

WELCOME TO THE CITIZENS BANK SUPPLIER INFORMATION PORTAL

Introduction and Overview

This Supplier Information Portal provides information for all suppliers conducting business with Citizens Bank through the **Ariba® Network**. As you know, Citizens Bank will use the Ariba Network to exchange business documents with you, which includes purchase orders and invoices.

This portal is provided to you as an important resource and content may be updated regularly. The portal contains information about how to use the Ariba Network with Citizens Bank, including educational and technical resources.

The switch to the Ariba Network begins in the 2nd Quarter 2017. Additional information regarding this project and the reasons Citizens Bank has decided to undertake it was included in the *E-Commerce Project Notification* communication sent to you from Citizens Bank.

Supplier Action Needed

In order to prepare for this business process change, it is important to complete the following steps (if not done so already) since they are being tracked and monitored by Citizens Bank.

- **Register on the Ariba Network.** Follow the instructions within the *E-Commerce Trading Relationship Request* communication. **Note:** If you already have an existing Ariba account, you will have the option to use that account with Citizens Bank.
- **Connect with Citizens Bank through your Ariba account.** After registration is complete, ensure that you have accepted the Relationship Request with Citizens Bank in the **Customer Relationships** area of your account.
- **Configure your Ariba Account.** Ensure that your account is configured to receive purchase orders and send invoices in the manner that can be supported by your organization.
- **Create a Test Account.** Creating a Test account will allow you to become familiar with Citizens Bank's processes in a Test environment prior to moving into the live (Production) environment.
- **Review Training Materials.** Located below you will find Citizens Bank training materials to assist you with the tasks listed above. You will be invited to attend training in the coming weeks if you need more help with these processes.

Citizens Bank Training Materials

Specific Citizens Bank training guides and supplementary information are located below; these explain how to transact with Citizens Bank across the Ariba Network. Materials can be viewed or downloaded.

[Ariba Network Account Configuration Guide](#)

Learn how to fully setup and configure your Ariba Network account.

[Citizens Bank Purchase Order Guide](#)

Learn how to receive, distribute and view purchase orders.

[Citizens Bank Online Invoice Guide](#)

Learn how to create and send invoices electronically through your Ariba account.

[CSV Template Invoice Guide](#)

Learn how to create and submit invoices using the CSV Template method. **This guide will be available shortly**

Citizens Bank cXML Specifications

Instructions for suppliers who have the ability to receive purchase orders and send invoices using a fully automated solution via cXML. **This guide will be available shortly**

Citizens Bank EDI Specifications

Instructions for suppliers who have the ability to receive purchase orders and send invoices using a fully automated solution via EDI. **This guide will be available shortly**

Testing

You may be asked to perform round-trip testing with Citizens Bank to ensure that transaction documents are transmitted and received properly. If you are asked to perform such testing, you will receive additional information from Citizens Bank regarding expectations and timing. Please note that cXML, EDI, and CSV will entail strict validation requirements.

Supplier Support

Username and Password Assistance

If you need assistance with your username or password, contact Ariba's Help Desk. Your user information and security questions will need to be validated before passwords can be reset. To contact the Help Desk.

1. Go to: <http://supplier.ariba.com>
2. Click **Help Center**
3. Click **Support**
4. Click **Get help by phone**

Ariba's Supplier Enablement Team

If you need assistance with the new process and procedure, configuring your Ariba account or any questions on communications you have received regarding this change, please reach out to Ariba's Enablement Team at CitizensBankEnablement@ariba.com.

Citizens Bank Enablement Team

If you have questions regarding this initiative directly for Citizens Bank, please reach out to SupplyChainSystems@citizensbank.com

Ariba Network - Frequently Asked Questions

There provides general help and FAQs for suppliers looking to setup/manage your Ariba account. To access Ariba's Help and Documentation, log into your Ariba account and click the **Help** menu and select **Documentation**.

Supplier Education Material

In addition to the Citizens Bank specific documentation, Ariba offers various general documents, tutorials and training sessions:

- **Introduction to Ariba Network:** [Register here](#) for these live, interactive demo sessions held twice a month.
- **Functional Training:** [Register here](#) for these live, interactive demo sessions held twice a month.

Supplier Training Video Tutorials and Demos

- [Handling Purchase Orders](#)
- [Creating a PO-Based Invoice \(Introduction\)](#)
- [Creating an Invoice \(Advanced Topics\)](#)
- [Ariba Services Procurement: Collaborative Requisitioning](#)
- [The Supplier Membership Program](#)

Tools

- **Adobe Acrobat Reader:** To view many of the documents on this site, you will need Adobe Acrobat Reader from Adobe. [If you do not have it already, it is available here as a free download.](#)
- **WinZip:** To view many of the documents on this site, you will also need WinZip from WinZip Computing, SL. [If you do not have it already, it is available here as a free download.](#)