



ELECTRONIC CONTRACTING

BENEFITS



Value Added

- Faster Process
- Allows for electronic (remote) access to request and execute contracts
- Increases the accuracy rate of the documents produced and the maintains data integrity in CSI
- Electronic filing of all documents in CSI results in immediate retrieval of documentation
- Paperless

The Process



Electronic Process

- Service Requester submits the request in CSI
- CSI generates the documentation
- Transportation Service Provider reviews the request
- Service Requester electronically executes the agreement
- Transportation Service Provider electronically executes the agreement.
- CSI Files the fully executed document under Contracts in CSI

Learning Objectives



What you will learn:

- How to submit a service request (new or amended)
- How to retrieve and review submitted requests
- How to reject or correct a service request
- How to execute a service request
 - Electronically
 - Manually
- How to retrieve a filed, executed service agreement

How to submit a New Service Request

Under Customer Activities in CSI, navigate to Contracts / Service Request and select Create.
Select Service Request for new service.
Select Amendment or Rate Adjustment for existing service.

The screenshot shows the 'Service Request' form in the CSI system. On the left, the 'Customer Activities' sidebar lists various options, with 'Contracts' highlighted by a red circle. The main form area has a title bar with 'Service Request' and two buttons: 'CREATE' and 'RETRIEVE'. The 'CREATE' button is circled in red, and its dropdown menu is open, showing three options: 'Service Request', 'Amendment', and 'Rate Adjustment'. The form fields include 'Active Date *' (07/30/2026), 'Service Requester', 'Contract Prefix' (Contract), 'Service Request ID', 'Service Request Type', and 'Process Status'. A checkbox labeled 'Only show requests awaiting my action' is checked. At the bottom, there is a section titled 'Service Requests' with a dropdown arrow.

Service Request Details

The Service Request Details page contains several categories. Data fields are dynamic and will be added or removed dependent on the type of service you are requesting.

- Enter the Effective Date and Termination Date
- Select the Svc Req from the dropdown (if multiples are available)
- Identify if this request will be available for Electronic Signature

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←

Service Request Details

CANCEL

SAVE

DETAILS

Service Request Details

^

Svc Req K

Process Status

Routing Status

Effective Date *

07/30/2026

Termination Date *

09/01/2026

Service Requester

Svc Req *

14702 - Niagara Gas Marketing, LLC - 119274146

Legal Entity Type *

Limited Liability Co...

☐

Is Affiliate?

☒

Electronic Signature Acceptable?

The following is an example of a request for Firm Transportation Service. Different fields will appear if a different Rate Schedule is selected based on the information required.

- Select the Rate Schedule and identify if there are any special conditions.
 - For example, if will accept a lesser quantity than requested, select the box for Accept Lesser Qty).
- Any fields displayed in shadowed gray, are not required and will auto populate at a later step in the process.

The screenshot displays a web application interface for "Service Request Details". At the top, a dark blue header bar contains a back arrow, the title "Service Request Details", and "CANCEL" and "SAVE" buttons. Below this, a light blue section titled "Service Details" contains several input fields. The "Rate Schedule *" field is a dropdown menu currently showing "FTS". To its right are two checkboxes: "Is Non-Conforming" and "Accept Lesser Qty", both of which are unchecked. Below these are two more fields: "DOA Approval Level" and "DOA Value". The "DOA Value" field is a text input showing "\$0.00". The "DOA Approval Level" and "DOA Value" fields are rendered in a lighter gray, indicating they are optional or will be auto-populated later.

Transportation Details

For this Firm Transportation Service example, Transportation Details are required. This is a section for each rate area, Production and Market, to allow the request to include one or both rate areas.

- Beginning with the Production Area Enter the Production Area MDTQ
- Search for your locations using the dropdown button or begin typing the location name or number to search.
- The Advanced Search button is also available to allow searches by Line Segment and Flow Direction.
- Once the location is selected, it is populated under relative locations grid.
- Enter your quantities by location under MDTQ for both receipt and delivery locations.
- Repeat this process if Market Area transportation is also requested.

Transportation Details

☒ Production Details

Production Area MDTQ *
1,000

Receipt Total
1,000

Delivery Total
1,000

Search For Location

ADVANCED SEARCH

Receipt Locations

Location	Line Seg	MDTQ	Max Pres
10731 - Chelin Pld	315	1,000	

Rows per page: 25 1-1 of 1

Delivery Locations

Location	Line Seg	MDTQ	Min Pres
100 - KGS-Heston	130	1,000	

Rows per page: 25 1-1 of 1

Once all data fields are completed you can:

- SAVE the request for future submission
- Or SUBMIT the request
- Once submitted, you can WITHDRAW the request
- ADD A RATE ADJUSTMENT for this request. See, [Rate Adjustment Tutorial](#)
- You can also PREVIEW the Pro Forma Agreement

← Service Request Details

CANCELSAVEADD RATE ADJUSTMENTPREVIEWWITHDRAWSUBMIT

Service Request Id	Customer		
9935	14702 - Niagara Gas Marketing, LLC - 119274146		
Effective Date	Termination Date	Rate Schedule	DOA Approval Level
07/30/2026	08/01/2026	FTS	CSR

DETAILSDOCUMENTSHISTORYCOMMENTS

Service Request Details

Svc Req K

Effective Date *07/30/2026

Termination Date *08/01/2026

Process Status

Saved

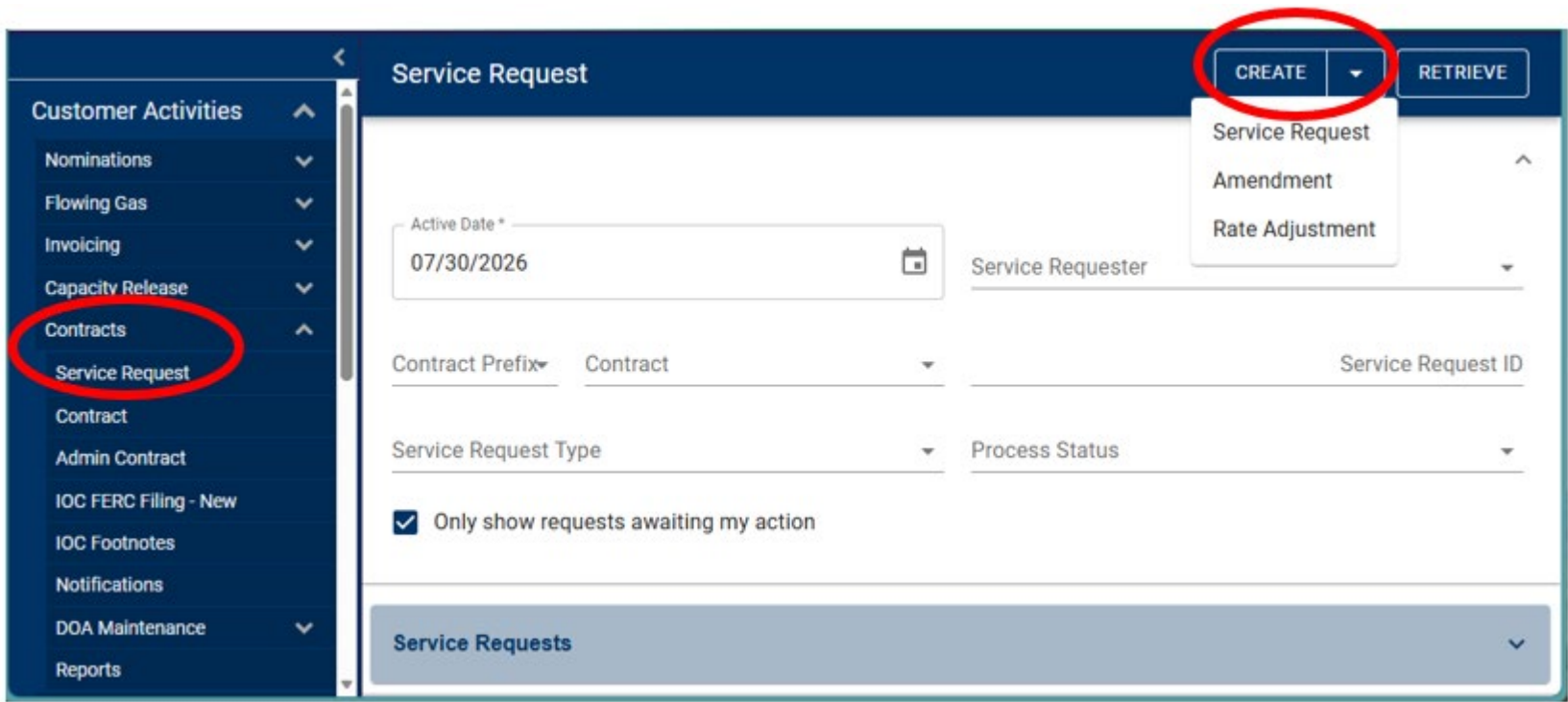
Routing Status

Pending Submission

This service request is pending submission.

Service Requester

To create an amendment to an existing contract, select AMENDMENT from the Service Request Screen



How to submit An Amendment Request

You can also create an amendment by selecting the AMENDMENT tab under the specific Contract Details Page.

- Under Contracts select Contract
- Enter your specific search criteria
- Select RETRIEVE
- View the desired contract
- Select the AMENDMENTS
- Select CREATE AMENDMENT

Contract

RETRIEVE

Active Date
07/30/2026

Service Requester
14702 - Niagara Gas Marketing, LLC - 119274146

Contract Prefix
TA

Contract
Contract

Rate Schedule
FTS

Contract Status
Active

Contract Search

Svc Req K	Rate Area	Rate Sch	Status	Begin Date	End Date	Effective Date	Termination Date	Service Req	Svc Req Id
 TA36176	P	FTS	Active	04/01/2026	04/01/2028	04/01/2026	04/01/2028	14702 - Niagara Gas Marketing, LLC - 119274146	8673

Amendments

CREATE AMENDMENT

Id	Routing Status	Process Status	Commencement Date	Termination Date
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Svc Req K
TA38390

GENERAL

DETAILS

AMENDMENTS

RATE
ADJUSTMENTS

COMMENTS

ATTACHMENTS

DOCUMENTS

POST DATES

HISTORY

CAPACITY
RELEASES

Amendment Details

← Amendment Details

CANCEL

SAVE

DETAILS

Amendment Details

Commencement Date *

Termination Extension Date

Svc Req *
14702 - Niagara Gas Marketi...

Contract Prefix / ID *
TA36176

☐ Electronic Signature Acceptable?

☐ Is Non-Conforming

☐ Is Non Standard

☐ Negotiated Rate

DOA Approval Level

DOA Value
\$0.00

Transportation Details

☒ Production Details

Original MDTQ
15,000

Production Area MDTQ *
15,000

Search For Location

ADVANCED SEARCH

Receipt Total
15,000

Delivery Total
15,000

The Amendment Details page contains all the data related to the contract. The data fields displayed will vary based off the contract's Rate Schedule.

- Enter a Commencement Date
- To request a term extension only, enter a new Termination Extension Date
- To request an increase in capacity, edit the Area MDTQ field and associated locations MDTQ fields.
- To add locations, select the locations from either the Search For Location field or the Advanced Search Field.
- Once all amended is entered, select SAVE then SUBMIT

During the electronic contracting process, you will be asked to review and eventually electronically execute the Service Request Agreement. This originates from the initial Service Request screen.

- Enter the date
- Select Service Requester
- Select any other narrowing search criteria if desired
- Select RETRIEVE

The Service Requests grid will display all open requests and their current status. To review the request, select the view button.

Retrieving and Reviewing Existing Requests

Service Request

CREATE

RETRIEVE

Active Date *

07/30/2026

Service Requester

14702 - Niagara Gas Marketing, LLC - 119274146

Contract Prefix

Contract

Service Request ID

Service Request Type

Process Status

☒ Only show requests awaiting my action

Service Requests

Svc Req Type	Rate Schedule	ID	Routing Status	Process Status	Effective Date	Termination Date	Service Requester	Contract #	DOA Approval Level
Service Request	FTS	9934	Pending Submission	Saved	07/30/2026	09/01/2026	14702 - Niagara Gas Marketing, LLC - 119274146		CSR
Service Request	FTS	9935	Pending Submission	Saved	07/30/2026	08/01/2026	14702 - Niagara Gas Marketing, LLC - 119274146		CSR

When the Service Request process requires your review and approval, the Routing Status will display as “Pending Svc Req Review.

Approving a Service Request

- View the Request  and review all details
- Select APPROVE to move the request to the next step.
- Select NEEDS CORRECTION if a correction is desired.
 - Make the desired correction then SUBMIT or,
- Select REJECT to reject the request and end the process.

CANCEL

SAVE

PREVIEW

REJECT

NEEDS CORRECTION

APPROVE

Service Requests										
Svc Req Type	Rate Schedule	ID	Routing Status	Process Status	Effective Date	Termination Date	Service Requester	Contract #	DOA Approval Level	
 Service Request	FTS	9934	Pending Svc Req Review	Reviewed	07/30/2026	09/01/2026	14702 - Niagara Gas Marketing, LLC - 119274146		CSR	
 Service Request	FTS	9935	Pending Submission	Saved	07/30/2026	08/01/2026	14702 - Niagara Gas Marketing, LLC - 119274146		CSR	

Rows per page: 10 1-2 of 2 < > >>  

When the Service Request process requires your execution the Routing Status will display as “Pending Svc Req Execution. If Electronic signature is acceptable:

- View the Request 
- If you wish to see the contract, select PREVIEW
- Select EXECUTE to move the request to the next step.
- Select REJECT to reject the request and end the process.

Electronically Executing an Agreement

Service Request

CREATE

RETRIEVE

Active Date

07/30/2026



Service Requester

14702 - Niagara Gas Marketing, LLC - 119274146

Contract Prefix

Contract

Service Request ID

9934

Service Request Type

Process Status

☐ Only show requests awaiting my action

Service Requests

Svc Req Type	Rate Schedule	ID	Routing Status	Process Status	Effective Date	Termination Date	Service Requester	Contract #	DOA Approval Level	
	Service Request	FTS	9934	Pending Svc Req Execution	Approved	07/30/2026	09/01/2026	14702 - Niagara Gas Marketing, LLC - 119274146	TA38391	CSR

Rows per page: 101-1 of 1

CANCEL

SAVE

PREVIEW

REJECT

EXECUTE

When the Service Request process requires your execution the Routing Status will display as “Pending Svc Req Execution. To manually execute an agreement

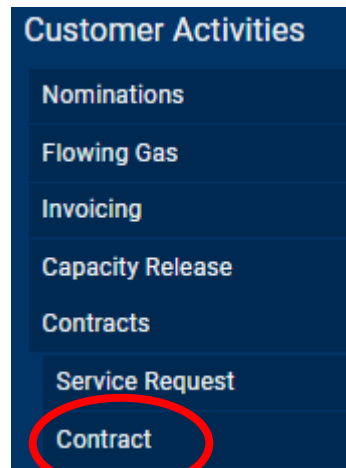
Manually Executing an Agreement

- View the Request 
- Select PREVIEW to generate the contract.
- Print and manually sign the contract.
- Forward the signed contract to ssconstractadministration@southernstar.com

Service Requests										
Svc Req Type	Rate Schedule	ID	Routing Status	Process Status	Effective Date	Termination Date	Service Requester	Contract #	DOA Approval Level	
 Service Request	FTS	9934	Pending Svc Req Execution	Approved	07/30/2026	09/01/2026	14702 - Niagara Gas Marketing, LLC - 119274146	TA38391	CSR	
Rows per page: 10 1-1 of 1 < < > >  										
CANCELSAVEPREVIEW▼REJECTEXECUTE										

To find electronically filed, executed documents:

- Navigate to Contracts / Contract
- Enter an Active Date
- Identify the Service Requester (if there are multiple)
- Select RETRIEVE
- View the desired contract.
- Select DOCUMENTS tab.
- Download the desired document



Finding Electronically Filed Documents

Svc Req K TA38390 Rate Schedule FTS Svc Req 14702 - Niagara Gas Marketing, LLC - 119274146

Contract Documents

Document * DRAG FILE HERE Document Type *

Type	Version Date
Service Agreement	07/29/2026
Discount Agreement	07/29/2026

Rows per page: 25 1-2 of 2