



Accounts Payable

Research Ticketing System Field Definitions

**Fields required to submit the request*

- **Vendor Name/Company***: Name of company or vendor submitting request, or on behalf of.
- **Contact Name***: Name of person to contact regarding this request.
- **Contact Phone***: The best contact number with area code, format 000-111-2222.
- **Contact Phone Extension**: If necessary, the phone extension number.
- **Contact email***: Email address for the contact. *A confirmation email will be sent to this address when a request is submitted.*
- **Request Type***: Type of request being submitted.
 - **Aged Invoice Over 60 Days** – Submitted invoice(s) is over 60 days past the due date.
 - **Credit Hold** – Account is on credit hold and future shipments are held pending payment.
 - **Remittance Address Change/W-9 Change** – Vendor's remittance address has changed and needs to be updated, and/or submitting a W-9.
 - **Short-Paid Invoice** – Payment has been made on an invoice, but not the full amount.
 - **Statement Reconciliation** – Compare Northside invoicing records to vendor's billing statement.
 - **Status Update** – Request an update on a payment.
 - **Wells Fargo Commercial Card Inquiry** – Any inquiry regarding payment issued from Northside via card.
 - **Other** – Any type of request not previously listed.
- **Number of Invoices***: The total number of invoices needing research.
- **Total Outstanding Amount***: Total amount outstanding of all invoices.
- **Requestor Comments***: Any details relating to this request.
- **Invoice Date**: The date of the oldest invoice, format mm/dd/yyyy.
- **Invoice Number**: Invoice number(s) related to this request.
- **PO Number**: Purchase Order Number(s) related to this request.
- **Northside Contact Name**: Primary purchasing contact for the vendor at Northside Hospital. This will help to gather information for research.
- **Northside Department**: Department of the Northside Contact, if known.
- **Attachments**: Additional information helpful to the request, such as invoice copies, statements, etc. (PDF, Excel, JPG/TIFF, etc.) File names cannot have special characters, such as: ! @ # \$ % (& *) ^.