

SUPPLIER CHANGE MATRIX AND SUBMISSION PLATFORM

Type of Change	Example of Change Request	Responsible	Form Required	How to send	Supplier Type
Address	Moves, add, changes to existing address	Vendor Master Team	Supplier Modification Form	ENB Service Now	All
Banking	Change to new bank account; Verbal Verification Process	Vendor Master Team	Electronic Payment Authorization Form (EPA) + supporting documentation including Void Check or signed Bank Letter if required	ENB Service Now	All
Block/unblock	Block a supplier so that payments are not issued. Unblock to remove and resume payments.	Vendor Master Team	No form	ENB Service Now	All
Contact information	Add, change, delete contacts	Vendor Master Team	Supplier Modification Form	ENB Service Now	All
Copy supplier into new ERP	Oracle Cloud to SAP East, R12 or Alliance	Vendor Master Team	No form	ENB Service Now	All
Data entry errors	Any errors in data entry to be corrected	Vendor Master Team	No form	ENB Service Now	All
Extend to purchasing; Extend Operating Unit or company code	Extend supplier to purchasing entities	Vendor Master Team	No form	ENB Service Now	All
ISN number	Add or change the ISN number	Supplier Onboarding Team	No form	Sharepoint portal request	G&S only
Name Change	Acquisition, Name change. Please consider impacts to executed contracts as Terms and Conditions may be affected.	Vendor Master Team	Supplier Modification Form + supporting documents	ENB Service Now	All
Payment method	Changes to payment method (ACH, Cheque, Wire)	Vendor Master Team	No form	ENB Service Now	All
Payment remittance	Any change to remittance information	Vendor Master Team	Supplier Modification Form	ENB Service Now	All
Payment term changes	Default is Net 60; changes to Net 60	Supplier Onboarding Team	No form	Sharepoint portal request	G&S only
Qualification item (Add, debar, disqualify)	Add a qualification item; Remove a qualification item; Temporarily stop purchase of an approved qualification item until issues are resolved.	Supplier Quality Team	No form	Sharepoint portal request	G&S only
Reactivate/deactivate supplier in ERP	Supplier was inactivated due to inactivity, then supplier started doing business with Enbridge again so we need to re-active them.	Supplier Onboarding Team	No form	Sharepoint portal request	G&S only
Request a Supplier Portal User Account <i>(only for existing suppliers transacting in Cloud)</i>	Request portal account	Supplier Onboarding Team	No form	Sharepoint portal request	G&S only
Tax information	Changes to tax information	Vendor Master Team	Supplier Modification Form + new W8/W9 form	ENB Service Now	All

ENB Service Now

Communications to Vendor Master is completed via the Enbridge Service Now tool.

<https://enbridge.service-now.com/csm>

You will be assigned a CASE number (CS+7 digits) and can log in at any time to view the status.

Sharepoint Portal Request

[scm-SupplierChangeRequest - Home \(sharepoint.com\)](#)