

Making Your  
business finance  
fit for the future



## Frequently asked questions for suppliers

### General changes

#### **Does this change have any impact on how we supply National Grid in US?**

No. All systems and processes for receiving POs and submitting invoices for US will remain the same.

#### **Will there be any changes to my current contract?**

All pre-existing contracts, terms and conditions and payment terms will remain unchanged. However, with effect from 1 July hard copies of invoices will no longer be accepted. Invoices will either need to be submitted through the Coupa Supplier Portal or sent to [invoices+credits@nationalgrid.coupahost.com](mailto:invoices+credits@nationalgrid.coupahost.com).

#### **Will there be any changes to my current payment terms?**

No. There will be no changes to your existing payment terms

### Purchase orders

#### **How will any existing Purchase Orders for National Grid be treated?**

The open balance of existing POs, for goods and services being supplied to all National Grid Group business units, except for the National Grid Electricity System Operator (NGESO), will be transferred across to new Coupa PO numbers.

#### **What is considered as an 'open' Purchase Order?**

An open PO is a PO that fulfils at least one of the following criteria:

- goods and services have not yet been delivered by a supplier
- an available un-invoiced balance of funds remains and further invoicing is expected
- unpaid invoices are pending
- the invoice is in dispute

### **Will the whole Purchase Order value be migrated?**

No. Only the open, un-invoiced balance of the PO will be migrated. Therefore, your new PO will show the remaining value of the PO that has yet to be delivered or invoiced.

### **What will happen to my existing purchase order?**

If a PO is to be migrated, your existing PO will be closed after the new PO number has been issued to you. You will receive a PO closure notification via Coupa email.

### **Which purchase order number do I need to use on my invoice?**

If you receive a replacement PO number in Coupa, you will need to apply the new PO number your invoice. This is to ensure your invoice is matched and paid against the correct PO.

### **What can we do to limit the number of orders being migrated?**

If you have any invoices that need to be submitted to National Grid for goods recently supplied or works recently completed, please send these into us as soon as possible.

If you are aware of any invoices that are currently in dispute, please work with us to clear these as soon as possible.

### **How will we identify new and migrated Purchase Orders?**

All new and migrated POs will begin with 10xxxxxxx or 20xxxxxxx. All existing POs currently begin with either 33xxxxxxx or 34xxxxxxx, these will no longer be available for invoicing.

### **Will we see any other changes to our Purchase Orders?**

No. The format, structure and content of POs you currently receive through Coupa will remain the same.

### **Will invoices quoting our original PO numbers be accepted?**

No. Once the new PO numbers have been issued, any invoices received quoting old PO numbers will be rejected and you will be asked to submit a new invoice quoting the new, correct PO number.

### **We receive our purchase orders through cXML. Will we continue receive Purchase Orders from via cXML?**

Our intention is to keep the same PO and invoice transmission channels. If you receive POs via cXML, we will work with you, to configure and transfer your cXML transmission channels.

### **Will we continue to receive Purchase Orders throughout the migration period?**

No POs will be issued via Coupa. There will be a system freeze three weeks prior to the go-live of our new systems. Therefore, no new POs will be issued during this time. We will give you advanced notice of this when we have confirmed dates.

To support this transition, we are asking for your help, by sending any outstanding invoices to us as soon as possible and/or resolving any outstanding invoice disputes as soon as possible.

Should we have an emergency purchasing requirement during the outage, we will request that you either take a card payment for low value transactions, or we will issue you with an emergency PO. Emergency POs will have a '999' prefix and will be replaced by a new PO once the system is live again. Please note, that you will be unable to invoice against any POs with a '999' prefix and must wait until you have received a replacement PO from Coupa.

## **Coupa Supplier Portal**

**My organisation currently uses the Coupa system to transact with National Grid and we are registered on the Coupa Supplier Portal (CSP) – do we need to register again or merge accounts?**

No. There is no requirement for you to register again or merge accounts on the CSP. We will connect your new supplier record in our system to your existing CSP account.

When our new systems go-live, you will be able to see two National Grid customers within your CSP. You will also have two supplier numbers which are generated from National Grid systems. Your new supplier number, to be used for all future orders and invoices will be prefixed with S4H.

Your original vendor number prefixed with ECC, will remain only for historical reporting purposes and should not be used

**My organisation is not registered on the Coupa Supplier Portal (CSP), how will we receive Purchase Orders?**

You will continue to receive POs via email if we have a valid email address on record. Where we don't have a PO email address for your business in our system, you will receive a copy of the PO through the post. However, you can help us by providing an email address to which we can send your POs.

**We are not registered to use the free Coupa Supplier Portal (CSP) but want to start transacting with National Grid via the CSP – how can we register to use the CSP?**

If you are not currently using the free CSP service and providing either hard copy invoices, or submitting PFD copies of your invoices via the Coupa Web Portal, you can find links below to the Coupa on-line training videos (4-5 minutes long) and to the National Grid supplier website, which has a range of guides and video tutorials on the various aspects of the Coupa Portal:

- <https://www.nationalgrid.com/group/suppliers/existing-suppliers>
- [https://success.coupa.com/Suppliers/For\\_Suppliers/Coupa\\_Supplier\\_Portal/Additional\\_Resources/CSP\\_Videos#Invoices](https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/Additional_Resources/CSP_Videos#Invoices)

Please note that National Grid will soon be mandating the use of the Coupa Supplier Portal for **all** invoice submissions, therefore we strongly urge you to register your business as soon as possible.

**We use the Coupa Supplier Portal (CSP) to submit our invoices. Will we need to set up e-invoicing again?**

Yes. You will need to ensure your e-invoicing set-up is configured to allow you to submit invoices for your new National Grid S4H supplier number. This can be done by:

- entering Coupa and within the Admin tab of your CSP click e-invoicing set-up, then click Manage
- click continue
- make sure all National Grid customers are selected by clicking the check boxes and then click continue to complete the e-invoice set up process.

**We supply a catalogue or punchout of products through Coupa from which National Grid can order – will this be affected?**

As part of the initial set-up, we will load your reviewed catalogue into Coupa on your behalf, because it contains an embedded contract number that won't be available until a few days prior to go-live. Following that, we will send you a copy of your catalogue to maintain and upload via the CSP going forward.

## Invoicing

**Where do we send invoices to for goods or services rendered?**

If you use the CSP to submit invoices via PO flip, you will be unable to submit any invoices during the three-week system downtime.

If you use the Coupa Web Portal to submit your invoices, you can send your invoice to our email address [invoices+credits@nationalgrid.coupahost.com](mailto:invoices+credits@nationalgrid.coupahost.com) but these will not be processed until after the three weeks.

If you send hard copy invoices, these will no longer be accepted.

**I need to find out when an invoice is due for payment, who do I contact?**

If you have registered on the CSP, you can also log into the portal to receive further information around invoice status' and payment dates.

Alternatively, you can contact [Box.frontdesk.businessservices@nationalgrid.com](mailto:Box.frontdesk.businessservices@nationalgrid.com) for all queries relating to National Grid. Please note that as we will be catching up with backlogs during August, there may be a delay in our response. We aim to have caught up with all backlogs by the end of August.

**I submit my invoice(s) through National Grid's consolidated invoice process – will this method of invoicing be affected?**

Yes. As a result of updating and improving our financial and purchasing systems, all cost centre and project numbers will be changing.

National Grid will provide a mapping table of old to new cost centre and project numbers for your use during invoicing.

**Who do I contact for further information on how I should submit my consolidated invoice?**

Please contact either your National Grid Contract Manager or Senior Buyer with Global Procurement for further support.

**Will invoice retentions and credit notes be transferred?**

All outstanding invoice and credits will be transferred. Additional to this, we will be asking the business to receipt invoice and approved credits immediately in June so we can pay all invoices early and we then have minimal emergency payments.

**If invoices are not settled before the three-week Coupa freeze, will they be subject to new PO's as per the Open PO criteria?**

Invoices received and matched prior to the freeze will not need to be re-submitted. It is only the uninvoiced element of the PO that will be migrated and re-issued on a new PO number.

**If we have already sent invoices to National Grid with pre freeze PO numbers will they have to re-issue with new PO numbers if the invoice is outstanding?**

This would only be required if National Grid was unable to match an invoice to a valid PO number, or the invoices were 'in-transit' at the freeze date.

**Is National Grid prepared to settle pre freeze generated invoices before 42-day payment terms expire to avoid the need to generate new PO's?**

In the drive to achieve a clean cutover and reduce the volumes requiring migration, National Grid intends to pay matched and receipted invoices prior to the freeze and in advance of payment terms.

We are currently involved in removing a high level of aged debt. If this debt is not clear by the freeze date will these invoices be subject to new PO's.

They will automatically be moved to the new PO's and when receipted/funds added to the PO they will be paid

## **ESO**

**How will I be impacted by these changes?**

The impact will be minimal. Your PO number will remain the same, but you will be affected by our system downtime. If you use the CSP to submit invoices via PO flip, you will be unable to submit any invoices during this time. If you use the Coupa Web Portal to submit your invoices, you can send your invoice to our email address [invoices+credits@nationalgrid.coupahost.com](mailto:invoices+credits@nationalgrid.coupahost.com) but these will not be processed until after the system downtime. If you send hard copy invoices these will no longer be accepted.