ORDERING AND INVOICING EXPECTATIONS FOR SUPPLIERS

As a supplier with the American Cancer Society, there are a few key steps that we depend on you (as well as our staff) to complete to ensure a successful experience. Please see below to learn more about these important steps and requirements.

⚠️ ACS is unable to process invoices that do not reference a Purchase Order/ACS Contract number OR at a minimum, the ACS staff person's name who requested the services. Failure to include this information will result in invoice rejection and delayed payment. Please ask your staff partner to provide that information to you. If you do not receive the PO or contract number the invoice must include the name of the staff partner.

CONTRACTS – Some services provided by our suppliers will require contracts that must be reviewed by a member of ACS’ Legal team. Please discuss contract requirements with your ACS staff partner to determine if a contract will be necessary for the goods/services you will be providing.

PROVIDE VALID EMAIL – ACS requires all suppliers who conduct business with us to transact electronically. To transact electronically, all that is needed is a valid email address. This email address allows our Accounts Payable team to establish a supplier record in our system, which will allow us to transact with you. This email address will be used to send the information outlined in the steps below.

COMPLETE ELECTRONIC FORM VIA EMAIL – If you are new to working with ACS, you will need to set up a supplier record by completing a new supplier information form. This form is initiated by a member of ACS staff. You will receive an email from Coupa, our purchasing system. This email will contain a link that will expire within 15 days of receipt, so be sure to complete the form within that time frame.

REVIEW EMAILED ORDER – After set-up is complete, ACS staff can submit a Purchase Order for the goods or services they are looking to secure from our business. You will receive this order via email. Again, another reason your email address is so important!

DELIVER GOODS/SERVICES – When you receive an order from ACS, it will include all the details you will need to fulfill the request at the agreed upon price, location, time, and amounts.

CREATE INVOICE FROM EMAILED ORDER – After delivery, you can create and submit your invoice to ACS by simply clicking a button in the Purchase Order that was emailed. Creating an invoice from a PO is the easiest and most efficient manner of submitting invoices to ACS, and will result in fewer errors, delays, and potential disputes.