

Accounts Payable Vendor Guide - Indirect



In this guide, Medline Industries, LP Accounts Payable (AP) team will outline certain guidelines, requirements, and best practices for our indirect vendors to facilitate invoice processing and inquiry/ dispute resolution. **Indirect vendors are those partners that provide goods and services that are not directly incorporated into a Medline finished good or service but are necessary to support our day -to-day business activities.** The guide will provide detailed expectations to improve invoice compliance and collaboration to resolve discrepancies/disputes. The guide will not outline requirements for shipping and packaging of product as managed by our Operations Dept. The guide will only focus on activities directly managed by the Medline Industries, LP Accounts Payable organization.

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Coupa Vendor Portal

Medline Industries, LP has implemented Coupa, a best-in-class procure-to-pay solution, to improve our collaboration with our business partners.

The Coupa Supplier Portal (CSP) is a free tool for suppliers to easily conduct business with Medline Industries, LP. Registering with Coupa will allow supplier/vendors to:

- Review and manage purchase order details
- Submit invoices to Accounts Payable for process and review invoice status
- Interact directly with buyers to resolve disputes
- Manage company information such as banking information, address, diversity certificates, etc.
- Receive real-time notifications for disputes or rejected invoices caused by missing information

Contact APCorporateDesk@medline.com if you are an existing vendor and what to receive a registration invitation. New vendors will automatically receive notification and the ability to establish an account as part of the onboarding process.

Refer to the Coupa resources located on [Accounts Payable Help Center](#).

If you only submit non-purchase order invoices to Medline today, we still recommend using CSP. CSP will still allow you to submit invoices, track status and review payment status. Leveraging CSP will be the fastest way to ensure timely processing as you will be alerted of any questions/concern regarding the invoice.

Invoice Requirements

AP has specific invoice requirements to facilitate the timely processing of invoices. AP leverages multiple technology platforms to complete processing of invoices and non-compliance to the following will result in delayed payment. AP is not responsible for delayed payment due to vendor's invoicing non-compliance. Invoices not meeting requirements are staged as unprocessed and sent to the Medline Buyer listed on the invoice requesting additional information OR rejected back to the vendor. The invoice will remain unprocessed and unpaid until outstanding issues are resolved. Consequently, a delay will occur if the invoice is not accurate. Vendors are responsible for ensuring the invoice accuracy.

Non-compliant invoices will not be processed by Accounts Payable.

Purchase Order Invoices

All invoices must contain

Vendor Name	Unit Price
Medline Purchase Order Number (PO)	Unit of Measurement
Medline Contact (must be current)	Freight Charges (if mutually agreed to)
Bill-to Address	Material/Product Number (should match with PO)
Ship-to address	Extended Amount
Invoice Date	Itemized Miscellaneous Charges (if mutually agreed to)
Invoice Number	Subtotal
Payment Terms	Total
Unit Quantity	Currency

Medline's purchase order sequence will start with **47 or 10**. Purchase order numbers cannot be reused. Invoices containing incorrect purchase order numbers will **not** be processed for payment. Invoices containing invalid PO's are staged and returned requesting additional information. The invoice will remain unprocessed and unpaid until a response is received.

- PO's beginning with 47: Originate from Medline's internal ERP system.
- PO's beginning with 10: Originate from Medline's Coupa platform (refer to the Coupa section for additional details)

Non-Purchase Order (PO) Invoices

All invoices must contain

Vendor Name	Unit Price (if applicable)
Medline Contact (must be current)	Unit Quantity (if applicable)
Bill-to Address	Freight Charges (if mutually agreed to)
Ship-to address	Extended Amount
Invoice Date	Itemized Miscellaneous Charges (if mutually agreed to)
Invoice Number	Subtotal
Payment Terms	Total
Description of goods/services	Currency

Note: Medline AP routes invoices based on the Medline Contact Name. This information must be current or will result in invoices being returned or incorrect routing and payment delays.

Invoice Submission Procedures

- Invoices must be submitted via email OR through the Coupa Supplier Portal
- Email Requirements
 - One invoice per attachment. If multiple invoices are in a single attachment only the first invoice is processed. Remaining invoices in the attachment will go unprocessed
 - PDF Format only
 - Ensure the quality of image is clear and readable, preferable a text-based PDF.
 - Only one Purchase Order to be billed per invoice
 - Multiple Purchase Orders on a single invoice will not be accepted
 - Do not send the invoice download link, ZIP folder or invoice image in email body
 - Do not invoice for back ordered items. Medline pays based on receipt of goods and including back ordered items will prevent the entire invoice from paying.
 - Invoice email addresses are for submission only. Do not send: statements, sales orders, order/shipment confirmations, BL/POD's, order acknowledgements, packing slips, etc.
 - Vendor should not put any other Medline Accounts Payable mailboxes in CC when invoicing.
 - Any supporting documents should be attached in one PDF with invoice as first page

Invoicing Email Addresses

[1. SupplyInvoices@medline.com](mailto:SupplyInvoices@medline.com)

Use this inbox for:

- Coupa PO invoices (whether or not the PO begins with “100”)
- P.O.’s starting with 470, 471, or 400 (Domestic or International)

Submission options for Coupa POs:

- Preferred: Submit directly through the Coupa Supplier Portal (CSP).
- Alternate (if CSP is unavailable): Email invoices to SupplyInvoices@medline.com.

[2. NPOInvoices@medline.com](mailto:NPOInvoices@medline.com)

Use this inbox for Non-Purchase Order Invoices in Coupa:

- This email address is dedicated to Non-PO backed invoices - invoices that do not reference a Purchase Order.
- These invoices typically cover indirect spend categories such as services or supply related expenses.
- Please do not submit statements to this inbox.

Submission options for Coupa POs:

- Preferred: Submit directly through the Coupa Supplier Portal (CSP).
- Alternate (if CSP is unavailable): Email invoices to NPOInvoices@medline.com.

[3. APCorporateDesk@medline.com](mailto:APCorporateDesk@medline.com)

Use this inbox for:

- This email address is dedicated to vendor inquiries and statements.
- Do not use this inbox for one-time invoices or PO-backed invoices.

[4. APRecurringInvoices@medline.com](mailto:APRecurringInvoices@medline.com)

Use this inbox for:

- This email address is dedicated to vendors whose accounts have been configured for recurring billing.
- This mailbox is monitored daily and invoices received here are manually routed to Coupa.
- Do not use this inbox for one-time invoices or PO-backed invoices.

Invoice Match Exceptions (Purchase Order Backed)

Medline leverages a three-way match process which requires a complete match at the line level between the purchase order, invoice and goods receipt. Discrepancies in the three-way match process require approval or correction of the purchase order or invoice by the supplier.

Medline has implemented two approaches to the resolution of match exceptions based on the purchase order number.

Purchase Orders Starting with 10

This purchase order sequence indicates the purchase order originated from Coupa. Medline encourages vendors to register with Coupa to assist in resolving discrepancies. In this scenario, match exceptions will route for review to the Medline buyer and resolution is required for payment to be approved. The buyer can reject the discrepancy back to the vendor or approve. Rejecting the invoice in Coupa back to the vendor will notify the vendor of the dispute and require the dispute be resolved between both parties and 1) a correction invoice submitted or 2) the

buyer approving to pay the difference. One of the latter steps must occur for the invoice to complete processing and release for payment.

Purchase Orders Starting with 47

Medline Accounts Payable implemented an internal match exception workflow for Non-EDI, inventory and raw material purchases. Invoice matching exceptions occur when:

- Invoiced for material numbers not listed on the purchase order
- Invoiced for freight not on purchase order
- Invoiced for miscellaneous fees not on purchase order

Match exceptions will be routed for internal review and a decision to approve and pay the exception or deny and deduct from the amount originally invoiced. AP has implemented additional invoice number suffixes on the remittance advice to demonstrate the outcome of Medline's decision. The remittance will reflect the original invoice number with a suffix of MV.

- MV (Miscellaneous Value): This is a deduction and/or payment entry that represents the match exception was approved. An approved transaction will also have a corresponding MVDM posting to correct the original deduction.

Understanding the Remittance

- Payer: Medline Industries, LP - refers to the entity or party that is responsible for making the payment
- Payee: Vendor - entity or individual who is the intended recipient of the payment
- Payment Method: refers to the way in which a financial transaction is executed (EFT/ACH, Check, Wire Transfer, or Credit Card)
- Currency: refers to a system of money in general use in a particular country or region (USD)
- Payment Document Number: refers to the number assigned to a specific payment transaction
- Vendor Account Number: refers to a unique identification code or reference assigned to a specific supplier or vendor within Medline Industries business system
- Payment Amount: refers to the total sum of payments referenced on the remittance
- Invoice: refers to the unique identifier assigned to a specific invoice to provide a reference point for tracking and managing the payment
- Description: refers to the clarification of the specifics related to the payment or deduction
- R/C: refers to the Reason Code for a particular deduction
- Date: refers to the Invoice Date shown on the invoice
- Gross: refers to the payment amount NOT including discounts
- DISC: refers to a reduction in the original invoice amount as an incentive for prompt payment
- Net: refers to the payment amount including discounts
- Medline Deduction/Payback Detail: refers to information related to deductions taken from a payment and the details associated with the reimbursement or payback of the deduction. This information is found on the last pages of the remittance advice

Understanding the Suffixes on the Remittance

- A, B, C, D, etc.: Secondary Postings of invoices; internal clearings
- ADV: Advance
- ADVDM: Advance Debit Memo
- CEA: Correcting Entry
- CEB: Correcting Entry
- CM: Credit Memo
- CMP: Credit Memo - Pricing
- CMPB: Credit Memo Payback
- DISC: Discount Payback
- DM: Debit Memo due to Shortage or Damages
- DMP: Debit Memo due to Pricing
- DMPB: Debit Memo Payback
- DSF: Drop Ship Fee
- DVDM: Discount Value Debit Memo - Correct discount not taken on manual payment or invoice posting
- FEE: Fees - includes hazmat, min order, pallet, restocking, service, late, finance charge, etc.
- FRT: Freight Payback
- LSDM: Late Ship Debit Memo - Penalty for shipping outside agreed window
- LSDMPB: Late Ship Debit Memo Payback - Payback of penalty for shipping outside agreed window
- MV: Miscellaneous Value - correction entry that represents the deduction and/or the repayment of the deduction associated with the invoice discrepancy after the Division has reviewed and approved for payment
- REV: Revised Invoice
- STLMT: Settlement
- TAX: Tax

Customer Service Inquiries

Support Center: <https://medlineaccountspayable.zendesk.com/>

AP launched a Support Center system to manage invoice status inquiries. All invoice-related questions/disputes must be submitted through the Support Center. Invoices must not be sent to the Support Center unless you are following up on a past due transaction.

Utilizing the Support Center web form is the most effective method to submit an inquiry to AP and will garner a quicker response.

The following behaviors and processes should be followed by vendors when submitting multiple tickets for efficient and effective customer service:

- Consolidate related issues: If multiple issues are related to the same problem, vendors should consolidate them into a single ticket rather than creating separate tickets for each issue. This will help streamline communication and prevent duplication of effort. Vendors should review if an existing ticket has been created in Zendesk for the same invoice before creating a new ticket.

- **Past Due Invoices:** Before reaching the customer service team, please confirm 1) Goods delivery is complete and there are no delivery issues such as shortage or damage, 2) Invoice terms are due 3) Invoice was submitted based on above requirements.
- **Fields of Zendesk:** Vendor should fill all the necessary fields of Zendesk form like Vendor number, PO number etc.
- **Provide detailed information:** When submitting a ticket, vendors should provide as much information as possible about the issue which will help the support team to quickly diagnose and resolve the problem.
- **Prioritize urgent issues:** If multiple issues are submitted at once, vendors should prioritize urgent issues that require immediate attention. This can be indicated by labeling the ticket with a high priority or by clearly communicating the urgency of the issue in the ticket description.
- **Follow up on tickets:** The vendors should wait for the responses to their previous tickets before creating new ones or just follow up on the last email so that new tickets won't be created for the same issue. This will help to ensure timely resolution of the issue.

Self-serve Opportunities

Coupa Supplier Portal

Vendors interested in enrolling in the Coupa Supplier Portal may request access by submitting a ticket above an requesting. Information will be forwarded to our supplier enablement team. Details regarding Coupa and its functionality is available on our support page.

Invoice Status Chat

This chat tool provides a quick response to an Invoice or Purchase Order status inquiry. Vendors may access the chat on Medline Accounts Payable Help Center <https://medlineaccountspayable.zendesk.com/>. The chat uses the Vendor Number, Invoice Number and Posting year to provide a detailed status for the queried invoice. Below is the type of information provided:

- **Paid:** Provides the amount paid (less any deductions or discounts), the payment due date and the payment document # / check # and date cashed (if applicable)
- **Payment on Hold:** Provides the reason for the hold and next steps on how to resolve the hold to release payment
- **Awaiting Payment:** Provides the payment amount (less any deductions or discounts), due date and expected payment method
- **Missing Goods Receipt:** Provides the link to create a ticket to submit the necessary documents to have the goods receipt entered and payment released
- **Invoice on Hold:** Provides directions on how to find an existing ticket or the link to create a new ticket if one does not already exist. Invoices on hold have a discrepancy or Medline is missing information which is preventing the invoice from falling under any of the other detailed statuses
- **No Results found:** Provides a list of possible input errors and how to resolve if valid data or the invoice is not on Medline's radar for payment

Vendors can check multiple invoices by typing “another invoice” in the open text message field. Although some detailed statuses result in ticket creation, using the chat will provide an immediate response and directions on next steps (if necessary). If the invoice number is not known, the PO number and Vendor number can be input and a list of related invoices will be provided. Vendors may copy from that list of related invoices the information to query an invoice

Payment Methods

AP offers the following payment methods:

- Check—Least preferred. If you have discount terms, discounts will not be paid back due to delay in mailing
- EFT—Most preferred
- Wire (International only)
- Virtual Credit Card (partnership with US Bank)
- EFT and Virtual Credit Card provide an alternative to checks, affording the following advantages:
- Eliminating the possibility of stolen checks or delayed delivery receipt caused by USPS
- Receipt of funds within 1–2 business days

To change or update your payment method, please submit a request to

<https://medlineapvendordatamgmt.zendesk.com/> to enroll in Virtual Credit Card, EFT or update banking details.

Bank Account Verification

Vendors enrolling in EFT (ACH/Wire) will be required to validate their banking information with our third-party partner nsKnox. This verification is meant to safeguard the assets of our business partners and Medline.

nsKnox Technologies is an independent Corporate Payment Security specialist that performs cyber-grade account validation for the company.

- nsKnox is SOC 2 (AICPA) certified, meaning their processes have been validated to meet or exceed rigorous industry standards.
- The nsKnox service is designed to verify and protect a vendor's account information in a way that can't be manipulated. Upon account validation a vendor specific Knox ID will be assigned to the vendor account combination.

Statement Reconciliations

Accounts Payable (AP) will not reconcile weekly statement requests or statements submitted along with original invoice submissions. AP will attempt to reconcile monthly requests; however, due to high volume we are currently averaging reconciling at a quarterly frequency. Medline AP is constantly evolving to improve our response time. To facilitate, all statement requests must be submitted to Medline AP in Excel.

AP will reconcile statements, issue the results in Excel, and assign categories for each invoice line. The tables on following pages represent those categories that AP expects you to take action on. Categories not listed require internal Medline Teams to resolve.