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| Key Contact information on insideLSC | |
| GSS Contact list | [Global Strategic Sourcing](http://inside.lsccom.net/insidelsc/pages/corporate_functions/global_strategic_sourcing/global_strategic_sourcing.aspx) |
| Customer Service | NSSC: 629-802-8630 |
| Logistics: 833-744-7572 ext. 8 |
| [LSCcustomerservice@lsccom.com](mailto:LSCcustomerservice@lsccom.com) |
| Customer Service web Form | <https://www.lsccom.com/supplier/> |
| Invoice submission | [LSCinvoices@lsccom.com](mailto:LSCinvoices@lsccom.com) |

|  |  |
| --- | --- |
| Do’s and Don’ts to Ensure Timely Payment  Do Don’t | |
| Include PO # on all invoices | Submit the same invoice multiple times |
| Ensure remit to address on invoice is clear, and ensure invoice is legible | Send non-invoice items (e.g. vendor statements, summaries, questions, etc.) |
| Send all invoices to [LSCinvoices@lsccom.com](mailto:LSCinvoices@lsccom.com) (vendor can send directly) | Send emails to [LSCinvoices@lsccom.com](mailto:LSCinvoices@lsccom.com) that don’t contain invoices |
| Complete a customer service form for all inquiries. | ‘Reply All’, including [LSCinvoices@lsccom.com](mailto:LSCinvoices@lsccom.com) on emails of a conversational manner |

**Check Request Items**

Check requests are generally used to authorize payment of nonrecurring Company obligations for which invoices are not normally received.

The following link will take you to the Accounts Payable site that has instructions for creating a check request, FAQ, deadlines and process instructions for approvers:

Click on the following link: [Check Request System](https://fwsinside.lsccom.com/CheckReq/Forms/CreateNew.aspx)

**Emergency Payables**

The only items that should be sent through the emergency payables: Down Payments, Legal Tracker, and Uploads (Rent, ICOMM, FTC Drivers)

**Customer Service**

For all vendor invoice inquires please complete the customer service web form available on: <https://www.lsccom.com/supplier/>

Once you have reached our Supplier Information page, select **AP Customer Service Requirements**.  Select **AP Customer Service Inquiry** to access the new web form.

**Purchase Order Process**

1. After vendor selection has been made, contact Global Strategic Sourcing (“GSS”) for instructions on creating a requisition. Please use the GSS Contact link to find your buyer.
   1. If you have a new vendor, you will need to request that vendor be set up by going into the Centralized Vendor Management System (CVMS) – GSS can direct you how to do this.
2. Prepare and submit a requisition for approval – GSS can guide you through this. Among other things, you will need the cost center and G/L account number to where payments will be charged.
3. Once the requisition has been approved, GSS will issue the PO to the requestor. You will need to communicate the PO information to the vendor and ask that they include the PO# on all invoices. Invoices without a PO will be sent back to the vendor
   1. Instruct vendors to email all invoices and **Only invoices to** [LSCinvoices@lsccom.com](mailto:LSCinvoices@lsccom.com)

**Invoice Process**

1. Once an invoice has been received by LSCinvoices@lsccom.com, providing it contains complete information, the approver will receive an email from the Perceptive Content System requesting approval.
   1. Invoice approvers are assigned as part of the purchase order process; invoices submitted will be routed for approval based upon the approver established in the purchase order.
   2. Note: If an invoice was submitted multiple times, the approver will receive another request for approval stamped with “Possible Duplicate Invoice”. If an invoice has this stamp, do not approve the invoice unless you have confirmed that it is not a duplicate -- reject it to avoid possible duplicate payment.
2. After approval has been received, the invoice will be entered in SAP and paid based upon the vendor’s established terms.
3. If you receive an invoice to approve in error, please add a sticky note stating it is not yours and reject the invoice.
4. Save the sticky note before approving/rejecting the invoice.