SARA Invoice Status Tool
Quick Reference Guide

> **Purpose**: This document provides instructions for using the Statement Account Reconciliation Automation (SARA) tool to obtain status of invoices.
>
> **Audience**: Ascension suppliers

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About SARA

- The Statement Account Reconciliation Automation (SARA) tool allows suppliers to use an Excel template to submit a list of invoices and receive an update via email with the status of each invoice. Responses are provided within 1 business day from the date of submission.

- SARA uses automation technology to search in multiple Ascension systems to provide the most up-to-date status on all invoices.

- SARA only uses the information you have entered into the spreadsheet fields that are marked *(Required Field)* to search for invoices. The SARA template must be formatted correctly for the automation to successfully provide information. Please do not modify header column labels or change any other formatting on the template prior to submitting it.

- SARA is an invoice status inquiry tool and only provides information about the current status of invoices that are in our system. SARA does not take any follow up actions related to unpaid invoices.

- SARA is 100% automated, and any messages submitted to autostatementreconcil@ascension.org that do not include an appropriately formatted SARA Excel template will be discarded. Please ensure that any follow up inquiries about invoices are submitted through the appropriate channels.

Accessing the SARA Template

1. Navigate to the Ascension Supplier Portal at https://supplierportal.ascension.org.

2. Click the **Inquire about Invoices** button.
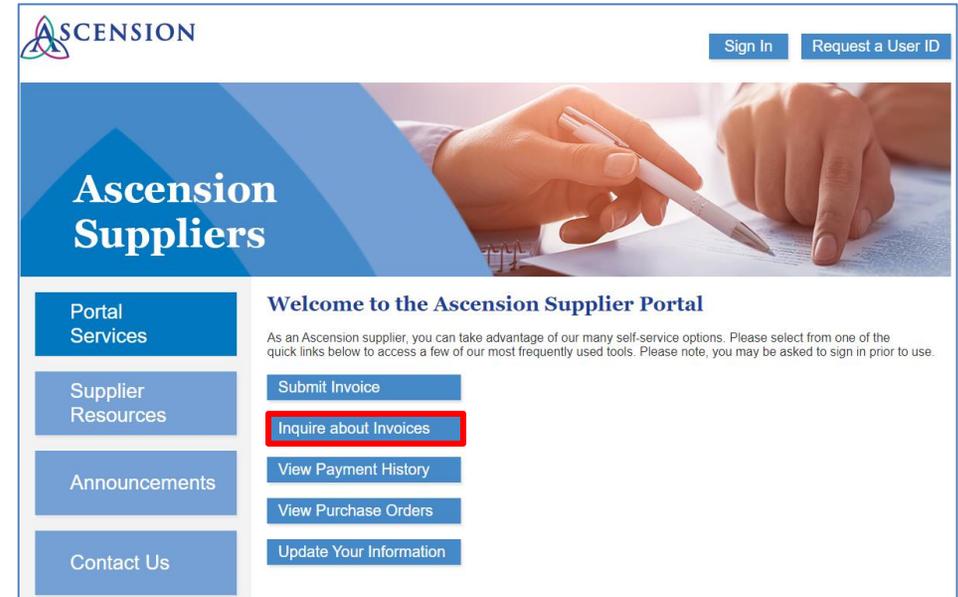
3. You will be prompted by your browser to open the SARA Excel template. Click **Open**.
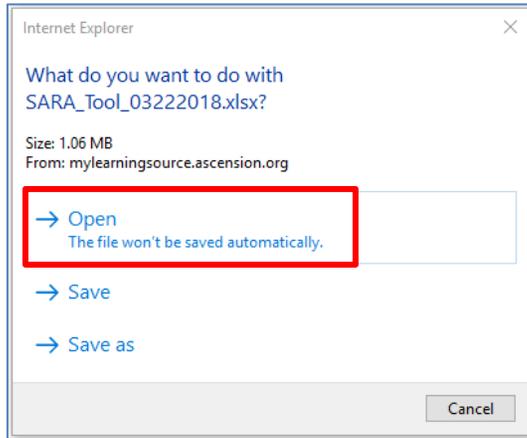
4. Save the SARA template Excel file locally to your computer.

Filling Out the SARA Template

1. Complete the fields on the template that are marked as *(Required Field)*. Enter information in the empty cell(s) below the field label.

   a. Enter your 10-digit Supplier ID number in the **Supplier ID** field.

    Example:

   b. Enter the email address(es) where you want the invoice status results to be sent in the **RETURN EMAIL ADDRESS** field. Multiple email addresses can be entered separated by commas with no spaces.

    Example:

   c. Enter the invoice numbers in the **INVOICE NUMBER** column. Please be sure that the invoice number matches the number that is printed on your company's invoice documents to ensure more accurate search results (ex. if the invoice number on the invoice document includes leading zeros, these must but included for SARA to locate the invoice).

    Example: 0005246583

   d. Enter the invoice dates in the **INVOICE DATE** column in the following format: MM/DD/YYYY

    Example: 04/05/2017

   e. Enter the invoice amounts in the **INVOICE AMOUNT** column in the following formats for invoices and credit memos:

    Invoice: 500.00

    Credit Memo: -250.00

- **NOTE:** Please be sure to enter the full amount of the invoice or credit. If the invoice was short paid, please do not enter the remaining balance due as SARA will be unable to locate the invoice in our system if the amount you provide does not match the total amount printed on the invoice document.

- **If you need assistance with the remaining balance for a short paid invoice, please submit a self-service case.** Include the invoice number, the 15-digit PO number related to the invoice, and any additional information related to the balance due.

2. The PO Number column is optional. Remember that all invoices require a valid 15-digit Ascension PO number for payment processing.

3. Please do not enter information in any of the other fields on the SARA template. Modifying the formatting or adding additional information in fields that are not marked as Required may cause the automation to fail.

4. After you have completed the required fields, email the completed SARA template as an attachment to autostatementreconcile@ascension.org. The template must be submitted in Excel format.

5. SARA will provide a response to your inquiry within 1 business day to the email address(es) you indicated on the template. Please note that SARA is entirely automated, so only information entered in the required fields on the template is used for this search process. Any details in the body of the email or additional attachments will not be read and will not be returned on the results that SARA provides back to you.

Reviewing SARA Results

1. The response email from SARA will come from AHMSC-MB-Auto Statement Reconcile (autostatementreconcile@ascension.org). The status results for the invoices will be in an Excel spreadsheet attachment.

2. Open the attachment and review the information in the column labeled **NOTES FROM SARA** to see the status of each invoice.

NOTES FROM SARA *Note: Any information you enter in this column will be overwritten by SARA's results*
No results found. Please refer to the 'Details' tab for more information about what this means and how to resubmit your invoice if necessary.
Invoice has been received and is in the proccess of being paid within payment terms.
Invoice was paid via Automated Clearing House on 03/06/2018. Payment Reference 0123456.
Match Exception - Receiving. Please refer to the "Details" tab for instructions to assist with moving this invoice forward for payment.

3. Click the plus sign (+) above the N column on the spreadsheet to see additional details about paid invoices.

A	B	C	D	N
Supplier	Supplier ID *(Required Field)*	ASCENSION Ministry Service Center		PLEASE NOTE: This form should be used to obtain the statu... prompt Accounts Payable to take action. If you need to co... case via the Supplier Portal at https://supplierportal.ascen...

4. The plus sign will expand additional columns that include the payment reference number, payment date, payment method, payment amount, and remit address.

This section is for internal MSC use only						
VOUCHER ID	PYMT REF. ID	PYMT DATE	PYMT METHOD	PYMT AMT	RECONCILED?	REMIT ADDRESS
12019151	0123456	03/06/2018	Automated Clearing House	477599.9	Reconciled	1234 Supplier Blvd Cincinnati, OH 12345

5. If the invoice has not been paid and the note instructs you to refer to the "Details" tab for more information, click the **Details** tab at the bottom of the Excel file.

SARA Invoice Status Inquiry	**Details**	About SARA
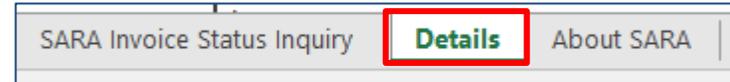
6. The Details tab provides additional information about issues that could cause a delay in payment processing for the invoice. The information on this tab may also instruct you to take action to help move the invoice forward.

7. Please find the row that matches the **Invoice Status** from the **NOTES FROM SARA** column and review the information.

8. Review the information in columns B and C, **What This Means** and **How The Invoice Is Resolved.**

9. The column labeled **What The Supplier Can Do** may include instructions for action that is needed from you to help resolve the invoice.

10. If you need additional information about an invoice or payment, please **submit a self-service case**. Include the payment number, invoice number, PO number, and any other details or inquiries about the payment.