

SUPPLY CHAIN

ARIBA NETWORK STANDARD ACCOUNTS - FAQs

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Below are several Frequently Asked Questions (FAQs) that we have collated to assist our suppliers with their Ariba Network Standard Accounts.

This document is **supplementary** and should not be considered a substitute for the free Ariba Network Standard Account training that should be completed before you transact with us. **Details available in Question 5 below.**

1. We were just enabled on the Ariba Network, what must we do now?

Important! Please do not register your Standard Account **until** you receive your first Anglo American and/or De Beers Group Purchase Order in an interactive email via the Ariba Network

2. How will I receive my first Purchase Order?

Your first Anglo American and/or De Beers Group Purchase Order will be sent to you in an interactive email via the Ariba Network.

3. How soon will I receive my first Purchase Order?

Suppliers may not receive an email with a new Anglo American and/or De Beers Group Purchase Order immediately. This could take a few days, weeks or months depending on how often you would normally receive Purchase Orders from us.

4. We have just received our first Anglo American and/or De Beers Group Purchase Order, what do we need to do?

1. If your role in your company requires you to **confirm Anglo American and/or De Beers Group Purchase Orders, create Invoices or view Remittance Advices**, please book and attend a free training session before you transact with us at <https://bookwhen.com/ariba-training>. Additional support channels are specified in Question 5 below.
2. The next step is to register your Ariba Network Standard Account. To do this click on the **“Process Order”** button in the email containing your first Purchase Order. Then click on the **“Sign up”** button to register your new Ariba Network Standard Account.
3. **Please be careful not to accidentally register an Ariba Network Enterprise Account (Paid for)!**
4. Alternatively, if you already have an existing Ariba Network account, you do not have to register again. You can link your existing Ariba Network ID (ANID) to receive Purchase Orders from Anglo American and/or De Beers Group. To do this, click on the **“Process Order”** button and then log in using your existing ANID.



Please don't forget to capture the following in your company profile:

1. company registration number as your Supplier Commercial Identifier
2. VAT registration number as your Supplier VAT / TAX ID

If you don't, you will have to populate these manually for each invoice that you create for Anglo American and/or De Beers Group.

5. Where can I go for Ariba Network Standard Account support?

Support Type	Go To:
Training Book for an Ariba Network Standard Account Training session *Please Note that the times indicated are for Johannesburg, South Africa (GMT+2)	https://bookwhen.com/ariba-training
Standard Account Q&A Session This is not a training session . It is intended for suppliers that have already attended a training session, but still have questions. These will start with sessions once a week and increase to 2 sessions a week from early 2019. *Please Note that the times indicated are for Johannesburg, South Africa (GMT+2)	https://bookwhen.com/ariba-training
Help Centre The Help Centre is designed to offer you self-help, answer your Standard Account questions and provide you with relevant help topics	How to access the Help Centre: <ol style="list-style-type: none"> Click on the Help Centre link at the bottom of any of your interactive emails OR <ol style="list-style-type: none"> Log into your account and click the Help Centre link in the upper right hand corner of the screen
Additional Ariba Network Training Material - Supplier Information Portal	https://connect.ariba.com/KAAcontent/1,,173443,00.html
Ariba Network technical & enablement queries	https://connectsupport.ariba.com/sites/Company?ANID=AN01048242614AFR&h=Rk6BWmlXu8swx913cAzQ#Enablement-Inquiry
Ariba Network Queries	Email the Anglo American and/or De Beers Group Global Shared Services (GSS) Contact Centre at: queryinvoice@angloamerican.com (RSA & UK) T: 0860 289 987 (0860 BUZZUS) - RSA Only T: +44 (0) 203 450 7627- UK Only
Anglo American and/or De Beers Group payment inquiries	Email the Anglo American and/or De Beers Group Global Shared Services (GSS) Contact Centre at: queryinvoice@angloamerican.com
Anglo American and/or De Beers Group Procurement Process queries	Please contact your Supply Chain Buyer

6. What role do I play in Anglo American and/or De Beers Group's process now that I am an Ariba Network enabled supplier?

As an Anglo American and/or De Beers Group Ariba Network enabled supplier, you are now an **integral part in our electronic Supply Chain business process.**



IMPORTANT

By not confirming your Purchase Orders when you receive them, Anglo American and/or De Beers Group can not determine if you can fulfil the requirement.

This prevents us from accepting your delivery (e.g through the creation of a Goods Receipt) and consequentially, you will not be able to generate an electronic invoice.

This may inadvertently result in delays in payment or non-payment and prevent Anglo American and/or De Beers Group from effectively

7. What Is the Ariba Network?

The Ariba Network is the world’s largest business commerce network that allows businesses of all sizes to connect and transact.

8. Why is Anglo American and/or De Beers Group moving to the Ariba Network?

We are in the process of digitalising our Supply Chain across the Group. This means moving away from manual ways of work to transacting more effectively and efficiently with our suppliers via digital platforms such as the Ariba Network.

9. What is a Standard Account on the Ariba Network?

Ariba Network Standard Account (previously referred to as a Light Account) is a free way to transact with us via the Ariba Network that supports most of transaction types you will need. There is no need to upgrade, unless you want advanced capabilities such as Reporting, eCatalogues, back-end integration or to manage larger document volumes through online access.

10. What is the difference between an Ariba Network Standard Account and an Enterprise Account?

- **Ariba Enterprise Account** - a paid subscription, Enterprise functionality account suggested for higher volume suppliers
- **Ariba Standard Account** - a free account for lower volume suppliers. A Standard Account has slightly less functionality than an Enterprise Ariba Network account, but contains all the standard functionality you need to transact with Anglo American and/or De Beers Group
- Catalogues and Reporting are **not available** on Standard Accounts
- The table below summarises **the main differences** between the Ariba Network Standard Account and Ariba Network Enterprise Account

Features	Standard Account	Enterprise Account
Access	Through interactive emails	Online Dashboard
Company Profile	✓	✓
Purchase Order, Order Confirmation (Enterprise & partial), Shipping Notice, Service Entry Sheet, Non Purchase Order Invoice, Credit Memo	✓	✓
Electronic Catalogues	✗	✓

Invoice Status	Email notification	Outbox with easy access from any browser
Legal Archive	Email notification and online download	Long term invoice archiving for global compliance (Regional restrictions apply) Capability to mass download invoices for local archiving
Integration	x	✓
Reporting	x	✓
Multiple customer relationships on one AN Account	✓	✓
Assign multiple users to one AN Account	✓	✓
Ariba Network Mobile App	✓	✓
Ariba Discovery	✓ fees may apply to respond to leads	✓ fees may apply to respond to leads
Fees	Free	Fees are charged

11. Can I register my Ariba Network Standard Account before I receive my email with my first Anglo American and/or De Beers Group Purchase Order?

No, please don't register your Ariba Network Standard Account until you get your first interactive email via the Ariba Network containing your first Purchase Order from Anglo American and/or De Beers Group. The link that you require to register is in that email.

12. Were all my old Purchase Orders migrated?

If you are a new supplier to Anglo American and/or De Beers Group, you would not have any migrated Purchase Orders.

If you are an existing supplier that has recently No, none of your existing open and/or partially completed purchase orders were migrated to the Ariba Network when your Ariba Network Standard Account was created. You will need to transact against these older Purchase Orders using our old manual process when submitting invoices and service entry sheets.

13. What is a DUNS number and do I need one (DUNS)?

The Data Universal Numbering Systems (DUNS) number field in the Supplier Profile is not required. DUNS numbers are primarily used in the United States but can be used globally by some companies.

If your organisation has an existing DUNS number, please add it to your Supplier profile, but if you don't, please just leave the field blank.

14. Can I access my Ariba Network Standard Account and Enterprise Account from the same user ID?

Yes. You can easily toggle between your Standard Account and Enterprise Account by linking your user IDs.

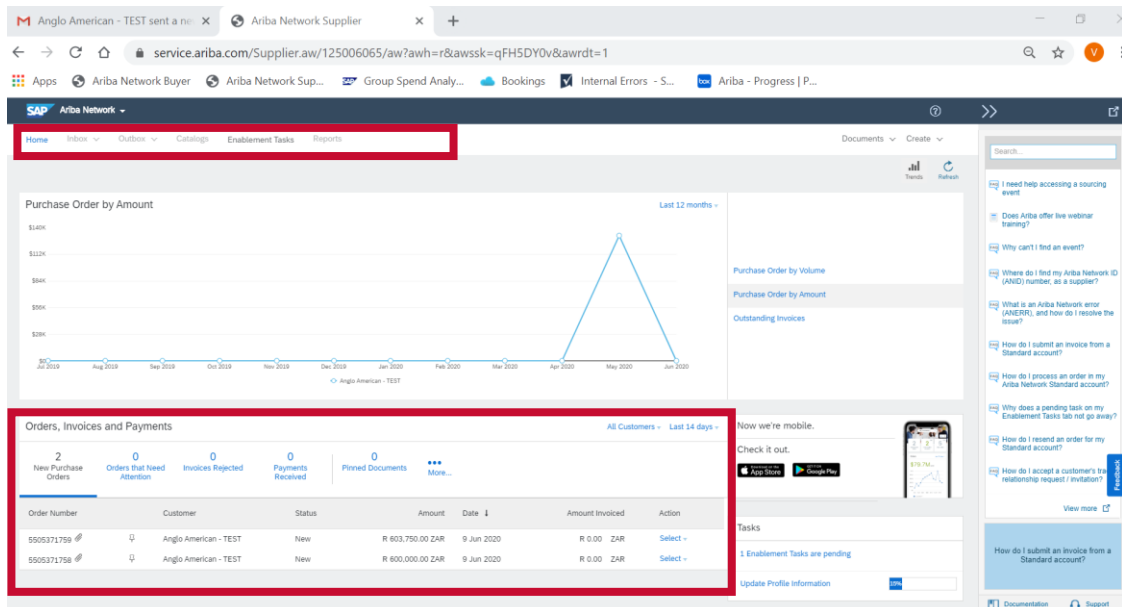
15. I have multiple Ariba Network Standard Accounts, can I combine these into one account?

Yes, you can. When you receive your first interactive email containing a new Anglo American and/or De Beers Group Purchase Order, you can use the credentials from one of your existing Ariba Network Standard Account/s to log in instead of registering a new account.

16. How can I see whether I am logged into an Ariba Network Standard or Enterprise Account?

To confirm that you are logged into an Ariba Network Standard Account only certain tabs will be active in the top navigation bar. You will only be able to click on the 'Home' and the 'Enablement Tasks' tabs. The following tabs: Inbox; Outbox; Catalogues; and Reports will remain inactive.

The Home screen will only reflect your Orders, Invoices and Payments Summary.



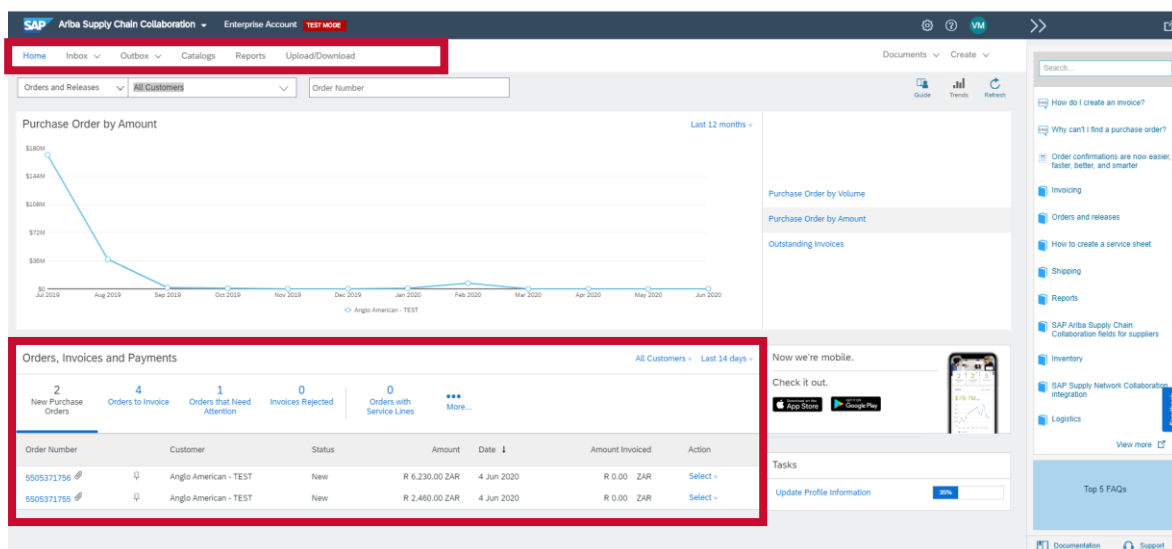
Purchase Order by Amount

Orders, Invoices and Payments

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
5505371756	Anglo American - TEST	New	R 603,750.00 ZAR	9 Jun 2020	R 0.00 ZAR	Select
5505371756	Anglo American - TEST	New	R 600,000.00 ZAR	9 Jun 2020	R 0.00 ZAR	Select

On the Ariba Network Enterprise Account navigation bar, all the above mentioned tabs are active and can be clicked on (i.e. the Home, Inbox, Outbox, Catalogues, and Reports tabs are active).

The Home screen contains a customisable online dashboard with graphs, followed by the Orders, Invoices and Payments Summary:



Purchase Order by Amount

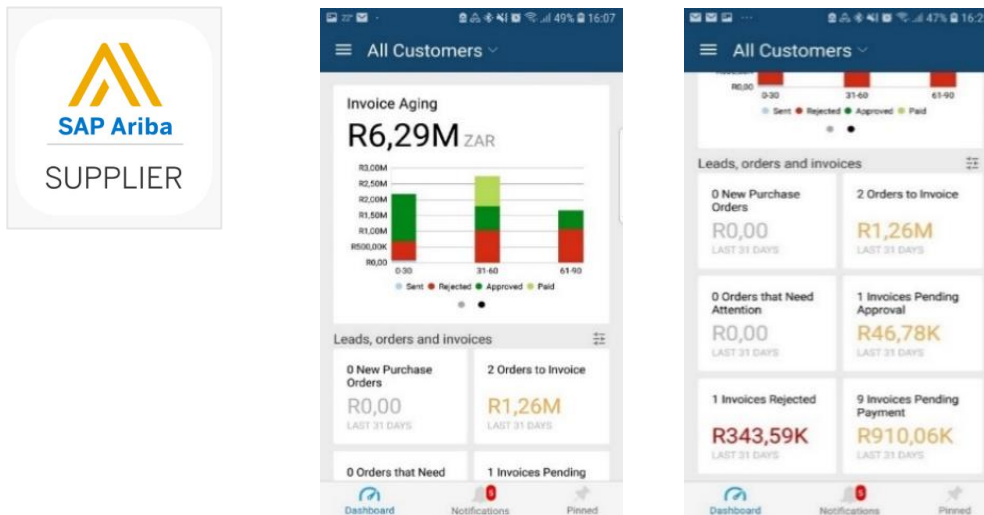
Orders, Invoices and Payments

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
5505371756	Anglo American - TEST	New	R 6,230.00 ZAR	4 Jun 2020	R 0.00 ZAR	Select
5505371756	Anglo American - TEST	New	R 2,460.00 ZAR	4 Jun 2020	R 0.00 ZAR	Select

17. Is there a Mobile Application for suppliers that I can install?

Yes, there is. You can download the Ariba Supplier Mobile application, free of charge, from the Apple iStore or Google Play for Android devices.

The app is user friendly and is ideal for accessing your Standard Account to check statuses and confirm new Purchase Orders while you are not at your desk. Please note that the app is not intended or designed for you to create invoices. Please do that via your browser on your mobile device.



18. What document types are supported for my Ariba Network Standard Account?

Suppliers can create and received documents such as Purchase Orders, Order Confirmations (OC), Advance Shipping Notices (ASN), and Service Entry Sheets (SES), Purchase Order-invoices (convert orders into an e-invoice with the simple click of a button), non-Purchase Order Invoices and Credit Memos, Invoice Status Notifications, Payment Proposals, and Remittance Details.

19. Can I have an Ariba Network Standard Account for one customer but an Ariba Network Enterprise Account for another?

Yes, you can but it will mean that you will have separate ANIDs for each.

20. How can I see a list of Purchase Orders I've received?

Log in to your Ariba Network Standard Account to view a list of your company's Purchase Orders.

- By default, the **Orders, Invoices, and Payments section** on your home dashboard will list the most recent purchase orders from the past 14 days, with the newest ones at the top
- You can choose a different filter for the **New Purchase Orders tile**, such as Last 31 days, or you can switch to a different tile, such as **Orders to Invoice**
- If you need to see a complete list of Purchase Orders you've received from your customer, you can upgrade your account to a Ariba Network Enterprise Account. If you choose not to upgrade to an Ariba Network Enterprise Account, we recommend keeping all purchase order notifications (interactive emails) you receive via the Ariba Network for your records. You can click "**Process order**" in the email notification to access that particular Purchase Order in your Ariba Network Standard Account

Orders, Invoices and Payments All Customers ▾

2 New Purchase Orders
4 Orders to Invoice
1 Orders that Need Attention
0 Invoices Rejected
0 Orders with Service Lines
More...

Last 14 days ▾ Now we're
 Last 24 hours
 Last 7 days
 ✓ Last 14 days
 Last 31 days
 Last 200 Documents

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Actions
5505371756	Anglo American - TEST	New	R 6,230.00 ZAR	4 Jun 2020	R 0.00 ZAR	Select +
5505371755	Anglo American - TEST	New	R 2,460.00 ZAR	4 Jun 2020	R 0.00 ZAR	Select +

Update Profi

21. What happens if I don't confirm my Purchase Orders?

Once you become one of our Ariba Network enabled suppliers, **you become an integral part in Anglo American and/or De Beers Group's electronic Supply Chain business process.**

If you do not electronically confirm your Purchase Orders when you receive them:

1. Anglo American and/or De Beers Group can't determine if you can fulfil the order
2. It also prevents us from electronically accepting the services you have rendered or your goods delivery, for example, with the creation of a Goods Receipt
3. If we can't accept the above, you will not be able to generate an electronic invoice
4. This could result in delays in payment or even non-payment
5. It prevents Anglo American and/or De Beers Group from effectively managing our stock and inventory



IMPORTANT

Always check the accuracy of the Purchase Order before you confirm it via the Ariba Network i.e. the description of the goods / services, the unit number, price, delivery dates etc.

If the Purchase Order is incorrect, please reject it.

This does not mean that you don't want to do business with Anglo American and/or De Beers Group.

You are simply rejecting the Purchase Order because it is incorrect. By rejecting it, you signal to the buyer that they need to create and send a correct Purchase Order, which you can accept.

22. Where can I get information on how to do Purchase Order confirmations and create Invoices?

You can click the Help Centre Link or access the Ariba Exchange User Community which will provide you with video tutorials, FAQs and Help to assist you with processes such as registration, order and invoice creation and other processes. For additional support, please refer to the table in Question 5 above.

23. How do I create documents against the Purchase Orders I receive from Anglo American and/or De Beers Group?

To process a Purchase Order, you need to click the "**Process Order**" button in the interactive email notification you would have received via the Ariba Network containing your Purchase Order

After you register and log in to your Ariba Network Standard Account, you will see the Purchase Order details page, where you can confirm your Purchase Order, create, shipping notices, and invoices against the Purchase Order.

24. How can I view my Anglo American and/or De Beers Group Purchase Orders in my existing Ariba Network account?

If you already have an Ariba Network Standard Account or Enterprise Account to transact with one or more customers, you have the option to add your Anglo American and/or De Beers Group transactions to your existing account.

To add our Purchase Orders to your existing account:

1. Go to the interactive email notification that contains your Anglo American and/or De Beers Group Purchase Order
2. Click on the **“Process Order”** button and then click **Log in** on the Standard account landing page
3. Log in with the administrator username and password for the existing account

25. What should I do if my registration confirmation link has expired?

If the confirmation link expired immediately after receiving the email, you can log in to your account directly using this link: <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 have the confirmation email resent.

26. How do I invoice a Purchase Order if I lose the email notification?

If you accidentally delete or misplace one of the interactive email notifications that contains your Purchase Order, you have the following options available to you:

4. You can resend yourself the Interactive email notification containing the Purchase Order
 - Log in to your Ariba Network Standard Account. In the Purchase Order list on the home dashboard of your account
 - Click Select
 - The Click on “Send me a copy” in the Action Column next to the Purchase Order
5. Alternatively request a manual copy of the Purchase Order from your customer. After you have a copy of the Purchase Order, you can create and submit a non-Purchase Order invoice

27. What about the invoices I generate on my internal ERP system?

Ariba Network does not change or affect the way you currently do your own invoicing. The invoice number that you generate on your internal system can be inserted as the reference on the invoice you generate on Ariba Network.

28. I am worried about fraudulent emails and other scams; how do I know I am really communicating with Anglo American and/or De Beers Group?

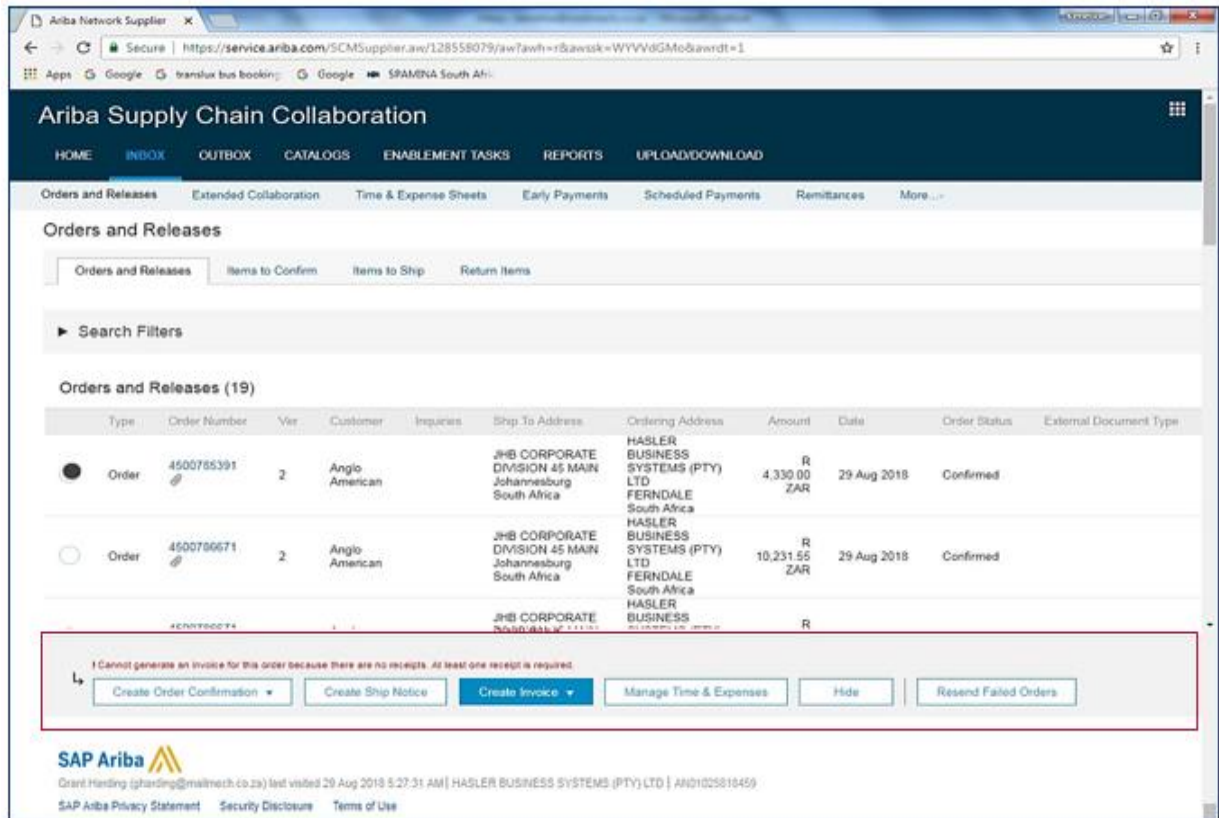
Anglo American and/or De Beers Group has recently become the focus of phishing and procurement related scams where fraudsters have tried to extract personal information, goods or money by pretending to be Anglo American and/or De Beers Group. These typically take the form of requests for quotations (RFQ's) or similar purchase requests.

Please be vigilant and contact us before submitting any sensitive information by email or on the phone to someone you don't know or recognise.

We have created advice and guidelines on how to combat procurement fraud on our website <http://www.angloamerican.com/suppliers/advice-on-procurement-fraud>

29. I get an error “cannot generate an invoice for this order because there are no receipts. At least one receipt is required.” What do I do?

You can only invoice for a goods delivery if your delivery has been Goods Received in SAP by Anglo American and/or De Beers Group. Please contact the individual at Anglo American and/or De Beers Group that you delivered your goods to and request that a Goods Receipt is processed in SAP.



The screenshot shows the SAP Ariba Supply Chain Collaboration interface. The main heading is "Ariba Supply Chain Collaboration" with navigation tabs for HOME, INBOX, OUTBOX, CATALOGS, ENABLEMENT TASKS, REPORTS, and UPLOAD/DOWNLOAD. Below this, there are sub-tabs for Orders and Releases, Extended Collaboration, Time & Expense Sheets, Early Payments, Scheduled Payments, Remittances, and More... The "Orders and Releases" section is active, showing a table of orders. A red box highlights an error message: "I cannot generate an invoice for this order because there are no receipts. At least one receipt is required." Below the error message are buttons for "Create Order Confirmation", "Create Ship Notice", "Create Invoice", "Manage Time & Expenses", "Hide", and "Resend Failed Orders".

Type	Order Number	Ver	Customer	Inquiries	Ship To Address	Ordering Address	Amount	Date	Order Status	External Document Type
Order	4500755391	2	Anglo American		JHB CORPORATE DIVISION 45 MAIN Johannesburg South Africa	HASLER BUSINESS SYSTEMS (PTY) LTD FERNDALE South Africa	R 4,330.00 ZAR	29 Aug 2018	Confirmed	
Order	4500796671	2	Anglo American		JHB CORPORATE DIVISION 45 MAIN Johannesburg South Africa	HASLER BUSINESS SYSTEMS (PTY) LTD FERNDALE South Africa	R 10,231.55 ZAR	29 Aug 2018	Confirmed	