



IDEXX Next: Ariba Network Onboarding FAQs

IDEXX Direct Material Supplier in General

<u>Question</u>	<u>Answer</u>
Q: What will suppliers use Ariba Network for?	A: IDEXX direct material suppliers will use Ariba to receive and confirm purchase orders, create ship notices, submit invoices* and create credit memos. Click here to find training materials for suppliers. * For countries where Ariba e-invoicing is not compliant, suppliers will be contacted to submit a paper invoice.
Q: What is the Ariba Supplier Information Portal?	A: Suppliers can find account configuration and integration guides, training materials and other documents that relate to the transition on the Ariba Supplier Information Portal. IDEXX Supplier Information Portal (ariba.com)

<p>Q: Whom should I contact if there is a technical problem after going live?</p>	<p>A: Please follow these steps:</p> <ol style="list-style-type: none"> 1. Log-in to the Ariba Supplier network 2. Click “Help” on the upper-right corner. 3. There will be a popup that shows the Ariba exchange user community. Click “Support Center” (with headset icon) on the right side. 4. Search for information by entering keywords. 5. If your desired topic is not listed, click “Get help by phone” and provide the required information; an Ariba support agent will contact you.
<p>Q: Whom should I contact for questions related to Ariba Network Registration or Configuration Support?</p>	<p>A: Please contact Ariba’s IDEXX Enablement team for any questions that pertain to registration, configuration, supplier fees or other Ariba Network questions.</p>
<p>Q: IDEXX previously contacted me for onboarding to Ariba Network. Is this different from actions we have already taken? Do we need to take any additional actions?</p>	<p>A: IDEXX may have contacted you to onboard to Ariba for different functionalities (e.g., purchase orders, invoices, and forecast collaboration). These changes are implemented in a phased approach.</p> <p>If you are not sure about the changes for which were you contacted, please act now, and reach out to IDEXX contact or the Ariba team for more information.</p>
<p>Q: Is it possible for conduct procurement and invoicing processes with IDEXX but without using Ariba Network?</p>	<p>A: No. As part of the IDEXX initiative, IDEXX will partner with Ariba Network for different kinds of collaborations. The goal is to streamline the process and the way IDEXX does business with our customers and suppliers. It is mandatory for all IDEXX suppliers to register with Ariba Network to receive purchases orders, create shipments, submit invoices, etc.</p>
<p>Q: What do “buyer” and “seller” mean in the Ariba environment?</p>	<p>A: In Ariba Network, IDEXX is the “buyer,” while IDEXX's vendor is the “seller.”</p>
<p>Q: Do IDEXX suppliers have to pay to use Ariba Network?</p>	<p>A: Direct material suppliers do not have to pay Ariba for collaborating with IDEXX to exchange procurement-related documents (e.g., purchase orders, order acknowledgements, shipping notice and invoices).</p>
<p>Q: What is the Ariba / supplier-partnership renewal policy?</p>	<p>A: There is no action for suppliers to maintain or renew the relationship with Ariba Network.</p>
<p>Q: I received more than one system generated invitation to register. Are these duplicates?</p>	<p>A: If you have more than one business that is actively trading with us, you will receive a system generated invitation to register per organization or legal entity. You will need to re-register each one separately.</p> <p>IMPORTANT: When re-registering multiple companies, please do so one at a time. Please do not have any other SAP Ariba related invitations to register open in different tabs of your browser. Doing so may result in the details for one company accidentally being saved or linked to another company’s questionnaire</p>

<p>Q: Is it possible to change the language on the website?</p>	<p>A: During creation of your supplier account, you select preferred language in which notifications from Ariba Commerce Cloud are coming. The language of the browser from which you log into Ariba supplier account controls the language of User Interface. Please note the language of forms is defined by XYZ Company.</p> <p>Please refer to below articles for further details:</p> <ul style="list-style-type: none"> • SAP Help Portal: How do I see Ariba applications in a different language? • SAP Help Portal: How do I change the language for my email notifications? <p>For other questions please visit the SAP Help Portal</p>
<p>Q: What operating systems and web browsers are recommended by Ariba?</p>	<p>A: On a PC (Windows XP or Vista):</p> <ul style="list-style-type: none"> - Internet Explorer version 7.0 or higher - Mozilla Firefox version 1.5 or higher - Safari 3.2 <p>On a MAC (OSX 10.4 x or later):</p> <ul style="list-style-type: none"> - Mozilla Firefox version 1.5 or higher - Safari 3.2
<p>Q: Can we have multiple account administrators for our Ariba account?</p>	<p>A: No. One username is assigned the account administrator role. The account administrator is responsible for adding new users and setting access control roles for your account. For more detailed instructions about creating users and roles, refer to the Ariba Network Account Management Guide (pdf) available from the HELP button at Ariba Supplier network To update your account administrator, please contact Ariba Customer Support.</p>

IDEXX Direct Material Supplier – Ariba Account Setting

Question	Answer
Q: Can I delete my Ariba Network account?	A: Yes, you may delete your account by contacting Ariba support.
Q: What does ANID mean?	A: ANID stands for “Ariba Network Identification.” Ariba provides this user ID after registration is complete. Each ANID has one account administrator (Account Admin). An Account Admin is someone in your company that can help to create user roles under the same ANID. If you don't know who your Account Admin is, please reach out to the Ariba team.
Q: Can I have multiple ANIDs for my company?	A: Yes, you can have multiple ANIDs for different reasons (e.g., different regions or business units/functions). It is up to you to decide how you want to setup and manage your ANIDs.
Q: How do I add users? Is there limitation on the quantity of user accounts under one ANID?	A: First, you will need to know who the account administrator (Account Admin) of that ANID is. Only Account Admins can add users to that specific ANID. A maximum of 250 users can be created under one ANID—with various levels of permissions and security—based on the business needs. To add users, please follow these steps: 1. The Account Admin needs to log-in to the Ariba Supplier network . 2. Click “Company Profile.” 3. Click “Users.” 4. Create the appropriate roles and permissions. 5. Create and add users to those roles.
Q: How do I update my company's information?	A: Please follow these steps: 1. The Account Admin needs to log-in to the Ariba Supplier network 2. Click “Company Settings.” 3. Click “Company Profile.” 4. Make updates. 5. Click “Save.”
Q: Can suppliers use Ariba applications in a different language?	A: Yes, but you will have to change the language in the Web browser you are using, not in Ariba.
Q: What if I forget my Ariba Network username or password?	A: Please follow these steps: 1. Go to the Ariba Supplier network 2. Click “Having trouble logging in?” 3. Select “I forgot my username” or “I forgot my password” and click “Continue.” 4. Enter your email address and click “Submit.” 5. You will receive an email message with further instructions.

IDEXX Direct Material Supplier – Account Payable

<u>Question</u>	<u>Answer</u>
Q: After moving to Ariba Network, what is the methodology to submit invoices?	A: For countries for which e-invoicing is compliant, all invoices MUST be submitted via Ariba Network. Fax, postal mail or email will no longer be acceptable submission methods. For Ariba invoice instruction, please refer Training manual for details.
Q: How to identify which system I should use to submit invoice?	A: Depending on the type of the PO: For Legacy PO (the existing process flow): use current method to submit invoice to IDEXX. For Ariba PO: use Ariba Network to submit invoice to IDEXX.
Q: I have an issue submitting invoice/credit note in Ariba. Who can help me?	A: Ariba help center should be able to assist with your how-to questions. Go to: Ariba Supplier network (Ariba web page) and click Help on the upper right corner.
Q: How can I check the status of invoice?	A: The invoice status can be found in your Ariba Network Account in the INVOICE tab of the OUTBOX
Q: What the following invoice status means on Ariba:	A: Sent: The invoice is on the IDEXX's system Approved: IDEXX has approved the invoice for payment Paid: IDEXX has indicated that the invoice is paid or in the process of being paid Rejected: The invoice has failed validation on Ariba Network or IDEXX has rejected the invoice Canceled: You have canceled the invoice Pending approval: The invoice is on hold until IDEXX has approved the auto-generated service sheet. The invoice status definition can also be found in the Ariba Network Supplier Guide (Supply Chain Collaboration Invoicing Standard Supplier Guide IDEXX)
Q: Where can I find training materials how to use the Ariba Network? What kind of instructions I could find in the Ariba training material?	A: Training materials (URL) include but not limit to below topics: <ul style="list-style-type: none"> • How to submit invoice in Ariba Network • How to submit credit note in Ariba Network • How to copy invoice • How to check invoice status • How to view historical invoice • How to modify or cancel invoice • How to download reports
Q: One supplier for a particular buyer have more than one AN account?	A: Yes, in case the buyer has several Vendor IDs for one supplier entity, separate TRRs will be sent per Vendor ID, the supplier can accept all with the same ANID or create separate accounts to be linked with the buyer
Q: If supplier has different AN ID based on different locations, but customer is maintaining as one ANID/ VID with different locations can one supplier ANID be connected to multiple AN ID in background?	A: If the buyer has only one Vendor ID for the supplier the supplier can only connect with one ANID to the buyer, AN does not allow duplicates (meaning same VIDs for multiple supplier ANIDs) The supplier can set multiple addresses for the invoicing or could request creation of multiple VIDs at buyer side or can. Integration would support this use case as well

<p>Q: Does AN ID remain same when supplier migrate from Standard account to Enterprise account?</p>	<p>A: Yes, the ANID does not change in case of upgrade or downgrade (downgrade to be requested by supplier at Customer Support)</p>
<p>Q: If a document is not visible on the portal will it still be accessible on the portal via the link in the email for standard account?</p>	<p>A: Yes, the link in the interactive email does not expire, if the supplier archives or stores the emails he can always access the documents. From the portal itself the supplier can just resend the last 200 documents to their email inbox as they are listed in the dashboard</p>
<p>Q: What if I forget my password?</p>	<p>A: If you forget your Ariba Network Password, click the Forgot Your Password link on the Ariba Supplier network. Ariba Network will prompt you for your secret question, which you entered during registration</p>