

## Ariba Network FAQs

### Q: What is the Ariba Network?

**A:** As the world's largest web-based trading community, Ariba Network connects leading global organizations with their trading partners and provides a broad-based platform for all key business collaboration needs. It supports everything from trading partner discovery and e-procurement to e-invoicing and working capital management, allowing participants to buy, sell and manage cash rapidly and effectively. Ariba Network delivers unparalleled ROI, reach, flexibility and value to both buyers and suppliers, helping to make business commerce as easy as consumer commerce. Today, more than 4 million companies – including more than half of the Global 2000 – use the Ariba Network to streamline and automate their collaborative business processes.

### Ariba Network Account Types:

You can choose your preference with account types to transact with us digitally while reducing costs.

Standard: Basic functionality, email solution to transact with Splunk POs, confirmations and invoices and is completely free for suppliers.

Standard account: Splunk recommends that suppliers use a standard account to access basic functionalities and email solutions to transact with Splunk POs, confirmations and invoices. It is completely free for suppliers.

Enterprise account: Advanced capabilities to transform your business with complete Ariba Network functionality and E2E view of the procurement process. Please keep in mind that Ariba charges fees to have an enterprise account.

Enterprise Account PO Flip Demo - <https://support.ariba.com/item/view/190402>

### Additional Ariba Resources:

Integration: Improve efficiency, and do more with less.

Click here : For integration info on the Ariba Network

Catalog: Define, validate, and enrich catalog content with enterprise-grade content management tools

Click here : for more info on SAP Ariba Catalog enablement

### I don't know how to login to Ariba network/login credentials are missing.

Go to [service.ariba.com](https://service.ariba.com) for login help.

### How can I access training materials or other help information?

Log into your Ariba account with your existing user ID and password. On your home page, you should be able to see the "Help Center" option in your right-hand side, top right corner.

### What is an ANID number, and how does it impact how supplier fees are calculated?

An Ariba Network Identification (ANID) number is a unique identifier of an Ariba Network account. Suppliers may maintain multiple ANIDs for various reasons. For each of these ANIDs, purchase orders and invoices – as well as transaction (monetary) volume – are counted for each customer relationship to determine when the thresholds are reached for supplier fees. Once the supplier reaches the chargeability thresholds in at least one relationship, transaction and subscription fees are assessed across all relationships within the same ANID. Suppliers with multiple ANIDs may roll up their accounts into a “multi-org” parent-child relationship to take advantage of per-relationship caps.

**Where can I view the terms of use for doing business on Ariba Network as a supplier?**

As a supplier, you can view your terms of use with Ariba at <https://service.ariba.com/Authenticator.aw/ad/termsCenter>.

**As a supplier, if we receive a PO and the price, currency, quantity, additional charges do not match what we plan on to invoice, should we NOT deliver services until we receive an updated PO in Ariba from Splunk?**

It is a best practice to make sure you receive a PO prior to delivering services or shipping materials that is correct and matches what you expect to be paid. You should work with your Splunk Sourcing Partner to make sure that the PO is accurate before you perform against that PO.

**Can a supplier invoice for items that are not reflected on a PO?**

Splunk POs must reflect what a supplier expects to be paid. Splunk does not allow suppliers to invoice for items not on a PO (no non-PO charges are allowed in the AN for Splunk transactions.) If the buyer approves the additional items, these additional items should be added to the PO by the Splunk buyer in order for the supplier to be paid for these goods or services.

**Does Splunk support Credit Invoices/Credit Memos?**

You may issue credits against invoices directly in the Ariba Network. Any questions related to credits should be sent to [AP@splunk.com](mailto:AP@splunk.com).