

## AP Team Email Template for OnBase Exceptions

### Automated Notice for Invoices with Missing or Invalid PO

Hello Valued Supplier,

Your invoice was received by the MemorialCare (MC) AP Team, however, the invoice does not reference a valid MC Purchase Order (PO) Number or cost center. (The PO you displayed is either invalid, missing, closed, or otherwise unusable.) Please resubmit your invoice with a valid PO number.

Invoice Number:

To minimize delay in payment, please do the following:

- Ensure a valid PO number is displayed clearly on the face of the invoice. See [MC's Invoice and Payment Requirements](#).
- Verify with your MC Department Contact or the Buyer listed on the PO, that the PO is still valid
- Make sure PO number has not already been used, PO numbers are transaction specific
- Make sure the PO number is populated on the invoice exactly as displayed on the Purchase Order (ex.MS00123456)
- If you do not have a Purchase Order number or if one was not provided to you, please contact the person who requested the goods/services.
- If invoice does not require a PO (based on [MC's Purchasing Policy – PO Exceptions](#)), ensure the MC Department Contact name, 6-digit cost center, and 6 digit GL account is clearly displayed on the face of the invoice.
- If you have any inquiries regarding due invoices, please submit a [ServiceNow Ticket](#).
- If you are already in communication with MC AP regarding past due invoices, there is no need to send a follow up email

Thank you,

**MemorialCare Accounts Payable Team**

## Buyer Team Email Template for PeopleSoft Exceptions

### **Automated Notice for Invoices with PO Discrepancies**

*Hello Valued Supplier,*

*The below invoice number have been denied by either the MemorialCare (MC) ordering department approver or the MC Purchasing department for the following reasons:*

*Invoice Number:*

*Reason for Disapproval:*

*If the denial comments are not clear & actionable, then please reach out to your MC ordering department regarding this disputed invoice. (For example, if the dept refuses to approve because account coding is incorrect, then the ordering dept needs to affect that change themselves since the coding is driven by the PO they initiated.)*

*Until the discrep(ies) noted above are resolved, this invoice has been automatically marked by the system as unpayable and are considered to be in dispute.*

*Thank you in advance for partnering with the MC Ordering department to resolve this disputed invoice in a timely manner.*

*Thank you,*

**MemorialCare Buyer Team**