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inspiring mobility

ARIBA
Frequently Asked Questions

Your Frequent Asked Questions about Ariba

1. Do we have to register at Ariba platform to continue working with Faurecia?
2. Can the PO's that were made before Ariba registration be processed on the platform?
3. Is there any cost for our company to start using Ariba Platform?
4. What are the steps to register on Ariba Platform?
5. Our company already owns an Ariba account. What should we do?
6. What do I do if I received several registration invitations for the same legal entity?

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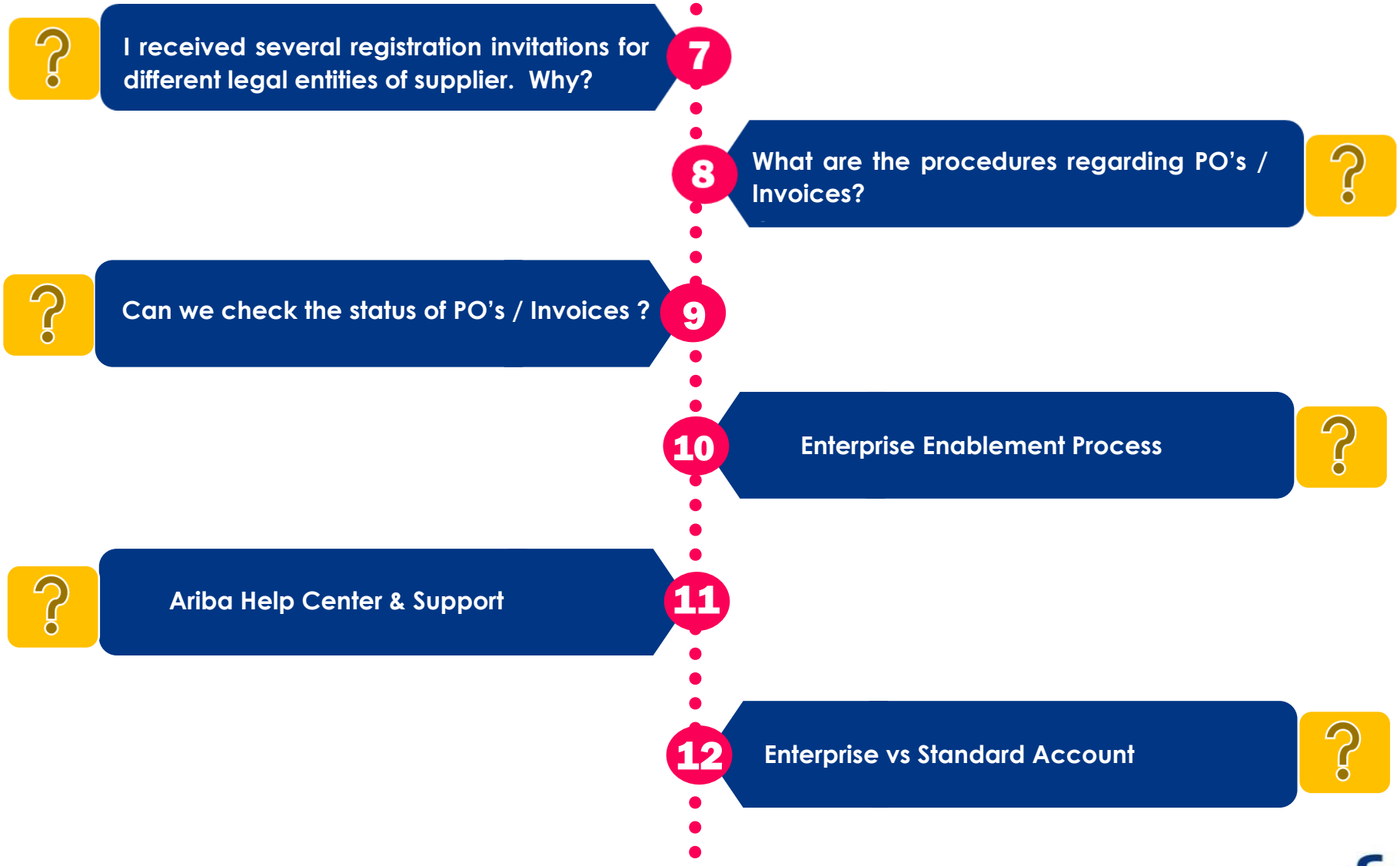
Your Frequent Asked Questions about Ariba (2)



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Answers Regarding Ariba

1 2 3 4 5 6 7

Do we have to register at Ariba platform to continue working with Faurecia?

- **Yes**. To **continue working** with **Faurecia it** is **highly recommended to** have an **Ariba account. Standard accounts** are **free.**
- **If** you **do not create** an **Ariba account, purchase orders (POs)** will be **sent** by email **but** you will **not have access** to any **other functionality (like Invoice Status Portal).**

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Answers Regarding Ariba

2 3 4 5 6 7 8

Can the PO's that were made before Ariba registration be processed on the platform?

- **No. Only** purchase orders **created** in **Ariba can be processed** on **the platform.**

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Answers Regarding Ariba

1 2 **3** 4 5 6 7

Is there any cost for our company to start using Ariba platform?

- **No. A Standard** account is **free. However,** you will have **a limited** set of **functionalities.** It is **recommend** to **have** an **Enterprise account** to **get** the **maximum benefits** of **the registration to Ariba.**
- If you have **an Enterprise account, Faurecia** can **support Ariba fees. Please, contact your Faurecia Buyer, to have more information**

Answers Regarding Ariba

1 2 3 **4** 5 6 7

What are the steps to register on Ariba platform?

- **Your company** may **register** an **account** on the **SAP Ariba Network by visiting Ariba website** http://supplier.ariba.com and **clicking the 'Register Now' link.**
  - Once you click the **Register Now** link, you will be taken through the 3 step registration process as follows:
    - Enter your **Company Information**. Please note only fields marked with an asterisk (*) are required.
    - Enter the **User account information**. Please note only fields marked with an asterisk (*) are required.
    - Review the information on the page, check the box **I have read and agree to the Terms of Use and the SAP Ariba Privacy Statement** at the bottom of the page and click **Register**.
  - You will be taken to a page that says, **Thank you for registering on SAP Ariba Network** and receive an activation e-mail once you have successfully registered your account.
  - This registration is independent of your activity with Faurecia. **You need to receive an invitation to connect your account with Faurecia**. Invitation can be a Trading relationship Request or any document sent by Faurecia (RFx, Order, Invoice). See next page.

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Answers Regarding Ariba

1 2 3 **4** 5 6 7

What are the steps to register on Ariba platform? (2)

- **Registration through an email:**
  - **If** you **received** an **email invitation** from **Faurecia**, **click the link** in **the email** message. **When Ariba Network shows** the **welcome page, do one** of the **following:**
    - If you already have an account, click **Log in**.
    - If you don't already have an account, click **Sign up**.
  - If you **received** a **purchase order welcome letter** that contains a temporary ID and secure code, you can **use** a **web browser** to go to the web address contained in the welcome letter**. Enter** your temporary ID and secure code to **activate** the **account**. After you **activate** your account, **the temporary ID becomes your username**.
  - If you **received** a purchase **order** or **other** first-time document from Faurecia**, click** the **action button** in the email, such as **Process order**. From the landing page, choose **Sign up** to **register** a free, Sandard account, or choose **Log in** to **add** the document to your existing Ariba Network account.

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Registration

From: Ariba Network <ordersender-prod@ansmtp.ariba.com>
Sent: 7 de junho de 2019 14:00
To: ANICETO Nuno <nuno.aniceto@faurecia.com>
Subject: FAURECIA SERVICES GROUPE - TEST sent a new Purchase Order 4501241043

You can reply to this message. Ariba Network or other Ariba cloud services will send your reply to the appropriate message recipient(s) and link it to its corresponding document. SAP Ariba stores your contact information (email and name) according to the policy at https://service.ariba.com/w/collab-platform/common/tou/en/MessagingPolicy.html. By replying to this message, you're accepting the terms in the policy.

SAP Ariba

FAURECIA SERVICES GROUPE - TEST sent a new order

If more than one email address is associated with your organization for PO delivery, then the copy of this purchase order would be sent to them as well.

Message from your customer FAURECIA SERVICES GROUPE - TEST

dfsjkjlsdqjvnxcoknmw erqpinjdfqe

Click here

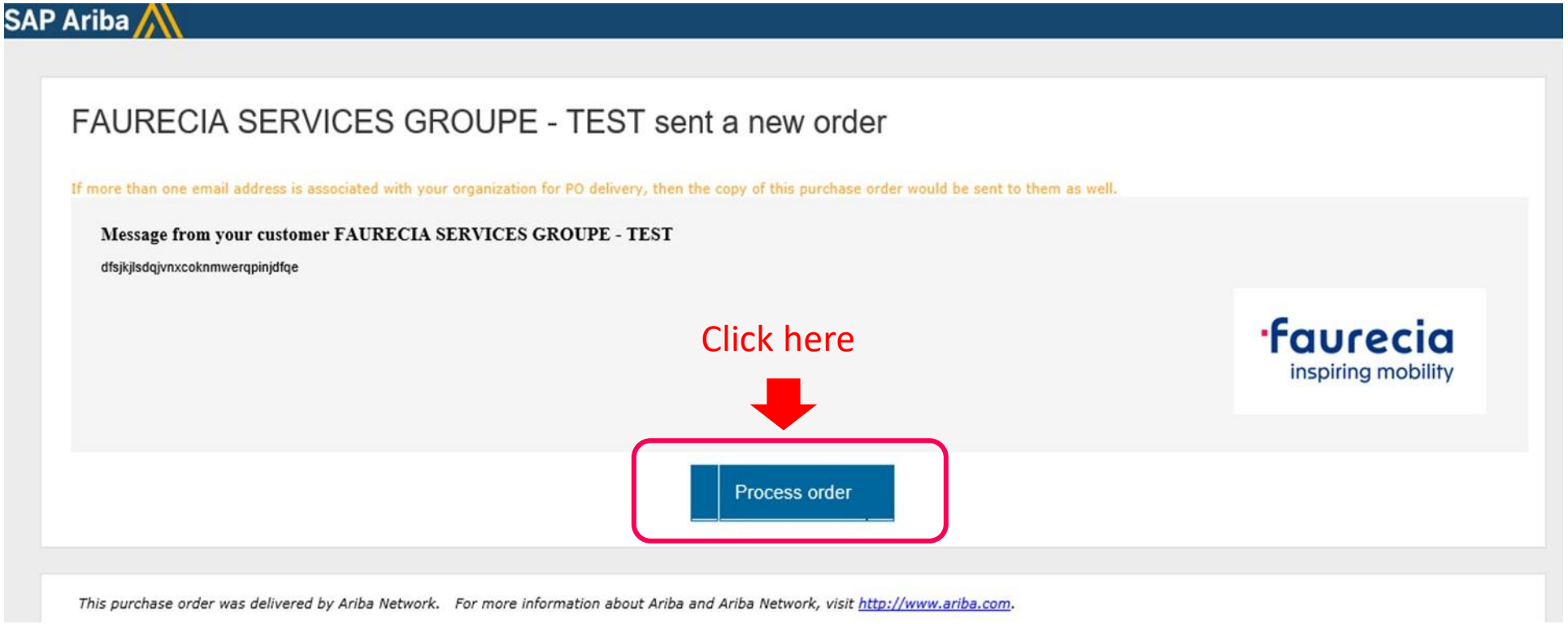
Process order

This purchase order was delivered by Ariba Network. For more information about Ariba and Ariba Network, visit http://www.ariba.com.

From:
Faurecia Autositze GmbH
Nordsehler Stra◆e 38
31655 Stadthagen

To:
TESTNA 05-TEST

Registration



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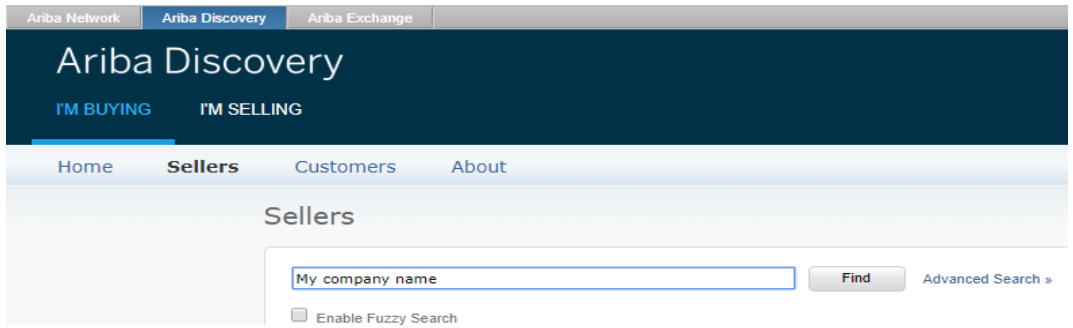
Answers Regarding Ariba

1 2 3 4 **5** 6 7

Our company already owns an Ariba account. What should we do?

- When invited through a Trading Relationship Request or a Purchasing Document, please register with your existing account and do not create a new one.There must be only one ANID per legal entity
- Faurecia's ANID is AN01274677429.
- In order to check if you already have an Ariba Account, we recommend you to check internally within your company by contacting your System Administrator. You can also inquire potential existing accounts in the following link, by typing your company name and region in search field
  https://service.ariba.com/Discovery.aw/



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Answers Regarding Ariba

1 2 3 4 5 **6** 7

What do I do if I received several registration invitations for a same legal entity?

- You have to register with the same Ariba Network ID to the several registration invitations

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Answers Regarding Ariba

1 2 3 4 5 6 **7**

I received several registration invitations for different legal entities of a supplier. Why?

- **Because you are defined within Faurecia as Global Key Account Manager for this supplier.**

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Answers Regarding Ariba

2 3 4 5 6 7 **8**

What is the procedure concerning PO's / Invoices?

- **Invoices** can **only** be **posted** in **Ariba** if the **related purchase orders (PO's)** have been **created** in **Ariba.**
- **Check Ariba help center if needed**

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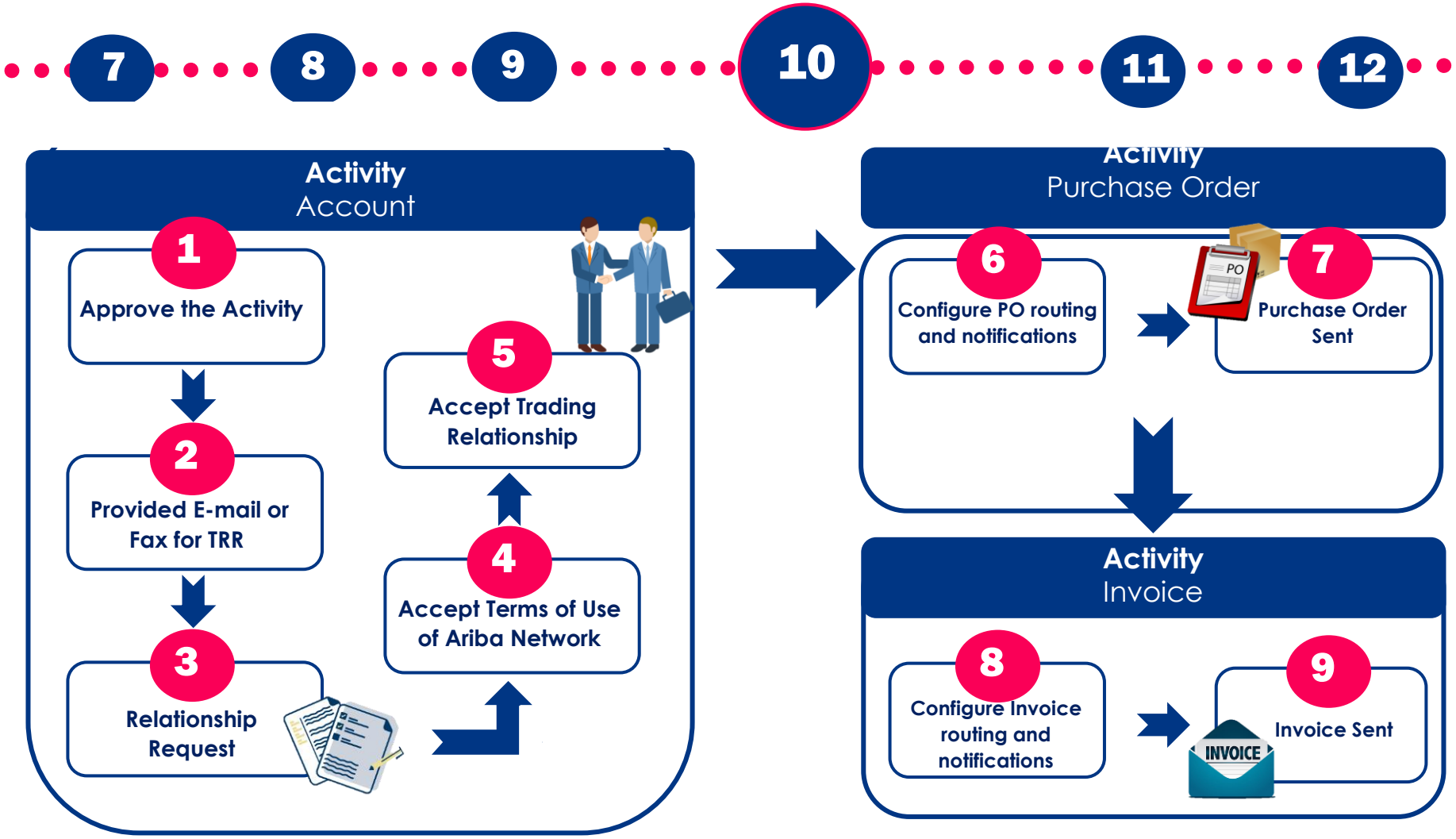
Answers Regarding Ariba

7 8 9 10 11 12

Can we check the status of the PO's / Invoices? (COMING SOON)

- **Yes.** You **will shortly be able to view purchase orders (POs)** and **invoice status at any time** on **SAP Ariba Network**, which is **extremely useful** for **managing** your **business.**
  - **Invoices**
    - You **can search** for **invoices** by the **exact invoice number**, regardless of the date range.
    - To **run** this search:
      1. **Click** the **Outbox tab**.
      2. **Click** the **arrow** in front of Search Filters to expand the filter options.
      3. **Enter** the **invoice number** in the Invoice Number field.
      4. **Check** the Exact Number radio button below the invoice number.
      5. **Click** Search.
      6. You **can** also **search** for invoices using other **search filters** in the Outbox

Enterprise Enablement Process



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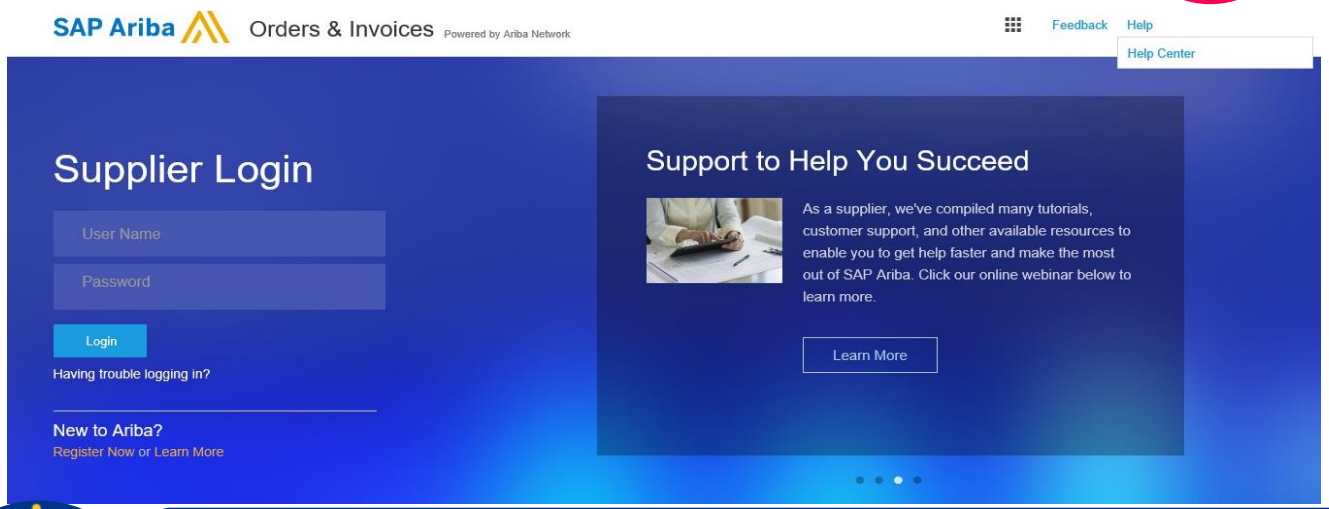
Help Center (1/2)

7 8 9 10 **11** 12



It's not needed to be connected to access the help center.

After you access the help center in a new window, you can take the following actions:

- Browse the help content in **Popular Topics.**
- Search for specific content using the search bar at the top of the page.
- Access the **Learning Center** to view product documentation and tutorials.
- Go to the **Support Center** to contact SAP Ariba Customer Support.
- Click **Ask Community** to post a question that other help center users can answer.
- Access an unanswered question in the **Can you help answer these questions?** area.

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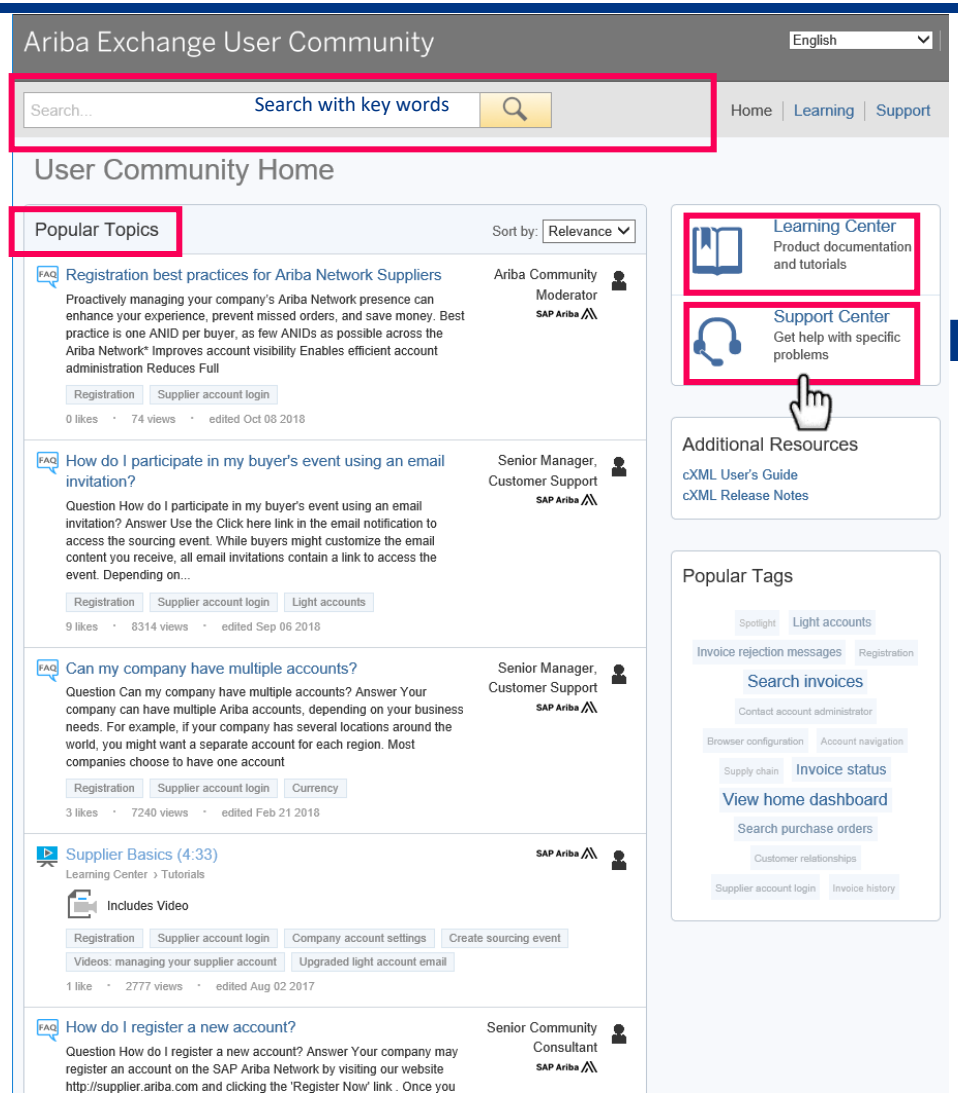
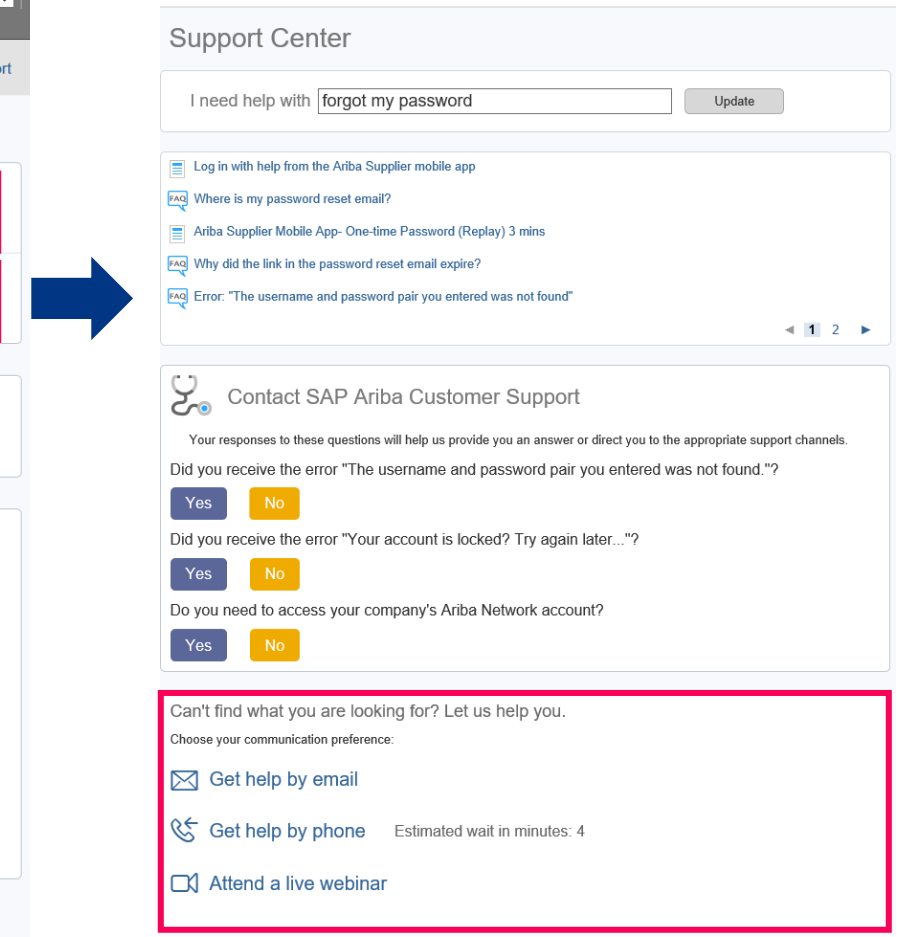
Help Center (2/2)





Try searching for whatever you need help with by using the **I need help with** search box.
If you need further support after conducting a search, the above mentioned support options will become available.

Contacts

Questions regarding Ariba usage :

Please click on one of the below links for any questions regarding registration, configuration or general Ariba Network questions :

- USA/Canada : https://connectsupport.ariba.com/sites/Company?ANID=AN01274677429NAM&h=efiEiEb9GzUpOl83jqsNw#Enablement-Inquiry
- Brazil : https://connectsupport.ariba.com/sites/Company?ANID=AN01274677429BRZ&h=ZUMjmQJ1cv1AyRPHP4rNzA#Enablement-Inquiry
- Latin America: https://connectsupport.ariba.com/sites/Company?ANID=AN01274677429LAC&h=1a9ipmjaTdbyL4I4jaUcg#Enablement-Inquiry
- EMEA: https://connectsupport.ariba.com/sites/Company?ANID=AN01274677429EMA&h=aYCJ5Mm2uFBJv1T7QaeZ9A#Enablement-Inquiry
- SE Asia: https://connectsupport.ariba.com/sites/Company?ANID=AN01274677429SEA&h=kRV62sa3KWxd5CoBSswQ#Enablement-Inquiry

Questions regarding your relationship with Faurecia :

- EMEA
  - Enterprise account : supplier.enablement.emea@faurecia.com
  - Standard account : light.enablement.emea@faurecia.com
- North America
  - Enterprise accounts : full.enablement.nao@faurecia.com
  - Standard accounts : light.enablement.nao@faurecia.com
- China:
  - Enterprise accounts : supplier.enablement.asia@faurecia.com
  - Standard accounts : light.enablement.asia@faurecia.com

Enterprise vs Standard account (1/2)

7 8 9 10 11 12

	STANDARD ACCOUNT Your current account	ENTERPRISE ACCOUNT Upgrade
FULFILLMENT		
Orders and invoices	✓ Respond to emailed orders using features that your customer requests, like order confirmations, ship notices and invoices ✓ Check invoice status and create non-PO invoices, if supported by your customer	✓ Skip the emails. Get and manage orders and invoices all on Ariba Network. ✓ Use CSV uploads to manage large documents.
Catalogs		✓ Publish catalogs that detail your products and services
Integration		✓ Integrate with your backend systems through CXML or EDI
Legal Archive		✓ Access to long-term invoice archiving (regional restrictions apply)
Reporting		✓ Get reports to track transactions and sales activities
Support	Help Center	✓ Help Center, phone, chat, and web form
Fees	Free	Based on usage
SELLING	By the way, you can use these with any account.	
Ariba Discovery	✓ Join our business matchmaking service to get high quality sales leads. Fees may apply	
Sourcing, Contract Management	✓ Attract potential customers with your profile and get invited to auctions and other events.	

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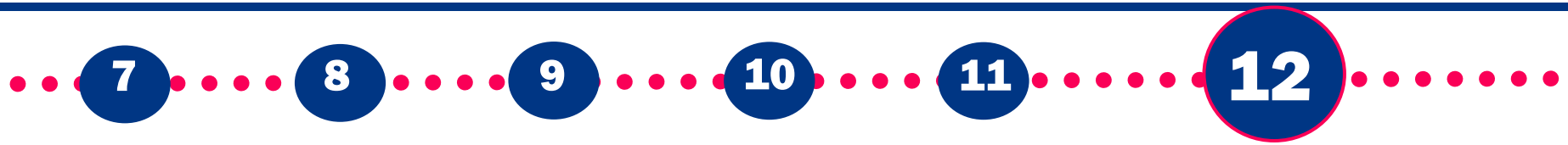
Enterprise vs Standard account (2/2)



- **STANDARD ACCOUNT, YOUR ACCOUNT BY DEFAULT after registering to Ariba, enabling you to:**
  - Respond to emailed orders
  - Make orders confirmation
  - Make ship notices
  - Send invoices

In case you are processing amounts of POs > 100 per year and / or have catalogs, you may have access to :

- **ENTERPRISE ACCOUNT enabling you to use advanced features:**
  - Fully seamless digital interaction, email reduction
  - Advanced Activity archivation stored in the Cloud
  - Catalog creation, publication, management
  - Invoices Management

For more information about Enterprise Account and on eligibility rules, please contact your Faurecia Buyer

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