



SUPPLIER FAQs

TRANSITION FROM AP COGNIZANT (Catalyst) TO EDMonline

Q: Who does this change affect?

A: This change only affects suppliers who access Catalyst and/or send invoices to Cognizant (via email or mail). **This change does NOT affect those suppliers who currently upload invoices directly to Ariba.** A table of contact information for suppliers is included for reference below:

NiSource Supplier Contact List		
Support Area	Email Address	Emergency Support
Invoice and payment questions related to transaction processing, exceptions, utility disconnect, 1099, invalids and any other previous Cognizant issues or support	NiSourceAccountsPayable@NiSource.com	1-631-203-2055 and press option 1
Beginning February 28, 2022: Invoice submissions only	NiSource.Invoices@edmamericas.com	1-631-203-2055 and press option 1

Q: When will this change take place?

A: Beginning February 28, 2022, NiSource will no longer use the Catalyst application for invoice processing and will begin using EDMonline to support suppliers who previously used Catalyst with their invoice processing inquiries and transaction processing, exceptions and utility disconnect.

Beginning February 28, 2022, but not before, invoice submissions can be sent to: NiSource.Invoices@edmamericas.com and/or **NiSource, PO BOX 3838, Scranton, PA, 18505**. For any emergency requests requiring immediate support, please call 1-631-203-2055 and press option 1.

Q: What if I currently use Ariba for invoice processing?

A: If you currently use Ariba, you will continue to use Ariba for any invoicing inquiries, requests and updates even after this change has taken place. This change only affects suppliers who access Catalyst and/or send invoices to Cognizant (via email or mail).

Q: After this transition, will we still be able to verify payment status in Ariba?

A: Yes. Ariba is not affected by this change. You can verify payment status in Ariba just as you do today.

Q: If I am a supplier to NiSource who is currently submitting invoices to Cognizant, what does this change mean for me?

A: If you are a supplier who transacts directly through Ariba, nothing will change for you. Please continue to follow your same process. **If you are currently submitting invoices to Cognizant, beginning February 28, 2022, please plan to follow the guidance below. The process will remain the same, but the contact information has changed.**

CONTACT METHOD	USE NOW THROUGH FEBRUARY 27, 2022	USE BEGINNING FEBRUARY 28, 2022
Email Address	NiSourceInvoices@cognizant.com	NiSource.Invoices@edmamericas.com
Physical Address	NiSource Accounts Payable PO Box 30130 College Station, TX 77842	NiSource PO Box 3838 Scranton, PA 18505
Phone Number	1-877-357-3911 and select option 1	1-631-203-2055 and select option 1



Beginning February 28, 2022, for any emergency requests or immediate support, please call 1-631-203-2055 and press option 1.

Q: If I am a WMS supplier who is currently using Catalyst, what does this change mean for me?

A: The submission process you use today will not change. The process will remain the same. The only difference is where you will go to see what was paid on your check. Rather than accessing Catalyst, you will access EDMonline instead.

To ensure you can access this new tool when it goes live on **February 28, 2022:**

- Gain access to EDMonline. You will receive EDMonline credentials in mid-February. These credentials will allow you to access the system at: <https://edmonline.edmamericas.com/v6.4/default.asp>
- Participate in a live training session in February. Training will be necessary for suppliers to understand how to navigate and retrieve remittance advice in EDMonline. Those who will need to perform this task should plan to participate in one of the following sessions:
 - Thursday, February 10 from 2-3 p.m. ET
 - Tuesday, February 15 from 11-noon ET
 - Wednesday, February 16 from 2-3 p.m. ET
- Training session invitations will be sent via email. Please accept the training invitation for the date that works best with your schedule. There is no need to attend multiple sessions as the same material will be covered in all three.

Q: Will I be able to retrieve older WMS remittances from Catalyst once we transition to EDMonline?

A: Beginning on February 28, 2022, for WMS remittance details greater than a year old, please send your check or ACH number to NiSourceAccountsPayable@NiSource.com and your remittance details will be provided to you via email.

Q: Will remittance details less than a year old be available in EDMonline?

A: Yes, remittance details less than a year old will be available in EDMonline.

Q: What should I do if I have questions about this transition that my NiSource contact cannot answer?

A: Please reference the table of contact information below for further guidance and insight.

NiSource Supplier Contact List		
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Q: Is training on the new application, EDMonline, mandatory for suppliers?

A: Though training is not mandatory, it is highly encouraged for suppliers who retrieve their remittances through Catalyst today. This change is very important to our business at NiSource. By participating in the online training, suppliers will have the information they need to easily access the system and submit invoices quickly and efficiently, ultimately ensuring timely payment. A training demo, user guide, and functional support guide will be made available on the [Supplier Site](#).

Q: When will my requests via TCS be processed?

A: TCS will have set service hours of Monday through Friday, 7:00am to 7:00pm EST, and will process



requests using a standardized, tiered service support approach, meaning, in most cases requests will be processed within two business days.

Q: What are the file requirements (size, attachment types, etc.) within EDMonline?

A: Once the transition is complete on February 28, 2022, please be advised of the following file requirements from EDMonline:

- Emails without attachments will be rejected.
- Emails with a total size greater than 25MB will be rejected.
- Email attachments greater than 15MB will be rejected.
- Email attachments greater than 100 pages will be rejected.
- Valid attachment types are (.doc, .docx, .pdf, .tif, .jpg).
- Other attachment types will be rejected, with an email response delivered to sender.
- An email response will be sent to confirm email receipt, provide status on each attachment and will include a reference number. These emails will come from noreply@edmamericas.com.

Q: What should I do if I need details on an invoice previously rejected by Catalyst?

A: After the transition to EDMonline is complete on February 28, 2022, NiSource suppliers who are unable to identify an outstanding invoice in EDMonline should contact NiSourceAccountsPayable@NiSource.com for assistance. If the invoice is unable to be located, the supplier or NiSource employee may be asked to resubmit the invoice to EDMonline for payment.

Q: If we currently have access to Catalyst, do we have to wait until February 28, 2022, to test our login to EDMonline?

A: We are planning to provide EDMonline access by mid-February. If you do not receive an email to access EDMonline, please email the support mailbox for EDMonline queries at NiSourceAccountsPayable@NiSource.com.

Q: We currently receive a remittance notice, and then go to Catalyst to get the specific detail we need to apply the payment. Will this remain the same?

A: The process will remain the same. If you are currently receiving an email notification of payment, that will not change. The only change will be to use the EDMonline system instead of Catalyst.

Q: Are you able to download the data in EDMonline into Excel?

A: Yes, the data is to download in Excel and PDF formats.

Q: Can more than one person per supplier have access to EDMonline?

A: Yes, EDMonline is not restricted by domain name. More than one person can access EDMonline.

Q: When will I receive my new login information to EDMonline?

A: We are giving access to EDMonline in mid-February. You will receive new login information, user name and password. Once you login, you must change your temporary password.

Q: What should I do if I am unsure of my WMS ID?

A: If you can provide an email address, your full supplier name, and a NiSource business contact, we can search in our system for your WMS ID.

Q: I am a WMS Supplier and have received a request to provide my full vendor name and WMS ID. If I have provided this information is any further action required?

A: If you have responded, we have collected your information and updated the list. If the information is not sufficient, we will follow up with you.

Q: My Catalyst account is linked to the name/email address of someone who is no longer with my company. Will I be able to get my account linked when the switch to EDMonline is made?



A: You will need to share your information to gain access to EDMonline so you can link your email address. Please email EDMonline queries to NiSourceAccountsPayable@NiSource.com and share your email, full supplier name and WMS ID (if available) to receive access.

Q: The remittances we receive through Catalyst show our specific invoice numbers. Will these remittances be broken down by invoice or only by line item?

A: The format will change, but the data will remain the same. There is no change in the data that we receive from EDMonline.

Q: Do suppliers need to update their bank information, or do they just need to use the new email address?

A: Banking details do not need to change. Suppliers just need to use the new EDMonline email: NiSource.Invoices@edmamericas.com.

Q: Will there be training for suppliers who submit invoices directly to Ariba?

A: No. Live training sessions are scheduled only for WMS suppliers; this is the only supplier group that will need to access the EDMonline portal.

Q: Where can I access training information?

A: WMS Supplier EDMonline Training Deck, EDMonline Supplier User Guide, and Supplier FAQs are located on the Supplier Site. By February 28, a recording of a Live Supplier Training will be posted on the Supplier Site at: <https://www.nisource.com/company/doing-business-with-us/supplier-resource-center>