

## ***Mass General Brigham Invoicing Procedures for Suppliers/Vendors***

Business acknowledges that if invoices are not submitted in accordance with this section, Mass General Brigham (Customer) cannot guarantee the timely payment of fees.

### **A. ORDERS & INVOICES:**

Business shall submit invoice(s) for payments due hereunder upon receipt of Customer's written approval of Services and/or Deliverables. To ensure timely, and correct payment, Vendor acknowledges and agrees to adhere to the following standard operating procedures for Order Receipt, Invoicing and resolution of non-payment. Failure to follow the below procedures may result in the delay of payment.

#### Order Receipt

- **Orders from Mass General Brigham (formerly Partners HealthCare) must be accompanied by a PO** in standard Mass General Brigham format: 10 digits, numeric only. Orders not accompanied by a PO will be denied.
- Vendors must acknowledge and confirm order details within 24 hours of order receipt. Orders may be confirmed via fax to (617) 565-0634, or via email to [POConfirmations@partners.org](mailto:POConfirmations@partners.org)

#### Invoicing

- Standard payment terms for Customer are Net 45 days from the invoice date.
- All invoices must be submitted to Customer upon acknowledgement of receipt of Deliverables or written confirmation of satisfaction with Services.
- Invoices exceeding 1 year after provision of Deliverables or Services will not be accepted without demonstration of earlier collection attempts.
- All invoices must contain, at minimum: the invoice number, invoice date, PO number and remit address.
- Only 1 PO can be listed per invoice. No more than 1 invoice may be listed per page. Multiple invoices cannot be combined onto single pages.
- Invoices shall not include interest or late payment charges.
- Agreements, excel spreadsheets, statements, or anything other than an Invoice Copy in PDF or TIF image will not be accepted
- Please submit only 1 copy of each invoice.

#### Invoicing Methods

1. **EDI.** Mass General Brigham's preferred method of invoicing is via EDI (Electronic Data Interchange). If your organization is capable of this method of invoice delivery, please contact [PHSMISVENDORUPDATE@partners.org](mailto:PHSMISVENDORUPDATE@partners.org)
2. **Mail.** Mail Invoices containing Purchase Order number on each page to:

Mass General Brigham  
Attn: Accounts Payable  
399 Revolution Drive Suite 327  
Somerville, MA 02145

3. **Email.** Invoices that are transmitted via email to: [PHSPOINVOICE@PARTNERS.ORG](mailto:PHSPOINVOICE@PARTNERS.ORG) **must follow the below technical requirements.**

- Invoices **MUST** be submitted as attachments that are an unencrypted “.pdf” or “.tif” with a maximum bit depth of 24.
- Attachments should contain invoices **ONLY** (please do not include cover pages, statements, agreements, etc.).
- Purchase Order Number **MUST** be referenced and visible on each invoice.

**NOTE:** When submitting an invoice with a “hand written” PO number, please be sure to use **Black ink only**. Other colored ink does not scan well, and the PO number is often illegible.

#### Payment

- Mass General Brigham’s method of payment is credit card through Bank of America E-Payables program. Details of the program can be found at [www.bankofamerica.com/epayablesvendors](http://www.bankofamerica.com/epayablesvendors)
- Payment inquiries can be directed to Operations Support department at **617-726-2142**

#### Resolution of Non / Short Payment

- Submissions to Operations Support not accompanied by the correct ticket number for the invoices submitted will not be accepted.
- Vendors must contact our Operations Support department at **617-726-2142** immediately once an invoice becomes past due or was determined to have been paid short.
- If Business becomes aware of any issue related to payment, Business shall contact Supply Chain Operations Support at **617-726-2142**. **While the parties are engaged in good faith business discussions intended to achieve a resolution to such issues, orders will not be held.**
- All submissions to Operations Support require a ticket number, which can be obtained by calling **617-726-2142**. A new ticket number is issued for each case/call. Once a ticket is obtained, invoices requiring resolution may be submitted via email to the provided address.
- Submissions to Operations Support not accompanied by the correct ticket number for the invoices submitted will not be accepted.

## **B. TRAVEL OR OTHER OUT OF POCKET EXPENSES:**

Any time spent by any employee of Business (“Business Employee”) or agents of Business commuting to and from their homes shall not count as time spent in providing Services to Customer. Any additional time spent by a Business Employee or such agents traveling at

the specific request of Customer shall count as time spent in providing Services to Customer. Such time must be pre-approved in writing by Customer and shall be subject to any maximum payment caps agreed upon by the parties. Travel and other out of pocket costs must comply with Mass General Brigham Travel Expense Requirements for Vendors (<https://www.massgeneralbrigham.org/Vendors/TravelExpenses>), including documentation of actual expenses where required and a cap of travel and other costs not to exceed nine percent (9%) of total fees paid.

- C. EXPENSES:** Customer shall reimburse Business for reasonable expenses directly related to the Services, provided that Customer has authorized such expenses in writing in advance.