NORTHSIDE HOSPITAL
ACCOUNTING

Accounts Payable Research FAQ

Where do I find the form to submit a request? http://www.northside.com/apresearch

Why won't my form submit?

Fields required for ticket submission:

- **Vendor Name/Company*:** Enter the requestor vendor or company name.
- **Contact Name*:** Enter the name of the person to contact regarding this request.
- **Contact Phone*:** Enter the best contact number with area code, format 000-111-2222.
- **Contact email***: Enter the email address for the contact. *A confirmation email will be sent to this address when a request is submitted.*
- **Request Type*:** Select the type of request being submitted from the choices provided.
  - **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/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***: Enter the total number of invoices needing research.
- **Total Outstanding Amount***: Enter the total amount outstanding of all invoices.
- **Requestor Comments***: Enter details relating to this request.

Why won't my document attach?

- File names cannot have special characters, such as: ! @ # $ % (& *) ^.

When will I get a response for my ticket?

- An email confirmation with ticket number will be sent to the "Contact email" within 1 hour.