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Section 1: Functionality and Scope of SAP Ariba in JSW

1. What is Ariba?
A: Ariba is an electronic cloud-based procurement platform used globally by many companies to buy and sell goods and services.
2. Why has JSW selected this procurement platform?
A: For ease of doing business and affordability. Moving to an automated system will help reduce the costs of processing paper.
3. Will all JSW campuses be using Ariba?
A: Yes. Ariba is the system-wide procurement solution for all JSW locations.
4. Does ARIBA support multiple GST number entry?
A: Yes, Ariba supports GST requirement.
5. Is it a requirement to do invoicing via Ariba as well as receive Purchase Orders?
A: JSW is working to eliminate paper invoices due to the high cost of processing. Preference will be given to those suppliers that invoice electronically.
6. Is every supplier expected to pick up this new system to do business with JSW?
A: We ask every supplier to evaluate the Ariba network and see how it fits that supplier's business model. Using Ariba is strongly encouraged and suppliers using it will be highly preferred.
7. Are there fees to participate on the Ariba network?
A: Ariba network fees are a tiered structure that depends on transaction volume and transaction amounts. Fees are not incurred until a supplier has exceeded both the threshold for document count (5) and the threshold for transaction amount (\$50,000). **However, for JSW the suppliers transact without any charges.**
8. Few vendors are already on ARIBA transacting with other organisation, they are not charged for that? What is the criteria of charges being applicable in this case?
A: Ariba follows a global fees structure for all its suppliers transacting orders and invoices through Ariba Network. Participating in sourcing is not considered for a charge. Transacting with JSW is however free for suppliers.
9. What are the Subscription options and their validity?
A: Subscription options and validity can be viewed at www.ariba.com
10. Will integration of vendor's ERP & ARIBA be a paid service?
A: Consultation is not charged, any additional infrastructure required for the integration would be charged. Suppliers to reach out to SAP individually for the same.
11. What all activities will be done on Ariba?
A: Following activities will be done on Ariba:
 1. Viewing and bidding on RFP/Q/Is
 2. Submitting technical and commercial bids

3. Resolving doubts – to be done through Ariba messaging board
4. Accepting PO and posting ASN
5. Posting Service Entry Sheet
6. Posting Invoices

Section 2: Registering & Logging in on SAP Ariba

1. What resources do I need to use the Ariba Network?

A: A computer with internet connection is required to receive orders and send invoices.

2. How do I register on Ariba?

A: You will receive a link to register on Ariba from JSW. Click on the link and create a login ID.

- In case supplier is already registered with JSW, post creation of log-in ID, can participate in activities.
- In case supplier is not registered with JSW, supplier needs to follow the registration process for JSW on Ariba and fill in the required details post which their request to transact with JSW will be approved. Post approval, they can create credentials and transact with JSW on Ariba.
- For Detailed Steps you can follow the Training Guide and Video link provided on Invitation email

3. The system generated link is not operational, what do I do?

A: Go to link – supplier.ariba.com and enter your login credentials.

4. Login failed after entering the credentials, what do I do?

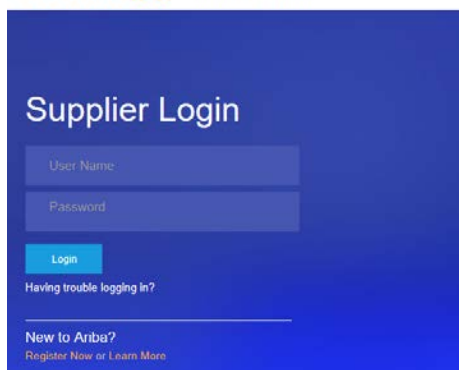
A: Once again check the User Name and Password. You can always do a forget password or forget username in case the credentials are not working.

5. How to process if my password expired due to multiple wrong log-in attempts?

- If your account becomes locked from entering the wrong username and password combination several times in a row, reset your password to unlock your account immediately.
- Otherwise, your account will be unlocked automatically after a few hours. You can try your username and password combination again at this point.
- Follow this procedure to unlock your account immediately:

1. Click Having trouble logging in? on the login page (Forgot Password if you're working in Ariba Discovery or if you're a buying organization).

SAP Ariba  Orders & Invoices Powered by Ariba Network



2. Choose I forgot my password and click Continue.

Having trouble logging in?

Please select one:

- ☐ I forgot my username.
- ☒ I forgot my password.
- ☐ I want to log in with a one-time password using the Ariba Supplier mobile app. [Learn more](#)

3. Enter your username in the Username field and click Submit.

Forgot Password

Enter your email address. You will receive an email message with further instructions on how to reset your password.

Email Address:

Ariba sends an email notification that contains instructions on how to reset your password to the email address you used to register your Ariba account.

- 4 Click the link in the password reset email.
- 5 Click Submit.
- 6 Enter and confirm your new password on the Password Reset page.
- 7 Click Submit.

6. How much time and what resources will it take to get enabled?

A: The enablement process is a quick and easy 2 steps.

- First, acceptance of the trading relationship request from JSW with entry of required basic company information. A mail will be sent by JSW with a link to register – you can simply click on the link and enter the required data and generate the login credentials.
- Next, configuration of a purchase order routing method. Under company settings → order routing → enter 5 email address under the new orders tab. Details can be obtained from Help Center of supplier account..

7. Can existing Ariba user use the same Ariba account to connect with JSW?

A: Yes, but that decision needs to be evaluated by the supplier. If the supplier has centralized order processing/invoicing for all buyers, then yes we could connect to the existing account. But if the supplier is decentralized, and needs to process JSW PO/invoices at a different location/division, then the new location will need to be enabled with JSW as a different supplier.

8. Will all the different verticals of an organisation have different vendor ids? Also what about a global entity.

A: Ariba considers 1 vendor id to 1 ANID (Ariba network ID). Decision rests with buyer and seller.

9. How many users can be added for one supplier on Ariba?

A: 250 users can be added from a company and given standard roles provided in the Ariba Network account of a supplier.

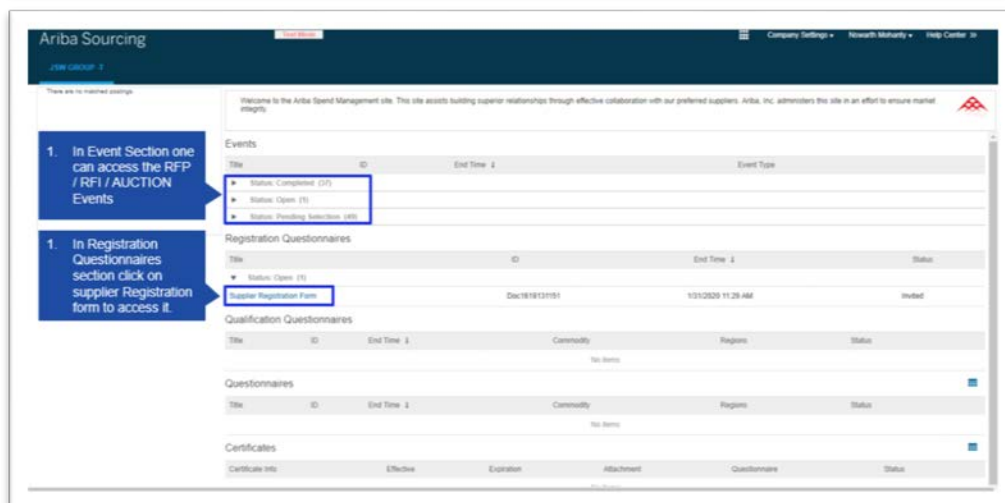
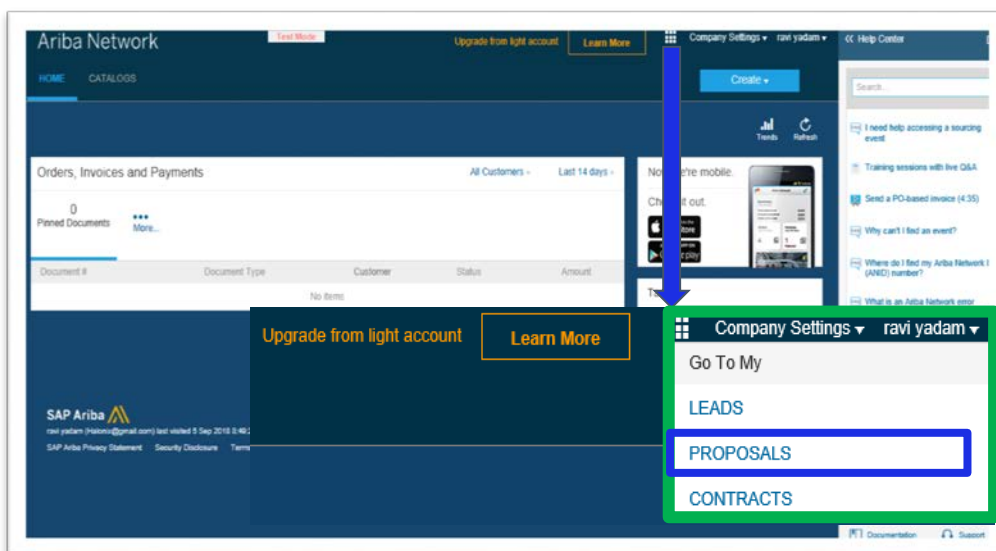
Section 3: Bidding on SAP Ariba

1. How to bid on Ariba?

A: On logging in to Ariba, Go to My Proposal as shown in the screenshot below, the my proposal tab contains all the events for which the supplier has been invited to bid will be visible on the dashboard. To bid, click on the concerned RFQ/P/I, accept the terms and conditions and submit the bids. For Detailed Steps please refer the Training Guide and Video link provided in the Invitation email

2. How to navigate to see open supplier tasks and RFQs supplier has been invited to bid on?

A: Go to link <https://service.ariba.com> and enter your login credentials Or click on link in invitation mail sent by JSW Group



3. What do I do if I can't see the RFQ after logging in?

A: Refer the steps as mentioned in section 3-point number 2 and check in open events. In case of any other queries, kindly contact our supplier help desk.

4. What happens if supplier rejects terms and conditions and wants to modify them?

A: If the supplier rejects the overall terms and conditions required to bid on the RFQ/P/I, they cannot participate in the event. However, supplier can submit the edits they want which will be reviewed by the concerned buyer. The supplier can also reach out to the buyer via Event Messages to clarify on any point before accepting the terms and conditions

5. Can supplier attach drawings on Ariba?

A: Yes, any drawings needed can be submitted as an attachment while submitting the bid.

6. Is it possible for vendors to escalate issues through ARIBA portal?

A: Yes, for Ariba related issues suppliers can raise service requests/contact the SAP Ariba help centre.

Section 4: Bidding in Auctions

1. Login attempt failed, how to proceed?

A: Please refer section 2.

2. What is the bidding process to be followed in auctions?

A: Log-in to Ariba and navigate to the auction. Post clicking on the auction, accept the terms and conditions. If there is a variation, submit the deviations to be validated by the buyer. Once the terms and conditions are validated and the auction time starts, supplier can bid in multiples of set decrement from the ceiling price. The supplier will be able to see the dynamic lead bid and time remaining and can choose to submit bids till the auction is live. For Detailed Steps you can follow the Training Guide and Video link provided on Invitation email

Section 5: Post PO & Invoice processing on SAP Ariba

1. Will hardcopy of Invoice document be needed in the transactions or softcopy will do?

A: Hardcopy invoice submission is required as per the government regulations. Digitally signed invoices can be used as a soft copy.

2. Is there any cut-off date for invoice submission?

A: Suppliers are required to submit invoices as soon as they receive the approved GRN/SES from JSW on Ariba. It is a simple flipping process and doesn't need any manual inputs.

3. What are the problems which will lead to blockage of payment?

A: Ariba helps you get paid on time by real time communication. Blockage of payment would be due to issues with delivery or services and not because of the system.

4. Will Ariba's Invoice format be similar to Vendor's invoice format? Will different formats be acceptable?

A: Supplier should continue the existing invoicing process. Ariba invoice helps in reconciliation of invoices to buying organization. The invoice layout in Ariba Network will be different from Vendor Invoice format. As a process requirement, the vendor needs to validate the AN invoice and attach softcopy of supplier invoice

5. How will vendor inform that the PO is rejected due to errors and subsequent corrections needed?

A: Supplier can reach out to the concerned buyer on Ariba portal to inform of the issue and not issue the ASN till it is resolved.

6. Procedure to fill in/ edit exact shipping date.

A: Supplier should provide the delivery date of material at the gate of JSW

7. Is there a provision to change quantity ordered?

A: Supplier should reject the order and the buyer will send the amended PO with updated quantity.

8. Is there a provision to edit line items as per payment terms?

A: Material delivery can be done partial or full depending on the customer requirement.

9. How to process csv integration?

A: Buyer will communicate this to suppliers. The process document will be added in supplier education guide and the link will be shared.

10. Can multiple invoices be created for a single PO?

A: Yes, depending on the requirement.

11. Is there a provision for Back date & future date invoice?

A: Supplier to check with concerned buyer for the specific case where this is required.

12. Is there a provision to modify PO details?

A: Supplier should reject the order and the buyer will send the amended PO with updated details.

13. How to manage service sheets approval in Ariba?

A: Supplier should create service sheet in Ariba and submit for approval.

Section 6: Support resources

1. What other support services are available apart from training sessions?

A: Following resources can be utilized for support:

1. JSW specific training video and manuals are uploaded at <https://support.ariba.com/item/view/182622>
2. Web library and supplier information portal can be accessed with 24*5 support on Ariba supplier website

The supplier should reach out to buyer in case of any unresolved concerns who will guide on how to resolve them.