

Frequently Asked Questions

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1. Why is Baker Hughes Transitioning to Ariba Network?

Baker Hughes's future way of doing business is e-commerce. To streamline our supply chain / sourcing and accounts payable processes, we chose Ariba network.

Clear Orbit support will be terminated. We sunset that system.

We would like our suppliers to transact in a single system. The plan is to migrate from Clear Orbit to Ariba.

2. Why Ariba Network?

SAP Ariba is a cloud-based innovative solution that allows suppliers and buyers to connect and do business on a single platform. Since 1996, Ariba has been transforming the global procurement landscape for businesses of all sizes and we are excited to provide you with this opportunity. SAP Ariba® fulfills our vision of moving away from paper and manually transmitted documents.

We see substantial benefits using Ariba vs other supplier collaboration tools.

- Easy to transact in,
- Possibility for automation,
- Enhanced real-time, online visibility to the full PO and invoice life cycle
- Ability to receive electronic notification/documents in one portal
- Reduction administration of paper/manual transactions
- Evaluated Receipt Settlement invoicing capability
- Mobile Application capability

3. What Baker Hughes legal entities are affected by this change?

Legal entity	Site Address
GE Infrastructure Sensing, LLC	1100 Technology Park Drive, Billerica , MA 01821-4111
OS Operations, LLC	1631 Bently Parkway South, Minden , NV 89423
Bently Nevada, LLC	1631 Bently Parkway South, Minden , NV 89423, USA
GE Insp Technologies LP	721 Visions Drive, Skaneateles , NY 13152-6475
GE Energy Control Solutions, LLC	1800 Nelson Road, Longmont , CO 80501, USA
Reuter Stokes LLC	8499 Darrow Road, Twinsburg , OH, 44087-2309, USA
GE Insp Technologies LP	Houston , 201 BELTWAY GREEN BLVD, PASADENA TX 77503
GE Sensing EMEA	Shannon Free Zone East, Sensing House A, Shannon , V14 V992, Ireland
Druck Limited	Fir Tree Lane Trading Estate, Groby, Leicester , LE6 0FH, GB

4. Will the Ariba network be the preferred method to transact with Measurement and Control (M&C) business of Baker Hughes in the future?

Ariba Network indeed will be the preferred method to transact with us in the future. Baker Hughes would like to align the systems we use for purchasing and to ensure we get the best to collaborate with you globally as well as provide you faster service, faster payments. We want to show our commitment to this initiative by offering Ariba at no cost to our suppliers.

5. I have a small volume of business with M&C annually. Will the Ariba Network facilitate this small volume of transactions and will Ariba be the platform for me to use?

As noted in our Project Notification Letter, Supplier Summit and current FAQ, trading with Baker Hughes via the Ariba network will be free of charge for our suppliers. No matter the volume of transactions our suppliers have with Baker Hughes, it should not limit the Ariba usage from our side, which is why we really would like to ensure that we've taken those kinds of concerns out of the loop.

6. What is required from me?

We will be contacting you in e-mail regarding next steps and what we ask from you.

Please send us your ANID (Ariba Network ID if you happen to be already using Ariba), your Ariba Administrator's phone, e-mail and full name.

Key project milestones are:

- 1) Supplier Summit – a web-based information session about our partnership with SAP Ariba, our initiative and project goals, project plan and next steps, opportunities in using Ariba Network. Followed by a Q&A session.
- 2) Ariba Enablement – the Ariba Network will send a Trading Relation Request (TRR). We ask that you accept it. The Ariba Team will contact your Ariba Admin over the phone to help set up your account and customize it to your needs.
- 3) Ariba Network Functional Training – we will send you an invitation by e-mail. This online training will show how to use Ariba Network for day-to-day operations: receiving, viewing Purchase Orders; acknowledging/requesting changes to Purchase Orders; view Goods Receiving details; invoicing/view ERS invoice; view payment details, set up notifications, configure your Ariba account
- 4) Go-live – we will be informing you of when we switched our vendor records on to enable transacting with you on Ariba Network.

7. What is an Ariba Administrator?

In SAP Ariba, administrators and users perform different roles. Administrators of Ariba system perform the following responsibilities:

Account configuration and management – registering new accounts in SAP Ariba network

Handle account login issues and act as primary contact for Ariba users.

Creating new roles in Ariba system.

Linked to user name and login entered during registration.

Please let us know your planned Ariba Administrator's full name, e-mail and phone number as the Ariba team will be reaching out to them after the Supplier Summit to help them set up and configure Ariba account.

8. What is Evaluated Receipt Settlement (ERS)?

Evaluated Receipt Settlement (ERS) invoicing program is a globally used procedure for the automatic settlement of goods receipt, without supplier submitting invoices. Once goods receipt is performed, the ERP creates an invoice, based on PO and Goods Receipt details (e.g. price). We authorize payment based on that, at agreed payment terms. Key benefits are on time payments and manual invoice submission elimination. For more information, please contact us at MC.AribaBusiness@ge.com

9. Will the ERS options continue to be available via the Ariba network?

It will be available in Ariba. In fact, it will be the preferred method for invoicing where feasible. Many of our suppliers do utilize ERS today even without Ariba. Using Ariba, once we receive the goods, you will get notification that invoices have been automatically generated. You will be able to view these invoices via the Ariba network.

This means that POs will have to be as accurate as possible upfront. Pricing, quantities must be correct because the invoice will get generated based on what the PO says.

If you do have more questions, please contact us at MC.AribaBusiness@ge.com. We can get you more information and training.

10. I am already on ERS. What will change going forward?

We will continue to use ERS in Ariba. From this point of view, nothing is expected to change. The key difference and benefit for our suppliers is that this becomes very visible. Once you ship and we receive in our system, you can see that as well as once the invoice is generated. When today for our suppliers ERS may be difficult as you don't have visibility of what invoice have been generated, once on Ariba and ERS, it will be become much easier.

11. Will I be required a Purchase Order flip if I already use ERS?

This is all based on business rules. These will be covered and confirmed during the Functional Training.

In general, if the Purchase Order (PO) comes through to the Ariba network with no ERS flag, you will be required a PO flip. However, those POs flagged as ERS may not require a PO flip.

12. How do I invoice without ERS?

The Ariba Network supports electronic invoicing to be utilized where ERS invoicing cannot be used for certain circumstances. Manual/paper/document/mailed invoices will not be an option in Ariba. You will receive training on how to create invoice in Ariba.

13. Ariba fees details

Baker Hughes funds supplier transactions, no fee for suppliers to transact with Baker Hughes in Ariba.

14. What happens to my open Clear Orbit Purchase Orders and pending payments?

Baker Hughes Ariba enablement teams will monitor and migrate existing Clear Orbit transactions, including Purchase Orders and pending payments as required.

15. Will rolling to the Ariba network affect payment terms?

No. Payment terms, payment methods remain the same.

16. How can I get my invoices or my invoice numbers into the Ariba network?

Once you receive the Purchase Order and ship it, you will be able to flip the PO to an invoice and choose any alphanumeric number that you generate in your system to add on to your invoice in Ariba. Invoice Number is a mandatory field that suppliers are required to enter while creating the invoice. This will be showcased during the training session.

17. Historically my company has been contacted directly by Measurement & Control for a request for quote and those were usually with prices based on previous transactions. How can I list our commodities so that our customers can see our price list/offering?

There are catalogues via Ariba but right now Measurement & Control catalogues, punchouts are not in scope for this rollout. We recommend that you continue to leverage the sourcing team to send over your quotes and the catalogue offerings you have. Currently we take the direct materials in scope for Ariba. The catalogue side, the RFI side will come later. The dates are not yet determined, and we will notify you once we have a plan in place for the RFI/Catalogue scope.

18. What happens to the Open Order Reports that buyers send to suppliers regularly? Will that be replaced by the Ariba network?

Yes, it will be. This brings us to the whole point of trying to reduce the back-and-forth of the e-mail traffic. We expect that our suppliers log on to Ariba and the Purchase Orders that have been transmitted through to Ariba, and the whole lifecycle of these will be visible. That will eliminate the need of the Open Order Report to acknowledge POs. Obviously the Ariba network will not replace the general negotiations we have, i.e. if we need a PO quicker than expected and communicated on the PO. Those kinds of things will not go away. We still need to communicate as partners. However, we would expect that the manual interaction regarding PO exchange, acknowledgements will go away with the Ariba network. At this transition stage we will also be reviewing all the open POs. We are aware that some open POs will be existing during this transition. We have not decided yet what direction to go with those POs: whether we will push them into Ariba network or have them continue to the end of lifecycle outside Ariba. That will come as part of the training and we will inform you in due time regarding what happens to any open PO you have at the time of the estimated system go-live. We will gradually switch on our partners after this date to ensure a smooth rollout to limit disruptions.

In the Ariba network you can run reports, scheduled based on different PO statuses and get delivered to you weekly, for example.

19. Is it possible that Purchase Order delivery dates will change after acknowledgement?

Generally, no. We do not expect changes to how we do business today. It is just the system that we are using to process transactions that will be changing. Our demand system, customer ordering system remains unchanged. We do not expect Ariba to drive change in delivery dates.

20. My company provides services, currently uploading invoices via a different portal. Will the Ariba network be the portal of choice for the service invoices?

In the letter we sent, and the FAQ show the legal entities affected. Yes, Ariba network will be the preferred invoicing method and ERS. We will be in touch with our suppliers for two invoicing methods.

- 1) ERS will be the preferred
- 2) If you cannot do ERS for some reason, you will be requested to process invoices via the Ariba network.

21. Will other resources such as Material Specifications be available via the Ariba network?

Where available, within the different regions, commodity types, customer types, we may have restrictions on sending documents through Ariba. We also handle nuclear, as well as aviation industries, so we could have limitations in terms of the commodity type what we can transmit. Where we can, yes, most documents will go through into the Ariba network. Which will be a change for most of our suppliers for what you have today: you probably are getting the documents by e-mail. We will be transmitting to Ariba where we have legal clearance to do so.

22. Is there a location in Ariba network where I can view remittance or payment information for invoices that have been submitted?

Yes, that option is there. This will be covered during the Training session.

23. What is the expected rollout date for SAP Ariba?

There is a rolling go live. We onboard suppliers to Ariba Network every second week. We will notify you about the exact go-live date a few weeks before.

24. Do we get notification with log in details before we are switched?

Yes. The Ariba team will reach out to you by phone or email to help you get set up for log in. You can always send your Ariba Network account related questions to: GEOGEnablement@ariba.com.

We will be sending you go-live message by e-mail before go-live.

25. Is there a mobile application for Ariba?

Yes, there is one available for suppliers. For more questions, please contact GEOGEnablement@ariba.com

26. Am I required to have a cell phone to access the Ariba network?

No, not at all. If you have a computer and an access, you should be all set to start using the Ariba network.

27. What sourcing and procurement relationship activities will be covered in this Ariba Network rollout?

Purchase Orders (PO), drawings, ERS invoice and remittance advices will be transferred to Ariba network. You will be able to perform PO acknowledgement, price change request, shipping notification, invoice creation in Ariba. You will have real time visibility to PO, invoice status, remittance advices.

Supplier Deviation, Return To Vendor and Invoice holds will also be covered in Ariba.

28. How will we get training?

Look out for an email from us with an invitation to the web-based Ariba Functional Training.

29. When will functional trainings be provided?

One-two weeks prior to go-live. Please make sure you forward the invitation on to the individuals in your organization that will process transactions with the Ariba network.

30. What sort of topics will be discussed during the functional trainings?

Training will consist of an hour session and will go through a brief PowerPoint presentation, then a live demonstration of the Ariba network, starting off with the company profile, configuring your account, setting up your purchase order and invoice routing. Then getting into the transactional aspect with regards to documents you will be exchanging over the network with Measurement & Control (M&C). The session will end up with a Q&A session where both Ariba and M&C Team representatives will answer your questions.

31. Is integration supported for Measurement & Control (M&C) suppliers? Will I be able to send invoices via cXML or EDI rather than PO flip?

Some of our suppliers have large amount of transactions. After Trading Relationship Requests (TRR) have been sent out, the Ariba Supplier Onboarding Specialists (SOS) will reach out. If you do indicate that you'd like to integrate with Measurement Controls business of Baker Hughes, the specialists will be sending you an integration questionnaire. Please complete that in a timely manner and send it back to the SOS. They will review that and that will be passed on to M&C. In

consultation with SAP Ariba they will make the final decision related to the supplier seeking to integrate. Integrations last between 6 to 8 weeks. While the integrations are going on, you can in parallel use PO flip.

To summarize, whether it's cXML or EDI, you do have that option. For those suppliers who are not yet familiar with the integration process, a kick off call will be established to explain the process prior to integration and all the testing.

32. Why did I receive two or more different letters?

You may be on two separate purchasing systems at two or more different Baker Hughes sites.

33. What happens if I already use Ariba Network for other customers?

Great! You will continue to enjoy the benefits with another customer of yours!

Once you receive the TRR (Trading Relationship Request) from Ariba Network, accept it, provide your Ariba Network Number and your admin. As usual, the Ariba Team will support onboarding and Functional Training will be held.

34. Can I add M&C Ariba account to my existing Ariba account without incurring any additional fees?

Any transaction with Baker Hughes is at no charge to our suppliers. You can add M&C Ariba account to your existing account.

35. I already have an Ariba network account. How do I add M&C?

You will be receiving a Trading Relationship Request (TRR). You have two ways to accept it. 1) Create a new Ariba Network account or 2) Use existing Ariba Network account. Once you receive the TRR, select existing account, enter username and password and the TRR will be accepted for M&C.

36. Will I need another login ID and password if I'm already using Ariba?

Suppliers decide internally. Please let us know the email address and contact name where we can send the TRR to. Please inform your Ariba admin of the login details they are required to use.

37. I do not know if my company has an Ariba administrator. How can I tell who my company's Ariba administrator is?

There are three ways we recommend:

- 1) contact Ariba customer support or
- 2) ask around your organization who might be the Ariba admin to accept TRR or
- 3) if you are on the Ariba network and you know you are not the Ariba admin, log in to your account, click your username in the upper right corner. You should see from your dropdown menu Contact Administrator. Click that and it will show the Ariba administrator contact information on file for your Ariba Network account.

38. What is Measurement & Control (M&C) business ANID?

It is AN01015927430

39. I'm on Ariba, do I still need to attend training?

Yes, it is strongly recommended that you attend the training session. Our transaction rules may be different from other customer you are transacting with.

40. I already have ANID, do I send it to you?

Yes, please send it to us. We would like to ensure we use the correct ANID that you would like to utilize to transact with M&C. Please also send us your Ariba admin's name and e-mail address as TRR will be sent to that person.

41. How do I ensure that the correct ANID is selected for the Trading Relationship?

If you already have one or more relationships, ANIDs on the network, and you'd like to ensure that M&C will utilize the appropriate ANID, please send that to **MC.AribaBusiness@ge.com** along with the Ariba admin's name and e-mail address where the Trading Relationship Request will be sent to.

42. I'm not the administrator for the current Ariba Network account, does the administrator need to be the one to add the Measurement & Control (M&C) business Trading Relationship to my company's account?

Based on information M&C provides to SAP Ariba, the Trading Relationship Requests (TRR) will go to the contact from the M&C records.

- The recipient of the TRR can go ahead and create the relationship if they do not know who the Ariba admin is.
- If they know they have an Ariba Network account, we do recommend that they contact Ariba's customer support and that support will route them to their Ariba admin.
- If you are the Ariba admin, more likely you already have set up the account for two options.
 - To automatically accept TRR. That means, once you log into your account, your trading relationship with M&C will be automatically accepted.
 - Account is set up to manually accept the TRR. If you are the Ariba admin of the account, once you log in, you will review that TRR and then proceed to act to accept the TRR.
- If you receive a TRR and you're not the Ariba admin, and you're not sure, here are three ways it is recommended that you act.
 - contact Ariba customer support or
 - ask around your organization who might be the Ariba admin to accept TRR or
 - if you are on the Ariba network and you know you are not the Ariba admin, log in to your account, click your username in the upper right corner. You should see from your dropdown menu Contact Administrator. Click that and it will show the Ariba administrator contact information on file for your Ariba Network account.

43. How will I be able to connect with different Baker Hughes locations that my company may not currently be doing business with?

You should continue to use the strategic sourcing team e-mail contacts that you have. The strategic sourcing module of Ariba is not currently being rolled out in this initiative. This is part of the RFI which will come later, timing is not determined yet. In the future we hope we can leverage more of the power of Ariba and not just the PO and invoicing collaboration that we intend to do at this time. We have various business goals driving the targets. That's why we go to the PO collaboration to reduce some of the noise we have today through the manual processes. Once we have met our goals of reducing manual/paper transactions, we will move to look at the strategic side to review how to better collaborate with suppliers. Then you can possibly look to connect with other Baker Hughes customers in Ariba, providing they are using the Ariba network also.

44. How do I get further information?

Send Ariba Network account related questions to: **GEOGEnablement@ariba.com**
and business process related questions to: **MC.AribaBusiness@ge.com**