

Purchase Orders E-invoices on Ariba Network

Frequently Asked Questions
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Contents

What is Ariba Network?	3
What is the scope of Arla's procure2pay on Ariba Network?	3
Why do Arla want us to use Ariba Network and send e-Invoices?	3
What is Arla Foods' expectation from the supplier regarding mandate e-Invoicing?	3
Is there any alternate way of submitting invoices other than E-Invoicing?	3
What is in for me as a supplier here? What are the benefits of using Ariba Network?	4
What costs are associated with enrolling on Ariba Network?	4
What benefits can I get from paid (enterprise) account?	4
Will Arla Foods pay the fees?	4
I don't want to pay for Ariba. What do I do?	5
Who can use the service?	5
How do I get started?	5
How does it work?	5
I'm new to Ariba - how to register on Ariba Network?	5
What if I already subscribe to the Ariba network?	5
Do I need to install additional hardware or software?	5
What e-invoicing options does Ariba offer to suppliers using their network?	6
How to Integrate my ERP with Ariba Network?	6
Will Arla Foods make payments using Ariba Network?	6
If I update my company data on Ariba Network (i.e. bank details), will Arla accept this change?	6
How is the switch from paper to E-Invoicing managed?	6
Can I send electronic invoices using Ariba Network to all of my customers?	6
Will I need to use this service if my account is currently paid on time?	7
I already have the facility to make invoices available to my customers via the Internet - allowing them to view an image of an invoice on the web. Can I use this facility instead of Ariba Network?	7
Whom can I contact within Arla Foods?	7
Can I contact Ariba Network support team?	7
Is there further information available on the Ariba Network service?	8
Does Ariba Network have any tutorial videos to understand the process?	8



What is Ariba Network?

Ariba Network is world's largest web-based trading community and part of the SAP group. Ariba Network connects leading global organizations with their trading partners and provides a broad-based platform for all key business collaboration needs. It supports everything from trading partner discovery and e-procurement to e-invoicing and working capital management, allowing participants to buy, sell, and manage cash rapidly and effectively

To find out more please visit: <https://www.ariba.com/ariba-network/ariba-network-for-suppliers>

What is the scope of Arla's procure2pay on Ariba Network?

1. Purchase orders, all in one place
2. E-invoicing, shorter invoice cycle, but not only
3. Self-service portal, get quick update on status on your invoices
4. Dynamic discounting, trigger early payment by yourself. Fees apply.
*100% voluntary early payment program dedicated for selected suppliers.
Don't get the offers but interested? Contact us at einvoice@arlafoods.com*

Why do Arla want us to use Ariba Network and send e-Invoices?

Our vision at Arla Foods is to support digitalization and move away from paper and e-mail transmitted documents from our suppliers. We see tight correlation between invoice processing cycle and method of its delivery. Common platform showing all Purchase Orders send by Arla where suppliers will also create invoices makes the process efficient and brings benefits to both sides.

I'm already using Ariba network to join Arla tenders, can I use the same account for e-invoicing?

Yes, you can. It is even recommended, but it is not automatic. We will need to onboard you for e-invoicing separately using your existing Ariba Network ID (ANID). The Trading relationship request will be sent to your AN account and you will need to accept it. Proper configuration will be done with help of our Onboarding Specialist.

What is Arla Foods' expectation from the supplier regarding mandate e-Invoicing?

Going forward, we will exchange purchase orders and invoices through Ariba® Network. We expect suppliers who have received invitation to the program to sign-up for e-invoicing to improve and optimize the invoice payment process.

Is there any alternate way of submitting invoices other than E-Invoicing?

No, E-Invoicing is the only option to submit invoices to Arla Foods. We expect suppliers who have received invitation to the program will be compliant in this matter.



What is in for me as a supplier here? What are the benefits of using Ariba Network?

- All Purchase Orders and Invoices in one place
- Secure and guaranteed invoice delivery - no more lost invoices
- Reduced processing time - we receive your invoices faster which means we are able to pay you on time. That translates into improved DSO at your end
- Instant invoice validation means faster invoice approvals
- Higher processing transparency and better cash flow management due to 24/7 access and reporting
- Easy and cost efficient - send invoices at any time
- Greater visibility. You can check all Purchase Orders in one place and the status of your invoice online - from delivery through to payment
- e-invoicing can be a solution that enables straight-through processing directly from your ERP system to your customer's accounts payable application
- Improved working capital management. Payments can be timed to better manage cash and capture early-payment discounts

What costs are associated with enrolling on Ariba Network?

Option 1		Option 2	
Standard account with no limits on document count or transactions amount	Free of charge	Enterprise account with fee schedule as per below	Fees apply
<ul style="list-style-type: none"> • Remember, it is you, who decides on which account type to choose. Arla, together with SAP Team will give you all required information to take that decision consciously • Choosing Standard Account means you are compliant with Arla's expectation, as long as you send the e-invoice via Ariba Network 		Transaction fees (billed quarterly)	
		Less than 5 documents* OR less than 43 250 EUR	FREE usage
		More than 5 documents * AND more than 43 250 EUR	0,155% of transacted volume for relationships without Service Entry Sheets 0,35% of transacted volume for relationships with Service Entry Sheets Capped at 17 300 EUR per customer relationship
		<small>*only POs, invoices, service entry sheets, and service entry sheet responses</small>	
		+	
		Subscription fees (billed annually)	
		Annual Document Count across <u>all</u> customer relationships	Subscription level
		Up to 4 documents	Premium
		5 to 24 documents or < € 216 250	Bronze
		25 to 99 documents and > € 216 250	Silver
		100 to 499 documents and > € 216 250	Gold
		500 and more documents and > € 216 250	Platinum
			Annual Fee
			€0 €45 €670 €2 000 €4 900

You always have a possibility to use free of charge account.

If you decide to use paid one, fee schedule applies.

For the current fee level always refer to [Ariba Network website](https://support.ariba.com/ariba-network-overview).

What benefits can I get from paid (enterprise) account?

Differences between free and paid accounts are available here: <https://support.ariba.com/ariba-network-overview>

Will Arla Foods pay the fees?

Arla Foods doesn't pay any fees on behalf of suppliers since Ariba holds a solution that is free of charge at any time. Ariba Network will assist you to select the most cost effective option for your business based on size, complexity and the volume and frequency of invoices expected.



I don't want to pay for Ariba. What do I do?

If you already hold an enterprise account on Ariba Network and costs exceed the profits from the paid service you can downgrade your account. To do so you need to contact SAP Ariba Customer Support and request an Account Downgrade.

If you're new to Ariba Network, please register on ariba.com and remain on standard account without an upgrade to paid (enterprise) version of it.

Who can use the service?

Arla Foods' suppliers who are issuing invoices to us. Both referring to Purchase Orders and Non Purchase Order invoices.

How do I get started?

Ariba Network and Arla Foods will be contacting you to introduce the program and set you up on the Ariba network. If you do not hear from Ariba or would want to expedite the process, please email einvoice@arlafoods.com with the name of your company. After setup, you will then receive a "Ready to Transact" email from Ariba at which point you can begin invoicing the Arla Foods through Ariba Network.

How does it work?

Once you are registered on Ariba Network and confirm that back to us, ordering method is changed to online. All new Purchase Orders issued by Arla will be sent to your Ariba Network account. Once you receive the PO in your inbox you can flip the PO into Invoice, update the invoice details and submit through Ariba Network.

Using Ariba Network you can also submit Non Purchase Order invoice where Arla expects from you to precisely indicate the person in Arla who requested the goods or services.

I'm new to Ariba - how to register on Ariba Network?

1. Register by following the instructions within the Trading Relationship Request communication, Suppliers' Summit or [Ariba guide](#)
2. Connect with Arla Foods through your Ariba account. After registration is complete, ensure that you have accepted the Relationship Request with Arla Foods in the Customer Relationships area of your account
3. Configure your Ariba account. Ensure that your account is configured to receive purchase orders and send invoices in the manner that can be supported by your organization. Helpful guides on how to do it are available here, under account administration section: [https://support.ariba.com/Adapt/Ariba Network Supplier Training/#/](https://support.ariba.com/Adapt/Ariba%20Network%20Supplier%20Training/#/)

What if I already subscribe to the Ariba network?

If you already have an account with Ariba, please log on with your credentials, and request Arla Foods to be added as a new buyer to your account. Ariba will then update the account to allow invoicing after verification by the Arla Foods.

Do I need to install additional hardware or software?

No. Ariba Network is web-based, therefore all you require to access the E-Invoicing platform is a browser and internet access.



What e-invoicing options does Ariba offer to suppliers using their network?

PO Flipping: The PO flipping is designed for companies who receive the PO's through Ariba and you can flip the PO into invoice updating few details on Ariba network. The Portal or Network offers a secure connection and guarantees delivery of the invoice to the customers within minutes.

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 customers finance systems.

CSV Solution: The CSV solution allows supplier to load multiple invoice via a Comma delimited files. This is generally used when large suppliers do not have the immediate means to implement integrated solution

PDF READER: Integrated PDF sellers can set-up email functionality or use UI and semi-automate the process on their end. (Ariba will assist you on how to send PDF invoices because the solution requires some technical setup)

Manual Non PO: Designed to create invoice from scratch in case Arla did not send you the electronic Purchase Order but ordered goods/service via more traditional way. The Portal or Network offers a secure connection and guarantees delivery of the invoice to the customer within minutes.

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 review the guides:

1. <https://help.sap.com/viewer/13fe7e4de76a492cb9fcbc340305a368/cloud/en-US/0ed1abcc8af04d5eb0e9148e11e3d72c.html>
2. <https://help.sap.com/doc/1d430ad7554e47f9ba617331d5df196f/cloud/en-US/introToAribaNetwork.pdf>

Ariba and Arla Team will support you in system integration with dedicated resources.

If you're interested to integrate our systems please contact einvoice@arlafoods.com

Will Arla Foods make payments using Ariba Network?

Ariba Network is not a payment platform. Arla Foods will continue to use current payment process.

If I update my company data on Ariba Network (i.e. bank details), will Arla accept this change?

No. Any supplier data changes like name, address, bank details require to follow currently existing way of working. Ariba Network is not a golden source for our masterdata records. This means that any updates of the data on Ariba Network do not trigger changes on our end.

How is the switch from paper to E-Invoicing managed?

Once you are set-up and ready to transact via the network, Ariba Network will send you an alert to notify you that you are ready to submit invoices to our accounts department.

Can I send electronic invoices using Ariba Network to all of my customers?

Ariba Network allows you to send electronic invoices to any other customers that are using the network once you have enrolled.



Will I need to use this service if my account is currently paid on time?

Yes. Arla Foods is actively phasing out the processing of paper and PDF invoices to take advantage of the benefits that electronic invoicing provides to our business and our suppliers.

I already have the facility to make invoices available to my customers via the Internet - allowing them to view an image of an invoice on the web. Can I use this facility instead of Ariba Network?

No, the Ariba network ensures that the data that you send can be uploaded into the Arla Foods payment processing system and where applicable can then be matched to a goods receipt record. Offering Arla Foods an image of the invoice or an option to download the data in a fixed format does not meet this requirement.

Whom can I contact within Arla Foods?

The implementation of E-Invoicing will be managed on behalf of Arla Foods by Ariba Network. In the first instance you should [contact Ariba Network](#) to discuss your queries for the Integrated Solution; if Ariba Network is unable to solve your queries then you can contact Arla Foods E-Invoicing program team at einvoice@arlafoods.com

Can I contact Ariba Network support team?

Yes, below are the modes of contacting Ariba support team.

Registration

If you have any registration questions please check in first instance below guide [https://support.ariba.com/Adapt/Ariba Network Supplier Training](https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training)

Configuration Support

(Standard Account Suppliers only)

For functionality issues and how-to questions, you can browse FAQs, articles, video tutorials, and product documentation in the Help Center here: <https://support.ariba.com/item/view/183459>

Please note that Standard account users are not entitled to end user support.

(Enterprise Account - Includes catalog and Integration suppliers)

https://support.ariba.com/AUC_Support_Tab/Contact_Support/?product=Ariba+Network&locale=en&persona=&visibility=&ANID=

Post Go-Live Support (for transacting suppliers)

After a supplier has completed their first transaction, suppliers should contact Ariba customer support for assistance.

Go to <http://supplier.ariba.com> or connect to your account.

Click the Help Center link on the top right corner.

Search for any topic you would like to know more about, or click on *Support*

Click on *Get help by phone* and fill in the form to access the helpdesk phone number.



Username & Password recovery

Go to <http://supplier.ariba.com> and click on the Forgot Username or Forgot Password link in login section. Ariba will forward an email to the email address on record on the Ariba Network after Username/Password recovery request was submitted, for the protection of your company information.

Is there further information available on the Ariba Network service?

Yes, for more information please visit:

<https://gateway.on24.com/wcc/eh/1391535/category/16505/standard-accounts/>

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

Go to <http://supplier.ariba.com> or connect to your account.

Click the Help Center link on the top right corner.

Search for any topic you would like to know more about, or click on Documentation