



## AP Research Ticket System Instructions

To submit a ticket, navigate to this website: <https://www.northside.com/apresearch>

### Explanation of fields

*\*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. Select from choices provided.
- **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. Type date or use icon to select.
- **Invoice Number**: Invoice number(s) related to this request. If more than one invoice number, click the “Add Invoice Number” link. If an entered invoice number needs to be deleted, select the black “X” icon in the top right of that invoice number.
- **PO Number**: Purchase Order Number(s) related to this request. Separate multiple PO numbers with a comma.
- **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: ! @ # \$ % ( & \* ) ^. Click the “Add Attachment” link, then click the “Browse...” button to select a file to upload. To upload additional files, click the “Add Attachment” link again. To remove a selected file from the request, click the “Delete” link next to the file name.

### Instructions

When all necessary details have been input for the request, click the “Submit” button at the bottom of the form to submit it. To cancel the request submission, click the “Cancel” button.

If the request will not submit, check that all required fields have been filled out. Any fields requiring attention will be highlighted in red. Make corrections, then click Submit again.

Upon submitting a request, an email will be sent to the “Contact email” address within one hour.