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## Questions/Answers

### 1. What is Ariba?

Ariba is the world's business commerce network. Ariba combines industry-leading cloud-based applications with the world's largest web-based trading community to help companies discover and collaborate with a global network of partners. Using the Ariba Network, businesses of all sizes can connect to their trading partners anywhere, at any time, from any application or device to buy, sell, and manage their cash more efficiently and effectively than ever before. Companies around the world use the Ariba Network to simplify inter-enterprise commerce and enhance the results that they deliver.

The Ariba Network offers suppliers a broad range of solutions and services to manage business transactions and content through a web browser or electronically through EDI/cXML. Being part of the Ariba Network positions suppliers to attract more business from existing customers, as well as gain new ones.

You can access your Ariba Network supplier account and other information about the Ariba Network with these links:

- Ariba Network supplier account: <https://supplier.ariba.com>
- Ariba Network information: <http://www.ariba.com/community/the-ariba-network>
- Ariba Supplier Membership Program: <http://www.ariba.com/solutions/sell/supplier-membership-program>

### 2. Why is Newell Brands asking suppliers to transact with them electronically?

Newell Brands Company is excited to announce the company's plan to transform the way we source, purchase, and pay for all goods and services, in a way that improves and streamlines business processes for us and our valued suppliers. As a supplier to Newell Brands, we are contacting your organization to inform you of these changes and request your help in preparing and ensuring a smooth transition to our new process.

Newell Brands has selected the leading e-commerce company Ariba, to provide a technology platform (Ariba Network) that allows suppliers to receive purchase orders and send invoices, electronically using their Standard Account functionality (see below for more details).

### 3. What infrastructure do I need to use the Ariba Network?

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

### 4. Why did Newell Brands choose the Ariba Network?

The Ariba Network is the world's largest trading partner community, home to more than 1.2 million companies, including more than half of the Fortune 500. Ariba provides fast and efficient transmission, tracking, and processing of orders and invoices.

**5. What do I need to know when transacting with Newell Brands through the Ariba Network?**

It is important to review the information, training materials, and reference documents provided on Newell Brands Supplier Information Portal. To access the Supplier Information Portal:

- Log into your Ariba Network production account at <https://supplier.ariba.com>
- From the Administrator drop-down menu, select **Customer Relationships**
- Locate Newell Brands and click the **Supplier Information Portal** link next to their name
- Supplier Summit Recording in the event a supplier missed this:

**6. What if I don't want to participate?**

Newell Brands 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 to the ongoing business of Newell Brands and are thus expected to comply with this process change as a requirement for continuing the relationship.

**7. How do I register on the Ariba Network?**

Newell Brands will send you a standard account invitation to transact with them using this methodology along with your first PO post go live. Or, if you self register on Ariba Network, SAP Ariba Discovery or you are invited to SAP Ariba Sourcing solutions and do not have or use an existing account (ANID) you can register and will be started at the Ariba Network standard account capability level.

**8. What if I forget my password?**

If you forget your Ariba Network Password, click the **Forgot Password** link at <http://supplier.ariba.com> to be prompted through the password reset process.

**9. Is there a cost for transacting business on the Ariba Network?**

As an Ariba Network supplier, you have two choices in Ariba Network accounts. The right one for you is based on your business model and how you think you can best achieve your e-commerce and sales goals. **The Standard Account has basic functionality and is completely free for suppliers.** An enterprise account provides everything the standard account offers, plus ways to grow and strengthen your business through Ariba Network.

## Ariba Supplier Enablement – Frequently Asked Questions for Standard Accounts

	Standard Account	Enterprise Account
<b>Orders &amp; Invoices</b>	<ul style="list-style-type: none"> <li>Respond to <b>orders via email only</b></li> <li>Check <b>invoice status only through email</b> notifications sent by Newell Brands</li> <li><b>Document retrieval</b> from the Ariba Network portal is <b>limited</b> to 200 most recent and can only be resent via email</li> </ul>	<ul style="list-style-type: none"> <li><b>Avoid email</b> notifications if desired. Obtain <b>all orders</b> and invoice copies directly from the <b>Ariba Network portal</b></li> <li><b>No limit</b> to the number of <b>documents</b> you can retrieve on the Ariba Network. <b>Access copies</b> instantly</li> <li>Use CSV uploads to manage large documents or many documents at once</li> </ul>
<b>Catalogs</b>	<ul style="list-style-type: none"> <li><b>No catalogs</b> can be published on the <b>Ariba Network</b></li> <li>Newell Brands has the option to publish and manage internal catalogs that they choose to create within their internal Ariba B&amp;I Platform</li> </ul>	<ul style="list-style-type: none"> <li><b>Publish catalogs</b> that detail suppliers' products and services</li> <li>Available to Newell via <b>Punchout</b> connection or through <b>hosted catalogs (CIF) on the Ariba Network</b></li> </ul>
<b>ERP Integration</b>	<ul style="list-style-type: none"> <li><b>Not available</b></li> </ul>	<ul style="list-style-type: none"> <li>Suppliers are able to integrate their backend systems entirely to the Ariba Network to create <b>100% touchless transactions</b></li> <li>Drops benefits directly to suppliers' bottom line through <b>faster payments, reducing errors and lower costs</b></li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li><b>Not available</b></li> </ul>	<ul style="list-style-type: none"> <li>Reports <b>can be generated</b> to track transactions and review sales activities</li> </ul>
<b>Support</b>	<ul style="list-style-type: none"> <li><b>Basic support</b> is available through the use of the <b>Online Help Center</b> documentation, beyond that it is up to Newell Brands to assist each supplier should the need arise</li> </ul>	<ul style="list-style-type: none"> <li>Basic support through the Help Center is available</li> <li>In addition, <b>phone, chat and web form</b> support resources</li> </ul>
<b>Fees</b>	<b>Downstream (Buying &amp; Invoicing)</b>	<ul style="list-style-type: none"> <li><b>100% free</b> no matter how many transactions occur, documents that are communicated or \$ value of the relationship</li> </ul>
	<b>Upstream (Sourcing Events)</b>	No fees are incurred for a supplier to participate in upstream sourcing events

For more information about pricing for Enterprise accounts, please go to the [SMP pricing information page](#), review information about [Fulfillment on Ariba Network](#), or watch the [Ariba Network Tutorial](#) video. You can also access pricing information in regional currencies here: [localized pricing information](#).

### 10. What is standard account capability on Ariba Network?

Ariba Network, standard account capability is a new, fast, free way to automate business with any buyer. Support for most transaction types helps maximize efficiency and meet buyer compliance requirements. There is no need to upgrade, unless you are ready for advanced capabilities such as support for catalogs, back-end integration or to manage larger document volumes through online access

### 11. What document types are supported for this free account?

Suppliers transact unlimited documents such as orders, order confirmation (OC), advance ship notices (ASN), and service entry sheets (SES), PO-invoices using PO-Flip (convert orders into an e-invoice with the simple click of a button), non-PO invoices and credit memos, invoice status notifications, payment proposals, and remittance details.

### 12. What if I have already signed up for Ariba Network? Can I switch to standard account?

If you are already using Ariba Network with a buyer, we recommend that you continue using this transaction method. Please contact Ariba directly to work on modifying account types – their contract information can be found further down in this document.

### 13. Am I required to register on Ariba Network to use Standard Account?

Yes. You will be sent an interactive email from Newell Brands. To respond you must register for a free standard account. This free account is not the same as an Enterprise Ariba Network account. You only need to upgrade to an Enterprise account on Ariba Network when you determine that you desire the additional functionality.

**14. How do I invoice a purchase order if I lose the email notification?**

If you misplace a purchase order (PO) email notification, you have the following options:

- Resend the PO email: Log in to your [Ariba Network](#) standard account. In the PO list on the home dashboard of your account, click
- Select > Send me a copy to take action in the Action column next to the PO.
- Request a manual copy of the PO from your Newell Brands: After you have a copy of the PO, you can create and submit a non-PO invoice.

**15. How do I create documents against purchase orders for Newell Brands?**

To process a purchase order, you need to click the Process Order button in the purchase order email notification. After you [register](#) or log in to your Ariba Network standard account, you are taken to the purchase order details page, where you can create documents like order confirmations, ship notices, and invoices against the purchase order.

**16. How do I add purchase orders to my existing Ariba Network Account?**

If you've previously registered a standard account or Enterprise account on Ariba Network to transact with a different customer, you have the option to add the transactions with your new customer to your existing account. To add your new purchase orders to your existing account:

- In the purchase order email notification, click Process order and then click Log in on the standard account landing page.
- Log in with the administrator username and password for the existing account.

**17. What should I do if my registration confirmation link is expired?**

If the confirmation link expired immediately after receiving the email, please log in to your account directly at <https://supplier-2.ariba.com>. If the confirmation is accepted, you will be able to view your account. If you are unable to access your account, you can request to resend the confirmation email.

**18. 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. Additionally, accounts on the Ariba Network are password protected. [You can learn more about Ariba data security policies here.](#)

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

By registering on the Ariba Network, suppliers make their company profile information available to their current customers as well as other buying organizations on the network. Your customers use this information to conduct transactions with you through the network, and prospective buyers use it to initiate new business relationships.

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

20. What if I have more questions?

*Ariba Supplier Enablement Team:* [Click Here for contact form](#)

- For assistance with Ariba Network setup, functionality, PO delivery, or the invoice submission process

*Newell Brands:* [SupplierEnablement.Ariba@newellco.com](mailto:SupplierEnablement.Ariba@newellco.com)

- For business process questions or general inquiries on the new process

21. What date will I start transacting with Newell Brands over the Ariba Network?

Approximately 1 week prior to “Go Live”, Newell Brands will send a “Go Live” communication by email to confirm the exact “Go Live” date. The target date to start transacting via Ariba is July 2020.

22. Will there be training offered to teach me how to use the Ariba Network?

Standard Account suppliers will be able to register to for Ariba-led webinars and on demand trainings/guides via this [link](#).

23. Why do I need to enter my remittance information?

Newell Brands requires your remittance address on your invoices for us to pay you appropriately

24. Are there any Supplier Enablement Resource/Demo Videos?

The video links below are intended to provide a brief overview of the functionality that is available to suppliers on the Ariba Network through the two different account options.

Supplier Options	Video Topics	
Standard Account	<ul style="list-style-type: none"> <li>• <a href="#">Register for a Standard Account and send order confirmation</a></li> <li>• <a href="#">Send an invoice from a Standard Account</a></li> </ul>	
Enterprise Account	<ul style="list-style-type: none"> <li>• <a href="#">Overview of Ariba Network</a></li> <li>• <a href="#">Supplier Basics</a></li> <li>• <a href="#">Introduction to the dashboard</a></li> <li>• <a href="#">Accept a customer trade relationship</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">What are electronic catalogs?</a></li> <li>• <a href="#">What is Punchout?</a></li> <li>• <a href="#">cXML and ERP integration</a></li> <li>• <a href="#">View payment information</a></li> </ul>