

Frequently Asked Question by Vendors

1. **WHO DO I CONTACT IF I DISAGREE WITH THE INFORMATION PROVIDED ON THE JOHNS HOPKINS PURCHASE ORDER RECEIVED (ex: Company information, item information, Pricing, Payment Terms, etc)?**
 - a. Contact Purchasing/Supply Chain immediately.
 - a. Johns Hopkins University, 443-997-1000, purchasing@jhu.edu
 - b. Johns Hopkins Health System/Affiliates, 443-997-0990,
 1. Update Your Account information (Name, address, etc) JHSSupplyChain@jhmi.edu
 2. Update Purchase Order information (Payment terms, pricing, etc) JHSPurchasing@jhmi.edu or contact the Buyer noted on the Purchase Order
2. **WHO SHOULD RECEIVE THE ORDER ACKNOWLEDGEMENT OR PROOF OF DELIVERY?**
 - a. Submit directly to the ORDERING DEPARTMENT CONTACT
 - b. **We strongly suggest** at the time the order is being placed, you obtain the Ordering Department Contact Person's Name (First & Last), direct phone number, email address, shipping address and Purchase Order Number (if applicable).
3. **WHAT INFORMATION IS REQUIRED ON MY INVOICES TO AVOID PAYMENT DELAYS?**
 - a. ALL Vendor invoices **REQUIRE** an Invoice Number, Invoice Date, Description of the Services/Products provided, Remit/Payment Address, Purchase Order Number (if applicable), Ordering Department Contact Name (First & Last) and Shipping Address/Ordering Department Address.
 - b. **ALL INTERNATIONAL Vendor invoices ADDITIONALLY REQUIRE** complete **current** banking instructions which includes Account Holder, Account Number, Swift/BIC Code & IBAN (if applicable for your country).
 - c. We PREFER that ALL Vendor invoices include your Johns Hopkins 7 digit Vendor Number.
4. **WHAT IS A VALID JOHNS HOPKINS PURCHASE ORDER NUMBER?**
 - a. A valid Johns Hopkins PO# is 10 digits long, beginning with a "2" (ex: 2000000000).
 - b. You are required to contact the ordering department to obtain a valid PO# to reference on your invoice when submitting Accounts Payable for payment.
 - c. **NOTE:** If your invoice does not include a valid PO#, Accounts Payable will not be able to assist with processing your invoice for payment.
5. **WHERE DO I SUBMIT MY **PURCHASE ORDER (PO) RELATED INVOICES** FOR PAYMENT?**
 - a. Submit to jhu@scanningamerica.com for processing.
 - a. The Purchase Order Number is REQUIRED on the invoice.
 1. **NOTE:** A valid Johns Hopkins PO# is 10 digits long, beginning with a "2" (ex: 2000000000)
 - NOTE:** If your invoice does not include a valid PO#, Accounts Payable will not be able to process.
 - b. Submission of your invoice should be **ONE** invoice **per** PDF **per** email.
 1. Limit 5 PDF attachments per email.
 2. **NOTE:** Incorrect format will **NOT** be processed.
 - c. Do **NOT** send inquiries to this email.
 - d. Submit your invoices **ONLY** once to this email.
 - e. Do **NOT** mail the invoice via USPS IF submitting via email.

6. WHERE DO I SUBMIT MY PURCHASE ORDER (PO) RELATED CREDIT MEMOS?

- a. Submit to POExceptions@jhmi.edu for processing.
 - a. The Purchase Order Number is REQUIRED on the credit memo.
 1. **NOTE:** A valid Johns Hopkins PO# is 10 digits long, beginning with a "2" (ex: 2000000000).
 2. **NOTE:** If your credit memo does not include a valid PO#, Accounts Payable will not be able to process.
 - b. Reference the original INVOICE NUMBER on the CREDIT MEMO.
 1. **NOTE:** It is preferred that you also provide a copy of the original INVOICE.
 - c. Reference "**CREDIT MEMO**" in the Subject Line of the email.
 - d. Do **NOT** send inquires to this email.
 - e. Do **NOT** mail the credit memo and the invoice via USPS IF submitting via email.

7. WHERE DO I SUBMIT MY PURCHASE ORDER (PO) RELATED REBILL?

- a. Submit to jhu@scanningamerica.com for processing.
 - i. The Purchase Order Number is REQUIRED on the rebilled invoice.
 - ii. **NOTE:** A valid Johns Hopkins PO# is 10 digits long, beginning with a "2" (ex: 2000000000).
 - iii. **NOTE:** If your rebilled invoice does not include a valid PO#, Accounts Payable will not be able to process.
 - iv. Submission of your invoice should be **ONE** invoice **per** PDF **per** email.
 - v. Limit 5 PDF attachments per email.
 - vi. **NOTE:** Incorrect format will **NOT** be processed.
 - vii. Do **NOT** send inquiries to this email.
 - viii. Submit your rebill invoices **ONLY** once to this email.
 - ix. Do **NOT** mail the invoice via USPS IF submitting via email.

8. WHERE DO I SUBMIT MY PURCHASE ORDER (PO) RELATED REVISED INVOICE?

- a. Submit to POExceptions@jhmi.edu for processing.
 - i. The Purchase Order Number is REQUIRED on the revised invoice.
 - ii. **NOTE:** A valid Johns Hopkins PO# is 10 digits long, beginning with a "2" (ex: 2000000000).
 - iii. **NOTE:** BLACK OUT the incorrect PO# completely and provide the NEW PO# on the invoice.
 - iv. **NOTE:** If your revised invoice does not include a valid PO#, Accounts Payable will not be able to process.
- c. Reference "**REVISED INVOICE**" in the Subject Line of the email.
- d. Do **NOT** send inquires to this email.
- e. Do **NOT** mail the revised invoice via USPS IF submitting via email.

9. CAN I INTERNALLY APPLY CREDIT MEMOS TO UNPAID INVOICES?

- a. Do **NOT** apply unapplied credit memos to unpaid invoices for auditing purposes.
- b. Do **NOT** apply credits to unpaid invoices per instruction from the ordering Department.
- c. Submit a copy of the unapplied Credit Memo and unpaid Invoice to POExceptions@jhmi.edu so we can process and apply appropriately.

10. CAN I INTERNALLY APPLY OVERPAYMENTS TO OPEN INVOICES?

- a. Do **NOT** apply overpayments to unpaid invoices for auditing purposes.
- b. Do **NOT** apply overpayments to unpaid invoices per instruction from the ordering Department.
- c. Notify APSSC@jhmi.edu of the overpayment so we can correct the problem.
- d. NOTE: Johns Hopkins prefers to process an internal credit for the overpayment before processing a refund.

11. WHERE DO I SUBMIT MY NON-PO RELATED INVOICES and CREDIT MEMOS FOR PAYMENT?

- a. Submit directly to the ORDERING DEPARTMENT CONTACT.
- b. **We strongly suggest** at the time the order is being placed, you obtain the Ordering Department Contact Name (First & Last), direct phone number, email address and shipping address.

12. WHO DO I CONTACT FOR INVOICE PAYMENT STATUS?

- a. APSSC@jhmi.edu – please allow at least 5 business days for a response.
- b. IF an Approved Johns Hopkins Paymentworks Vendor, you can view status in your Paymentworks account.
 - a. Contact support@paymentworks.com for assistance with your Paymentworks account.

13. WHERE DO I SUBMIT MY MONTHLY STATEMENTS?

- a. Submit to APSSC@jhmi.edu
- b. Submit your statement **ONCE EVERY 30 DAYS**.
- c. Submission is required in SPREADSHEET format.
- d. The Spreadsheet should include **ALL** open Credit Memos **and** Past Due invoices for **ALL** Johns Hopkins Accounts.
- e. **INCLUDE** the Reference Number, Document Date, Document Amount, Purchase Order Number and our Johns Hopkins Customer Number(s) on the SPREADSHEET.
- f. It is preferred you provide your Johns Hopkins Vendor number(s).
- g. Please allow at least 15 business days for a response.

14. I HAVE BEEN REQUESTED BY A JOHNS HOPKINS DEPARTMENT TO PROVIDE SERVICES OR PRODUCT. WHAT IS THE PROCEDURE TO BE SETUP AS AN APPROVED VENDOR TO RECEIVE PAYMENT?

- a. Provide the Johns Hopkins ordering Department your email address so they can send an invitation to request your information to be added in our database through our vendor portal.
- b. Once the department submits your invitation and it is approved by our Purchasing Department, you will receive an invitation to add your information in our database through our vendor portal.
- c. The email will come from "PaymentWorks on behalf of Johns Hopkins Enterprises".
- d. You are required to validate your email before you can securely complete, save and submit your vendor registration.
- e. Once Johns Hopkins receives your vendor registration, we can start our review process for creating your Vendor account.
 - a. NOTE: If required information/documentation is missing, your registration will be returned to you with specific instructions for updating.
 - b. Once the update(s) are completed and saved by you, please resubmit your vendor registration.
- f. Once your vendor registration is approved, you will receive notification from PaymentsWorks of your newly created Vendor Number.
- g. Once your Vendor Number is created.
 - a. Your invoices will be accepted for our payment process.
 - b. You will have access to view ALL processed invoice payments through your PaymentWorks Account.

- c. You will have access to securely update your Vendor information in our database through your PaymentWorks Account.
- h. **NOTE:** If you have difficulty with your Paymentworks registration and/or account updates, please contact support@paymentworks.com for further assistance.

15. WHAT DOCUMENTATION AND INFORMATION IS REQUIRED TO COMPLETE MY VENDOR REGISTRATION?

- a. You will need to provide your Legal Name (individual or company), Legal USA Tax ID (SSN or EIN) or FOREIGN ID for your country, tax classification (individual, sole proprietor, LLC, Partnership, C-Corp, S-Corp, Non-Profit or Government), physical address and payment remittance address.
- b. **If USA Vendor and you prefer ACH Direct Deposit payments, your CURRENT Bank information is required.** You must provide the Bank ABA Routing Number, Name(s) on the Account, Account Number **and** CURRENT official bank documentation that includes the Bank logo and complete banking instructions to verify information is valid.
 - i. Documentation is REQUIRED to be dated within 6 months of your registration submission date.
- c. **If USA Vendor and you prefer CHECK payments.** You change the default payment method from ACH to OTHER to receive a USPS mailed check.
- d. **ALL International Vendors CURRENT ACH/WIRE Bank information is required per our policies.**
 - i. You must provide International Bank BIC/Swift Code, USA Bank ABA Routing Number (if applicable for your Bank), International IBAN (if applicable for your country), Name(s) on the Account, Account Number **and** CURRENT official bank documentation that includes the Bank logo and complete banking instructions to verify information is valid.
 - ii. Documentation is REQUIRED to be dated within 6 months of your registration submission date.

16. IF I AM AN EXISTING JOHNS HOPKINS VENDOR AND NOT REGISTERED IN THE PAYMENTWORKS VENDOR PORTAL SYSTEM, HOW DO I GET MY INFORMATION UPDATED?

- a. Provide the Johns Hopkins ordering Department your email address so they can send an invitation to request your information to be updated in our database through our vendor portal.
- b. Once the department submits your invitation and it is approved by our Purchasing Department, you will receive an invitation to update your information in our database through our vendor portal.
- c. The email will come from "PaymentWorks on behalf of Johns Hopkins Enterprises".
- d. You are required to validate your email before you can securely complete, save and submit your vendor registration.
- e. Once Johns Hopkins receives your vendor registration, we can start our review process for creating your Vendor account.
 - i. **NOTE:** If required information/documentation is missing, your registration will be returned to you with specific instructions for updating.
 - ii. Once the update(s) are completed and saved by you, please resubmit your vendor registration.
- f. Once your vendor registration is approved, you will receive notification from PaymentsWorks of your Vendor Number.
 - i. **NOTE:** If your tax information is different than our current database, you will receive a NEW Vendor number.
- g. Once your Vendor Number is created.
 - i. Your invoices will be accepted for our payment process.
 - ii. You will have access to view ALL processed invoice payments through your PaymentWorks Account.
 - iii. You will have access to securely update your Vendor information in our database through your PaymentWorks Account.
- h. **NOTE:** If you have difficulty with your Paymentworks registration and/or account updates, please contact support@paymentworks.com for further assistance.

17. WHAT IF I AM AN APPROVED JOHNS HOPKINS PAYMENTWORKS VENDOR, HOW DO I UPDATE MY VENDOR INFORMATION?

- a. Access your approved Johns Hopkins PaymentWorks account and update all the information, **SAVE the changes** and send the update.
- b. IF you have difficulty making these changes in your PaymentWorks account, contact support@paymentworks.com for further assistance.

18. PAYMENTWORKS REGISTRATION TIPS?

- a. Answer the questions in the order that they are asked. Questions may change, depending on your previous answer.
- b. Once completed, remember to **SAVE** the information and then **send/submit**.
- c. If having difficulty with Paymentworks, contact support@paymentworks.com for further assistance.

19. WHAT ARE THE BENEFITS OF BEING AN APPROVED JOHNS HOPKINS PAYMENTWORKS VENDOR?

- a. You will be able to update your individual/company information yourself so our database can be updated immediately.
- b. You will also be granted access to view your invoice payment information through the portal.
- c. If you need assistance with your Paymentworks account, contact support@paymentworks.com

20. WHO DO I CONTACT TO OBTAIN A JOHNS HOPKINS DEPARTMENT W9?

- a. Contact the ORDERING DEPARTMENT **or** our Tax Office **or** our AP Shared Website
 - a. Johns Hopkins University – tax@jhu.edu
 - b. Johns Hopkins Health System & Affiliates - taxJHHS@jhmi.edu
 - c. <https://ssc.jhmi.edu/accountspayable/w9.html>

21. WHO DO I CONTACT TO OBTAIN A JOHNS HOPKINS DEPARTMENT SALES TAX EXEMPT CERTIFICATE?

- a. Contact the ORDERING DEPARTMENT **or** our Tax Office **or** our AP Shared Website
 - a. Johns Hopkins University – tax@jhu.edu
 - b. Johns Hopkins Health System & Affiliates - taxJHHS@jhmi.edu
 - c. <https://ssc.jhmi.edu/accountspayable/w9.html>

22. WHO DO I CONTACT AND WHAT IS REQUIRED IF WE HAVE A COMPANY MERGER OR BUYOUT?

- a. Contact our Purchasing Department (Purchasing@jhu.edu & JHSSupplyChain@jhmi.edu) **and** Accounts Payable Department (APVendorMaster@jhmi.edu)
- b. Provide the OFFICIAL Letter of your change notification.
- c. Provide your current NEW W9.
- d. Provide your old information **and** new information for ordering **and** payments.

23. WHO DO I CONTACT FOR REMIT ADVICES FOR PAYMENTS RECEIVED?

- a. APSSC@jhmi.edu – please allow at least 5 business days for a response.
- b. Please provide your Vendor Number, type of payment (ACH or Check), amount received, date received, check number (if applicable).
- c. IF an Approved Johns Hopkins Paymentworks Vendor, you can view in your Paymentworks account.
 - a. Contact support@paymentworks.com for assistance with your Paymentworks account.

24. GENERAL CONTACT INFORMATION:

- a. **AP CUSTOMER SERVICE:** APSSC@JHMI.EDU
 - Payment status inquiries
 - Remit advices inquiries
 - Submitting monthly statements
 - General Accounts Payable inquires

- b. **VENDOR ACCOUNT INQUIRES:** APVendorMaster@jhmi.edu
 - Update your Vendor Account information.
 - Send notification of your Company merger and/or buy out.
 - General Accounts Payable Vendor Account inquiries.

- c. **PAYMENTWORKS:** support@paymentworks.com
 - Support with your NEW Paymentworks vendor registration.
 - Support with your APPROVED Paymentworks Account.

- d. **SUBMITTING PO RELATED CURRENT/PAST DUE INVOICES:** jhu@scanningamerica.com
 - The Purchase Order is REQUIRED on the invoice
 - Submission should be ONE invoice **per** PDF **per** email.
 - This email address is NOT for correspondence.

- e. **SUBMITTING PO RELATED “CREDIT” MEMOS:** POExceptions@jhmi.edu
 - The Purchase Order is REQUIRED on the invoice
 - It is preferred that you provide a copy of original invoice along with the credit memo.
 - Reference “credit memo” in email subject line.
 - This email address is NOT for correspondence.

- f. **SUBMITTING PO RELATED “REBILL” INVOICES:** jhu@scanningamerica.com
 - The Purchase Order is REQUIRED on the invoice
 - Submission should be ONE invoice **per** PDF **per** email.
 - This email address is NOT for correspondence.

- g. **SUBMITTING PO RELATED “REVISED” INVOICES:** POExceptions@jhmi.edu
 - The Purchase Order is REQUIRED on the invoice.
 - Reference “REVISED” in email subject line.
 - This email address is NOT for correspondence.

h. **UNIVERSITY PURCHASING DEPT:**

- Purchase Order inquiries
- Purchasing Buyer inquiries
- General Purchasing/Ordering inquiries

Phone: 443-997-1000

purchasing@jhu.edu

i. **HEALTH SYSTEM PURCHASING DEPT:**

- Purchase Order inquiries
- Purchasing Buyer inquiries
- General Purchasing/Ordering inquiries

Phone: 443-997-0990

JHSSupplyChain@jhmi.edu

JHSPurchasing@jhmi.edu

j. **UNIVERSITY TAX OFFICE**

- Departmental Sales Tax Certificates
- Departmental W9
- <https://ssc.jhmi.edu/accounts payable/w9.html>

tax@jhu.edu

k. **HEALTH SYSTEM TAX OFFICE**

- Departmental Sales Tax Certificates
- Departmental W9
- <https://ssc.jhmi.edu/accounts payable/w9.html>

taxJHHS@jhmi.edu