

What is Taulia?



The Taulia portal facilitates the transmission of purchase orders and invoices between suppliers and their customers. It allows us to communicate with many suppliers through a single connection to our SAP system. Invoices are sent to us as electronic files, which avoids the handing of paper and significantly reduces errors in invoice processing.

Our objective is to maximize the number of suppliers' invoices that are submitted through Taulia. Our portal is the most effective way to create transparency for our business transactions including the PO, invoice, and payment processing. It also creates a simple platform to enable discount terms and other payment transaction efficiencies; including on-time payments.

What is changing?

All American Water suppliers will be expected to adopt and use the Supplier Portal for the following self-service benefits:

- PO Status
- Electronic invoice Submission
- Invoice and Payment Status
- Supplier Information Management (updating bank and tax details)
- Questions related to PO, Invoice, and Payment Details

Suppliers will also have the option of accelerated payment of posted invoices through a process known as dynamic discounting. This is similar to traditional early payment discounts but on an invoice by invoice basis.

What is not changing?

For all Purchase Orders issued by American Water Enterprises ("AWE") comprising of the following Divisions; Home Owner Services, Military Services, Contract Services, there will be no change. Continue to send your invoices to PO Box 5630, Cherry Hill, NJ 08034 or by email to ssc.mbbap@amwater.com

The Process

Suppliers will receive an invitation email from American Water to invite them to join; it will be linked to enrollment information including testimonials. After enrollment has started suppliers will have the opportunity to read FAQs or contact My Helpdesk with questions. American Water, partnered with Taulia, is available to ensure this process is simple to use, transparent, and greatly improves our transactional dealings with Suppliers.

If you are contacted by a supplier

Once emails are distributed to suppliers requesting them to enroll, individuals across our business may get phone calls from a supplier asking questions. The best thing to do would be to direct them to the contract owner in Corporate Supply Chain, direct them to your State Supply Chain leader, or direct them to <http://supplierinfo.taulia.com/americanwater> where they will find information on Taulia.

Enrollment questions by suppliers

Direct your suppliers to email aw.procurement@amwater.com for any enrollment related questions. For general questions, please direct them to the Taulia knowledge base website at http://tauliaknowledge.force.com/tauliasupport/?l=en_US&pn=1&b

After the Supplier's registration, Supplier will receive a second email from American Water inviting them to complete the process and begin using the portal. Once logged onto the portal Supplier selects "Activate" radial button, and should start utilizing the portal for all new invoices.

Taulia Support Desk

- If your suppliers need additional assistance, they can always reach out to the Taulia support team either at support@taulia.com or by clicking the support tab on the portal.
- On line Taulia training for suppliers: <http://embed.vidyard.com/share/IPi5Nuj-KcEj2zxMk2efew>