

# 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](https://cadentgas.com/suppliers).

Additional help can be found on the Ariba Portal, using the  icon at the top of the screen – this is also the route to contact Ariba Customer Support, should you have any issues with your Ariba Account.

To register, go to [service.ariba.com](https://service.ariba.com) and select 'Supplier'.

Once you have registered, email your Ariba Network ID (ANID)\* to [ProcurementServices@cadentgas.com](mailto:ProcurementServices@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.

You can reject a PO and return it back to the PO owner, within the Ariba Network. You must provide a reason for the rejection, i.e. delivery costs missing, or PO format needs to be amended to enable you to invoice

## Invoice Submission

All invoices must be addressed to **Cadent Gas Limited, PO Box 6986, Unit 3 Ansty Park, Coventry, CV6 9RR.**

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. The choice of how you submit your invoice via the Ariba Network is at your discretion.

**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.

The only exception is where an invoice is submitted via system integration (CXML or EDI).

For guidance on how to submit your invoice, please visit [cadentgas.com/suppliers](https://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 date 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

It is important that your company details are kept up to date, to ensure you receive PO's and we are able to pay your invoice.

- Any changes to your company details should be sent to Cadent in non-editable format (PDF) on company headed paper via email
- Changes to your company name must be supported by a Certification of Name Change – changes to VAT or Company registration numbers will require a new vendor record
- Requests to change bank details require the existing and new account details to be provided via a Change of Bank Details Request Form
- Please contact us for assistance at: [ProcurementServices@cadentgas.com](mailto:ProcurementServices@cadentgas.com)

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

**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:

**Vendor Setup or PO Queries**  
[ProcurementServices@cadentgas.com](mailto:ProcurementServices@cadentgas.com)

**Invoice Payment**  
[AskFinance@cadentgas.com](mailto:AskFinance@cadentgas.com)

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

## 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 PO owner to resolve the issue prior to supply. Their email address is quoted on the PO.

### 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?

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