

Supply Chain

Ariba Network Light 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 Light Accounts.

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

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

Important! Please do not register your Light Account **until** you receive your first Anglo American Purchase Order in an interactive email via the Ariba Network

2. How will I receive my first Purchase Order?

Your first Anglo American 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 Purchase Order immediately. This could take a few days or several weeks depending on how often you receive Purchase Orders from us

4. We have just received our first Anglo American Purchase Order, what do we need to do?

1. If your role in your company requires you to **confirm Anglo American 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 Light 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 Light Account.
3. **Please be careful not to accidentally register an Ariba Network Full 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. 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.

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

Support Type	Go To:
Training Book for an Ariba Network Light Account Training session *Please Note that the times indicated are for Johannesburg, South Africa (GMT+2)	https://bookwhen.com/ariba-training
Light 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
Tutorials	Tutorial 1 Register and reply to your customer Tutorial 2 Send an invoice from a light account
Help Centre The Help Centre is designed to offer you self help, answer your Light Account questions and provide you with relevant help topics	How to access the Help Centre: 1. Click on the Help Centre link at the bottom of any of your interactive emails OR 2. Log into your account and click the Help Centre link in the upper right hand corner of the screen
Anglo American specific queries	Email Anglo American Supply Chain at aribasupport@angloamerican.com
Anglo American payment inquiries	Email Anglo American Global Shared Services (GSS) at: queryinvoice@angloamerican.com

6. What role do I play in Anglo American's process now that I am an Ariba Network enabled supplier?

As an Anglo American 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 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 from effectively managing stock and inventory.

7. What Is the SAP Ariba Network?

The SAP 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 moving to the Ariba Network?

Anglo American is in the process of implementing solutions that will allow us to engage effectively and efficiently with our suppliers. This requires us to move away from manual ways of working to transacting with our suppliers via a standard electronic platform such as the SAP Ariba Network.

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

Ariba Network Light Account is a free way to transact with us via the Ariba Network that supports most 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 Light Account and a Full Account?

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

Features	Light Account	Full-use Account
Access	Through interactive emails	Online Dashboard
Company Profile	✓	✓
Purchase Order, Order Confirmation (full & 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	✗	✓
Reporting	✗	✓
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 Light Account before I receive my email with my first Anglo American Purchase Order?

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

12. Were all my old Purchase Orders migrated?

No, none of your existing open and/or partially completed purchase orders were migrated to the Ariba Network when your Ariba Network Light 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 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 Light Account and Full-use Account from the same user ID?

Yes. You can easily toggle between your Light Account and Full-use Account by linking your user IDs.

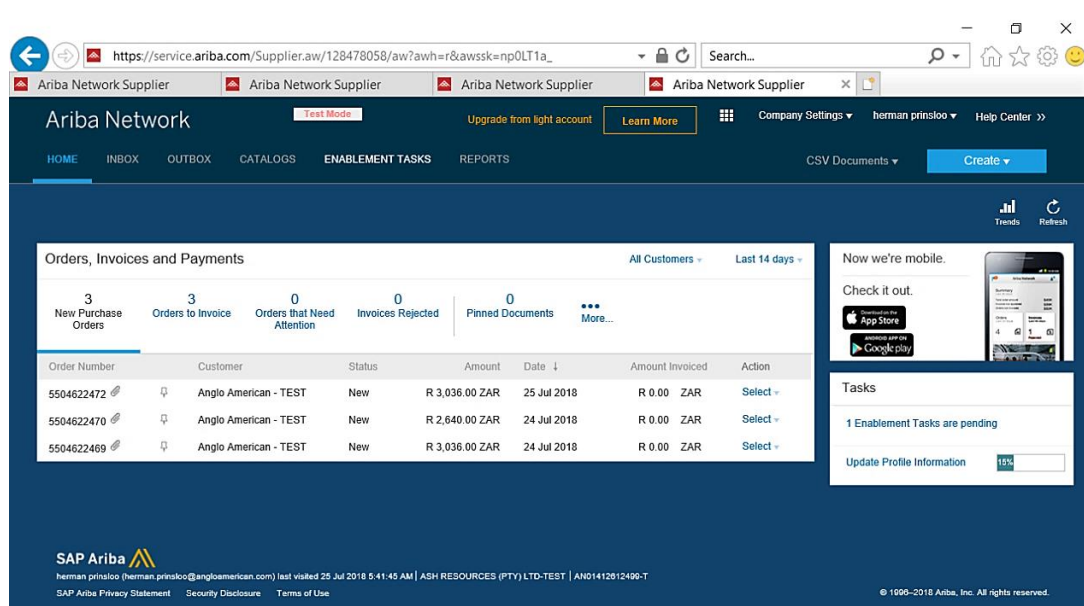
15. I have multiple Ariba Network Light Accounts, can I combine these into one account?

Yes, you can. When you receive your first interactive email containing a new Anglo American Purchase Order, just log into your existing Ariba Network Light Account instead of registering a new one.

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

To confirm that you are logged into an Ariba Network Light 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. It does not contain an online dashboard with graphs. Please see image attached below:

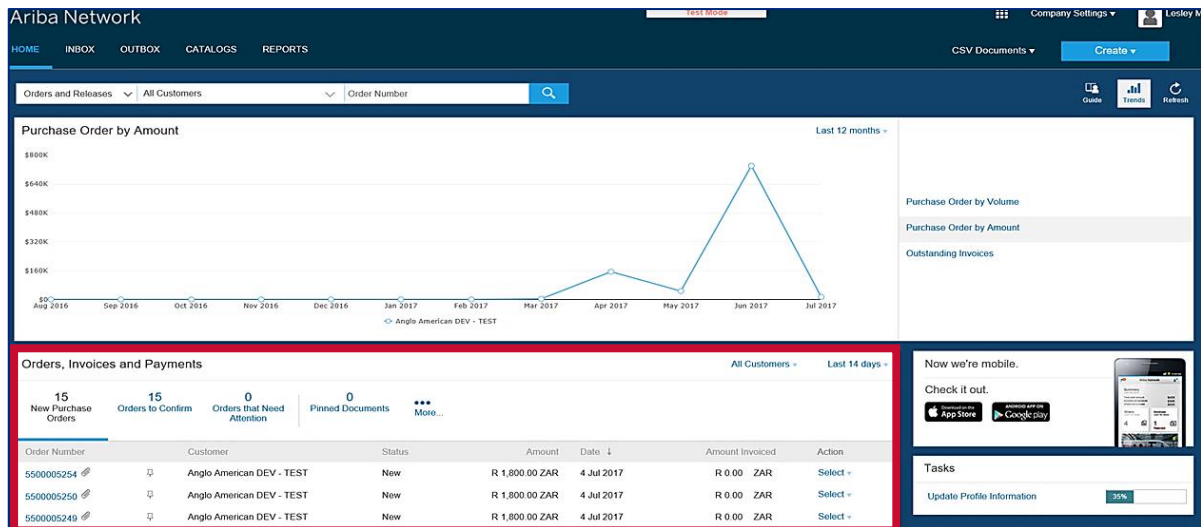


The screenshot shows the Ariba Network Supplier interface. The top navigation bar includes links for HOME, INBOX, OUTBOX, CATALOGS, ENABLEMENT TASKS, and REPORTS. The main content area displays a summary of Orders, Invoices, and Payments, with a table of recent orders. The interface is in 'Test Mode' and shows user information for herman.prinsloo.

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
5504622472	Anglo American - TEST	New	R 3,036.00 ZAR	25 Jul 2018	R 0.00 ZAR	Select
5504622470	Anglo American - TEST	New	R 2,640.00 ZAR	24 Jul 2018	R 0.00 ZAR	Select
5504622469	Anglo American - TEST	New	R 3,036.00 ZAR	24 Jul 2018	R 0.00 ZAR	Select

On the Ariba Network Full 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:



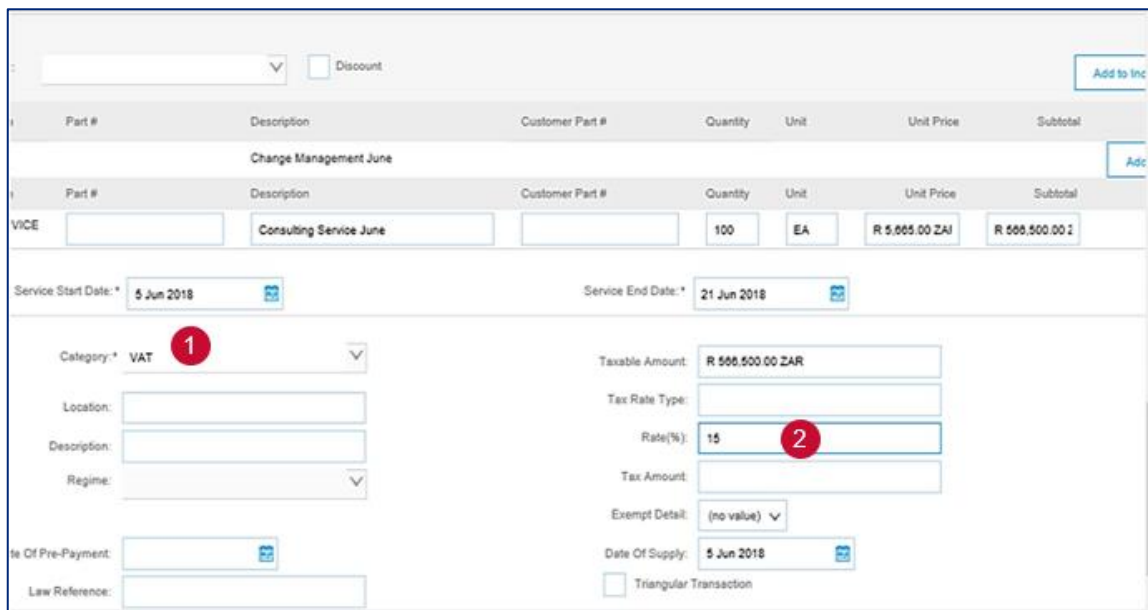
17. How do I calculate my VAT or Sales Tax correctly when submitting an unplanned service line?

When calculating the VAT when submitting an unplanned service line, please follow these steps:

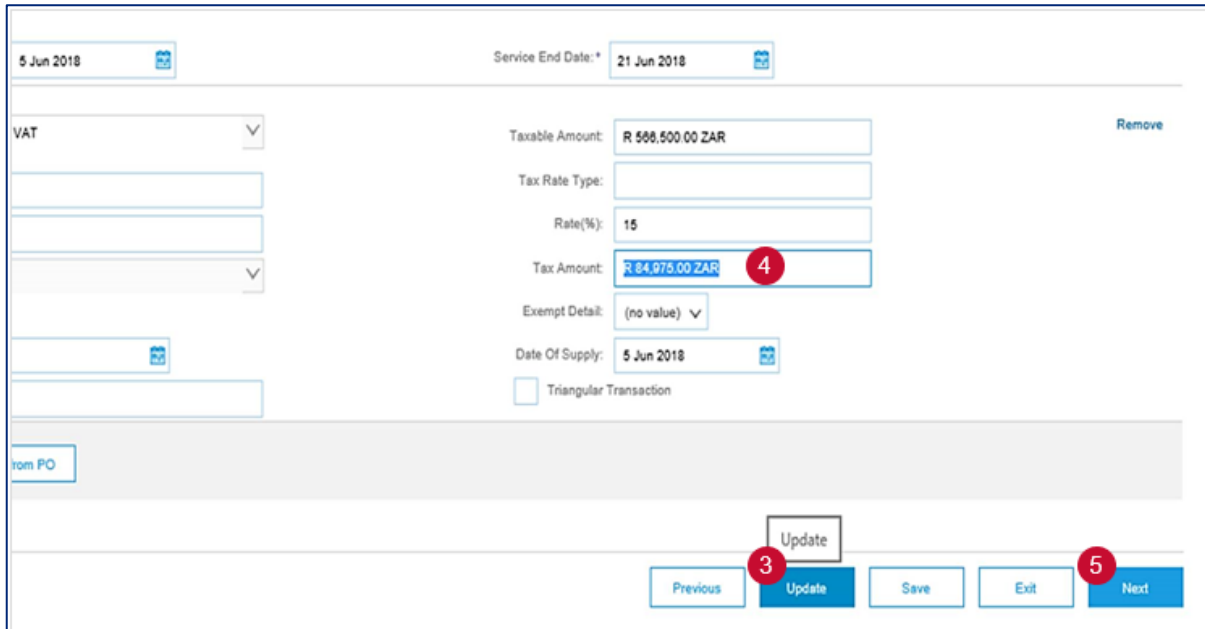


Suppliers in the United Kingdom must choose the “VAT” and NOT “Sales Tax” option

1. Please select the **“VAT”** option from the drop down menu in the **Category** field
2. Then enter the correct rate in the **Rate (%)** field e.g. 15%



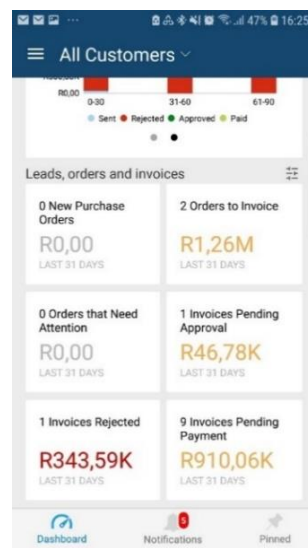
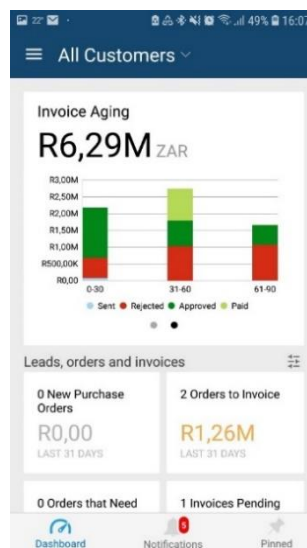
3. Please click on the **“Update”** button at the bottom of the screen. This will calculate the correct VAT amount
4. The updated VAT amount will be displayed in the **Tax Amount field**
5. Click on **“Next”** and then on **“Submit”**



18. 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 Light 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.



19. What document types are supported for my Ariba Network Light Account?

Suppliers can create and use 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.

20. Can I have an Ariba Network Light Account for one customer but an Ariba Network Full Account for another?

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

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

Log in to your Ariba Network Light 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 Full Account. If you choose not to upgrade to an Ariba Network Full 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 Light Account

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?

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 Light 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 Purchase Orders in my existing Ariba Network account?

If you already have an Ariba Network Light Account or Full Account to transact with one or more customers, you have the option to add your Anglo American 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 Purchase Order
2. Click on the "**Process Order**" button and then click **Log in** on the light 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 notification 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 Light 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?

Anglo American 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. 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 Receipted in SAP by Anglo American. Please contact the individual at Anglo American that you delivered your goods to and request that a Goods Receipt is processed in SAP.

Ariba Network Supplier

Secure | <https://service.ariba.com/SCMSupplier.asp?awTawit=rBawssk=WWVVdGMo&awrdt=1>

Apps | Google | translux bus booking | Google | SPAMINA South Africa

Ariba Supply Chain Collaboration

HOME | **INBOX** | OUTBOX | CATALOGS | ENABLEMENT TASKS | REPORTS | UPLOAD/DOWNLOAD

Orders and Releases | Extended Collaboration | Time & Expense Sheets | Early Payments | Scheduled Payments | Remittances | More...

Orders and Releases

Orders and Releases | Items to Confirm | Items to Ship | Return Items

► Search Filters

Orders and Releases (19)

Type	Order Number	Ver	Customer	Inquiries	Ship To Address	Ordering Address	Amount	Date	Order Status	External Document Type
Order	4500785391	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	4500790671	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	
					JHB CORPORATE DIVISION 45 MAIN Johannesburg South Africa	HASLER BUSINESS SYSTEMS (PTY) LTD FERNDALE South Africa	R			

I cannot generate an invoice for this order because there are no receipts. At least one receipt is required.

Create Order Confirmation | Create Ship Notice | **Create Invoice** | Manage Time & Expenses | Hide | Resend Failed Orders

SAP Ariba

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