

# Information for Vendors and Suppliers

## FOR INVOICING

**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
- National Grid Requestor First & Last Name (if provided on PO) and 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
- Other pertinent information related to order

**To ensure prompt payment processing, submit Non-Ariba Vendor Invoices to directly to:** [AcctsPayableAdmini@nationalgrid.com](mailto:AcctsPayableAdmini@nationalgrid.com) with Requestor on Copy

- **Only invoices sent directly to this address can be paid**
- **Anticipate automated acknowledgement receipt from Accounts Payable**

For vendors using **Ariba Network**, Electronic Invoice Submission through ARIBA:

- Only process your invoices using Ariba Network
- Ensure all above invoice information is provided

## CREDIT MEMOS

National Grid is a regulated utility: all credits must be applied to National Grid entity that incurred the charges. Vendors can NOT apply credits to open invoices. Credit memos must be sent to [AcctsPayableCredits@nationalgrid.com](mailto: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](mailto:AccountsPayableQuestions@nationalgrid.com)**  
**Telephone: 1-888-483-2123.**

For pricing issues, please contact:  
[sdcpurchase@nationalgrid.com](mailto: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](mailto:AccountsPayableQuestions@NationalGrid.com)
- ACH – [Masterdata@nationalgrid.com](mailto: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 our website](#).*

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