Ariba® Network Supplier Guide

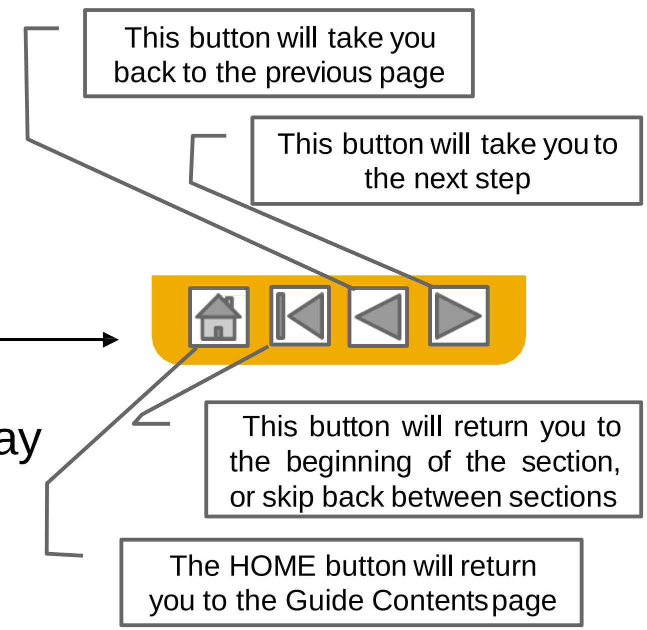
Get Started

Using This Guide

The purpose of this guide is to help suppliers understand the business processes required by Stedin

You may navigate this guide by:

- Clicking the buttons in the toolbar
- Clicking the hyperlinks on the pages – Hyperlinks may be words or shapes within the graphics
- Using the bookmark panel to the left



If you need additional help, you will find a help button at the bottom of each page that will assist you in finding the appropriate support contact.

Tabs in the lower left corner link out to our Community Support pages. Look for these to answer your most common questions.

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- Customer Relationships
- Roles and Users
- Enhanced User Account Functionality
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Stedin Specific Account Configuration

- **Test Account Creation (testing is required for integrated and catalog suppliers) –** To create a test account, select your name in top right corner and choose “Switch to Test ID.”

- **Currency –** The currency that Ariba Network uses in the service subscription area of your account is controlled by your organization’s location, which you specify in User Account Navigator > My Account > Preferences.

Accept Your Invitation

The invitation is also referred to as the **Trading Relationship Request**, or TRR. This e-mail contains information about transacting electronically with your customer.

➲ **Click** the link in the emailed letter to proceed to the landing page**.**

See http://www.ariba.com/supplier/suppliernetwork/ for more information about the Ariba Network capabilities.

WHAT DO I DO IF I HAVE QUESTIONS

For general and frequently asked questions about the Ariba Network, click here.

View additional information about ANQA testing account, Inc. in the Supplier Information Portal After you have established the trading relationship, you can continue to access ANQA testing account, Inc.'s supplier information portal from your Ariba Network account.

For specific questions related to your Ariba Network trading relationship with ANQA testing account, Inc., click here to submit your questions directly to them.

ACTION REQUIRED

If you are the account administrator or if you want to register a new account on the Ariba Network, proceed to click the following link. Registering and/or setting up the trading relationship with ANQA testing account, Inc. takes only a few minutes. There is no charge to register, and basic membership is free. Potential fees may apply based on transaction volumes.

→ **Click here to proceed**
(This will inform us that you have started the activation process)

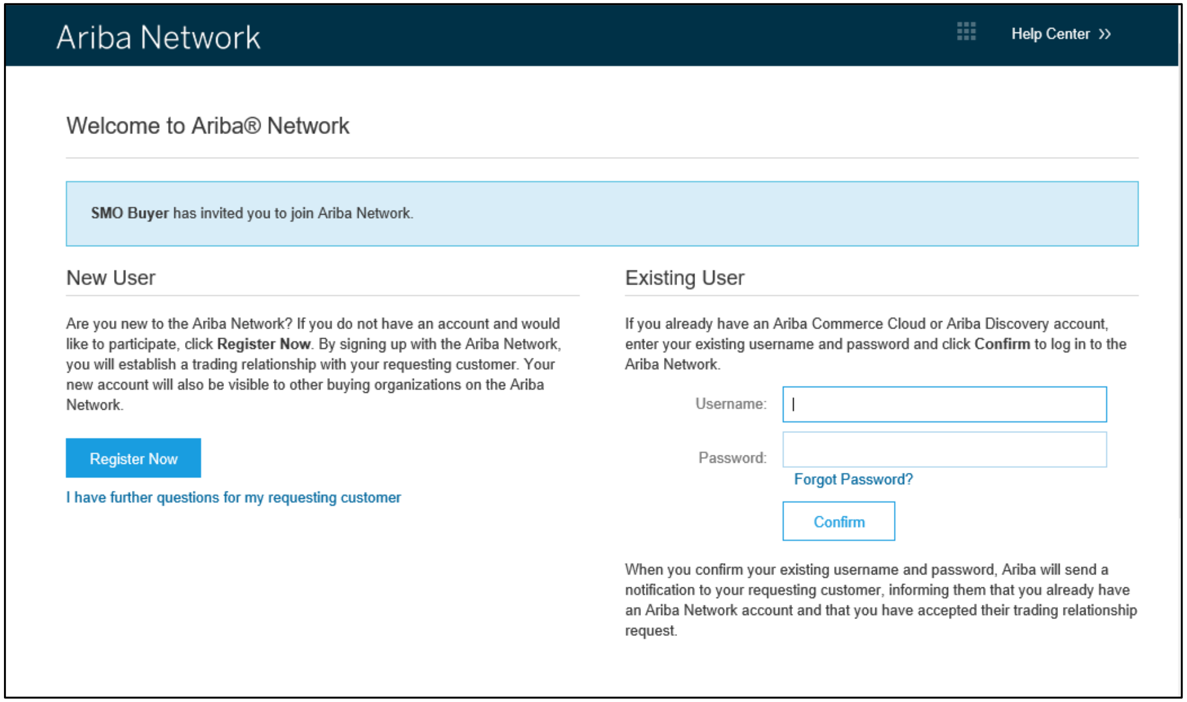
NOTES:

- This invitation link allows you to create a new Ariba Network account or use an existing

Select One…

[First Time User](#)

[Existing User](#)



Register as New User

1. Click **Register Now.**
2. Enter Company

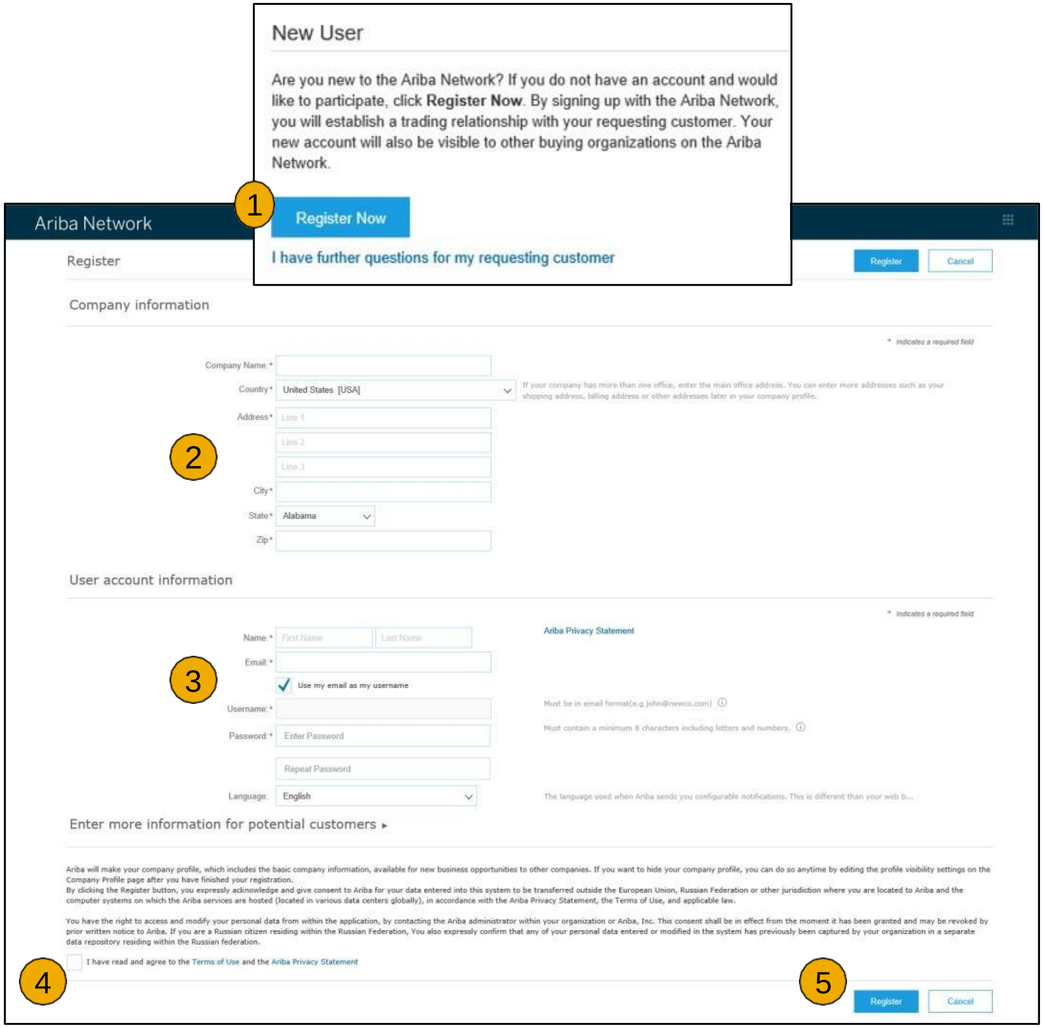
Information fields marked required with an asterisk(*) including:

- **Company Name**
- **Country**
- **Address**

3. Enter User Account information marked required with an asterisk (*) including:

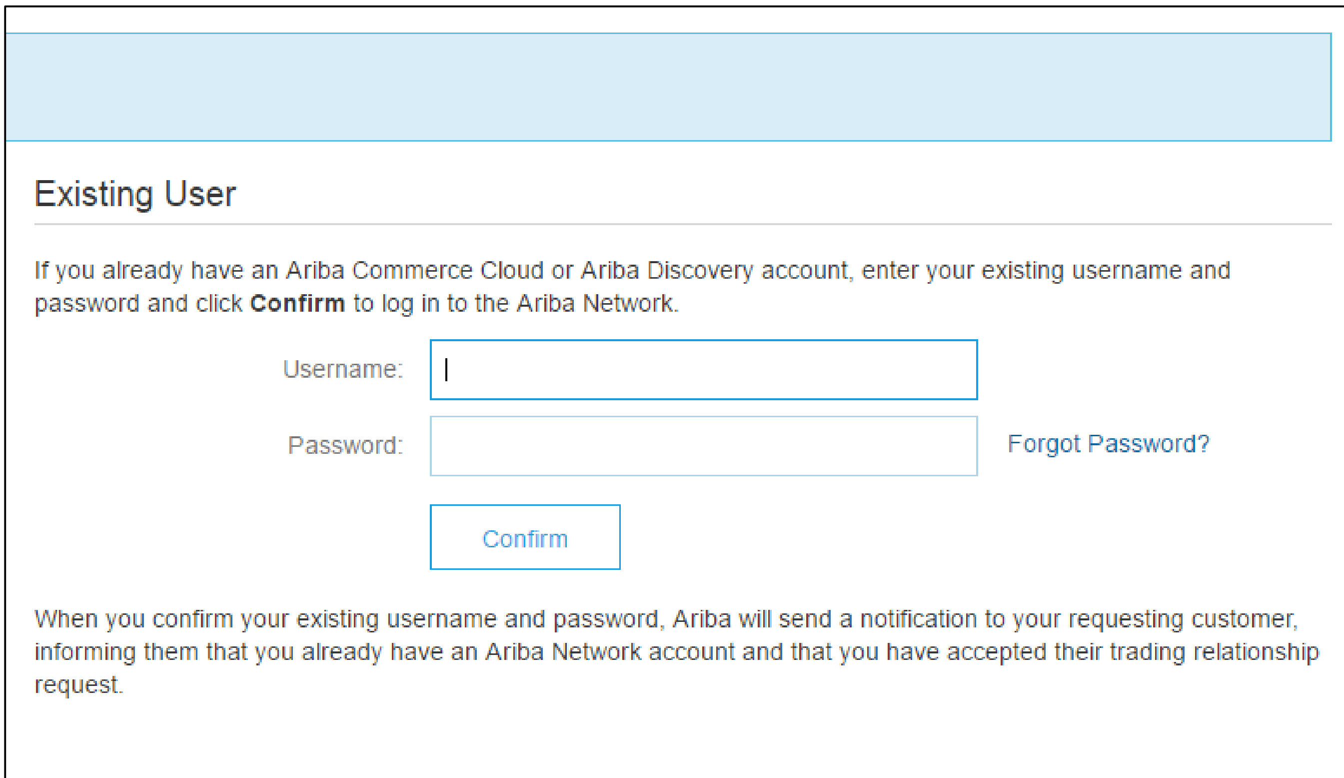
- **Name**
- **Email Address**
- **Username (if not the same as email address)**
- **Password**

4. Accept the **Terms of Use** by checking the box.
5. Click **Register** to proceed to your home screen.



Accept Relationship as Existing User

- **Log in** using your current Ariba username and password in order to accept the relationship with your customer.

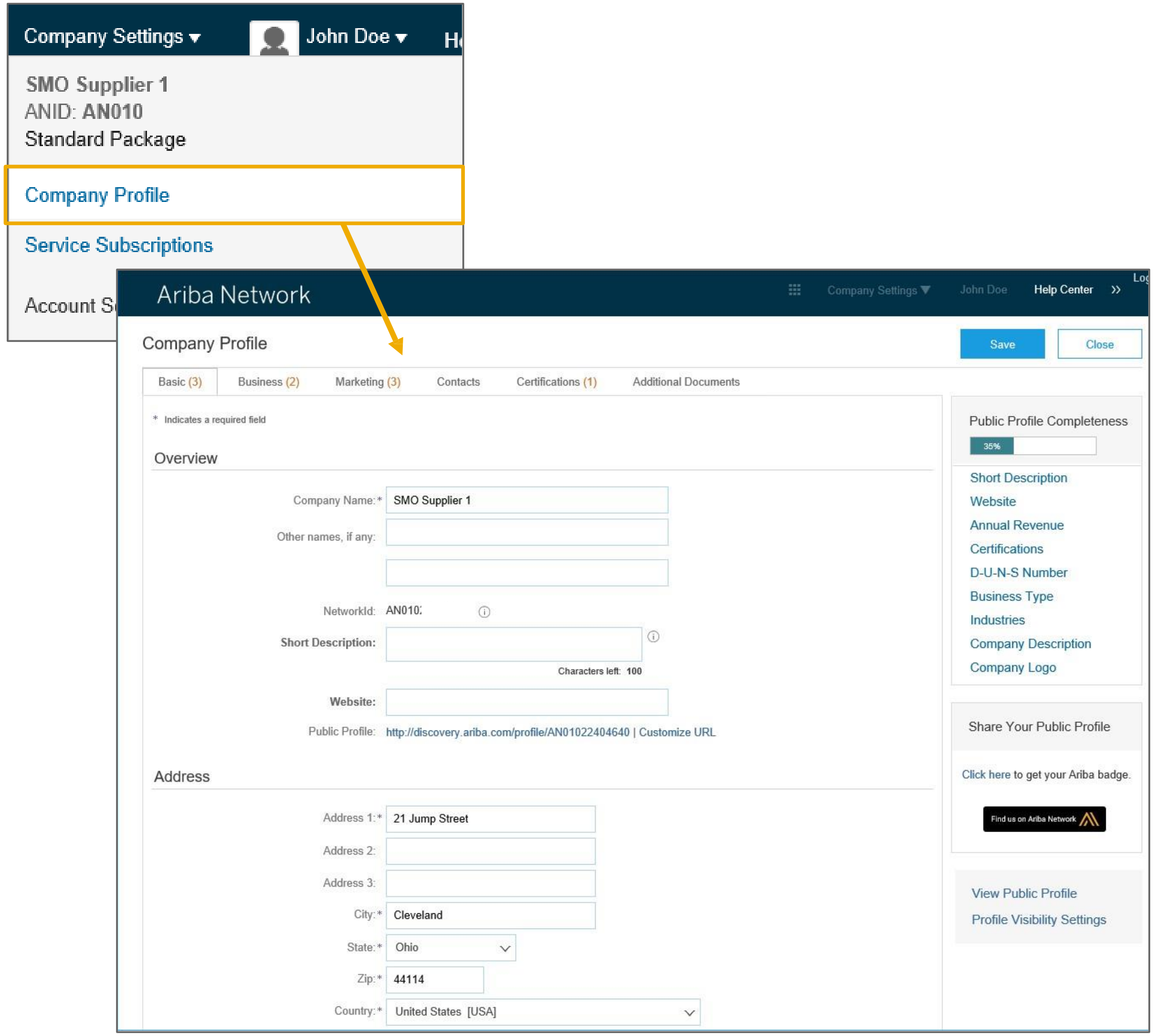


[Trouble Logging In?](#) [More Than One Account?](#)

Complete Your Profile

1. **Select** Company Profile from the Company Settings dropdown menu.
2. **Complete** all suggested fields within the tabs to best represent your company.
3. **Fill** the Public Profile Completeness meter to 100% by filling in the information listed below it.

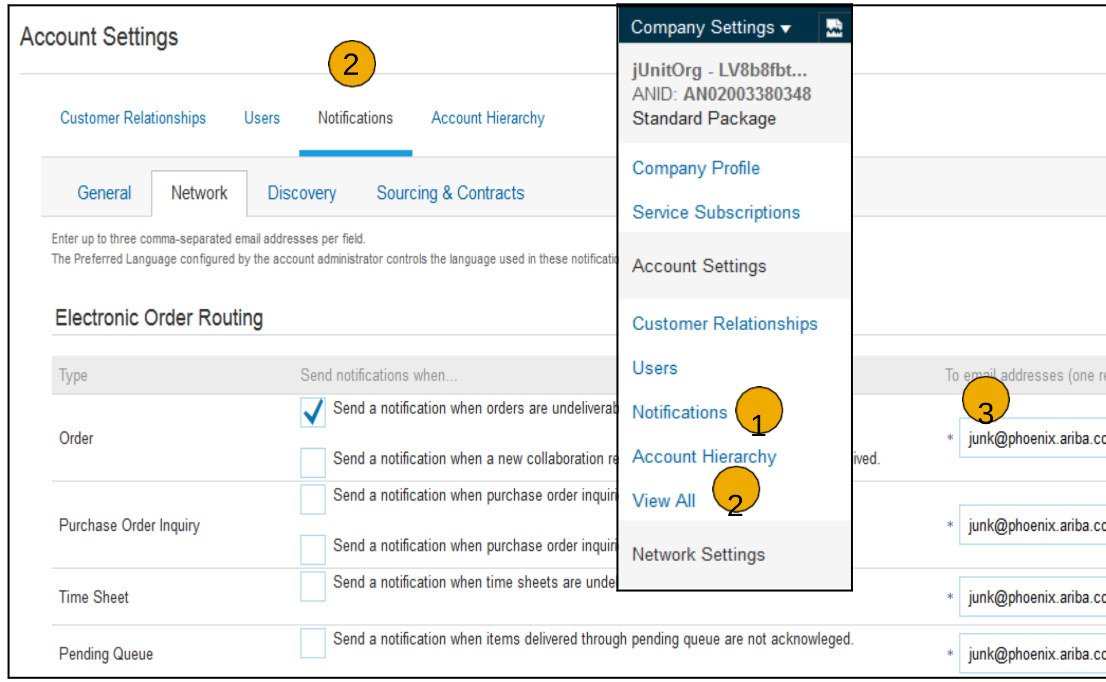
Note: The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.



Configure Your Email Notifications

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

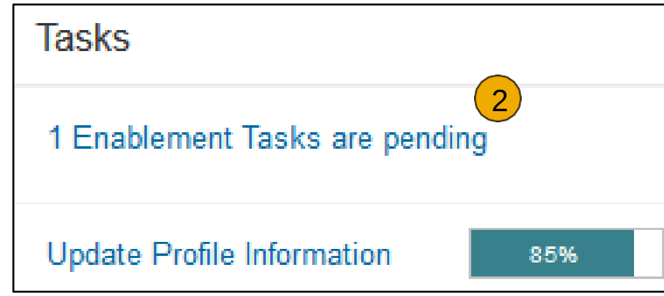
1. **Click** on Notifications under Company Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.



Configure Your Enablement Tasks

1. **From** home screen, select the Enablement Tab.
2. **Click** on the Enablement Tasks are pending link.
3. **Select** necessary pending tasks for completion.

Note: There may be times you see a pending task for your customer. This will not go away until your customer completes it.



Enablement Tasks

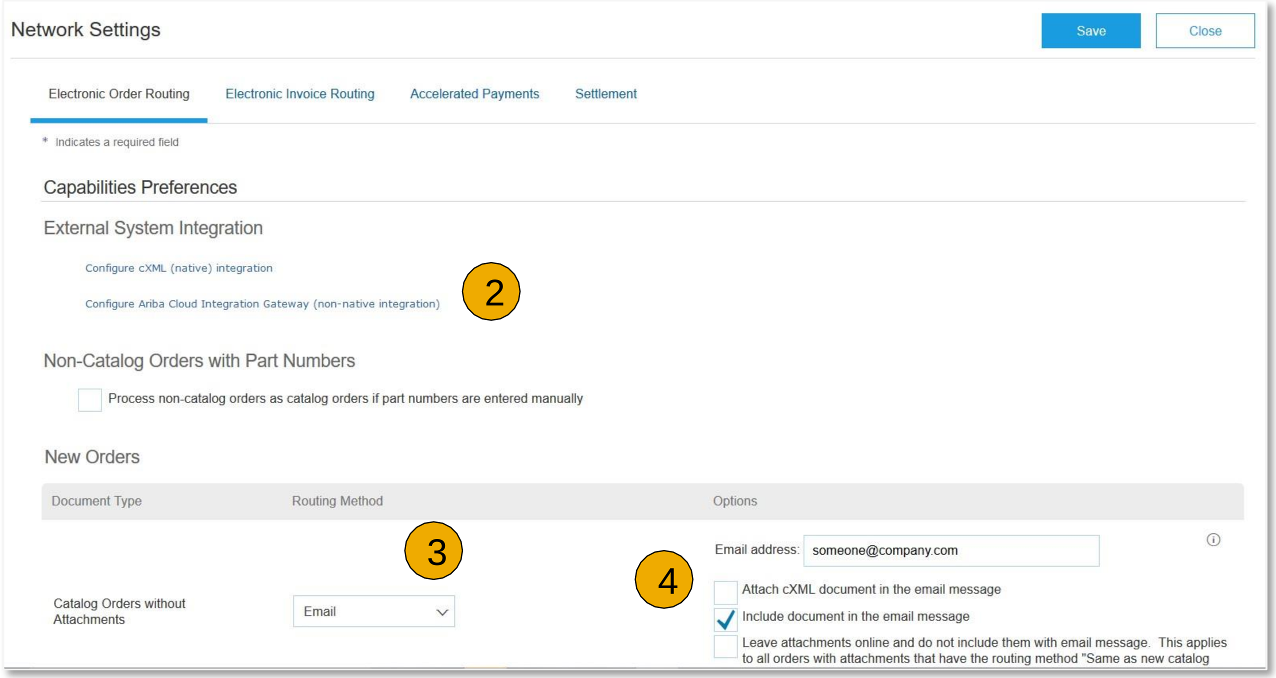
View details of all pending tasks and complete them. Click the associated link to complete a task.

3

Activity Name	Date Due	Total Tasks	My Pending Tasks
▶ Account	26 Feb 2016	4	0
▶ Purchase Order	1 Apr 2016	2	0

Select Electronic Order Routing Method

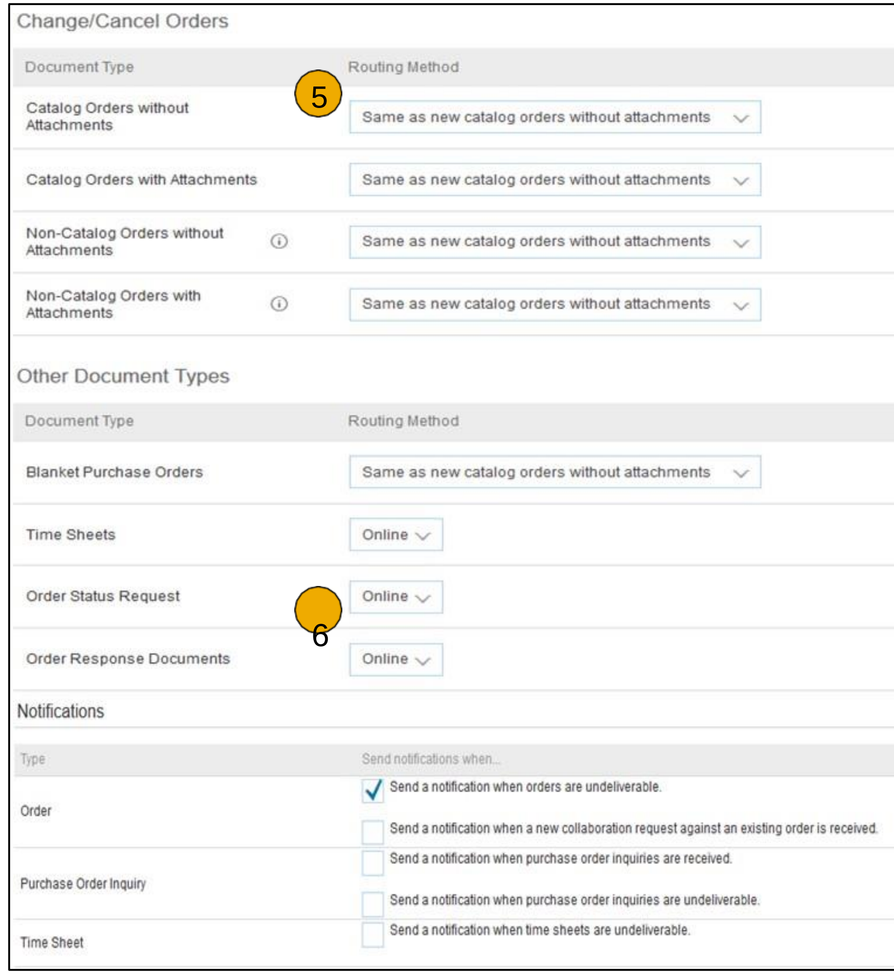
1. **Click** on the Tasks link to configure your account.
2. (optional) If you choose for integration, click on **Configure Ariba Cloud Integration Gateway**
3. If you are using the online portal, **choose** one of the following routing methods:
   - **Online (Default):** Orders are received within your AN account, but notifications are not sent out.
   - **Email (Recommended):** Email notifications are sent out, and can include a copy of the PO, when orders are received within your AN Account.
4. **Configure** e-mail notifications.



Select Electronic Order Routing Method

Notifications

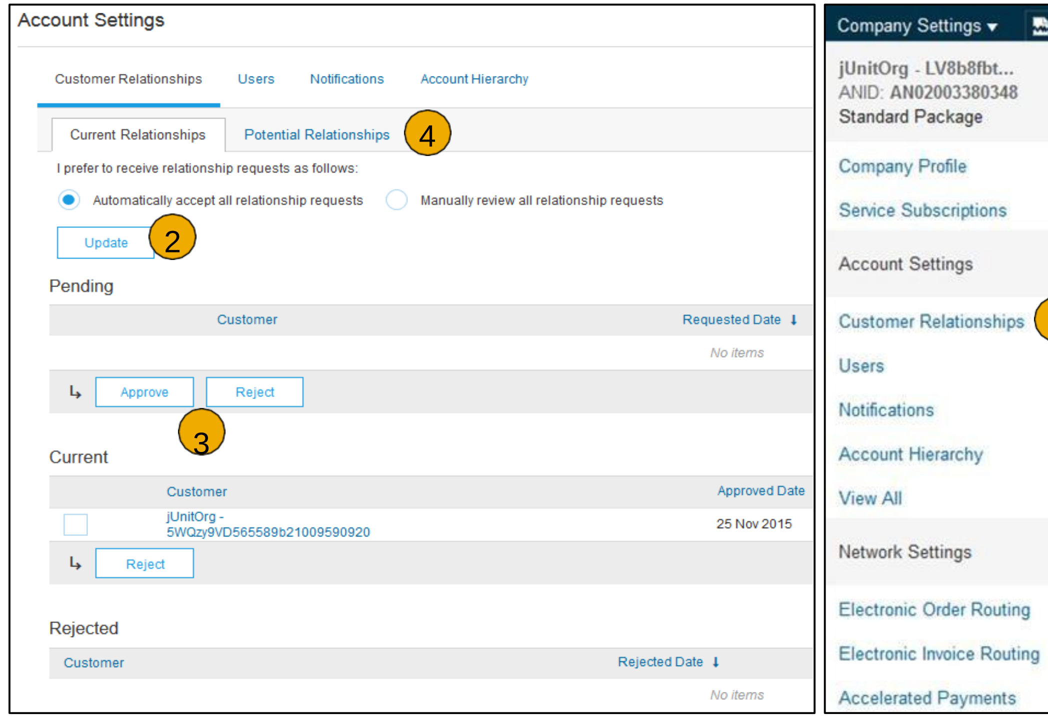
5. **Select** “Same as new catalog orders without attachments” for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.
6. **Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).



Review Your Relationships

Current and Potential

1. **Click** on the Customer Relationships link in the **Company Settings** menu.
2. **Choose** to accept customer relationships either automatically or manually.
3. **In the Pending Section**, you can Approve or Reject pending relationship requests. In the Current Section, you can review your current customers' profiles and information portals. You can also review rejected customers in the Rejected Section.
4. **Find** potential customers in Potential Relationships tab.



Set Up User Accounts

Roles and Permission Details

Administrator

- There can only be one administrator per ANID
- Automatically linked to the username and login entered during registration
- Responsible for account set-up/configuration and management
- Primary point of contact for users with questions or problems
- Creates users and assigns roles/permissions to users of the account

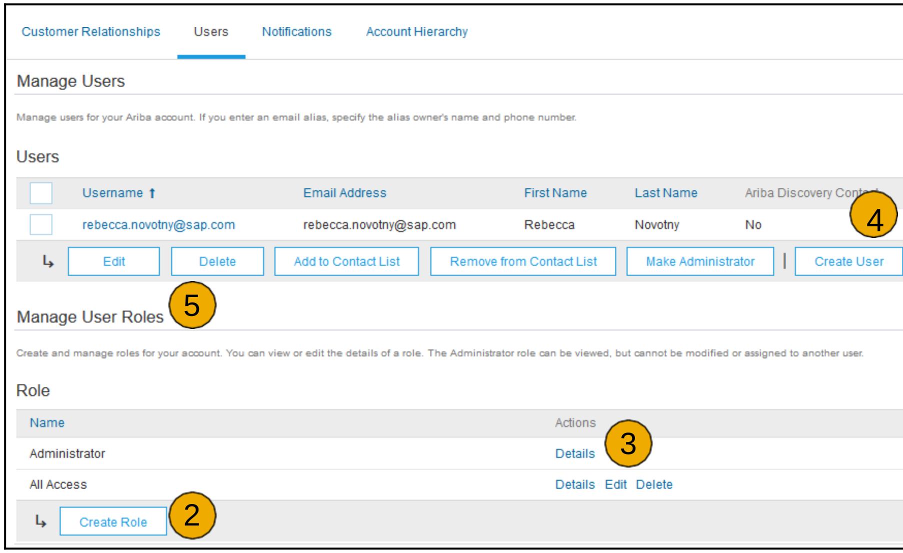
User

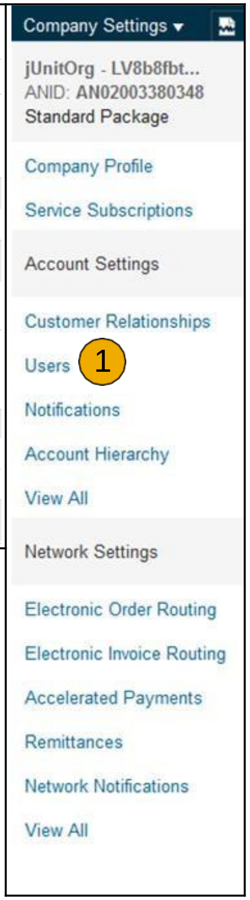
- Up to 250 user accounts can exist per ANID
- Can have different roles/permissions, which correspond to the user's actual job responsibilities
- Can access all or only specific customers assigned by Administrator

Set Up User Accounts

Create Roles and Users (Administrator Only)

1. **Click** on the Users tab on the **Company Settings** menu. The Users page will load.
2. **Click** on the **Create Role** button in the Manage Roles section and type in the Name and a Description for the Role.
3. **Add** Permissions **to the Role** that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.
4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done. You can add up to 250 users to your Ariba Network account.



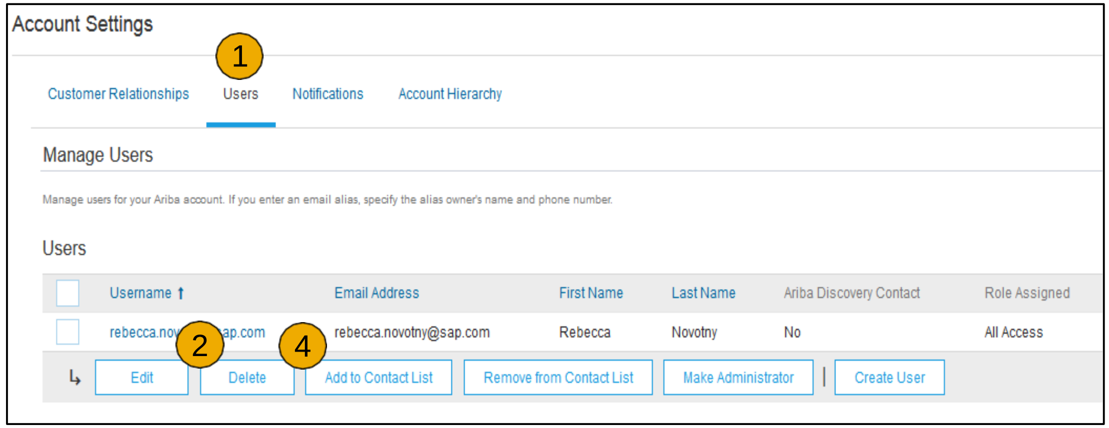


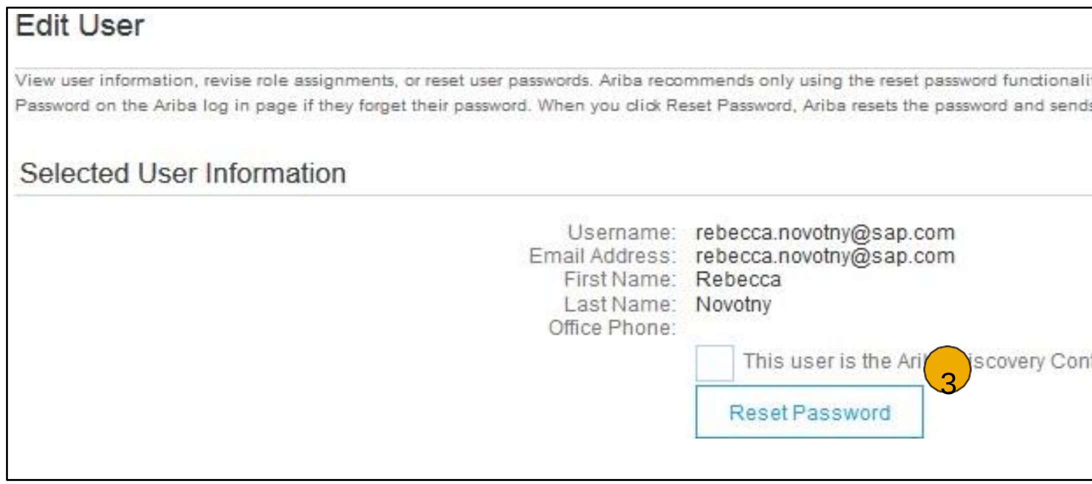
Set Up User Accounts

Modifying User Accounts (Administrator Only)

1. **Click** on the Users tab.
2. **Click** on Edit for the selected user.
3. **Click** on the Reset Password Button to reset the password of the user.
4. **Other options:**

   - Delete User
   - Add to Contact List
   - Remove from Contact List
   - Make Administrator

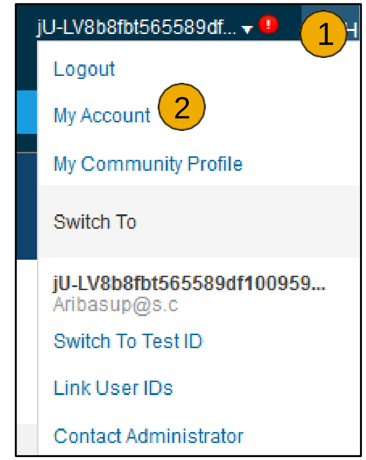


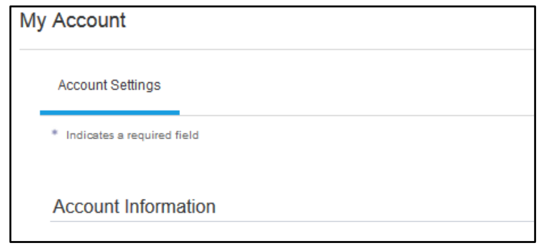


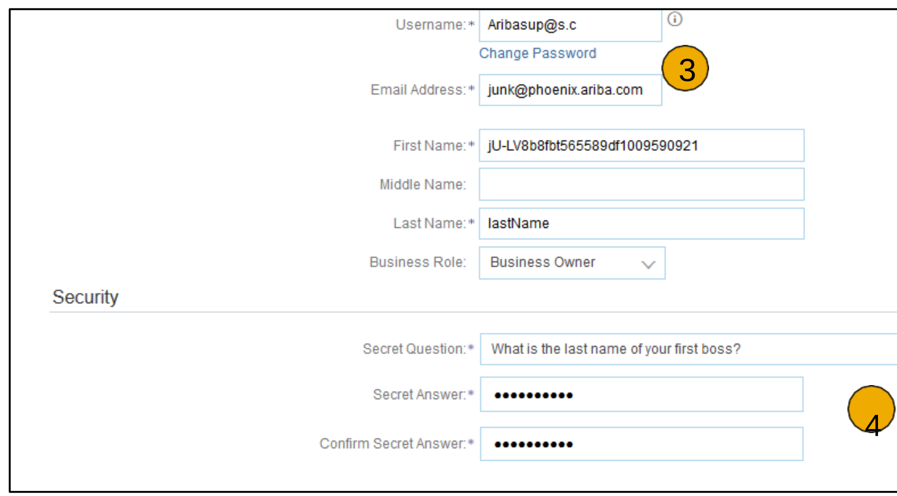
Enhanced User Account Functionality

1. **Click** on your name in top right corner, to access the User Account Navigator. It enables you to:
   - Quickly access your personal user account information and settings
   - Link your multiple user accounts
   - Switch to your test account

   Note: After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.
2. **Click** on My Account to view your user settings.
3. **Click** Complete or update all required fields marked by an asterisk. **Note:** If you change username or password, remember to use it at your next login.
4. **Hide** personal information if necessary by checking the box in the Contact Information Preferences section.







Link Accounts Via an Account Hierarchy

Linkage between individual accounts for <u>account management</u> purposes

The administrator of the Parent account can log into the child account and take the following actions:

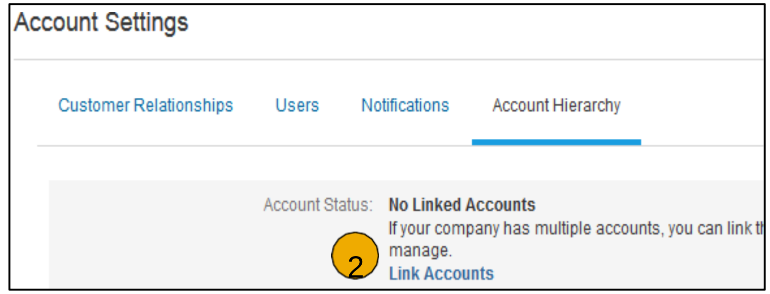
- Change settings on the child account and complete the company profile
- Publish catalogs
- Check the status of payment for the Ariba invoice and pay the invoice
- Upgrade to a higher Subscription package

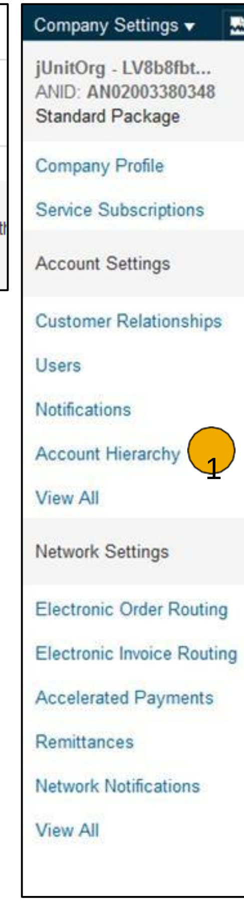
The administrator of the Parent account cannot take following actions:

- View buyers on the Child account
- Create any documents (PO confirmations, Ship Notices, Invoices)
- Run Reports

Create an Account Hierarchy

1. **From** the **Company Settings** menu, click Account Hierarchy.
2. **To add** child accounts click on Link Accounts.
3. **The Network** will detect if there is an existing account with corresponding information.
4. **On the next page** either log in as an Administrator or send a request through an online form as a Not Administrator.
5. **Once** the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.

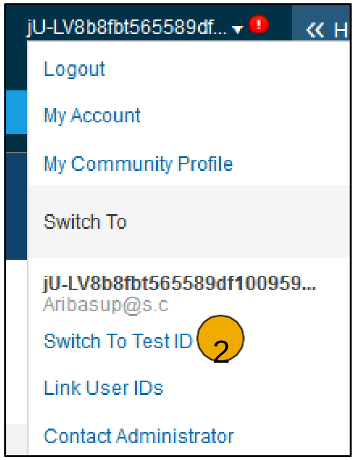


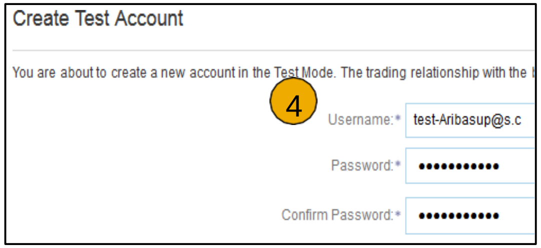


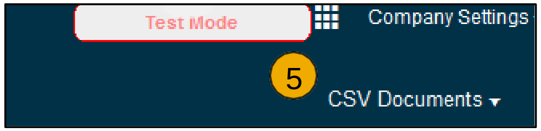
Set Up a Test Account

1. **To set up** your Test Account, you need to be on the tabular view of your Ariba Network Production Account.
2. **Click** your name in top right corner and then select Switch to Test ID. The Switch To Test Account button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.
3. **Click** OK when the Ariba Network displays a warning indicating You are about to switch to Test Mode.
4. **Create** a Username and Password for your test account and click OK. You will be transferred to your test account.
   - Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production. Once you have set up your test account, you are ready to receive a test purchase order.

   Note: Test account transactions are free of charge.
5. **The Network** will always display which mode you are logged into, (Production or Test). Your **Test account ID** has the suffix “-T” appended to your Ariba Network ID (ANID).







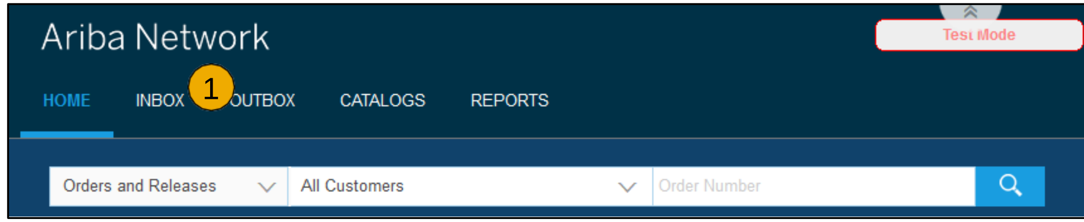
SECTION 3: Purchase Order Management

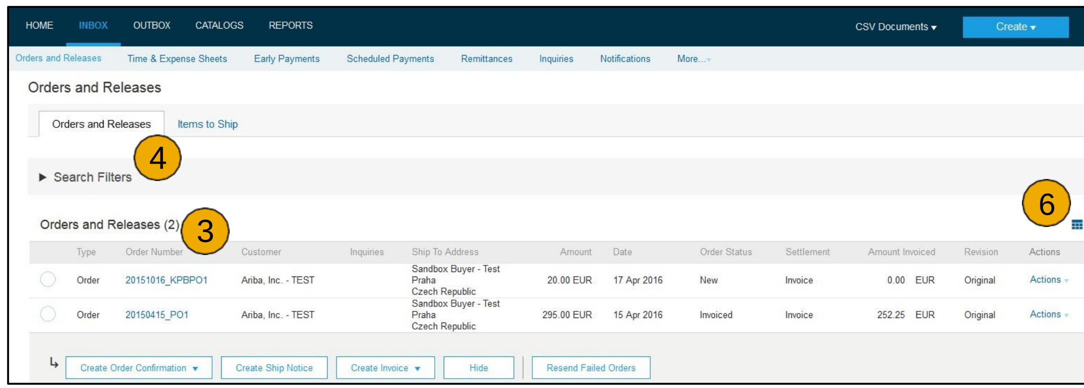
[View Purchase Orders](#) → [Purchase Order Detail](#) → [Create PDF of PO](#)

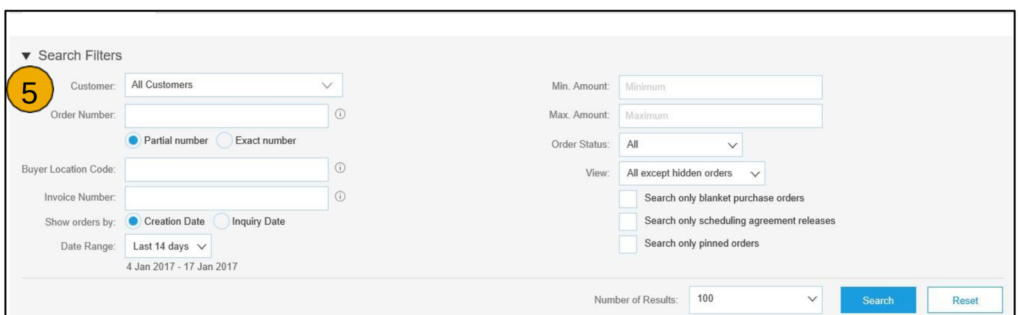
Manage POs

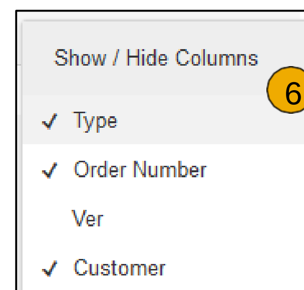
View Purchase Orders

1. **Click** on Inbox tab to manage your Purchase Orders.
2. **Inbox** is presented as a list of the Purchase Orders received by Stedin
3. **Click** the link on the Order Number column to view the purchase order details.
4. **Search** filters allows you to search using multiple criteria.
5. **Click** the arrow next to Search Filters to display the query fields. Enter your criteria and click Search.
6. **Toggle** the Table Options Menu to view ways of organizing your Inbox.









[Can't Find Your PO?]

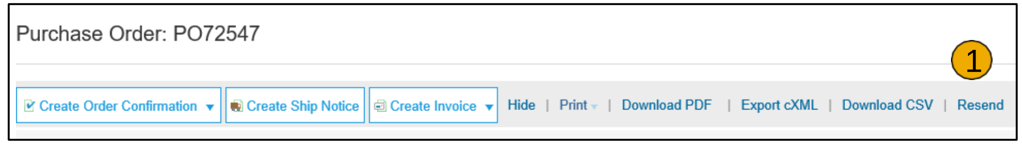
Manage POs

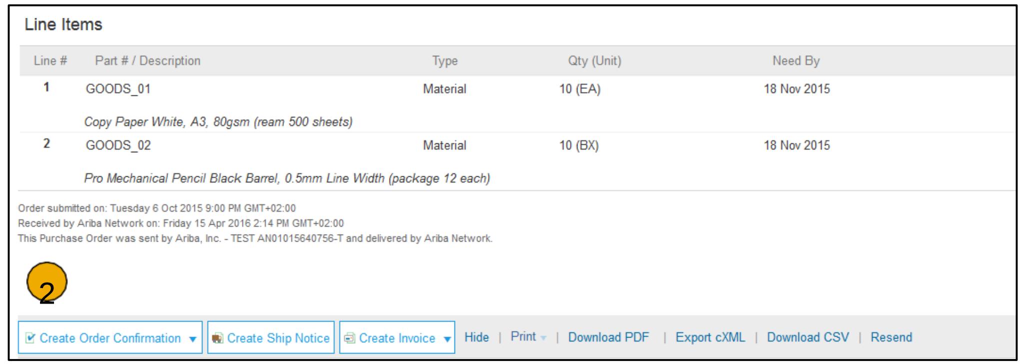
Purchase Order Detail

1. **View** the details of your order. The order header includes the order date and information about the buying organization and supplier.

   Note: You can always Resend a PO which was not sent to your email address, cXML or EDI properly clicking **Resend** button.

   Additional options: **Export cXML** to save a copy of the cXML source information **Order History** for diagnosing problems and for auditing total value.





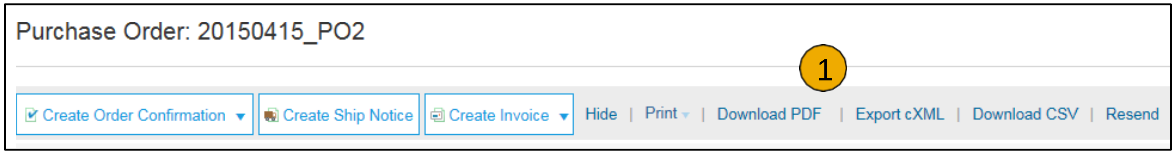
2. **Line Items section** describes the ordered items. Each line describes a quantity of items Stedin wants to purchase. Set the status of each line item by sending order confirmations clicking Create Order Confirmation. The sub-total is located at the bottom of the purchase order.

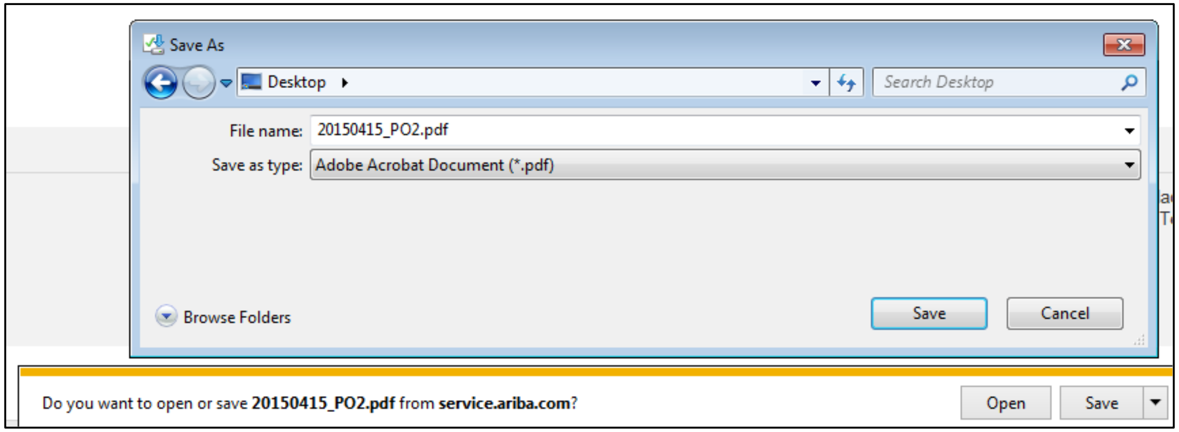
Manage POs

Create PDF of PO

1. **Select "Download PDF"** as shown.

Note: If the document exceeds 1000 lines or is larger than 1MB size, details are not shown in the UI. Therefore the detail is not included in the PDF generated.





SECTION 4: Other Documents

Order Confirmations (OC)

- Confirm Entire Order
- Reject Entire Order
- Update Line Items

Advanced Ship Notices (ASN)

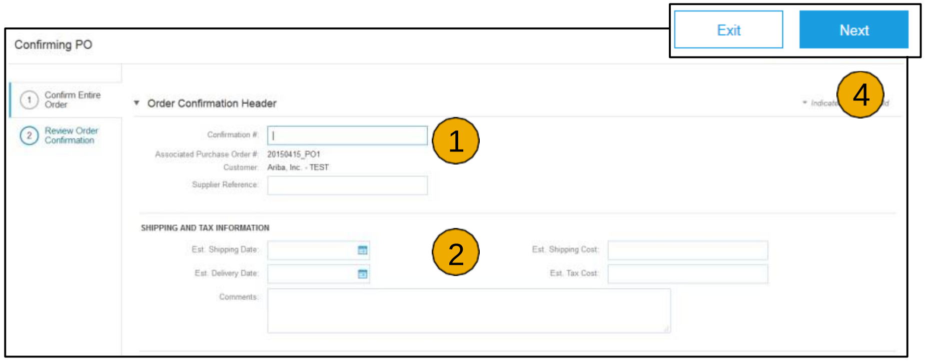
- Create Ship Notice
- Delivery Terms and Transportation Details
- Details
- Submit Ship Notice and Status

Create Order Confirmation

Confirm Entire Order

This slide explains how to Confirm Entire Order.

1. **Enter** Confirmation Number which is any number you use to identify the order confirmation**.**
2. **If you specify** Est. Shipping Date or Est. Delivery Date information, it is applied for all line items.
3. **You can group** related line items or kit goods so that they can be processed as a unit.
4. **Click** Next when finished.
5. **Review** the order confirmation and click Submit.
6. **Your order confirmation is sent to Stedin**



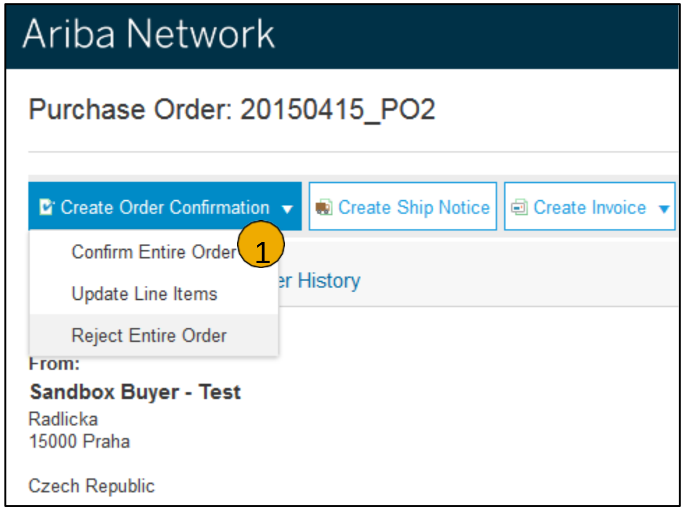
Once the order confirmation is submitted, the Order Status will display as Confirmed. When viewing documents online, links to all related documents are displayed.
Click Done to return to the Inbox.

Trouble With Your OC?

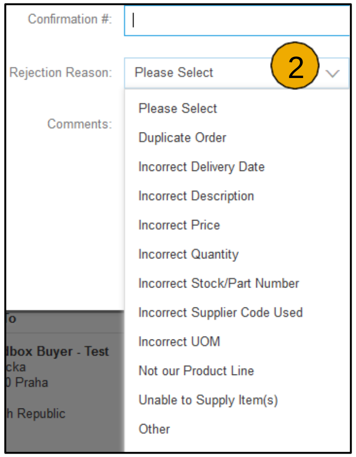
Create Order Confirmation

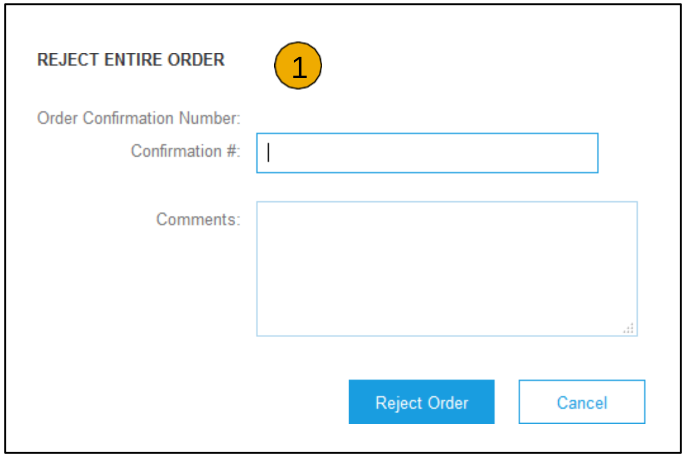
Reject Entire Order

1. **From the PO view**, click the Create Order Confirmation button and select to Confirm Entire Order, Update Line Items for individual line items or Reject Entire Order.
2. **Enter a reason for rejecting** the order in case your buyer requires.



This example demonstrates the Reject Entire Order option. (Updating with Different Status will be explained later in the presentation)



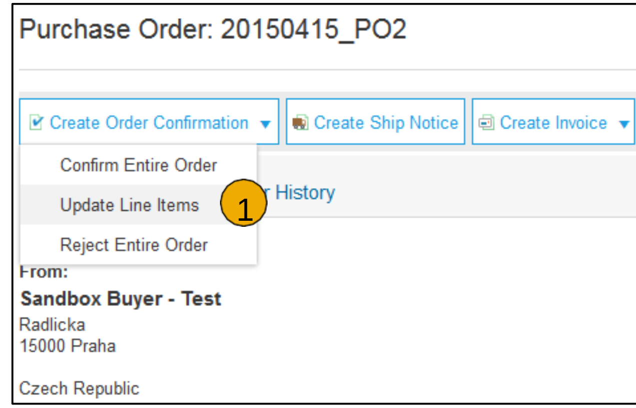


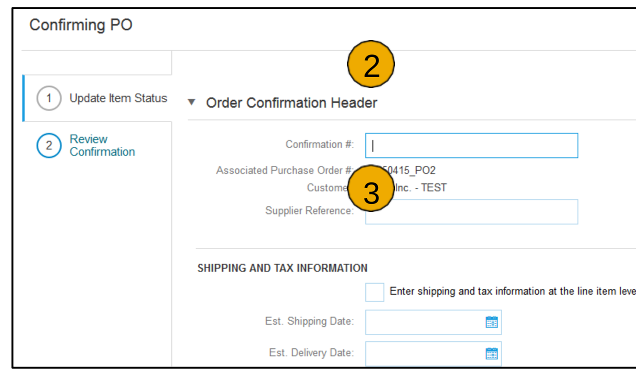
Create Order Confirmation

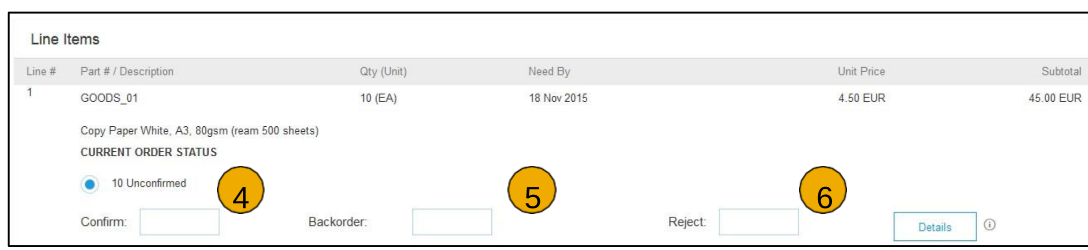
Update Line Items

1. **Select** Update Line Items, to set the status of each line item.
2. **Fill** in the requested information (the same as for Confirm All option).
3. **Scroll** down to view the line items and choose among possible values:
4. **Confirm** – You received the PO and will send the ordered items.
5. **Backorder** – Items are backordered. Once they available in stock, generate another order confirmation to set them to confirm.
6. **Reject –** Enter a reason why these items are rejected in the Comments field by clicking the Details button.

Note: If your customer is allowing Supplier Network Collaboration (SNC), your Order Confirmation must be initiated within Ariba.



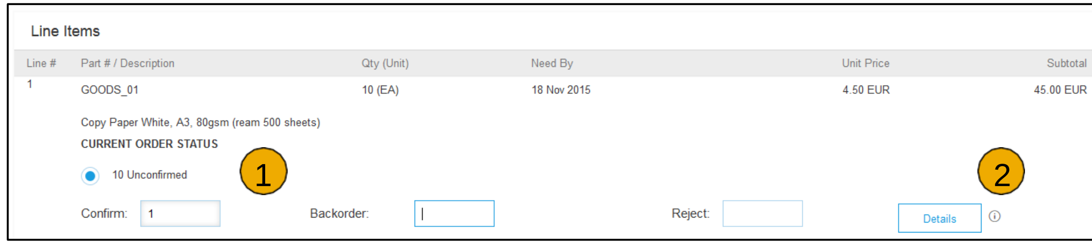


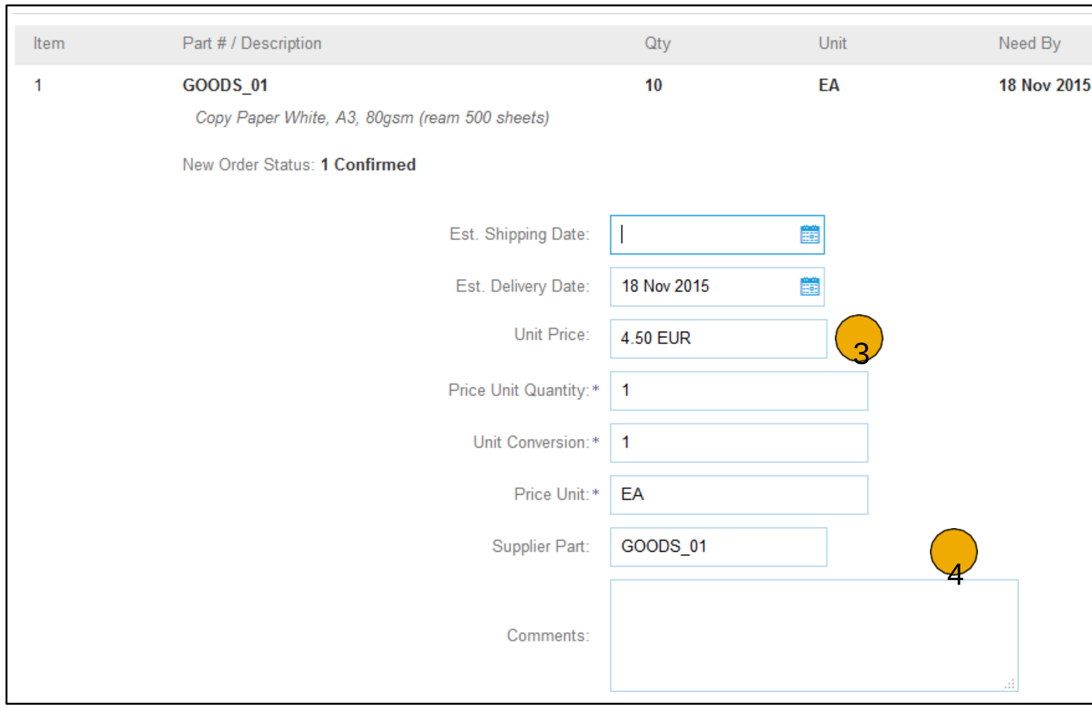


Confirm Order

Update Line Items - Price Change

1. **Enter** the quantity in the Confirm data entry field.
2. **Click** Details to enter the details regarding the price change.
3. **Note** the new price in the Unit Price field on the Status Details page for the line item. Enter a Comment regarding the price change, if needed.
   Item substitutions for the requested part can also be communicated using the Supplier Part field.
4. **Update** the Description as needed and click OK when done.

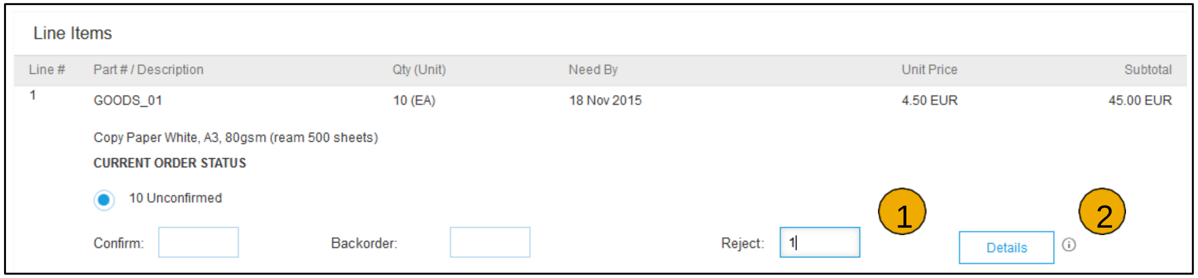


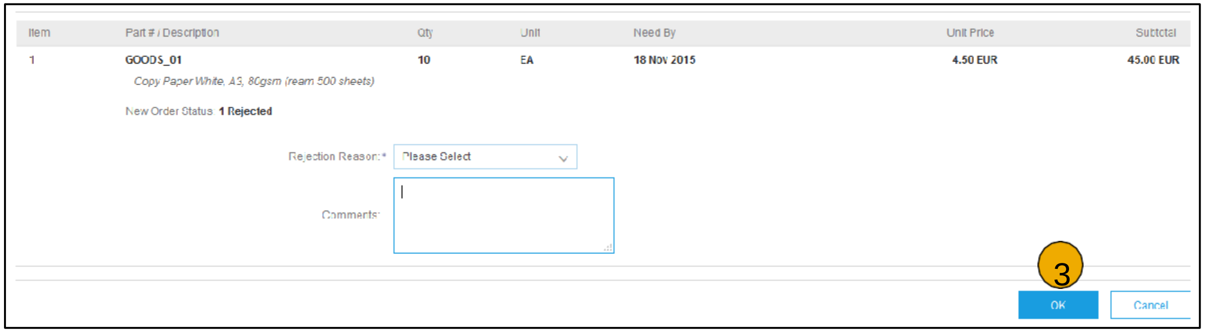


Confirm Order

Update Line Items - Reject

1. **Enter** the quantity in the Reject data entry field to reject item.
2. **Click** the Details button to enter a reason for the rejection in the Comments field on the Status Details page.
3. **Click OK** when done.

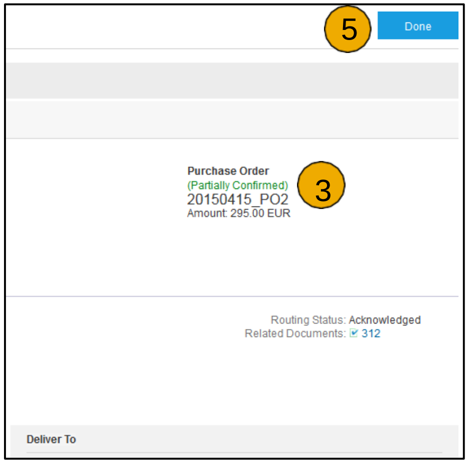




Confirm Order

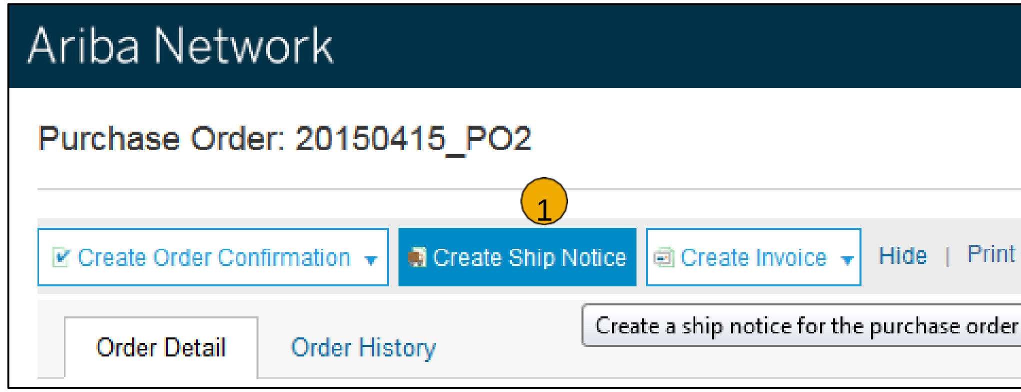
Update Line Items

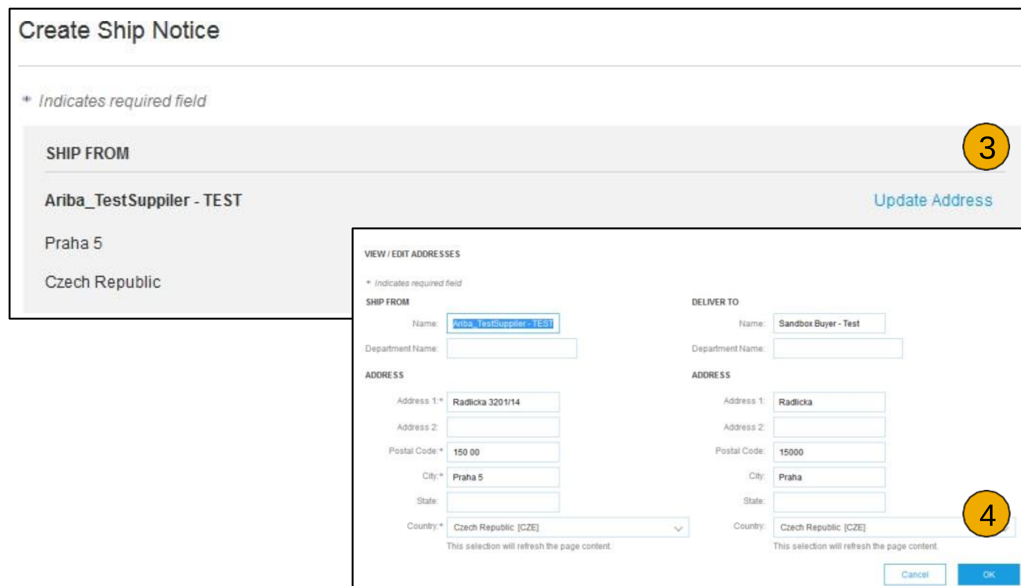
1. **Continue** to update the status for each line item on the purchase order. Once finished, click Next to proceed to the review page.
2. **Review** the order confirmation and click Submit. Your order confirmation is sent to Stedin
3. **The Order Status will display** as Partially Confirmed if items were backordered or not fully confirmed.
4. **Generate** another order confirmation to set them to confirm if needed.
5. **Click** Done to return to the Inbox.



Create Ship Notice

1. **Create** Ship Notice using your Ariba account once items were shipped. Multiple ship notices per purchase order might be sent. Click the Create Ship Notice button.
2. **Fill out** the requested information on the Shipping PO form. The Packing Slip ID is any number you use to identify the Ship Notice. Choose Carrier Name and then Tracking # and Shipping Method will appear.
3. **Enter** Ship From information by clicking on Update Address. Any field with an asterisk is required.
4. **Check** if Deliver to information is correct. Click OK.

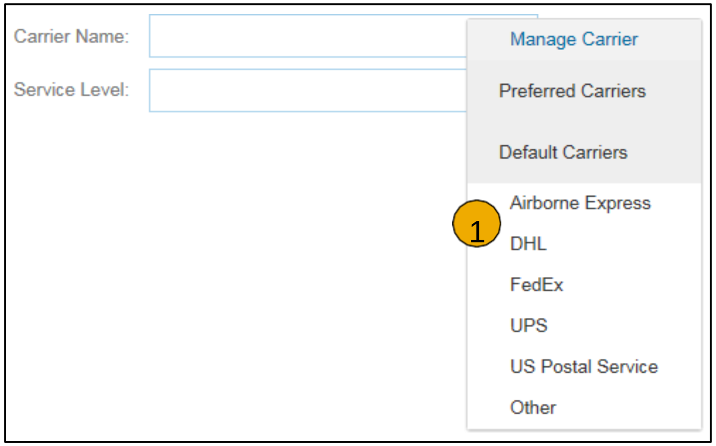


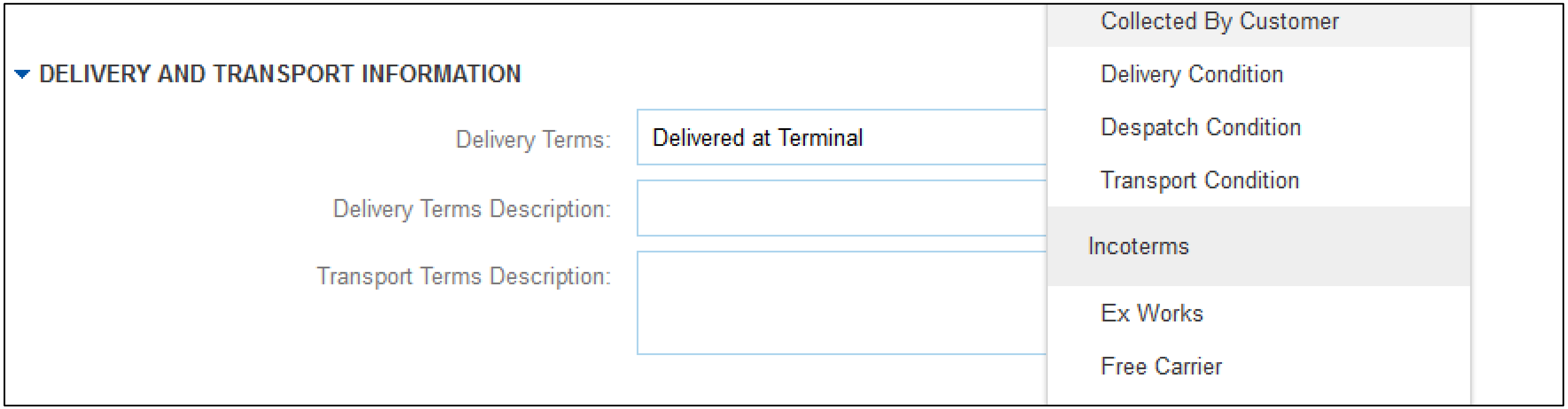


Create Ship Notice

Delivery Terms and Transportation Details

1. **Delivery terms** and other transportation details can be included on all advance ship notices to support a broader range of shipping information collaboration.

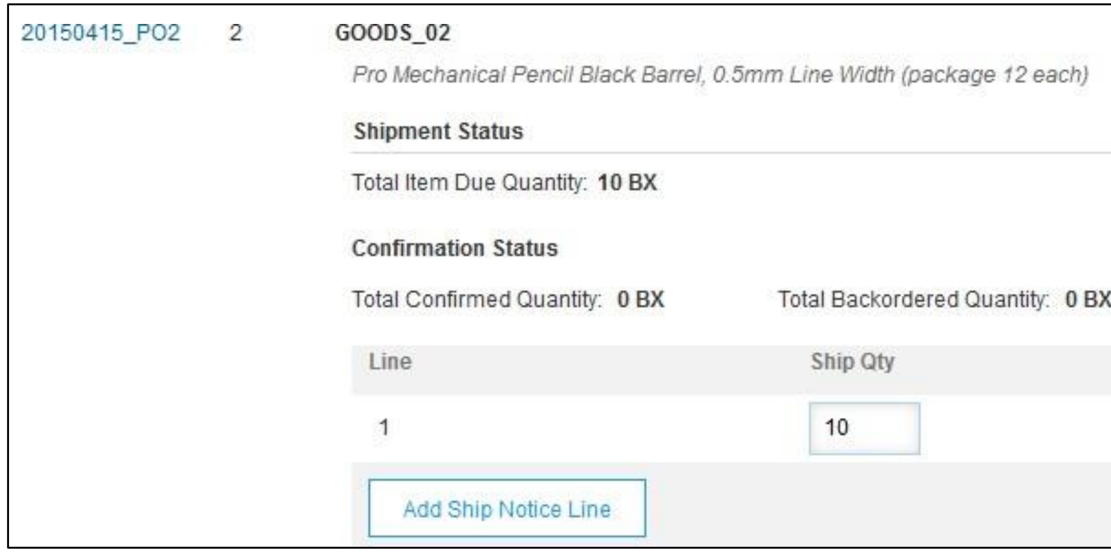


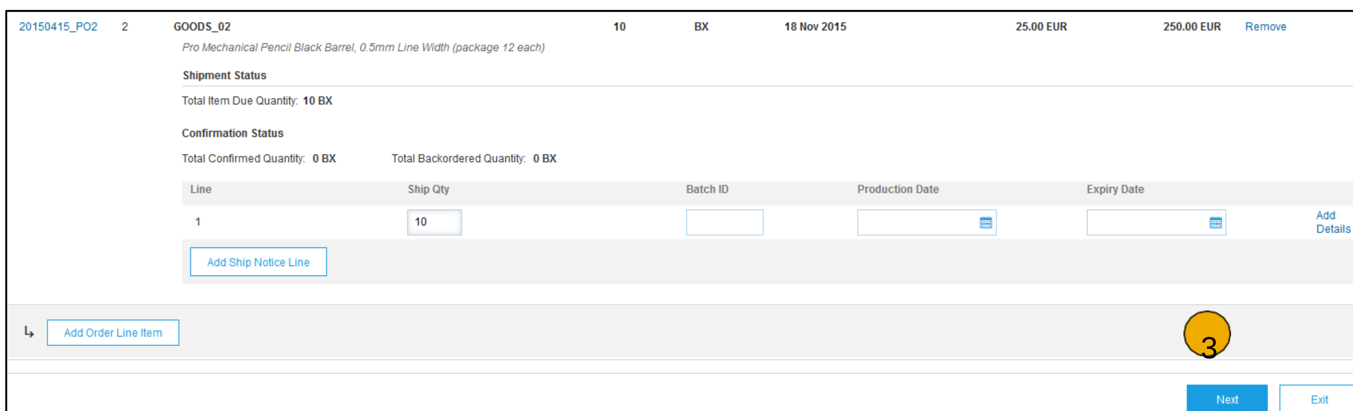


Create Ship Notice

Details

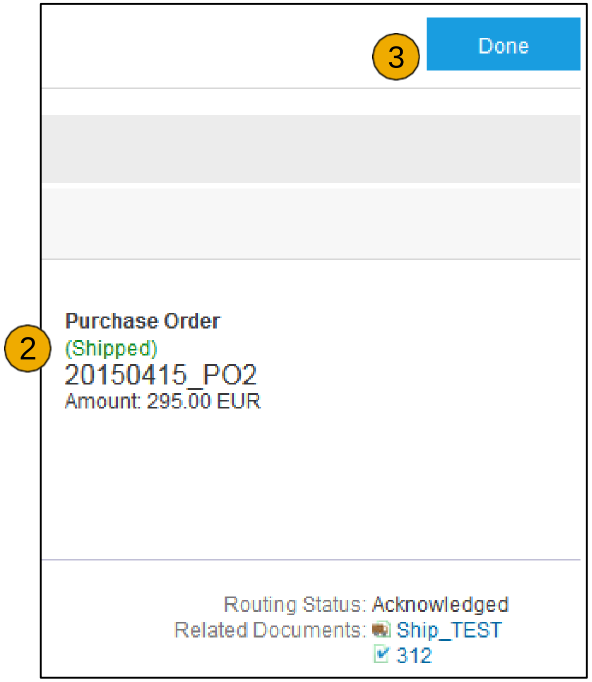
1. **Scroll down** to view line item information and update the quantity shipped for each line item.
2. **Click Next** to proceed to review your Ship Notice.





Submit Ship Notice

1. **After reviewing** your Ship Notice, click Submit to send Ship Notice to Stedin Ship Notices provide improved communications to help avoid unnecessary calls to order support department.
2. **After submitting** your Ship Notice, the Order Status will be updated to Shipped. Submitted Ship Notices can be viewed from Outbox or by clicking the link under the Related Documents from the PO View.
3. **Click** Done to return to the Home page.



Ariba Network Help Resources

Customer Support

Supplier Information Portal

Additional Resources

Ariba.com Links

Customer Support

Supplier Support During Deployment

Ariba Network Registration or Configuration Support

- Registration
- Account Configuration
- Supplier Fees
- General Ariba Network questions
- **Buyer Landing Page**

Stedin Enablement Business Process Support

- Business-Related Questions
- fm_p2p@stedin.net

Stedin Supplier Information Portal

- How to Find the Supplier Information Portal

Other Help

- Useful Links
- Standard Documentation

Supplier Support Post Go-Live

Global Customer Support

Click the icon to the left to find the appropriate support line.

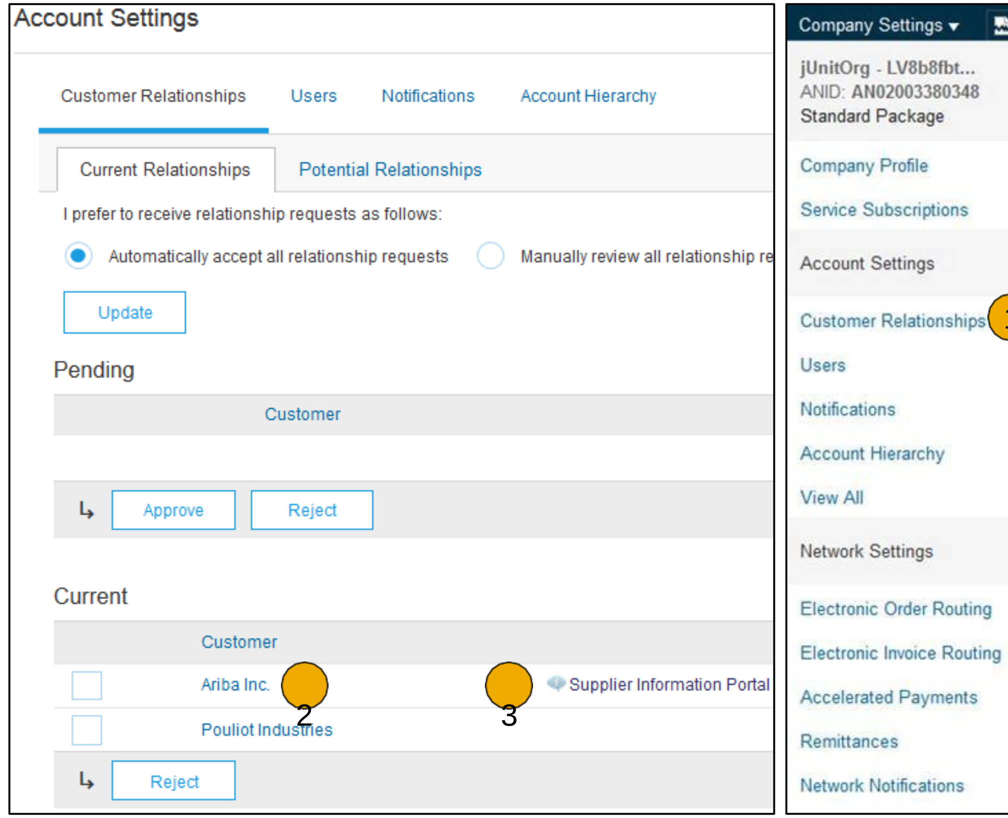
Online Help

- Help Center

Training & Resources

Stedin Supplier Information Portal

1. **Select** the Company Settings Menu in the top right corner and then click the Customer Relationships link.
2. **Select** the Stedin to view transactional rules:
   The Customer Invoice Rules determine what you can enter when you create invoices.
3. **Select** Supplier Information Portal to view documents provided by your buyer.



Useful Links

Useful Links

- **Ariba Supplier Pricing page** - http://www.ariba.com/suppliers/ariba-network-fulfillment/pricing
- **Ariba Network Hot Issues and FAQs** - https://connect.ariba.com/anfaq.htm
- **Ariba Cloud Statistics** – http://trust.ariba.com
  - Detailed information and latest notifications about product issues and planned downtime - if any - during a given day
- **Ariba Discovery** - http://www.ariba.com/solutions/discovery-for-suppliers.cfm
- **Ariba Network Notifications** - http://netstat.ariba.com
  - Information about downtime, new releases and new features

Thank you for joining the Ariba Network!