Ariba Network Account

Supplier Guide

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Overview
NiSource has partnered with SAP Ariba to streamline our Procurement and Accounts Payable processes and systems. This included implementing SAP Ariba to manage Purchase Orders and Invoices.

As a supplier, you will be set up with an Ariba Network Standard Account and will be required to transact with NiSource using the SAP Ariba Network.

Caution: NiSource will no longer accept invoices that are not created using the Ariba Network

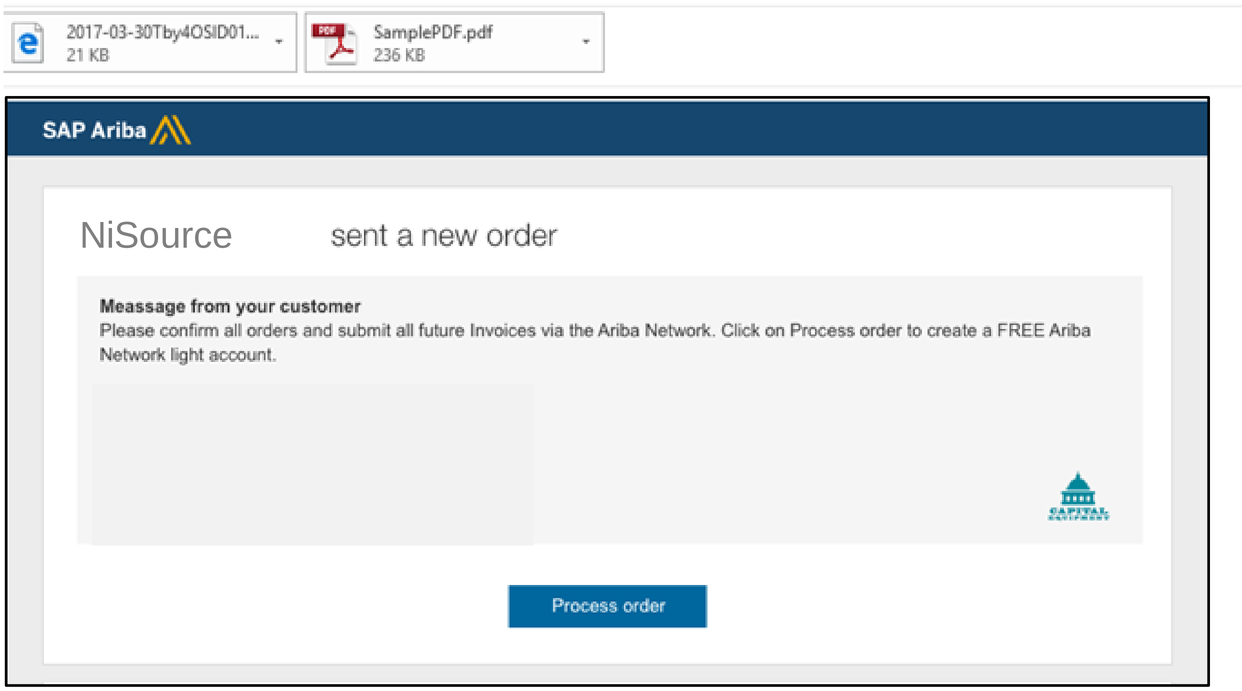
Purpose
The purpose of this guide is to provide help and support to NiSource suppliers using SAP Ariba Standard Account (previously known as Light Account).

Standard Account Registration Process Overview

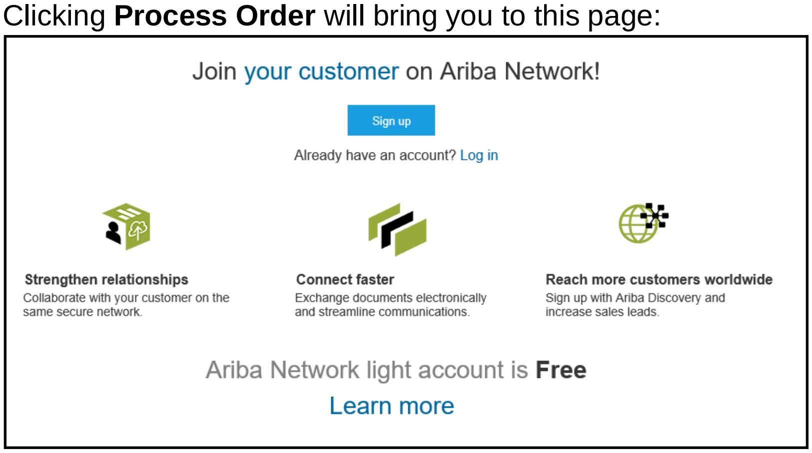
NiSource will create or update your company's vendor record. When this vendor record is updated, and later a PO is created, you will receive an **interactive email** from SAP Ariba. From this interactive email you will be able to register your company's Ariba Network Standard Account and transact with NiSource. If you already have an Ariba Network account, the NiSource Standard Account invitation can be merged into your existing account (Standard or Enterprise).

Please wait for this Standard Account email to complete your company's registration with NiSource.

When you receive a Standard Account purchase order e-mail, your interactive e-mail will look like this:



Clicking **Process Order** will bring you to this page:



From here you will have two options:

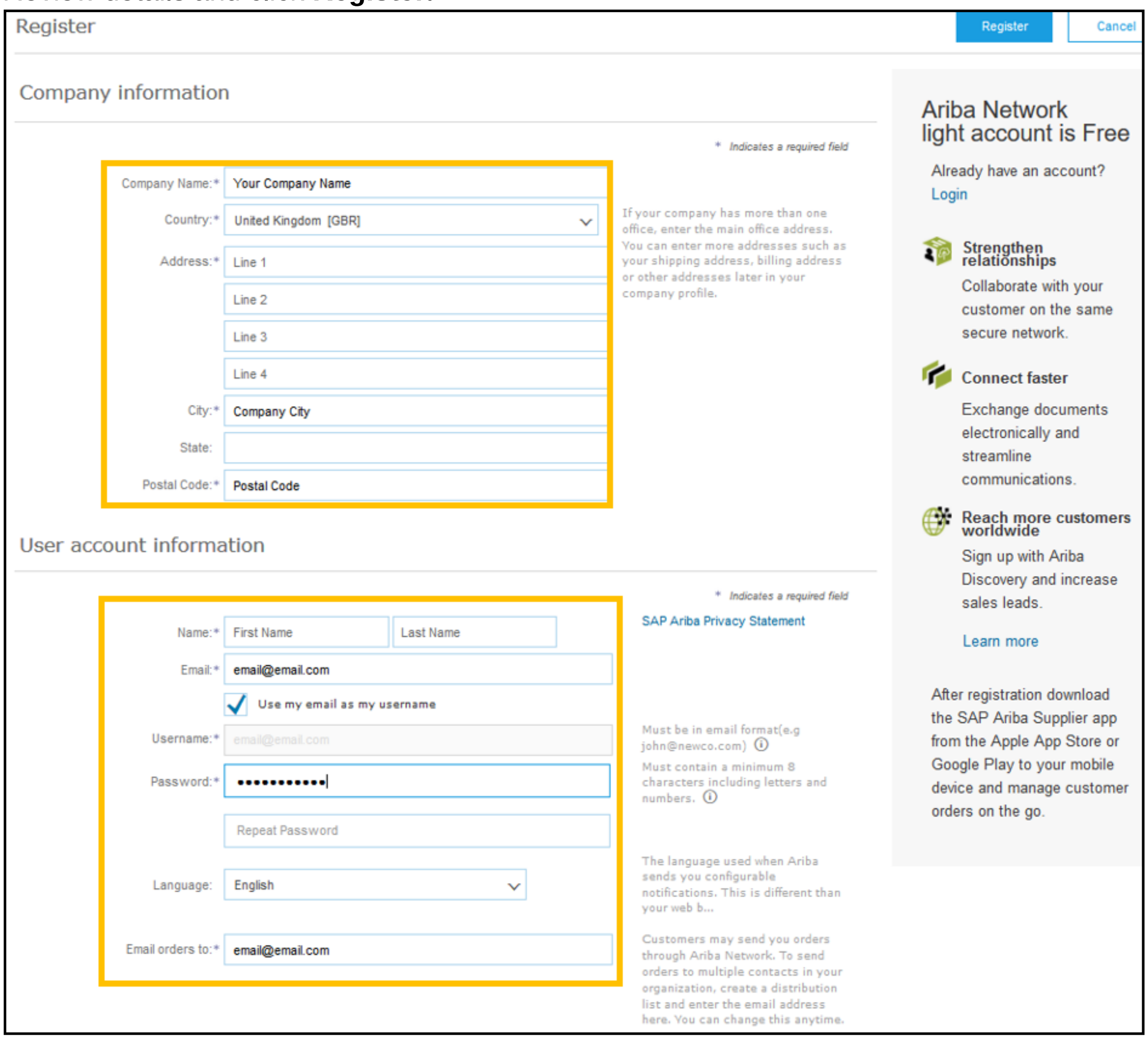
1. **Sign up** register your new Standard Account
2. **Log in** to merge the unregistered Standard Account into an existing account

Note: Please save your purchase order emails as invoice creation can only be accessed through the Process Order link.

Sign Up to Register a New Standard Account from an Interactive Order

If this is your first time on Ariba Network, you can register your free Standard Account from the interactive email. Steps to register your new Standard Account:

1. From the interactive email, click on **Process Order**.
2. On the webpage that comes up, click on **Sign Up**.
3. Fill out your **Company Information** such as **Company Name**, **Country, Address, City,** and **Postal Code**.
4. Fill out the **User account information** such as the **Name, Email, Username, Password,** and configure the **Email orders to** field.
   Note: The box next to **Use my email as my username** is ticked by default. You can untick this box to use a different **Username** from your **Email**. Please note that all usernames must be in email address format.
5. Read the Ariba Network **Terms of Use** and the **SAP Ariba Privacy Statement**. Check the boxes next to each to agree.
6. Review details and click **Register**.



Merge an Unregistered Standard Account into an Existing Account

If this is not your company's first account on the Ariba Network, you can choose to merge the unregistered Standard Account into an existing Standard or Enterprise account. To take this action, you must be the account admin on the existing Ariba Network account. If you are not the account admin, you may forward the interactive email to the appropriate person.

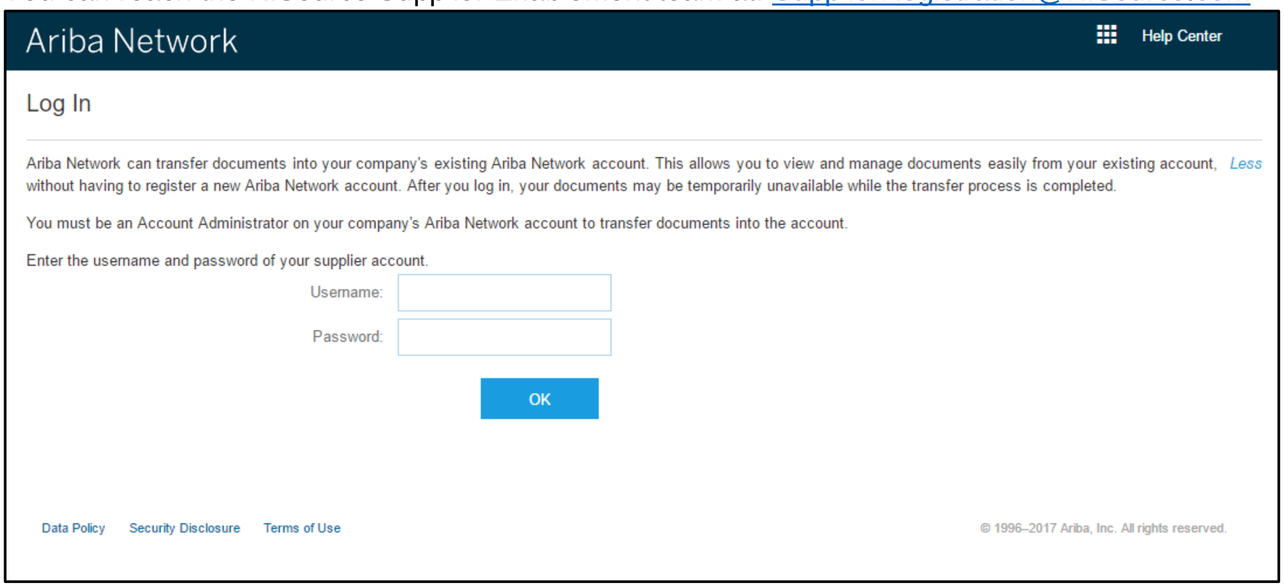
Steps to merge the unregistered Standard Account into an existing account:

1. From the interactive email, click on **Process Order**.
2. On the webpage that comes up, click on **Log In**.
3. Enter the **Username** and **Password** for the account admin.
4. Click on **Ok**.

Note: Once you click on "Ok" your account information should be merged. You may need to log out and log back into your account to see the changes that have taken place. You can re-log in to your account at supplier.ariba.com.

IMPORTANT: If you merge your Standard Account invitation into a different Ariba Network account, please make sure to update NiSource with the Ariba Network ID number.

You can reach the NiSource Supplier Enablement team at: SupplierRegistration@NiSource.com



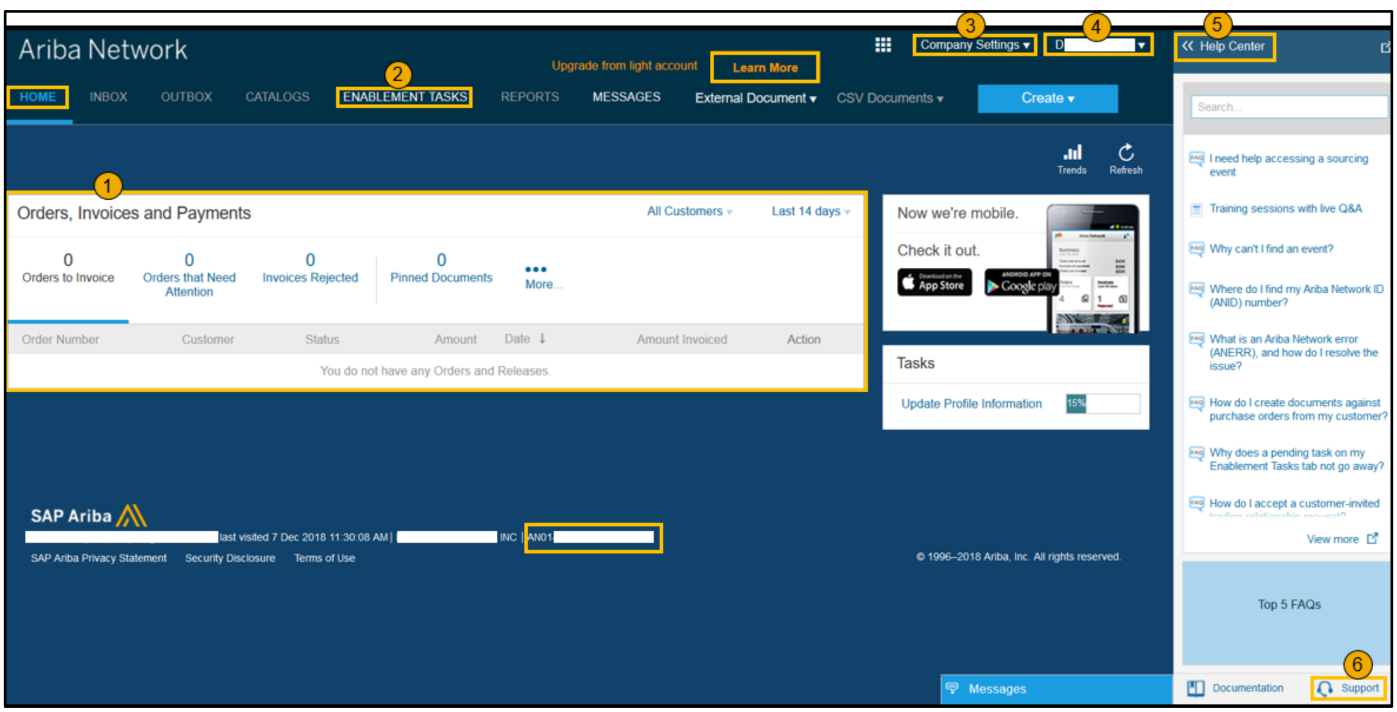
Ariba Account Overview and Walkthrough

After you register your Ariba Network Account, we recommend logging in to review and update your account to make sure your company is ready to transact with NiSource. The homepage will be broken down below with detailed information to be outlined on the subsequent pages.

1. **Orders, Invoices, and Payments** tiles – Manage your tiles to view outstanding purchase orders and invoices.
2. **Enablement Tasks** – Click this link to check that your account enablement tasks have been completed.
3. **Company Settings** – This menu takes you to the company account information. You can find the **Company Name** and the account number, or **Ariba Network ID (ANID) number** at the top of this menu. Available menu options:
    a. **Company Profile** and **Service Subscriptions.**
    b. Important **Account Settings** like **Customer Relationships, Users,** and **Notifications.**
    c. Important **Network Settings** like **Electronic Order Routing, Electronic Invoice Routing, Remittances,** and **Network Notifications,** and **Audit Logs.**
4. **Name** – Clicking on your name will take you to a menu with:
    a. User options like **Logout** and **My Account.**
    b. Account options like **Switch to Test ID** and **Link User IDs**.
    c. **Contact Administrator.**
5. **Help Center** – The Help Center is a collapsible support center containing useful **FAQ**, **AN Documentation**, and how to contact Ariba Customer **Support** when faced with a technical issue.
6. **Support** – From the **Support Center** you can search FAQ or raise a ticket in case of a technical issue.

Note:

- Clicking the **Home** button from another screen will return you to the dashboard as pictured below.
- **Standard Account Only**: Click on **Learn More** to access information on the benefits and associated costs of upgrading to an Ariba Network Full Account.



Manage the Orders, Invoices, and Payments on the Homepage

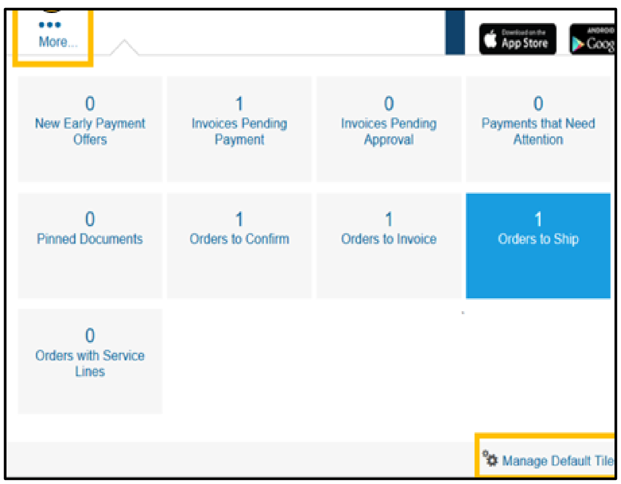
The **Orders, Invoices, and Payments** tiles give you quick glances into the documents you transact with NiSource. You can add or remove the action tiles that show up on the dashboard in your Ariba Network Standard Account. You can choose to show up to four action tiles that suit your specific needs.

To manage your action tiles:

1. In the **Orders, Invoices, and Payments** table, click **More**.
2. Click **Manage Default Tiles**.

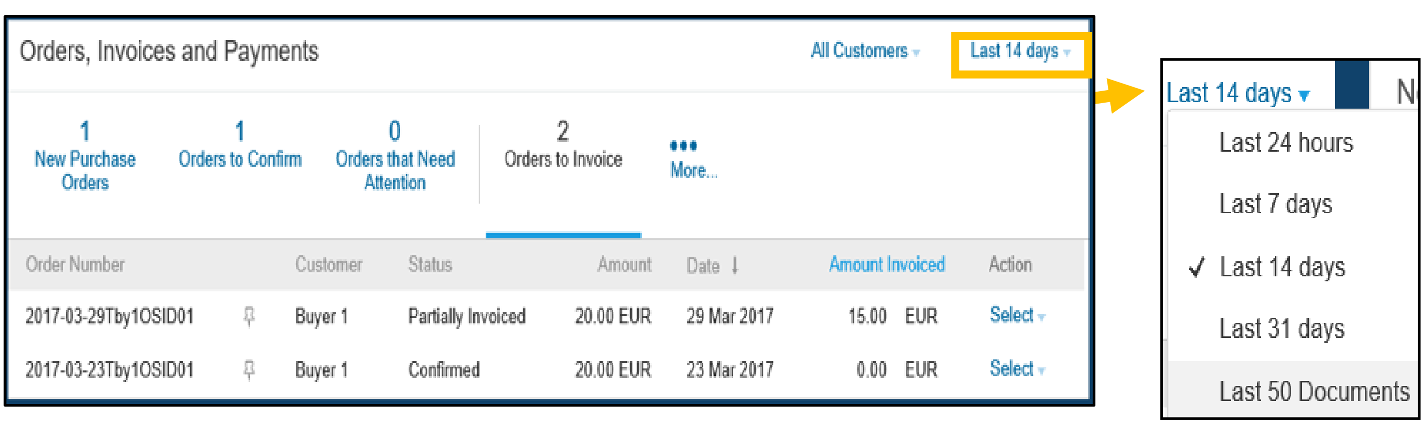
   Note: The Manage Action Tiles on the Home Dashboard page shows action tiles in two sections: **Available Tiles** and **Selected Tiles**. The **Selected Tiles** section contains up to four tiles. If four tiles are already displayed in the **Selected Tiles** section, you must first remove an action tile before you can select a new one.

3. Select and remove action tiles as desired. You can also drag and drop your selected tiles to reorganize the order in which they show up on the dashboard.
4. Click **Done** to save your changes.



To use an action tile:

1. Click on an action tile such as **Orders to Invoice** or **Invoices Rejected.**
2. View document information such as the **Order Number, Customer, Status, Amount, Date, Amount Invoiced,** and the **Action** menu.
3. Use the display menu (defaulted to **Last 14 days**) to change which documents are shown.
4. Use **Select** under **Action** to send yourself a copy of the document if the original document email is lost.

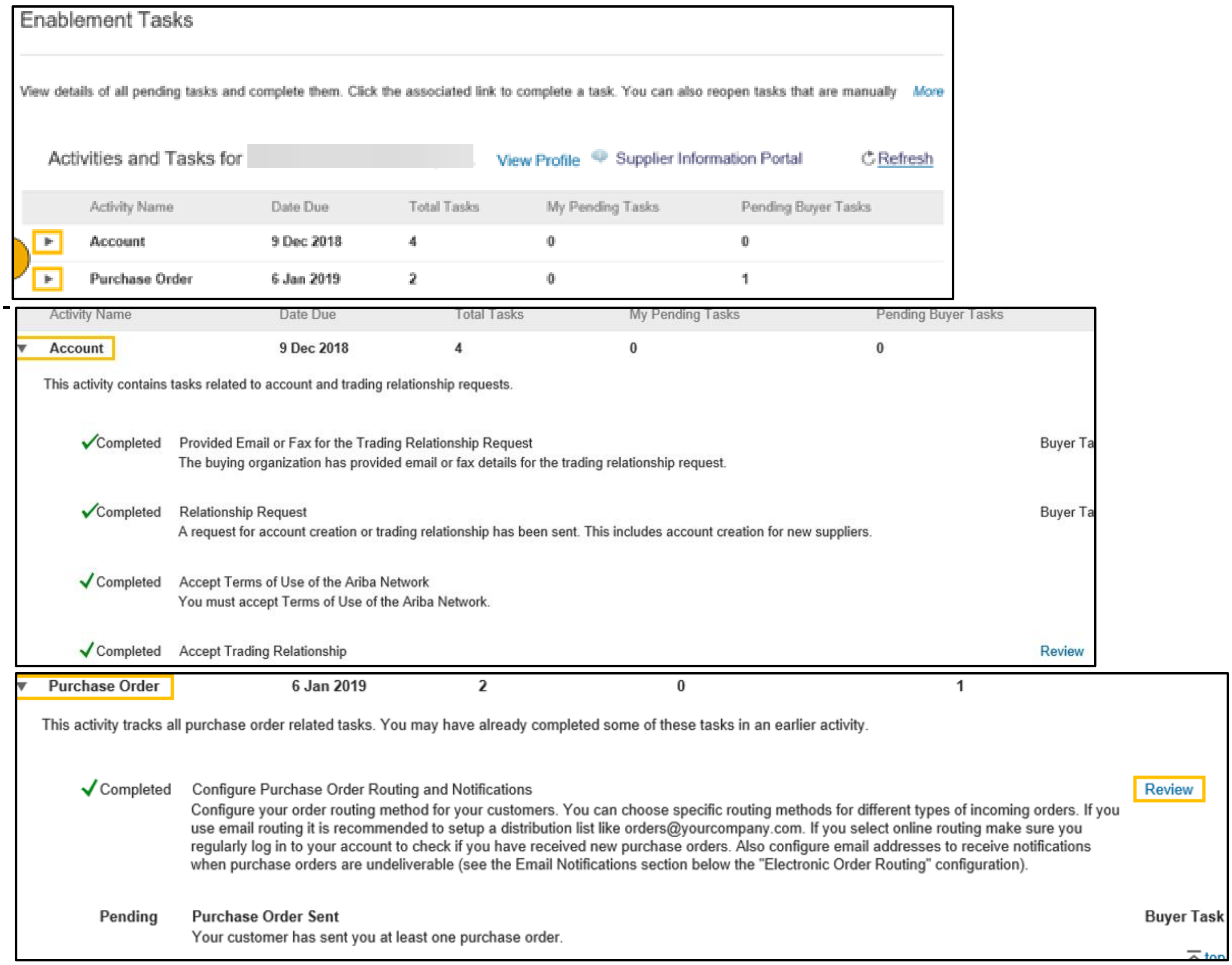


Review Your Enablement Tasks

To see NiSource onboarding tasks that are outstanding, click on **Enablement Tasks** from the home screen. You can expand the sections **Account** and **Purchase Order** to view task details.

To view your completed and pending account enablement tasks:

1. Click on **Enablement Tasks** from the dashboard.
2. Expand the **Account** and **Purchase Order** sections to view the **Date Due, Total Tasks, My Pending Tasks,** and **Pending Buyer Tasks**.
3. Click on **Configure** to complete any outstanding tasks. Click on **Review** to see previous task information.



Navigating the Company Settings Menu

The **Company Settings** menu allows you to view and configure the company account information. You can find the **Company Name** and the account number, or **Ariba Network ID (ANID) number** at the top of this menu.

Update your company profile

You can maintain a single company profile for all your customer relationships from one account. By default, your company profile is visible to all potential and existing customer relationships.

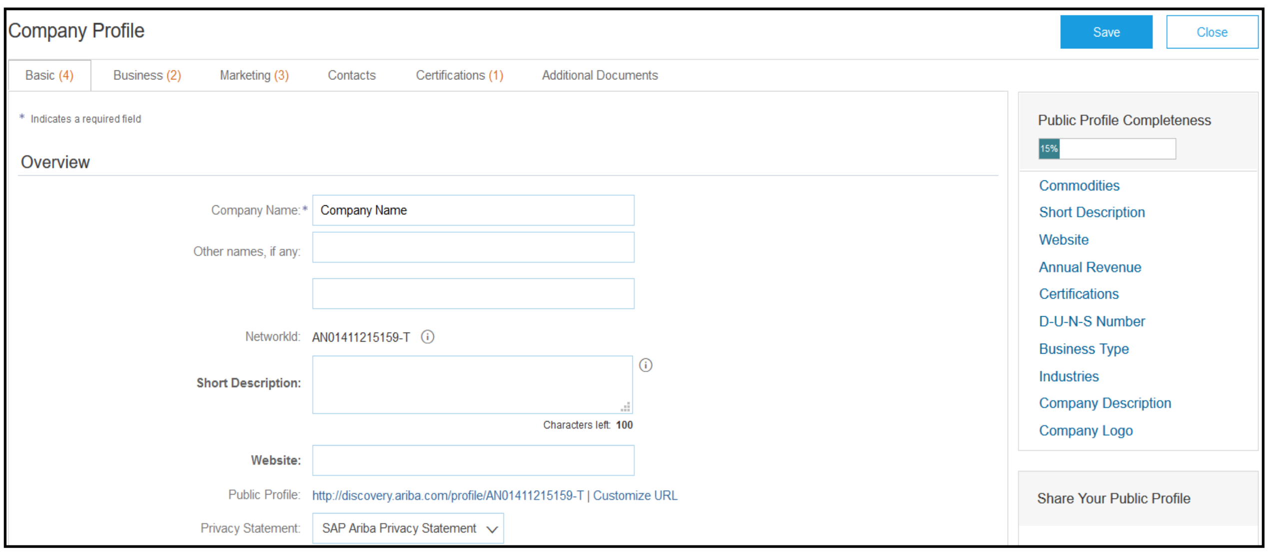
<u>**Note**</u>: You need to have the **Company Information** permission to review and update company profile information.

To update your company profile information:

1. Click on **Company Settings** at the top of the dashboard, and then choose **Company Profile**.
2. Update desired profile information:
   a. **Basic** tab – Enter **Company Name** and **Company Address**
   b. **Business** tab **–** General business and fiscal information about your company
   c. **Marketing** tab – Add marketing information
   d. **Contacts** tab – Enter your **companywide contact**
   e. **Certifications** tab
3. Click **Save**.

<u>**Note**</u>:

- **Save** before toggling between tabs.
- You do **not** need to reach 100% on the **Public Profile Completeness** meter to transact with customers.

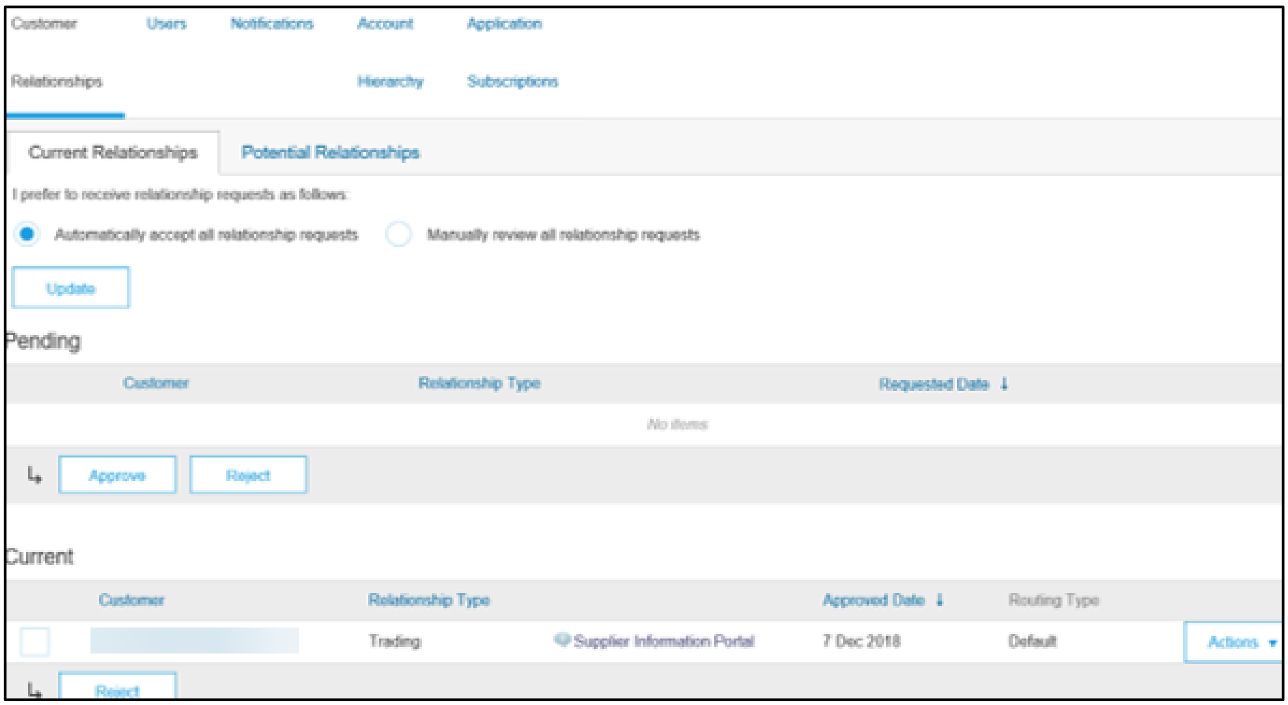


Review Customer Relationships and Customer Information

Under **Account Settings** you can access important customer information in **Customer Relationships**. You can also create new **Users** and configure site **Notifications.** In the **Customer Relationships** section, you can find your **Pending, Current,** and **Rejected** relationships. You can also configure how you prefer to **receive relationship requests** or view **Potential Relationships**.

Review current customer relationships and customer information:

1. Click **Company Settings** and go to **Customer Relationships.**
2. Configure to receive relationship requests either **automatically** or **manually** and click on **Update.**
3. Review any **Pending** relationships.
4. Click **NiSource** to view **Customer Details** such as the **Company Profile, Companywide Contact Information,** and NiSource's transaction **rules**.
5. Click on **Supplier Information Portal** to view content and documentation specific to NiSource.



Users

If you are the administrator for your company's account, you can create users and assign roles to them to perform different activities in your Ariba Network account.

Each role has a unique name and a set of associated permissions that specify what the assigned users can see and do in your account. For example, you might create an Invoice Generator role for people who handle incoming purchase orders and create invoices. Users can have multiple related roles, depending on the tasks they need to perform.

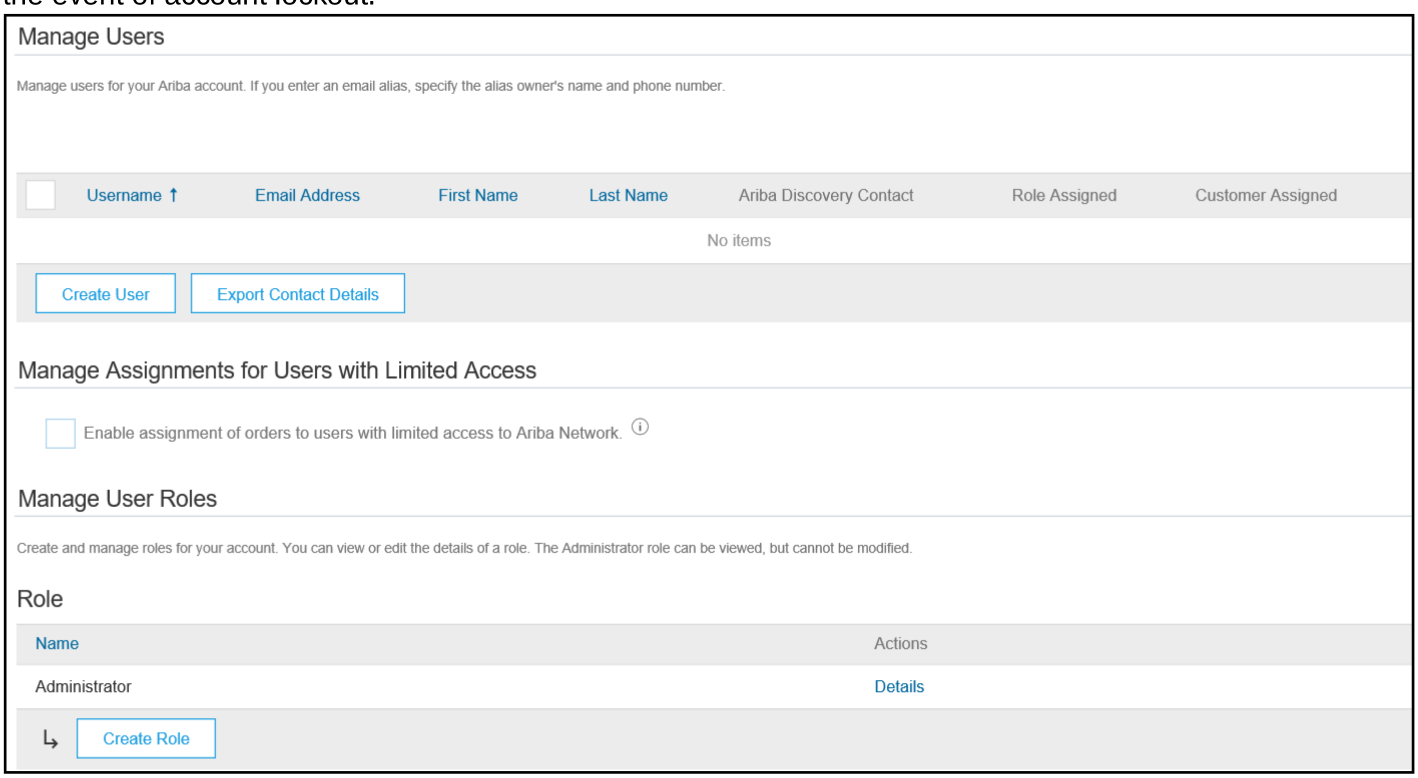
All users have access to the **My Account** page, which contains basic contact information and a preferred language setting for that specific user. Each permission gives users access to additional areas of your company's account. Permissions also control the types of notifications that users can configure.
To provide access to additional people in your company:

1. Click **Company Settings** at the top of the dashboard, and then choose **Users**.
2. Create **roles** first, and then create **users** accounts to assign those **roles**. Watch the Add a new user video to familiarize yourself with the process.

Note:

1. Account administrators can reset passwords for users who forget their password. If you have a security concern about a user's account, you can force that user's password to reset. To reset a user's password, edit the user and click **Reset Password**.
2. When employees leave your company or change jobs and no longer need their user account, we recommend either deleting the user or reassigning the user's login to another individual. If you reassign the login, you retain the user's setup and data.

If you need to change the account administrator to a new person, watch the Change your account administrator video to walk through the process. Please note the importance of changing the account administrator to a new person prior to a resource change. Due to the sensitive nature of the information contained within the supplier account, a lengthy and thorough privacy verification will need to take place in the event of account lockout.



Users – Create Additional User Roles

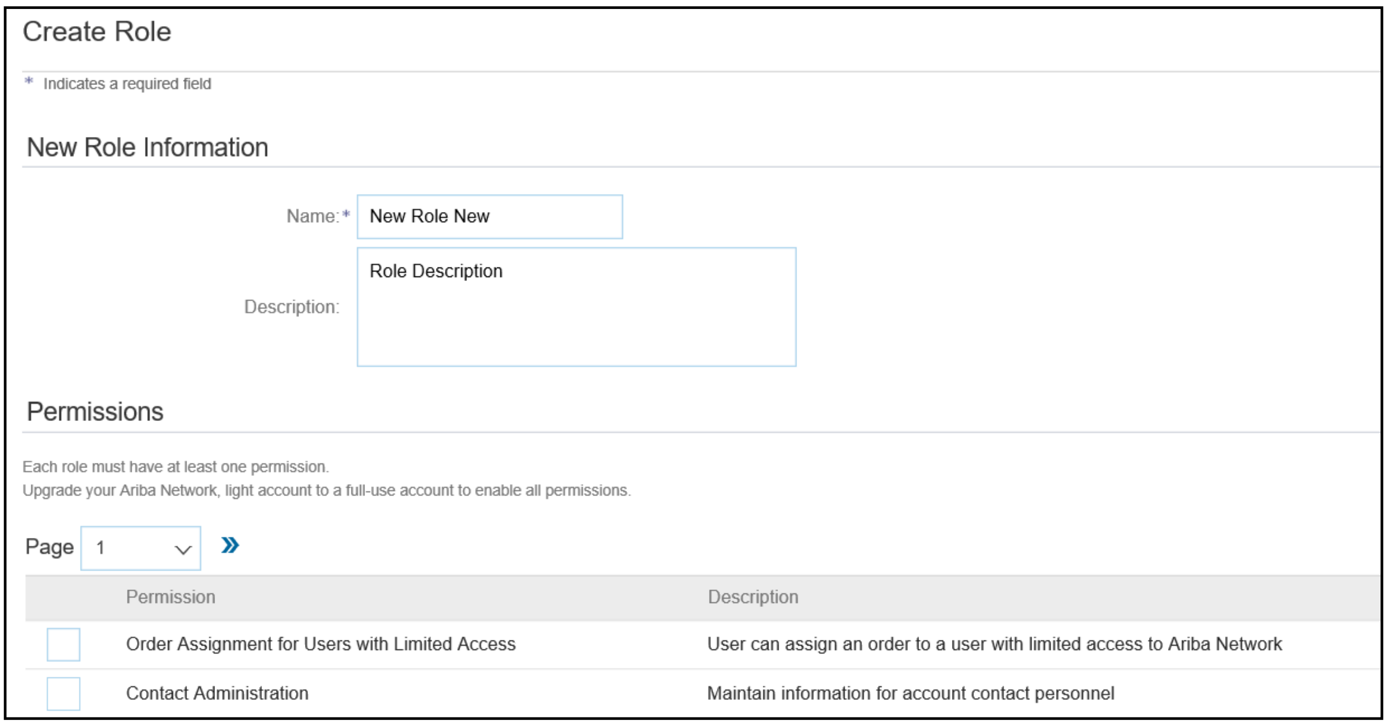
Before you add new users to the Ariba Network account, you must configure at least one role in addition to **Administrator**.

To create role:

1. Click **Company Settings** at the top of the dashboard, and then choose **Users**.
2. Under the **Role** section, click on **Create Role.**
3. Add in the role **Name** and **Description**.
4. Check the boxes next to the appropriate **Permissions**.
5. **Save**.

<u>Note</u>:

1. You can create a maximum of 10 custom roles.
2. Before you can delete a role, you need to reassign associated users to a different role. You can't delete roles that are currently assigned to users.



Users – Create Additional Users

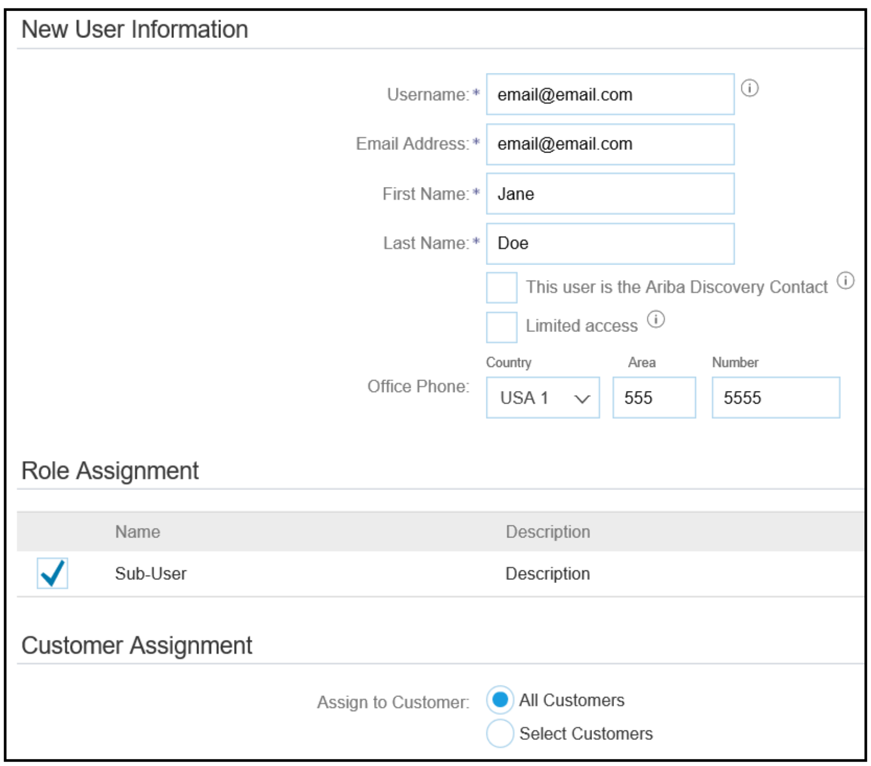
Once you have created at least one additional role, you can then create sub-users in the account.
To create a new user:

1. Click **Company Settings** at the top of the dashboard, and then choose **Users**.
2. Add in the **Username**, **Email Address**, **First Name**, and **Last Name**. You may optionally check the boxes to make the user an **Ariba Discovery Contact** or provide **Limited Access**.
3. Check the box next to the appropriate **Role Assignment**.
4. Select to assign the user to **All Customers** or **Select Customers**.

<u>Note</u>:

Adding an **Ariba Discovery contact** ensures that buyers using Ariba Discovery will contact the correct person in your organization. The following permissions will be assigned to the users: Create and Manage Postings on Ariba Discovery, Respond to Postings on Ariba Discovery, and Premium Membership and Services Management. If you do not want the user to utilize Ariba Discovery, do not check this box.

Check **Limited access** provides a limited view of transactions for this account. You can allow logistics or services actions. All financial information is hidden, and other areas of the application are hidden or masked. If you check this option, the user can't be marked as the Ariba Discovery contact.



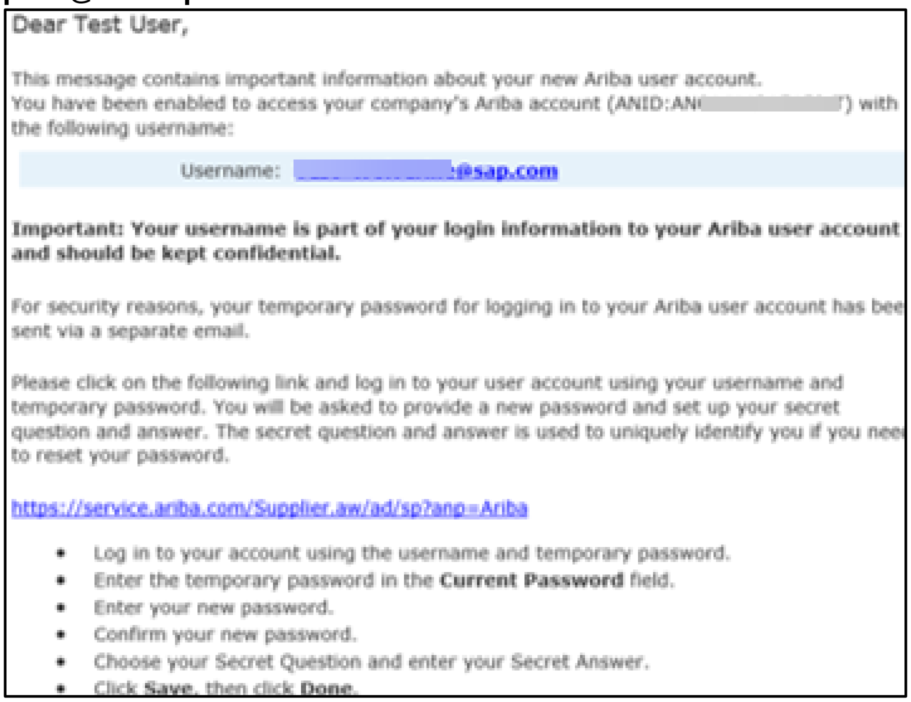
Users – New User Account Registration

After the account administrator has set up a new user, the user will receive their **Username** and a **Temporary Password** to log in and configure their account.
To register an account as a sub-user:

1. Wait to receive the e-mail from Ariba containing the new **Username** and **Temporary Password**.
2. Click the link in the **Username** e-mail to register.
3. Create new password when prompted.
4. **Submit**.
5. Configure account settings.

<u>**Note**</u>:

Registration emails will come from the address: **Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>**



Dear Test User,

This message contains important information about your new Ariba user account.
You have been enabled to access your company's Ariba account (ANID:AN[illegible]) with the following username:

Username: [illegible]@sap.com

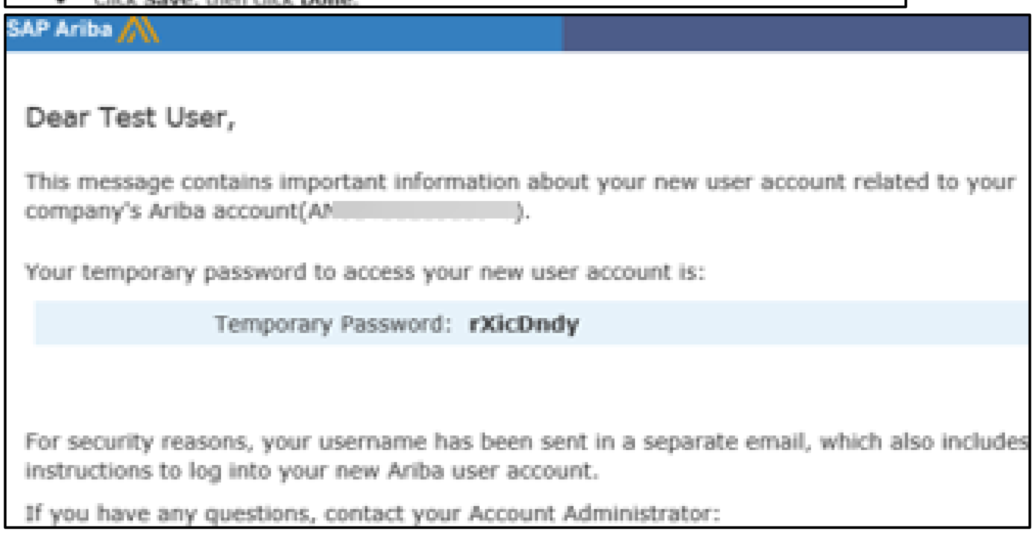
Important: Your username is part of your login information to your Ariba user account and should be kept confidential.

For security reasons, your temporary password for logging in to your Ariba user account has bee sent via a separate email.

Please click on the following link and log in to your user account using your username and temporary password. You will be asked to provide a new password and set up your secret question and answer. The secret question and answer is used to uniquely identify you if you nee to reset your password.

https://service.ariba.com/Supplier.aw/ad/sp?anp=Ariba

- Log in to your account using the username and temporary password.
- Enter the temporary password in the **Current Password** field.
- Enter your new password.
- Confirm your new password.
- Choose your Secret Question and enter your Secret Answer.
- Click **Save**, then click **Done**.



SAP Ariba

Dear Test User,

This message contains important information about your new user account related to your company's Ariba account(AN[illegible]).

Your temporary password to access your new user account is:

Temporary Password: **rXicDndy**

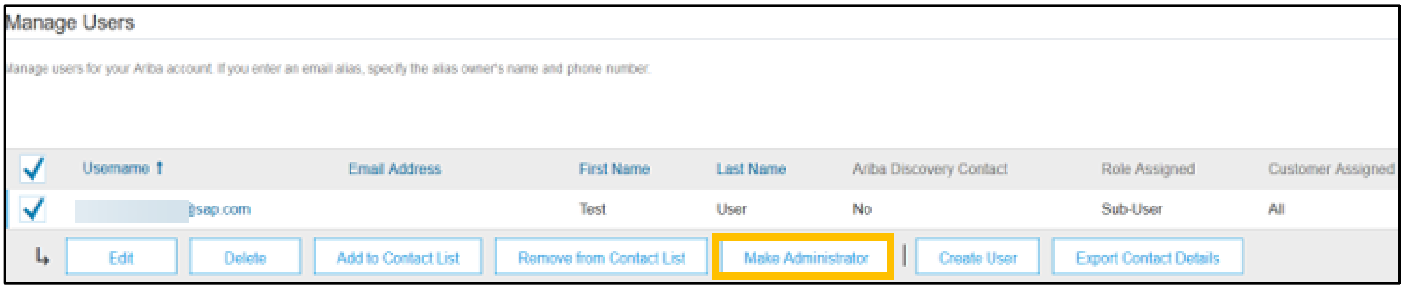
For security reasons, your username has been sent in a separate email, which also includes instructions to log into your new Ariba user account.

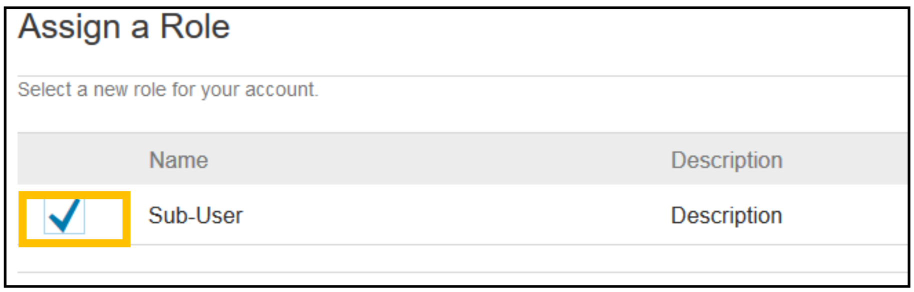
If you have any questions, contact your Account Administrator:

Users – Change Administrator

If you will not be the administrator for your company's Ariba Network account, you can change this information. Before you can update the administrator, you will need to ensure that at least one additional **role** and **user** have already been created.
To change the administrator:

1. Click **Company Settings** at the top of the dashboard, and then choose **Users**.
2. Check the box next to the username of the new administrator.
3. Click the button **Make Administrator**.
4. Select new **role** for the previous admin and click **Assign**.





Configuring Notifications

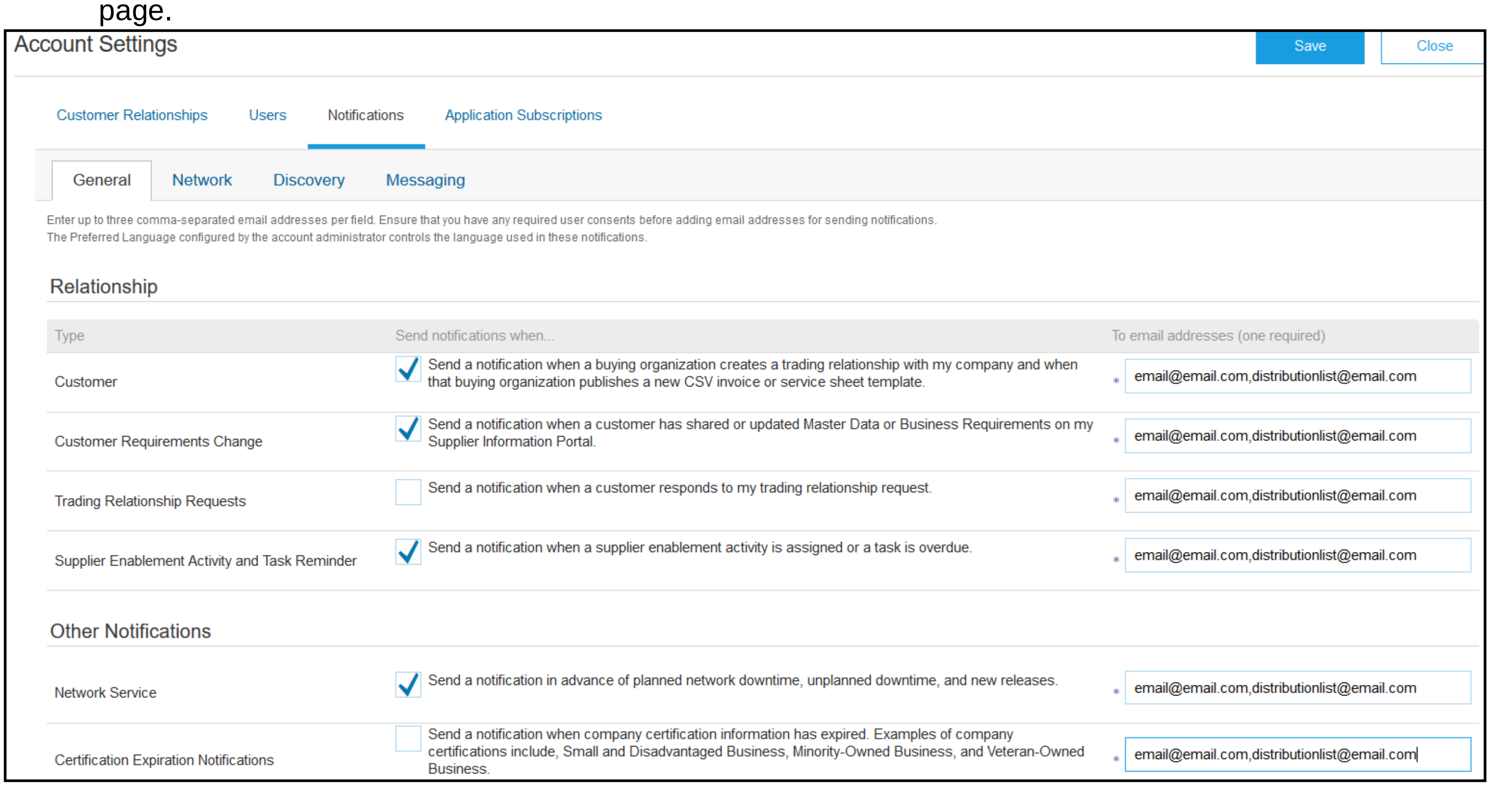
You can set notifications preferences to specify the events of which you would like to be informed. The notifications settings you can view and manage depend on your user account permissions. Contact your account administrator if you need additional assistance setting notification preferences.

To configure your notifications:

1. Click **Company Settings** at the top of the dashboard, and then choose **Notifications**.
2. Starting with the **General** notifications, choose the check box for each notification type you want to receive.
3. Enter up to three email addresses, separated by commas and with no spaces between email addresses.
4. Click **Save**.
5. Repeat with the **Network** tab to configure notifications related to **Order Routing, Invoice routing,** and **Payments.**
6. Click **Save** after configuring.
7. Continue to **Discovery** and **Messaging** notifications if desired. Remember to click **Save** before moving to the next tab.

<u>Note</u>:

- You must **Save** before moving between tabs.
- To send one notification type to more than three email addresses, create a distribution list in your email system and enter the name of that distribution into the relevant fields on the **Notifications** page.



Configure Document Receiving Settings (Electronic Order Routing)

In this section you can configure who and how users will receive **Order** emails from customers. You can also configure email addresses for other document types, such as payment proposals and remittances. With a Standard Account, you can only choose **Email** as the routing method for documents you receive from customers. With an Enterprise Account you can choose other routing methods, such as **Fax**, **cXML**, or **EDI**. You can select routing methods for incoming documents if you are the administrator or if you have the **Transaction Configuration** permission.

To make sure the right people are set-up to receive documents from NiSource:

1. Click **Company Settings** at the top of the dashboard, and then choose **Electronic Order Routing**.
2. Configure email addresses for each of the document types, entering up to three email addresses, separated by comma.
3. Click **Save** before navigating away from the page.

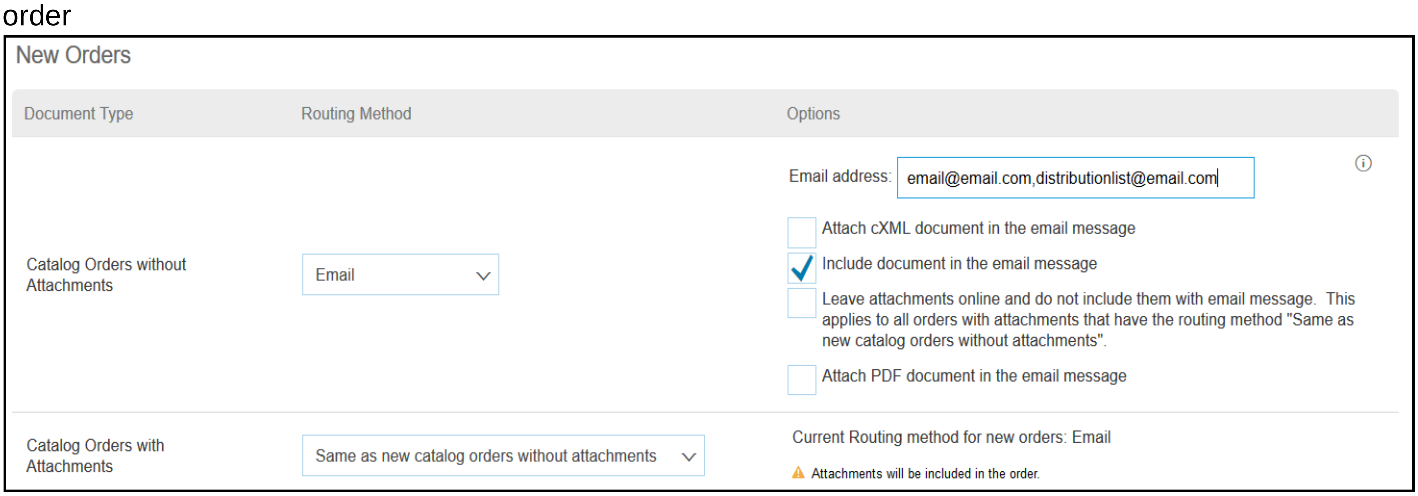
Note:

- Each email message contains both a plain-text message and a duplicate message in HTML format. For the best-looking results, make sure the recipient uses an HTML-aware email reader.
- If you want to receive orders as email messages and your organization uses software to block unwanted email messages, you need to configure it to allow messages from Ariba Network. Ariba Network uses the following address as its From email address: ordersender-prod@ansmtp.ariba.com.
- If you will be out of the office you can use your mail client's auto-reply ("Out of Office" or vacation) feature to respond to orders. Include one of the following phrases in auto-reply messages to prevent new orders from failing to send to mailboxes with an auto-reply feature:

  Out of office / OOTO
  On vacation / on holiday
  out of the country / out of town
  away from the office / away until
  at an off-site meeting

  When Ariba Network detects an auto-reply containing one of these phrases, it indicates that it received the auto-reply in the order history log, which prevents the order routing from moving to **Failed** status.

Using a Distribution List is an option for Electronic Order Routing, however please be aware that everyone on the distribution list will need to have a username/password to log in to the Ariba Network to action the order

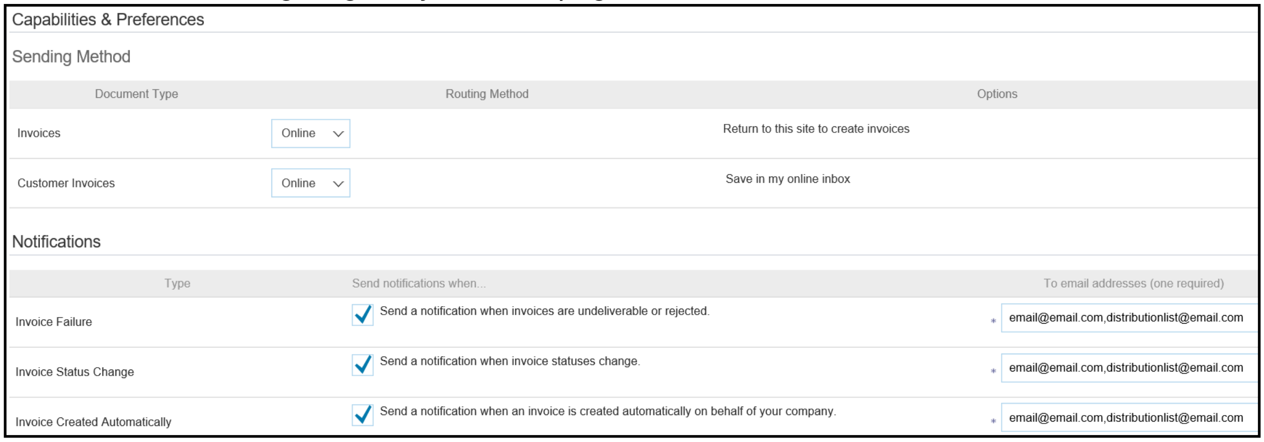


Configure Document Receiving Settings (Electronic Order Invoice)

In this section you can configure notifications related to invoice statuses such as **Invoice Failure** and **Status Change.**

To make sure the right people are notified about documents from NiSource:

1. Click **Company Settings** at the top of the dashboard, and then choose **Electronic Invoice Routing**.
2. Configure email addresses for the notifications, entering up to three email addresses, separated by comma.
3. Click **Save** before navigating away from the page.



Configure Remittances

Your customers use your remittance addresses to send payment. You can specify multiple remittance addresses and payment method preferences.

Ariba Network shows your remittance address information in the **Remit To** section on invoices that you create. Your customers can also see this information when viewing your company profile information.

To save your remittance details in your account for use on invoices:

1. Click **Company Settings** at the top of the dashboard, and then choose **Remittances**.
2. Under **EFT/Check Remittances** click on **Create** or **Edit**.
3. Add your company's Remit To details.
4. Click on **Ok** and click **Save**.

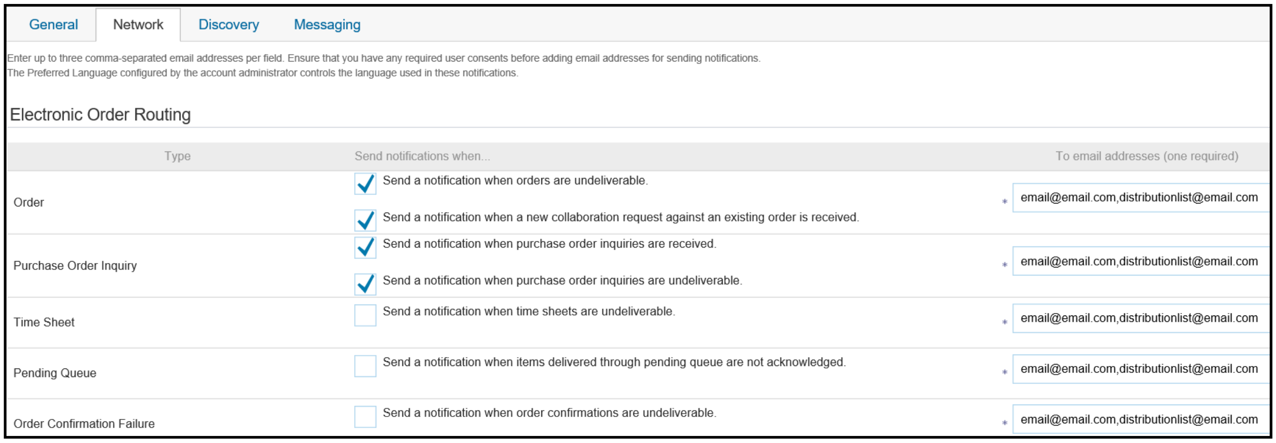
Note: Banking information saved here will not be used. NiSource does not make payments using Ariba at this time. If you would like to update your payment information, please update these details using the Transactional Questionnaire previously sent to you in Ariba. If you have not been sent a Transactional Questionnaire, please use the ACH form in the appendix of this document and submit it to **AP_VendorMaint@Nisource.com**.

Network Notifications

Click on the **Network Notifications** link under **Network Settings** will bring you to the same **Network** tab located under your **Notifications**.

To configure your Network Notifications:

1. Click **Company Settings** at the top of the dashboard, and then choose **Network Notifications**.
2. Check box for each notification type you want to receive.
3. Enter up to three email addresses, separated by commas and with no spaces between email addresses.
4. Click **Save**.



Note:

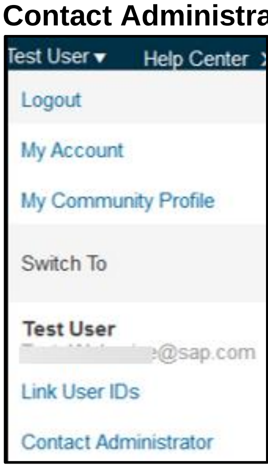
To send one notification type to more than three email addresses, create a distribution list in your email system and enter the name of that distribution into the relevant fields on the **Notifications** page.

Update Your User Account Information and User Actions

To the right of the Company Settings menu, you will find the account user name. If you click on this menu, you will be able to access user-specific options such as **Logout**, **My Account,** and **Switch To Test ID**.

To access user-specific actions and information:

1. Click on the user name at the top right corner of the home screen.
2. Click on **My Account** to update user-specific information. Click on your name under **Switch To** to create a Test account. Click on **Link User IDs** to more easily toggle between two accounts. User **Contact Administrator** to reach your admin, or **Logout** to exit.



Note:

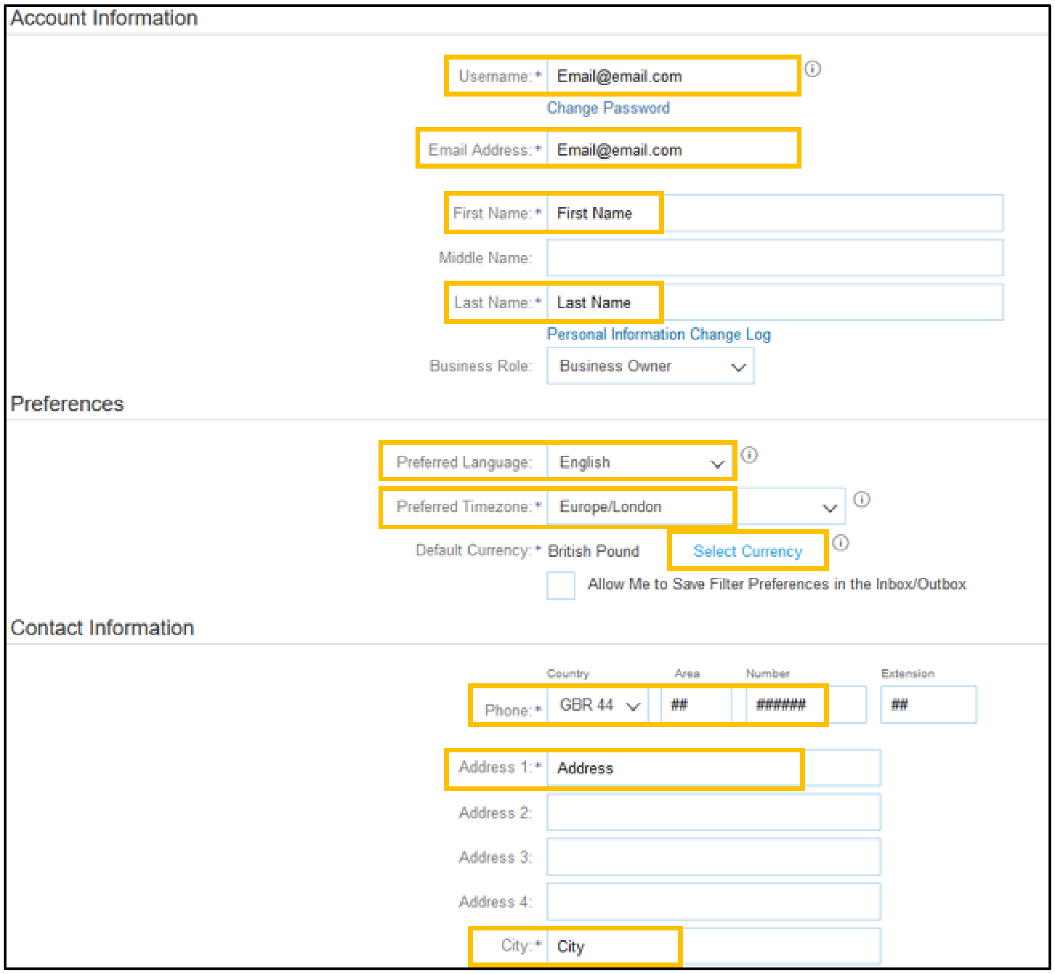
- Linking User IDs does not merge account information. It allows you to toggle between multiple accounts without needing to Logout and Login between the accounts.
- **Caution** – Accounts cannot be unlinked once linked.

Update Your User Account Information

Under **My Account** you can enter your personal information as well as the settings for your **preferred language, preferred time zone,** and **default currency**.

To update your user information:

1. Click your name at the top of the dashboard, and then choose **My Account**.
2. Under **Account Information** you can adjust the **Username**, **Email Address**, **First Name**, and **Last Name**.
3. Under **Preferences** you can set your **Preferred Language**, **Preferred Timezone**, and **Default Currency**.
4. In **Contact Information** you can enter your **Phone** number and **Address.**
5. Review the details and click **Save**.

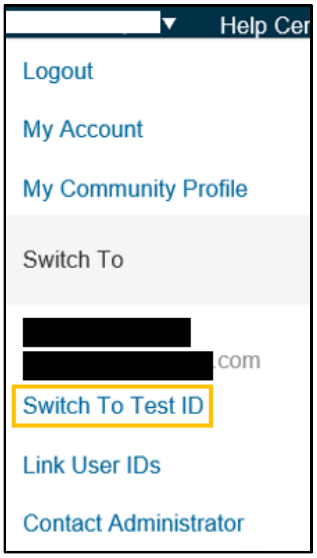


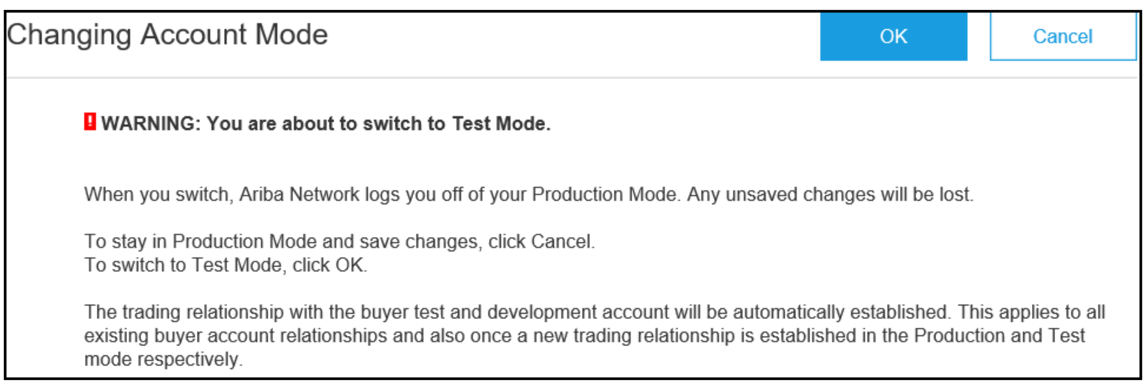
Create Test Account

Ariba Network accounts can have two environments, Production and Test. The Production account is created when your Ariba Network account is registered. A **Test Account** can then be created from your registered Production account.

To create your test account:

1. Click on your name at the top right corner.
2. Click on **Switch To Test ID**
3. Review the warning and click on **OK**.
4. Enter and confirm the new username and password for your test account.
5. Click **OK**.





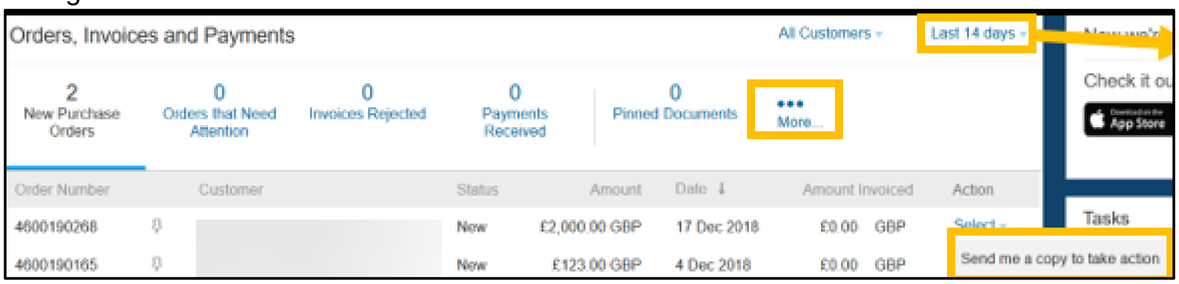
Standard Account – Resend a Purchase Order for Action

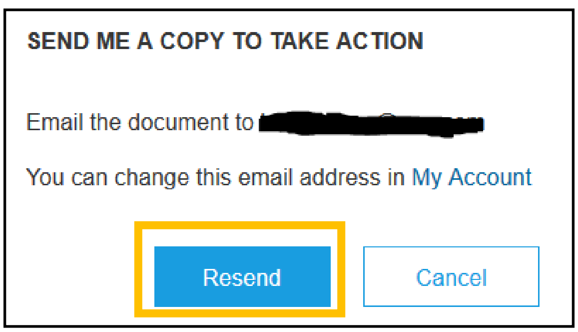
If you misplace a purchase order (PO) email notification, you can resend the order from the dashboard of your homepage.

To resend a PO or other document:

1. Log into the Ariba Network account through supplier.ariba.com
2. Use the action tiles to locate the document that you would like to resend.
3. If you do not see the document category listed in the displayed tiles, click on **More** to locate the desired document category.
4. You can adjust what documents are shown by changing the defaulted display **Last 14 days** to **Last 24 hours, Last 31 days,** or **Last 50 Documents**.
5. **Select > Send me a copy to take action** in the **Action** column next to the PO.
6. Click on **Resend.**
7. Locate the PO from ordersender-prod@ansmtp.ariba.com in your mailbox.

Note: When you resend a PO, the PO email is sent to your email address instead of the email address configured to receive PO email notifications.



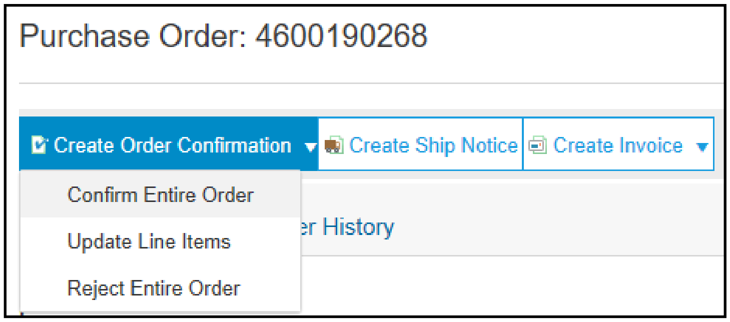


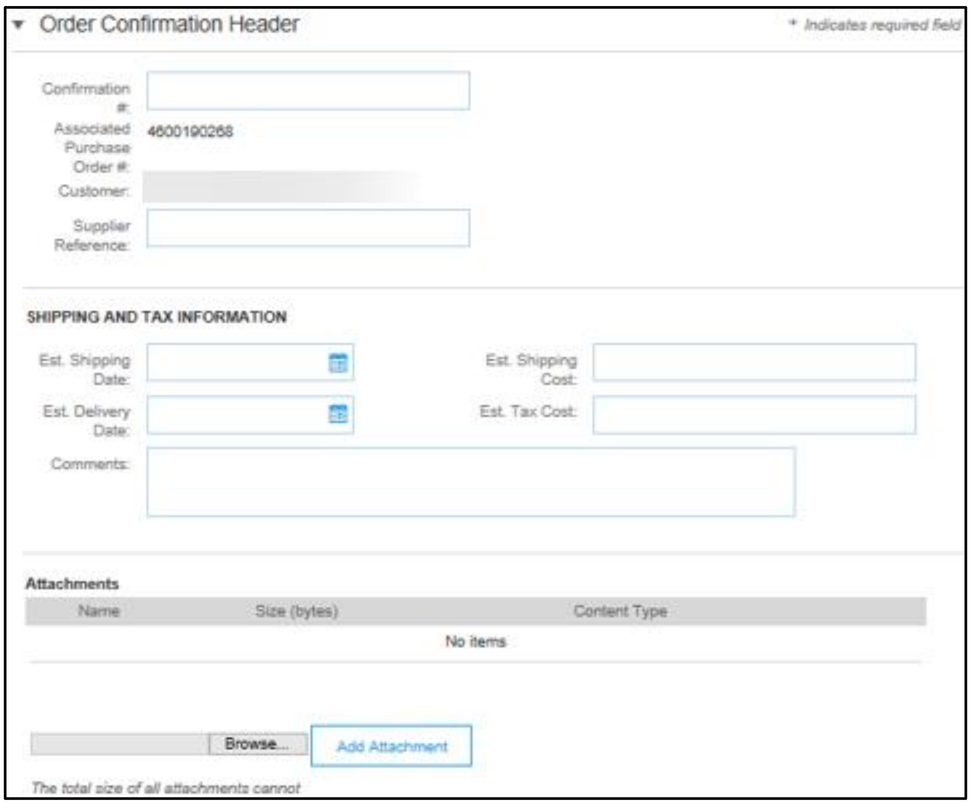
How to Create an Order Confirmation (OC)

Order confirmations (OCs) are required for all NiSource PO's.

To create an Order Confirmation from the PO:

1. Locate the PO in your e-mail Inbox.
2. Click on **Process Order**.
3. Click on **Create Order Confirmation** and **Confirm Entire Order**.
4. Fill in the **Confirmation #** and **Shipping and Tax Information** if applicable.
5. To add an attachment, click **Browse**, **Open** the desired attachment, and click **Add Attachment**.
6. Click on **Next.**
7. Review details and **Submit**.



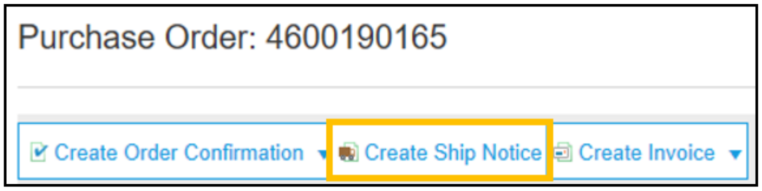


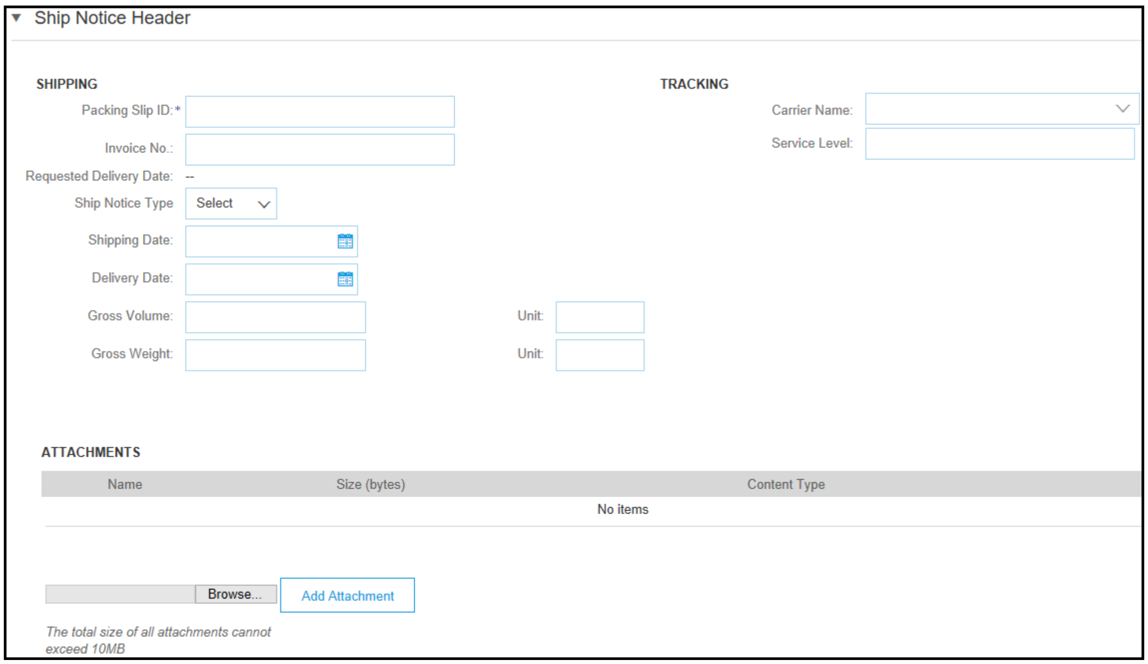
How to Create an Advanced Ship Notice (ASN)

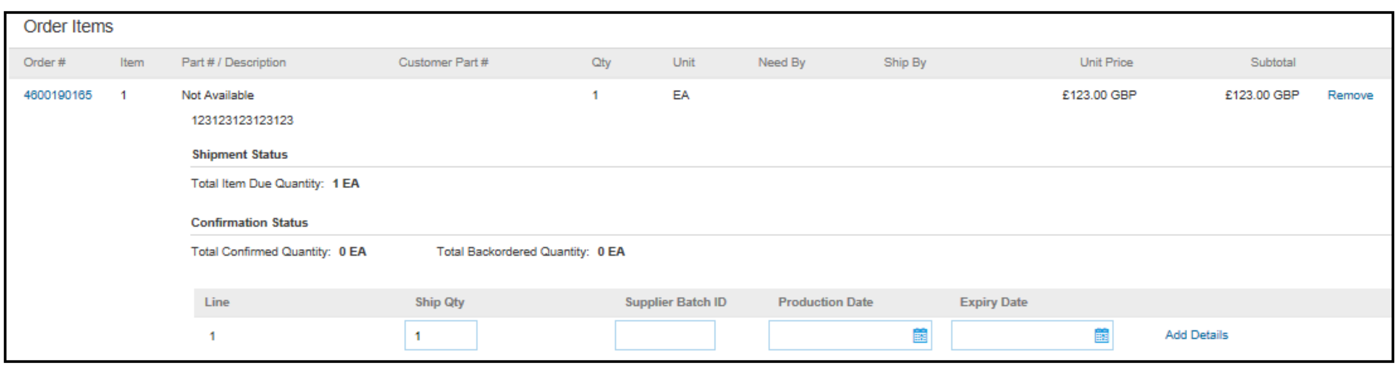
Advanced Ship Notices (ASNs) are **not** a required document from NiSource, but you may create this document if applicable.

To create an ASN from the PO:

1. Locate the PO in your e-mail Inbox.
2. Click on **Create Ship Notice**.
3. Fill in the **Packing Slip ID #** and any applicable fields.
4. To add an attachment, click **Browse**, **Open** the desired attachment, and click **Add Attachment**.
5. Click on **Next.**
6. Review details and **Submit.**







How to Create a PO Invoice

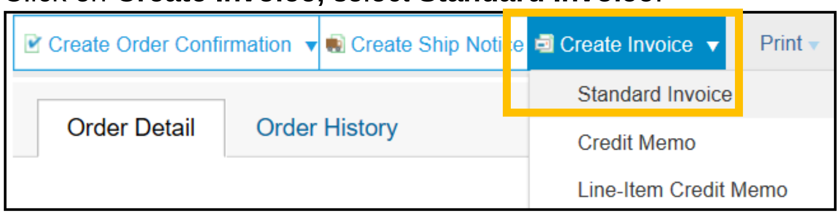
Once you have received your first PO from NiSource and you have registered your Ariba Network account, and have created an Order Confirmation, you can then create a PO invoice. Please see the next few pages for detailed invoicing steps and screen shots from the Ariba Network.

<u>Note</u>:

- Each Invoice # must be unique unless resubmitting a rejected or failed invoice.
- **Supplier Commercial Identifier** is the registration number of the supplier company as entered in the commercial register on the invoice (may not be applicable).
- **Do NOT check the box next to "Information Only**. No action is required from the customer." *This will keep your invoice from being paid!*

To create an invoice from the PO:

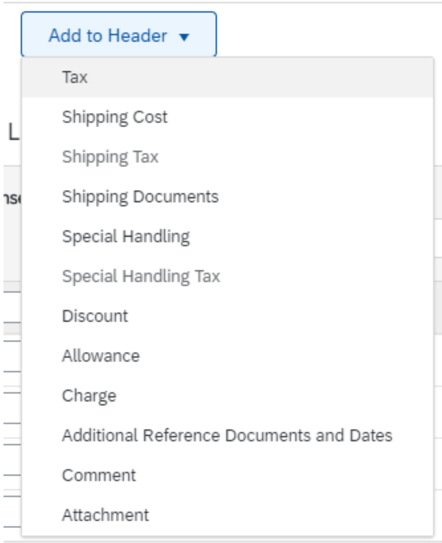
1. Locate the PO in your e-mail Inbox (Standard Account Only).
2. Click on **Process Order** (Standard Account Only).
3. Enterprise Account users can use the **Purchase Orders** tile from the home page.
4. Click on **Create Invoice,** select **Standard Invoice**.



Header Actions:

1. Fill out **Invoice Header** including **Invoice #** and **Invoice Date**
   <u>Note:</u> The invoice number must be the same as what is attached. The date will default to the current date. This **<u>MUST</u>** be updated to the actual date of the invoice. If this is not updated, your invoice could be rejected.
2. Enter **Tax** at the Header or Line level, if applicable. Select the **Remove** hyperlink, to remove tax from the invoice. NiSource accepts tax at the header or line level.
3. Select the **Category** and confirm **Taxable Amount**.
4. Enter either **Tax Amount** or **Rate (%)**.
5. Select **Shipping** at the Header or Line level, if applicable. NiSource accepts shipping at the header or line level.
6. Fill in applicable **Additional Fields** such as **Supplier Account ID #, Customer Reference, Supplier Reference, Payment Note**.

7. To add **Tax, Shipping Costs, Discounts, Charges, Comments** or **Attachments** to the header, click the **Add to Header** menu.

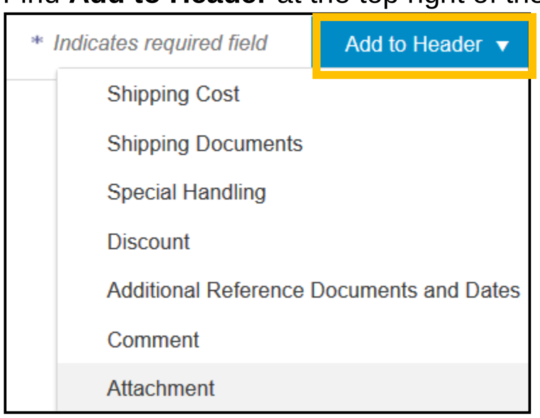


Header Actions: Add an Attachment

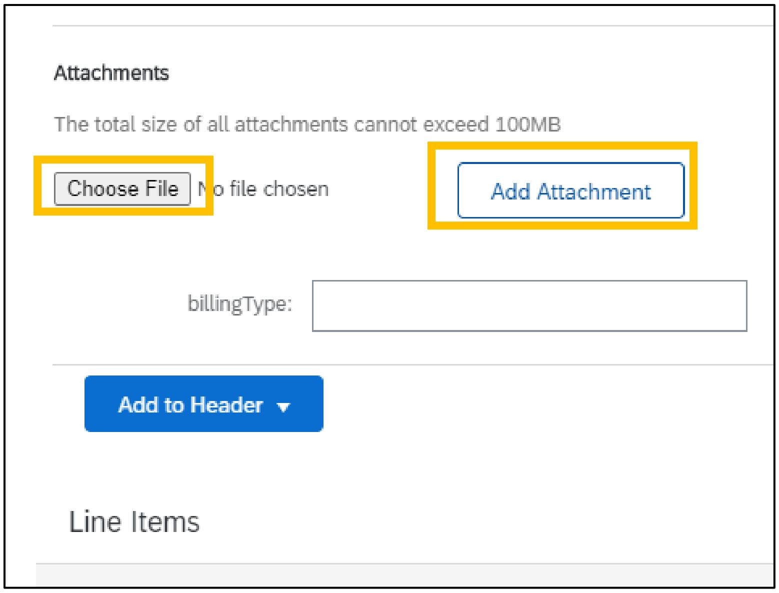
Attachments are mandatory and can be added to the Header or to the Line. It is preferred that all attachments are done at the **Header.** The total maximum attachment size is 100 MB per invoice.

To add an attachment at the Header:

1. Find **Add to Header** at the top right of the invoice creation screen.



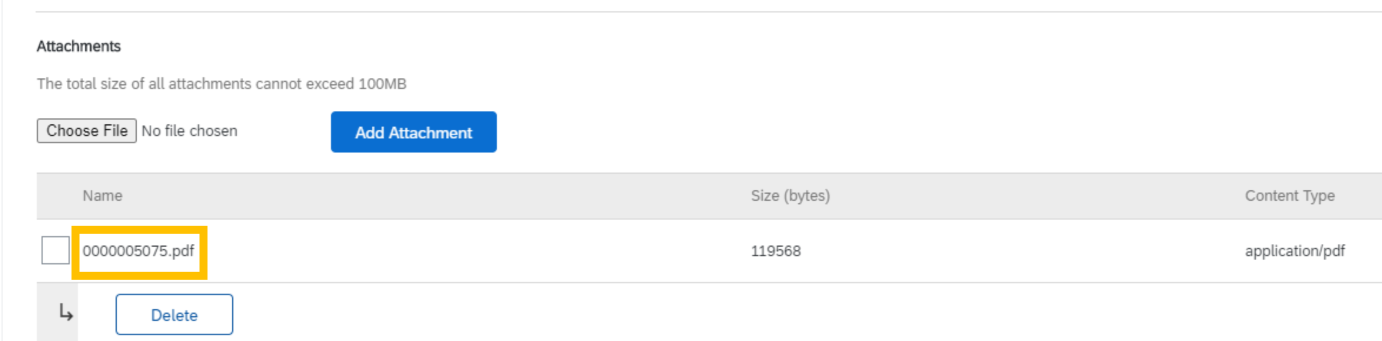
2. Scroll down to locate the added **Attachments** section above the Line Items section.
3. Click on **Choose File**. A new window will pop-up for you to select your file.



4. Locate and select your file. Click on **Open**.
5. Once your file is opened, you must click on **Add Attachment** to add the file to the invoice.

Note: If you do not click on **Add Attachment**, your file will not be attached to the invoice. Please make sure that your attached file appears in a separate line under the Attachments section.

The added attachment appears.

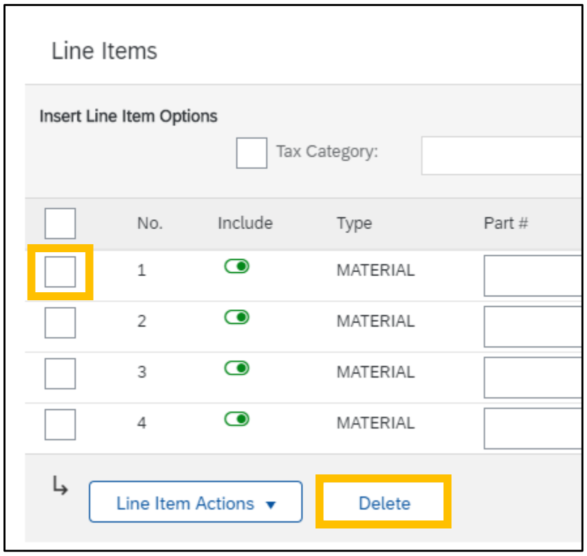


Line Item Actions:

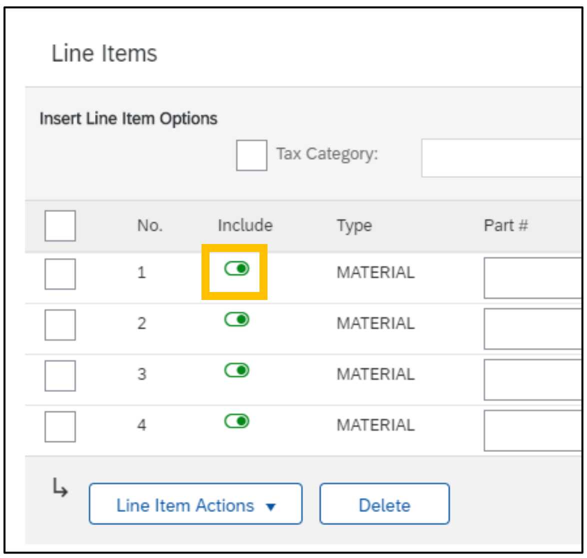
A PO can have multiple lines. NiSource is unable to process invoices with a $0.00 line amount. When creating an invoice, you may need to remove a line. There are two ways to remove a PO Line, this page will cover both methods.
Note: This does not remove the line from the PO, only from this individual invoice.

To **Delete**:

1. Check the box next to the line item to be removed
2. Select **Delete.**



To use the **Toggle** feature, click the green toggle button on the line you want to remove:

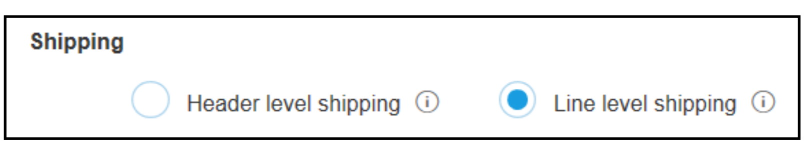


To add **Tax** at the Line Level:

3. Select **Line Level Tax** on the Invoice Header.
4. Check the box next to the line item being invoiced.
5. Click on the **Line Items Actions** menu at the bottom left.
6. Select **Tax**
7. Select the **Category** and confirm **Taxable Amount**

To add **Shipping** at the Line Level:

1. Select **Line Level Shipping** on the Invoice Header.
2. Scroll to **Line Items** and enter **Shipping Amount** and **Shipping Date**.



To add an **Attachment** at the Line:

1. Check the box next to the line item being invoiced.
2. Click on the **Line Items Actions** menu at the bottom left.
3. Select **Attachment**
4. Click on **Choose File**. A new window will pop-up for you to select your file.
5. Locate and select your file. Click on **Open**.
6. Once your file is opened, you must click on **Add Attachment** to add the file to the invoice.

Note: If you do not click on **Add Attachment**, your file will not be attached to the invoice. Please make sure that your attached file appears in a separate line under the Attachments section.

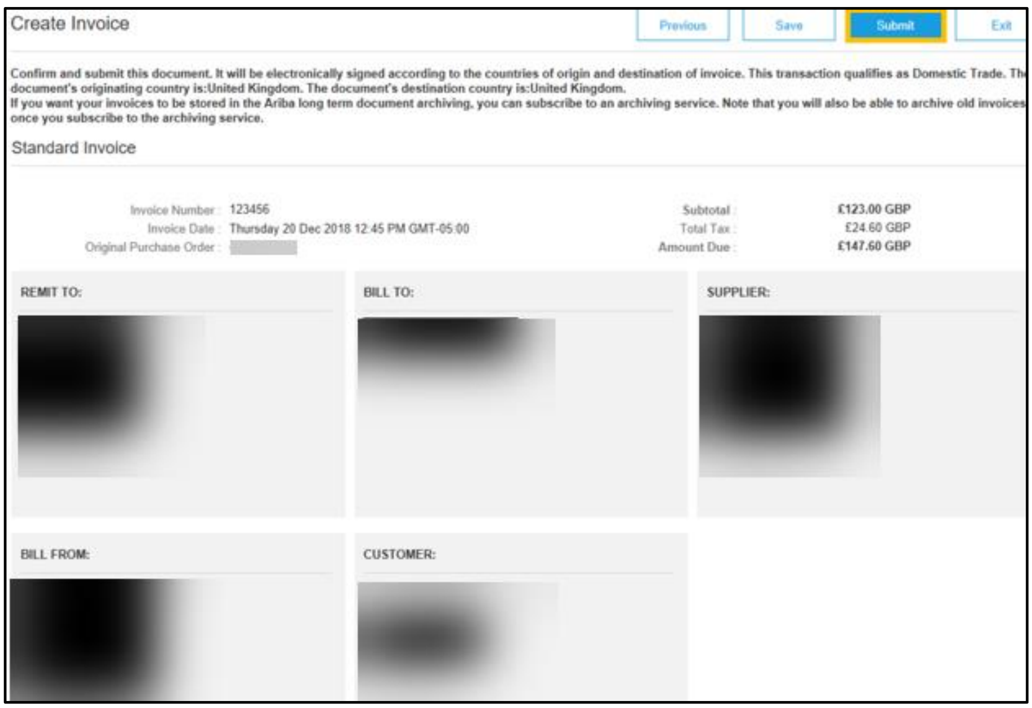
To Submit a PO Invoice

Once you have completed all required fields and line item actions, you will be ready to review and submit your PO-flip invoice.

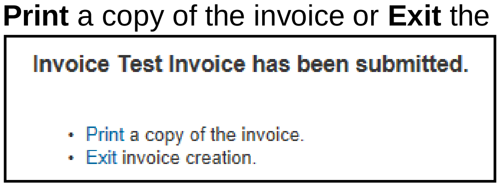
To submit your invoice:

1. Fill out required invoice details on the **Create Invoice** screen.
2. Click **Next** at the bottom of the invoice page.
3. Review invoice details and **Submit**.

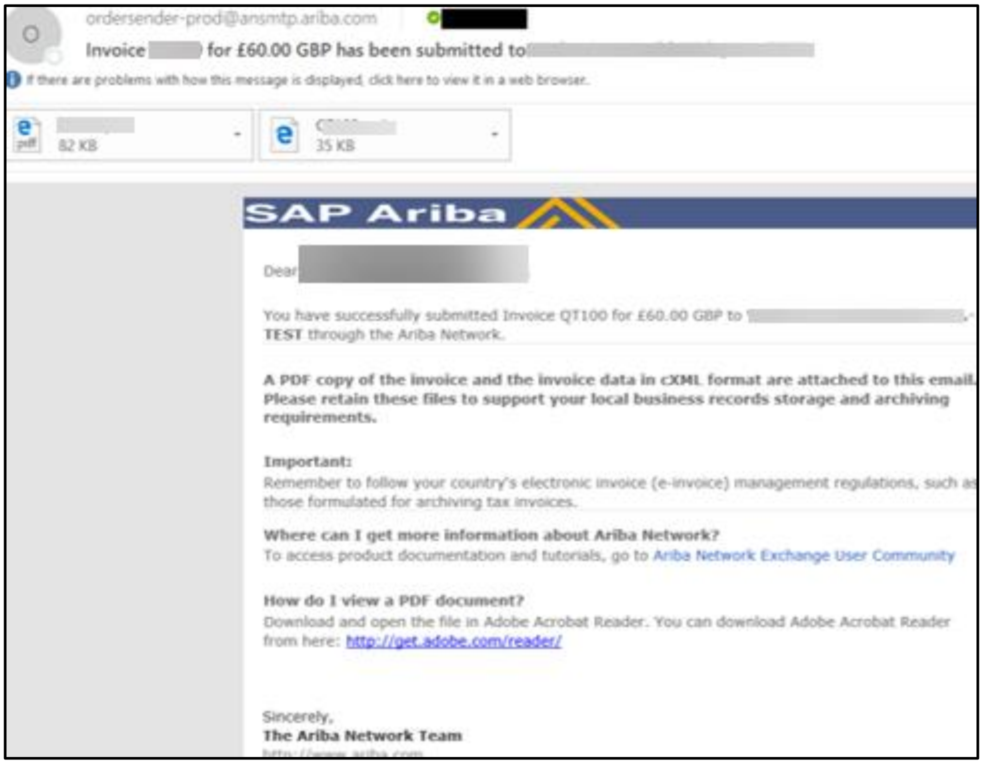
Note: If any details appear incorrectly, you may click on **Previous** to go back to the invoice creation screen.



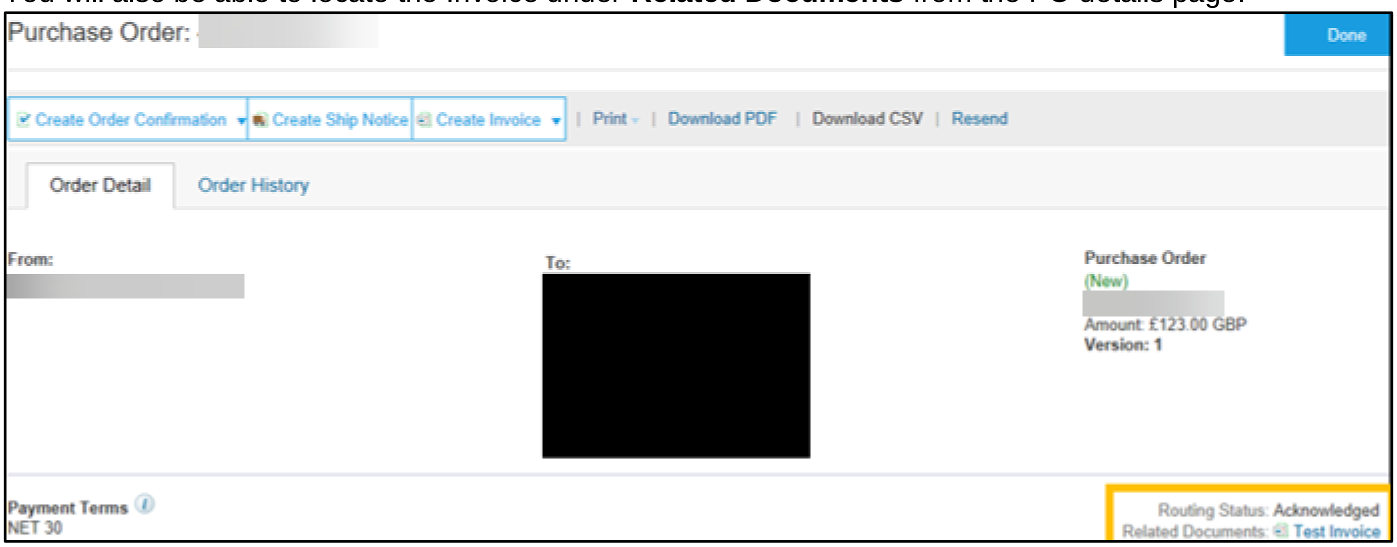
After you have submitted the PO invoice, you will receive confirmation of submittal with the options to either **Print** a copy of the invoice or **Exit** the invoice creation.



If you are configured to receive notifications, you will receive confirmation of your Invoice.



You will also be able to locate the Invoice under **Related Documents** from the PO details page.

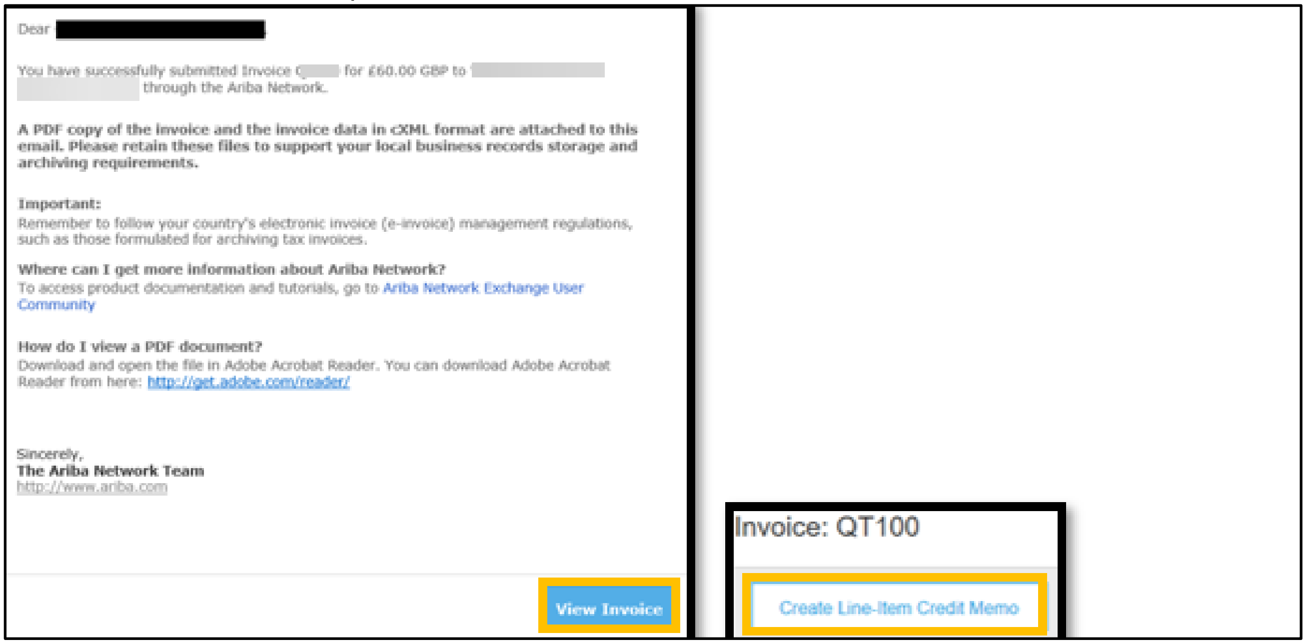


Create a Credit Memo from an Invoice, PO, or the Ariba Network Portal

If you need to create a credit memo on the Ariba Network, there are a few ways to start the process. After you decide on a process to open the credit memo creation screen, you can proceed to the following page for next steps.

To create a PO credit memo on an invoice submitted over the Ariba Network:

1. Locate the invoice in your e-mail Inbox.
2. Click on **View Invoice**.
3. When the Invoice screen opens, click on **Create Line-Item Credit Memo.**

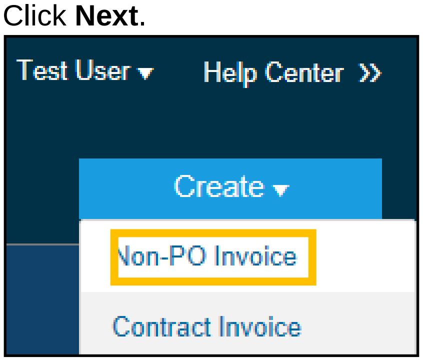


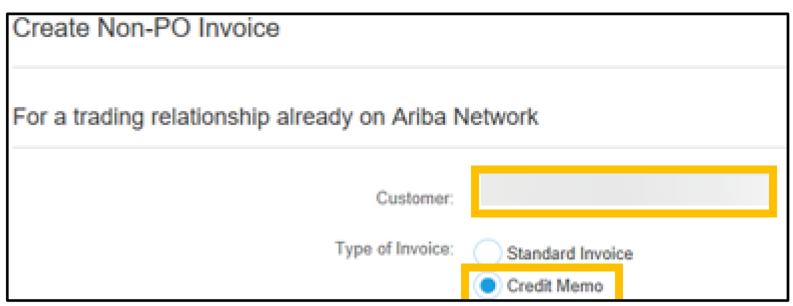
To create a PO credit memo from an Ariba Network purchase order document:

1. Locate the purchase order in your e-mail Inbox.
2. Click on **Process Document**.
3. When the PO screen opens, click on the **Invoice Number** under **Related Documents**
4. Click **Create Line-Item Credit Memo** and enter the required fields

To create a Non-PO credit memo from the Ariba Network Portal:

1. Log into your Ariba Network account at supplier.ariba.com.
2. Find the **Create** menu at the top right of your home screen and click on **Non-PO Invoice**.
3. Select **NiSource** at the customer and click the **Credit Memo** radio button.
4. Click **Next**.

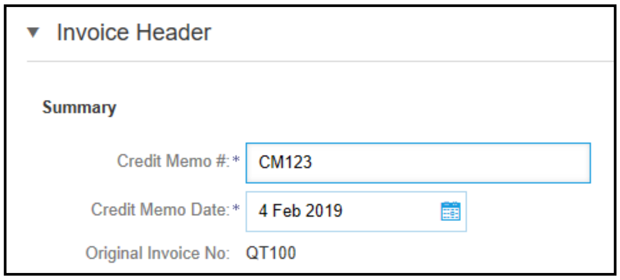


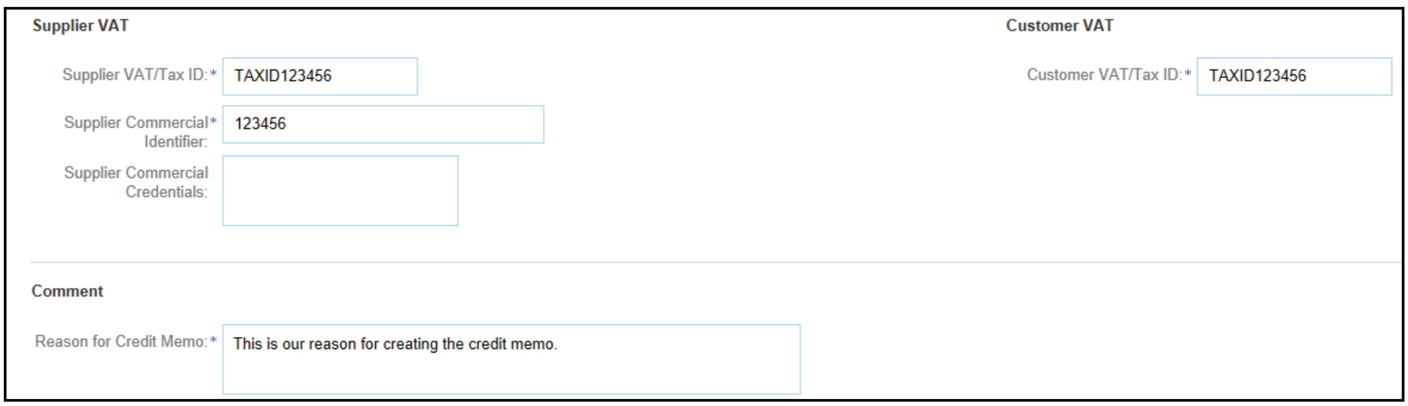


Create and Submit a Credit Memo

After you have pulled up the creation screen for a credit memo, you can fill in the details and submit.
To create a credit memo on an invoice submitted over the Ariba Network:

1. Locate the invoice in your e-mail Inbox.
2. Click on **View Invoice**.
3. When the Invoice screen opens, click on **Create Line-Item Credit Memo.**
4. Enter **Invoice Header** details such as the **Credit Memo #** and **Credit Memo Date**.
5. Enter tax fields such as **Supplier Tax ID**, **Customer Tax ID,** and the **Reason for Credit Memo**
6. Edit line item information such as **Tax**, **Taxable Amount**, **Exempt Detail**, and **Date of Supplier.**





To add an attachment to your credit memo:

1. Find **Add to Header** at the top right of the credit memo creation screen.
2. Scroll down to locate the added **Attachments** section above the Line Items section.
3. Click on **Browse**. A new window will pop-up for you to select your file.
4. Locate and select your file. Click on **Open**.
5. Once your file is opened, you must click on **Add Attachment** to add the file to the invoice.
6. Click on **Next.**
7. Review Credit Memo details and click on **Submit**.
8. You can **Print** a copy of the credit memo or **Exit**.

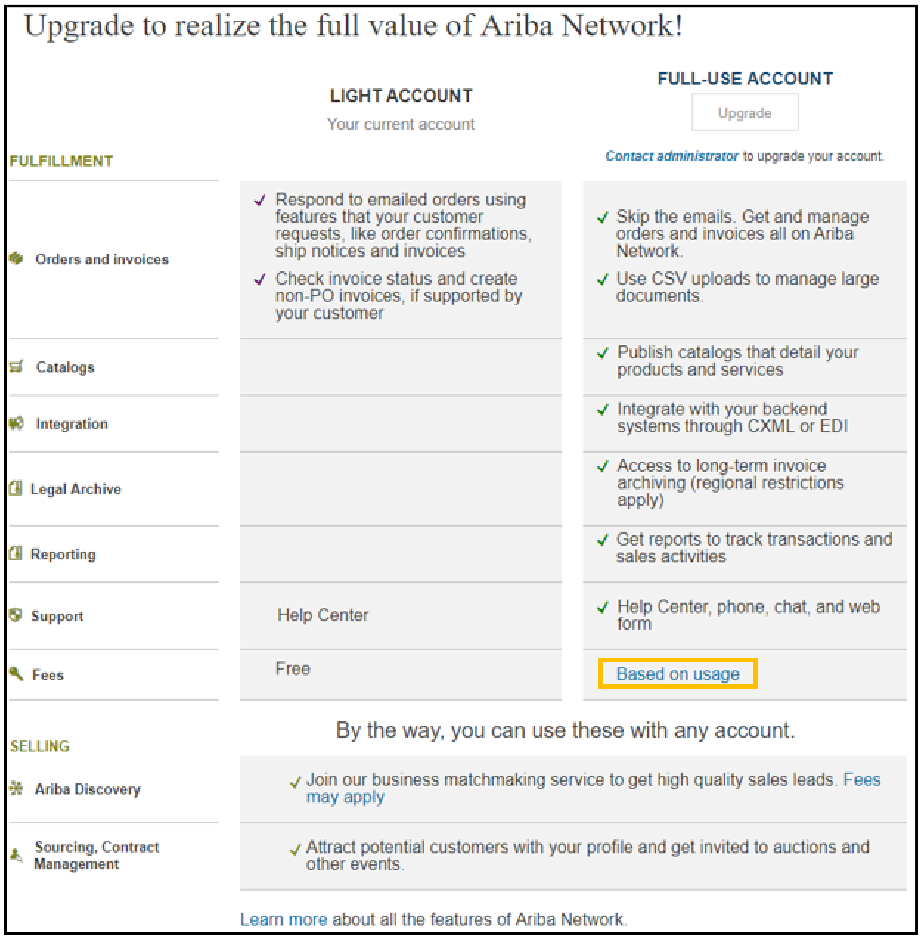
APPENDIX

Learn More – Upgrade from Standard Account

Click on the **Learn More** link at the top of your home screen to find more information on benefits and costs associated with upgrading your Ariba Network Standard Account. Click on the **Based on usage** hyperlink to access the Ariba Network fee schedule.

To upgrade your Ariba Network Standard Account to a full-use Enterprise account:

1. Click on the **Learn More** button at the top of your home screen.
2. Review the upgrade chart and the **fees** associated **Based on usage**.
3. Click **Upgrade** to upgrade the account to a full-use account or click **Close** to cancel.

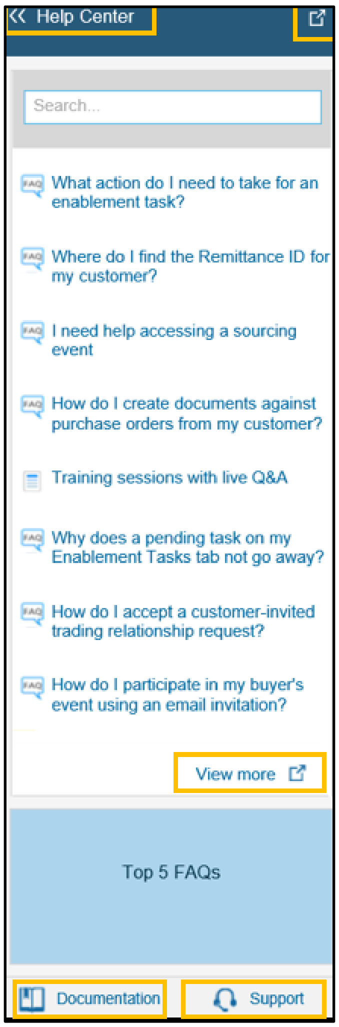


Using the Help Center

If you are looking FAQ, tutorials, or other helpful Ariba Network documentation, you can utilize the **Help Center** on the righthand side of your Ariba Network account. When the Help Center is expanded, it will display FAQ related to the page that you are on. You can also use the search function to find articles, videos, and other documentation related to your area of interest.

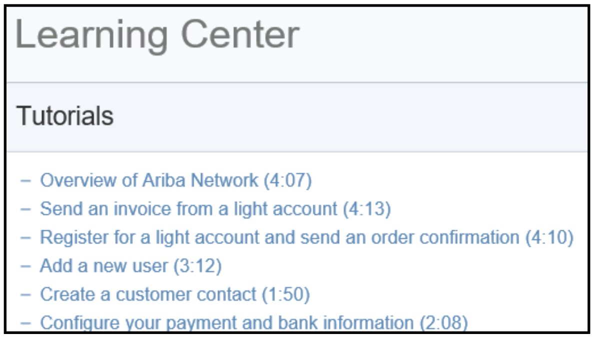
To use the Help Center:

1. Expand or collapse the **Help Center** menu by click on **<< Help Center**. You can also pop-out the Help Center by clicking on the icon at the right side of the menu, of the icon next to **View More**.
2. Use **Search** to access FAQ, videos, and other documentation related to your search.
3. Click on **Documentation** to access the **Learning Center** and **Tutorials**.
4. Click on **Support** to access the **Support Center**. You may use the **Support Center** to search for helpful articles, or to raise a service request in case of technical issue.



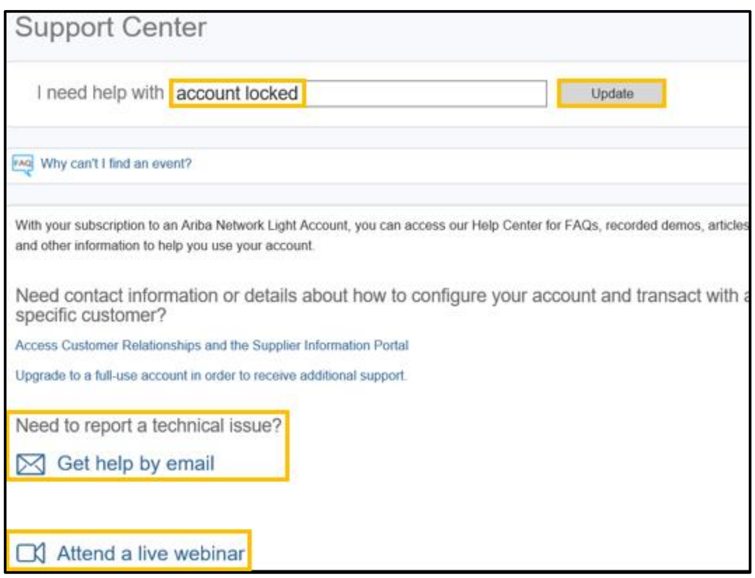
Learning Center and Tutorials
The **Learning Center** can be access through the **Documentation** link located at the bottom left of the **Help Center** menu. The Learning Center contains helpful tutorial videos on a wide range of subjects.
To access the Learning Center and Tutorials:

1. Expand the **Help Center** on the righthand side.
2. Click on the **Documentation** link. The **Learning Center** will open in a new browser.
3. Click on the **Tutorial** links to access video content.



Using the Support Center
With your subscription to an Ariba Network Standard Account, you can access the Help Center for FAQs, recorded demos, articles, and other information to help you use your account. If your Ariba Network account becomes locked, or you are faced with a **technical issue** in your account, you may use the **Support Center** to get help by email.
To raise a service request to report a technical issue:

1. Expand the **Help Center**.
2. Click on the **Support** link at the bottom. The **Support Center** will open in a new window.
3. Click on **Get help by email**.
4. Fill out the required details on the webform and review the **Ariba Privacy Statement**.
5. Review details, check the box to agree to the privacy statement, and click **Submit**.



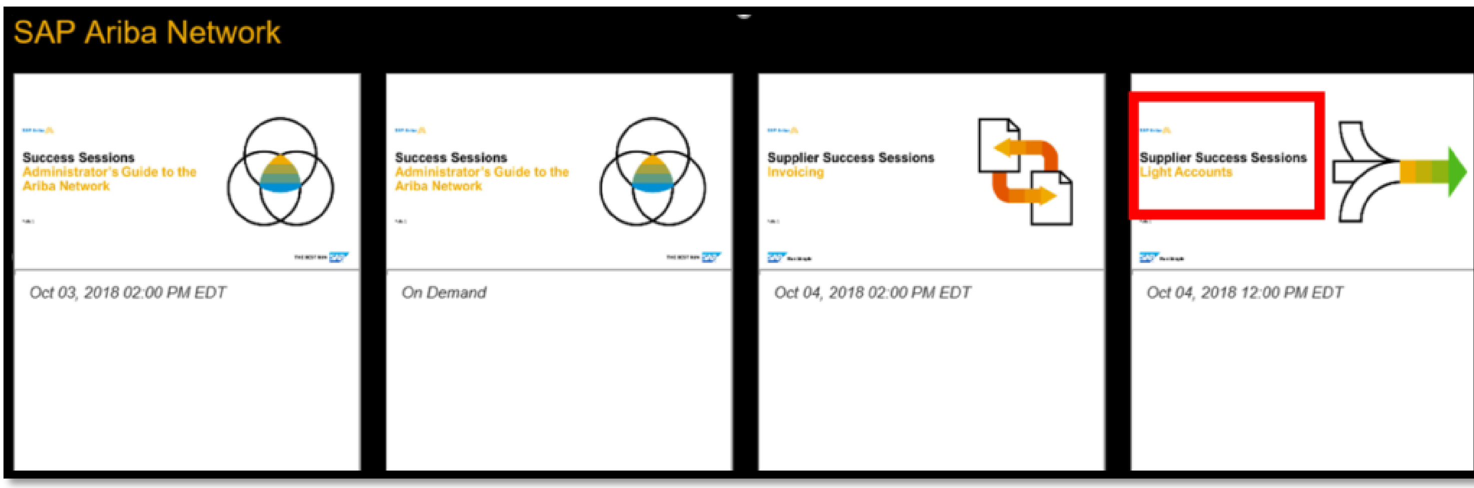
<u>**Note:**</u> The **Get help by email** function may only be used when faced with a technical issue. Ariba Customer Support will not be able to assist or advise on Standard Account activities. You may upgrade to a full-use account to receive additional support.

Standard Account Resources and Training Information

Our Ariba Network Support team have developed resources and are conducting Standard Account training and Q&A sessions. The following resources are available:

Resource Landing Page - https://support.ariba.com/ariba-network-light-account

- Overview of Ariba Network (4:07)
- Accept a customer relationship (1:42)
- Having trouble logging in (2:03)
- Add a new user (3:12)
- Register for a Standard Account and send an order confirmation (4:10)
- Send an invoice from a Standard Account (4:13)
- Register for a Live Webinar with Q&A



Note: If you still have questions or need assistance, please reach out to the NiSource Supplier Enablement team. The team can be reached at: SupplierRegistration@NiSource.com

NiSource

Authorization for Electronic Deposit (ACH)

Please Complete and Return To:
NiSource AP
Attn: AP_VendorMaint@Nisource.com

Supplier/Company Name: ____

Supplier Remit address ____

Supplier Remit City/State/Zip ____

Contact Person: ____

Phone # for Contact Person: ____

Email Address: ____

Tax Identification #: ____

Depository Bank Name:____

Bank Address: ____

Bank Phone Number: ____

Bank ABA (Transit Routing Number): ______________________________________

Bank Account Number: ____

Please check one: _______________ Checking

_______________ Savings

Depository Information: If there are any changes to this, notify us immediately

I (We) authorize NiSource and/or its affiliates (Company), to credit my (our) account with the depository named above. If the Company erroneously deposits funds into the account, I (we) authorize the Company to initiate the necessary debit entries, not to exceed the total of the original amount credited erroneously. This authority is to remain in effect until NiSource and/or its affiliates has received written notification from me (us) of its termination, and such manner as to afford reasonable time to act on it. I understand that by the terms of this agreement, I (we) will not receive remittance advices but will refer to my (our) bank statements for the record of receipt.

____________________	____________________	__________
Signature	Printed Name/Title	Date
____________________	____________________	__________
Signature	Printed Name/Title	Date