

Credits and Re-bills

- How should credits and re-bills be submitted to Entergy?

Credits and rebills for services should be entered on the Supplier Portal. Credits and re-bills for materials cannot be entered in the supplier portal and should be emailed to accountspayableinvoices@entergy.com as a single pdf email.

cXML Integration

- What is cXML integration?

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

- How do I qualify for cXML integration?

cXML is only for material invoices and will only be considered for suppliers with high invoice volumes. If you want to be considered for cXML, please email esupplier@entergy.com.

General

- Is the supplier portal mandatory to receive payments from Entergy?

Entergy requires all suppliers to submit their invoices that are tied to a purchase order on the Supplier Portal.

- Where do I go for help?

Supplier portal resources in the form of video simulations and work instructions are available at entergy.com/suppliers.

You may also contact esupplier@entergy.com for:

- Help entering invoices.
- Help checking PO details.

You may also contact the Entergy Support Center for:

- Help understanding invoice statuses.
- Help resolving rejected and mismatched invoices.

- Are the supplier portal terms and conditions applicable only to use of the portal?

The supplier portal terms and conditions are specific to the portal and do not replace terms and conditions to the contract or purchase order.

- Is using Internet Explorer mandatory, or can we use Google Chrome?

The supplier portal is available on multiple browsers. It has been tested on Chrome, Internet Explorer, FireFox, and Microsoft Edge.

Invoices

- How will Suppliers send invoices to Entergy?

For suppliers who have completed the supplier portal onboarding process, you can invoice by logging into your account in the supplier portal, selecting the PO you want to invoice against, and entering the required invoice details.

- Are attachments required for invoice submission on the portal? If so, what level of detail is needed?

Attachments are required for service purchase orders only. Requirements for the invoice should conform to the terms and conditions within your specific purchase order in addition to any additional requirements as defined by the Entergy Contract Manager. Attachments for material purchase order invoices are not required but may be included as necessary.

- Are there specific requirements for attachments?

Attachments cannot exceed 40MB and ZIP files are not allowed. You can upload multiple attachments to the supplier portal.

- Can I attach a ZIP file?

ZIP files are not allowed.

- Is the supplier portal able to accept any characters as part of the invoice number?

Invoice numbers may not contain a space, backslash, asterisk, hyphen or tilde.

- Why does an invoice display in the self-service area, but does not display in the Manage Bill screen?

Invoices that have been saved for later will be in "Initiated" status. Once the invoice is submitted, it will be in "Build Voucher" status for about 30 minutes. If it remains in "Build Voucher" status for more than 30 minutes, there may be an issue with your invoice, and you should contact esupplier@entergy.com. Once the invoice is in our

system, the status will change to "Processing." Upon approval, the invoice will no longer appear under "View Invoices," but will be available under Manage Bills.

- Can an invoice be cancelled and re-entered if additional information or changes are required?

Once the invoice is submitted, cancellation would need to be made by Entergy. Please email esupplier@entergy.com if the invoice needs to be cancelled.

All users with the Supplier Portal admin role will receive a notification email when an invoice is cancelled, and the invoice will be available on the cancellation page along with the cancellation reason.

- How many characters are required in the service PO invoice description field?

Service PO invoices require a description to be entered. The description must contain a minimum of 38 characters, up to a maximum of 256 characters, and should sufficiently describe the service being provided. The description should be entered into the comments field as directed in the user guides.

- How do I create a second line item for the same order?

Service invoices may require a second line to be added to differentiate between services and/or materials provided.

- Will each invoice have to be entered individually?

Yes, all invoices must be manually entered individually.

- Is there a time limit when inquiring on an invoice, or can I go back as far as I want?

You will be able to see invoices as early as 2015.

- If I receive a rejection, can I correct the issue and resubmit or do I have to re-enter the invoice as a different number?

You cannot correct the issue; the invoice must be resubmitted under a different invoice number. When resubmitting an invoice, please make the invoice number unique. We suggest adding a capital "A" to the end of the invoice number

- Can I print off invoice information once everything is entered?

To print an invoice, take a screenshot, or print screen of the invoice and print screenshot.

- Is worksite location required?

No, worksites locations are not required.

- Do I select location 1 or 2 to submit invoices for services?

Please select the location where you want to receive your payment. If there are four (4) digits in parentheses, the payment will go to the bank account ending in those four (4) digits.

- If we cannot back date an invoice, how do we enter invoices from weeks ago?

All invoices must be entered with the current date. If there are any issues, please contact your buyer or contract manager.

- Would the pay terms start from the date the invoice was entered on the portal or the date entered on the attached copy of invoice?

Net payment terms are based on the day the invoice is submitted in the supplier portal.

- Where do I go to confirm the email address where payments are sent?

Please review the remittance email instructions to make sure the correct email is listed. You can have multiple remittance emails; you just need to put a comma in between the email addresses.

- Is there a way to upload an attachment and have the information copy over instead of entering each invoice line by line?

No, this feature is currently not available.

- Is a confirmation number available to confirm that the invoice has been submitted?

No, there is no confirmation number. You can view the invoice in the invoice status page to make sure it is in Build Voucher or Processing status.

- Are there specific instructions for entering sales tax on the invoice?

Please enter the amount on the "Sales Tax" line and select the line(s) for which tax is applicable.

- When invoicing labor at different rates, would I copy from an order?

You can enter all the labor on one line. Please make sure the different rates are broken out on the attachment, or backup, however.

- How do I add backup documentation (for example, timesheets)?

Please submit backup documentation by uploading them to the supplier portal as attachments.

- Does the invoice entry page prompt for all required fields? Is it possible a user to miss a required field during entry?

Invoice entry will prompt for all required fields, but it will not prompt if you miss an optional field (for example, tax amount, shipping).

- Where do we send monthly invoice statements?

Statements must be mailed to accounts payable at Entergy Accounts Payable P.O. Box 8111 Baton Rouge, LA 70891-8111.

- Should invoices exceeding the remaining PO total be submitted, or should they be held until the PO is increased?

Please enter the invoice and then contact your buyer about the price discrepancy.

- When a new purchase order is executed, how long does it take for the new purchase order number to appear in the supplier portal to be invoiced against?

On average, it takes about one hour for a new purchase order number to appear in the supplier portal.

- How long does it take for a change order to appear in the supplier portal?

On average, it takes about one hour for a change order to appear in the supplier portal.

- Are invoices for service work, which may not have a PO number associated with it, billed through the portal?

If the invoice is not associated with a purchase order, it should not be submitted through the supplier portal.

- We will do some partial shipment of materials requested on a PO. Will Entergy pay on a partial delivery of goods?

Yes, you can still submit a partial invoice.

- When submitting an invoice (copy from an order), if the PO number is not in the drop-down menu, who should I contact?

Please contact esupplier@entergy.com if the PO number is not in the drop-down menu.

- What if the unit price does not match on the PO?

Please enter the invoice with the correct unit price.

- If I have freight, can I add it to the invoice?

Yes, enter freight in the "Shipping Amount" field.

Purchase Orders (POs)

- How will suppliers receive their orders from Entergy?

In most cases, Entergy will email purchase orders to you. You can request that all orders be sent to a centralized email address, if desired. If you wish to set up a centralized email for order delivery, please contact the Entergy Support Center (844-387-9675) and request that your company be set up with a bulk email contact for purchase order delivery.

- Will we have to confirm purchase orders?

No, you will not need to confirm purchase orders.

- How do I find the buyer for a purchase order?

The buyer for a purchase order is not available in the portal. Please reference the actual purchase order you receive from Entergy.

General

- What is the cost to use the supplier portal?

There is no cost to you to use the supplier portal.

- Where do I find the supplier ID?

The unique supplier ID will be included in the registration email that is sent to you.

- What are the criteria for User ID's and passwords?

The User ID must be unique have at least 9 characters.

Passwords must include at least six lower case characters and at least one symbol and at least one number.

- Will I receive an email when an invoice is paid, and funds posted to bank account?

Yes, please review the "Update the e-mail Receiving Remittance Information" user guide.

- How can I tell if I am logged into the supplier portal?

If the supplier home panel above the login is shown, you are not logged on. The supplier home panel will disappear once you log on.

- Can anyone other than Entergy see our information, like a third party?

No, only Entergy has access to the supplier portal.

- Where do we go to add users?

Please follow the Set Up Users with Limited Roles instructions.

- We are a shared service for multiple entities with different tax ID numbers. Will we need a login for each entity?

Please contact esupplier@entergy.com with your multiple W-9s, and we will work with you to have the correct access.

- My company just went through a merger with two other companies in the last two years. How can I make sure this is reflected in the portal?

Please contact esupplier@entergy.com with specific requests.

- How do we delete old addresses in our company profile?

Navigate to the supplier change request and initiate a supplier change. Click the Submit panel and enter a comment stating which address is no longer valid.

- Will each employee within individual suppliers have their own username and password?

Yes, please make sure everyone has a different user ID.

- Is there a way to hard code the location code? My dropdown list has several locations codes?

Please submit a supplier change request, and on the Submit panel, enter a comment with your preferred default location.

Supplier Portal Administrator

- Can my company have more than one supplier portal administrator?

Yes, multiple individuals can have the Supplier Portal administrator role.

- What can the supplier portal administrator do? What kind of information will they have access to?

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

- Grant access to other supplier representatives.
 - Update contact and remittance information.
 - Submit PO invoices, if applicable.
 - Check invoice/payment status.
- What kind of access can the supplier portal administrator grant others?

The supplier portal administrator can grant others the ability to:

- View invoice statuses.
 - Submit invoices.
- Is Entergy the admin on users or do we, as an admin, set up users within our company?
- How many portal users can be registered for a single company?

You will set up users for your own company. The number of users for a company is not limited. However, supplier portal administrators should actively ensure that users are assigned to the correct security roles as well as regularly review access needs for all company users.

- Can all users access all invoices submitted?

Yes, each role allows the user to view all invoices that have been entered.

- Is the registration done by only the supplier portal administrator for the supplier or by each person who will use the portal?

Yes, only the supplier portal administrator will need to register. The supplier portal administrator will then need to set up any new users

- Is a supplier contact the same as a portal admin user?

No; the contacts on file are individuals we can contact relating company information. The supplier portal admin users must register for a user ID using the registration link sent in an email from esupplier@entergy.com. If you need an additional link, please email esupplier@entergy.com.

- Will all admin portal users receive the remittance advice email?

No; to receive a remittance email for payments, to a specific email address, please review the remittance email instructions to make sure the correct email is listed.

You can have multiple remittance emails; you just need to put a comma in between the email addresses.