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Fonterra Procurement

SAP Business Network
Frequently Asked Questions



SAP Business Network

What is the SAP Business Network (commonly referred to as the SAP Ariba Network)?

The SAP Business Network is a cloud-based digital solution where buyers and vendors can connect to do business within a single networked platform.

How will my organisation benefit from using SAP Business Network?

Using SAP Ariba, procurement processes are automated and visible, making them more transparent and efficient which will simplify your interactions with Fonterra. Other benefits that include:

- SAP Ariba is a cloud-based solution, accessible anywhere the internet is available.
- SAP Ariba allows you to build your submission from the time of posting to the time of closing by providing you with a workspace to save your work.
- SAP Ariba has a robust notification function. Once you have identified your intention to participate in an event, notifications will be sent automatically when addendums are issued, competitions are extended or cancelled and for other related information.
- You will have a consolidated view of all events you are intending to participate in or in which you have already participated.
- You can tailor your vendor profile so that you are notified of upcoming opportunities in categories of interest.

How much does it cost to get create an account?

Vendors incur no costs to create a new SAP Business Network Standard Account and participate in any Fonterra sourcing event.

You may incur account usage fees if you set up an SAP Business Network Enterprise Account. For full list of functionalities and additional info, please visit the [SAP Business Network accounts and pricing page](#).

How secure is the SAP Business Network?

Data protection is guaranteed, by the encryption of uploaded documents or sensitive information before they are saved on the database and transmitted.

Is SAP Business Network GDPR compliant?

Yes, the SAP Business Network is fully compliant with GDPR.

What infrastructure do I need to use the SAP Business Network?

A regular Internet connection and a web browser are the only requirements.

What browser versions are certified for SAP Ariba cloud solutions?

Supported web browsers:

- Apple Safari (64-bit)
- Google Chrome (64-bit)
- Microsoft Edge (32-bit)
- Microsoft Edge Chromium (32-bit and 64-bit)
- Mozilla Firefox (64-bit)
- Mobile Safari on iPad (iOS 6 or above)

ARIBA ACCOUNT INFORMATION

How do I know if my company already has an Ariba login?

If you are unsure, go through the process of creating a new account. Ariba will use your company name, email domain and company address to scan its network upon submission of your profile. If there are any duplicates, you'll be notified as you create your account and can link your account to your organisation's profile.

Can we have multiple accounts?

You can have multiple Ariba accounts, depending on your business needs. For example, if your company has several locations around the world, you might want a separate account for each region.

Most companies choose to have one account with multiple customer relationships, which provides a centralised location to maintain their company profile information and all their customer relationships.

Note: Only your company's account administrator can add multiple users to your account.

Is it possible to create more users or shall I create more accounts?

You can create one account and create up to 250 different users for any type of SAP Business network accounts that you may have. Contact your account admin to add more users.

Do we need an Account Administrator?

Yes, you must nominate an account administrator. In SAP Business Network, the login details used to create the account are called the ADMINISTRATOR login.

The Administrator can manage your account, create roles, and add other users to the account. See the [Ariba® Network for Suppliers Administrator Quick-Start Guide](#) for detailed information.

What happens if I already use SAP Business Network for other customers/clients?

You can use your account for multiple customers. Once you receive an email invite from Fonterra, accept it and participate in our Sourcing Event and your account will be linked to Fonterra.

Do I have to pay for additional subscriptions if we have more than one customer/client in SAP Business Network?

No, you are allocated one account

I already have an account with Ariba. Can I upgrade from the Standard Account to Enterprise Account or vice-versa?

- If you would like to upgrade, click on the **upgrade button** at the top part of your screen, then follow the instructions to upgrade your account. Please note that Enterprise Accounts may be subject to fees.
- The process can be reversed. To do this, you must create a request to the SAP Business Network Support Team via the Help Centre.

What is an ANID number?

An Ariba Network account's unique identification is the Ariba Network Identification (ANID) number. Multiple ANIDs may be kept by vendors for a variety of reasons.

VENDORS WITH MULTIPLE SAP BUSINESS NETWORK ACCOUNTS

Our organisation has multiple SAP Business Network accounts, can we consolidate them?

- You can merge your accounts, but you must decide which 1 account to remain open.
- You would then need to ask all your customers connected to the other SAP Business Network Account ID's (ANIDs) to re-establish connections with your selected account to remain open.
- You would also need to create any administrators or sub-users on the other accounts under the ANID you'd like to keep as users.
- Once you have transferred the information from all accounts under 1 main ANID, the administrators for the other accounts would be able to contact SAP Ariba Customer Support through the Help Centre to request their accounts be expired (deleted).
- This option would then allow your company to have 1 account open to transact with all customers, and the other ANIDs would be expired.

Note: If you use your accounts for Sourcing Events, you may not always be able to use this method of consolidation. Each buyer can have different information set up in their site that would force you to have multiple ANIDs.

How do I link our organisation's multiple user IDs?

If you have multiple accounts that you maintain or have access to, it can be difficult to remember different usernames and passwords. This option works more for individual users than for an overall company.

Linking user IDs allows you to seamlessly login to one account, then switch to any other linked usernames with a click instead of having to logout and log back in with a different user ID. To optimize navigation between multiple user accounts, you can link your user IDs and switch easily between your user accounts.

If you know the username and password for the account you wish to link, follow the steps below:

1. Click the **initials** in the **upper-right corner** of the application
2. Click **Link User IDs**
3. Enter the **username** and **password** for the user account you wish to link under the '**No Approval Needed**' heading
4. Click **Link Account**.

If you do not know the username and password for the account you wish to link, follow the steps below:

1. Click the **initials** in the **upper-right corner** of the application
2. Click **Link User IDs**
3. Enter the **username** and **password** for the user account you wish to link under the '**No Approval Needed**' heading
4. Click **Send Link Request** - This will send an email to that user with the option to accept your link request.

To switch to the user once the account has been linked:

1. Click the **initials** in the **upper-right corner** of the application
2. Click **Switch Account**
3. Click on the **name** of the **account holder**
4. You **must click on the name** to switch to the user that has been linked.

Note: If you click anywhere else, it will not switch successfully.

CONTACT POINTS

When to contact your organisation's account admin and when to reach out to Fonterra

SAP Business Network Support can help you understand how to use your account, and Fonterra can explain what we need according to our own internal business processes.

Contact your Account Administrator for:

- Your SAP Business Network Account Settings
- Permissions, resetting your passwords

To find out who your Administrator is and how to contact that person, click your initials in the upper-right corner of your account and select Contact Administrator.

Contact Fonterra for:

Sourcing Events content, using the Event Messaging Board in SAP Ariba

Where else can we get help?

1. If you already transact on SAP Ariba and encounter any difficulties with navigating the Ariba Network site, please click on the **question mark** link located at the top right-hand corner on your Ariba Network page
2. Then click on **Support** to contact Ariba Network Help Desk.



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