

# GET PROGRAM FAQ



**Will other ENGIE entities switch to SAP BUSINESS NETWORK (Ariba Network)?**

**Yes**, other ENGIE entities will use SAP BUSINESS NETWORK (Ariba Network). You will be informed of the changeover to the SAP BUSINESS NETWORK (Ariba Network) in advance.

In addition, some entities are already using SAP BUSINESS NETWORK



**Will I have to go through a new supplier qualification process to work with ENGIE?**

**Not immediately.** If you have already been qualified by ENGIE before, this qualification continues at the changeover for the duration defined by ENGIE.

Please note that you will soon be invited to collaborate with ENGIE via SAP BUSINESS NETWORK (Ariba Network) to provide an update of the necessary/complementary elements for your qualification.



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

**No**, each entity has a specific email address (see list)

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

- If I have not yet sent my invoice, it must be sent to the new email addresses (see list)
- If I have already sent my invoice to one of the old email addresses, I do not have to send it again, the invoice will be processed.



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

- If the invoice dated after the GET change is sent to the new [PDF.CSPENGIEES@engie.com](mailto:PDF.CSPENGIEES@engie.com) email address and complies **with the regulations**, it will be processed by ENGIE. This means that the order number must appear on the invoice and the amount must correspond to the exact amount of the order.
- If you have any questions about the payment of your invoices, please contact the following address: [relances-fournisseurs.cofely@engie.com](mailto:relances-fournisseurs.cofely@engie.com) indicating: SIREN number, invoice date, invoice number, amount including VAT and order form.

# GENERAL FAQ



## What are the changes with GET?

- After the GET changeover, the receipt, order confirmation as well as supplier qualification and tendering will be done **via another** SAP Business Network platform (Ariba Network). For most of you, you have to wait for the email of the 1st order form to create your SAP Business Network (Ariba Network) account. Please refer to your situation on pages 5 and 6 of the GET notification letter available on the supplier information portal
- Supplier invoicing is not done on SAP. You must send your new invoices dated from January 6, 2025 to [PDF.CSPENGIIES@engie.com](mailto:PDF.CSPENGIIES@engie.com). This new address is ONLY for invoices dated on or after January 6, 2025. The order number must appear on the invoice.



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## Scope and types of accounts



### Which procurement processes are affected by the changes?

The Procurement processes affected by the platform changes are:

- Tender management
- Sending and receiving orders
- Send your invoices by email to: [PDF.CSPENGIEES@engie.com](mailto:PDF.CSPENGIEES@engie.com)



### Is the use of SAP Business Network (ARIBA Network) for my interactions with ENGIE free or paid?

It all depends on the type of account used. The use of a Standard account **is free of charge and is sufficient** to continue any interaction with ENGIE. If you want more service on the platform, you can opt to use an Enterprise account which can incur a fee by creating an agreement directly with SAP.

**Please make sure of the type of account you choose: if you select the wrong account type, ENGIE will not be able to accept responsibility for it or any costs incurred.**



### What information can I find on my account homepage?

Via your account dashboard, you will have access to all your documents facilitating your interactions with ENGIE. You can also find the type of account you have subscribed to. Please make sure of the type of account you choose: if you select the wrong account type, ENGIE will not be able to accept responsibility for it or any costs incurred.

Here is the direct link to familiarize yourself with [navigating your account](#).

## Purchase orders



### When will we receive the link to open an SAP Business Network (ARIBA Network) account?

- How you log in to your SAP Business Network (ARIBA Network) account depends on your account type.
- If you have an Enterprise account, you should have received the business connection request from ENGIE, you must accept it to log in.
- If you have a Standard account, you will receive the login link upon receipt of the first ENGIE order by email. You will then have the option to create an account or use an existing account.
- Please note that, when you register, SAP will inform you if one or more account(s) already exists: you are free to create a new one to manage ENGIE purchase orders if you wish.

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

You will receive the order form by email even if you do not have access to the SAP platform. However, you will not be able to electronically confirm the order because this action is done in SAP.



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

No, confirmation is only possible via your SAP Business Network (ARIBA Network) account.



**Will we be able to log in with our existing account to process ENGIE orders?**

If you already have an SAP Business Network (ARIBA Network) Standard or Enterprise account, you can log in with it by clicking on the link that will be included in the order form sent by ENGIE. Please note that, when you register, SAP will inform you if one or more account(s) already exists, you are free to create a new one or use it to manage ENGIE purchase orders.

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## **Can we create a Standard account before we receive a purchase order?**

You have the option to create a Standard account ahead of time using [this link](#).

However, it is recommended that you wait until the first purchase order to create your account because you will then have the opportunity to create it and the ENGIE purchase orders will be automatically attached to it



## **Is there a free or paid use of SAP Business Network (ARIBA Network) to retrieve orders?**

It all depends on the type of account used. The use of a Standard account is free of charge and is sufficient to continue any interaction with ENGIE.

If you want more service on the platform, you can opt to use an Enterprise account which can incur a fee by creating an agreement directly with SAP. Please make sure of the type of account you choose: if you select the wrong account type, ENGIE will not be able to accept responsibility for it or any costs incurred.



## **Can I choose to keep a Standard account type even if there are a lot of documents to exchange with ENGIE?**

Yes, you can choose to use a free Standard account that is sufficient to continue any interaction with ENGIE.

If you want more service on the platform, you can opt to use an Enterprise account which can incur a fee by creating an agreement directly with SAP. Please make sure of the type of account you choose: if you select the wrong account type, ENGIE will not be able to accept responsibility for it or any costs incurred.

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## How do I confirm an order?

- Here is the direct link to the "[How to create an order confirmation](#)" [documentation](#).



## Can I make changes to an order? Or does the order have to be accepted in its entirety?

- Even if you have the technical possibility of confirming or modifying all or part of an order, we advise you to contact your usual contact at ENGIE before making any changes. You also have the option to add shipping details for certain items delivered later by providing delivery dates. Here is the link to [the documentation](#).



## When can I reject an order?

- Even if you have the technical possibility of rejecting an order in SAP Business Network (ARIBA Network), we advise you to contact your usual contact at ENGIE before proceeding with any rejection. This will allow us to check on 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 your order form, we advise you to contact your usual contact at ENGIE.



## In the case of sending an order, do we need to inform on SAP Business Network (ARIBA Network) when the goods leave our factory/port, etc.??

- You can send this type of information directly to your usual contact or the person at ENGIE who placed the order. When confirming the order, it is also possible to enter the expected shipping date.

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-  **In the case of sending an order, do we have to inform SAP Business Network (ARIBA Network) when the goods are delivered to your logistics platform?**
- You can proceed in the same way as at present or send this type of information directly to your usual contact or the person at ENGIE who placed the order.
-  **Is it possible to specify duration orders?**
- Yes, the service start date, end date and frequency of the contract will be indicated.
-  **Can we receive the order form in PDF format?**
- PDF is sent automatically.
-  **Can we transact in CXML format?**
- You can receive orders in CXML format attached to your email. If you want a full CXML integration, you need to have an Enterprise account. You can integrate it into your internal system. Do not hesitate to contact SAP Business Network (ARIBA Network) for more information.
-  **How do I get access to ENGIE calls for tenders?**
- Calls for tenders are managed via SAP Business Network (ARIBA Network), you will be able to have access to all current calls for tenders and communicate with your contacts.
-  **Is there a charge for SAP Business Network (ARIBA Network) support requests?**
- The support available online on the site is free and available.
-  **Is the SAP Business Network (ARIBA Network) platform only in English?**
- It is possible to change the language via the account settings (the default language is displayed depends on the language of your browser).

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## Catalogues



### Can I make a catalogue available to ENGIE?

- You can contact your usual ENGIE contact if you wish to set up a catalog in SAP Business Network (ARIBA Network).



### Can I make a punch out available to ENGIE?

- You can contact your usual ENGIE contact if you want to set up a punch out on SAP Business Network (ARIBA Network). This may require setting up an Enterprise account which may incur a fee by creating an agreement directly with SAP. Please make sure of the type of account you choose: if you select the wrong account type, ENGIE will not be able to accept responsibility for it or any costs incurred.

## Bills



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

- No invoices should be posted to SAP Business Network (ARIBA Network). For the sending of your **new invoices dated from January 6, 2025**, a new address has been set up: [PDF.CSPENGIEES@engie.com](mailto:PDF.CSPENGIEES@engie.com).



### Which tool should I use to submit my invoices?

- There is no tool to submit your invoices, you have to send them [PDF.CSPENGIEES@engie.com](mailto:PDF.CSPENGIEES@engie.com).

This new address is ONLY for invoices dated on or after January 6, 2025. The order number must appear on the invoice.

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## Other tools



**Is SAP Business Network (ARIBA Network) replacing the VMS (Connecting Expertise Tool) platform?**

No, VMS (Connecting Expertise Tool) is a separate platform not affected by these changes.



**Does SAP Business Network (ARIBA Network) replace the PIXID tool?**

No, PIXID is a separate tool not affected by these changes.

## Account settings



**How do I give access to all the modules of SAP Business Network (ARIBA Network) to someone in my company? What roles should I assign to it in SAP Business Network (ARIBA Network)?**

You can give them Administrator access or create a new role and select all permissions. You can find more information on the topic and instructions on the next page, in the Creating roles and users section: [SAP Business Network Supplier Training \(NEW\) | Account Administration \(ariba.com\)](#)



**We already have an SAP Business Network account (ARIBA Network) but we don't know what the registered contact is, how to do it**

When you create a new Ariba account, the system suggests a list of accounts that may belong to your company. You can click on "contact administrator" to send a message to the account administrator.

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## What role do we need to assign to a person so that they can have control over the purchase order processes?

- There is only one account administrator role that is automatically created by the system. The administrator is responsible for setting up and managing the account, and can also create users and their roles. You can select one or more access rights for each role and set it as desired. You can find more information on the topic and instructions on the next page, in the Creating roles and users section: [SAP Business Network Supplier Training \(NEW\) | Account Administration \(ariba.com\)](#)



## Can I make changes to my account information? What is the path?

- Yes, you can configure the email addresses that receive purchase orders. You can also create different users with different accesses and roles. We invite you to consult the following platform, which contains a lot of information about your account: [SAP Business Network Supplier Training \(NEW\) \(ariba.com\)](#)



## How do I know which account I have?

- You can find out what type of account you have by logging into your existing account. The Standard or Enterprise account type is then indicated at the top of the page as in the example below (here an Enterprise account):

