

The purpose of this document is reply to all questions raised by Kraft Heinz Suppliers attending Summits that took place starting December 17, 2020 till Date.

You can find Summit Recordings and all details on how to transact with Ariba in our [Informational Portal](#).

Ariba Network Overview

1. What locations are in scope for this Project?

A: All EU locations are in scope with the exception of Domestic for Italy and Russia. Meaning that, if you are an Italian or Russian Supplier, but supplying to another Country (Netherlands as an example) you are in scope.

2. What does this project mean for you if you have an enterprise account in SAP Ariba?

A: Those are the features as part of an enterprise Account. Kraft Heinz recommend changing your account to an enterprise as this will be with no cost on transactions fee for all Direct and MRO Suppliers. Those are the features as part of this type of Account:

- ✓ Ariba Network offers different options how to receive POs from Kraft Heinz – e.g. per email, via Portal or direct into your ERP system
- ✓ On-line visibility of the status of your orders
- ✓ Fast and secure order reception
- ✓ Ariba Network also offers you some options as to how you can issue invoices to Kraft Heinz since paper invoices will not be accepted any longer (starting from first of December)
- ✓ You can flip POs into invoices with one click, or integrate the invoicing process with your backend system – and will no longer need to send paper invoices
- ✓ Option to fully integrate your Ariba Network account with the most common ERP systems

More information: <https://www.ariba.com/ariba-network/ariba-network-for-suppliers>

3. What does this project mean for you if you have a standard account in SAP Ariba?

A: Those are the features as part of an enterprise Account:

- ✓ Ariba Network offers you as a supplier different options how to receive POs from Kraft Heinz – e.g. per email or via Portal.
- ✓ On-line visibility of the status of your orders
- ✓ PO's via interactive email
- ✓ You can flip POs with one click into invoices – and will no longer need to send paper invoices

More information about Standard account:

<https://www.ariba.com/resources/library/library-pages/ariba-network-light-account>

<https://support.ariba.com/ariba-network-light-account>

Please consider that you can anytime upgrade your account directly from your account. If you are using the same account with multiple customers, we encourage you to check Fees package applicable for each of them before upgrading the account. In case one of your customers is not funding network utilization, you might be charged after that. Using the network to work with Kraft Heinz is free of charge, even with an Enterprise account.

4. How to access the Supplier Platform?

A: You can access using the following link: <https://service.ariba.com/Supplier.aw> . To get information on how to transact with Kraft Heinz you can access the Informational Portal with the following link. <https://support.ariba.com/item/view/191518>

5. What if I don't want to participate? Is Ariba mandatory to continue doing business with Kraft Heinz?

A: Kraft Heinz 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.

6. What does an 'integrated' supplier mean?

A: An integrated supplier is a supplier which has automated exchange of documents between their ERP and the Ariba Network. The Ariba Network offers possibility to integrate with your back-end ERP system for automatic exchange of electronic documents. For more information click here: <https://www.ariba.com/solutions/solutions-overview/integration-solutions>

If you would like to start an integration project, please contact the Project Team (EU_AribaSupplierOnboarding@kraftheinz.com). Note that supplier integration is only possible with an Enterprise account.

7. Can you use both the manual and integrated systems together?

A: As an integrated supplier you still have access to the Ariba Portal to review all transactions submitted or received by your Organization.

8. What is the Go Live date for using Ariba?

Go Live Date for Ariba implementation is available on Summit Invitation Letter you received from Kraft Heinz. Considering this is a project planned per phases, there are multiple Go Live dates applicable and for every single supplier it is listed in the letter we sent to communicate project details.

If you are a new Kraft Heinz supplier, Electronic invoicing will be a standard requirement and will be captured in your contract.

9. What happens if my company is not technically ready to transact as 'integrated' supplier at the time of the Go Live?

A: If the automation of the exchange of documents is not implemented, you will create the invoices using the "PO Flip" functionality through the Ariba Network until you are ready to connect your ERP with SAP Ariba.

10. What if my Company is not ready to transact by mentioned Cut-off date – Go Live?

A: We believe that to transact with us via Ariba is easy and won't take that long. What is required is a profile set-up and the acceptance of our Trade Relationship. If you are planning to have an integration Account, please refer to the questions 6 & 7.

Regarding system readiness as per target date, as per standard procedure:

- An Ariba Supplier Onboarding Specialists was supposed to get in touch with you to support with the account setup and guidance to issue your first invoice. In case this didn't happen, maybe contacts we have for your company in our Master Data are not updated and they couldn't do it using contacts we provided. This being said, my suggestion would be for you to drop us a note with contact details we should consider for Ariba implementation on our mailbox EU_AribaSupplierOnboarding@kraftheinz.com .
- If it is not about this, please feel free to inform us on the situation on the same mailbox and we will definitely pick this up and work together to fix the gaps.

11. What if we are looking forward to using electronic invoicing module, but only with 'integration'?

A: If you already committed to Kraft Heinz you will start using electronic invoicing via Integration, then Kraft Heinz will notify you on implementation timelines and by when your IT team should be on boarded to support this initiative.

12. Due to business volume of orders and that we have our processed automated, we need to work integrated mode with Ariba for KHC. How to proceed?

A: If you are interested in integration, we have a special team that will guide you with this. You can let the onboarding specialist that will reach out to you know that you are interested in integration and they will assist you further. Integration Pilot it is planned to Kick off around end of March.

13. Could you be more precise on the perimeter of Suppliers involved for March and the next waves if there are?

A: All suppliers invited to the summit are expected to start using Ariba from 1st of March. Suppliers part of next phases will receive a Summit Invitation Letter with their specific Go Live dates depending on the campaign they are part of.

Account Set Up

14. Can several users from my company connect to Ariba Network? If one colleague of mine has an account already, do I have to create one for my own as well?

A: Yes, it is possible. In a first step, you may have to set up an account for an administrator. The administrator will be able to create up to 250 users and grant them specific authorizations. All users can have notifications from the current account. You cannot set up separate email notifications for the PO's from different Kraft Heinz Factories, but you can set-up filter views for the users. If you already know someone in the organization with Ariba access, please check who is the Ariba account Administrator to create a account for you as well.

15. As for my company, Heinz is a shared customer between several teams in each delivering country (a single customer for us, H.J. HEINZ SUPPLY CHAIN EUROPE B.V. with different ship-to addresses). Can we have users and notifications for as many teams handling Heinz account?

A: It may be easier to use separate accounts, or you may manage notifications via an email server rules in case you want to have only one account. You could discuss your case with the dedicated supplier onboarding specialist further to find which is the best solution applied to your company.

16. Does each invoicing entity need its own Ariba account? In our case we send invoices from Belgium but also from a sister company in the Netherlands that's also part of the same Group.

A: You could have one Ariba Network Account for both companies and KH will be able to connect both agencies under this account on Ariba Network. However, Kraft Heinz cannot accept invoices coming from a different entity as per PO Details. So, business process needs to be clarified with KH to confirm on how to proceed.

17. Multiple accounts per supplier is ok?

A: A supplier could have several independent accounts in Ariba.

18. What if I already have an account on the Ariba Network, but I lost the credentials?

A: When you are invited to join the Ariba Network, you can choose to register with new login & password or with existing credentials. If you lost the credentials or the Adm left the organization, you can recover it getting in touch with the Ariba Help Desk using the following link. <https://uex.ariba.com/auc/node/1609> or Go to <https://supplier.ariba.com> and click on "Having trouble logging in?"

You can also find more details on the **Setup account - Admin User File**.

This is the link to access the Supplier Portal:

<https://service.ariba.com/Supplier.aw/125002061/aw?awh=r&awssk=tdX.X6wY&dard=1>

19. What if I forget my Ariba Network Password?

A: If you forget your Ariba Network Password, click the Forgot Password link at <http://supplier.ariba.com> . Ariba will send back instructions on how to reset your password. Ariba Network will prompt you for your secret question, which you entered during registration.

20. We have already an ANID number for another customer, can use this ANID number also for Kraft Heinz or do we need to have a new number?

A: Yes, you can use the same ANID for KH, no fees will be charged for direct materials.

21. If we accept the trade relationship but we want to work with EDI as for invoices, what happens in the meantime? Or should we wait to have the EDI connection ready before accepting the trade relationship?

A: If you want to send invoices via EDI, you can by using the Integration Account (please refer to question 6). You can accept the trading relationship and do PO flip (receive the POs and the invoices on the Ariba Web Portal the time the EDI is set up).

22. Who will receive the Trade Relationship (TRR) email request? What happens if you do not receive the TRR email?

A: The Trade Relationship email will be shared with the current point of contact Kraft Heinz has as part of their records. If you have not received it, please reach out to Kraft Heinz Project Team (AribaSupplierOnboarding@kraftheinz.com). We will check if it was not set to maybe someone else inside our company.

23. Until Go Live, can we continue to work as we do now, in order to allow us the time to set up and become familiar with the process?

A: This timeframe is exactly for you to get used and familiar on how to transact with Ariba. We expect that you to only use Ariba from March onwards. We recommend Accepting the Trade Relationship as soon as you can so you have enough time to get ready.

24. Are there Test Procedures possible for exchange of ORDERS download and INVOICES upload?

A: Yes, once you create your account you will be able to create also a test account. The Ariba Supplier Onboarding Specialist will guide you through.

25. Would there be an education officer from SAP that could guide/help us to check whether all steps are done correct regarding SAP Ariba account creation, and follow up processes like invoicing and PO handling?

A: You will be assisted by Ariba Supplier Onboarding Specialists, who will guide you with the configuration of your account and creation of your first invoice as well. You will be reached out directly by them, once Trading Relationship Request is issued.

Purchase Orders

26. Is Purchase Order Confirmation Mandatory?

A: Purchase Order Confirmation is now Mandatory. It is very important to complete this first step as expectation is during confirmation process ordered materials, quantities, prices and delivery details needs to be reviewed, validated or adjusted by Kraft Heinz in accordance with supplier requests. If any price/quantity/tax issues are being identified during PO confirmation process, PO creator should be informed to immediately update the PO and upload on Ariba platform an updated PO. Trainings were delivered to our teams as well to ensure they will pick up your feedback and make necessary adjustments on time.

27. PO's are needed as excel file. Is that still possible to download in that way? Or is the PO-requester doing that?

A: The PO could be downloaded in CSV, CXML, and PDF format via Ariba Portal.

28. In the case of integration, can we acknowledge POs on the Portal or is it preferable to wait until the integration is available to complete the whole process?

A: It is highly recommended to confirm PO's over the network as data will be reflected in our ERP system. Also, if any changes are required, once adjustments are made information will flow to you on immediate basis.

29. Will there be a notification sent by mail when a PO is created? Or do we constantly have to log-in in Ariba to see if a new PO is there?

A: During account setup you can setup system to reroute your PO from Ariba Network to a certain email.

30. Will the existing open PO's be transferred onto Ariba?

A: PO's aged maximum 18 months will be sent to network to ensure invoicing can be done via Ariba Portal. You will be notified once this action is completed.

31. How is communication done when changes on PO are required from supplier point of view. All is logged via Ariba or outside Ariba? F.e. The delivery dates for PO's to the company I work for are changed on a very regular basis, how would this work via the tool?

A: Once you receive the PO, expectation is for you to check Price, Quantity, Tax, Delivery Dates and if you acknowledge the PO assumption is that those are correctly listed. If any of the above details are not accurate or delivery cannot take place as per the order, you will need to contact your KH counterpart and align on the new PO details. Once you get to an agreement, PO will be updated, and new data will flow to Ariba.

32. Would it be possible to enter order confirmations manually and invoice electronically?

A: Order confirmation can be entered manually, while invoices can be either uploaded manually on portal, via CSV upload or electronically with Integration.

Delivery Confirmation

33. Can you share more details about the ASN Process?

A: Before submitting ASN please contact the scheduler from the factory to align on the next steps. This is not a mandatory, but highly recommended by Kraft Heinz.

More details you can find on the **Advance Ship Notice for AN Direct Suppliers File**.

34. Ship Notice is only manual upload?

A: No, we have also automated options to be uploaded via CSV file. You can find more details of this process on the following link. [ANS CSV Upload](#)

35. If we are already sending ASN files will the current format still work?

A: Delivery is not a mandatory step, so the current format is still valid. We recommend migrating to the Ariba ASN submission process. Before doing so, please connect with the inbound/factory team to align on the next steps.

36. If once a PO has been confirmed there's an issue an only a partial delivery can be fulfilled. How can this be reflected in the portal?

A: The most important thing to do is to communicate with the factory so they are aware of the change. The PO Owner from the factory can then update the Purchase Order with the correct details regarding the PO and it will be reflected in the Purchase Order. Another option is to create a partial shipping notice via Portal. But as mentioned before, please make sure factory is aware of the issue as well.

37. What if goods arrive outside the delivery tolerance? Where we can find the tolerances?

A: KraftHeinz has a delivery Tolerances that varies from 5 to 10% depending on the factory and material. We recommend confirming with the factory what is your current Tolerances. If you are delivering a good that is outside the tolerance the factory won't be able to receive it, unless Purchase Order is amended. In this scenario, please reach out to the factory before delivery to avoid any potential delay during the process.

Invoice

38. What e-invoicing options does Ariba Network offer to suppliers using their network?

A: Those are the current types of invoice submission:

- ✓ **PO Flip:** The PO flipping is designed for companies who receive the PO's through Ariba Network and you can flip the PO into invoice updating few details on Ariba Network. The Portal or Ariba Network offers a secure connection and guarantees delivery of the invoice to the customers, real time.
- ✓ **Integrated Solution:** The Integrated Solution gives a fully automated process where invoice data is extracted directly from suppliers billing system and delivered directly into the customers finance systems.
- ✓ **CSV Solution:** The CSV solution allows supplier to load multiple invoices via a Comma delimited files. This is generally used when large suppliers do not have the immediate means to implement integrated solution. This will be available by Dec/2020.

39. Should I also send a paper in addition to the electronic invoice?

A: No, the electronic billing process replaces the paper flow. Please do not send a paper copy of the invoices generated through Ariba Network.

40. We currently submit our invoices via PO_Flip. Are there any changes that we need to make or carry on as we are?

A: If you are using already Ariba functionalities to transact with us, please be informed that main changes available:

- ✓ ASN submission allowed from Ariba Portal. For the moment was not marked as mandatory but expected to be done using ASN functionality.
- ✓ Real time access to PO/Invoice/Goods Receipt status; in the past this information was updated on daily basis, now should update real time.

41. Will I receive log details for Ariba so I can process invoices ready for December?

A: If you are part of the Summit and this correspondence is because you trade with us somehow using Ariba Network. Please find the details below on how the system works:

- ✓ KH will create the PO and will share it with you via Ariba Network -> PO will be visible on AN Portal and you can get it to your system or email as well depending on how your account was customized for routing.
- ✓ You will need to connect to the platform to review and confirm PO.
- ✓ Advance Ship Notice will be submitted on the platform after PO is confirmed and once shipping is planned.
- ✓ Once delivery is done, you can initiate invoice creation on the portal as well (all PO's in status Confirmed/Shipped/Received are ready to be invoiced depending on business rules).

If you want entire activity to be still performed from your ERP system, you will need to go for integration and Ariba Enablement Team will support on this.

42. Would invoices entered through Ariba automatically go through to Prime Revenue if we use it already?

A: Prime Revenue process remains the same. The difference is that instead of the invoice being submitted via pdf to our AP Team, it will be sent via Ariba Network. Prime Revenue Invoices will be loaded daily on the Prime Revenue Portal (same process as it is).

43. What should I do if I want to change my Bank Details?

A: First of All is important to make sure your Bank Details are updated in the Ariba Network as per latest (Part of the Remittance Configuration on Ariba Account). If you need to change the bank Account, you will need to get in touch with your Point of Contact within Procurement Department from Kraft Heinz. After that, our Master Data will be updated. We are working on improving this process leveraging the Ariba Portal and we will communicate the new process by beginning of 2021.

44. How long will invoices be kept in the system?

A: Please refer to [best practices for e-archiving](#) and [Invoice archival options and delivery](#). Officially Ariba stores your invoices for 3 months but in the facts, they stay in the system for longer. [A long-term document archiving](#) feature is also available.

45. When we upload invoices to the portal, and it gets rejected do we receive notifications via Email?

A: Yes, you could decide to receive a notification when invoices are undeliverable or rejected from your notification settings.

46. Will the moment of entering the invoice in Ariba affect the due date of the actual invoice? Meaning, what if we are not ready yet to upload our invoices in Ariba yet and we will do it as soon as everything is set?

A: Payment terms agreed in the contract will apply for Ariba invoices, as PT will be picked up on invoice from PO level. No matter if you are using a manual invoice upload or integration, your billing document should be same in Ariba (same document date should be used) and Net Due Date won't be affected. Please keep in mind that you won't be allowed to back date invoices in Ariba, so upload should be done same day. Also, if you are issuing invoices from your ERP and then share the same from Ariba, make sure original PDF won't be shared with our AP Team as there is a risk to duplicate costs.

47. Regarding invoice, we are working with unique 3rd Party for legal archiving. We cannot have a second 3rd Party for the same. How can we send EDI invoices to ARIBA?

A: Ariba is not an archival solution but an electronic invoicing solution. If you are using EDI, you can integrate your systems with Ariba and have invoices sent to Ariba portal instead of sending them to our collector mailbox.

48. Can I issue invoice on ARIBA if the PO is not on ARIBA? Or can we still send invoices via email for PO's received in the past outside network or will these PO's also be added to ARIBA?

A: As of now, aged PO's won't be transferred to network and expectation is to have them invoiced outside network. If any changes will be initiated, you will be informed about the same on immediate bases.

Help Desk

Ariba Help Desk:

For assistance accessing your account, password resets or general issues with your Ariba Network Supplier Account.

Support is available in multiple languages via live chat, webform and "click to call" option.

For Ariba Network usage, configuration and information:

- i. Go to <http://supplier.ariba.com> or connect to your account.
- ii. Click the Help Center link on the top right corner.

- iii. Search for any topic you would like to know more about, or click on Support
- iv. Click on Get help by phone and fill in the form to access the helpdesk phone number.

Kraft Heinz Enablement Team:

For business process questions or general enquiries on the new process please reach out to Kraft Heinz Project Team EU_AribaSupplierOnboarding@kraftheinz.com. This is Kraft Heinz internal mailbox and only Kraft Heinz employees have privileges to access it.

Where I can find more training materials?

Suppliers can access training and videos from the Help Center again from their Ariba solution. https://uex.ariba.com/auc/learning-center?a_lang=en