GE VERNOVA

Ariba Network FAQ for Supplier

Please note: Any sourcing related issues please call Toll Free: 866 770 5248 or email esourcingsupport@gevernova.com with your details to create ticket on your behalf.

Escalation Point of Contact

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Frequently Asked Questions

When do I receive the Trading Relationship Request (TRR)?

- Enterprise Account: This depends on your customers enablement plan, please reach out to them to provide details.
- Standard Account: Either you receive a TRR as for the Enterprise Account or you will not receive a Trading Relationship Request (TRR) email, but instead your first interactive email purchase order. In both cases the document will be sent depends on your customers enablement plan, please reach out to them to provide details.

How do I accept your customer trading relationship request / invitation?

A trading relationship invitation begins with an email sent by your customer and directed to either the ANID number of an existing account or a link to set up a new account. This email is an invitation to connect with your customer enabling you to start receiving orders and / or submitting invoices on the SAP Business Network. Only the account administrator can click to use an existing account when establishing a trading relationship.

How do I register for a Standard Account?

Either you receive a TRR, then see question above or you need to take an action based on the first interactive PO

How do I verify that the trading relationship with my client has been established?

Please check within your SAP Business Network account under Settings > Customer Relationships, if you can see your customer under "Current Relationships". If not, please send your ANID to your customer.

How can I change the language of my SAP Business Network account?

The SAP Business account is linked with the language preference of your browser.

Using Internet Explorer:

Click **Tools > Internet Options > Languages.**

1. In the Language Preference window, click **Add** to add the desired language.
2. Select the language to add and click **OK**.
3. This language will need to be placed at the top of the list using the Move up button.
4. Click **OK** and click **OK** again from the Internet Options window.

Using **Mozilla Firefox**:

Click Tools > Options> Content> Languages> Choose.

1. Select the language you want and click Add.
2. This language will need to be placed at the top of the list using the Move up button.
3. Click OK and click OK again from the Options window.

Using **Google Chrome**:

Click the options menu in the upper right corner and choose **Settings**.

1. Click **Show advanced settings**.
2. In the Languages section, click **Language and input settings**.
3. Click **Add**.
4. Choose the **language** you want and click **OK**.
5. Drag this language to the top of the list and click **Done**.
6. Close the options tab.

Next, close your browser and reopen it for the changes to take effect. If the language you select is not supported by Ariba, it defaults to English.

Additional Information: Your browser languages does not change the language you specify for email notification

Will the onboarding specialist speak my Language? (English, German, Spanish, French, Italian)
Yes, you will most likely be contacted by a specialist speaking your respective language.

We have 20 accounts (accidentally created), how can you reduce everything to 1 account?
You first must check internally which accounts are active and in use. The account can only be expired by the Account Administrator. For more assistance contact our customer support via Help Center.

Error: "User already exists. Please enter a different username."

You are receiving this message because the username you are entering is already associated with an SAP Business Network, SAP Business Network Discovery, or SAP Business Network Sourcing supplier account. You will still be able to register a new user account, but the new username will need to be unique to satisfy Ariba's system requirements.

SAP Business Network requires that all usernames be formatted like an email address, but they do not have to be a valid email address. For example, if your username of example@ariba.com was not accepted, you can try using example1@ariba.com.

Additional Information: If you would like to access the account that already exists, please use the following site to request a password reset for the registered username:

https://supplier.ariba.com (SAP Business Network, SAP Business Sourcing, or SAP Business Contracts)

To reset your password, click Forgot Username or Password on the login page.

Is it possible to create more users or shall I create more accounts?

You can create up to 250 different users for any type of SAP Business network account that you may have. Please search for “User Creation” in the SAP Business Network Help Center for more instructions or check our video demos on User Creation available in all the following languages: English, German, French, Italian, Spanish, Brasilian Portuguese , Chinese and Japanese

What action do I need to take for an enablement task?

You might receive an email notification about pending enablement tasks that require your action. This means that your customer has assigned certain tasks to you to make sure your account is fully configured and ready to transact. It's important to complete the task before the due date to ensure that it doesn't escalate to your customer.

To view a pending enablement task:

1. Access the Enablement tab. The page lists the actions you need to complete before transacting with our customer.
2. Click Complete Task next to a pending task and follow the instructions on the page.

Note: Some tasks require you to configure your account or to send a particular type of document, while others act as a simple confirmation that you're ready to transact.

How do I change or update my email address or username?

To update the email address, username, contact information, preferred language, time zone, or currency on your account:

1. Click on top right corner icon > My Account in the menu.
2. Edit any fields as needed.
3. Click Save.

If you update your email address, be sure to click the link in the confirmation email sent to the new email address.

Additional Information: Usernames are unique and cannot be used multiple times. They also need to be formatted like an email, but do not need to be a valid address. For example, if your username of test@ariba.com was not accepted, try test1@ariba.com.

You may also consider checking your account notification settings to be sure that the correct email is being used. For more information check out the related article in our **Help Center**

We have an enablement task pending in our SAP Business account for a customer after we submit an invoice. What do we have to do to make the task go away?

The task will be completed automatically once the Buyer's system consolidates the invoice. Make sure the customer received the invoice. If they have received it, contact our customer support via Help Center to verify the problem could be a technical one.

How do I access and change the former administrator's account?

If the account administrator is still with your company, they can reassign the administrator account to another user or change their user information to a different person.

If the account administrator is no longer with your company, but you have access to the registered email:

1. Use the Forgot Username or Password links on the login page to request a Password Reset.
2. After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself.

If the account administrator is no longer with your company and there is no access to the email address on file, contact SAP Business Network Customer Support via the Support Center to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email address.

Additional Information: Account Reassignment requests go to a specific team within SAP Business Customer Support who will verify information and work with other users on the account if necessary. You will then be contacted with further instructions

Can my account have more than one administrator?

Only one user can be named the administrator of your account. Sub-users can be granted all permissions to give them access to everything on the account except for the Users page. Only the account administrator can manage users and roles.

Additional Information: If you are the current administrator, you can reassign the administrator role to another user in your company's account. If you need to become the administrator, contact your account administrator to reassign the role.

How to transfer the account administration role?

If you're leaving your company or moving to a new position, you need to transfer ownership of the SAP Business Network account by choosing a new administrator. This ensures that your company doesn't experience interruptions in access to the account or in transactions with your customers. For detailed instructions check out the related article in our Help Center

How do I reassign my account to a co-worker?

The process of transferring the administrator role can be done in a couple of different ways depending in how the account and its sub users are currently set up.

To transfer the administrator role to an existing user:

1. In the upper right corner, click Account Settings icon > Settings > Users.
2. Select the user who needs who will be the new administrator.
3. Click Make Administrator.
4. Select a new role for your own user account and click Assign.
5. Click OK to transfer the account administrator role.

To update your account information:

1. In the upper right corner, click Account Settings icon > My Account.
2. Update this page with the new administrator information in the User Account Information section.

Remember to change the following:

- Username
- User's full name
- User email
- Contact information

3. Click Save. After either of these options are completed, you will also want to confirm that all email notification settings are updated as well, which includes those related to where purchase ordersare sent if you use the account for orders and invoicing.

Where do I find my SAP Business Network ID (ANID) number?

Your account's ANID number appears under Account Settings icon in the top right. It is also visible at the bottom of every page, to the right of your company's name. Additional Information: If you are unable to access your account (unknown Username and / or Password) and the registered email address is accessible, please reset the password. The email you receive will reveal the Username and allow you to reset the password.

If you are unable to access your account (unknown Username and / or Password) and the registered email address is no longer valid or accessible, please contact your customer; they have your ANID on record and can share it with you on request.

Your ANID number acts as your company's account number in the SAP Business system. It is used for a variety of tasks, including:

- Helping SAP Business Customer Support locate your account
- Establishing trading relationships with buyers.
- Merging/logging into private accounts.
- Linking accounts.

How do I update my email notification preferences?

Only an account administrator has the authorization to edit order routing settings, notification settings, and user roles for both themselves and for all sub-users with an SAP Business Account

To change the notifications you receive, and edit the associated email address(es)

1. Click Account Settings icon > Settings in the upper right corner of the Home page.
2. Click Notifications
3. Click one or all the tabs depending on desired notification types (General, Network, Discovery, Sourcing & Contracts, and Messaging tabs)
   - You can update the email address(es) for each individual notification type by changing the address(es) in the To email addresses (one required) column. Enter up to three email addresses per notification type, separated by commas.
   - You can remove a particular notification by unchecking the box next to the specific notification you want to changes.
   - Click Save when you are finished

How do I change my remittance address and banking information?

You edit your bank information when defining your remittance address. For video instructions check our demo videos in the following languages: English, German, French, Italian, Spanish, Brazilian Portuguese and Japanese. Additional information: You must be the administrator or have the Payment Profile permission to access the Remittances page your customer requires their suppliers to provide bank details on invoices. You'll receive an error message on the invoice if you haven't added bank information to your remittance address. If you see an error, you can click Add bank accounts details to configure your remittance address with bank information. After you add bank information, you are returned to the invoice entry page and can submit the invoice to your customer. If you update your bank account information while you have unpaid invoices, contact your customer to make sure the bank account information is updated in your customer system as well

Transacting Documents (Invoices etc.)

Is there a limit of documents I can transact o this platform?
There is no limit of documents you can transact via SAP Business Network. If you have Enterprise account, fees may apply according to the volume of documents and transactions.

How can I find a Purchase order from my client in my SAP Business account?
You can find your Purchase orders in your Workbench.

How do I create an order confirmation? How do I confirm an order?
For instructions check out our demo videos (for standard account refer to the playlist) in the contractual languages: English, German, French, Italian, Spanish, Brazilian Portuguese, Chinese and Japanese.

How do I create Ship Notice?
For instructions check out our demo videos in the contractual languages: English, German, French, Italian, Spanish, Brazilian Portuguese, Chinese and Japanese

How do I create a Partial Ship Notice?
The process is the same as above, but you can act on the specific line items or removing it depending on the customer set up that you can check in the Supplier Information Portal. Please note that removing a line item from a ship notice will not remove it from your purchase order. Additionally, please note that a ship notice can't be created for a purchase order that includes one or more service lines Create a service sheet. for service orders instead.

How do I cancel or edit a ship notice?
You can cancel a ship notice by using the Cancel / Edit button at the top of the ship notice details page. Additional Information: You can cancel or edit a ship notice that has a status of Sent only if your customer's invoicing rules allow it. Invoicing rules can be found in the Supplier Information Portal linked to each customer. Ship notices can only be canceled at the header level. Individual line items cannot be canceled. For more info check the related article in our Help Center.

How do I create an invoice in SAP Business?
You can create an invoice from the Purchase order (called the "PO-flip"). Please open the Purchase order and click Create Invoice. The fields in the invoice will populate with details from the Purchase order. Complete your invoice with missing fields marked with asterisk if needed and click Next > Submit. The invoice creation can be ruled by your Buyer's rules, if the option isn't available, you might have to complete some other tasks or contact your Buyer for more information. For instructions check out our demo videos in the contractual languages: English, German, French, Italian, Spanish, Brasilian Portuguese, Chinese and Japanese.

How do I know if my customer has received my invoice?
In your account you have the Workbench there you can find all your submitted invoices in the Invoice tile with the respective status. In Enterprise account, there is also an active Invoice tab with the list of all invoices. There will be a status of our invoice next to it. If the status is Acknowledged/Approved/Paid, it means, your customer has received it.

How long does it take until the customer receives my invoice?
The submission of invoices is immediate, and you will see the status in real time.

When will my invoice get paid?
Payment terms are contractual, please contact your customer for further information.

How can I add tax information to my invoice (e.g. 0% tax or VAT)?
Yes, you can add Tax details to the Header or to the Line level of the invoice if Buyer's rules allow it. Please refer to this article in our Help Cente

What is a service entry sheet (SES)?
You can create and send a service sheet to your customer in response to a Service purchase order (as opposed to Material purchase order). SES might or might not be required by your Buyer before invoicing. For instructions check out our demo videos in the contractual languages: English, German, French, Italian, Spanish, Brasilian Portuguese, Chinese and Japanese.

Can we submit our own invoice?
If invoices are in scope of your customer's project, and your customer allows attachments, you can add your internal invoice as a PDF file to the SAP Business Network invoice. See our video demo on NON-PO Invoice in the contractual languages: English, German, French, Italian, Spanish, Brasilian Portuguese, Chinese and Japanese.

Why was my invoice or service entry sheet rejected?
Invoices are rejected either:
• Automatically by your customer's invoicing rules
• Manually by your customer
The rejection happens when the invoice violates invoicing requirements established by your customer

How can I create a Credit Memo?
A credit memo is created based on the respective invoice, for video instruction check of demo videos in the following languages: English, German, French, Italian, Spanish, Brasilian Portuguese, Chinese and Japanese.

How do I edit and resubmit a failed or rejected document (Invoice, SES etc..)?

Simply access the document you want to edit in Workbench or in the respective TAB and you can act if the status is Failed or Rejected. If the invoice is paid the only way to edit is to create a Credit Note.

How long will the documents stay in the SAP Business Network system before they will be automatically deleted?

You will be able to view the documents in your dashboard dated up to year. However, you can search manually in your account for documents which are older. This does not apply to Standard Account which stores documents only for 12 months. If you are looking for an older document in your Standard account, please contact your Buyer to provide it to you.

eSourcing Support Contact(s)

If you still face any issues; Please contact L1 eSourcing Helpdesk
- ✓ T: (866)-770-5248
- ✓ Email: esourcingsupport@gevernova.com
- ✓ Visit us @ https://app.sc.ge.com/sites/1564108/portal/1043018

Escalation Point of Contact
- ✓ Kennedy, Andrew -andrew.kennedy@gevernova.com
- ✓ G, Karthikeyan -Karthikeyan2.G@gevernova.com

Required (Mandatory) Information for us to assist you further while sharing information
- ✓ User ID/SSO ID
- ✓ Purchase Order Number
- ✓ Contact Phone Number#
- ✓ Available time of Contact
- ✓ Screen Shot of Error

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THANK YOU!