Customer Support

Supplier Support During Deployment

Ariba Network Registration or Configuration Support

- Email SAP Ariba Enablement Team at Entegris@ariba.com
- Registration/ Account Configuration
  - Supplier Fees
  - General Ariba Network Questions

Entegris Enablement Business Process Support

- Email Entegris Enablement Team at IndirectProcurement@Entegris.com
- Business-Related Questions

Entegris Supplier Information Portal

- Find your supplier information portal HERE

Supplier Support Post Go-Live

SAP Ariba Global Customer Support

- Click here to find your appropriate customer support phone number

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Supplier Information Portal

Buyer specific information is available on the Network; click on the **Enablement Tasks** tab and review customer profiles, transacting roles, and supplier information portals.

1 From **Enablement Tasks** locate the applicable customer name:

- ➤ Click on **View Profile**
- ➤ Scroll down and review transaction rules
  - ➤ The Customer Invoice Rules determine what you can enter when you create invoices

2 From the **Enablement Tasks** tab select **Supplier Information Portal** to view the following presentations to learn more about transacting with your customer:

- ➤ Account Configuration Guide
- ➤ Purchase Order Confirmation and Ship Notice Guide
- ➤ Invoice Guide
- ➤ Supplier Fee Structure/ Supplier Registration Guide

Ariba Network

HOME   INBOX   OUTBOX   CATALOGS   **ENABLEMENT TASKS**   REPORTS

Company Settings ▾   Test Supplier ▾

CSV Documents ▾   Create ▾

Enablement Tasks

View details of all pending tasks and complete them. Click the associated link to complete a... You can also reopen tasks that are manually closed, if the subsequent task is not yet   *More*

Activities and Tasks for DG Buyer   View Profile 🔍   Supplier Information Portal   ⟳ Refresh

Activity Name	Date Due	Total Tasks	My Pending Tasks	Pending Buyer Tasks
▶ **Account**	28 Mar 2018	4	0	0
▼ **Purchase Order**	2 May 2018	4	1	0

This activity tracks all purchase order related tasks. You may have already completed some of these tasks in an earlier activity.

✔Completed   Configure Purchase Order Routing and Notifications   Review
Configure your order routing method for your customers. You can choose specific routing methods for different types of incoming orders. If you use email routing it is recommended to setup a distribution list like orders@yourcompany.com. If you select online routing make sure you regularly log in to your account to check if you have received new purchase orders. Also configure email addresses to receive notifications when purchase orders are undeliverable (see the Email Notifications section below the "Electronic Order Routing" configuration).

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Useful Links and Webinars Available

Links

- **Ariba Supplier Pricing page**
- **Ariba Network Hot Issues and FAQs**
- **Ariba Cloud Statistics and Network Notification**
    - Detailed information and latest notifications about product issues and planned downtime – if any – during a given day
- **SAP Ariba Discovery**
- **Ariba Network Overview**
- **Support Center**
- **Learning Center**

Webinars

- **Supplier Success Sessions**
    - Created by Ariba Network Customer Support
    - Example topics:
        - Introduction to Ariba Network
        - Registration
        - Invoicing
        - Using the help center
- **30 on Thursdays**
    - Information sessions on Supplier best practices
    - Example Sessions:
        - Uncover Advanced Functionality to Maximize Value
        - Introduction to Supplier Electronic Integration
        - Roadmap to Your Ariba Network Subscription
- **Live Demonstrations**
    - Understand SAP Ariba's solutions
    - Example Demos:
        - PunchOut for e-Commerce managers
        - Creating electronic catalogs
   - Integrating with your customers through cXML

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Additional Questions?

Please reach out directly to either email address below for assistance with your question.

Business Related Questions?
IndirectProcurement@Entegris.com

System or General Ariba Network Questions?
Entegris@ariba.com

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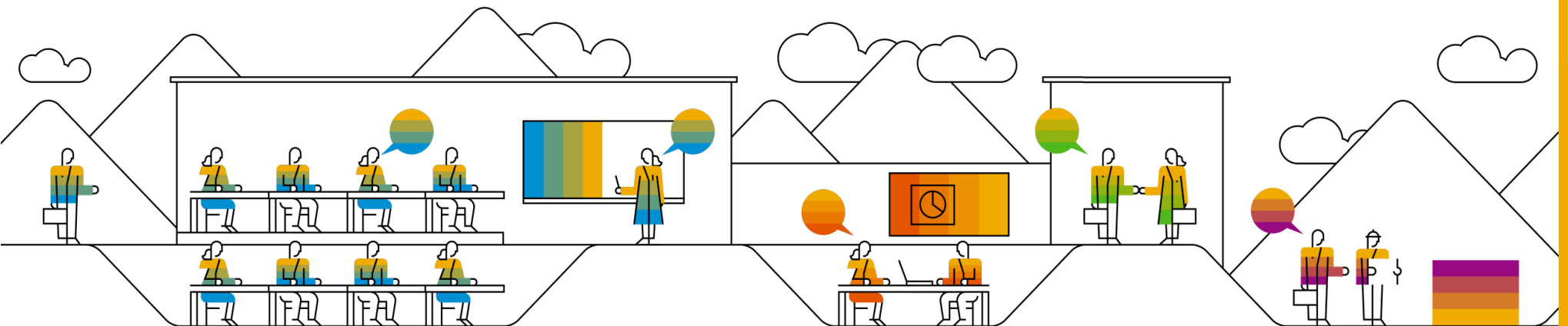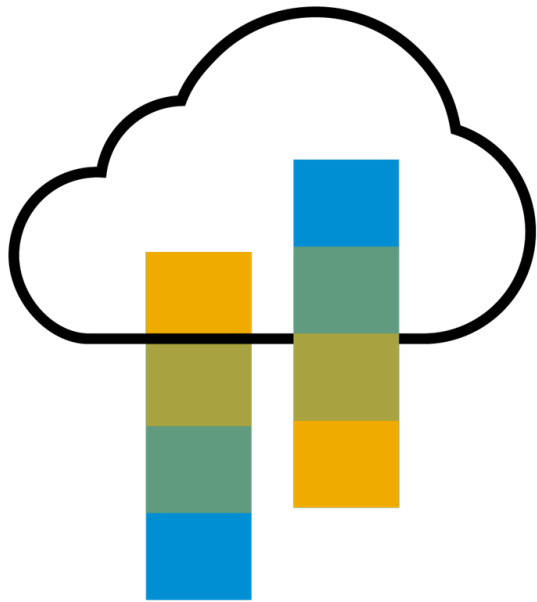
Frequently Asked Questions

FAQ

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Q: Why is my buyer asking suppliers to transact with them electronically?

A: Your buyer wishes to move away from conducting commerce via hard copy and manually transmitted purchase orders, change orders, advance ship notices, invoices and more. Your buyer has selected Ariba Network as the preferred platform for sending documents such as these.

Q: What infrastructure do I need to use Ariba Network?

A: A regular Internet connection and a web browser are the only requirements.

Q: How do I register on Ariba Network?

A: Ariba and your buyer are contacting suppliers in phases during the rollout and will send you a **Trading Relationship Request Letter** when is it time to convert to the new process. This letter will explain how to register on Ariba Network and the steps to take to create your account.

Q: What do I need to know when transacting with my buyer through Ariba Network?

A: It is important to review the information, training materials, and reference documents provided on your buyer's Supplier Information Portal. To access the Supplier Information Portal:

- Log into your Ariba Network account at https://supplier.ariba.com
- From the Administrator drop-down menu, select **Customer Relationships**
- Locate your buyer and click the Supplier Information Portal link next to their name

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Q: What if I don't want to participate?

A: Your buyer is committed to the success of this initiative and is working hard to make the transition as seamless for suppliers as possible. Suppliers that are asked to participate are considered strategic for ongoing business and are thus expected to comply with this process change as a requirement for continuing the relationship.

Q: If a supplier has multiple customers on Ariba Network, do they pay for multiple subscriptions?

A: No. Suppliers are placed into a single subscription that is based on, and applies to, all of their customer relationship.

Q: Is there an option for suppliers to upgrade their subscription to a higher level?

A: Yes, optional upgrades are available for those suppliers who wish to access Bronze, Silver, Gold, or Platinum features and benefits but do not qualify for those subscription levels through their current transaction volume. Suppliers interested in this option may log in to Ariba Network and click on the *Service Subscriptions* page from the *Company Settings* menu.

FAQ

Q: How are "transaction volume" and "document counts" calculated?

A: Transaction volume is calculated as the total financial value (in the applicable currency), including any taxes such as value-added taxes (VAT), of all non-PO invoices plus the total financial value of all POs (excluding cancelled orders) or all invoices generated from a PO, whichever is greater, sent over Ariba Network for the preceding 12 months. To avoid double counting, PO-based invoices sent via Ariba Network are not included in the transaction volume.

Annual document count is the number of POs and all invoices (both PO-based and non-PO-based invoices) for the preceding 12 months. Order acknowledgements, change orders, advance ship notifications, and settlement/payment remittance advice documents are excluded from the document count; suppliers may transact an unlimited number of these at no cost.

Q: Which documents are included in these annual counts?

A: Only purchase order and invoice (both PO- and non-PO-based) documents are included in the annual counts.

Q: Is the number of documents a supplier transacts aggregated across all of their customer relationships to qualify them for a subscription?

A: Once a supplier crosses the thresholds where they are required to pay fees, the subscription level assigned to the supplier is based on their aggregated transacted documents across all customer relationships.

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Q: How secure is Ariba Network?

A: The Ariba Network uses Secure Hypertex Transfer Protocol (HTTPS) for all communication between procurement applications, suppliers, and the Ariba Network. HTTPS is the standard for secure Internet communication and uses Secure Socket Layer (SSL) with RSA Labs encryption. Additionally, accounts on the Ariba Network are password protected.

Q: What do I do with paper invoices that have already been printed or sent to the buyer?

A: Until any testing is complete and you have been notified to begin sending "live" invoices through your Ariba Network production account, you will continue to submit invoices the same way you have done so previously.

Q: What if I have more questions about registration, account navigation or how to use Ariba solutions and services?

A: Simply contact Ariba Customer Support. Support is available in multiple languages via live chat, webform and phone. In your account, click on Help/Help Center, click Support Center in the right-hand column and then follow directions to reach support resources or personnel.

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Supplier Fee Schedule - GBP

Transaction Fees

Billed every quarter
Per-relationship fee cap: £13,200/year

Without Service Entry Sheets

0.155% of transaction volume

With Service Entry Sheets

0.35% of transaction volume

+

Fee Threshold
£34,250 and 5 Documents

Suppliers who do not cross the Fee Threshold will not be charged fees

Subscription Fees

Billed once a year

Annual Document Count Across <u>All</u> Customer Relationships	Subscription	Annual Fees
Up to 4 documents	Premium	**Free**
5 to 24 documents	*Bronze	£35
25 to 99 documents **or** EDI/cXML usage	Silver	£500
100 to 499 documents	Gold	£1,500
500 and more documents	Platinum	£3,770

*Chargeable suppliers transacting less than £155,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count

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Supplier Fee Schedule - EURO

Transaction Fees

Billed every quarter

Per-relationship fee cap: €15,500/year

Without Service Entry Sheets

0.155% of transaction volume

With Service Entry Sheets

0.35% of transaction volume

+

Fee Threshold
€44,600 and 5 Documents

Suppliers who do not cross the Fee Threshold will not be charged fees

Subscription Fees

Billed once a year

Annual Document Count Across All Customer Relationships	Subscription	Annual Fees
Up to 4 documents	Premium	**Free**
5 to 24 documents	*Bronze	€45
25 to 99 documents **or** EDI/cXML usage	Silver	€670
100 to 499 documents	Gold	€2,000
500 and more documents	Platinum	€4,900

*Chargeable suppliers transacting less than €185,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count

Supplier Fee Schedule - AUD

Transaction Fees

Billed every quarter

Per-relationship fee cap: A$20,000/year

Without Service Entry Sheets

0.155% of transaction volume

With Service Entry Sheets

0.35% of transaction volume

+

Fee Threshold

A$50,000 and 5 Documents

Suppliers who do not cross the Fee Threshold will not be charged fees

Subscription Fees

Billed once a year

Annual Document Count Across All Customer Relationships	Subscription	Annual Fees
Up to 4 documents	Premium	**Free**
5 to 24 documents	*Bronze	A$50
25 to 99 documents **or** EDI/cXML usage	Silver	A$750
100 to 499 documents	Gold	A$2,250
500 and more documents	Platinum	A$5,500

*Chargeable suppliers transacting less than A$235,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count