

# SUPPLY CHAIN

## ARIBA NETWORK ENTERPRISE ACCOUNT - FAQs

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

This document is **supplementary** and should not be considered a substitute for the free Ariba training that should be completed before a supplier transacts with us.

### 1. We were just enabled on the Ariba Network, what are the first things we need to do?

As an Anglo American and/or De Beers Group supplier, we recommend that you run through this checklist before you start transacting:

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** you must attend one of the **free** online Ariba training sessions – this is mandatory and will assist you with getting started. Book a session via this link: <https://bookwhen.com/ariba-training>
2. To log into your account, go to the Supplier Portal via this URL: <http://supplier.ariba.com>
3. Once you have logged in, please click on **Company Settings** and update your Supplier Profile



**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.**

### 2. I'm setting up my Supplier Profile. What is a DUNS number and do I need one?

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.

### 3. Where can I go for Ariba Network Enterprise Account support?

Support Type	Go To:
<b>Help Centre</b> The Help Centre is designed to offer you self-help, answer your Ariba Network Account questions and provide you with relevant help topics	You can access the <b>Help Centre</b> by clicking on the <b>Question Mark (?)</b> icon in the upper right hand corner of the screen. If you require additional assistance, please click on the <b>Support</b> button at the bottom right corner of the Help Centre
<b>Additional Ariba Network Training Material</b>	<a href="https://connect.ariba.com/KAAcontent/1,,173443,00.html">https://connect.ariba.com/KAAcontent/1,,173443,00.html</a>
<b>Ariba Network technical &amp; enablement queries</b>	<a href="https://connectsupport.ariba.com/sites/Company?ANI=D=AN01048242614AFR&amp;h=Rk6BWmIXu8swx913cAzQ#Enablement-Inquiry">https://connectsupport.ariba.com/sites/Company?ANI=D=AN01048242614AFR&amp;h=Rk6BWmIXu8swx913cAzQ#Enablement-Inquiry</a>
<b>Ariba Network queries</b>	Suppliers must log a call with the Anglo American Global Shared Services (GSS) Contact Centre at: <a href="mailto:queryinvoice@angloamerican.com">queryinvoice@angloamerican.com</a> (RSA & UK):


	T: 0860 289 987 (0860 BUZZUS) - RSA Only T: +44 (0) 203 450 7627- UK Onlyx
<b>Anglo American payment and / or invoice inquiries</b>	Suppliers must contact Anglo American Global Shared Services (GSS) Contact Centre at: <a href="mailto:queryinvoice@angloamerican.com">queryinvoice@angloamerican.com</a>
<b>Anglo American Procurement Process queries</b>	Supplier have been instructed to contact their Supply Chain Buyer



**Please include the following information when logging a call:**

1. Your Anglo American and/or De Beers Group vendor number
2. Company or Trading as name
3. Your ANID
4. The related Purchase Order number (if applicable)
5. A short description of your issue and what you were trying to do when the error or issue occurred
6. a Enterprise screen shot including the error message you received (if applicable)
7. Your name and contact details

#### 4. How do I find my Ariba Network Identification Number (ANID)?

1. To access and view your ANID go the home page or dashboard and click on the  button
2. A dropdown box will appear containing your ANID at the top

The screenshot shows the SAP Ariba Supply Chain Collaboration Enterprise Account dashboard. In the top right corner, there is a settings gear icon. A dropdown menu is open from this icon, displaying the user's email address 'Anglo\_QA\_DC1@anglo.c...' and the ANID 'ANID: 4901258754427'. The dashboard includes a 'Purchase Order by Amount' line chart, a table for 'Orders, Invoices and Payments', and various navigation options on the right side.

## 5. 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 electronically.

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

Anglo American and/or De Beers Group are in the process of implementing solutions that will allow us to engage with our suppliers in a manner that is more effective and efficient. This requires us to move away from manual ways of working to transacting with our suppliers via electronic platforms such as the Ariba Network.

## 7. Do I have to transact with Anglo American and/or De Beers Group via the Ariba Network?

Yes, Anglo American and/or De Beers Group's Global Supply Chain is in the process of enabling all our suppliers to transact with us electronically via the Ariba Network.

## 8. I have an Ariba Network account that I use to transact with other customers, do I need to re-register or create a new Ariba Network account for Anglo American and/or De Beers Group?

No. If you are already enabled to transact with other customers via the Ariba Network, you can link that account to transact with Anglo American and/or De Beers Group as well.

Please click [here](#) to log a call with Ariba to request that your Anglo American and/or De Beers Group account be linked to your existing account number.

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

- **Ariba Network Enterprise Account** - a paid subscription, full functionality account suggested for higher volume suppliers
- **Ariba Network Standard Account** - a free account for lower volume suppliers. A Standard Account has slightly less functionality than an Ariba Network Enterprise account, but contains all the functionality you need to transact with Anglo American and/or De Beers Group
- **The table below summarises the main differences** between the Ariba Network Standard Account and Ariba Network Enterprise Account

Features	Light Account	Full-use Account
Access	Through email notifications	Online dashboard
Company Profile	✓	✓
Purchase Order, Order confirmation (full & partial), Ship Notice, Service Entry Sheet, (Non-PO) Invoice, Credit Memo	✓	✓
Electronic Catalogues	x	✓
Invoice status	Email notifications	Outbox with easy access from any browser
Legal Archive	Email notification and online download	<ul style="list-style-type: none"> <li>• Long-term invoice archiving for global compliance (Regional restrictions apply)</li> <li>• Capability to mass download invoices for local archiving</li> </ul>
Ariba Support	Online Help Center	<ul style="list-style-type: none"> <li>• Support via phone, chat, or email</li> <li>• Direct access to enablement experts for onboarding assistance</li> <li>• Technical support for configuration and integration assistance</li> <li>• Online educational training courses</li> </ul>
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

**10. Can I switch from an Ariba Network Enterprise Account to an Ariba Network Standard Account?**

Yes, you can, but please note that there is no direct way to downgrade your subscription.

- You will be required to contact Ariba requesting a cancellation of your enterprise account
- Please click [here](#) to log a call with Ariba
- The downgrade will only be done after certain pre-requisites have been met and all outstanding fees are settled on your enterprise account
- **Please Note:** If you currently use features such as catalogues, integration, reporting or prefer working with the Enterprise Account's inbox/outbox functionality, please be advised that these features are not available to you on an Ariba Network Standard Account and we urge you to carefully compare the functionality of both account types before abandoning your existing account

**11. Whom do I contact for information on my Ariba Network fees?**

Please clear [here](#) to log a call with Ariba and request a fee review.

**12. Now that I have been enabled to transact with Anglo American and/or De Beers Group via the Ariba Network, does that mean that I am guaranteed to get orders from Anglo American and/or De Beers Group?**

Nothing in this document should be relied upon by you, as constituting any representation or offer that migrating to the Ariba Network will result in Anglo American and/or De Beers Group or any of its subsidiary organisations awarding future business to your organisation. In addition, any reference to Anglo American and/or De Beers Group in this document, relates to one (or more) of our Anglo American and/or De Beers Group affiliates, unless we refer to a specific affiliate by name.

**13. I deliver goods and/or services to one of Anglo American and/or De Beers Group's Business Units, not to the Group. Does this all of this apply to me too?**

Any reference to Anglo American and/or De Beers Group in this document, relates to one (or more) of our Anglo American and/or De Beers Group affiliates, unless we refer to a specific affiliate by name.

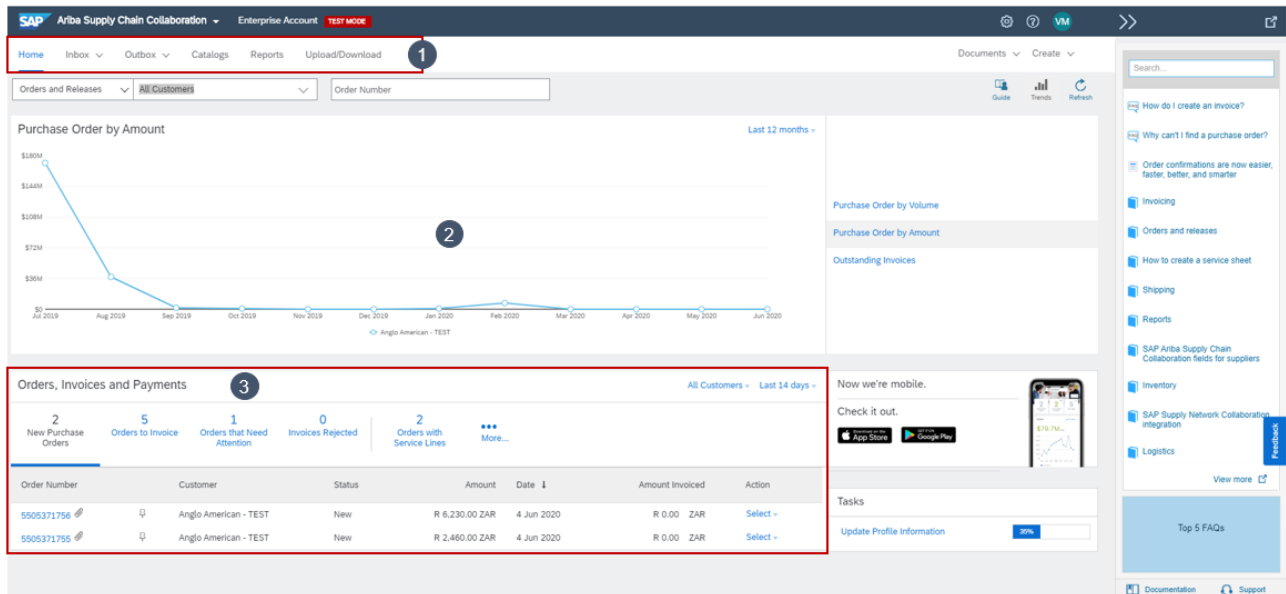
**14. When I was enabled with an Ariba Network Enterprise Account for Anglo American and/or De Beers Group, were my open Purchase Orders migrated?**

Yes. Open and Active Purchase Orders (i.e. partially delivered) would have been migrated onto the Ariba Network.

**15. I have multiple Ariba Network accounts, how can I tell if I am logged into my Ariba Network Enterprise Account?**

You can tell that you are logged into your Ariba Network Enterprise Account by:

1. Looking at the navigation bar on your home page or dashboard Check. In an Ariba Network Enterprise Account all the top navigation buttons are active and can be clicked on (Home, Inbox, Outbox, Catalogues, and Report)
2. The Home screen will also contain a customisable online dashboard with graphs, followed by the Orders, Invoices and Payments Summary:

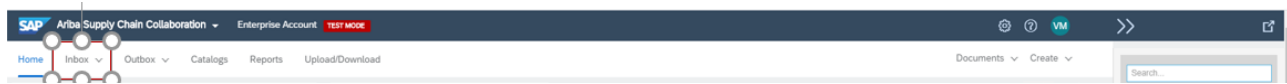


## 16. Can I have an Ariba Network Standard Account for one customer and an Ariba Network Enterprise Account for another?

Yes, you can but it will mean that you will have separate Ariba Network IDs for each account.

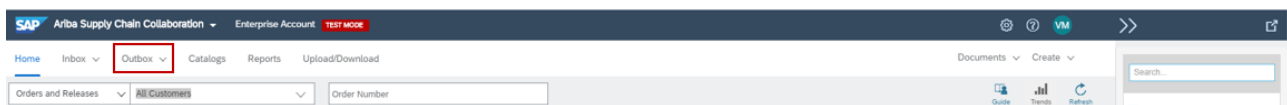
## 17. How can I see a list of Purchase Orders that I have received from Anglo American and/or De Beers Group?

Once you have logged in to your Ariba Network Enterprise Account, go to the top navigation bar and click on the **Inbox** tab to view a list of your company's Purchase Orders.



## 18. How can I see the Invoices I have created for Anglo American and/or De Beers Group?

Once you have logged in to your Ariba Network Account, go to the top navigation bar and click on the **Outbox** tab to view all the Invoices you have created.



## 19. Does migrating to the Ariba Network impact the invoices generated on my internal ERP system?

No. Transacting with Anglo American and/or De Beers Group via the Ariba Network does not change or affect the way you currently do your own invoicing.

The invoice number that you generate on your internal ERP system should be inserted as the reference on the electronic invoice that you generate for Anglo American and/or De Beers Group on the Ariba Network.

## 20. 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 you receive from us 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.

## **21. Why can't I confirm my Anglo American and/or De Beers Group Purchase Order?**

If you can't confirm your Purchase Order, please log a call with:

Anglo American - [queryinvoice@angloamerican.com](mailto:queryinvoice@angloamerican.com)

De Beers Group - [SMM-ARIBA@debeersgroup.com](mailto:SMM-ARIBA@debeersgroup.com)

## **22. Why can't I create an Invoice in Ariba for my Anglo American and/or De Beers Group Purchase Order?**

In our electronic workflow on the Ariba Network, a supplier can only invoice for goods that have been delivered or services that have been rendered.

If you can't Invoice against a Purchase Order or the Invoice button is greyed out, it may be for one of a few reasons:

### **1. The Purchase Order was not confirmed by you**

- **For Services rendered** - First search for that Purchase Order number in Ariba and check if you have electronically confirmed the Purchase Order. If not, confirm the Purchase Order immediately and create the Invoice
- **For Goods delivered** – **Goods suppliers are requested not to deliver goods to Anglo American and/or De Beers Group if they have not confirmed their Purchase Order via the Ariba Network first**

However, if the above scenario has occurred, search for that Purchase Order number and check if you have electronically confirmed the Purchase Order. If not, confirm the order immediately and then contact the Hop or Stores at the Anglo American and/or De Beers

Group site that took delivery of your order to do a Goods Receipt in SAP. Once they have done this, you will be able to invoice

**2. The goods receipt has not been created by Anglo American and/or De Beers Group in SAP**

Please contact the Hop or Stores at the Anglo American and/or De Beers Group site that took delivery and ask them to create the Goods Receipt in SAP. Once they have done this, you should be able to invoice – **This scenario is only applicable to Goods**

**3. You may have been enabled with an Ariba Network Enterprise Account, but you have not been enabled for invoicing yet**

If you are such a supplier, please note that we are enabling all our suppliers using a phased approach and that you will more than likely be transitioned shortly

**If you have checked all of the above and you still can't invoice**, please log a call with Ariba by clicking [here](#).

**23. I'm not desk bound, is there a Mobile Application that I can install to track my Ariba Network Enterprise Account?**

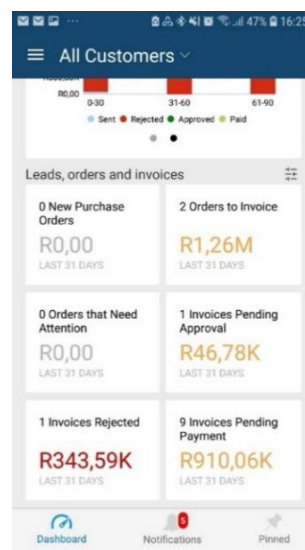
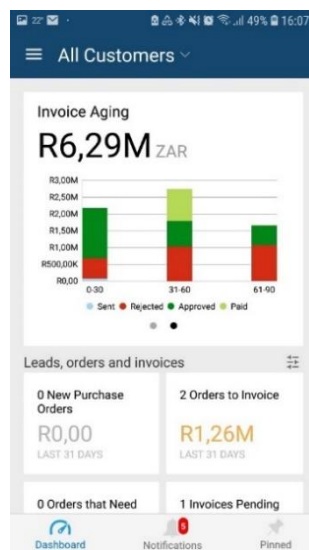
Yes, there is. You can download the Ariba Supplier Mobile application, free of charge, from the Apple iStore or Google Play.

The app is user friendly and is ideal for accessing your account to check statuses and confirm new Purchase Orders on the go.



**IMPORTANT**

**Please note that the SAP Ariba Supplier app is not intended nor designed for you to create invoices. Please do this online only.**





## 24. I am managing my company's cash flow; how can I check when an invoice is going to be paid?

This functionality is available on Ariba Network, but has, as yet, **not been enabled for Anglo American and/or De Beers Group**



## 25. Can I have auto invoicing (auto flip) enabled on Ariba Network for Anglo American and/or De Beers Group?

Yes, going forward you can request that auto invoicing be enabled. Please log a call with Ariba by clicking [here](#)



### IMPORTANT

Please note that this solution is **NOT** recommended for suppliers that experience regular price fluctuations.

## 26. Where can I go for Ariba Network Enterprise Account Training?

Before you transact with Anglo American and/or De Beers Group it is vital that you book and attend your **free**, online training session by clicking the link below: <https://bookwhen.com/ariba-training>

The purpose of the training is to:

- inform our suppliers on how to transact successfully via the Ariba Network
- make the shift to transacting via the network easier



The training is intended to prevent our suppliers from making serious errors that could ultimately result in delays or non-payment of invoices.

**It should be noted that Anglo American and/or De Beers Group will not be held liable in such an instance.**

**You can attend the training as many times as you wish.** Just click on the link above to book another free session.










There is additional training material and guidance notes which you can access online or download by clicking on the following URL: <http://supplier.ariba.com>

- Click on **Company Settings**
- Click on **Customer Relationships**
- Click on **Supplier Information Portal (SIP)**
- Alternatively you can access the Anglo American and/or De Beers Group Ariba Network Supplier Information Portal (SIP) directly on: <https://connect.ariba.com/KAAcontent/1,,173443,00.html>

## Welcome to the Anglo American (SA) Supplier Information Portal

Welcome to the Anglo American Supplier Information Portal! This portal provides information for all suppliers that are conducting business with Anglo American. Additional information regarding this project is included in the invitation letter from Anglo American (below). As part of Anglo American's ongoing policy to continuously improve efficiency and service quality to customers and suppliers alike, they are currently implementing the next stage of their overall electronic strategy to move away from paper based financial transaction processes

What information are you looking for?

	<p><b>MESSAGE FROM ANGLO AMERICAN</b>  <a href="#">Anglo American message RE: The Ariba Network</a></p>		<p><b>INTRODUCTION ARIBA NETWORK</b></p> <ul style="list-style-type: none"> <li>• <a href="#">General Functionality Guide</a></li> <li>• <a href="#">Admin Guide</a></li> <li>• <a href="#">Quick Reference Guide</a></li> <li>• <a href="#">Quick Start Guide</a></li> <li>• <a href="#">Search Filter Guide</a></li> <li>• <a href="#">How to Book for Training</a></li> </ul> <p>See how to navigate the Network</p>		<p><b>SUPPORT DETAILS</b>  <a href="#">Ariba Network Support Centre</a></p>
	<p><b>SUPPLIER SUMMIT</b>            Listen to your buyer's message regarding being part the Network</p>		<p><b>TRAINING CLIPS</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Creating administrative tasks</a></li> <li>• <a href="#">Services Invoicing</a></li> <li>• <a href="#">Goods Invoicing</a></li> <li>• <a href="#">Submitting a Credit Note</a></li> </ul>		<p><b>TRAINING GUIDES</b>  <a href="#">Learn how to transact with Anglo American (PDF)</a></p>
	<p><b>CATALOG</b>  <a href="#">Catalog Supplier Summit Deck</a></p>		<p><b>INTEGRATION</b>            Access the technical requirements to connect your system to the Ariba Network</p>		<p><b>FEES</b>            Access more information about Ariba Network fees</p>