



Supplier Invoice Requirements: The following requirements are in effect for all invoices and credit memos submitted to University of Kentucky HealthCare Accounts Payable. All invoices and credit memos should be emailed to: ghxodap.universityofkentucky@na.firstsource.com. At a minimum, each invoice/credit memo must contain ALL of the following fields:

- Full Legal Company Name** – Name of company that goods/services were purchased from
- Remittance Address, Contact Information** – Email contact information preferred
- Invoice Date**
- Payments Terms** – Include discounts, if applicable
- Payment Due Date**
- Invoice Number** – must be unique
- Price & Description per Item** - Should agree to Purchase Order
- Total Amount Due** – Including currency, if not USD
- Valid UK HealthCare Purchase Order Number** (begins with 43, 45, 47)
- No Sales Tax for Tax-Exempt Goods/Services**

Rejected Invoices

Invoices which do not meet the outlined invoice requirements above will be returned to the supplier with a notice stating the reason(s) for rejection. It is the supplier's responsibility to re-submit the invoice with proper information in a timely manner. Upon receipt of a corrected invoice, a new due date will be calculated. Payments will not be issued based on statements.

Payment Terms

The University of Kentucky terms are Net 30 for check payments unless otherwise agreed upon within a contract. It is the responsibility of the supplier to submit invoices timely.

Payment Methods

Payment Plus is the preferred method for issuing payments to suppliers. Payment Plus is a US Bank term for an e-Payable virtual card payment product, offering a payment solution designed to accelerate payment receipt. For more information or to enroll in Payment Plus, please contact: paymentplusmanual@uky.edu

Change to Supplier Information

Notify us of any changes to your information by submitting an update through PaymentWorks. PaymentWorks is the University's cloud-based application for vendor onboarding and master data updates. If you do not have a PaymentWorks account for the University of Kentucky, please email UKHCAccountsPayable@uky.edu and an invitation to register will be sent to you. Please note in the email subject line: PAYMENTWORKS INVITE NEEDED.

Contacting UK HealthCare Accounts Payable

All statements and payment inquiries should be sent to UK HealthCare Accounts Payable via email. UKHCAccountsPayable@uky.edu Please do not send invoices or credit memos to this email address unless requested. Statements should be in Excel format and submitted monthly.



Submitting an Invoice

All UK HealthCare Purchase Order invoices must be sent to GHXODAP, full email address below. Email submission is preferred. Invoices not submitted in accordance with instructions are considered to have not been submitted in a timely manner. These invoices will be rejected and may result in payment delays. It is the responsibility of the supplier to ensure that invoices are submitted timely.

By Email (preferred): GHXODAP.Universityofkentucky@na.firstsource.com

By Mail: University of Kentucky HealthCare
P. O. Box 31247
Salt Lake City, UT 84131

As a member of GHX (Global Health Exchange), University of Kentucky HealthCare subscribes to the OnDemand Accounts Payable solution for invoice processing. As a result, invoices submitted by email must adhere to the following guidelines:

- All documents must be legible.
- All required invoice details (as per the supplier invoice requirements) must be recorded on the invoice.
- Only send invoices and/or credit memos to this email address. No order confirmations or pack slips should go to this email.
- Invoices must be submitted as PDF attachments. Information delivered in the body of an email will not be considered.
- No more than 10 invoices per PDF. Make clear indications of where one invoice ends and the next begins.
- No more than 12 PDF's per email.
- PDF's must NOT be password-protected.
- Invoices with additional supporting documentation should be combined and saved as one PDF file. All pages of additional documentation must be labeled with the primary invoice number that is to be paid.
- The email size limit (including all invoice attachments) is 15MB.
- Do not mail copies of invoices if they have been submitted via email. Email is the preferred method of submission.

Credit Memos and Refunds

Credit Memos are required to release invoices with pricing or quantity discrepancies. Include the original Purchase Order Number and Invoice Number as a reference on the Credit Memo. Credit memos should be submitted per the invoice submission process listed above.

When sending a refund check, include the following information for identification purposes:

- Original Invoice Number/Credit Memo Number
- Original Purchase Order Number
- Reason for issuing the refund check

All refund checks must be mailed to: UK HealthCare Accounts Payable
2317 Alumni Park Plaza 3rd Floor
Lexington, KY 40517

Contacting UK HealthCare Accounts Payable

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