SAP Ariba Transaction Readiness Supplier Guide

10/2023

Table of Contents

- Why SAP
- What's Changing
- Account set-up on Ariba:
  - How to reset your username or password
  - Confirm RRD as a Current Customer in Ariba
  - Configure your Ariba user account information and company settings
    - How to set-up the Ariba Workbench (overview of orders and invoices)
    - How to update Workbench tile filters
    - How to locate or update your company's designated Ariba Account Administrator
    - How to create a Roles and Users (Admin only)
    - How to receive POs via email
    - RRD's Invoice Rules
    - RRD Remit-To Requirements
    - Review/Update Remittance
    - Identify Account Type
    - Enterprise Account Downgrade Process
- Ariba Training Materials

Why SAP Ariba

RRD is implementing Ariba, a Source to Pay cloud based procurement system, that will help to modernize RRD's procurement processes. This solution will help to simplify and automate several processes including purchase transactions and supplier invoicing. Improvements in supplier collaboration will also add value to both RRD and our suppliers. Transacting through the Ariba Network will be the standard procurement path for RRD beginning in 2022.

- Which RRD locations or divisions will this change effect?

  Most RRD US locations will be transitioning to Ariba.

  Exception is the RRD GTS/Supply Chain Solutions group as they use a seperate ERP system.

- Are suppliers required to use Ariba

  Yes, the Ariba processes will be required after RRD's old processes have been discontinued. RRD is implementing a phased approach to move to the Ariba processes and it will be a required method for all new transactions. Once we activate your account for Ariba transactions, PO's and invoices will begin through Ariba and RRD's old processes will be discontinued. Ariba is not an Opt-in/Out-out option for doing business with RRD, it will be a requirement once our old processes are discontinued in 2023.

- Learn more about Ariba

  https://www.ariba.com/ariba-network/ariba-network-for-suppliers

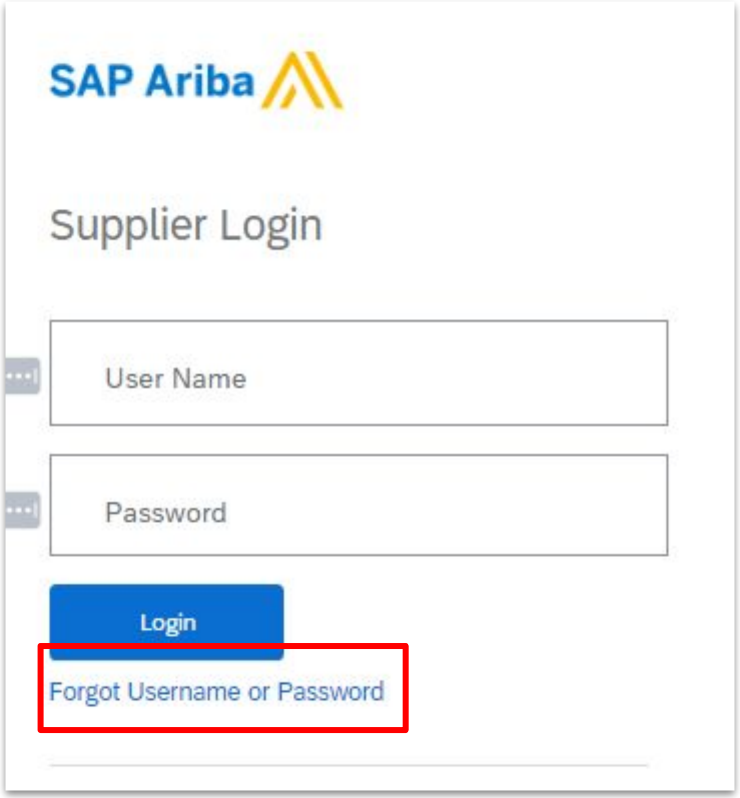
What's Changing

Changing	Not Changing
PO's – RRD's PO's will now be issued through Ariba. As a result the layout of our PO's will be altered as well	Your RRD contacts for estimates, PO's and RRD commodity management do not change.
Invoices – no longer emailed, must be submitted through Ariba if the PO is listed in Ariba	Payment Terms are not changing UNLESS you have multiple accounts with RRD with different terms and we both agree to consolidate into 1 account with 1 pay term.
Order Confirmations, Quantity or Price change requests - These will be submitted through Ariba instead of email	
RRD Invoice/Payment Inquiry Mailbox – changing from APCustomerService@rrd.com TO rrdap_aribacustomerservice@rrd.com for Ariba PO's specifically	

How to reset your username or password

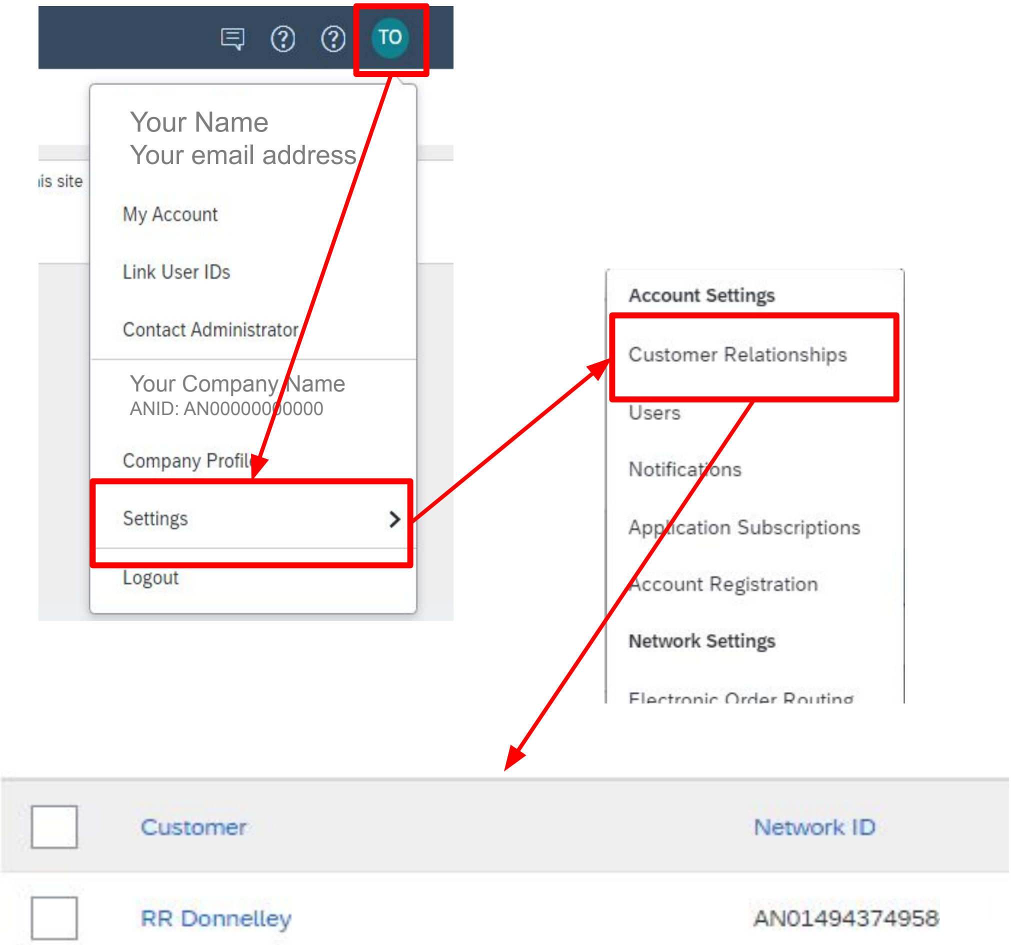
1. Go to supplier.ariba.com.
2. Click the Password link under the Login button
3. Follow the prompts to provide your Email address.
4. SAP Ariba will issue an email to you with a link to reset your password.
   a. The email will come from “Ariba Commerce Cloud” via ordersender-prod@ansmtp.ariba.com
   b. The email should be received within a few minutes of the request. If not received, double check your Spam folder. If still not found, click here for Ariba’s troubleshooting guidance.
   c. If you have multiple accounts with Ariba under the same email address, Ariba will list all user ID’s and provide a password reset link for each one.

Click here for an Ariba video for visual guidance if needed.



Confirm RRD as a Current Customer in Ariba

1. Log into SAP Business Network (supplier.ariba.com) and ensure you are in the "**Business Network**" option (upper left corner)
2. Click your **profile icon** in the upper right corner
3. Click **Settings**
4. Click **Customer Relationships**
5. Confirm RR Donnelley is listed under "**Current Customers**"
6. If missing, submit your ANID # to RRD using this form.



Configure Your Ariba User Account Information & Company Settings

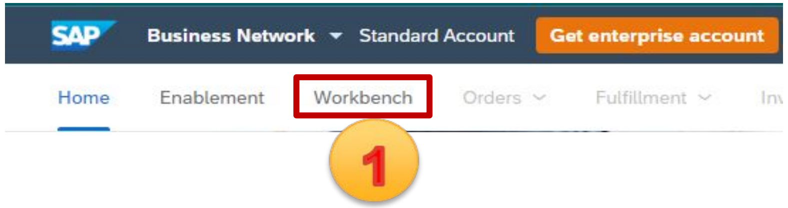
Review this **Ariba guide** for the following topics in order to ensure your Ariba Account is properly setup and ready for transacting with RRD. Additional visual guidance can be found in this **Ariba Video** in the Account Overview and Configuration chapters.

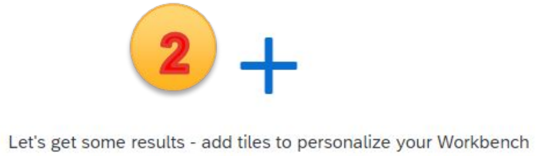
- Customize the action tiles on your workbench to easily locate PO's and Invoices
- Update your user account information
- Update your company profile
- Configure which notifications you want to receive
- Set up additional users with access to your company's Ariba account
- Decide which email addresses should receive purchase orders and other documents from your customer
- Configure your payment / Remit to *(additional RRD requirements can be found here)*
- Review other configuration areas for accuracy

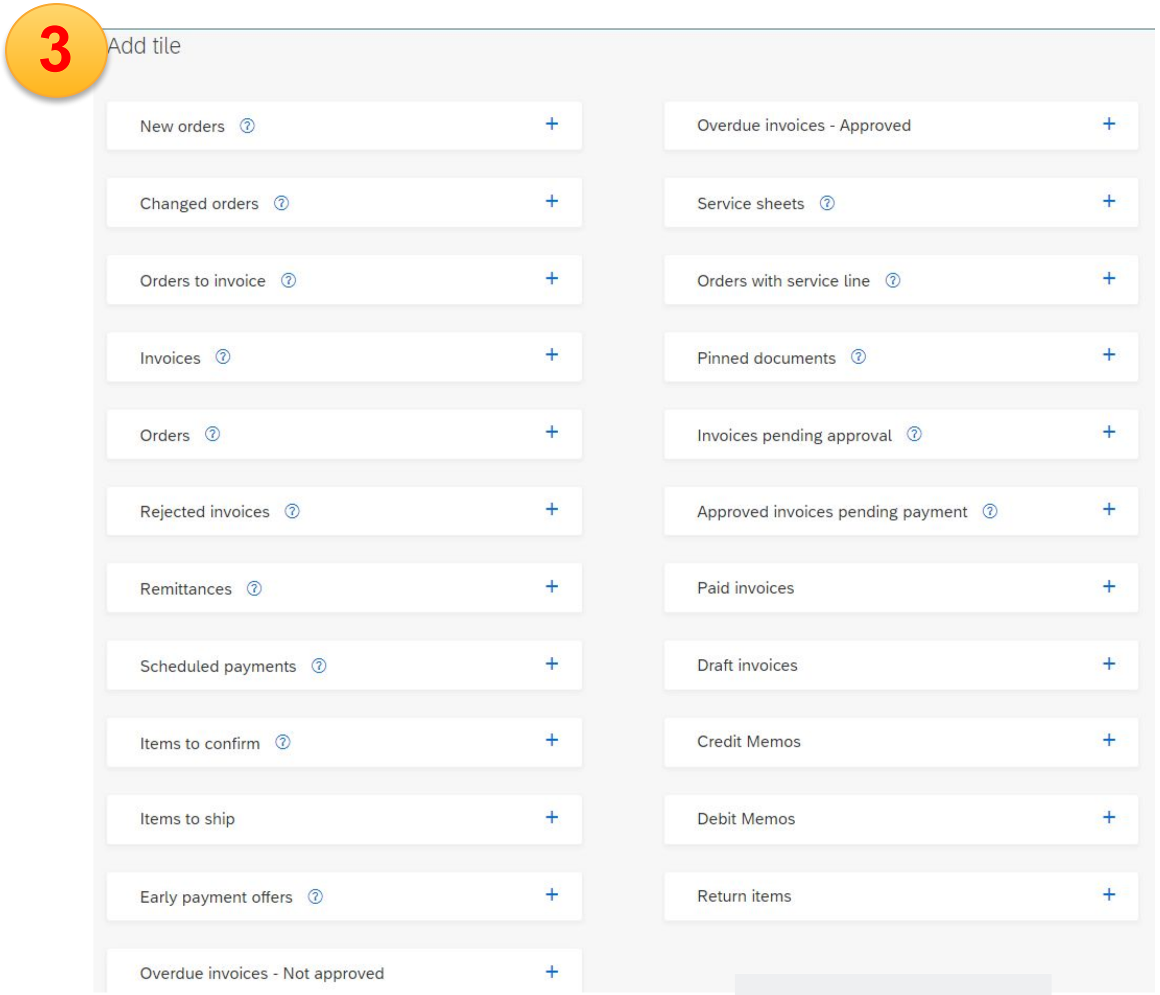
How to set-up the Ariba Workbench (overview of orders and invoices)

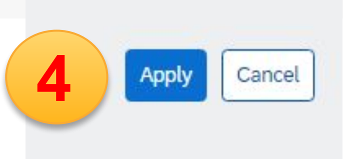
1. Click on **Workbench** in the menu bar.
2. Click on "**+**".
3. Choose tiles you wish to keep on your dashboard (workbench). Most recommended: Orders, Invoices and Rejected Invoices.
4. Click on **Apply** in the upper right corner.

*If unable to add tiles (ie the + icon is greyed out), check that you have a "user role" assigned to your profile.









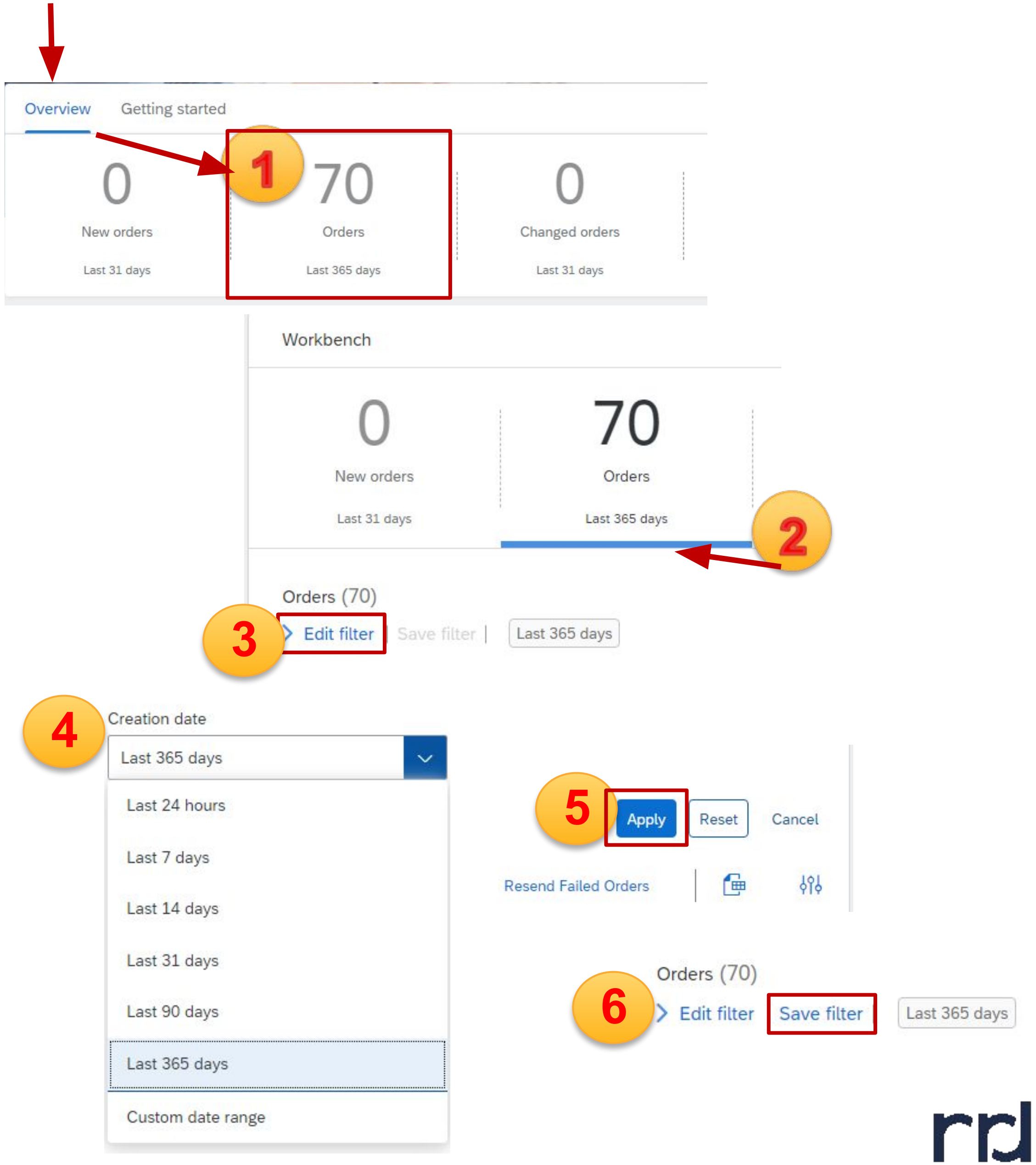
NOTE: If unable to add PO and Invoice related tiles to Workbench, your Admin must update your role for Inbox and Outbox access. If Invoice creation is needed, will also need that role assigned. See Ariba Role Permissions needed for Workbench Access for further guidance

How to update Workbench tile filters

Tiles can be updated to apply specific filters such as date range. Please note that Ariba's default date range is the last 30 days. RRD recommends updating to last 365 days.

To update:

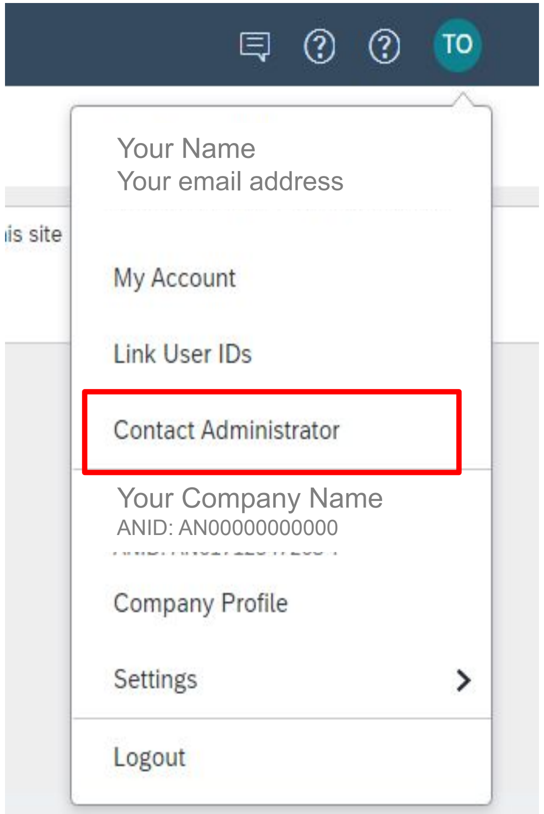
1. Click the **Tile** (ie Orders, Invoices, etc box) in the **Overview** section on the SAP Ariba Network **Home** screen.
2. Ensure the tile you want to update has a blue highlight bar at the bottom in the Workbench screen.
3. Click **Edit Filter**
4. Update the **Creation Date** drop down to "**Last 365 days**"
5. Click the blue **Apply** button on the bottom right of the filter section which will close the Filter section.
6. Click **Save Filter**.



How to locate or update your company's designated Ariba Account Administrator

Once you log into Ariba, click your initials in the top right then select Contact Administrator.

Further details:
https://helpcenter.ariba.com/index.html?sap-language=en#/item&/i/KB0394911



If you need to transfer your company's assigned Admin role to another employee, please review the following Ariba guidance:
https://connectsupport.ariba.com/sites#item-view&/KB0392439 (link to below information)

If the account administrator is still with your company, contact them by clicking **[user initials]** in the upper-right corner of the application and selecting **Contact Administrator**.

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

1. Use the **Password** link on the login page to request a password reset.
2. Once you have access, you 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 and there is no access to the email address on file, contact SAP Support. You will be required to provide the ANID number of the account, the listed administrator name, and email address.

How to create Roles & Users

***Only the Ariba Account Administrator within your company has access to perform these steps.*

Up to 250 users can be created in your account.

1. **In the upper-right corner of the application, click your initials > Settings and select Users.**

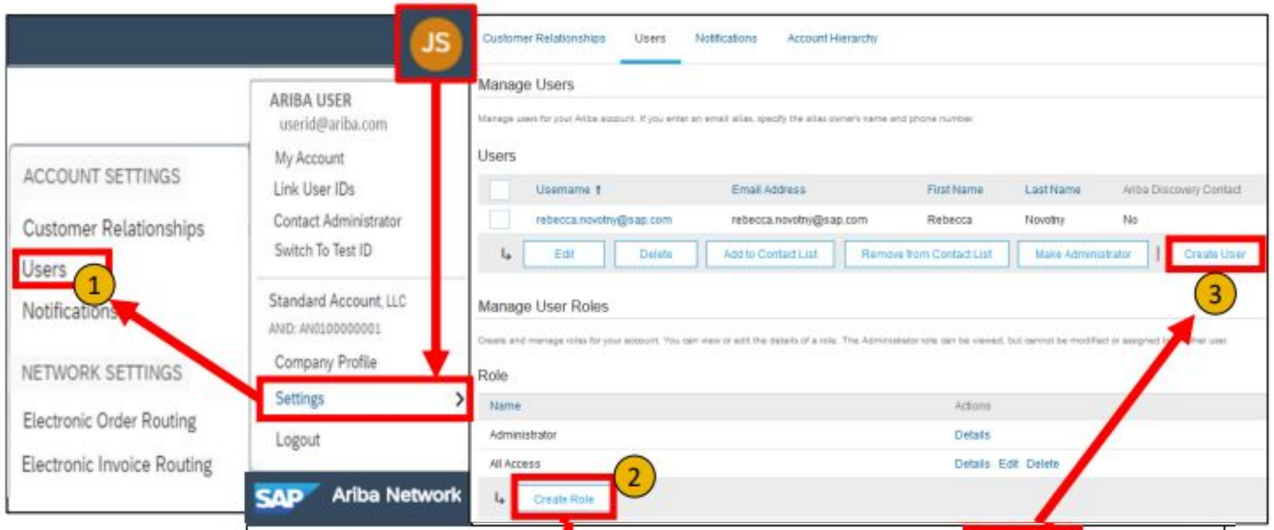
> **Note: Admins must first create a role with specific permissions selected, to allow users to be "assigned" a role. In this example, you are creating a role to allow users the permission to process invoices and other documents.**

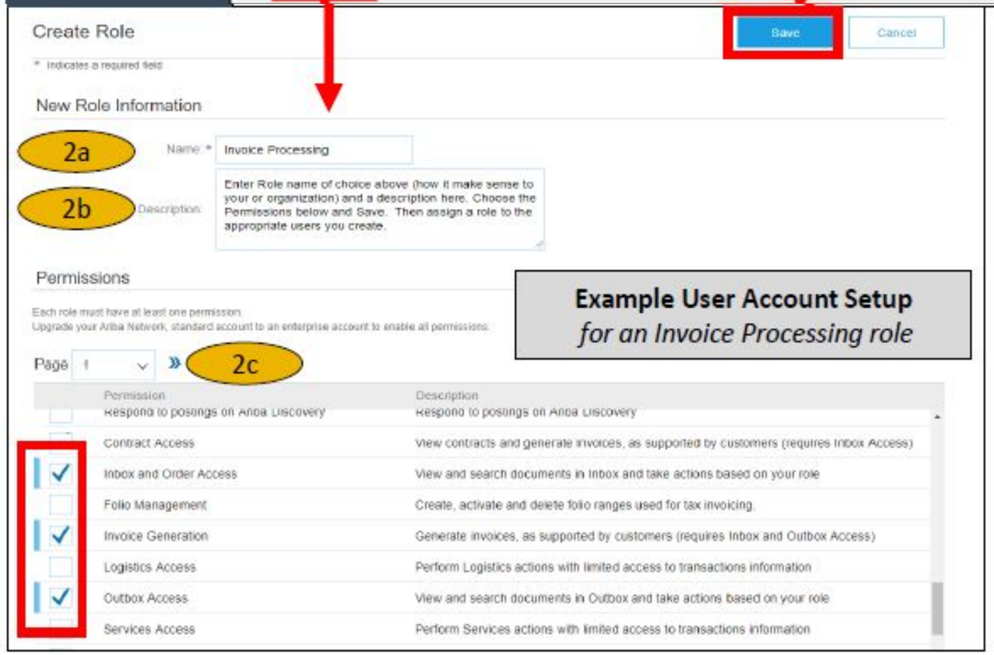
2. **Click** on the **Create Role** button in the Manage Roles section
   a. Enter Role name of choice (as it make sense to your or organization, e.g., AR, Invoicing, Invoice Processing, Reporting)
   b. Enter a brief description for the role
   c. **Add Permissions to the Role** that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role. In this example for Invoicing, **select** the below permissions, as applicable, and **Save**:
      - ✓ Inbox and Order Access
      - ✓ Invoice Generation
      - ✓ Outbox Access

Review <u>Ariba Role Permissions needed for Workbench Access</u> for further guidance

3. **To Create a User** Click on Create User button and add all relevant information about the user including name and contact info.

   Select a role in the Role Assignment section and Click **Done.**





Public

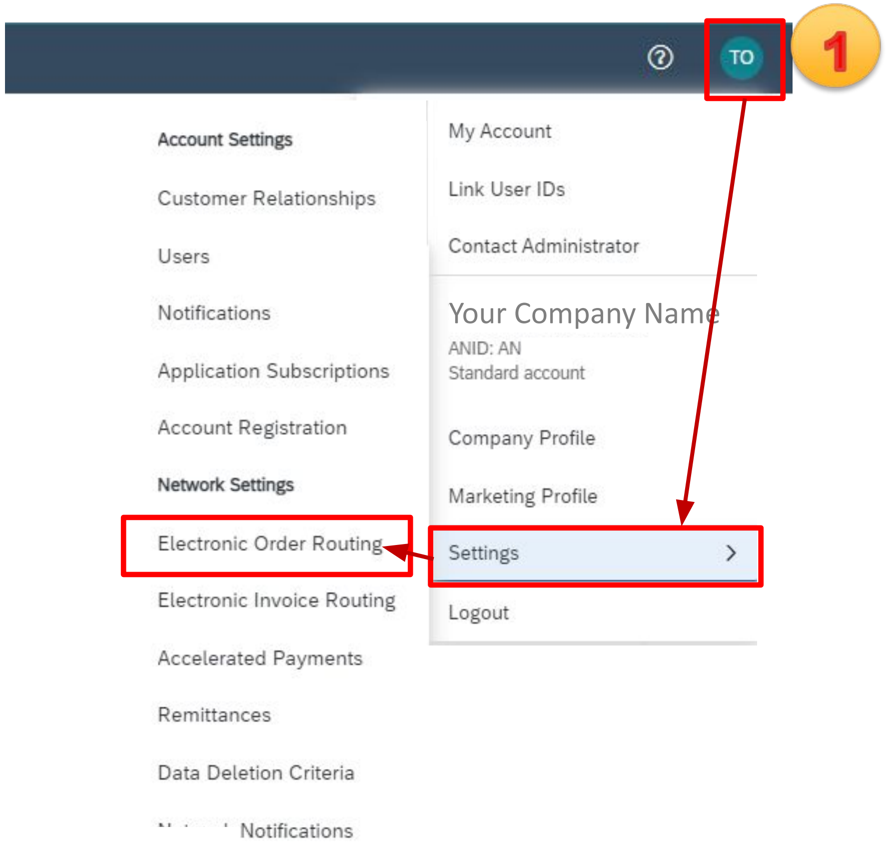
How to receive RRD POs via email

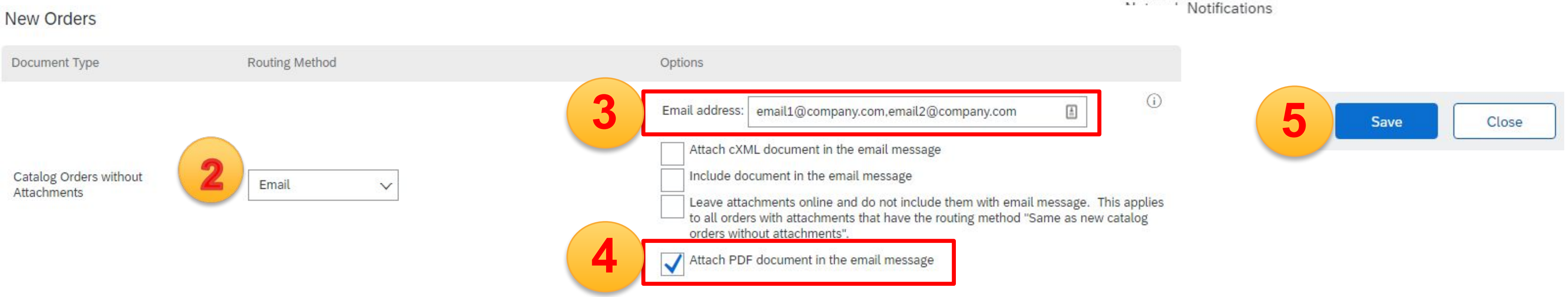
You will need to update your company’s settings in the Ariba portal:

1. Click on your **profile icon (your Initials)** in the right top corner, then click on **Settings** and select **Electronic Order Routing**.
2. Confirm **Routing Method** is set to **Email**.
3. Fill in the **email addresses** to receive orders.

   Note: RRD has no control of this after the 1st Ariba PO is issued to you.

   You can **save up to 5 Email addresses** to receive the PO Email notifications. Ensure they are separated by a comma with no spaces.
4. Check **Attach PDF document in the email message**. This will provide a PDF version of the PO within the email notification.
5. Click on **Save** in the right top or bottom corner, then **Close** once the note that “Your profile has been successfully updated” appears.





RRD's Invoice Rules

Suppliers can review the most up to date rules that have been specified by RRD for invoice transactions by going to the **Customer Details** page of their Ariba Network account (**Customer Relationships** > **Customer Details**).

Rules Highlighted:

1. Suppliers are not allowed to re-use invoice numbers unless the invoice was cancelled prior to RRD approval.
2. Invoice numbers are restricted to **10** characters.
3. There is no restriction on the number of invoices that can be linked to a particular PO as long as the PO retains an open balance of funds.
4. Suppliers cannot add lines to an invoice that are not already mapped to the PO. Reach out to the RRD Requestor listed in the PO for assistance.
5. Taxes and discounts shouldn't be added to the line items. Both ought to be included in the header line.
6. A blanket PO cannot be invoiced either earlier or later than its validity date. For help, get in touch with the RRD requestor who is stated in the PO.
7.

RRD Remit-To Requirements

A valid **RRD Remittance ID # IS REQUIRED** to submit an invoice to RRD via Ariba and not risk it being rejected.

- RRD has preloaded all Remit-To addresses and ID #'s actively listed in RRD's ERP system into your Ariba account.
- Prior to your first invoice submission to RRD via Ariba, confirm the correct Remit-To address(es) and correctly formatted Remittance ID #('s) are listed in your Ariba settings. (*See How to Update your Remit-To for assistance*)
- RRD Remittance ID # format: 10 digits beginning with three zero's, for example, 0002000000.
- If you choose to submit an invoice with an invalid Remittance ID, the invoice will fail and will be rejected to you to correct and resubmit.

Missing or Incorrectly Formatted Remittance ID #'s

- Contact the RRD AP department at RRDAP_AribaCustomerService@RRD.com and request your Remit-To ID number.
  - Provide your full Company Name and complete Remit-To address with your request.

Remit-To Changes

- If your Remit-To address needs to be changed or a new or additional address needs to be added:
  - Contact your primary RRD contact for assistance prior to submitting impacted invoices
  - Provide your full Company Name, the email address of a contact within your company who can verify this change, a recently signed w9 and the revised or new Remit-To address listed on your company letterhead.
  - RRD will update/add the address and provide you with our Remit-To ID #
  - Update/Add the address and ID # within your Ariba account. (*See How to Update your Remit-To for assistance*)
    - *If the ID # provided is only 7 digit's be sure to add three zero's to the front of the number for Ariba entry.

How to Update your Remit-To

1. Log into the SAP Ariba Business Network ("Business Network" should be displayed on upper left section of screen).

2. Click your Profile circle (upper right corner circle with your initials) then select Settings then Remittances.

3. If you have multiple customers transacting with you in Ariba, ensure you're adjusting the Remittance specifically listed for the RRD account.

4. To check which address will default on your invoices, review the Default column selection. If incorrect, follow the steps below to select a new address as the default Remit-to OR select another existing address and click Edit and follow step 7 and 9.

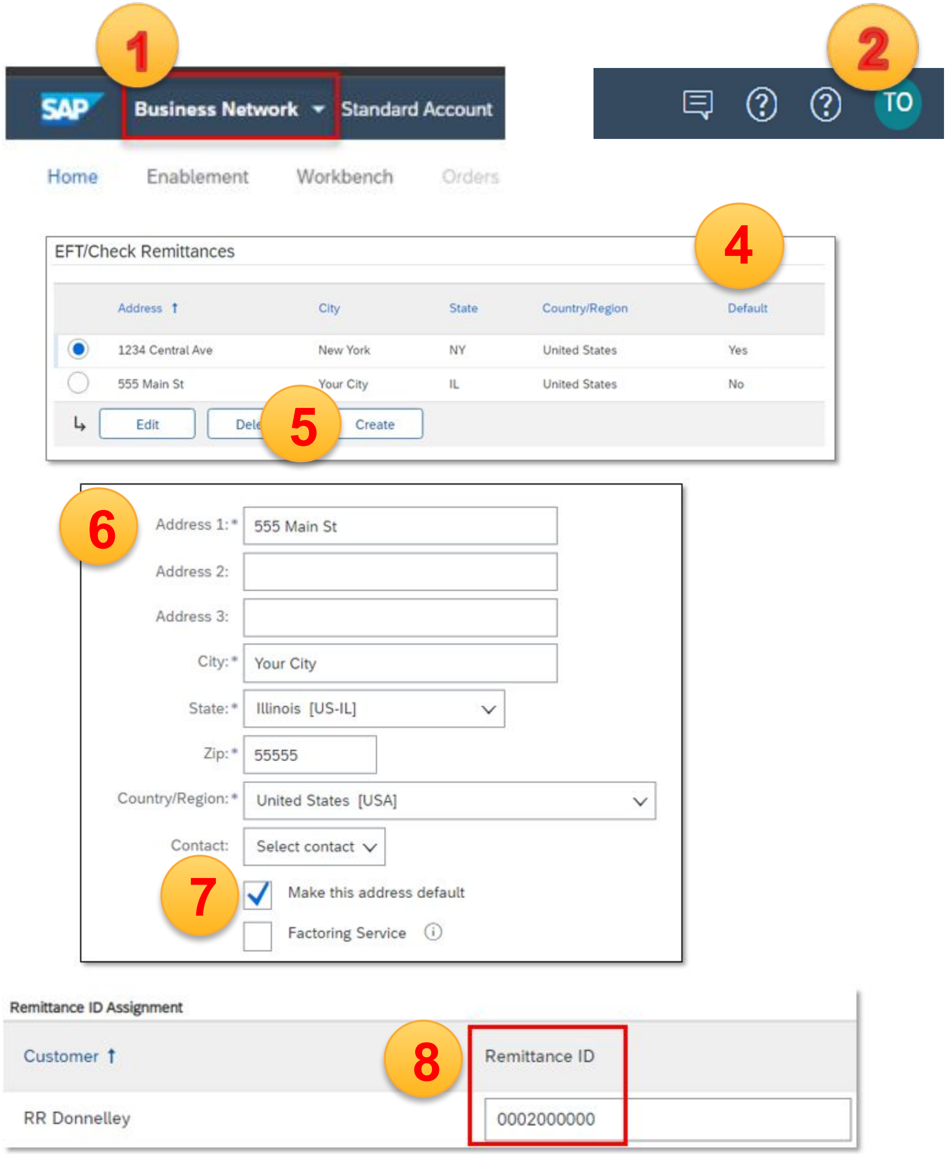
5. To proceed with the address update, click Create.

6. Enter the Address as needed - ensure it is entered in ALL CAPS (case sensitive validation).

7. If this address should be your default Remit-To, click "Make this address default".

8. Enter/update the RRD Remit to # in the Remittance ID field below the address section. It **must** be 10 digits long with 3 leading zero's (ie. 0002000000).

9. Click OK to save and complete this task.

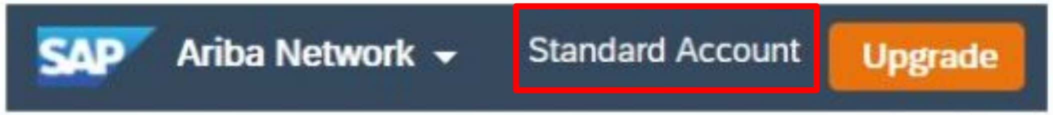


Identify Existing Account Type

Not sure about which account type you currently have?

Simply log in to your account and check the top bar on the left side which will display either “Standard Account” or “Enterprise Account” as shown below.

Note that Enterprise Accounts have chargeable fees associated with them. To downgrade to a free Standard Account, see the next slide



Enterprise Account Downgrade Process

If your company signed up for an Enterprise level account when registering with Ariba, yet you have no need to electronically integrate (ie EDI or cXML transactions) or provide a punchout website for ordering, RRD ***strongly*** recommends downgrading to a Standard Account to eliminate the chargeable fees from Ariba.

Suppliers can downgrade themselves without requiring Ariba support assistance to do so as long as your account is "eligible", meaning the account is up to date with no outstanding charges.

Prerequisite: You must have the account administrator role assigned to your profile to perform this process.

Procedure:

1. Log in to Ariba and click the blue circle Account Settings/Profile icon and choose **Convert to Standard Account**.
2. Review the information on the account change eligibility check screen. A green checkmark indicates the criterion is met. You must meet all requirements to convert your account.
3. Continue to complete process or go back if eligibility not met.

If you're account is not listed as eligible, connect with Ariba for further assistance. Ariba's instructions can be found on the following page: https://support.ariba.com/item/view/180235

It is however a bit unclear how to actually "contact" them so here are additional instructions on the best process we've found to date:

1. Login to your Ariba account at https://supplier.ariba.com and click the **?** icon on the upper right of the screen.
2. Click the "**Support**" section under the Search bar and Documentation section then click the "**Contact Us**" tab on the left side within the white bar on the screen.
3. In the search bar / "**How can we help you?**" bar, enter "**Service Ticket**".
4. Click the "**Something Else**" option button then click the blue "**Contact Us**" button on the bottom right (may need to scroll down to find it).
5. Update the Subject line to "**Downgrade Account**" and for the Full Description enter "**Please downgrade our account from Enterprise to Standard.**" Feel free to add any other information.
6. Select the Issue Type as "Administration then for the Issue Area: select "**Expire Account**"
7. Business Impact: select "**Affecting but not stopping critical functionality**"
8. Please elaborate: Type "**Need to ensure our account is downgraded and no fees are issued prior to buyer RR Donnelley's go live date**".
9. Enter your contact information then click the "**One Last Step**" button on the bottom right.
10. Click the Phone option - note that it provides a wait time and just ensure you will be available to take their call within that time frame before submitting the form.
11. Click the "**Submit**" button on the bottom right of the screen and await Ariba's call.

Ariba Training Materials

- Supplier Information Portal (SIP)

- SAP Ariba Help Center
  - There are two ways suppliers can access the Help Center and use the articles written by SAP experts to gain knowledge.
    - If not logged into an account or don’t have an account, go to supplier.ariba.com and click the ? in the top right corner to expand the help center panel. Use the search feature for keywords to bring up related articles.
    - If logged into an account, click the ? in the top right corner to expand the help center. Depending on what page you are on within your account, certain articles related to that page automatically appear in the right window but you may also use the keyword search.