Kraft Heinz Food Company Supplier Frequently Asked Questions

Contents

Questions/Answers

1. **What is the SAP Ariba Network?**
   SAP Ariba is one of the world's largest business commerce networks of Suppliers and Buyers. 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 Kraft Heinz Food Company asking suppliers to transact with them electronically?**
   Kraft Heinz Food Company is streamlining its indirect and direct procurement processes and will utilize SAP Ariba for all future transactions. This will enable Kraft Heinz Food Company to provide Purchase Order to Payment in an automated, user friendly electronic format.
   Kraft Heinz Food Company wishes to move away from conducting commerce via hard copy and will be transacting future purchase orders, change orders, advance shipment notices and invoices electronically through the Ariba Network moving forward. As a supplier to Kraft Heinz Food Company, 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.

   Please view a recording of our previously held Supplier Summit where we announced our partnership with SAP Ariba:
   Supplier Summit Session Record

   The Supplier Summit also provides an overview of the SAP Ariba Supplier Network, including demos and supplier Q&A.

3. **My contact at Kraft Heinz Food Company is not familiar with Ariba Network and has advised me to request more information. Where can I find more information?**
   Since the Ariba Network is still fairly new at Kraft Heinz Food Company, not everyone at the company is familiar with it yet. We are initiating the Supplier onboarding process now at Kraft Heinz. Moving forward, we request that all of our suppliers enroll on the platform by July.

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You can find more information about Ariba Network on http://www.ariba.com/community/the-ariba-network

4. **What information technology and network connectivity do I need to use the Ariba® Network?**
    A regular Internet connection and PC with a web browser are the only requirements for baseline capabilities. Supplier integration will be at the supplier's discretion and may require additional system configuration.

5. **Why did Kraft Heinz Food Company 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.

6. **What do I need to do to begin transacting with Kraft Heinz Food Company through the Ariba Network?**
    It is important to first review the information, training materials, and reference documents provided on Kraft Heinz Food Company's Supplier Information Portal. Once you have reviewed this information, then:

    - Log into your Ariba Network production account at https://supplier.ariba.com
    - From the Administrator drop-down menu, select **Customer Relationships**
    - Locate Kraft Heinz Food Company and click the **Supplier Information Portal** link next to their name
    - The Supplier Information Portal can also be accessed through the Help Center.

    Training documentation will be added periodically throughout the Go Live.

7. **What if I don't want to participate?**
    Kraft Heinz Food Company 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 Kraft Heinz Food Company and are thus expected to comply with this process change as a requirement for continuing long term Supplier relationships.

8. **I don't regularly do business with Kraft Heinz Food Company. Do I need to use the Ariba Network?**
    For those with small volumes or few transactions with Kraft Heinz, the Suppliers will be offered to use free Standard Accounts, which will be activated when Supplier receives the first PO (Purchase Order) through this platform.

9. **How do I register on the Ariba Network?**
    Ariba and Kraft Heinz Food Company are contacting suppliers in phases and waves during the rollout.

Based on the transaction volume the Supplier has with Kraft Heinz, Suppliers will be elected for a type of Ariba Account: Enterprise or Standard. The highest volume Suppliers will be requested to open an Enterprise Account, which includes sufficient system integration support to get them up and running quickly. Enterprise Account Suppliers will receive 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. SAP Ariba representatives will be available to support in the registration process.

Standard Account Suppliers will not receive the Trading Relationship Request but will instead be asked to register from their first Interactive Email purchase order sent by Krt Heinz post Go Live.

For more information for Enterprise and Standard account, go to this link:

https://supplier.ariba.com

➔ *Note: If you already have an Ariba Network account, you can leverage it to transact with Kraft Heinz Food Company.*

10. **What if I forget my Ariba Network 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.

11. **Is there a cost for transacting business on the Ariba Network?**
    As an Ariba Network supplier, you have two choices in Ariba Network accounts. Based on the transaction volume the Supplier has with Kraft Heinz, Suppliers will be elected for a type of Ariba Account by Kraft Heinz: Enterprise or Standard.

    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. However, if your volume is high and Kraft Heinz suggests you sign up for an Enterprise account, they are doing this because they recognize the total cost of support you will need will be more cost effective with an Enterprise account.

    The Standard account has basic functionality and is completely free for suppliers, but it has volume and search limitations and no integration support. An Enterprise account provides everything the standard account offers, plus extensive search capabilities and integration support, and enables 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

12. **How secure is the Ariba Network?**
    Very secure. 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.

13. **What is the Ariba Network 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.

14. **How do we contact Ariba Network technical support in case we have issues or questions?**

   a) *For Suppliers needing technical Ariba Support should contact Ariba Customer support:*

   How do I contact SAP Ariba Customer Support as a supplier? - Help & Support

   b) *For other questions and inquiries, contact:*
   Kraft Heinz Food Company Supplier Enablement Team:
   NASupplierEnablement@kraftheinz.com

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

15. **Will we lose personal contact with our Kraft Heinz Procurement and/or Accounts Payable contacts?**

   No, the current business relationship you have with Kraft Heinz contacts either with Procurement and/or Accounts Payable teams will remain the same, but you will now have Ariba Network and Supplier Enablement team support options.

16. **Will we need to engage our IT department to use Ariba Network?**

   You may need to engage your IT department if you are a high-volume Enterprise supplier who wishes to integrate your ERP with the Ariba Network since there may be some technical integration and transition set up. However, for most suppliers, there is no need of technical set up as all that is needed is an internet browser connection.

17. **How can my team learn to monitor/manage transactions with Ariba Network?**

   There are many education materials with instructions and online learning resources inside the Kraft Heinz Supplier Information Portal: Supplier Information Portal
   After the implementation phase, the recording of previously held Supplier Training sessions will be available in the Supplier information Portal for references and additional information.

18. **When do I start transacting with Kraft Heinz over the Ariba Network? What do I do with the paper invoices that have already been printed or sent to Kraft Heinz Food Company?**
   You will continue to submit invoices the same way you have done previously, until you are notified to begin sending "live" invoices through your Ariba Network production account. Approximately two weeks prior to "Go Live", Kraft Heinz Food Company will send a "Go Live" communication by email to confirm the exact "Go Live" date.

19. **What is the process for invoices against purchase orders that I received prior to cutover?**
   Kraft Heinz Food Company'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.

20. **If I am already on Ariba Network with another customer, do I stay on the same Account with Kraft Heinz?**

If you already have an Ariba Network account, you can leverage it to transact with Kraft Heinz. However, depending on your volume across customer, you may want to ensure you have an Enterprise account or upgrade to one, since the combined volume justifies the expense because the search capabilities and integration support that comes with an Enterprise account.
For more information on Enterprise and Standard account including fees, go to this link:
https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing

21. **For suppliers with multiple existing Ariba accounts with Kraft Heinz for proposal/bidding purposes. What is the recommended best practice to manage numerous accounts from an accounting standpoint - if POs, for instance, are being issued, to various project managers who work with Kraft Heinz?**

Supplier best practice is to maintain a single Ariba Network account per supplier legal entity when transacting purchase orders and invoices. Suppliers can add multiple individuals as sub-users who will have access to the POs that pertain to them.

22. **How much of my transaction history with Kraft Heinz will be available in Ariba Network?**

For Standard Account, the previous 200 documents will be available in their account.
For Enterprise suppliers, Ariba Network may delete transactional documents after 18 months to reduce the volume of data stored on Ariba Network. Transactional documents expire and are deleted in groups. All documents related to a purchase order expire when the most recent document in the group reaches 18 months old. Each time a new document related to the purchase order is sent, Ariba Network resets the 18-month expiration clock to 0 days.

23. **What is the geographic scope of this implementation (i.e., only US and Canada)?**

The geographic scope is North America region comprising: United States, Canada and Puerto Rico.

24. **Is it mandatory to be on Ariba to receive KHC purchase orders?**

Yes. The implementation of Ariba Network is part of Kraft Heinz Food Company's Indirect Procurement transformation initiative that brings several capabilities to simplify your interactions with Kraft Heinz. Ariba Network will be your portal for improved visibility to Purchase Order and Invoice status, while enabling Kraft Heinz to better facilitate and manage your transactions with speed and accuracy.
As an Ariba Network supplier, you have two choices in Ariba Network accounts. Based on the transaction volume the Supplier has with Kraft Heinz, Suppliers will be elected for a type of Ariba Account by Kraft Heinz: Enterprise or Standard (as minimum).

25. **Is this replacing SmartKart / SRM?**

Yes. Kraft Heinz Food Company's current plan is to have any orders placed prior to cutover be completed via the former process and system; any orders placed after cutover should be managed fully via the Ariba Network or Ariba integration.

26. **Who can we send updated email information to in order to receive the invitation and go live information?**

Please, you can send your email updated information to: NASupplierEnablement@kraftheinz.com

27. **Is there a cap on trans fees?**
Network Transaction Fees are capped at $20,000 USD per customer relationship.

28. **What is entailed in the Standard/free Ariba option?**
The standard account capability of Ariba Network gives you a fast, free way to automate business with any buyer through email-based transactions. With instant onboarding and no fees, you can sign up in seconds while still meeting Kraft Heinz's requirements. Support for all transaction types helps you maximize efficiency and reduce processing times. And if you want advanced features, it's easy to upgrade. Suppliers who wish to use the Standard Account option should not accept the Trading Relationship Request. Standard Account suppliers will be invited and can therefore register through the first PO sent from Kraft Heinz over the Ariba Network.

29. **What is the meaning of catalog enablement?**
Catalog Enablement indicates a supplier will be engaged for an KHC Ariba Catalog. We are lifting and shifting current SRM Internal Catalogs (Wave 1) to KHC Ariba instance. All impacted suppliers have been notified/engaged via email. Catalog Enablement kick-off will be the week of May 17th. Wave 2 suppliers are currently being defined.

30. **When should we expect the TRR letter?**
Enterprise Account Suppliers will receive 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. SAP Ariba representatives will be available to support in the registration process.

31. **How long can we continue using Tungsten?**
Suppliers may continue to use Tungsten until otherwise noted, as there is not a current sunset date. However, there are efficiencies using Ariba for both POs and Invoices, not to mention additional opportunities for your company to be included in sourcing events as part of Ariba Network.

32. **If we are using Tungsten right now, can we switch completely to Ariba?**
Yes, and you will get efficiencies in using Ariba for both POs and invoicing.

33. **Once POs are issued in Ariba, will it be mandatory to invoice via Ariba, or will Suppliers have the option to continue invoicing via Tungsten?**
You can continue to use Tungsten, but you will not capture the efficiencies of searching and matching POs and invoices / payment without being in Ariba because there is no integration plan between Ariba and Tungsten.

34. **Will invoices submitted to Tungsten update PO status to Invoiced on Ariba?**
No, because no integration is planned between Tungsten and Ariba.

35. **How is Tungsten integrated with Ariba?**
It is not. There is no integration plan to exchange data between the two systems.

36. **Will invoices entered in Tungsten continue to be paid there? So, will need to use both systems for a while?**

Yes. But you won't receive POs through Tungsten. You will need to use both systems to get complete picture of POs invoicing and payment.

37. **Will network invoicing be into Ariba if we are not using Tungsten?**
Yes. You will be able to submit invoice via Ariba against the POs.

38. **For Pricing discrepancies between buyer's PO and the invoiced amount, is there a way to directly communicate with buyer via Ariba? Or is it via buyer's email listed on PO?**
For business process questions or general inquiries on the new process, please, you can contact: *Kraft Heinz Food Company Supplier Enablement Team:* NASupplierEnablement@kraftheinz.com

39. **Will POS keep that same sequence in Ariba? I thought mentioned that new sequencing would be implemented?**
In Ariba, the POs will start with 40 sequences.

40. **Will we receive 8100 POs thru Ariba?**
No, those POs will continue as they are today.

41. **Will Kraft/Ariba work with suppliers to integrate PO delivery via cXML/EDI?**
Yes, Kraft Heinz is supporting cXML/EDI integration on the Ariba Network. Suppliers wanting to use integration to transact with Kraft Heinz should email NASupplierEnablement@kraftheinz.com so we can place you on the project schedule.

42. **Will PO Deltas be under supplier information portal? And will cXML delta/specs be available in portal, or will they be sent separately?**
Once available, the integration documentation will be posted to the Supplier Information Portal (SIP). In addition, the documentation will be sent to you individually by a member of the SAP Ariba team once your integration project kicks off.