Frequently Asked Question by Vendors

1. **WHO DO I CONTACT IF I DISAGREE WITH THE INFORMATION PROVIDED ON THE JOHNS HOPKINS PURCHASE ORDER RECEIVED (ex: Company information, item information, Pricing, Payment Terms, etc)?**
   a. Contact Purchasing/Supply Chain immediately.
      a. Johns Hopkins University, 443-997-1000, purchasing@jhu.edu
      b. Johns Hopkins Health System/Affiliates, 443-997-0990,
         1. Update Your Account information (Name, address, etc) JHHSSupplyChain@jhmi.edu
         2. Update Purchase Order information (Payment terms, pricing, etc) JHHSPurchasing@jhmi.edu
      or contact the Buyer noted on the Purchase Order

2. **WHO SHOULD RECEIVE THE ORDER ACKNOWLEDGEMENT OR PROOF OF DELIVERY?**
   a. Submit directly to the ORDERING DEPARTMENT CONTACT
   b. **We strongly suggest** at the time the order is being placed, you obtain the Ordering Department Contact Person’s Name (First & Last), direct phone number, email address and shipping address.

3. **WHAT INFORMATION IS REQUIRED ON MY INVOICES TO AVOID PAYMENT DELAYS?**
   a. ALL Vendor invoices **REQUIRE** an Invoice Number, Invoice Date, Description of the Services/Products provided, Remit/Payment Address, Purchase Order Number (if applicable), Ordering Department Contact Name (First & Last) and Shipping Address/Ordering Department Address.
   b. ALL INTERNATIONAL Vendor invoices **ADDITIONALLY REQUIRE** complete current banking instructions which includes Account Holder, Account Number, Swift/BIC Code & IBAN (if applicable for your country).
   c. We **PREFER** that ALL Vendor invoices include your Johns Hopkins 7 digit Vendor Number.

4. **WHAT IS A VALID JOHNS HOPKINS PURCHASE ORDER NUMBER?**
   a. A valid Johns Hopkins PO# is 10 digits long, beginning with a “2” (ex: 2000000000)

5. **WHERE DO I SUBMIT MY CURRENT PURCHASE ORDER (PO) RELATED INVOICES FOR PAYMENT?**
   a. Submit to jhu@scanningamerica.com for processing.
      a. The Purchase Order Number is **REQUIRED** on the invoice.
         1. **NOTE:** A valid Johns Hopkins PO# is 10 digits long, beginning with a “2” (ex: 2000000000)
      b. Submission of your invoice should be **ONE invoice per PDF per email**.
         1. **NOTE:** Incorrect format will NOT be processed.
      c. Do **NOT** send inquiries to this email.
      d. Do **NOT** send PAST DUE invoices. **Submit ONLY Current Invoices.**
      e. Do **NOT** mail the invoice via USPS if submitting via email.

6. **WHERE DO I SUBMIT MY PAST DUE PURCHASE ORDER (PO) RELATED INVOICES FOR PAYMENT?**
   a. Submit to JHInvoices@jhmi.edu for processing.
      a. The Purchase Order Number is **REQUIRED** on the invoice.
         1. **NOTE:** A valid Johns Hopkins PO# is 10 digits long, beginning with a “2” (ex: 2000000000)
      b. Submission of your invoice should be **ONE invoice per PDF per email**.
         1. **NOTE:** Incorrect format will NOT be processed.
      c. Reference “**URGENT - Past Due Invoice**” in the Subject Line of the email.
d. Do NOT send inquiries to this email.
e. Do NOT mail the invoice via USPS if submitting via email.

7. WHERE DO I SUBMIT MY \underline{PAST DUE} \underline{PURCHASE ORDER (PO) RELATED CREDIT MEMOS FOR PAYMENT}?
   a. Submit to POExceptions@jhmi.edu for processing.
      a. The Purchase Order Number is REQUIRED on the credit memo.
         1. \textbf{NOTE}: A valid Johns Hopkins PO# is 10 digits long, beginning with a “2” (ex: 2000000000)
      b. Reference the original INVOICE NUMBER on the CREDIT MEMO
         1. \textbf{NOTE}: It is preferred that you also provide a copy of the original INVOICE
      c. Reference “\textbf{URGENT – CREDIT MEMO}” in the Subject Line of the email.
      d. Do NOT send inquiries to this email.
      e. Do NOT mail the credit memo and the invoice via USPS if submitting via email.

8. CAN I INTERNALLY APPLY CREDIT MEMOS TO UNPAID INVOICES?
   a. Do NOT apply unapplied credit memos to unpaid invoices for auditing purposes.
   b. Submit a copy of the unapplied Credit Memo and unpaid Invoice to POExceptions@jhmi.edu so we can process and apply appropriately.

9. CAN I INTERNALLY APPLY OVERPAYMENTS TO OPEN INVOICES?
   a. Do NOT apply overpayments to unpaid invoices for auditing purposes.
   b. Notify APSSC@jhmi.edu of the overpayment so we can instruct how to correct the problem.

10. WHERE DO I SUBMIT MY \underline{NON-PO RELATED INVOICES} and \underline{CREDIT MEMOS FOR PAYMENT}?
    a. Submit directly to the ORDERING DEPARTMENT CONTACT
    b. We strongly suggest at the time the order is being placed, you obtain the Ordering Department Contact Name (First & Last), direct phone number, email address and shipping address.

11. WHERE DO I SUBMIT MY MONTHLY STATEMENTS?
    a. Submit to APSSC@jhmi.edu
    b. Submit your statement \underline{ONCE EVERY 30 DAYS}.
    c. Submission is required in SPREADSHEET format.
    d. The Spreadsheet should include \textbf{ALL} open Credit Memos \textbf{and} Past Due invoices for \textbf{ALL} Johns Hopkins Accounts.
    e. \textbf{INCLUDE} the Invoice/Credit Memo Number, Invoice/Credit Memo Date, Invoice/Credit Memo Amount and Purchase Order Number on the SPREADSHEET.
    f. Please allow at least 10 business days for a response.

12. I HAVE BEEN REQUESTED BY A JOHNS HOPKINS DEPARTMENT TO PROVIDE SERVICES OR PRODUCT. WHAT IS THE PROCEDURE TO BE SET UP AS AN APPROVED VENDOR TO RECEIVE PAYMENT?
    a. Provide the ordering department your EMAIL \textbf{and} request they can send you an invitation through our PaymentWorks Vendor Portal.
    b. Once the ordering department sends the invitation, you will receive an email from “PaymentWorks on behalf of Johns Hopkins Enterprises”.
    c. Open the EMAIL from PaymentWorks to validate your email address and begin your vendor registration.
d. IF you have difficulty with PaymentWorks registration, contact support@paymentworks.com for further assistance.

13. WHAT DOCUMENTATION AND INFORMATION IS REQUIRED TO COMPLETE MY VENDOR REGISTRATION?
   a. You will need to provide your Legal Name (individual or company), Legal USA Tax ID (SSN or EIN) or FOREIGN ID for your country, tax classification (individual, sole proprietor, LLC, Partnership, C-Corp, S-Corp, Non-Profit or Government), physical address and payment remittance address.
   b. If USA Vendor and you prefer ACH Direct Deposit payments, your CURRENT YEAR Bank information is required. You must provide the Bank ABA Routing Number, Name(s) on the Account, Account Number and CURRENT YEAR official bank documentation that includes the Bank logo to verify complete banking instructions.
   c. If USA Vendor and you prefer CHECK payments. You change the default payment method from ACH to OTHER to receive a check.
   d. ALL International Vendors CURRENT YEAR ACH/WIRE Bank information is required per our policies. You must provide International Bank BIC/Swift Code, USA Bank ABA Routing Number (if applicable), International IBAN (if applicable), Name(s) on the Account, Account Number and CURRENT YEAR official bank documentation that includes their Bank’s logo to verify complete banking instructions.

14. IF I AM AN EXISTING JOHNS HOPKINS VENDOR AND NOT REGISTERED IN THE PAYMENTWORKS VENDOR PORTAL SYSTEM, HOW DO I GET MY INFORMATION UPDATED?
   a. Provide the ordering department your EMAIL and request they can send you an invitation through our PaymentWorks Vendor Portal.
   b. Once the ordering department sends the invitation, you will receive an email from “PaymentWorks on behalf of Johns Hopkins Enterprises”.
   c. Open the EMAIL from PaymentWorks to validate your email address and begin your vendor registration.
   d. IF you have difficulty with PaymentWorks registration, contact support@paymentworks.com for further assistance.

15. WHAT IF I AM AN APPROVED JOHNS HOPKINS PAYMENTWORKS VENDOR, HOW DO I UPDATE MY VENDOR INFORMATION?
   a. Access your approved Johns Hopkins PaymentWorks account and update all the information, SAVE the changes and send the update.
   b. IF you have difficulty making these changes in your PaymentWorks account, contact support@paymentworks.com for further assistance.

16. PAYMENTWORKS REGISTRATION TIPS?
   a. Answer the questions in the order that they are asked. Questions may change, depending on your previous answer.
   b. Once completed, remember to SAVE the information and then send/submit.
   c. If having difficulty with Paymentworks, contact support@paymentworks.com for further assistance.

17. WHAT ARE THE BENEFITS OF BEING AN APPROVED JOHNS HOPKINS PAYMENTWORKS VENDOR?
   a. You will be able to update your individual/company information yourself so our database can be updated immediately.
   b. You will also be granted access to view your invoice payment information through the portal.
   c. If you need assistance with your Paymentworks account, contact support@paymentworks.com
18. WHO DO I CONTACT TO OBTAIN A JOHNS HOPKINS DEPARTMENT W9?
   a. Contact the ORDERING DEPARTMENT or our Tax Office
      - Johns Hopkins University – tax@jhu.edu
      - Johns Hopkins Health System & Affiliates - taxJHHS@jhmi.edu

19. WHO DO I CONTACT TO OBTAIN A JOHNS HOPKINS DEPARTMENT SALES TAX EXEMPT CERTIFICATE?
   a. Contact the ORDERING DEPARTMENT or our Tax Office
      - Johns Hopkins University – tax@jhu.edu
      - Johns Hopkins Health System & Affiliates - taxJHHS@jhmi.edu

20. WHO DO I CONTACT AND WHAT IS REQUIRED IF WE HAVE A COMPANY MERGER OR BUYOUT?
   a. Contact our Purchasing Department (Purchasing@jhu.edu & JHHSSupplyChain@jhmi.edu) and Accounts Payable Department (APVendorMaster@jhmi.edu)
   b. Provide the OFFICIAL Letter of your change notification.
   c. Provide your current NEW W9.
   d. Provide your old information **and** new information for ordering **and** payments.

21. WHO DO I CONTACT FOR INVOICE PAYMENT STATUS?
   a. APSSC@jhmi.edu – please allow at least 5 days for a response.
   b. IF an Approved Johns Hopkins Paymentworks Vendor, you can view in your Paymentworks account.
      - Contact support@paymentworks.com for assistance with your Paymentworks account.

22. WHO DO I CONTACT FOR REMIT ADVICES FOR PAYMENTS RECEIVED?
   a. APSSC@jhmi.edu – please allow at least 5 days for a response.
   b. Please provide Vendor Number, amount received, date received and check number (if applicable)
   c. IF an Approved Johns Hopkins Paymentworks Vendor, you can view in your Paymentworks account.
      - Contact support@paymentworks.com for assistance with your Paymentworks account.

23. GENERAL CONTACT INFORMATION:
   a. **AP CUSTOMER SERVICE:** APSSC@JHMI.EDU
      - Payment status inquiries
      - Remit advices inquiries
      - Submitting monthly statements
      - General Accounts Payable inquiries
   b. **VENDOR ACCOUNT INQUIRES:** APVendorMaster@jhmi.edu
      - Update Vendor Account information
      - Send notification of your Company merger and/or buy out
      - General Accounts Payable Vendor inquiries
   c. **PAYMENTWORKS:** support@paymentworks.com
      - Support with your NEW Paymentworks vendor registration
      - Support with your APPROVED Paymentworks Account
d. **SUBMITTING PO RELATED CURRENT INVOICES:**  JHU@SCANNINGAMERICA.COM
   • The Purchase Order is REQUIRED on the invoice
   • Submission should be ONE invoice per PDF per email.

e. **SUBMITTING PO RELATED PAST DUE INVOICES:**  JHlnvoices@jhmi.edu
   • The Purchase Order is REQUIRED on the invoice
   • Submission should be ONE invoice per PDF per email.
   • Reference “URGENT – PAST DUE invoice” in email subject line.

**SUBMITTING PO RELATED CREDIT MEMOS:**  POExceptions@jhmi.edu
   • The Purchase Order is REQUIRED on the invoice
   • Provide copy of original invoice along with the credit memo.
   • Reference “URGENT – credit memo” in email subject line.

f. **UNIVERSITY PURCHASING DEPT:**  Phone: 443-997-1000
   • Purchase Order inquiries purchasing@jhu.edu
   • Purchasing Buyer inquiries
   • General Purchasing/Ordering inquiries

**HEALTH SYSTEM PURCHASING DEPT:**  Phone: 443-997-0990
   • Purchase Order inquiries JHHSupplyChain@jhmi.edu
   • Purchasing Buyer inquiries JHHPurchasing@jhmi.edu
   • General Purchasing/Ordering inquiries

h. **UNIVERSITY TAX OFFICE**  tax@jhu.edu
   • Departmental Sales Tax Certificates
   • Departmental W9

i. **HEALTH SYSTEM TAX OFFICE**  taxJHHS@jhmi.edu
   • Departmental Sales Tax Certificates
   • Departmental W9