

SUPPLIER ON-BOARDING INSTRUCTIONS

STANFORD HEALTH CARE- ACCOUNTS PAYABLE

Greetings Supplier,

Stanford Health Care has partnered with IDS Xchange Services, to provide our vendors with 24/7 access to the IDS Portal for tracking payment status of invoices.

CLICK THE ICON BELOW TO REGISTER IN A FEW EASY STEPS

Once you've registered, stay tuned for an e-mail with your LOGIN credentials. If you have any issues with registering - please send us an email to: contactiit@invoicedeliveryservices.com



Once registered - check out the below option. If you have questions, just send us an email to: customer.services@invoicedeliveryservices.com

[*Review 2nd page for Stanford Health Care invoice status contact information*](#)



Invoice Tracking

IDS operates a Stanford Health Care Portal that allows vendors to track their invoice payment status. All vendors can log in 24/7.

Vendors no longer need to contact Stanford Health Care AP Dept, Business Managers or Leaders to inquire about the status of their payments - you now have access to this information at your fingertips!

Once Registered - Click Icon above to view a Help Video for Invoice Tracking

[*Review 2nd page for Stanford Health Care invoice status contact information*](#)

Stanford Health Care
Invoice Status Contact Information

	Department Contact	Purchasing	Accounts Payable Teams	
			Stanford Health Care Entity:	Email Address
Stanford Contact Information	Please refer to your signed contract to identify the relevant department contact.	Please refer to your Purchase Order to obtain Buyer contact information	Stanford Health Care & Stanford Blood Center (Inquiries Only)	shcainquiry@stanfordhealthcare.org
			Stanford Health Care - SHC - (Submitting Invoices Only)	shcainvoices@stanfordhealthcare.org
			Stanford Blood Center - SBC - (Submitting Invoices Only)	sbcainvoices@stanfordhealthcare.org
			ValleyCare (VC)	AcctsPayable_VC@stanfordhealthcare.org
			University HealthCare Alliance – UHA - (Submitting Inquiries Only)	APUHAinquiry@stanfordhealthcare.org
			University HealthCare Alliance – UHA (Submitting Invoices Only)	APUHA@stanfordhealthcare.org

Exception Management Guidance
(Frequently Occurring Exception Categories)

Exception Category	Exception Details	How to resolve?
<i>Tax Exception</i>	Invoice charged sales tax different than PO. Please identify which lines are tax exempt.	<ul style="list-style-type: none"> Inform the AP team (<i>Please refer to the AP contact matrix above</i>) what lines on your invoice are taxable and which are not. If you shipped goods to a location that is different than what is on the Purchase Order, please notify the Buyer on your Purchase Order to correct the shipping details.
<i>PO Exception (Missing Receipt)</i>	Please send packing slip with PO # and PO line with POD to: <ul style="list-style-type: none"> ➔ SHC & SBC dock@stanfordhealthcare.org ➔ UHA UHAReceiving@stanfordhealthcare.org 	<ul style="list-style-type: none"> When sending your POD to the Dock Services team, please include what invoice number is associated with the POD. Please also confirm if you received a duplicate order.
<i>Invoice not balanced</i>	Invoice line details <> Invoice Header details	<ul style="list-style-type: none"> Please inform AP as to what line level, add-on cost, tax, or summary details are not correct on your invoice. (<i>Please refer to the AP contact matrix above</i>)
<i>Invoice Missing Sales Tax</i>	Invoice missing Sales Tax. PO includes Sales Tax	<ul style="list-style-type: none"> The PO issued to you listed taxable items. Please confirm with AP that there are no taxable goods on your invoice. (<i>Please refer to the AP contact matrix above</i>)
<i>PO Missing Sales Tax</i>	PO missing Sales Tax. Invoice includes Sales Tax	<ul style="list-style-type: none"> The PO issued to you did not list taxable items. Please confirm with AP as to why you are billing us tax. (<i>Please refer to the AP contact matrix above</i>)
<i>PO Exception (PO Line # Error)</i>	Invalid Line # or Item on Invoice. Please contact ordering department for more info. <i>If you don't know who the ordering department is, please contact the Buyer listed on your Purchase Order</i>	<ul style="list-style-type: none"> Your invoice is either listing invalid line numbers, items which are not on the Purchase Order, and/or referencing the wrong PO line. Please compare the PO issued to you and the invoice submitted to AP, and inform AP what PO line(s) your invoice should match with. (<i>Please refer to the AP contact matrix above</i>)
<i>PO Exception (PO Line Closed)</i>	PO Line is closed. Please contact ordering department for more info. <i>If you don't know who the ordering department is, please contact the Buyer listed on your Purchase Order</i>	<ul style="list-style-type: none"> Your invoice has items trying to match against a closed PO line. Please compare the PO issued with the invoice that has been sent, and verify what PO line the invoice line should be matched too. If this invoice is associated with a credit/rebill, please specifically say that when communicating with AP. (<i>Please refer to the AP contact matrix above</i>) Otherwise, please reach out to the Buyer listed on the Purchase Order for further analysis
<i>PO Date Exception</i>	Invoice date is not PO compliant. Please contact the Contract Approver for more info. <i>If you don't know who the contract approver is, please contact the person who is the primary business contact on your signed contract</i>	<ul style="list-style-type: none"> Your invoice is referencing an invalid Purchase Order. Please inform the contract owner that they need to contact Purchasing to update the existing PO or obtain a new Purchase Order.
<i>PO Exception (PO<>Inv Vendor)</i>	Vendor on PO is different than Invoice. Please contact ordering department for more info.	<ul style="list-style-type: none"> Please wait 7-10 business days for resolution on this exception type. To mitigate future occurrences of Purchase Orders & Invoice having different vendor assignments, please reach out to SHC Category Management to ensure your item catalogs are setup correctly.
<i>PO Interface Exception (Credit)</i>	Credit Memos can only be submitted via email	<ul style="list-style-type: none"> Do not send credit memos via EDI. All credits must be emailed to the respective AP team. (<i>Please refer to the AP contact matrix above</i>)
<i>PO Exception (PO Invalid)</i>	Purchase Order on invoice is not a valid Purchase Order #. Please contact the ordering department for more info. <i>If you don't know who the ordering department is, please contact the Buyer listed on your Purchase Order</i>	<ul style="list-style-type: none"> Your invoice is referencing an invalid Purchase Order. Please inform the contract owner that they need to contact Purchasing to update the existing PO or obtain a new Purchase Order.