Horizon Global Supplier 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 Horizon Global asking suppliers to transact with them electronically?**

Horizon Global is streamlining its indirect and direct procurement processes and will utilize SAP Ariba for all future transactions. This will enable Horizon Global to provide Purchase Order to Payment in an automated, user friendly electronic format.

Horizon Global wishes to move away from conducting commerce via hard copy and will be transacting future purchase orders, change orders, advance shipment notices and invoices electronically through the Ariba Network moving forward. As a supplier to Horizon Global, 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.

Please view a recording of our previously held Supplier Summit where we announced our partnership with SAP Ariba:

[Horizon Global Supplier Summit](link)

The Supplier Summit also provides an overview of the SAP Ariba Supplier Network, including demos and supplier Q&A.

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 Horizon Global 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 Horizon Global through the Ariba Network?**
It is important to review the information, training materials, and reference documents provided on Horizon Global's [Supplier Information Portal](link).

Training documentation will be added periodically throughout the Go Live.

6. **What if I don't want to participate?**
Horizon Global 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 Horizon Global 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 Horizon Global are contacting suppliers in phases and waves during the rollout and will send you a **Trading Relationship Request Letter** or Interactive Email Purchase Order 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. SAP Ariba representatives will be available to support in the registration process.

➔ ***Note:*** *If you already have an Ariba Network account, you can leverage it to transact with Horizon Global.*

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?**

Ariba Network Supplier Enablement Help Desk: 1-800-974-4899 (North America only)
- For assistance accessing your account, password resets, or general issues with your Ariba Network account

- You can also submit a question via webform:

  https://connectsupport.ariba.com/sites/Company?ANID=AN01655689081NAM&h=upAuRtGLQgSGEOzEu2VWBQ#Enablement-Inquiry

Horizon Global Supplier Enablement Team: SupplierEnablement@horizonglobal.com
- For business process questions or general inquiries on the new process

13. **What do I do with the purchases orders that have been sent to me before Horizon Global switched to Ariba?**
   Suppliers can continue to process any legacy purchase order outside of Ariba. Only purchase orders sent through the Ariba Network must be processed on Ariba.

14. **How should I invoice purchase orders that are sent to me through Ariba?**
   Horizon Global does not support Ariba invoicing at this time. Please continue using the legacy process for all invoices. Order confirmations, advance ship notices and service entry sheets should be submitted for all Ariba purchase orders on the Ariba Network after Go Live.

15. **What date will I start transacting with Horizon Global over the Ariba Network?**
   We are currently targeting to go live in February of 2022. Approximately two weeks prior to "Go Live", Horizon Global will send a "Go Live" communication by email to confirm your exact "Go Live" date.