

# Ariba Network Registration Guide



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# Introduction

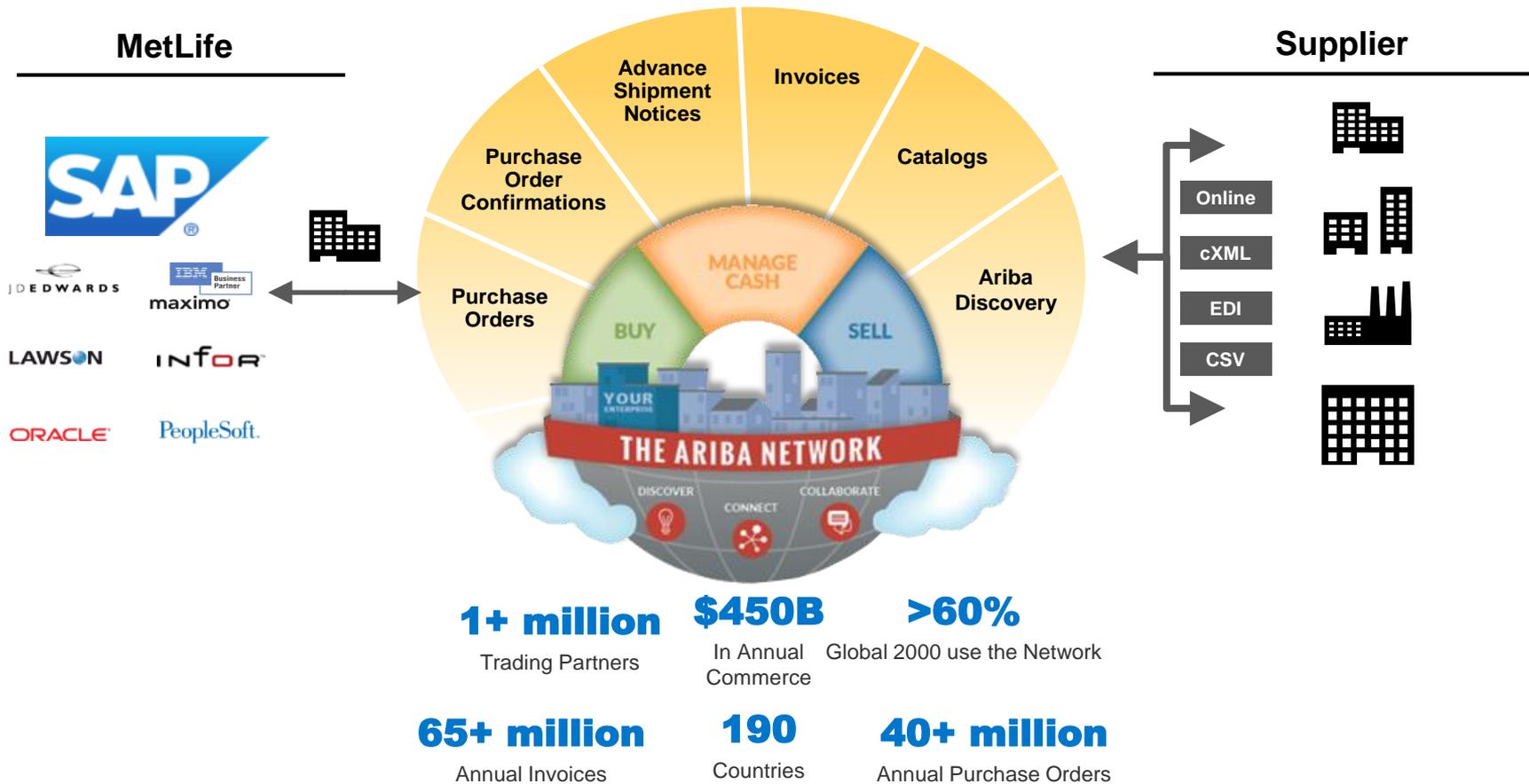
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Your customer MetLife selected the Ariba Network as their electronic transacting provider. As their preferred supplier, MetLife invited you to join the Ariba Network and start transacting electronically with them.

The Registration Guide shows new suppliers how to register on the Ariba Network and existing users how to incorporate MetLife in their already existing accounts.

This guide also deals with the SMP fees and describes how to access supplier support.

# Ariba Network is the leading business network



# 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?**

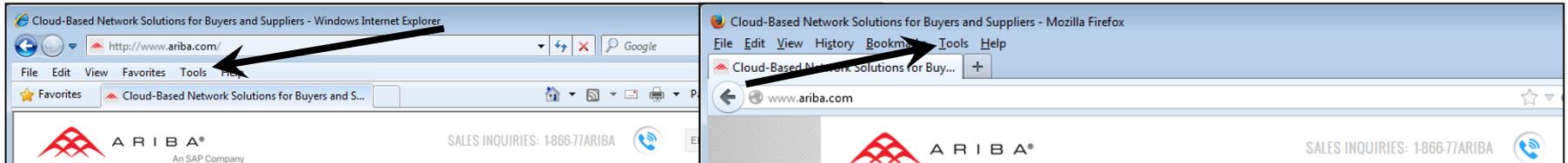
- 15% increase in customer retention
- 30% growth in existing accounts
- 35% growth in new business



# Before you start

Ariba Network displays by default in language of your browser (when supported) – make sure, that it's in your preferred language.

In both **Internet Explorer** and **Mozilla Firefox** got to **Tools** and then to **(Internet) Options**. In Internet Explorer, language can be added in section Language on sheet General. For Firefox, Language section is on sheet content. For both of these browsers, move the preferred language to the top of the list.



**Please do not use the general account creation process.**

If you open an Ariba Network account using this link, your new account will not automatically create a trading relationship with your customer.

# Supplier 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
  - Existing User

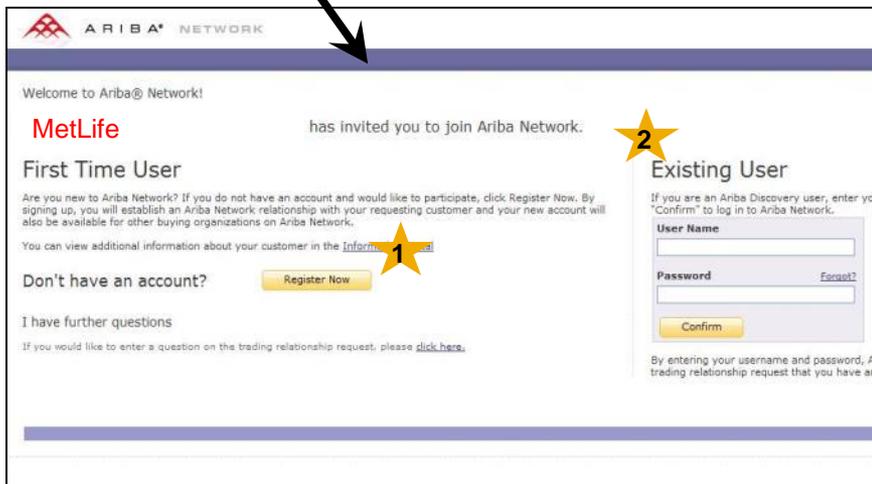
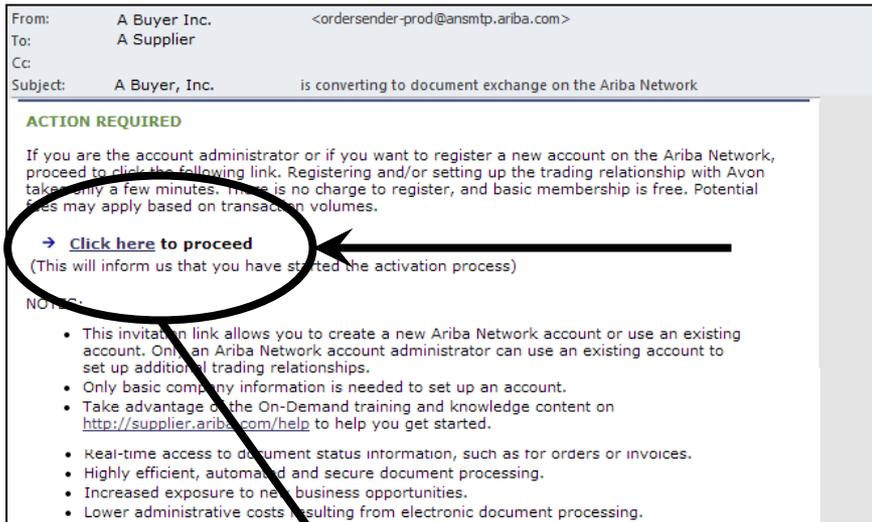
## 3 New user registration

- 3 steps to complete.

## 4 Account configuration

- Configuring PO routing methods
- Configuration confirmation

# 1 Manage invitation letter + 2 Landing Page



Open the Invitation Letter that you received at your email address from [ordersender-prod@ansmtp.ariba.com](mailto:ordersender-prod@ansmtp.ariba.com) and scroll to the section Action Required and click on the link **Click here to proceed**. You will be redirected to the landing page.

In case you did not receive the Letter, please check your spam folder and enable [ordersender-prod@ansmtp.ariba.com](mailto:ordersender-prod@ansmtp.ariba.com) as a trusted resource.

## Two Possibilities:

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

# Supplier registration – Step 1

## Company information



Enter Your Ariba Commerce Cloud Information

Enter basic company information

Company Name\*

Country\* **United States (USA)**  If your company has more than one office, enter the main office shipping address, billing address or other addresses later in y

Address\*  Line 1  
 Line 2  
 Line 3

City\*

State\* **Alabama**

Zip\*

Product and Service Categories\*  **Enter Product and Service Categories**

Ship-to or Service Locations\*  **Enter Ship-to or Service Location**

Tax ID:  **Optional** Enter your nine-digit Company Tax ID number.

DUNS Number:  **Optional** Enter the nine-digit number issued by Dun & Bradstreet. ⓘ

- Information pre-populated on this page was provided by your customer.
- Please, check if the information is accurate.
- Correct or complete wrong or missing data.
- For instructions on how to select the commodities, please see the next slide.

## Supplier registration – Step 2

### Administrator information + Terms of Use



Enter user account information

Name: \*  First Name  Last Name

Email: \*

Use my email as my username

Username: \*

Password: \*  Enter Password

Repeat Password

Secret Question: \*  In what city was your mother born?

Your Answer

Repeat Your Answer

Language:  English

I have read and agree to the [Terms of Use](#) and the [Ariba Privacy Statement](#)

Complete the information in the fields (those ones marked with an asterisk are required to be completed).

**Username** can be identical with your email address but it is not necessary.

**Password** must consist of at least 8 characters and must contain letters and numbers, it is case-sensitive.

The answer to the **Secret question** is not limited (will be needed when requiring a forgotten password or username).

**Check the box to accept the Terms of Use.**

Continue

Cancel

# Supplier registration – Step 3

## Activate and verify your email



After clicking on **Continue**, you will be asked to verify your email address. Click on a confirmation link in received email to confirm your address. Click **Resend**, if you haven't received any email, or enter another email address.

### Confirm Your Email Address

#### ACTION REQUIRED

Check your email inbox for a message from Ariba. Click the link in the activation email sent to [sanchez@sap.com](mailto:sanchez@sap.com).

If you do not receive an activation email:

- Check your junk mail folder or email filter settings to verify that automated emails from Ariba are not blocked from your inbox.
- Click Resend to have another activation email sent to you.

Resend

- If you have more than one email address, you can enter another email address and click Send. Your email address in your profile will be updated accordingly.

Enter other email address

Send

You will receive one more email to your email address containing information about the Ariba Network and instructions for next steps.

 An SAP Company

Dear

Thank you for registering your Ariba account. To complete the registration process we just need to verify your email address. Please click on the following link to confirm your address. This link will take you directly to your account where you can start using Ariba Network.

[Click here to activate your Ariba account.](#)

If you are unable to launch a browser using this link, copy the link and paste it into the address bar of any of the supported Web browsers to form a single-line URL.

<https://svcddev8.ariba.com/Authenticator.aw/ad/confirmEmail?key=7GYHR4M5Rc3Bhe0wo6xI2Y72psdJ8O4&np=Ariba&app=Supplier>

After your registration process is complete, use the following URL to log in to your account: <http://supplier.ariba.com>

Sincerely,  
The Ariba Team  
<https://discovery.ariba.com>

Ariba, Inc., 3420 Hillview Ave, Bldg3, Palo Alto, CA 94304, USA  
[Ariba Privacy Statement](#) | [Ariba Data Policy](#) | [Ariba Help and Support](#)

 An SAP Company

Dear TEST,

Welcome to the Ariba Network-Early Access™!

The Ariba Network-Early Access is the leading supplier network, with over \$100 billion USD in annual business across industries, products, and services, providing broader coverage than any other network. Ariba Network provides access to high-volume buying organizations for secure and reliable trading relationships.

**WHAT THIS MEANS**

As a member at the Basic level, you now have access to a preview account (ANID EA99009108639). This account enables you to access basic functionality to maintain your company profile and start creating catalogs.

You will have full access to Ariba Network once you have established an active trading relationship with your first customer.

Your Basic Membership is free until your transaction volume exceeds certain thresholds. For pricing and program information visit the [Ariba Supplier Membership program](#).

**WHAT YOU CAN DO**

- Visit [Ariba Network](#)  
Find out more about the benefits of being a member and how to get started.
- Complete your company profile  
Potential customers can search for and review supplier profiles on Ariba Network, so the more detail you provide about your company, its capabilities, products, and services, the more effectively you can attract high-quality customers.

[Log in](#) using the username:

- Find and participate in [Business Opportunities on Ariba Discovery-Early Access](#)

# Supplier account is created

Welcome to Ariba

Thank you for confirming your registration on Ariba. As a seller on the Ariba Commerce Cloud, you have all of the tools you need to configure your account to attract buying organizations to your products or services and to transact with them in the way that best suits your organization. When you configure your company profile, it is important that you provide extensive information about your company from your address to your business policies, to better help buying organizations find your company.

- ✓ Your email address `carmen.sanchez@sap.com` has been verified.
- ✓ Your Ariba username `sanchez@rsj.com` has been activated.

Complete Your Company Profile Now

33%

- Add company contacts to ensure your trading partners can contact you.
- Add marketing and financial details to help new trading partners find you.
- View additional company profile recommendations in the completeness meter.

Why is your company profile important?

Completing your company profile enables buying organizations to locate your company when searching for suppliers by commodity, industry, sales territory, or other criteria.

Buyers use your company profile to evaluate your capabilities.

Ariba uses information in your company profile to automatically match your capabilities with new opportunities.

[Complete my Company Profile later](#) [Go to my Company Profile](#)

\* Indicates a required field

**Your Ariba Network account is created!**

ARIBA<sup>®</sup> Network  
An SAP Company

Company Profile

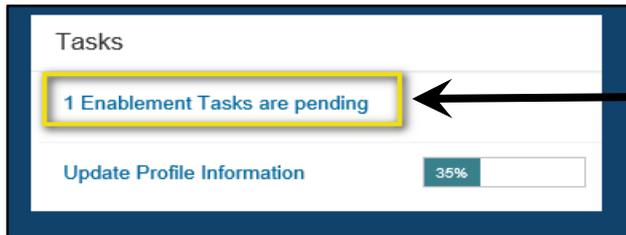
Basic (3)	Business (2)	Marketing (3)	Contacts	Certifications (1)	Additional Documents
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Once logged in to your account you have the option to give a more detailed description of your company's profile.

This information is optional but we advise you to complete as much information as possible as this will give your buyers a more detailed overview of your activities.

More information about this can be found in the Account Configuration guide.

## 4 Account configuration



MetLife may have assigned enablement tasks to suppliers to prepare for testing and transacting.

HOME INBOX OUTBOX CATALOGS **ENABLEMENT TASKS** REPORTS CSV Documents Create

### 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 a task.

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

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	<b>Configure Purchase Order Routing and Notifications</b> 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).	<a href="#">Configure</a>
Not Started	<b>Ready to Receive Purchase Orders</b> Confirm that you are ready to receive purchase orders. If you want to test your order routing configuration, follow the instructions on the customer information portal (see link on top of your task list) on how to create a test account and test the document flow.	<a href="#">Complete Task</a>
Not Started	<b>Buying Organization is Ready to Send Orders</b> Your customer confirmed that all setup steps are done and that you can expect to receive purchase order transmitted through Ariba Network from now on. This task can be either closed manually by the user or is automatically closed by the system when a purchase order is sent.	Buyer Task

Configure your account through clicking on the **Pending Tasks** or **Select the Enablement Tasks** tab to view.

# 4 Account configuration Enablement Tasks

1. Tasks will display as **Total Tasks, My Pending Tasks, and Pending Buyer Tasks.**

2. Click the arrows to expand the sections to view individual tasks.

3. Links will allow you to **Configure, Complete Task, or Review** tasks already completed.

4. **Completing** a task will allow you to add comments before marking as complete.

The screenshot shows the 'Enablement Tasks' page in SAP Ariba. The navigation bar includes 'HOME', 'INBOX', 'OUTBOX', 'CATALOGS', 'ENABLEMENT TASKS', and 'REPORTS'. The main content area displays a table of tasks with columns for 'Activity Name', 'Date Due', 'Total Tasks', 'My Pending Tasks', and 'Pending Buyer Tasks'. A yellow box highlights the task counts for 'Account' and 'Purchase Order'. A 'Complete Task' modal is open, showing a task named 'Ready to Send Invoices' with a status of 'Escalated'. The modal includes a 'Comments' text area and 'Complete' and 'Cancel' buttons. A yellow box highlights the 'Complete Task' button in the modal.

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

**Complete Task**

You can mark a task complete if you have completed it and add a comment.

Task Name: Ready to Send Invoices  
Task Status: Escalated  
Comments:

Characters left: 1250

When your Enablement Tasks are completed, you may start to transact with **MetLife** electronically.



# Supplier Membership Program

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**The Ariba Supplier Membership Program (SMP) helps you maximize the benefits your business receives by combining value-added functionality and services tailored to your level of participation on the Ariba Network.**

**There are two components to the Supplier Membership Program: the Network Transaction Service subscription and the package subscriptions.**



# 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, Invoices, Service Entry Sheets, and Service Entry Sheet Responses

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
60 documents   €150K	Bronze - €45	€232.5	€277.5

Transaction Fees		
Billed every quarter		
0.155% of transaction value		
Capped at €15 500/year (per Relationship)		
+		
Subscription Fees		
Billed once a year		
Annual Document Volume Across <u>All</u> Customer Relationships	Subscription	Annual Fees
5 to 24 documents or <185K€	Bronze	€45
25 to 99 documents and >185K€	Silver	€670
100 to 499 documents and >185K€	Gold	€2 000
500 and more documents and >185K€	Platinum	€4 900

# Subscriptions Overview

Subscription Level	Description
<b>Standard</b>	<ul style="list-style-type: none"> <li>No-cost subscription level</li> <li><b>Reporting</b> functionality</li> <li>Document repository and <b>status</b></li> <li>Account <b>administration</b></li> <li>PunchOut and CIF <b>catalogs</b></li> <li>Access to Ariba customer <b>support</b></li> </ul>
<b>Bronze</b>	<ul style="list-style-type: none"> <li>Unlimited proposals and one free sales opportunity response on <b>Ariba Discovery</b></li> <li>Personalized guidance from our <b>supplier commerce consulting</b> team</li> <li>Access to <b>collaborative commerce training</b> courses</li> <li><b>Digital badges</b> that denote your specific e-commerce capabilities.</li> </ul>
<b>Silver</b>	<ul style="list-style-type: none"> <li>Two free sales opportunity responses on <b>Ariba Discovery</b></li> <li>EDI and cXML-based <b>integration</b> protocols</li> <li>Unlimited post-deployment <b>technical support</b></li> </ul>
<b>Gold</b>	<ul style="list-style-type: none"> <li>Unlimited free sales opportunity responses on <b>Ariba Discovery</b></li> <li>Automated “touchless” transacting with <b>integration</b></li> <li>Priority access to the <b>supplier commerce consulting</b> team</li> </ul>
<b>Platinum</b>	<ul style="list-style-type: none"> <li>Extensive connectivity solutions, support, and validation services providing a <b>fully automated and seamless collaboration</b></li> <li><b>Pass to SAP Ariba Live</b> gives you access to in-depth e-commerce insights and networking opportunities</li> </ul>

# Subscriptions Overview

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

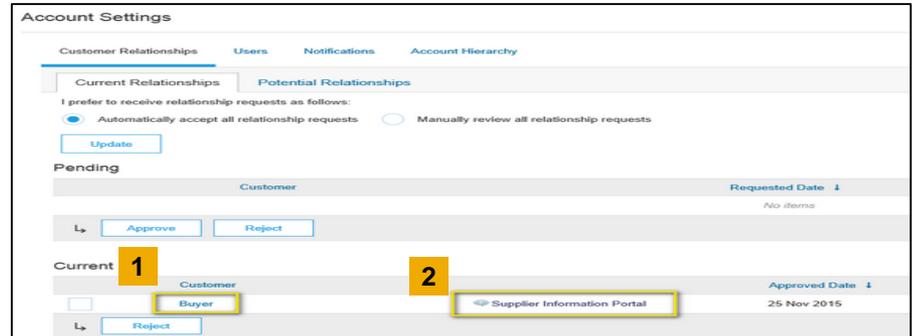
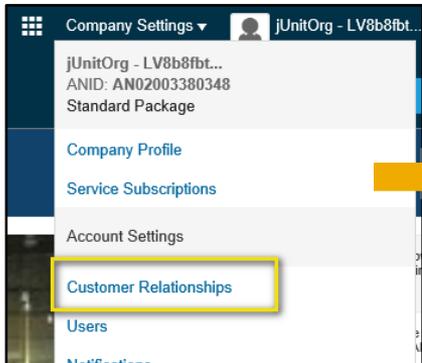


# Ariba Network Support

# Training and resources

## MetLife Supplier Information Portal

Buyer specific information is available in one place. Select the name of your company 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
- MetLife Invoice Guide
- Supplier Membership Program / Supplier Registration Guide



### SUPPLIER INFORMATION PORTAL

#### Introduction and Overview

Dear Supplier,

Welcome to MetLife Supplier Information Portal! This portal provides information for all suppliers that are conducting business with MetLife via the Ariba Network (AN). Your customer selected SAP Ariba as their electronic transaction provider and will use the Ariba Network to exchange business documents with suppliers, including purchase orders, purchase order confirmations and advance shipment notices.

What information are you looking for?



#### Welcome to Ariba Network

- Getting Started
- Useful links



#### Pricing for suppliers

How much does it cost to use Ariba Network?



#### Supplier Education & Support

Access guides, videos tutorials and support from our team



#### Go further with Ariba Network

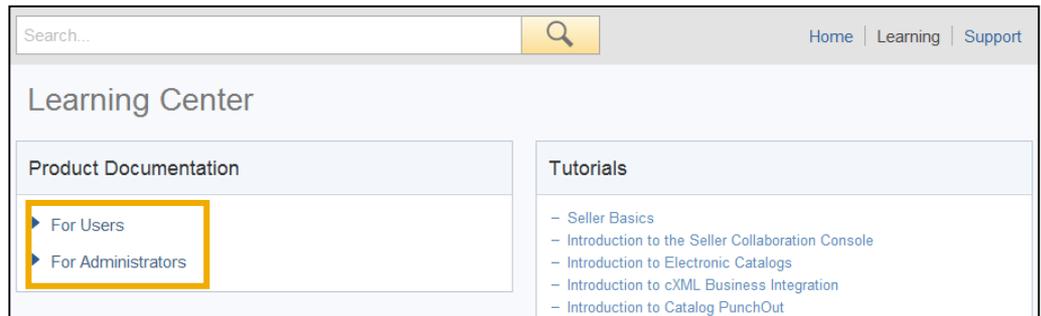
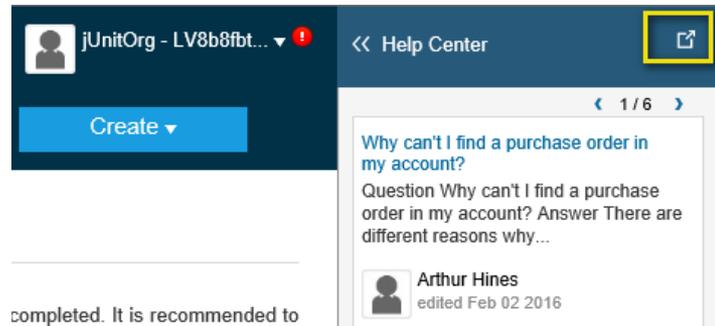
- [Ariba Discovery](#)
- [Catalogs](#)
- [ERP Integration](#)

# Training and resources

## Ariba Network standard documentation and useful links

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

Click on the **Help** link in the upper right hand corner of the page to access **Help Center**. In **Learning** center there is **Product Documentation** available for Users or Administrators.



completed. It is recommended to

### Useful Links

- **Ariba Supplier Membership page** - <http://www.ariba.com/suppliermembership>

- **Ariba Network Hot Issues and FAQs** - <https://connect.ariba.com/anfaq.htm>

- **Ariba Cloud Statistics** – <http://trust.ariba.com>

Detailed information and latest notifications about product issues and planned downtime—if any—during a given day

- **Ariba Discovery** - <http://www.ariba.com/solutions/discovery-for-suppliers.cfm>

- **Ariba Network Notifications** - <http://netstat.ariba.com>

Information about downtime, new releases and new features

# Who should you contact?

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## Supplier Support During Deployment

- **Ariba Network Registration or Configuration Support**

Please contact [MetLifeEMEA@ariba.com](mailto:MetLifeEMEA@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 [MetLifeAP@metlife.com](mailto:MetLifeAP@metlife.com) for business-related questions.

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## Supplier Support Post Go-Live

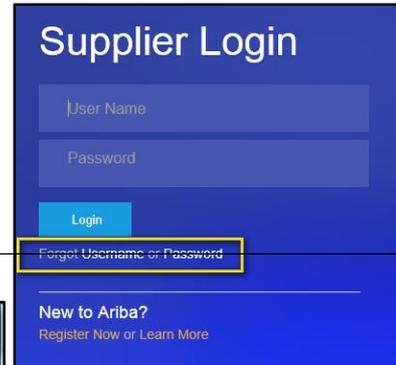
- **Ariba Network Support for Actively Transacting Suppliers**

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**.



Supplier Login

User Name

Password

Login

Forgot Username or Password

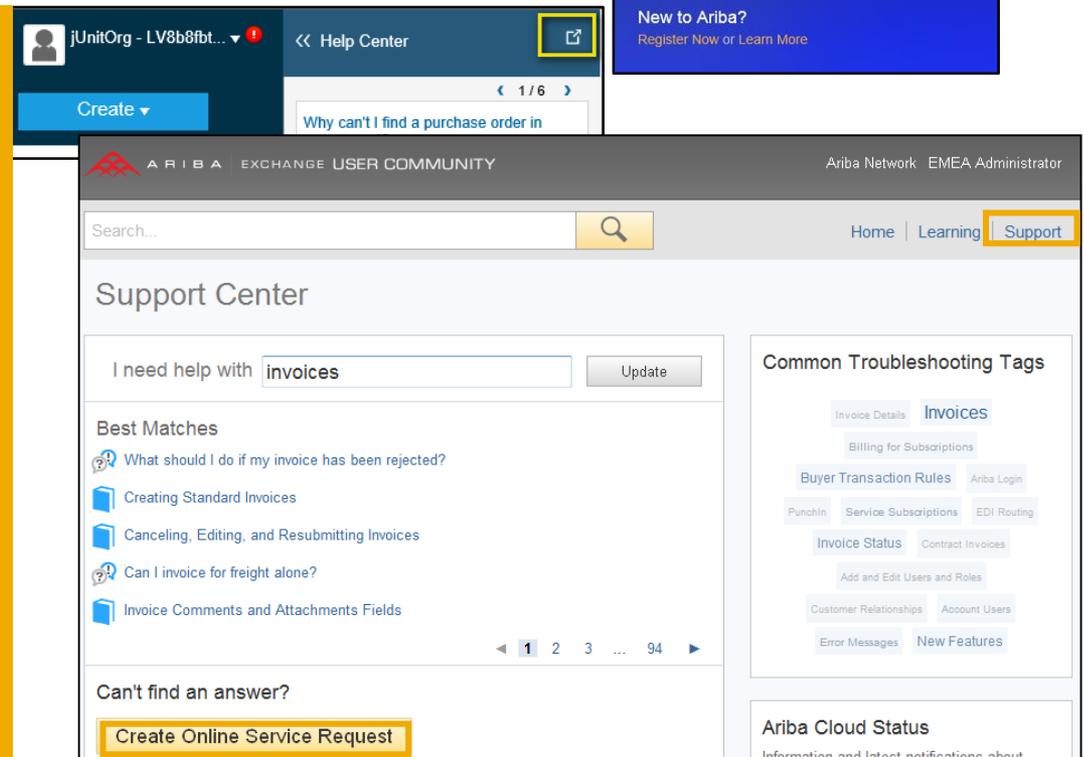
New to Ariba?  
Register Now or Learn More

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**.



The screenshot shows the Ariba Exchange User Community interface. At the top, there is a navigation bar with a user profile (jUnitOrg - LV8b8ft...), a Help Center link, and a 'Create' button. Below this is a search bar and a 'Support' link highlighted in a yellow box. The main content area is titled 'Support Center' and features a search input field with the text 'I need help with invoices' and an 'Update' button. Below the search field, there is a 'Best Matches' section with several articles, including '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'. At the bottom of the search results, there is a 'Create Online Service Request' button highlighted in a yellow box. On the right side, there is a 'Common Troubleshooting Tags' section with various tags like 'Invoice Details', 'Invoices', 'Billing for Subscriptions', 'Buyer Transaction Rules', 'Ariba Login', 'Punchin', '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 an 'Ariba Cloud Status' section.