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Procurement with **SAP Ariba** 

Frequently Asked Questions

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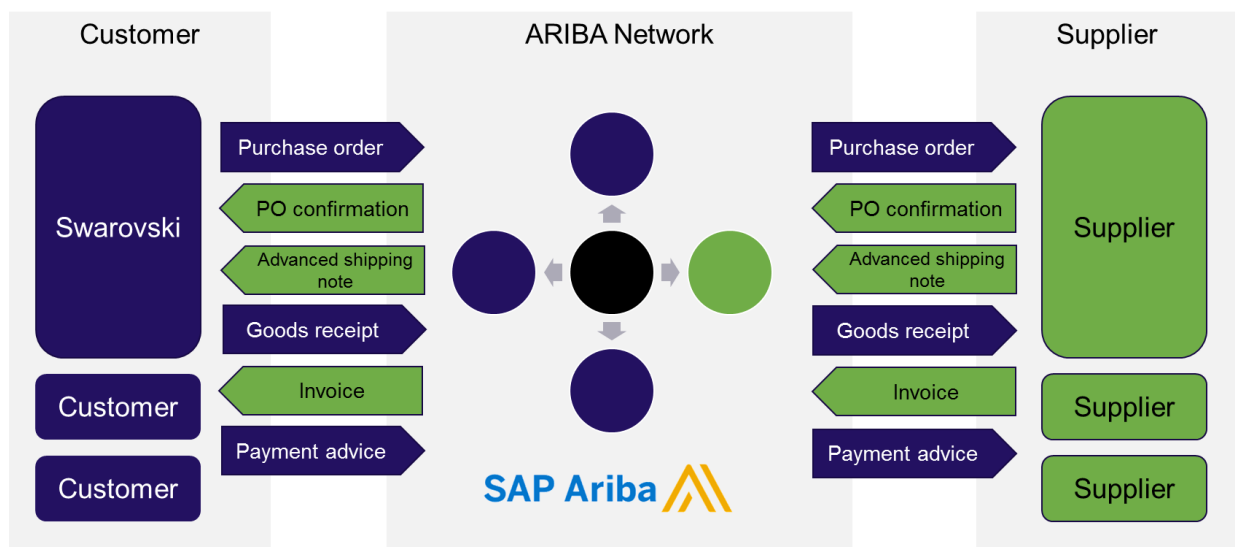
1. What is SAP Ariba?

SAP Ariba is a **Procurement software solution**. It offers a broad range of functions and services to manage business transactions in an easy and comfortable way. It allows to have all information at one single platform and therefore a consistent user experience as well as a 360°-view on buyer-seller relationships. SAP Ariba also supports a comfortable way to interact with Swarovski in a paperless environment to interactively do sourcing or contracting processes but also to automate documents in procurement.

2. What is Ariba Network?

The **Ariba Network** as part of the solution is the world's largest web-based trading community. It connects more than two million organizations with their trading partners and provides a broad-based platform for all key business collaboration needs. Being part of the Ariba Network also positions suppliers to attract further business from existing and new customers by providing suppliers as exposure to all customers on the Ariba platform. For further information please see the following video: <https://youtu.be/8HAdA2Y9Yi8>

For further information regarding the registration go to: [How to register on SAP Ariba Network?](#)



3. Why did Swarovski choose SAP Ariba?

Swarovski wishes to accelerate the transition away from paper-based manual processes and documents to a digital Procurement.

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Ariba provides fast transmission, support of strategic and operational processes, like tracking and processing of orders and invoices. It is able to integrate with our SAP system, it is accessible globally and supports our growth strategy.

4. What is eProcurement?

eProcurement is the process of conducting business to business purchasing and supply activity (including quotation submissions, catalogues, ordering, receiving and invoicing) electronically across the internet.

It can be clustered into the following modules:

SAP Ariba Strategic Sourcing: Sourcing functionalities in Ariba support process like requests for information, quotation or proposal for any type of category. Sourcing projects can be driven on a collaborative project character with internal and external project members.

SAP Ariba Contracts: With the contract management module we will be able to maintain a clause library and to create templates. The contracts can be interactively shared with our suppliers and negotiated over the solution. We will be able to track and monitor our contracts in collaboration with our partners.

SAP Ariba Supplier Lifecycle and Performance: The module allows to manage our suppliers, enable suppliers to maintain their master data by themselves in the cloud at Ariba Network and keep the data up to date in Swarovski's ERP System. Strategic SM parts like supplier segmentation and monitoring by category, location and business unit can be handled.

SAP Ariba Catalog: Catalogs are hosted on Ariba and contain a list of supplier's goods and/or services, pre-negotiated with and approved by Swarovski.

5. What do I need to use SAP Ariba?

Ariba is web-based, therefore all you require to access the platform is an internet connection and a standard internet browser.

For electronic document exchange via Light Enablement also an E-Mail account is required.

6. What are the benefits of using SAP Ariba?

- **Process streamlining** results in reduced admin burden and shorter ordering timescales
- **Paperless process** delivers time, cost and environmental efficiencies
- Potential to submit your invoices electronically and to **review the status of your invoices online** - from delivery through to payment without the need to 'phone-up' to check
- **Secure and guaranteed invoice delivery** - no more lost invoices
- **Reduced processing time** - we receive your invoices faster which means you are able to **pay you on time**
- **Instant invoice validation** - Fewer delays due to missing information
- **Any-to-any data formatting technology** - no additional software or hardware
- Higher processing transparency and better cash flow management due to **24/7 access and reporting**

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- **VAT compliant** - regardless of where invoices are sent from or received
- **Easy and cost efficient** - send invoices at any time
- **All in one place** – interact with your customers over one single place what reduce administration, integration and training efforts
- **Business opportunities** – Use Ariba Network to interact with more customers and create new relationships **simple and transparent** – processes are online and interactive what reduces requests and ensure clear picture on content and status.

7. How to register on SAP Ariba Network?

Join the Ariba Network to transact electronically with Swarovski and other customers and find new business opportunities. You can either create your account on your own by using below links or you might be invited by us or another company to register.

Use this link to access the Ariba Network login page

<https://supplier.ariba.com>

Use this link to find details on what the Ariba Network offers

<https://www.ariba.com/supplier/suppliernetwork>

Use this link to learn about Ariba's supplier membership program

<https://www.ariba.com/suppliermembership>

General information about SAP Ariba: <https://www.ariba.com>

- **Register on the Ariba Network.** You will receive electronic information explaining how to register on the Ariba Network. Follow the instructions in the *Trading Relationship Request Letter*.
- **Connect with Swarovski through your Ariba account.** After registration is complete, ensure that you have accepted the Relationship Request with Swarovski in the **Customer Relationships** area of your account.
- **Configure your Ariba account.** Ensure that your account is configured to receive purchase orders and send invoices in the manner that can be supported by your organization.
- **Create a Test account.** Creating a Test account will allow you to become familiar with Swarovski's processes in a Test environment prior to moving into the live (Production) environment.
- **Review training materials** to assist you with the tasks listed above.

8. What if I already have subscribed to Ariba Network?

If you already have an account with Ariba, please log on with your credentials, and log a support ticket requesting Swarovski be added as a new buyer to your account. Ariba will then update the account to allow integration after verification by Swarovski.

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9. Which scenarios for electronic document exchange does SAP Ariba support?

a) Integration scenarios

SAP Ariba supports the exchange of electronic documents between customers and suppliers. Various scenarios are supported for the exchange.

Interactive e-Mail will be sent to suppliers with a lower number of transactional documents. The process allows the exchange of purchase orders, the purchase order response and the invoice. For more details please have a look at the following video <https://www.youtube.com/watch?v=kan6b3gxd2A>. The process will be enhanced to Light Account planned for Q2/2017. With this enhancement further documents will be available for suppliers and customers to transact via interactive mail.

Integration over **Network account** will be used for suppliers with more transactional documents. In this case you will receive the purchase order in your supplier inbox and are able to create a purchase order response, advanced shipping note or invoice directly out of the purchase order. You will also get information from Swarovski regarding the status as feedback as soon as the goods receipt is booked, the invoice status to inform you about the invoice release and the payment advice.

Full integration will be done in case of very high numbers of transactional documents. For this scenario the supplier ERP system will be connected with the Ariba Network. Over the connection purchase orders, responses, shipping notifications, goods receipt messages etc. is exchange similar to an EDI connection.

Other scenarios might be offered by SAP Ariba. Please therefore contact ARIBA directly if you would like to know more about your options.

b) Document Exchange scenarios

PO Flipping: The PO flipping is designed for companies who receive the PO's through Ariba and you can flip the PO into invoice updating few details on Ariba Network. The Portal or Network offers a secure connection and guarantees delivery of the invoice to the customers within hours.

Integrated Solution: The Integrated Solution gives a fully automated process where invoice data is extracted directly from suppliers billing system and delivered directly into the customers finance systems.

CSV Solution: The CSV solution allows suppliers to load multiple invoices via a comma delimited files. This is generally used when large suppliers do not have the immediate means to implement the Integrated Solution.

Light enablement: Light enablement provides a simple way for lower-volume suppliers to receive, confirm, and flip a purchase order to an invoice without having to register on Ariba Network. No change management, no portals, and no new investment in IT is required. It works using regular

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email. There are no fees involved. For more details please have a look at the following video <https://youtu.be/pVMwkqIFFd4>.

c) Exchanged documents

Purchase Order: Purchase Orders will be created by Swarovski and sent to suppliers.

Purchase Order Response: If Swarovski requires order response you as supplier have to create the acknowledgement. In this you confirm quantity, delivery date, price and defined other information.

Advanced Shipping Note: If Swarovski requires advanced shipping note, you as supplier have to create the delivery note. This contains the quantity and the date of the shipment. Further information, for example regarding the forwarder, can be sent.

E-Invoicing: SAP Ariba will allow you to create the invoice based on Swarovski's purchase order. This process will be mandatory for all suppliers that we have incorporated and in alignment with the legal requirements. As soon as you receive purchase orders over SAP Ariba it is no longer allowed to send a paper based or pdf invoice.

E-Invoicing is supported in the following countries:

1. Australia	20. Italy
2. Austria	21. Latvia
3. Belgium	22. Luxemburg
4. Brazil	23. Malaysia
5. Bulgaria	24. Mexico
6. Canada	25. Netherlands
7. Chile	26. New Zealand
8. Columbia	27. Norway
9. Cyprus	28. Poland
10. Czech Republic	29. Rumania
11. Denmark	30. Singapore
12. Estonia	31. Slovakia
13. Finland	32. South Africa
14. France	33. Spain
15. Germany	34. Sweden
16. Greece	35. Switzerland
17. Hong Kong	36. United Kingdom
18. Hungary	37. USA
19. Ireland	

10. Is invoicing via Ariba Network a requirement for doing business with Swarovski?

Swarovski is actively phasing out the processing of paper invoices to take advantage of the benefits that electronic invoicing provides to our business and our suppliers. Swarovski will not accept any more

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paper invoices as soon as the enablement of the network account is done. Once you start sending invoices through Ariba Network you will need to discontinue sending paper copies.

11. Can I attach supporting documents on Ariba while submitting invoices? And How?

The requirements for certifying the invoice are determined by the local certifying official. In some cases, supporting documentation will be required to accompany the invoice. This can be provided by creating an electronic file either by using print drivers on your computer or scanning the paper. Once uploaded at the time the invoice is entered into Ariba, the supporting documentation is permanently attached to the electronic invoice and sent to the Swarovski certifying official.

12. Do I have to pay to use SAP Ariba?

For the processes of onboarding, registration, sourcing and contracting, there will appear no costs for suppliers. So creating an account at SAP Ariba Network will not automatically lead to any costs. Document Exchange using interactive mail is free of charge.

Document Exchange over account or as fully integrated supplier as well as catalog functionalities are subject to charge. Document Exchange fees are based on the transaction volume you handle over the SAP Ariba Network with Swarovski or other companies. Catalog costs are based on volume. All fees will be billed by and payable to Ariba.

Document exchange over account or as fully integrated supplier is free until you reach the following chargeability thresholds:

1. Five documents annually. Documents are defined as purchase order and invoice documents. You do not pay for change orders, order confirmations, advance ship notices, invoice and payment status reports, and other documents.

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2. Annual network transaction volume (35,000 EUR). Network transaction volume is defined as the total dollar value of spend transacted over the Ariba Network. This will be calculated by adding up the value of purchase orders received plus non-PO-based invoices sent across the Ariba Network. PO-based invoices sent via the Ariba Network are not included in the network transaction volume. This is done to avoid double counting.

After reaching both of these thresholds for a customer account, **Network Transaction Service (NTS)** fees are assessed as a small percentage (0.155 %) of your network transaction volume.

If you have not crossed both of these thresholds in at least one customer relationship, you remain at the standard level and transact without fees.

For more information on how fees are calculated, please see the [frequently asked questions](#).

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13. What is the Ariba Supplier Membership Program (SMP)?

The Ariba Supplier Membership Program (SMP) helps suppliers to maximize the benefits business receives by combining value-added functionality and services tailored to the supplier level of participation on the Ariba Network.

SMP Subscription Levels

Ariba uses your total annual transaction volume across all customers to determine the best subscription level to support your e-commerce program. Your NTS fee is determined by your network transaction volume and document count. Suppliers that do not pay a NTS fee qualify for the Standard package, which is free.

There are two components to the Supplier Membership Program: the NTS subscription and the package subscriptions.

With higher subscription levels, the features and benefits expand – to help your e-commerce program drive more sales, collaboration, automation and competitive differentiation through:

- value-added functionality
- commerce management tools and training
- catalog and connectivity solutions
- technical support
- project management resources

For more information about the Ariba Supplier Membership program and regional pricing, please go to the [Supplier Membership Program](#) website or open the [SMP Global Pricing Guide](#).

14. 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 system. Accounts on the Ariba Network are password protected.

15. What if I forgot my password?

If you forget your Ariba Network Password, click the **Forgot Password** link at <https://supplier.ariba.com>. Ariba will send back instructions on how to reset your password.

Suppliers can also call Ariba's Help Desk for immediate assistance or contact Ariba via e-mail or the online contact form.

16. Whom can I contact at SAP Ariba?

Visit Ariba's Supplier Education Portal by following these steps:

- Log into your Production Ariba Network Supplier Account
- Click **Administration, Customer Relationship**

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- Under **Current Relationship**, locate **SWAROVSKI**
- Click the **Supplier Information Portal** link

Ariba Help Desk: [Click here to find the appropriate number for your location](#)

For assistance accessing your account, password resets or general issues with your Ariba Network Supplier Account

Ariba Supplier Enablement Team: joinSWAROVSKI@ariba.com

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

Ariba Technical Team: AskAribaTech@ariba.com

For assistance with EDI or cXML setup and test
(Be sure to list **SWAROVSKI** in the email subject line)

17. Whom can I contact at Swarovski?

corporateprocurement.info@swarovski.com

For business process questions or general enquiries on the new process

18. Is it possible to access the Ariba Network from a mobile device?

Yes. Here you'll find more information about the SAP Ariba Apps:

iOS: <https://itunes.apple.com/us/app/ariba-supplier-mobile/id1056749681?ls=1&mt=8>

Android: <https://play.google.com/store/apps/details?id=com.sap.ariba.mint>