to autostatementsreconcile@ascension.org. Invoice status details will be emailed to the return email address(es) indicated above within 1 business day from the date of submission.
 Format: XX/XX/XXXX Invoice Format: 500.00 Example: 04/05/2017 Credit Format: -500.00 Click the + icon above column L to view results and see additional information

5. The plus sign will expand additional columns that include the payment reference number, payment date, payment method, payment amount, and remit address.

This section is for internal MSC use only						
VOUCHER ID	PYMT REF. ID	PYMT DATE	PYMT METHOD	PYMT AMT	RECONCILED?	REMIT ADDRESS
12019151	0123456	03/06/2018	Automated Clearing House	477599.9	Reconciled	1234 Supplier Blvd Cincinnati, OH 12345

6. If you need additional information about a payment, please call the MSC Supplier Line at 317-334-8363 or email AHMSCvendor@ascension.org and include the payment number, invoice number, PO number, and any other details or inquiries about the payment.

7. If the invoice has not been paid and the note instructs you to refer to the "Details" tab for more information, click the **Details** tab at the bottom of the spreadsheet.



8. The Details tab provides additional information about issues that could cause a delay in payment processing for the invoice. The information on this tab may also instruct you to take action to help move the invoice forward.
9. Please find the row that matches the **Invoice Status** from the **NOTES FROM SARA** column and review the information.

Examples:

Invoice Status
Match Exception - Bill Only
Match Exception - Consignment
Match Exception - Exhausted PO

10. Review the information in columns B and C, **What This Means** and **How The Invoice Is Resolved**.

Examples:

What This Means	How The Invoice Is Resolved
The Supplier ID or the item details for the patient surgery invoice does not match the information on the bill only PO.	Our Bill Only team at the Ministry Service Center researches the purchase order, invoice, and surgery case sheet to identify and resolve discrepancies.
Consigned item counts between used and on-hand do not agree with PO/Supplier counts.	The issue is resolved by the MSC Accounts Payable team.
The remaining funds on an Amount Only (drawdown) PO are not sufficient to pay the full amount of the invoice.	The MSC Accounts Payable team attempts to contact the requestor for the PO to obtain a new PO number with enough funds to pay the full invoice amount.



11. The column labeled **What The Supplier Can Do** may include instructions for action that is needed from you to help resolve the invoice.

Examples:

What The Supplier Can Do
Please email a copy of the case sheet and the invoice to billonlyforms@ascension.org so that the PO can be corrected.
This is a complex issue that requires research from our AP team in order to resolve. No action is needed from the supplier at this time.
<ul style="list-style-type: none">• Please contact the requestor at the local health ministry to obtain a new PO number for the invoice.• Once you have obtained the new PO number, please provide it to the MSC AP team by emailing AHMSCvendor@ascension.org with the invoice number and new 15-digit PO number.