



## Vendor Invoice Requirements

The following requirements are in effect for all invoices and credit memos submitted to University of Kentucky HealthCare Accounts Payable. At a minimum, each invoice/credit memo must contain ALL of the following fields:

- Full Legal Company Name** – Name of specific company that purchased the goods/services
- Vendor Name, Contact Information and Remittance Address** – Email contact information preferred
- Invoice Date**
- Payments Terms** – Include discounts, if applicable
- Payment Due Date**
- Invoice Number** – must be unique
- Total Amount Due** – Including currency, if not USD
- Purchase Order Number** – Including associated line item number(s) with corresponding:
  - UK Purchasing Staff Member Name/Email Address who authorized purchase
  - Description of item(s) and/or material(s) purchased, Quantity, and Unit of measure
  - Price (cost per item and extended cost) as outlined in the purchase order
  - Freight, if applicable
- 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 vendor with a notice stating the reason(s) for rejection. It is the vendor'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 follows industry standard of Net-30 days unless otherwise agreed upon within a contract.

## Payment Methods

Payment Plus is the preferred method for issuing payments to vendors. 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 [Lisa.Pereslucka@uky.edu](mailto:Lisa.Pereslucka@uky.edu).

## Change to Vendor 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](mailto:UKHCAccountsPayable@uky.edu) and an invitation to register will be sent to you.



## Submitting an Invoice

All UK HealthCare Purchase Order invoices must be sent directly to UK HealthCare Accounts Payable. Email submission is preferred. Invoices not submitted in accordance with instructions included on the Purchase Order are not considered to have been submitted in a timely manner and may result in payment delays.

**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 vendor invoice requirements) must be recorded on the invoice.
- 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.
- PDFs 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 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 (if applicable)
- Original Purchase Order
- Reason for issuing the refund check

**All refund checks must be mailed to:** UK HealthCare Accounts Payable  
2347 Sterlington Road, Suite 300  
Lexington, KY 40517

---

## Contacting UK HealthCare Accounts Payable

All statements and payment inquiries should be sent to UK HealthCare Accounts Payable via email: [UKHCAccountsPayable@uky.edu](mailto:UKHCAccountsPayable@uky.edu). Please do not send invoices or credit memos to this email address.

---