Ariba Network

Configuration Guide

SAP Ariba

MetLife

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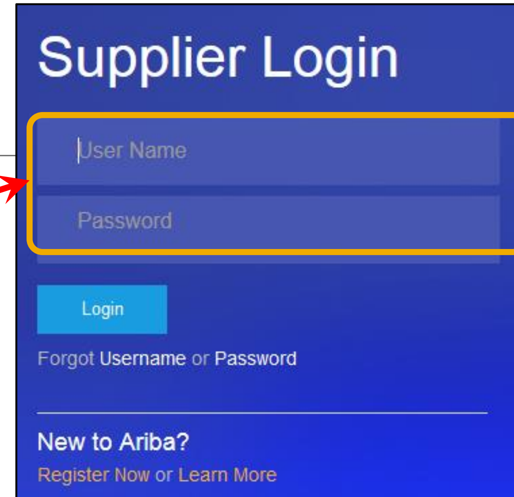
Account Configuration

Account Access and Configuration

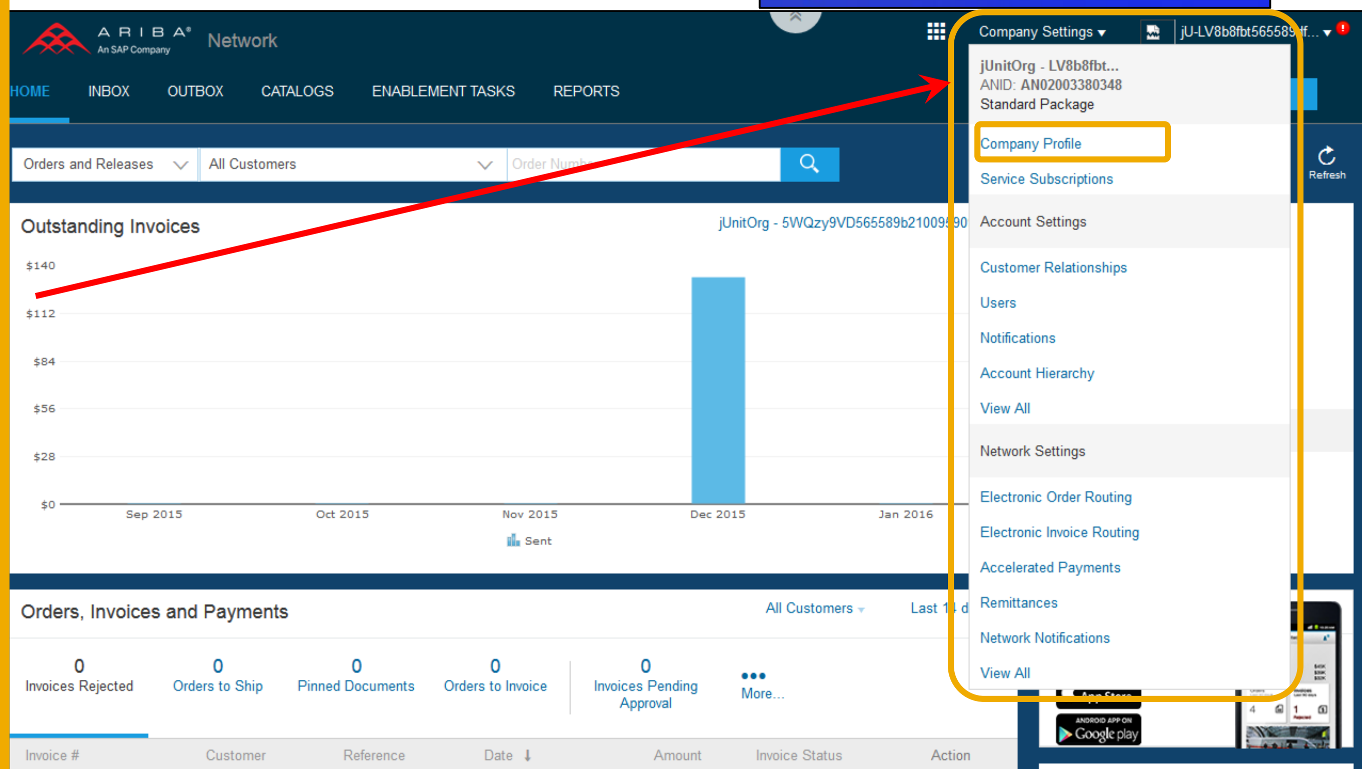


Go to supplier.ariba.com

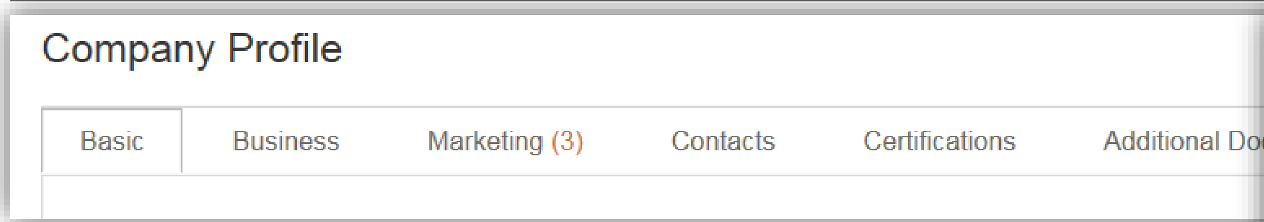
Enter Username & Password and click Login to access your Production account.

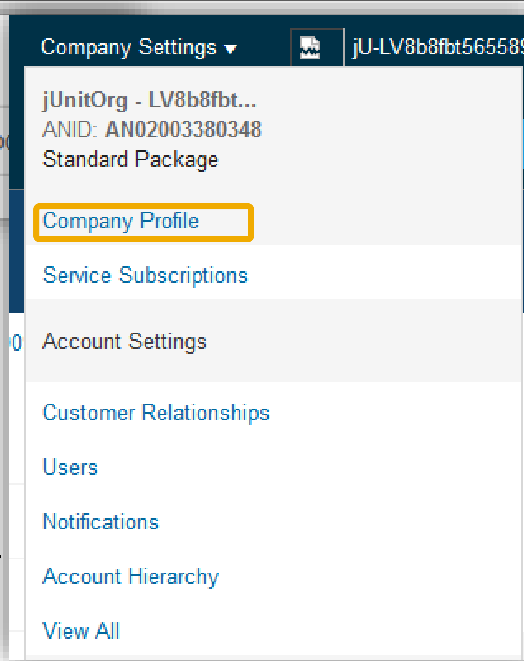
Click the **Company Settings** tab to open the menu. Click **Company Profile**.

Then, click on the area you want to update.



Company Profile Configuration





Basic: Complete or update all required fields marked by an asterisk in the Basic Company Profile tab. Click the **Add** button to classify your Company by **Commodities, Sales Territory** and **Industries**.

Business: Enter additional information for your company, such as Tax or VAT IDs.

Marketing: Add a company description, company logo, and/or links to your social media. If applicable, you can also add your D-U-N-S number in the section marked “Credit and Risk Information from D&B”. *The more information you provide, the more relevant business opportunities you may receive. (These are accessed through the “LEADS” tab at the top of your screen.

Contacts: Add the main company contacts. Additional contacts (role- or customer-specific) can also be setup.

Certifications: Enter and upload certificates along with their expiration date if applicable

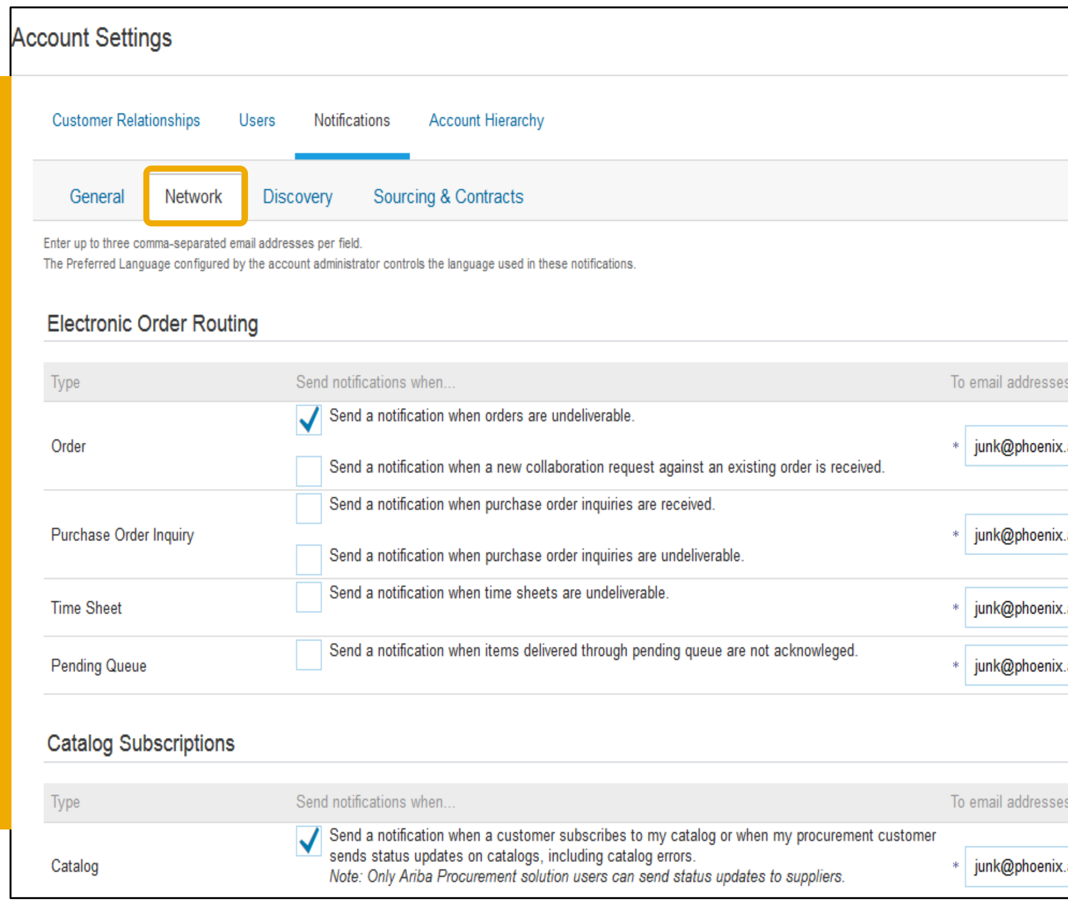
Make sure that you save all changes that have been made.

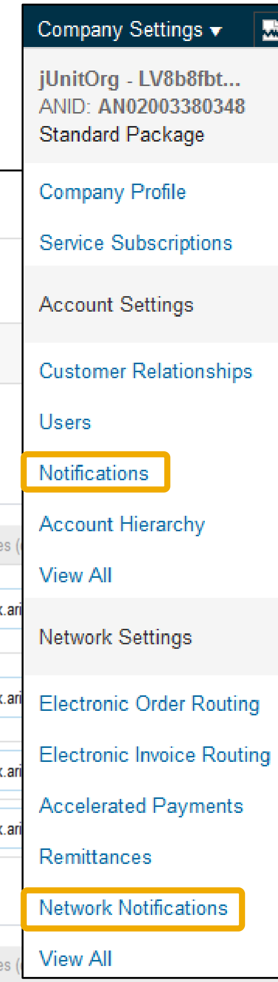
Notifications and Network Notifications

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

Click on **Notifications** under **Company Settings.**
Network Notifications can be accessed from here as well, or you may switch to the **Network** tab when in **Notifications**.

You can enter **up to 3 email addresses** per notification type. You must separate each address with a comma but include **NO** spaces between the emails.





Electronic Order Routing

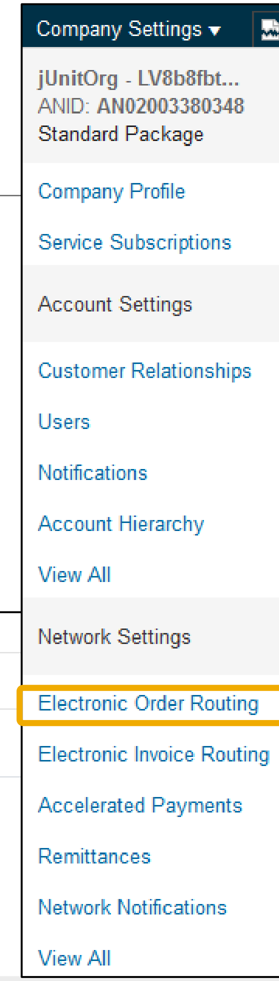
Methods

The method that you would like to transact business with your customers on the network can be set up in the **Electronic Order Routing** section.

The methods available include **Online (portal), cXML, Email, EDI or Fax.**

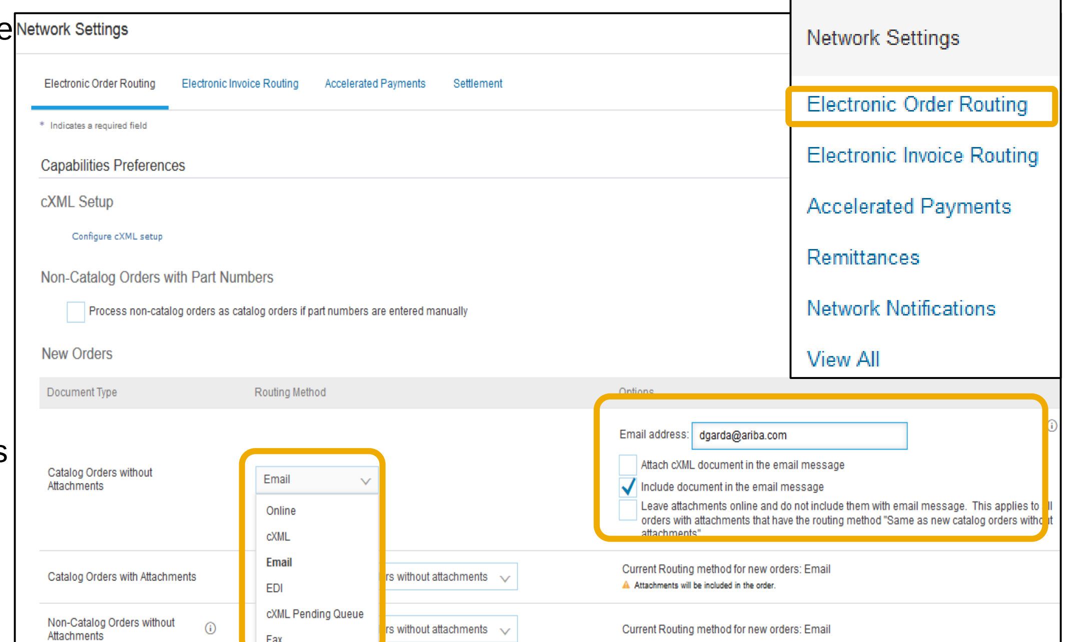
Online Routing:

- This means that the PO is sent to your Ariba Inbox without additional copies being sent elsewhere.
- If you select any of the other methods, you can choose to send additional copies to the routing method selected (We recommend email routing).



Email Routing:

- For e-mail routing select the check box **Include document in the email message.**
- This will include a complete copy of the PO in the email.
- It is recommended that you use a non-personalized/distribution list email in the Email Address line
- When the Ariba Network sends purchase orders to mailboxes that respond automatically with “Out of Office” messages, the orders will not fail and the network will indicate that it received the auto-reply in the order history log.
- **Note:** Make sure to configure your e-mail inboxes so that the Ariba Network notifications do not fall into the junk or spam mail box



cXML/EDI Routing:

- If you prefer to Integrate your ERP system with your account and need assistance, please contact us at: CommerceAssistance@ariba.com

Electronic Order Routing

Notifications

For Change Orders and Other Document Types you may select "**Same as new catalog orders without attachments**" to automatically have the settings duplicated or you may set according to your preference.

Specify a method and a user for sending **Order Response Documents** (Confirmations and Ship Notices)

Change/Cancel Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Online
Catalog Orders with Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Online
Non-Catalog Orders without Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Online
Non-Catalog Orders with Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Online

Other Document Types

Document Type	Routing Method	Options
Blanket Purchase Orders	Same as new catalog orders without attachments	Current Routing method for new orders: Online
Time Sheets	Online	Save in my online inbox
Order Status Request	Online	Save in my online inbox
Order Response Documents	Online	Return to this site to respond to POs
Payment Remittances	Online	Save in my online inbox
Document Status Update	Online	Save in my online inbox

Notifications

Type	Send notifications when...	To email addresses (one required)
Order	☑ Send a notification when orders are undeliverable. ☐ Send a notification when a new collaboration request against an existing order is received.	* junk@phoenix.ariba.com
Purchase Order Inquiry	☐ Send a notification when purchase order inquiries are received. ☐ Send a notification when purchase order inquiries are undeliverable.	* junk@phoenix.ariba.com
Time Sheet	☐ Send a notification when time sheets are undeliverable.	* junk@phoenix.ariba.com

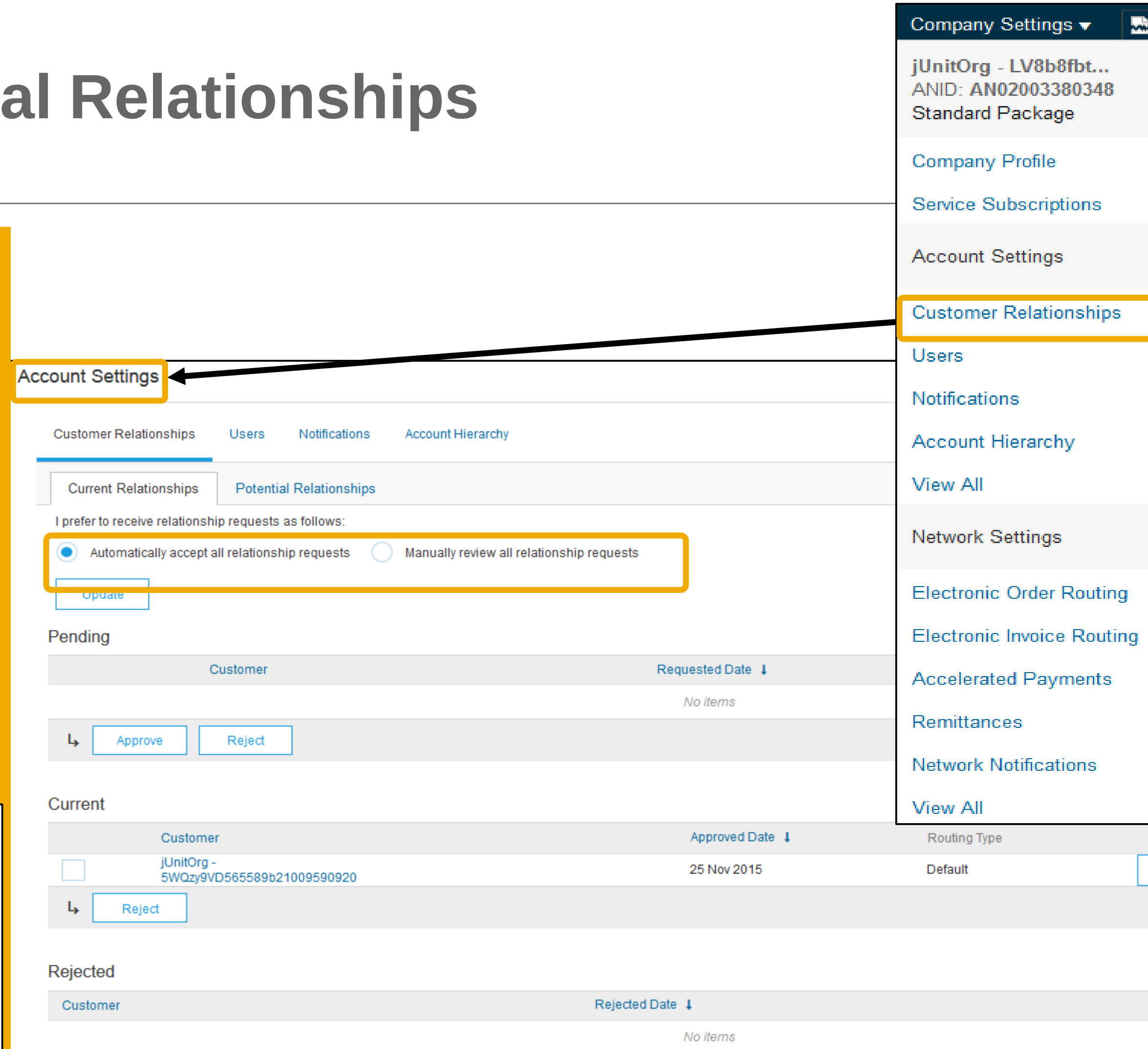
Current and Potential Relationships

Click on the **Customer Relationships** link in the **Administration Navigator**.

You can choose to accept customer relationships either automatically or manually.

Note: Select Automatically accept all relationship requests as the default to not miss any useful Buyers requests.

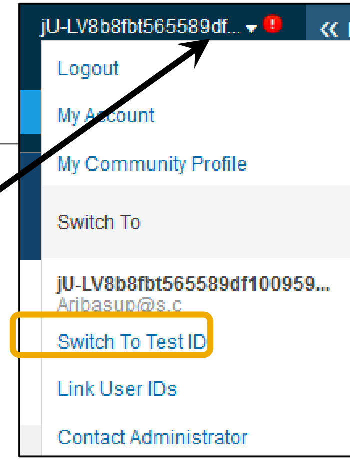
- In the Pending Section, you can Approve or Reject pending relationship requests.
- In the Current Section, you can review your current customers' profiles and information portals.
- You can also review rejected customers in the Rejected Section.



Note: Find Potential customers in **Potential Relationships** tab

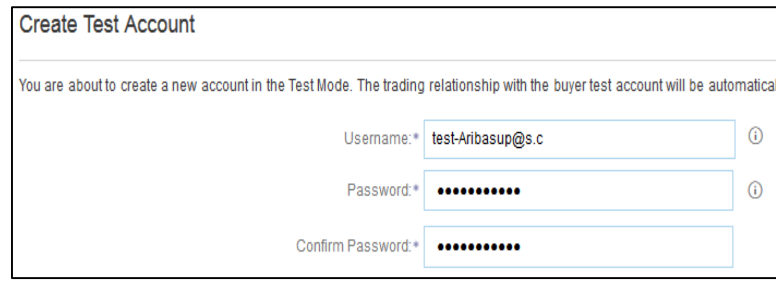
Test Account Creation

Switching to the Test Account

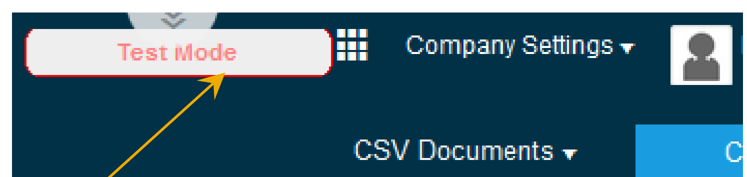


To set up your Test Account, you need to be on the tabular view of your Ariba Network **Production Account**.

- Click your name in top right corner and then select **Switch to Test ID.**
- Click **OK** when the Ariba Network displays a warning indicating **You are about to switch to Test Mode**.
- The **Switch To Test Account** button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.



- Create a **Username** and **Password** for your test account.
- Click **OK**.
- You will be transferred to your test account.
- **Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production.**
- Once you have set up your test account, you are ready to receive a test purchase order.



Note: Test account transactions are free of charge.

Note: The Network will always display which mode you are logged into, (Production or Test). Your **Test account ID** has the suffix "-T" appended to your Ariba Network ID (ANID).

Managing Roles and Users

SAP Ariba

Administrators and Users

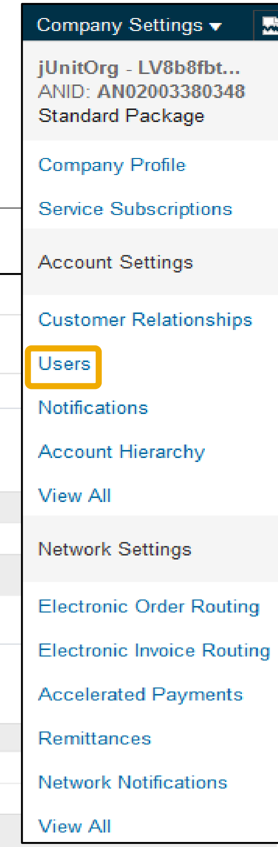
Administrator

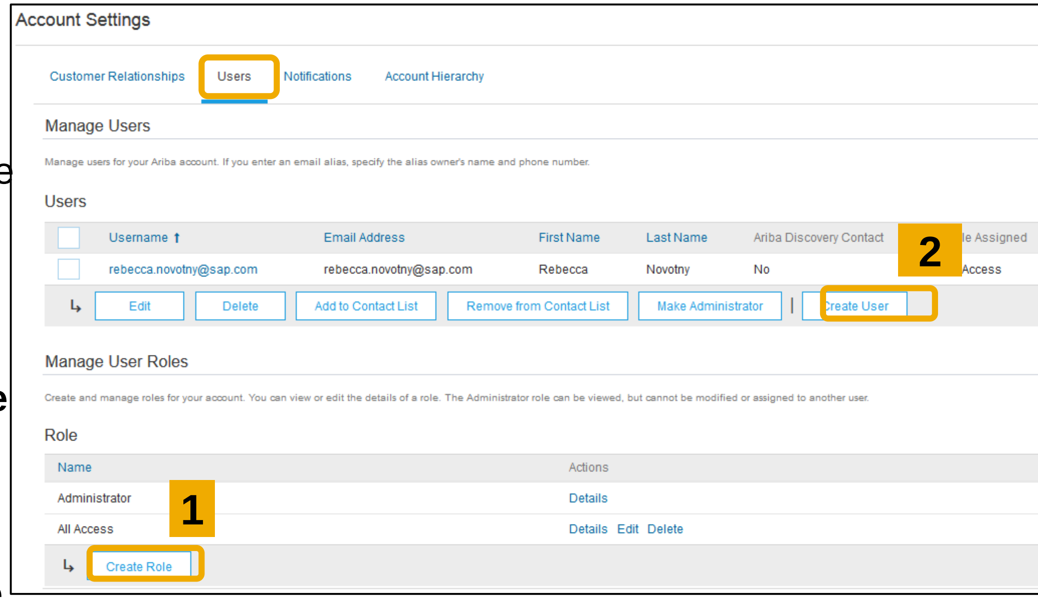
- **Automatically linked to the username and login entered during registration**
- **Responsible for account configuration and management**
- **Primary point of contact for users with questions or problems.**
- **Creates roles for the account**

User

- **Can have different roles, which correspond to the user’s actual job responsibilities**
- **Responsible for updating personal user information**

Role and User Creation





Click on the **Users** tab on the **Administration Navigator**. The Users page will load.

1 First, create a role.

1. Click on the **Create Role** button in the Manage Roles section.
2. Type the **Name** and a **Description** for the Role.
3. Add **Permissions** to the Role that correspond to the user's actual job responsibilities by checking the proper boxes.
4. Click **Save**. The new Role is now created.

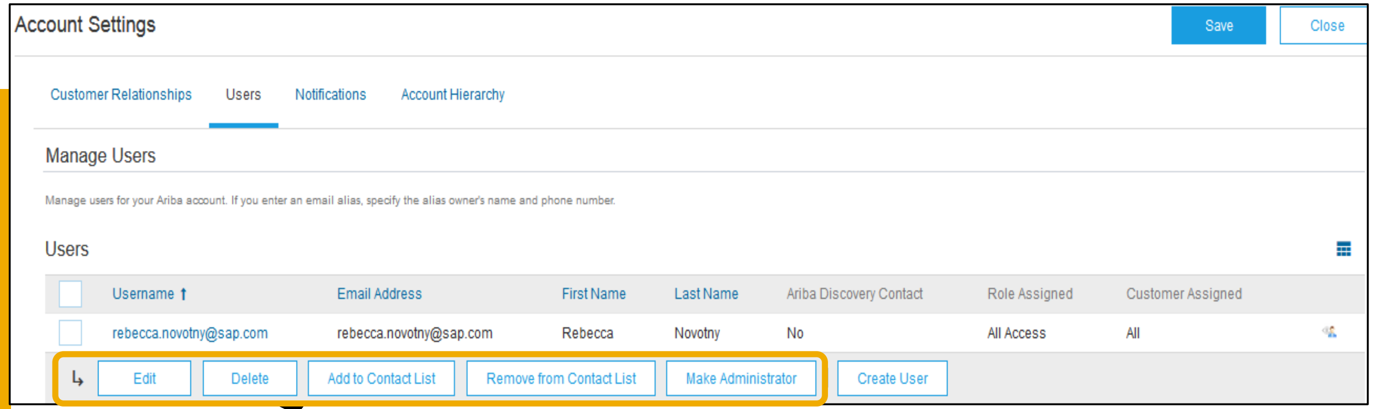
2 Second, create a User.

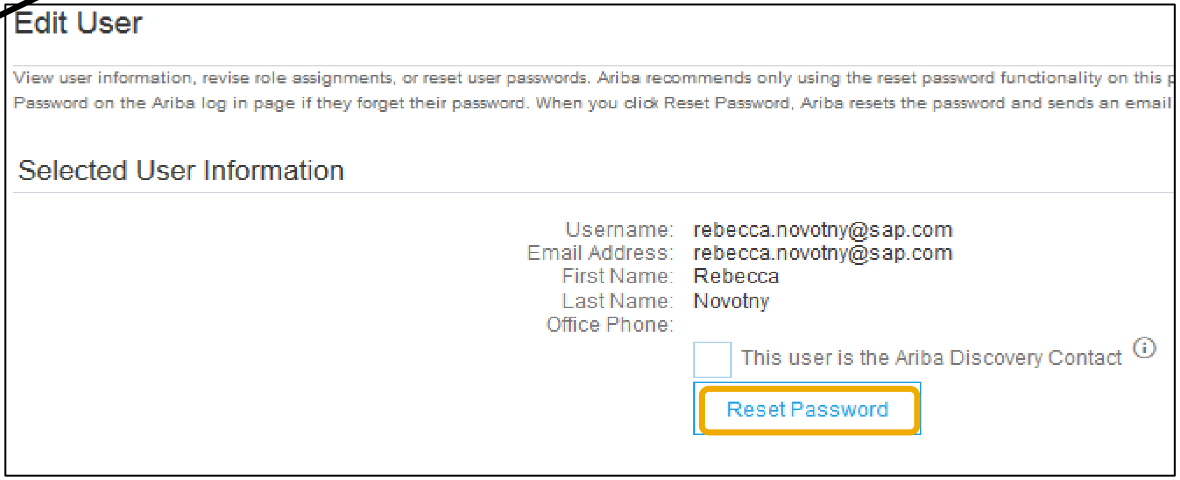
1. Click on **Create User** button.
2. Add all relevant information about the user including name and contact info.
3. Select a role in the **Role Assignment** section.
4. Click on **Done**.

Note: You can add up to 250 users to your Ariba Network account.

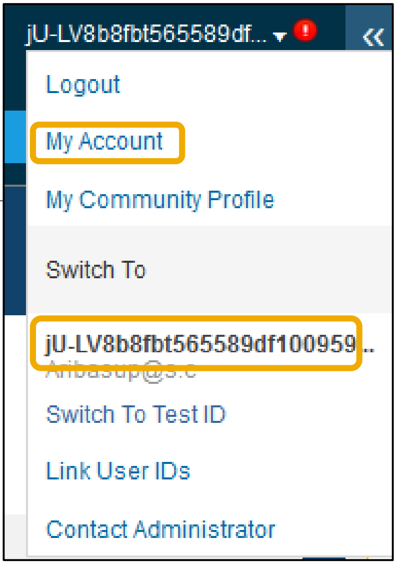
Modify Users

1. Click on the **Administration tab.**
2. Click on **Edit** for the selected user.
3. Click on the **Reset Password Button** to reset the password of the user.
4. Other options:
   - **Delete** User
   - **Add to Contact List**
   - **Remove from Contact List**
   - **Make Administrator**





Enhanced User Account Functionality



When clicking on your name in top right corner, you'll access the **User Account Navigator.** It enables you to:

- Quickly access your personal user account information and settings
- Link your multiple user accounts
- Switch to your test account

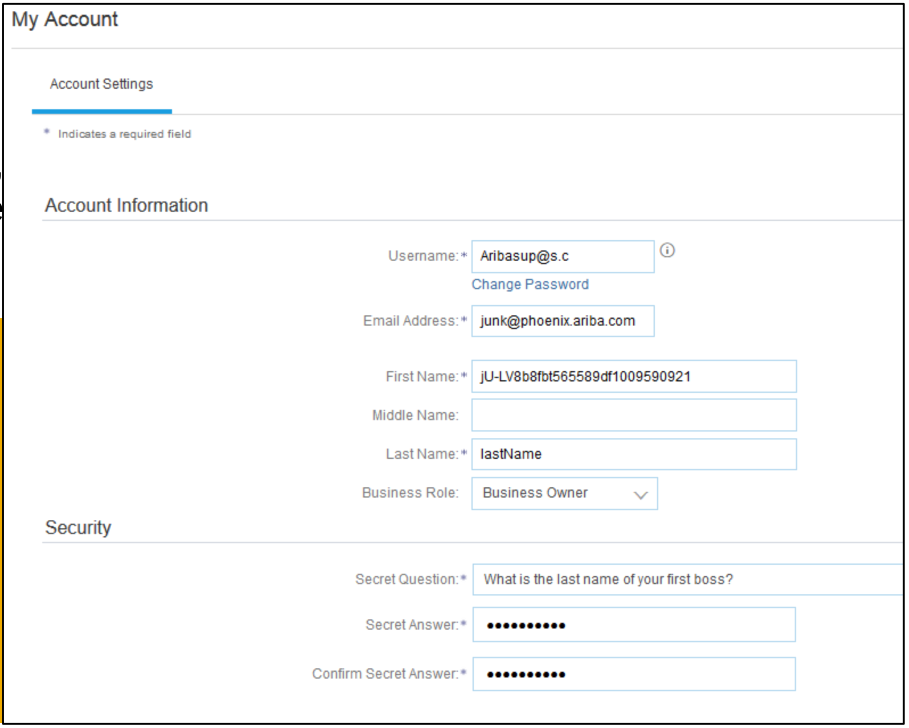
Note: After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.

Click on **My Account** to view your user settings.

Complete or update all required fields marked by an asterisk.

Note: If you change username or password, remember to use it at your next login.

You can hide personal information if necessary by checking the box in the Contact Information Preferences section.



Multi-org & Account Hierarchy

SAP Ariba

Multi-Org time and invoice consolidation / synchronization

ARIBA® Network

Branch 1 Parent Account ANID 1

Branch 2 ANID 2

Branch 3 ANID 3

Branch 4 ANID 4

Multi-Org Consolidated Invoice

Branch 1 **Parent Account
- Customer X
- Customer Z

Branch 2
- Customer Y
- Customer Z

Branch 3
- Customer Y
- Customer Z

Branch 4
- No chargeable relationship

1 Master Anniversary Date

1 service invoice per quarter for all customers

Ariba offers invoice consolidation and synchronization for customers with several accounts

- Fees will be invoiced only to the parent account with the payment cycle synchronized for the entire group.
- The parent account will receive one single invoice every three months for all customer relationships and for all linked accounts.
- This consolidation is related only to invoices issued by Ariba to the supplier, the business operations of each account are still independent.

What is required to participate in a Multi-Org

The supplier needs to designate a parent ANID under which the invoice will be viewed.

- The selection of the parent ANID determines the currency of the Multi-org invoice.

The supplier should also have confirmed list of child ANID's to be included on the invoice.

A Multi-Org is **NOT**:

- A way to merge accounts.
- A way to get a discount on Network Transaction Service fees.

How to create a Multi-Org

- Register all accounts which will be included in the Multi-Org.
- Create a list of all ANIDs and designate the parent account.
- Wait until the first ANID becomes chargeable.
- Contact your Supplier Manager or prg_smpbilling@sap.com and send them the list of ANIDs and the contact details of the person to be in charge of the Multi-Org.

Account Hierarchy

Linkage between individual accounts for <u>account management</u> purposes

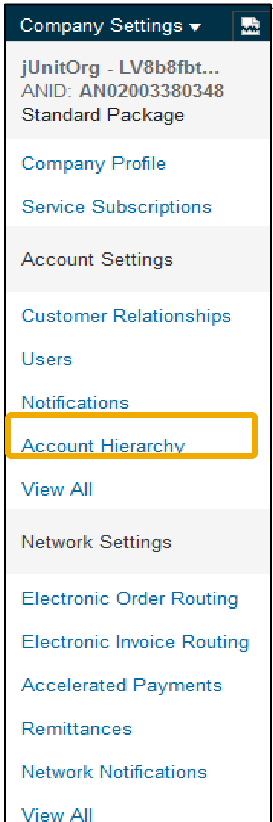
The administrator of the Parent account can log into the child account and take the following actions:

- Change settings on the child account and complete the company profile
- Publish catalogs
- Check the status of payment for the Ariba invoice and pay the invoice
- Upgrade to a higher Subscription package

The administrator of the Parent account cannot take following actions:

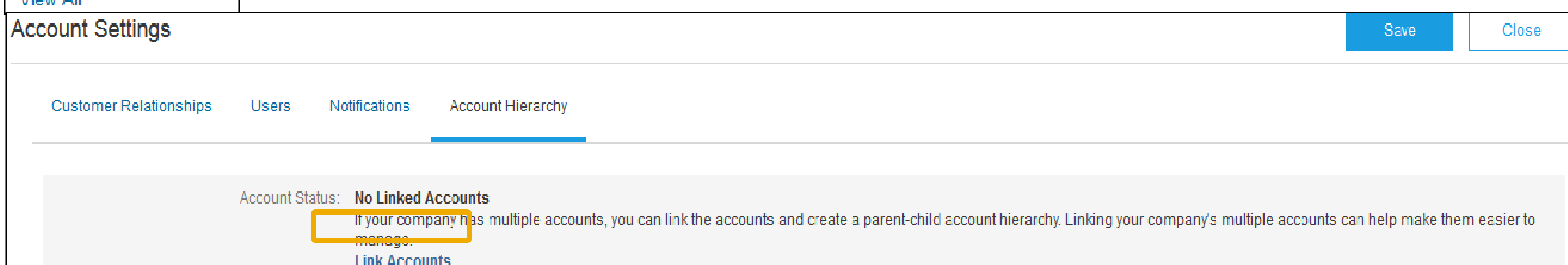
- View buyers on the Child account
- Create any documents (PO confirmations, Ship Notices, Invoices)
- Run Reports

How to create an Account Hierarchy



1. Open the dropdown menu and go to **Account Hierarchy.**
2. To add child accounts click on **Link Accounts.**
3. **The Network will detect if there is an existing account with corresponding information.**

3. On the next page either log in as an **Administrator** or send a request through an online form as a **Not Administrator.**
4. Once the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.



Ariba Network Support

SAP Ariba

Training and Resources

MetLife Supplier Information Portal

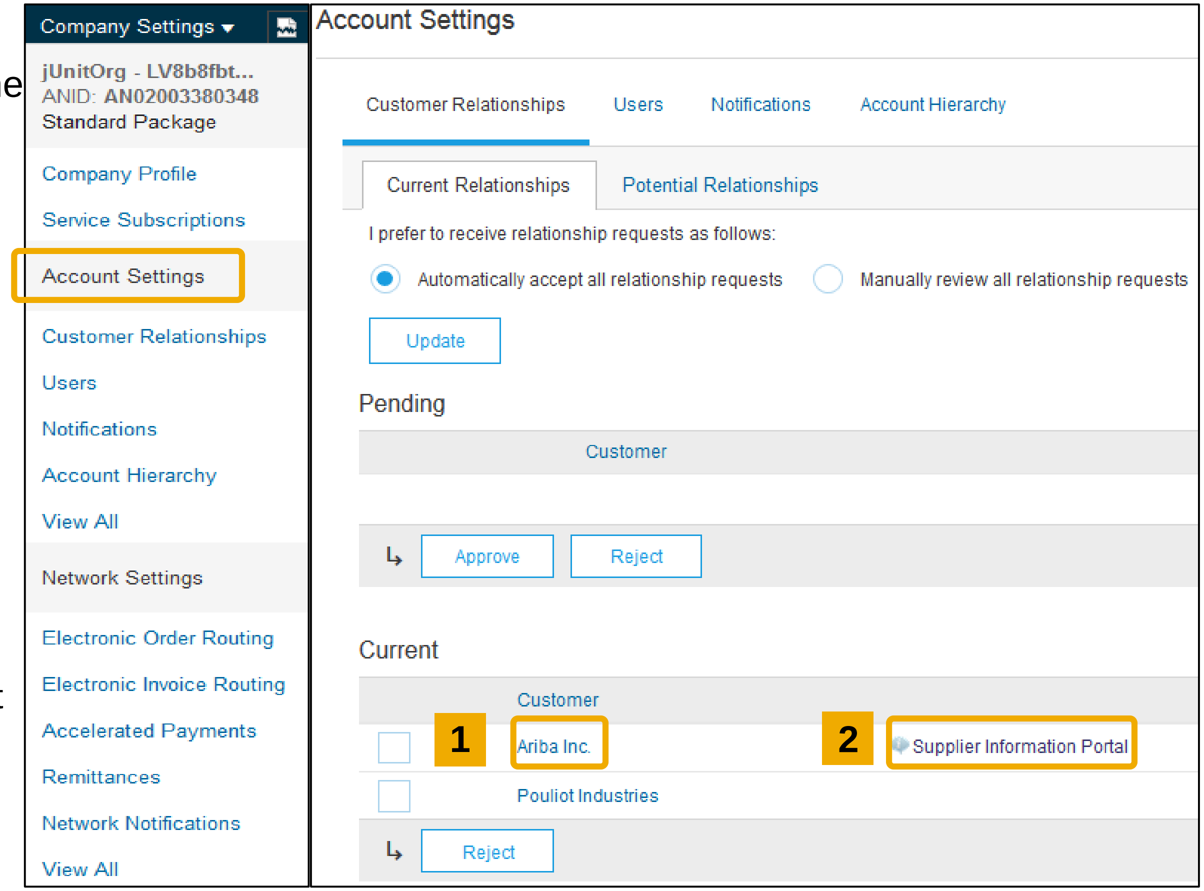
Buyer specific information is available on the Network. Select the name of your company in the top right corner and then click the **Customer Relationships** link.

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

- The Customer Invoice Rules determine what you can enter when you create invoices

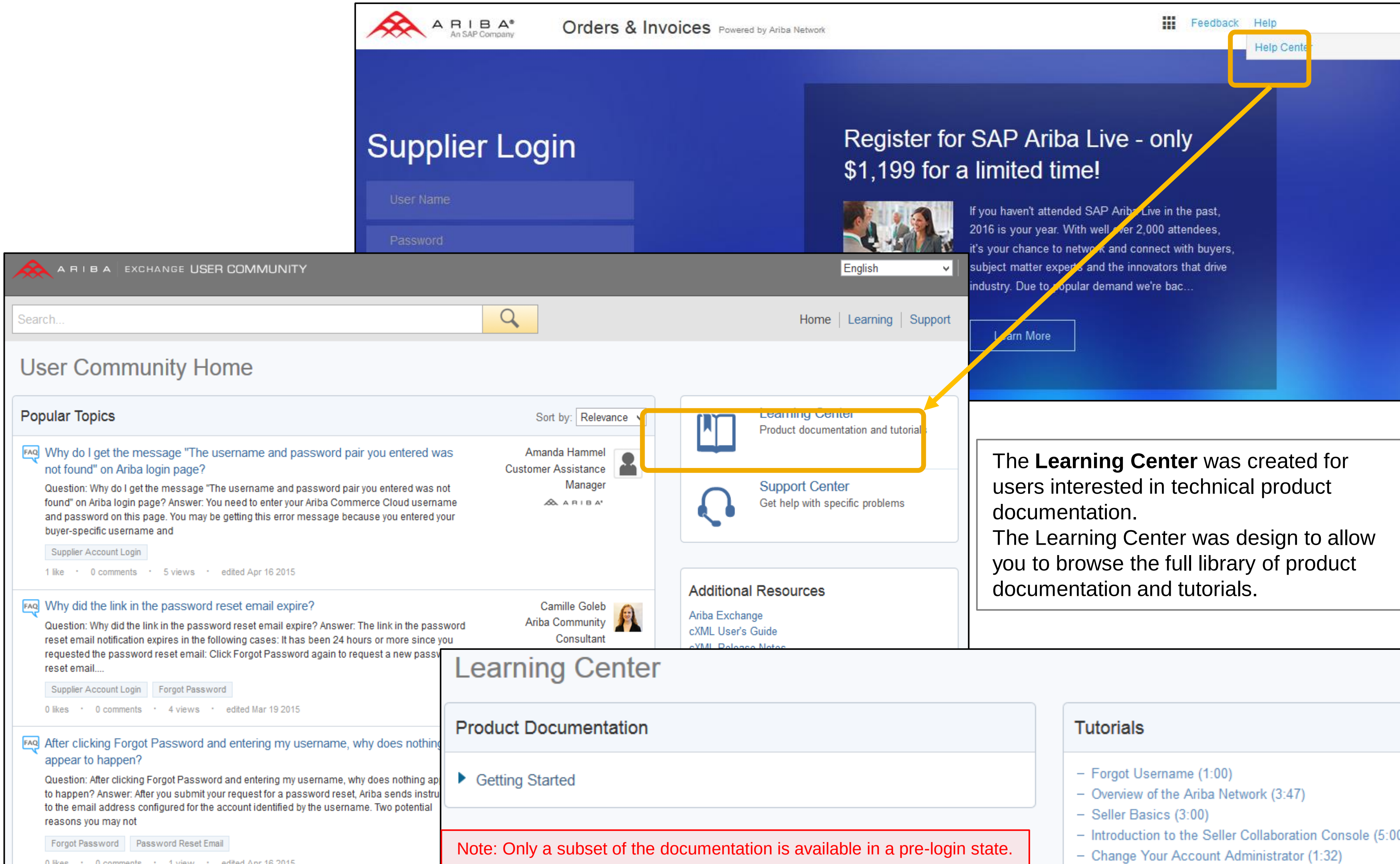
2 Select **Supplier Information Portal** to view the following presentations to learn more about transacting with MetLife:

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



Training and Resources - Ariba Network Standard Documentation

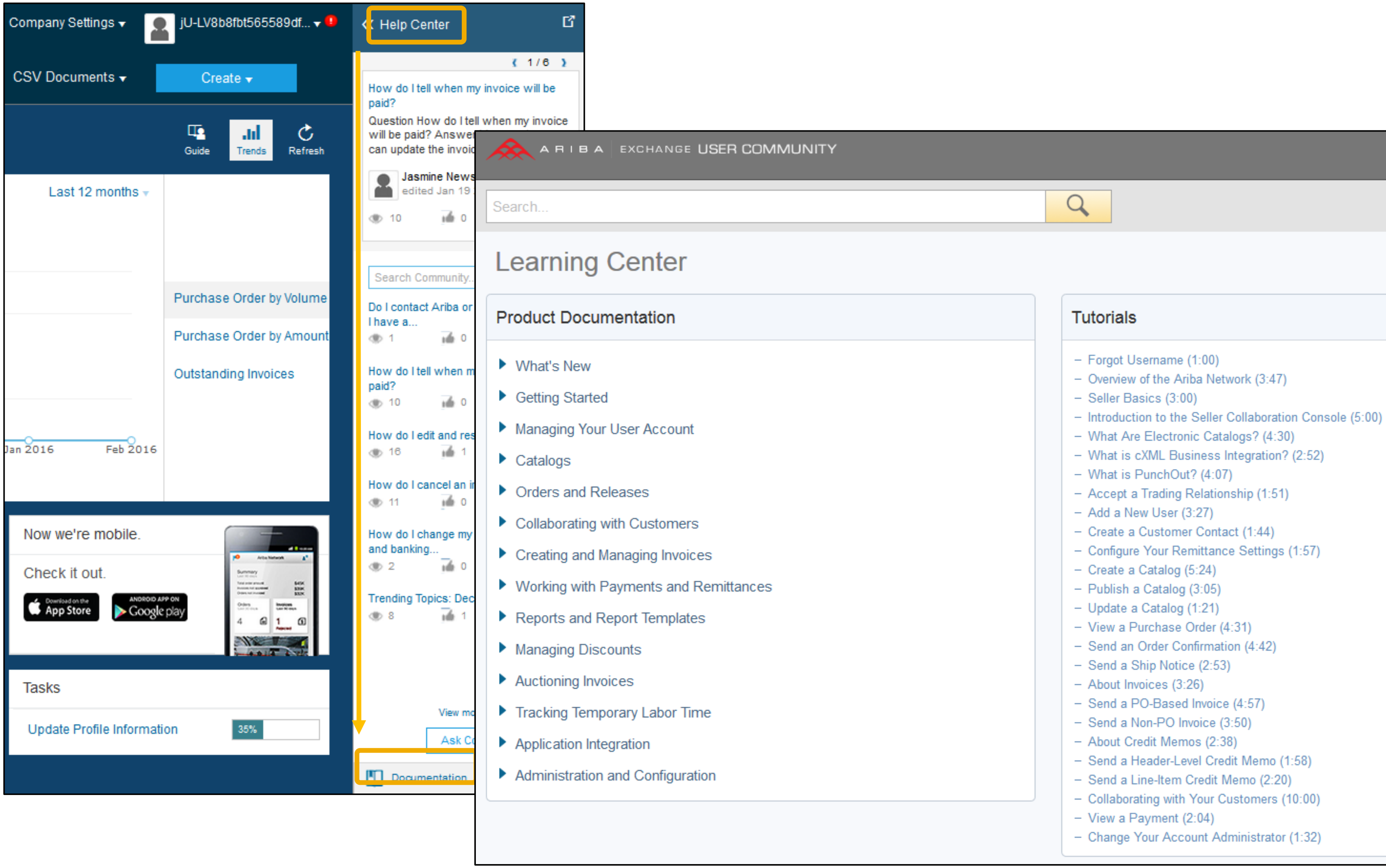
Go to: http://svcdev8.ariba.com/Supplier.aw/
Click the **Help** link
Click **Help Center**, Then click on **Learning Center** to access **Product Documentation**



The **Learning Center** was created for users interested in technical product documentation.
The Learning Center was design to allow you to browse the full library of product documentation and tutorials.

Training and Resources - Ariba Network Standard Documentation

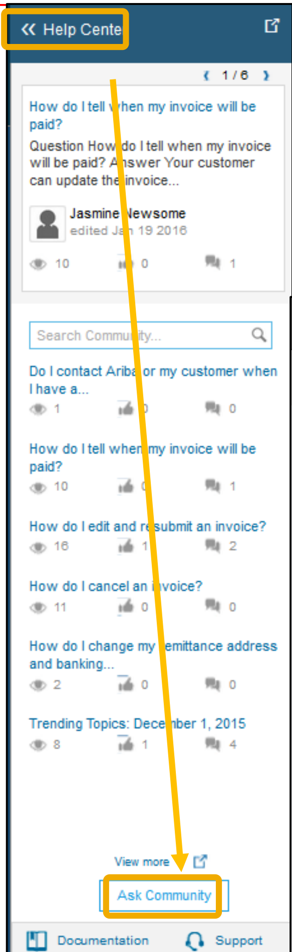
Standard Documentation can also be accessed from your account. Click on **Help Center.**
Click **Documentation** to view Ariba Network Administrator's documentation



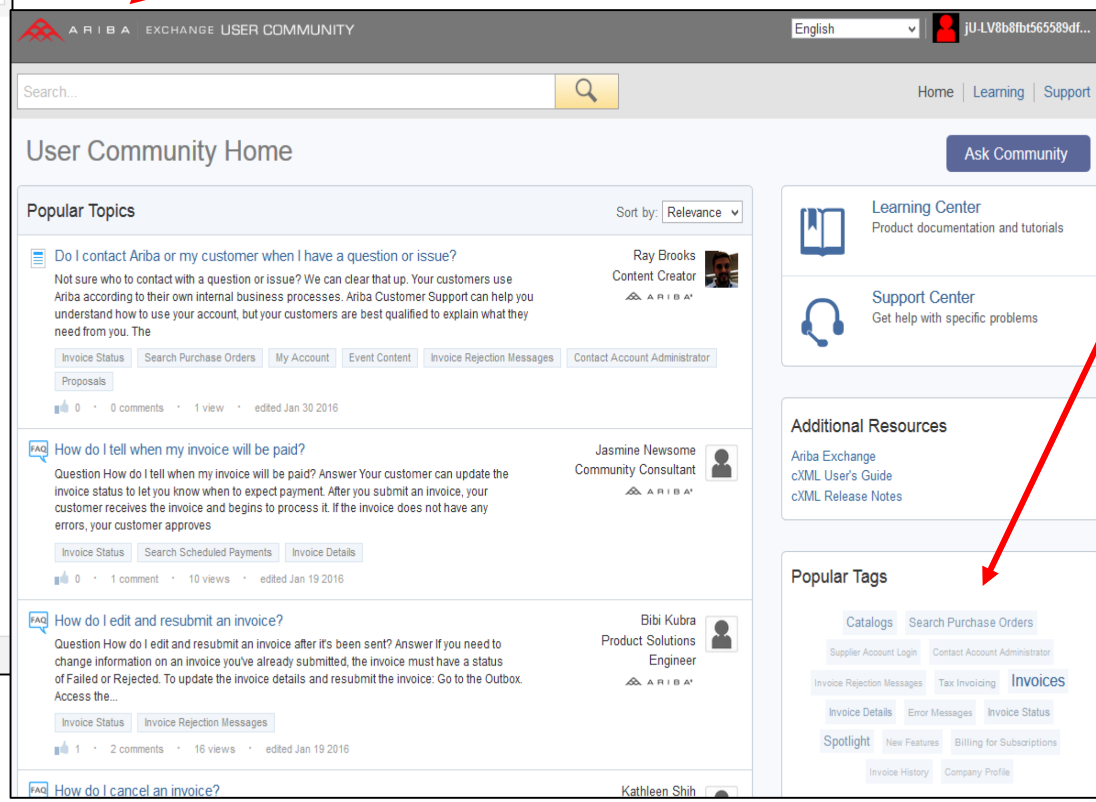
Help Center – Helpful things to know…

Popular Topics: Title links are selected for you based on the solution that you were using when you clicked on Help, whether or not you are an administrator; and your default language.

Click on the link to view the content item. You will be able engage with the content: author, view how many community users have viewed the content and have flagged the content as being helpful to you, and report problems with the content.



Search: Perform a search to find content not found under Popular Topics. Results can be sorted or filtered



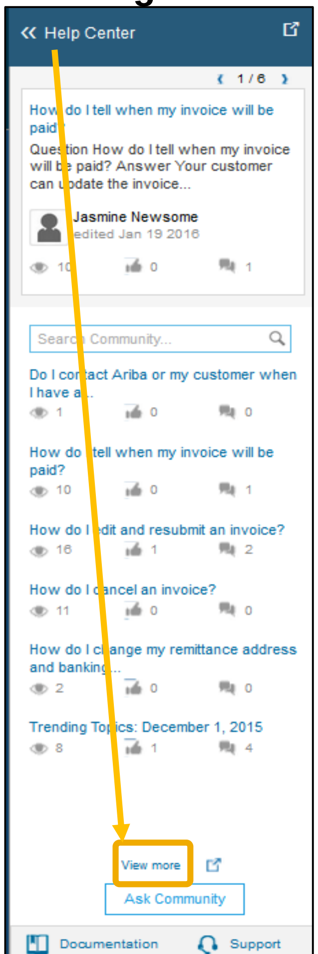
Popular Tags: These are the tags associated with our most popular content items per solution. It is a quick way to find documents related to the topic.

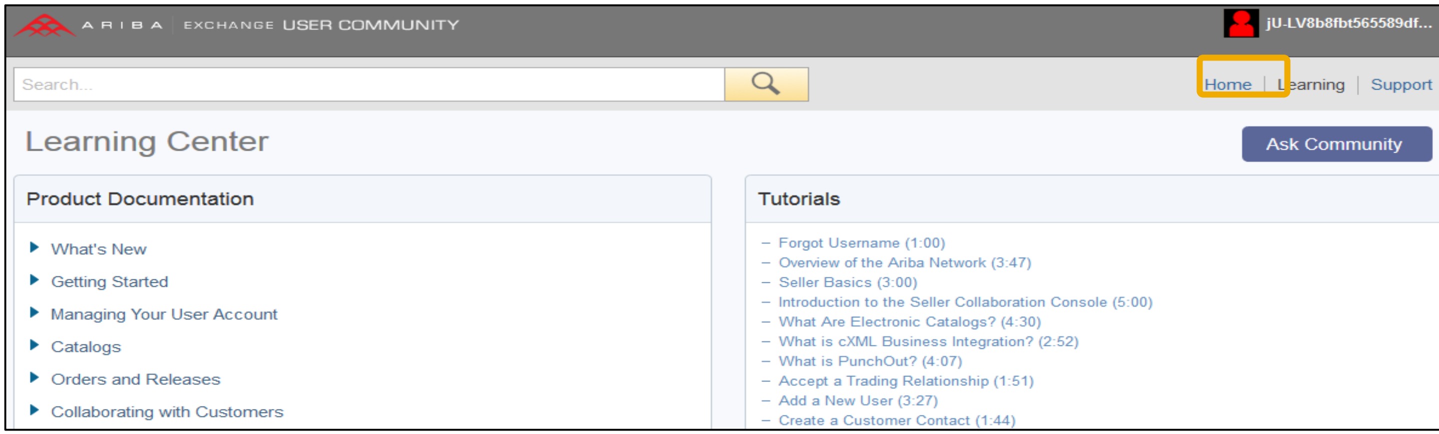
Training and resources

Ariba Network standard documentation and useful links

Go to: http://svcdev8.ariba.com/Supplier.aw/

Click on the **Help Center** link in the upper right hand corner of the page, then click on **View more.** In the **Learning** center there is **Product Documentation** available for Users or Administrators.





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?

Supplier Support During Deployment

- **Ariba Network Registration or Configuration Support**

  Please contact 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 for business-related questions.

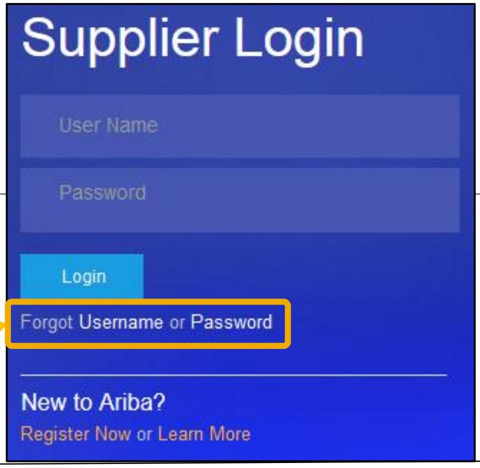
Supplier Support Post Go-Live

- **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 supplier.ariba.com

If you forget 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://svcdev8.ariba.com/Supplier.aw/

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

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

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