Accounts Payable Vendor Guide - Direct

This guide, created by Medline Industries, LP Accounts Payable (AP) team, outlines essential guidelines, requirements, and best practices for **Direct Spend vendors and suppliers—those providing goods and raw materials**. It aims to streamline invoice processing, address inquiries and disputes, and improve compliance while fostering collaboration to resolve shortages. Note that shipping and packaging requirements, managed by our Operations Department, are not covered in this guide. Instead, the focus is solely on activities under the direct management of the Medline Industries, LP Accounts Payable organization.

NOTE: There is a separate Vendor Guide for Indirect Spend Vendors/Suppliers.

Contents

Invoice Requirements

EDI is AP's preferred method of invoice submission. Contact APEDI@medline.com for additional details if your organization is EDI capable and interested in enrolling. The following section applies to all NON-EDI vendors/suppliers.

The following invoicing sections only apply to non-EDI vendors/suppliers.

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 non-compliance. Invoices not meeting requirements are staged as unprocessed and sent to the Medline Buyer listed on the invoice requesting additional information. The invoice will remain unprocessed and unpaid until a response is received from the Medline Buyer. Follow up notifications are only sent to the vendor if unable to resolve internally. Consequently, a delay will occur if the invoice is not accurate. Vendors/suppliers are responsible for ensuring invoice accuracy.

Purchase Order Invoices

All invoices must contain

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

Purchase order numbers cannot be reused. Invoices containing incorrect purchase order numbers will not be processed for payment. **Invoices containing invalid POs are staged and returned requesting additional information. The invoice will remain unprocessed and unpaid until a response is received.**

Invoice Submission

The following requirements only apply to non-EDI vendors/suppliers.

- Invoices must be submitted via email and include the following Bill To address:

**Medline Industries, LP
Three Lakes Drive
Northfield, IL 60093**

- 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

- 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 sending to vendorinvoices@medline.com
  Note: Exceptions will be made if partner platforms cannot accommodate, but invoice processing will be delayed.

If you are submitting via EDI, please do <u>not</u> resubmit invoices as PDF attachments as this will cause duplication. EDI vendors/suppliers must direct all questions regarding invoice submission to APEDI@medline.com

Invoicing Email Addresses

1. VendorInvoices@medline.com
Use this inbox for:
- Domestic invoices with a PO starting with 451, 100, 110, 500, 686, 710, 79, 820, or 951
- Shipping country of origin: United States (Domestic)

Important note:
Do NOT send Coupa POs to this inbox. Although Coupa POs may also begin with "100", they must be submitted through Coupa Supplier Portal (CSP) or emailed to SupplyInvoices@medline.com if not using CSP.
Only non-Coupa POs starting with 100 should go to VendorInvoices@medline.com

2. Imports@medline.com
Use this inbox for:
- International air shipment invoices only.

Applies to all divisions and PO formats related to import air freight.

3. APWires@medline.com
Use this inbox for:
- Invoices with a PO starting with 451, 110, 500, 686, or 710
- Shipping country of origin: Outside the United States (International)

Additional note:
Yusen shipments with FOB terms should not be sent to this inbox as Yusen provides them directly.

Coupa Supplier Portal

We are excited to announce we are transitioning to a new, streamlined vendor onboarding and supplier information management system called Coupa, effective January 20, 2025. This transition will simplify and improve how we manage supplier records and interactions. Visit the **Coupa Resource Center** in Zendesk for step-by-step instructions on registering for the Coupa Supplier Portal (CSP).

Key Changes and Benefits:
Centralized Vendor Management in Coupa:
- All supplier onboarding and information updates will now be managed through Coupa.

Centralized Document Storage:
- Store all supplier records in Coupa for quick and easy access.
- Upload required documents directly, reducing manual intervention.

Automated Renewal Reminders:
- Suppliers will receive automated alerts for document updates, minimizing delays and ensuring compliance.

Self-Service Updates:
- Suppliers can independently update their information and documents, keeping records current.
- A standardized update request process ensures simplicity and efficiency.

Seamless Integration:
- Synchronization between Coupa and SAP guarantees consistency across all systems.

Enhanced Review and Approval:
- Medline's review process ensures all updates comply with our standards and regulations.

Updating Contact Information in Coupa Supplier Portal

Suppliers may opt to enroll in the Coupa Supplier Portal free of charge. Registration with the portal will allow suppliers to independently view, update, and maintain the following information by accessing the **External Update Form** in the Coupa Supplier Portal:

- **Company Profile Information:** Suppliers can update their company's contact information (AR, Problem Ticket, Business Contact), website, tax ID, DUNS number, banking information and other business details.
- **Diversity Credentials:** Suppliers can highlight their company's diversity information and upload diversity certificates.
- **Product Categories:** Suppliers can identify their company's industry and product/service categories.
- **Remit-to Address (RML):** Suppliers can self-service their remit-to address updates within the CSP. These updates will route through required approvals before being published.
- **Public Profile:** Suppliers can manage their public profile, which is visible to all customers and potential customers.

Chargeback Disputes

For all inventory and raw material purchases, AP processes payment based on three-way match, which includes goods receipt (GR). AP at the time of invoice due date will post a debit memo against your vendor account for any invoice line with a receiving shortage. The debit memo is equal to the value of the quantity shortage and a debit memo notification is sent to the vendor overbill contact.

Any dispute concerning a chargeback must be documented and submitted to Medline Accounts Payable to facilitate research. AP will only respond to disputes related to debit memos. Vendor responses to Problem Ticket notifications will not be replied to by AP but will be handled by the Problem Ticket team. Please avoid copying Accounts Payable. When disputing a deduction, you must provide proof that the product was received at a Medline location.

Required documentation includes:

- Proof of Delivery (must list the Medline address)
  - Non-parcel shipments must display the stamped and signed proof of delivery
- Packing list
- Bill of lading

As a reminder, the Medline Routing Guide should be utilized for any orders where Medline is bearing freight cost unless otherwise agreed to in writing. Medline will deny any chargebacks where the routing guide was not followed, and it will be the responsibility of the vendor to work with their carrier for any such chargeback requests.
Review the Customer Service section for details about how to submit disputes to Medline Accounts Payable.

Shipping Discrepancy Notifications

Medline Industries LP is taking a proactive approach in resolving shipping discrepancies by sending out a notification as soon as an invoice becomes one week overdue. Rather than waiting for an inquiry to come directly from the vendor, Medline is identifying shipments where there are zero goods receipts at the PO line level and the below criteria are met.

- A Debit Memo is generated
  - All Payment terms are included but if the vendor has Net terms greater than 30 days, the notification will go out before the deduction is taken via DM (to attempt retrieval of shipping documentation before they become unavailable at the carrier).
  - If the DM has cleared with the invoice and partial payment has been issued, the notification will include the associated payment doc # and date that that payment cleared.
- No other paybacks have already been issued (manually or through the Appian Chargeback Workflow)
- No Credit Memo was received to offset the shipping discrepancy

Currently this process is only applicable to invoices where entire PO lines have zero goods receipt one week post due date. If there is partial goods receipt, there will be no proactive shipping discrepancy notification.

Notification

An email will be sent to the address stored on the vendor record (Clerk's Internet Address). The email will request shipping documentation associated with the deduction or zero goods receipt. Simply reply to the request with the appropriate documentation and the AP Rep will initiate the chargeback request through Appian. If a credit memo needs to be issued instead, please provide and the AP Rep will take appropriate action.

- If the vendor has OPT IN to participate in the Appian Chargeback Enhancement, the Zendesk ticket will auto-solve after they submit the shipping documentation for chargeback creation. The vendor will be notified via email directly from Appian.
- If the vendor has chosen not to participate in the Appian Chargeback Enhancement, they will continue to communicate through the Zendesk Ticket. This is a manual follow up and not updated in real time. This may lead to delays and potential credit hold situations as the resolution process won't benefit from the streamlined approach. It is encouraged to OPT IN.

Accounts Payable Chargeback Enhancement

You are encouraged to opt in to the Accounts Payable Chargeback enhancement. This enhancement reduces the waiting period during the resolution process by involving all relevant stakeholders, including our Accounts Payable (AP) team, to address discrepancies swiftly. The streamlined approach minimizes potential conflicts and credit hold situations, ensuring a more seamless resolution.

How It Works:

- Upon submitting a repayment request for a receiving discrepancy deduction, you will receive an email notification for that chargeback.
- This email will prompt you to either:

- Accept the credit or
- Continue to dispute with the business.

By clicking the link provided in the notification email, you can review the details and submit your resolution promptly.

To opt in for this enhancement, please access the Vendor Opt-In Communication located in the Appian Chargeback Resource Center in Zendesk, complete the form and return to apcoptinmedline@medline.com.

For your convenience, helpful training guides have been made available to you to ensure you're able to fully benefit from this enhancement. You can view them by accessing the following link: https://medlineaccountspayable.zendesk.com/. If you choose not to opt in, your chargeback requests will be handled manually through AP Zendesk, potentially causing delays and credit hold situations.

Invoice 2 Way Match Exceptions

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.

INVOICE	DESCRIPTION	R/C	DATE	GROSS	
965567			11/07/2023	1,812.89	Original amt:
965567MV			11/07/2023	112.00	Repayment of charge
965567MV			11/07/2023	112.00-	Deduction for unapproved charge

Pricing Exceptions

Pricing exceptions (Overbills) occur when the invoice line price is higher than Medline's purchase order price. AP distributes an overbill notice to the vendor overbill contact when the invoice is processed.

Vendors/suppliers may:
- Approve AP to pay at the lower purchase order price by sending an email with approval to the Division Contact on the overbill notice or
- Dispute the price discrepancy with the Division Contact listed on the overbill notice.

Do not contact Medline Accounts Payable to override the overbill discrepancy and process payment at the invoice price. The Division Contact, based on DOA (Delegation of Authority), will provide approval to pay at the invoice price or at the lower PO price via the Invoice 2 Way Match Exceptions process.

Dear Accounts Receivable:

You have invoiced Medline against purchase order number 071003   . One or more of the invoice line items were billed at a price greater than the price on the purchase order. If a purchase order price is wrong, Medline must be notified prior to shipment so the purchase order can be re-issued with the correct price. Once the purchase order has been shipped, the price is binding and Medline will only pay the price on the original purchase order.

Accounts payable cannot pay invoices at prices in excess of the original purchase order price. Therefore, before any payment can occur, we require approval to short pay the invoice or a credit memo for the items indicated below:

Line	Invoice #	Item Number	Qty	UOM	PO Price	Inv Price	Price Diff	Extended Diff
00002	INV180286	33033D	2.00	CS	333.860	338.600	4.740	9.480
		Vendor Item: 381434						

Total Extended Difference for PO: 071003

9.480

Please email approval directly to the division no later than 12/23/2024 to short pay the invoice using this form, or provide Medline with a credit memo for the over-billed amount at your earliest convenience.

If you have any questions please contact the SPT Division at sptapbilling@medline.com .

> Divisional contact for the vendor

Sincerely,

Medline Industries, LP - Accounts Payable Department

_____
Vendor authorization to short pay
        (please sign here)

_____   _____
        Name and Title   Date
        (please print)

> Where the VENDOR can sign with APPROVAL to short pay the subject invoice. The division should not use this line.

Explanation of Payment Remittance

This document is designed to simplify the comprehension of Medline Industries, Inc. payment remittances by providing
detailed guidance on interpretation. Additionally, it furnishes a thorough list of suffixes appearing after the invoice number,
with each suffix accompanied by clear explanations to enhance understanding of the remittance and associated payment
details. See example below:

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 MEDLINE                                        Payment Remittance Advice
                                                12/14/2023

 Payer:                                         Payee:
 Medline Industries, LP.
 One Medline Place
 Mundelein,
 IL,60060 - 4486
 US                                             US

 Payment Method : Electronic Fund Transfer     Payment Document Number :
 Currency       : USD                           Vendor Account Number   :
                                                Payment amount          : $

 INVOICE              DESCRIPTION            R/C      DATE        GROSS         DISC          NET
 10936500EDM                                      11/23/2021   1,323.20-       0.00    1,323.20-
 11075818EDMPB                                    01/18/2022     336.08        0.00      336.08
 11522133EDMPBA                                   07/19/2022   4,934.76        0.00    4,934.76
 12095015EDMPB                                    02/25/2023   4,133.58        0.00    4,133.58
 12125790E                                        03/09/2023   5,785.17        0.00    5,785.17
 12125790EDM          4515992661 SKE200502   SHT  03/09/2023     588.60-       0.00      588.60-
 12129057E                                        03/10/2023  55,516.15        0.00   55,516.15
 12129057EDM          C40576639 4516016420   DMG  03/10/2023     579.97-       0.00      579.97-
 12138969E                                        03/14/2023   2,750.17        0.00    2,750.17
 12138969EDM          4516013294 SKE391020   SHT  03/14/2023   1,548.48-       0.00    1,548.48-
 12138974E                                        03/14/2023     800.52        0.00      800.52
 12138974EDM          4516013309 SKE391075   SHT  03/14/2023     326.64-       0.00      326.64-
 12138976E                                        03/14/2023   3,379.41        0.00    3,379.41
 12138977E                                        03/14/2023     411.06        0.00      411.06
 12138978E                                        03/14/2023   2,857.54        0.00    2,857.54
 12138981E                                        03/14/2023   2,319.88        0.00    2,319.88
 12138985E                                        03/14/2023   2,734.01        0.00    2,734.01
 12138987E                                        03/14/2023   1,159.94        0.00    1,159.94
 12138988E                                        03/14/2023   3,987.48        0.00    3,987.48
 12138989E                                        03/14/2023   6,510.95        0.00    6,510.95
 12138993E                                        03/14/2023   8,314.20        0.00    8,314.20
 12142939E                                        03/14/2023   5,754.84        0.00    5,754.84
 12142941E                                        03/14/2023   1,902.90        0.00    1,902.90
 12142943E                                        03/14/2023  13,218.89        0.00   13,218.89
 12142943EDM          110361454  Qty 1.000   SHT  03/14/2023     176.58-       0.00      176.58-
 12142944E                                        03/14/2023   2,554.80        0.00    2,554.80
 12142945E                                        03/14/2023   2,639.37        0.00    2,639.37
 12144044E                                        03/15/2023   5,018.00        0.00    5,018.00
 12144044EDM          4516013305 SKE910600   SHT  03/15/2023   2,129.68-       0.00    2,129.68-
 12144045E                                        03/15/2023   4,370.88        0.00    4,370.88
 12144046E                                        03/15/2023   4,005.92        0.00    4,005.92
 12146673E                                        03/16/2023   1,654.38        0.00    1,654.38
 12147883E                                        03/16/2023   2,487.19        0.00    2,487.19
 12148716E                                        03/17/2023   4,251.59        0.00    4,251.59
 12148716EDM          4516037732 SKE391020   SHT  03/17/2023   1,548.48-       0.00    1,548.48-
 12148721E                                        03/17/2023  16,533.06        0.00   16,533.06
 12148722E                                        03/17/2023   9,765.56        0.00    9,765.56
 12148723E                                        03/17/2023  50,357.02        0.00   50,357.02
 12148724E                                        03/17/2023  23,845.70        0.00   23,845.70
 12148724EDM          4516037678 SKR250070   SHT  03/17/2023   2,554.80-       0.00    2,554.80-
 12148725E                                        03/17/2023  15,935.76        0.00   15,935.76
 12148726E                                        03/17/2023  26,750.04        0.00   26,750.04
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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 in Zendesk

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

AP launched a Support Center system to manage invoice status inquiries and debit memo disputes. 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. If continuing to submit by email, ensure appropriate key words are present in the subject line:

Keyword In Subject	Inquiry/Follow-up Message In Body
Term	Confirm current terms or ask for a change
Outstanding or Past Due	Past Due invoice needing AP to address
Dispute	Chargeback, payback, shortage, deduction, shipping documents, etc.
Statement	Submit a statement in excel format (international has a specific template)
Fee	Freight, discounts, drop ships, etc.
Remittance	Request a copy or make a change to the vendor email address
IMPT	IMPT/Problem ticket
UOM	Invoice price matches PO price but still a discrepancy with unit of measure
Return	Product returned to vendor
Rebate	Rebate issue
Refund	Refund check issued to Medline

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

- Consolidate related issues: If multiple issues are related to the same problem, vendors/suppliers 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/suppliers should review if an existing ticket has been created in Zendesk for the same invoice before creating a new ticket.

- Shipping Discrepancies: When submitting a ticket related to shipping discrepancies, vendors/suppliers should provide as much information as possible about the issue, including the purchase order number, shipment date, tracking number, packing slips, delivery receipts, Proof of Delivery, Bill of Lading and any relevant details regarding the discrepancy. This will help the support team to quickly diagnose and resolve the problem.

- 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.

- PT for shortages/damages: Vendor should first check Problem Tickets at their end before creating ticket for deduction inquiry. It will reduce the tickets flow.

- 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/suppliers 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/suppliers 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/suppliers 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 Invoice Status Chat

This chat tool provides a quick response to an Invoice or Purchase Order status inquiry. Vendors/suppliers 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/suppliers 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/suppliers 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.

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 act on. Categories not listed require internal Medline Teams to resolve.

Domestic Vendor Categories

Current Category	Responsible Party	Action Items Required
Credit memo taken	Vendor	• Vendor review cash application
Freight	Vendor/Division	• Vendor and Division will need to settle on all discrepancies • AP should only be involved if a payback is agreed to between Vendor and Division
Need correct PO	Vendor	• Vendor must resolve. May require vendor to discuss with Buyer
Need copy (missing Invoice)	Vendor	• Vendor will need to provide invoice copies to AP • AP will troubleshoot root cause and follow up appropriately
Need more Information	Vendor	• AP is unable to address based on statement information provided
Shortage full non-receipt	Vendor/Accounts Payable/Branch	• AP will request POD details for each shipment. No action will be taken without POD details. • Vendor provides POD details • AP submits to Branch for review • AP will only repay if chargeback is approved by Branch
Overbill	Vendor/Division	• Division and vendor must resolve discrepancy • Resolution must be emailed to: APOverbills@Medline.com
Pricing short pay	Vendor/Division	• Vendor/Division need to agree on price and advise Accounts Payable of any adjustments
Rebates	Vendor	• Vendor to review cash application or contact rebates team if disputing calculation
Return chargeback	Vendor	• Vendor to adjust accounts receivable to account for return
Shortage, no problem ticket	Vendor/ Accounts Payable/Branch	• Vendor to provide documentation (POD with Medline Stamp, Packing List, BOL) • Accounts Payable will review for overages. If none, will route through Appian • Branch reviews
Stock transfer tee	Vendor/Division	• Vendor to credit accounts receivable. If dispute deduction, vendor will contact Division
Shortage, w/problem ticket	Vendor/Accounts Payable/Branch	• AP will request POD from vendor. No action will be taken without POD details • Vendor to provide POD • AP submit chargeback to Branch • Branch responsible for evaluating chargeback
Tax	Vendor	• Vendor to confirm the purchase is/is not taxable • Email SalesTaxQuestions@medline.com for copy of tax exemption certificate
Payment discount	Vendor	• Vendor may dispute discount or adjust accounts receivable
Denied freight	Vendor/Division	• Vendor to credit accounts receivable • Vendor disputes deduction with Division
Denied shortage, w/ problem ticket	Vendor/Division	• Vendor will need to credit AR • If dispute, vendor will need to discuss with Division
Denied tax	Vendor	• Vendor to confirm if purchase is/is not taxable

International Vendor Categories

Current Category	Responsible Party	Action Items Required
Open		• Payment will release on next payment run according to payment terms
Paid	Vendor	• Vendor review cash application
FDA release		• Pending FDA release
FDA hold		• Shipment on FDA hold
On the water		• Container has not arrived at DC
Need copy	Vendor	• Vendor will need to provide invoice copies to AP
Overbill	Vendor/Division	• Division and vendor must resolve discrepancy • Resolution must be emailed to APOverbills@Medline.com
Quantity block	Accounts Payable	• Shipment not received; provide estimated delivery date
Shortage	Vendor/Accounts Payable/Branch	• Vendor to provide documentation • Accounts Payable will review for overages. If none, will route through Appian • Branch reviews
Split shipment	Accounts Payable	• AP will review and request release of payment if shipment is fully received
Container not in the system	Imports	• Pending internal container record creation