



PUBLIC

PLDT INC

Frequently Asked Questions (FAQ Document)

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What infrastructure do I need to use the SAP Business Network?

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

What browser versions are certified for SAP Ariba cloud solutions?

If you are a supplier user, go to <https://supplier.ariba.com> and click Supported browsers and plugins at the bottom right of the page to access a list of currently supported browsers click Supported Browsers.

Can my company have multiple Business Network accounts?

Your company can have multiple Business Network accounts, depending on your business needs. For example, if your company has several locations around the world, you might want a separate account for each region.

“Each suppliers entity can have separate Business Network accounts” to transact with your customer.

Additional Information

Consider the below item when deciding whether to have more than one account:

Administrators: For each account, you can have only one account administrator, but the account administrator can provide access to multiple users. All users from your company have their own Username and Password to access the account.

How do I know if the PO is coming from SNAP Buy or regular PO?

Once you have received the interactive email PO coming from PLDT, please scroll do the comments section.

You will then see a statement from the Body: SNAP Buying PO is VAT exclusive and subject to 12% VAT. Supplier must select tax code “IJ” during invoicing for the applicable VAT Rate.

How do I register from the first standard account or first interactive PO from PLDT?

Once you have received the PO coming from PLDT please perform the following:

1. Click Process Order Button
2. Sign up to create a new account or Log in using your existing Standard Account.

If you prefer to create a new account

- Review the Company Information
- Enter your User account Info
- Accept Terms of use and click Register

If you would like to use your existing Standard Account

- Log in using your existing credentials

Error: "User already exists. Please enter a different username."

You are receiving this message because the username you are entering is already associated with an SAP Business Network, Ariba Discovery, or Ariba Sourcing supplier account. You will still be able to register a new user account, but the new username will need to be unique to satisfy Ariba's system requirements.

SAP Ariba requires that all usernames be formatted like an email address, but they do not have to be a valid email address. For example, if your username of example@ariba.com was not accepted, you can try using example1@ariba.com.

Additional Information

If you would like to access the account that already exists, please use the following site to request a password reset for the registered username:

<https://supplier.ariba.com> (Ariba Network, Ariba Sourcing, or Ariba Contracts)

To reset your password, click Having trouble logging in? on the login page.

How do I pick the best Product and Service Categories for my company?

Picking the best Product and Service Categories helps customers find you by commodity. Consider the following when picking the best fit for your company:

- Be general. Search as non-specifically as possible. For example, search "stands" instead of "Wrought iron plant stands with dolphin designs" to help you efficiently pick a commodity.
- Use layman's terms. Your industry-specific knowledge and vocabulary helps you describe an individual product or service but can hinder how searchable you are by potential buyers or suppliers. Use terms that someone without specialized knowledge will be able to identify.
- Utilize other spaces. Product and Service Categories aren't the end-all be-all describing your needs or abilities. If you are creating a posting, use the posting body to outline the details of the products or services you are requesting.

Additional Information

Ariba uses United Nations Standard Products and Services Codes (UNSPSC) to standardize category classification. The Product and Service Categories classification system includes four levels:

- Segment
- Family
- Class
- Commodity

Segments are the highest level, so if you supply all the products or services in a segment, select only the segment. Your customer will still be able to find you if they search for any of the sub-categories under that segment. If you cannot find the exact code, select the code one level higher. For example, if a product is not in the list, select the class to which the product most likely belongs.

You can look up codes for specific items on the [UNSPSC website](#). If there is no UNSPSC code for one of your products or services, you can contact the UNSPSC organization to request one. The managing organization either creates a new code or recommends an existing code.

How do I access and change the former administrator's account?

If the account administrator is still with your company, they can reassign the administrator account to another user or change their user information to a different person.

If the account administrator is no longer with your company, but you have access to the registered email:

1. Use the Having trouble logging in? link on the login page to request a Password Reset
2. After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself

If the account administrator is no longer with your company and there is no access to the email address on file, contact SAP Ariba Customer Support via the Support Center to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email address.

Additional Information

Account Reassignment requests go to a specific team within SAP Ariba Customer Support who will verify information and work with other users on the account if necessary. You will then be contacted with further instructions.

How do I reassign my account to a co-worker?

The process of transferring the administrator role can be done in a couple of different ways depending in how the account and its sub users are currently set up.

To transfer the administrator role to an existing user:

1. In the upper right corner, click **Account Settings icon > Settings > Users**.
2. Select the user who needs who will be the new administrator
3. Click **Make Administrator**.
4. Select a new role for your own user account and click **Assign**.
5. Click **OK** to transfer the account administrator role,

To update your account information:

1. In the upper right corner, click **Account Settings icon > My Account**
2. Update this page with the new administrator information in the User Account Information section. Remember to change the following:
 - Username
 - User's full name
 - User email
 - Contact information
3. Click **Save**.

After either of these options are completed, you will also want to confirm that all email notification settings are updated as well, which includes those related to where purchase orders are sent if you use the account for orders and invoicing.

Where do I find my Business Network ID (ANID) number?

Your account's ANID number appears under Account Settings icon in the top right. It is also visible at the bottom of every page, to the right of your company's name.

Additional Information

If you are unable to access your account (unknown Username and / or Password) and the registered email address is accessible, please reset the password. The email you receive will reveal the Username and allow you to reset the password.

If you are unable to access your account (unknown Username and / or Password) and the registered email address is no longer valid or accessible, please contact your customer; they have your ANID on record and can share it with you on request.

Your ANID number acts as your company's account number in the Ariba system. It is used for a variety of tasks, including:

- Helping Ariba Customer Support locate your account.
- Establishing trading relationships with buyers.
- Merging/logging into private accounts
- Linking accounts.

How do I see Ariba applications in a different language?

The language you see on your Ariba account is based on your language settings in your Internet browser.

Using Internet Explorer:

1. Click Tools > Internet Options > Languages.
2. In the Language Preference window, click Add to add the desired language.
3. Select the language to add and click OK.
4. This language will need to be placed at the top of the list using the Move up button.
5. Click OK and click OK again from the Internet Options window.

Using Mozilla Firefox:

1. Click Tools > Options> Content> Languages> Choose.
2. Select the language you want and click Add.
3. This language will need to be placed at the top of the list using the Move up button.
4. Click OK and click OK again from the Options window.

Using Google Chrome:

1. Click the options menu in the upper right corner and choose Settings.
2. Click Show advanced settings.
3. In the Languages section, click Language and input settings.
4. Click Add.
5. Choose the language you want and click OK.
6. Drag this language to the top of the list and click Done.
7. Close the options tab.

Next, close your browser and reopen it for the changes to take effect. If the language you select is not supported by Ariba, it defaults to English.

Additional Information

Your browser languages does not change the language you specify for email notifications.

Ariba solutions support the following languages:

English (en), French (fr), Italian (it), German (de), Spanish (es), Japanese (jp), Simplified Chinese (zh-cn), Traditional Chinese (zh-tw), Brazilian Portuguese (pt-br), Korean (ko), Russian (ru), Polish (pl), Hungarian (hu), Turkish (tr), Dutch (nl), Swedish (sv), Greek (el), Romanian (ro), Norwegian (no), Danish (da), Finnish (fi), Czech (cs), Croatian (hr).

Can my account have more than one administrator?

Only one user can be named the administrator of your account. Sub-users can be granted all permissions to give them access to everything on the account with the exception of the Users page. Only the account administrator can manage users and roles.

Additional Information

If you are the current administrator, you can reassign the administrator role to another user in your company's account. If you need to become the administrator, contact your account administrator to reassign the role.

How to transfer the account administration role?

If you're leaving your company or moving to a new position, you need to transfer ownership of the SAP Ariba account by choosing a new administrator. This ensures that your company doesn't experience interruptions in access to the account or in transactions with your customers.

Prerequisites

The current administrator needs to transfer the Administrator role to an existing user. Restriction You can have only one administrator for your SAP Ariba account.

Context

The person who registered an account for your company on SAP Ariba is automatically assigned the Administrator role. We recommend assigning the Administrator role to the individual who is responsible for configuring your account, maintaining customer relationships, managing users, and subscribing to services.

Note If you aren't sure who the administrator of an account is, contact SAP Ariba Customer Support.

As the account administrator, you control who can log in to your company's SAP Ariba account and which activities users can perform. The administrator also serves as the primary point of contact for other users in your company's SAP Ariba account who have questions or problems. Users contact the administrator to reset their password, to update their roles and permissions, or to give them access to the test account.

Procedure

1. At the top of the home dashboard, choose Account Settings icon > Settings > Users.
2. Choose the check box for the user who needs to be the new administrator.
3. **Click Make Administrator**
Ariba displays the **Assign a Role** page.
4. Choose a new role for your account and click Assign.
Ariba displays a warning message that indicates the name of the new account administrator.
5. Click OK to transfer the account administrator role.

Results

Ariba logs you out of your account and sends an email notification to the new account administrator, alerting them that they now have the Administrator role.

What action do I need to take for an enablement task?

You might receive an email notification about pending enablement tasks that require your action. This means that your customer has assigned certain tasks to you to make sure your account is fully configured and ready to transact. It's important to complete the task before the due date to ensure that it doesn't escalate to your customer.

To view a pending enablement task:

1. Access the Enablement Tasks tab. tab lists the actions you need to complete before transacting with your customer.
2. Click Complete Task next to a pending task and follow the instructions on the page.

Note: Some tasks require you to configure your account or to send a particular type of document, while others act as a simple confirmation that you're ready to transact.

How do I change or update my email address or username?

To update the email address, username, contact information, preferred language, timezone, or currency on your account:

1. Click Account Settings icon > My Account in the top right.
2. Edit any fields as needed.
3. Click Save.

If you update your email address, be sure to click the link in the confirmation email sent to the new email address.

Additional Information

Usernames are unique and cannot be used multiple times. They also need to be formatted like an email, but do not need to be a valid address. For example, if your username of test@ariba.com was not accepted, try test1@ariba.com.

You may also consider checking your account notification settings to be sure that the correct email is being used.

How do I view my trading relationships?

To view your trading relationships, follow these instructions:

1. Click Account Settings icon > Settings > Customer Relationships
2. View your Pending, Current, and Rejected relationships under each corresponding heading

Additional Information

If you don't see Customer Relationships under Account Settings icon > Settings, it may be related to one of the following causes:

- Your account is not yet linked to a customer. If you don't have access to certain tabs like Inbox or Outbox, this might be the case.
- You are a sub user on your company's Ariba account. If this is the case, then the account administrator will have to give you the Customer Administration permission. This will give you the permission to view customer relationships.
- If you can only see specific customer relationships, the account administrator will have to provide you with permission to view all customer relationships.

Do I contact Ariba support or PLDT when I have a question or issue?

Not sure who to contact with a question or issue? We can clear that up.

Ariba Customer Support can help you understand how to use your account, but your PLDT Inc are best qualified to explain what they need according to their own internal business processes.

The following information can help you determine when to contact Ariba and when to contact PLTD Inc.

Contact PLDT if you have questions about the following areas:

- **Invoice payments**
 - After you submit an invoice, PLDT receives the invoice and begins to process it. PLDT updates the invoice status and can let you know when to expect payment.
 - Your payment does not go through Ariba.
- **Invoice rejections**
 - PLDT rejects an invoice when it doesn't meet their requirements
 - PLDT can then tell you how to correct your invoice
- **Missing purchase orders or purchase order details**
 - If you can't find a purchase order, your customer can confirm that it was sent to the correct account.
 - If the information on your purchase order is incorrect, your customer needs to issue a replacement order.
- **Sourcing event content**
 - Your customers use Ariba Sourcing to build an event based on the information they want from you.
 - For clarification on specific questions in the event, it is best to contact the event owner directly

Contact your account administrator if you have questions about the following areas:

- **Your account settings**
 - If you are an administrator, you control the settings for yourself and all other users on your
 - company's account.
 - If you are not an administrator, contact your account administrator for assistance with requesting additional permissions, resetting your password, and configuring other user settings. To find out who your administrator is and how to contact that person, click your name in the upper right corner of your account and select Contact Administrator.
 - If you are not sure who to contact at your customer's organization, you can find the appropriate contact information in your account.

If you have questions about anything not covered in the areas listed above, you can browse or search the Help Center to find information related to navigating, using, or understanding your Ariba account.

As you navigate through Ariba, the content displayed in the Help Center will change automatically based on what you're doing on each page

What if I don't want to participate?

Your buyer 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 for ongoing business and are thus expected to comply with this process change as a requirement for continuing the relationship.

How secure is the SAP Business Network?

The SAP Business 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.

How do I create an order confirmation? How do I confirm an order?

Please use the order guide for reference and navigate to the order confirmation section. Kindly access this [link](#).

How do I create Ship Notice?

You can create ship notices to keep your customers informed about when they can expect to receive the items they ordered from your company.

Please use the order guide for reference and navigate to the Ship Notice section. Kindly access this [link](#).

How to create an invoice?

Please use the invoice guide for reference. Kindly access this [link](#).

Where can I access the supplier training guide?

Please use this link [SNAP BUY Suppliers Training Guide](#)

For more FAQs you can click the link below

<http://www.ariba.com/help/ariba-answers/suppliers>

