



# ***Dominion Energy Invoicing and Payment Portal***

*Updated 4/30/2024*

## ***Invoice Inquiry***



# What is the Taulia portal?

Invoice Inquiry



The Taulia web portal provides functionality to view the status of all of your invoices in process with Dominion 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](mailto:portal@Taulia.com) and use it to enroll

Suppliers can expect current status information and quick invoice receipt by Dominion Energy since Data is exchanged between the Taulia portal and our system every 2 minutes.

# What's Included?

## Invoice Inquiry



**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 are visible the after they have been scanned and indexed into our system. Allow time for mail delivery and processing.

Invoices submitted to Dominion 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.

# Status Definitions

## Invoice Inquiry



### Invoice status is available on the portal under the following statuses:

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

# Frequently Asked Questions

## Invoice Inquiry



### 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 yet 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), legal bills, 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 [AP Invoices Hotline@dominionenergy.com](mailto:AP_Invoices_Hotline@dominionenergy.com) with your vendor name, remittance address, and email address.

### Why don't I see a purchase order on the portal that needs to be invoiced?

Your purchase order has probably been set up with your company's physical (buy from) address listed as the payment vendor instead of the remittance address your company uses. Supplier access to the portal is set up based on the account we use for remitting payment to you as a supplier and not based on the physical address. Please send an email to [vendormaintenance@dominionenergy.com](mailto:vendormaintenance@dominionenergy.com) providing the PO number and stating that you do not see it in the Taulia portal for billing.

# FAQ – In Process Status

## Invoice Inquiry



### 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 locations/contacts for review and approval.
- Some invoices require a matching receipt by Dominion personnel to confirm delivery.
- You can send a proof of delivery to [AP\\_Invoices\\_Hotline@dominionenergy.com](mailto:AP_Invoices_Hotline@dominionenergy.com) if your purchase order starts with “45” and you can confirm the material has been shipped to Dominion Energy
- 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 AP Department (see Contact Information) for questions concerning specific invoices.**

# FAQ – Rejected Status

## Invoice Inquiry



### 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 contact information to assist us in routing the invoice.

Supporting documentation is not attached when required by our Dominion 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.

**Contact our AP Invoices Hotline (see Contact Information) for questions concerning specific invoices or send a message from the Taulia portal by clicking “Send Message” next to the invoice.**

# Questions

## Invoice Inquiry



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 buyer.

For help with the following issues, use the SEND message option in the portal or email Dominion Energy at [AP\\_Invoices\\_Hotline@dominionenergy.com](mailto:AP_Invoices_Hotline@dominionenergy.com):

- If you are unable to select the correct remittance location (branch)
- If you are unable to select the Dominion company you are trying to invoice

If you do not know the correct Dominion company to invoice, contact the Dominion individual authorizing the purchase.

To request an invitation, select the “Portal Invitation Request” button on our web page and provide the requested information. Make sure to provide your company’s complete name and remittance (payment) address and your full contact information, including your email address.

# For More Information

## Invoice Inquiry



When you enroll, watch the video for more details on the features offered by the portal and how to navigate around the portal.

Read more information and FAQs provided on Dominion's site:

[www.dom.com/active-suppliers](http://www.dom.com/active-suppliers)

Online support is available from Taulia for enrolled members experiencing technical issues.

[support@taulia.com](mailto:support@taulia.com) or call **1 866 913 8409**