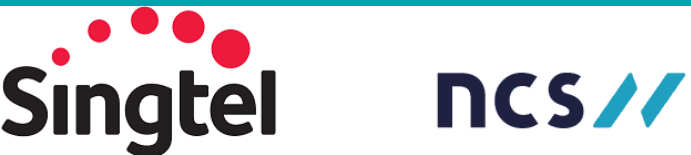


Singtel /NCS Supplier FAQ



Supplier FAQ

ID	Question	Answer
1	What happens if we decide not to opt into the SAP Ariba Network?	As mentioned earlier; there are some great benefits for our suppliers to join the network. Singtel /NCS is committed in understanding those suppliers who do not wish to join the SAP Ariba network. We will collaborate with those suppliers as we continue along the onboarding journey.
2	We would like to understand how this transition is going to affect us?	There is a great opportunity for our suppliers to join the SAP Ariba Network. There will be some changes with how you engage with us today. Including; an online portal, with access to track payment and orders and invoices will be automated, making the invoicing process much more streamlined end to end.
3	Is the intention that SAP Ariba will become a portal for vendor Accounts Receivable (AR) teams?	All Suppliers, along with accounts receivable will be able to view all invoices and POs online via the SAP Ariba Network. The portal will be a great place to be able to track payment and orders for both our Suppliers and Singtel /NCS.
4	Are you able to provide the terms & conditions for joining Ariba?	Direct suppliers to the following links for more information: Terms of use https://service.ariba.com/Authenticator.aw/ad/termsCenter ; SAP Ariba Privacy Statement https://www.ariba.com/legal/ariba-privacy-statement-05-18-2018
5	Does this mean, instead of sending our invoices to Singtel /NCS via email, we submit our invoices via an online portal?	That's right, if you have joined the Ariba Network and are trading with Singtel /NCS on the SAP Ariba Network, you will be able to submit your invoices via an online portal.
6	I already use the SESAMI portal to uploading billing etc. each month for Singtel /NCS secondments. Will this affect the process of this at all?	Singtel / NCS will be transitioning from Sesami to Ariba Network as the main transaction portal. If you have received open orders through Sesami, please continue to submit e-invoice through Sesami for such orders. For new purchase orders issued from Singtel / NCS via Ariba Network, you will need to process these orders i.e. order confirmation, e-invoicing etc through Ariba Network.
7	Will the Ariba system replace the GRN process?	At this point in time the GRN process will still need to be performed internally by Singtel /NCS. Our suppliers will be able to see the status of GRN's via the online portal.
8	What are the costs involved?	As mentioned earlier, fees are based on transaction fees + annual subscription fees which varies from company to company. You also have an option to join the standard account, which has limited functionality as a free option. You can discuss pricing plan details with the SAP Ariba team, by contacting them via the Help Centre which can be accessed via the SAP Ariba Network Portal.
9	Do we include Network costs in our quotations to Singtel /NCS?	Singtel /NCS does not expect you to include the SAP Ariba Network cost as part of your quotation. Singtel /NCS will continue to review all quotations as per our internal quotation review process.
10	How long is this membership? 12 month annual subscription?	The membership is not fixed. There is no minimum period. A subscription fee is charged annually and transaction fees are charged quarterly. You can contact the SAP Ariba team with any account enquires via the Help Centre which can be accessed via the SAP Ariba Network Portal.

Supplier FAQ

ID	Question	Answer
11	What if my company is already registered on Ariba Network but my company's user account administrator has left the company, how do we monitor that?	If your company's user account administrator leaves but did not hand over the login credentials, suppliers should contact the SAP Ariba support team to organise the required access. The Help Centre can be accessed via the SAP Ariba Network Portal.
12	Whom in Singtel /NCS do I contact if I would like to upgrade my account?	Any account enquires should be directed to the SAP Ariba team. Suppliers should contact the SAP Ariba Help Centre which can be accessed via the SAP Ariba Network Portal.
13	If I do not like the Ariba Network can I opt out and stop my subscription?	Yes, suppliers that wish to cancel their membership should contact the SAP Ariba Help Centre. The Help Centre can be accessed via the SAP Ariba Network Portal. Singtel /NCS does recommend and encourage our suppliers to stay on the SAP Ariba Network due to the benefits discussed earlier.
14	Will this impact any of the Tenders that are live?	This will not impact the tenders that are live, this process has no bearing on the existing tender process, we do however strongly encourage you to register to join the SAP Ariba Network for the benefits discussed earlier.
15	What about existing contracts? We will be expected to join the Ariba Network for these contracts?	Singtel / NCS plan to transition to Ariba Network as the transaction platform with our suppliers. Regardless of any existing contracts, we expect our suppliers to join the Ariba Network in order to continue to conduct business transaction with us.
16	Do I only sign up if I am awarded a contract?	If you are already have existing transaction with Singtel / NCS, we encourage you to join the SAP Ariba Network to continue to conduct transactions with us. If you are anticipating to be awarded a contract from Singtel / NCS, you will need to join the Ariba Network to conduct transactions with us.
17	We have multiple entities, do each of our entities need to join the SAP Ariba Network?	Yes, we would encourage you to join the SAP Ariba Network, if your entities are trading with Singtel /NCS. If each entity is currently sending POs and invoices, then each entity needs to sign up.
18	Will our payment terms change as a result of this?	No, there will not be any change to contractual terms with Singtel / NCS.
19	Will suppliers have to change the format of their documents?	At this point in time, there is no need to change the format of supplier documents. If this changes down the track, Singtel /NCS will inform our suppliers.
20	How do Supplier process old or legacy PO and Invoices while this change is being implemented?	Please continue to process in-progress PO as per current method e.g. through Sesami. You will be expected to process new PO issued through Ariba Network in Ariba Network.

Supplier FAQ

ID	Question	Answer
21	Will we get some training?	SAP Ariba will provide the required training sessions and online knowledge guides to ensure you are capable in using the portal. If you need any support – the Help Centre can be accessed via the SAP Ariba Network Portal.
22	Does this mean as a partner to Singtel /NCS whereby we provide services to their customers, will we be expected to incur fees for submitting our invoices via their preferred system?	The Ariba network utilises a fee structure based on volume and spend, which is outlined in the supplier summit presentation. The Ariba network does have the option for a standard account that has no fees which all suppliers are able to sign up to, although this has limited functionality. You can discuss the many options with Ariba once they contact you.
23	Current PO system is whereby the entire contract value is placed on PO, so if legacy move across to Ariba - will we be charge 0.015% on initial PO amount or only the amount remaining at time of transition? (For Enterprise account only)	Suppliers will only incur costs for transacting over the Ariba network. In this instance only the spend remaining would be chargeable, based on the fee structure or account type selected. If a supplier selects a standard account then no fee would be chargeable.
24	Will providers of services to Singtel /NCS be required to transact through Ariba?	Yes, you will be required to use the Ariba Network to process Singtel / NCS orders i.e. perform order confirmation and submit e-Invoice.
25	As providers of high value services to Singtel /NCS the cost of the system appears very high - can these costs be passed on to Singtel /NCS?	As mentioned earlier, fees are based on transaction fees + annual subscription fees which varies from company to company. <u>You also have an option to join the standard account</u> , which has limited functionality as a free option. You can discuss pricing plan details with the SAP Ariba team, via the Help Centre which can be accesses via the SAP Ariba Network Portal.
26	Is this a compulsory for all suppliers to register for Ariba?	As mentioned throughout the summit there are some great benefits for suppliers to join the Ariba network. We are committed to understand why those suppliers don't want to join the Network and will collaborate with them throughout the Ariba Network Journey.
27	When/how do we inform Singtel /NCS that we are already registered for SAP Ariba?	We require confirmation directly from the supplier via survey form <insert data collection link>, and we can make sure we have a record.
28	When can we start using Ariba for existing POs (issuing invoices and tracking payment)?	When Singtel / NCS starts transition to Ariba Network, you will be receiving new POs through Ariba Network and you will be expected to process these new POs through Ariba Network. Existing or open POs will need to be processed through existing process e.g. Sesami.
29	Does the .155% volume fee apply to GST. Does the .155% fee include GST.A)	The 0.155% fee value is based on your transactional total in a transaction.
30	if we have already registered to Ariba with other customers, can we just add Singtel /NCS account to our Ariba account?	By signing in with existing credentials, when accepting the TRR, you automatically set up a customer relationship found in company settings.

Supplier FAQ

ID	Question	Answer
31	What comprises a ""document""?	The documents that pass through the Ariba Network to their customer and/or supplier - chargeable documents are Pos, Invoices
32	What's does it mean by Free Discovery RFI/RFQ Response?	A chargeable document is one of the following – PO and Invoice. RFI/RFQ & Discovery is not chargeable
33	Is there any fees to participate in tender response ?	No
34	What's the fee to integrate the accounting system to SAP?	In order to integrate you'll be placed in the silver level by default to use the integration technology“ You can find more information on the fees and subscription sheet.
35	As an example, 4 invoices in the year are considered 4 documents or 1 document?	This is 4 documents
36	If we use Ariba to transact with other companies, do those values count towards our level/fees/etc ? Or is this Singtel /NCS specific ?	Transaction fees, billed quarterly, are on a per customer basis and Subscription fees, billed annually, are across all customer relationships.
37	Can we assign different points of contact for different purposes	Yes the functionality is possible, a system administrator can create users and assign roles to that user.
38	How can suppliers use Ariba network to access potential customers?	This is through the matching service Ariba Discovery
39	Does document count include documents issued by the Customer (e.g. RFQ,PO etc.)?	Chargeable Documents are PO, Invoices. An RFI or RFQ is not included in this

Thank you

