



NiSource Suppliers
Frequently Asked Questions
(FAQs)

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Supply Chain Support Model Changes

What does it mean that the NiSource Supply Chain support model will be changing?

For any general supply chain support, NiSource suppliers should submit inquiries to procurement.support@nisource.com, where representatives will be available to support requests during set services hours of 7:00am to 7:00pm EST, Monday through Friday. In an emergency situation, suppliers can call 1-631-203-2055 for priority requests requiring immediate support.

Who should I contact for questions about the invoicing process?

The invoicing process being used today has not changed. For now, suppliers can still use the current methods they are using, and questions about invoices and payments should still be sent to Nisourceaccountspayable@nisource.com.

Should I be using Ariba for procurement and invoicing?

As a reminder, all general suppliers should now be using SAP Ariba for procurement, invoicing and other business partnership needs. For now, all WMS / Gas Construction invoices will continue to flow through WMS (not Ariba).

Information on how to use SAP Ariba can be found on the NiSource website by navigating to www.nisource.com>company>doing business with us>current suppliers or by visiting <https://www.nisource.com/company/doing-business-with-us/current-suppliers> using Microsoft Chrome or an updated browser. There is a no-fee option for SAP registration and use.

The link to the Current Supplier website is not working. What should I do?

Information on how to use SAP Ariba can be found on the NiSource website by navigating to <https://www.nisource.com>>company>doing business with us>current suppliers or by visiting <https://www.nisource.com/company/doing-business-with-us/current-suppliers> using Microsoft Chrome or an updated browser. If you continue to have difficulty with the link, try to copy and paste the address into an updated browser or navigate the page by visiting <https://www.nisource.com/> and following the prompts listed above.

I'm having trouble submitting invoices electronically through Ariba. What should I do?

Please email supplierregistration@nisource.com. Someone will respond to you and help you through any difficulties you may be experiencing.

What should I do if I'm unsure who to contact?

Please review the following table and choose the best option for your area.

NiSource Supplier Contact List		
Support Area	Email Address	Emergency Support
General Supply Chain Support	procurement.support@nisource.com	1-631-203-2055
Invoices and Payment	nisourceaccountspayable@nisource.com	1-631-203-2055
Ariba Registration or Enablement Support	supplierregistration@nisource.com	N/A

Suppliers have communicated that they've received multiple emails from the NiSource Supply Chain team. What are the other communications that they've received?

Suppliers may see additional information from NiSource regarding updates to supply chain processes and procedures. We're working hard to streamline our internal processes to continue enhancing our relationship with our suppliers.

In 2019, NiSource implemented the use of SAP Ariba for our procurement and invoicing needs. As part of this initiative, we continue to work with select suppliers to migrate to electronic processing in Ariba. In 2021, select suppliers have been contacted to migrate to electronic transacting within Ariba. This effort continues with additional suppliers in the coming weeks.

Ariba Supplier Registration and Enablement

How will current suppliers be affected by this change?

Current NiSource Suppliers have been asked to subscribe to the Ariba network to transact with NiSource. They will receive Purchase Orders (PO's) and submit invoices to NiSource via email or their Supplier Portal. They will see many benefits from participating in the network. Enterprise enabled suppliers will see the same information in Ariba that a NiSource user does via the supplier dashboard.

How will new vendors be onboarded into Ariba?

The NiSource Supplier Registration process will have been previously completed as part of the sourcing event (if the supplier was not previously registered). The awarded Supplier will then be contacted by the Supply Chain Consultant to start the enablement process. The enablement process allows the supplier to conduct business using the Ariba Network. This can either be done via the Ariba Supplier Portal or via email.

We are a current supplier of NiSource and use the Ariba Network for other customers. How do we set up NiSource for this?

Follow these easy steps to begin transacting with NiSource.

Step 1:

Enable your account with NiSource by emailing key information (denoted below) to **SupplierRegistration@NiSource.com**.

- Supplier Company Full Legal Name
- Billing Contact First and Last Name
- Billing Contact Phone
- Billing Contact Email
- Ariba Network Identification Number (ANID) Existing Accounts only)

Step 2:

NiSource will issue your next PO to the billing contact email and initiate a Trading Relationship Request (TRR). Activate your PO by logging into existing Ariba account or create a new account.

What is the difference between an enterprise and a standard account?

Features	Standard Account	Enterprise Account
Access	Email Notifications	Online Dashboard
Purchase Order, Order Confirmation (Full & partial), Ship Notice, Credit Memo	✓	✓
Access to Electronic Catalogs / Integration	✗	✓
Invoice Status	Email Notifications	Outbox with easy access from their browser
Multiple users	✓	✓
Reporting	✗	✓
Preferred Ordering Method	Email	Online Electronic Ordering
Fees	FREE	Fees may apply, <u>Ariba Fee Schedule</u>

Can we have more than one person with access to our Ariba account?

Yes, your Ariba account can have up to 5 users for a single account but can only have 1 administrator.

Why did I receive a bill from Ariba?

Ariba has two separate account options: Standard and Enterprise. Enterprise accounts are subject to transactional fees. If your company has signed up for Enterprise, you are subject to fees based on PO and invoicing volumes.

Can I switch from an Enterprise account to a Standard account?

Yes, if you are currently transacting with an Enterprise Account and wish to downgrade, you need to create a service request with Ariba Customer Support via the Help Center. Ariba Support will ensure you meet all the criteria for the downgrade, and then downgrade your account. A step by step guide for contacting Ariba Customer Support can be found [here](#) .

I'm not sure which Ariba account is best for me. How will I know which to choose?

NiSource does not require a specific account type in order to transact with us. Standard accounts are intended for suppliers with very low volume/value invoices only. It is recommended that suppliers with a higher number of PO's & invoices choose an enterprise account (>200 invoices a year) and suppliers with lower amounts of PO's & invoices choose a standard account. Note: There are no fees for standard accounts, and standard accounts can be upgraded at any time (at which time, fees will apply)

How will I know when I have received a PO from NiSource?

An interactive email will be sent to you from the Ariba network for each PO issued by NiSource. The interactive email is distributed to the billing email address on file.

- For Enterprise account suppliers, users can log into the Ariba network to view POs at any time.
- For Standard account suppliers, users will need to use the link embedded in the email to access and submit invoices against the purchase order. Store the email in a safe location so that you can go back and use the link each time that you need to submit an invoice for that purchase order. NiSource recommends setting up a folder with mail rules for storing your Ariba network POs

I have a standard account. I have misplaced my email with the link to my PO. What do I do now?

You can log on to the network and on the dashboard, there is a place that says orders, invoices, and payments where you can go back far as 31 days to see what purchase orders are out there, from there you can click on actions to resend the order to your preferred email. Suppliers can go up to their Company settings to view what email address the PO will be sent to before they resend.

Ariba Invoicing and Purchase Orders

How do I submit an invoice in Ariba?

Please leverage the following resources to help guide you through the invoicing process

1. Click [HERE](#) for a step by step document to assist with submitting invoices over the Ariba Network as a NiSource Supplier
2. Standard Suppliers: Click [HERE](#) for an interactive video outlining the end to end invoicing process starting at the 15:30 minute mark
3. Enterprise Suppliers: Click [HERE](#) for an interactive video outlining the end to end invoicing process

Is it required to add an attachment when submitting an invoice through Ariba?

Yes, you are required to submit a copy of your invoice. Your NiSource business contact will need a copy of the invoice to ensure that they are approving the correct items, services, prices, or quantities. Failure to attach a copy of your invoice may result in a rejection of the invoice.

Can I submit an invoice without a PO number?

A PO that is clearly identified on all invoices will facilitate efficient processing and payments. Invoices that do not have an associated Purchase Order number can be submitted as a Non-PO Invoice.

I have questions about Ariba functionality and/or fees. How can I get more support?

For Standard Suppliers who have questions on SAP Ariba Functionality or Fees, leverage the SAP Ariba Help Center Learning Center. Click [HERE](#) and select the question mark icon on the top right.

NiSource Enterprise Suppliers who have questions on SAP Ariba Functionality or Fees, please submit your inquiries using the dedicated [Supplier Help Portal](#).

What if my invoice has a price that is different from the price on the PO?

While we encourage all our suppliers to match their invoice values to the PO values, we understand that some commodities may have price variances. NiSource allows a price variance, at the invoice header level, of up to 10%.

General Questions

How do I learn more about Ariba?

1. SAP Ariba Help Center Learning Center. Click [HERE](#) and click the question mark icon on the top right.
2. Standard Suppliers: Click [HERE](#) for a webinar and presentation.
3. Enterprise Suppliers: Click [HERE](#) for a webinar and presentation.