

**INVOICE AND PAYMENT REQUIREMENTS
FOR SUPPLIERS AND CONTRACTORS**

1. INVOICES	
<p>A Supplier¹ must adhere to the following requirements when submitting an invoice to KP.² Failure to follow the requirements will result in invoices <u>not</u> being processed and returned to the Supplier.</p> <p>Email Invoices: KP has partnered with Hypatos https://www.hypatos.ai/ to utilize their Market Leading Document AI extraction technology to automate our invoices received via email. Email invoices that do not meet these requirements, will be returned by Hypatos with a copy of the email invoice and the reason for rejection. Emails will come from “KP Invoice Returns via Hypatos” (noreply.cloud@hypatos.ai).</p>	
Vendor Master Portal	<p>*IMPORTANT* If you are not an active Supplier in KP’s Vendor Master Portal (“<u>KPVM Portal</u>”), please reach out to your KP contact who can initiate an invite.</p>
Invoice Requirements	<p>Invoices must be billed to a KP entity and include:</p> <ol style="list-style-type: none"> 1. “Remit to” address that is defined in the KPVM Portal; 2. Total amount to be processed; 3. Invoice number with NO dashes or special characters; 4. Supplier’s email address; and 5. Invoice date (This cannot be a future dated or over 180 days old). <p>Invoices must be in PDF format, one invoice per PDF. When a Supplier submits a credit, the minus character must be to the left of the value. (i.e., -999.99) See Sample Invoice attached below showing required information.</p>
Not Acceptable Invoices	<p>KP will <u>not</u> accept:</p> <ul style="list-style-type: none"> • PHI/PII Information included on the invoice image • PDF file exceeding 25 MEGS in size • JPEG, TIFF, PNG, WORD & EXCEL files submitted via email • Handwritten invoices or receipts • Zipped, password protected, encrypted files or a link to a website to download the invoice • Paper invoices
Received Date	<p>For invoices back dated more than 6 days from the date KP received the invoice, KP will use the received date to calculate payment and discounts - not the invoice date.</p>

¹ “Supplier” means a vendor, contractor, or supplier who is providing products or services to KP.

² “Kaiser Permanente” or “KP” means an entity participating in the integrated health care delivery system doing business as Kaiser Permanente®, including Kaiser Foundation Health Plan, Inc., Kaiser Foundation Hospitals, the Permanente Medical Groups, and all subsidiaries and successors of the foregoing, and Risant Health, Inc., and its subsidiaries and successors.

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Submission of Invoices	<p>Supplier must submit invoices directly to KP's Accounts Payable and not to the KP business unit placing the order.</p> <p>If Supplier is set up and enabled in the KP services procurement system, then the Supplier must submit invoices using that system. Invoices submitted in any other manner will be returned.</p>
PO Invoices:	<p>KP generates POs in the following systems:</p> <ol style="list-style-type: none"> <u>KP OneLink Services Procurement System/SPro ("OneLink")</u>: PO's originating from OneLink (KP issued PO Number formatted as 99999-999999999) are invoiced through the following submission channels: eSettlements³, Electronic Data Interchange (EDI), or KP-AP-Invoice@kp.org. <u>Coupa Supplier Portal ("CSP")</u>: PO's originating from CSP (KP issued PO Number formatted as K9999999999) are invoiced through the following submission channels: CSP and GHX. Submission via email to the KP-AP-Invoice mailbox will be automatically returned. <p><u>Guidance:</u></p> <ul style="list-style-type: none"> Invoices submitted against a PO must contain the full KP issued PO Number. Failure to put the full KP issued PO Number on the invoice will result in delays in payment. PO line-item number must be on the associated invoice line. Supplier should only bill KP one PO per invoice. Invoices received with multiple PO numbers on the same invoice will be returned. Refer to "A" of Sample Invoice attached below.
Bill-Only PO Invoices:	<p>Bill-only orders are for services and supplies that are consumed in advance of a PO. Suppliers are responsible for triggering their own PO using eSettlements link https://onelink.kp.org/.</p> <ol style="list-style-type: none"> Supplier eSettlement Administrators can enable and disable staffs' access to the eSettlements portal. https://supplier.kp.org/wp-content/uploads/2023/10/Bill-Only-Administrator-Set-Up.pdf. Bill-only request instructions are here. https://supplier.kp.org/wp-content/uploads/2023/10/Create-Bill-Only-Request.pdf eSettlement training and resources eSettlements - Kaiser Permanente Vendor Information (kp.org). KP case ID, or equivalent, is required for submission to connect service/product usage to the activity. Proof of delivery, signed by KP staff, is required. <p><u>Guidance</u></p> <ul style="list-style-type: none"> All bill-only suppliers are required to submit their orders via eSettlements, or they risk payment denial and delay. Direct invoices for services/supply provided without a PO will be denied.

³ "eSettlements" is a free of cost web portal for Supplier to (i) submit invoices electronically, and (ii) check status of submitted invoices.

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NON-PO Invoices	<p>*IMPORTANT* NON-PO Invoices <u>must</u> be submitted via: eSettlements, an approved electronic channel, or KP-AP-Invoice@KP.org⁴</p> <p>NON-PO Invoices will be returned, and payment will be delayed if the following data points are not present on the NON-PO Invoice image:</p> <ol style="list-style-type: none"> 1. approver’s name, 2. approver’s NUID⁵, and 3. GL String⁶. <p>Refer to “B” of Sample Invoice below.</p> <p><u>Guidance:</u></p> <ul style="list-style-type: none"> • The KP employee submitting the order will provide the Supplier with an NUID and a GL String for NON-PO Invoice. If this KP employee does not supply this information, the Supplier must ask for it. • Supplier should not include NUID/GL String in the body of the email. This must be on the invoice for the technology to properly capture. KP cannot capture data in the email body.

2. PAYMENTS	
<p>Supplier will accept payments through electronic payment (ACH). ACH is KP’s preferred payment method. Banking information is maintained within your vendor record within the KPVM Portal.</p> <p>Paid invoices are defined as when KP has released funds not when the Supplier receives the funds.</p>	

3. RESOURCES & CONTACTS	
Electronic Invoicing	For more information, please see Electronic Invoicing Guide available for review at: http://supplier.kp.org/formsreqs/index.html
Contacts	<p>Electronic Invoicing: KP-AP-ECOMMERCE@KP.ORG</p> <p>To enroll in eSettlements, email KAISER-ESETTLEMENTS@KP.ORG</p> <p>Invoicing or Payment Enquiries: KP-AP-CUSTOMER@KP.ORG</p>

⁴ NON-PO Invoices **cannot** be submitted through CSP.

⁵ “NUID” is the unique reference number given to each KP employee, which consists of one alphabet letter and six numbers (Example: A123456).

⁶ “GL String” is an accounting string that is being charged for the invoice. The GL String should be 18 digits and is composed of 4 segments.

Sample Invoice:

Company Name
INVOICE

Street Address
City, ST ZIP Code
Phone Enter phone
Email | Website

TO
Kaiser Entity
Street Address
City, ST ZIP Code
Phone Enter phone |

INVOICE # Invoice No
DATE Invoice Date

FOR Project or service description
P.O. # P.O. #

NON-PO: Approver Name & NUID
GL String

Description	Amount
Enter description 1	Enter amount
Enter description 2	Enter amount
Enter description 3	Enter amount
Enter description 4	Enter amount
Enter description 5	Enter amount
Enter description 6	Enter amount
Enter description 7	Enter amount
Total	Total Amount

Make all checks payable to **Company Name**
Payment is due within 30 days. |

Remit Address:
Street Address
City, ST ZIP Code
If you have any questions concerning this invoice, contact Name | Phone | Email

THANK YOU FOR YOUR BUSINESS!