

## Tips and Tricks for Purchases, Payments and AP Inquires

Key Contact information on insideLSC	
GSS Contact list	<a href="#">Global Strategic Sourcing</a>
Customer Service	NSSC: 629-802-8630
	Logistics: 833-744-7572 ext. 8
	<a href="mailto:LSCcustomerservice@lsc.com">LSCcustomerservice@lsc.com</a>
Customer Service Form	<a href="#">New Customer Service Form</a>
Invoice submission	<a href="mailto:LSCinvoices@lsc.com">LSCinvoices@lsc.com</a>

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 <a href="mailto:LSCinvoices@lsc.com">LSCinvoices@lsc.com</a> (vendor can send directly)	Send emails to <a href="mailto:LSCinvoices@lsc.com">LSCinvoices@lsc.com</a> that don't contain invoices
Complete a customer service form for all inquiries.	'Reply All', including <a href="mailto:LSCinvoices@lsc.com">LSCinvoices@lsc.com</a> 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](#)

### EMERGENCY PAYABLES

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

### CUSTOMER SERVICE

Please complete the customer service form and submit to [LSCcustomerservice@lsc.com](mailto:LSCcustomerservice@lsc.com)

Do 

- Fill out all required fields
- Complete all rows
- Use "Other" on the list for all other inquiries
- Do select the appropriate request

Don't 

- Leave any required fields blank
- Do not leave any incomplete rows
- Do not include LSC at the end of PO
- Do not submit multiple attachments

### PURCHASE ORDER PROCESS

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.

- a. 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
  - a. Instruct vendors to email all invoices and **Only invoices to [LSCinvoices@lsc.com](mailto:LSCinvoices@lsc.com)**

### INVOICE PROCESS

4. Once an invoice has been received by [LSCinvoices@lsc.com](mailto:LSCinvoices@lsc.com), providing it contains complete information, the approver will receive an email from the Perceptive Content System requesting approval.
  - a. 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.
  - b. 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.
5. After approval has been received, the invoice will be entered in SAP and paid based upon the vendor's established terms.
6. If you receive an invoice to approve in error, please add a sticky note stating it is not yours and reject the invoice.
7. Save the sticky note before approving/rejecting the invoice.