Ariba Supplier Enablement

Frequently Asked Questions

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Questions/Answers

1. What is Ariba?

Ariba is a worldwide network dedicated to B2B commerce. Ariba combines industry-leading, cloud-based applications with the largest web-based commerce community to help companies discover and collaborate with a global network of partners. Using the Ariba Network, businesses of all sizes can connect to their trading partners anywhere, anytime, from any application or device to buy, sell, and manage their money more efficiently and effectively than ever before. Companies around the world use the Ariba Network to streamline cross-company commerce and improve their bottom line.

The Ariba Network offers vendors a wide range of solutions and services to manage business transactions and content through a web browser, or electronically via EDI/cXML. Membership in the Ariba Network allows suppliers to expand business with existing customers and acquire new ones.

You can access your Ariba Network supplier account and other information about the Ariba Network via these links:

- Ariba Network Supplier Account: https://supplier.ariba.com
- About Ariba Network: http://www.ariba.com/community/the-ariba-network
- Ariba Supplier Enrollment Program: http://www.ariba.com/solutions/sell/supplier-membership-program

2. Why is Italmatch Chemicals asking its suppliers to carry out transactions electronically?

Italmatch Chemicals Company is pleased to announce the company's plan to transform the way we source, purchase, and pay for all goods and services, so as to improve and streamline business processes for both us and our valued suppliers. As a supplier of Italmatch Chemicals, we are contacting your company to make them aware of this change, and to request your support to prepare and ensure a smooth transition to our new procedure.

Italmatch Chemicals has selected Ariba, a leading e-commerce company, to provide a technology platform, Ariba Network, that allows suppliers to receive purchase orders and issue invoices electronically through the features of the Standard Account (see below for more details).

3. What infrastructure do I need to use the Ariba Network?

The only requirements are a regular internet connection and a web browser.

4. Why did Italmatch Chemicals choose Ariba Network?

The Ariba Network is the world's largest community of business partners and has more than 1.2 million member companies, including more than half of the Fortune 500. Ariba provides extremely fast and effective processing, tracking, and tracking of both orders and invoices.

5. What should I know when transacting with Italmatch Chemicals through Ariba Network?

It is important to review the information, training material, and reference documents provided on the Italmatch Chemicals Supplier Information Portal. To access the Supplier Information Portal:

- Log in to your Ariba Network production account at https://supplier.ariba.com
- Select "Customer Relations" from the "Admin" drop-down menu
- Locate Italmatch Chemicals and click on the "Supplier Information Portal" link next to the name
- If a supplier did not attend, registration for the Supplier Summit is available.

6. What happens if I don't want to participate?

Italmatch Chemicals is making consistent efforts to ensure the success of the initiative, and is working hard to ensure that the transition for suppliers goes smoothly. The suppliers who are asked to participate are considered strategic for Italmatch Chemicals' current activities, and therefore their full participation in the procedural change is considered a mandatory requirement for the continuation of the supply relationship.

7. How do I register on the Ariba Network?

Italmatch Chemicals will send an invitation for the Standard account, in order to allow your company to carry out transactions using this method, together with the first purchase order sent after the "Go live" date. Or, if you register on your own with the Ariba Network,

SAP Ariba Discovery, or if you receive an invitation to SAP Ariba Sourcing solutions and do not have or do not use an existing account (ANID), you can register and you will have the features of the Standard account level.

8. What happens if I forget my password?

If you forget your Ariba Network password, simply click the Forgot Password link in http://supplier.ariba.com to start the password reset process.

9. Is there a cost for doing business on Ariba Network?

As a supplier as part of the Ariba Network, you have two options when it comes to accounts. The option that best suits your business is based on your business model, and how you believe you can best achieve your sales and e-commerce goals. <u>The Standard account is completely free for providers and comes with a number of basic features</u>. The Enterprise account has the same features as the Standard account, as well as a number of solutions to grow and strengthen your business through the Ariba Network.

		Standard Account	Enterprise Account
	Orders & Invoices	• Respond to **orders via email only** • Check **invoice status only through email** notifications sent by Newell Brands • **Document retrieval** from the Ariba Network portal is **limited** to 200 most recent and can only be resent via email	• **Avoid email** notifications if desired. Obtain **all orders** and invoice copies directly from the **Ariba Network portal** • **No limit** to the number of **documents** you can retrieve on the Ariba Network. **Access copies** instantly • Use CSV uploads to manage large documents or many documents at once
	Catalogs	• **No catalogs** can be published **on the Ariba Network** • Newell Brands has the option to publish and manage internal catalogs that they choose to create within their internal Ariba B&I Platform	• **Publish catalogs** that detail suppliers' products and services • Available to Newell via **Punchout** connection or through **hosted** catalogs (CIF) **on the Ariba Network**
	ERP Integration	• Not available	• Suppliers are able to integrate their backend systems entirely to the Ariba Network to create **100% touchless transactions** • Drops benefits directly to suppliers' bottom line through **faster payments, reducing errors and lower costs**
	Reporting	• Not available	• Reports **can be generated** to track transactions and review sales activities
	Support	• **Basic** support is available through the use of the Online **Help Center** documentation, beyond that it is up to Newell Brands to assist each supplier should the need arise	• Basic support through the Help Center is available • In addition, **phone, chat and web form** support resources
Fees	Downstream (Buying & Invoicing)	• **100% free** no matter how many transactions occur, documents that are communicated or $ value of the relationship	• **Fees may apply** based on the number or documents and transactional $ value between suppliers and their customers
	Upstream (Sourcing Events)	No fees are incurred for a supplier to participate in upstream sourcing events	

For more information on pricing for Enterprise accounts, you can go to <u>the pricing information page</u>, review the <u>Ariba Network Order Fulfillment Information</u>, or watch the <u>Ariba Network video tutorial</u>. You can access rates in local currencies <u>here</u>.

10. What are the features of the Standard account?

The Ariba Network Standard Account feature is a new, fast, and free way to automate business transactions with any buyer. Most business transactions are supported, maximizing efficiency and meeting buyer compliance requirements. You don't need to upgrade to the Enterprise plan unless you're ready for advanced features like catalog support and back-end integration, or manage larger document volumes through online access.

11. What types of documents are supported for this free account?

Suppliers can process an unlimited number of documents: orders, order confirmations (OC), advance shipping notices (ASN), service acquisition forms (SES), PO-invoices using the PO-Flip function (conversion of orders into electronic invoices with a simple click), etc.

12. What if I've already joined the Ariba Network? Can I upgrade to the standard account?

If you are already using Ariba Network with a buyer, we recommend that you continue to use the plan you are using. We recommend that you contact Ariba directly to change your account type. Their contact information can be found later in this document.

13. Do I need to register with the Ariba Network to use the Standard account?

Yes. You will be sent an interactive email from Italmatch Chemicals. To answer it, you need to register and activate a free Standard account. This free account will not have the same features as the Enterprise account. You only need to upgrade to an Enterprise account when you decide to take advantage of the additional features.

14. How do I invoice a purchase order if I miss the email notification?

If you lose a purchase order (PO) notification email, you have the following options:

- Resend the Purchase Order (PO) email: Log in to your standard Ariba Network account. In the list of POs on the dashboard on the homepage of the account, click Select > Send me a copy to be able to take action in the "Action" column next to the PO.
- Request a manual copy of the PO directly from Italmatch Chemicals: After receiving a copy of the PO, you will be able to create and send a non-PO invoice.

15. How can I create documents based on purchase orders received from Italmatch Chemicals?

To process a purchase order, you must click on the "Process Order" button in the order notification email. After you register or log in to your Standard account with Ariba Network, you will be taken to the purchase order details page, where you can create documents such as order confirmations, shipping notices, and invoices.

16. How do I add purchase orders to my current Ariba Network account?

If you already have a Standard or Enterprise account on the Ariba Network for a different customer, you can add any transactions you are going to make with a new customer to your existing account. To add new purchase orders to your existing account:

- In the purchase order notification email, click "Process order" and then "Log in" on the Standard account landing page.
- Sign in with the administrator username and password for the existing account.

17. What should I do if my registration confirmation link has expired?

If the confirmation link expired immediately after receiving the email, log in to your account directly at https://supplier-2.ariba.com. If the confirmation is accepted, you will be able to view your account. If you are unable to access your account, you can request that the confirmation email be sent again.

18.   How secure is the Ariba Network?

The Ariba Network uses Secure Hypertext Transfer Protocol (HTTPS) for all communication between procurement applications, suppliers, and the Ariba Network. HTTPS is the touchstone of secure communications over the Internet, using SSL (Secure Socket Layer) with RSA Labs encryption. In addition, accounts on the Ariba Network are password protected. More information about the Ariba Data Security Policy can be found here.

19.   What is the privacy policy for registration and business information?

By registering with the Ariba Network, suppliers make their company profile information available to their current customers and other purchasing entities/companies enrolled in the network. Actual customers use this information to transact through the network, and potential buyers use it to start new business relationships.

Protected information on your account, such as tax identification numbers and settings, isn't shared. Suppliers do not have access to other suppliers' account information.

20.   What if I have more questions?

Italmatch Chemicals Supplier Enablement Team: supplier.onboarding@italmatch.com

- For help with Ariba Network settings, functionality, PO delivery, or the invoice submission process
- For questions about business processes or general inquiries about the new process

21. What date will I start transacting with Italmatch Chemicals on Ariba Network?

About a week before the "Go Live", Italmatch Chemicals will send a "Go Live" communication via e-mail to confirm the date of the switch.

22. Will training be offered to teach me how to use the Ariba Network?

Suppliers with Standard accounts will be able to register for webinars held by Ariba and on-demand training/guides.