Supplier Collaboration Portal Frequently Asked Questions

Purchase Orders

How do I view the purchase order?
Click on the "Purchase Order" option on the navigation bar and click "Search Orders". From the "Search Orders" screen enter the purchase order number if known, in the "PO Number" field and click the "Search" button. If unknown, leave all fields empty and click the "Search" button on the bottom right.

> **Still cannot see purchase order?**
> This is a potential result of a technical feed issue or your SSO ID is not "mapped" to the vendor number and site that the PO was issued to. Please contact the helpdesk at psesourps@ps.ge.com or at 866-770-5248. Provide the helpdesk your SSO ID, the purchase order number, your GE buyer name, vendor number and site number.

How do I acknowledge a purchase order?
Once the purchase order is located under the "Search Results" section, click on the checkbox(s) to the left side for all of the lines for that order. From the "Choose an action" drop down list, select "Accept" and then click "GO".

How do I change a Promise Date?
The promise date is a required field and it cannot be in the past it has to be to be today's date or in the future. Click on the calendar icon to the right of the "Promise Date" field and select a suitable date. You may also need to enter a "Promise Date Change Reason" by clicking the notepad icon to the right and select the most suitable reason.

What do I do if my purchase order is in Pending PO Status?
The pending status is a result of proposing a change to the purchase order, (Promise Date, Quantity, Price) and the GE buyer has not acknowledged the change. Please contact the GE buyer to have him/her update the "PO Status". If after contacting the buyer and their acknowledgement the PO remains in pending, this may be the result of a technical issue. Please contact the helpdesk at psesourps@ps.ge.com or at 866-770-5248.

What do I do if my purchase order is in Revised Status?
The revised status is a result of the buyer proposing an additional change to the purchase order. You will need to reaccept the purchase order or propose an additional change.

What if my purchase order is Status "Accepted" and PO Status "Open" and I can't invoice?
Three options:
1. The PO has not been received by GE. Please contact your GE buyer for the receipt to be posted on ClearOrbit.
2. Check and confirm that this purchase order has not been invoiced by viewing the "Line Quantity" and "Invoiced Quantity"
3. The purchase order was issued from a GE Energy business that requires the creation of an ASN (Advanced Shipping Notice) before invoicing.

Shipments

How do I create an ASN?

Click on the “Purchase Order” option on the navigation bar and click “Search Orders”. From the “Search Orders” screen enter the purchase order number in the “PO Number” field and click the “Search” button. In the “Search Results” section, confirm that the order is Status “Accepted” and PO Status “Open”. Once the purchase order is located under the “Search Results” section, click on the checkbox(s) to the left side for all of the lines for that order. From the “Choose an action” drop down list, select “Create Shipment” and then click “GO”.

What if the icon on the “Create Shipment” screen is not a green check mark?

The red “X” will not allow an ASN to be created. Hover your mouse over the red “X” for further explanation. A yellow circle indicates that you can create an ASN but there is a warning with creating an ASN at this time. Hover your mouse over the yellow circle for further explanation.

How do I create an ASN if the goods or services have been received or provided to GE?

You will need to create an ASN after receipt. From the navigation bar, click “Shipments” and then “Create ASN for Receipt”. From the “Search for Received Orders without ASNs” screen, enter the purchase order number in the “PO Number” field and click the “Search” button. In the “Search Results” section, hover over the black arrow on the left side of the PO Number and click “Create ASN”. Fill in all required fields and click “Submit”.

What if the “Edit Shipment” does not appear?

From the navigation bar, click “Shipments” and then “Search Shipments”. From the “Search Shipments” screen enter the purchase order number in the “PO Number” field and click the “Search” button. In the “Search Results” section, hover over the black arrow on the left side of the ASN Number and click “Details”. Fill all fields that have asterisks (Carrier, Waybill and Expected Receipt Date) and then click “Ship”.

What if the ASN and PTN pdf prompt doesn’t appear?

From the navigation bar, click “Shipments” and then “Search Shipments”. From the “Search Shipments” screen enter the purchase order number in the “PO Number” field and click the “Search” button. In the “Search Results” section, hover over the black arrow on the left side of the ASN Number and click “Print ASN PDF” and “Print All PTNs PDF”.

Invoicing

How do I create an invoice?

Click on the “Purchase Order” option on the navigation bar and click “Search Orders”. From the “Search Orders” screen enter the purchase order number if known, in the “PO Number” field and click the “Search” button. Once the purchase order is located under the “Search Results” section, verify that the “Available for Invoice” is Yes. Click on the checkbox(s) to the left side for all of the lines for that order. From the “Choose an action” drop down list, select “Create Invoice” and then click “GO”.

What if my pay site is not listed or is blank in the “Invoice Pay Site” drop down box?

Please contact your GE buyer or requestor to have your pay site set up and your SSO ID “mapped” to that site.

What if any of the fields under “Display Invoice Information” are incorrect?

Please contact your GE buyer or requestor to make any necessary changes.

What if I am unable to enter the "Tax Amount", "Freight Charges" or "Special Charges" on my invoice?
These fields are set at the business level. If any of these fields do not allow a modification, you will not be able to make any changes. If there is one of these charges that GE needs to accrue the cost for, please contact your GE buyer.
How do I cancel an invoice?
You are unable to cancel or edit once submitted. Please contact the helpdesk at psesourps@ps.ge.com or at 866-770-5248. Provide the helpdesk the purchase order number and the invoice number for cancellation.
How do I view submitted invoices?
From the navigation bar, click "Settlement and then click "Search Invoices". From the "Search Invoices" screen enter the purchase order number in the "PO Number" field and click the "Search" button.
What if the "Available for Invoice" field under "Search Results" is No?
If you invoice through ClearOrbit for a business that requires GE to receive the goods or services, please check the "Quantity Received" column. Please also consult the "Status" and "PO Status". The "Status" will need to be "Accepted" and the "PO Status" will need to be either Open or Closed. There are also some GE Energy businesses that require creating an ASN before invoicing. Confirm if an ASN is created for the purchase order you wish to invoice by hovering over the black triangle and selecting the "View Shipments" option.

Quality/Standard Deviation Request

I can't seem to find my GE SQE or buyer in the drop down field. How do I search for it?
To search for your Buyer or SQE, you will need to enter the first letter of your Buyer/SQE's last name. To search for the Buyer, John Smith, you would enter the S, for Smith, and then scroll down to find Smith, John and select.
I initiated my SDR but I didn't receive an email notification. How do I turn on my email notices?
To change your email notification preferences, select the "Preferences" link on the "Navigation bar" in SCP/CO (far left) and your SCP/CO Preferences menu will appear. Under "Email Preferences", click the "Engineering Quality Tab" and update the frequency of email notifications you would like to receive throughout each process.
I fill out the required fields in the SDR form so how do initiate the SDR?
To initiate an SDR you will need to fill out all of the required gold/yellow fields on the SDR page, select "Add Deviation" and a new window will populate. You will need to fill in the required gold/yellow fields under the "Deviation Information" header and then scroll down to the "Deviation Description" header and enter your description of the deviation. Once completed, you can change the SDR status to "Initiated". You will see the SDR status change from "Draft" to "Initiated" in the upper right hand corner, as well as see a new SDR Number under the "Header Information". You should receive an email notification once it has been initiated.
I do not see how to put in my deviation description. Where do I input this in the SDR form?

To put in your deviation description, you will need to fill out all of the required gold/yellow fields on the SDR page, select "Add Deviation" and a new window will populate. You will need to fill in the required gold/yellow fields under the "Deviation Information" header and then scroll down to the "Deviation Description" header and enter your description of the deviation. Once completed, you can change the SDR status to "Initiated". You will see the SDR status change from "Draft" to "Initiated" in the upper right hand corner, as well as see a new SDR Number under the "Header Information". You should receive an email notification once it has been initiated.

Do I need to route my SDR to my GE SQE?

No, you will not need to route your SDR to your GE SQE. Once you "Initiate" your SDR, a notification will be sent to your SQE for the "Initial Review".

I have multiple GSL/Sites, but I only see one when I go to create a SDR. How do I find my other GSL/Sites?

To change your GSL or Site, you will need to click on the information that was entered in either the "Supplier Name" or the "Supplier Number" box and manually back-space all of the information out. Once this is completed, you will see a drop down menu of all of the available choices that you have access to.

I have a cost out idea I'd like to share with GE; how do I submit?

To submit a cost out idea, you can either update an existing RFI or create a new RFI. Once the RFI has been saved, you may click on the Additional Fields button on the screen, and a Cost Out Idea dropdown box, as well as a Savings Per Unit field, will pop-up and can be populated and then Saved.

Serialization

Where do I upload my quality records (C o C, Certifications, etc.)?

Continue to upload documents in Support Central and find the link called "Quality Records" and enter Supplier Name, the product line and upload the document.

What does the popup mean when creating a shipment?

This popup is to notify you that Serialization has to be completed/uploaded before the shipment is created. When creating shipment, the popup will appear and choose create shipment without serialization and continue.

How do I add serialization records to the PTNs?

While doing the shipment on the "Edit Shipment" screen, you will find a warning by your "Ship" "Save" option, Serialization is mandatory! This will prompt you to add your records. Go to the top of this screen to the "Serialization" tab. Use the checkbox beside the PTN and populate. Now you will see your serial records that you choose to attach to this PTN. Once you have completed this step, go to the top of the screen and click the "General" tab and now click "Ship"