

Important Reminders for Suppliers Transacting with Ascension

Below you will find contact information, basic transactional requirements, and helpful tips when doing business with Ascension. Failure to follow the provided direction will result in delayed payments.

The most common causes of delays are:

- o Purchase orders left unacknowledged
- o Invoices without a purchase order number
- o Invoices with the incorrect bill-to address
- o Duplicate invoice submissions
- o Submitting statements in lieu of invoices

To make the most of our working relationship, we ask that you adopt and follow these important guidelines. Your cooperation is greatly appreciated.

Contact Information

For purchasing and accounts payable inquiries:

- Phone: 317-334-VEND (317-334-8363)
- Website: <https://SupplierPortal.Ascension.org>

Suppliers can use the Ascension Supplier Portal to review purchase order details, check the status of invoices, view and download payment history, view and download remittance details, and request updates to supplier data (address change, name change, etc.). It is highly recommended that suppliers use the portal for faster processing times, reduction in paperwork and improved status tracking on invoices. Suppliers can create a user ID for the portal via self-service following the instructions [HERE](#).

For questions related to Contracting, please contact our Customer Care team:

- Phone: 844-753-4778
- Website: ListenFirst.com
- Email: ListenFirst@TheResourceGroup.com

Purchasing

Purchase Orders are required for most transactions, with very few exceptions. Purchase Order numbers are 15-digits in length and **MUST** appear on any correspondence and on **ALL** invoices associated with that purchase.

Ascension is a member of Global Healthcare Exchange (GHX) and prefers to transact via EDI for Purchase Orders, Purchase Order Acknowledgements, and Invoices. You can find more information at <https://www.ghx.com/about/>.

It is important that you confirm your receipt of all purchase orders (POs). Purchase order confirmations should be submitted via one of the following methods:

- o Email: msscsupplychain@ascension.org **This is a 'no reply' email address intended for order confirmations only.*
- o Fax: 317-334-7121 **This fax number is for order confirmations only.*
- o EDI 855s
- o Bill Only purchase orders do not require confirmation of receipt as they are not a shipping PO. Email billonlyforms@ascension.org for Bill Only Purchase order revision requests.



Invoicing

All invoices must be submitted directly to Ascension Accounts Payable through email **or** EDI 810. 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 the sender.

Invoices can be submitted via email to invoices@ascension.org. Invoices must be sent as attachments only and each invoice must be sent as a separate attachment.

To submit invoices via EDI 810, please enroll directly with Global Healthcare Exchange (GHX). You can find more information at <https://www.ghx.com/about/>.

Statements, quotes, sales orders, and pro forma invoices are not worked by Accounts Payable and will not be processed for payment. Invoices are considered invalid if they do not contain, at a minimum, all of the following elements:

- o Name of Payee (Supplier Name)
- o Remit Address
- o Current/Total Amount Due
- o Invoice Date
- o Invoice Number
- o Line Item Details (what item/service is being invoiced)

Payments

Once product receipt has been validated or verification of services performed has been provided, payments will be issued according to contracted payment terms.

Ascension strongly prefers to issue payments electronically through ACH or card. To enroll in ACH, please follow the instructions found [HERE](#).

Sales Tax

All Ascension ship-to locations have been associated with the appropriate sales tax-exemption certificates and can be found on the Ascension Supplier Portal (referenced above) via the navigation below:

- o Supplier Resources > Additional Resources > Sales Tax Exemption Certificates Repository

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

Supplier Information / Data Updates

All changes to a supplier's company information, such as updating the company name or DBA, updating the remit address, removing an old address that is no longer valid, and enrolling for ACH direct deposit, must be submitted via the Ascension Supplier Portal at <https://supplierportal.ascension.org>. Please note that Tax ID Number changes cannot be submitted via the Supplier Portal. If a supplier's Tax ID Number has changed, the supplier should email their updated W9 and any other documentation related to the change to MDMSupplierRequests@TheResourceGroup.com. Please also provide the previous Tax ID Number so that the necessary changes can be made to impacted supplier profile(s).

