



GE VERNOVA

# Clear-Orbit FAQs

Please note: Any sourcing related issues please call Toll Free: 866 770 5248 or email [esourcingsupport@gevernova.com](mailto:esourcingsupport@gevernova.com) with your details to create ticket on your behalf.

## Escalation Point of Contact

- ❑ Kennedy, Andrew - [andrew.kennedy@gevernova.com](mailto:andrew.kennedy@gevernova.com)
- ❑ Karthikeyan, G – [Karthikeyan2.G@gevernova.com](mailto:Karthikeyan2.G@gevernova.com)

# Supplier Collaboration Portal Frequently Asked Question

## 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 [eSourcingSupport@gevernova.com](mailto:eSourcingSupport@gevernova.com) or at 866-770-5248. Provide the helpdesk your SSO ID, the purchase order number, your GE Vernova 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 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 Vernova buyer has not acknowledged the change. Please contact the GE Vernova 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 [eSourcingSupport@gevernova.com](mailto:eSourcingSupport@gevernova.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 Vernova. Please contact your GE Vernova 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 Vernova 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 Vernova?

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 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 Vernova 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 Vernova 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 Vernova needs to accrue the cost for, please contact your GE Vernova buyer.

## **How do I cancel an invoice?**

You are unable to cancel or edit once submitted. Please contact the helpdesk at [esourcingsupport@gevernova.com](mailto:esourcingsupport@gevernova.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 Clear Orbit for a business that requires GE Vernova 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 Vernova 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.

# eSourcing Support Contact(s)

If you still face any issues; Please contact L1 eSourcing Helpdesk

- ✓ **Telephone:** (866)-770-5248 Option 2
- ✓ **Email:** eSourcingSupport@gevernova.com
- ✓ **Visit us** <https://buildsmart.capgemini.com/sites/1564108/portal/1043018>

## **Escalation Point of Contact**

- ☐ Kennedy, Andrew [-andrew.kennedy@gevernova.com](mailto:-andrew.kennedy@gevernova.com)
- ☐ G, Karthikeyan [-karthikeyan2.g@gevernova.com](mailto:-karthikeyan2.g@gevernova.com)



THANK YOU!