

# Submitting Invoices: Information and Guidelines for Vendors

Sutter Shared Services in Roseville processes all invoices for Sutter Health affiliate companies, using 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 affiliates:**

*[Insert ordering company name 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](mailto: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 ordering Sutter Health affiliate name, as well as the name of your contact person in that company.
- Include the purchase order (PO) number, if one is available.
- Use only black ink; do not use highlighters or other colored ink.
- 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 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.

### Support

- For assistance, please call the Sutter Health Vendor Line at 916-297-9300.
- An online vendor portal will be available that allows suppliers to access payment status information, independently and securely. Call the Sutter Health Vendor Line for information.