

# 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, invoices, purchase order confirmations and advance shipment notices.

What information are you looking for?



### [Welcome to Ariba Network](#)

- Getting Started
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How much does it cost to use Ariba Network?



### [Supplier Education & Support](#)

Access guides, videos tutorials and support from our team



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## Welcome to Ariba Network!

Welcome aboard! The Ariba Network is the leading business network with over two millions trading partners in 190 countries transacting more than 950 billion USD annually. Join the Ariba Network to transact electronically with your customers and find new business opportunities.

First, check out our videos to learn more about the value Ariba Network offers to sellers:

- [Easy Seller Enablement with Ariba - To learn more about Ariba Network Value](#)
- [Collaboration via the Ariba Network](#)
- [Sell simple with SAP Ariba](#)

### Getting started

- **Register on the Ariba Network.** Follow the instructions and use the activation link from the *Trading Relationship Request* email communication, received from [ordersender-prod@ansmtp.ariba.com](mailto:ordersender-prod@ansmtp.ariba.com). Please contact our team in case you have not received this email.
- **Configure your Ariba account.** Ensure that your account is configured according to the business needs occurring between your company and your customer. Refer to the Account Configuration Guide for more information.
- **Create a Test account.** Creating a Test account will allow you to become familiar with MetLife's processes in a Test environment prior to moving into the production environment.
- **Review training materials.** Located below you will find MetLife's training materials to assist you with the tasks listed above. You will be invited to attend a training in the coming weeks if you need more help with these processes.

### Account Access

- Login to the Ariba Network: <http://supplier.ariba.com>

### Useful Links

[Ariba Network Terms of Use](#)

[Data Policy](#)

[Security Disclosure](#)

[Legal notices](#)

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## Supplier Fee Schedule

As a supplier, you may use the Ariba Network at no cost unless you 1) transact 5 or more documents **and** 2) cross the transaction volume threshold of EUR 44600 in at least one customer relationship annually.

There are two components to the Supplier Fee Schedule: the **Transaction Fees** and the **Subscription Fees**. These fees will be billed by and payable to SAP Ariba.

With higher subscription levels, the features and benefits expand to help you drive more sales, collaboration, automation, and competitive differentiation through:

- value-added functionality
- commerce management tools and training
- catalog and connectivity solutions
- technical support
- increasing free usage of Ariba Discovery

For more information and more currencies, please go to the [Supplier Fee Schedule](#) website, and check out the [regional pricing](#).

| Transaction Fees                          |              |             |
|---|--------------|-------------|
| Billed every quarter                      |              |             |
| 0.155% of transaction value               |              |             |
| Capped at £13 200/year (per Relationship) |              |             |
| +   |              |             |
| Subscription Fees                         |              |             |
| Billed once a year                        |              |             |
| Annual Document Volume                    | Subscription | Annual Fees |
| Across <u>All</u> Customer Relationships  |              |             |
| 5 to 24 documents or <155K£               | Bronze       | £35         |
| 25 to 99 documents and >155K£             | Silver       | £500        |
| 100 to 499 documents and >155K£           | Gold         | £1,500      |
| 500 and more documents and >155K£         | Platinum     | £3,770      |

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## Supplier Education & Support

### Ariba User Community

Community is an interactive help center situated in the right-hand side window wherever you are on your supplier account. Its content is adapted to the page on which you are working so it displays the most relevant tutorials, articles and FAQ's for direct help. To close/open the window, click on **Help Center**.

### Ariba Network for Sellers live demos

Ariba offers online training sessions:

- **Introduction to Ariba Network, Ariba Network Functional Demo, and more:** [Register here](#) for these live, interactive demo sessions held multiple times per month.
  - **AN Value Webinar:** 1<sup>st</sup> and 3<sup>rd</sup> Wednesday at 11AM EDT
  - **Functional Training:** 2<sup>nd</sup> and 4<sup>th</sup> Wednesday at 11AM EDT

### Supplier Education Guides

The following manuals contain compulsory instructions and tips on the management of your Ariba Network account when transacting with MetLife.

- [Registration Guide](#)
- [Quick Start Guide](#)

- [Account Configuration guide](#)
- [PO Management Guide](#)
- [Invoice Guide](#)

### **Ariba Video Tutorials**

- [Enablement Training Videos](#)
  - [Create and Configure your Supplier Account](#)
  - [Transact on the Ariba Network](#)
- [Introduction to the Seller Collaboration Console](#)

### **Supplier Support**

#### **During your onboarding on the Ariba Network**

- **Ariba Network Enablement Support**  
Please contact [MetLifeEnablement@ariba.com](mailto:MetLifeEnablement@ariba.com) for any questions regarding registration, configuration, Fee schedule, or general Ariba Network questions.
- **MetLife Business Process Support**  
Please contact the MetLife Supplier Enablement team at [vikki.elliott@metlife.com](mailto:vikki.elliott@metlife.com) for business-related questions.

#### **After your first successful transaction**

If you need assistance after having successfully submitted your first electronic transaction, please contact our Support Team:

1. Click on *Support* at the bottom of the *Help Center*.
2. Search for any topic you would like to know more about, or click on *Get help by phone* if you need immediate help.
3. If none of the articles answers your query, click on *Create Online Service Request* button.
4. Completely fill out the web form and submit.

#### **EDI/cXML Support Contact**

If you are transacting POs to MetLife via EDI or cXML, you can get direct assistance from SAP Ariba. Send an email to our **technical team** at [AskAribaTech@ariba.com](mailto:AskAribaTech@ariba.com). We will respond to your email directly. Please ensure that the Subject field of the email references MetLife.

## Go further with your Ariba Network account

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### Ariba Discovery

Ariba Discovery is the business matchmaking service that helps you find leads among thousands of large companies on the Ariba Network. Every day, thousands of buyers from the world's leading companies use this buyer-seller matching service while sourcing goods and services. After your registration, you're automatically notified whenever a buyer is looking for the kind of products or services you offer.

Ariba Discovery can help you increase sales by:

- Matching you with buyers that want what you offer
- Automatically sending you high quality leads
- Making your bidding process more efficient
- Helping you comply with companies' purchasing processes
- Boosting awareness among your target customers

Go to <http://www.ariba.com/solutions/sell/discovery-for-sellers> to discover new business opportunities.

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### Catalogs

Catalogs are text files stored on the Ariba Network (CIF catalogs) or on your own company's or third party's website (PunchOut catalogs) that describe the products and services your organization offers and the prices you charge. You can create catalogs for any product or service, regardless of how it is measured, priced, or delivered. Your customers access your catalogs through their procurement applications to see product and service offerings and buy from you. Catalogs are the main communication channel between you and your customers. Access Catalog Guides for Suppliers from Help section at your Ariba Network account.

The United Nation Standard Products and Services Codes need to be used during the creation of your catalog. These codes describe the Products and Services categories.

#### **Note:**

- Buyer will indicate which suppliers are required to have a catalog.
- CIF catalogs can be created with any word processor, text editor, or any spreadsheet application.

### **Catalog Testing**

All suppliers transacting through the Ariba Network using catalogs will be required to test with MetLife. Find out more about test account creation in [Account Configuration](#) guide.

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## **ERP Integration**

The Ariba Network offers possibility to integrate with your back-end ERP system for automatic exchange of electronic documents. For more information please review below guide.

## **Technical Specifications, documentation and examples:**

- [Introduction to Integrated Seller Transaction Guideline](#)

## **Integration Testing**

All suppliers transacting through the Ariba Network using one of the following integration methods will be required to test with MetLife:

- cXML Transactions
- EDI Transactions

Find out more about test account creation in [Account Configuration](#) guide.

**Thank you for using Ariba Network!**