

Supplier Orientation

The Resource Group and Ministry Service Center



Ascension

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Introduction

Objective

The purpose of this orientation is to familiarize you with the processes and policies associated with doing business with Ascension.

Upon completing this orientation, you should understand:

- The roles of The Resource Group and the Ministry Service Center (MSC)
- Expectations of suppliers
- The Procure-to-Pay process
- Issues that may arise and steps for issue resolution
- Who to contact for various issues and questions

Please note: This information is specific to doing business with Ascension and does not include processes related to serving non-Ascension Participants.

Introduction

The Resource Group and the Ministry Service Center

The Resource Group

- Strategic Sourcing (GPO) and Contract Implementation
- Change Management
- Operations and Logistics Optimization
- Inventory Management
- Master Data Management

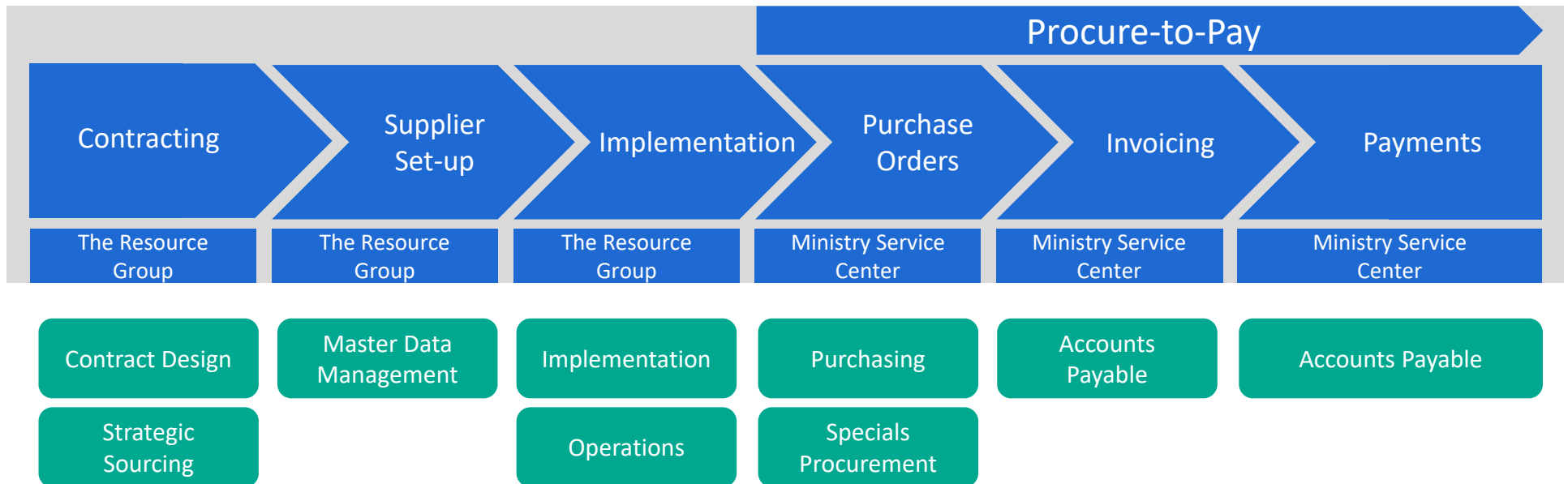
Ministry Service Center

- Purchase Order Administration
- Invoice Processing
- Payment Distribution
- Supplier Portal
- Billing and Payment Issues

Introduction

Understanding the Process

Suppliers will interact with various groups within Ascension throughout the contracting, set-up, implementation, and Procure-to-Pay processes



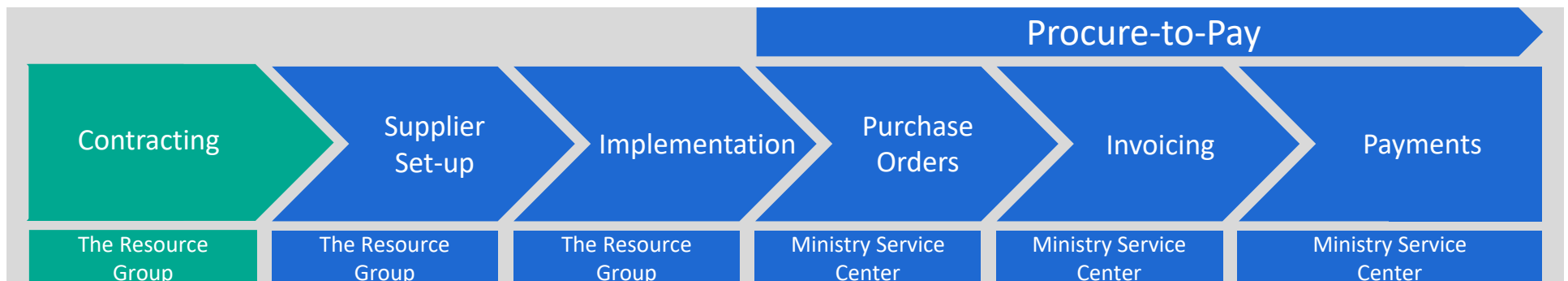
Contracting

Contract Design and Sourcing

The Resource Group manages the sourcing and contracting functions

- Contracts are awarded based on direction from our Decision Teams and Affinity Groups
 - Our Contract Design Team collaborates with end-users to identify the necessary attributes for a product or service
 - Our Strategic Sourcing Team negotiates contracts with suppliers who can provide those attributes at a competitive price

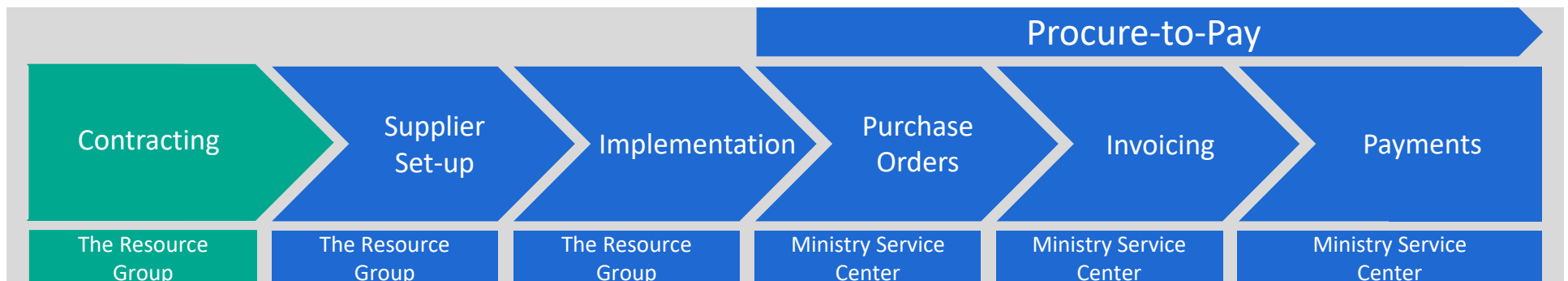
Decision-Making Criteria



Contracting

Quarterly Supplier Call

- The Resource Group holds a **Quarterly Supplier Call** to introduce suppliers to The Resource Group, our process, and to answer questions
 - Learn more at TheResourceGroup.com/Prospective-Suppliers



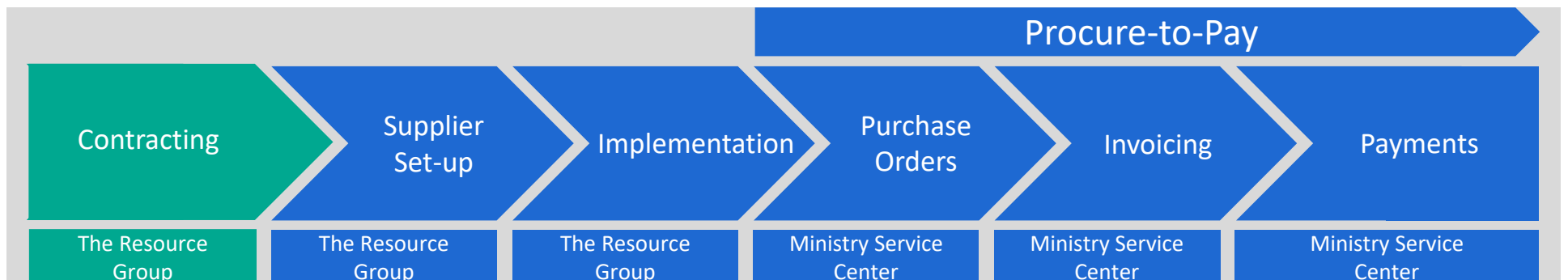
Contracting

Contract Issue Resolution

Account issues should be elevated through supplier's National Account Rep who will address it with **Contract Design** or **Customer Care**

Contact our Customer Care team with additional questions, particularly those regarding contracting

ListenFirst@TheResourceGroup.com
(Toll Free) 844.753.4778 | 314.733.8500

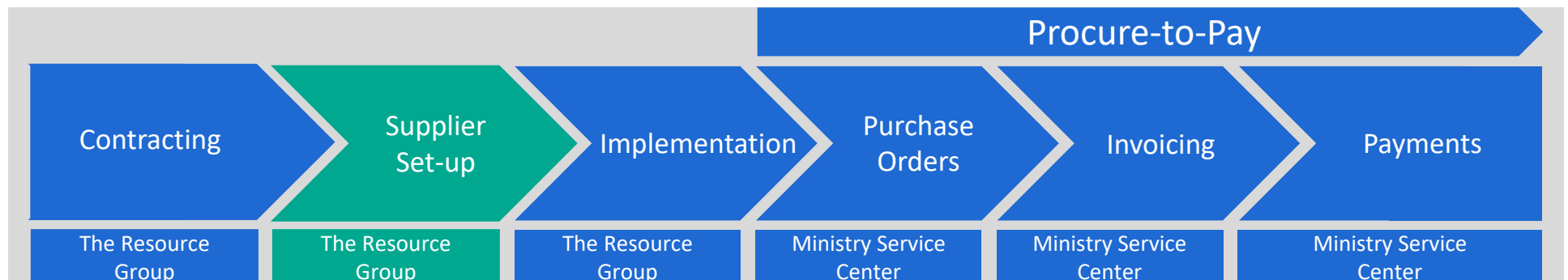


Supplier Set-Up

Supplier Master

The Resource Group Master Data Management team maintains the Supplier Master and is the main point of contact for all requests to update supplier information such as:

- Contact information
- Change of address
- Payment method updates such as check, e-payables, ACH
 - Please note, payment method will not be updated until we verbally connect and confirm the update request
- Dispatch method such as fax, EDI and email
- Pay terms when updates needed to match contract terms
- Diversity information



Supplier Set-Up

Supplier Master Update Tips

Mergers and Acquisitions

- Provide your Merger and/or Acquisition announcement to the email below
- Include impacted items and changes to payment and contact methods

Payment Method Changes

- Requests must be validated with your finance team
- Provide voided check or deposit slip if updating ACH information

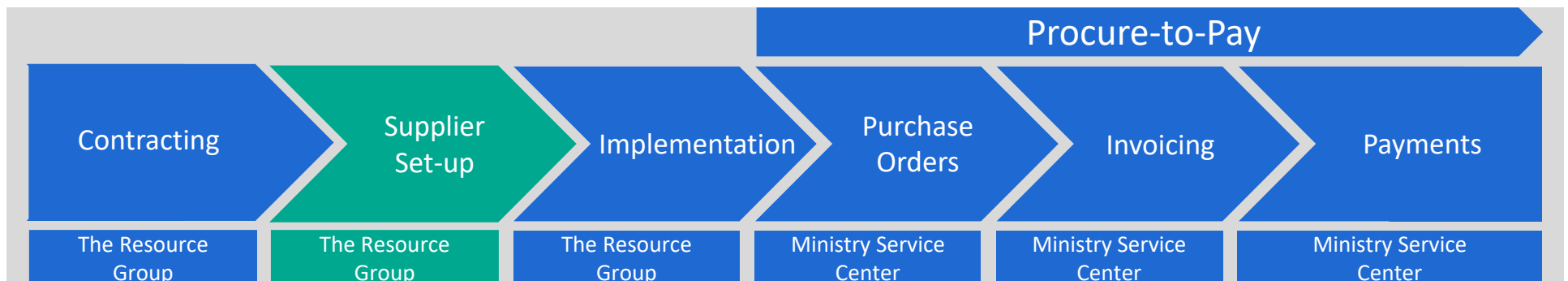
Name and Tax Information Changes

- Provide updated W9 whenever 1099 updates occur
 - Name changes
 - 1099 address information

Supplier Master and Transactional Data

- Master Data Management does not have access to transactional data for purchasing and accounts payable. Please refer PO, invoice and payment questions to the Ministry Service Center

Submit requests for supplier specific changes to the Supplier Master to MDMSupplierRequests@TheResourceGroup.com



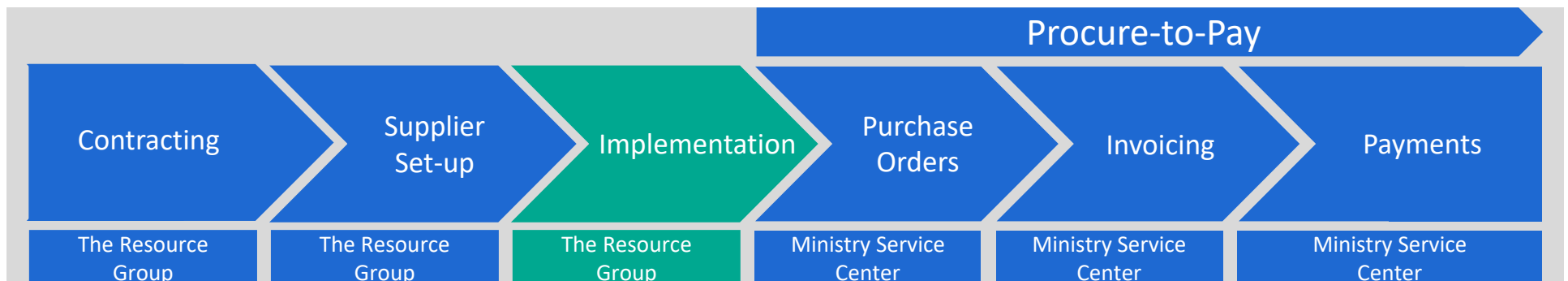
Implementation

Implementation and Conversion

- The Resource Group's Implementation and Operations Teams implement contracts requiring conversion or a change in behavior

Activities

- End-user communication
- Development and distribution of product cross walks and supporting data
- Management of inventory burn down and restocking of new product
- Coordination of education and in-servicing



Implementation

Supplier Expectations – Vendor Access Policy

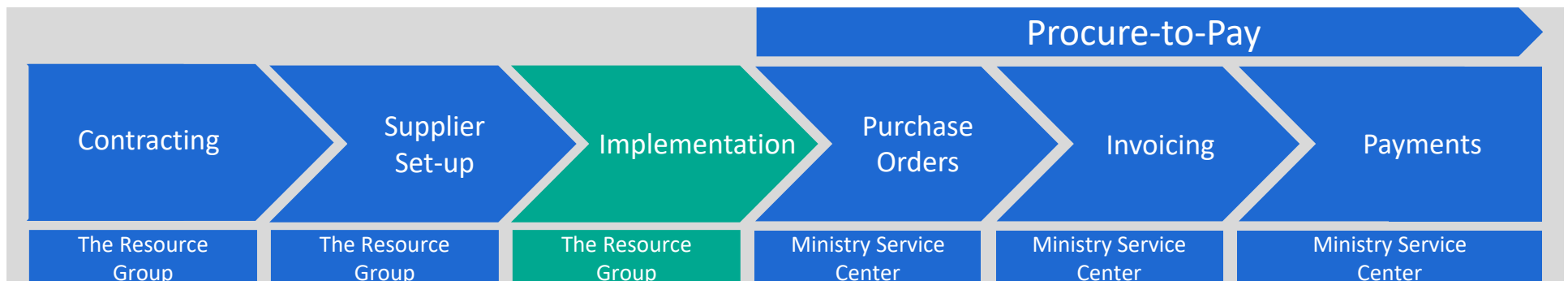
All supplier representatives must comply with The Resource Group's [Vendor Access Policy](#) when onsite at an Ascension facility

Key Requirements

- Check-in required through symplr vendor credentialing system
 - Registration, badge, and immunizations are required
 - Setup an account at symplr.com
- Policy outlines limited circumstances for entry
 - Vendors may only access designated areas as determined by activity and credentialing level
- No off-contract products or services may be introduced to facilities
 - Any off-contract products used will be considered donations unless approved prior to use
- Coordinate new contracted product introductions and evaluations through The Resource Group
 - No product up-selling will be tolerated
- All direct selling activities are prohibited
 - Gifts and promotional items are prohibited

Non-Compliance will result in **permanent expulsion** from Ascension facilities.

Multiple violations by one vendor organization may result in additional consequences that may impact vendor's business with Ascension.



Implementation

Supplier Expectations – Operational Policies and Standards

Credit/Product Holds

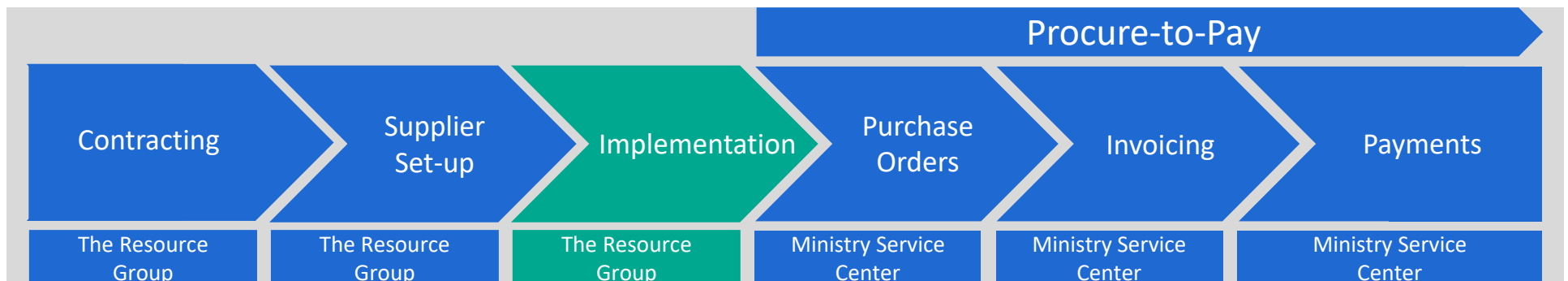
- ANY credit and product holds are unacceptable
- Concerns in this area must be addressed by the National Account Representative to the Contract Design contract owner and/or via ListenFirst@TheResourceGroup.com

Trunk Stock

- May only enter facility 48 hours before case and must be removed at most 48 hours after a case

Consignment

- No product will be replenished without transmission of a PO
- Access to consigned product within the facility must be under the escort of a Resource Group associate or designee (local supply chain staff / department staff)
- Consigned products are not to be removed for use at any other Ascension Health (AH) or non-AH facility
- Twice-a-year physical inventory reconciliations must be performed
- Expired goods / goods expiring within 30 days must be replaced at no cost
- Lot / serial / other information will not be sent on the PO unless contractually obligated



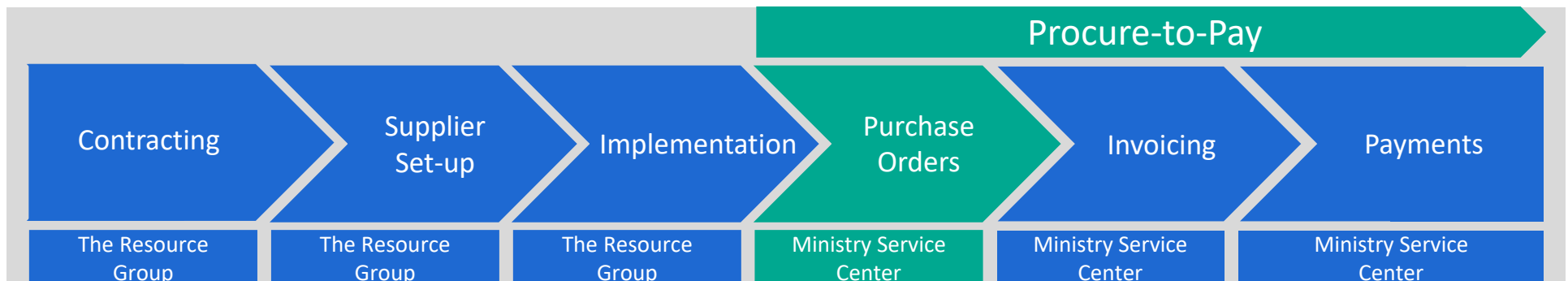
Procure-to-Pay

Purchase Orders

Purchase Orders (POs) are used for the majority of transactions

- All POs from Ascension health ministries supported by the MSC are distributed through EDI, fax, phone, or email
- It is important that you confirm your receipt of all purchase orders (POs) sent to you via the MSC. Purchase order confirmations should be submitted only to the MSC via the following methods:
 - EDI- GHX
 - Send MSC purchase order confirmation email to MSCSupplyChain@AscensionHealth.org *This is a 'no reply' email address intended for order confirmations only
 - MSC purchase order confirmation fax: 317.334.7121 *This fax number is for order confirmations only

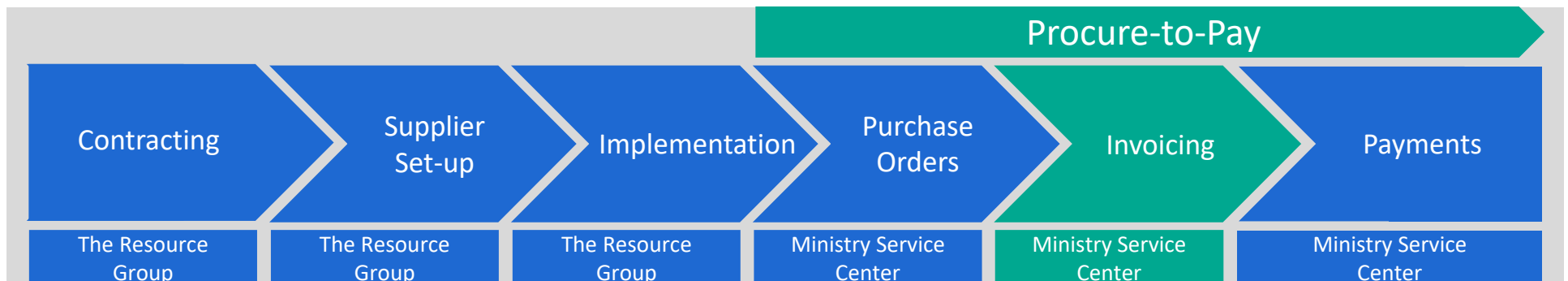
- PO numbers are 15 digits in length
 - First 5 digits indicating location and the final 10 digits indicating the PO number
 - The complete 15-digit PO number must be used on all correspondence and invoicing
- POs state “Ascension Health” at the top of the document, as well as the Health Ministry name associated with the specific facility ordering the services or goods



Procure-to-Pay

Invoice Requirements

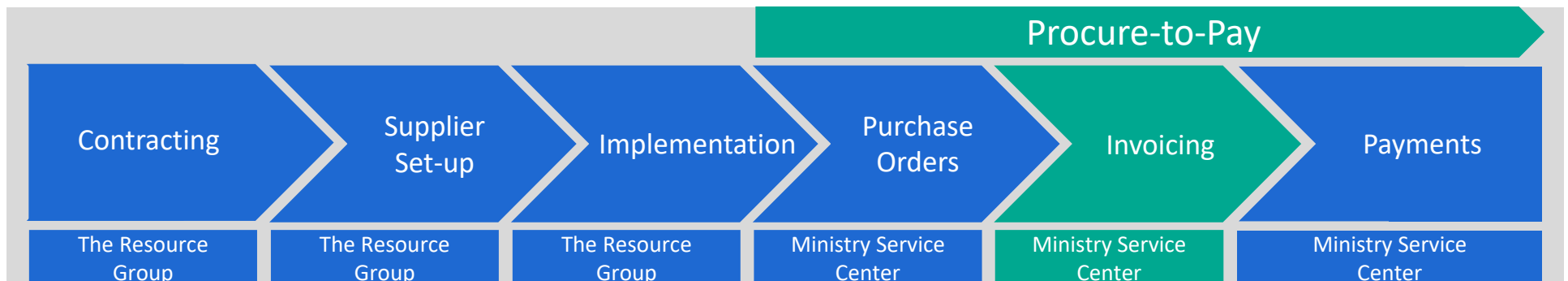
- All invoices must be submitted directly to the MSC through EDI, the supplier portal, email, fax, or mail
 - Regardless of submission method, the full 15-digit PO number **must** be included on all invoices
 - Any invoices sent directly to our local hospital locations will be returned to sender
 - Invoices must be submitted within **30 days**
- Statements, quotes, sales orders, and pro forma invoices are not worked by Accounts Payable and **will not be processed**
- Invoices are considered **invalid** if they do not contain the following elements:
 - Name of the Payee (Supplier Name)
 - Remit Address
 - Current/Total Amount Due
 - Invoice Date
 - Invoice Number
 - Line Item Details (Description of what we are paying for)



Procure-to-Pay

Invoice Submission

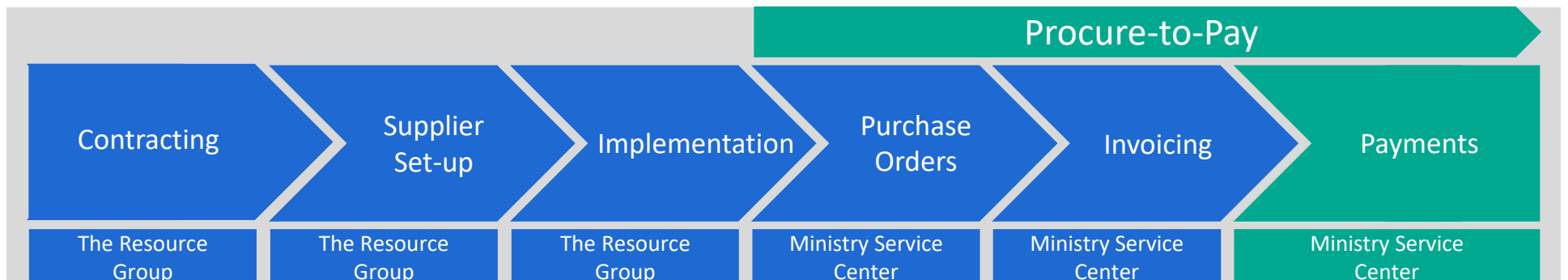
- To submit an invoice to the MSC through email, fax or mail, please use the following contact information:
 - MSC Invoice E-mail: Invoices@Ascension.org
 - Each invoice must be sent as a separate attachment
 - Only attachments will be read; message content will not
 - Accepted file formats: DOC, DOCX, GIF, JPG, JPEG, PDF, PNG, PPT, RTF, TIF, TIFF, TXT, HTML, HTM
 - MSC Invoice Fax: 317.334.7120 **This fax number is for invoices only*
 - MSC Invoice Mail: Ascension Ministry Service Center
 - Accounts Payable
 - PO Box 33902
 - Indianapolis, IN 46203
- PLEASE submit invoices one time ONLY unless specifically requested
 - Duplicate submissions may result in a delay in payment.



Procure-to-Pay

Payments

- Payments are issued via the following methods:
 - ePayables
 - Paymode-X
 - ACH
 - Check
 - Wire Transfer
- Checks will be issued under the name “Ascension Health Ministry SVC CTR”
- Payments are consolidated by supplier and payment method



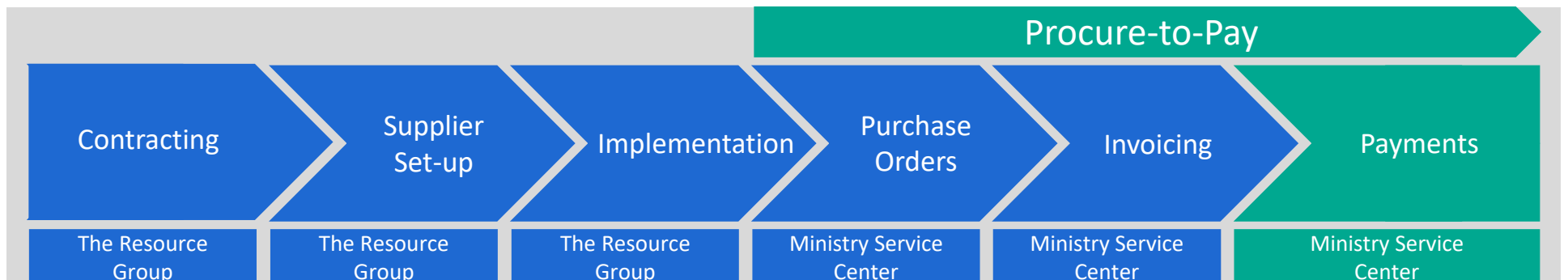
Procure-to-Pay

Sales Tax

Any invoice containing sales tax for a tax-exempt location will be short-paid. Remittance advice will indicate the short-paid amount.

Ascension ship-to locations that are tax-exempt have been linked to the appropriate tax exemption certificates and can be found on the [Supplier Portal](#) page with the navigation below:

[Supplier Resources](#) > [Additional Resources](#) > [Sales Tax Exemption Certificates Repository](#)

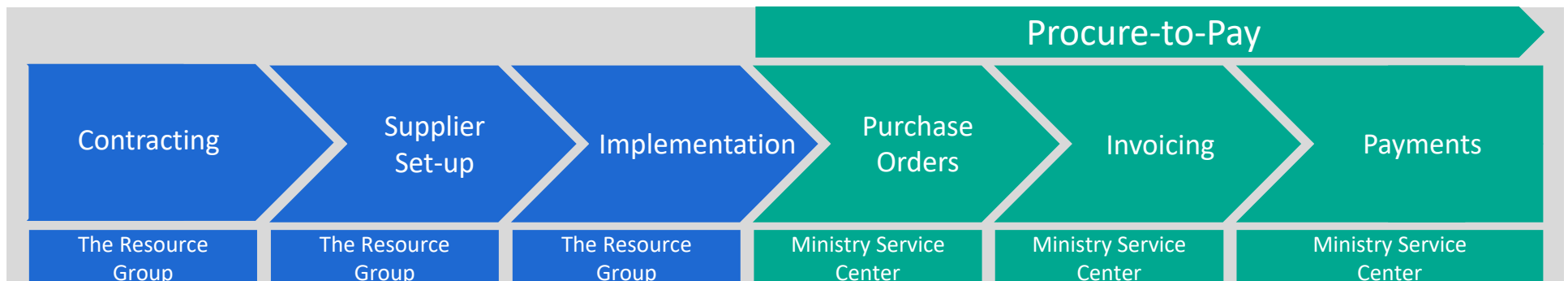


Procure-to-Pay

eCommerce

The MSC attempts to maximize the number and percentage of paperless transactions for purchasing and payables activities

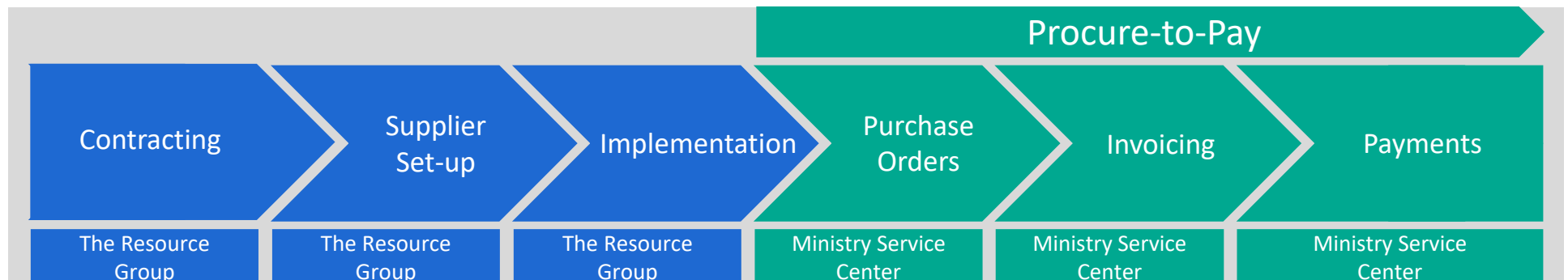
- The MSC is a member of Global Healthcare Exchange (GHX) and prefers to transact via EDI for Purchase Orders, Purchase Order Acknowledgments, and Invoices
- The MSC prefers to issue payments by ePayables, Paymode-X, or ACH
- The Ascension team can be reached by emailing eCommerce@Ascension.org



Procure-to-Pay

Ascension Supplier Portal

- Suppliers may use the Ascension Supplier Portal for review of POs, invoices, payment status, remittance information, etc.
- [Supplier Portal](#)
 - Additional information and instructions for use can be found by clicking the Supplier Resources section on the main Portal page
- Benefits of using the PeopleSoft Vendor Portal include:
 - Faster processing time between organizations
 - Reduced data input
 - More reliant identification of errors
 - Ability to process transactions from anywhere
 - Easy supplier data management available online



Contact Information

The Resource Group Customer Care

Account and
Contracting Questions

- 314.733.8500
 - Toll-free: 844.7LFIRST (844.753.4778)
 - ListenFirst@TheResourceGroup.com
-

The Resource Group Master Data Team

Supplier Master
Updates

- MDMSupplierRequests@TheResourceGroup.com
-

Ministry Service Center (MSC)

Payment/Invoice
Questions

- 317.334.VEND (317.334.8363)
 - [Supplier Portal](#)
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