

GET PROGRAM FAQ

1 What are the benefits of GET?

What is GET?

- GET (Global Enterprise Transformation) is the ENGIE Group's transformation program aimed at harmonizing the Purchasing, Finance and Operations processes across all the Group's entities.
- It is based on common tools and standards to simplify exchanges, strengthen data reliability and improve operational efficiency.
- For you, the supplier, GET means new digital collaboration methods, standardised processes and smoother management of orders, invoices and supplier information.

What are the changes with GET?

- With GET, order receipt and confirmation, supplier qualification and tendering are done via SAP Business Network (Ariba Network).
- For most suppliers, you have to wait for the email in the first purchase order to create an account.
- Vendor invoicing is not done on SAP Business Network.

Two sending systems coexist: in the countries concerned, invoices pass through an approved platform. Otherwise, send your invoices to the e-mail addresses specific to each entity and indicate the order number.

Which procurement processes are affected by the changes?

- The processes involved are the management of tenders, the sending and receiving of orders, as well as the sending of invoices according to the applicable channel.

Will other ENGIE entities switch to SAP Business Network?

- Yes, other ENGIE entities will use SAP Business Network (Ariba Network). You will be informed of the changeover beforehand. Some entities are already using SAP Business Network.

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2 SAP Business Network

What is SAP Business Network (Ariba Network)?

- SAP Business Network is a digital platform for collaboration between buyers and suppliers.
- In the context of GET, it is used to receive and confirm orders, participate in calls for tenders and manage qualification information.
- ENGIE supplier invoicing follows the applicable channel and should not be filed with SAP Business Network.

How do I give access to all the modules of SAP Business Network to someone in my company?

What roles should be assigned to it?

- You can assign it Administrator access or create a role and select all permissions.
- See the SAP Business Network training on account administration, "Creating roles and users."

We already have an SAP Business Network account, but we don't know which contact is registered. How to do it?

- When creating an account, SAP can suggest accounts that may belong to your company. Click "Contact Admin" to send a message to the account admin.

How do I know what type of account I have?

- Log in to your existing account.
The account type, Standard or Enterprise, is listed at the top of the page.

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2 SAP Business Network

What role should a person be assigned so that he or she can manage the receipt of purchase orders?

- Only one administrator role is created automatically. The administrator sets up and manages the account, creates the users and their roles. They can select one or more access rights for each role.
- See the SAP Business Network training on account administration, "Creating roles and users."

Can I change my account information?
What is the path?

- Yes. You can configure the email addresses that receive purchase orders and create users with different accesses and roles.
- Check out the SAP Business Network Supplier Training on Account Administration.

How do I reset my password or unlock my SAP Business Network account?

- From the SAP Business Network login page, use the "Forgot your password" option and follow the instructions sent to the email address associated with the account.
- If access remains blocked or you do not know the account administrator, use the SAP Business Network online help or the "Contact administrator" option.

Is there a charge for SAP Business Network (Ariba Network) support requests?

- No. The online support available on the site is free.

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2 SAP Business Network

Who can I contact if I have an account, order or billing problem?

- For a technical problem with the SAP Business Network account, use the SAP online help.
- To order, contact the ENGIE person who placed the order or your usual contact.
- For an invoice, use the support channel of the invoiced entity and provide the invoice number and order number.

Is there a free or paid use of SAP Business Network (Ariba Network) for my interactions with ENGIE?

- It depends on the type of account.
- The Standard account is free and sufficient to interact with ENGIE.
- An Enterprise account offers more services and may incur a fee as part of a direct agreement with SAP.
- Check the type of account chosen: ENGIE cannot be held responsible for an incorrect choice or the associated fees.

What information can I find on my account homepage?

- The dashboard gives access to documents facilitating your interactions with ENGIE and indicates the type of account subscribed to.
- Check the type of account chosen: ENGIE cannot be held responsible for an incorrect choice or the associated fees.

Documentation for navigating the account is available in the vendor resources.

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3 Billing

Does the new email address allow me to invoice all ENGIE entities?

- No. Each entity has a specific email address.
- Be careful, two systems coexist: in the countries concerned, invoices go through an approved platform; elsewhere, by the entity's email address.

If the GET change has taken place and I have an invoice prior to this change to send you, to which address should I send it?

- Two systems coexist: in the countries concerned, the invoice goes through an approved platform.
- If not, and if you have not yet sent your invoice, send it to the new email address of the entity concerned.
- If the invoice has already been sent to an old address, do not send it back: it will be processed.

How can I be sure that my invoices are processed by ENGIE?

- If an invoice dated after the GET change is sent via an approved platform or to the new email address, and it complies with the requirements of the system used, it will be processed by ENGIE.

Do I need to send my invoices to SAP Business Network (Ariba Network)?

- No. No invoices need to be submitted to SAP Business Network.
- Depending on the system that applies to you: a platform approved in the relevant countries, otherwise the specific email address of the entity.

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3 Billing

Which tool should I use to submit my invoices?

- Two systems coexist: a platform approved in the countries concerned, or sending it by e-mail to the entity's address. The order number must be included on the invoice.

Where can I find the billing address specific to each ENGIE entity?

- Each ENGIE entity has its own billing address.
- Consult the list of address lines provided by ENGIE, the insert in the purchase order or the ENGIE page dedicated to electronic invoicing.

If in doubt, confirm the address with your ENGIE contact before sending.

Which shipping system applies to me?

- The system depends on the country of the invoiced entity and your situation.
- In the countries concerned, electronic invoicing via an approved platform is the applicable system, both in receipt and in transmission.
- In other cases, the second system applies: sending by e-mail to the entity. Check your situation and the applicable channel before sending.

How do I track a rejected, blocked or unpaid invoice?

- Check the status and reason provided by the approved platform or email channel used. Correct and then retransmit only if the status or notification requires it.
- For an invoice that is blocked or unpaid without a clear reason, contact the ENGIE contact person indicated on the order form, specifying the invoice number, the order number and the entity invoiced.

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4 Purchase orders

If I don't have an SAP Business Network (Ariba Network) account, can I still receive ENGIE purchase orders?

- Yes. You receive the order form by e-mail even without access to the platform.
- However, you cannot confirm the order electronically, as this action is performed in SAP Business Network.

Can we confirm the order via an acknowledgement of receipt from our own computer tool?

- No. Confirmation is only possible through your SAP Business Network (Ariba Network) account.

How do I confirm an order?

- See the SAP Business Network documentation "How to Create an Order Confirmation".

Can an order be modified or must it be accepted in its entirety?

- Even if the platform technically allows you to confirm or modify all or part of an order, contact your usual contact at ENGIE before making any changes.
- You can also fill in shipping information and delivery dates for certain items.

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- However, you cannot confirm the order electronically, as this action is performed in SAP Business Network.

When can I reject an order?

- Even if rejection is technically possible in SAP Business Network, contact your usual contact at ENGIE before any rejection to verify the elements indicated.

If the shipping costs do not appear on the order form, can I add them by creating a new line?

- If there are any missing elements on the order form, contact your usual contact at ENGIE.

Is it possible to specify duration orders?

- Yes. The start date of the service, the end date and the frequency of the contract are indicated.

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4 Purchase orders

Can we receive the order form in PDF format?

- Yes. The order form is sent in PDF format automatically.

When sending an order, do we have to indicate in SAP Business Network when the goods leave our factory or port?

- You can pass this information directly on to your usual contact or to the person who placed the order at ENGIE.
- During confirmation, you can also fill in the expected shipping date.

When sending an order, do we have to indicate in SAP Business Network when the goods arrive at your logistics platform?

- You can proceed as at present or pass this information directly on to your usual contact or to the person who placed the order at ENGIE.

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5 Catalogs

Can I make a catalogue available to ENGIE?

- Get in touch with your usual contact at ENGIE if you want to set up a catalog in SAP Business Network.

Can I make a punch-out available to ENGIE?

- Get in touch with your usual contact at ENGIE to set up a punch-out in SAP Business Network.
- This may require an Enterprise account, which may incur charges as part of a direct agreement with SAP. Check the type of account you have chosen.