

**Supplier Portal Troubleshooting Guide for External Users**

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## Section 1: Login Issues – how to login to Supplier Portal

1. Close all browser windows
2. Suppliers: launch [www.fpl.com/suppliers](http://www.fpl.com/suppliers) and click 'Supplier Login' \* \*\*
3. PICs: launch [www.fpl.com/picportal](http://www.fpl.com/picportal) and click 'PIC Login' \* \*\*
4. Prospective Suppliers: you won't need to login. Launch [www.fpl.com/suppliers](http://www.fpl.com/suppliers) and under heading 'Prospective Suppliers' click 'enter your contact information'.
5. Prospective PICs: no need to login. Launch [www.fpl.com/picportal](http://www.fpl.com/picportal) and click 'Program Orientation'.

\* Alternatively, you may access the login page as follows:

6. Launch [www.FPL.com](http://www.FPL.com) and scroll to bottom of page. **IMPORTANT:** the login at top of this page won't work for Suppliers or PICs.
7. Suppliers: click 'Supplier Login'
8. PICs: click 'PIC Login'.

\*\* You may also bookmark the login page directly:

9. Suppliers: <https://app.fpl.com/eca/EcaController?command=supplierlogin>
10. PICs: <https://app.fpl.com/eca/EcaController?command=supplierlogin>

## Section 2: APIN Issues – how to create a new Supplier Portal login ID

You'll need an APIN (Accounts Payable Invitation Number) by NextEra / FPL AP team. To request an APIN:

1. Send email to [Supplier\\_Portal\\_AP\\_Admin@fpl.com](mailto:Supplier_Portal_AP_Admin@fpl.com) with Subject Line: Request for access to FPL's payment and invoice web look-up.
2. Include your company 9-digit Tax ID in the e-mail.

You'll receive your APIN within 48 hours. To create a new Supplier Portal login ID:

3. Close all browser windows.
4. Suppliers: launch [www.fpl.com/suppliers](http://www.fpl.com/suppliers) and click 'Supplier Login'.
5. PICs: launch [www.fpl.com/picportal](http://www.fpl.com/picportal) and click 'PIC Login'.
6. We are now at the login page <https://app.fpl.com/eca/EcaController?command=supplierlogin>
7. Click link 'Not Registered – Create User ID and Password' and follow the prompts. You'll need your company 9-digit Tax ID and postcode / zip of your headquarters location.

## Section 3: Error Messages – how to fix specific errors after login to Supplier Portal

Message	How to fix
We're still working on upgrading our website. (This message is in a popup window with Continue button.)	Press Continue button. Don't press Close. The Supplier Portal and PIC Portal website is operational. You may continue as normal. This message is a courtesy notification about possible future design work, rather than current maintenance in-progress.
Login failed. Please try again... Passwords are case sensitive...	If you have forgotten your password ... visit the login page and click 'Forgot Password'. You'll need your correct Supplier Portal login ID (as registered), your Security Answer (as registered), and your email address (as registered). You'll be prompted to provide a new password. <b>PASSWORDS ARE CASE-SENSITIVE.</b>
Login failed. Please try again... Passwords are case sensitive...	If you have forgotten your user id ... visit the login page and click 'Forgot User ID'. You'll need your company Tax ID (as registered) and your email address (as registered). Your user id will be emailed to you.
LDAP Error ... The User ID you entered is already taken. Please select another User ID.	Choose another user ID. You will need to (1) press the browser back button (2) press browser refresh button (3) at this point you will be at the page 'Create Supplier User ID: Step 3 of 3' and you may now (4) enter a different ID and submit the page again. Keep trying until you achieve success. Oftentimes suppliers are surprised to see their preferred ID is already taken. It may be that another person, or the same person at the supplier company in years past had this ID and the ID had expired long ago. Even if expired, the ID can't be used again.
Your request could not be completed.	Likely timeout. Close all browser windows and try again.
Error: G_PROFILE.TIN is null.	Likely timeout. Close all browser windows and try again.
Error: Tax ID [...] not found. Please try again. (This is during Step 1 of Create Supplier ID).	Prospective Suppliers: launch <a href="http://www.fpl.com/suppliers">www.fpl.com/suppliers</a> and under heading 'Prospective Suppliers' click 'enter your contact information'. Existing Suppliers: check the Tax ID against your W9 form. Contact us to make any corrections needed.
Error: Please contact your Purchasing Agent to check your Zip or Postal Code. (This is during Step 1 of Create Supplier ID).	Prospective Suppliers: launch <a href="http://www.fpl.com/suppliers">www.fpl.com/suppliers</a> and under heading 'Prospective Suppliers' click 'enter your contact information'. Existing Suppliers: check the Tax ID against your W9 form. Contact us to make any corrections needed.
Error: please contact your Purchasing Agent to check your Tax ID, Post Code or Zip Code, BPIN, and Supplier Number. (This is during Step 2 of Create Supplier ID).	Refer to your emails for the BPIN and Supplier Number. Refer to your W9 form for Tax ID and 5 digit zip code.
Error: the Purchase Order Number (PO) you provided was not found. (This is during Step 2 of Create Supplier ID).	Enter a valid PO number. For Nuclear POs, use 8 digits including leading zeroes. For non-Nuclear POs, use 10 digits.
Error: email address [...] not found. Please try again. (This is during Step 3 of Create Supplier ID).	You must use the exact same email address where we sent the BPIN or RPIN to.
Error. APIN: [...] is too short. Error. APIN: [...] is wrong format.	APINs must be 8 characters long.

Message	How to fix
Error: the Accounts Payable Invitation Number (APIN) you provided was incorrect or expired.	If your APIN is new, it's being entered wrong. If it's old, contact us for another.
Error: APIN not accepted. Please contact us to request another. APINs expire after 45 days.	If your APIN is new, it's being entered wrong. If it's old, contact us for another.
Error: USER [...] has insufficient access [...].	You are accessing an application for which you don't yet have authority. If your ID is new, please be patient while we set you up with the authority.
Error: USERID: "..." is expired. Error: USERID: "..." has been deleted.	Contact us for another APIN. You'll need to create a new Supplier Portal user id. To protect your information, we can't un-expire your id and we can't un-delete your id.
Error: account group (ZTRD/ZFTR/ZBID/ZFBD) was not found for this supplier. This may be due to AP maintenance in-progress. Please try again tomorrow.	If this happens again tomorrow, contact us. Our AP team is likely working on your account.
Error: DSM_SAP_VENDOR [...] is not valid for USER [...].	Contact us. Our admin team may be working on your account.
Error: this comment is already in the database.	Refresh your browser window. Click View to see the comments. Enter a new comment if needed.
Error: document [...] is already present. Please delete it first and then try again.	Refresh your browser window. You can't upload a document if already present. Delete the document or upload it with a new name.
Material Message Board message: More than 5000 items found. Display limit exceeded. Please change the search filter.	Adjust your filters by clicking on the filter icons located at each column heading. For faster performance, a maximum of 5000 PO line items will be displayed.
Other unusual error in Supplier Portal.	See 'General Issues'.

## Section 4: Other Issues – how to fix unexpected issue after login to Supplier Portal

Most often this is a timeout. Timeouts occur after 30 min of inactivity. See fix (1).

Much less often, there might be a cache issue. See fix (2).

When using eBidding (Process Bids non-Nuclear) or eReceiving (Vendor Confirmation Create), there are compatibility issues with IE11. These could interfere with upload feature or selection features. The system appears to be ‘thinking’ or ‘hanging’. See fixes (5) or (6).

### How to fix:

1. Close all browser windows and try again.
2. Clear browser cache (Appendix A) and try again.
3. If using Chrome or Firefox, upgrade to the latest version (Appendix A) and try again
4. If using Internet Explorer, we support IE 8, IE 9, IE 10 and IE11. If at IE 7 or lower, please upgrade to IE 8 or higher and try again.
5. If using IE 9, IE 10, IE 11 or higher, try menu option Tools > Compatibility View > add website **fpl.com** to list. (If ‘Compatibility View’ menu option is grayed out, then skip this as you are already in Compatibility View for that particular page.)
6. Try another browser program, for example Internet Explorer (IE) or Chrome or Firefox.
7. From within your company network, try a different PC machine.
8. From outside of your company network, try a different PC machine (such as your home PC).

## Last Resort – how to get more help

When all the fix options detailed above don’t help, please send us the following:

1. A description of the steps leading to the error,
2. A screen shot with the error message,
3. The exact date and time,
4. Your company name and NextEra / FPL / SAP Vendor number or company Tax ID,
5. Your login ID and email address, and
6. Which browser program and browser version you have, and which version of Windows.

Your contact representative is found here:

- PIC contact page: [www.fpl.com/PICcontacts](http://www.fpl.com/PICcontacts)
- Suppliers: please contact your NextEra/FPL Purchasing Agent.
- For Accounting-related issues, use the Contact AP link at the Supplier Login page.

## Appendix A: Clear Cache – how to clear your web browser cache

### Firefox:

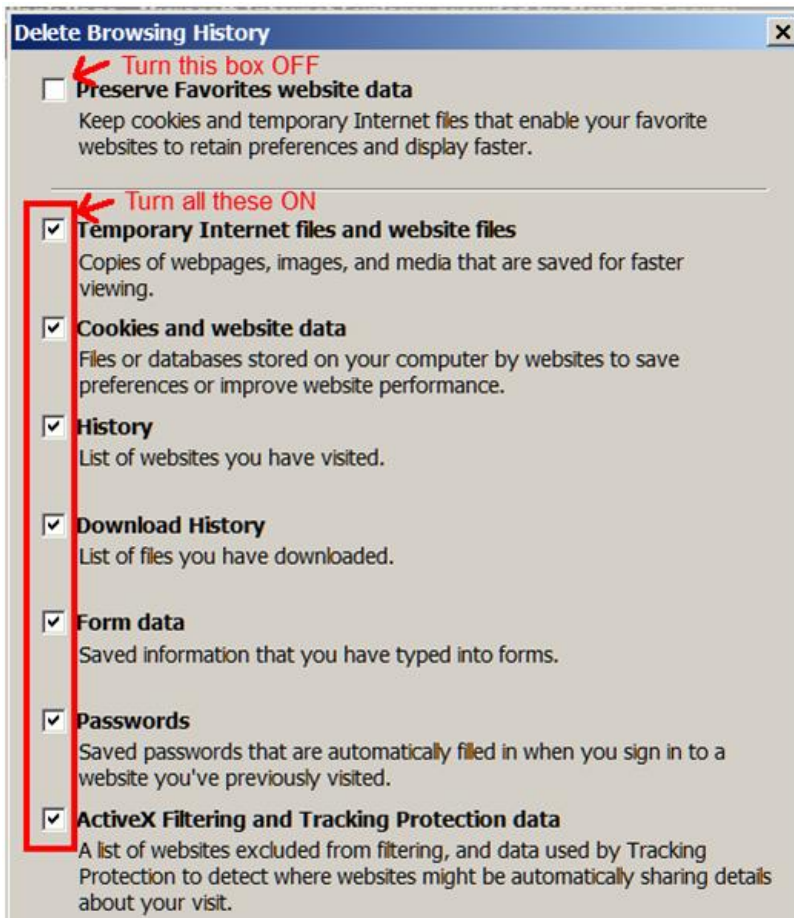
1. Close all Firefox windows. Launch Firefox and ensure you are on the latest version. Click menu > help > about. You'll see a message indicating Firefox is up to date. If not, download and install the latest version.
2. Click settings > options > advanced > network > clear now.
3. Click settings > options > privacy > history > 'never remember history'.

### Chrome:

1. Close all Chrome windows. Launch Chrome and ensure you are on the latest version. Click settings > about. At this point you'll see a message indicating Chrome is up to date. If not, download and install the latest version.
2. Click settings > history > clear browsing data. Turn on all checkboxes and clear all browsing data from the beginning of time.

### Internet Explorer:

1. Close all IE windows. Launch IE and click tools > 'internet options' or click settings > 'internet options'.
2. On the General tab, under Browsing history, check ON 'Delete browsing history on exit' and click Delete...
3. Turn OFF the 'Preserve Favorites website data' box and turn ON all the other boxes.
4. Click Delete.
5. Click Settings, and under "Check for newer versions of stored pages" select "Every time I visit the webpage".
6. Click OK, click Apply, and click OK.



## Appendix B: Invoices – how to send

### PO Invoices – how to send

1. **FPL Company:** email to: [Collector-FPL-PO@fpl.com](mailto:Collector-FPL-PO@fpl.com)
2. **NextEra Energy Resources Companies:** email to: [NEER-accountspayablepo@nee.com](mailto:NEER-accountspayablepo@nee.com)
3. **Nuclear Plants:** email to: [NAMS-INVOICES.SharedMailbox@nexteraenergy.com](mailto:NAMS-INVOICES.SharedMailbox@nexteraenergy.com)
4. If you can't send email, use the address listed on the PO.
5. *If your invoice pricing doesn't match the PO pricing, please contact your procurement agent before sending.*
6. Don't submit invoices for: Evaluated Receipt Settlement (ERS) orders.
7. Don't submit invoices for: E-Receiving.

### PO Invoices – how to attach to email

1. Use only pdf format. Excel and other file types can't be processed by the system.
2. The invoice must be the first page if the attachment includes time sheets or other reference material.
3. Submit **only one invoice per pdf** attachment.
4. There can be multiple attachments per email, such as time sheets or reference material.
5. Don't send multiple copies of the invoice, such as one copy to Accounts Payable and one copy to the ship to location.

### PO Invoices - information required

- |  |   |
|--|---|
| ✓ Vendor Name                                      | ✓ Unit Price  |
| ✓ Vendor Address                                   | ✓ Applicable Taxes  |
| ✓ Vendor Tax ID (preferred)                        | ✓ Applicable Shipping/Freight Charges   |
| ✓ Vendor Invoice Number                            | ✓ PO Number ( <b>Invoices must reference a valid PO Number</b> )                |
| ✓ Invoice Date                                     | ✓ PO Line Number  |
| ✓ Invoice Amount                                   | ✓ The material or service purchased should match the line description on the PO |
| ✓ NextEra / FPL Ship to Name and Address           |   |
| ✓ Description of the material or service Purchased |   |
| ✓ Quantity Purchased                               |   |

### All Invoices – how to display status

Login to Supplier Menu > 'Financial & Accounting Information' > Invoice Lookup