

Guide to our purchasing process

We've set you up as a supplier of Cadent. Here's what you need to know to do business with us.

As a supplier, you play an important part in helping us to keep the energy flowing.


We aim to pay your invoices as per the terms of the purchase order. To help ensure this process runs as smoothly as possible we've provided you with an overview and checklist below.

Ariba Network

Cadent utilises the Ariba Network to transmit purchasing related documents with its suppliers.

As a supplier to Cadent, you are required to join the Ariba Network* and manage your purchase orders and invoices electronically, within the network.

The Ariba Network is provided free of charge for the majority of our suppliers via a standard account. You may choose to upgrade to an enterprise account at your own cost. **Cadent is not liable for any fees incurred by you for your use of the Ariba Network.**

If you are new to Ariba, guidance to help you create your account and transact in the Ariba Network, can be found on our website, cadentgas.com/suppliers. Additional help can be found on the Ariba Portal, using the  icon at the top of the screen.

To register, go to service.ariba.com and select 'Supplier'.

Once you have registered, email your Ariba Network ID (ANID)* to supplychainenquiries@cadentgas.com, we will apply your ANID to your supplier record and send you a Trading Relationship Request (TRR) via the Ariba Network, this is a standard agreement used by SAP and must be digitally signed to complete the connection.

* If you are a new supplier to Cadent, this journey will start during the creation of your supplier record, where you register and qualify within the network. We will have visibility of your ANID and will send the TRR when your record is created.



Purchase Orders (PO)

We will provide a PO, which will enable you to submit your invoice once goods or services have been delivered.

The PO will be a 10-digit number starting with either '30' or '32'. Verbal requests should not be accepted.

If you have not received the PO you should not supply the goods or services. If you choose to supply goods or services without having received a valid PO, you do so at your own risk and recognise that a request for payment will be rejected.

On receipt of the PO, you are expected to confirm all items are quoted correctly and:

- the structure of the PO enables you to invoice correctly
- any delivery fees or additional items must be listed on the PO
- acceptance of the terms and conditions, including payment terms

Any discrepancies with the purchase order must be resolved before goods or services are provided, to ensure there are no delays in the invoice payment process.

Invoice Submission

All invoices must be addressed to **Cadent Gas Limited, PO Box 28, Wolverhampton, WV1 9BQ.**

Invoices must be submitted electronically, via the Ariba Network. You can either flip the PO to an Invoice using the interactive email (standard account); via the inbox/outbox feature of the enterprise account or via system integration.

Your tax invoice must be attached to the invoice record in Ariba to enable us to reconcile the charges applied. The document must quote a valid PO number on the document. Failure to include your tax invoice will result in the invoice being returned to you, unpaid.

For guidance on how to submit your invoice, please visit cadentgas.com/suppliers.

Payment

Payment terms are quoted on the purchase order, payment days start from the time we receive your valid invoice in Ariba, with payment made on the first Thursday following the payment days being reached.

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Domestic Reverse Charge – Building and Construction Services

Cadent is a utility company receiving building and construction services as part of its own assets construction, repair or alteration.

Cadent is an end user for the purposes of section 55A VAT Act 1994 reverse charge for building and construction services. Please issue us with a normal VAT invoice, with VAT charged at the appropriate rate. We will not account for the reverse charge.

More information can be found at <https://www.gov.uk/guidance/vat-domestic-reverse-charge-for-building-and-construction-services>

Your details

Any changes to your company details should be sent as a PDF attachment on company headed paper via email to supplychainenquiries@cadentgas.com.

Changes to your company name must be supported by a Certification of Name Change. Please note if your VAT registration or Company registration number has changed, we will create a new vendor record for you in our system.

If you wish to change the bank details associated to your account, you will be requested to validate the details we currently hold in our system by completing a Change of Bank Details Request Form. This can be requested by contacting our Front Desk Team via email to supplychainenquiries@cadentgas.com.

If you are a new supplier to Cadent (from September 2020) and were onboarded through the Ariba Registration and Qualification processes, you can update your details by returning to the questionnaires and submitting a refreshed version. This will route to Cadent for review and approval as per our processes.

For controls purposes, we will contact your company to validate any bank details before they are confirmed in our system.

Queries

Any queries should be directed to the Purchase to Pay Front Desk, you can contact us via email to box.PtP.GD.FrontDesk.SharedServices.GD16@cadentgas.com.

Visit our website, <https://cadentgas.com/suppliers> for more information on our Supplier Code of Conduct, Terms and Conditions and policies.

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Use our simple checklist

Purchase Orders

- Have you received a valid PO document?
- Is the correct price showing on the PO?
- Does the PO list all items or charges?
- Does the structure of the PO allow you to invoice (if quantity is 1, only 1 invoice can be submitted)
- Have you received the PO before goods or services were supplied?

If the answer to any of the above questions is no, please contact the individual requesting the goods or services to resolve the issue prior to supply.

Invoice Submission

- Have you quoted the correct purchase order number on your invoice?
- Is your invoice addressed to Cadent Gas Limited?
- Have you submitted your invoice via the Ariba Network?
- Have you attached the PDF image of your invoice/credit note?

Ariba Network?

- Have you joined the Ariba Network?
- Have you provided your ANID to Cadent?

Your Details

- Have you advised us if your details have changed?

