

Information for Vendors and Suppliers

INVOICES

Suppliers are required to use SAP Ariba Network and Ariba Supplier Lifecycle Management to maintain their relationship with National Grid. For any vendor not yet enrolled in Ariba, all vendors are able to self-enable via POs sent from National Grid or vendors can contact NationalGridAriba@nationalgrid.com to begin the enablement process. There are two types of accounts for vendors within Ariba:

Standard Account (Free)	Enterprise Account (Paid)
<ul style="list-style-type: none">• Suppliers receive POs & create invoices in Ariba• Standard account is best suited for low volume suppliers or suppliers new to SAP Business Network	<ul style="list-style-type: none">• Fully enabled SAP Business account• Recommended but not required for high-volume POs & invoices• Suppliers will have to subscribe & be subject to fees according to volume of transactions & documents

For full list of functionalities and pricing, please visit the [SAP Business Network accounts and pricing page](#).

Supplier Resources & Support

- ✓ **Supplier training?** Monthly SAP Ariba training is provided – meeting invitations are sent to all newly Ariba enabled suppliers
- ✓ **Resources?** Visit the [Ariba Supplier Info Portal](#)
- ✓ **Need support?** Help with Ariba related questions, contact NationalGridAriba@nationalgrid.com

For vendors *not yet enrolled in Ariba*, invoices must include the below information from the PO: *Invoices with incomplete/invalid details will be rejected.* Invoices should be sent in at time of work completion or shipment of material unless otherwise noted in Purchase Order or Contract.

- Vendor Name / Remittance Address
 - Valid Purchase Order Number
 - Delivery Address
 - Invoice Date / Invoice Number
 - Description of goods/services purchased
 - Unit price(s) / Quantity billed
 - Accurate subtotals and totals
 - Terms of Payment
 - Terms of Delivery
 - Any other pertinent information related to order
- To ensure prompt payment processing, submit **non-Ariba enabled** vendor invoices directly to AcctsPayableAdmini@nationalgrid.com
- Only invoices sent directly to this address can be paid
 - Anticipate automated acknowledgement receipt from Accounts Payable
 - Ariba enabled vendors should NOT submit invoices to this address as they should be submitted via Ariba only against the purchase orders and ensure all above invoice information is provided

CREDIT MEMOS

National Grid is a regulated utility therefore all credits must be applied to the National Grid entity that incurred the charges. Vendors can **NOT** apply credits to open invoices. Credit Memos for Ariba enabled suppliers must be submitted by the supplier via the Ariba network. Credit Memos for Non-Ariba enabled suppliers must be sent to AcctsPayableCredits@nationalgrid.com and must include:

- Original invoice Number
- Original PO Number
- Original Payment Details

QUESTIONS AND SUPPORT

For questions and support, **including payment status inquiries**, escalated issues, and general questions, contact **AccountsPayableQuestions@nationalgrid.com** or call **1-888-483-2123**.

For PO revisions, please contact:
sdcpurchase@nationalgrid.com

For expedited service on an **existing issue or to send additional information**, please reply to original help desk ticket (Ex. Subject: [EXTERNAL] Invoice Exception Reporting [Incident: 220914-000966]) Please do not create a new email for previously unresolved issue.

ESCALATIONS

Call Help Desk directly: 1-888-483-2123

Consult your escalation points of contacts on your contract/PO notations and **reference initial Help Desk Incident Number**

To edit your payment method or move to EFT, contact Procure to Pay at:

- Virtual Card – AccountsPayableQuestions@NationalGrid.com
- ACH – Masterdata@nationalgrid.com

National Grid USA is a parent company operating on behalf of multiple US entities. For further details and Direct Pay Permit certificates, please visit <https://www.nationalgridus.com/Business-Partners/Suppliers-and-Vendors/Supplier-Support-and-Guidance>

[View Credit Ratings for all National Grid companies here.](#)

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