

Important Reminders for Suppliers Transacting with the Ascension Ministry Service Center

Ascension, the nation's largest Catholic and largest nonprofit healthcare system, has created a shared services organization called the Ascension Ministry Service Center (MSC) to perform all Purchasing and Accounts Payable transactions for most Ascension hospitals and business entities.

Below you will find contact information for the MSC, basic transactional requirements, and helpful tips when dealing with the MSC. Failure to follow the provided direction WILL result in delayed payments. The most common causes of delays are:

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

Contact Information

The MSC is the supplier point of contact for purchasing and payable inquiries:

- MSC Vendor Phone: 317-334-VEND (317-334-8363)
- MSC Vendor E-mail: AHMSCVendor@ascensionhealth.org
- Ascension Supplier Portal: <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 their supplier data. It is highly recommended that suppliers use the portal for faster processing times, reduction in paperwork and improved status tracking on invoices.

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) sent to you via the MSC. Purchase order confirmations should be submitted only to the MSC via one of the following methods:

- MSC purchase order confirmation email: mscopychain@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.*
- EDI 855s

Invoicing/Payments

All invoices must be submitted directly to the MSC through the portal, email, fax, EDI 810 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.



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
**Invoices must be sent as attachments only and each invoice must be sent as a separate attachment.*
- 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

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

The Ministry Service Center attempts to maximize the number and percentage of paperless transactions for purchasing and payables activities

- The Ministry Service Center is a member of Global Healthcare Exchange (GHX) and prefers to transact via EDI for Purchase Orders, Purchase Order Acknowledgments, and Invoices
- The Ministry Service Center prefers to issue payments by ePayables, Paymode-X, or ACH

To connect with the eCommerce team at the MSC please email: ecommerce@ascension.org

To make the most of our working relationship, we ask that you adopt and follow these important steps. Following these guidelines will create a more efficient process for everyone. Your cooperation is greatly appreciated.

Regards,

Ascension Ministry Service Center

