

CLP Supplier Portal - Frequently Asked Questions

Question: Why am I receiving email from email address I don't recognize?

Answer:

Since CLP is leverage Oracle Cloud solution to run our CLP Supplier portal, it is normal for suppliers to receive Oracle system email, example highlighted in red:



收件者:

Dear cscm test1,

The password for your Oracle Fusion Applications Account was recently changed.

If you made this change, you do not need to do anything more.

If you did not make this change, contact your system administrator.

Thank You,
Oracle Fusion Applications

Please mark these emails as 'Not Spam' to ensure future system emails are not missed.

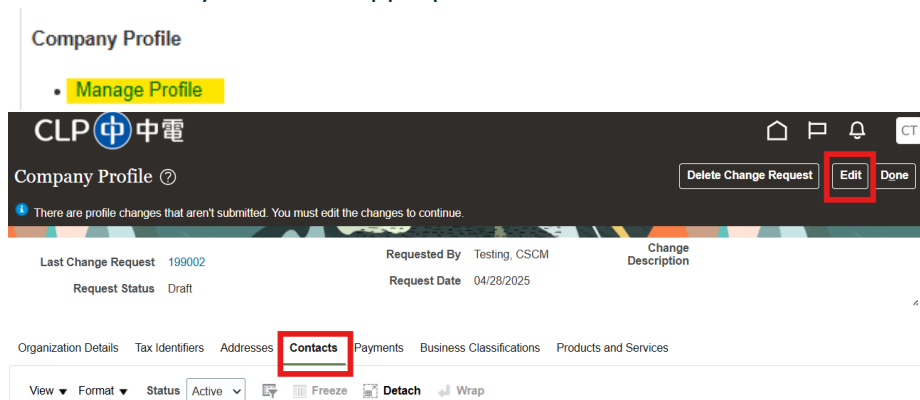
Question: I am trying to login to the CLP Supplier Portal. What is my User ID?

Answer: Your User ID is the email address you have registered with CLP. Please ensure do not use your previous SAP User ID i.e. Zxxxxxxxa.

Question: How do I add accounts for my colleagues?

Answer:

Please follow the steps below to select Company Profile> Manage Profile> Contact> Edit> +. Then select "Request User Account" when creating a contact to ensure that your contacts can login to the CLP Supplier Portal. You may select the appropriate role for each contact:



CLP 中電

Edit Profile Change Request: 199002

Delete Change Request Review Changes Save Save and Close Cancel

Change Description

Organization Details Tax Identifiers Addresses **Contacts** Payments Business Classifications Products and Services

Actions View Format + Status Active Freeze Detach Wrap

Name	Job Title	Email	Phone	Administrative Contact	User Account	Status
Create Contact						
Salutation						
* First Name						
Middle Name						
* Last Name						
Job Title						
<input type="checkbox"/> Administrative contact						
Contact Addresses						
Actions View Format Freeze Detach Wrap						
Address Name	Address					
No data to display.						
Columns Hidden 5						
User Account						
<input type="checkbox"/> Request user account						

User Account

☒ Request user account

Role Setting:

Roles Data Access	
View Format Freeze Detach Wrap	
Role	Description
CLP SCM SP Supplier Self Service Administ...	Manages the profile information for the supplier company. Primary tasks include updating supplier profile information and requesting user accounts to gra...
CLP SCM SP Supplier Sales Representative...	Manages agreements and deliverables for the supplier company. Primary tasks include acknowledging or requesting changes to agreements in addition t...
CLP SCM SP Supplier Accounts Receivable ...	Manages invoices and payments for the supplier company. Primary tasks include submitting invoices as well as tracking invoice and payment status.

Question: Are there any limitations when adding attachments in the CLP Supplier Portal?

Answer:

1. There is a maximum file size of 2GB per attachment. If you have documents to upload that are larger than this limit, please split your document into multiple attachments.
2. The file name of each attachment is limited to 80 characters.

Question: Do I need to raise an invoice for ALL PO's?

Answer:

If **"Pay on Receipt"** is selected at the PO Header level, please **DO NOT** create Invoice in the CLP Supplier Portal **NOR** via email **NOR** submit a hardcopy invoice. Instead, payment will be arranged upon Goods Receipt by CLP users. Hence, no action is required from Suppliers for these PO's.

Required Acknowledgment	Yes	Shipping Method	
Payment Terms	Net 30	Freight Terms	
		FOB	
			<input checked="" type="checkbox"/> Pay on receipt
			<input type="checkbox"/> Confirming order

Question: Do I need to raise an invoice for ALL PO's? (Cond't)
For "Estimated Order"

Please submit invoice via email AP_Invoice@clp.com.hk

Please **DO NOT** "Create Invoice" in CLP Supplier Portal

The screenshot displays the CLP Supplier Portal interface. At the top, the CLP logo is visible. A red circle highlights the 'Estimated Order: 7300000227' text. To the right of this text are buttons for 'Acknowledge', 'View PDF', 'Actions', 'Refresh', and 'Done'. Below the header, the 'Main' section is active, showing a 'General' tab. The 'General' tab contains a grid of order details: Sold-to Legal Entity (CLP Power Hong Kong Limited), Supplier (UAT_Demo Supplier_JC), Ordered (1.00 HKD), Bill-to BU (CLP POWER HONG KONG LIMITED), Supplier Site (Office), Description (Demo for EPO_250423), Order (7300000227), Supplier Contact (UAT_Smoke test_250109), Source Agreement, Status (Open), Buyer (CHUN MAN JAMES CHAN), Bill-to Location (CLP Holdings Limited (0003)), Supplier Order, Creation Date (23/04/2025), Ship-to Location (Shatin Warehouse (1010)), and Master Contract. Below the 'General' tab is the 'Terms' section, which includes 'Notes and Attachments', 'Required Acknowledgment' (Yes), 'Acknowledgment Due Date' (30/04/2025), 'Payment Terms' (within 30 days Due net), 'Shipping Method', 'Freight Terms' (Pay on receipt), and 'FOB' (Confirming order). At the bottom, the 'Lines' section is active, showing a table with one line item: Line 1, Item Service_Demo for EPO_250423, Quantity 1.00, UOM 1.00, Price 1.00, and Status Open. The table has columns for Line, Item, Description, Quantity, UOM, Price, Ordered, and Status. A 'Columns Hidden: 16' message is displayed below the table.

Question: If I submit invoice via AP_Invoice@clp.com.hk, is there any format I need to follow?

Answer:

Please refer to the [Invoicing Guidelines for Suppliers](#).