

# Supplier FAQ's

Last updated 2/2/17

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## General

**Q Is the supplier portal mandatory to receive payments from Entergy?**

**A** The portal will be required for all payees in order to maintain company information such as remit addresses and banking information. Suppliers of materials and services to Entergy will also be required to submit their invoices through the Supplier Portal. If you are a Portal invoicing supplier, Entergy will reach out to your supplier administrator at a future date to provide the necessary information.

**Q Where do I go for help?**

**A The Employee Support Center (ESC) will support Supplier requests for**

- Help entering invoices.
- Help understanding invoice statuses.
- Help resolving rejected and mismatched invoices.
- Help checking PO/Contract details.

**Q I received an email to confirm my supplier portal administrator; however, I'm not a supplier. I'm not sure why I received this letter.**

**A** Entergy is in the process of updating its HR and finance systems. Any company that has received a payment from Entergy is considered to be a supplier. Companies that have received a payment from Entergy in the last two years were asked to update their information and confirm the company's supplier portal administrator. If you think you received the letter in error, please reply to the email with your concern. We will make a note of it and have someone contact you, if necessary.

**Q What will happen to Ariba?**

**A** Entergy is transitioning away from the Ariba Network. Existing suppliers using Ariba will be among the first to be contacted regarding the transition. Training sessions and documentation will be provided at a later date. Entergy will work with suppliers to make this change. Any relationship with Entergy through Ariba will be terminated when we reach Go-live. Any invoices submitted via Ariba will fail to transmit to Entergy and will need to be entered through the Supplier Portal or an updated cXML connection.

## cXML Integration

**Q What is cXML integration?**

**A** cXML is an automatic invoicing method for transferring information between businesses.

**Q How do I qualify for cXML integration?**

**A** Suppliers who have an existing cXML integration with us automatically qualify for integration on the new system. Suppliers who do not currently integrate with us via cXML will be contacted at a later date with more information.

## Error Messages (Online Form)

**Q** **Invalid TIN – I received an invalid tax ID number (TIN) message.**

**A** You should enter exactly nine (9) digits. There should be no letters or other symbols (e.g., “123456789”). Please check that you have entered the correct TIN. If you still receive an error, please reply to this email with the correct TIN so that we can update our records. You may also call the number listed in the email you received and provide your TIN. You will need to submit the form again once we have made the update. A support representative will be in touch with you.

**Q** **Invalid Vendor Number – I received an invalid vendor number message.**

**A** You were provided your vendor number in the communication email. The vendor number should consist of exactly six (6) numeric or alphanumeric characters (e.g., “123456”, “12345G”).

**Q** **Invalid Zip Code – I received an invalid zip code message.**

**A** You should enter exactly five (5) digits. There should be no letters or other symbols (e.g., “70113”).

**Q** **Invalid Email Address – I received an invalid email address message.**

**A** You should enter the email address in the correct format (e.g., “suppliers@entergy.com”).

**Q** **Email Address Does Not Match – I received an email address does not match message.**

**A** The data in both email address fields should be the same. Please check that the data was entered correctly.

## Go-Live Date

**Q** **When will the new system become available? When will the project go live?**

**A** The go-live date is July 2017.

## Invoices

**Q** **How will Suppliers send invoices to Entergy?**

**A**

- Suppliers can invoice by logging into their account in the Supplier Portal, selecting the PO or Contract they want to invoice against, and entering the required invoice details. Contract invoices will require the Supplier to attach a copy in PDF or some other approved format.
- **The Employee Support Center (ESC) will support Supplier requests for**
  - Help entering invoices
  - Help understanding invoice statuses
  - Help resolving rejected and mismatched invoices
  - Help checking PO/Contract details

## Online Form

**Q What is the address of the online form?**

**A** <http://entergy.com/updatesupplierinfo>

From the entergy.com global navigation menu, click Operations Information > Supply Chain > Update Supplier Information.

**Q I entered the wrong information on the online form. Can I resubmit with the correct information?**

**A** Yes, you may submit the form again with the correct information. Your information will be updated with the latest information.

**Q Can I update our information without using the form? I don't know my company's tax ID number (TIN).**

**A** No, suppliers can only submit their information via the online form. Therefore, you will need to enter your TIN in order to submit the form. Please review your Form W-9 or other federal tax document to get your TIN. Speak with your accounting department to get that information.

**Q Can I submit my company's information by just replying to the email I received?**

**A** No. Please submit your company's information via the online form to ensure we have the most accurate information.

## Purchase Orders (POs)

**Q What ways can suppliers receive their orders?**

- A**
- **POs** can be emailed automatically or manually by Buyers.
    - **\*\*PREFERRED\*\*** Suppliers can request to establish a centralized ordering email for receiving POs from Entergy and new POs will be automatically emailed OR
    - Suppliers can provide order/Buyer-specific email addresses so that Buyers can email orders at their leisure directly to supplier personnel.
  - **Contracts** will be negotiated and signed between the Supplier and Entergy Supply Chain personnel. The contract documents will be provided to the supplier as part of that process.

## Spam

**Q I received an email asking me to update my supplier information. Is the email I received spam?**

**A** No, if the email you received is from suppliers@entergy.com and requests you to update your supplier information, it is not spam. Please follow the instructions in the email and update your information.

## Supplier Portal

**Q What is the supplier portal?**

**A** The supplier portal is a new system for **suppliers to manage their business with Entergy**. This new system will allow suppliers to:

- **Manage their account information**
  - Supplier Company financial information and contacts.
  - Supplier Access

- Supplier Administrator Access
- General User Access
- View open purchase order (PO) and Contract.
  
- **Receive purchase orders (POs) electronically via**
  - Email
  - cXML integration
  
- **Send purchase orders (POs) & Contract Invoices to Entergy electronically via**
  - Manual entry on our new Supplier Portal
  - cXML integration

**Q What is the cost to use the supplier portal?**

**A** There is no cost to suppliers to use the portal.

## Supplier Portal Administrator

**Q The communication/online form implies that my company can only have one supplier administrator. Can my company have more than one supplier administrator?**

**A** Suppliers will only be allowed to have one supplier administrator. Please determine the most appropriate person for this role.

**Q What can the supplier administrator do? What kind of information will they have access to?**

**A** The supplier administrator will be able to perform the following tasks:

- Register your company's supplier account.
- Grant access to other supplier representatives.
- Agree to the portal terms and conditions on behalf of your company.
- Update contact and remittance information.
- Submit PO or Contract invoices, if applicable.
- Check invoice/payment status.

**Q What kind of access can the supplier administrator grant others?**

**A** The supplier administrator can grant others the ability to:

- View invoice statuses.
- Submit invoices.
- Update the supplier's remit and contact information.