

# How to Register as a Supplier with Essential Energy

 <p><b>Why should I use this guide?</b></p>	<p>This guide provides you with instructions on how to register as a Supplier to Essential Energy with access to the Supplier Portal. Please complete all fields before clicking Register to submit your registration.</p>
 <p><b>Who might use this guide?</b></p>	<ul style="list-style-type: none"> <li>Suppliers who want to become a registered Supplier to Essential Energy</li> </ul>
 <p><b>Where can I go for additional system support?</b></p>	<p>After you submit your registration, Essential Energy will review your submission and communicate with you via email notification to the email you have provided.</p> <p>If you require further support or are unable to complete any fields, please contact the Procurement team by email to <a href="mailto:suppliers@essentialenergy.com.au">suppliers@essentialenergy.com.au</a>.</p> <p>Ensure you include your name, company name and phone number so we can contact you directly</p>

## Definitions

There are 2 different types of Suppliers:

**Prospective – Initial Registration status**

- Allows participation as Bidder in Negotiations (RFQ)

**Spend Authorised**

- Allows participation as Bidder in Negotiations (RFQ)
- Award and acceptance of Agreements (Contracts)
- Acceptance of purchase orders created by Essential Energy
- Ability to create and submit invoices through the Supplier Portal
- Visibility of remittances confirming payment for goods/services

Additional information has been included throughout this guide to assist suppliers completing registrations.

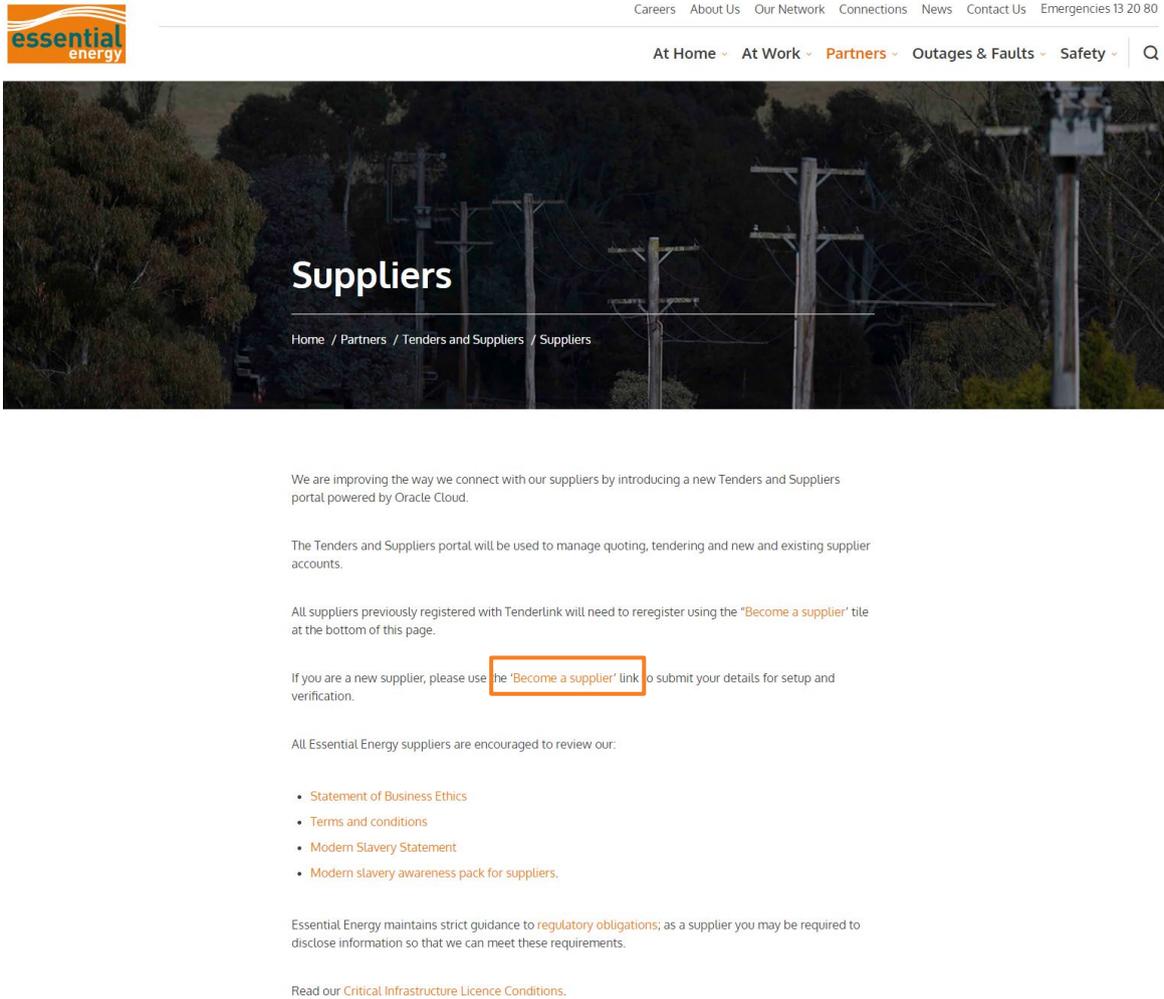
**Note: where a field is marked with \* it must be completed.**

A **Troubleshooting** section is included on page 12.

If issues persist, please send an email to [suppliers@essentialenergy.com.au](mailto:suppliers@essentialenergy.com.au) for assistance.

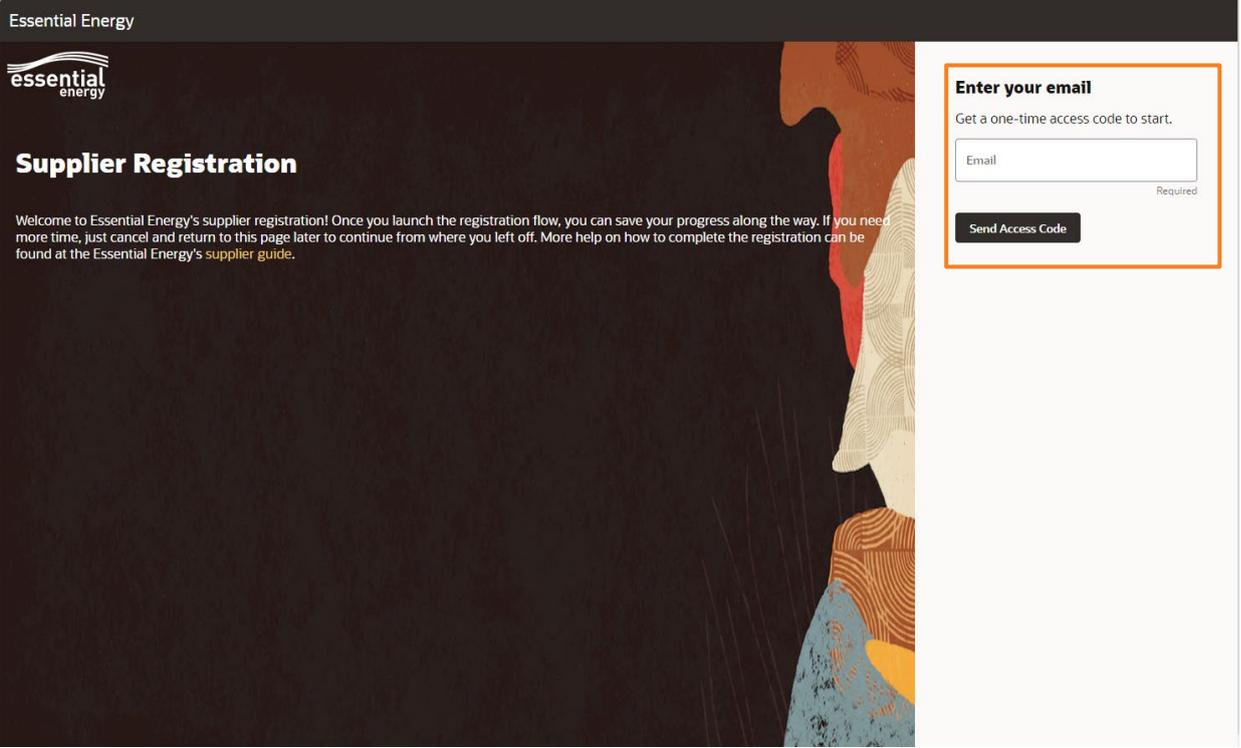
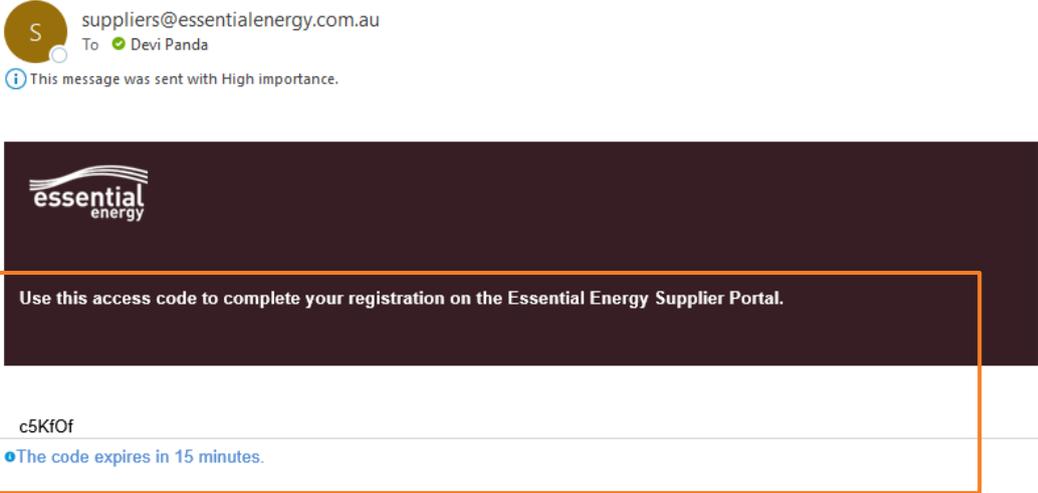
Step	Action
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1	<p>To register as a Supplier, please visit <a href="https://essentialenergy.com.au/partners/tendersandsuppliers/suppliers">essentialenergy.com.au/partners/tendersandsuppliers/suppliers</a> and click on <b>Become a Supplier</b>, OR scroll to the bottom of the page and click the box highlighted below</p>
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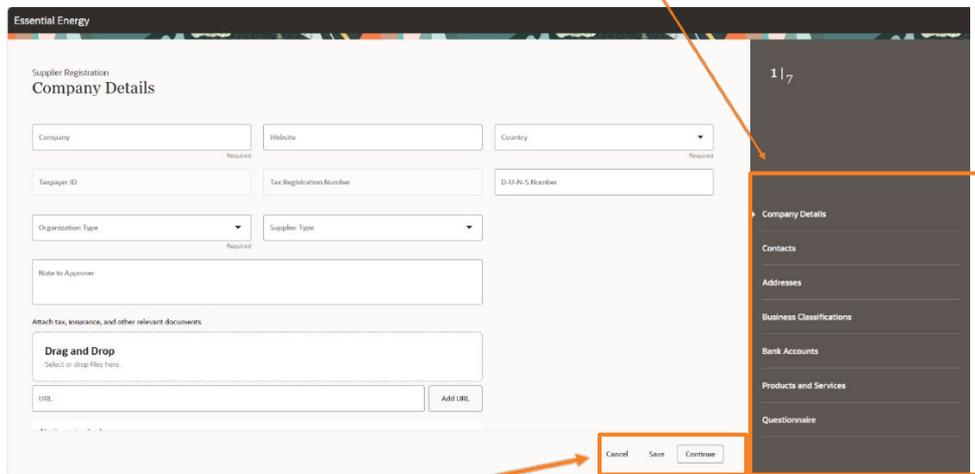
## Keep reading

 <p><b>Become a supplier</b></p> <p>Register online to become a supplier here.</p> <p style="text-align: right;"><a href="#">Register</a> &gt;</p>	 <p><b>Supplier Portal login</b></p> <p>If you're already registered, access the Supplier Portal here.</p> <p style="text-align: right;"><a href="#">Access now</a> &gt;</p>	 <p><b>Current tenders</b></p> <p>Information about current and recently completed tenders.</p> <p style="text-align: right;"><a href="#">Read more</a> &gt;</p>
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Step	Action
2	<p>Clicking on the link opens the <b>Supplier Registration</b> page. Enter your email address and click on ‘Send Access Code’ to receive a one-time access code to commence the registration.</p> 
3	<p>The below email will be received with the access code. The access code will expire in 15 minutes from when the email has been received. If you don't use your access code in time, you will need to re-enter your email address to generate a new code.</p> <p>Access Code for Your Supplier Registration</p> 
4	<p>Once you launch the registration flow, you can save your progress along the way. If you need more time, just cancel and return to this page later to continue from where you left off.</p>

Step	Action
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The registration process has 7 steps that all need to be completed.



### Navigation buttons

**Continue:** You can use this button to move to the next Step.

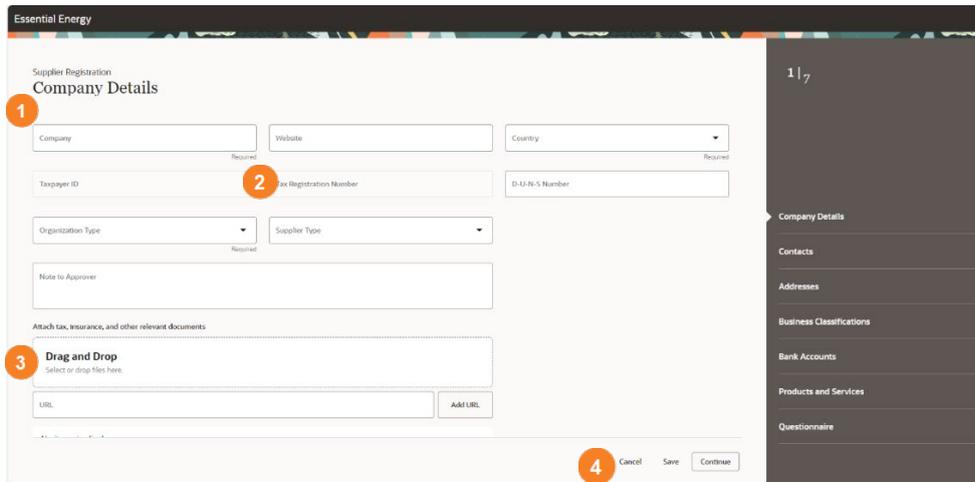
**Save:** Used to save a partial registration for completion later. An email will be received with a link to allow access to the unsubmitted registration. Note: while you won't have to start again, the company ABN number will need to be re-entered.

5	<h3>Step 1 Register Supplier: Company Details</h3>
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1. Enter your **Trading/Company Name**, **Country**, **Organization Type** and **Supplier Type**
2. Insert a value for an **ACN|D-U-N-S Number** (9 numbers) or **ABN / Tax Registration Number** (11 numbers)
3. Use the **Attachment** field to upload a copy of your Certificate of Business Registration (Optional)

**Notes:** Essential Energy's preference is **ABN**. If you select this **option**, you will need to first select the **Tax Country**. There should also be **no spaces** in the ABN when entered.

4. Click Save/Continue to move to **Step 2**.



Step	Action
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**6 Step 2 Register Supplier: Contacts**

5. Enter a **First Name, Last Name, Email address** (if not already prepopulated), **Contact Number** and **Job Title** for the contact person/s
6. Multiple contacts can be added here by clicking on + Add Another Contact. There is no limit with how many contacts a supplier profile can have.

**Notes:** The first contact entered will automatically default to the role of Administrative Contact. If you wish to change this, you will need to add a second contact and select/unselect the administrative contact filed. Essential Energy recommends at least two (2) Administrative Contacts be nominated where possible.

The email must be unique to an individual, you cannot have the same email address against different contacts. For security reasons please avoid the use of team emails wherever possible unless the person monitoring that email is the only contact listed on the supplier record.

Supplier Registration  
Contacts

Contact 1  
Enter contact details. Registration communications will be sent to this contact. 5

First Name: Joe  
Last Name: Bloggs  
Email: suppliers@essentialenergy.com.au

Country: AU Mobile: +61  
Country: AU House: +61  
Job Title: Tester  
Country: AU Fax: +61

Is this an administrative contact?  Yes  No  
Does this contact need a user account?  Yes  No

What user roles does this contact need?  
Assign at least 1 user role to specify the responsibilities of the contact.

- Supplier Self Service Administrator  
Manages the profile information for the supplier company. Primary tasks include updating supplier profile information and requesting user accounts to grant employees access to the supplier application.
- Supplier Sales Representative  
Manages agreements and deliverables for the supplier company. Primary tasks include acknowledging or requesting changes to agreements in addition to adding catalog line items with customer specific pricing and terms. Updates contract deliverables that are assigned to the supplier party and updates progress on contract deliverables for which the supplier is responsible.
- Supplier Inventory Manager 7  
Individual in a supplier organization responsible for managing inventory process control from beginning to end. Monitors available supplies, materials and products to ensure that customers, employees and production have access to the materials they need.
- Supplier Customer Service Representative 8  
Manages inbound purchase orders and communicates shipment activities for the supplier company. Primary tasks include tracking, acknowledging or requesting changes to new orders. Communicates order schedules that are ready to be shipped by submitting advance shipment notices, and monitors the receipt activities performed by the buying organization.
- Supplier Bidder  
Sales representative from a potential supplier responsible for responding to requests for quote, requests for proposal, requests for information and reverse auctions.
- Supplier Accounts Receivable Specialist  
Manages invoices and payments for the supplier company. Primary tasks include submitting invoices as well as tracking invoice and payment status.

+ Add Another Contact 6

Last updated 1 minute ago  Cancel 9  Save

Step	Action
	<p>On the lower half of the screen, you can request for the contact to have access to the Supplier Portal and decide the type of access you would like them to have by assigning roles. A definition of each role is provided.</p> <p>For a Contact to be able to access the <b>Supplier Portal</b> you must click <b>Yes</b>, this contact required a <b>user account</b>.</p> <p>When Request User Account is selected, the system will automatically assign <b>all roles</b> to the contact. Allocating and changing roles for a contact is an <b>optional</b> requirement.</p> <ol style="list-style-type: none"> <li>To remove a <b>Role</b>, untick the box.</li> <li>Repeat this process until the only Roles left are the ones you are requesting access to.</li> <li>Click <b>Save/Continue</b> to move to <b>Step 3</b>.</li> </ol>

**7 Step 3 Register Supplier: Addresses**

- Enter country of business, business address, contact number/s and email address
- Select address purpose. You can select as many as you like.

**Tip: Receive Purchase Orders** should be selected so that purchase orders can be created.  
**Receive Payments** should be selected so that remittance notices can be provided.  
**Bid on RFQ's** should be selected so that the supplier can respond to negotiations, RFQS or Bids.

- Align a contact to an address. Do this by selecting/ticking the appropriate contact person
- Click **Save/Continue** to move to **Step 4**.

Multiple business addresses can be entered by clicking on **+ Add Another Address**

**Notes: Each Address Name can only be used once. Multiple contacts at the same location need to have a unique Address Name – Consider using numbers after the Address Name such as Port Macquarie 1.**

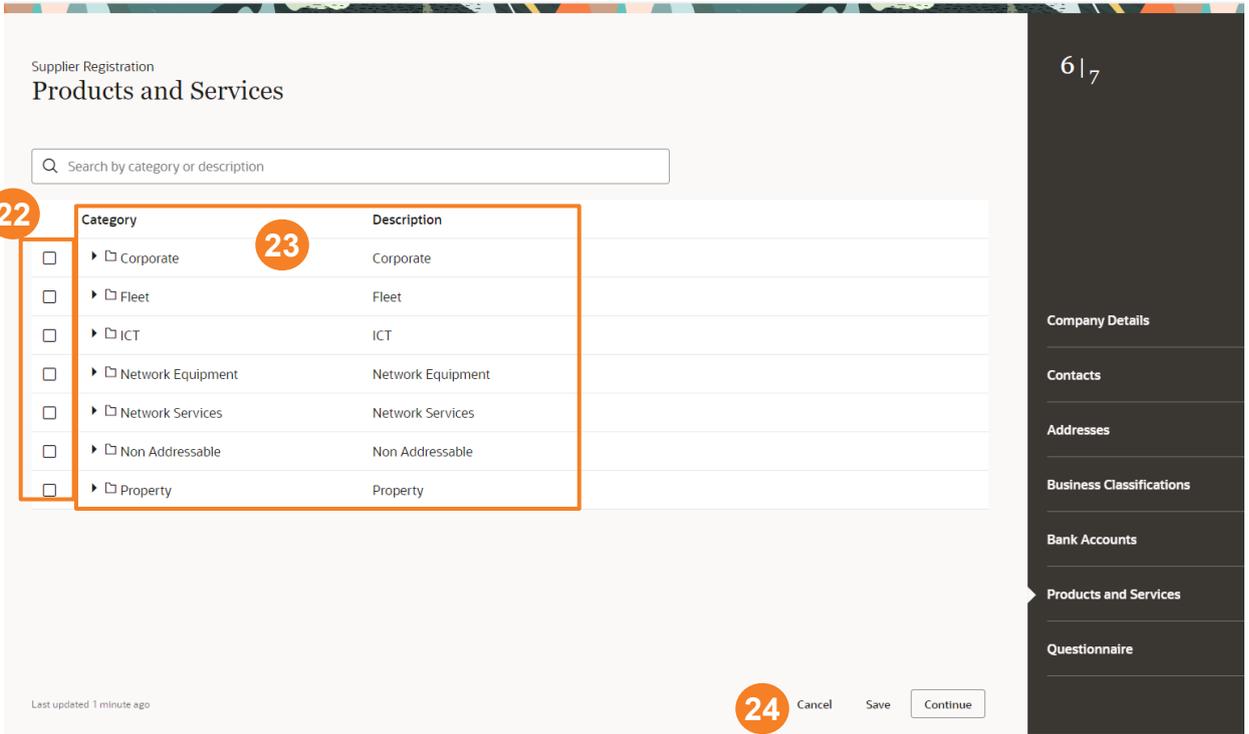
Step	Action
8	<p><b>Step 4 Register Supplier: Business Classifications</b></p> <p><b>Business Classification</b> assists Essential Energy in understanding the makeup of its supplier base, based on the style of the company. Suppliers can select <b>one or many</b> from the drop-down list.</p> <ol style="list-style-type: none"> <li>14. Select a <b>Classification</b></li> <li>15. Enter any relevant corresponding details (optional)</li> <li>16. Click <b>Save/Continue</b> to move to <b>Step 5</b>.</li> </ol>

Step	Action																																		
	<p><b>Definitions of Business Classifications</b></p> <table border="1"> <thead> <tr> <th data-bbox="215 338 699 376">Classification</th> <th data-bbox="703 338 1453 376">Definition</th> </tr> </thead> <tbody> <tr> <td data-bbox="215 398 699 432">Small business 1-19 FTE</td> <td data-bbox="703 398 1453 432">Business that employs 1-19 FTE's</td> </tr> <tr> <td data-bbox="215 454 699 488">Medium business 20-199 FTE</td> <td data-bbox="703 454 1453 488">Business that employs 20-199 FTE's</td> </tr> <tr> <td data-bbox="215 510 699 544">Regional NSW supplier outside Sydney</td> <td data-bbox="703 488 1453 544">Business of any size with a registered business address in regional NSW as per LGA listing</td> </tr> <tr> <td data-bbox="215 566 699 622">Australian business-head office and operation in Australia</td> <td data-bbox="703 544 1453 622">Business whose organisation is primarily based within Australia (may or may not have offices / operations overseas and may or may not export goods 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personnel</td> </tr> <tr> <td data-bbox="215 925 699 981">Disability business ≥50% disability personnel</td> <td data-bbox="703 913 1453 981">Business whose workforce includes ≥50% personnel with disability</td> </tr> <tr> <td data-bbox="215 992 699 1025">Products fully manufactured in Australia</td> <td data-bbox="703 981 1453 1025">Business whose entire supply chain and manufacture are within Australia</td> </tr> <tr> <td data-bbox="215 1037 699 1093">Australian Made substantially transformed in Australia</td> <td data-bbox="703 1025 1453 1093">Business whose product/s undergo their last substantial transformation within Australia</td> </tr> <tr> <td data-bbox="215 1104 699 1160">Green business with minimal enviro/waste impact</td> <td data-bbox="703 1093 1453 1160">Business which provides evidence substantiating that it operates with minimal environmental impact and producing minimal waste</td> </tr> <tr> <td data-bbox="215 1171 699 1205">Government Dept/Agency/SOC</td> <td data-bbox="703 1160 1453 1205">A government department, agency or State-Owned Corporation</td> </tr> <tr> <td data-bbox="215 1216 699 1272">Business with disaster preparedness / financial sustainability plan</td> <td data-bbox="703 1205 1453 1272">Business which provides substantiating evidence supporting their disaster preparedness and economic sustainability</td> </tr> <tr> <td data-bbox="215 1283 699 1317">Accredited/Contracted Service provider</td> <td data-bbox="703 1272 1453 1317">Accredited Service Provider (this is needed to save licencing)</td> </tr> <tr> <td data-bbox="215 1328 699 1384">Business with programs to uplift community / environment / culture</td> <td data-bbox="703 1317 1453 1384">Business with active ongoing targeted Corporate Social Responsibility (CSR) programs supporting marginalised or disadvantaged people, environment, culture, or socio-economic strengthening of community.</td> </tr> </tbody> </table>	Classification	Definition	Small business 1-19 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9	<p><b>Step 5 Register Supplier: Bank Accounts</b></p> <p>Company banking details are required so that payments can be processed in a timely manner following the provision of goods/services and the submission of an invoice.</p> <ol style="list-style-type: none"> <li>17. Select the Country</li> <li>18. Enter BSB number with no spaces and select the BSB and branch location when it appears. When you select the BSB and location, this will automatically populate the bank branch field.</li> <li>19. Enter banks account number with no spaces or special characters</li> <li>20. Enter Account holder name</li> <li>21. Click <b>Save/Continue</b> to move to <b>Step 6</b>.</li> </ol> <p><b>Note:</b> If the Bank and BSB you require <b>do not</b> appear in the drop down options, <b>Save</b> your registration and email <a href="mailto:suppliers@essentialenergy.com.au">suppliers@essentialenergy.com.au</a> for assistance.</p> <p>If an <b>Error</b> message appears on this page refer to <b>Troubleshooting</b> on page 12 of this guide.</p>																																		

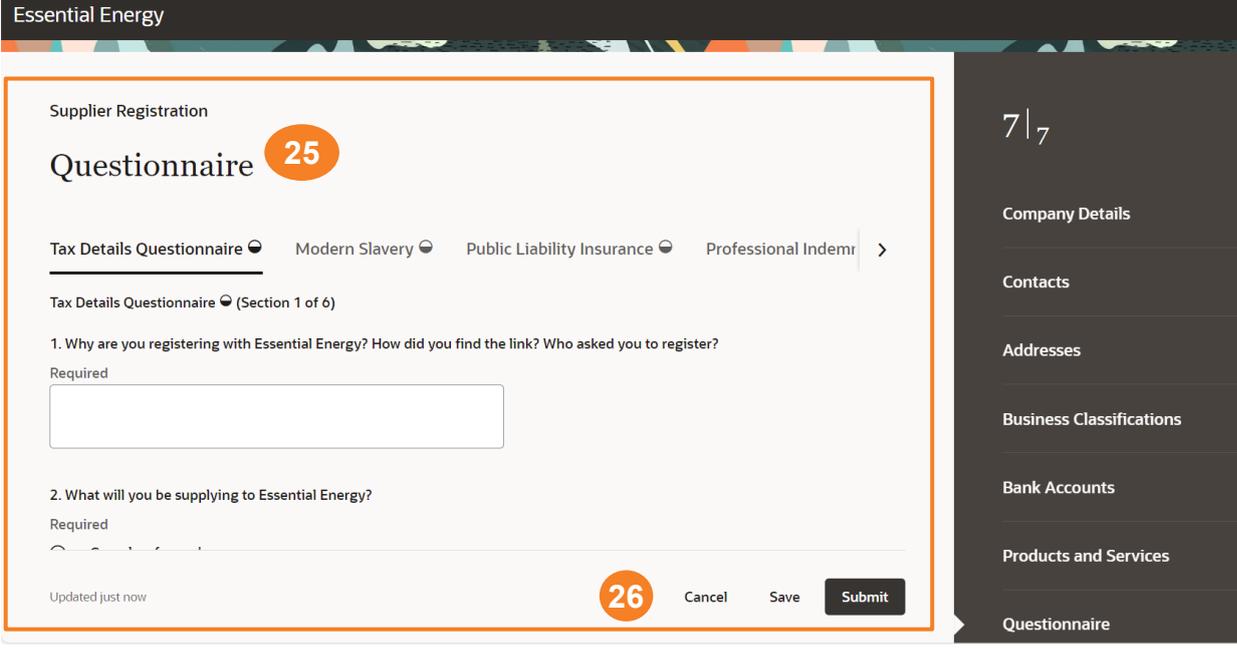
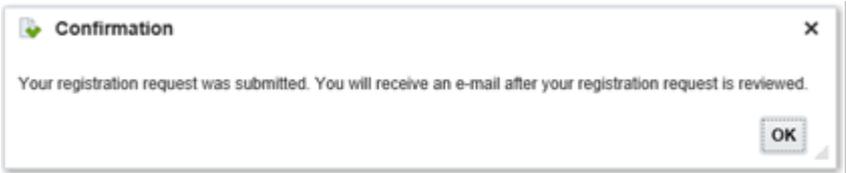
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	<div data-bbox="215 280 1220 1008"> <p>Supplier Registration <b>Bank Accounts</b> Enter at least one bank account.</p> <p>Bank account 1 <span style="border: 1px solid orange; border-radius: 50%; padding: 2px 5px;">17</span></p> <p>Country: Australia</p> <div style="border: 2px solid orange; padding: 2px;"> <p>BSB: <span style="border: 1px solid orange; border-radius: 50%; padding: 2px 5px;">18</span> Bank: Bank Branch</p> </div> <p>Account Number: <span style="border: 1px solid orange; border-radius: 50%; padding: 2px 5px;">19</span> Currency: Account Type</p> <p>Account Holder Name: <span style="border: 1px solid orange; border-radius: 50%; padding: 2px 5px;">20</span></p> <p><a href="#">+ Add Another Bank Account</a></p> <p>Last updated 6 seconds ago <span style="border: 1px solid orange; border-radius: 50%; padding: 2px 5px;">21</span> <a href="#">Cancel</a> <a href="#">Save</a> <a href="#">Continue</a></p> </div>																								
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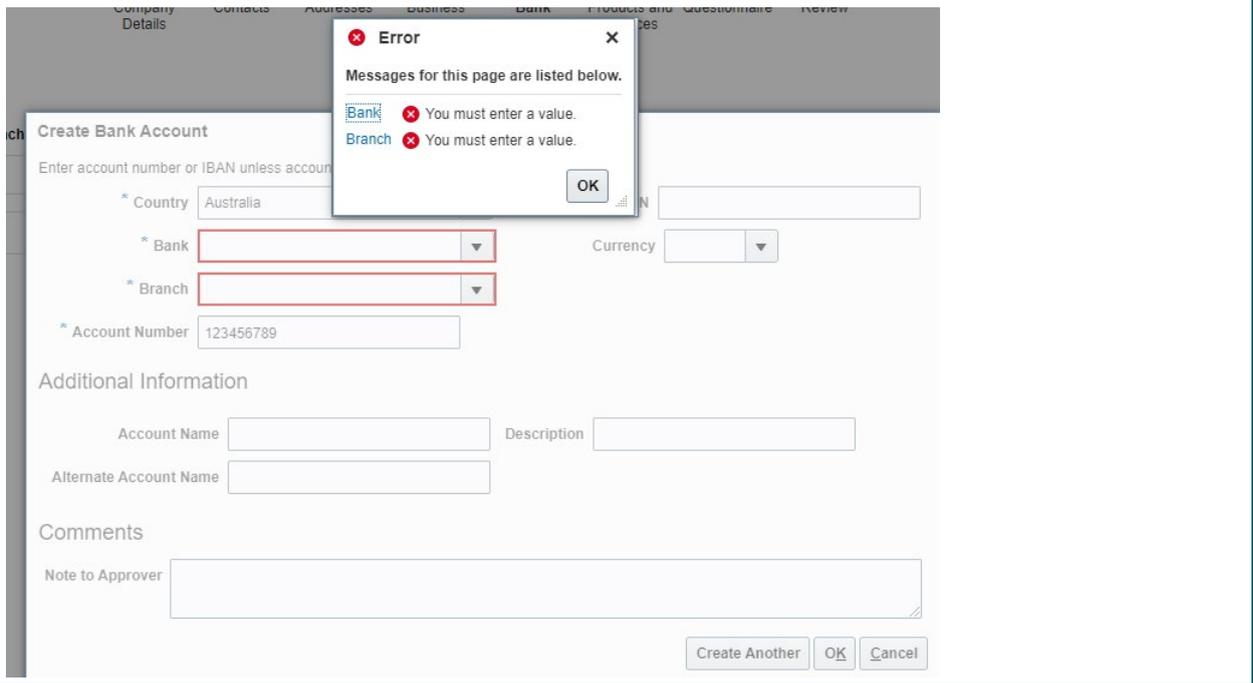
10	<p><b>Step 6 Register Supplier: Products and Services</b></p> <p><b>Products and Services</b> allows a supplier to identify for Essential Energy which goods/services they can provide. This information is used when a Negotiation is being prepared. You can select a high level, such as Corporate Services, or navigate lower to be more specific such as Labour Services, Training Facilitation etc.</p> <ul style="list-style-type: none"> <li>22. Tick the relevant Category name for a High Level option OR</li> <li>23. To view and choose lower level and more specific <b>Categories</b>, click the arrow and continue opening new categories.</li> <li>24. Click <b>Save/Continue</b> to move to <b>Step 7</b></li> </ul> <p><i>Tip: Multiple Products and Services can be selected. There is no limit.</i></p>
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11	<p><b>Step 7 Register Supplier: Questionnaire</b></p> <p>Supplier questionnaires need to answered before submitting your registration. <b>ALL</b> questions are required to be answered.</p> <ul style="list-style-type: none"> <li>25. Submit a response to all questions and follow related prompts.</li> <li>26. When finished, click <b>Save and Submit</b>.</li> </ul>
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Step	Action
	
12	<p>A confirmation message will appear; click <b>Save</b> to close the confirmation message.</p>  <p>At this point, your submission will be automatically received by Essential Energy for consideration.</p>
13	<p><b>Next Steps</b></p> <p>Upon acceptance of your registration, you will receive a series of emails from Essential Energy’s Oracle Fusion Application providing access to the Supplier Portal.</p> <p>These emails will:</p> <ul style="list-style-type: none"> <li>• Ask you to create a password, comprising a minimum of 8 characters, including a combination of upper and lower case;</li> <li>• Confirming your User ID;</li> <li>• Providing a link to the Oracle login page.</li> </ul> <p>Should Essential Energy have any questions about your submission, emails will be sent to the <b>FIRST</b> Administrative Contact listed in the registration.</p> <p><b>Note:</b> Suppliers are solely responsible for maintaining the accuracy and currency of their organisational information stored in Essential Energy’s Oracle system. Suppliers must ensure Essential Energy has their latest business particulars on file by regularly logging into Essential Energy’s Oracle system and recording any changes. Essential Energy may rely upon any information of a Supplier stored in its Oracle system. To the maximum extent permitted by law, Essential Energy will not be liable for, or in respect of, any loss or damage suffered by any person or entity (including a supplier) arising from any</p>

Step	Action
	<p>supplier information that is not accurate, valid or up-to-date, and each supplier indemnifies Essential Energy from and against all claims, demands, actions, and proceedings brought against Essential Energy arising out of or in any way related to the supplier’s failure to maintain the accuracy and currency of its information held by Essential Energy.</p> <p><b>Need more help? Questions?</b></p> <p>Please contact the Procurement Operations team by email to <a href="mailto:suppliers@essentialenergy.com.au">suppliers@essentialenergy.com.au</a> Be sure to include your name, company name and phone number so we can contact you directly.</p>
	<p><b>Troubleshooting</b></p>
	<p><b>Error message – ABN incorrect</b>            Meaning - The ABN which has been entered is not valid. Please check the numbers, ensuring there are no spaces and amend.</p> <div data-bbox="225 757 1453 987" style="border: 1px solid #ccc; padding: 5px;"> <p><span style="color: red;">✘</span> <b>Error</b> <span style="float: right;">✘</span></p> <p>The tax registration number doesn't comply with the check digit algorithm. (ZX-885653)  <b>Cause</b> The tax registration number doesn't comply with the check digit algorithm applied to registration numbers for country Australia.  <b>Action</b> Correct the invalid tax registration number.</p> <p style="text-align: right;"><input type="button" value="OK"/></p> </div>
	<p><b>Error message – Duplicate registration existing active record</b>            Meaning - The ABN is associated with an existing active supplier record.</p> <div data-bbox="225 1099 1453 1238" style="border: 1px solid #ccc; padding: 5px;"> <p><span style="color: red;">✘</span> <b>Error</b> <span style="float: right;">✘</span></p> <p>The ABN entered in this registration is already active with Essential Energy. Please contact <a href="mailto:suppliers@essentialenergy.com.au">suppliers@essentialenergy.com.au</a> for information and assistance. (POZ-2130557)</p> <p style="text-align: right;"><input type="button" value="OK"/></p> </div>
	<p><b>Error message – Duplicate registration pending acceptance</b>            Meaning - The ABN in the registration is associated with another registration request which is pending acceptance.</p> <div data-bbox="225 1357 1453 1518" style="border: 1px solid #ccc; padding: 5px;"> <p><span style="color: red;">✘</span> <b>Error</b> <span style="float: right;">✘</span></p> <p>A registration request for this company already exists. Please contact <a href="mailto:suppliers@essentialenergy.com.au">suppliers@essentialenergy.com.au</a> for information and assistance. (POZ-2130539)</p> <p style="text-align: right;"><input type="button" value="OK"/></p> </div>
	<p><b>Error message – Missing bank and branch details</b>            Meaning – Bank and Branch are mandatory fields for Australian bank accounts</p>

Step	Action
	 <p>The screenshot shows a web form titled "Create Bank Account" with the following fields and error messages:</p> <ul style="list-style-type: none"><li><b>Country:</b> Australia (selected)</li><li><b>Bank:</b> (dropdown menu, highlighted with a red border and error message: "You must enter a value.")</li><li><b>Branch:</b> (dropdown menu, highlighted with a red border and error message: "You must enter a value.")</li><li><b>Account Number:</b> 123456789</li><li><b>Additional Information:</b> Account Name, Description, and Alternate Account Name (all empty)</li><li><b>Comments:</b> Note to Approver (empty text area)</li></ul> <p>An error dialog box is overlaid on the form, displaying the following text:</p> <p><b>Error</b></p> <p>Messages for this page are listed below.</p> <ul style="list-style-type: none"><li>Bank You must enter a value.</li><li>Branch You must enter a value.</li></ul> <p>Buttons at the bottom of the form include "Create Another", "OK", and "Cancel".</p>