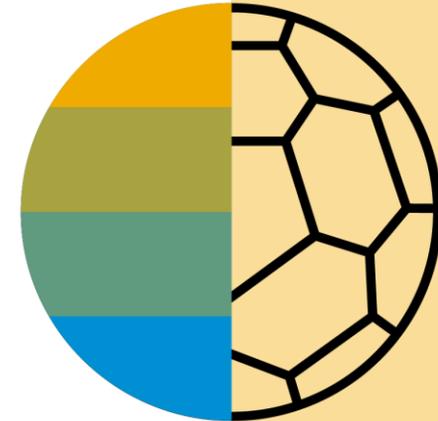


# Google/Alphabet Supplier Summit Info Pack



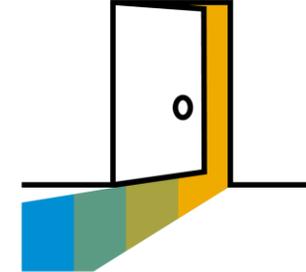
# Supplier Summit Topics

Alphabet / Google

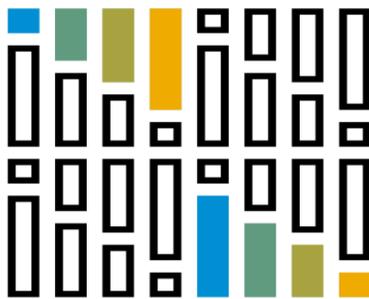
**Project Overview**



**Next Steps**



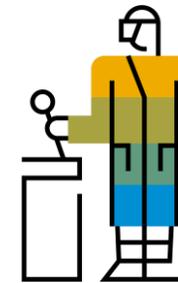
**Features & Benefits**



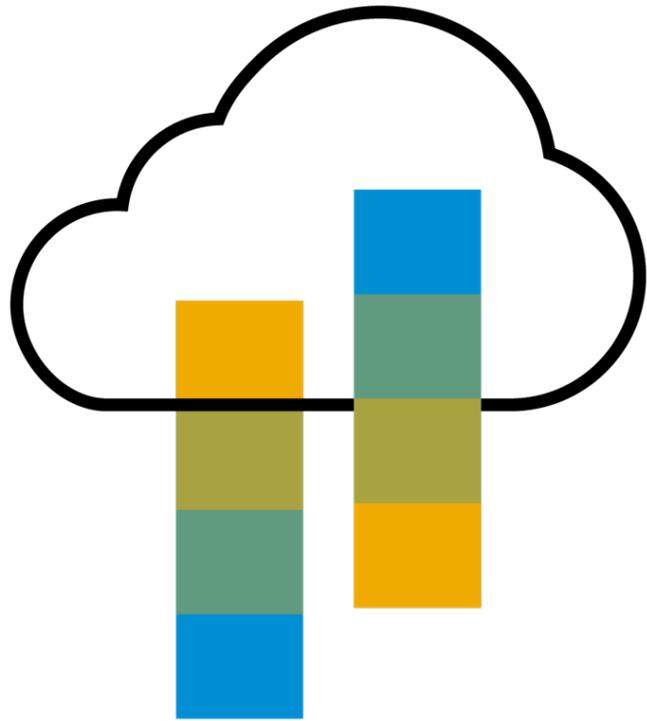
**Fee Packages**



**Help & Resources**



**FAQ**



# Project **Overview**



## Vision

At Google, we are setting out to **simplify** our end-to-end source to pay process by transitioning our work with suppliers to the Ariba Network, thereby benefiting from process **automation** and a **coordinated support model**.



## Our Partnership Goals

### Be Faster

by designing more efficient business processes

### Be Compliant

by making it easier to adhere to policies and best practices for doing business together

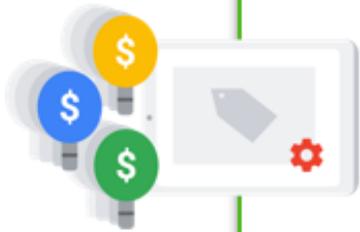
### Be Informed

by providing access to integrated data to support our partnership

*Please note: Google began its journey deploying SAP Ariba capabilities starting in Q4 2019. Functionality will be rolled out and communicated to suppliers accordingly in targeted waves.*

# How will you use SAP Ariba?

## Transacting with Alphabet/Google



- Receive NEW Purchase Orders
- Submit NEW Invoices

### Important

- NEW POs are those created after go-live
- Existing POs created before go-live should be invoiced through current channel

Reviewed during today's summit! ✓

## Managing Your Account Information



- Update Account Information (e.g. bank account, address, etc.)

### Important

- This is a separate process completed by supplier after go-live
- All supplier information will be self-managed

Look out for more information in the coming weeks!

## Timing & Expectations

**Supplier Onboarding Begins: Today!**

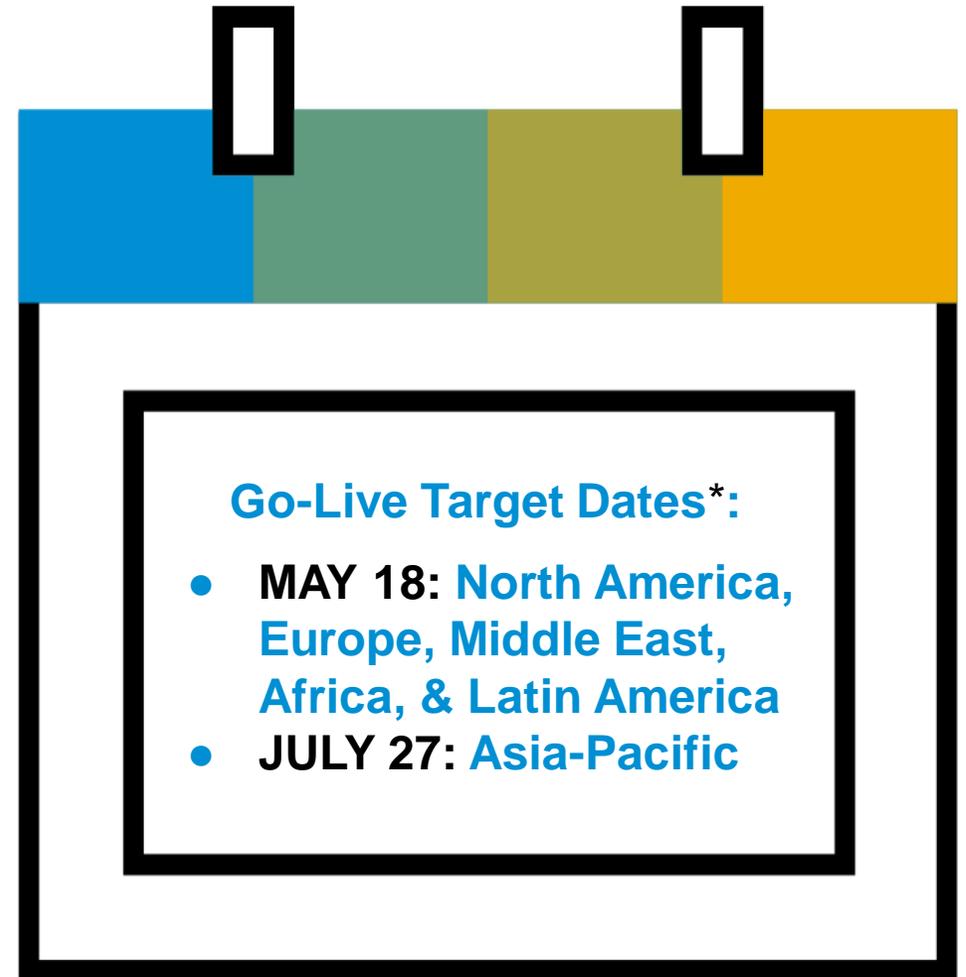
**Accept Trading Relationship Request with Alphabet/Google:** 5 business days after receipt from SAP Ariba

**Supplier Support and Additional Resources:**  
Supplier Support Portal will launch soon

**Go-Live:** Receive confirmation from Google/Alphabet 2 weeks prior to Go-Live target date

**Questions? Email us at [supplierenablement-external@google.com](mailto:supplierenablement-external@google.com)**

*\*Subject to change. If target date for the transition to SAP Ariba changes, Alphabet/Google will notify you.*



# Why Ariba Network?

## World's largest trading community of over \$1 trillion

- Help active Global 2000 buyers find your products and services
- Get expertise, experience, and advice



## Single point for business collaboration

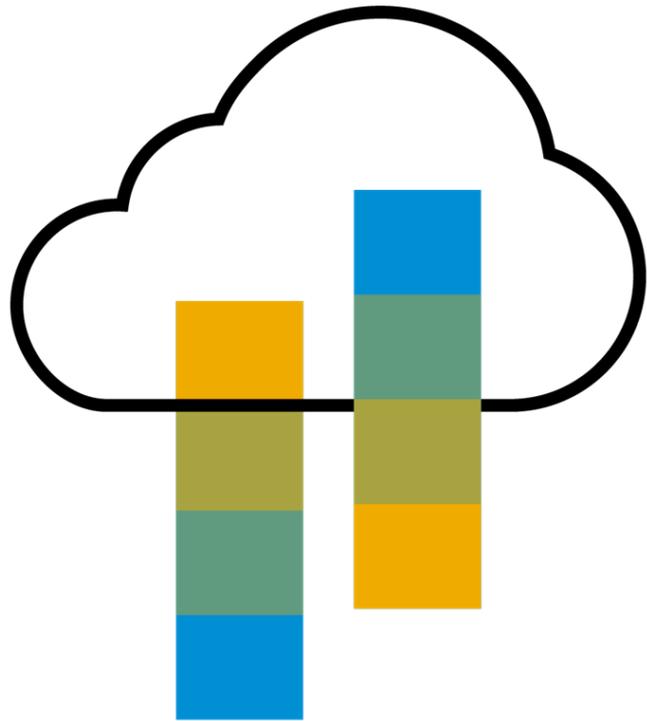
- Manage leads, proposals, contracts, orders, invoices, and payments
- Collaborate with multiple customers



## Works with how you do business

- Access a wide range of transaction options
- Use many browsers, formats, languages, and currencies





# Your **Next Steps**



Receive Project  
Notification Letter  
from Customer



Attend Supplier  
Summit



Accept Relationship  
on Ariba Network

[Show Me How](#)



Complete  
Enablement Tasks  
on Ariba Network

[Show Me How](#)



Ready to Transact  
with Customer

[Log in](#)



# Accept Trading Relationship Request

From: A Buyer Inc. <ordersender-prod@ansmp.ariba.com>  
To: A Supplier  
Cc:  
Subject: A Buyer, Inc. is converting to document exchange on the Ariba Network

**ACTION REQUIRED**

If you are the account administrator or if you want to register a new account on the Ariba Network, proceed to click the following link. Registering and/or setting up the trading relationship with Avon takes only a few minutes. There is no charge to register, and basic membership is free. Potential fees may apply based on transaction volumes.

[Click here to proceed](#)  
(This will inform us that you have started the activation process)

NOTES:

- This invitation link allows you to create a new Ariba Network account or use an existing account. Only an Ariba Network account administrator can use an existing account to set up additional trading relationships.
- Only basic company information is needed to set up an account.
- Take advantage of the On-Demand training and knowledge content on <http://supplier.ariba.com/help> to help you get started.
- Real-time access to document status information, such as for orders or invoices.
- Highly efficient, automated and secure document processing.
- Increased exposure to new business opportunities.
- Lower administrative costs resulting from electronic document processing.

Ariba Network Help Center >>

Welcome to Ariba® Network

SMO Buyer has invited you to join Ariba Network.

**1** New User

Are you new to the Ariba Network? If you do not have an account and would like to participate, click **Register Now**. By signing up with the Ariba Network, you will establish a trading relationship with your requesting customer. Your new account will also be visible to other buying organizations on the Ariba Network.

**Register Now**

[I have further questions for my requesting customer](#)

**2** Existing User

If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click **Confirm** to log in to the Ariba Network.

Username:

Password:

[Forgot Password?](#)

**Confirm**

When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.

## Two Options to Accept:

- 1 First Time User** – select **Register Now** to start the registration and create a new Ariba Network Account
- 2 Existing User** – **Log in** using you current Ariba username and password in order to accept the relationship



# Complete Task 1/6: Register Your Account

Ariba Network

## Register

**Company information**

\* Indicates a required field

Company Name\*

Country\*   If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

Address\*

City\*

State\*

Zip\*

**User account information**

\* Indicates a required field

Name\*   [Ariba Privacy Statement](#)

Email\*

Use my email as my username

Username\*  Must be in email format(e.g john@newco.com) ⓘ

Password\*  Must contain a minimum 8 characters including letters and numbers. ⓘ

Language:   The language used when Ariba sends you configurable notifications. This is different than your web b...

Email orders to\*  Customers may send you orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.





# Complete Task 2/6: *Accept the Terms of Use*

### Enter user account information

\* Indicates a required field

Name:*	<input type="text" value="First Name"/> <input type="text" value="Last Name"/>	<a href="#">Ariba Privacy Statement</a>
Email:*	<input type="text" value="test@yourcompany.com"/>	
	<input checked="" type="checkbox"/> Use my email as my username	
Username:*	<input type="text"/>	Must be in email format(e.g john@newco.com) ⓘ
Password:*	<input type="text" value="Enter Password"/>	Must contain a minimum 8 characters including letters and numbers. ⓘ
	<input type="text" value="Repeat Password"/>	
Secret Question:*	<input type="text" value="In what city was your mother born?"/> ⌵	The answer to your secret question must be atleast 5 characters.
	<input type="text" value="Your Answer"/>	
	<input type="text" value="Repeat Your Answer"/>	
Language:	<input type="text" value="English"/> ⌵	The language used when Ariba sends you configurable notifications. This is different than your web b...

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration.  
By clicking the Continue button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian federation.

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

[Data Policy](#) [Security Disclosure](#) [Terms of Use](#)

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# Complete Task 3/6: *Configure Your Account*

**Ariba Network**

Company Settings | Early Access | John Doe

HOME | INBOX | OUTBOX | CATALOGS | ENABLEMENT TASKS | REPORTS

Orders and Releases | All Customers | Order Number

### Purchase Order by Amount

Last 12 months

Month	Amount
Apr 2015	\$0
May 2015	\$0
Jun 2015	\$0
Jul 2015	\$0
Aug 2015	\$240
Sep 2015	\$0
Oct 2015	\$0
Nov 2015	\$0
Dec 2015	\$0
Jan 2016	\$0
Feb 2016	\$0
Mar 2016	\$0

Legend: SMO Buyer

### Orders, Invoices and Payments

All Customers | Last 14 days

- 0 Orders to Invoice
- 0 Orders that Need Attention
- 0 Invoices Rejected
- 0 Pinned Documents
- More...

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
You do not have any Orders and Releases.						

Company Settings

- SMO Supplier 1  
ANID: AN01022404640  
Standard Package
- Company Profile**
- Service Subscriptions
- Account Settings
- Customer Relationships
- Users
- Notifications
- Account Hierarchy
- View All
- Network Settings
- Electronic Order Routing**
- Electronic Invoice Routing**
- Accelerated Payments
- Remittances
- Network Notifications
- View All
- App Store
- Google play

Tasks

- 1 Enablement Tasks are pending
- Update Profile Information





# Complete Task 4/6: Create Company Profile

Company Profile Save Close

Basic (3) Business (2) Marketing (3) Contacts Certifications (1) Additional Documents

\* Indicates a required field

**Overview**

Company Name:\*

Other names, if any:

NetworkId:

Short Description:  ⓘ  
Characters left: 100

Website:

Public Profile: <http://discovery.ariba.com/profile/AN01026085269> | [Customize URL](#)

**Address**

Address 1:\*

Address 2:

Address 3:

City:\*

State:\* Alabama ▾

Zip:\*

Country:\* United States [USA] ▾

Additional Company Addresses

Address Name ↑	Address ID	VAT ID	Tax ID	Address	Country	Legal Profile Status**
No items						

Create

Public Profile Completeness: 35%

[Short Description](#)

[Website](#)

[Annual Revenue](#)

[Certifications](#)

[D-U-N-S Number](#)

[Business Type](#)

[Industries](#)

[Company Description](#)

[Company Logo](#)

Share Your Public Profile

[Click here to get your Ariba badge.](#)

[Find us on Ariba Network](#)

[View Public Profile](#)

[Profile Visibility Settings](#)





# Complete Task 5/6: Configure Order Routing

Ariba Network

Company Settings | John Doe

Network Settings

Electronic Order Routing | Electronic Invoice Routing | Accelerated Payments | Settlement

\* Indicates a required field

Capabilities Preferences

cXML Setup

Configure cXML setup

Non-Catalog Orders with Part Numbers

Process non-catalog orders as catalog orders if part numbers are entered manually

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	Email address: test@yourcompany.com <input type="checkbox"/> Attach cXML document in the email message <input checked="" type="checkbox"/> Include document in the email message Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".
Catalog Orders with Attachments	Email without attachments	Current Routing method for new orders: Email Attachments will be included in the order.
Non-Catalog Orders without Attachments	EDI without attachments	Current Routing method for new orders: Email
Non-Catalog Orders with Attachments	Fax Same as new catalog orders without attachments	Current Routing method for new orders: Email Attachments will be included in the order.





# Complete Task 6/6: *Configure Invoice Routing*

Ariba Network » Company Settings ▾ John Doe

Network Settings Save Close

[Electronic Order Routing](#) **[Electronic Invoice Routing](#)** [Accelerated Payments](#) [Settlement](#)

General **Tax Invoicing and Archiving**

### Capabilities & Preferences

#### Sending Method

Document Type	Routing Method	Options
Invoices	Online ▾	Return to this site to create invoices
Customer Invoices	Online ▾	Save in my online inbox

#### Notifications

Type	Send notifications when...	To email addresses (one required)
Invoice Failure	<input checked="" type="checkbox"/> Send a notification when invoices are undeliverable or rejected.	* test@yourcompany.com
Invoice Status Change	<input checked="" type="checkbox"/> Send a notification when invoice statuses change.	* test@yourcompany.com





# Log In

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

## Supplier Login

Forgot Username or Password

---

**New to Ariba?**  
[Register Now](#) or [Learn More](#)

## Something has Changed!

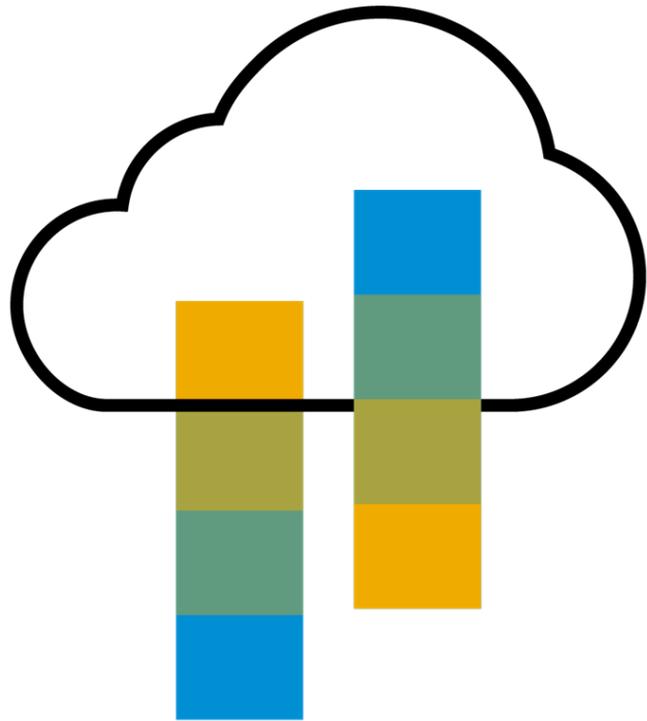


As you can see, something has changed! Welcome to the visual refresh. This is the first step in your journey to an updated user experience with Ariba Network for Suppliers! With better usability and with new Action Tiles, you will experience a modern...

[Supported browsers and plugins](#)

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# Features & Benefits

# SAP Ariba Supplier Solutions

## Ariba Network for Suppliers

Leads



Proposals



Contracts



Orders and Invoices



Payments



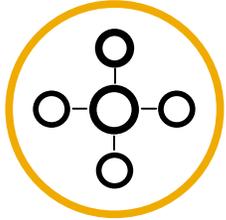
Find buyers ready to buy

Accelerate the sales cycle

Improve customer retention

Predict and apply cash

# SAP Ariba Delivers Solutions to Suppliers



## FIND buyers ready to buy

- Be part of the world's leading Business Network
- Become searchable as a supplier on [Ariba Discovery](#)
- Connect with new and existing customers
- Publish [catalogs](#) on Ariba Network



## ACCELERATE the sales cycle

- Collaborate immediately and effectively
- Unique and streamlined communication channel
- [Integrate](#) your systems for a faster, seamless connection
- Catch errors and correct them – before they even happen
- Access on-the-go with the [Ariba Supplier Mobile App](#)



## IMPROVE customer retention

- Up to 64% reduction in error-prone manual intervention, resulting into quality improvement
- Gain visibility in strategic sourcing
- Follow a joint strategy as a partner of your customer



## PREDICT and APPLY cash

- Track invoice status online in real time and accelerate receivables
- Support higher payment on time
- Up to 68% improvement in reconciling payments

# SAP Ariba helps you...



**60% average reduction in operating costs**

## Lower costs

- Reduce time and paper usage
- Eliminate postage costs
- Reduce costs associated with resources used to generate/ rework the invoices



**30% growth in existing accounts**  
**35% growth in new business**

## Increase your revenue

- Become searchable customers using the AN worldwide
- Establish new customer relationships via Ariba Discovery
- Publish your Catalogs in front of thousand buyers



**15% increase in customer retention**

## Satisfy your customer

- Support your customer's strategic business plan
- Become a preferred supplier
- Simplify the communication process

**80% efficiency & transform business operations**



## Stay organized

- Consolidate Network relationships under one account
- Enjoy a simple way to store POs and invoices
- Get better visibility into customers' spend and payments
- View invoice status in real time

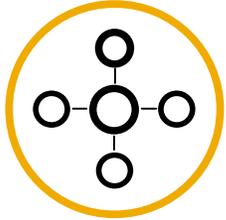
**62% decrease in late payments**



## Receive faster payments

- Help your invoice reach the correct contact in the approval flow
- No need to confirm the orders via email/phone
- Feel confident all order information is complete and accurate
- Prevent errors through system checks

# See what suppliers say...



**FIND** buyers  
ready to buy



**ACCELERATE**  
the sales cycle



**IMPROVE**  
customer retention



**PREDICT** and  
**APPLY** cash



# Ariba Discovery



## Receive qualified leads

A quick 5 minute registration will activate qualified leads sent right to your inbox



## Save time

Get in front of buyers when they are actively looking for new suppliers



## Sell effectively

Take advantage of the Ariba Network community to get in front of buyers you're not already working with



## Win new business

Tap into \$5 billion of new opportunities posted annually



## Increase interactivity

Communicate with buyers and prospects in real time

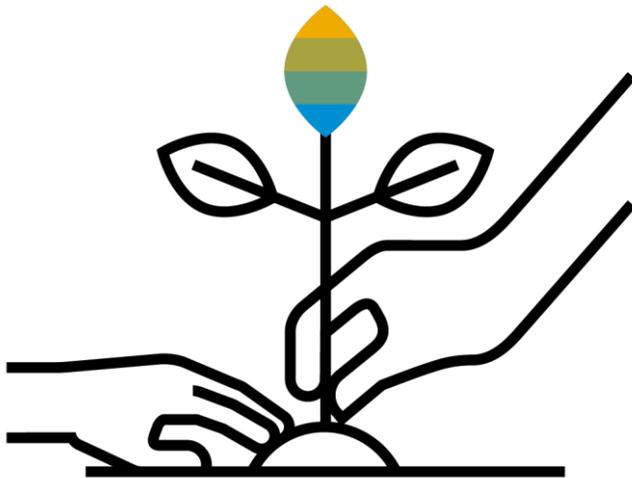
How can Ariba Discovery benefit you? [Learn more.](#)

Attend a [live demonstration.](#)

# Catalogs on Ariba Network

## Catalog Benefits

- Improve purchase order accuracy
- Accelerate responsiveness to customers
- Encourage compliance to procurement processes
- Enhance cash flow
- Provides a simple, consumer-like buying experience for users



## Catalog Options



CIF (file based catalog)



PunchOut Levels 1 & 2 (users shop at your store and return items to their Ariba shopping cart, based on requirements)

\*If your customer determines they would like to enable catalogs with you, a Catalog Enablement Expert from Ariba will reach out to you with further details/instructions

# SAP Ariba Supplier Mobile App

## Business Insights

PO trending

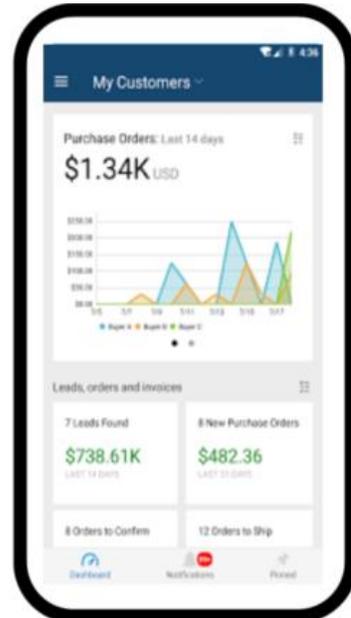
Invoice aging

PO and invoices by customer

## Work on-the-go

Confirm PO

Pin important documents for later



Insights

Alerts

Monitoring

Transactions

## Real-time Alerts

View network activity

Receive push alerts for business critical events

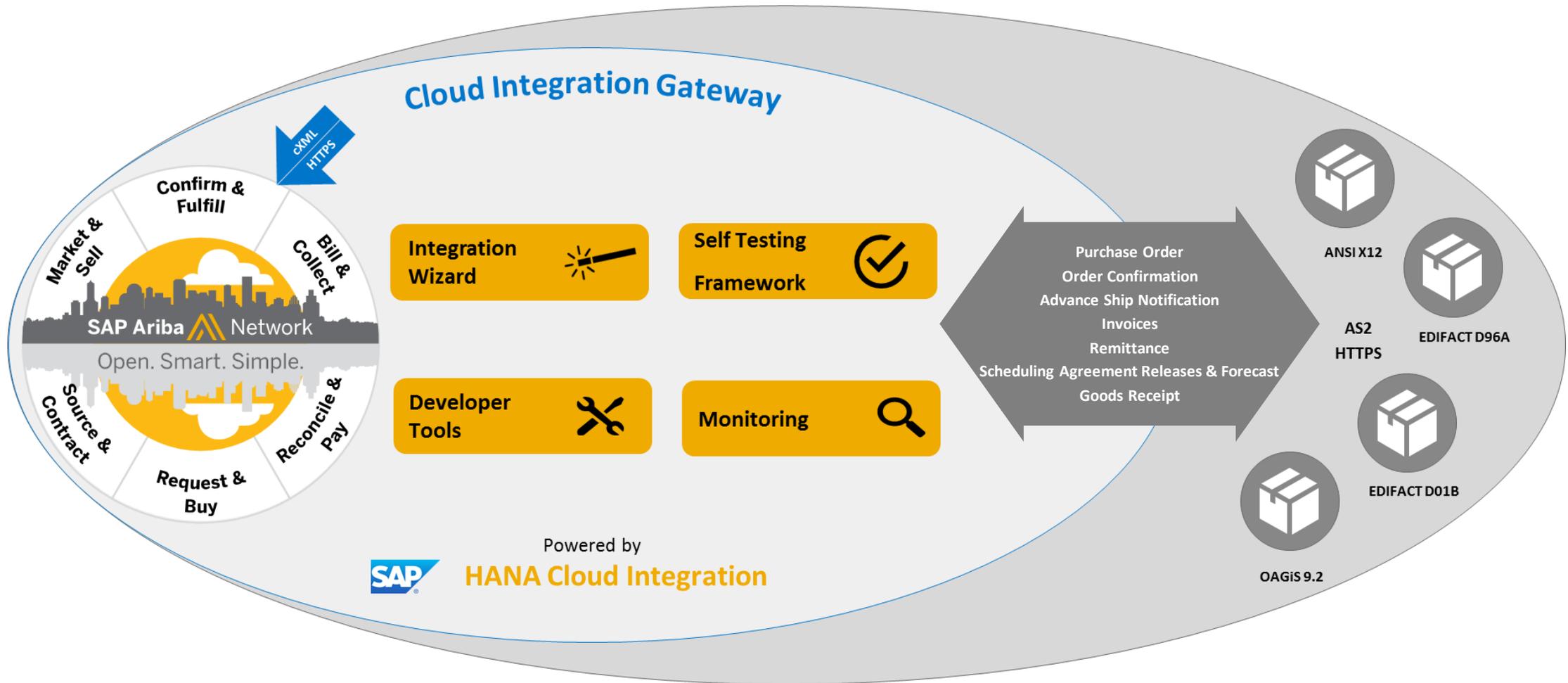
## Monitor Key Activity

View PO and invoice information

Search for PO and invoices using HANA

# Cloud Integration Gateway

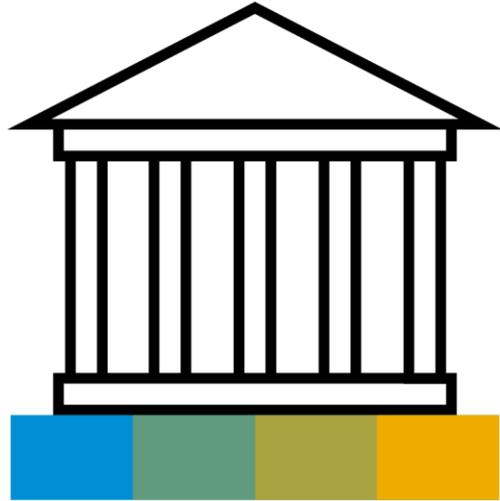
## Connect Once To Ariba Network



# Integration Options on Ariba Network

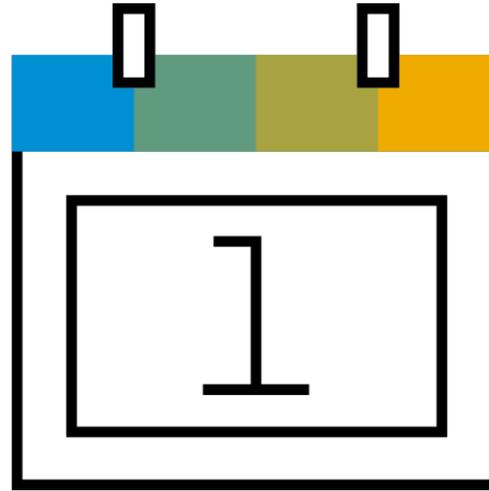
Dell Boomi	Pre-built adapters for supported accounting systems (QuickBooks, Sage 50, Microsoft Dynamics) – Gold Level
cXML	Most commonly used; Ariba's native format; direct connection with automatic validation (>100 invoices/month) – Silver Level
EDI (VAN or AS2)	Interface with Ariba through your VAN or using EDI over the internet (>500 invoices/year) – Silver Level
SAP Business One	Adapter for sellers using SAP Business One – Silver Level
SAP SD Add-On	Free seller add-on for SAP sellers using the Sales and Distribution Module – Silver Level
CSV	PO/INV/OC/ASN (>20 invoices/month)

# SAP Ariba Payables



## Control Cash Flow

- Access accelerated payments and on demand cash flow
- Improve your Days Sales Outstanding (DSO)
- Control when you will be paid



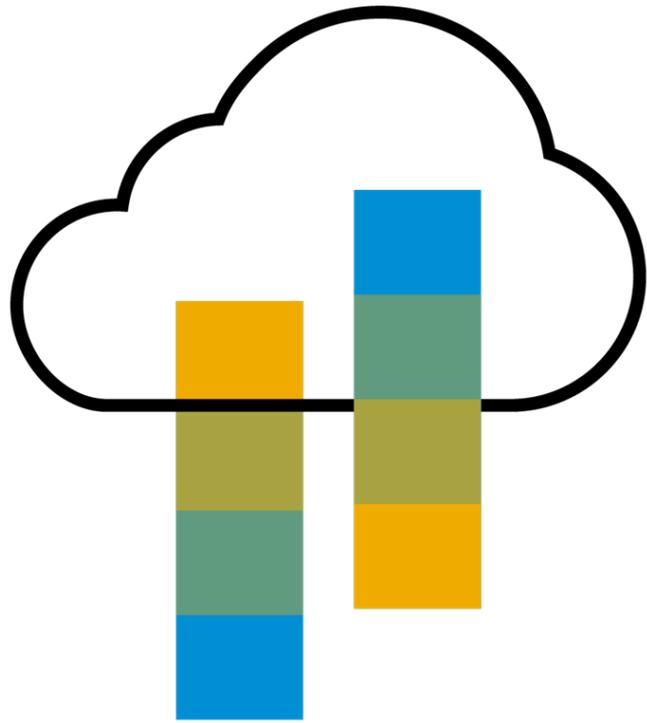
## Predict Payment Arrival

- Gain visibility into invoice approval
- Track and trace payment status
- Predict when payments will be received



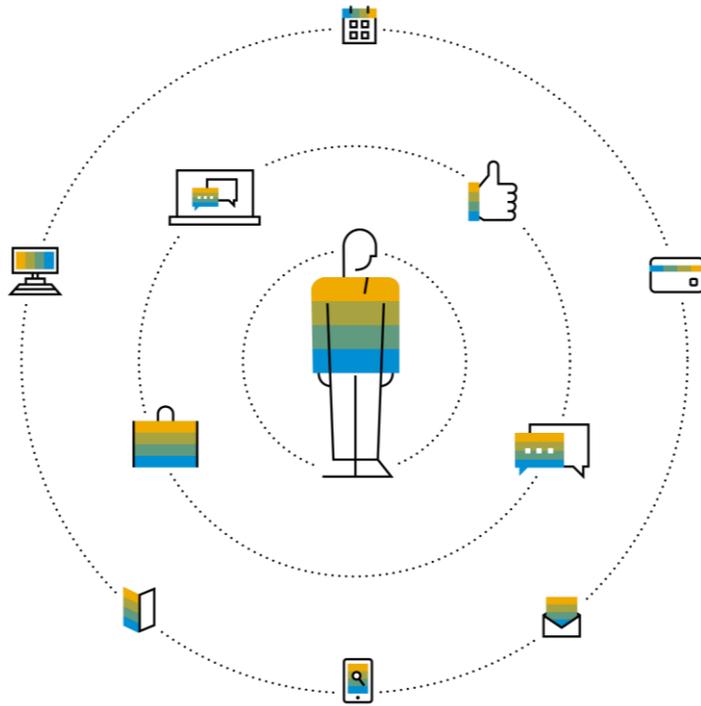
## Apply Cash

- Apply your cash faster and more efficiently with rich remittance advice
- Enhance your receivables reporting



# Supplier Fees

# Ariba Network Fee Schedule Basics



**FREE** for all suppliers to join and begin transacting

---

No surcharges for suppliers with multiple divisions or business units

---

Chargeable documents are considered Purchase Orders, Invoices, Service Entry Sheets, and Service Entry Sheet Responses

---

Chargeable suppliers transacting less than 250,000 USD in annual financial volume will be assigned to the Bronze level irrespective of annual document count

---

Two components of the supplier fee schedule are Transaction Fees and Subscription Fees

# Subscription Levels



## Premium

- Unlimited portal access
- Electronic catalogs
- Supply Chain Collaboration
- Customer support
- Long-Term Invoice Archiving
- Reporting

## Bronze

- Premium, plus:
- eCommerce consult team
  - Ariba achievement badges
  - Free Discovery RFI/RFQ response

## Silver

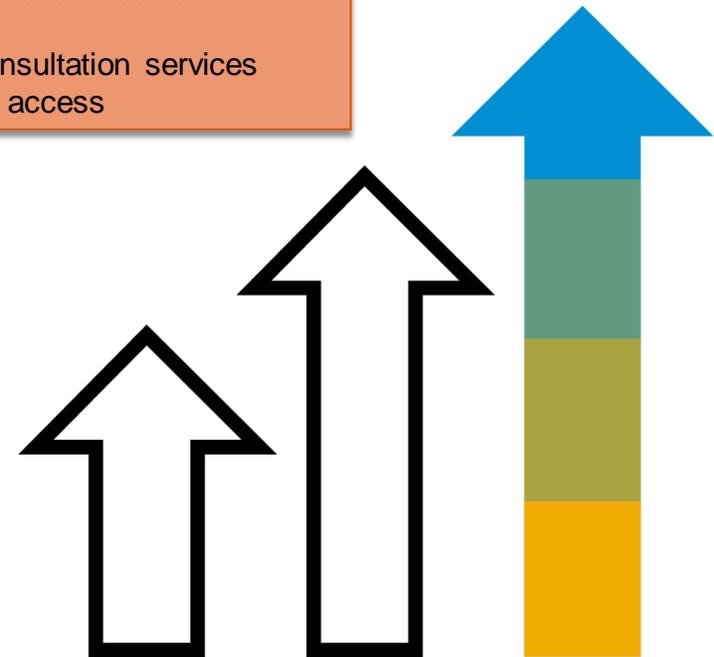
- Bronze, plus:
- Express integration support
  - cXML and EDI Integration
  - Supplier technical support
  - Two free Discovery responses

## Gold

- Silver, plus:
- Unlimited responses to sales opportunities
  - eCommerce consultation services
  - Priority support access

## Platinum

- Gold, plus:
- Ariba LIVE pass
  - Extended integration support



Read more about subscription levels, calculate your fees & check out other currencies on our website  
<https://www.ariba.com/ariba-network/ariba-network-for-suppliers>

# Supplier Fee Schedule

## Transaction Fees

Billed every quarter

Per-relationship fee cap: \$20,000/year

### Without Service Entry Sheets

0.155% of transaction volume

### With Service Entry Sheets

0.35% of transaction volume



## Subscription Fees

Billed once a year

Annual Document Count Across <u>All</u> Customer Relationships	Subscription	Annual Fees
Up to 4 documents	Premium	<b>Free</b>
5 to 24 documents	*Bronze	\$50
25 to 99 documents <b>or</b> EDI/cXML usage	Silver	\$750
100 to 499 documents	Gold	\$2,250
500 and more documents	Platinum	\$5,500

\*Chargeable suppliers transacting less than \$250,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count

### Fee Threshold

**\$50,000 and 5 Documents**

Suppliers who do not cross the Fee Threshold will not be charged fees

# Calculating Supplier Fees

## Transaction Fees

(0.155% or 0.00155 of Sales Volume)

$$\$49k \times 0.155\% = \cancel{\$75.95} \\ \$0$$

+

4 documents  
Premium Level | \$0

=

\$0

$$\$400k \times 0.155\% = \$620$$

+

499 documents  
Gold Level | \$2,250

=

\$2,870

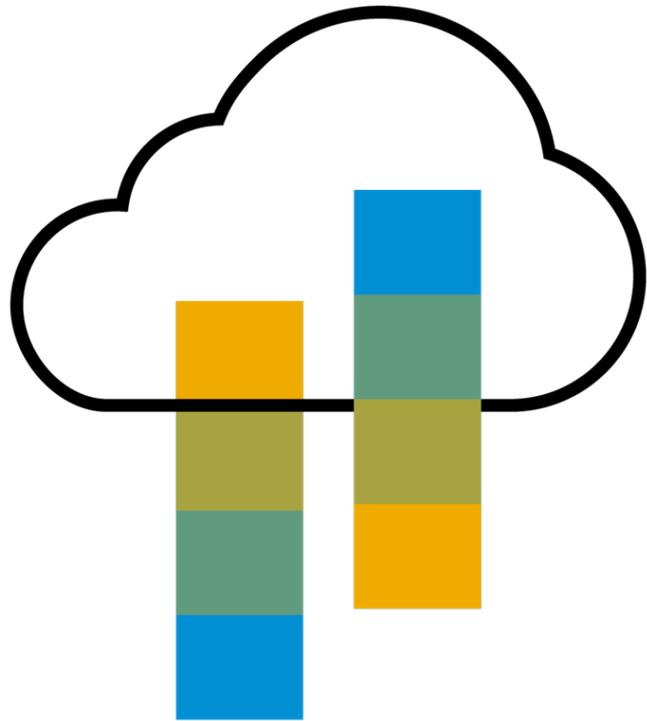
$$\$200K \times 0.155\% = \$310$$

+

700 documents  
\*Bronze Level | \$50

=

\$360



# Help & Resources

# Customer Support

## Supplier Support During Deployment

### Ariba Network Registration or Configuration Support

- Email SAP Ariba Enablement Team at [GoogleSupplierHelp@ariba.com](mailto:GoogleSupplierHelp@ariba.com)
  - Registration/ Account Configuration
  - Supplier Fees
  - General Ariba Network Questions

### Google/Alphabet Enablement Business Process Support

- Email Google/Alphabet Enablement Team at [SupplierEnablement-external@google.com](mailto:SupplierEnablement-external@google.com)
  - Business-Related Questions

### Google/Alphabet Supplier Information Portal

- Find your supplier information portal [HERE](#)

## Supplier Support Post Go-Live

### SAP Ariba Global Customer Support

- [Click here](#) to find your appropriate customer support phone number

# Supplier Information Portal

Buyer specific information is available on the Network; click on the **Enablement Tasks** tab and review customer profiles, transacting roles, and supplier information portals.

1 From **Enablement Tasks** locate the applicable customer name:

- Click on **View Profile**
- Scroll down and review transaction rules
  - The Customer Invoice Rules determine what you can enter when you create invoices

2 From the **Enablement Tasks** tab select **Supplier Information Portal** to view the following presentations to learn more about transacting with your customer:

- Account Configuration Guide
- Purchase Order Confirmation and Ship Notice Guide
- Invoice Guide
- Supplier Fee Structure/ Supplier Registration Guide

The screenshot shows the Ariba Network interface. At the top, the 'ENABLEMENT TASKS' tab is highlighted with a red box and a yellow circle labeled '1'. Below the navigation bar, the text 'Enablement Tasks' is displayed. A message states: '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 [More](#)'. Below this, the text 'Activities and Tasks for DG Buyer' is followed by a 'View Profile' link circled in red and a 'Supplier Information Portal' link also circled in red. A yellow circle labeled '2' is placed above the 'View Profile' link. A 'Refresh' button is visible to the right. Below the links is a table with the following data:

Activity Name	Date Due	Total Tasks	My Pending Tasks	Pending Buyer Tasks
▶ Account	28 Mar 2018	4	0	0
▼ Purchase Order	2 May 2018	4	1	0

Below the table, a note states: 'This activity tracks all purchase order related tasks. You may have already completed some of these tasks in an earlier activity.' A 'Completed' status is shown with a green checkmark, followed by the text: 'Configure Purchase Order Routing and Notifications. 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 'Review' link is located to the right of this text.

# Useful Links and Webinars Available

## Links

- [Ariba Supplier Pricing page](#)
- [Ariba Network Hot Issues and FAQs](#)
- [Ariba Cloud Statistics and Network Notification](#)
  - Detailed information and latest notifications about product issues and planned downtime – if any – during a given day
- [SAP Ariba Discovery](#)
- [Ariba Network Overview](#)
- [Support Center](#)
- [Learning Center](#)

## Webinars

- [Supplier Success Sessions](#)
  - Created by Ariba Network Customer Support
  - Example topics:
    - Introduction to Ariba Network
    - Registration
    - Invoicing
    - Using the help center
- [30 on Thursdays](#)
  - Information sessions on Supplier best practices
  - Example Sessions:
    - Uncover Advanced Functionality to Maximize Value
    - Introduction to Supplier Electronic Integration
    - Roadmap to Your Ariba Network Subscription
- [Live Demonstrations](#)
  - Understand SAP Ariba's solutions
  - Example Demos:
    - PunchOut for e-Commerce managers
    - Creating electronic catalogs
    - Integrating with your customers through cXML

# Additional Questions?



Please reach out directly to either email address below for assistance with your question.

## Business Related Questions

[supplierenablement-external@google.com](mailto:supplierenablement-external@google.com)

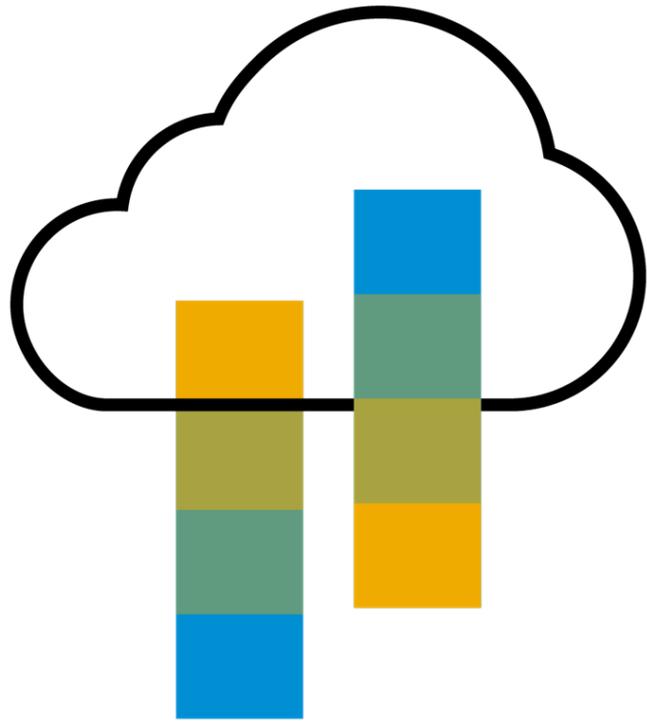
## System or General AN Questions

NAMER: [googlesupplierhelp@ariba.com](mailto:googlesupplierhelp@ariba.com)

EMEA: [googlesupplierhelp-EMEA@ariba.com](mailto:googlesupplierhelp-EMEA@ariba.com)

LATAM: [googlesupplierhelp-LATAM@ariba.com](mailto:googlesupplierhelp-LATAM@ariba.com)

APAC: [googlesupplierhelp-APAC@ariba.com](mailto:googlesupplierhelp-APAC@ariba.com)



# Frequently Asked Questions

# FAQ

## Q: Why is my buyer asking suppliers to transact with them electronically?

**A:** Your buyer wishes to move away from conducting commerce via hard copy and manually transmitted purchase orders, change orders, advance ship notices, invoices and more. Your buyer has selected Ariba Network as the preferred platform for sending documents such as these.

## Q: What infrastructure do I need to use Ariba Network?

**A:** A regular Internet connection and a web browser are the only requirements.

## Q: How do I register on Ariba Network?

**A:** Ariba and your buyer are contacting suppliers in phases during the rollout and will send you a **Trading Relationship Request Letter** when is it time to convert to the new process. This letter will explain how to register on Ariba Network and the steps to take to create your account.

## Q: What do I need to know when transacting with my buyer through Ariba Network?

**A:** It is important to review the information, training materials, and reference documents provided on your buyer's Supplier Information Portal. To access the Supplier Information Portal:

- Log into your Ariba Network account at <https://supplier.ariba.com>
- From the Administrator drop-down menu, select **Customer Relationships**
- Locate your buyer and click the Supplier Information Portal link next to their name



# FAQ

## **Q: What if I don't want to participate?**

**A:** Your buyer is committed to the success of this initiative and is working hard to make the transition as seamless for suppliers as possible. Suppliers that are asked to participate are considered strategic for ongoing business and are thus expected to comply with this process change as a requirement for continuing the relationship.

## **Q: If a supplier has multiple customers on Ariba Network, do they pay for multiple subscriptions?**

**A:** No. Suppliers are placed into a single subscription that is based on, and applies to, all of their customer relationship.

## **Q: Is there an option for suppliers to upgrade their subscription to a higher level?**

**A:** Yes, optional upgrades are available for those suppliers who wish to access Bronze, Silver, Gold, or Platinum features and benefits but do not qualify for those subscription levels through their current transaction volume. Suppliers interested in this option may [log in to Ariba Network](#) and click on the *Service Subscriptions* page from the *Company Settings* menu.

# FAQ

## **Q: How are “transaction volume” and “document counts” calculated?**

**A:** Transaction volume is calculated as the total financial value (in the applicable currency), including any taxes such as value-added taxes (VAT), of all non-PO invoices plus the total financial value of all POs (excluding cancelled orders) or all invoices generated from a PO, whichever is greater, sent over Ariba Network for the preceding 12 months. To avoid double counting, PO-based invoices sent via Ariba Network are not included in the transaction volume.

Annual document count is the number of POs and all invoices (both PO-based and non-PO-based invoices) for the preceding 12 months. Order acknowledgements, change orders, advance ship notifications, and settlement/payment remittance advice documents are excluded from the document count; suppliers may transact an unlimited number of these at no cost.

## **Q: Which documents are included in these annual counts?**

**A:** Only purchase order and invoice (both PO- and non-PO-based) documents are included in the annual counts.

## **Q: Is the number of documents a supplier transacts aggregated across all of their customer relationships to qualify them for a subscription?**

**A:** Once a supplier crosses the thresholds where they are required to pay fees, the subscription level assigned to the supplier is based on their aggregated transacted documents across all customer relationships.

# FAQ

## **Q: How secure is Ariba Network?**

**A:** The Ariba Network uses Secure Hypertext Transfer Protocol (HTTPS) for all communication between procurement applications, suppliers, and the Ariba Network. HTTPS is the standard for secure Internet communication and uses Secure Socket Layer (SSL) with RSA Labs encryption. Additionally, accounts on the Ariba Network are password protected.

## **Q: What do I do with paper invoices that have already been printed or sent to the buyer?**

**A:** Until any testing is complete and you have been notified to begin sending “live” invoices through your Ariba Network production account, you will continue to submit invoices the same way you have done so previously.

## **Q: What if I have more questions about registration, account navigation or how to use Ariba solutions and services?**

**A:** Simply contact Ariba Customer Support. Support is available in multiple languages via live chat, webform and phone. In your account, click on Help/Help Center, click Support Center in the right-hand column and then follow directions to reach support resources or personnel.



# Supplier Fee Schedule - GBP

## Transaction Fees

Billed every quarter

Per-relationship fee cap: £13,200/year

### Without Service Entry Sheets

0.155% of transaction volume

### With Service Entry Sheets

0.35% of transaction volume



### Fee Threshold

**£34,250 and 5 Documents**

**Suppliers who do not cross the Fee Threshold will not be charged fees**

## Subscription Fees

Billed once a year

Annual Document Count Across <u>All</u> Customer Relationships	Subscription	Annual Fees
Up to 4 documents	Premium	<b>Free</b>
5 to 24 documents	*Bronze	£35
25 to 99 documents <b>or</b> EDI/cXML usage	Silver	£500
100 to 499 documents	Gold	£1,500
500 and more documents	Platinum	£3,770

**\*Chargeable suppliers transacting less than £155,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count**

# Supplier Fee Schedule - EURO

## Transaction Fees

Billed every quarter

Per-relationship fee cap: €15,500/year

### Without Service Entry Sheets

0.155% of transaction volume

### With Service Entry Sheets

0.35% of transaction volume



### Fee Threshold

**€44,600 and 5 Documents**

**Suppliers who do not cross the Fee Threshold will not be charged fees**

## Subscription Fees

Billed once a year

Annual Document Count Across <u>All</u> Customer Relationships	Subscription	Annual Fees
Up to 4 documents	Premium	<b>Free</b>
5 to 24 documents	*Bronze	€45
25 to 99 documents <b>or</b> EDI/cXML usage	Silver	€670
100 to 499 documents	Gold	€2,000
500 and more documents	Platinum	€4,900

**\*Chargeable suppliers transacting less than €185,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count**

# Supplier Fee Schedule - AUD

## Transaction Fees

Billed every quarter

Per-relationship fee cap: A\$20,000/year

### Without Service Entry Sheets

0.155% of transaction volume

### With Service Entry Sheets

0.35% of transaction volume



### Fee Threshold

**A\$50,000 and 5 Documents**

**Suppliers who do not cross the Fee Threshold will not be charged fees**

## Subscription Fees

Billed once a year

Annual Document Count Across <u>All</u> Customer Relationships	Subscription	Annual Fees
Up to 4 documents	Premium	<b>Free</b>
5 to 24 documents	*Bronze	A\$50
25 to 99 documents <b>or</b> EDI/cXML usage	Silver	A\$750
100 to 499 documents	Gold	A\$2,250
500 and more documents	Platinum	A\$5,500

**\*Chargeable suppliers transacting less than A\$235,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count**

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