Ariba Network Configuration Guide

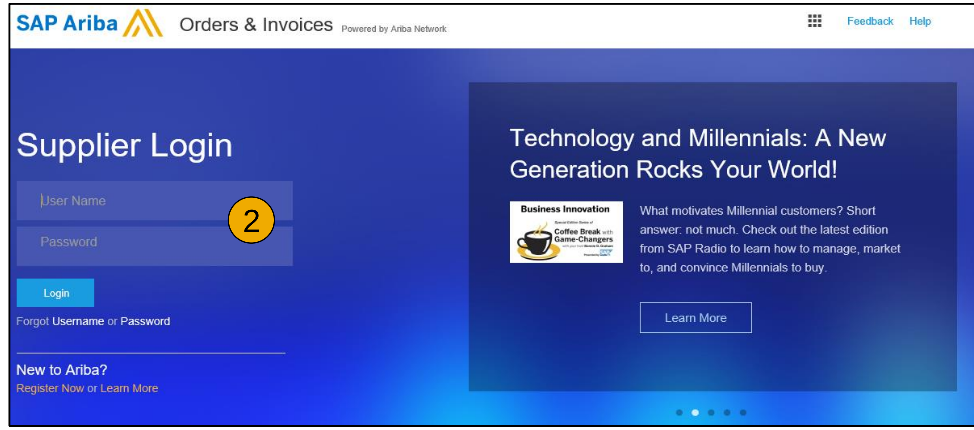
Deutsche Bank

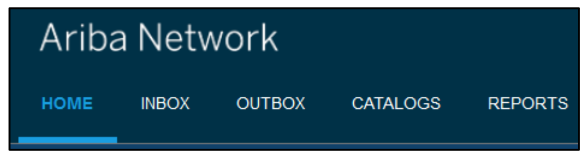
Content

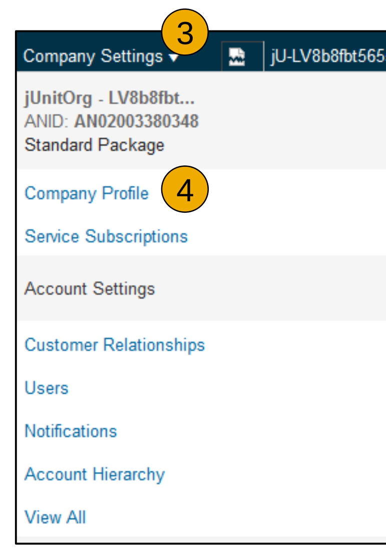
1. Account Configuration

Account Access and Configuration

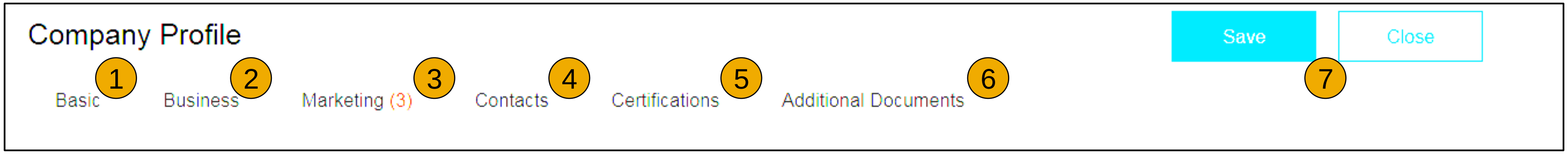
1. **Go** to http://supplier.ariba.com
2. **Enter** Username & Password and click Login to access your Production account.
3. **Click** the Company Settings tab to open the menu.
4. **Click** Company Profile and then click on the area you want to update.







Company Profile Configuration

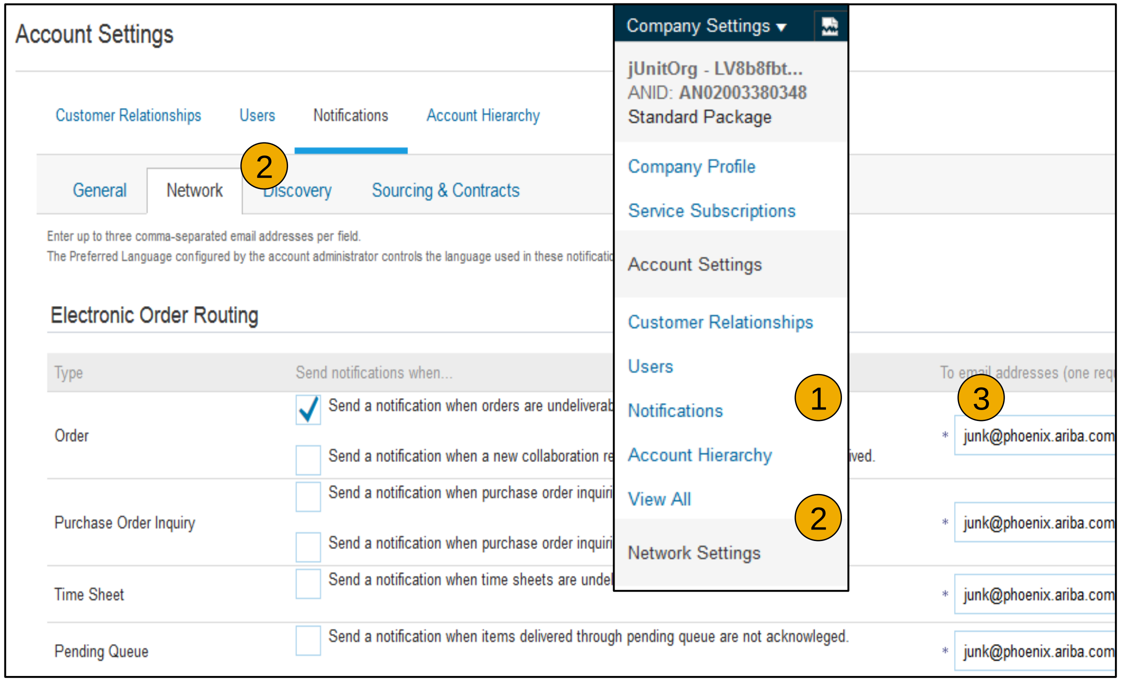


1. **Basic:** Complete or update all required fields marked by an asterisk in the Basic Company Profile tab. Click the **Add** button to classify your Company by **Commodities, Sales Territory** and **Industries.**
2. **Business:** Enter additional information for your company, such as Tax or VAT IDs
3. **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.
4. **Contacts**: Add the main company contacts. Additional contacts (role- or customer-specific) can also be setup.
5. **Certifications:** Enter and upload certificates along with their expiration date if applicable
6. **Additional Documents:** Any attachments you cannot assign to the categories above.
7. **Save / Close:** 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.

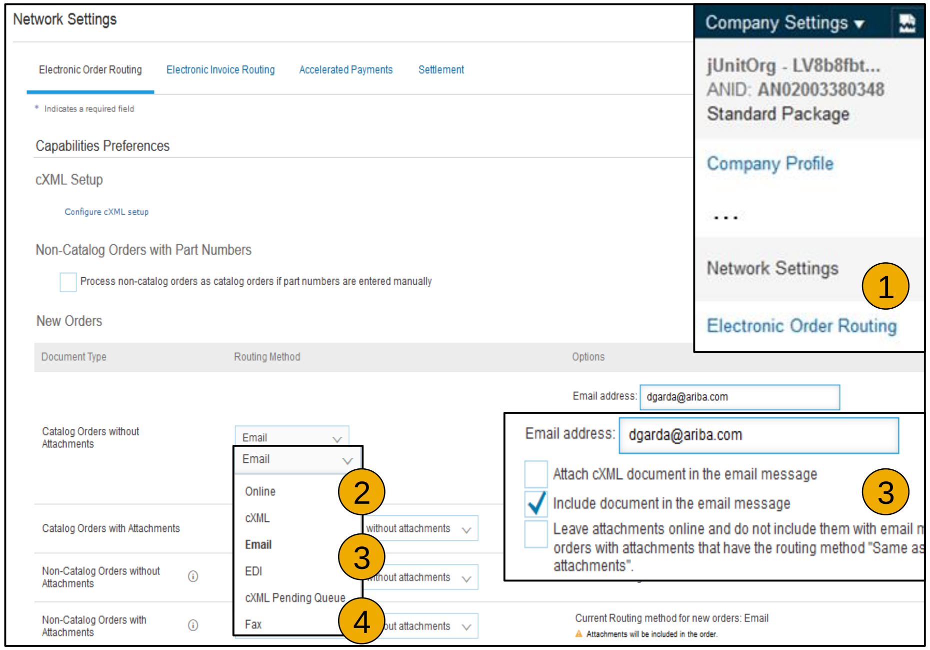
1. **Click** on Notifications under Company Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.



Electronic Order Routing

Methods

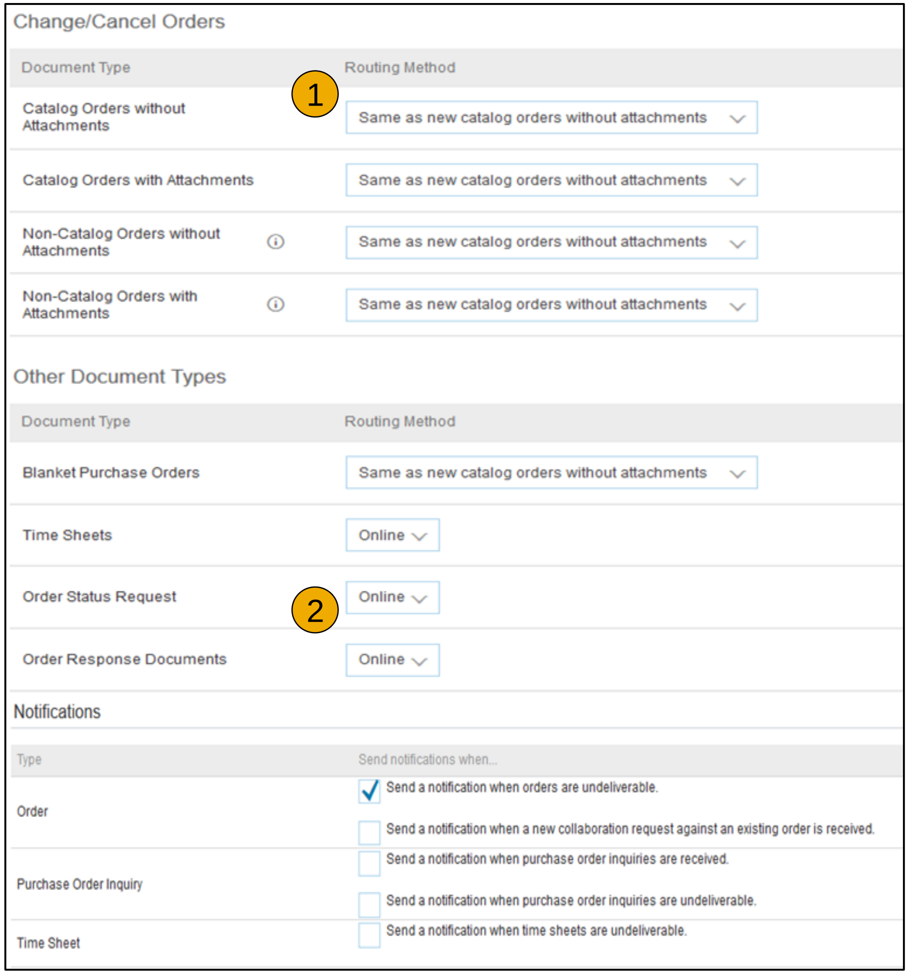
1. **Go to Electronic Order Routing:** The method that you would like to transact business with your customers on the network can be found here. Online (portal), cXML, Email, EDI or Fax is included.
2. **Online Routing:** This means that the PO is sent to your Ariba Inbox without additional copies being 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).
3. **Email Routing:** Select the check box Include document in the email message to include a complete copy of the PO in the email. It is recommended that you use a non- personalized/distribution list email. After purchase orders are sent to mailboxes that respond with "OOO" 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 that Ariba Network notes do not fall into the junk or spam mail box.
4. **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

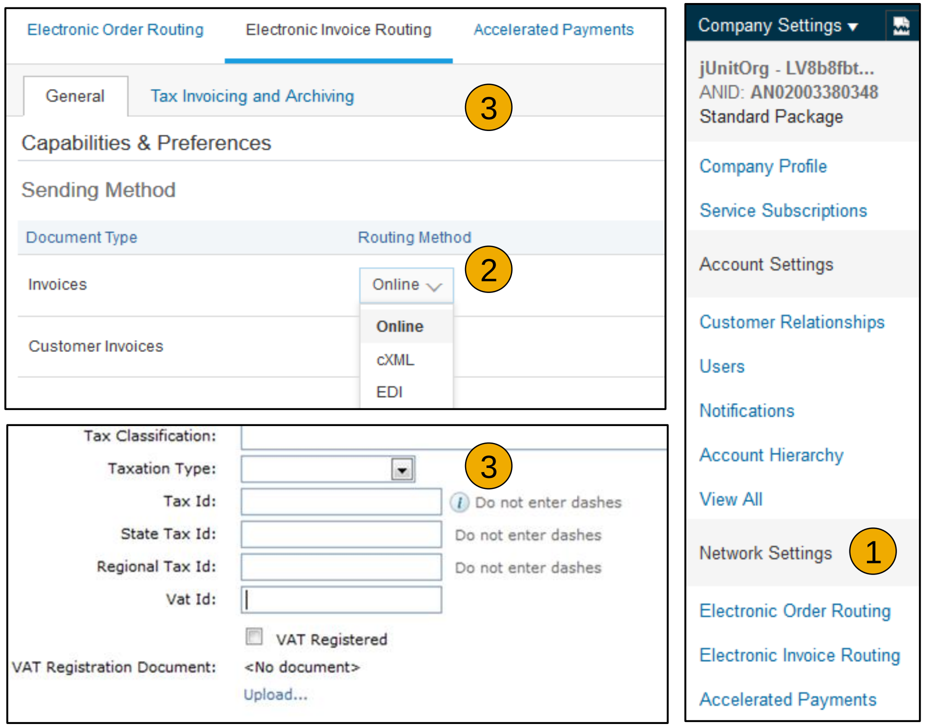
1. **Select** “Same as new catalog orders without attachments” for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.
2. **Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).



Electronic Invoice Routing

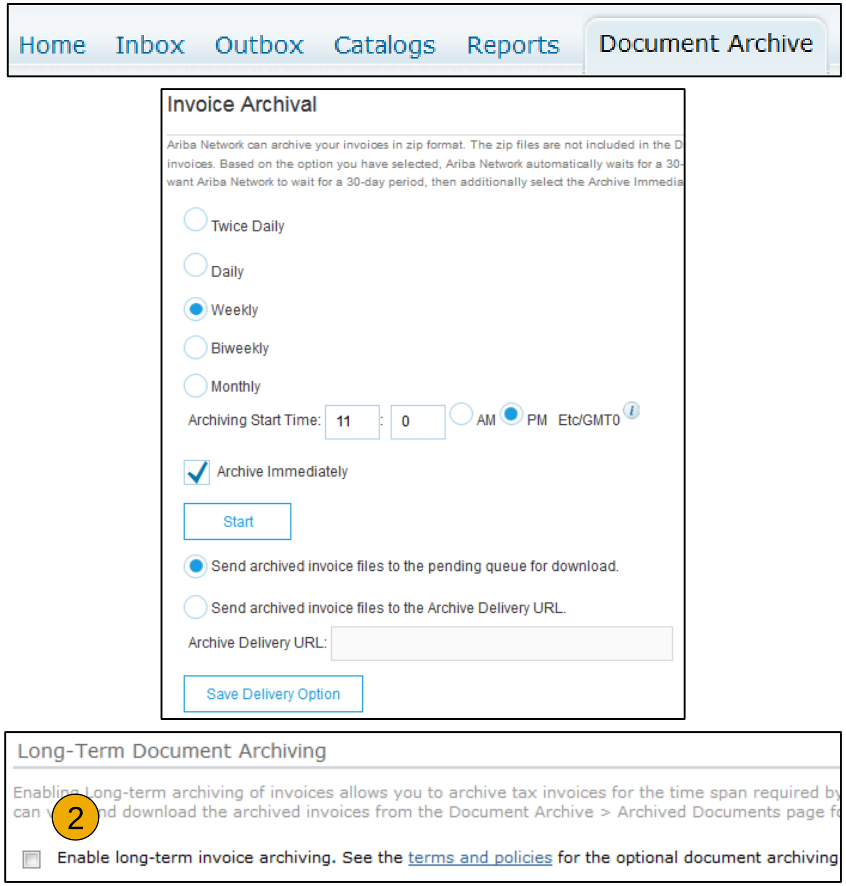
Methods and Tax Details

1. **Go** to Electronic Invoice Routing
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI. It is recommended to configure Notifications to email (the same way as in Order Routing).
3. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to enter Tax Id, VAT Id and other supporting data.



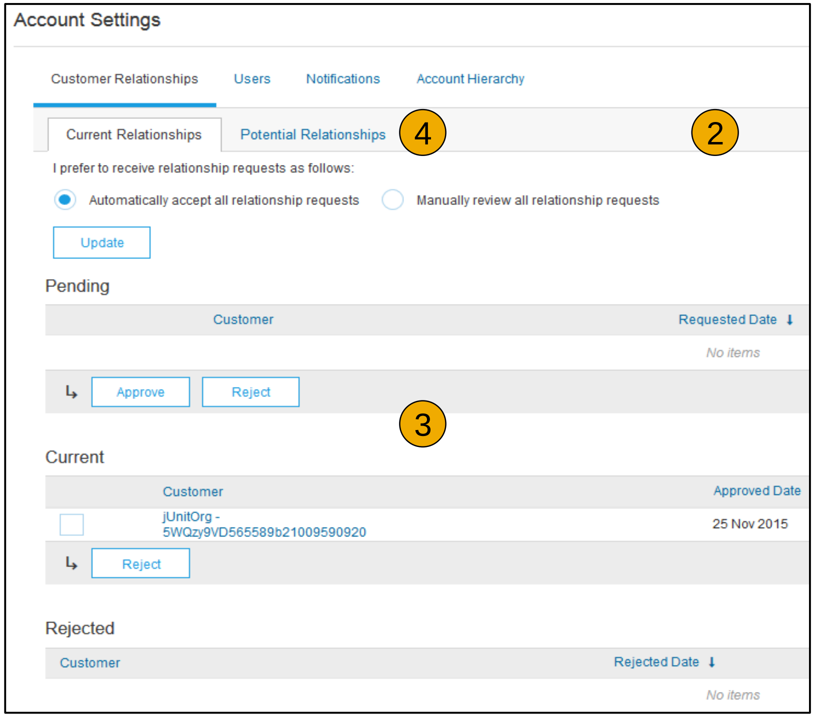
Electronic Invoice Routing
Invoice Archiving

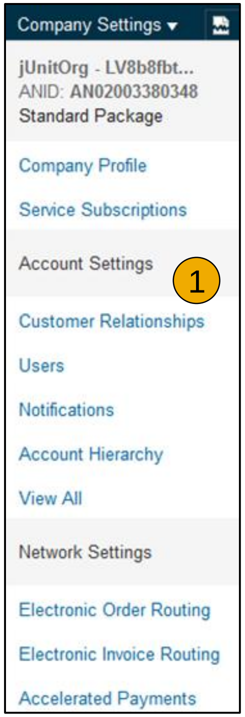
1. **Click** on Configure Invoice Archival link to export invoices to your system for legal compliance:
   - Select frequency (Weekly, Biweekly or Monthly), choose Archive Immediately to archive without waiting 30 days, and click Start.
   - If you want Ariba to deliver automatically archived zip files to you, also enter an Archive Delivery URL (otherwise you can download invoices from your Outbox, section Archived Invoices).
   - **Note:** After **Archive Immediately** started you can either **Stop** it or **Update Frequency** any time.
2. **Subscribe** to Long-Term Document Archiving for an integrated archiving solution. <u>Please read the applicable terms and policies and supported list of countries.</u> After you enable the service you have access to Document Archive tab where you can search and view Archived Documents and request to download multiple documents.



Current and Potential Relationships

1. **Click** on the Customer Relationships link in the Administration Navigator.
2. **Choose** to accept customer relationships either automatically or manually.
3. **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.
4. **Find** Potential customers in Potential Relationships tab



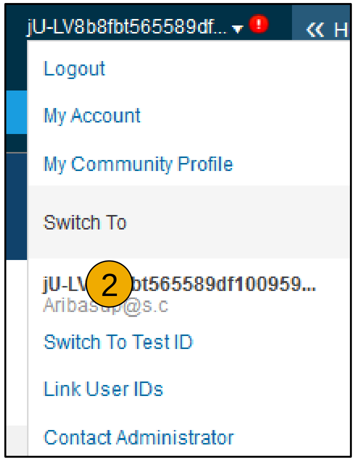


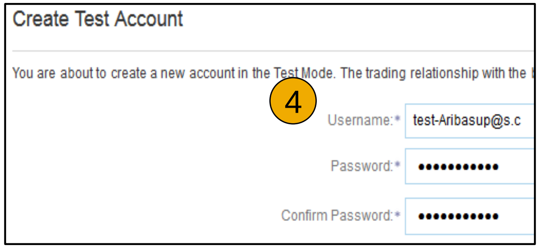
Switching to the Test Account

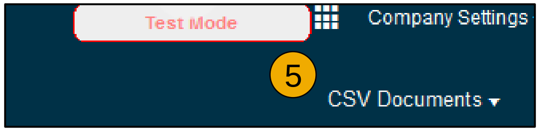
1. **To set up** your Test Account, you need to be on the tabular view of your Ariba Network Production Account.
2. **Click** your name in top right corner and then select Switch to Test ID. The Switch To Test Account button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.
3. **Click** OK when the Ariba Network displays a warning indicating You are about to switch to Test Mode.
4. **Create** a Username and Password for your test account and 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.
5. **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).







2. Managing Roles and Users

SAP Ariba

Deutsche Bank

Administrators and Users

Administrator

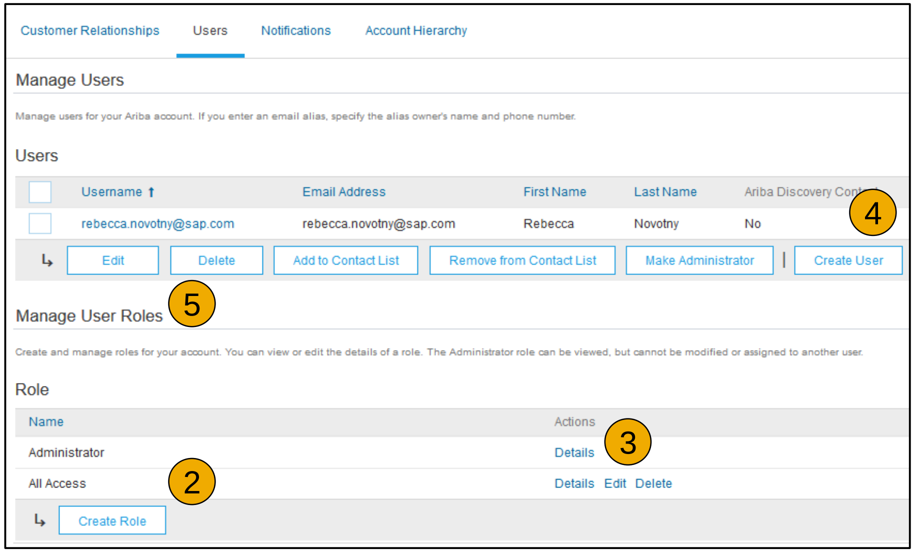
- Automatically linked to the username and login entered during registration
- Responsible for account configuration and management
- Primary point of contact for users with questions or problems.
- Creates roles for the account

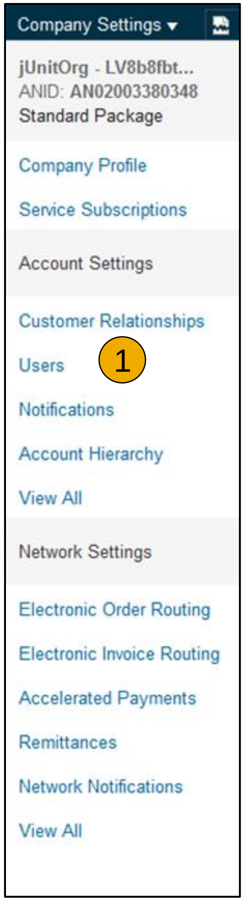
User

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

Role and User Creation

1. **Click** on the Users tab on the Administration Navigator. The Users page will load.
2. **Click** on the **Create Role** button in the Manage Roles section and type in 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 and click save to create the role.

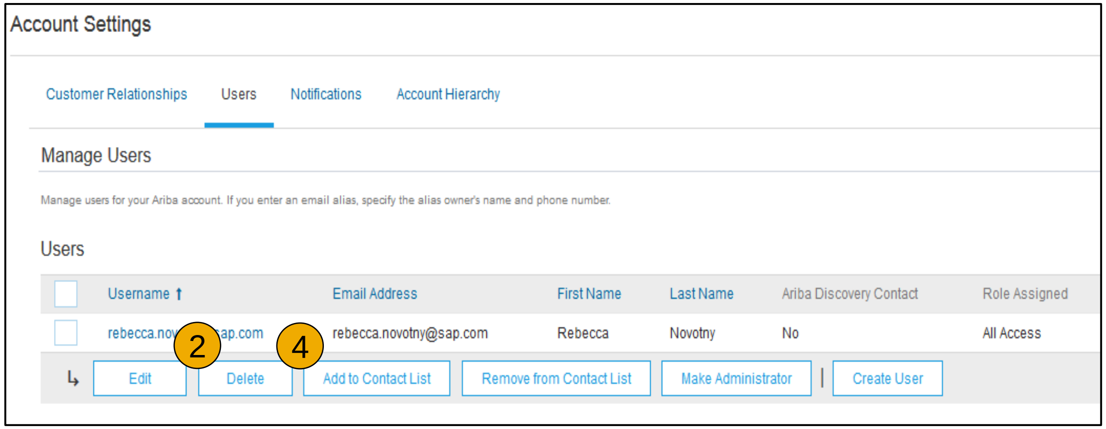


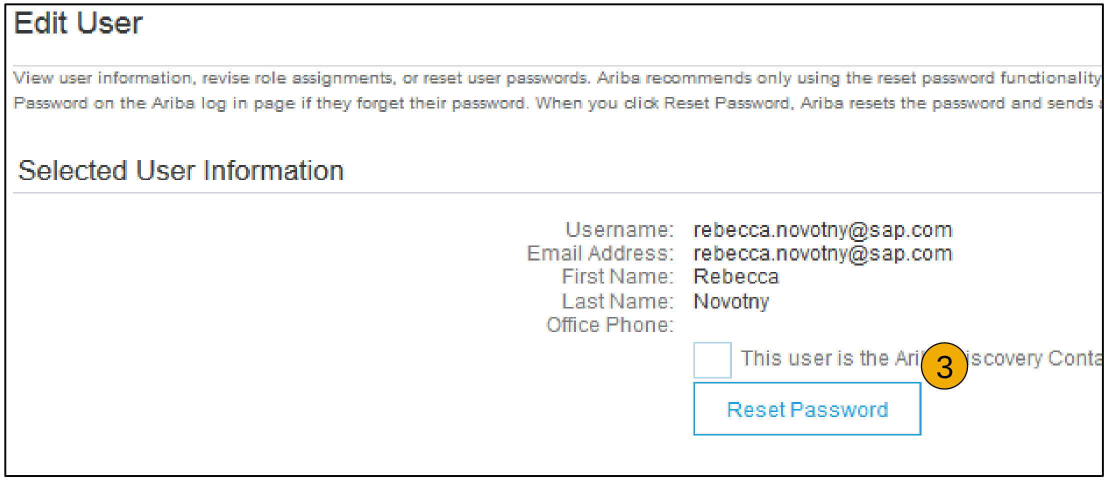


4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done. You can add up to 250 users to your Ariba Network account

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

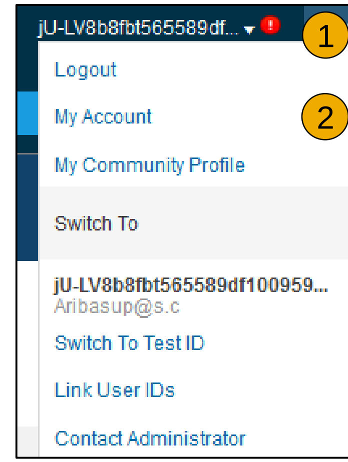


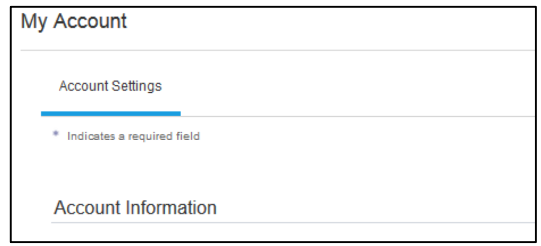


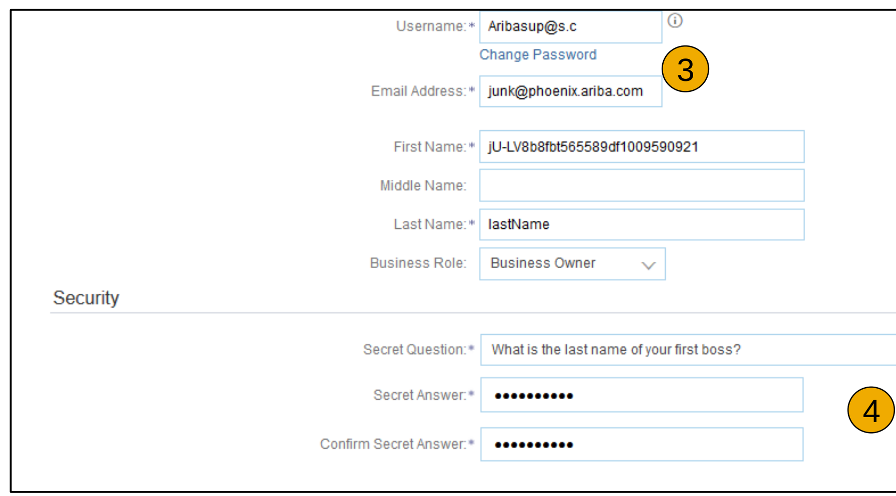
Enhanced User Account Functionality

1. **Click** on your name in top right corner, to 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.
2. **Click** on My Account to view your user settings.
3. **Click** 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.
4. **Hide** personal information if necessary by checking the box in the Contact Information Preferences section.







3. Multi-org & Account Hierarchy

Multi-Org time and invoice consolidation / synchronization

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

1. **Register** all accounts which will be included in the Multi-Org.
2. **Create** a list of all ANIDs and designate the parent account.
3. **Wait** until the first ANID becomes chargeable.
4. **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:

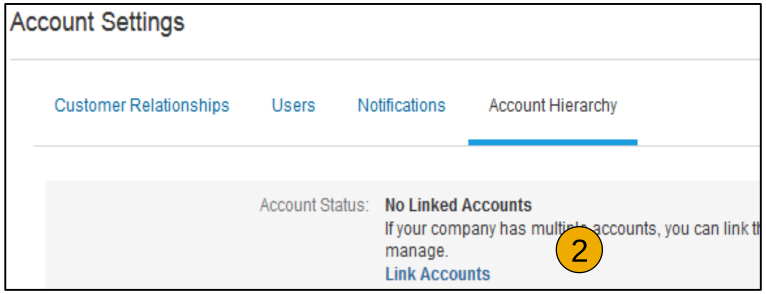
- Change settings on the child account and complete the company profile
- Publish catalogs
- Check the status of payment for the Ariba invoice and pay the invoice
- Upgrade to a higher Subscription package

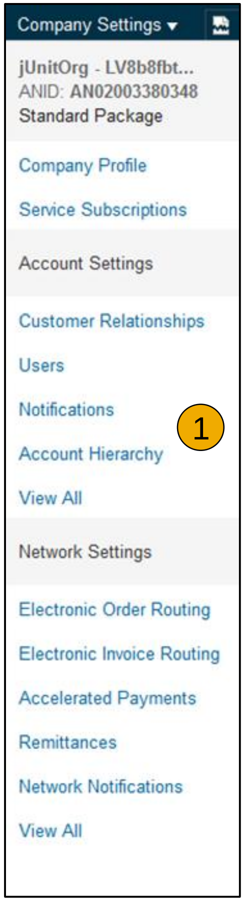
The administrator of the Parent account cannot take following actions:

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



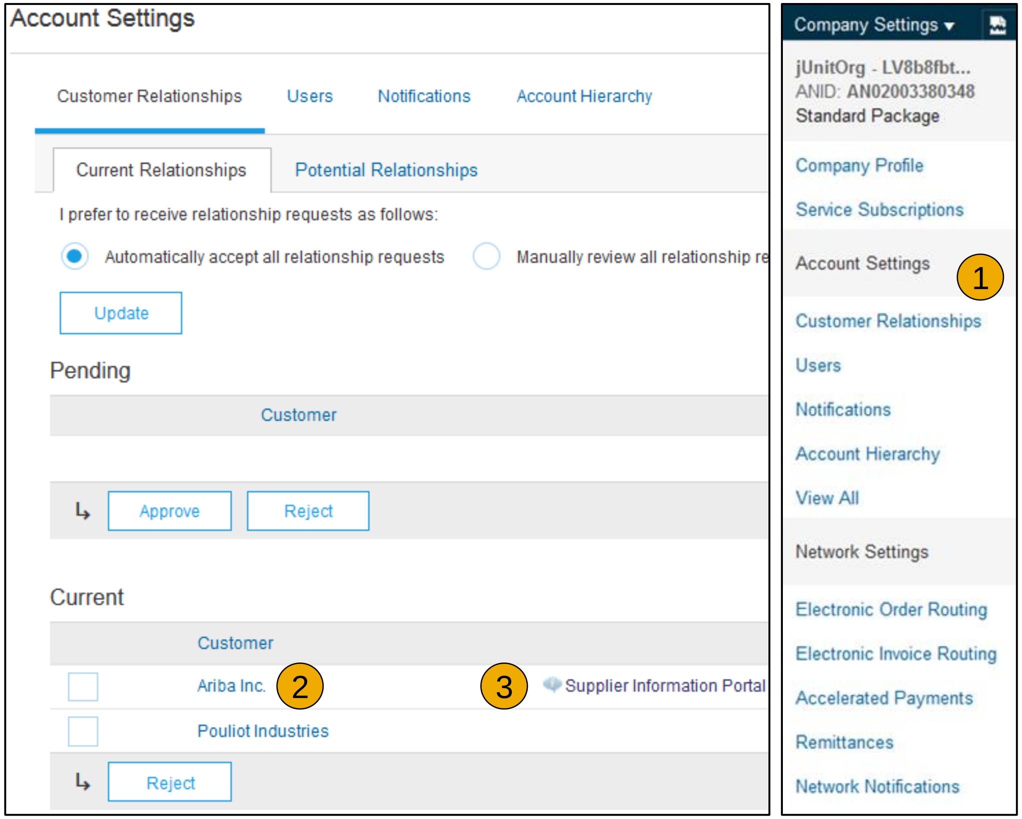


4. Ariba Network Support

Training and Resources

Deutsche Bank Supplier Information Portal

1. **Select** the name of your company in the top right corner and then click the Customer Relationships link.
2. **Select** the buyer name to view transactional rules: The Customer Invoice Rules determine what you can enter when you create invoices
3. **Select** Supplier Information Portal to view the following presentations to learn more about transacting with Deutsche Bank:
   - Account Configuration Guide
   - Deutsche Bank Purchase Order Confirmation and Ship Notice Guide
   - Deutsche Bank Invoice Guide
   - Supplier Membership Program / Supplier Registration Guide



Training and Resources

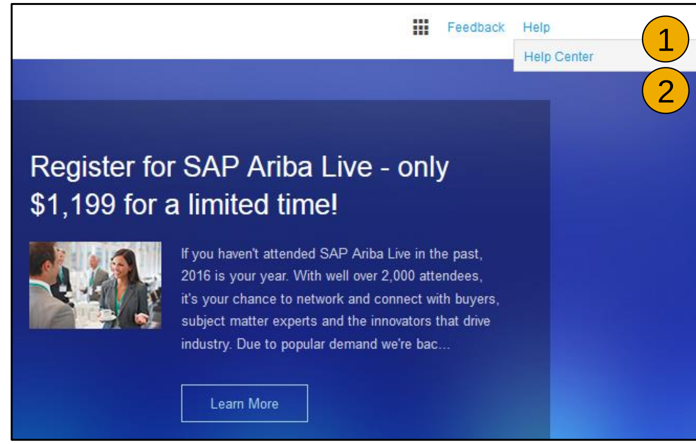
Ariba Network Standard Documentation

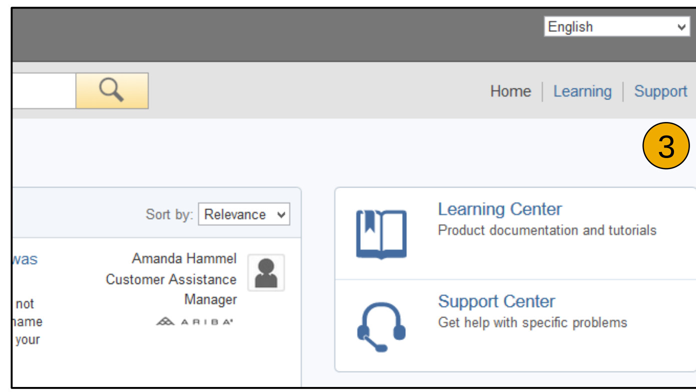
1\. **Go** to: http://supplier.ariba.com and click the Help link.

1\. **Click** Help Center.

2\. **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.

Note: Only a subset of the documentation is available in a pre-login state.

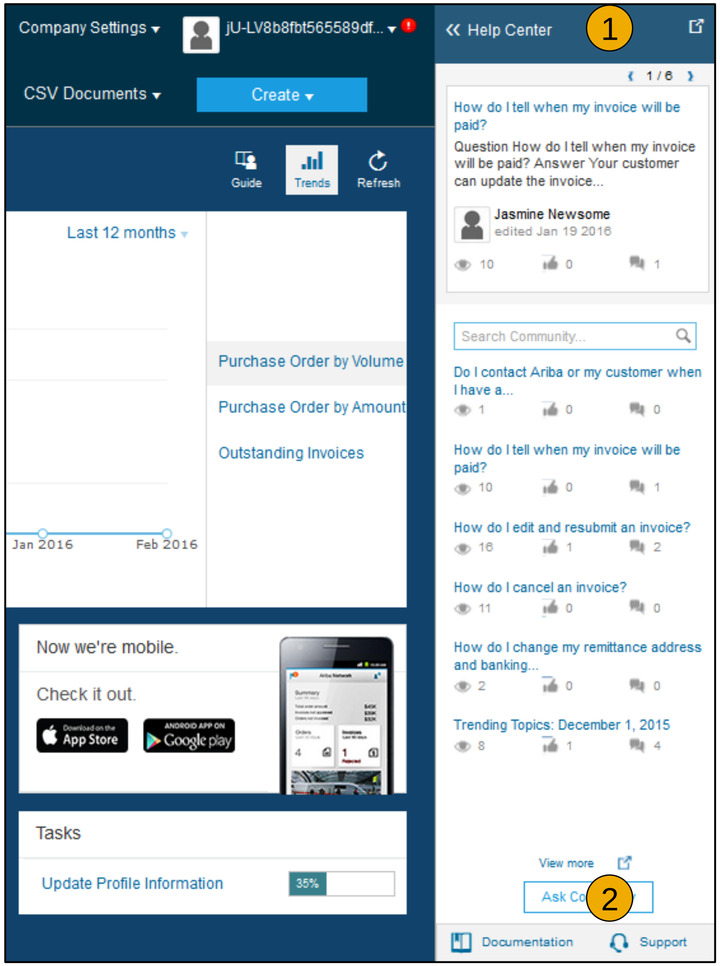


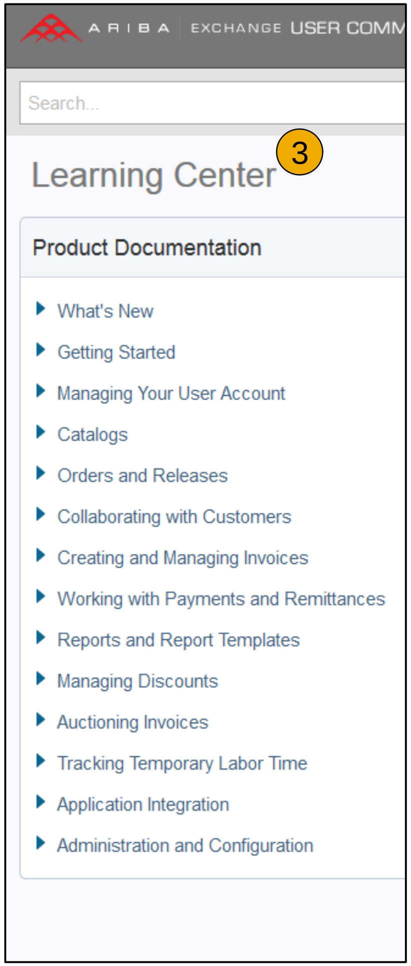


Training and Resources

Ariba Network Standard Documentation

1. **Click** on Help Center to access Standard Documentation material.
2. **Click** Documentation (bottom)
3. **View** Ariba Network Administrator's documentation.

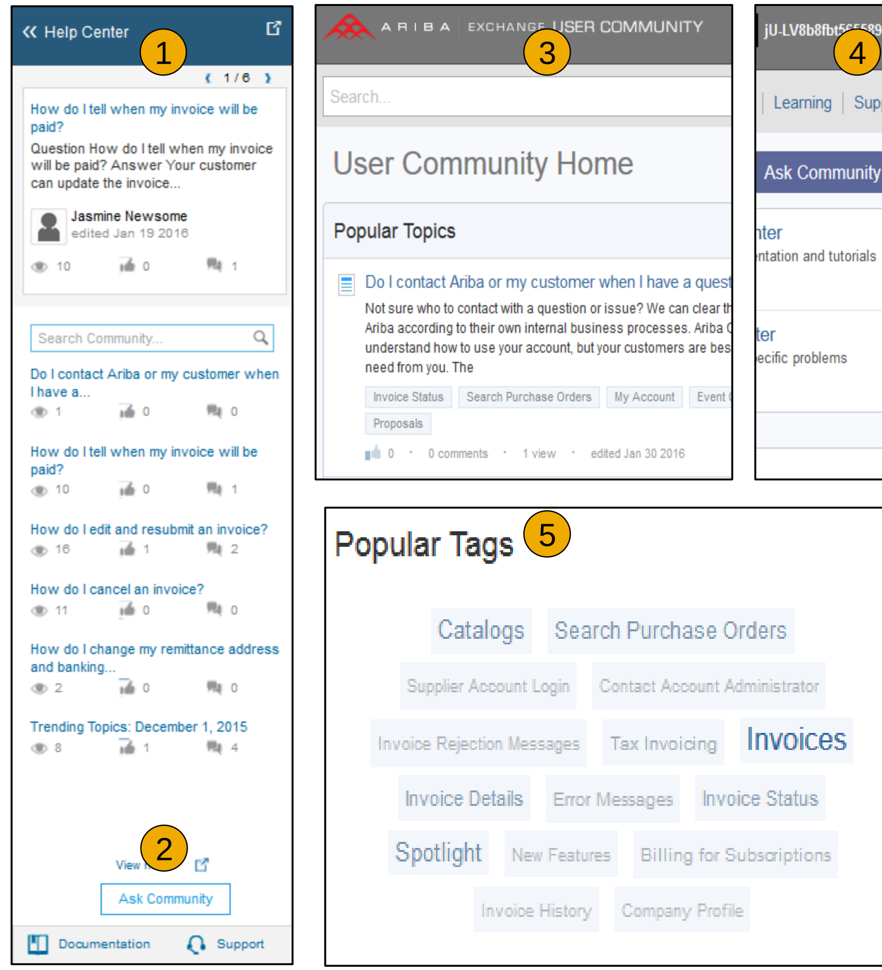




Help Center

Helpful things to know

1. **Popular Topics:** Title links are selected for you based on the solution that you were using, privileges & default language when you clicked on Help.
2. **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.
3. **Perform** a search to find content not found under Popular Topics. Results can be sorted or filtered.
4. **Under Learning** you can find the Product Documentation available for Users or Administrators.
5. **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

- **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 DBSupplierEnablement@ariba.com for any questions regarding registration, configuration, Supplier Membership Program fees, or general Ariba Network questions.
- **Deutsche Bank Business Process Support**
  - Suppliers may contact their usual Deutsche Bank contact person.
  - Suppliers of DB Italy may contact DB Enablement team at Dbbuyer.italy@db.com for business-related questions.
  - Suppliers of DB Netherlands may contact DB Enablement team at adam.ap@db.com for business-related questions.

Supplier Support Post Go-Live

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

Region	Contact Number
North/South America	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

1. **Go** to http://supplier.ariba.com
2. **In the case** click on the link Forgot Username or Forgot Password.
3. **Click** the Help link in the top right corner and click Help Center and go to Support section at the bottom.
4. **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.
5. **Fill** out our web form. Select Problem Type. Note Deutsche Bank in the Issue Description.