

Supplier Portal Frequently Asked Questions: **Suppliers**

CATEGORY	QUESTION	ANSWER
Registration	Can we see if our company already has an account with Transcepta before we begin the registration process?	Yes. If you are unsure if you are already registered, you may contact Transcepta's registration team to confirm this by calling Transcepta Registration Support at 888-221-2026, option 2, or emailing registration@transcepta.com .
Registration	Do we need to re-register if we are already using Transcepta?	No. If you are already registered you can contact Transcepta Registration Support at 888-221-2026, option 2, or email registration@transcepta.com to request Alliant Energy be added to your account.
Registration	Who do I contact if I have questions about registering or the processes?	To complete the simple registration process and set up your company account with Transcepta, go to http://connect.transcepta.com/alliantenergy . If you have questions about registering, submitting documents or the supplier portal, please contact Transcepta Registration Support at 888-221-2026, option 2, or email registration@transcepta.com . Visit the Alliant Energy Supplier website at https://www.alliantenergy.com/PartneringwithAlliantEnergy/Suppliers
General	Do the changes impacting how we invoice and exchange other documents with Alliant Energy affect Wisconsin Power & Light and/or Interstate Power & Light?	Yes. A single system is being implemented for electronic document processing throughout all Alliant Energy service territories.
General	Is there a cost to use this service?	No. There is no cost to our suppliers. This is completely free.

CATEGORY	QUESTION	ANSWER
General	How does moving to electronic document exchange change or affect how we work with various departments within Alliant Energy?	You will continue to do business with the various departments as you do today. With this change, Alliant Energy will send you POs through the new supplier portal, and you will submit your invoices and POAs to Alliant Energy through the supplier portal as well.
General	What are the document submission requirements?	<p>This list of requirements details what is needed to ensure acceptance of processing of your invoices.</p> <p>For assistance locating this document, or for questions related to the requirements, please contact the Transcepta support team at support@transcepta.com or by calling (888) 221-2026, Option 3.</p>
General	Is there a file size limit?	<p>Yes. The limitation is 10MB per submission. This limitation is sometimes dependent on the operating system, email client, and the properties of the document being used, in addition to any limitations imposed by your company's system.</p> <p>If you have a file that is close to 10MB, and cannot get the file to submit, contact the Transcepta support team at support@transcepta.com or by calling (888) 221-2026, Option 3.</p>
General	Where can I view the requirements for document submissions in Transcepta?	The submission requirements document can be located and viewed in the Help Section of the supplier portal.
General	Can two email addresses be used? One for purchase orders and one for invoices?	Yes. During the registration process you will be asked for the preferred email addresses. Only one email can be used at a time per selection.

CATEGORY	QUESTION	ANSWER
Purchase Order	<p>Will pricing be visible and up to date on Transcepta?</p> <p>What if the PO information is incorrect?</p>	<p>Yes. Pricing is visible on the Purchase Order. If pricing corrections are needed, please submit the purchase order acknowledgment via Transcepta (for inventory and/or parts). For other pricing corrections, please contact the Alliant Energy Buyer, or the person that requested your services.</p> <p>As a supplier, you will receive your purchase orders via Transcepta. For inventory-type purchases, the purchase order acknowledgment should be sent back confirming pricing and lead time. At that time, the PO will be updated and re-sent to the Transcepta system to confirm the pricing has been updated.</p>
Purchase Order	Can purchase orders go to different emails depending on the various sites?	<p>No. Only a single email can be used for purchase orders to be sent to. If the POs need to be shared with others within your company, you will be required to distribute them.</p>
Purchase Order	Is a PO number a required field in the system when submitting invoices?	<p>Yes. If a purchase order number has been provided, this number will be required for submitting a related invoice. However, if a purchase order number was not provided the Alliant Energy requestor's email address will be required to submit an invoice.</p>
Purchase Order	Will I be notified when Purchase Orders are sent to me?	<p>Yes. You will receive a notification from Transcepta that new Purchase Orders are available based on your delivery method selected.</p>
Purchase Order	How will we receive Purchase Orders once we go-live with Transcepta?	<p>You will determine the method you receive Purchase Orders during your registration and onboarding process with Transcepta. If you are unsure what delivery method your company has selected, please contact the Transcepta support team at support@transcepta.com or by calling (888) 221-2026, Option 3.</p>

CATEGORY	QUESTION	ANSWER
Purchase Order Acknowledgement	What is a Purchase Order Acknowledgement?	<p>A purchase order acknowledgement is a document confirming the receipt of our purchase order. This document confirms acceptance of our order, details any pricing/quantity corrections, and lead time (as applicable).</p> <p>This may also be referred to as: Sales Order, Sales Order Acknowledgement, Order Acknowledgement, Purchase Order Confirmation, Order Confirmation, etc.</p>
Invoice	Is there a process for submitting invoices prior to going live in Transcepta?	<p>Yes. Submit any invoices prior to go-live in the same way you do today. Once you go live in the Transcepta system, new invoices should be submitted through Transcepta. Any previously submitted invoices do not need to be resubmitted.</p>
Invoice	I submitted an invoice that was rejected. What do I do?	<p>If you receive a rejection, follow the instructions on the error message you received. You can also contact the Transcepta support team at support@transcepta.com or by calling (888) 221-2026, Option 3.</p>
Invoice	Can I submit invoices with different formats?	<p>Yes. Each invoice format type must be submitted to Transcepta for mapping during the onboarding process. After you go-live in Transcepta and need to add an additional invoice format, please contact the Transcepta support team at support@transcepta.com or by calling (888) 221-2026, Option 3.</p>
Invoice	What is the payment status of my invoice?	<p>To view the status of your invoice payment, please log into your account with Transcepta to view current payment status. For additional assistance with viewing payment status, please contact the Transcepta support team at support@transcepta.com or by calling (888) 221-2026, Option 3.</p>

CATEGORY	QUESTION	ANSWER
Invoice	Are we able to enter the invoice information online and attach backup documentation (timesheets, etc.) when we submit?	<p>Yes. You can submit backup documents along with invoices through the Transcepta service, and there are a few different ways this information can be sent:</p> <ul style="list-style-type: none"> • Via Web Entry: If an invoice is being keyed in through the supplier portal, there is a section on the invoice template page that allows you to drag and drop backup documents as attachments. Supporting documents must be 10 MB or smaller and in one of the following file formats: <ul style="list-style-type: none"> ○ .doc, .docx ○ .xls, .xlsx ○ .pdf ○ .tif, .tiff <p>For any format other than Web Entry, there are 2 options to submit backup documents:</p> <ul style="list-style-type: none"> • Other formats: Transcepta can set up an invoice hold on your account. When an invoice comes in, it will be validated and then placed on a temporary hold (up to 72 hours); this allows you time to log into the portal online, review the invoice(s) submitted and attach backup documents to the held invoice(s). • Email: You can save the invoice PDF in its native format, backup documents in PDF, merge the files together, and then submit a single file for processing. We encourage the supplier to contact the Transcepta support team to talk through these options to help identify the best option for you. <p>For additional assistance, please contact the Transcepta support team at support@transcepta.com or by calling (888) 221-2026, Option 3.</p>