



Chevron Phillips Chemical and Affiliates Suppliers' Frequently Asked Questions

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QUESTIONS/ANSWERS

1. Who is SAP Ariba?

Ariba is the world's business commerce network. Ariba combines industry-leading cloud-based applications with the world's largest web-based trading community to help companies discover and collaborate with a global network of partners. Using the Ariba Network, businesses of all sizes can connect to their trading partners anywhere, at any time, from any application or device to buy, sell, and manage their cash more efficiently and effectively than ever before. Companies around the world use the Ariba Network to simplify inter-enterprise commerce and enhance the results that they deliver.

The Ariba Network offers suppliers a broad range of solutions and services to manage business transactions and content through a web browser or electronically through EDI/cXML. Being part of the Ariba Network positions suppliers to attract more business from existing customers, as well as gain new ones.

You can access your Ariba Network supplier account and other information about the Ariba Network with these links:

- Ariba Network supplier account: <https://supplier.ariba.com>
- Ariba Network information: <http://www.ariba.com/community/the-ariba-network>

2. Why is Chevron Phillips Chemical and Affiliates asking suppliers to transact with them electronically?

Chevron Phillips Chemical and Affiliates wishes to move away from conducting commerce via hard copy and manually transmitted purchase orders, change orders, advance shipment notices, invoices, and more. As a supplier to Chevron Phillips Chemical and Affiliates, we are contacting your organization to inform you of these changes and request your help in preparing and ensuring a smooth transition to the new process.

3. What infrastructure do I need to use the Ariba Network?

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

4. Why did Chevron Phillips Chemical and Affiliates choose the Ariba Network?

The Ariba Network is the world's largest trading partner community, home to more than 1.2 million companies, including more than half of the Fortune 500. Ariba provides fast and efficient transmission, tracking, and processing of orders and invoices.

5. What do I need to know when transacting with Chevron Phillips Chemical and Affiliates through the Ariba Network?

It is important to review the information, training materials, and reference documents provided on Chevron Phillips Chemical and Affiliates' Supplier Information Portal. To access the Supplier Information Portal:

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

6. What if I don't want to participate?

Chevron Phillips Chemical and Affiliates 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 to the ongoing business of Chevron Phillips Chemical and Affiliates and are thus expected to comply with this process change as a requirement for continuing the relationship.

7. How do I register on the Ariba Network?

Ariba and Chevron Phillips Chemical and Affiliates are contacting suppliers in phases & waves during the rollout and will send you a **Trading Relationship Request Letter** when they are ready for you to convert to the new process. This letter will explain how to register on the Ariba Network and the steps you should take to create an Ariba Network account. Ariba will also contact and assist you individually throughout this process to ensure a smooth transition.

➔ **Note:** If you already have an Ariba Network account, you can leverage it to transact with Chevron Phillips Chemical and Affiliates.

8. What if I forget my password?

If you forget your Ariba Network Password, click the **Forgot Password** link at <http://supplier.ariba.com> to be prompted through the password reset process.

9. Is there a cost for transacting business on the Ariba Network?

As an Ariba Network supplier, you have two choices in Ariba Network accounts. The right one for you is based on your business model and how you think you can best achieve your e-commerce and sales goals. The Standard Account has basic functionality and is completely free for suppliers. An enterprise account provides everything the standard account offers, plus ways to grow and strengthen your business through Ariba Network. More information about pricing can be found at <https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing>

10. How secure is the Ariba Network?

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. [You can learn more about Ariba data security policies here.](#)

11. What is the privacy policy for registration and company information?

By registering on the Ariba Network, suppliers make their company profile information available to their current customers as well as other buying organizations on the network. Your customers use this information to conduct transactions with you through the network, and prospective buyers use it to initiate new business relationships.

Protected account information, such as Tax ID and account settings, is not shared. Suppliers do not have access to the account information of other suppliers.

12. What if I have more questions?

Visit our Supplier Information Portal:

- North America: <https://support.ariba.com/item/view/189753>
- Europe: <https://support.ariba.com/item/view/192107>
- Asia : <https://support.ariba.com/item/view/191754>

Ariba Network Supplier Enablement Help Desk (North America only): 1-800-974-4899

- For assistance accessing your account, password resets, or general issues with your Ariba Network account

*Chevron Phillips Chemical and Affiliates Supplier Enablement Team:
CPCRASAPARIBA@cpchem.com*

- For business process questions or general inquiries on the new process

13. What do I do with the paper invoices that have already been printed or sent to Chevron Phillips Chemical and Affiliates?

Approximately 1 week prior to “Go Live”, Chevron Phillips Chemical and Affiliates will send a “Go Live” communication by email to confirm the exact “Go Live” date. Until 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.

14. What is the process for invoices against purchase orders that I received prior to cutover?

Chevron Phillips Chemical and Affiliates’s current plan is to have any orders placed prior to cutover be completed via the former process; any orders placed after cutover should be managed fully via the Ariba Network or Ariba integration.

15. What date will I start transacting with Chevron Phillips Chemical and Affiliates over the Ariba Network?

Approximately 1 week prior to “Go Live”, Chevron Phillips Chemical and Affiliates will send a “Go Live” communication by email to confirm your exact “Go Live” date.

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