
Frequently Asked Questions (FAQ's)

Q: "Why Ariba Network? What are the benefits for me?"

Ariba Network allows AusNet Services to eliminate manual processes by automating transmission of purchase orders and invoices. Similarly, suppliers benefit by receiving and sending documents in real-time to and from AusNet Services, such as orders, receipts, invoices, and remittance advices. In some cases, you will also be able to submit pricing updates and new products for their catalogues, as well as update their important supplier information (account details, contact info and compliance & regulatory information), all through the Ariba Network into AusNet Services systems.

Benefits on Ariba network can be classified into types which are outlined below:

Standard account benefits:

- Get real-time transactions and visibility of orders and invoice status;
- Get paid on time (as per agreed terms);
- Potential to improve sales through more compliant ordering to you as a preferred supplier;
- Quick turnaround self-service interactions on order changes and issue resolutions
- Increased productivity through reduced manual processing with touchless or single click invoicing, automated matching, approvals.

Enterprise account benefits:

In addition to the benefits mentioned above as part of the Standard account, Enterprise Account also have the following additional benefits:

- **Visibility of progress for key documents seeking review, approval and execution;**
- **Avoid lengthy exception handling by self-managing company information and catalogue updates.**

Q: "What are the different types of accounts?"

A: There are two types of accounts available:

1. The **Standard Account** is a free account on the Ariba Network that allows the supplier to process orders via interactive e-mail. This means that suppliers can access the Ariba Network through this interactive e-mail, allowing them to directly send order confirmations in an uncomplicated way.
2. The **Enterprise Account** can incur fees, but allows for transactions (ie. purchase orders and invoices) through the Ariba Network while enabling additional functionality such as catalogues, ERP integration, a reporting dashboard in the suppliers online portal

and an advanced level of supplier support. Purchase orders are received directly into and transmitted directly from the supplier portal with unlimited access to document history.

Q “It is too hard to change my process just for AusNet Services.”

A: Transition to a new process or system is always a challenge. However, the Ariba Network offers a variety of options that will offset the challenges and, in some cases, minimize the amount of change required while delivering substantial benefits including:

- Instant visibility of orders
- Change orders
- Invoice approvals
- Payment status visibility

Q: “I don’t want to pay anything to get my invoice paid.” (Enterprise Account suppliers only)

A: Transacting through the Ariba Network will become a standard method of doing business with AusNet Services. We are confident that you will see value and benefit in using the Enterprise account on the Ariba Network. However, if you do not wish to transact on an Enterprise Account, there are there options listed below:

There are two types of accounts that are available to transact on the Ariba Network.

1. A Standard Account on the Ariba Network has no associated upfront fees. Registration on a Standard account on the Ariba network is free.
2. An Enterprise Account does incur a cost but provides considerable benefit to the supplier.
Please note: The fee structure for the Enterprise Account is negotiated between the supplier and SAP Ariba without any involvement from Ausnet Services. Supplier will need to get in touch with Ariba directly to discuss/negotiate the fees structure.

To know more about Enterprise fees, please visit the following link on the SAP Ariba website.
<https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing>.
Once on the page, please click on **“Calculate the value to your business link”**.

Q: “My process works fine. Why can’t I just mail/email/fax my invoice?”

A: The aim is to remove the manual efforts in both AusNet Services and the suppliers current process, increase visibility and spend control. Ariba Network offers functionality that AusNet Services’ current processes do not have which is documented below:

- Get real-time transactions and visibility of orders and invoice status;
- Get paid on time (as per agreed terms);
- Potential to improve sales through more compliant ordering to you as a preferred supplier;
- Quick turnaround self-service interactions on order changes and issue resolutions;

- Increased productivity through reduced manual processing with touchless or single click invoicing, automated matching & approvals
- Avoid lengthy exception handling by self-managing company information and catalogue updates.

Q: What will happen to my existing Purchase Orders (PO's)?

A: Open orders which a supplier received prior to being enabled on Ariba Network will be invoiced using the current process. Only new orders which a supplier receives through Ariba Network will require invoices to be transmitted via Ariba Network.

Q: “AusNet Services is not important enough for us to make this change.”

A: AusNet Services values your business relationship. However, collaborative commerce is how we plan to conduct business moving forward. It is encouraged that all our suppliers transact via the Ariba Network as a standard method of doing business with us.

Q: “Can I have Standard Account for another one of my customers and an Enterprise Account for AusNet Services?” (or vice versa)

A: Yes, supplier enablement is at the relationship level, but in this case the supplier will have to manage both accounts. This will entail two separate logins.

See below scenarios which provides more details on this:

1. The supplier has been chosen by AusNet Services to be on an Enterprise Account:

A. If you have an existing Standard account which you use to transact with other customers through the Ariba Network, then a new Ariba Network ID will need to be created to enable you to transact successfully with AusNet Services via an Enterprise Account.

2. The supplier has been chosen by AusNet Services to be on a Standard Account:

A. If you have an existing Enterprise Account which you use to transact with other customers, then you will need to register and generate a new ANID to transact with AusNet Services via Standard Account (this will take place when the supplier receives their first purchase order from AusNet Services).

Q: “I have concerns about the security of the Ariba Network. Is it safe to send invoices? Will my data be protected?”

A: The Ariba Network has put into place industry-leading security measures,

The following excerpt is taken directly from the Ariba website:

“This includes Web Trust and PCI DSS compliance as a Service Level-1 provider under the current standards and requirements. They also focus on Network reliability, back-up and

recovery procedures. And, rest assured none of the other buyers or suppliers on the Ariba Network will be able to see transactions you have received from or sent to AusNet Services.”

Click here for more information: [SAP Ariba - Trust](#)

Q: “Who should I contact if I have any trouble with registering?”

A: If you are unable to register, please contact the SAP network enablement team at AusNet.Enablement@ariba.com.

Q: “Who can I contact for additional help?”

A: Suppliers can contact the AusNet Services team at e-buy.vendors@ausnetservices.com.au

Q: “Where can I find more information about AusNet Services T&Cs (e.g. compliance to code of practice)?”

A: Suppliers can email the project team on ebuy.vendors@ausnetservices.com.au.

Q: “I’ve missed an information session or summit related to Ariba / I do not know how to use Ariba functionality. Where can I locate my Ariba Network Guides for AusNet Services?”

A: Ariba provides support collateral relating to Ariba training. Please refer to the Ariba Network Guides and training material (FAQs, video clips etc.) on the [Supplier Education Materials Portal \(SEMP\)](#).

Q: “Who do I contact if I have been locked out of my account?”

A: If your account was locked due to entering the incorrect username and password combination, you can reset your password to unlock your account immediately. Otherwise, your account will be unlocked automatically after a few hours. You can try your username and password combination again at this point.

Follow this procedure to unlock your account immediately:

1. Click “Having trouble logging in?” on the login page of <http://supplier.ariba.com> and follow the prompts to reset your details to access to your account.

URL: <http://supplier.ariba.com>

ADDITIONAL SUPPORT

AusNet support details

- Suppliers can email us at: e-buyvendors@AusNetservices.com.au

SAP Ariba support

If you can access Ariba you can contact Ariba support directly (Your first point of contact):

1. Click >> Help Centre
2. Click Support
3. Select: -
 - Email
 - Live Chat
 - Phone

External support:

All users of Ariba can access the Supplier Education Materials Portal (SEMP)

1. Click on "Company Settings"
2. Select "Customer Relationships"
3. Click on "[Supplier Information Portal](#)"

AusNet Services Contacts (Buyer)

System and technical issues, please drop an email to AusNet.Enablement@ariba.com