The SAP Ariba Network

Building our relationship

Frequently Asked Questions (FAQ document)
Created by the DSM Supplier Enablement Team

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1. GLOSSARY

SAP Ariba Network

Web-based application that connects buyers and suppliers to transact and find new business opportunities.

Ariba is the creator & provider of the Ariba Network, a cloud-based B2B sourcing and procurement marketplace where buyers & suppliers can do business within a single network platform.

Supplier profile

A page that contains all company information.

Credentials

A set of Username and Password linked to your account/profile and used to access SAP Ariba Network.

Security information

Stores your security questions, mobile phone number and information about your authentication credentials.

Secret code

A digit-based password used to protect your access.

Enablement

Onboarding of all DSM suppliers to the Ariba Network for paperless transaction.

AN-ID

Ariba Network ID.

2. JOINING THE ARIBA NETWORK

What is Ariba Network (AN)?
Ariba Network is an online platform to facilitate the relationship customer-supplier. Ariba Network allows you to receive purchase orders and send diverse documents and follow up the status of the documents (order confirmations, shipping notices, invoices).

Using the AN minimizes discrepancies by confirming invoice data upfront. The AN is used by many other companies so it is not a DSM specific tool. Suppliers have many options for communicating with the AN. Invoices can be sent via PO flip (manually entered on the website). With Enterprise accounts, it is also possible to send invoices via upload of CSV file, PDF file, or by EDI integration through Cxml or EDIFACT formats.

Ariba Network offers to suppliers a broad range of solutions and services to manage business transactions and content through a web browser, or electronically through cXML. Being part of the Ariba Network positions suppliers to attract further business from existing and new customers.

Ariba Network information: https://www.ariba.com/ariba-network

Links:

Below is the link to access your AN account, and other informative information about the AN.

Ariba Network Supplier log-in page: http://supplier.ariba.com

Why did DSM choose the Ariba Network?
Ariba is a leader in the spend management space and has a broad supplier base already using the AN to transact business. They have a proven tool which is easy to use and meets DSM's needs for E-connected solutions.

Is joining Ariba Network required to transact with DSM?
Ariba Network is the mandatory platform to transact with indirect material suppliers.

What if I don't want to participate?
DSM 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.

How does it work?
Once you have registered on Ariba Network, all new POs issued by DSM will be sent to your Ariba Network account. Once you receive the PO on your inbox (AN Inbox) you can flip the PO into Invoice and update the invoice number and date and submit through Ariba Network.

How does a supplier register on the Ariba Supplier Network?

For suppliers invited for an Enterprise account: Ariba will send a Trading Relationship Request to the suppliers prior to Go Live.

For suppliers invited for a Standard account: the first purchase order will directly contain a link to register to the Network.

Creating an account directly from http://supplier.ariba.com will NOT allow you to get connected with a specific Buyer. You need to start from an invitation or a purchase order (as instructed in communications sent by DSM).

What does this project mean for you if you have an enterprise account in SAP Ariba?

- Ariba Network offers different options how to receive POs from DSM – e.g. per email, via Portal or direct into your ERP system
- On-line visibility of the status of your orders
- Fast and secure order reception
- Ariba Network also offers you some options as to how you can issue invoices to DSM since paper invoices will not be accepted any longer
- You can flip POs into invoices with one click, or integrate the invoicing process with your backend system – and will no longer need to send paper invoices
- Possibility of publishing online, CUSTOMER-approved e-catalogs with your product/service offerings into the DSM procurement application within the Ariba Network
- The payment cycle will be faster, and your process costs will decrease
- Significantly decrease order errors for suppliers publishing catalogs on Ariba Network
- Option to fully integrate your Ariba Network account with the most common ERP systems
- Access to the world's largest business e-commerce network so you can transact electronically with your other customers that use the Ariba Network.
- More information: https://www.ariba.com/ariba-network/ariba-network-for-suppliers

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What does this project mean for you if you have a standard account in SAP Ariba?

- Ariba Network offers you as a supplier different options how to receive POs from DSM – e.g. per email or via Portal.
- On-line visibility of the status of your orders
- PO´s via interactive email
- You can flip POs with one click into invoices – and will no longer need to send paper invoices
- The payment cycle will be faster
- The Standard Account is free of charge
- Access to the world's largest business e-commerce network so you can transact electronically with your other customers that use the Ariba Network.
- More information about Standard account:

    o https://www.ariba.com/resources/library/library-pages/ariba-network-light-account
    o https://support.ariba.com/ariba-network-light-account

What infrastructure do I need to use the Ariba Network?

Suppliers don't need to download anything. An Internet connection and a web browser are the only requirements: Apple Safari 4 -9 (Apple Mac OS), Microsoft Internet Explorer 9, 10, y 11 (32 bit), Google Chrome 47, Mozilla Firefox 42.

What browser versions are certified for SAP Ariba cloud solutions?

If you are a supplier user, go to https://supplier.ariba.com and click Supported browsers and plugins at the bottom right of the page to access a list of currently supported browsers click **Supported Browsers**.

Can my company have multiple Ariba accounts?

Your company can have multiple Ariba accounts, depending on your business needs. For example, if your company has several locations around the world, you might want a separate account for each region.

"Each suppliers entity can have separate Ariba accounts" to transact with your customer.

Additional Information

Consider the below item when deciding whether to have more than one account:

Administrators: For each account, you can have only one account administrator, but the account administrator can provide access to multiple users. All users from your company have their own **Username** and **Password** to access the account.

How can I effectively manage multiple accounts? Can I link them or create Parent/Child hierarchy?

If you have multiple user accounts, you can link your multiple seller IDs together or create parent-child hierarchy.

Linking your multiple user accounts together enables you to quickly transfer between accounts with a single-click. Linking your multiple accounts also helps to eliminate the need to remember multiple usernames and passwords.

You must have access to the username and password of the user account with which you want to link your account. Note that once accounts are linked, you cannot unlink them.

Another option is to create a parent-child account hierarchy in SAP Ariba, one parent account linked to any number of child accounts. This allows the administrator for the parent account in the hierarchy to manage services not only for that account, but also for the child accounts in the hierarchy.

For step by step setting instructions and other information including benefits, please visit help centre in www.supplier.ariba.com.

Can several users from my company connect to Ariba Network?
Yes, it is possible. In a first step, you may have to set up an account for an administrator. The administrator will be able to create up to 250 users and grant them specific authorizations.

What if I already have an account on the Ariba Network?
When you are invited to join the Ariba Network, you can choose to register with new login & password or with existing credentials. Clicking on DSM's invitation and registering with existing credentials (administrator credentials) will make the connection between your existing account and DSM. Find more information in Ariba Network User Guide.

Should a global company have one Ariba Network account or more?
If you received multiple invitations from the same customer (because you have multiple locations or entities), you can either choose to create separated accounts (for a decentralized management of PO and invoices), or you can choose to see everything in one single account. In this case, the administrator of the single account needs to accept each invitation with the same admin credentials.

DSM invited me to a Standard account, but I already have my own account on Ariba Network?
If you already have an account with SAP Ariba, you can always log-in with existing credentials instead of creating a new account. If you were invited via the system of Standard accounts, the first registration you will perform (from the first purchase order) will create the link between DSM and your chosen account. The link will be kept for the following purchase orders.

What if I forget my username or password?
Go to https://supplier.ariba.com and click on „**Having trouble logging in**? "

How can I offer my services to other DSM sites and companies using SAP Ariba?
You can use SAP Ariba Discovery, available in your account. SAP Ariba Discovery is a global B2B link service that connects you to new business opportunities with thousands of leading Ariba Network companies. Buyers who are looking for a product or service, raise their requirements in SAP Ariba Discovery; The link tool looks for suppliers with the right capabilities (using information that the vendor has uploaded to your SAP Ariba profile). If your company has met the buyer's criteria, SAP Ariba Discovery will send you a message through your email. You can choose whether you want to respond to the mail for the opportunity to get new business

How do I accept your customer trading relationship request / invitation?

A trading relationship invitation begins with an email sent by your customer and directed to either the ANID number of an existing account or a link to set up a new account. This email is an invitation to connect with your customer enabling you to start receiving orders and / or submitting invoices on the Ariba Network. Only the account administrator can click to use an existing account when establishing a trading relationship.

To accept the trading relationship request:

1. Click the link in the email that says **Click here to proceed.**

   The invitation link then prompts you to **Create New Account or Use Existing Account**. Select the option which best reflects your situation.

2. Once logged in, click **Account Settings icon** > **Settings** > **Customer Relationships > See your customer under your Current Relationship**
3. If necessary, select any **Pending** trading relationships and click **Approve.**

Additional Information

If this process was unsuccessful:

- Determine if the email link is outdated or still valid.
- Check to make sure all customer requested surveys and tasks are completed.
- Contact Ariba Support if your buyer claims that orders have already been sent or for any additional help.

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 will still be able to register a new p, 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 your username of example@ariba.com was not accepted, you can try using example1@ariba.com.

Additional Information

If you would like to access the account that already exists, please use the following site to request a password reset for the registered username:

https://supplier.ariba.com (Ariba Network, Ariba Sourcing, or Ariba Contracts)

To reset your password, click **Having trouble logging in**? on the login page.

How do I pick the best Product and Service Categories for my company?

Picking the best **Product and Service Categories** helps customers find you by commodity. Consider the following when picking the best fit for your company:

Be general. Search as non-specifically as possible. For example, search "stands" instead of "Wrought iron plant stands with dolphin designs" to help you efficiently pick a commodity.

Use layman's terms. Your industry-specific knowledge and vocabulary helps you describe an individual product or service but can hinder how searchable you are by potential buyers or suppliers. Use terms that someone without specialized knowledge will be able to identify.

Utilize other spaces. **Product and Service Categories** aren't the end-all be-all of describing your needs or abilities. If you are creating a posting, use the posting body to outline the details of the products or services you are requesting.

Additional Information

Ariba uses United Nations Standard Products and Services Codes (UNSPSC) to standardize category classification. The **Product and Service Categories** classification system includes four levels:

- Segment
- Family
- Class
- Commodity

Segments are the highest level, so if you supply all the products or services in a segment, select only the segment. Your customer will still be able to find you if they search for any of the sub-categories under that segment. If you cannot find the exact code, select the code one level higher. For example, if a product is not in the list, select the class to which the product most likely belongs.

You can look up codes for specific items on the UNSPSC website. If there is no UNSPSC code for one of your products or services, you can contact the UNSPSC organization to request one. The managing organization either creates a new code or recommends an existing code.

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

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

If the account administrator is no longer with your company, but you have access to 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 administration 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 the ANID number of the account, the listed administrator name, and email address.

Additional Information

Account Reassignment requests go to a specific team within SAP Ariba Customer Support who will verify information and work with other users on the account if necessary. You will then be contacted with further instructions.

How do I reassign my account to a co-worker?

The process of transferring the administrator role can be done in a couple of different ways depending in how the account and its sub users are currently set up.

To transfer the **administrator** role to an existing user:

1. In the upper right corner, click **Account Settings icon > Settings** > **Users.**
2. Select the user who needs who will be the new administrator.
3. Click **Make Administrator**.
4. Select a new role for your own user account and click **Assign**.
5. Click **OK** to transfer the account administrator role.

    To update your account information:

1. In the upper right corner, click **Account Settings icon** > **My Account**.
2. Update this page with the new administrator information in the **User Account Information** section. Remember to change the following:
o Username
o User's full name
o User email
o Contact information
3. Click **Save**.

    After either of these options are completed, you will also want to confirm that all email notification settings are updated as well, which includes those related to where purchase orders are sent if you use the account for orders and invoicing.

Where do I find my Ariba Network ID (ANID) number?

Your account's ANID number appears under **Account Settings icon** in the top right. It is also visible at the bottom of every page, to the right of your company's name.

Additional Information

If you are unable to access your account (unknown Username and / or Password) and the registered email address is accessible, please reset the password. The email you receive will reveal the Username and allow you to reset the password.

If you are unable to access your account (unknown Username and / or Password) and the registered email address is no longer valid or accessible, please contact your customer; they have your ANID on record and can share it with you on request.

Your ANID number acts as your company's account number in the Ariba system. It is used for a variety of tasks, including:

- Helping Ariba Customer Support locate your account.
- Establishing trading relationships with buyers.
- Merging/logging into private accounts.
- Linking accounts.

How do I see Ariba applications in a different language?

The language you see on your Ariba account is based on your language settings in your Internet browser.

Using Internet Explorer:

1. Click **Tools > Internet Options > Languages**.
2. In the **Language Preference** window, click **Add** to add the desired language.
3. Select the language to add and click **OK**.
4. This language will need to be placed at the top of the list using the **Move up** button.
5. Click **OK** and click **OK** again from the **Internet Options** window.

Using Mozilla Firefox:

1. Click **Tools > Options> Content> Languages> Choose**.
2. Select the language you want and click **Add**.
3. This language will need to be placed at the top of the list using the **Move up** button.
4. Click **OK** and click **OK** again from the **Options** window.

Using Google Chrome:

1. Click the options menu in the upper right corner and choose **Settings**.
2. Click **Show advanced settings**.
3. In the **Languages** section, click **Language and input settings**.

4. Click **Add**.
5. Choose the language you want and click **OK**.
6. Drag this language to the top of the list and click **Done**.
7. Close the options tab.

Next, close your browser and reopen it for the changes to take effect. If the language you select is not supported by Ariba, it defaults to English.

Additional Information

Your browser languages does not change the language you specify for email notifications.

Ariba solutions support the following languages:

English (en), French (fr), Italian (it), German (de), Spanish (es), Japanese (jp), Simplified Chinese (zh-cn), Traditional Chinese (zh-tw), Brazilian Portuguese (pt-br), Korean (ko), Russian (ru), Polish (pl), Hungarian (hu), Turkish (tr), Dutch (nl), Swedish (sv), Greek (el), Romanian (ro), Norwegian (no), Danish (da), Finnish (fi), Czech (cs), Croatian (hr).

How can I set up preferred language for email notifications (e.g. Interactive Email Order) sent by Ariba?

1. Click **Account Settings icon** > **My Account** in the top right corner.
2. Set up Preferred Language
3. Click **Save.**

Preferred Language is the language used when SAP Ariba sends you configurable notifications. This is different from your web browser's language setting, which controls the user interface and actions you initiate there. If you are the account administrator, then the preferred language setting also controls the section headings and field labels on purchase orders routed through email or fax.

For more information about account settings please check guide Managing Your User Account.

Can my account have more than one administrator?

Only one user can be named the administrator of your account. Sub-users can be granted all permissions to give them access to everything on the account with the exception of the Users page. Only the account administrator can manage users and roles.

Additional Information

If you are the current administrator, you can reassign the administrator role to another user in your company's account. If you need to become the administrator, contact your account administrator to reassign the role.

How to transfer the account administration role?

If you're leaving your company or moving to a new position, you need to transfer ownership of the SAP Ariba account by choosing a new administrator. This ensures that your company doesn't experience interruptions in access to the account or in transactions with your customers.

Prerequisites

The current administrator needs to transfer the **Administrator** role to an existing user.

Restriction You can have only one administrator for your SAP Ariba account.

Context

The person who registered an account for your company on SAP Ariba is automatically assigned the **Administrator** role. We recommend assigning the **Administrator** role to the individual who is responsible for configuring your account, maintaining customer relationships, managing users, and subscribing to services.

Note If you aren't sure who the administrator of an account is, contact SAP Ariba Customer Support.

As the account administrator, you control who can log in to your company's SAP Ariba account and which activities users can perform. The administrator also serves as the primary point of contact for other users in your company's SAP Ariba account who have questions or problems. Users contact the administrator to reset their password, to update their roles and permissions, or to give them access to the test account.

Procedure

1. At the top of the home dashboard, choose **Account Settings** icon **> Settings > Users**.
2. Choose the check box for the user who needs to be the new administrator.
3. Click **Make Administrator**.

   Ariba displays the **Assign a Role** page.

4. Choose a new role for your account and click **Assign**.

   Ariba displays a warning message that indicates the name of the new account administrator.

5. Click **OK** to transfer the account administrator role.

Results

Ariba logs you out of your account and sends an email notification to the new account administrator, alerting them that they now have the **Administrator** role.

How do multiple people receive email notifications for new purchase orders?

You can list up to five separate email addresses in your **Electronic Order Routing** preferences. Separate email addresses with a comma and no space.

Additional Information

If more than five contacts in your company need to receive new purchase order notifications, you'll need to set up an internal distribution list at your company and configure the distribution list as one of the five email addresses.

Use an email address that has no security program (automatic verification) as Ariba does not recognize such response and may not deliver an order to you. If you make use of a security functionality for your emails, please make sure that you still can receive our PO's.

How do I update my email notification preferences?

Only an account administrator has the authorization to edit order routing settings, notification settings, and user roles for both themselves and for all sub-users with an Ariba Account.

To change the notifications you receive, and edit the associated email address(es):

1. Click **Account Settings icon > Settings** in the upper right corner of the **Home** page.
2. Click **Notifications**
3. Click one or all of the tabs depending on desired notification types (**General**, **Network**, **Discovery**, **Sourcing & Contracts**, and **Messaging** tabs)
o You can update the email address(es) for each individual notification type by changing the address(es) in the **To email addresses (one required)** column. Enter up to three email addresses per notification type, separated by commas.
o You can remove a particular notification by unchecking the box next to the specific notification you want to change.
4. Click **Save** when you are finished.

Additional Information

The aforementioned instructions only control the settings for notification emails. You can also control your settings by configuring your Electronic Order Routing method settings.

How do I create/change my remittance address and banking information?

You can edit your bank information when defining your remittance address:

1. Click **Account Settings** icon **> Settings** in the upper right corner of the **Home** page.
2. Select **Remittances**.
3. Click **Create** in the **EFT/Check Remittance** section.
4. Add or update your bank account information.
5. Tick the box to the left of **Include Bank Account Information in invoices.**
6. Click **OK**, then click **Save**.

Your updated remit-to information will appear on new invoices you create.

Additional Information

You must be the administrator or have the **Payment Profile** permission to access the Remittances page. If your customer requires you to provide bank details on invoices, you'll receive an error message on the invoice if you haven't added bank information to your remittance address. If you see an error, you can click **Add bank accounts details** to configure your remittance address with bank information. After you add bank information, you are returned to the invoice entry page and can submit the invoice to your customer.

If you update your bank account information while you have unpaid invoices, contact your customer to make sure the bank account information is updated in your customer's system as well.

What action do I need to take for an enablement task?

You might receive an email notification about pending enablement tasks that require your action. This means that your customer has assigned certain tasks to you to make sure your account is fully configured and ready to transact. It's important to complete the task before the due date to ensure that it doesn't escalate to your customer.

To view a pending enablement task:

1. Access the **Enablement Tasks** tab. tab lists the actions you need to complete before transacting with your customer.
2. Click **Complete Task** next to a pending task and follow the instructions on the page.

Note: Some tasks require you to configure your account or to send a particular type of document, while others act as a simple confirmation that you're ready to transact.

How do I change or update my email address or username?

To update the email address, username, contact information, preferred language, timezone, or currency on your account:

4. Click **Account Settings icon** > **My Account** in the top right.
5. Edit any fields as needed.
6. Click **Save.**

If you update your email address, be sure to click the link in the confirmation email sent to the new email address.

Additional Information

Usernames are unique and cannot be used multiple times. They also need to be formatted like an email, but do not need to be a valid address. For example, if your username of test@ariba.com was not accepted, try test1@ariba.com.

You may also consider checking your account notification settings to be sure that the correct email is being used.

How do I view my trading relationships?

To view your trading relationships, follow these instructions:

1. Click **Account Settings** icon **> Settings > Customer Relationships**
2. View your **Pending**, **Current**, and **Rejected** relationships under each corresponding heading

Additional Information

If you don't see **Customer Relationships** under **Account Settings** icon **> Settings**, it may be related to one of the following causes:

- Your account is not yet linked to a customer. If you don't have access to certain tabs like **Inbox** or **Outbox**, this might be the case. To establish a relationship, provide your Ariba Network (ANID) number to your customer.
- You are a sub user on your company's Ariba account. If this is the case, then the account administrator will have to give you the Customer Administration permission. This will give you the permission to view customer relationships.

   If you can only see specific customer relationships, the account administrator will have to provide you with permission to view all customer relationships.

Do I contact Ariba or your customer when I have a question or issue?

Not sure who to contact with a question or issue? We can clear that up.

Ariba Customer Support can help you understand how to use your account, but your customers are best qualified to explain what they need according to their own internal business processes.

The following information can help you determine when to contact Ariba and when to contact your customer.

Contact your customer if you have questions about the following areas:

- **Invoice payments**
  o After you submit an invoice, your customer receives the invoice and begins to process it. Your customer updates the invoice status and can let you know when to expect payment.
  o Your payment does not go through Ariba, unless your customer uses AribaPay.

- **Invoice rejections**
  o your customer rejects an invoice when it doesn't meet their requirements.
  o your customer can then tell you how to correct your invoice.

- **Missing purchase orders or purchase order details**

If you can't find a purchase order, your customer can confirm that it was sent to the correct account.

If the information on your purchase order is incorrect, your customer needs to issue a replacement order.

- **Sourcing event content**

  Your customers use Ariba Sourcing to build an event based on the information they want from you.

  For clarification on specific questions in the event, it is best to contact the event owner directly.

  Contact your account administrator if you have questions about the following areas:

  Your account settings

  If you are an administrator, you control the settings for yourself and all other users on your company's account.

  If you are not an administrator, contact your account administrator for assistance with requesting additional permissions, resetting your password, and configuring other user settings. To find out who your administrator is and how to contact that person, click your name in the upper right corner of your account and select **Contact Administrator**.

  If you are not sure who to contact at your customer's organization, you can find the appropriate contact information in your account.

  If you have questions about anything not covered in the areas listed above, you can browse or search the Help Center to find information related to navigating, using, or understanding your Ariba account.

  As you navigate through Ariba, the content displayed in the Help Center will change automatically based on what you're doing on each page.

How secure is the Ariba Network?

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.

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3. PROJECT SCOPE

In which countries/entities/businesses is the SAP Ariba solution available for DSM?

Village Neuf (FR) and Brazil entities – already live since 9/2020
Remaining EMEA entities – May 2021 / February 2022
USA, Canada, Peru, Mexico – September 2021
APAC – November 2021

What documents am I going to receive?

Detailed overview can be found in DSM Supplier Information Portal in the <u>DSM Supplier Add-On Guide.</u>

What documents do I need to send?

Detailed overview can be found in DSM Supplier Information Portal in the <u>DSM Supplier Add-On Guide.</u>

What are mandatory actions vs optional actions?

Detailed overview can be found in DSM Supplier Information Portal in the <u>DSM Supplier Add-On Guide.</u>

What is the process for open POs at the moment of Go-Live?

„All types of purchase orders submitted prior the Go Live should be invoiced the "old" way. New orders sent over the Ariba Network are to be invoiced over the Ariba Network.

4. THE DOCUMENT FLOW

Detailed overview of transactions including step-by-step process can be found in DSM Supplier Information Portal in the <u>DSM Supplier Add-On Guide.</u>

Purchase Order

Standard Account Suppliers: I cannot find an Interactive Email Order in my Outlook Inbox. What should I do?

If you can't locate the interactive email please search for the domain "@ansmtp.ariba.com" across your folders, including spam & junk folders.

Ask your IT department to whitelist the domain "@ansmtp.ariba.com" to ensure that you receive all SAP Ariba system generated messages and future notification.

Check your mailbox for messages from your IT (Information Technology) department highlighting 'on hold' messages from the SAP Ariba domain name.

After registering a standard account, if you misplace an interactive email-order notification, you can resend the purchase order email to the configured email address from your home dashboard.

Order Confirmation

How do I create an order confirmation? How do I confirm an order?

If an order contains line items or services that are temporarily unavailable or no longer offered, you can confirm the parts of the order than you can fulfill, back-order other line items, or reject line items.

To submit an order confirmation:

1. Click **Inbox** > **Orders and Releases** from the upper-left of the home page.

2. Click on the PO number hyperlink to open the order.
3. Click **Create Order Confirmation** > **Update Line Items**.
4. In the **Order Confirmation Header** section, enter a confirmation number. You can also add estimated shipping cost, estimated tax, and comments.
5. Choose **Enter the shipping and tax information at the line item level** if you want to enter the estimated shipping date, delivery date shipping cost, delivery cost or comments for each line item that you confirm.

The next part of the order confirmation is confirming or rejecting these items to inform your customer if their order is possible or will need to be put on backorder.

1. Do one of the following:

      a. For material items, enter numeric values in one or more of the **Confirm, Backorder, and Reject fields**

      b. For service items, choose **Confirm** or **Reject**.

2. Click **Details** within a line item and do any of the following:
      a. Edit shipping and delivery dates, shipping and tax cost information, advanced pricing information, and comments.
      b. For rejected quantities, choose a **Rejection Reason**. If you select **Other** for the **Rejection Reason** field, you need to enter a value in the **Comments** field.
3. Click **OK** when you have finished updating the line-item details.
4. Click **Next**.
5. Click **Submit** to send the order confirmation to your customer and return to the purchase order details page.

Additional Information

- You can confirm partial orders or update advanced pricing details only if your customers have configured their accounts to allow you to confirm orders or update advanced pricing details at the line level.
- You can confirm partial service orders only if your customers have configured their accounts to allow you to confirm orders at the line level and to enter service details on order confirmations.
- You can partially or fully reject line items only if your customers allow it.

I have received a new PO that has the incorrect quantity/price– who can I contact about this issue?

Go to "Create Order Confirmation", select "Update Line Items", enter Quantity and click on "Details" to change the pricing if necessary.

Should I continue to confirm orders via e-mail or fax?

You don't need to confirm us orders via these channels anymore. It is expected that you confirm these orders on the Ariba Network directly. When you confirm the orders, it is recorded in our system. The confirmation in Ariba Network will facilitate accurate and efficient billing.

Today I send no confirmation orders, do I have to start doing it?

No, but by good practice, we invite all our suppliers to confirm their orders in e-LIVE SAP Ariba, in order to efficiently monitor the reception and acceptance of those orders.

Ship Notice

How do I create Ship Notice?

You can create ship notices to keep your customers informed about when they can expect to receive the items they ordered from your company.

Procedure

1. Go to ▶**Inbox** ▶ **Orders and Releases**◣, and then click the order number you plan to ship.
2. Click **Create Ship Notice** at the top of the purchase order.
3. In the **Ship Notice Header** section, enter the information for this shipment.
   - At minimum, you need to provide a **Packing Slip ID**, **Tracking No.**, and the address where you are shipping from.
   - If you are providing transport terms and the transaction rule **Require all items in a ship notice to have the same transport terms value** is enabled, all line items of a ship notice must use the same transport term.
4. (Optional) To help you identify and search for documents you send out, you can add an internal reference code in the **Supplier Reference** field. This can take any form. For example, it might be a number or the name of a person who is dealing with that order.
5. In the **Item** section, do one of the following:
   - For each line item, in the **Ship Qty** field, enter the number of that item that is included in this shipment.

     1. To indicate that none of a
   - particular item is included in this shipment, click the **Remove** link to the right of that line item. This removes the item from the current ship notice but not from the source purchase order. The item remains available for future ship notices.

   Note

   If the order contains advanced pricing details, Ariba Network shows the pricing details for the line items when you create ship notices. If the customer flagged an item as completed on the order, the following warning appears for the item: The buyer has marked this as Completed. This warning does not prevent you from submitting the ship notice.

   2. (Optional) Enter the ID number for the batch in which each item was made into the **Batch ID** field.
   3. If you need to add shipping information on line item level, click **Details** for a line item to show the **Create Ship Notice Shipping Details** page.
   4. To enter hazardous materials instructions, enter a description of the hazardous materials to be shipped, select a hazardous materials code system from the **Code Type** menu, and enter the code.
   5. To change the terms of delivery, enter the necessary information in the **Delivery Information** section.

6. To enter serial numbers or asset information, enter the item's serial number or asset tag and click **Add.** Repeat as necessary to add more serial numbers or asset tags.
7. Click **Next**. Confirm the information on the review page. To make changes, click **Previous.**

   Any serial number and asset information you entered appears on this page.

8. Click **Submit.**

   Ariba Network sends the ship notice to your customer and returns you to your **Inbox.**

Next Steps

After you create a ship notice, you can:

- Review copies of ship notices you have sent in your **Outbox.**
- Review order status information in your **Inbox.** You can see updated status information for orders in the **Order Status** column.
- Create invoices against the order.

Related Information

How to create a ship notice from a scheduling agreement release
How to create a ship notice from several orders and releases

How do I create a Partial Ship Notice?

To create a partial ship notice:

1. Click **Inbox> Orders and Releases** from the upper-left of the home page.
2. Click on the PO number hyperlink.
3. Click **Create Ship Notice** at the bottom of the order details page.
4. Fill out all mandatory fields in the header.
5. **Remove** each item you are not shipping.
6. Edit the shipping quantities on the items you plan to ship.
7. Click **Next> Submit.**

Additional Information

Not all fields in the ship notice are required. An asterisk (*) next to the field indicates that a field is required.

Removing a line item from a ship notice will not remove it from your purchase order.

A ship notice can't be created for a purchase order that includes one or more service lines. Create a service sheet for service orders instead.

How do I cancel or edit a ship notice?

You can cancel a ship notice by using the **Cancel / Edit** button at the top of the ship notice details page.

Additional Information

You can cancel or edit a ship notice that has a status of **Sent** only if your customer's invoicing rules allow it.

Ship notices can only be canceled at the header level. Individual line items cannot be canceled.

Service Entry Sheet

How do I create a Service Sheet?

To create a service sheet:

A service sheet (sometimes called a "service entry sheet") describes one or more line items you fulfilled in response to a service order. People in your company who fulfill services at a work site create and send service sheets to customers to describe the services they performed. Service sheets can include contact information for the field contractor, field engineer, and approver.

Procedure

1. Do one of the following:
   o Tap the menu icon, then tap ▶**Create documents** ❯ **Service entry sheet**◪, select the order for which you want to create a service sheet, then tap the **Create service entry sheet** button.
   o Tap the menu icon, tap **Orders**, select the order for which you want to create a service sheet, then tap the more button and choose **Create service entry sheet.**
2. On the **Select Item to Create Service Sheet** page, choose an item to add to the service sheet.

   Note: You can only see the **Select Item to Create Service Sheet** page if your customer allows it.

3. In the **Service Sheet Header** area, perform the following actions:
   o Enter information such as the service sheet number, service dates, and contact information for the field contractor, engineer, and approver.
   o To add a comment, tap **Add Comment** and enter comment text.
   o To add one or more attachments, tap **Add Attachment**, browse to the attachment file, and tap **Add Attachment.** You can only add attachments to service sheets at

the header level; customers can set a business rule to require you to add at least one attachment per service sheet.

4. (Optional) To help you identify and search for documents that you send to customers, you can add an internal reference code in the **Supplier Reference** field. For example, it might be a number or the name of a person who is dealing with that order.

5. In the **Service Sheet Line Items** area, choose any purchase order lines you don't want to include in the service sheet, and then tap **Delete**.

   Note

   A service sheet needs to include at least one service line.

6. Enter details of the services you performed for the included lines, such as quantities, unit prices, and service period start and end dates.

   By default, service lines use the service period start and end dates specified on the purchase order.

7. If your customer's business rules allow you to add ad hoc items to service sheets, choose a purchase order item group and add the item under it, and then perform the following steps:
   a. Choose the type of line you want to add: **Service** for a service line or **Material** for a material goods line.
   b. Enter a part number and description for the item.
   c. Enter the **Quantity**, **Unit**, **Unit Price**, and **Subtotal** for the item. **Unit** and **Subtotal** are required for service lines.
   d. (Optional) Add or edit the service period start and end dates.

      By default, the individual ad hoc lines you add to a service sheet use the service period from the service sheet's header if it has them; otherwise, they are bank. Ad hoc lines you add as grouped items under an item group use the item group's service period dates if it has them by default; otherwise they use the header dates. You can edit any default service dates for ad hoc lines.

   e. (Optional) Tap **Comments** and enter comment text for the line.
8. If your customer allows you to punch in to their Ariba procurement site to add contract or catalog items to service sheets, choose a purchase order item group and tap **Add Contract/Catalog Item** to add the item under it, and then perform the following steps:
   . The **Add Item** page opens to display items configured for invoicing on the related contract. Depending on the type of contract and the way your customer has configured the catalog, the **Add Item** page either displays the catalog main view or the item list view. For example, an item-level contract displays all available items for invoicing directly in item list view mode, while a supplier-level contract displays the catalog main view for browsing and searching. On the catalog main page, browse by category, follow the category links, or search by keyword or part number to narrow the list of items.
   a. On the catalog item's listing page, tap **Add Item** to add the item to the shopping cart. Note that the price you see on this page reflects the price before contract

pricing terms are applied. Contract pricing terms are applied when you add the item to the service sheet.

   b. If your customer allows you to add non-catalog items to service sheets during punch in, tap **Add Non-Catalog Item** and enter information for the item.

   c. Tap the shopping cart icon in the upper right corner of the screen at any time to edit your shopping cart contents.

   d. Tap **Done**.

   Note

   You can save service sheets as drafts to work on them at different times before you submit them. Ariba Network stores draft service sheets for 14 days after the last time you edited them. To save a service sheet, tap **Save** at the top of the service sheet page. To open a saved draft service sheet, in your **Outbox**, tap **Drafts**, then tap the **Service Sheets** tab.

9. Tap **Next**.
10. Review the information you entered and tap **Submit**. You can't cancel a service sheet once it is submitted.

Results

Ariba Network sends the service sheet to your customer. You can see it in the related documents for the purchase order and on the **Service Sheets** tab in your **Outbox**.

The status of a service line in a purchase order is set to **Serviced** once you create service sheets against it up to the subtotal amount. If the line is unplanned and has a hidden maximum amount larger than the subtotal, you can continue to create service sheets against it up to that maximum amount.

How do I cancel or edit a service sheet?

If your customer's transaction rules allow it, you can cancel the SES by clicking **Cancel** on the SES. If there is no **Cancel** button, you will have to contact your customer and request that they manually reject the service sheet. Once the service sheet is in **Rejected** status, you have the option of editing and resubmitting it.

How to edit and resubmit a failed or rejected service sheet?

Describes how suppliers can respond to orders by creating order confirmations, ship notices, and service sheets on the Ariba Network supplier portal.

You can correct any errors on a failed or rejected service sheet and resubmit it to your customer.

Context

A service sheet can fail when service sheet line items don't match the information from the purchase order. Your customer provides a reason when rejecting a service sheet.

Procedure

1. In the **Outbox**, choose the failed or rejected service sheet and click **Edit**.
2. If the service sheet was rejected, enter a new service sheet number.
3. Edit the service sheet to correct any errors.
4. Review the information you entered, and then click **Submit**.

Results

Ariba Network sends the updated service sheet to your customer. The rejected service sheet is still available in your **Outbox** and in the purchase order's related documents with a status of **Rejected** and a routing status of **Obsoleted**.

Invoice

How to create an invoice?

First, you will need a trading relationship with your customer. Then, you will need to determine what type of invoice you are submitting. Please see the article "How do I know which type of invoice to create?" to determine what type of invoice you are creating.

The below articles will provide instructions to create an invoice.

If you are submitting a Purchase Order (PO) based invoice, please see the article "Creating a PO-Based Invoice".

If you are submitting a non-PO invoice, please see the article "Creating a Non-PO Invoice".

If you are creating a contract invoice, please see the article "Creating an Ariba Network-Validated Contract Invoice".

Additional Information

To add tax, shipping, discounts or comments to an invoice, please see "How do I add tax, special handling, discounts, payment terms, or comments to an invoice?" for instructions.

How do I enter VAT/TAX per line item?

If you need to add Taxes, you can either:

- Select line item(s), click Line Item Actions, then Tax. The tax subline will appear below each selected line.
- OR use the Tax Category dropdown at the top to select from the displayed options, then click Add to Included Lines to apply the selected Tax rate to all lines with the green slider activated.

Tip: Use the Configure Tax Menu option to set up a quick list of tax rates that you are regularly applying.

Who should I contact in relation to rejected invoices?

Please contact the purchasing Share Service Centre via email: europe2.p2p@dsm.com

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Where can I find instructions on how to invoice?

Go to DSM supplier information portal and click on Ariba Network User Guide.

The 'Create Invoice' button in my SAP Ariba account is greyed out and I cannot invoice. What do I do?

Either the country you want to invoice To or From is not eligible for Ariba e-invoicing, or it means that you need to confirm your order before invoicing.

How do I edit and resubmit a failed or rejected invoice?

If you need to change information on an invoice you've already submitted, the invoice must have a status of **Failed** or **Rejected**.

To update the invoice details and resubmit the invoice:

1. Click **Outbox> Invoices** in the upper-left of the home page.
2. Access the invoice you want to edit.
3. On the invoice details page, click **Edit & Resubmit** to edit the invoice.

The edited invoice contains the same **Invoice #** and **Invoice Date** by default. If permitted by your customer's invoicing rules, you can reuse the original invoice number. Otherwise, you need to make the invoice number unique.

If your invoice is not in Failed or Rejected status, you can do one of the following:

- <u>Cancel</u> the invoice and create a new invoice with the correct information. Check your <u>customer's invoicing rules</u> to see if this is allowed.
- <u>Ask your customer</u> to manually reject the invoice. This lets you edit and resubmit the invoice.

Additional Information

You cannot edit a purchase order in your Ariba Network account. Your customer needs to change the purchase order if it contains incorrect information.

Why was my invoice or service entry sheet rejected?

Invoices are rejected either:

- Automatically by your customer's invoicing rules
- Manually by your customer

The rejection happens when the invoice violates invoicing requirements established by your customer.

To review the reason for invoice rejection:

1. Click **Outbox** > **Invoices** in the upper-left of your home page.
2. Click the invoice number hyperlink.
3. The invoice rejection notes appear across the top of the **Detail** and **History** tabs of the invoice.

If you understand the invoice rejection reason, you can <u>edit and resubmit</u> the invoice to your customer for payment. If you need more clarification, <u>contact your customer</u>. Your customer has the most accurate information on how to correct your invoice.

Additional Information

If the invoice status is **Rejected** and routing status is **Failed**, you may need to contact SAP Ariba Customer Support for checking software settings in your account to identify and fix a reason of failure.

Which document will be considered as official/legal original invoice?

The cXML document generated on Ariba Network becomes the only official and legal document. A readable copy of this document is also available in PDF format. This PDF will have nevertheless the indication 'copy'. For each electronic order sent via Ariba Network, the only valid document from a legal point of view is the electronic invoice via Ariba Network in cXML

format. A PDF is always available as a readable copy. Besides, the invoices received from other ways will be rejected (except during the transitional period).

Am I allowed to back-date an invoice?

DSM allows invoices to be back-dated up to 3 days. Invoice back-dated more than 3 days will be rejected. Keep this in mind at the turn of the year to avoid invoicing in January for the Order submitted in December.

Should I also send a paper invoice in addition to the electronic invoice?

No, the electronic billing process replaces the paper flow. Please do not send a paper copy of the invoices generated through Ariba Network.

My company already send PDF invoices by email. Do I still have to join the Ariba Network?

Yes. The only way to send your invoices to DSM is through the Ariba Network. Any other means will be rejected.

Besides creating invoices via the AN, shall I also record the invoices in our accounting system?

Yes, the two actions are necessary. The Ariba Network doesn't replace your accounting system. Ariba Network enables you to generate and send your invoices electronically.

Can my company still send paper invoices to DSM?

No. The only way to send your invoices to DSM is through the Ariba Network. Any other means will be rejected.

Can we attach supporting documents on Ariba Network while submitting invoices?

Yes, DSM accepts attachments to the invoices submitted on the Ariba Network.

Are credit notes supported on Ariba Netowrk?

These documents are allowed in the Ariba Network, but they may only be issued against an existing invoice.

What e-invoicing options does Ariba Network offer to suppliers using their network?

PO Flip: The PO flip is designed for companies who receive the purchase orders through Ariba Network and transform them into invoices on the Ariba Network with little extra effort. Most information is copied from the purchase order. Only supplier specific data (like invoice number, VAT rates…) must be added manually.

Integrated Solution: The Integrated Solution gives a fully automated process where invoice data is extracted directly from suppliers billing system and delivered directly into the customer's finance systems, by mean of the Ariba Network functionality

CSV Solution: The CSV solution allows supplier to load multiple invoice via Comma delimited files. This is generally used when large suppliers do not have the immediate means to implement an integrated solution.

I am trying to invoice DSM, but I receive error messages in my account? Who do I contact?

Please review the error message from Ariba and correct the information as required. In case you need advice, please start by typing the issue into the Help Centre on the right-hand side of your screen (in SAP Ariba account), most questions are already pre-answered. In case you need more help, you can contact Ariba Customer Support directly from the Help Centre.

5. INTEGRATED SUPPLIERS

What does an 'integrated' supplier mean?

An integrated supplier is a supplier which has automated exchange of documents between their ERP and the Ariba Network. The Ariba Network Enterprise account offers possibility to integrate with your back-end ERP system for automatic exchange of electronic documents. A minimum of Silver subscription package is required to implement this integration.

For more information click here: https://www.ariba.com/solutions/solutions-overview/integration-solutions

If you would like to start an integration project, please contact supplier.enablement@dsm.com.

What if my company is not technically ready to transact as 'integrated' supplier by the Go Live date?

If the automation of the exchange of documents is not implemented, you will create the invoices using the "PO Flip" functionality through the Ariba Network until you are ready to connect your ERP with SAP Ariba.

How to Integrate my ERP with Ariba Network?

The Ariba Network offers possibility to integrate with your back-end ERP system for automatic exchange of electronic documents. For more information please contact SAP Ariba.

http://supplier.ariba.com (Help Center)

Where do I find DSM Integration requirements and guidelines?

Go to DSM supplier information portal and click on „Integration & Catalogs section.

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6. BEING LIVE ON ARIBA NETWORK

When is the Go-Live date? Can I start sending electronic invoices prior to that date?

Each Go Live date will be communicated by DSM well in advance. You cannot use the Ariba Network prior to that date.

If my company is live on AN, must we wait for new e-orders from DSM to start sending e-invoices?

Yes. For invoices based on purchase orders, you must wait orders to be posted on Ariba Network.

Will I receive a training about creating invoices on the Ariba Network?

During enrolment, there is a period to familiarize yourself with the Ariba Network. Ariba has organized a summit and provided recordings that are available on DSM supplier information portal that is also accessible from your account.

Will I receive assistance when creating invoices on the Ariba Network?

When using the system, support from SAP Ariba is provided for full enabled suppliers (Enterprise Account). In any case, the Ariba Network provides a Help Center that may already have an answer to most of your questions and you can contact the customer support. Before go live, Ariba enablement team will contact you and show you how to create invoices.

Ariba Help Center: What Language do they speak?

Complete list is available here at https://support.ariba.com/item/view/128381

Whom can I contact within DSM?

You may contact us via *supplier.enablement@dsm.com* for any questions related to the project. If you have any technical question, please refer to SAP Ariba and the Ariba Network.

Does Ariba Network have any tutorial videos to understand the process?

There are tutorials available in the SAP Ariba HelpCenter.

Is there further information available on the Ariba Network service?

Yes, please visit following sites.

Ariba Network Terms of Use
Data Policy
Security Disclosure
Legal notices

For more FAQs you can click the link below

http://www.ariba.com/help/ariba-answers/suppliers