

The Home Depot Suppliers' Frequently Asked Questions

Contents

1. [Who is SAP Ariba?](#)
2. [Why is THE HOME DEPOT asking suppliers to transact with them electronically?](#)
3. [What infrastructure do I need to use the Ariba® Network?](#)
4. [Why did THE HOME DEPOT choose the Ariba Network?](#)
5. [What do I need to know when transacting with THE HOME DEPOT through the Ariba Network?](#)
6. [What if I don't want to participate?](#)
7. [How do I register on the Ariba Network?](#)
8. [What if I forget my password?](#)
9. [Is there a cost for transacting business on the Ariba Network?](#)
10. [How secure is the Ariba Network?](#)
11. [What is the privacy policy for registration and company information?](#)
12. [What if I have more questions?](#)
13. [What do I do with the paper invoices that have already been printed or sent to THE HOME DEPOT?](#)
14. [What is the process for invoices against purchase orders that I received prior to cut-over?](#)
15. [What date will I start transacting with THE HOME DEPOT over the Ariba Network?](#)
16. [What is a Service Entry Sheet and why should I use it?](#)

Questions/Answers

1. Who is SAP Ariba?

Ariba is the world's business commerce network. Ariba combines industry-leading cloud-based applications with the world's largest web-based trading community to help companies discover and collaborate with a global network of partners. Using the Ariba Network, businesses of all sizes can connect to their trading partners anywhere, at any time, from any application or device to buy, sell, and manage their cash more efficiently and effectively than ever before. Companies around the world use the Ariba Network to simplify inter-enterprise commerce and enhance the results that they deliver.

The Ariba Network offers suppliers a broad range of solutions and services to manage business transactions and content through a web browser or electronically through EDI/cXML. Being part of the Ariba Network positions suppliers to attract more business from existing customers, as well as gain new ones.

You can access your Ariba Network supplier account and other information about the Ariba Network with these links:

- Ariba Network supplier account: <https://supplier.ariba.com>
- Ariba Network information: <http://www.ariba.com/community/the-ariba-network>

2. Why is THE HOME DEPOT asking suppliers to transact with them electronically?

THE HOME DEPOT wishes to move away from conducting commerce via hard copy and manually transmitted purchase orders, change orders, advance shipment notices, invoices, and more. As a supplier to THE HOME DEPOT, we are contacting your organization to inform you of these changes and request your help in preparing and ensuring a smooth transition to the new process. This move will increase our partnership and allow for transactions to be communicated efficiently and timely.

3. What infrastructure do I need to use the Ariba Network?

A regular Internet connection and a web browser are the only requirements.

4. Why did THE HOME DEPOT choose the Ariba Network?

The Ariba Network is the world's largest trading partner community, home to more than 1.2 million companies, including more than half of the Fortune 500. Ariba provides fast and efficient transmission, tracking, and processing of orders and invoices.

5. What do I need to know when transacting with THE HOME DEPOT through the Ariba Network?

It is important to review the information, training materials, and reference documents provided on THE HOME DEPOT's Supplier Information Portal. To access the Supplier Information Portal:

- Log into your Ariba Network production account at <https://supplier.ariba.com>
- From the Administrator drop-down menu, select **Customer Relationships**
- Locate THE HOME DEPOT and click the **Supplier Information Portal** link next to their name
- The supplier information portal can also be accessed by the link here (US and Canada): <https://support.ariba.com/TheHomeDepot>
- The Supplier information portal for Mexico: <https://support.ariba.com/TheHomeDepotMexico>

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

THE HOME DEPOT 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 to the ongoing business of THE HOME DEPOT and are thus expected to comply with this process change as a requirement for continuing the relationship.

7. How do I register on the Ariba Network?

Ariba and THE HOME DEPOT are contacting suppliers in phases & waves during the rollout and will send you a **Trading Relationship Request Letter** when they are ready for you to convert to the new process. This letter will explain how to register on the Ariba Network and the steps you

should take to create an Ariba Network account. Ariba will also contact and assist you individually throughout this process to ensure a smooth transition.

→ **Note:** *If you already have an Ariba Network account, you can leverage it to transact with THE HOME DEPOT.*

8. What if I forget my password?

If you forget your Ariba Network Password, click the **Forgot Password** link at <http://supplier.ariba.com> to be prompted through the password reset process.

9. Is there a cost for transacting business on the Ariba Network?

As an Ariba Network supplier, you have two choices in Ariba Network accounts. The right one for you is based on your business model and how you think you can best achieve your e-commerce and sales goals. The Standard Account has basic functionality and is completely free for suppliers. An enterprise account provides everything the standard account offers, plus ways to grow and strengthen your business through Ariba Network. More information about pricing can be found at <https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing>

10. How secure is the Ariba Network?

The Ariba Network uses Secure Hypertext 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. [You can learn more about Ariba data security policies here.](#)

11. What is the privacy policy for registration and company information?

By registering on the Ariba Network, suppliers make their company profile information available to their current customers as well as other buying organizations on the network. Your customers use this information to conduct transactions with you through the network, and prospective buyers use it to initiate new business relationships.

Protected account information, such as Tax ID and account settings, is not shared. Suppliers do not have access to the account information of other suppliers.

12. What if I have more questions?

For Ariba Network specific questions, please submit through the form below:

- https://support.ariba.com/Supplier_Enablement?ANID=AN01450094146&h=13VthabVtyn3TI6ibwUjg

Ariba Network Supplier Enablement Help Desk: 1-800-974-4899

- For assistance accessing your account, password resets, or general issues with your Ariba Network account

THE HOME DEPOT Supplier Enablement Team: Supplier_Enablement@homedepot.com

- For business process questions or general inquiries on the new process

13. What do I do with the paper invoices that have already been printed or sent to THE HOME DEPOT?

Any order created prior to our Go Live will continue to invoice through your current process. We are not converting any orders as part of this transition. Once you start to receive new orders then you will invoice for those items through the Ariba Network. Please action these items as soon as possible so that we both can begin working entirely through the Ariba Network.

14. What is the process for invoices against purchase orders that I received prior to cutover?

THE HOME DEPOT's current plan is to have any orders placed prior to cutover be completed via the former process; any orders placed after cutover should be managed fully via the Ariba Network or Ariba integration.

15. What date will I start transacting with THE HOME DEPOT over the Ariba Network?

Go Live date for US and Canada is October 19th. Mexico will go live in November 2nd.

Communication will be sent out 4 weeks prior to Go Live to confirm.

16. What is a Service Entry Sheet and when should I use it?

Service invoicing is a set of features that allows suppliers who fulfill service orders, and the buyers who place them and pay for them, to track, manage, approve, invoice, and reconcile invoices for those orders in a collaborative way.

This feature supports business processes for handling complex, project-based spend categories that include both service and material goods components.

Suppliers create service sheets to track services as they are performed. Buyers review the service sheets for approval or rejection. Once approved Suppliers can flip the approved service sheets into invoices for exception-free invoice handling.