Ariba® Network Supplier Guide

SAP Ariba

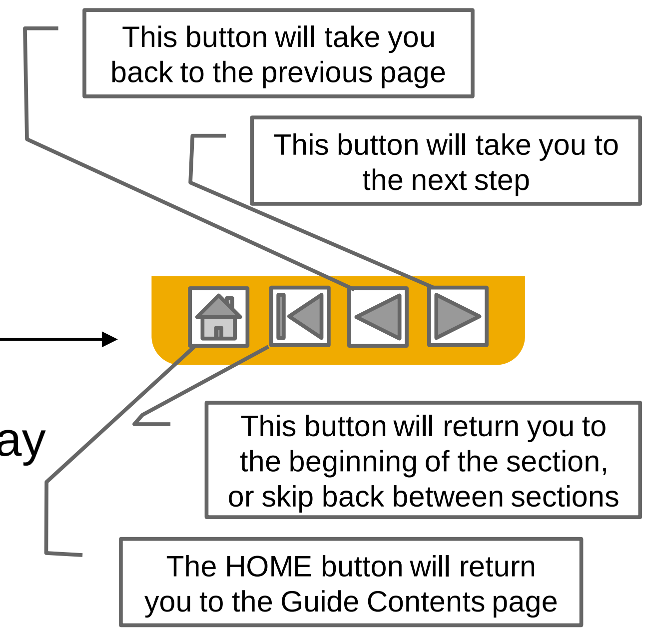
Get Started

Using This Guide

The purpose of this guide is to help suppliers understand the business processes required by Shell.

You may navigate this guide by:

- Clicking the buttons in the toolbar
- Clicking the hyperlinks on the pages – Hyperlinks may be words or shapes within the graphics
- Using the bookmark panel to the left



If you need additional help, you will find a help button at the bottom of each page that will assist you in finding the appropriate support contact.

Tabs in the lower left corner link out to our Community Support pages. Look for these to answer your most common questions.

© 2020 SAP Ariba. All rights reserved.

HOME – Table of Contents

© 2020 SAP Ariba. All rights reserved.

SECTION 1: Ariba Network Overview

What is Ariba Network? → **Shell Project Scope** → **Supplier Value** → **Fee Schedule**

Shell Project Scope:

- Shell Message
- Supported Documents
- Not Supported Documents

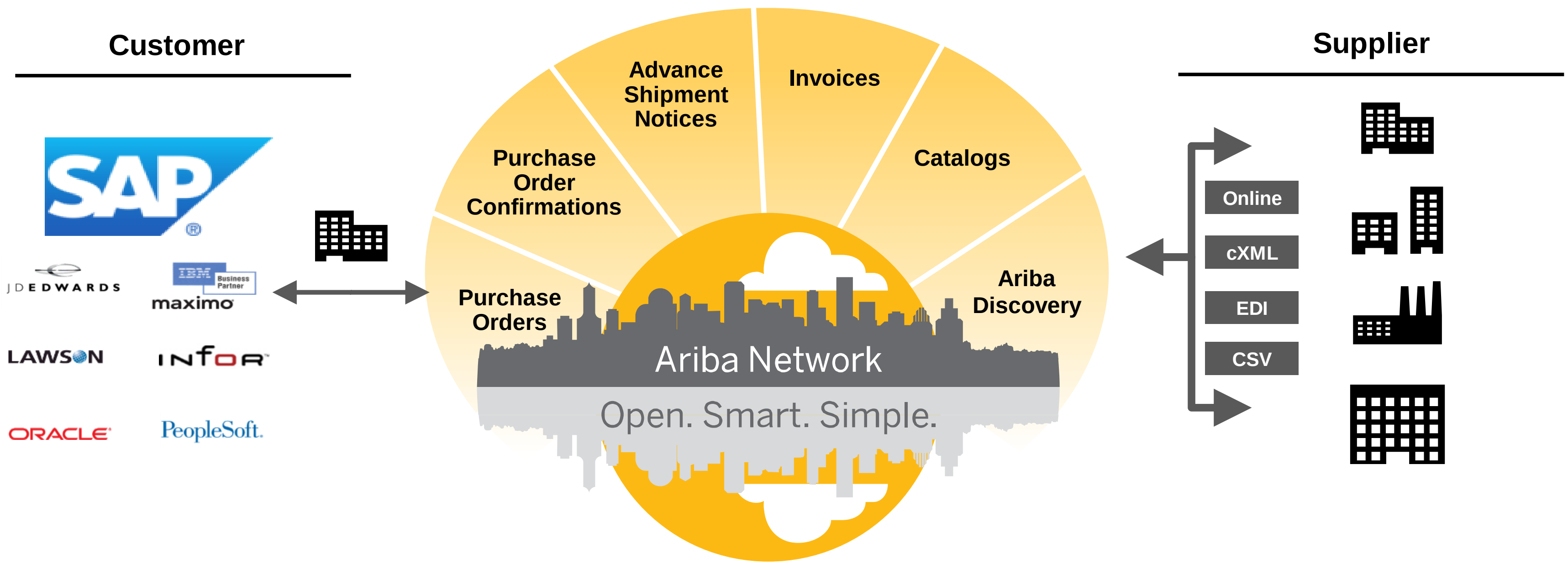
Fee Schedule:

- $USD
- £GBR
- €EUR
- $AUD

© 2020 SAP Ariba. All rights reserved.

What is Ariba Network?

Shell has selected Ariba Network as their electronic transaction provider. As a preferred supplier, you have been invited by your customer to join Ariba Network and start transacting electronically with them.



2+ million Trading Partners

$850B In Annual Commerce

>60% Global 2000 use the Network

65+ million Annual Invoices

190 Countries

60+ million Annual Purchase Orders

© 2020 SAP Ariba. All rights reserved.

Shell Message

Shell’s goal is to be the best company in the Oil and Gas industry and to achieve this one of our aims is to develop ‘best in class’ supply chains. We are on a journey to radically simplify, automate & digitize our purchase to pay cycle but we cannot achieve this without the support of our suppliers.

Our aim is to achieve 100% touchless and paperless transactions. This will make procurement easier, faster, more efficient and more accurate, not only for us in Shell but also for you as a supplier.

After careful consideration we have chosen the SAP Ariba platform to make this happen.

Transacting electronically on the Ariba Network will be a standard part of doing business with Shell.

© 2020 SAP Ariba. All rights reserved.

Review Shell Specifications
Supported Documents

Shell project specifics:

- ***Tax data*** is accepted at the header/summary level or at the line item level of the invoice.
  - *Note – Tax data at summary level is only accepted in some countries*
- ***Shipping data*** is accepted at the header/summary level or at the line item level. If Collaborative Supply Chain is enabled, Shipping details are added at the header/summary level of the invoice.

Supported

- **Purchase Order Confirmations**

  Apply against a whole PO or line items
- **Advance Shipment Notices**

  Apply against PO when items are shipped
- **Service Entry Sheets**

  Apply against a single purchase order referencing a line item
- **Detail Invoices**

  Apply against a single purchase order referencing a line item
- **Partial Invoices**

  Apply against specific line items from a single purchase order
- **Service Invoices**

  Invoices that require service line item details
- **Header Level Credit Memos**

  The Header Level Credit Memo feature is supported by Shell

  per invoices
- **Credit Invoices/Credit Memos**

  Item level credits; price/quantity adjustments

© 2020 SAP Ariba. All rights reserved.

Review Shell Specifications
Not Supported Documents

NOT Supported:

- **Summary or Consolidated Invoices**

  Apply against multiple purchase orders; not accepted by Shell
- **Contract Invoices**

  Apply against contracts
- **BPO Invoices**

  Invoices against a blanket purchase order
- **Invoicing for Purchasing Cards (P-Cards)**

  An invoice for an order placed using a purchasing card; not accepted by Shell
- **Duplicate Invoices**

  A new and unique invoice number must be provided for each invoice; Shell will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on Ariba Network
- **Paper Invoices**

  Shell requires invoices to be submitted electronically through Ariba Network; Shell will no longer accept paper invoices via post, email or fax, unless electronic invoicing is not supported in the particular country we transact in.

© 2020 SAP Ariba. All rights reserved.

SAP Ariba Can Help You...

Collaborate immediately with all trading partners?

- Immediate access to online invoice creation tool
- Automation and catalog posting for your buyers in <8 weeks

Turn paper into efficient electronic transactions?

- 75% faster deal closure
- 75% order processing productivity gains via cXML
- 80% increase in order accuracy through PunchOut

Catch errors and correct them – before they even happen?

- 64% reduction in manual intervention

Track invoice and payment status online in real time and accelerate receivables?

- 62% decrease in late payments
- 68% improvement in reconciling payments

See opportunities you're missing and have the ability to trade globally?

- 15% increase in customer retention
- 30% growth in existing accounts
- 35% growth in new business

© 2020 SAP Ariba. All rights reserved.

Supplier Fee Schedule

Please select your currency:

$USD

£GBP

€EUR

CHF

© 2020 SAP Ariba. All rights reserved.

Supplier Fee Schedule

Transaction fees (billed quarterly)

Less than 5 documents* OR less than USD 50,000	**FREE** usage
More than 5 documents * AND more than USD 50,000	0.155% of transacted volume for relationships without Service Entry Sheets
	0.35% of transacted volume for relationships with Service Entry Sheets
*only POs, invoices, service entry sheets, and service entry sheet responses	Capped at USD 20,000 per customer relationship

Subscription fees (billed annually)

Annual Document Count across all customer relationships	**Subscription level**	**Annual Fee**
Up to 4 documents	Premium	USD 0
5 to 24 documents or < USD 250,000	Bronze	USD 50
25 to 99 documents and > USD 250,000	Silver	USD 750
100 to 499 documents and > USD 250,000	Gold	USD 2,250
500 and more documents and > USD 250,000	Platinum	USD 5,500

© 2020 SAP Ariba. All rights reserved.

Supplier Fee Schedule

Transaction fees (billed quarterly)

Less than 5 documents* OR less than GBP 38,750	**FREE** usage
More than 5 documents * AND more than GBP 38,750	0.155% of transacted volume for relationships without Service Entry Sheets
	0.35% of transacted volume for relationships with Service Entry Sheets
*only POs, invoices, service entry sheets, and service entry sheet responses	Capped at GBP 15,500 per customer relationship

Subscription fees (billed annually)

Annual Document Count across all customer relationships	**Subscription level**	**Annual Fee**
Up to 4 documents	Premium	GBP 0
5 to 24 documents or < GBP 193,750	Bronze	GBP 35
25 to 99 documents and > GBP 193,750	Silver	GBP 500
100 to 499 documents and > GBP 193,750	Gold	GBP 2,000
500 and more documents and > GBP 193,750	Platinum	GBP 3,770

© 2020 SAP Ariba. All rights reserved.

Supplier Fee Schedule

Transaction fees (billed quarterly)

Less than 5 documents* OR less than 43 250 EUR	**FREE** usage
More than 5 documents * AND more than 43 250 EUR	0,155% of transacted volume for relationships without Service Entry Sheets
	0,35% of transacted volume for relationships with Service Entry Sheets
*only POs, invoices, service entry sheets, and service entry sheet responses	Capped at 17 300 EUR per customer relationship

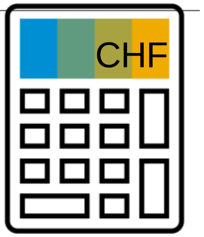
+

Subscription fees (billed annually)

Annual Document Count across all customer relationships	**Subscription level**	**Annual Fee**
Up to 4 documents	Premium	€0
5 to 24 documents or < € 216 250	Bronze	€45
25 to 99 documents and > € 216 250	Silver	€670
100 to 499 documents and > € 216 250	Gold	€2 000
500 and more documents and > € 216 250	Platinum	€4 900

© 2020 SAP Ariba. All rights reserved.

Supplier Fee Schedule



Transaction fees (billed quarterly)

Less than 5 documents* OR less than CHF 49 500	**FREE** usage
More than 5 documents * AND more than GBP 49 500	0,155% of transacted volume for relationships without Service Entry Sheets
	0,35% of transacted volume for relationships with Service Entry Sheets
*only POs, invoices, service entry sheets, and service entry sheet responses	Capped at CHF 19 800 per customer relationship

+

Subscription fees (billed annually)

Annual Document Count across all customer relationships	**Subscription level**	**Annual Fee**
Up to 4 documents	Premium	CHF 0
5 to 24 documents or < CHF 247 500	Bronze	CHF 50
25 to 99 documents and > CHF 247 500	Silver	CHF 740
100 to 499 documents and > CHF 247 500	Gold	CHF 2 200
500 and more documents and > CHF 247 500	Platinum	CHF 5 450

© 2020 SAP Ariba. All rights reserved.

SECTION 2: Set Up Your Account

Basic Account Configuration

- Configuration Requirements
- Accept Invitation
- Profile Completion
- Email Notifications

Enablement Tasks

- Enablement Tasks
- Purchase Order Routing
- Invoice Notifications
- Tax Details
- Remittances

Advanced Account Configuration

- Customer Relationships
- Roles and Users
- Enhanced User Account Functionality
- Multi-Orgs
- Test Accounts

© 2020 SAP Ariba. All rights reserved.

Shell Specific Account Configuration

- **VAT ID / TAX ID –** select Company Settings in the top right corner, go to Company Profile and select tab Business. In the section Tax information enter your Vat ID / Tax ID. (for suppliers located in USA and Canada fill your Tax ID in the field for VAT in order for your tax ID to populate automatically on the invoice)
- **Comercial identifier –** select Company Settings in the top right corner and go to Company Profile and select tab Business. In the section Financial information enter the commercial identifier for your company (the commercial identifier is a registration number with your country's Commercial Registry.)
- **Legal form –** In the Financial information section under the Business tab also enter the Legal form of your company from the drop down menu.
- **Remittance Address –** select Company Settings in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create and complete all required fields marked by an asterisk.
- **Payment Methods –** select Company Settings in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create/Edit. In the Payment methods section choose one of the following options: **ACH (USA only), Check, Credit card, Credit transfer, Direct Deposit or Wire.** Complete the details. It is recommended that you maintain only one bank account per currency to ensure payment to the correct account.
- **Test Account Creation (testing is required for integrated and catalog suppliers) –** To create a test account, select your name in top right corner and choose "Switch to Test ID."
- **Currency –** The currency that Ariba Network uses in the service subscription area of your account is controlled by your organization's location, which you specify in User Account Navigator > My Account > Preferences.

© 2020 SAP Ariba. All rights reserved.

Accept Your Invitation

The invitation is also referred to as the **Trading Relationship Request**, or TRR. This e-mail contains information about transacting electronically with your customer.

➲ **Click** the link in the emailed letter to proceed to the landing page**.**

See http://www.ariba.com/supplier/suppliernetwork/ for more information about the Ariba Network capabilities.

WHAT DO I DO IF I HAVE QUESTIONS

For general and frequently asked questions about the Ariba Network, click here.

View additional information about ANQA testing account, Inc. in the Supplier Information Portal After you have established the trading relationship, you can continue to access ANQA testing account, Inc.'s supplier information portal from your Ariba Network account.

For specific questions related to your Ariba Network trading relationship with ANQA testing account, Inc., click here to submit your questions directly to them.

ACTION REQUIRED

If you are the account administrator or if you want to register a new account on the Ariba Network, proceed to click the following link. Registering and/or setting up the trading relationship with ANQA testing account, Inc. takes only a few minutes. There is no charge to register, and basic membership is free. Potential fees may apply based on transaction volumes.

→ **Click here to proceed**
(This will inform us that you have started the activation process)

NOTES:

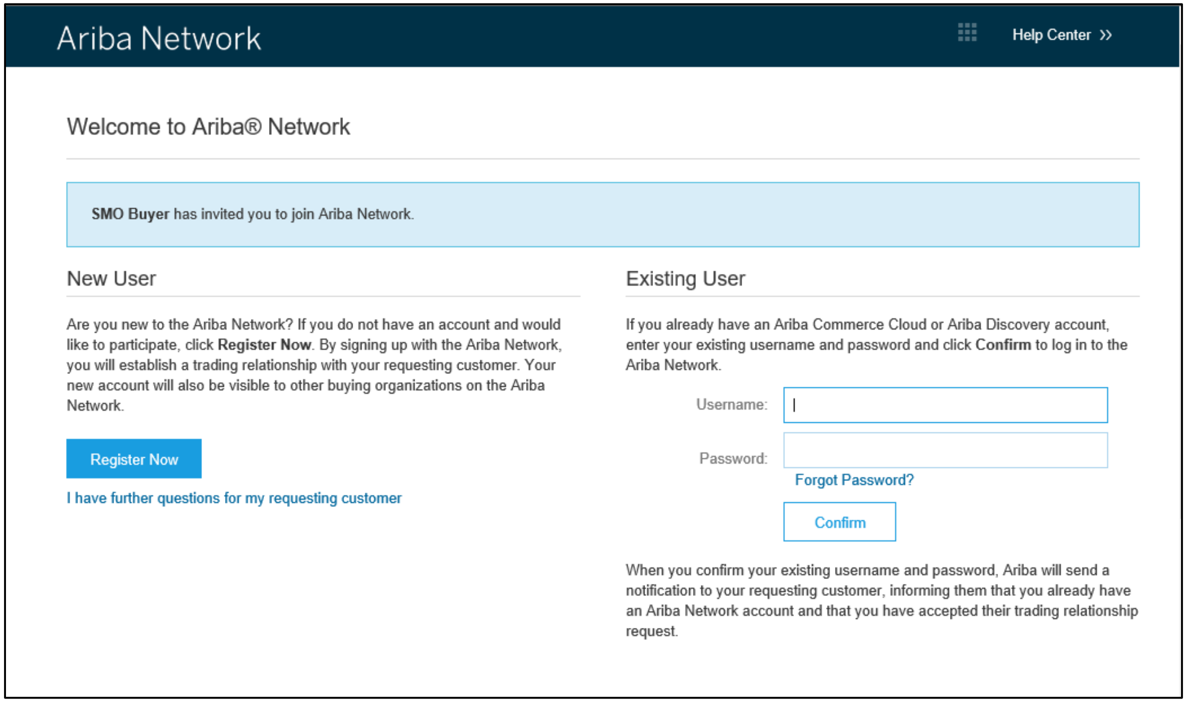
- This invitation link allows you to create a new Ariba Network account or use an existing

© 2020 SAP Ariba. All rights reserved.

Select One…

First Time User

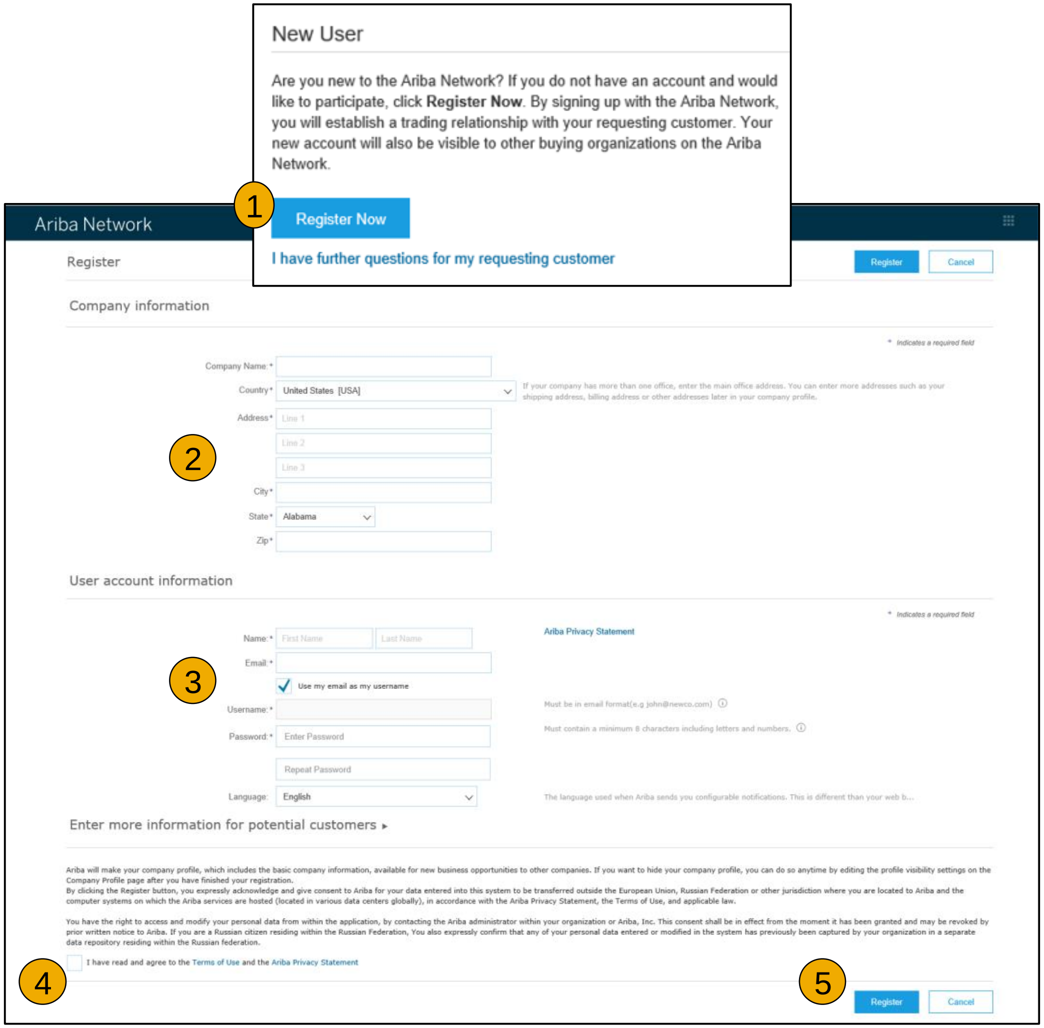
Existing User



© 2020 SAP Ariba. All rights reserved.

Register as New User

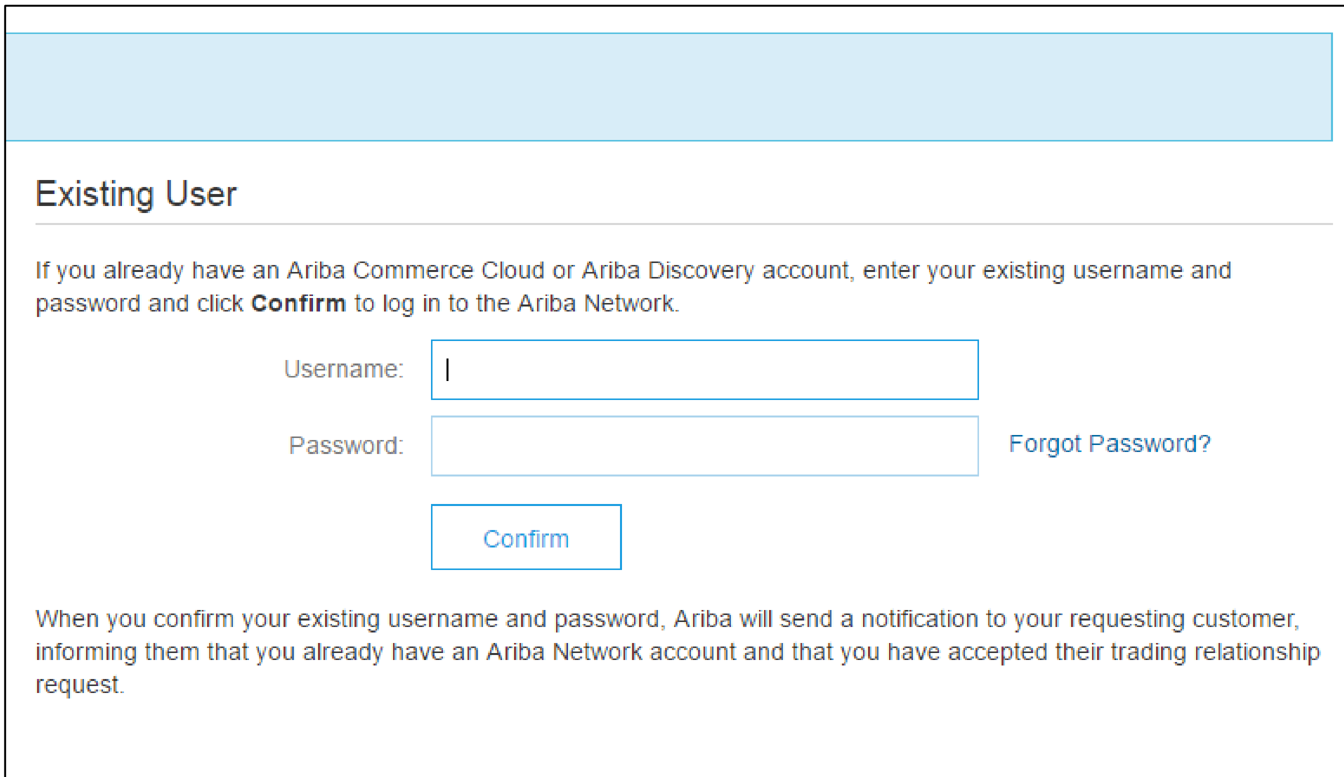
1. Click **Register Now.**
2. Enter Company Information fields marked required with an asterisk (*) including:
   - **Company Name**
   - **Country**
   - **Address**
3. Enter User Account information marked required with an asterisk (*) including:
   - **Name**
   - **Email Address**
   - **Username (if not the same as email address)**
   - **Password**
4. Accept the **Terms of Use** by checking the box.
5. Click **Register** to proceed to your home screen.



© 2020 SAP Ariba. All rights reserved.

Accept Relationship as Existing User

- **Log in** using your current Ariba username and password in order to accept the relationship with your customer.



Trouble Logging In?

More Than One Account?

© 2020 SAP Ariba. All rights reserved.

Complete Your Profile

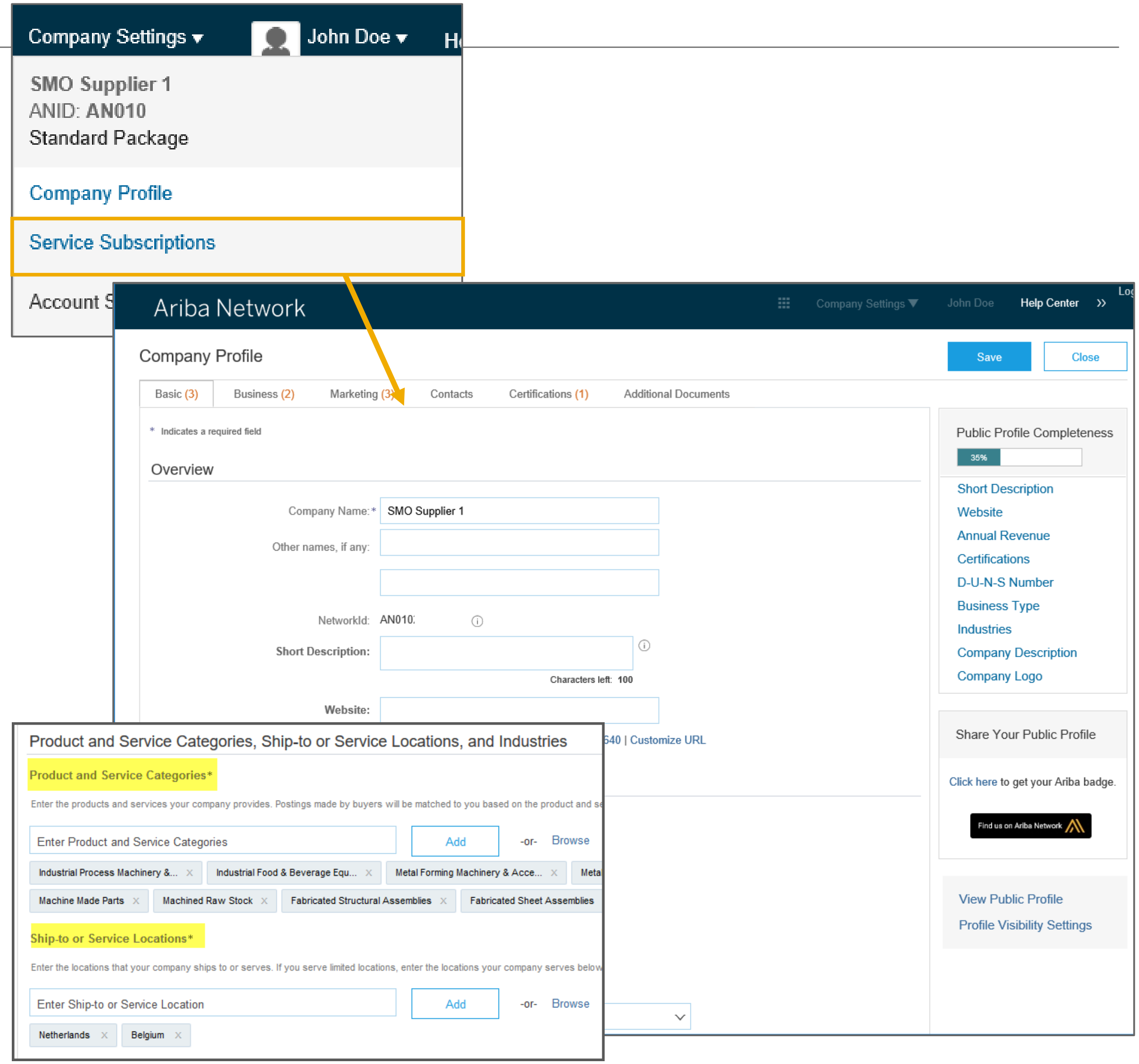
1. **Select** Company Profile from the Company Settings dropdown menu.

2. **Complete** all suggested fields within the tabs to best represent your company.

3. **Fill** in the Public Company Profile Completeness meter to 100% by filling in the information listed below it.

4. To be able to proceed to the **Business tab** where **Vat/ Tax ID and the commercial identifier** is filled, at least one product and one service location must be filled in the Basic tab.

__Note:__ The more complete a profile is, the higher the likelihood of increasing business with existing and prospective customers.



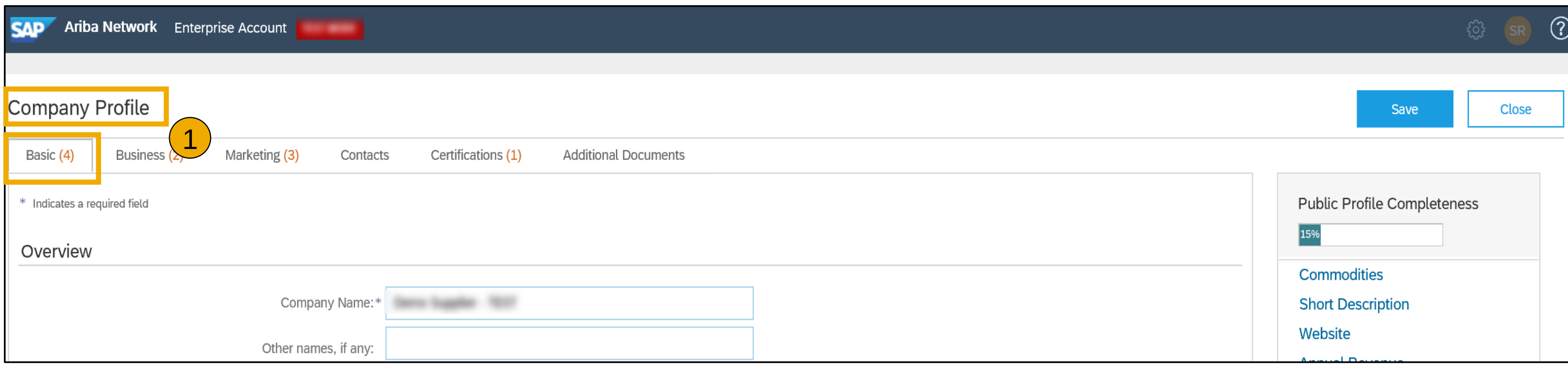
© 2020 SAP Ariba. All rights reserved.

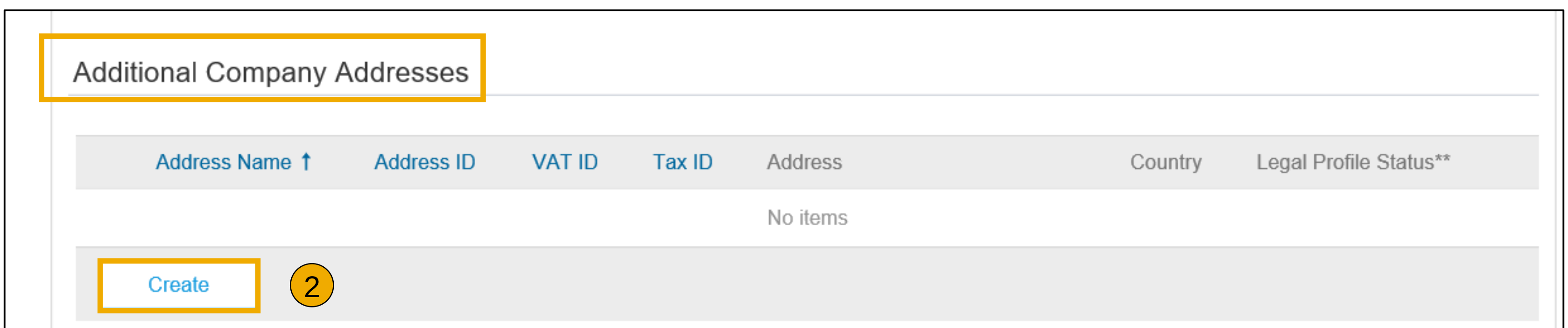
Set Up Supplier Legal Profile

Required for Suppliers Based in Singapore Only

Suppliers based in Singapore are required to declare their GST ID in their Ariba Network profile if they are registered for Goods and Services Tax (GST).

1. The **Company Profile** page is displayed. Click the **Basic** tab.
2. Scroll down to **Additional Company Addresses** section and click **Create**.



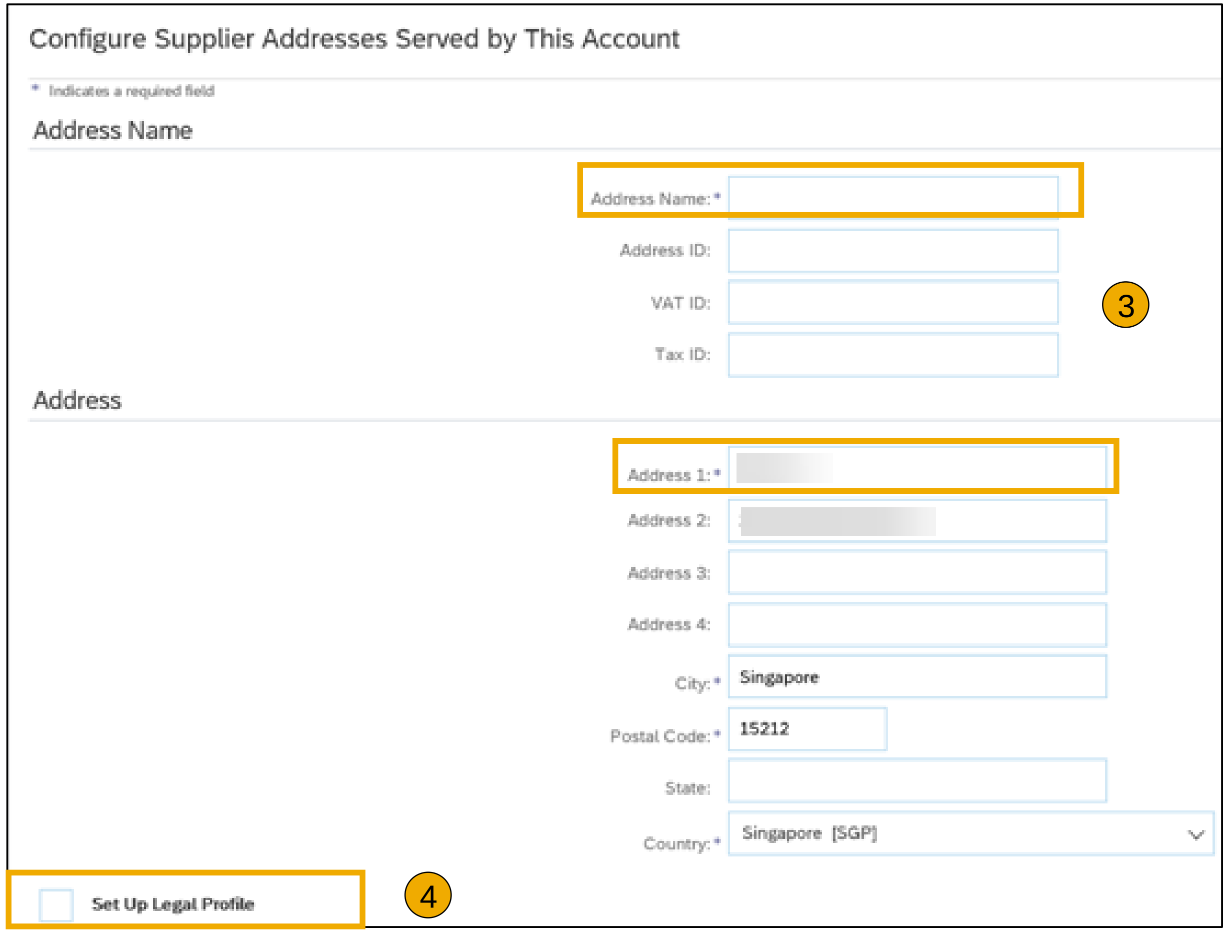


© 2020 SAP Ariba. All rights reserved.

Set Up Supplier Legal Profile

Required for Suppliers Based in Singapore Only

3. The **Configure Supplier Addresses Served by This Account page** is displayed. Enter **Address Name** and **Address 1**.
4. Select the **Set Up Legal Profile** checkbox. This will be visible only for Singaporean suppliers.

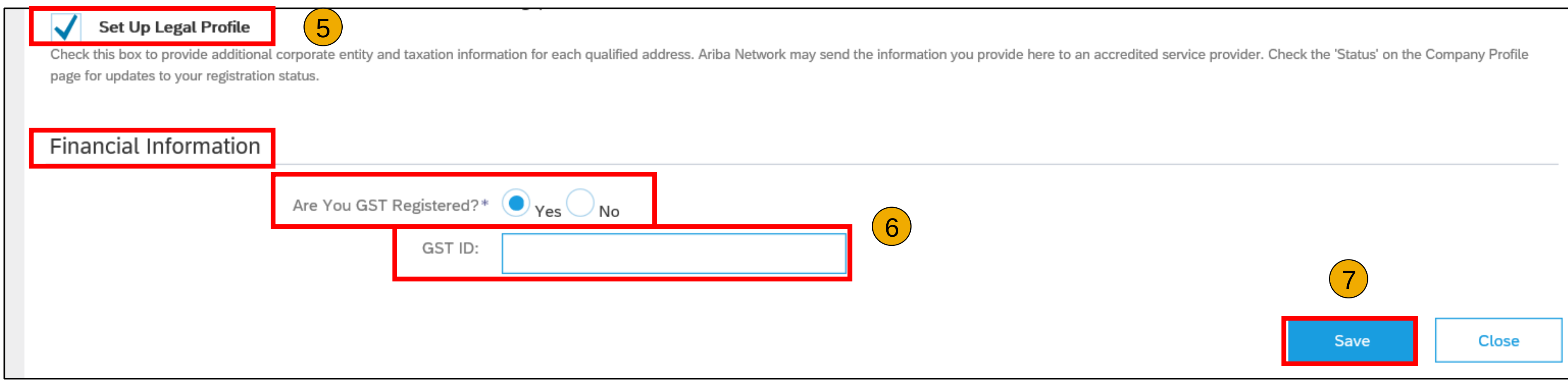


© 2020 SAP Ariba. All rights reserved.

Set Up Supplier Legal Profile

Required for Suppliers Based in Singapore Only

5. When you select **Set Up Legal Profile** check box, the **Financial Information** section is displayed. If you are **GST Registered**, select **Yes**.
6. Enter the **GST ID**. This **GST ID** will auto populate on the invoices you submit through Ariba.
7. Click the **Save** button.

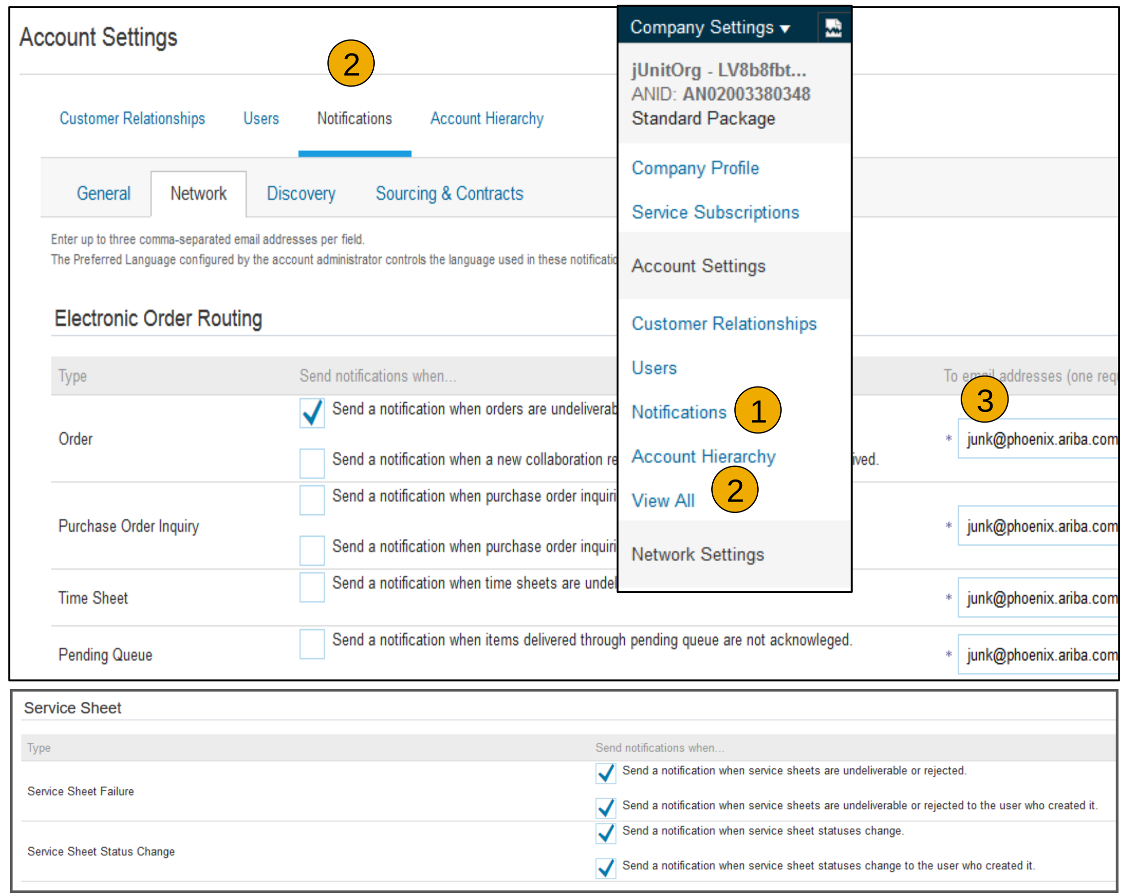


© 2020 SAP Ariba. All rights reserved.

Configure Your Email Notifications

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

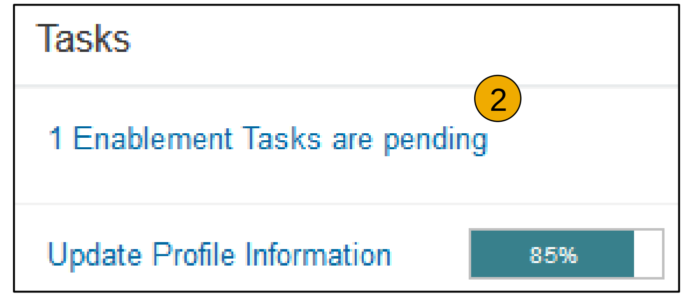
1. **Click** on Notifications under Company Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.
4. If you are a supplier using **Service Entry Sheets (SES)** do not forget to set up the notifications specifically for SES.

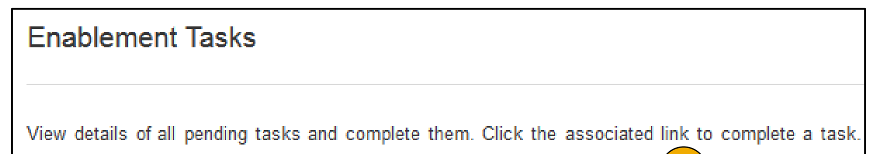


© 2020 SAP Ariba. All rights reserved.

Configure Your Enablement Tasks

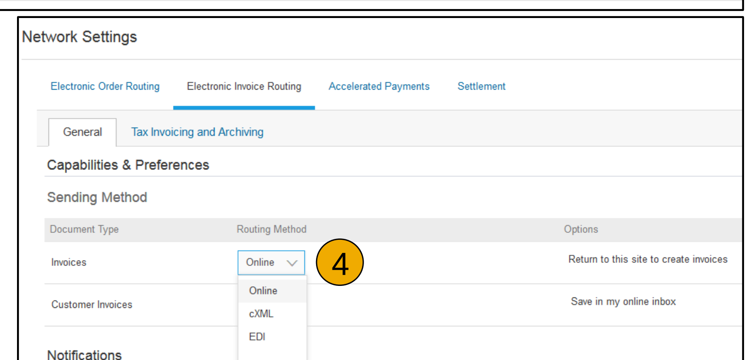
1. **From** home screen, select the Enablement Tab.
2. **Click** on the Enablement Tasks are pending link.
3. **Select** necessary pending tasks for completion.
4. **Choose** one of the following routing methods for Electronic Order Routing and Electronic Invoice Routing:
   Online, cXML, EDI, Email, Fax or cXML pending queue (available for Order routing only) and configure e-mail notifications.





Activity Name	Date Due	Total Tasks	My Pending Tasks
▶ Account	26 Feb 2016	4	0
▶ Purchase Order	1 Apr 2016	2	0

Note: *There may be times you see a pending task for your customer. This will not go away until your customer completes it.*



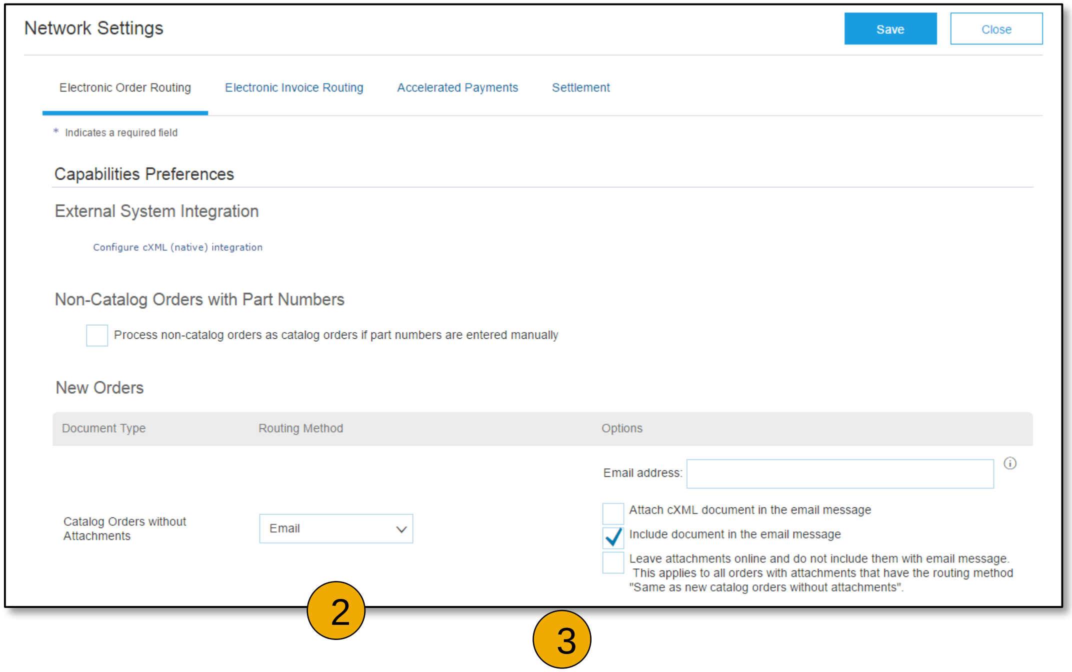
© 2020 SAP Ariba. All rights reserved.

Select Electronic Order Routing Method

1. **Click** on the Tasks link to configure your account.
2. **Choose** one of the following routing methods:
   - **Online**
   - **cXML**
   - **EDI**
   - **Email (Recommended).**

   Gives the possibility to set up 5 email addresses to receive notification when PO is received. If include document in email message is chosen a copy of the PO will be sent with notification as an attachment.

   - **Fax**
   - **cXML pending queue** (available for Order routing only)
3. **Configure** e-mail notifications.



© 2020 SAP Ariba. All rights reserved.

Route Your Purchase Orders

Method Details

- **Online (Default):** Orders are received within your AN account, but notifications are not sent out.
- **Email (Recommended):** Email notifications are sent out, and can include a copy of the PO, when orders are received within your AN Account.
- **Fax:** Notifications of new orders are sent via Facsimile, and can include a copy of the PO as well as a cover sheet.
- **cXML/EDI:** Allows you to integrate your ERP system directly with Ariba Network for transacting with your customer. Please contact your *Supplier Onboarding Agent* or reach out to your regional *Ariba Network Registration or Configuration support* to be connected with a Seller Integrator who will provide more information on configuration.

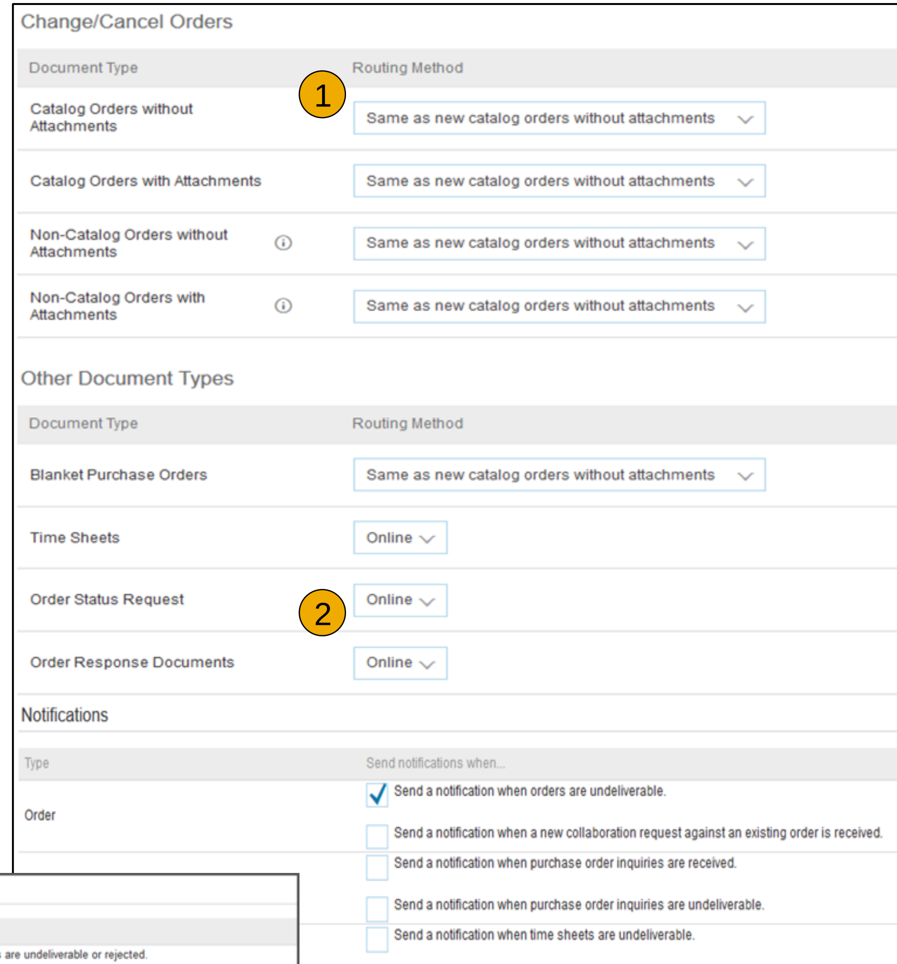
Tip: When configuring the address for e-mail notifications, **select an email address that does not send out automatic replies**. If auto-reply is received by Ariba Network, your customer will be notified that the order may not have been received and you may see that your order has a failed ststus on your Ariba account (Inbox).

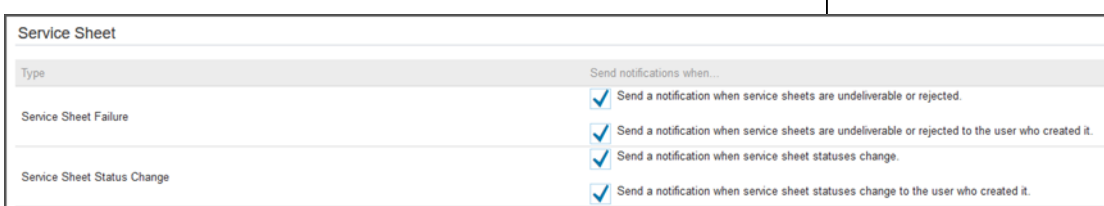
© 2020 SAP Ariba. All rights reserved.

Select Electronic Order Routing Method

Notifications

1. **Select** “Same as new catalog orders without attachments” for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.
2. **Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).
3. If you are a supplier using **Service Entry Sheets (SES)** do not forget to set up the notifications specifically for SES under Company settings > Notifications > Service entry.



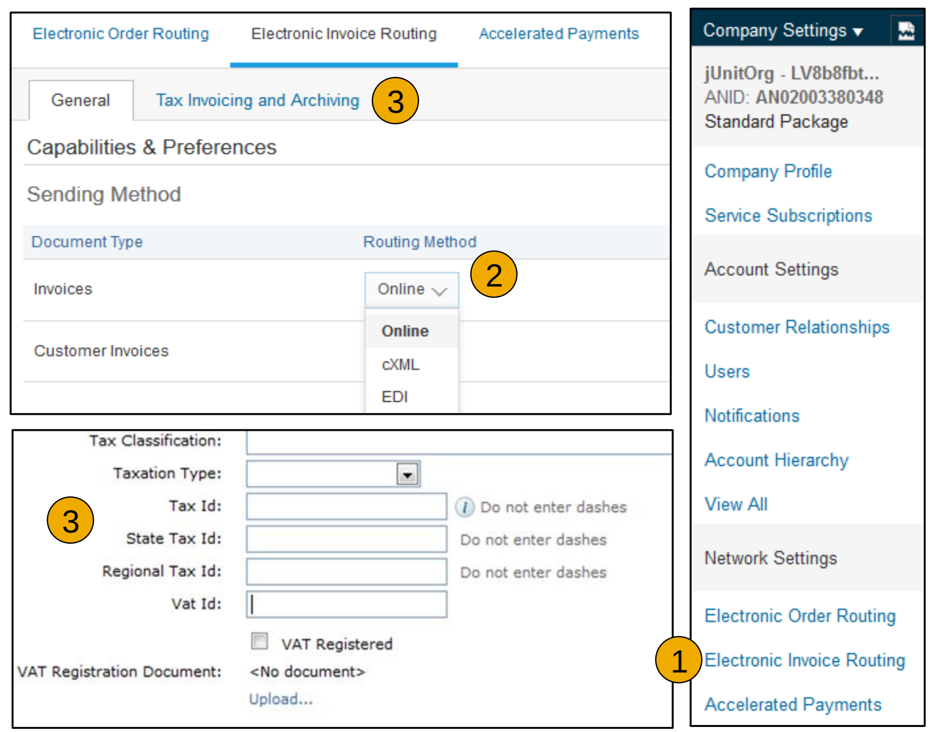


© 2020 SAP Ariba. All rights reserved.

Select Electronic Invoice Routing Method

Methods and Tax Details

1. **Select** Electronic Invoice Routing.
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI. It is recommended to configure Notifications to email (the same way as in Order Routing).
3. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to enter Tax Id, VAT Id and other supporting data.



Tip: If based in EU, please fill in the VAT ID – it is a requirement to submit an invoice to Shell. If you are not VAT registered, enter Tax ID.

© 2020 SAP Ariba. All rights reserved.

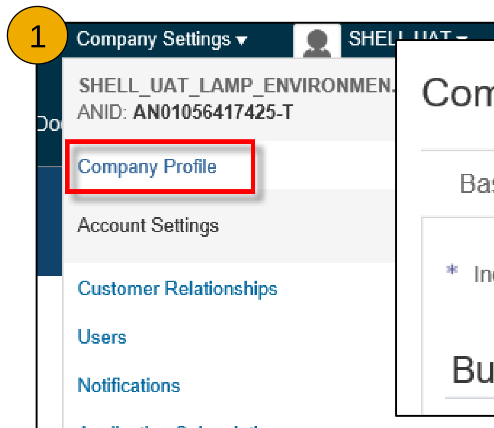
General Invoicing Information

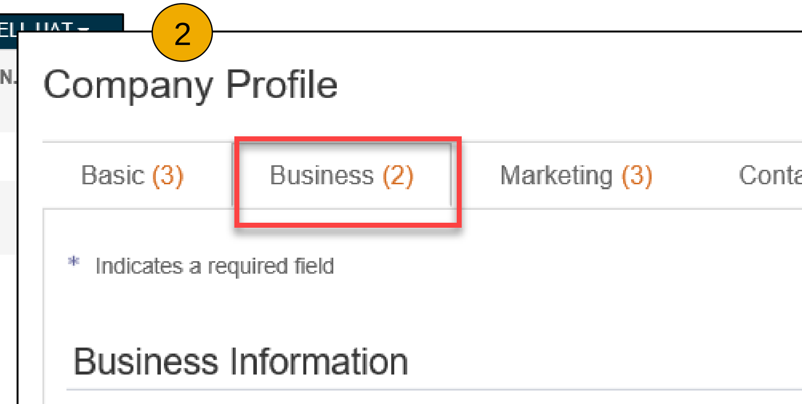
TAX/VAT and Commercial Identifier

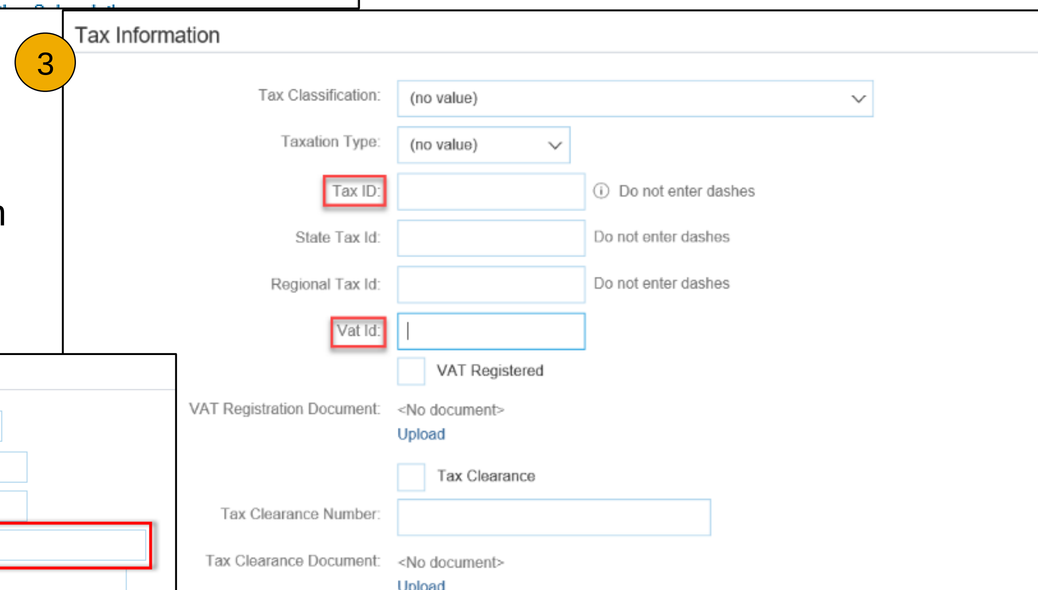
Enter **TAX/VAT ID** and **Commercial Identifier** (*corporate identity number, company registration number, registration number with your country's Commercial Registry*) information in company profile to ensure this is automatically populated on the invoice screen.

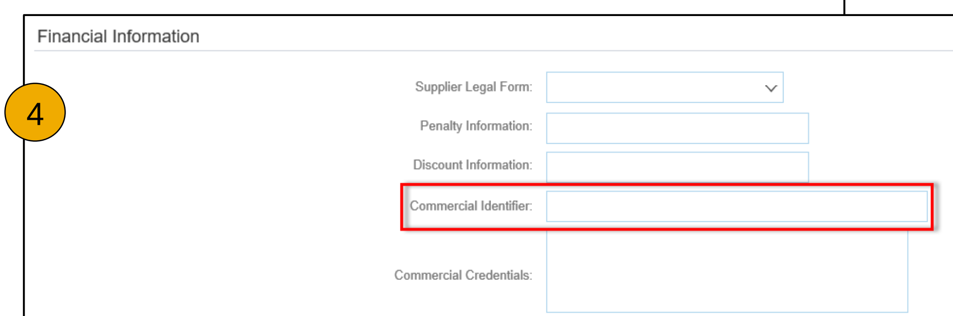
Click on the Company Settings drop down>Company Profile>Business Tab

VAT/Tax ID – VAT registration is mandatory in EU and Canada only, if no VAT registration Tax ID (PIT or CIT) must be provided.





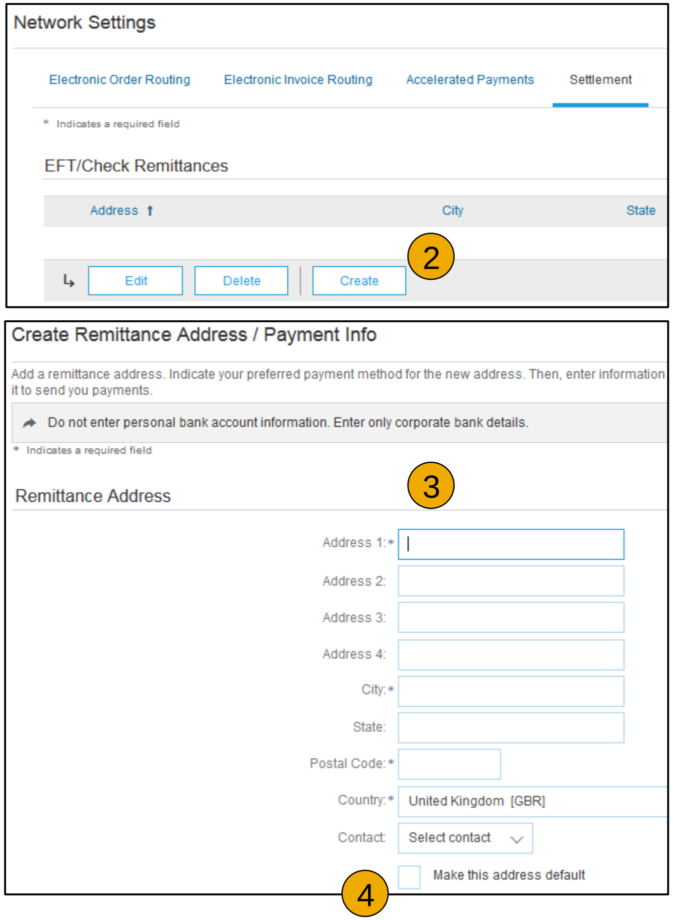


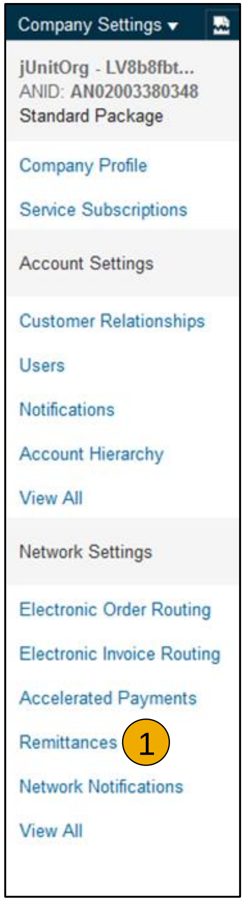


© 2020 SAP Ariba. All rights reserved.

Configure Your Remittance Information

1. From the **Company Settings** dropdown menu, select click on **Remittances.**
2. **Click** Create to create new company remittance information, or Edit, if you need to change or add to existing information.
3. **Complete** all required fields marked by an asterisk in the EFT/Check Remittances section.
4. **Select** one of your Remittance Addresses as a default if you have more than one. If needed, assign **Remittance IDs** for this address for each of your customers. Clients may ask you to assign IDs to your addresses so they can refer to the addresses uniquely. Each client can assign different IDs.





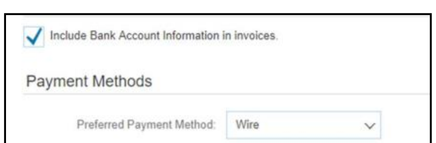
© 2020 SAP Ariba. All rights reserved.

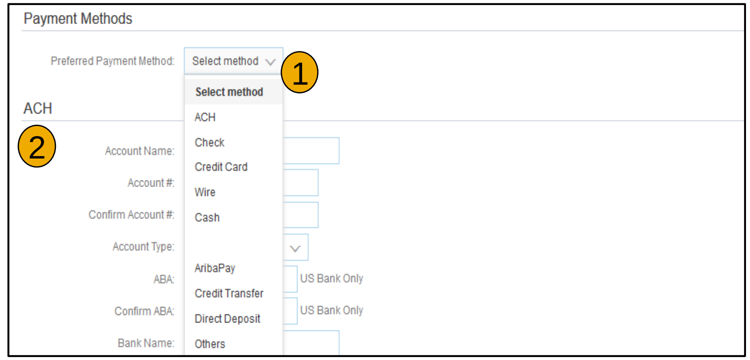
Configure Your Remittance Information

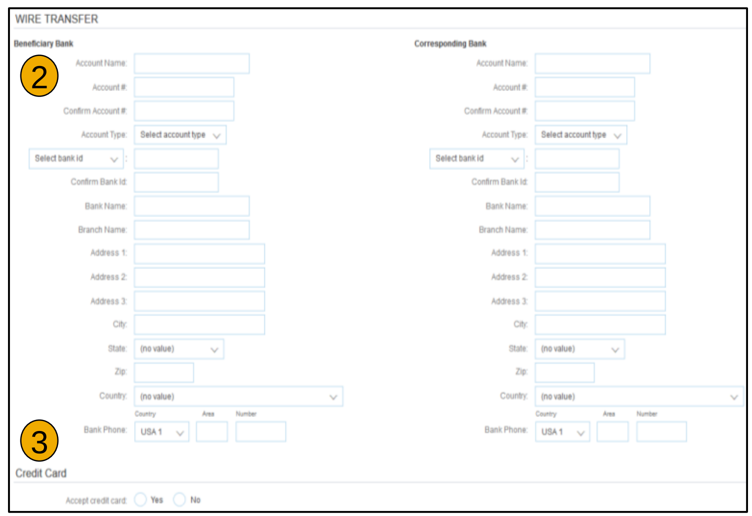
Payment Methods

1. **Select** Preferred Payment Method from a drop-down box: ACH (USA only) Check, Credit card, Credit transfer, Direct Deposit or Wire.
2. **Complete** the details for ACH or Wire transfers. (If ACH is chosen, fill the ACH fields. If any of the other choices are made fill the Wire transfer fields below) **Important**: Do not use spaces and special characters in the bank account numbers
3. **Select** if you do or do not accept credit cards and click OK when finished.

Note: *Shell requires payment details therefore ACH or Wire transfer details must be filled in, providing bank account information to which Shell will make payments.* ***Please check the box to include bank account information on*** *invoices.*







ACH (US Only)

Account Name = Name in which the account is held i.e. your Company registered name.

Account # = Bank Account Number. Numbers only no special characters or spaces.

ABA = Banks Routing Number. A nine-digit code. Numbers only no special characters or spaces.

WIRE

Account Name = Name in which the account is held i.e. your Company registered name.

Account # = Bank Account Number. Numbers only no special characters or spaces.

Bank ID: Select ABA or Swift code

ABA = Banks Routing Number. A nine-digit code. Numbers only no special characters or spaces.

Swift Code = SWIFT codes are made up of Bank, Country, Location & optional Branch codes. Optional Branch Code can be omitted or set to "XXX".

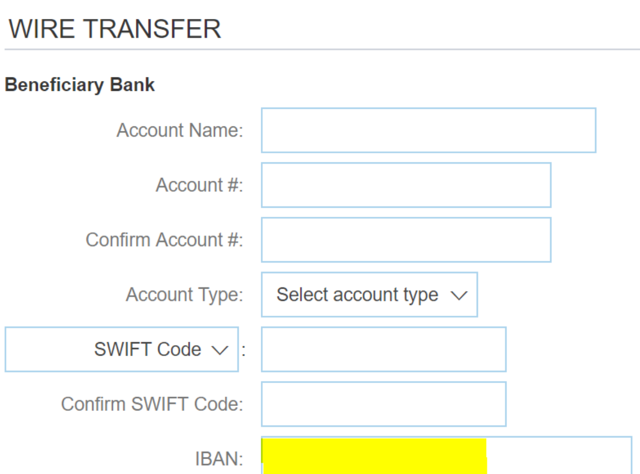
© 2020 SAP Ariba. All rights reserved.

Configure Your Remittance Information

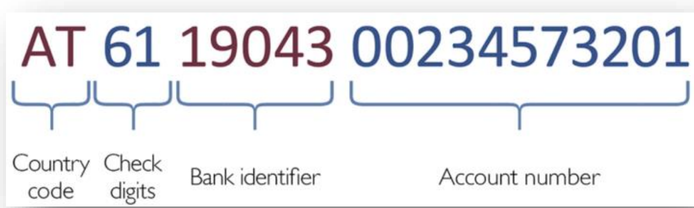
Important Information

1. Ensure you **do not include any special characters and spaces** in the Bank Account Number, SWIFT and IBAN codes – e.g. spaces or „/“

2. Fill-in the **IBAN code only when available for bank accounts in your country**, leave the field empty when no IBAN is used (applicable only when identification by SWIFT code is selected).
    1. Typically required in Europe
    2. Not used in Canada



IBAN is made up of the Country, Check Digit, Bank Code, Sort Code and or Account number

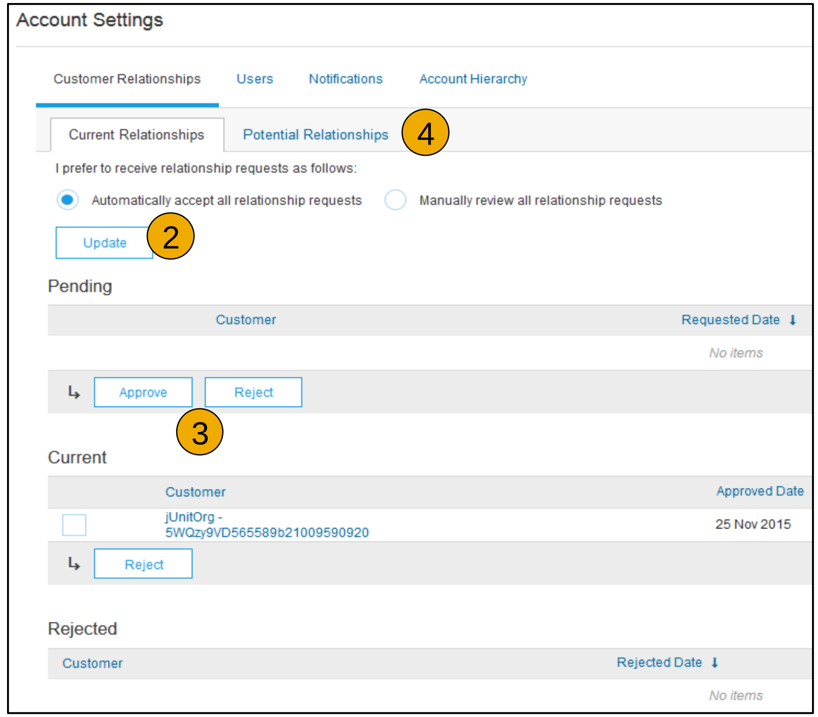


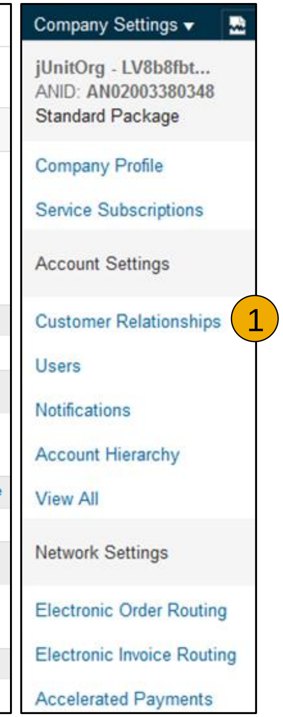
© 2020 SAP Ariba. All rights reserved.

Review Your Relationships

Current and Potential

1. **Click** on the Customer Relationships link in the **Company Settings** menu.
2. **Choose** to accept customer relationships either automatically or manually.
3. **In the Pending Section**, you can Approve or Reject pending relationship requests. In the Current Section, you can review your current customers' profiles and information portals. You can also review rejected customers in the Rejected Section.
4. **Find** Potential customers in Potential Relationships tab.





© 2020 SAP Ariba. All rights reserved.

Understand Roles for Users

Administrator

- Automatically linked to the username and login entered during registration
- Responsible for account set-up/configuration and management
- Primary point of contact for users with questions or problems
- Creates roles for the account

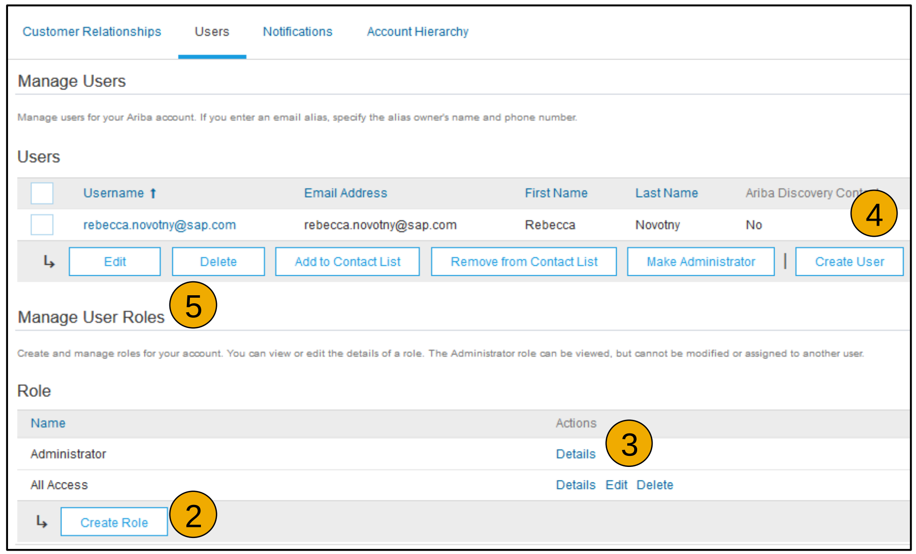
User

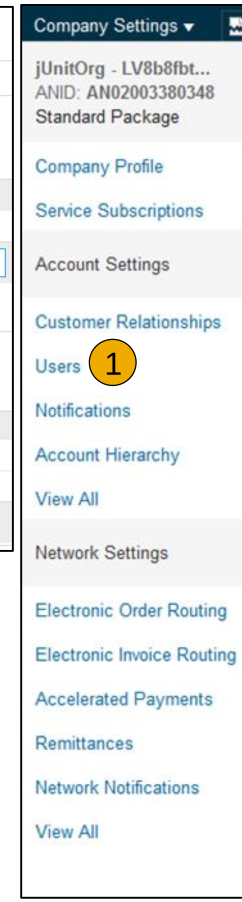
- Can have different roles, which correspond to the user's actual job responsibilities
- Responsible for updating personal user information

© 2020 SAP Ariba. All rights reserved.

Create Roles and Users

1. **Click** on the Users tab on the **Company Settings** menu. The Users page will load.
2. **Click** on the **Create Role** button in the Manage Roles section and type in the Name and a Description for the Role.
3. **Add** Permissions **to the Role** that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.



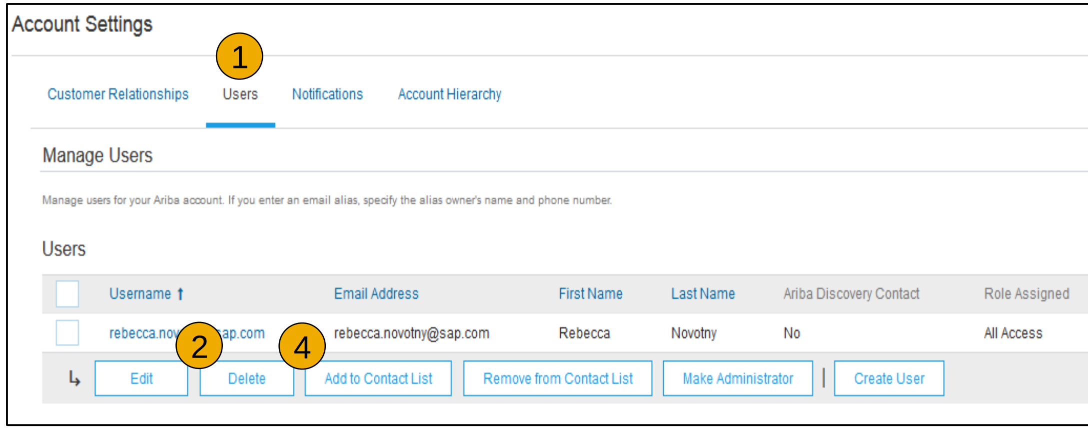


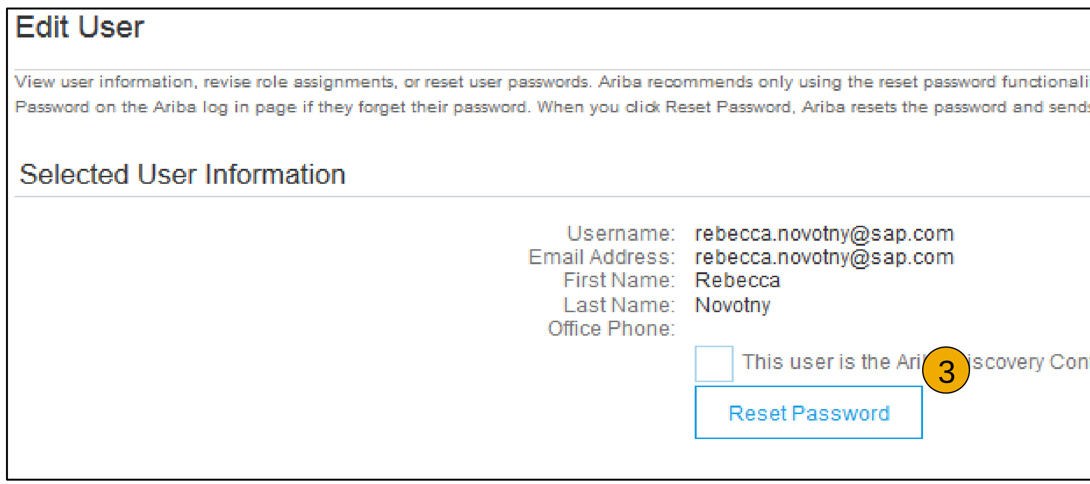
4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done. You can add up to 250 users to your Ariba Network account.

© 2020 SAP Ariba. All rights reserved.

Modifying Users

1. **Click** on the Users tab.
2. **Click** on Edit for the selected user.
3. **Click** on the Reset Password Button to reset the password of the user.
4. **Other options:**
   - Delete User
   - Add to Contact List
   - Remove from Contact List
   - Make Administrator





© 2020 SAP Ariba. All rights reserved.

Enhanced User Account Functionality

1. **Click** on your name in top right corner, to access the User Account Navigator. It enables you to:

- Quickly access your personal user account information and settings
- Link your multiple user accounts
- Switch to your test account

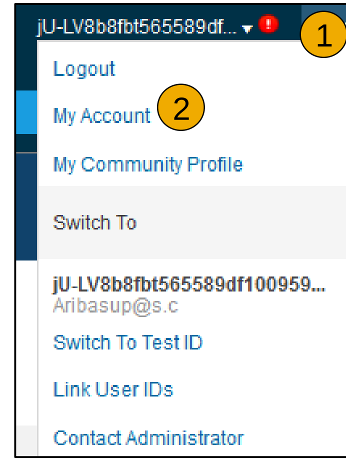
Note: *After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.*

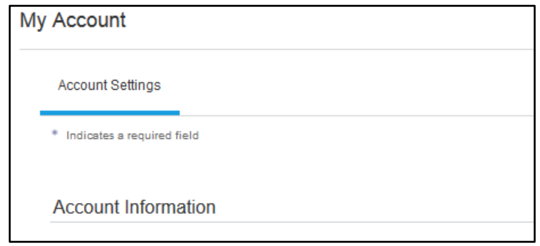
2. **Click** on My Account to view your user settings.

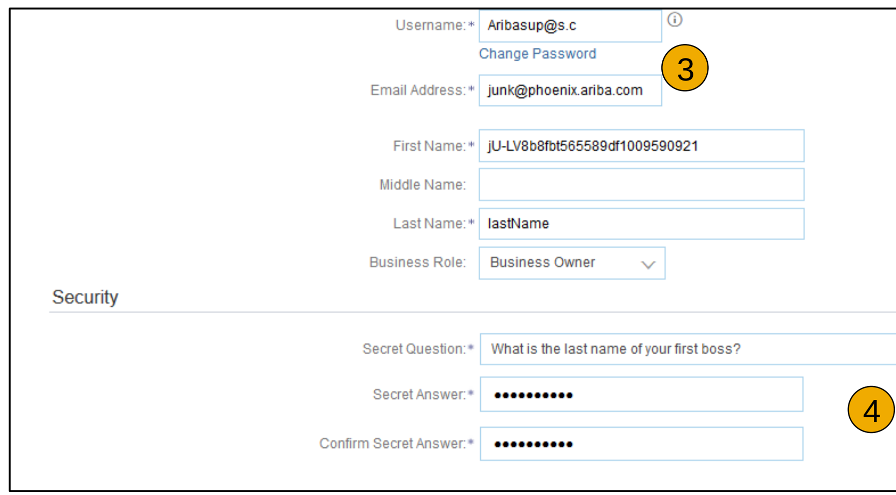
3. **Click** Complete or update all required fields marked by an asterisk.

Note: *If you change username or password, remember to use it at your next login.*

4. **Hide** personal information if necessary by checking the box in the Contact Information Preferences section.







© 2020 SAP Ariba. All rights reserved.

Consolidate Your Bills Through a Multi-Org

SAP Ariba →

Branch 1 Parent Account ANID 1

Branch 2 ANID 2

Branch 3 ANID 3

Branch 4 ANID 4

Multi-Org Consolidated Invoice

Branch 1 **Parent Account
- Customer X
- Customer Z

Branch 2
- Customer Y
- Customer Z

Branch 3
- Customer Y
- Customer Z

Branch 4
- No chargeable relationship

1 Master Anniversary Date

1 service invoice per quarter for all customers

Ariba offers invoice consolidation and synchronization for customers with several accounts

- Fees will be invoiced only to the parent account with the payment cycle synchronized for the entire group.
- The parent account will receive one single invoice every three months for all customer relationships and for all linked accounts.
- This consolidation is related only to invoices issued by Ariba to the supplier, the business operations of each account are still independent.

© 2020 SAP Ariba. All rights reserved.

Participate in a Multi-Org

Guidelines

- The supplier needs to designate a **Parent ANID** under which the invoice will be viewed.
- The selection of the parent ANID determines the currency of the Multi-org invoice and the billing dates.
- The supplier should also have confirmed list of child ANID’s to be included on the invoice.
- A Multi-Org is NOT:
  - A way to merge accounts.
  - A way to get a discount on Transaction Fees.

© 2020 SAP Ariba. All rights reserved.

Structure Your Multi-Org

1. **Register** all accounts which will be included in the Multi-Org.
2. **Create** a list of all ANIDs and designate the parent account.
3. **Wait** until the first ANID becomes chargeable.
4. **Contact Customer Support** through the Help Center and inform them of your need for the Multi Org.

© 2020 SAP Ariba. All rights reserved.

Link Accounts Via an Account Hierarchy

Linkage between individual accounts for account management purposes

The administrator of the Parent account can log into the child account and take the following actions:

- Change settings on the child account and complete the company profile
- Publish catalogs
- Check the status of payment for the Ariba invoice and pay the invoice
- Upgrade to a higher Subscription package

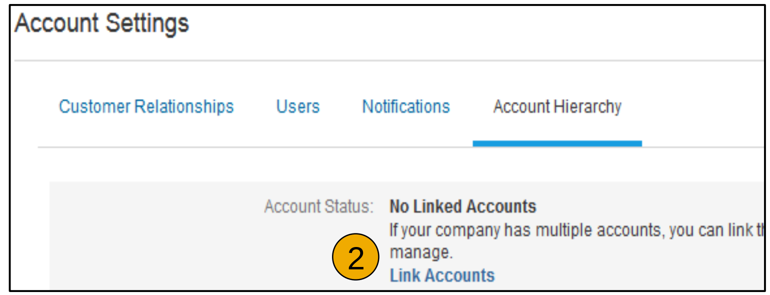
The administrator of the Parent account cannot take following actions:

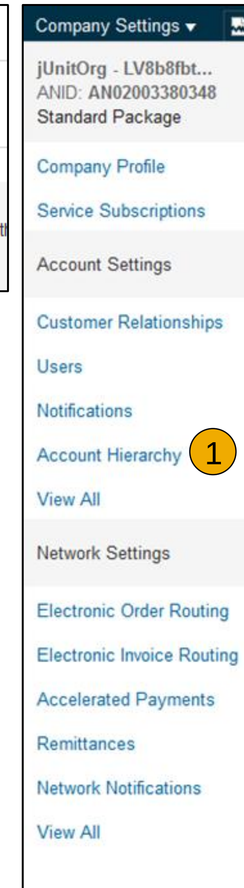
- View buyers on the Child account
- Create any documents (PO confirmations, Ship Notices, Invoices)
- Run Reports

© 2020 SAP Ariba. All rights reserved.

Create an Account Hierarchy

1. **From** the **Company Settings** menu, click Account Hierarchy.
2. **To add** child accounts click on Link Accounts.
3. **The Network** will detect if there is an existing account with corresponding information.
4. **On the next page** either log in as an Administrator or send a request through an online form as a Not Administrator.
5. **Once** the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.



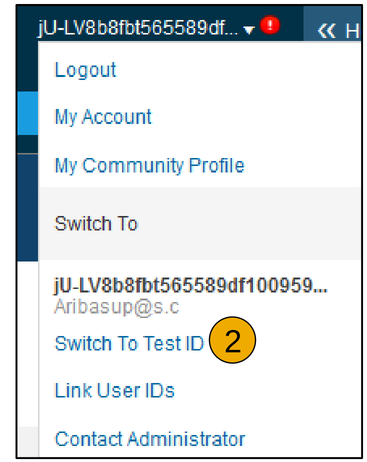


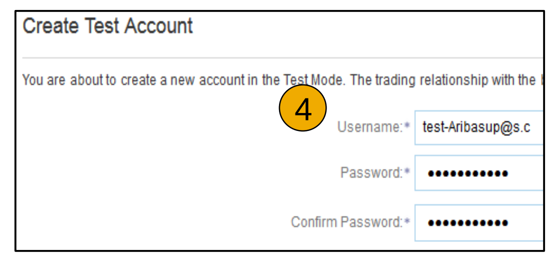
© 2020 SAP Ariba. All rights reserved.

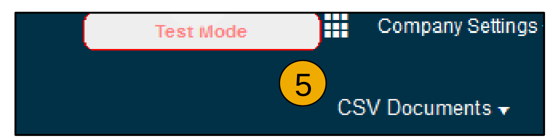
Set Up a Test Account

1. **To set up** your Test Account, you need to be on the tabular view of your Ariba Network Production Account.
2. **Click** your name in top right corner and then select Switch to Test ID. The Switch To Test Account button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.
3. **Click** OK when the Ariba Network displays a warning indicating You are about to switch to Test Mode.
4. **Create** a Username and Password for your test account and click OK. You will be transferred to your test account.

   • Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production. Once you have set up your test account, you are ready to receive a test purchase order.
   Note: *Test account transactions are free of charge.*
5. **The Network** will always display which mode you are logged into, (Production or Test). Your **Test account ID** has the suffix “-T” appended to your Ariba Network ID (ANID).







© 2020 SAP Ariba. All rights reserved.

SECTION 3: Ariba Network Help Resources

Customer Support

Supplier Information Portal

Useful Links

[Ariba.com Links]

[Troubleshoot Your Invoices]

© 2020 SAP Ariba. All rights reserved.

Customer Support

Supplier Support During Deployment

Ariba Network Registration, Configuration support and
Help with first invoice creation

North America
Europe, Middle East, Africa
Asia, Pacific, Australia or N. Zealand
Latin America

Questions related to:

- Registration
- Account Configuration
- Supplier Fees
- General Ariba Questions

Shell Enablement Business Process Support

https ://apchatbot.shell.com/
APVENDORHELPDESK@shell.com

Questions related to:

- Business Related Questions
- Missing POs on AN

Shell Supplier Information Portal

How to Find the Supplier Information Portal

Supplier Support Post Go-Live

Global Customer Support

Click here to find the appropriate support line.

Other Help

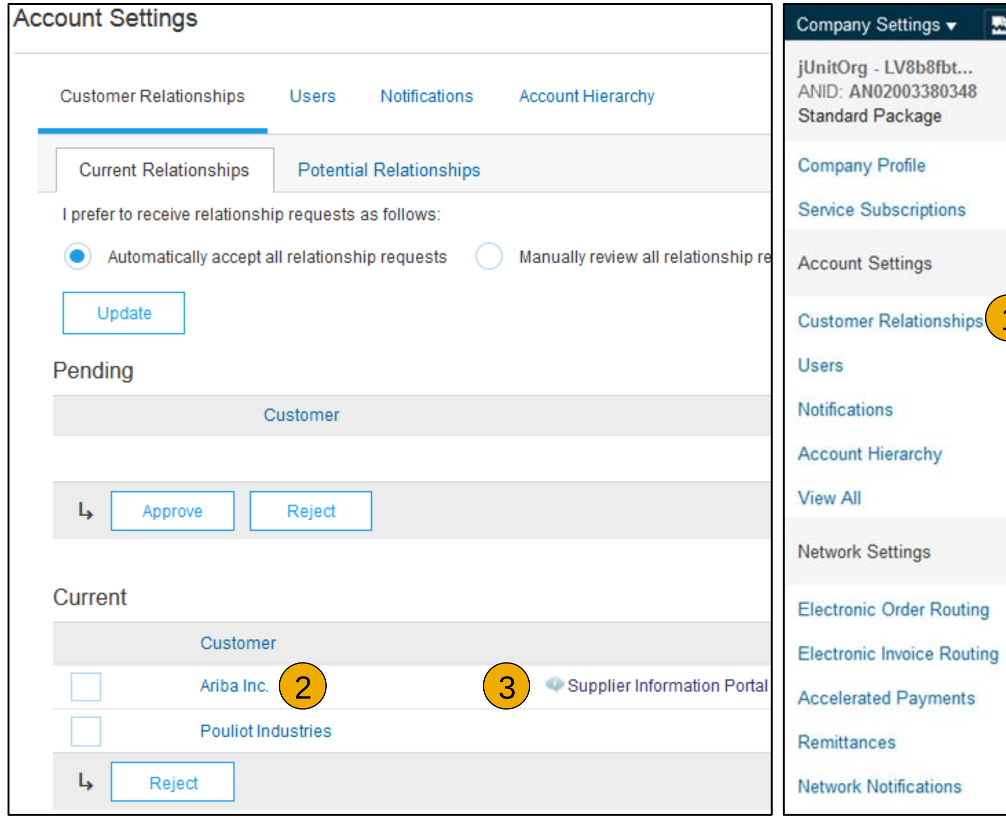
- Standard Documentation
- Help Center
- Ariba Exchange User Community

© 2020 SAP Ariba. All rights reserved.

Training & Resources

Shell Supplier Information Portal

1. **Select** the Company Settings Menu in the top right corner and then click the Customer Relationships link.
2. **Select** the buyer name to view transactional rules:
   The Customer Invoice Rules determine what you can enter when you create invoices.
3. **Select** Supplier Information Portal to view documents provided by your buyer.



© 2020 SAP Ariba. All rights reserved.

Useful Links

Useful Links

- **Ariba Supplier Pricing page** - http://www.ariba.com/suppliers/ariba-network-fulfillment/pricing
- **Ariba Network Hot Issues and FAQs** - https://connect.ariba.com/anfaq.htm
- **Ariba Cloud Statistics** – http://trust.ariba.com
  - Detailed information and latest notifications about product issues and planned downtime - if any - during a given day
- **Ariba Discovery** - http://www.ariba.com/solutions/discovery-for-suppliers.cfm
- **Ariba Network Notifications** - http://netstat.ariba.com
  - Information about downtime, new releases and new features

© 2020 SAP Ariba. All rights reserved.

Troubleshoot Your Invoice Issues

What does this error message mean?

I've submitted an invoice. Now what?

How do I edit and resubmit an invoice that I've sent?

What should I do if my invoice has been rejected?

Can I resend a failed or rejected invoice with the same invoice number?

How do I tell when my invoice will be paid?

© 2020 SAP Ariba. All rights reserved.

Follow us

www.sap.com/contactsap

© 2019 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/copyright for additional trademark information and notices.

THE BEST RUN SAP