

Dominion Energy Invoicing and Payment portal powered by Taulia

Electronic Invoicing

What is it?

- Electronic Invoicing (E-Invoicing) is electronic invoicing submitted through an electronic network or web portal. Dominion Energy uses the Taulia web portal for our incoming e-invoices.
- E-Invoicing through the Taulia portal is completely free to all of our suppliers.
- E-Invoices can be created on the portal through:
 - Manual entry (one at a time), or
 - Using file uploads (multiple invoices)
- Suppliers must enroll in the portal to submit e-invoices. Invitations to enroll are currently being distributed to many suppliers.

Electronic Invoicing

Who Should Participate

- Invoices sent to one of the following addresses may be submitted electronically instead. If you submit an electronic invoice, DO NOT submit a paper invoice.
 - **Dominion Energy Services
Corporate Disbursements
P.O. Box 25459
Richmond VA 23260-5459
Fax: (804) 771-6996**
 - **Hope Gas, Inc
Attn: Accounts Payable
48 Columbia Blvd.
Clarksburg, WV 26301
Fax: (304) 625-6303**
 - **Dominion Energy Transmission, Inc.
Attn: Accounts Payable
445 West Main Street
Clarksburg, WV 26302
Fax: (304) 627-3518**

Electronic Invoicing

Who Should NOT Participate

- Many of our suppliers participate in automated invoicing methods, and these suppliers should not submit e-invoices through the Taulia portal:
 - If you do not submit invoices (paper or electronic), do not submit invoices through Taulia. Examples include:
 - Evaluated Receipt Settlement/ERS: Invoices are generated automatically based on receipts entered by Dominion Energy.
 - Recurring Payments: Payments are automatically generated on a periodic basis (monthly, etc.), and are normally the same amount each month. Lease payments may be an example.
 - Contractor Charges: Payments are generated through entry of time sheets and/or expenses entered into Dominion Energy's Contractor Charges System (CCS or SCS).
 - If you send invoices directly to any location or contact other than one of the Dominion Energy AP Departments listed on the previous page, do not submit e-invoices through Taulia. Many of our groups have special processes in place and must receive invoices directly.

Electronic Invoicing General Requirements

- You must enroll in Taulia. Enrollment is by invitation.
 - Invitations will be sent by email from Portal@Taulia.com if we have an up-to-date email address for you.
 - Invitations have already been sent by letter if we did not have an email address.
 - To make sure you receive an invitation, add the “Portal@Taulia.com” email address to your safe sender’s list and/or ask your IT support to “white list” it.
- If you wish to enroll and do not receive an invitation, send us a request, and provide your name, Company name, contact information, and email address.
- When you receive the invitation, go to Taulia’s log in page and enroll using the token code provided in the invitation.
- Once enrolled, read the information provided under the “Custom FAQ” tab.

Electronic Invoicing

General Requirements

- Creating an Invoice:
 - If you are submitting an invoice against a purchase order, use “Create Invoice” in the Taulia portal and select the appropriate purchase order
 - Use “Create Non-PO Invoice” only when a purchase order does not apply.
 - Taulia provides assistance in “mapping” your invoice data for uploading.
 - If you have been asked to submit supporting documentation or include specific information with your invoice, you will need to attach those documents as a PDF file to your e-invoice submitted through Taulia.
 - Help us process your invoice as fast as possible by providing us with a Dominion Contact name and a “Ship to” location (use “Change Ship To”).
 - **ALWAYS** follow the guidelines provided here. Failure to submit invoices as described may result in short-payments, rejected invoices, or delays in payment.

Electronic Invoicing

General Requirements

- Attachments:
 - When an invoice is created, an image of that invoice is automatically rendered. It is not necessary to attach a paper invoice, and please do not send a paper invoice.
 - Supporting documentation can be attached if necessary, but must be attached as a pdf or tif document.

Electronic Invoicing Purchase Order Invoice Requirements

- Purchase Order Invoices are created using a “PO Flip.” This method uses information from the purchase order to create the invoice, including the line item detail such as description, unit price, and unit of measure.
- If you are submitting an invoice against a purchase order, this method is required (do not use “Create Non-PO Invoice”).
- To submit an invoice against a purchase order, use “Create Invoice” in the Taulia portal OR select “List P.O.s” and click on “Create Invoice” from the “Actions” button next to the PO to be invoiced.
- The “Bill From/Remit To” company is determined from the purchase order (if you have multiple branches on the same Taulia account). The Dominion Energy company to bill is also determined from the purchase order.
- When submitting a PO invoice, ALWAYS invoice against the correct line item(s). Do not change line item descriptions or use one line to invoice for a different line. Doing so may result in rejection of your invoice.
- View, print or download our “Cheat Sheet for PO Invoices” for details.

Electronic Invoicing

Non-PO Invoice Requirements

- Use “Create Non-PO Invoice” only when a purchase order does not apply.
- Provide your correct “Remit To” location if multiple branches are listed in the drop-down selection.
- Provide the correct Dominion Energy company. The companies you are authorized to invoice are listed in a drop-down selection if you are submitting a non-PO invoice.
 - If you do not know the correct Dominion Energy company to bill, ask the individual who ordered the product/service. Accounts Payable may not be able to determine this for you.
- Provide as much contact/ship to information as possible. Failure to supply this information may result in delaying of your payment or rejection of your invoice.
- View, print or download our “Cheat Sheet for Non-PO Invoices” for details.

Electronic Invoicing

General Invoice Requirement Details

- Invoice Number: Include letters & numbers only. Do not include spaces or special characters (such as hyphens). Dominion Energy's system does not allow special characters, and we will need to manually remove special characters before processing.
- From: Your "remit-to" address; This is the address where payment will be sent if by check. It is either supplied by the PO or you selected it from a drop-down list.
- Change Remit To Address: Do NOT click on "Change Remit To" address. If the "Remit To" address needs to be changed, contact our AP Hotline at 1-804-771-6200 or AP_Invoices_Hotline@dominionenergy.com
- To: the Dominion Energy company you are invoicing. It is either supplied by the PO or you selected it from a drop-down list.
- Change Ship To: Use this to provide the physical location where the products/services were delivered. It will assist us in routing the invoice.
- Invoice Date and Delivery Date: Select dates from the calendar provided.
- Customer Contact: Provide the name of the Dominion Energy contact who authorized the purchase. This information assists us in routing the invoice for approval.
- Type: This should indicate if you are submitting an invoice or credit memo.
- Select Tax Identifier: Optional. We do not require this information from you.

Electronic Invoicing

General Invoice Requirement Details

- Line Item Details – Purchase Order (PO) Invoices
 - FIRST, be sure to delete all line items you are not invoicing. Make sure you are completing the correct line items.
 - Lines can be deleted by clicking on the red “-” to delete individual lines or by clicking on Select All,” select lines to delete, then click on “Remove Selected”
 - Lines cannot be added to PO Invoices
 - If you are invoicing against a PO number beginning with “005” or “007”
 - Always invoice a quantity of “1” and a Unit of Measure of “EA”
 - Enter the Unit price (total amount excluding freight, taxes, and discounts)
 - If you are invoicing against a PO number beginning with “004”
 - **NEVER** change the line item description. Be sure you are invoicing against the correct line.
 - Quantity = the quantity invoiced, based on the Unit of Measure and Unit Price provided (if unit of measure = EA, and you are invoicing for a dozen, the quantity = 12)
 - Unit of Measure should not be changed
 - Unit Price should not be changed
 - Check the total line item amount (calculated as Unit Price x Quantity) to make sure it agrees with the amount you are trying to invoice.

Electronic Invoicing

General Invoice Requirement Details

- Line Item Details – Non-Purchase Order (PO) Invoices
 - Provide a description of the product/service you are invoicing
 - Quantity and Unit of Measure should be 1 EA (each)
 - Unit price should be the invoice amount (excluding freight, taxes, and discounts) unless you are submitting multiple line items.
 - To enter a new line item, click on the green “+” to add the line item.
- Freight, Discounts, and Taxes
 - Freight: Include only on PO Invoices when freight is authorized on the PO. Freight should not be included on non-PO invoices. If you need to bill freight on a non-PO invoice, enter it as part of the line item detail.
 - Sales Discount: Enter your sales discount here as a POSITIVE amount. DO NOT enter Early Payment discounts. They are calculated based on your payment terms and will be taken when appropriate.
 - Sales Tax: To enter Sales Tax, you will need to click on “Edit” first. Enter only Sales or Use Tax in this field when they apply. Other types of taxes should be included in the line item detail.

Electronic Invoicing

General Invoice Requirement Details

- **Invoice Delivery Note**
 - Optional. Enter any delivery notes relative to the invoice.
- **Comments**
 - Optional. Enter any comment relative to the invoice.
- **Invoice Total**
 - The total invoice amount is calculated based on the sum of all of the line items invoiced, plus freight and taxes, less discounts. Validate the total amount is correct before submitting.
- **Attachments**
 - When an invoice is created, an image of that invoice is automatically rendered. It is not necessary to attach a paper invoice, and please do not send us a separate paper invoice.
 - Supporting documentation can be attached if necessary, but must be attached as a pdf or tif document. Convert your documents before uploading.
 - Click on “Upload Attachment” and select your attachment(s) to upload.
 - Attachments should not exceed 50 pages or 5MB.

Electronic Invoicing

Submitting your Invoice

- **Submit**
 - When you are ready to submit your invoice, click on the “Submit” button and confirm at the prompt.
 - Once you submit your invoice, you will not be able to delete it from the portal.
 - Dominion receives your invoice and begins processing almost immediately.
 - If you need to delete an invoice, contact us as soon as possible at the appropriate Dominion AP group outlined on our “Contact Information” page.
- The status of all of your invoices, whether submitted through the portal or not, can be viewed through the portal by clicking on “Invoices,” then “My Invoices” in the portal.
 - For more information about viewing invoice status in the portal, see “Invoice Status Inquiry.”

Dominion Invoice Status Inquiry

provided by



Dominion Energy Services, Inc.

Invoice Status Inquiry

- The Taulia web portal provides functionality to view the status of all of your invoices in process with Dominion Energy and historical invoice & payment information.
- The Taulia portal has replaced our web invoice inquiry. If you currently access our web inquiry, you should enroll in Taulia to have continued access to this information.
- The Taulia portal is completely free to all of our suppliers.
- Suppliers must enroll in the portal to view invoice & payment status. Invitations to enroll are currently being distributed to many suppliers. Look for an email from portal@Taulia.com and use it to enroll.
- If you do not receive an invitation, please email us at Domininvoiceportal@dominionenergy.com Include company name, remittance address, and remittance email and phone number.

Invoice Status Inquiry

What's Included

- All invoices & payments are included in the Taulia portal, regardless of the invoicing method or source.
- Some invoices appear on the portal sooner than others:
 - Invoices submitted electronically through the portal are visible as soon as you enter them.
 - Invoices submitted on paper or by email/fax to an Accounts Payable department at Dominion Energy are visible the night after they have been scanned and indexed into our system. Allow time for mail delivery and processing.
 - Invoices submitted to Dominion Energy contacts or locations other than Accounts Payable will be visible once the invoice is posted in our ERP system.
 - “Paperless” invoices such as Evaluated Receipt Settlement (ERS), Recurring Payments, and contractor labor & expenses entered into our CCS/SCS systems are visible once they are posted in our ERP system.

Invoice Status Inquiry

Statuses

- Invoice status is available on the portal, and in some cases, there may be a “sub-status.” Statuses include:
 - Submitted: This status appears immediately after entry of an electronic invoice in the portal.
 - In Process: This status indicates the invoice is being processed. If “In Process” appears in italics, you can view the “sub-status” by hovering over “In Process.” Sub-statuses sometimes provide additional information.
 - Rejected: This status indicates a problem with the invoice has prevented it from being processed further. Reasons include duplicate invoices, invoices that should be posted by another automated process (such as ERS), and invoices which have not been entered properly or are missing supporting documentation. Use the Taulia “Send Message” button or contact our AP Hotline to get more information about specific rejected invoices.
 - Approved: This status indicates the invoice has been scheduled for payment. The “due date” indicates the date payment will be initiated. If the invoice is eligible for early payment, you may see a “Pay Me Early” button which can be used to accelerate payment of your invoice (for a specified discount).
 - Paid: This status indicates the invoice has been paid.

Invoice Status Inquiry

Frequently Asked Questions

- Why don't I see an invoice on the portal that should be visible?
 - The most likely reason you don't see an invoice is that it is being processed within another system and has not posted in our ERP system. Many invoices are processed outside of our ERP system and passed to Accounts Payable once posted. These include evaluated receipt settlement (ERS), recurring payments, contractor labor/expense entry (CCS/SCS), and invoices that you submit to contacts or locations other than a Dominion Accounts Payable department.
 - Another reason you don't see an invoice may be because we have multiple vendor accounts set up for you, and the invoice is being processed under a separate vendor account. If you have multiple branches or remittance addresses, this is a likely reason, and we may need to invite you to enroll another account in Taulia. If you believe this is the reason, contact Domininvoiceportal@dominionenergy.com with your vendor name, remittance address, and email address.

Invoice Status Inquiry

Frequently Asked Questions

- Why has an invoice been “**In Process**” for so long?
 - Invoices stay “in process” until they have been approved and scheduled to pay. Some common reasons for this include:
 - Many invoices must be routed to other Dominion Energy locations/contacts for review and approval.
 - Some invoices require a matching receipt by Dominion Energy personnel to confirm delivery.
 - We may be awaiting tax documentation from you. Most suppliers are requested to furnish this information the first time they submit an invoice.
 - Some Invoices must be reviewed due to inconsistencies with purchase orders.
 - Contact the appropriate Dominion Energy AP Department (see Contact Information) for questions concerning specific invoices.

Invoice Status Inquiry

Frequently Asked Questions

- Why was my invoice rejected?
 - Some of the common reasons invoices are rejected include:
 - Duplicate invoices will be rejected when they are detected.
 - Invoices that should be generated from an automated process, such as evaluated receipt settlement (ERS), will be rejected. These invoices are a type of duplicate invoice.
 - The invoice has not been completed properly and/or we cannot post it properly. Be sure to invoice the correct PO number and line items. Also be sure to include Dominion Energy contact information to assist us in routing the invoice.
 - Supporting documentation is not attached when required by our Dominion Energy users, or the image quality of the attachment is poor.
 - You may have requested us to “delete” an invoice you submitted.
 - A statement was submitted rather than an invoice.
 - For questions concerning specific invoices or send a message from the Taulia portal by clicking “**Send Message**” next to the invoice.

Invoicing Questions or Problems?

- If you experience technical issues, please use Taulia support functionality and/or contacts (provided on the portal).
- If you have questions or issues that concern purchase orders or pricing, contact your Dominion Energy buyer.
- For help with the following issues, contact our portal administrator at (804)771-4324 or Dominvoiceportal@dominionenergy.com
 - If you are unable to select the correct remittance location (branch)
 - If you are unable to select the Dominion Energy company you are trying to invoice
- If you do not know the correct Dominion Energy company to invoice, contact the Dominion Energy individual authorizing the purchase.
- To request an invitation to enroll in Taulia, contact our portal Administrator at Dominvoiceportal@dominionenergy.com
- For all remaining issues or to “delete” a submitted invoice, please contact the appropriate Dominion Energy AP group outlined on our “Contact Information” page.

Invoicing & Payment Portal

For More Information

- When you enroll, watch the video for more details on the features offered by the portal and how to navigate around the portal.
- Explore Taulia's support page for FAQs and more at <http://support.aulia.com/home>
- Attend one of Taulia's free webinars offered on their portal at <http://support.aulia.com/home>
- Read more information and FAQs provided on Dominion Energy's site: [www.dominionenergy.com/active suppliers](http://www.dominionenergy.com/active-suppliers)
- Online support is available from Taulia for enrolled members experiencing technical issues.