

# Abbott's New Guided Buying Platform in Partnership with SAP Ariba, Supplier Frequently Asked Questions

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## QUESTIONS/ANSWERS

### 1. What is the SAP Ariba® 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 SAP 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, like Abbott, around the world use the SAP Ariba Network to simplify enterprise-wide commerce and enhance the results that they deliver.

The SAP 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 SAP Ariba Network positions suppliers to attract more business from existing customers, as well as gain new ones.

**2. Why is Abbott asking suppliers to transact with them electronically?**

Abbott is looking to drive efficiencies and standardize our Source-to-Pay process, including orders, change orders, advance shipment notices, invoices, and more. As a supplier to Abbott, we are contacting your organization to inform you of these changes and requiring your help in preparing and ensuring a smooth transition to the new process.

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

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

**4. Why did Abbott choose the SAP Ariba Network?**

The SAP 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 Abbott through the SAP Ariba Network?**

You will be able to access the [Supplier Information Portal](#) where you can review information, training materials, and reference documents.

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

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

Abbott is committed to the success of this initiative and is working hard to make the transition as seamless as possible for suppliers. SAP Ariba is the platform Abbott will transact through in the future; therefore, Abbott requires our valued suppliers to comply with this change as a requirement for continuing the relationship.

**7. How do I register on the SAP Ariba Network?**

Ariba and Abbott are contacting suppliers in phases during the rollout and will send you a **Trading Relationship Request Letter**. This letter will explain how to register on the SAP Ariba Network and the steps needed to create an SAP 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 SAP Ariba Network account, you can leverage it to transact with Abbott. We also ask that you use the same Ariba Network ID (ANID) for all accounts associated with Abbott Business.*

**8. What if I'm already registered on Ariba's network?**

If your company is currently transacting on the Ariba Network with a Standard Account, please be advised that by accepting the Trade Relationship Letter with Abbott, you'll be upgrading to an Enterprise account, which includes everything the standard account has to offer, with additional capabilities such as:

- supplier-managed catalogs
- ERP integration and automation

- access to supplier enablement specialists for onboarding

The Enterprise Ariba Account is provided to you without network fees associated with Abbott transactions. If you opt into additional services or transact with other buying organizations on the SAP Ariba Network, you may be subject to fees.

**9. What if I forget my password?**

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

**10. Is there a cost for transacting business on the SAP Ariba Network?**

Abbott is offering an Enterprise Account to our suppliers ***without network fees for Abbott transactions***. If you opt into additional services or transact with other buying organizations on the SAP Ariba Network, you may be subject to fees

**11. How secure is the SAP Ariba Network?**

The SAP Ariba Network uses Secure Hypertext Transfer Protocol (HTTPS) for all communication between procurement applications, suppliers, and the SAP Ariba Network. HTTPS is the standard for secure Internet communication and uses Secure Socket Layer (SSL) with RSA Labs encryption. Additionally, accounts on the SAP Ariba Network are password protected. [You can learn more about Ariba® data security policies here.](#)

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

By registering on the SAP Ariba Network, suppliers make their company profile information available to their current customers as well as other buying organizations on the network. Abbott uses this information to conduct transactions with you through the network.

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

**13. What do I do with the paper invoices that have already been printed or sent to Abbott?**

Approximately 1 week prior to “Go Live” Abbott 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 SAP Ariba Network production account, you will continue to submit invoices the same way you do today.

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

Abbott’s current plan is to have you complete any orders placed prior to cutover via the former process. Any orders placed after cutover should be managed fully via the SAP Ariba Network or Ariba integration.

**15. What date will I start transacting with Abbott over the SAP Ariba Network?**

Approximately 1 week prior to “Go Live”, Abbott will send a “Go Live” communication by email to confirm your exact “Go Live” date.

**16. Will Coupa continue to be available for Abbott’s Rapid Diagnostic (ARDx) division?**

Coupa will continue to be used at Abbott exclusively for our Rapid Diagnostics (ARDx) business. As Ariba is the platform Abbott will transact through going forward, we ask that you also register on Ariba to transact with Abbott.

**17. What is a trading relationship?**

A trading relationship is a link between your supplier account and Abbott on the Ariba Network. It allows for the transfer of documents such as purchase orders and invoices between you and Abbott.

**18. What is SAP Ariba Supplier Lifecycle Performance module?**

SAP Ariba Supplier Lifecycle Performance (SLP) module allows Abbott's suppliers to register and update your own information required for conducting business transactions, including remittance addresses, banking information, and qualification documentation. Registering on SLP also gives you the opportunity to respond to requests and submit proposals for Abbott sourcing events.

**19. What if I have more questions?**

Contact the Abbott Buy-In Supplier Enablement Team by clicking [here](#).