

AP Warehouse Invoice Requirements and Dispute Procedure

Submission of Invoices:

- EDI (Electronic Data Interchange)
- Manual Worksheet (completed by vendor for upload)

Billing Requirements:

The following information is required for billing shipments to CVS Distribution Centers. EDI 810 Invoices not containing the information below will be rejected and the supplier will receive a critical error notification via the EDI 824 transmission detailing the reason for the failure of the invoice to load.

- Purchase order number
- Invoice number
- Supplier number
- Invoice date
- Detailed off invoice allowance info
- Cost per item or case
- Terms & calculated cash
- Extended cost (paper invoice only)
- Freight terms
- Date shipped
- Units shipped
- Item UPC/NDC code
- Extended dating on separate field
- DC code

Types of Deductions:

Disputed items should be forwarded to the appropriate area within CVS. The supplier may obtain an updated list of area of responsibility at the CVSSuppliers website

<https://cvssuppliers.com/vendor-contact-list-finance-deductions>

Supplier should contact Warehouse Accounts Payable for merchandise delivered to the distribution centers when the deduction is related to an invoice.

- Deductions ending in the letter **V** are pricing discrepancies (PO price vs Vendor billing price).
- Deductions ending in the letter **W** are shortage discrepancies.

Please refer to the vendor contact list for deductions related to Co-Op, Supply Chain Performance (logistics), Profit Recovery and Returns.

ImageSilo – Deduction backups:

- Detail back up memos of deductions ending in the letter V or W. Vendors also have access to CoOp, MCR's and Profit Recovery deductions.
- To gain access vendors will have to contact AP representative and provide them with the following information.
 - Full Name – First and Last name
 - Remit (Payment) vendor number
 - Vendor Name
 - Email address
 - Phone number

Warehouse Disputes Procedure:

All disputes are to be formally disputed by direct mail. The below documentation will need to be provided in order to research the deductions being disputed. You may inquire status within 30 days from the date AP has received your claim:

*CVS Corporation
Attn: Accts. Payable
One CVS Drive
Mail Code 3120
Woonsocket, RI 02895*

All claims are processed in the order they are received. Please do not fax or email claims since machines are shared and it ties up production. Any shortage/pricing disputes (your invoice # followed by a "W" or "V") will need to be disputed formally in writing to AP Warehouse in the following format:

- 1) Cover letter with disputed charges
- 2) Copy of all PO invoices (if multiple invoices on a PO)
- 3) Copy of Debit memo/receipt information provided
- 4) Copy of all CVS signed proof of deliveries to show complete PO invoices & goods were signed/shipped in full.
- 5) If disputing pricing, please forward pricing agreement / notification to CVS of change.

Manual Invoice Worksheet

AP Warehouse is no longer accepting paper invoices. Vendors will have to submit invoices via EDI or will have to complete a Manual Invoice Worksheet and then forward back to AP for upload. There will be a administrative fee of \$50.00 per invoice if invoices have to be keyed in manually.

Vendor Portal:

CVS has transitioned to a new Vendor Portal as of April 10, 2019. This portal will take the place of eSettlements and provide functionality for you to view invoices and payments associated with your account.

*Users will have to self-register using the new vendor portal link at **<https://apvendorportal.cvshealth.com>**. Please view the Self-Registration guide located on the CVSSuppliers website to assist you further (SCP Vendor Portal User Guide).*