

Submitting Invoices: Information and Guidelines for Vendors

Sutter Health Accounts Payable uses an automated importing and routing process. To ensure the system imports and routes invoices correctly, and to avoid delayed payments, it is important that vendors follow certain guidelines in addressing and submitting invoices.

Thank you for partnering with Sutter Health. We value our relationship with you.

Addressing and Sending Sutter Health Invoices

Use this billing address on invoices for all Sutter Health locations:

[Insert ordering company here; for example: "Memorial Medical Center"]

Attn: *[Insert name of manager who should approve invoice here]*

P.O. Box 619110

Roseville, CA 95661

Send invoices by mail or email them to S3vendorinvoices@sutterhealth.org.

This email address is for submitting invoices **only**, not for inquiries or correspondence.

Guidelines for All Invoices

- Be sure to include the name of the Sutter Health location, as well as the name of the approver/manager.
- Include the purchase order (PO) number, if one is available.
- Send each invoice only once. The system automatically routes duplicate invoices for additional research, which slows the payment process.

Guidelines for Emailing Invoices

- Submit invoices only as PDF files attached to email messages. The system will not recognize an invoice in the body of an email or sent as an online link.
- Submit each invoice in a separate PDF document. Do not send multiple invoices in a single PDF file.
- You may attach more than one PDF file; however, limit email size to no more than 5MB.
- Do not send password-protected or encrypted files or Excel files with multiple tabs, or attach other emails to your message. The system will not process these attachments.
- Use HTML format for your email, not rich text.

Guidelines for New Vendors

- Submit invoices following the guidelines above.
- Be sure to include a signed, current, W9 with your initial invoice submission.
- Please also include a Form 587 or Form 590, if applicable, with your initial submission.
- Independent contractors may be required to complete additional forms prior to vendor record creation.

Support

- For assistance please call the Sutter Health Vendor Line at 916-297-9300.