UW Purchase Order & Invoicing Best Practices

Purchase Order and Invoice Transmission

University of Washington (UW) will use two main methods to transmit purchase orders and receive invoices: Email and EDI.

Email

Many companies will receive POs from UW by email, including all relevant attachments. Invoices for UW purchase orders which were received by email, fax or any non-EDI transmission method should be emailed in Portable Document Format (PDF) to uwashington@ghxinvoicing.com and conform to these best practices.

Contact Supplier Administrators directly by email to suppliers@uw.edu to request updates regarding your company's email account for purchase orders; shared or group emails work best so purchase orders continue to be processed during times of staff vacations, etc.

EDI (Electronic Data Interchange)

Companies doing business with UW Medicine and/or Harborview Medical Center, and those that have a RoundTrip EDI-integrated catalog, are members of the GHX Exchange and will receive purchase orders through EDI, and invoices will be issued to UW by EDI.

Purchase Order Format

Organizations within UW have different purchase order numbering formats; the full PO number, including letters, dash and numbers, is required on the invoice.

UW Academy purchase orders are formatted as PO-0100001234

UW Medicine purchase orders are formatted to include an additional letter indicating the issuing clinic, such as PO-U-0100001234 or PO-H-0100001234; examples include:

> Airlift Northwest: PO-A-0100001234
> UW Medicine Primary Care: PO-C-0100001234
> Harborview Medical Center: PO-H-0100001234
> UW Physicians Network: PO-P-0100001234
> UW Med Shared Services: PO-S-0100001234
> UW Medical Center: PO-U-0100001234

Contracts, Subawards or other Agreements may have other numbering formats and associated processes; please inquire with the sender or department contact if assistance is needed and follow the invoicing guidance included on any UW purchase order.

Invoicing Requirements

General Requirements

UW payment terms are Net 30; UW Medical Center and associated clinics may be different.

Payment in advance is generally prohibited; bill UW only for items shipped or services provided.

Submit each invoice based on the instructions included on the UW purchase order (PO).

Bill separately for each PO; invoices referencing multiple POs are not accepted.

Emailed purchase orders should be invoiced by email in Portable Document Format (PDF) and sent to uwashington@ghxinvoicing.com.

- Any invoice supporting documentation pages should follow the invoice page(s) and be formatted as a single PDF document
- Please see the Additional eInvoicing Requirements below

EDI purchase orders for suppliers who are members of the GHX Exchange must return the invoice to UW by EDI.

Invoice Content Requirements

University of Washington as the issuing institution must feature prominently in the invoice header; use of alternative school or department names such as "Department of Social Work" or other unit/department names cannot be accepted

The full PO number, including letters, dash and numbers, is required and should not be truncated, incomplete, altered or substituted by any other reference number. Incomplete or altered PO numbers are the primary cause of invoice failures, including:

- Always identify the Purchase Order (PO) number as "Purchase Order number;" do not change to a different term such as "Reference"
- Do not alter the PO number, such as removing the "PO-" prefix or adding a suffix such as "-1"
- Do not substitute the PO number with a Requisition, Contract or Grant number

Provide complete invoice detail information, including the following:

- UW Ship-To address
- UW Customer Contact (person who placed the order)
- Supplier Remit-To address
- Invoice Number and invoice date
- Line item charges and description for each item, matching the Purchase Order line items, and referencing the same line item number from the PO
- Sales tax when applicable, and identified as "Tax"
- Clearly marked invoice dollar total, in U.S. dollars (USD)

Tax

UW is not tax exempt; tax must be included on all invoices unless the items ordered are indicated as being purchased for resale, for use in doctor prescribed treatment of medical patients, are being shipped directly to an out-of-state address, or are specifically exempted from sales tax by the Revised Code of Washington.

Additional eInvoicing Requirements

Each email should contain a unique subject line, and include an invoice in Portable Document Format (PDF), and be sent to uwashington@ghxinvoicing.com for eInvoicing processing.

An auto-reply is generated to the sender of the email *only* showing the email was successfully received; the auto-reply contains the subject line of the original email.

Limitations

- Email size limit, including all invoice attachments, is 15MB; emails exceeding the size limit will be rejected with a response message indicating rejection
- PDF quantity limit is 12 PDFs
- Images should be scanned at 300dpi; highlighted areas or colored paper will impact image quality
- Invoices with numbered pages must include all pages; PDFs indicating multiple pages such as "page 1 of 2" but missing any pages may fail

Email Processing

- Emails received after 12:00 pm PST / 3:00 pm EST will be scanned and processed the following business day
- Monitor the email address provided to GHX for responses; GHX will use the email to communicate that failed, were rejected, or otherwise require resending for processing
- Email Recalls are not accepted
- Do not send multiple emails for a previously submitted invoice
- Do not send Service Acknowledgements or Order Confirmations to the eInvoicing email
- Do not request payment status or updates at the eInvoicing email ingestion email account; requests for payment status for purchases *which include a PO number* can be made by email to PCShelp@uw.edu or 206-543-4500 when needed