

Frequently Asked Questions

Emptoris Frequently Asked Questions

Q: What is Emptoris?

A: The Emptoris sourcing application is an innovative Web-based product that is used by Xcel Energy to assist in sourcing events and contract creation. The tool was implemented across the company in March of 2010. It is used to post requirements, collect responses and then determine the best overall sourcing solution.

Q: Why is Xcel Energy using Emptoris?

A: Xcel Energy is using Emptoris to achieve operational efficiencies within its Supply Chain operations and identify best value when making sourcing decisions. The application will be used throughout the sourcing process from contract negotiations through contract award.

Q: How will suppliers benefit from using Emptoris?

A: Key benefits to suppliers include the ability to:

- Increase visibility of opportunities across all Xcel Energy subsidiaries,
- Streamline the collection of data related to all supplier capabilities and total costs, and
- Support a collaborative, on-line contracting process and repository.

Q: What hardware and software do I need to access Emptoris?

A: A personal computer and an Internet connection are needed to access Emptoris. The computer you use must meet the following technical requirements:

- Microsoft Windows 7, 8, or 8.1 operating system
- Apple Mac OS X 10.9 and 10.10
- Internet Explorer 9.0, 10.0, 11.0
- Mozilla Firefox 31 ESR, 38 ESR
- Apple Safari 7 and 8 (only on Mac OS X 10.9 and 10.10)
- Google Chrome 38, 42
- To determine your browser version, click on Help in your menu bar, and then choose "About".

Q: If my computer meets the technical requirements, do I need to have any special settings on my computer?

A: As with many Web-based applications, please verify that any "pop-up blocker" software is disabled prior to accessing the Emptoris website.

Q: Do I need to install any special software to use Emptoris?

A: As long as your computer meets the minimum technical requirements, no additional software is necessary.

Q: Who determines the suppliers participating in the bid process?

A: Supplier participation will be based on the criteria determined by Xcel Energy.

Q: In order to receive e-mails for RFIs, RFQs or RFPs from Emptoris, what should the supplier do?

A: Validate that any e-mail filters you have enabled will allow you to receive e-mail from eSourcing_admin@xcelenergy.com.

Q: Will there be training on how to use the application?

A: Some training is self-service through “How To” and online help modules within the Emptoris application. There is also help available through the Supply Chain Hotline at 303-628-2644 or supplychainhotline@xcelenergy.com. In addition, the external Xcel Energy Supply Chain web site contains many helpful documents at https://www.xcelenergy.com/working_with_us/suppliers.