

## Contacting Accounts Payable via Self-Service Quick Reference Guide

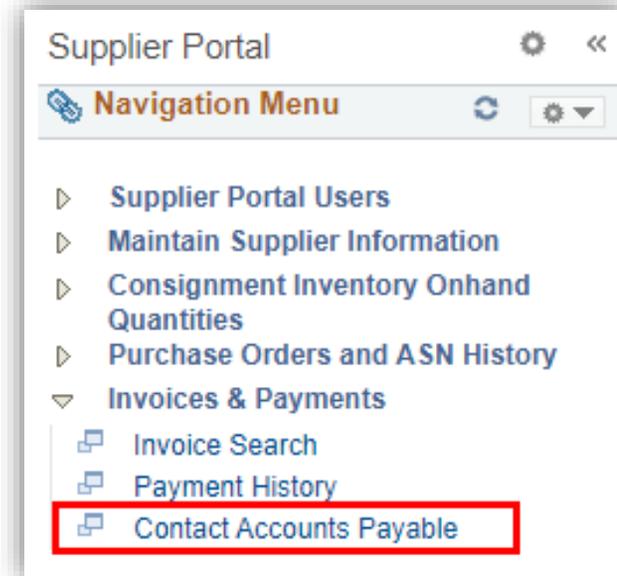
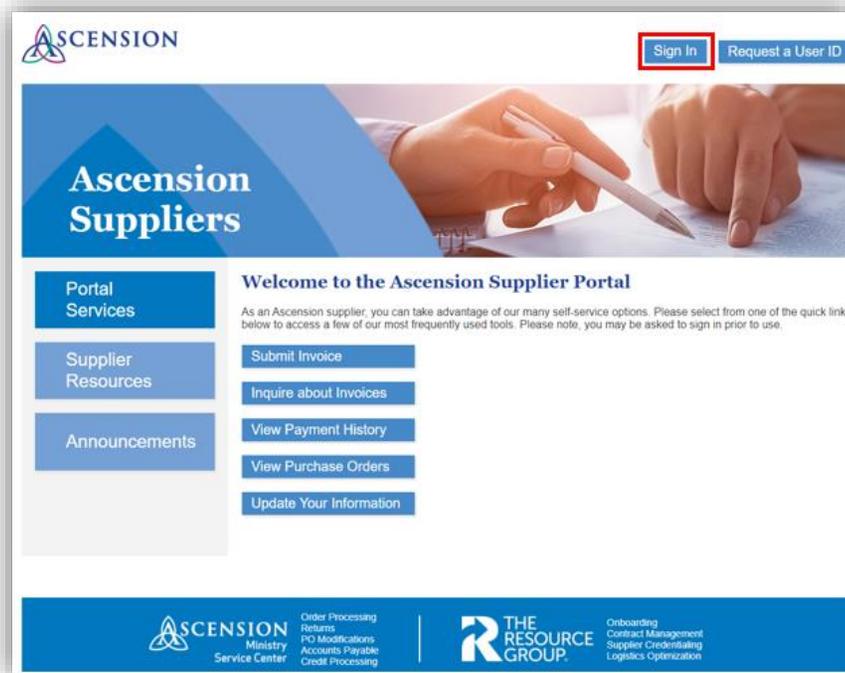
**Purpose:** This document provides instructions for Ascension suppliers to submit a request to Ascension Accounts Payable by creating a self-service case via the Supplier Portal.

**Audience:** Ascension Supplier Portal users

**NOTE:** Please do not submit a new request if you already have an active request open. To check the status or provide additional information for an existing case, please call the Ascension Supplier Line at (317) 334-8363.

1. Navigate to the Ascension Supplier Portal at <https://supplierportal.ascension.org>.
2. Click the **Sign In** button in the upper right corner.

3. Once logged in, expand the **Invoices & Payments** drop down from the Navigation Menu. Select **Contact Accounts Payable**.



4. Please complete all required fields on the case form and include relevant details related to your request.

Submit Ticket

Use this form to submit an inquiry to Ascension Accounts Payable. Please be sure to include all the relevant details (such as the invoice number, PO number, payment number, etc.) in the Description field and attach any relevant documents. After submitting your case, you will receive an email with your case number. Please reference the case number in all follow-up communications related to your request.

\*Supplier:

\*Name:

\*Telephone:

\*Business Hours for Call Back:

\*Email Address:

\*Category:

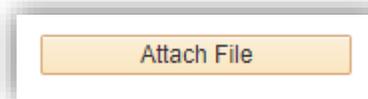
\*Description:   
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5. Select the appropriate **Category** for your request:

- **AP – 1099 – Misc Inquiry:** for 1099 inquiries or corrections.
- **AP – AP Credit Hold Notification:** to report a credit hold or service disconnect. Please include impacted health ministries, order numbers that are currently on hold, and a list of open invoices that require payment to release the hold.
- **AP – Cancel / Void Payment:** Requests to void a check that was lost, had incorrect information on the check, was sent to the wrong address, etc.

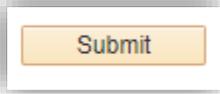
- **AP – Misc Inquiry:** for other inquiries related to Accounts Payable
- **AP – Payment/Invoice Status Inquiry:** to obtain additional information about the status of an invoice, to provide a new PO number for an invoice, to provide a POD for an invoice with a Match Exception, to obtain additional details about a payment. Please include the invoice number(s) and relevant PO or payment number(s).
- **AP – Short Pay Inquiry:** to request additional information about an invoice that was short paid. \*Please note that invoices with remit details indicating that the invoice was short paid due to contract pricing for an item must be addressed with The Resource Group by emailing [CustomerCare@TheResourceGroup.com](mailto:CustomerCare@TheResourceGroup.com). Please include the invoice number, total invoice amount, PO number, payment number, contract number, and item number.
- **AP – ePayable:** Inquiries about payments created or to be created via virtual card or ePay
- **GL – Treasury Forms:** for inquiries about refund checks or to request a copy of a reconciled check that was issued to your company. Please include the check number, amount, and date.
- **AP Tax- General Inquiry:** for tax related inquires or concerns.
- **Supplier Portal Inquiry:** to request to add or remove additional companies to your account (please include the relevant supplier IDs and Tax ID numbers) or to report an issue with the Supplier Portal (please include a screenshot of the error message).

6. Enter the details of your request in the **Description** field. Be sure to include relevant PO, invoice, or payment numbers and include amounts and dates where applicable.
7. To attach relevant documentation, click the Attach File button





8. Verify that all the information you have entered is accurate and that relevant details are provided.
9. Click the **Submit** button to submit your request to Accounts Payable.



10. You will receive a confirmation email containing the case number for your request. An Accounts Payable associate will contact you to provide an update as soon as possible. To check the status or provide additional information, please reply directly to the email you received or call the Ascension Supplier Line at (317) 334-8363.