

FAQ

Q: Why is my buyer asking suppliers to transact with them electronically?

A: Your buyer wishes to move away from conducting commerce via hard copy and manually transmitted purchase orders, change orders, advance ship notices, invoices and more. Your buyer has selected the Ariba Network as the preferred platform for sending documents such as these.

Q: What infrastructure do I need to use the Ariba Network?

A: A regular Internet connection and a web browser are the only requirements.

Q: How do I register on the Ariba Network?

A: Ariba and your buyer are contacting suppliers in phases during the rollout and will send you a **Trading Relationship Request Letter** when is it time to convert to the new process. This letter will explain how to register on the Ariba Network and the steps to take to create your account.

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Q: What do I need to know when transacting with my buyer through the Ariba Network?

A: It is important to review the information, training materials, and reference documents provided on your buyer's Supplier Information Portal. To access the Supplier Information Portal:

- Log into your Ariba Network account at <https://supplier.ariba.com>
- From the Administrator drop-down menu, select **Customer Relationships**
- Locate your buyer and click the Supplier Information Portal link next to their name

Q: What if I don't want to participate?

A: Your buyer is committed to the success of this initiative and is working hard to make the transition as seamless for suppliers as possible. Suppliers that are asked to participate are considered strategic for ongoing business and are thus expected to comply with this process change as a requirement for continuing the relationship.

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Q: How secure is the Ariba Network?

A: 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. Additionally, accounts on the Ariba Network are password protected.

Q: What do I do with paper invoices that have already been printed or sent to the buyer?

A: Until any testing is complete and you have been notified to begin sending “live” invoices through your Ariba Network production account, you will continue to submit invoices the same way you have done so previously.

Q: What if I have more questions about registration, account navigation or how to use Ariba solutions and services?

A: Simply contact Ariba Customer Support. Support is available in multiple languages via live chat, webform and phone. In your account, click on Help/Help Center, click Support Center in the right-hand column and then follow directions to reach support resources or personnel.