

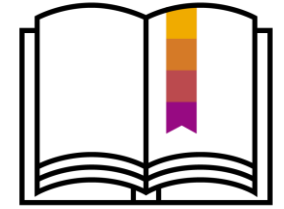


SAP Ariba 

# FAQ

INTERNAL

## Questions:



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## **What is Ariba Network?**

Ariba Network is an online platform that facilitates customer-supplier relationships. It allows you to receive purchase orders, send various documents (order confirmations, shipping notices, invoices) and track their status.

The platform will improve collaboration related to purchase orders, components, quality and also invoicing.

## **What infrastructure do I need to use Ariba Network?**

The implementation of the Ariba platform does not require any specific infrastructure (SAP or other).

To connect to the Cloud platform, you will only need an Internet connection and a standard Internet browser (Chrome, Explorer, Firefox, etc.).

The use of Chrome is recommended

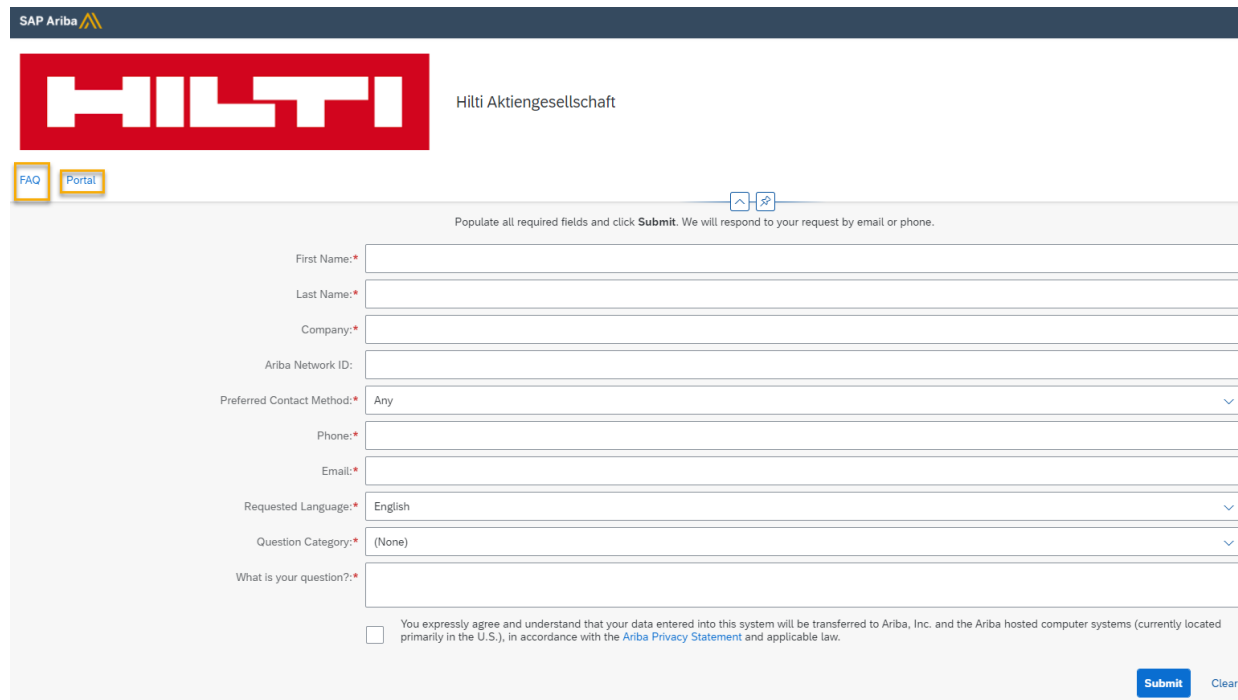
## Who can I contact if I need help?

- For any questions regarding business processes or commercial relations, please contact your Hilti reference.
- For any questions regarding the use of the solution in a Hilti context, please contact Hilti Business Support [HAGTeam.Ariba@hilti.com](mailto:HAGTeam.Ariba@hilti.com)
- For any questions regarding the standard use of the solution or any technical questions, please contact the Ariba team dedicated to your onboarding and, in the longer term, the Help Center accessible from your Ariba account.

# Is there any support provided when creating my first documents on the Ariba platform?

If you have any questions when creating your first documents, you can contact the Ariba team dedicated to your onboarding via the Buyer Landing Page at the following URL:

<https://connectsupport.ariba.com/sites/Company?ANID=AN01045504687SEA&h=xEMz1sfkE1oXgezpRX1CCQ#Enablement-Inquiry>



The screenshot shows the SAP Ariba Hilti onboarding form. At the top, there is a dark blue header with the SAP Ariba logo. Below it, the Hilti logo is displayed in red, followed by the text "Hilti Aktiengesellschaft". To the left of the form, there are two small yellow buttons labeled "FAQ" and "Portal". The form itself is a light gray box with a title bar that says "Populate all required fields and click Submit. We will respond to your request by email or phone." The form contains several input fields: "First Name:\*", "Last Name:\*", "Company:\*", "Ariba Network ID:", "Preferred Contact Method:\*" (with a dropdown menu set to "Any"), "Phone:\*", "Email:\*", "Requested Language:\*" (with a dropdown menu set to "English"), "Question Category:\*" (with a dropdown menu set to "(None)"), and "What is your question?:\*". At the bottom of the form, there is a checkbox for "You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the Ariba Privacy Statement and applicable law." and two buttons: "Submit" and "Clear".

or the Ariba contact person (Supplier Onboarding Specialist) who helped you set up your account.

## How do I register on Ariba Network?

Shortly after the Supplier Summit, you will receive an e-mail from Ariba inviting you to accept Hilti trading relationship request. In this e-mail, you will find a link to create your account.

- You will also be contacted by phone by a member of the Ariba team who will guide you through the creation of your account.
- It is important to respect the deadlines communicated to you during this step of account creation.

## **Can I change my mind and use another Ariba account after Go Live?**

Switching to another Ariba account once the first transactions have started with Hilti is extremely complicated. There is no possibility of transferring data from one account to another: Hilti would have to send you all documents relating to open orders again.

- That is why we recommend that you carefully choose the account you wish to use with Hilti when you accept the trading relationship request and connect to Ariba for the first time.
- If unsure, do not hesitate to contact your Hilti Reference

## **Some subsidiaries of my company have not received the invitation to join Ariba Network: can they also join the platform?**

Subsidiaries of the same company may not be invited to join Ariba Network at the same time because Ariba sends one invitation per Vendor ID.

- If you want to know when your subsidiaries will receive their Ariba invitation, you can contact your Hilti reference Business Support [HAGTeam.Ariba@hilti.com](mailto:HAGTeam.Ariba@hilti.com)

## **Does a company that receives several Ariba invitations from Hilti need to have one or more accounts on Ariba Network?**

If you receive several trading relationship requests from Ariba, please contact Hilti Business Support at [HAGTeam.Ariba@hilti.com](mailto:HAGTeam.Ariba@hilti.com)

## Is it possible to create multiple user profiles on the same Ariba account?

Yes, it is possible to create multiple user accounts, reach out to your Ariba responsible person (Account Administrator) for further information.

The administrator is responsible for creating user accounts (he can create up to **250** user accounts and grant them specific authorizations).

# I am Account Administrator – how can I create users?

To add users to the account, you must first create at least one role. You can assign multiple users to the same role or create a separate role for each user.

To create a role:

1. In the upper-right corner of the application, click  and select **Users**.
2. Under the **Manage Roles** tab, click .
3. Enter a **Name** for the role.
4. Select the appropriate permissions using the check boxes.
5. Click **Save**.

To create a user:

1. In the upper-right corner of the application, click  and select **Users**.
2. Under the **Manage Users** tab, click .
3. Enter the user's information (**Username**, **Email Address**, **First Name**, **Last Name** and **Phone**).
4. Select a role in the **Role Assignment** section.
5. Assign to Customer (**All customers** or **Select Customers**).
6. Click **Save**.

After you create the user, the user receives an email with the username and a temporary password. The user must access the account and change the password when logging in for the first time.

If any sub users were created through a Sourcing invitation they received from a buyer, you will need to approve them by following the directions below:

1. In the upper-right corner of the application, click  and select **Users**.
2. Click **Manage Unapproved Users**.
3. Select the users to approve.
4. Click **Approve**.
5. Click **Save**.

You can as well view step-by-step video instruction via this [link](#)

## What is the privacy policy for registration and company information?

- The Ariba platform is in compliance with GDPR standards.
- Only professional data and not personal data are processed by Ariba. In addition, consent is required for any participation in exchanges on Ariba.
- When you register on the platform, all buyers on the network (including those with whom you do not have a commercial relationship) can view your company's restricted profile and establish new business relationships.
- Buyers who already have a commercial relationship with you have access to additional information: name and e-mail address of your account administrator, final recipient of purchase orders (if you configure a specific routing method to send a copy of the purchase orders to another person in your organization). This information allows them to carry out transactions with you via Ariba Network.
- However, other suppliers registered on the Network do not have access to your account information.
- For more information, do not hesitate to check the following page:  
<https://www.ariba.com/gdpr>

**As a Hilti supplier, I did not sign a contract with SAP Ariba. Therefore, how are the contractual relationships governed between Hilti, Ariba and me?**

By accepting Ariba's general terms and conditions when creating your account, you also become an Ariba customer. This agreement comes in addition to your contractual relations with Hilti.

## **What is the cost of transacting business on Ariba Network?**

Hilti have chosen to bear the costs that are usually charged to suppliers by Ariba, making the platform free of charge for you when transacting with Hilti.

NB: transactions with clients other than Hilti are not supported.

## **As a supplier, is there an alternative to using the Ariba platform to exchange documents with Hilti?**

- From your Go Live date, the Ariba platform becomes the only way to exchange documents with the Hilti that are part of the project scope. For the other Hilti plants, the operating mode remains unchanged.
- It will not be necessary to send a paper or digital copy of the documents generated by the Ariba platform.
- You will be able to insert attachments on Ariba when you interact with Hilti.

## Error: "User already exists. Please enter a different username."

You are receiving this message because the username you are entering is already associated with an Ariba Network, Ariba, Discovery, or Ariba Sourcing supplier account. You still be able to register a new user account, but the new username will need to be unique to satisfy Ariba's system requirements. SAP Ariba requires that all usernames be formatted like an email address, but they do not have to be a valid email address. For example, if you username of example@ariba.com was not accepted, you can try using example1@ariba.com.

## How do I access and change the former administrator's account?

If the account administrator is still with your company, they can reassign the account administrator to another user or change their user information to different person

If the account administrator is no longer with your company , but you have access to be the registered email:

1. Use the Having trouble logging in? link on the login page to request a Password Reset
2. After accessing the account , you can transfer the account administrator role or reassign the administrator account to yourself

If the account administrator is no longer with your company and there is no access to the email address on file , contact SAP Ariba Customer Support via the Support Center to change the administrator. You will be required to provide ANID number of the account , the listed administrator , and email address.

# How to create role

Before creating your first role, you might want to review the list of permissions. This list is useful for planning your approach to roles. Some companies create broadly defined roles that include all or most of the available permissions, while others create specialized roles that include narrow sets of permissions. By planning your approach to roles, you can prevent confusion for your account users and maximize the efficiency of your team after roles are in place.

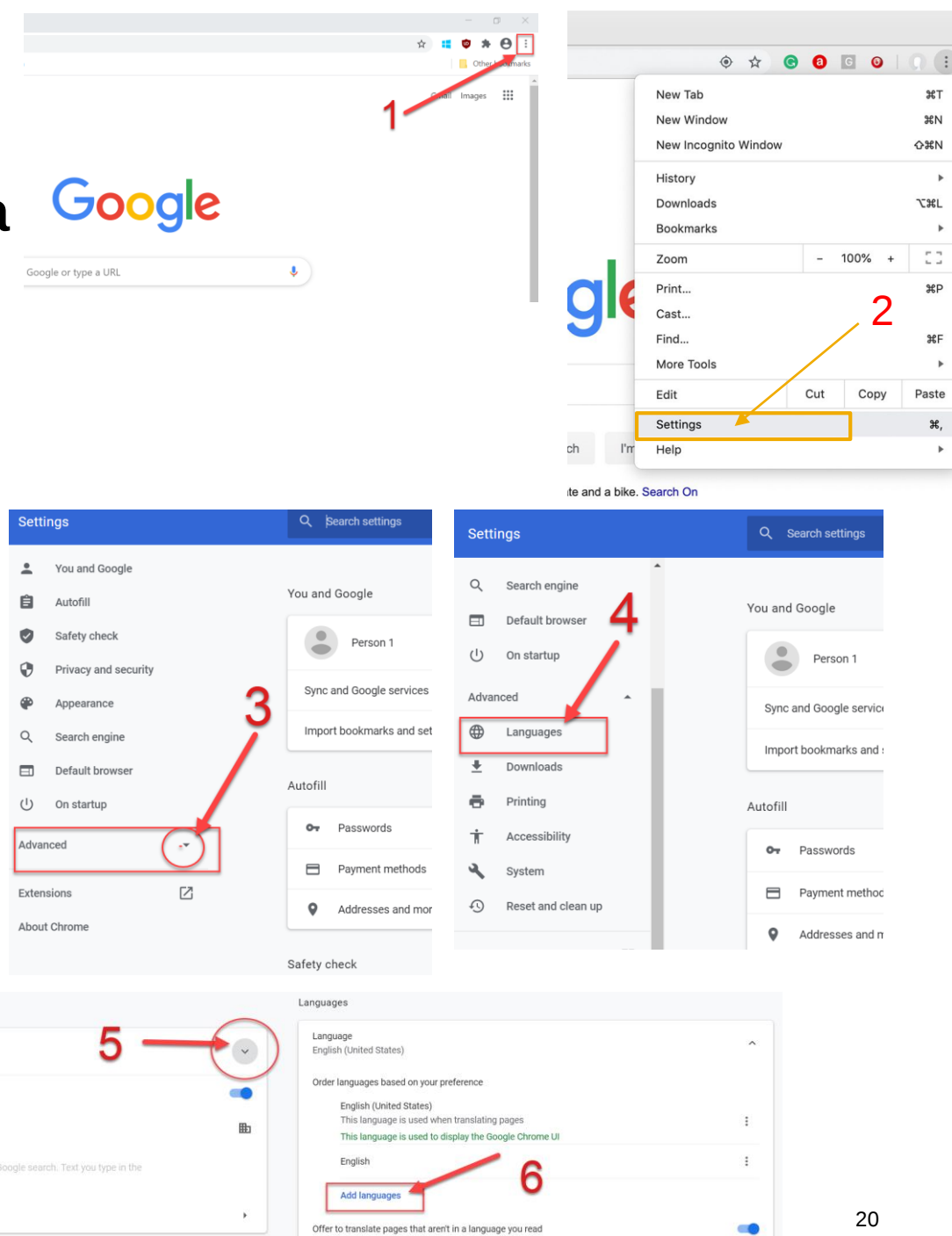
You assign roles when you create users.

## Limitations:

- The maximum number of custom roles you can create is 10.
- Ariba Network does not notify users of changes to roles. You might want to inform users before making changes.

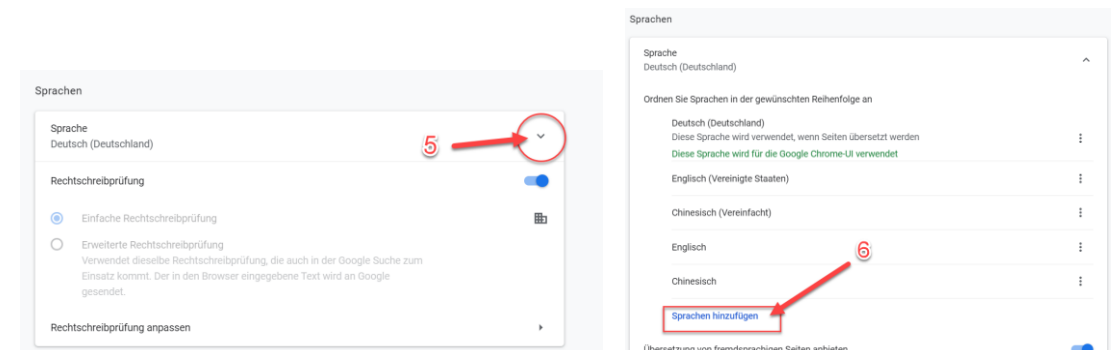
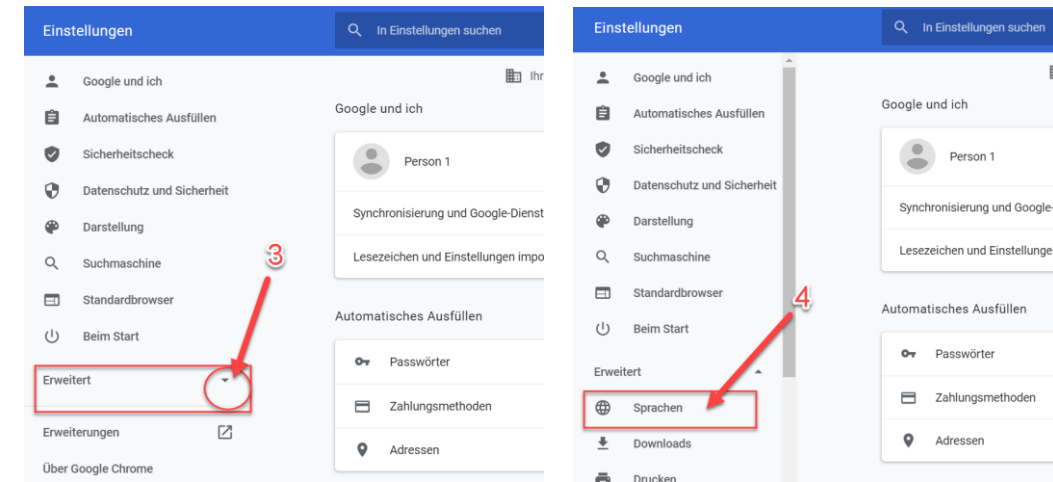
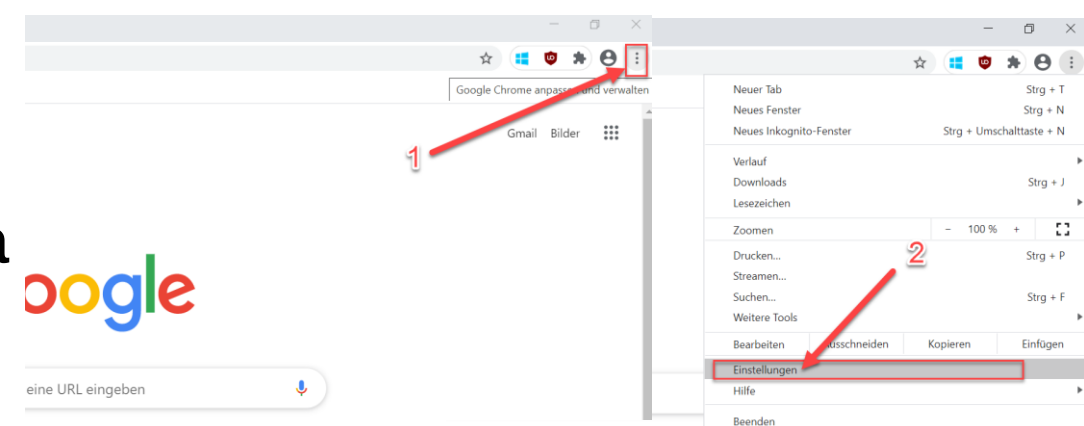
# How to change the language setting in Ariba for Google Chrome – English version (1/3)

1. Click on the **three dots** on the top right
2. Choose „**Settings**“ on the bottom of the list
3. Click to open the „**Advanced**“ **drop down** on the left side of the page
4. Choose „**Languages**“
5. Click to open the „**Language**“ **drop down** on the top right of the box
6. Choose „**Add language**“



# How to change the language setting in Ariba for Google Chrome – German version (2/3)

1. Klicken Sie auf der Startseite auf die **3 Punkte rechts oben**
2. Wählen Sie **“Einstellungen”**
3. Klicken Sie auf der linken Seite auf das **Erweiterungsicon**
4. Wählen Sie **“Sprachen”**
5. Klicken Sie auf das **Erweiterungsicon** auf der rechten Seite der Sprachbox
6. Wählen Sie **“Sprachen hinzufügen”**



# How to change the language setting in Ariba for Google Chrome – Mandarin version (3/3)

1. 在网页的右上角，点击 三点 图标
2. 选择 „设置“
3. 在网页的左手边，点击 „高级“， 并展开列表
4. 选择 „语言“
5. 在屏幕的右手边，点击语言，并展开列表
6. 选择 „添加语言“

