

To our valued suppliers:

Norfolk Southern has launched an initiative to streamline our purchasing and payment processes. We have partnered with **SAP Business Network** (formerly Ariba Network) and implemented **Ariba Standard Account via Interactive Email**. This initiative helps fulfill our vision of moving away from paper documents and manual processes.

➤ **What does this mean for you?**

Transacting on SAP Business Network with a FREE [Standard Account](#) will allow you to meet Norfolk Southern's requirements, and to join SAP Business Network with the option to avoid fees.

➤ **What are the benefits?**

Ariba's Standard Account enables you to quickly transact with Norfolk Southern and other SAP Business Network customers for FREE, improve customer retention, and get paid faster.

➤ **What are the next steps?**

The [next purchase order](#) from Norfolk Southern will be sent to your organization via the SAP Business Network interactive email. The email notification will come from [ordersender-prod@ansmtp.ariba.com](mailto:ordersender-prod@ansmtp.ariba.com) – click the blue "Process Order" button and then either register for a new Ariba Standard Account, or login to connect your existing account if you already have one. Once you login, confirm the purchase order.

➤ **Overview of Ariba Process:**

1. NS sends **Purchase Order** to vendor via email from SAP Business Network.
2. Vendor clicks **Process Order** button in email, then creates a new Ariba account or connects an existing account.
3. Vendor sends **Order Confirmation** to NS – this is optional.
4. Vendor sends **Ship Notice** to NS – this is optional.
5. Vendor sends **Invoice** to NS – this must be sent through SAP Business Network portal. Please do not mail or email invoices to NS.
6. NS enters **Goods Receipts** as items are delivered.
7. NS sends payment when **Invoice Reconciliation** is complete. This process checks that the invoice price matches the purchase order price and will pay out the invoice up to the quantity of goods received.

➤ **When is this happening?**

This change is effective immediately, so the next purchase order you receive from Norfolk Southern will come from SAP Business Network!

➤ **What about existing open orders?**

Any open orders issued prior to this letter will not be available on the SAP Business Network portal – please process these orders using the same invoicing method as before. Going forward please process all new POs from the new SAP Business Network portal.

➤ **Will I have to pay fees to use SAP Business Network?**

The Ariba Standard Account is completely FREE to use for an unlimited number of transactions; however suppliers may choose to upgrade their Ariba service from a free Standard account to a paid Enterprise account, which may be subject to fees. For questions about your Ariba account, account options and fee structure, please contact SAP Business Network support using the contact information below.

➤ **For assistance with creating or connecting your SAP Business Network account:**

- Follow the [SAP Business Network Customer Support](#) process to request a callback ← *Recommended*
- Call 800-974-4899, Monday - Friday, 8:00 AM - 5:00 PM ET
- Submit a [Supplier Enablement Inquiry](#) to open support ticket for Ariba

➤ **How can I get more information?**

Please find additional information in the [SAP Business Network Standard Account InfoPack](#), as well as [how-to tutorials](#) and other information on Norfolk Southern's [Supplier Information Portal](#).

We believe that leveraging SAP Business Network for our procurement and accounts payable will strengthen our business relationship and allow for more robust collaboration and purchasing capabilities. If you are not the correct recipient or have questions about this process, please reply to this email: [SourcingSystems@nscorp.com](mailto:SourcingSystems@nscorp.com).

Many Thanks,  
**NS Supplier Enablement Team**  
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