



CLEVELAND-CLIFFS INC. – All Plants Vendor Inquiry

Frequently Asked Questions

Q. What new changes were made to Vendor Invoice Inquiry system?

A. We have improved the Vendor Invoice Inquiry system by providing the option to select the plant for which you need invoice information. This allows vendors that work with multiple Cleveland-Cliffs plants, such as Indiana Harbor, Cleveland, or Burns Harbor etc. to access the same system.

Q. Why should I use this system?

A. The Vendor Invoice Inquiry system gives you the ability to search for invoice information:

1. By invoice number or purchase order number
2. Add filtering criteria such as paid/unpaid status, or specific check number
3. Obtain invoice data for a 2 rolling calendar years (ex. Feb 2007 to Feb 2009)
4. Provide a method to send an inquiry to Accounts Payable if more information is needed
5. Provide contact information for each plant.

Q. How do I know which plant to select?

A. The plant to select can be found by looking at the “SHIP TO:” address on the purchase order. The city will generally correspond to the plant you need to select.

Q. How do I find my vendor number?

A. The vendor number is found on all Cleveland-Cliffs purchase orders. It can be found in the upper left-hand box of the purchase order.

If you do not have a vendor number, contact your Cleveland-Cliffs Purchasing or Accounts Payable department to obtain it.

Q. I get an error message that my vendor number is not found. What does this mean?

A. If you receive the message “Vendor Code is not on file”, you have entered an invalid vendor number. Look for your vendor number on the Cleveland-Cliffs purchase order, or contact your Cleveland-Cliffs Purchasing or Accounts Payable department.

Q. What is “Contact Info”? Why do I need to select a plant & enter a vendor number?

A. Contact Info will provide an address and fax number for the specific AP department at a specific Cleveland-Cliffs plant. This is why plant is required. The vendor number is required to prevent information being provided to individuals that don't require it.

Q. I am logged in to the system. What do I do next?

A. Once you have successfully entered the plant and vendor code, the Invoice Lookup screen is displayed. You can now enter the invoice #, purchase order # or check # that you want to inquire on. You may enter the full values or partial values.

You may enter only 1 field or a combination of all 3 fields. Entering more combinations or full values number will reduce the number of records returned. FAQ-Vendor Inquiry (2).doc Page 2

Q. What does “Fiscal Year” mean?

A. The Cleveland-Cliffs Vendor Invoice Inquiry system stores 2 rolling calendar years of invoice and purchase order data. (Example: March 2007 thru March 2009) The Fiscal Year drop-down list limits the search to the selected year. If you do not find the data you're looking for in the current year, select another year and try your search again. The Fiscal year always defaults to the current year.

Q. What does the “Inquire?” column mean?

A. Clicking on the check box in the Inquire column allows you to submit an inquiry requesting more information on that specific invoice. A screen will be displayed allowing you to enter your name, email address, and question. Your question (or inquiry) will be routed to the Accounts Payable plant for research. You may check more than one box per inquiry.

Q. When I enter my invoice number and the answer is “No Invoice Match”, what else can I do?

A. This can mean that the invoice has still not been approved by receiver or Accounts Payable does not have a copy of the invoice. Try selecting by the purchase order number to see what invoices have been processed for that purchase order. It is possible the invoice number was keyed incorrectly. If this is an ERS purchase order, your invoice number may not match the Bill of Lading number used as the invoice number.

Q. What is “Email Inquiry”? Why do I need to select a plant & enter vendor number?

A. Email Inquiry allows you to submit a “free-form inquiry” by clicking on the tab. A screen will be displayed allowing you to enter your name, email address, and question regarding a purchase order or invoice that you have not found in the system. Your question (or inquiry) will be routed to the Accounts Payable plant that can help you.

You need to enter the plant & vendor number so that AP has some information to begin the appropriate research & route your inquiry to the appropriate area.

Q. When will I receive an answer to my inquiry?

A. Cleveland-Cliffs Accounts Payable department researches all inquiries on a daily basis. Some inquiries will require more investigation. Your inquiry should be responded to in 48 hours.