Ariba Network Enterprise Supplier Information Pack

SAP

Public

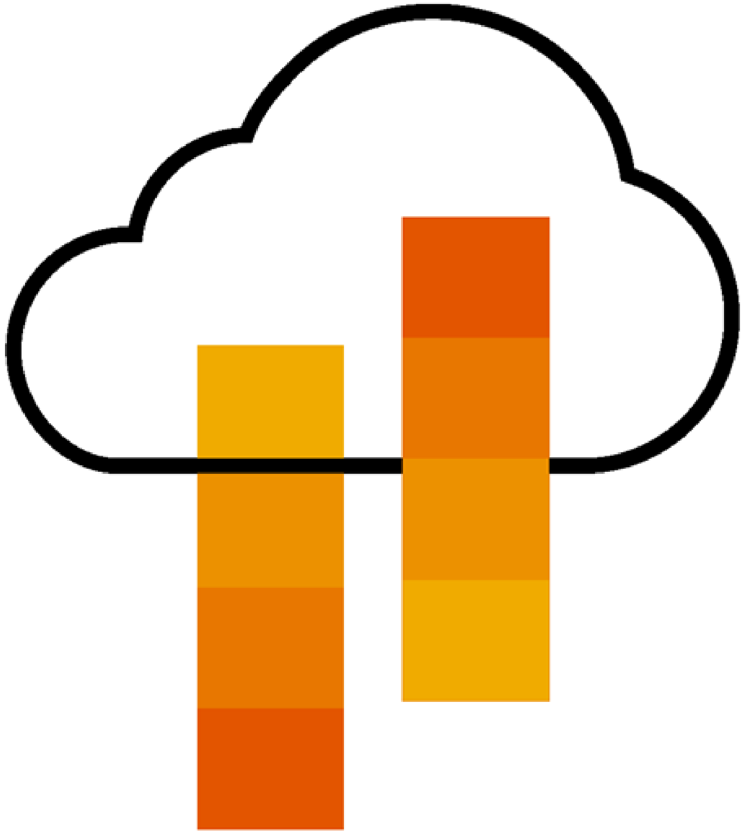
Agenda

- Standard Account vs Enterprise Account
- Supplier Fee Schedule
- Log in as a supplier
- Locate open bills
- Make Payment
- Raise dispute case
- Billing POC
- Admin of Account
- How to downgrade to Standard Account
- How to contact Ariba Support

Standard Account vs Enterprise Account

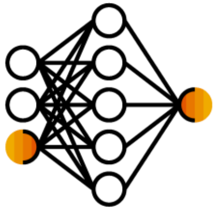
What is an Ariba Network, Standard Account?

- Basic Account that gives you access to Ariba Network
- Receive interactive email purchase orders
- Send electronic documents through the Ariba Network
- **No fees**
- Intended for low volume suppliers



What You Get With Your Free Standard Account

Ariba Discovery



- Receive High Quality Matched Sales Leads
- Attract Potential Customers
- Get Invited to Sourcing Events

Collaboration & Document Exchange

- Free Access To SAP Ariba's Contract Management Module
- Respond To Orders And Check Document Status
- Catalog Set Up/Access (self-service)

Usage

- No Transaction Document Limitations
- Unlimited Ariba Network Relationships
- Online Support Via The Help Center

SAP Ariba Supplier Mobile App

- Work On-The-Go
- Receive Real-Time Alerts
- Monitor Key Activities

What You Get With An Enterprise Account

Document Exchange

- Use CSV Uploads To Manage Large Document Counts
- Full Access To Workbench

Integration & Electronic Catalogs

- Integrate Your Back-End System With Ariba Network Through cXML, EDI or CSV
- Create/Publish Electronic Catalogs To Enhance PO Accuracy
- Link Your Current E-Shop To Your Ariba Network Account

Legal Archiving & Reporting

- Access Long-Term Archiving (Regional Restrictions May Apply)
- Track Transactions & Sales Activities With Full Access Reporting

SAP Ariba Support

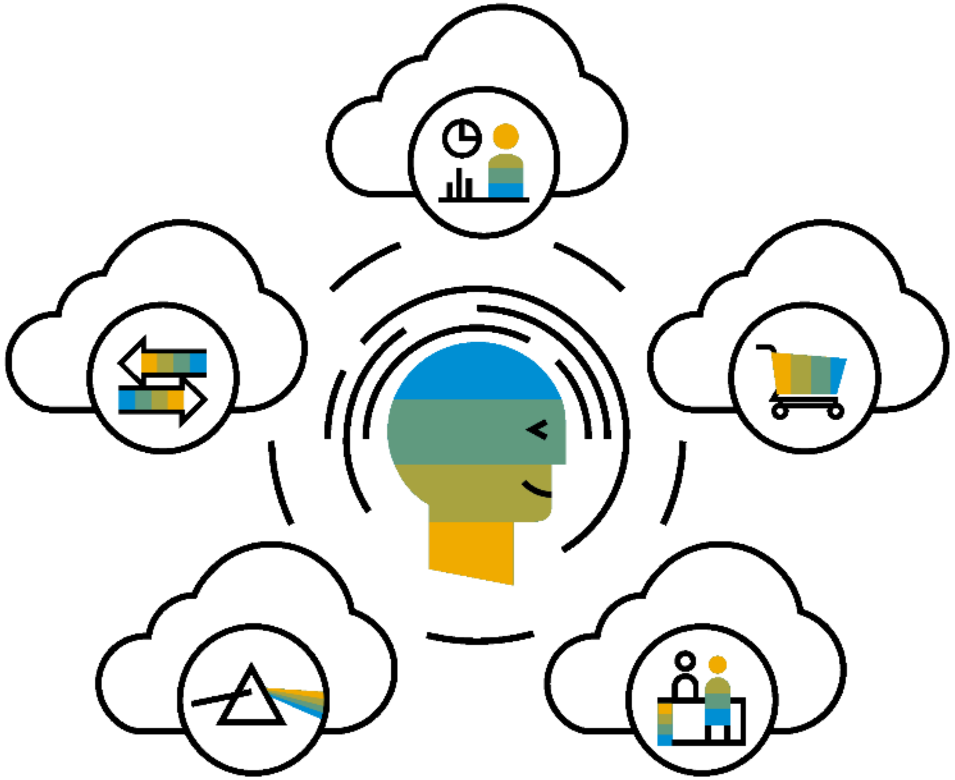
- Access The Entire Documentation Database
- Contact The Help Center By Phone, Chat, Or Web Form

Standard Account Vs. Enterprise Account On Ariba Network

Features	Standard Account	Enterprise Account
Access	Email notifications/workbench	Online dashboard/workbench
Company Profile	✓	✓
Purchase Order, Order confirmation (full & partial), Ship Notice, Service Entry Sheet, (Non-PO) Invoice, Credit Memo	✓	✓
Electronic Catalogs	✓ Self-service only	✓
Document status	Email notifications/workbench	Online dashboard/workbench
Legal Archive	Email notification and online download	• Long-term invoice archiving for global compliance (Regional restrictions apply) • Capability to mass download invoices for local archiving
Ariba Support	Online Help Center	• Support via phone, chat, or email • Direct access to enablement experts for onboarding assistance • Technical support for configuration and integration assistance • Online educational training courses
Integration	✗	✓
Reporting	✗	✓
Multiple customer relationships	✓	✓
Multi users	✓	✓
Mobile App	✓	✓
Ariba Discovery	✓ Fees may apply to respond to leads. Click here for more information.	✓ Fees may apply to respond to leads. Click here for more information.
Fees	FREE	Fees may apply, See complete details.

Supplier Fee Schedule

SAP Ariba Network Fee Schedule Basics



FREE for all suppliers to join and begin transacting

Two components of the supplier fee schedule: Transaction Fees and Subscription Fees

Chargeable documents are considered Purchase Orders, Invoices, Service Entry Sheets, and Service Entry Sheet Responses

Chargeable suppliers transacting less than $250,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count

***Note**: Fees are only applicable for suppliers who utilize **Enterprise** Accounts.*
***Standard** Accounts are free and not subject to the fees described in this workshop.*

Enterprise Account Subscription Levels

Premium

- Unlimited portal access
- Electronic catalogs
- Supply Chain Collaboration
- Customer support
- Long-Term Invoice Archiving
- Reporting

Bronze

Premium, plus:
- Ariba achievement badges
- Free Discovery RFI/RFQ response

Silver

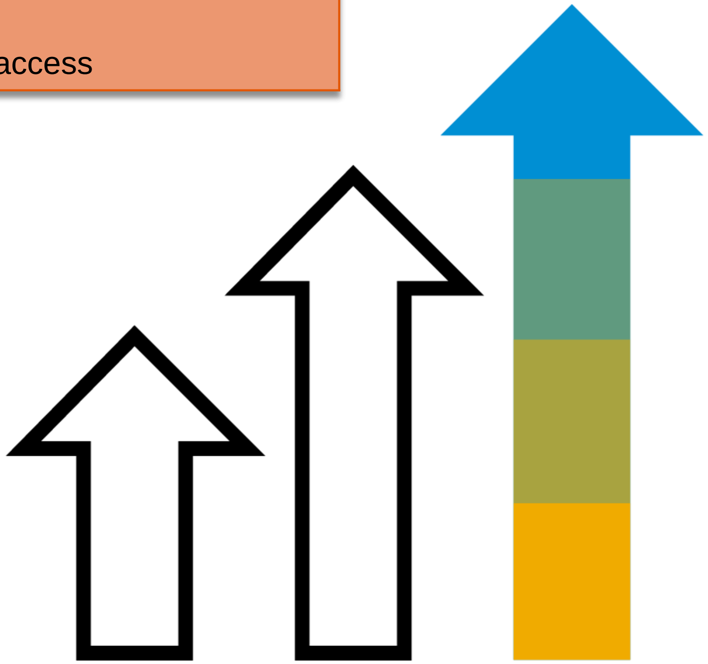
Bronze, plus:
- Express integration support
- cXML and EDI Integration
- Supplier technical support
- Two free Discovery responses

Gold

Silver, plus:
- Unlimited responses to sales opportunities
- Priority support access

Platinum

Gold, plus:
- Ariba LIVE pass
- Extended integration support



Read more about subscription levels, calculate your fees & check out other currencies on our website
https://www.ariba.com/ariba-network/ariba-network-for-suppliers

Ariba Network Supplier Fee Schedule for Enterprise Accounts - SGD

Fee Threshold

$68,450 and 5 Documents

Suppliers who do not cross the Fee Threshold will not be charged fees

Transaction Fees

Billed every quarter

Per-relationship fee cap: $27,375/year

Without Service Entry Sheets

0.155% of transaction volume

With Service Entry Sheets

0.35% of transaction volume

+

Subscription Fees

Billed once a year

Annual Document Count Across All Customer Relationships	**Subscription**	**Annual Fees**
Up to 4 documents	Premium	**Free**
5 to 24 documents	*Bronze	$70
25 to 99 documents	Silver	$1,040
100 to 499 documents	Gold	$3,125
500 and more documents	Platinum	$7,600

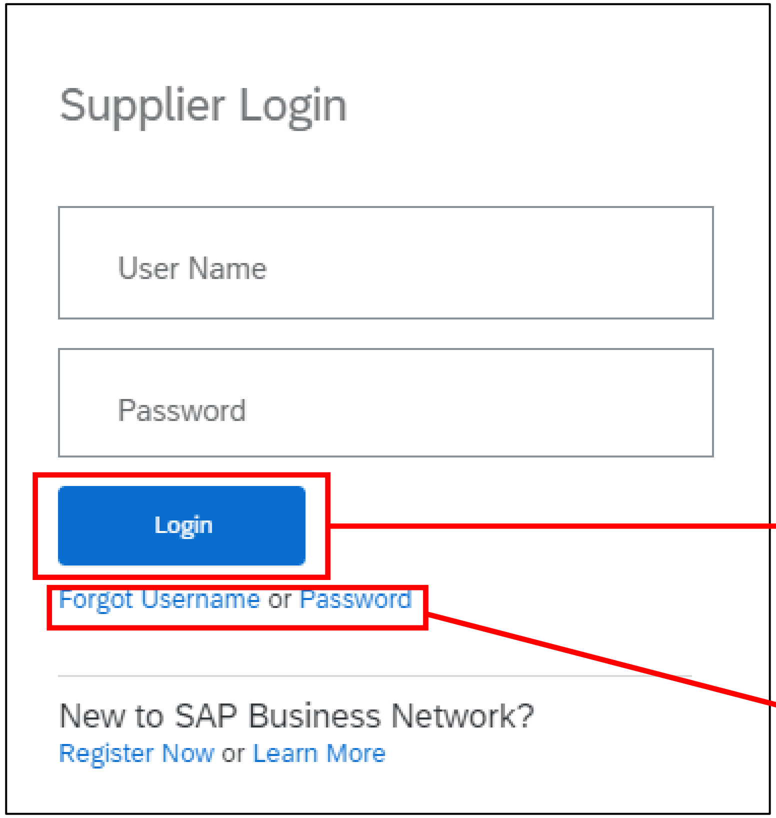
***Chargeable suppliers transacting less than $342,200 in annual financial volume will be assigned to the Bronze level irrespective of annual document count**

**Note: Invoices from SAP Ariba will be in USD currency*

Log in as a supplier

Supplier login to SAP Business Network

Log in via https://supplier.ariba.com

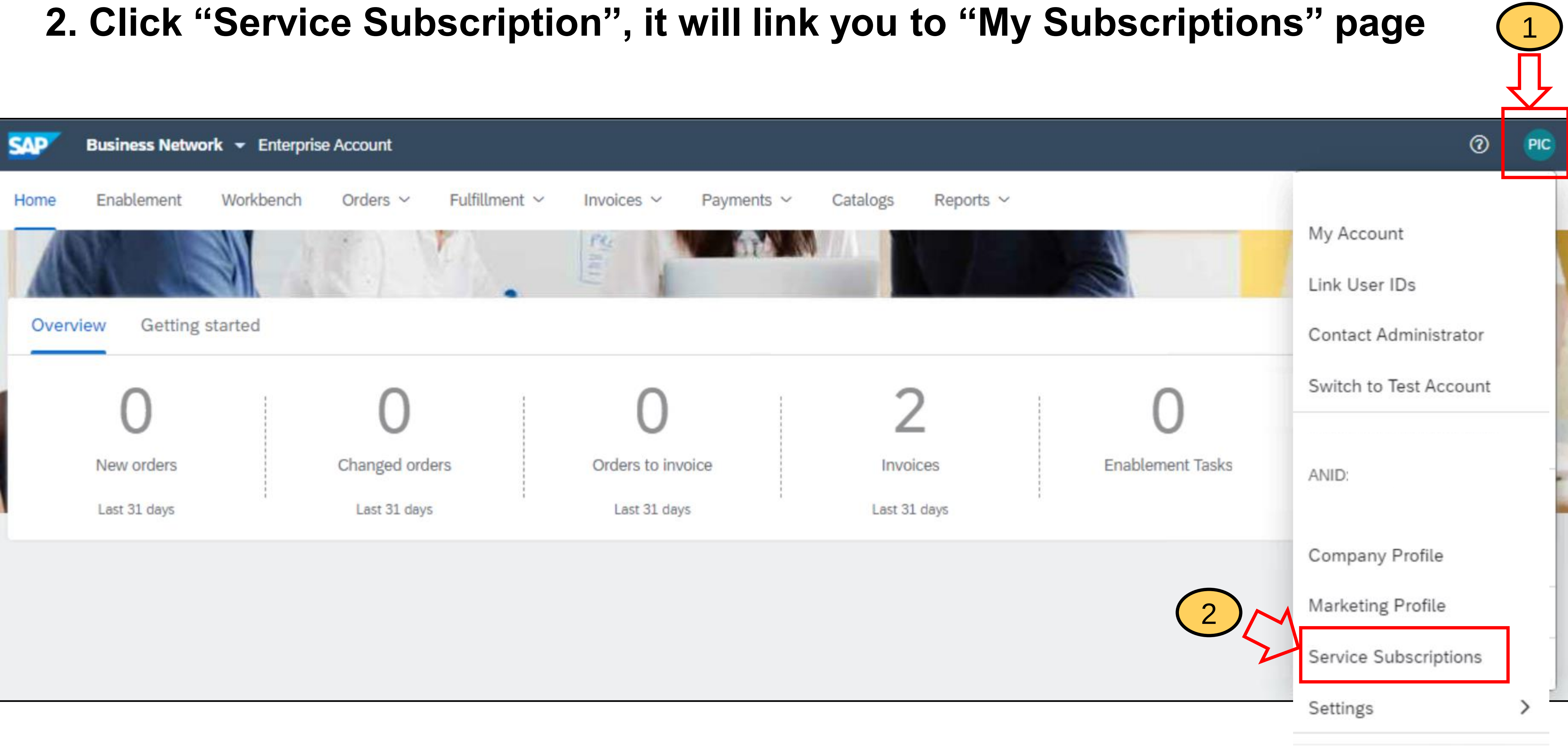


Log in with your existing Username and Password

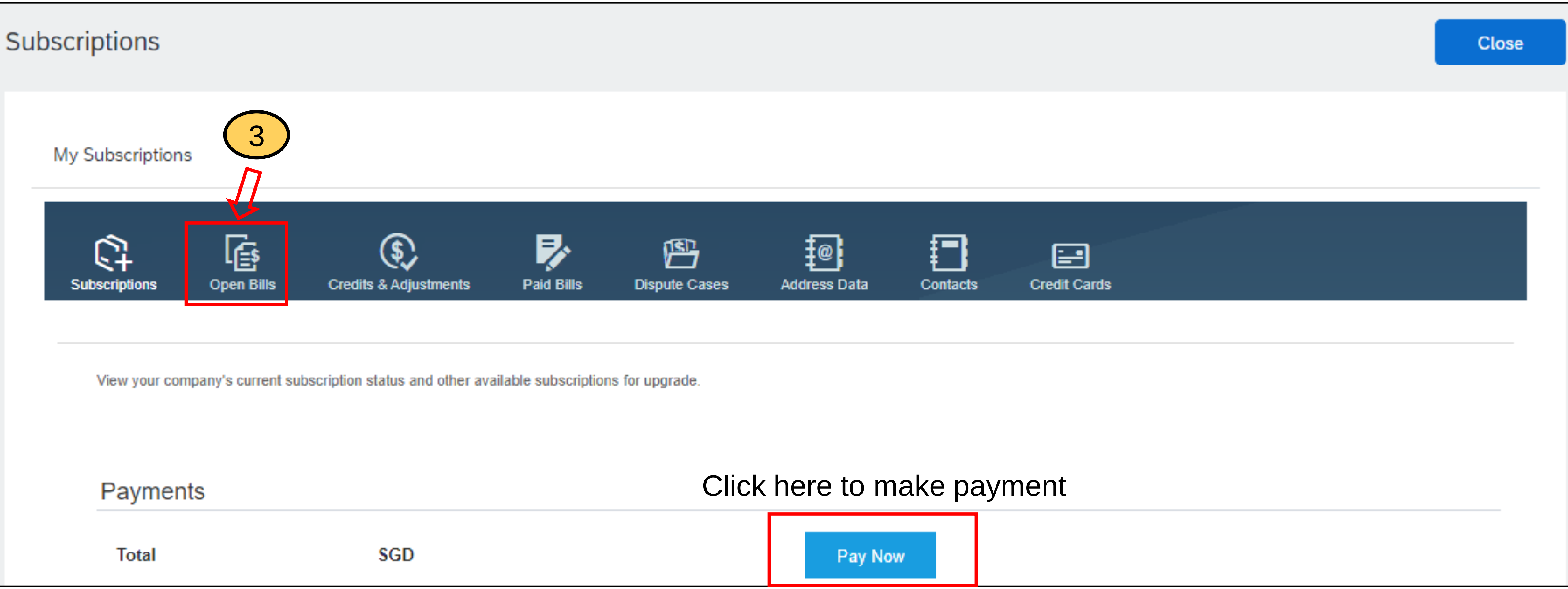
Click “Forgot Username” or “Password” if needed

Locate Open Bills

1. After Logging in, go to the Initials at the top right corner of the screen
2. Click “Service Subscription”, it will link you to “My Subscriptions” page

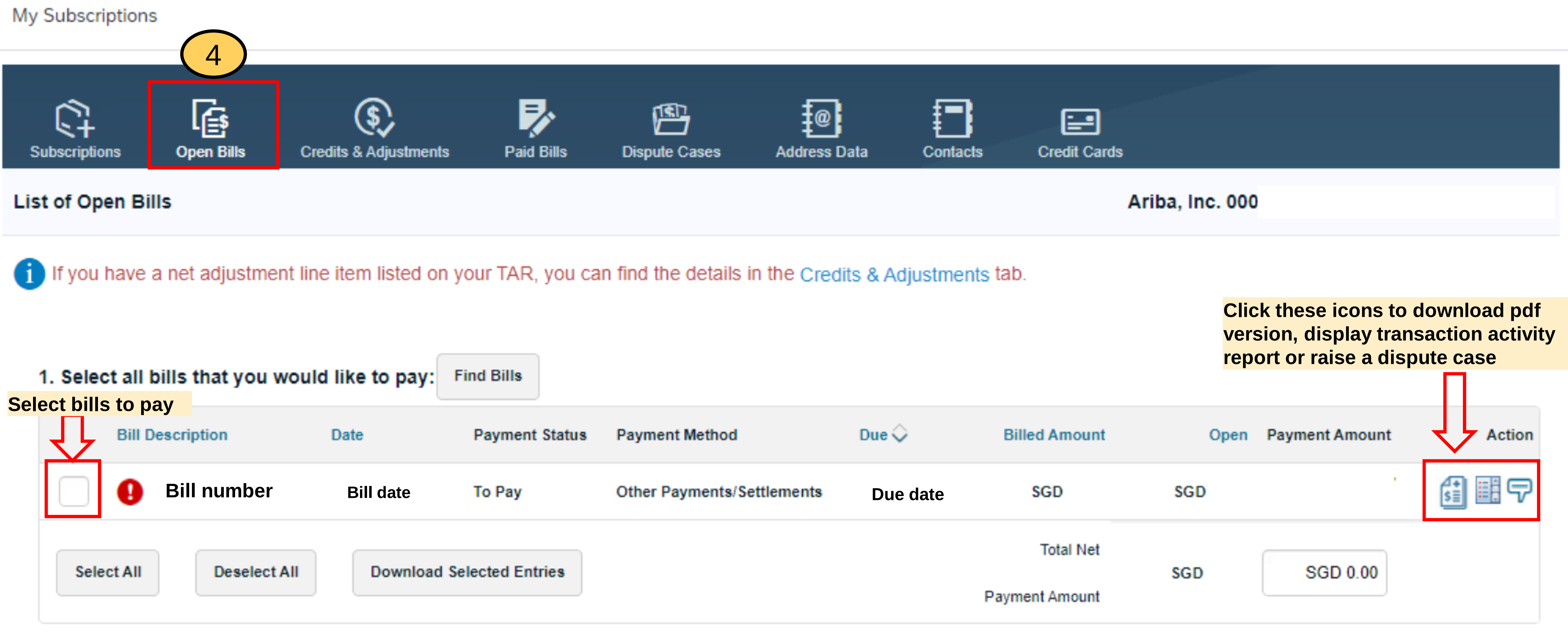


3. Under “My Subscriptions”, you can see an overview of outstanding amount, there is a “Pay Now” button to make payment
To view more details of each bill, click “Open Bills” tab



4. To view more details of each bill, click "Open Bills"

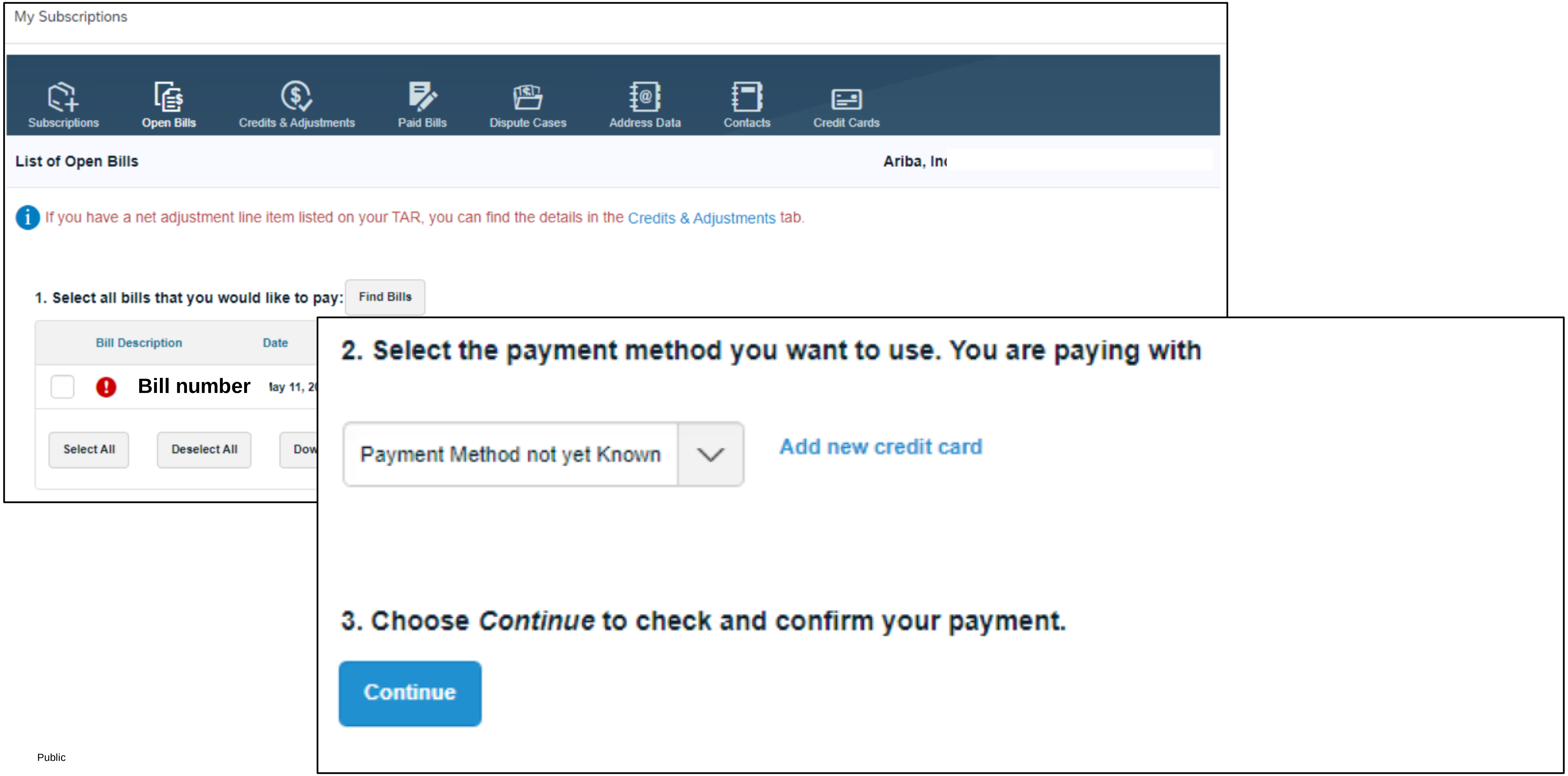
Here, you can view each bill, download a pdf version and select the bills you want to pay



Public

Make Payment

In “Open Bills”, once select the bills to pay, follow the steps in this page to add payment method and confirm payment



Raise dispute case

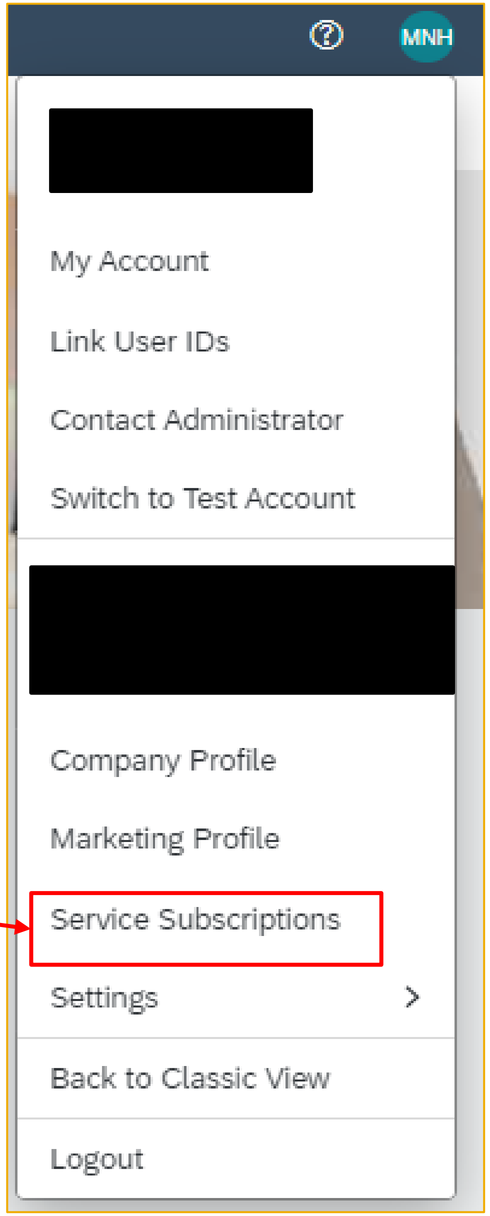
How to raise a dispute case on Ariba invoices from Supplier Ariba Network account?

Note: Applicable to Enterprise Account suppliers only

Step 1: Log in to your Ariba Network Account

Step 2: Click the Administrator initials at the top right corner

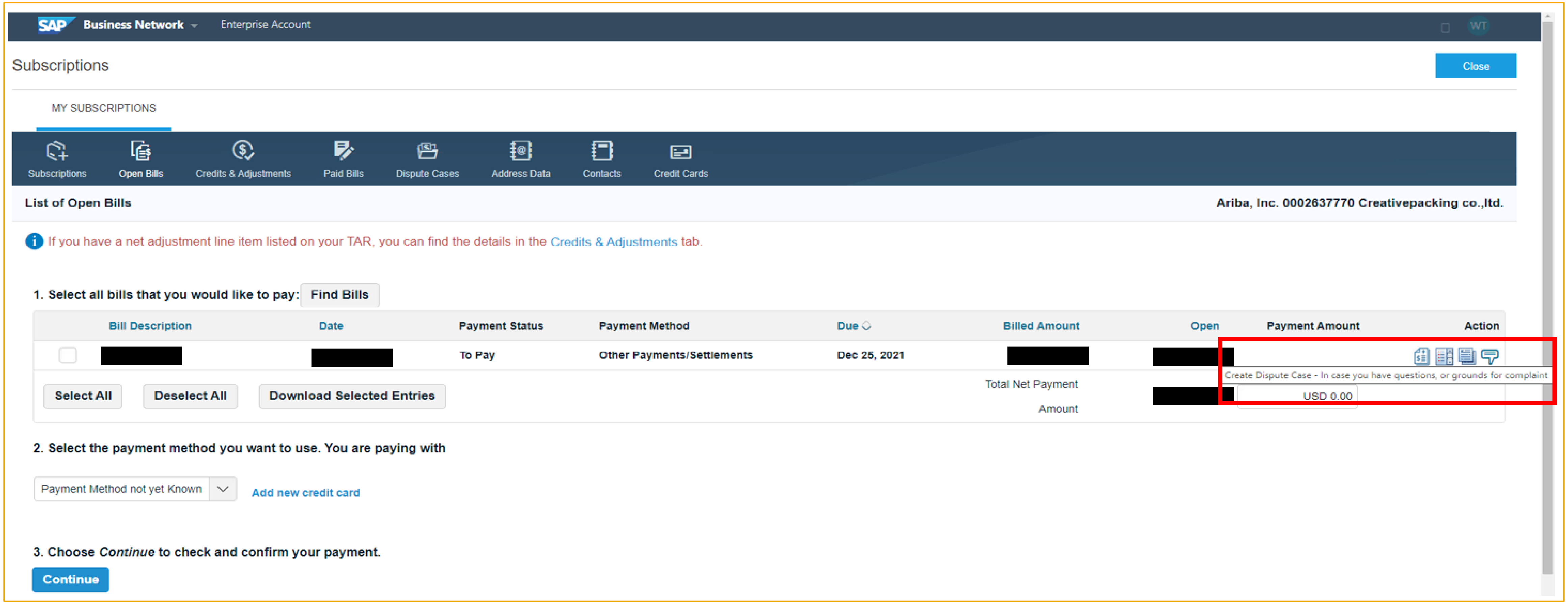
Click **"Service Subscriptions"**



How to raise a dispute case on Ariba invoices from Supplier Ariba Network account?

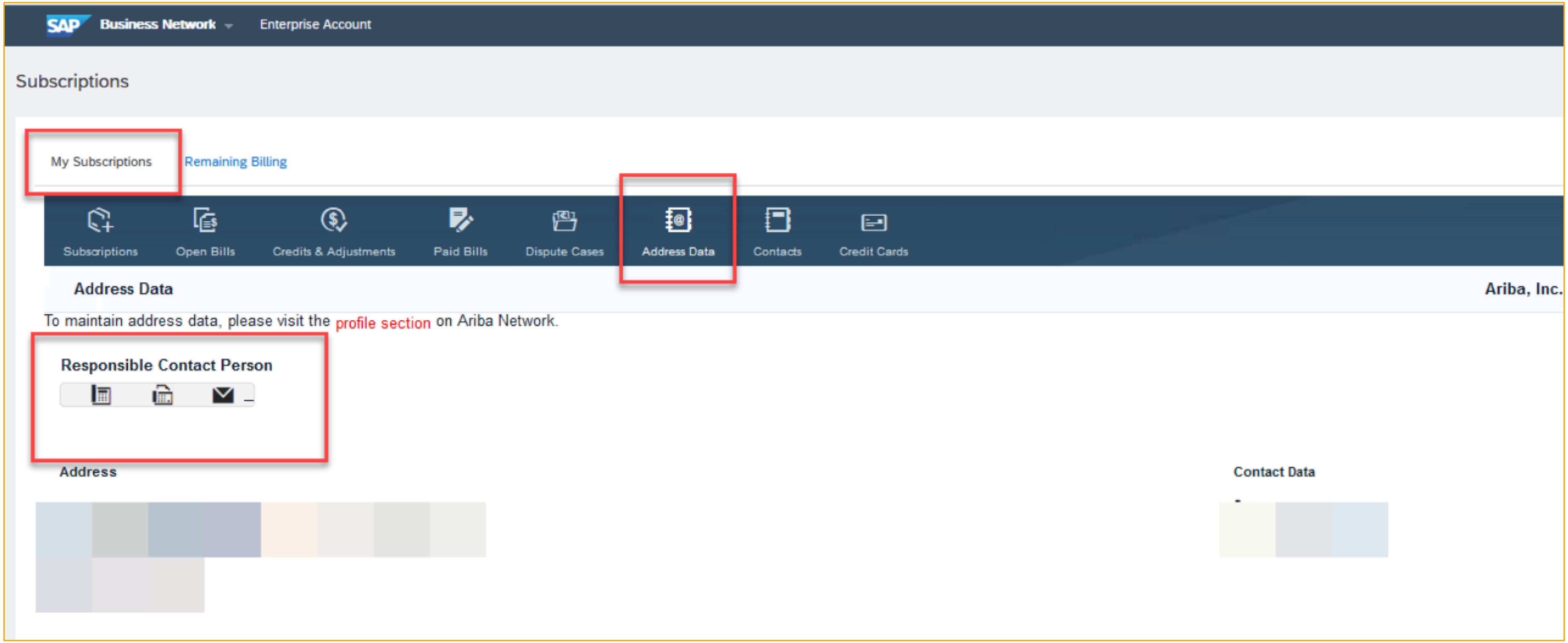
Step 3: You can view outstanding bills under **“My subscriptions” – “Open Bills”**

If you would like to raise a dispute case on a specific invoice, click the Dispute icon under **“Action”** column on the right of your screen.



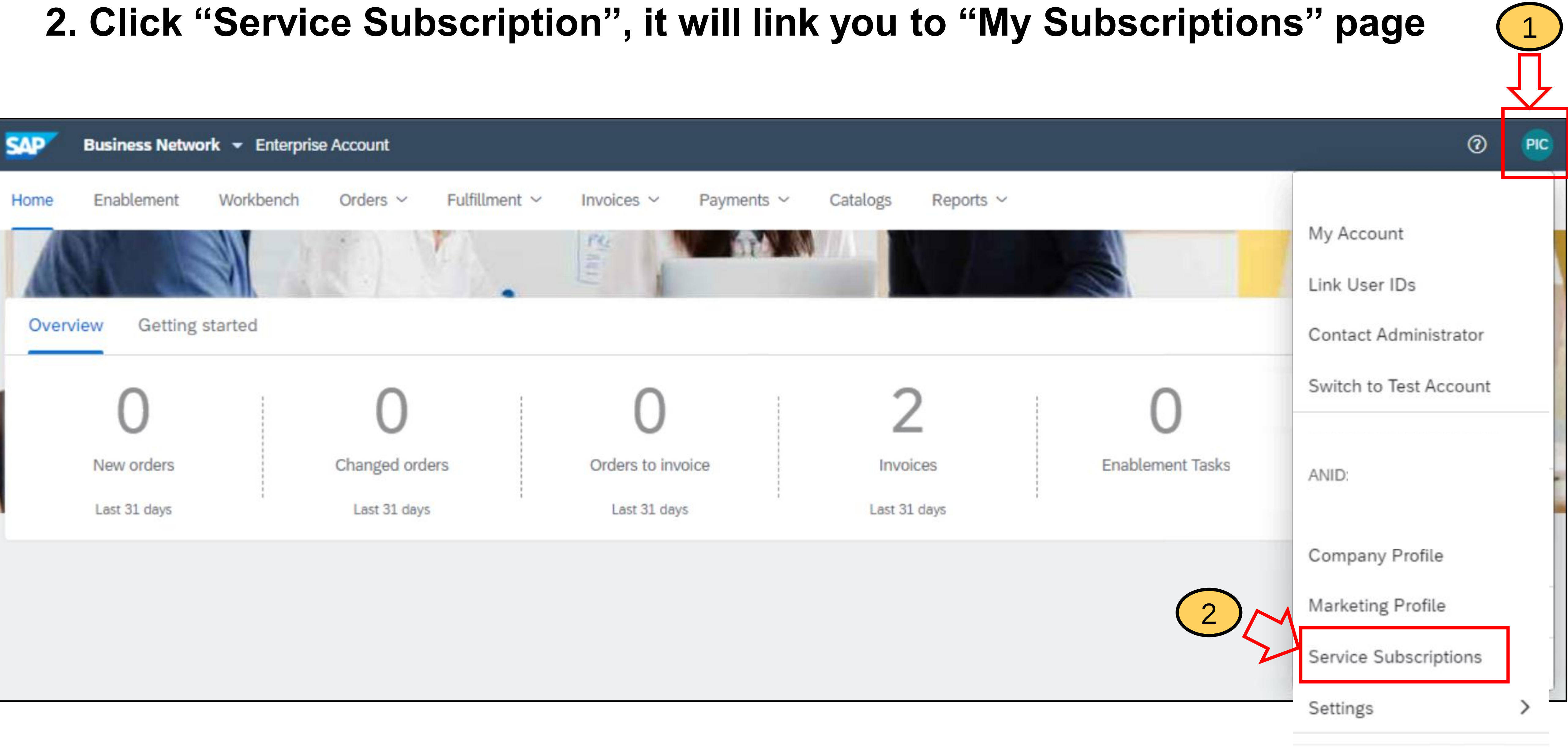
How to raise a dispute case on Ariba invoices from Supplier Ariba Network account?

If you want to check for the person in charge of your company account in terms of billing, go to **"Address Data"** under "**My Subscriptions". **You can contact the responsible person via email/phone call.

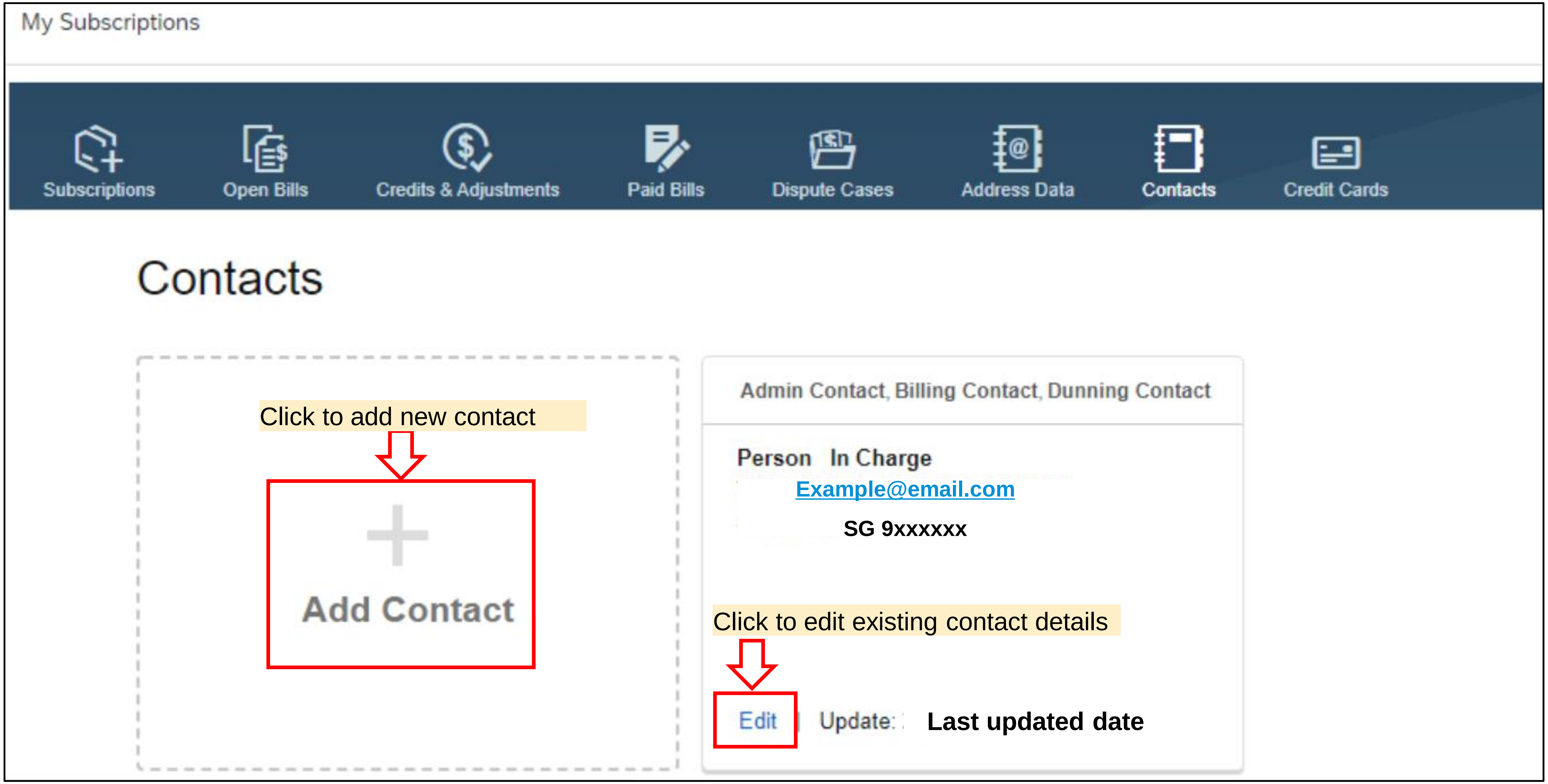


Billing Point of Contact (POC)

1. Go to the Initials at the top right corner of the screen
2. Click "Service Subscription", it will link you to "My Subscriptions" page



3. You can check and update your company contacts for Billing/Dunning in "Contacts" tab



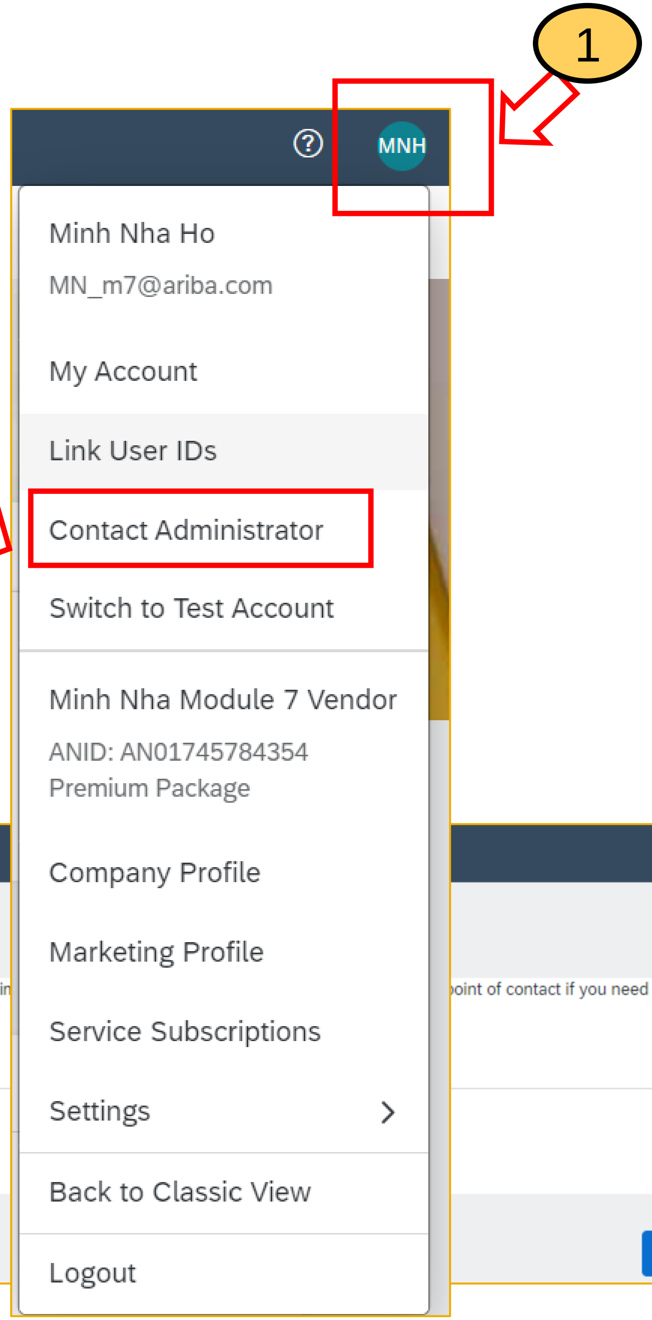
Locate Admin of Account

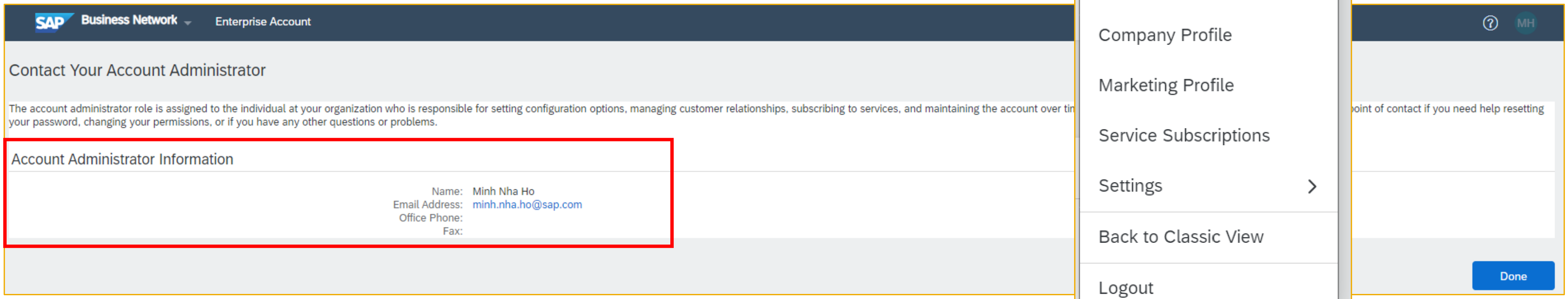
Locate Admin of Account

Step 1: Log in to your Ariba Network Account

Step 2: Click the Administrator initials at the top right corner

Click “Contact Administrator” to view admin’s contact details

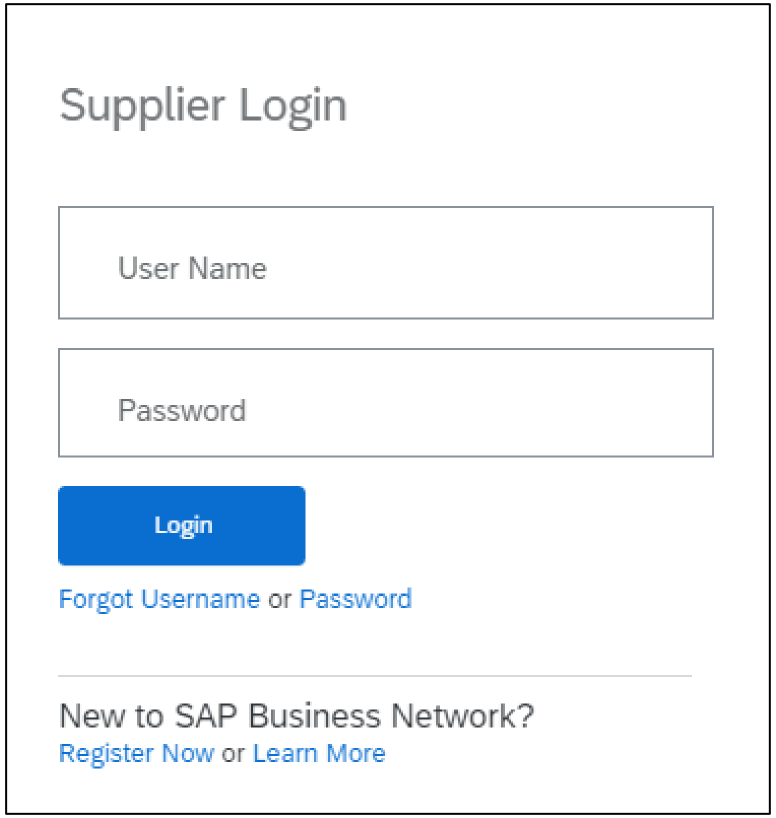




How to downgrade to Standard Account

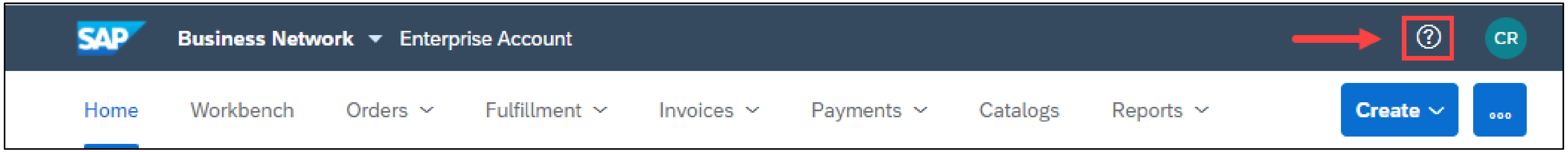
1. Supplier login to SAP Business Network

Log in via https://supplier.ariba.com

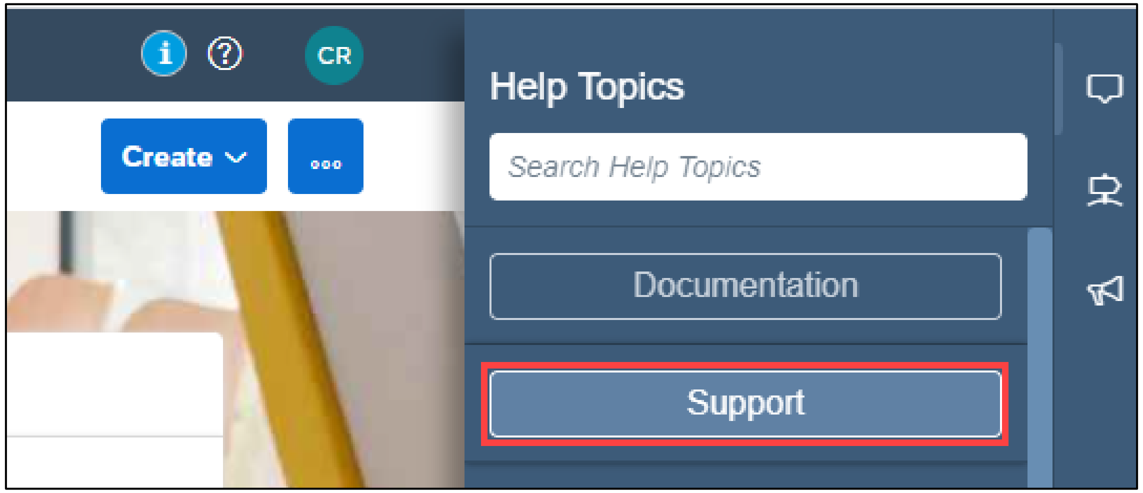


2. Contact Business Network Customer Support (1)

Click the **Help** icon in the upper-right corner of the application

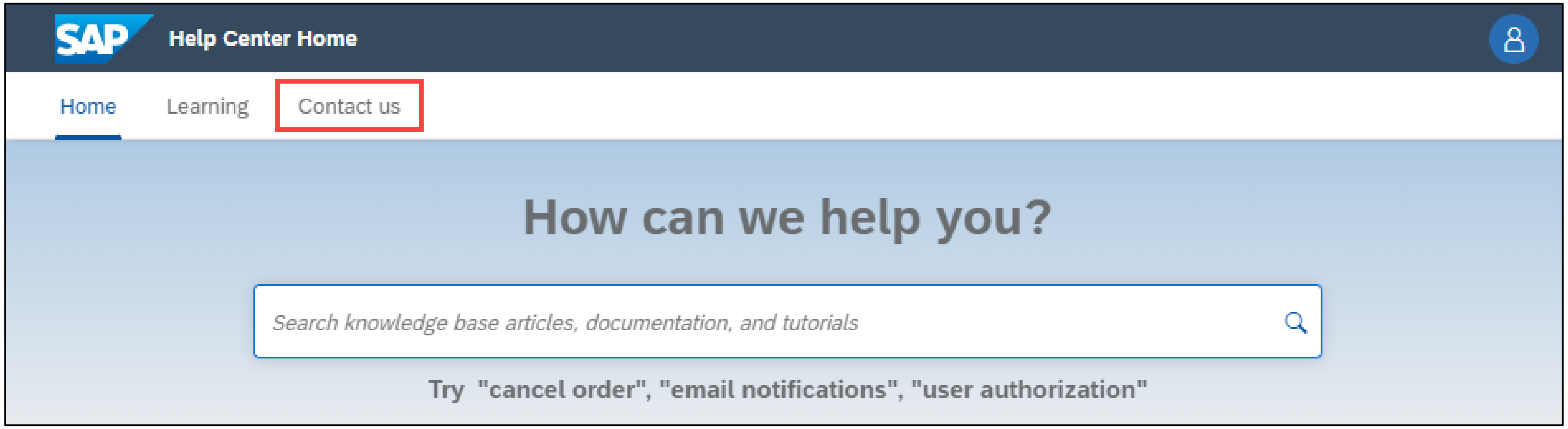


Click **Support**



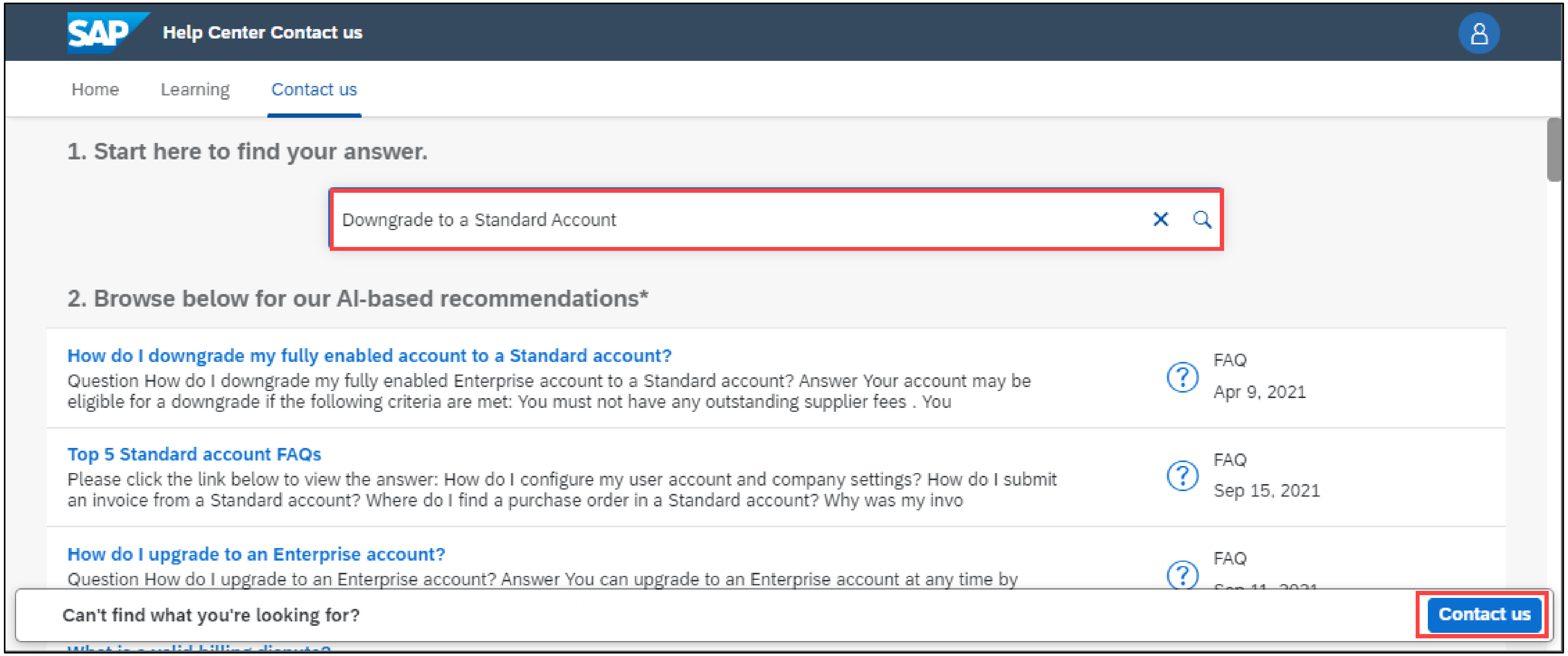
2. Contact Business Network Customer Support (2)

Click the **Contact us** tab.



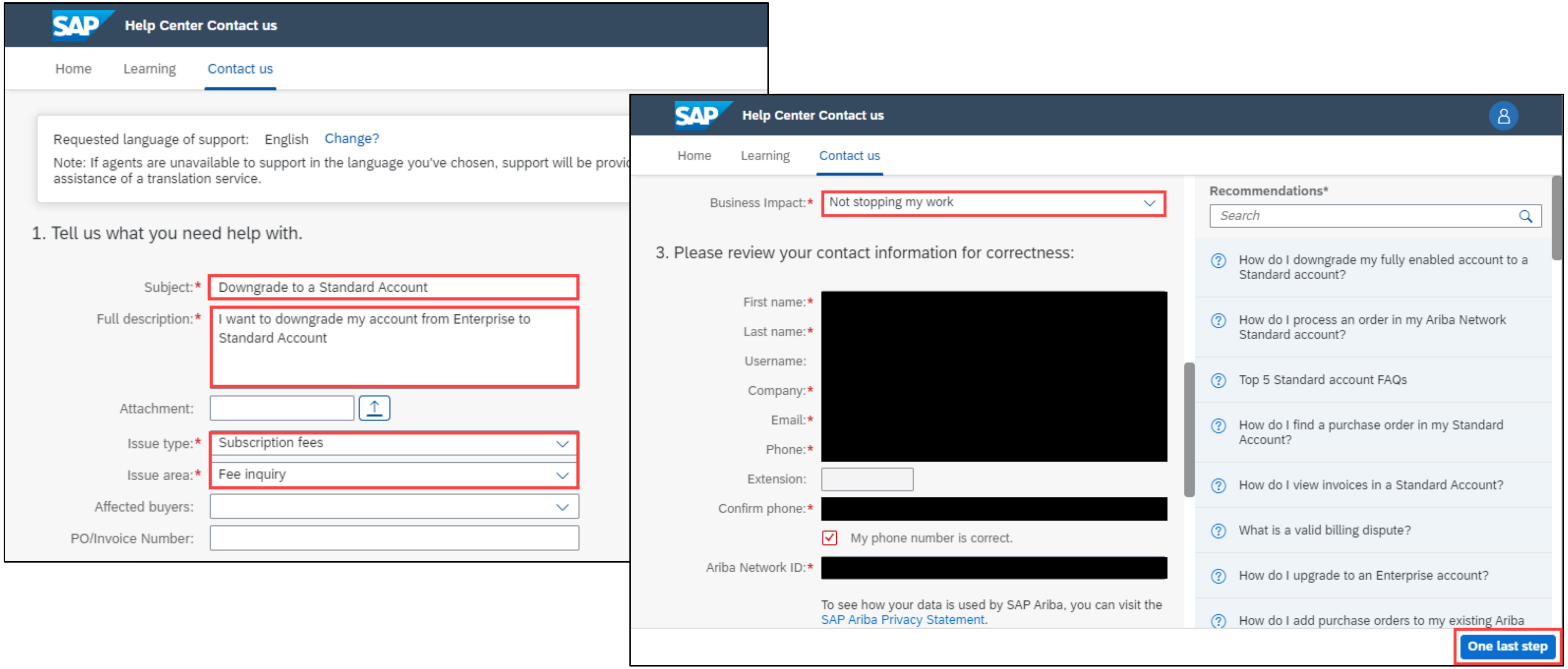
2. Contact Business Network Customer Support (3)

Enter a brief description of your question or issue in the **Start here to find your answer** field and click **Contact us**
Can be “*Downgrade to Standard Account*”



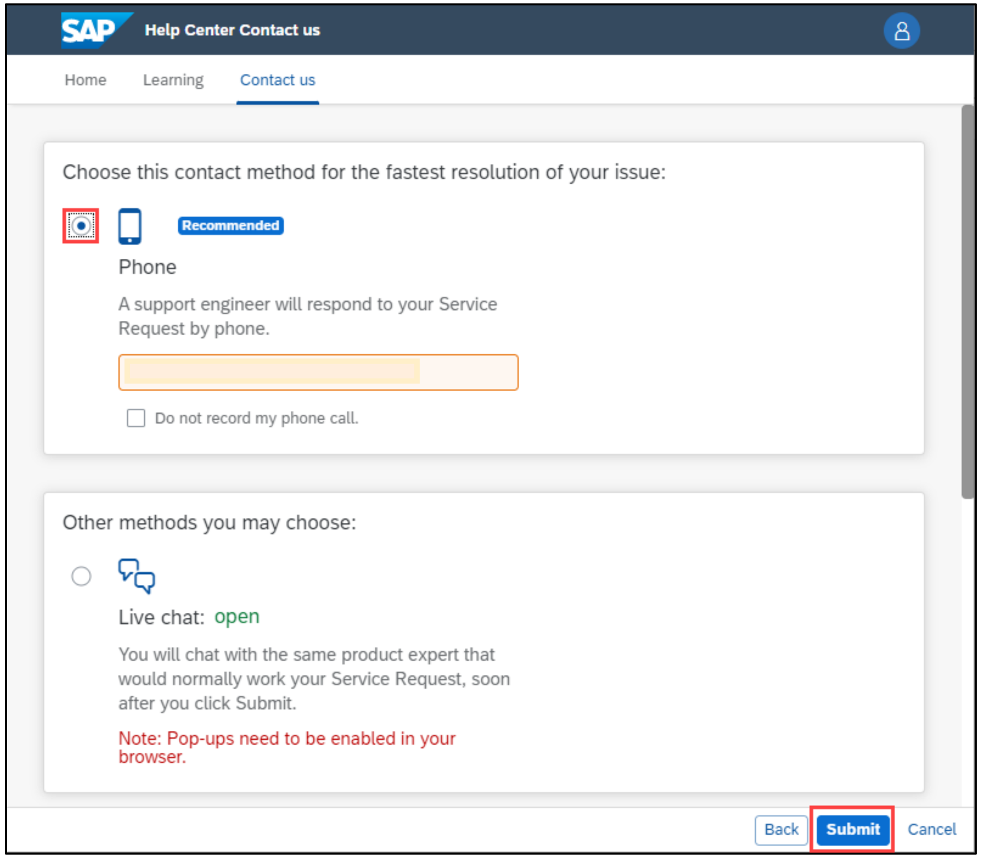
3. Provide information about downgrading

Provide information about downgrading account and all required field
Issue Type : Subscription fees, **Issue area** : Fee inquiry, **Business Impact** : Not stopping my work
Click **One last step**



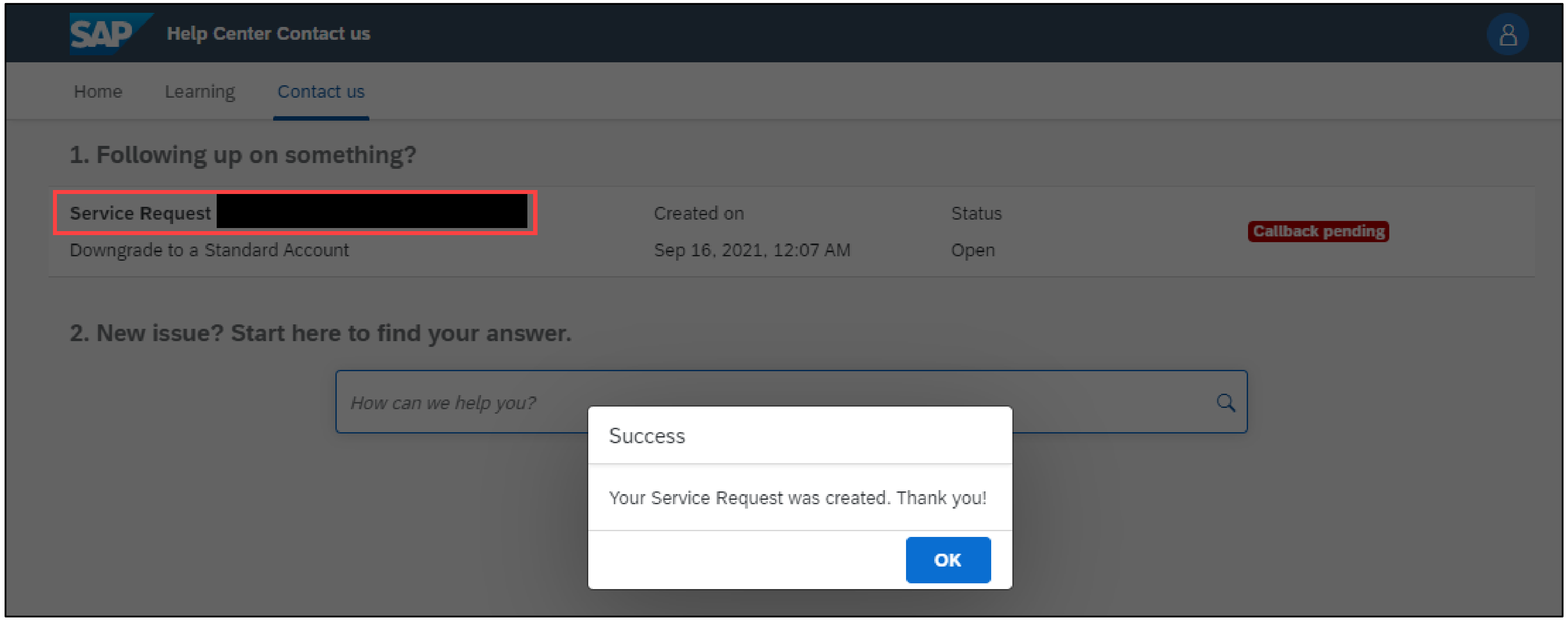
4. Ready for support call

Select Phone and click **Submit**.
Support team will call back to phone number provided in previous step.
Waiting time will show in the screen.



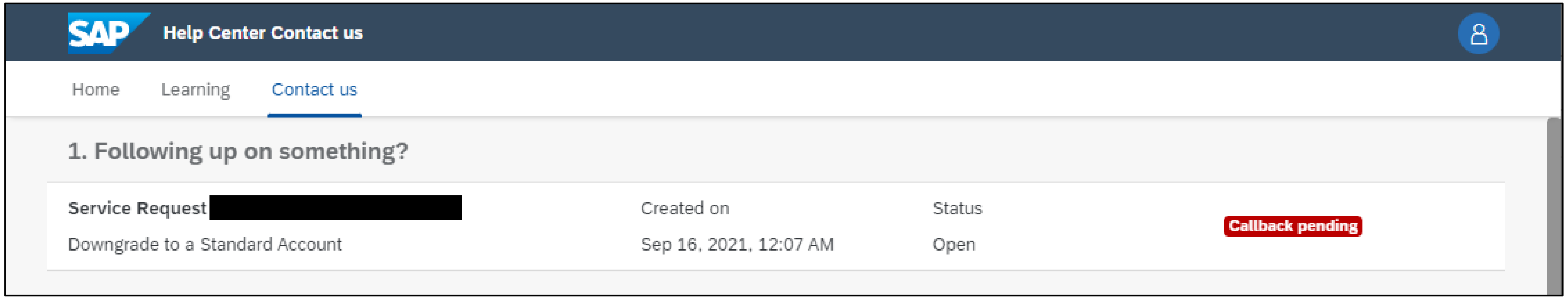
5. Service Request created.

Once Service Request successfully created, you will get notification.

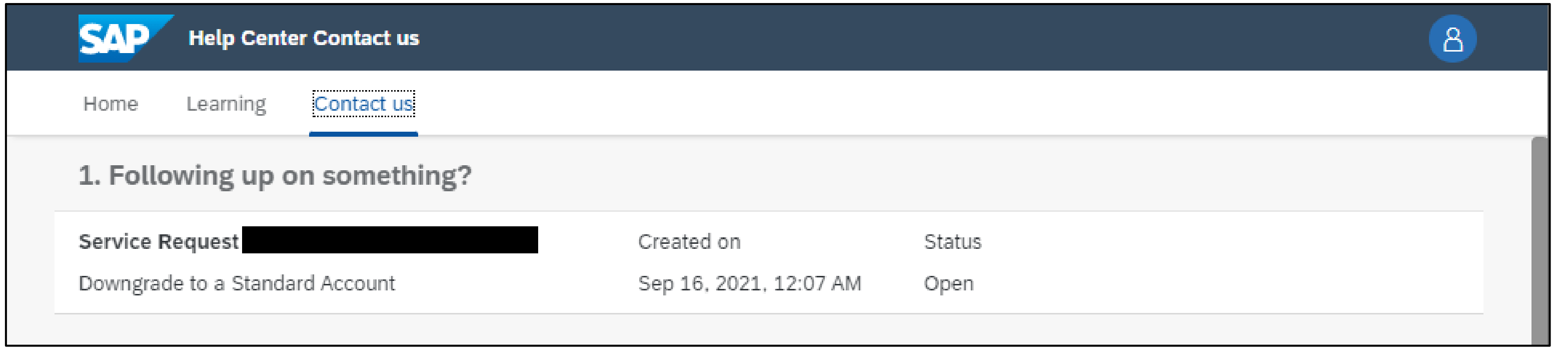


6. Track status of Service Request

You will see your Service Request Number with status. Start from **Callback pending** which mean support team will call you for additional information and guide you with additional steps.

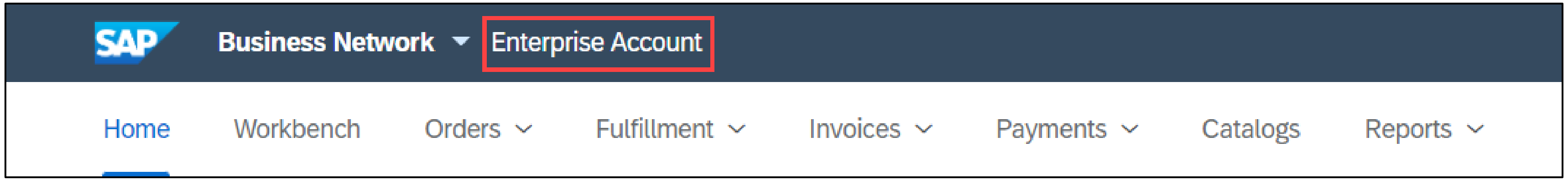


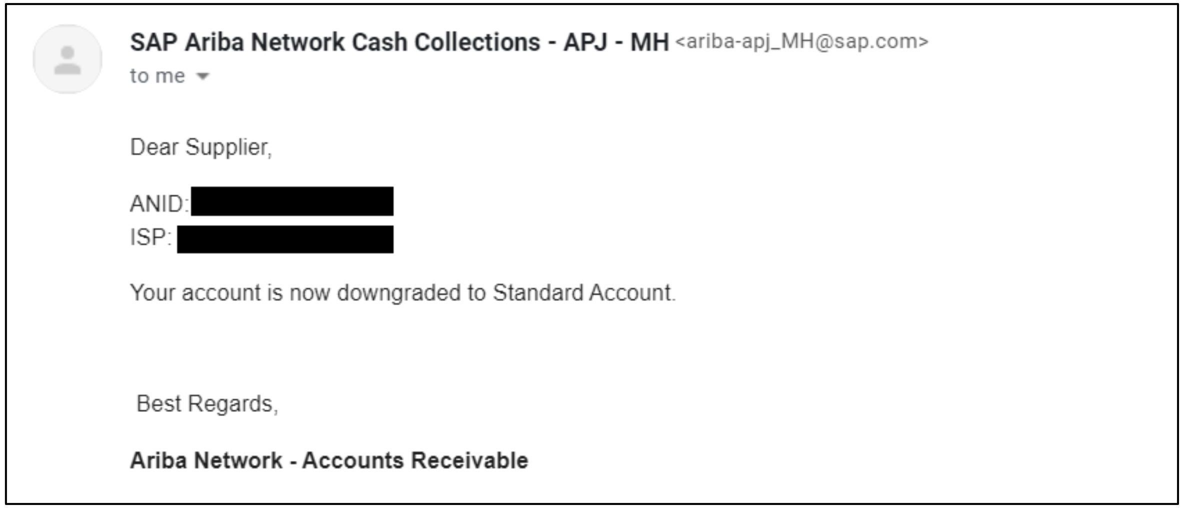
After Support team made a phone call already, status **Callback pending** will disappear. You can track status in this screen by clicking Service Request to view more information.



7. Downgrading to Standard

Your account will now change from Enterprise Account to Standard Account with Email confirmation.
Note: Account type change is subjected to downgrading processing time




SAP Ariba Network Cash Collections - APJ - MH <ariba-apj_MH@sap.com>
to me

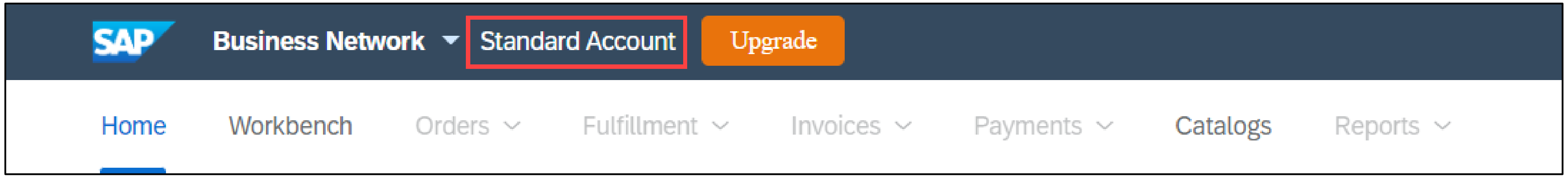
Dear Supplier,

ANID: [redacted]
ISP: [redacted]

Your account is now downgraded to Standard Account.

Best Regards,

Ariba Network - Accounts Receivable



Supplier Account Downgrade Do’s and Don’ts

Supplier Account Downgrade Do’s and Don’ts

Billed

- Supplier can request for downgrade within 60 days of receiving the first SMP Invoice from SAP Ariba.*

Unbilled

- If the supplier has not received any SMP Invoice, supplier can raise a support ticket to request for downgrade.

After raising a dispute and/or request for downgrade, each case will be reviewed by SAP Ariba Billing team, the outcome will be subjected to Billing Team's review and approval.

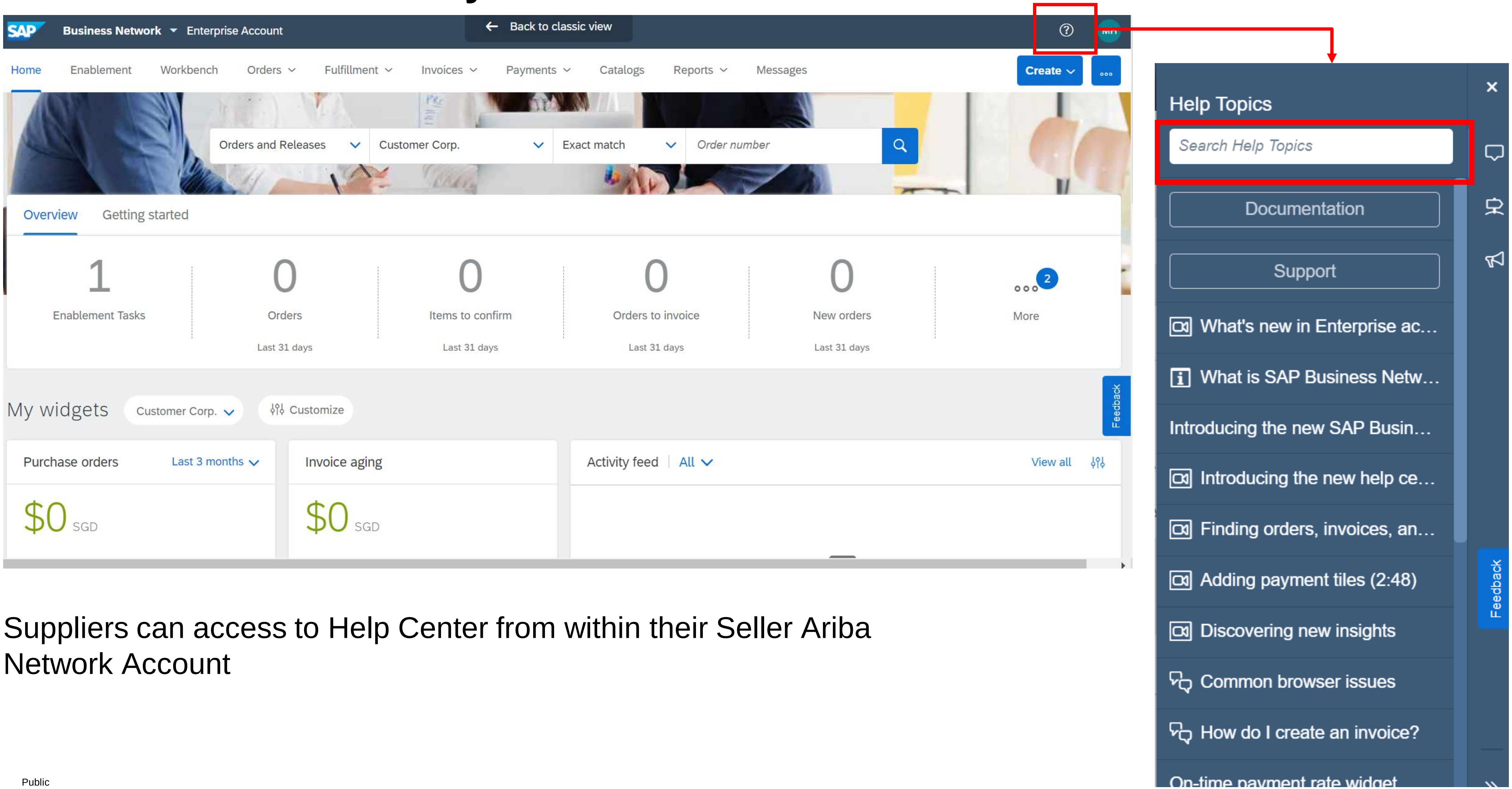
Billed

- Supplier cannot request fee waiver beyond 60 days of receiving the first SMP Invoice from SAP Ariba. If beyond 60 days, the supplier must settle the outstanding invoices to downgrade.

*Supplier should review the invoice to make payment before requesting for downgrade, within 60 days of the first SMP invoice date. In case the supplier does not agree with the bill, dispute should be raised within 60 days from first SMP invoice date.

How to contact Ariba Support

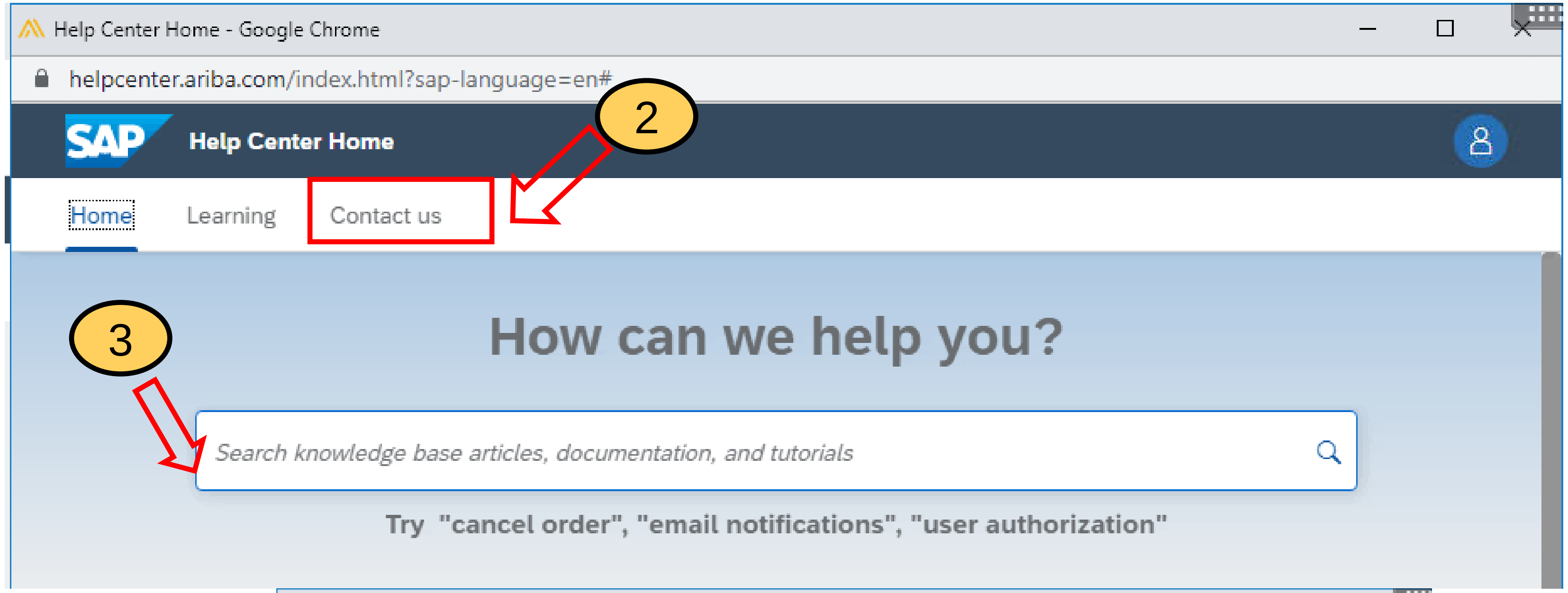
1. Click “?” Icon next to your account Administrator initials



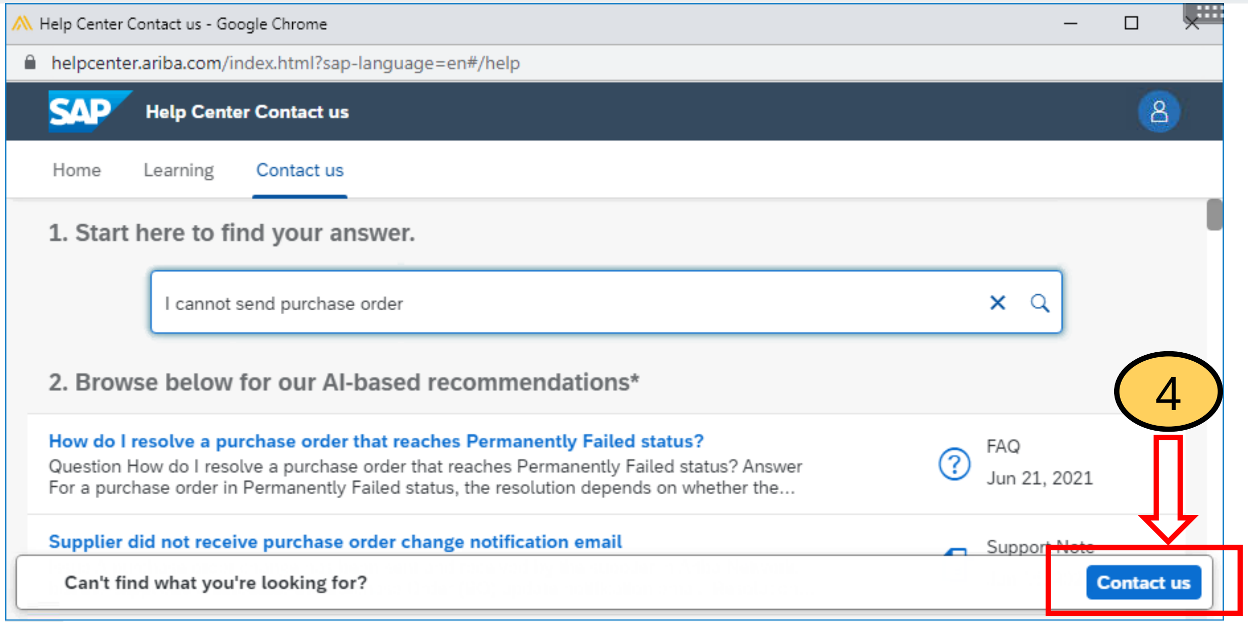
Suppliers can access to Help Center from within their Seller Ariba Network Account

2. Suppliers will be prompted to Help Center Home Page, select "Contact Us"

3. Enter a search phrase for AI-based recommendations/solution

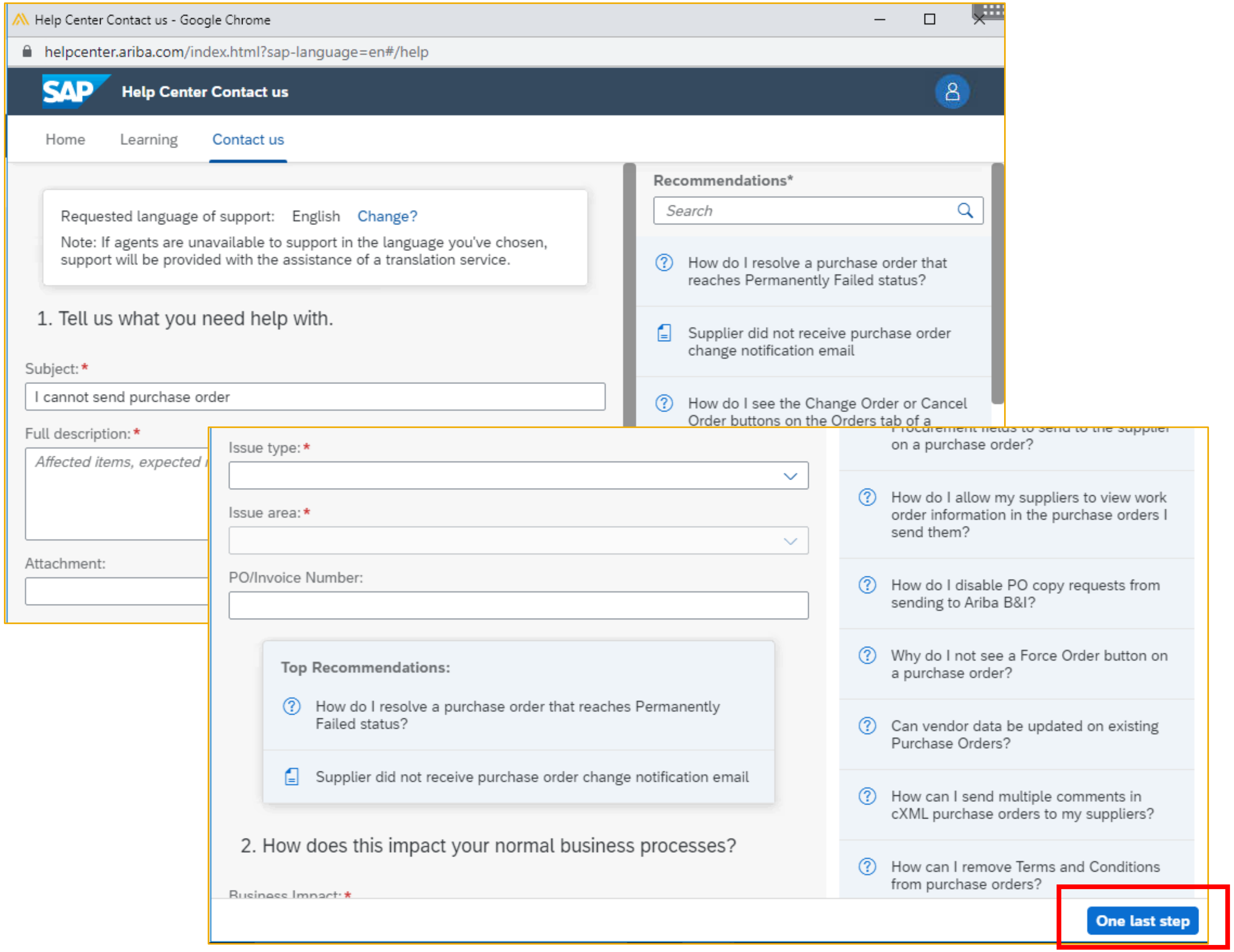


4. A "Contact Us" button will appear, select this option



5. Fill in the necessary information

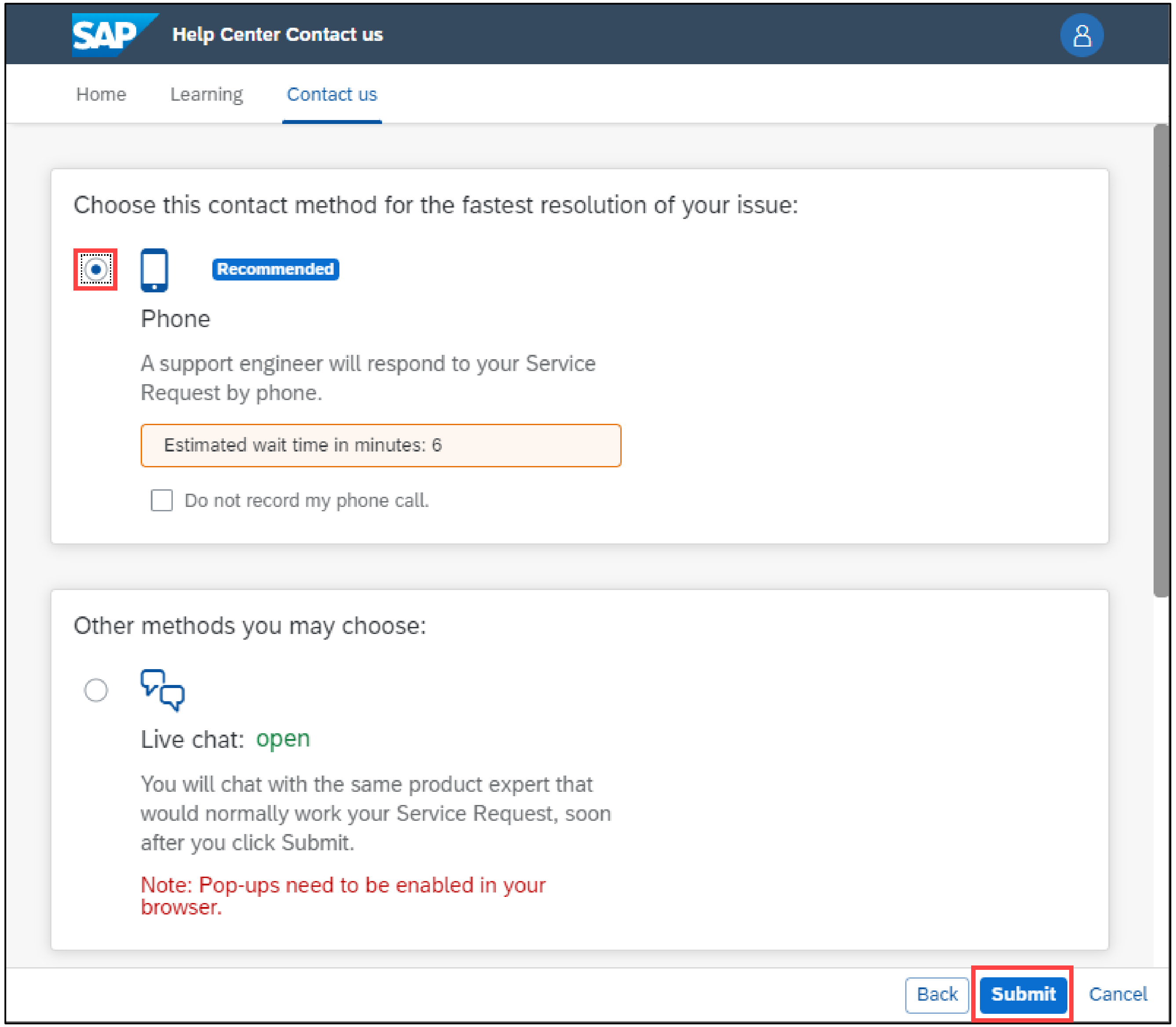
Once done, click **“One last step”**



6. Choose a contact method, via phone or email

Support team will call back to phone number or email address provided in this step.

Click “**Submit”**



Thank you.