

# FAQ

## Short description

This document provides helpful information for suppliers who need to access to SAP Ariba Ariba Network.

## Scope

This Frequently Asked Question apply to all suppliers from Proximus who have to access SAP Ariba Network to transact with Proximus.

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## Glossary

### SAP Ariba Network

Internal project name for the deployment of Ariba Network, a web-based application that connects buyers and suppliers to transact and find new business opportunities.

### Supplier profile

A page that contains all company information.

### Credentials

A set of Username and Password linked to your account/profile and used to access SAP Ariba Network.

### Security information

Stores your security questions, mobile phone number and information about your authentication credentials.

### Secret code

A digit-based password used to protect your access

### Enablement

Onboarding of all Proximus– suppliers to the Ariba Network for paperless transaction

### AN-ID

Ariba Network ID

## Section A. Joining the Ariba Network

### 1) What is Ariba Network?

Ariba Network is an online platform to facilitate the relationship customer-supplier. Ariba Network allows you to receive purchase orders and send invoices and follow up the status of the documents.

Using the AN minimizes invoice discrepancies by confirming invoice data upfront.

Ariba Network (AN) is a scalable network infrastructure that member organizations can use to efficiently transact business with their trading partners.

The AN is used by many other companies so it is not an Proximus specific tool. Suppliers have many options for communicating with the AN. Invoice send via PO flip or manually entered on the website, upload of CSV file, Cxml, EDI

Ariba Network offers suppliers a broad range of solutions and services to manage business transactions and content through a web browser, or electronically through cXML. Being part of the Ariba Network positions suppliers to attract further business from existing and new customers.

#### **Links:**

Below are links to your AN account, and other informative information about the AN.

AN Supplier Account: <http://supplier.ariba.com>

AN Information: [http://www.ariba.com/suppliers/suppliers\\_overview.cfm](http://www.ariba.com/suppliers/suppliers_overview.cfm)

### **2) What infrastructure do I need to use the Ariba Network?**

The infrastructure required is a regular Internet connection and a web browser. Suppliers don't need to download anything.

### **3) Why did Proximus choose the Ariba Network?**

Ariba is a leader in the spend management space and has a broad supplier base (120,000 + suppliers) already using the AN to transact business. They have a proven tool which is easy to use and meets Proximus 's needs for E connected solutions.

### **4) Where and when can suppliers receive more information about Ariba?**

Proximus & Ariba together organize Webinars. All suppliers received a Project Notification Letter, i.e. Invitation to attend this event. After the event, suppliers who still have questions can contact the project email addresses.

### **5) How does a supplier register on the Ariba Supplier Network ?**

After the Webinar, Ariba will send a TRR (Trading Relationship Request) to the suppliers. Via the TRR, you must follow the steps to create a supplier Ariba Network account. Ariba will also assist suppliers individually throughout this process to ensure a smooth transition.

**6) As a provider of Proximus, is it required to adopt electronic billing?**

Yes, Proximus– implements an e-commerce platform (electronic orders and invoices) which will become the main way to exchange documents with suppliers. That's why you're invited to join the Ariba Network.

**7) I'm already registered on the Proximus platform Basware. Do I need to register also to Ariba Network?**

Yes, because the current Portal will disappear and will be replaced by the new Ariba Network by xxxx 2018.

**8) I'm a future Proximus– provider, do I need to register on the Ariba Network now to establish a business relationship with Proximus?**

Yes. Suppliers are invited to join the Ariba Network as soon as the business relationship between your company and SAP Ariba is created. The commercial context established between Proximus– and your company remains unchanged (purchases of equipment and services) as well as the special conditions eventually negotiated in each case.

**9) Some subsidiaries of my company do not receive an invitation to join the Ariba Network. Can they also join the network?**

Subsidiaries usually join the network on the main Ariba Network ID of the company. If your subsidiaries are organized independently, please contact Proximus to know when the other entities will be invited.

**10) Is it possible that several users in my company connect on Ariba Network?**

Yes, it is possible. In a first step, you may have to set up an account for an administrator. The administrator will be able to create up to 250 users and grant them specific authorizations.

**11) Should a global company have one Ariba Network account or more ?**

If you have an existing Ariba account, suppliers are advised to use their existing account. Click on the option "Existing user" after following the link in the TRR.

**12) What if I already have an account on the Ariba Network?**

When you are invited to join the Ariba Network, you can choose to register with new login & password or with existing credentials. Clicking on Proximus– invitation and registering with existing credentials will make the connection between your existing account and <Buyer XZY>. If a supplier has already created an account for Ariba sourcing/contract management/supplier lifecycle, he can use this same account for catalogues (same log-in details, another area of the account will appear).

**13) Why, as a provider, should I change my current process? Proximus can access and download my invoices on my web site.**

By standardizing and automating the exchange of documents such as orders and invoices through SAP Ariba, there are benefits and gains both for suppliers and for <Buyer XZY> Europe.

Proximus made the choice to use exclusively the Ariba Network. Indeed, this choice was motivated by the simplicity, quality, size and easy integration with SAP.

#### **14) What are the benefits and gains for me?**

Using Ariba Network, you will have visibility of changes in your documents in real time, less mistakes, invoices will be accepted more quickly and so you will be paid earlier. There are also gains to the level of resources since there is less administrative work and necessary communication. Finally, you are recognized as a preferred provider for us.

- Secure and guaranteed invoice delivery - no more lost invoices
- You can check the status of your invoice online - from delivery through to payment
- Reduced processing time - we receive your invoices faster which means that we are able to pay you on time
- Instant invoice validation - Fewer delays due to missing information
- Higher processing transparency and better cash flow management due to 24/7 access and reporting
- VAT compliant - regardless of where invoices are sent from or received
- Easy and cost efficient – you can send invoices at any time

#### **15) What is the last date or deadline to get registered on Ariba Network?**

Given the benefit to both supplier and customer, e-Invoicing will be the default invoicing route and the handling of paper invoices will be phased out. Different roll-out waves will be organized in 2018 and 2019. Once all communications and invitation to create your Network Account will be received, all suppliers will have to process their Purchase Orders and Invoices electronically

#### **16) Is there any alternate way of submitting invoices other than through Ariba Network?**

No, Ariba Network is the only option to submit invoices to Proximus from January 2018.

#### **17) Proximus invited me to a light account, but I already have my own account on Ariba Network?**

If you already have an account with SAP Ariba, you can always log-in with existing credentials instead of creating a new account. If you were invited via the system of light accounts, the first registration you will perform (from the first purchase order) will create the link between <Buyer XYZ> and your chosen account. The link will be kept for the following purchase orders. To have access to all those functionalities as well as to the Ariba Helpdesk, we invite you to upgrade your account to a Free of Charge “Full” account.

To do so, you may click on “Learn More” on top of your screen on Network SAP Ariba. You will then be able to choose to upgrade your account to a full account.

Please note that in some cases, fees may be applied. In the context of your commercial relation with Proximus no fee will be applied for the usage of the platform. Those conditions may be different with other clients you may have on the platform.

## **Section B. The document flow**

### **1) Which document will be considered as official/legal original invoice?**

The XML document generated on Ariba Network becomes the only official and legal document. A readable copy of this document is also available in PDF format. This PDF will have nevertheless the indication 'copy'. For each electronic order sent via Ariba Network, the only valid document from a legal point of view is the electronic invoice via Ariba Network in cXML format. A PDF is always available as a readable copy. Besides, the invoices received from other ways will be rejected (except during the transitional period).

**2) Should I also send a paper in addition to the electronic invoice?**

No, the electronic billing process replaces the paper flow. Please do not send a paper copy of the invoices generated through Ariba Network.

**3) My company already send PDF invoices by email. Do I still have to join the Ariba Network?**

Yes. The only way to send your invoices to Proximus is through the Ariba Network. Any other means will be rejected.

**4) In addition to creating invoices via the Ariba Network, should I also record the invoices in our accounting system?**

Yes, the two actions are necessary. The Ariba Network doesn't replace your accounting system. Network enables you to generate and send your invoices electronically.

**5) My company can still send paper invoices to Proximus?**

No. The only way to send your invoices to Proximus is through the Ariba Network. Any other means will be rejected.

**6) Should I continue to confirm orders via e-mail or fax?**

You don't need to confirm us orders via these channels anymore. It is expected that you confirm these orders on the Ariba Network directly. When you confirm the orders, it is recorded in our system. The confirmation in Ariba Network will facilitate accurate and efficient billing.

**7) Today I send no confirmation orders, do I have to start doing it?**

No, but by good practice, we invite all our suppliers to confirm their orders in Network SAP Ariba, in order to efficiently monitor the reception and acceptance of those orders.

**8) Is it possible to generate invoices that are not related to an order via Ariba Network?**

Yes, you can generate invoices not related to purchase orders made by Proximus but if an order exists you must invoice against it. In any case, any invoice needs to have an Proximus reference.

**9) Is it possible to group several orders on a single invoice?**

If you are transacting directly onto Ariba Network using the PO Flip functionality, you will generate one SAP Ariba invoice per purchase order.

**10) What is a "Ship Notice?"**

You may send a 'Ship Notice' to inform Proximus of the delivery details of a shipment: what will be delivered and when it is scheduled. The 'Ship Notice' you create on the Ariba Network will subsequently be transmitted to Proximus

### **11) Are credit notes supported on Network?**

These documents are allowed in the Ariba Network, but they may only be issued against an existing invoice.

### **12) What e-invoicing options does Ariba Network offer to suppliers using their network?**

**PO Flip:** The PO flip is designed for companies who receive the purchase orders through Ariba Network and transform them into invoices on the Ariba Network with little extra effort. Most information is copied from the purchase order. Only supplier specific data (like invoice number, VAT rates...) must be added manually.

**Integrated Solution:** The Integrated Solution gives a fully automated process where invoice data is extracted directly from suppliers billing system and delivered directly into the customer's finance systems, by mean of the Ariba Network functionality

## **Section C. Integrated suppliers section**

### **1) What does an 'integrated' supplier mean?**

An integrated supplier is a supplier which has automated exchange of documents between their ERP and the Ariba Network.

### **2) What happens if my company is not technically ready to transact as 'integrated' supplier at the time of the Go Live?**

If the automation of the exchange of documents is not implemented, you will create the invoices using the "PO Flip" functionality through the Ariba Network until you are ready to connect your ERP with SAP Ariba.

### **3) How to Integrate my ERP with Ariba Network?**

The Ariba Network offers possibility to integrate with your back-end ERP system for automatic exchange of electronic documents. For more information please contact SAP Ariba.

[Http://supplier.ariba.com](http://supplier.ariba.com) (Help Center)

### **4) Can we attach supporting documents on Ariba Network while submitting invoices?**

Yes, Proximus accepts attachments to the Network invoices.

## **Section D. Being Live on Ariba Network with Proximus**

### **1) When is the Go-Live date? Can I start sending electronic invoices prior to that date?**

Go Live is planned on January 2018. You cannot use the Ariba Network prior to that date.

### **2) Can we postpone the date of onboarding because we have other constraints for the moment?**

There are little constraints in using Ariba Network and because the existing platform will be deactivated, you will need to transact through Ariba Network as from the go-live date. If you face any issue, please contact us at the following address: [Ariba@proximus.com](mailto:Ariba@proximus.com).

**3) When my company is Live on Ariba Network, must we wait for new electronic purchase orders from Proximus to start sending electronic invoices?**

Yes. For invoices based on Purchase Orders, you must wait orders to be posted on Network (starting from January 2018). For invoices not based on purchase orders, you will not be able to invoice on Network before January 2018.

**4) Will I receive a training about creating invoices on the Ariba Network?**

During enrolment, there is a period to familiarize yourself with the Ariba Network. Ariba has organized a summit and provided recordings. And you can access the supplier information portal for Proximus from your account (contains educational material).

**5) Will I receive assistance when creating invoices on the Ariba Network?**

When using the system, support from SAP Ariba is provided for full enabled suppliers. In any case, the Ariba Network provides a Help Center that may already have an answer to most of your questions and you can contact the customer support. Before go-live, Ariba enablement team will contact you and show you how to create invoices.

**6) Whom can I contact within Proximus?**

You may contact us via [Ariba@proximus.com](mailto:Ariba@proximus.com) for any question related to the project. If you have any technical question, please refer to SAP Ariba and the Ariba Network.

**7) Does Ariba Network have any tutorial videos to understand the process?**

There are tutorials available in the SAP Ariba Help Center.

**8) Is there further information available on the Ariba Network service?**

Yes, please visit

Ariba Network Terms of Use

Data Policy

Security Disclosure

Legal notices

**Section E. Daily usage of Network SAP Ariba Platform.**

**1) I would like to upgrade my Network SAP Ariba “light” account to a “full” account. What is the process I should follow? Will I be charge for the usage of a full account?**

If your Network SAP Ariba account is a “Light” account, you may not have access to all Ariba Network functionalities.

To have access to all those functionalities as well as to the Ariba Helpdesk, we invite you to upgrade your account to a Free of Charge “Full” account.

To do so, you may click on “Learn More” on top of your screen on Network SAP Ariba. You will then be able to choose to upgrade your account to a full account.

Please note that in some cases, fees may be applied. In the context of your commercial relation with Proximus no fee will be applied for the usage of the platform. Those conditions may be different with other clients you may have on the platform.

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#### **4) Which Proximus sites are currently in scope of the Network SAP Ariba platform roll-out?**

To date, the Proximus sites that are in scope for the Network SAP Ariba platform roll-out are the following sites in Belgium, France, Luxembourg and Poland: **xxxx**

#### **5) The unit price, quantity or delivery date in the Purchase Order is incorrect. How may I update those information in the Purchase Order?**

You have the possibility to update the price, the quantity or the delivery date of the articles included in the purchase order. This must be done via the “Update Line Items” available on the Purchase Order screen. Once the Purchase Order is updated, a notification is sent to the buyer inviting this person to review the change and approve it.

More information and more detailed procedure is available in the “Master Guide – Invoicing” (page 18 – 24) accessible on Network SAP Ariba

#### **6) Is the PO confirmation mandatory? How should I proceed to confirm my Purchase Order?**

The PO Confirmation step is currently not mandatory. Invoices can technically be created and submitted against a purchase order which has not been confirmed in the system.

However, as with the use of our former platform, we encourage all our suppliers to confirm their purchase orders on the platform. This will allow us to efficiently follow-up the reception and acceptance of our purchase orders by our suppliers.

To confirm your purchase order, select “Create Order Confirmation”

More information and more detailed procedure is available in the “Master Guide – Invoicing” (page 18 – 24) accessible on Network SAP Ariba

#### **7) Some of the Purchase Order received before to the roll-out of Network SAP Ariba are still open. How should I invoice those Purchase Orders?**

As our former platform remains open as “read” only, you are not able to process your open purchase orders on this platform anymore. We invite you to process any remaining open purchase orders via e-mail with your main point of contact at Proximus

You may continue to submit invoices for those legacy PO’s following the former procedure (by sending your invoices to our services in Poland).

Alternatively, you also can process those invoices via our new Network SAP Ariba platform by creating a “Non-PO Invoice”.

As a reminder, all invoices submitted against a Purchase Order you received via our new Network SAP Ariba platform (after January 10, 2018) must be created via the same Ariba Network. All invoices related to those Purchase Orders, submitted via email or paper will be blocked.

#### **8) When creating my invoice, I included the wrong VAT code. How can I cancel or update my invoice?**



If you need to edit information on an invoice that you have already submitted, the invoice must have the status "Failed" or "Rejected". To update the invoice details and return the invoice:

1. Go to the Outbox of your SAP Ariba account.
2. Navigate to the invoice you want to edit.
3. On the invoice details page, click Edit and Return to edit the invoice. The modified invoice contains by default the same invoice number and the same invoice date. If your invoice does not have the status "Failed" or "Rejected", you must then make a credit note corresponding to this invoice and then create a new invoice with your changed data.

## **10) When creating my invoice, in the « Payment Terms » section, two fields must be completed. What information should I record?**

The first field is your « net payment » condition. Number of days after which the invoice must be paid. The second field represents the discount or penalty term values. These conditions refer to your contract with Proximus.

Ariba.

### **1. SUPPLIER MEMBERSHIP PROGRAM FEES**

#### **1.1. What is the cost of transacting business on the Ariba Network?**

Publishing a catalogue on Ariba is free of charge. PO and invoices are normally subject to fees from Ariba but thanks to a specific agreement between Proximus and SAP Ariba, these fees will not be applied to the documents of Proximus. So participating in Proximus initiative is entirely free of charge. If you transact with other Buyers on the Network, fees may apply for the other flows.

### **2. CATALOGS**

#### **2.1. What are eCatalogs?**

Catalogs are hosted on Ariba and contain a list of a supplier's goods and/or services, pre-negotiated with and approved by Proximus. Items to be purchased are selected in a similar way as an online shop (such as Amazon) to create a shopping cart. The checkout process then creates the Purchase Order for issue to the supplier. Not all suppliers are required to publish a catalogue. Proximus and Ariba will come back to suppliers separately about that.

#### **2.2. What types of Catalogs can suppliers publish?**

There are two types of eCatalogs – CIF (static) and Punch-Out. You will receive separate documents and training material if you were requested by Proximus to publish a catalogue.

#### **2.3. Can the supplier propose to postpone the catalog publication, for example, catalog will be ready in 6 months?**

Catalogues need to be ready for the Go Live date. If you have concerns regarding the deadlines, please reach out to Proximus.

### 3. SECURITY

#### 3.1. 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 standard for secure Internet communication and uses Secure Socket Layer (SSL), with RSA Labs encryption system. Accounts on the Ariba Network are password protected.

#### 3.2. What if I forget my Ariba Network Password?

If you forget your Ariba Network Password, click the Forgot Password link at <http://supplier.ariba.com>. Ariba will send back instructions on how to reset your password. Ariba Network will prompt you for your secret question, which you entered during registration.

#### **What is the privacy policy for registration and company information?**

By registering with Ariba Network, suppliers make available their company profile information to other customers of the AN.

This information enables buying organizations to conduct transactions with suppliers through the Ariba Network. Additionally, prospective buyers use this information to initiate new business relationships.

Protected account information, such as Tax ID and account settings, is not shared. Suppliers do not have access to account information of other suppliers.

### 4. MORE QUESTIONS

#### 4.1. What if I have more questions?

Visit Ariba's Supplier Education Portal for Proximus by following these steps (also described in the summit conference call):

- Log into your Production Ariba Network Supplier Account
- Click Administration, Customer Relationship
- Under Current Relationship, locate Proximus name
- Click the Supplier Information Portal link, next to the name.

Proximus Enablement Team:

- For business process questions, catalog content or general enquiries on the new process please use Proximus email address from which you have received Invitation to Webinar and Webinar materials. This is Proximus internal mailbox and only Proximus employees have privileges to access

Ariba Supplier Enablement Team: [<Buyer>@ariba.com](mailto:<Buyer>@ariba.com)

- For assistance with your Ariba Network registration for Proximus project

Ariba Help Desk:

- For assistance accessing your account, password resets or general issues with your Ariba Network Supplier Account.

>> The preferred way is to log a **web request** via your supplier account (in the “Help” section).