

Mass General Brigham Invoicing Procedures for Suppliers/Businesses

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

A. ORDERS & INVOICES:

Supplier 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, Supplier 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 must be accompanied by a PO** in standard Mass General Brigham format: A purchase order number should be a 11-character sequence that starts with the prefix "PO-", followed by 8 digits.
- **Supplier must acknowledge and confirm all order detail within 24 hours of receipt.**
- **EDI.** Mass General Brigham's preferred method for purchase order acknowledgements is via EDI (Electronic Data Interchange) through GHX. If your organization is capable of this method, please contact POConfirmations@MGB.org.
- **EMAIL.** Order acknowledgements may be sent to POConfirmations@MGB.org.

Invoicing

- Standard payment terms for Customer are Net 45 days from the invoice date.
- 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 PHSMMISVENDORUPDATE@partners.org

or

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

or

3. **Email.** Invoices that are transmitted via email to: 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.
 - Please limit one invoice to each PDF.
- 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

- Payment inquiries can be directed to Supply Chain Operations Support department at **617-726-2142**

Resolution of Non / Short Payment

- If Supplier 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.**
- Suppliers must contact our Supply Chain Operations Support department at **617-726-2142** immediately once an invoice becomes past due or was determined to have been paid short.
- All submissions to Supply Chain 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 Supply Chain 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:

Travel and other out of pocket expenses must comply with the Mass General Brigham Travel Expenses Requirements: (<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 unless the Parties otherwise agree in writing.

Customer shall reimburse Supplier for reasonable expenses directly related to the Services, solely to the extent Customer has authorized such expenses in writing in advance