

Supplier User Guide

JAGGAER - New Supplier

Registration

Supplier User Guide - JAGGAER

Welcome to the Citizens Energy Group supplier registration process. Please review this User Guide to find helpful examples and tips to navigate the registration process. To become fully vetted as a new Citizens supplier, the process begins with a completed registration as the first step.



Using JAGGAER

What is JAGGAER?

Citizens utilizes JAGGAER software to manage supplier relationships, sourcing events and other supply chain activities. As noted below, the account set-up and registration are completed in JAGGAER One:

You are creating a JAGGAER One Login account. Once the account is created, you will be able to use this to access all JAGGAER applications using the same credentials. If you already have an account, please provide the details below.

Please ensure that your organization **whitelists** (add to your organization's approved send/receive email list) the following emails for successfully receiving system communications:

Purchasing1@citizensenergygroup.com

citizensenergygroup@sciquest.com

PurchasingPortal@citizensenergygroup.com

support@sciquest.com

Getting Started

Throughout the registration process, you will be asked to provide **detailed information** about your organization. To simplify this, we recommend having the following items ready as you begin:

- Contact information (names, physical and email addresses, phone numbers) for your Corporate, Safety, Sales, Other, Diversity and Remittance contacts. Useful for adding required contact information, as well as adding Users to JAGGAER.
- Address information (Primary Remittance, Primary Physical).
- Recent Tax Information (W-9) to be uploaded.
- Diversity Certification (if applicable) to be uploaded.
- Safety Program Information (including Occupational Safety and Health Administration logs, annual Experience Modification Rating, Environmental Health and Safety program information, company drug testing policy) to be uploaded (if applicable).

Accessing the System via Invitation Email

Recently invited to register?

If you received an invitation email from citizensenergygroup@sciquest.com

(similar to the sample), click the **Register Now** button in the email message to begin registering. If you have already started, you can use this same link to access the system again.

TIP

In the email, use the **Register Now** button to access JAGGAER to complete the registration.

Supplier Invitation for Acme Sprockets

Supplier Invitation for My Organization's External Display Name

Dear Acme Widgets,

Acme Sprockets (Citizens) is inviting you to register your firm as a new supplier or as an existing supplier in our new network. Our new supplier portal is a best-in-class Supplier Registration system providing a one-stop, complete solution for buyer and supplier interaction. Please enter/review/change your firm's information as appropriate. Existing suppliers will note that some information has been pre-populated, however, there will be the need to attach safety, diversity, and/or financial attachments as those could not be pre-populated. **Deadline is 72 hours after receipt of this email.**

You are invited

If you are a supplier, contractor that provides 1) services on property, public property, or customer property; 2) services on property, public property, and fuels; or 3) goods that require specialized equipment (such as, cranes, cement trucks, etc.), you will need to answer the question in the Business Details section of the registration process. You will be REQUIRED to complete all the sections: Safety Qualification, Safety – Subcontractor, Safety Program and Personal Protective Equipment.

Register Now

Becoming a Acme Sprockets network supplier is free, easy and it only takes a few minutes. By selecting the "Register Now" button below, you will be routed to a secure website to complete the registration process and/or validate your existing information, as the case may be. Upon successful completion of your registration, you will have access to your secure portal where you can add additional details about your organization, invite colleagues to become users.

NOTE
Please ask your IT Department to "whitelist" the following email addresses citizensenergygroup@sciquest.com & notifications@network.jaggaer.com as they will be used for communication flowing from the new system.

Register Now

Thank You,
Citizens Energy Group
Supply Chain Department

Acme Sprockets

If you have any technical questions, please contact our JAGGAER at 1-800-233-1121, Option #2 and identify yourself as registering in the SQSupport Network. If this is a question related to the supplier registration please contact, Supply Chain at PurchasingPortal@citizensenergygroup.com.

Supplier Log-In Link

If you created your user name and password, you can use the link below to access the supplier login page. This will direct you to your supplier portal and you can continue with the registration process from there.

Ctrl+Click to follow this link:

<https://info.citizensenergygroup.com/partners/supply-chain>

Suppliers & Vendors

Through the procurement process, Citizens Energy Group is committed to increasing value for our customers; supporting the economic development of local businesses; and increasing the utilization of minority, women, and veteran-owned businesses.

To be a supplier to Citizens Energy Group, a vendor must share our values of safety, integrity, diversity, teamwork, and quality.

Prospective suppliers and existing suppliers are qualified based on their demonstrated operational, financial, safety, and environmental performance.

If you have never registered as a prospective supplier, you may begin the process by clicking on the following link:

[New Supplier Registration Form](#)

If you have already registered, you may click on the following link to access your company profile; update your company/contact information; and to respond to sourcing events to which you have been invited to participate:

[Returning Supplier Login](#)

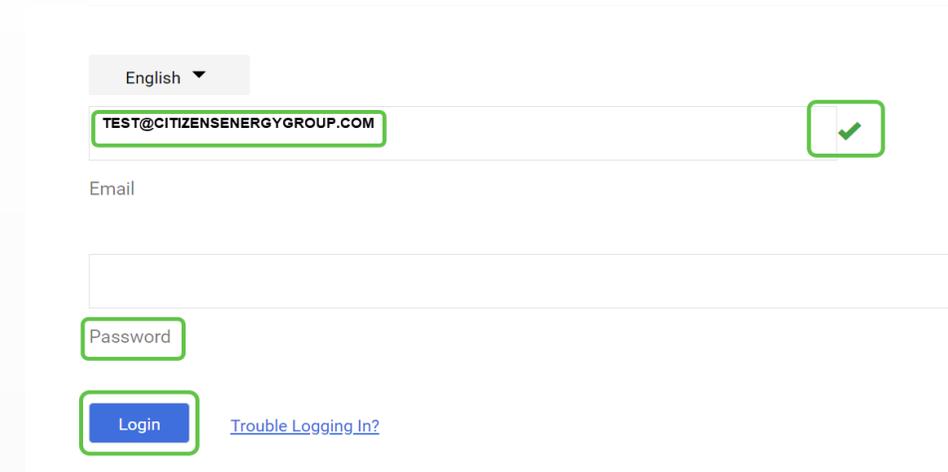
[Oracle EBS Login](#)

 [Citizens Energy Group Contractor Safety Policies and Procedures](#)

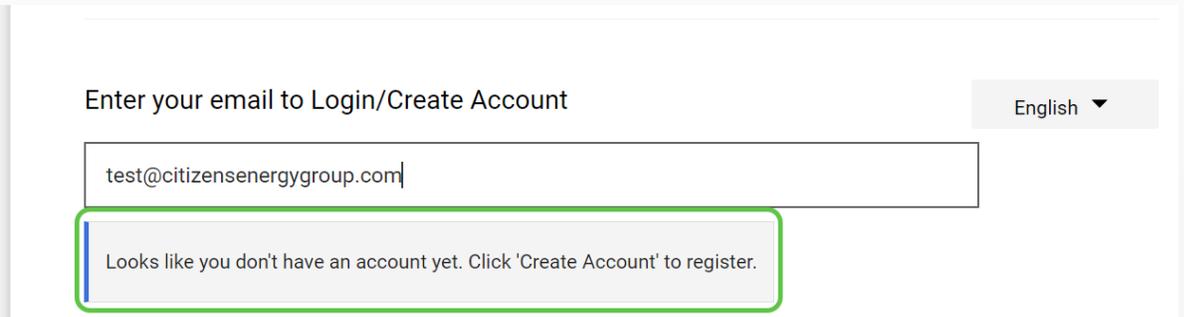
Accessing your Supplier Portal

When you access the portal, you will be required to enter your organization email. If your information is recognized in JAGGAER, you will see a checkmark next to your email, as shown in the example. Then you can enter your unique password and log in directly to your organization's registration page.

If you don't see the checkbox or a field to enter your password, you may not be set up in JAGGAER. If this occurs, please contact your Citizens representative or email us at PurchasingPortal@citizensenergygroup.com for next steps.



This screenshot shows the login interface of the supplier portal. At the top left, there is a language dropdown menu set to "English". Below it is an email input field containing "TEST@CITIZENSENERGYGROUP.COM", which is highlighted with a green border. To the right of the email field is a green checkmark icon. Below the email field is a password input field with a green border. At the bottom left is a blue "Login" button with a green border. To the right of the button is a blue link labeled "Trouble Logging In?".



This screenshot shows the login interface of the supplier portal. At the top, it says "Enter your email to Login/Create Account". On the right side, there is a language dropdown menu set to "English". Below this is an email input field containing "test@citizensenergygroup.com". Below the email field is a green-bordered box containing the message: "Looks like you don't have an account yet. Click 'Create Account' to register."

Suppliers

Solicited suppliers are typically working with an internal Citizens contact for a specific need, such as:

- Received an invitation to participate in a Citizens solicitation event
- Providing goods or materials to Citizens

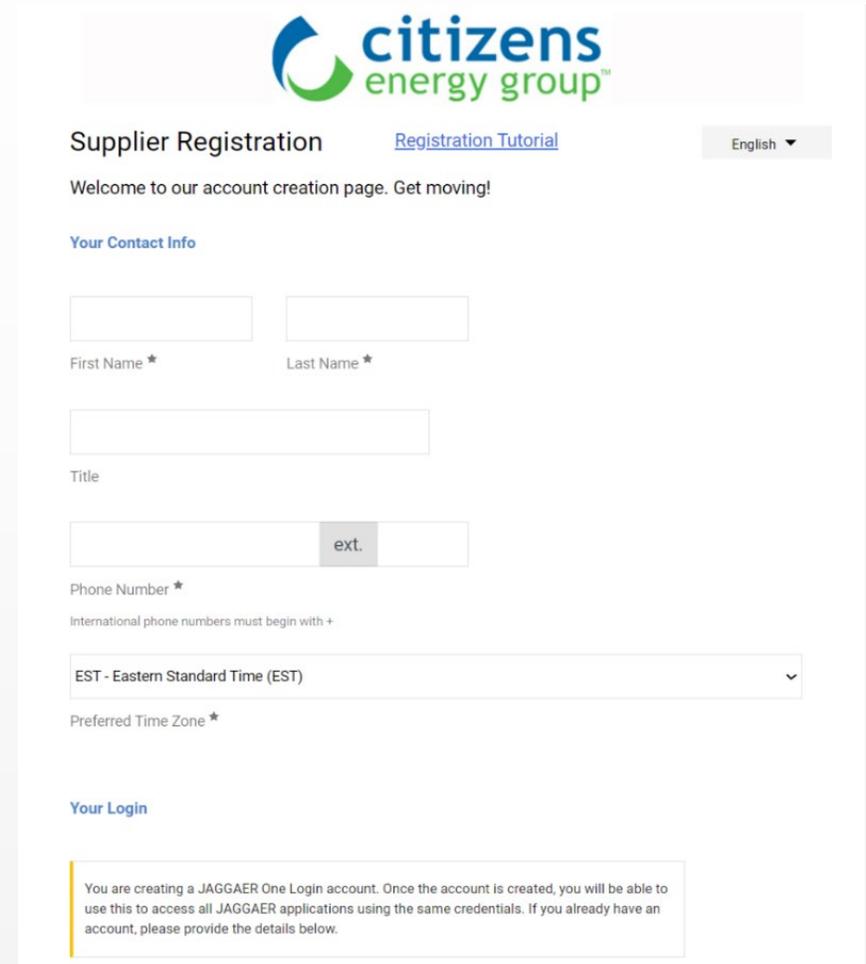
If you submitted your company information via the Citizens Energy Group website or are not currently working with an internal Citizens representative, this is considered **unsolicited**. The information you provide will be saved in JAGGAER and reviewed for consideration if Citizens has a need for the goods or services your company provides. **At that time**, your company contact will receive an email invitation to continue completing the requested information.

Creating a User Profile

Complete the required information in the **Your Contact Info** fields to begin.

TIPS

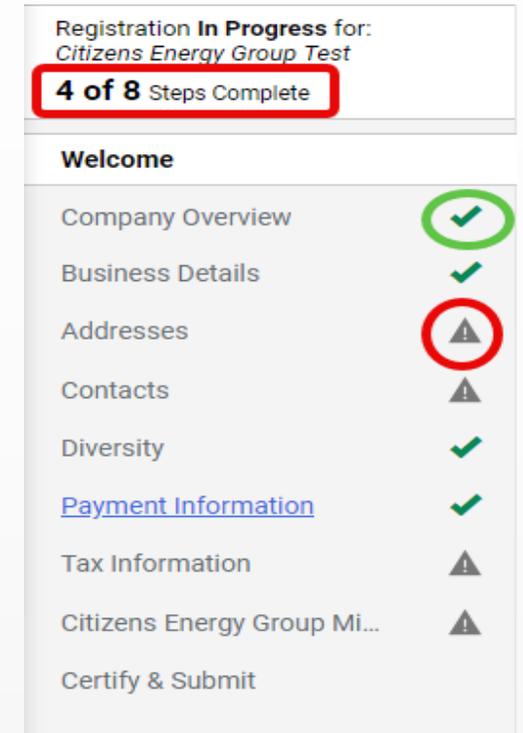
- If you haven't already created a **user profile**, you will need to register your user information including Name, Phone Number, Email address, and to create a Password.
- If you have already created an account, the system will skip this step and take you directly into the application.



The screenshot shows the 'Supplier Registration' page for Citizens Energy Group. The page includes a header with the logo, a 'Registration Tutorial' link, and a language dropdown set to 'English'. A welcome message reads 'Welcome to our account creation page. Get moving!'. The 'Your Contact Info' section contains several input fields: 'First Name *' and 'Last Name *' (two separate boxes), 'Title' (one box), and 'Phone Number *' (one box with an 'ext.' button). Below these is a dropdown menu for 'Preferred Time Zone *' currently set to 'EST - Eastern Standard Time (EST)'. A 'Your Login' section is partially visible at the bottom, containing a yellow-bordered box with text: 'You are creating a JAGGAER One Login account. Once the account is created, you will be able to use this to access all JAGGAER applications using the same credentials. If you already have an account, please provide the details below.'

Supplier Registration - Completion Goal

When you access JAGGAER registration, you will see that the Steps Complete track your overall progress. Additionally, there are green checkmark icons indicating which sections have been completed successfully and gray warning triangles next to sections that remain to be completed, as shown in the example. A fully completed registration will result in all required sections showing green checkmarks.



TIP

The required sections can vary, so you may see more or less than 8 steps for registration completion specific to your organization.

Registering your Supplier Profile

TIPS

- If you haven't completed your supplier registration yet, the system directs you to the registration where you can complete it.
- Throughout the registration, you can click **Save Changes** if you want to skip sections and return to them later to enter the necessary information. If you have completed a section, clicking **Next** will save your progress and navigate to the next section to be completed.

CLJ New Citizens Supplier

Registration In Progress for:
Citizens Energy Group Test
0 of 10 Steps Complete

Welcome

- Company Overview ▲
- Business Details ▲
- Addresses ▲
- Contacts ▲
- Diversity ▲
- Insurance ▲
- Payment Information ▲
- Tax Information ▲
- Citizens Energy Group Mi... ▲
- Environmental ▲
- Certify & Submit

[Registration FAQ](#) | [View History](#)

Welcome to Supplier Registration

Citizens Energy Group Vision, Mission, and Values

Citizens Energy Group Vision:
Enhance the well-being of our customers, communities, and employees by providing unparalleled service now and for generations to come.

Citizens Energy Group Mission:
We fulfill the Promise of the Trust to provide essential utility services for our customers and communities, maintain the lowest possible rates with sound financial management, and create the greatest long-term benefit through a unique business structure.

Citizens Energy Group Values:
Safety: We protect our employees and communities by committing to the highest standards of safety, reliability, and quality.
Integrity: We conduct our business with honesty, transparency, and accountability.
Inclusion: We foster a diverse culture where everyone is respected, valued, and empowered to contribute their unique perspectives and talents. We actively listen and adapt to ensure that our services are accessible, equitable, and responsive to the needs of the communities we serve.
Collaboration: We provide superior customer service through teamwork. We engage with our employees, customers, and communities for the betterment and success of all.
Leadership: We prepare and empower all employees to be leaders at work and within the communities we live, and to inspire, innovate, and continuously improve our processes, services, and ourselves.
Stewardship: We invest in solutions and infrastructure to deliver long-term value and improve the quality of life for our customers and our communities.

Required to Start Registration

Legal Company Name *

★ Required to Complete Registration

[Next >](#) [Save Changes](#)

JAGGAER Users - Assign Roles

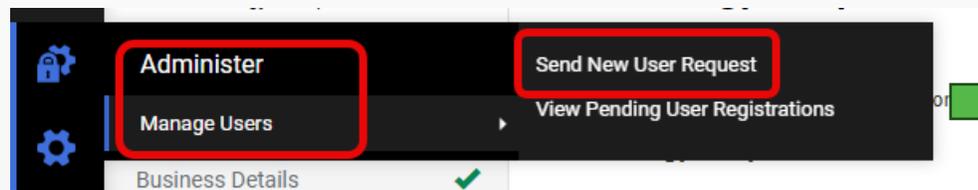
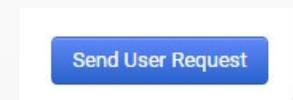
Initially, you will be the **only** person with access to Citizens' JAGGAER forms. If your organization has other representatives (Safety or Diversity, for example) who can perform tasks in the supplier system, you can invite those individuals to access the system. This often helps with completion of detailed information throughout the registration process. **Adding users is done only in Supplier/Administer/Manage Users.** We recommend that you assign a user role based on the following options:

- **Manage All Portal Activities** - allows the supplier portal users to access and complete all actions in the portal. This includes managing the supplier profile, respond to questionnaires, add other users, bid on sourcing events, view contracts, view reports and answer questions.
- **Manage Bid Opportunities** - allows the user to bid on sourcing event that your organization can participate in.
- **Manage Company Profile** - allows the user to complete/update the organization's profile.
- **Support Customer Questions** - allows the user to view the supplier profile information (but cannot edit) and export reports out of the system.
- **View Reports Only** - allows the user to view the Supplier Portal Reports only; cannot manage a supplier profile or respond to questionnaires.

TIP: Only one option can be selected per user in the dropdown.

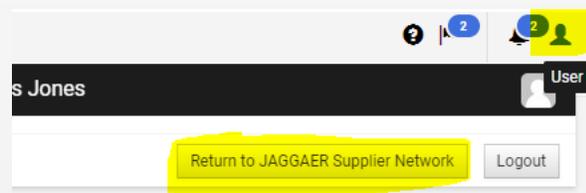
JAGGAER - Invite New User

To invite others in your organization, point to the left side menu and hover over **Administer/Manage Users** and click **Send New User Request**. Complete the required information in the User Identification form and click the **Send User Request** button. The newly added user will need to complete their system information via the link they receive in the email address you provide. **Until they accept the request, they will be in View Pending User Registrations and can only be seen by you.**

A 'User Identification' form with the following fields: 'First Name *', 'Last Name *', 'Title', 'Phone Number *' (with an 'ext.' sub-field and a note 'International phone numbers must begin with +'), 'Mobile Phone Number' (with a note 'International phone numbers must begin with +'), 'E-mail Address *' (with an email icon), and 'Role' (a dropdown menu). A legend at the bottom indicates that an asterisk (*) denotes a required field.

TIP

You can return to your JAGGAER site from the upper right menu, as shown here.



New User Registration

The user(s) you select in the Send User Request step will receive an email as shown in the example below with your company details. (Remember to whitelist this email.) When they click **Register Now**, they will be directed to the JAGGAER site to enter their information.

New User Registration for JAGGAER Supplier Account

support@sciquest.com
to citizensenergytest+tb1 ▾

Register as **User**

Dear

has invited you to become a user for their JAGGAER Supplier Network account. As a member of the JAGGAER Supplier Network, serves JAGGAER customers with sourcing and procurement needs through an online supplier portal. As a portal user, you can help manage their information.

Becoming a user is easy and it only takes a few minutes to register. By selecting the "Register Now" button below, you will be routed to a secure website to create a password and enter some basic information about yourself.

Ready to get started?

New User Registration [Registration Tutorial](#)

Welcome, You have been invited to help manage a supplier's data. Please fill out the fields below to register a new user in the JAGGAER Supplier Portal.

Your Contact Info

First Name ★
Last Name ★

Title

Phone Number ★

International phone numbers must begin with +

Preferred Time Zone ★

Your Login

You are creating a JAGGAER One Login account. Once the account is created, you will be able to use this to access all JAGGAER applications using the same credentials. If you already have an account, please provide the details below.

Email ★

Password ★ Re-Enter Password ★

I am a user in need of accessibility assistance

I am human 

Users versus Contacts

In JAGGAER, Users and Contacts are not created equal. You can have employees added as a **user** or a **contact**, or **both**, but these are **not** interchangeable. If you add a contact, it's probably a good idea to add them as a user with an assigned role, which allows them to have access to the JAGGAER system.

As noted, it is extremely important that your organization's representatives be added as **users** if they need to interact with Citizens via JAGGAER. They will set up their system passwords and can then provide necessary information via the system. Contacts **will not** receive system access, despite their name and email being entered in the Contacts section. The requested user will receive an email from support@sciquest.com that directs them to register via a **Register Now** button.

TIP

We **highly recommend** having more than one registered user in your organization with JAGGAER user ID and password. Users will receive system email notifications to access the registration forms. Also remember to **whitelist** JAGGAER communications, as noted on Page 3.

Adding Contacts

REQUIRED to complete section:

- Corporate (Primary)
- Other (Primary)
- Remittance (Primary)
- Sales (Primary)

ALSO INCLUDE, if applicable:

- Diversity (Diversity)

CONTACTS	
TYPE	# REQUIRED
Corporate	1
Remittance	1
Sales	1

Contact Label	Contact Types
Corporate	Remittance (Primary) Other (Primary) Corporate (Primary)
Sales	Sales (Primary)

Contact Information	
Name	<input type="text" value="Sales"/>
Type	Sales

TIPS

MATCH the Name in the field to the Type under the field and then enter the appropriate Contact Information. When all required information has been entered, successful completion will be indicated with a green check.

Contacts	
-----------------	---

Company Overview

Annual Revenue/Receipts

Please complete this section. This is not required; however, Citizens does use this information for tracking and reporting purposes, so this is encouraged.

Annual Revenue/Receipts		
2022 Annual Revenue/Receipts	<input type="text" value="2,000,000.00"/>	USD
2021 Annual Revenue/Receipts	<input type="text" value="20,000.00"/>	USD
2020 Annual Revenue/Receipts	<input type="text" value="2.00"/>	USD

Products and Services

Please select the appropriate **NAICS code(s)** that most closely matches your organization's Products and Services. This information is used frequently when searching for a supplier that is needed to complete a specialized type of work. Include a secondary NAICS code(s) as well, if applicable, to better define your organization.

Products and Services	
NAICS Codes [★] ⓘ	Primary NAICS Code Selected <input type="button" value="Edit"/>
	541320 - Landscape Architectural Services <input type="button" value="Remove"/>
	No Secondary NAICS Codes Selected <input type="button" value="Edit"/>

Adding Addresses

REQUIRED to complete section:

- Corporate (Primary Physical)
- Corporate (Primary Remittance)

TIPS

- Addresses can be repeated if your organization's physical, remittance and any other facilities reside at the same location.
- When all required information has been entered, successful completion will be indicated with a **green check**, as shown below:

ADDRESSES	
TYPE	# REQUIRED
Physical	1
Remittance	1

Addresses

Please enter any physical or remittance addresses from which your organization does business to help us route information and communication correctly. Any required address types are listed below.

When asked "What would you like to label this address?"

Please choose: **PHYSICAL OR REMITTANCE**

Complete the **ADD ADDRESS** required fields, click Next.

You will then be required to add a contact for both Physical and Remittance addresses. You will need to choose either the **CORPORATE OR SALES** box. Your **Contact Label** field will need to match the description of the contact type you have chosen.

Required Information

The following address types are required to complete registration:

- Physical
- Remittance

No addresses have been entered

Add Address

Hide Inactive Addr

Addresses



Completing Required Financial Section

Financial Information to be provided:

What is your Stock Ticker Symbol?
Are your company's financial statements under a different name than the one you have registered with us?
If yes, please upload your company's organizational chart which shows the relationship between the registered company and the company listed in the financial statements
Supplier Fiscal Year Ends
Has your company ever filed for bankruptcy protection? (Check all that apply)

SAMPLE

TIPS

- If the Citizens Category Lead or Project Manager determines there is a need for a **financial review**, additional organization financial information will be required for approval. This is not included at this level. If this is requested, you will receive an **email notification** to complete the appropriate financial questionnaire(s).
- The **green checkmark** indicates that all required information has been provided.

Completing Required Safety Section

2022 Safety Performance

Please enter your company's Experience Modification for 2022.

Please enter your company's total number of injuries and illnesses for 2022.

Please enter your company's total number of lost workday cases for 2022.

Please enter your company's total number of injuries related fatalities for 2022.

Please enter your company's total number of employee hours worked for 2022.

Please enter your company's 2022 Lost Incident Rate (2022 Number of lost cases * 200,000) 2022 Employee worked

Please enter your company's Recordable Incident Rate Injuries and Illnesses * 200,000 Employee Hours

Please upload a zip file with copies of signed OSHA 300A Logs for 2022

 Drop file to attach, or browse.

Please upload a zip file with documentation supporting your stated 2022 EMR Rating

 Drop file to attach, or browse.

Upload additional 2022 EMR Rating here. File size limit is 25MB

 Drop file to attach, or browse.

Upload additional 2022 OSHA 300A Logs for 2022 here. File size limit is 25MB

 Drop file to attach, or browse.

Save

In the sample shown, the requested information should be provided to complete this section. Please use the most recent year of data your organization can provide.

TIPS

- If your representatives need to perform **work onsite** at a Citizens facility/jobsite, your organization's **safety information** will be required for approval. If this is necessary, you will receive an **email notification** to complete the appropriate safety questionnaire(s).
- The **green checkmark** indicates that all required information has been provided.

Small Business and Diversity Section

- If your organization does not have a qualifying diverse classification, check **Does Not Qualify** and proceed to the next section.
- If your organization **does** qualify, please select the applicable checkbox in the lower section. Additional details are **required** to validate this selection and must be provided. **A valid certification from an approved third-party certifying agency is required to maintain this distinction, as noted on the next slide.**

TIP

No certification is required for “Small Business” (an independent business having fewer than 500 employees).

Small Business Status and Diversity Classifications ×

No Classification

Does Not Qualify as a Small Business or Diverse Supplier (DoesNotQualify)

Federal Diversity Classifications

Small Business Service-Disabled Veteran-Owned Small Business (SDVOSB)

Minority Business Enterprise (MBE) Veteran Owned Business (VBE)

Woman Business Enterprise (WBE)

Done Close

Diversity		Diversity Classification
Insurance		 Veteran Owned Business (VBE)

Small Business and Diversity continued

Citizens Energy Group is committed to making a positive impact in our communities by doing business with local small businesses, including minority, women, and veteran-owned business enterprises (diverse suppliers). If your organization qualifies as a diverse company, please complete the Diversity questions in the registration process.

Citizens accepts certifications from the below third-party certifying agencies. You will be asked to upload an unexpired certificate. We accept multiple classifications. Please complete a separate Diversity Classification for **all** applicable certifications.

Women Business Enterprise National Council (WBENC)

National Women Business Owners Corporation (NWBOC)

City of Indianapolis, Office of Minority & Women Business Development (OMWBD)

United States Veteran-owned Small Business

State of Indiana Department of Administration (IDOA)

NOTE: Recurring certification is not required for Service-Disabled Veteran Owned Small Business.

Supplier Registration - Completion

Goal MET!

How do you know that you've successfully provided all the information requested? When each step reflects a green checkmark. Congratulations!

Now you can connect with your Citizens internal contact, if you have one, to let them know your registration is completed.

Remember, this is the first step in the process.

If your organization is selected to do business with Citizens, you may also be asked to provide more details related to Financial or Safety information, so monitor your registered user emails for any new requests or other process updates.

Registration Complete for: <i>Citizens Energy Group Test</i>	
Welcome	
Company Overview	✓
Business Details	✓
Addresses	✓
Contacts	✓
Diversity	
Insurance	
Payment Info	✓
Tax Info	✓
Citizens Energy Group Mi...	✓
Registration	✓
Safety Subcontractor	✓
Safety Program	✓
Personal Protective Equip...	✓
Capital Construction Proj...	✓
Environmental	✓

Additional Tips for working with Citizens through JAGGAER

When you have completed the initial registration process, Citizens Supply Chain staff will review your registration and notify you via email if there is additional information needed. **Please note that final approval as a supplier may take some time;** the initial JAGGAER registration is just the **first step** in becoming a supplier with Citizens Energy Group. To ensure that your registration has been approved through all required steps, **check your company email** often and remember to **whitelist** the noted emails. Citizens will request any necessary details regarding your diversity, safety, and financial information, if required, and provide you with updates in the process **via email**.

TIP

If you have any other questions not addressed here, please connect with your Citizens Project Manager or Category Lead, or send specific questions via email to: Purchasingportal@citizensenergygroup.com.