W.R. Grace & Co.
SCC Supplier Guide
Agenda

Section 1: What is Ariba

Section 2: Setting Up Your Ariba Account

Section 3: Purchase Order Management

Section 4: Getting Help
Section 1: What is Ariba

Section 1: What is Ariba

Section 2: Setting Up Your Ariba Account

Section 3: Purchase Order Management

Section 4: Getting Help
What is the Ariba Network?

Grace has selected Ariba Network as their electronic transaction provider. As a preferred supplier, you have been invited by Grace to join Ariba Network and start transacting electronically with them.

Ariba Network Overview

**Suppliers**
- Online
- EDI
- CSV

**Ariba Discovery**

- Online
- EDI
- CSV

**Ariba Network**

- Open, Smart, Simple.

**2+ million**
- Trading Partners

**$850B**
- In Annual Commerce

**>60%**
- Global 2000 use the Network

**65+ million**
- Annual Invoices

**190**
- Countries

**60+ million**
- Annual Purchase Orders

© 2018 SAP SE or an SAP affiliate company. All rights reserved. | CONFIDENTIAL
Why a Business Network?

Buyer Participants
- Global Enterprises
- Midmarket Companies
- Individual Buyers

Supplier Participants
- Direct Materials
- Indirect Materials
- Services

Save Time

Lower Costs

Increase Your Revenue

Receive Faster Payment

Stay Organized

Satisfy Your Customer
Why Ariba Network?

World’s largest trading community of over $1 trillion

• Help active Global 2000 buyers find your products and services
• Get expertise, experience, and advice

Single point for business collaboration

• Manage leads, proposals, contracts, orders, invoices, and payments
• Collaborate with multiple customers

Works with how you do business

• Access a wide range of transaction options
• Use many browsers, formats, languages, and currencies
How Can Suppliers Connect to the Ariba Network?

- Suppliers will connect to Ariba through the online Ariba Portal (PO Flip)
- Only an Internet connection is needed to access the Ariba Portal
- Portal access requires a username and password
Section 2: Setting Up Your Ariba Account

Section 1: What is Ariba

Section 2: Setting Up Your Ariba Account

Section 3: Purchase Order Management

Section 4: Getting Help
Accessing Ariba

The Ariba Network should be accessed by typing supplier.ariba.com into an Internet Browser.

1. Enter your Username
2. Enter your Password
3. Click Login

NOTE:

• You company must first be registered on Ariba and your companies Account Administrator must have already created you as a user to perform these steps.

• If your company does not have an Ariba Account please contact AribaSupplierEnablement@Grace.com

• If you are not an Ariba User or your forgot your username and password, please contact your companies Ariba Account Administrator
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.
Select Electronic Purchase Order Routing Method

Notifications

1. **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.

2. **Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).
Route Your Purchase Orders

Method Details

- **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.
- **Fax:** Notifications of new orders are sent via Facsimile, and can include a copy of the PO as well as a cover sheet.
- **cXML/EDI:** Allows you to integrate your ERP system directly with Ariba Network for transacting with your customer. Please contact GraceEnablement@Ariba.com to be connected with a Seller Integrator who will provide more information on configuration.
Select Electronic Invoice Routing Method
Methods and Tax Details

1. **Select** Electronic Invoice Routing.
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI. It is recommended to configure Notifications to email (the same way as in Order Routing).
3. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to enter Tax Id, VAT Id and other supporting data.
W.R. Grace Specific Account Configuration for Invoices

- **VAT ID / TAX ID** – select Company Settings in the top right corner, go to Company Profile and select tab Business. In the section Financial Information enter your Vat ID / Tax ID.

- **Remittance Address** – select Company Settings in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create and complete all required fields marked by an asterisk.

- **Payment Methods** – select Company Settings in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create/Edit. In the Payment methods section choose one of the following options: ACH, Check, Credit card or Wire. Complete the details. The Remittance ID will be communicated to you by your buyer.
Configure Your Remittance Information

1. **From the Company Settings** dropdown menu, select click on **Remittances**.
2. **Click** Create to create new company remittance information, or **Edit**, if you need to change existing information.
3. **Complete** all required fields marked by an asterisk in the EFT/Check Remittances section.
4. **Select** one of your Remittance Addresses as a default if you have more than one. If needed, assign **Remittance IDs** for this address for each of your customers. Clients may ask you to assign IDs to your addresses so they can refer to the addresses uniquely. Each client can assign different IDs.
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.
Review Your Relationships
W.R. Grace Supplier Information Portal

1. **Select** the Company Settings Menu in the top right corner and then click the Customer Relationships link.
2. **Select** the buyer name 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.
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
### Types of Users Typically Invoiced in Ariba

<table>
<thead>
<tr>
<th>Ariba Role</th>
<th>Responsibilities</th>
<th>Potential Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ariba Account Admin</td>
<td>Created / Maintain Companies Ariba Account, Provide New Users Access</td>
<td>Supply Chain Support Person, IT Resource</td>
</tr>
<tr>
<td>Purchase Order Receiver</td>
<td>Receive and understand Grace’s PO’s from Ariba</td>
<td>Customer Service, Person that receives the PO today</td>
</tr>
<tr>
<td>PO Confirmation Generator</td>
<td>Create and send a Confirmation to Grace’s PO in Ariba</td>
<td>Customer Service, Person that receives the PO today</td>
</tr>
<tr>
<td>Advanced Shipping Notice (ASN) Generator</td>
<td>Create and send an ASN to Grace’s PO in Ariba</td>
<td>Customer Service, Warehouse Resource</td>
</tr>
<tr>
<td>Invoice Generator</td>
<td>Create and send an Invoice to Grace’s PO in Ariba</td>
<td>Accounts Payable</td>
</tr>
</tbody>
</table>

- One resource can perform several roles (this is fairly common)
- Several resources can perform one role
- No role requires an overly ‘technical’ resource
- Use of groups in some scenarios is recommend (ie. customerservice@supplier.com) can be used for receiving PO’s
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.
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
Section 3: Purchase Order Management

- Section 1: What is Ariba
- Section 2: Setting Up Your Ariba Account
- Section 3: Purchase Order Management
- Section 4: Getting Help
Scope of Grace Ariba Initiative

- **Purchasing Processes In Scope**
  - **Purchase Order / Purchase Order Change** - sent to Supplier from Grace via Ariba
  - **PO Confirmation** - sent to Grace from Supplier via Ariba
  - **Advanced Shipping Notice** - sent to Grace from Supplier via Ariba
  - **Goods Receipt** - sent to Supplier from Grace via Ariba
  - **Invoice** - sent to Grace from Supplier via Ariba. Partial or Full Invoices are acceptable.
    - Credit Memos (when applicable) are also in Scope
Review W.R. Grace Specifications

NOT Supported Documents

- Sub-Contracting
- Vendor Managed Inventory
- Return PO Collaboration
- Non-PO Invoices
- Invoicing for Purchasing Cards (P-Cards)
  An invoice for an order placed using a purchasing card; not accepted by W.R. Grace
- Duplicate Invoices
  A new and unique invoice number must be provided for each invoice; W.R. Grace will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on Ariba Network
- Paper Invoices
  W.R. Grace requires invoices to be submitted electronically through Ariba Network; W.R. Grace will no longer accept paper invoices
- Service Entry Sheets
  Apply against a single purchase order referencing a line item
- Forecasts
Manage POs
View Purchase Orders

1. **Click** on Inbox tab to manage your Purchase Orders. **Inbox** is presented as a list of the Purchase Orders received by W.R. Grace.

2. **Click** the link on the Order Number column to view the purchase order details.

3. **Search** filters allows you to search using multiple criteria. **Click** the arrow next to Search Filters to display the query fields. Enter your criteria and click Search.

4. **Toggle** the Table Options Menu to view ways of organizing your Inbox.
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 W.R. Grace 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.
Create Order Confirmation
Confirm Entire Order

Use this Confirmation when all lines on the purchase order will ship complete at the same time.

1. Select **Create Order Confirmation and then select Confirm Entire Order**, to set the status of each line item at once.
2. **Enter** a confirmation number if desired in the Confirmation # Field
3. **Select** the estimated shipping date and estimated delivery date.
4. **Enter** any comments related to the confirmation – especially if the shipping date cannot meet the requested date.

© 2018 SAP SE or an SAP affiliate company. All rights reserved. | CONFIDENTIAL
Create Order Confirmation
Confirm Entire Order

1. Click next Icon
2. Click Submit when finished.
Create Order Confirmation
Confirm Entire Order

1. The Purchase Order status will change to (Confirmed)

2. Click the Done Icon when finished.
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:
   - **Confirm** – You received the PO and will send the ordered items. You can not over-Confirm an order.
   - **Backorder** – Items are backordered. Once they available in stock, generate another order confirmation to set them to confirm.
Create Order Confirmation
Backordered Confirmation Process

- When an item cannot be delivered on the requested delivery date, it should be considered “Backordered”
  1. Create a Line Item Confirmation (as previously reviewed)
  2. Enter the “Backordered” Quantity in the “Backorder” Field
     
     NOTE: It is possible to have some quantity that can be delivered on the Requested Delivery Date while other quantity is on Backorder. If this happens, you can populate both the Confirm and Backorder quantities as needed on this screen.

  3. Click Details
  4. Enter an Estimated Ship Date and Delivery Date for the “Backordered” quantity
     
     IMPORTANT NOTE: If Steps 3 and 4 are not completed, the Delivery Dates of the Backordered quantity will default to the dates placed on the header of the PO Confirmation

  5. Click Ok
  6. Proceed with completing the PO Confirmation as previously reviewed.

NOTE: Items that are backordered should be reconfirmed when they are ready. This is done by going back into Ariba and creating a new PO Confirmation the previously backordered items.
Create Order Confirmation
Mass Confirmation Using Items to Confirm

Several PO's can be confirmed at one time by using the “Items to Confirm” Tab on your Inbox

1. Click Inbox
2. Click Items to Confirm
3. Click the small arrow to the left of Search Filters
4. Provide search details of what sort of PO’s you would like to mass confirm
5. Click Search
6. All PO’s that match your search criteria will now appear. Select the PO’s you want to confirm by clicking the small box to the left of the PO
7. Clicking the box at the very top of the Items of Confirm will mass select all PO’s
8. Enter an Estimated Shipping Date and Estimated Delivery Date
9. Click Confirm Entire Order
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.

Creation of a Ship Notice is required. You will not be able to submit an invoice until a Ship Notice has been created.
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.

![Diagram of delivery and transport information]

- **Delivery Terms**: Delivered at Terminal
- **Incoterms**: Ex Works, Free Carrier
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 W.R. Grace. 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.
W.R. Grace Invoice Requirements

1. Suppliers must create an Order Confirmation for the Purchase Order before creating the invoice.
2. Suppliers must create an Advance Ship Notice for the Purchase Order before creating the invoice.
3. Suppliers must include an estimated (or actual) shipping date on order confirmations and ship notices (requested).
4. Suppliers are required to include a Remit To address on invoice.
5. A Goods Receipt must be completed by WR Grace before an invoice can be submitted.
Review W.R. Grace Invoice Rules

These rules determine what you can enter when you create invoices.

1. Login to your Ariba Network account via supplier.ariba.com
2. Select the Company Settings dropdown menu and under Account Settings, click Customer Relationships.
3. A list of your Customers is displayed. Click the name of your customer (W.R. Grace).
4. Scroll down to the Invoice Setup section and view the General Invoice Rules.
5. If W.R. Grace enabled Country-Based Invoice Rules then you will be able to choose your Country in Originating Country of Invoice from the drop down menu.
6. Click Done when finished.
Invoice via PO Flip

To create a PO-Flip invoice (or an invoice derived from a PO that you received via Ariba Network):

1. From the home screen within your Ariba Network account, select the Create dropdown menu and select PO Invoice.
2. For PO Invoice select a PO number.
3. Click on the Create Invoice button and then choose Standard Invoice.
4. Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable. Review your invoice for accuracy on the Review page. If no changes are needed, click Submit to send the invoice to W.R. Grace.
Invoice via PO Flip

Header

Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable.

1. **Enter an Invoice #** which is your unique number for invoice identification. The Invoice Date will auto-populate.

2. **Select Remit-To** address from the drop down box if you have entered more than one.

3. **Tax and Shipping can be entered** at either the Header or Line level by selecting the appropriate radio button.
   - If no tax, 0% of Rate Percent must be entered if Tax is not applicable.

4. **You can also add some additional information** to the Header of the invoice such as: Special Handling, Payment Term, Comment, Attachment, Shipping Documents.

5. **Scroll** down to the Line items section to select the line items being invoiced.

**Note:** Attachment file size should not exceed 40MB.
Invoice via PO Flip
Line Items

Line Items section shows the line items from the Purchase Order.

1. **Review or update Quantity** for each line item you are invoicing.
2. **If you wish** to exclude a line item from the invoice, click on the line item’s green slider. You can also exclude the line item by clicking the check box to the left and clicking ‘Delete’.

**Note:** You can generate another invoice later to bill for the excluded item.

3. **Select** the line item to which tax is to be applied using the Line Item # checkbox. To apply the same tax to multiple line items, select those line items to be taxed at the desired rate.
4. To configure additional Tax Options within the Tax Category tool, use the **Configure Tax Menu** option.
5. **Check** Tax Category and use the drop down to select from the displayed options. Click Add to Included Lines.
Invoice via PO Flip
Review Allowances and Charges

If Allowances and Charges are included in the PO, these will convert to the Invoice at either Invoice Header or Line Item Level based on where the information is on PO:

1. Header Allowance and Charges
2. Line level Allowance and Charges
Invoice via PO Flip
Line Item Comments

1. To add comments at the line items select **Line Items**, then click at Line Item **Actions > Add > Comments**.
2. Upon refresh or **Update**, the Comments field will display. Enter applicable Comments in this field.
3. Click Next.
Invoice via PO Flip
Review, Save, or Submit to Customer

1. **Review** your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.

2. If no changes are needed, click **Submit** to send the invoice to W.R. Grace.

3. If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.

4. Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.

5. You may resume working on the invoice by selecting it from **Outbox>Drafts** on your Home page.

6. You can keep draft invoices for up to 7 days.

**Note:** In the event of errors, there will be a notification in red where information must be corrected.
Create a Credit Memo
Header Level

To create a credit memo against an entire invoice:

1. **Select** the INBOX tab.
2. **Select** the PO to be credited by clicking the radio button on the PO.
3. **Click** on Create Invoice and choose Credit Memo OR select Credit Memo from the Actions dropdown menu.
4. **Complete** information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks are filled in.
5. **Click** Next.
6. **Review** Credit Memo.
7. **Click** Submit.
Create a Credit Memo
Line Level Detail

To create a line level credit memo against an invoice:
1. **Select** the OUTBOX tab.
2. **Select** your previously created invoice.
3. **Click** the button on the Invoice screen for *Create Line-Item Credit Memo*.
4. **Complete** information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks (*) are filled in.
5. **Click** Next.
6. **Review** Credit Memo.
7. **Click** Submit.
Search for Invoice
(Quick & Refined)

Quick Search:
1. From the Home Tab, Select Invoices in the Document type to search.
2. Select W.R. Grace from Customer Drop down menu.
3. Enter Document #, if known. Select Date Range, up to 90 days for Invoices and Click Search.

Refined Search: Allows a refined search of Invoices within up to 90 last days.
4. Search Filters from Outbox (Invoices).
5. Enter the criteria to build the desired search filter.
6. Click Search.
Copy an Existing Invoice

To copy an existing invoice in order to create a new invoice:

1. **Select** the **OUTBOX** Tab.
2. Either **Select** the radio button for the invoice you want to copy, and click Copy. OR Open the invoice you want to copy.
3. **On** the **Detail** tab, click **Copy This Invoice**.
4. **Enter** an new invoice number.
5. **For VAT lines**, make sure the date of supply at the line level is correct.
6. **Edit** the other fields as necessary.
7. **Click** Next, review the invoice, and save or submit it.
Check Invoice Status
Routing Status To Your Customer

Check Status:
If you configured your Invoice Notifications as noted earlier in this presentation, you will receive emails regarding invoice status. You can also check invoice status from the Outbox by selecting the invoice link.

Routing Status
Reflects the status of the transmission of the invoice to W.R. Grace via the Ariba Network.

- **Failed** – Invoice failed W.R. Grace invoicing rules. W.R. Grace will not receive this invoice
- **Queued** – Ariba Network received the invoice but has not processed it
- **Sent** – Ariba Network sent the invoice to a queue. The invoice is awaiting pickup by the customer
- **Acknowledged** – W.R. Grace invoicing application has acknowledged the receipt of the invoice
Check Invoice Status
Review Invoice Status With Your Customer

Invoice Status
Reflects the status of W.R. Grace’s action on the Invoice.

- **Sent** – The invoice is sent to the W.R. Grace but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – W.R. Grace approved the invoice cancellation
- **Paid** – W.R. Grace paid the invoice / in the process of issuing payment. Only if W.R. Grace uses invoices to trigger payment.
- **Approved** – W.R. Grace has verified the invoice against the purchase orders or contracts and receipts and approved if for payment
- **Rejected** – W.R. Grace has rejected the invoice or the invoice failed validation by Ariba Network. If W.R. Grace accepts the invoice or approves it for payment, invoice status updated to Sent (invoice accepted) or Approved (invoice approved for payment)
- **Failed** – Ariba Network experienced a problem routing the invoice
Review Invoice History

Check Status Comments

Access any invoice:

1. **Click** on the History tab to view status details and invoice history.

2. **History and status comments** for the invoice are displayed.

3. **Transaction history** can be used in problem determination for failed or rejected transactions.

4. **When you are done** reviewing the history, click Done.
Modify an Existing Invoice
Edit and Resubmit

1. **Click** the Outbox tab.

2. **In the Invoice #** column, click a link to view details of the invoice.

3. **Click** the Invoice # for the failed or rejected invoice that you want to resubmit and click **Edit**.

4. **Click Submit** on the Review page to send the invoice.
Invoice Reports
Learn About Transacting

Reports help provide additional information and details on transactions on the Network in a comprehensive format.

1. **Click** the Reports tab from the menu at the top of the page.
2. **Click** Create.

- **Invoice reports** provide information on invoices you have sent to customers for tracking invoices over time or overall invoice volume for a period of time.
- **Failed Invoice reports** provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail to route correctly.
- Reports can be created by Administrator or User with appropriate permissions.
- **Bronze** (and higher) members may choose Manual or Scheduled report. Set scheduling information if Scheduled report is selected.

![Ariba Network Image](image-url)
Invoice Reports

3. Enter required information. Select an Invoice report type — Failed Invoice or Invoice.
4. Click Next.
5. Specify Customer and Created Date in Criteria.
6. Click Submit.
7. You can view and download the report in CSV format when its status is Processed.

Note: For more detailed instructions on generating reports, refer to the Ariba Network Transactions Guide found on the HELP page of your account.
Section 4: Getting Help

- Section 1: What is Ariba
- Section 2: Setting Up Your Ariba Account
- Section 3: Purchase Order Management
- Section 4: Getting Help
Customer Support

Supplier Support During Deployment

Ariba Network Registration or Configuration Support
• Email SAP Ariba Enablement Team at GraceEnablement@Ariba.com
  - Registration/Account Configuration
  - Supplier Fees
  - General Ariba Network Questions

W.R. Grace Enablement Business Process Support
• Email W.R. Grace Enablement Team at AribaSupplierEnablement@Grace.com
  - Business-Related Questions

W.R. Grace Supplier Information Portal
• From within your companies Ariba Account – “Click Company Settings” > “Customer Relationships” > Click on “Supplier Information Portal” next to your customer

Supplier Support Post Go-Live

SAP Ariba Global Customer Support
• Click here to find your appropriate customer support phone number

© 2018 SAP SE or an SAP affiliate company. All rights reserved. | CONFIDENTIAL
Useful Links and Webinars Available

**Links**

- Ariba Network Hot Issues and FAQs
- Ariba Cloud Statistics and Network Notification
  - Detailed information and latest notifications about product issues and planned downtime – if any – during a given day
- SAP Ariba Discovery
- Ariba Network Overview
- Support Center
- Learning Center

**Webinars**

- **Supplier Success Sessions**
  - Created by Ariba Network Customer Support
  - Example topics:
    - Introduction to Ariba Network
    - Registration
    - Invoicing
    - Using the help center
- **30 on Thursdays**
  - Information sessions on Supplier best practices
  - Example Sessions:
    - Uncover Advanced Functionality to Maximize Value
    - Introduction to Supplier Electronic Integration
    - Roadmap to Your Ariba Network Subscription
- **Live Demonstrations**
  - Understand SAP Ariba’s solutions
  - Example Demos:
    - PunchOut for e-Commerce managers
    - Creating electronic catalogs
    - Integrating with your customers through cXML
Thank you.