



Ascension, the nation's largest Catholic and largest nonprofit healthcare system, has recently acquired **Three Rivers Hospital in Waverly, TN** (451 TN-13, Waverly, TN 37185). As such, a number of changes to Purchasing and Accounts Payable processes will be implemented **effective July 5, 2022**. 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 payment delays are:

- Purchase orders left unacknowledged
- Invoices without a valid purchase order number
- Invoices with the incorrect bill-to address
- Duplicate invoice submissions
- 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.

Below are the specific changes that may require action from you or updates to your records and processes.

### **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.

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

- Phone: 844-753-4778
- Website: [ListenFirst.com](http://ListenFirst.com)
- Email: [ListenFirst@TheResourceGroup.com](mailto:ListenFirst@TheResourceGroup.com)

### **Purchasing**

Purchase Orders are required for most transactions, with few exceptions.

Purchase Order numbers are 15-digits in length and **MUST** appear on any correspondence and on **ALL** invoices associated with that purchase.

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:

- Email: [mscsupplychain@ascension.org](mailto:mscsupplychain@ascension.org) *\*This is a 'no reply' email address intended for order confirmations only.*
- Fax: 317-334-7121 *\*This fax number is for order confirmations only.*
- EDI 855s



## **Invoicing/Payments**

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](mailto: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:

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

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

## **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:

- 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

## **eCommerce**

Ascension Purchasing & Payables attempts to maximize the number of paperless transactions:

- Ascension is a member of Global Healthcare Exchange (GHX) and prefers to transact via EDI for Purchase Orders, Purchase Order Acknowledgments, and Invoices
- Ascension prefers to issue payments by ePayables, card, or ACH.

To learn more about how you can enroll in ecommerce, please submit a [self-service case](#) via the [Ascension Supplier Portal](#).

