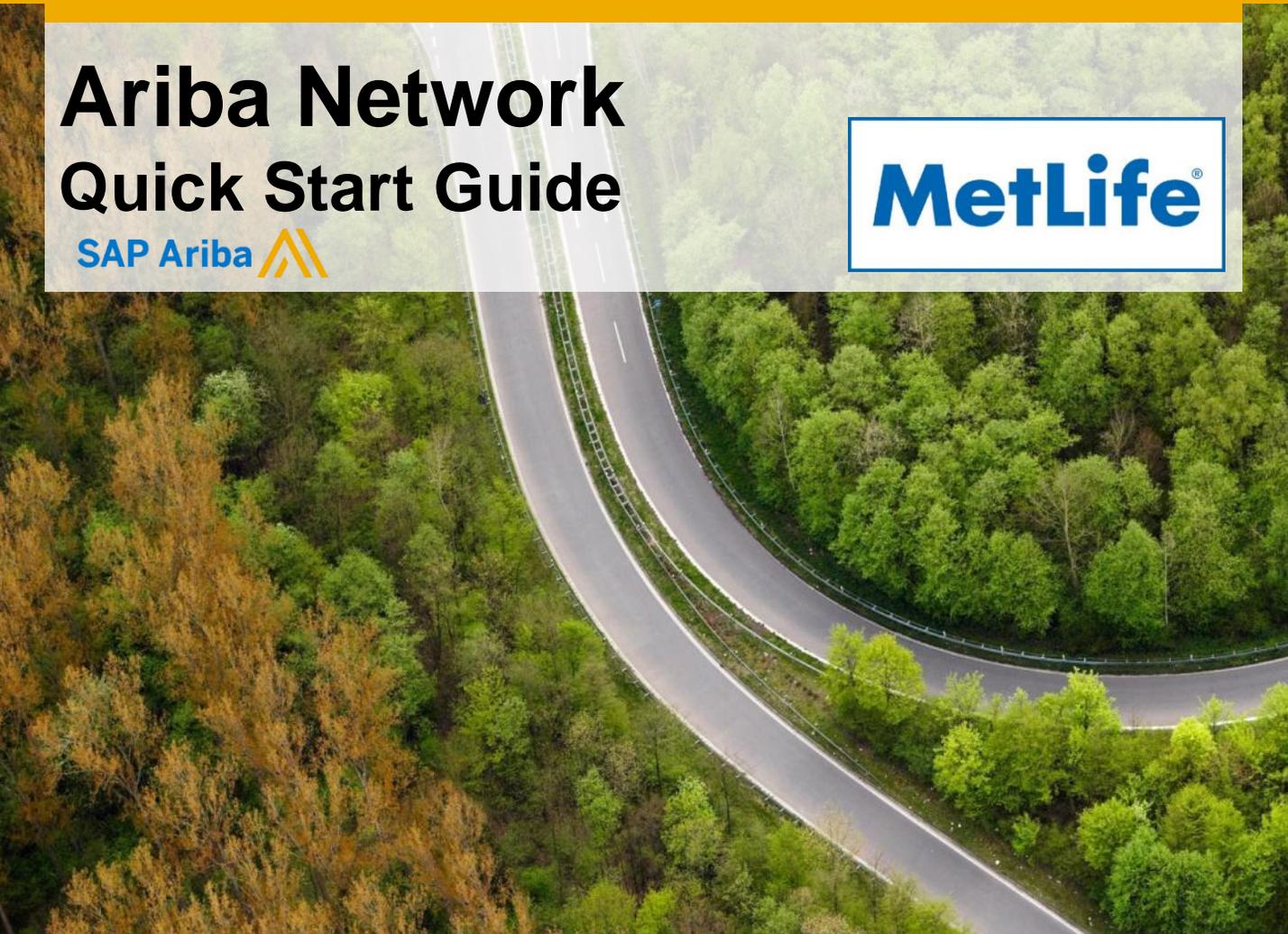


Ariba Network Quick Start Guide

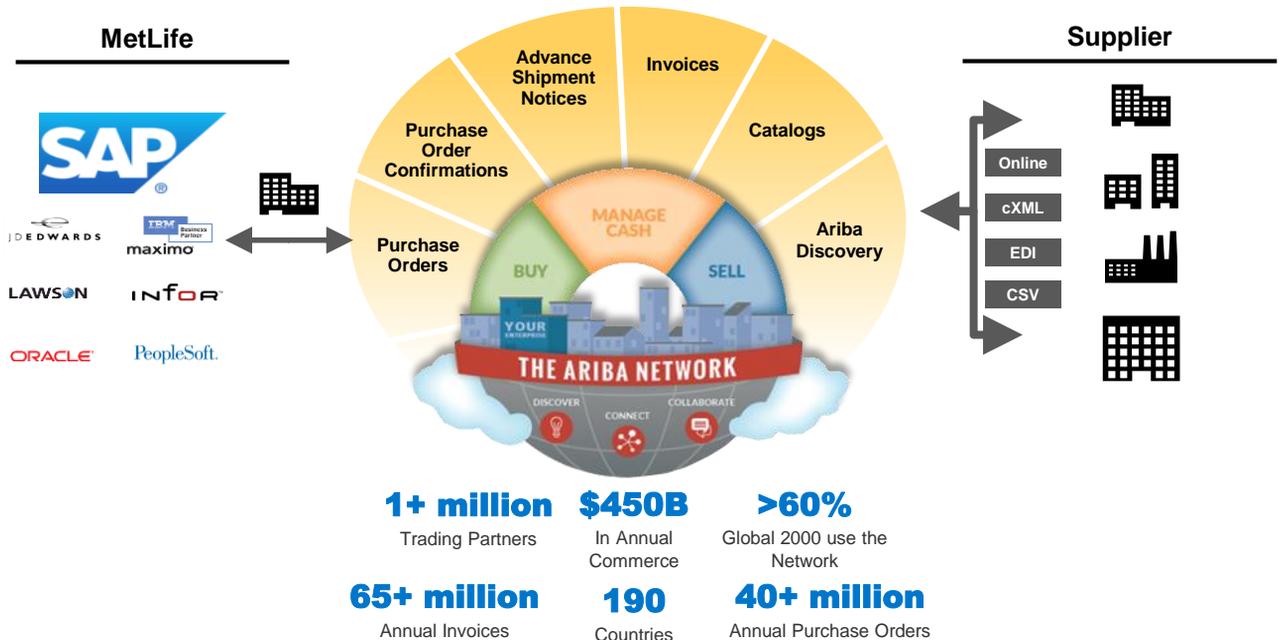
SAP Ariba 

MetLife[®]



Ariba Network is the leading business network

Your customer MetLife selected Ariba as their electronic transaction provider.
As a preferred supplier, you have been invited by MetLife to join the Ariba Network and start transacting electronically with them.



Using your existing systems, what if you could...



Collaborate immediately with all trading partners?

- Immediate access to online invoice creation tool
- Automation and catalog posting for your buyers in <8 weeks



Turn paper into efficient electronic transactions?

- 75% faster deal closure
- 75% order processing productivity gains via cXML
- 80% increase in order accuracy through PunchOut



Catch errors and correct them – before they even happen?

- 64% reduction in manual intervention



Track invoice and payment status online in real time and accelerate receivables?

- 62% decrease in late payments
- 68% improvement in reconciling payments



See opportunities you're missing and have the ability to trade globally?

- 15% increase in customer retention
- 30% growth in existing accounts
- 35% growth in new business

Subscriptions Overview

Subscription Level	Description
Standard	The no-cost Standard subscription level provides the tools you need to manage your key order-to-cash documents on the Ariba Network. It includes reporting functionality, document repository and status , account administration , PunchOut and CIF catalogs , and toll-free webform access to Ariba customer support .
Bronze	This subscription level offers unlimited proposals and one free response to a buyer RFI/RFQ posting through Ariba Discovery . Personalized guidance from our supplier commerce consulting team helps you optimize your account for better collaboration with multiple customers. You get access to collaborative commerce training courses and can showcase your expertise by displaying digital badges that denote your specific e-commerce capabilities.
Silver	You receive two free sales opportunity responses on Ariba Discovery , unlimited use of EDI and cXML-based integration protocols, and unlimited post-deployment technical support , enabling you to automate the submission and receipt of order-to-cash documents between your systems and your customers via the Ariba Network.
Gold	You receive unlimited free sales opportunity responses through Ariba Discovery. You can reap the benefits of automated “touchless” transacting with integration adaptors to connect supported accounting systems to Ariba Network for automated document exchange. Priority access to the supplier commerce consulting team gives you personalized, expert advice and resources to make the most of your Ariba Network subscription.
Platinum	Make collaborative commerce a competitive advantage with extensive connectivity solutions, support, and validation services that help you provide a fully automated and seamless collaboration. A pass to SAP Ariba Live gives you access to in-depth e-commerce insights plus exceptional opportunities to network with key prospects and customers.

Supplier Fee Schedule

5 and more documents?	More than \$50K?	Usage
NO	NO	FREE
YES	NO	FREE
NO	YES	FREE
YES	YES	CHARGEABLE

- FREE for all suppliers to join and begin transacting
- No surcharges for suppliers with multiple divisions or business units
- Documents are considered Purchase Orders and Invoices

Examples			
Volume	Subscription	Transaction	Total Annual
60 documents \$35K	Standard - \$0	\$0	\$0
4 documents \$500K	Standard - \$0	\$0	\$0
60 documents \$500K	Silver - \$750	\$775	\$1525

Transaction Fees		
Billed every quarter		
0.155% of transaction volume		
Capped at \$20,000/year (per Relationship)		
+		
Subscription Fees		
Billed once a year		
Annual Document Count	Subscription	Annual Fees
Across <u>All</u> Customer Relationships		
5 to 24 documents	Bronze	\$50
25 to 99 documents	Silver	\$750
100 to 499 documents	Gold	\$2,250
500 and more documents	Platinum	\$5,500

Supplier Fee Schedule

5 and more documents?	More than €44 600?	Usage
NO	NO	FREE
YES	NO	FREE
NO	YES	FREE
YES	YES	CHARGEABLE

- FREE for all suppliers to join and begin transacting
- No surcharges for suppliers with multiple divisions or business units
- Documents are considered Purchase Orders and Invoices

Examples			
Volume	Subscription	Transaction	Total Annual
60 documents €35K	Standard - €0	€0	€0
4 documents €500K	Standard - €0	€0	€0
60 documents €500K	Silver - €670	€775	€1445

Transaction Fees		
Billed every quarter		
0.155% of transaction volume		
Capped at €15 500/year (per Relationship)		
+		
Subscription Fees		
Billed once a year		
Annual Document Count	Subscription	Annual Fees
Across <u>All</u> Customer Relationships		
5 to 24 documents	Bronze	€45
25 to 99 documents	Silver	€670
100 to 499 documents	Gold	€2 000
500 and more documents	Platinum	€4 900

Welcome to the Ariba Network!

1 Open invitation letter

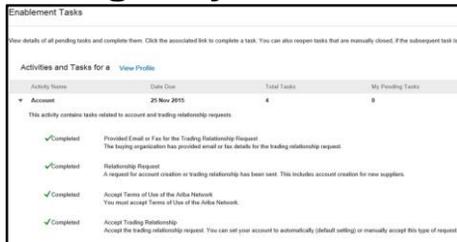


2 Register

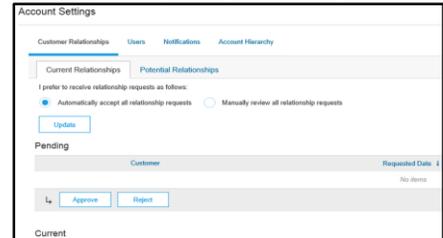
- First Time User
- Existing User



3 Configure your account



4 Review project specifics

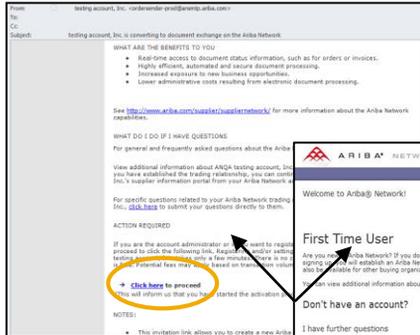


It only takes a few minutes!

Registration process

1 Invitation letter

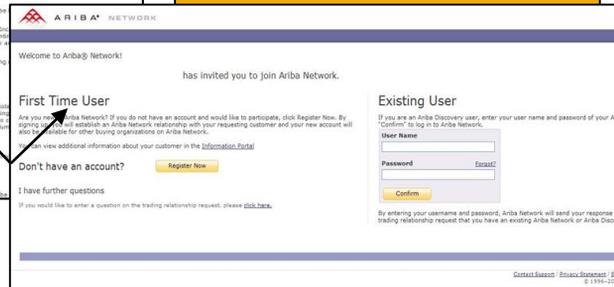
This e-mail contains information about electronic transactions with MetLife and a link to the landing page.



2 Landing page

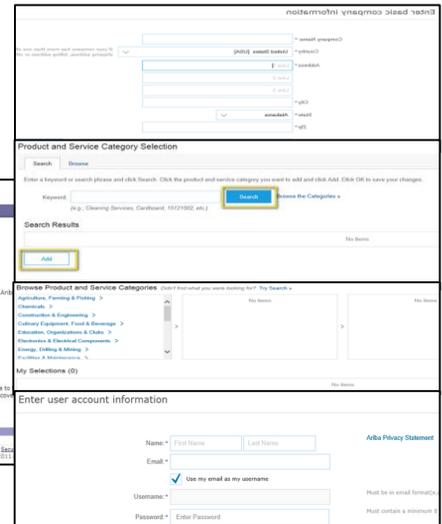
Two Possibilities:

- **First Time User** – select “Register Now” to start the registration and follow the instructions on the next slides.
- **Existing User** – log in using your current Ariba username and password in order to accept the relationship with MetLife.



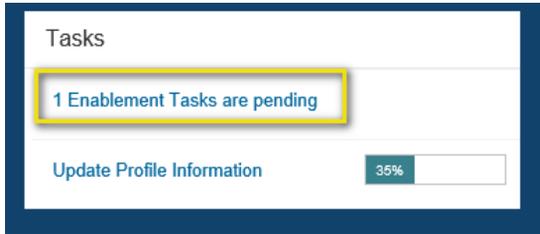
3 New user registration

Enter your company information, product & service categories and user information. Please note that accurate information is important for identifying new business opportunities.



Account configuration

Click on the **Tasks** link to configure your account.



For **Electronic Order Routing** and **Electronic Invoice Routing**, choose one of the following routing methods:

- **Online**
- **cXML**
- **EDI**
- **Email, Fax or cXML pending queue** (available for Order routing only)

...and configure e-mail notifications.

Enablement Tasks

View details of all pending tasks and complete them. Click the associated link to complete a task. You can also reopen tasks that are manually closed, if the subsequent task is not yet completed. It is recommended to enter a comment when reopening.

Activities and Tasks for Buyer [View Profile](#) [Supplier Information Portal](#)

Activity Name	Date Due	Total Tasks	My Pending Tasks	Pending Buyer Tasks
Account	25 Nov 2015	4	0	0
Purchase Order	23 Mar 2016	4	1	0

This activity tracks all purchase order related tasks. You may have already completed some of these tasks in an earlier activity.

Pending [Configure Purchase Order Routing and Notifications](#)

Configure your order routing method for your customers. You can choose specific routing methods for different types of incoming orders. If you use email routing it is recommended to setup a distribution list like orders@yourcompany.com. If you select online routing make sure you regularly log in to your account to check if you have received new purchase orders. Also configure email addresses to receive notifications when purchase orders are undeliverable (see the Email Notifications section below the "Electronic Order Routing" configuration).

[Configure](#)

Network Settings

[Electronic Order Routing](#) [Electronic Invoice Routing](#) [Accelerated Payments](#) [S](#)

General [Tax Invoicing and Archiving](#)

Capabilities & Preferences

Sending Method

Document Type	Routing
Invoices	Online
Customer Invoices	Online

Notifications

Type	Send notifications when
Invoice Failure	<input checked="" type="checkbox"/> Send a notification
Invoice Status Change	<input type="checkbox"/> Send a notification

MetLife project specifics

Overview of Supported Documents

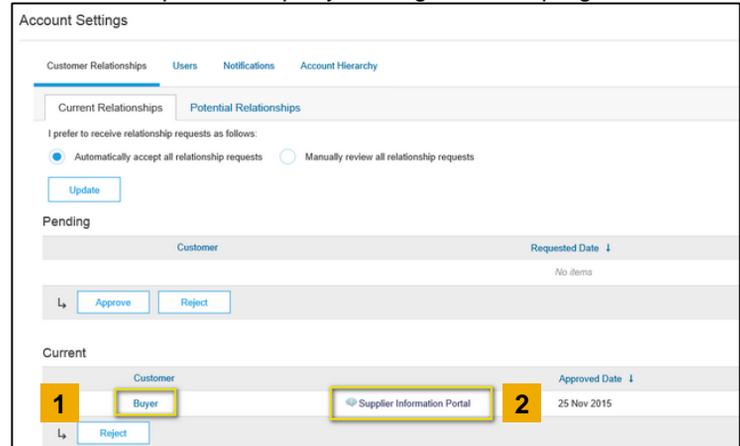
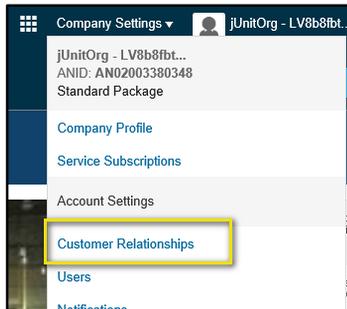
SUPPORTED

- **Purchase Orders**
Receive purchase orders through the Ariba Network
- **Purchase Order Confirmations**
Apply against a whole PO or line items
- **Advance Shipment Notices**
Apply against PO when items are shipped

Training and resources

MetLife Supplier Information Portal

Buyer specific information is available in one place. Select the option **Company Settings** in the top right corner and then click the **Customer Relationships** link.



1 Select the buyer name to view **transactional rules**:

- Customer invoice rules determine what you can enter when you create invoices

2 Select **Supplier Information Portal** to view the following presentations to learn more about transacting with MetLife:

- Account Configuration Guide
- MetLife Purchase Order Confirmation and Ship Notice Guide
- Supplier Membership Program / Supplier Registration Guide

Who should you contact?

Supplier Support During Deployment

- **Ariba Network Registration or Configuration Support**

Please contact MetlifeEnablement@ariba.com for any questions regarding registration, configuration, Supplier Membership Program fees, or general Ariba Network questions.

- **MetLife Business Process Support**

Please contact the MetLife Supplier Enablement team at Rathi.Manjunath@metlife.ae for business-related questions.

Supplier Support Post Go-Live

- **Ariba Network Support for Actively Transacting Suppliers**

Region	Contact Number
North/South America	1 412 222 6153
USA Toll Free	1 866 218 2155
Europe, Middle East and Africa	+44 20 7187 4144
UK Toll free	0800 358 3556
Germany Toll free	0800 101 1989
France Toll free	0800 945 115
The Netherlands Toll free	0800 0200 582
Asia Pacific	+65 6311 4745

Supplier support post Go-Live Help Center

Go to <http://supplier.ariba.com>.

If you forgot your username or password click on the link
Forgot Username or **Forgot Password**.

To access our Help Center, log into your account or go to <http://supplier.ariba.com>.

Click the **Help** link in top right corner. Click **Help Center** and go to **Support** section.

Search for any topic you would like to know more about. If none of the articles answers your query, click on **Create Online Service Request** button to contact our Customer Support.

Fill out our webform. Select Problem Type. Note Metlife in the **Issue Description**.

Help Center >>

Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

New to Ariba?

[Register Now](#) or [Learn More](#)

The screenshot shows the Ariba Exchange User Community Support Center. At the top, there is a search bar and navigation links for Home, Learning, and Support. The main content area is titled "Support Center" and features a search input field with "invoices" entered. Below this, there are "Best Matches" for the search query, including articles like "What should I do if my invoice has been rejected?", "Creating Standard Invoices", "Canceling, Editing, and Resubmitting Invoices", "Can I invoice for freight alone?", and "Invoice Comments and Attachments Fields". A "Create Online Service Request" button is highlighted. On the right side, there are "Common Troubleshooting Tags" such as "Invoice Details", "Invoices", "Billing for Subscriptions", "Buyer Transaction Rules", "Ariba Login", "PunchOut", "Service Subscriptions", "EDI Routing", "Invoice Status", "Contract Invoices", "Add and Edit Users and Roles", "Customer Relationships", "Account Users", "Error Messages", and "New Features". At the bottom right, there is a section for "Ariba Cloud Status" with information and latest notifications about it.