

LUMEN

Supplier Conversion Information

Lumen is executing an Enterprise Resource Planning Transformation (ERP Transformation) to modernize operations by consolidating many legacy tools into a single SAP S/4HANA platform. This is the largest systems migration in Lumen's history. Target date: Phase 2 is scheduled to go live on May 4, 2026. Phase 2 focuses on the processes and systems that support money leaving the company (e.g., procure-to-pay and related activities).

What's Changing

- Lumen's ERP Transformation (initiated in 2023) is consolidating 30+ legacy systems into SAP S/4HANA.
- Phase 1 was completed in October 2025 (revenue/inbound money processes).
- Phase 2 is larger and targets processes that manage money leaving the company, with go-live planned for May 4, 2026.
- Functional areas impacted in Phase 2 include Strategic Sourcing & Supply Chain and other corporate functions—i.e., areas that directly touch vendor onboarding, purchasing, and payment workflows.

What vendors should expect:

As we approach go-live, Lumen will complete a series of system cutover activities in April 2026. During that time, our ability to create, change, or finalize certain purchasing/project transactions may be temporarily limited.

Vendor Action Checklist

- Use this as a "What you can do now" box:
- Plan ahead for late April: If you anticipate PO updates, scope changes, or project setup needs in late April, work with your Lumen contact to address earlier.
- Expect temporary processing delays: Build extra lead time into delivery schedules and change management near cutover.
- Keep contact information current: Ensure Lumen has the right AP/AR and operational contacts for any cutover notices.
- Complete updated CMSA: Ensure that the CMSA sent out on 3/4/26 is completed and returned by 4/4/26.
- Confirm system roles and responsibilities: Complete the Smartsheet's survey sent on 3/6/26 with required access for your organization.
- Participate in training: Access and view training documents posted by Lumen on the vendor portal for information on using Procurement Gateway.

FAQ's

What is Lumen Changing?

Lumen is modernizing and simplifying operations by moving from many legacy tools to a single SAP S/4HANA platform as part of the Enterprise Resource Planning Transformation.

When is the change happening?

Phase 2 is planned to go live on May 4, 2026

Will anything be restricted before go-live?

Yes—internal cutover planning shows temporary restrictions in April 2026 that may reduce Lumen's ability to finalize certain purchasing/project transactions close to go-live. Vendors should plan for extra lead time and coordinate early with their Lumen contact.

Will I experience any invoicing delays?

The Lumen cutover plan for the launch of Procurement Gateway involves a five-day blackout period, and vendors are encouraged to submit invoices as early as possible; however, the goal is for invoicing to be processed prior to this period to minimize vendor impact.

Can I still submit Bidmaster CUPs during the blackout period?

No. Bidmaster will not allow any CUP submission after April 17, 2026 at 11:59 PM MDT. Invoicing processes will open post-transition, scheduled May 4, 2026.

When is the last day invoices can be emailed to

publicsector.invoice@lumen.com and vendorinvoice@lumen.com?

April 24th. Any invoice after April 24 will be held until Go Live for S4

When is the last day already captures/submitted invoices should be coded and approved to avoid delays?

April 29th

When is the last day MIP Files, Uploads, Ariba invoices-Last invoices submitted to Accounts Payable?

April 29th

What invoice types may be submitted during the blackout period?

During the blackout period non-PO invoices may be submitted via email to publicsector.invoice@lumen.com and vendorinvoice@lumen.com but will not be processed until after the scheduled go-live on May 4, 2026.

When is the final payment run in current ECC?

April 30th

When will the first payment run in S4?

May 4th

Will there be any other changes to my existing Purchase Orders after the transition?

Work order numbers under the legacy Bidmaster system will change to....XXX. All other purchase order numbers for any requirement not in Bidmaster (e.g. Ariba) will remain unchanged.

Does every user need to complete the Smartsheet request sent from automation@app.smartsheet.com?

Yes. To receive access every user must complete. To request the Smartsheet be sent to you please email the business your affiliated with, your name and email to LumenSupplierEnablement@lumen.com

Is screen scraping allowed in Procurement Gateway?

Yes

Is there an API available in Procurement Gateway?

Yes

Will anything be restricted before go-live?

Yes—internal cutover planning shows temporary restrictions in April 2026 that may reduce Lumen’s ability to finalize certain purchasing/project transactions close to go-live. Vendors should plan for extra lead time and coordinate early with their Lumen contact.

Will I have view-only access to Bidmaster after conversion?

Everyone will have read-only access with the ability to download attachments

When is the last day to submit Expense Report on the Concur Site?

April 24th

How will the ERP transformation affect invoicing for Bidmaster vendors?

For Bidmaster vendors, the final day to submit CUPS in Bidmaster is April 15 until after the scheduled go-live. All payment terms are transferring over in the new system, along with all in-progress project bids, work orders and any other agreements. We will be providing procedures for emergency payment requests, but vendors can anticipate a pause in invoicing from April 15 through May 4. Please continue monitoring training opportunities and additional communications from Lumen for further information.