

Frequently Asked Questions (FAQ)

Last updated 12/4/17

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Credits and Re-bills	Spam
cXML Integration	Supplier Portal
General	Supplier Portal Administrator
Invoices	

Question	Answer
Top 6	
<ul style="list-style-type: none"> • What are the criteria for User ID's and passwords? 	<ul style="list-style-type: none"> • The User ID must be unique and have at least nine (9) characters. • Passwords must include at least six (6) lower case characters and at least one symbol and at least one number.
<ul style="list-style-type: none"> • How many portal users can be registered for a single company? 	<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • How will suppliers receive their orders from Entergy? 	<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • How should credits and re-bills be submitted to Entergy? 	<ul style="list-style-type: none"> • Credits and re-bills cannot be entered in the supplier portal. The appropriate documentation should be submitted to accountspayableinvoices@entergy.com.

<ul style="list-style-type: none"> • Is the supplier portal able to accept any characters as part of the invoice number? 	<ul style="list-style-type: none"> • Invoice numbers may not contain lower case letters, a space, backslash (\), asterisk (*), tilde (~) or pound sign/hashtag (#).
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<ul style="list-style-type: none"> • Why does an invoice display in the self-service area, but does not display in the Manage Bill screen? 	<ul style="list-style-type: none"> • 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. <p>Once the invoice is in our system, the status will change to "Processing." If the invoice is stuck in "Processing," for more than two (2) days, please contact your Entergy buyer/contract manager for more information. Upon approval, the invoice will no longer be appear under "View Invoices," but will be available under Manage Bills.</p>
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Credits and Re-bills	
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<ul style="list-style-type: none"> • How should credits and re-bills be submitted to Entergy? 	<ul style="list-style-type: none"> • Credits and re-bills cannot be entered in the supplier portal. The appropriate documentation should be submitted to accountspayableinvoices@entergy.com.
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cXML Integration	
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<ul style="list-style-type: none"> • What is cXML integration? 	<ul style="list-style-type: none"> • cXML is an automatic invoicing method for transferring information between businesses.
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<ul style="list-style-type: none"> • How do I qualify for cXML integration? 	<ul style="list-style-type: none"> • 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.
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General	
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<ul style="list-style-type: none"> • Is the supplier portal mandatory to receive payments from Entergy? 	<ul style="list-style-type: none"> • 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 portal administrator at a future date to provide the necessary information.
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<ul style="list-style-type: none"> Where do I go for help? 	<ul style="list-style-type: none"> Supplier portal resources in the form of video simulations and work instructions are available at entergy.com/suppliers. You may also contact the Entergy Support Center for: <ul style="list-style-type: none"> Help entering invoices. Help understanding invoice statuses. Help resolving rejected and mismatched invoices. Help checking PO/Contract details.
<ul style="list-style-type: none"> Does the change to using the supplier portal applicable to all Entergy locations? Will there be a central billing location going forward? 	<ul style="list-style-type: none"> You will submit invoices for all Entergy locations..
<ul style="list-style-type: none"> Are the supplier portal terms and conditions applicable only to use of the portal? 	<ul style="list-style-type: none"> The supplier portal terms and conditions are specific to the portal and do not replace terms and conditions to the contract or purchase order.
<ul style="list-style-type: none"> Is using Internet Explorer mandatory, or can we use Google Chrome? 	<ul style="list-style-type: none"> The supplier portal is available on multiple browsers. It has been tested on Chrome, Internet Explorer, and FireFox.
Invoices	
<ul style="list-style-type: none"> How will Suppliers send invoices to Entergy? 	<ul style="list-style-type: none"> 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 or Contract you want to invoice against, and entering the required invoice details. Contract invoices will require you to attach a copy in PDF or some other approved format.
<ul style="list-style-type: none"> Are attachments required for invoice submission on the portal? If so, what level of detail is needed? 	<ul style="list-style-type: none"> Attachments are required for contract invoices only. Requirements for the invoice should conform to the terms and conditions within your specific contract in addition to any additional requirements as defined by the Entergy Contract Manager. Attachments for purchase order invoices are not required, but may be included as necessary.
<ul style="list-style-type: none"> Are their specific requirements for attachments? 	<ul style="list-style-type: none"> Attachments cannot exceed 40MB and ZIP files are not allowed. You can upload multiple attachments to the supplier portal.
<ul style="list-style-type: none"> Can I attach a ZIP file? 	<ul style="list-style-type: none"> ZIP files are not allowed.

<ul style="list-style-type: none"> • Is the supplier portal able to accept any characters as part of the invoice number? 	<ul style="list-style-type: none"> • Invoice numbers may not contain a space, backslash, asterisk, hyphen or tilde.
<ul style="list-style-type: none"> • Why does an invoice display in the self-service area, but does not display in the Manage Bill screen? 	<ul style="list-style-type: none"> • 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. <p>Once the invoice is in our system, the status will change to "Processing." Upon approval, the invoice will no longer be appear under "View Invoices," but will be available under Manage Bills.</p>
<ul style="list-style-type: none"> • Can an invoice be cancelled and re-entered if additional information or changes are required? 	<ul style="list-style-type: none"> • Once the invoice is submitted, cancellation would need to be made by Entergy. Please call the Entergy Support Center at 844-387-9675, if the invoice needs to be cancelled. • You will receive a notification email when an invoice is cancelled, and the invoice will be available on the cancellation page. The notification will be sent to the supplier portal administrator.
<ul style="list-style-type: none"> • How many characters are required in the contract invoice description field? 	<ul style="list-style-type: none"> • Contract invoices require a description to be entered. The description must contain a minimum of 42 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.
<ul style="list-style-type: none"> • How do I create a second line item for the same order? 	<ul style="list-style-type: none"> • Contract invoices may require a second line to be added to differentiate between services and/or materials provided. Please reference step 13 of the Submit Contract Invoice user guide.
<ul style="list-style-type: none"> • Will each invoice have to be entered individually? 	<ul style="list-style-type: none"> • Yes, all invoices must be manually entered individually.
<ul style="list-style-type: none"> • Is there a time limit when inquiring on an invoice, or can I go back as far as I want? 	<ul style="list-style-type: none"> • You will be able to see invoices as early as 2015.
<ul style="list-style-type: none"> • 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? 	<ul style="list-style-type: none"> • 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.
• As of what date should we stop submitting invoices using email and start using the portal?	• As soon as your registration has been approved, please submit all invoices to the supplier portal and do not email future invoices.
• 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 remittance 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 45-day net period 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 export an Excel spreadsheet with the invoices that were submitted once you finish submitting invoices.
• 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).

<ul style="list-style-type: none"> • Where do we send monthly invoice statements? 	<ul style="list-style-type: none"> • Statements must be mailed to accounts payable at Entergy Accounts Payable P.O. Box 8111 Baton Rouge, LA 70891-8111. Statements cannot be submitted via the portal or sent to accountspayableinvoices@entergy.com.
<ul style="list-style-type: none"> • Should invoices exceeding the remaining PO total be submitted, or should they be held until the PO is increased? 	<ul style="list-style-type: none"> • Please first contact your buyer about increasing the purchase order before submitting the invoice.
<ul style="list-style-type: none"> • When a new contract is executed, how long does it take for the new contract number to appear in the supplier portal to be invoiced against? 	<ul style="list-style-type: none"> • On average, it takes about one hour for a new contract number to appear in the supplier portal.
<ul style="list-style-type: none"> • How long does it take for a change order to appear in the supplier portal? 	<ul style="list-style-type: none"> • On average, it takes about one hour for a change order to appear in the supplier portal.
<ul style="list-style-type: none"> • Are invoices for service work, which may not have a PO or contract number associated with it, billed through the portal? 	<ul style="list-style-type: none"> • If the invoice is not associated with a contract or purchase order, it should not be submitted through the supplier portal.
<ul style="list-style-type: none"> • We will do some partial shipment of materials requested on a PO. Will Entergy pay on a partial delivery of goods? 	<ul style="list-style-type: none"> • Yes, you can still submit a partial invoice.
<ul style="list-style-type: none"> • When submitting an invoice (copy from an order), if the contract/PO number is not in the drop down menu, who should I contact? 	<ul style="list-style-type: none"> • Please contact esupplier@entergy.com if the contract/PO number is not in the drop down menu.
<ul style="list-style-type: none"> • What if the unit price does not match on the PO? 	<ul style="list-style-type: none"> • Please contact your buyer to discuss the issue.
<ul style="list-style-type: none"> • If I have freight, can I add it to the invoice? 	<ul style="list-style-type: none"> • Yes, enter freight in the "Shipping Amount" field.
<ul style="list-style-type: none"> • Can we view the status of invoices that are being sent to the accounts payable email? 	<ul style="list-style-type: none"> • You can only view the status of invoices sent to Accounts Payable when they are ready to be paid.
Purchase Orders (POs)	
<ul style="list-style-type: none"> • How will suppliers receive their orders from Entergy? 	<ul style="list-style-type: none"> • 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.

• What is the difference between an Entergy contract and purchase order?	• In general, Entergy uses a purchase order to procure materials and a contract to procure services.
• Will existing blanket orders for product only be integrated with this system?	• Yes, all existing purchase orders and contracts will be available for invoicing in the supplier portal.
• 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.
Spam	
• I received an email asking me to update my supplier information. Is the email I received spam?	• 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	
• What is the supplier portal?	<ul style="list-style-type: none"> • The supplier portal is a new system for you to manage your business with Entergy. This new system will allow you to: <ul style="list-style-type: none"> • Manage your account information—remittance information and contacts. • Maintain user access—supplier portal administrator and general user access. • View open purchase orders (POs) and Contracts. • Receive purchase orders (POs) electronically via email or cXML integration • Send purchase order (PO) & Contract invoices to Entergy electronically via manual entry or cXML integration.
• 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?	<ul style="list-style-type: none"> • 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. Refer to this Update Contact Information work instruction for more information.
• 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 location 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?	• You will only be allowed to have one supplier portal administrator. Please determine the most appropriate person for this 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: <ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • Check invoice/payment status.
<ul style="list-style-type: none"> • What kind of access can the supplier portal administrator grant others? 	<ul style="list-style-type: none"> • The supplier portal administrator can grant others the ability to: <ul style="list-style-type: none"> • View invoice statuses. • Submit invoices. • Update remit and contact information.
<ul style="list-style-type: none"> • 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? 	<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • Can all users access all invoices submitted? 	<ul style="list-style-type: none"> • Yes, each role allows the user to view all invoices that have been entered.
<ul style="list-style-type: none"> • Is the registration done by only the supplier portal administrator for the supplier or by each person who will use the portal? 	<ul style="list-style-type: none"> • Yes, only the supplier portal administrator will need to register. The supplier portal administrator will then need to set up any new users.