

FAQ -

Q: When will you be going "Live"? Will there be a test phase prior to going Live?

Go Live is July 3rd. Eversource has already tested the functionality. This is a web based product so they can use their own test suppliers to test PO Flip.

Q: Do we need to upload the invoices too or just put in the numbers and items will work?

You don't need to upload a copy of the invoice – just the invoice number and pick/update line items to be invoiced – validate taxes

Q: Do the purchase order numbers stay the same during this conversion?

Yes – Legacy or Open Purchase Orders will keep the same numbers.

Q: If we provide service and not materials do we still need to create a ship notice?

No

Q: Is there a restriction on the character length of a file attachment?

In the file name for the attachments – it would be the same as MS Word or MS Excel limitations

Q: What about T & M contracts for services related to master service agreements with multiple rates for labor and equipment? ie underground and transmission projects.

Q: Legacy POs with multiple leases, how will they be displayed?

Legacy POs will come over as they were originally created – with their Legacy PO numbers as the PO number in Ariba and 1 for 1 based on the original POs

Q: If you do services, can you create an invoice in your own A/R system - and attach it and only invoice the total dollars against the blanket P O?

Correct

Q: Can you show us a service invoice?

PO Flip Invoice- Service POs

- Service POs will look like material POs. There will be 1 line item that can be partially invoiced.
 1. Edit the amount to be invoiced - it can be up to the PO line amount
 2. Leave the unit amount as 1
 3. Go to Header drop down and add any attachments like timesheets
 4. Multiple Attachments can be added – total for all attachments = 40 MB

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Tax Category: Shipping Documents Special Handling Discount Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	1	Cast iron pipe repair clamp		1	EA	\$450.00 USD	\$450.00 USD

Line Item Actions

Add to Header ▾

- Tax
- Shipping Cost
- Shipping Documents
- Special Handling
- Discount
- Allowance
- Charge
- Additional Reference Documents and Dates
- Comment
- Attachment

Attachments

The total size of all attachments cannot exceed **40MB**

Choose File No file chosen Add Attachment

Q: We are currently mailing in our invoices to Eversource. When will they stop taking these hard copies

Eversource will accept hard copies for invoices sent prior to upload for Legacy POs (approximately July 5th), Paper invoices sent after POs are available in Ariba will begin to get rejected.

Q: Are release #'s included in the P O #?

It is included as a Legacy PO number – Release # in the PO number field

Q: We use release numbers and work order numbers when doing our invoicing, is this the same as PO#s?

The PO – Purchase Order Number for Legacy Purchases orders will include the Legacy PO number and Release number.

The Invoice number should be a supplier number based on what is in the supplier ERP system.

Q: Does each company have a designated contact person at Ariba and Eversource?

There is a dedicated team at SAP Ariba to support Eversource suppliers

– EversourceSupplierEnablement@ariba.com

and there is a dedicated team at Eversource to support Ariba Network suppliers

– Eversource_Supplier_Enablement@eversource.com

Q: Is there an ability to upload QuickBooks invoice for service related charges?

At this time, there is no way to upload an export from QuickBooks into Ariba. There is a product for suppliers called Dell Boomi that might be an option if there are a large number of transactions. There may also be an option of a CSV upload template in the future. If your company would like to further discuss any

Q: What will the service fee be for the supplier?

Supplier Fees

5 and more documents?	More than \$50K?	Usage
NO	NO	FREE
YES	NO	FREE
NO	YES	FREE
YES	YES	CHARGEABLE

- FREE for all suppliers to join and begin transacting
- No surcharges for suppliers with multiple divisions or business units
- Documents are considered Purchase Orders, Invoices, Service Entry Sheets, and Service Entry Sheet Responses
- ****Bronze Level for all suppliers with Spend <\$250,000

Examples			
Volume	Subscription	Transaction	Total Annual
60 documents \$35K	Standard - \$0	\$0	\$0
4 documents \$500K	Standard - \$0	\$0	\$0
60 documents \$500K	Silver - \$750	\$775	\$1525

Transaction Fees
Billed every quarter
0.155% of transaction volume Capped at \$20,000/year (per Relationship)

+

Subscription Fees															
Billed once a year															
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="padding: 5px;">Annual Document Count Across <u>All</u> Customer Relationships</th> <th style="padding: 5px;">Subscription</th> <th style="padding: 5px;">Annual Fees</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">5 to 24 documents****</td> <td style="padding: 5px;">Bronze</td> <td style="text-align: center; padding: 5px;">\$50</td> </tr> <tr> <td style="padding: 5px;">25 to 99 documents</td> <td style="padding: 5px;">Silver</td> <td style="text-align: center; padding: 5px;">\$750</td> </tr> <tr> <td style="padding: 5px;">100 to 499 documents</td> <td style="padding: 5px;">Gold</td> <td style="text-align: center; padding: 5px;">\$2,250</td> </tr> <tr> <td style="padding: 5px;">500 and more documents</td> <td style="padding: 5px;">Platinum</td> <td style="text-align: center; padding: 5px;">\$5,500</td> </tr> </tbody> </table>	Annual Document Count Across <u>All</u> Customer Relationships	Subscription	Annual Fees	5 to 24 documents****	Bronze	\$50	25 to 99 documents	Silver	\$750	100 to 499 documents	Gold	\$2,250	500 and more documents	Platinum	\$5,500
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Email – EversourceSupplierEnablment@ariba.com if you need additional information

Q: Should I continue to mail out invoices this week?

If possible, it would be preferred that suppliers wait until the Legacy POs are loaded and then invoice in Ariba. If Invoices need to be sent, Eversource will have a brief period accepting paper invoices.

Q: If we are a contractor providing a service and we bill for men & equipment by hourly rate per our contract are we allowed to create this invoice on Ariba?

Yes – if you have a release PO or 1 line item PO, then you would invoice against the line item and attach the details – see instructions below for Service Invoices

Q: Will we be invoiced for fees?

Ariba bills quarterly for transaction fees and annually for the subscription fee. The billing is not triggered until a supplier has crossed a threshold of 5 documents and \$50,000.

Q: Do we have set up our ACH payment info w/ Ariba? or will Eversource form of payment remain the same?

Don't set up your company's ACH payment information with Ariba. The payment method will remain the same.

Q: How will the service contractors know what PO to invoice under?

For Open POs and Legacy POs – the number for the PO will not change. They will be loaded into Ariba with their Legacy number

Q: Can we make multiple invoices with a single purchase order? Will this portal show the balance amount of the purchase order left after invoicing?

Yes, partial invoicing or multiple invoices can be created on a single purchase order. Yes, the purchase order will keep track of what has been invoiced via Ariba (any invoices prior to Ariba will not be included for Legacy or Open POs)

Q: Why does my Ariba account say that I have 1 Enablement task overdue?

It is there to track the first invoice. This enables Eversource and Ariba to know when to reach out to a supplier who might need help

Q: Ariba charges on a per uploaded document basis, does adding attachments for invoice backup add to the cost

Ariba's subscription fee (see above) is based on document count for Purchase Orders and Invoices. There is no extra fees for attachments. The transaction fees are based on amount of the transaction – i.e.- \$1000 PO and \$1000 invoice would only have a transaction fee of \$1.55.

Q: Where do we send paper invoices if our PO isn't in Ariba ?

If your open PO or Legacy PO is not in Ariba by the end of next week – 7 July 2017, please contact the Eversource AP Team at 860-665-4592.

Q: How do we know if it's a Legacy PO number?

Your current PO number will be the Legacy PO number.

Q: What is the phone number to call Eversource AP to verify the PO balance on a Legacy PO?

860-665-4592

Q: When will be receiving our subscription notice?

Ariba reviews supplier accounts quarterly. When a supplier has crossed a threshold of \$50,000 and 5 documents, a bill will be sent to the supplier at the end of the quarter with a projected subscription rate (based on business for the that quarter X4) and actual transaction fees based on actual transactions from the previous quarter.

The subscription fee will only appear annually based on the anniversary of the first bill (rolling 12-month subscription). You will also be able to see subscription information on your supplier dashboard.

Q: Will Ariba send an automated mail to the vendors once purchase order uploads are done by Eversource?

If your company account is set up to receive purchase orders via email, then new purchase orders will be sent to the email that was entered into the Electronic Order Routing. There will be no automated notifications for Legacy or Open POs so that they will not be accidentally fulfilled again.

Q: Will Eversource have it (Legacy Upload) done by July 3rd?

Legacy Upload will started July 6th and may take a couple days to get all Legacy POs into Ariba. If an open PO is not showing in your company account by the end of the day on July 10th, please contact Eversource - Eversource_Supplier_Enablement@eversource.com

Q: How do I set up a user account to check to see if LegacyPO's have been loaded?

Someone in your company has set up a Ariba Network Supplier Account. If you go to <https://supplier.ariba.com>, there is help to find your login ID and Password.

- If it says you don't have a login ID, email eversourcesupplierenablement@ariba.com and give them your company name and they can connect you to your administrator for your supplier account.
- If you are the administrator, the AN Configuration Guide has a section on creating Roles and Users

Q: Once we enter an invoice on Ariba can we print them for our records?

Yes – invoices can be printed, downloaded as cXML and pdf documents or archived into a zip file and downloaded.

Q: Can you please clarify on the fees do we pay Ariba or Eversource?

Fees will be billed by and paid to Ariba for transactions and subscriptions.

Training Recording from June 27, 2017

Streaming recording link:

<https://sap-se.webex.com/sap-se/ldr.php?RCID=f5eed871b148a63167a439a51564cf53> 

Download recording link:

<https://sap-se.webex.com/sap-se/lr.php?RCID=8ae70c79fdb5dacba7b26a72abe62dd5> 

Training Recording from July 5, 2017

Streaming recording link:

<https://sap-se.webex.com/sap-se/ldr.php?RCID=d6fd77d125b7f80bcbde74e1c9132fbc> 

Download recording link:

<https://sap-se.webex.com/sap-se/lr.php?RCID=f6cdf362bd58df01a04133a64cc90087> 