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. The SARA template must be formatted correctly for the automation to successfully provide results. Please do not modify header column labels or change any other formatting on the template prior to submitting it.

- SARA only uses the information you have entered into the template fields that are marked *(Required Field)* to search for invoices.

- 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 autocstatementreconcile@ascension.org 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

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)*.

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Supplier ID <em>(Required Field)</em></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RETURN EMAIL ADDRESS <em>(Required Field)</em></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

   **Please complete all fields marked as *(Required Field)*. Please do not enter information in any of the other fields on the SARA template. Modifying the formatting or adding additional information in fields that are not marked as Required may cause the automation to fail.**

   Format: XX/XX/XX
   Example: 04/05/2017

   Invoice Format: 500.00
   Credit Format: -250.00

   **Example:**

<table>
<thead>
<tr>
<th>INVOICE NUMBER <em>(Required Field)</em></th>
<th>INVOICE DATE <em>(Required Field)</em></th>
<th>INVOICE AMOUNT <em>(Required Field)</em></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   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:**

<table>
<thead>
<tr>
<th>RETURN EMAIL ADDRESS <em>(Required Field)</em></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td><a href="mailto:joe@supplier.com">joe@supplier.com</a>,<a href="mailto:steve@supplier.com">steve@supplier.com</a></td>
</tr>
</tbody>
</table>

   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/XX

   **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. The **PO Number** field is optional. Remember that all invoices required a valid 15-digit PO number for payment processing.

3. Please do not enter information in any of the other fields on the SARA template. Modifying the formatting or adding additional information in fields that are not marked as Required may cause the automation to fail.

4. 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.

5. 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 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.

6. If your SARA submission cannot be processed, you will receive an email asking you to resubmit your inquiry.
Reviewing SARA Results

1. The response email from SARA will come from AHMSC-MB-Auto Statement Reconcile (autostatementreconcile@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.

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

5. The plus sign will expand additional columns that include the MSC PO number used to pay the invoice, the payment reference number, payment date, payment method, payment amount, remit supplier ID, and remit address.

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:

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

Examples:
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:**

<table>
<thead>
<tr>
<th>What The Supplier Can Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please email a copy of the case sheet and the invoice to <a href="mailto:billonlyforms@ascension.org">billonlyforms@ascension.org</a> so that the PO can be corrected.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>• Please contact the requestor at the local health ministry to obtain a new PO number for the invoice.</td>
</tr>
<tr>
<td>• Once you have obtained the new PO number, please provide it to the MSC AP team by emailing <a href="mailto:AHMScvendor@ascension.org">AHMScvendor@ascension.org</a> with the invoice number and new 15-digit PO number.</td>
</tr>
</tbody>
</table>