

Ariba & Kraft Heinz FAQ Guide

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1 FAQs: Ariba Network Accounts

This section addresses FAQs related to Ariba network accounts.

1.1 Standard Account vs Enterprise Account

Question	What is the difference between standard account and enterprise accounts?
Answer	Click here to see the difference between the two accounts

1.2 How do I upgrade/downgrade my account?

Question	How do I upgrade/downgrade my account?
Answer	Please click on the below links on how to Upgrade/downgrade your Ariba account: <ul style="list-style-type: none">- How do I downgrade my fully enabled account to a Standard account? (ariba.com)- How do I upgrade to an Enterprise account? (ariba.com)

1.3 How do I change the account administrator?

Question	How do I access orders if the account administrator is no longer available?
Answer	Supplier must work with the support team to move the admin rights to a new user. Below link shows on the step by step instruction on how to change the admin for a account. How do I change the administrator user in my SAP Business Network supplier account? (ariba.com)

1.4 How does the supplier add additional users to their accounts?

Question	How does the supplier add additional users to their accounts?
Answer	The Supplier can click on the below video tutorial link and click on User creation where they can provide the necessary access for the team for different roles when they are using that ANID account. Video Instructions: Kaltura Embed Player iFrameKaltura Embed Player iFrame

1.5 How does a vendor switch ANID numbers?

Question	How does a vendor switch ANID numbers if they have multiple or prefer to use one over the other?
Answer	If the account that's available in our Ariba system is unregistered, we can request the vendor to merge that unrelated account with their preferred Standard/Enterprise Account. If the account is registered and the vendor has requested an update to another ANID account, we would first need to terminate the relationship with the existing account and submit a new TRR request for the account which the vendor has provided us.

1.6 Can 2 accounts be merged?

Question	Can 2 accounts be merged in Ariba?
Answer	<p>Yes, It can be merged if both the accounts are of the same vendor. We see that Vendor ANID AN01576924432 is an enterprise account. Therefore, the ANID AN11167937097 which is not registered can be merged with the enterprise account. Below are the steps which explain the merge process:</p> <p>To merge unregistered Ariba Network accounts:</p> <ol style="list-style-type: none">1. Click the link from the invitation email from KHC2. Click Use Existing Account3. Log in with the administrator username and password of the existing account4. Click OK to log in to your existing account <p>The purchase orders from the invitation account are added to your Orders > Purchase Orders or Workbench dashboard. If you do not see the orders, you might have to log out and log back in to your existing account for the change to take effect.</p> <p>Additional Information</p> <p>Sometimes you are unable to link the Quick Enablement invitation to your existing account, although your Log in information is correct and you follow all the necessary steps. It can happen that the QE fails and you need to contact SAP Ariba Customer support to activate the invitation and send it again.</p> <p>https://support.ariba.com/Item/view/181922</p>

2 FAQs: Order Confirmation & Invoices

This section addresses questions about order confirmation and invoices.

2.1 Making changes to a confirmed order

Question	How do I make changes to a CONFIRMED order that has incorrect quantify/values and/or is missing line items?
Answer	Once the order is confirmed you cannot carry out any further changes in the PO. Please reach out to the owner of the PO to do the necessary changes and re submit the PO again for order confirmation.

2.2 I can't invoice and the option is greyed out

Question	Why can't invoice through the network? I see the option but it is greyed out.
Answer	The Invoice creation tab will be highlighted once the Order Confirmation is submit for the PO. You will see the order confirmation tab one the same line next to create invoice Tab on top left corner of your Ariba network portal. Click here to download a guide to create order confirmations.

2.3 Is my invoice Ariba or Tungsten?

Question	How can I confirm if an invoice is coming from Ariba vs Tungsten?
Answer	Tungsten invoices will clearly say Tungsten; Ariba invoices can be identified by the header stating 'Copy of cXML Invoice'.

3 FAQs: Purchase Orders (PO)

This section covers purchase orders (PO).

3.1 How do I update inaccurate payment terms?

Question	How do I update inaccurate payment terms?
Answer	Please reach out to the owner of the PO to do change the payment term in the PO and re submit the PO again for order confirmation.

3.2 Where are Kraft Heinz PO's issued?

Question	Are all the Kraft Heinz POs will be issued through Coupa or only the North America invoices?
Answer	Only the NA Indirect POs will be issued through Ariba for now.

3.3 Can we confirm a PO twice?

Question	Can we confirm a PO twice?
Answer	They can only confirm once with the material POs. We are no longer issuing service POs. Material POs will be issued for materials and services.

3.4 Do we perform confirmations twice for a service or update details?

Question	Do we confirm that we received the PO (1st confirmation) and then go back an update the line items when the service is complete (2nd confirmation) OR should we just wait until after the service is complete and confirm the PO along with updating the line items, too.
Answer	During the confirmation process, they can confirm, update details, or cancel the order during the order confirmation process. Click here for an in-depth guide about order confirmation.

4 FAQs: Kraft Heinz Specifics

This section will cover any questions regarding specifics about Kraft Heinz

4.1 Supplier Reference Number

Question	What is the Supplier Reference # and who can provide this to me?
Answer	Supplier Reference ID# is the 2series number which the Kraft provide to all its indirect vendor for Purchasing through Ariba. Please reach out to the Owner of the PO or contact NA supplier Enablement team to NASupplierEnablement@kraftheinz.com .

4.2 Remit ID

Question	What is the Remit ID and who can provide this to me?
Answer	<p>Remit ID is number which provides the invoicing address for the vendor. A remittance ID will be preset for your ANID account. If it doesn't auto populate, we request you to go your accounts settings and manually setup your remittance ID.</p> <p>If your still finding difficulty in setting up the remittance ID, click here to download a guide.</p> <p>Otherwise, please reach out to NASupplierEnablement@kraftheinz.com</p> <p>Video Tutorial here: https://support.ariba.com/item/view/197520</p>

4.3 Where are Kraft Heinz PO's issued?

Question	Are all the Kraft Heinz POs will be issued through Coupa or only the North America invoices?
Answer	Only the NA Indirect POs will be issued through Ariba for now.

5 FAQs: Procurement & Sourcing

5.1 What is Indirect Procurement?

Question	What is an indirect goods or services?
Answer	Indirect procurement is the sourcing of all goods and services for a business to enable it to maintain and develop its operations. The goods and services classified under the umbrella of indirect procurement are commonly bought for consumption by internal stakeholders (business units or functions) rather than the external customer or client.

6 FAQs: Languages

6.1 Other Languages

Question	Do we have instructions in other languages?
Answer	<p>Please click the following link and choose your preferred language: https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/#/</p> <p>Languages Available: English, French, Spanish, German, Portuguese, Chinese, Japanese, Thai, Italian, Hungarian, Polish</p>