syngenta.

Frequently Asked Questions – Ariba Network

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What is the Ariba Network?

The Ariba Network is a global e-procurement solution. As the world's largest web-based trading community, the 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. The Ariba Network delivers unparalleled ROI, reach, flexibility, and value to both buyers and sellers, helping to make business commerce as easy as consumer commerce. Today, more than 2 million companies – including more than half of the Global 2000 use Ariba to streamline and automate their collaborative business processes.

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

Ariba Network is the leading business network with over one million trading partners in 190 countries transacting more than 450 billion dollars (USD) annually. Join the Ariba Network to transact electronically with your customers and find new business opportunities.

Next Steps

- **Register on the Ariba Network.** Follow the instructions within the **Registration Guide** along with Registration FAQ.
- **Connect with Syngenta through your Ariba account.** After registration is complete, ensure that you have accepted the Relationship Request with Syngenta in the Customer Relationships area of your account.
- **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.
Please refer to AN quick Start Guide.
- **Create a Test account.** Creating a Test account will allow you to become familiar with Syngenta's processes in a Test environment prior to moving into the live (Production) environment.
- **Review training materials.** Located below you will find Syngenta's training materials to assist you with the tasks listed above. You will be invited to attend training in the coming weeks if you need more help with these processes.

What is Syngenta's expectation from the supplier?

We expect and strongly recommend all suppliers to sign-up for e-invoicing to improve and optimize the invoice payment process.

How does Ariba work?

Once you have registered on the Ariba Network the ordering method is changed to online. All new POs issued by Syngenta would be sent to your Ariba Network account. Once you receive the PO in your inbox (AN Inbox) you can flip the PO into Invoice and update the invoice number and date and submit through Ariba Network. If you have registered for an Enterprise Account, you can opt to integrate the PO and invoicing process.

What if I already subscribe to the Ariba network?

If you already have an account with Ariba, please log on with your credentials, and log a support ticket requesting that Syngenta is added as a new buyer to your account. Ariba will then update the account to allow invoicing after verification by Syngenta.

If you already have an Ariba network account, please complete the process of connecting with Syngenta on Ariba by login via the link you received in email with the ANID details.

Is invoicing via Ariba Network a requirement for doing business with Syngenta?

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

What are the benefits of using the Ariba Network?

- **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 we can **pay you on time**
- **Instant invoice validation** - Fewer delays due to missing information
- **Any-to-any data formatting technology** - no additional software or hardware
- 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** - send invoices at any time

Do I need to install additional hardware or software?

The Ariba Network is web-based, therefore all you require to access the E-Invoicing platform is a browser and internet access.

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

Using the Ariba Network will ensure that we continue to pay you on time. In addition, you will receive notification when your invoice has been received by us along with the status of your invoice.

What if I don't have a system capable of creating electronic invoices?

All you need is an Internet connection and standard Internet browser.

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

PO Flip is designed for companies who receive the PO's through Ariba, and you can flip the PO into an 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 hours.

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 allows a supplier to load multiple invoice via a comma delimited (CSV) file. This is generally used when large suppliers do not have the immediate means to implement the integrated solution.

For details, please refer to PO & Invoicing guideline and How to create service entry Sheets document.

Can we attach supporting documents on Ariba while submitting invoices? And How?

The requirements for certifying the invoice are determined by the local certifying official. In some cases, supporting documentation will be required to accompany the invoice. This can be provided by creating an electronic file either by using print drivers on your computer or scanning the paper. Upload the supporting documents into Ariba; once uploaded, the documentation will be permanently attached to the electronic invoice and sent to Syngenta.

What costs are associated with enrolling on Ariba Network?

The Ariba Supplier Membership Program (SMP) helps the supplier to maximize the benefits the business receives by combining value-added functionality and services tailored to supplier level of participation on the Ariba Network. There are two components to the Supplier Membership Program: The Network Transaction Service subscription and the package subscriptions. For more information, visit the **Supplier Membership Program** website, or check out the Supplier Fee Guidelines.

Suppliers that are new to the Ariba Network generally start transacting for free, though based on the volume of transactions you do with Syngenta, as well as with other buyers on the Network – there may eventually be fees associated with your use. These fees will be billed by and payable to Ariba.

With higher subscription levels, the features and benefits expand – to help your e-commerce program drive more sales, collaboration, automation, and competitive differentiation through:

- value-added functionality
- commerce management tools and training
- catalog and connectivity solutions
- technical support
- project management resource

Will Syngenta pay the fees?

Syngenta doesn't pay any fees on behalf of suppliers. Benchmarking studies have shown that the switch to E-Invoicing offers competitive costs for invoice administration. The 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 already send some invoice data directly to other customers; can I send EDI/XML Invoices directly to Syngenta?

No, EDI and XML are just data formats as far as Ariba is concerned; therefore, you can use this preferred format to deliver the data to Ariba. Syngenta cannot take any electronic invoices directly from suppliers (even if these suppliers are already exchanging information for other supplier integration programs like e4US).

Will Syngenta make payments using the Ariba Network?

The Ariba Network is not a payment platform. Syngenta will continue to use the current payment process.

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 my customers?

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

My organization is planning to change its invoicing software soon, should I wait before subscribing?

The Ariba Network accepts any incoming data format therefore you should join the network as soon as possible and send your invoices now to ensure your payments are not interrupted. You can simply advise Ariba of the changes when you are ready to use your new software. They will make the necessary changes without interruption of invoice delivery.

Can I contact Ariba Network support team?

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

Additionally, depending upon what subscription you prefer to go for, there are 2 ways to reach out to Ariba Customer Support. For details, please refer to **How to reach Customer Service Enterprise** & **How to reach Customer Service Standard.**

Registration or Configuration Support
Please refer to the Registration Guideline Document along with registration FAQ

Post Go-Live Support (for transacting suppliers)
- 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 in the Ariba Network when the Username/Password recovery request was submitted, for the protection of your company information.

Is there further information available on the Ariba Network service?

Yes, please visit
Ariba Network Terms of Use
Security Disclosure

How do I update my company profile with Syngenta Ariba.

Please follow instructions in **How to update info guideline.**

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

Yes, please refer the below video links.

- Enablement Training Videos
- Create and Configure your Supplier Account
- Transact on the Ariba Network
- Introduction to the Seller Collaboration Console
- Creating a PO-Based Invoice (Introduction)