



April 5, 2011

Dear Vendor:

Alberta Health Services (AHS) Contracting, Procurement and Supply Management (CPSM) and Finance divisions would like to provide you with an update on the recent implementation of the Oracle Procure to Pay (P2P) system. The system went live on February 15th and involved integrating 13 varying systems into a single technology platform. We realize this implementation has caused issues for our vendor community and we are committed to resolving them as quickly as possible. We would like to extend our apologies to all of you as well as thank you for your patience and understanding as we work to resolve these issues.

As with any major system implementation, challenges will arise, but we cannot lose sight of the larger goal and the benefits of integrating all the former Regional Health Authorities (RHA) onto a single procure to pay platform. We have summarized some of these benefits for you.

- Single platform for AHS business transactions.
- A single consolidated Vendor database.
- The ability to better manage all contracts through a single consolidated system so that savings can be reinvested into front line care.
- A single catalogue of contracted items.
- A 'single source of truth' for storing data in a consistent and non-redundant form for transactional details such as payment to vendors and procurement volumes.
- The ability to report on all business transactions to our staff and stakeholders.
- The ability to perform analysis on spend categories to find further efficiencies and savings.
- Optimized tracking performance of inventory and non inventory items to promote patient safety through lot/expiry monitoring and product recalls.
- Ability to integrate financial and clinical information to guide decision making in budgeting, use of appropriate products, standardization, and quality control.
- Expedited processing of transactions through the increase in electronic transactions.

The list of benefits is not exhaustive and once the system is stabilized these and other benefits of the P2P system will be fully realized.

Current Impacts to the Vendor Community

Some of the impacts to the vendor community have resulted in delays in processing of invoices. The key reasons are:

- All invoices now come to a centralized processing centre which means the volume is much higher than anticipated
- Invoices received through our single e-mail depository has been a challenge for the scanning system resulting in delays in processing
- AHS' year end is March 31 and the number of invoices to be processed, compounded with some system performance issues, has resulted in a backlog.

As a result of the above challenges we would like to request your assistance as follows:

- The print quality and readability of the invoices and documentation that you provide to AHS has a significant impact on the ability of the P2P software to interpret the data and gather sufficient information to proceed with processing the invoice for payment. To avoid delays, we ask that you provide us with a high quality presentation.
- Invoices requiring manual intervention require additional time and resources to confirm the information on the invoice and the ability of AHS to process on a timely basis. Please ensure that all required information is provided on the invoice.
- In cases of non-PO invoices, please ensure that the appropriate AHS contact is clearly identified
- Recently, we have encountered a backlog with the email box where you submit your invoices to **ahs.invoices@albertahealthservices.ca**. In addition, the email and fax address was to only receive invoices, however general inquiries and statements are being sent to this address which impacts performance of the system. We have temporarily suspended the email and fax address and will reopen once the issues have been resolved. In the interim, please send your invoices by mail to:

**Alberta Health Services
PO BOX 1600, Edmonton, AB, T5J 2N9**

AHS would like to express our appreciation for your patience as we continue to stabilize the P2P system. We assure you we are working quickly to resolve these issues.

If you have any questions about invoices or the P2P project, please contact the Support Centre at 1-877-595-0007 and select Option '3'.

Sincerely,



Jitendra Prasad
Senior Vice President – CPSM
Alberta Health Services



Deborah Rhodes
Senior Vice President – Finance
Alberta Health Services