

# **FREQUENTLY ASKED QUESTIONS**

Supplier

**SAP Ariba** 

## Ariba – Supplier

### SCHEDULE AGREEMENTS

#### **Who should I contact if I do not see a delivery line?**

The buyer who generated the agreement should validate that the updated line on the Ariba Network. In case it has been updated and is not available in the Supplier portal, contact the SAP team.

#### **How can I download reports from the Ariba platform?**

You can see the "Reports" tab at the top of the Ariba Network home page. By clicking on the tab, the option to create reports is displayed and according to the information you want to download (ASN, Receipts, or others). You must select the database option, select the filters required to download, and then click on create. Consult the [Reports](#) Video in the [Supplier Portal](#).

#### **Is it required to notify any changes of the order or the ASN on the Ariba Network?**

Yes. If not complying with the required quantity or date of the material, it is crucial to notify MABE through the confirmations or modify the ASN; this will allow the buyers to take the necessary actions.

### CONSIGNMENT

#### **Where can I consult the consignment consumption report?**

You can see the "Upload and Download" tab at the Ariba Network home page's top. By clicking, the "create" option will display. You must name the report, select Consignment type and a period in the past.

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## **ORDER CONFIRMATIONS**

### **What is an order confirmation?**

An order confirmation is the first communication you have with your buyer through Ariba. The Supplier agrees to fulfill the required Schedule Agreement Release or Purchase Order for the items in the firm period before sending an ASN. With this confirmation, Mabe can be certain that the Supplier will comply with the material's shipment or have a notification in advance that the load will not be complete. Therefore, we can have a better stock planning that should arrive at the plant.

### **Can you confirm materials in the forecast period or just the firm period?**

Confirmations are only for delivery lines that are in a firm period.

### **What are the reasons that I cannot make material confirmations?**

Possible causes for a supplier not being able to make a material confirmation:

- The customer does not allow multiple confirmations for that specific order if the order has already been confirmed.
- The customer has disabled the order confirmation functionality for that order or future orders.
- The order's ship or delivery date is in the past.

## **ADVANCED SHIPPING NOTICE**

### **Where do I create the Advance Ship Notice (ASN)?**

At the inbox menu, click on the Orders and Releases option. The schedule line with their required date will be displayed in the "Items to ship" tab and based on these Releases; you must create the ASNs. Select the material(s) to be shipped and select the Create Shipment Notification option.

\*If you enable the new Supplier Portal visualization (since April 2021), you will find this option for Items to Ship in the Orders tab.

### **Where do I send the ASN?**

Create the ASN with the materials that will be shipped, click on next, and click on send. Automatically, it will send the document to Mabe's system for the creation of the inbound delivery.

### **In case of incorrect confirmations or ASNs, whom do I contact?**

You can edit the confirmations or ASNs from the outbox tab, selecting the ASN number.

\*If you enable the new Supplier Portal visualization (since April 2021), you will find this option in the Fulfillment tab.

If you have any additional questions regarding creating documents, contact the Ariba support team through the portal's support tab. In case of a process question, contact your designated buyer.

### **Can I create a single line ASN per material and put the total shipping quantity?**

No, it is required by Mabe that you create the ASN according to the schedule lines required, date and quantity. In case you must edit schedule line date or quantity, you should consider:

1. You must prioritize the schedule line with upcoming date, as well as respect the amount required.
2. If you select 2 or more schedule lines, you must maintain quantities in each line.

### **What will happen to the orders when I create an ASN?**

The order will remain open as we are working with schedule agreements, however, the schedule line that was shipped with change the status to shipped and when it is received in mabe's plant, the status will change to Partially Received or Fully Received depending on the scenario.

### **Are all SRM processes already integrated into Ariba?**

It will start with Schedule Agreement Releases and Purchase Order collaboration process which include order confirmations, ASN, and Goods Receipt notifications. For Mexican suppliers, the current billing process continues the same; The sourcing process will continue through SRM.

## **USERS MANAGEMENT**

### **If I have a broad structure, how many users can I add, and how do I generate the roles?**

Each supplier can generate up to 250 users within the portal. To create user roles, you can view the [Users Management](#) quick guide or enter the support tab on the home screen to obtain the SAP Ariba configuration guide.

### **How can I give administrator privileges to additional users?**

The Ariba Network account administrator must first create a role with administrator permissions. Subsequently, the administrator should assign this role to users who require it.

### **How many administrators can an account have?**

All accounts can only have one default account administrator. Additionally, you can have multiple users with administrator roles or permissions.

**We have not used Ariba; what should I do to register and create my account?**

You will receive an email invitation to register with Ariba as a Mabe supplier. You will need to enter the link included in the email, and it will send you to the Ariba Network welcome site.

If you have never used Ariba, you must click on the option to Create Account (Sign Up) and fill in the required information: organization data, contact, and access credentials. Once you have completed this information, you can proceed by clicking **Create Account / Continue**, and you will receive an automatic email notifying you that your Ariba account has been created.

## INVOICING AND PAYMENT

**Who will upload the invoices to the SAP system, Mabe or the Supplier?**

The foreign suppliers (Outside Mexico) upload their invoices through the Ariba Network, and the system will automatically replicate the information in the Mabe system. ***Mabe will enable this process on a subsequent date.***

**Where can I see the payment status?**

You can visualize the payment status from the Invoicing portal. Payment status is viewed with user V. As viewed in the current process.

**How can we know we can create an invoice?**

The Create Invoice button will be available in the schedule agreement or in the upper right corner in the Create Option. The invoice needs to be referenced with only one ASN. The invoice must match the quantity sent in the ASN. If you don't have the Create Invoice button, you should ask your buyer the correct process to send your invoices.

## SUPPORT

**What happens if my system fails?**

If a document fails, you should contact the SAP Ariba team through the support tab. You to communicate by chat or phone.

## TRAINING MATERIAL

**Where can I access the reviewed material during the training sessions?**

You can review the training sessions or training clips on the [supplier portal](#). You can also access the Supplier Portal through the Ariba Network portal.

## SCOPE OF ARIBA IN MABE

### **Does Ariba apply to all Mabe?**

Currently, Ariba only applies to Mabe manufactories located in Mexico.

**Note:** Mabe has excluded Faber from the Ariba Network, until further notice.