**SAP Ariba**

# Alphabet/Google
## Supplier Portal Training

INTERNAL

Alphabet / Google

THE BEST RUN **SAP**

# Agenda

- Ariba Network

- Alphabet/Google Specifications

- Account Configuration
  - System Demonstration

- Support & Contact Info

# Why Ariba Network?

**World's largest trading community of over $1 trillion**

Single point for business collaboration

**Works with how you do business**
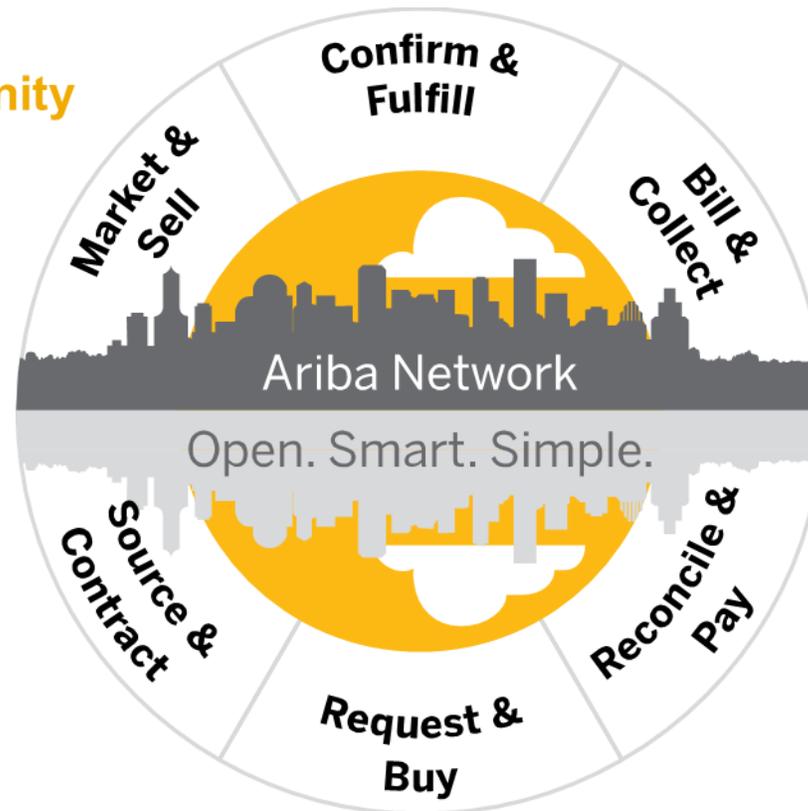


**Get expertise, experience, and advice**

Manage leads, proposals, contracts, orders, invoices, and payments

**Use many browsers, formats, languages, and currencies**

**Alphabet/Google has selected Ariba Network to help streamline our procurement and accounts payable processes.  As a preferred Supplier, you have been invited to join Ariba Network and start transacting electronically with them**

# Alphabet/Google Message

This message and content was sent by Google from an official @google.com mailer.
All Google communications will contain an @google.com domain and return address.
Links to non-Google domains included in this notice are safe to use.

**Alphabet / Google**

## Important Supplier Announcement

### We're changing how we do business together!

SUMMARY: Alphabet/Google is transitioning to SAP Ariba on <date to be announced for each region>. We need your help to make this transition successful. Please (1) **register** for an upcoming supplier summit, and (2) accept a trading relationship request from SAP Ariba following this notice. Read below for more details, including how we're managing this initiative given implications with COVID-19.

Dear Valued Supplier,

Like you, at Alphabet/Google, we've been closely monitoring the developments related to COVID-19. Our top priority is the wellbeing of our various communities, and our continued partnership with you. With that in mind, we want to share information about a project underway that will improve the way we do business, such as being able to electronically submit invoices to Google for processing and payment, both in times of normalcy and uncertainty.

Alphabet/Google will transition to a source-to-pay technology solution from SAP Ariba[1]. This change is part of a multi-year transformation that will simplify the end-to-end buying process for us and our suppliers, streamline our business transactions, and strengthen our existing relationship.

While we are moving forward with the timeline and actions outlined in this message, we know this is a challenging time. If you have concerns regarding your ability to take action at this time given the unique situation presented by COVID-19, please reach out to our team at supplierenablement-external@google.com.

#### WHAT THE TRANSITION TO SAP ARIBA MEANS FOR YOU

We are **requesting our suppliers in North America, Latin America, Europe, the Middle East, Africa, and Asia-Pacific to register an SAP Ariba\* Network account** to continue doing business with Alphabet/Google. Due to the current volume of business you conduct with Alphabet/Google, **it is recommended you transact with us using an enterprise account.** However, you can also choose to register a free standard account if this better meets your business needs. For more information on SAP Ariba Network account types and fees, please visit this SAP Ariba site[2].

*We are requesting for all parent companies and subsidiaries/affiliates for your organization that do business with Alphabet/Google entities based in North America, Europe, the Middle East, Africa, Asia-Pacific, and Latin America to also transition to SAP Ariba.

[Googlesupplierhelp@sap.com](mailto:Googlesupplierhelp@sap.com)

# Review Alphabet/Google Specifications
## Supported Documents

**Alphabet/Google project specifics:**

- _**Tax data**_ is accepted at the header/summary level or at the line item level of the invoice.

- _**Shipping data**_ is accepted at the header/summary level or at the line item level.

**Supported:**

- **Detail Invoices**

  Apply against a single purchase order referencing a
  line item

- **Partial Invoices**

  Apply against specific line items from a single
  purchase order

- **Line Level Credit Memos**

  Item level credits; price/quantity adjustments

- **Header Level Credit Memos**

  Credit memos applied against whole invoices

# Review Alphabet/Google Specifications
## Not Supported Documents

**NOT Supported:**

- **Summary or Consolidated Invoices**

  Apply against multiple purchase orders; not accepted by Google

- **Invoicing for Purchasing Cards (P-Cards)**

  An invoice for an order placed using a purchasing card; not accepted by Google

- **Duplicate Invoices**

  A new and unique invoice number must be provided for each invoice; Google will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on Ariba Network

- **Paper Invoices**

  Google requires invoices to be submitted electronically through Ariba Network; Google will no longer accept paper invoices

- **Non-PO Invoices**

  Apply against a PO not received through Ariba Network

- **BPO Invoices**

  Invoices against a blanket purchase order

- **Service Invoices**

  Invoices that require service line item details

- **Advance Shipment Notices**

  Apply against PO when items are shipped

- **Purchase Order Confirmations**

  Apply against a whole PO or line items

- **Contract Invoices**

  Apply against contracts

- **Service Entry Sheets**

  Apply against a single purchase order referencing a line item

# Select Electronic Order Routing Method

1. **Click** on the Tasks link to configure your account.

2. **Choose** one of the following routing methods:
   - **Online**
   - **cXML**
   - **EDI**
   - **Email**
   - **Fax**
   - **cXML pending queue** (available for Order routing only)

3. **Configure** email notifications.

### Network Settings

**Save**　　Close

| Electronic Order Routing | Electronic Invoice Routing | Accelerated Payments | Settlement |

* Indicates a required field

## Capabilities Preferences

### External System Integration

Configure cXML (native) integration

### Non-Catalog Orders with Part Numbers

☐ Process non-catalog orders as catalog orders if part numbers are entered manually

### New Orders

| Document Type | Routing Method | Options |
|---|---|---|

Email address: _____ ⓘ

| Catalog Orders without Attachments | Email ▾ ② | ③ ☐ Attach cXML document in the email message<br>☑ Include document in the email message<br>☐ Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments". |

# Select Electronic Invoice Routing Method
## Methods and Tax Details

**1.** **Select** Electronic Invoice Routing.

**2.** **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI. It is recommended to configure Notifications to email (the same way as in Order Routing).

**3.** **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to enter Tax Id, VAT Id and other supporting data.

# Ariba Network Demonstration

## Account Overview And Configurations

- Logging In/Home Page Tour

- Company Settings Walk Through

- Help Center Tour

## Alphabet/Google Transactional Process

- Purchase Order

- Invoice

- Country Configuration

# Agenda

**1** Configure Ariba Network Account Settings & Notifications
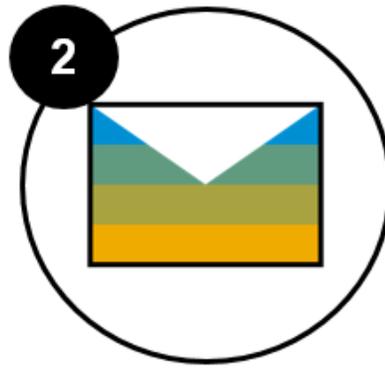
**2** Setup Order Routing

**3** Submit Invoice Against a PO

**4** Find Help

# Your Journey to do business with Alphabet/Google on SAP Ariba

Alphabet/Google is asking suppliers to **register an SAP Ariba Network account**.

| Up to this point, you likely have: | After this training, you will be ready to: |
|---|---|
| <ul><li>Received a project notice</li><li>Attended a supplier summit</li><li>Accepted a trading relationship request (TRR)</li></ul> | <ul><li>Set up your SAP Ariba Network Enterprise Account</li><li>Configure PO routing notifications</li><li>Designate users to receive and take action on new POs sent from Alphabet/Google</li><li>Submitting invoices to Alphabet/Google against new POs</li></ul> |

**Right now!**

**Go Live!**

Received project notice ✓ → Accepted TRR ✓ → Review functional training → Visit Supplier Info. Portal → Configure your enterprise account → ★ → Update Account Info as needed

Includes country-specific resources!

# Remind me… what is changing for me?

Given the current volume of business you conduct with Alphabet/Google, **it is recommended you transact using an Enterprise Account.** However, you can also choose to transact on a Standard Account if this account type better meets your business needs.

*There will be exceptions including individuals, government entities and certain utilities organizations. For questions about these exceptions, please reach out to our team at supplierenablement-external@google.com.*

## What will this change mean for you?

**The SAP Ariba Network account will be the one-stop shop where you will...**

**Self-manage and update account information** with Alphabet/Google

**One-Stop Shop**
for suppliers

⭐ Access new purchase orders and Invoices over **a centralized dashboard**

⭐ Easily convert purchase orders to invoices resulting in more **accurate** and **compliant invoices**

# Changing Account Admin/Adding Users

## Why is this important?

- Make sure the right person at your company is designated as the **Ariba Network Administrator** to:
  - **(a)** manage your company's account information (e.g. updating bank accounts), and
  - **(b)** ensure the right team members are set up as 'Users' who are able to process POs and create invoices.

## Key Takeaways

Identify **who** your organization's **Ariba Network account administrator** is. *Note: There can only be one Ariba Network Administrator for an account (it's a very important role!).*

Your Ariba Network account administrator has the ability to **add users**, **grant user accessibility permissions**, and control which users can **access** and **take action on POs and Invoices**.

Anyone who needs to **take action on POs or invoices** must be added as a **user and assigned a role** by the account administrator. The account administrator can **add up to 250 users** for one account.

# Configuring PO Routing

## Why is this important?

- You want to make sure the correct team members in your organization can:
  - **(a) receive notifications** of new purchase orders
  - **(b) take action and invoice** against those POs

## Key Takeaways

To ensure team members receive PO notifications, you need to **add their email address** to the '*Order Routing*' field.

If you have **more than 5 team members who need notified of POs**, you should **add a distribution list or alias** to the '*Order Routing*' field.
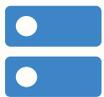
To ensure team members can take action and invoice against POs, you need to **add them as a user within the Account Settings, and add their email address** to the '*Order Routing*' field.

# Invoicing through SAP Ariba

## Why is this important?

- You want to make sure you and your team know how to invoice properly to **avoid any invoice rejections and ensure you get paid on time.**

## Key Takeaways

Only **NEW POs created on, or after, go-live will be sent to you through the Ariba Network.** You should only submit invoices through the Ariba Network against POs you received through the network. If you are invoicing against an existing PO opened before the launch of SAP Ariba, you should invoice through your existing channel.

**Mismatched or outdated supplier account info** is the top reason for **invoices** being **rejected**.

When an invoice is rejected, you must enter a *NEW* **invoice number** when re-submitting. For example, if invoice #1234 is rejected, when you resubmit, you should enter a new invoice number, such as #1235 or #1234-v2.

**Do not adjust the unit price** when doing a partial invoice. **Only update the quantity**.

If you need to **cancel an invoice**, you must **email** Alphabet/Google at **p2phelp@google.com**. You cannot cancel within SAP Ariba.

**Invoicing is not in scope for all countries**. Some countries will only be able to receive POs from Alphabet/Google. Check out the Supplier Information Portal for more details.

**Suppliers cannot submit a non-PO invoice** to Alphabet/Google through the SAP Ariba Network.

# Updating Your Account Information

## Why is this important?

- Mismatched or outdated supplier account info is the top reason for purchase orders and invoices not being submitted successfully/being rejected. This can lead to payment rejections.

## Key Takeaways

- This functionality will **only be applicable to a select group of Alphabet/Google suppliers at this time**.
- Account self-management on SAP Ariba will be going live and **in scope for all Alphabet/Google suppliers in late Q3 of 2020**. Please be on the lookout for more information.
- If you have additional questions, please connect with the Alphabet/Google team at supplierenablement-external@google.com.

**SAP** Ariba Proposals & Questionnaires ▾   Standard Account  Upgrade  TEST MODE  PK

< Go back to Google LLC Supplemental - TEST Dashboard   Desktop File Sync

Console     Doc2242147201 - Supplier registration questionnaire

Event Messages
Event Details
Response History
Response Team

All Content

Name ↑

▼ 1 Business

▼ Event Contents

1.1 If you have questions about the enrollment process, please contact p2phelp@google.com

All Content

1.2 Business Location (Country)

* United States ⌄

Access the **Ariba Proposals & Questionnaires** page from your Ariba account dashboard to make updates to your account information on the **Google Registration Questionnaire**. This information will be sent to Google to validate and update your account!

# Country Configurations

- Some countries require additional configurations in order for invoices to be tax compliant

- Specify additional tax information on **Company Profile** page
  - Tax ID, VAT ID, GST ID, etc.

- Create Legal Profile on **Company Profile** Page under **Additional Company Addresses** section

- Configure tax invoice settings for tax information and archiving on the **Tax Invoicing & Archiving** tab of the **Electronic Invoice Routing** page

*Additional Details can be found in SAP Ariba *Guide to Invoicing* within the Help Center
** Access Country-Specific Guide on SIP
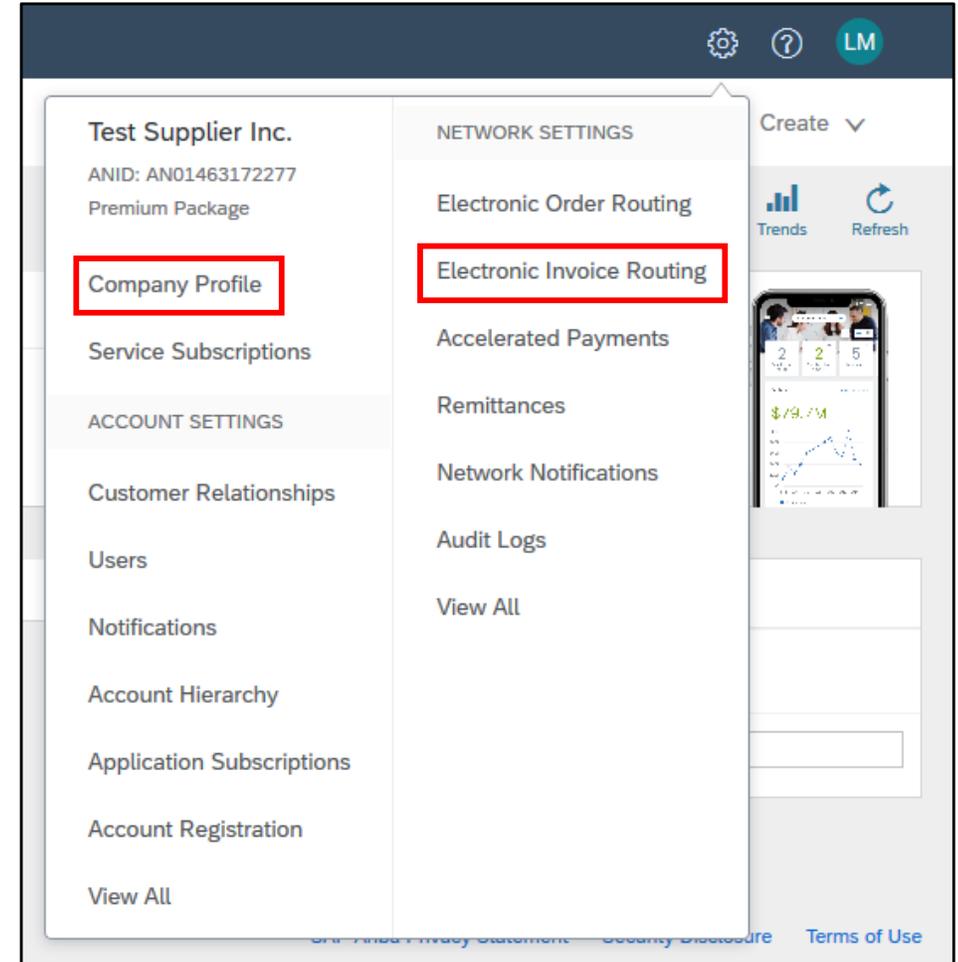
# Subscription Levels

**Platinum**

Gold, plus:
- Ariba LIVE pass
- Extended integration support

**Gold**

Silver, plus:
- Unlimited responses to sales opportunities
- eCommerce consultation services
- Priority support access

**Silver**

Bronze, plus:
- Express integration support
- cXML and EDI Integration
- Supplier technical support
- Two free Discovery responses

**Bronze**

Premium, plus:
- eCommerce consult team
- Ariba achievement badges
- Free Discovery RFI/RFQ response

**Premium**

- Unlimited portal access
- Electronic catalogs
- Supply Chain Collaboration
- Customer support
- Long-Term Invoice Archiving
- Reporting

Read more about subscription levels, calculate your fees & check out other currencies on our website
https://www.ariba.com/ariba-network/ariba-network-for-suppliers

# Supplier Fee Schedule

## Transaction Fees

Billed every quarter

Per-relationship fee cap: $20,000/year

### Without Service Entry Sheets

0.155% of transaction volume

### With Service Entry Sheets

0.35% of transaction volume

**+**

### Fee Threshold
### $50,000 and 5 Documents

**Suppliers who do not cross the Fee Threshold will not be charged fees**

## Subscription Fees

Billed once a year

| Annual Document Count Across <u>All</u> Customer Relationships | Subscription | Annual Fees |
|---|---|---|
| Up to 4 documents | Premium | **Free** |
| 5 to 24 documents | *Bronze | $50 |
| 25 to 99 documents **or** EDI/cXML usage | Silver | $750 |
| 100 to 499 documents | Gold | $2,250 |
| 500 and more documents | Platinum | $5,500 |

**\*Chargeable suppliers transacting less than $250,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count**

**\*Use SAP Ariba's Value Calculator to view the benefits and estimate any potential costs for your company:** https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing

# Additional Resources

www.ariba.com

### ① Value Calculator

Estimate the Value You Can Derive from E-Commerce Through Ariba Network

To calculate the value your company can derive by managing a specific e-commerce customer relationship through Ariba Network, enter information that represents your anticipated annual transaction volume:

**Currency**

☑ USD  ○ EUR  ○ GBP  ○ JPY  ○ CNY

| | |
|---|---|
| Total monetary value of transactions | $10,000,000 |
| Number of invoices you'll submit | 10 |
| Number of purchase orders you'll receive | 100 |

☐ Will you be using Service Entry Sheets?

Choose your industry ▾

Calculate

### ② Regional Datasheets

| | |
|---|---|
| Asia-Pacific → | Brazil → |
| Central America → | Chile → |
| Europe and Middle East → | North America → |
| North, East, and West Africa → | Peru → |
| South America – Other Countries → | Southern Africa → |

# Ariba Network Help Resources



Customer Support

Supplier Information Portal

Additional Resources

# Customer Support

## Supplier Support During Deployment

### Ariba Network Registration or Configuration Support

- Email SAP Ariba Enablement Team at Googlesupplierhelp@sap.com
  - Registration/ Account Configuration
  - Supplier Fees
  - General Ariba Network Questions

### Alphabet/Google Enablement Business Process Support

- Email Alphabet/Google Enablement Team: supplierenablement-external@google.com
  - Business-Related Questions

### Alphabet/Google Supplier Information Portal

- Functional Guides
- Technical Specifications
- Support Resources

## Supplier Support Post Go-Live

### SAP Ariba Global Customer Support

- Click here to chose your communication preference: email or phone

# Training & Resources
## Alphabet/Google Supplier Information Portal

**1.** **Select** the Company Settings Menu in the top right corner and then click the Customer Relationships link.

**2.** **Select** the buyer name to view transactional rules: The Customer Invoice Rules determine what you can enter when you create invoices.

**3.** **Select** Supplier Information Portal to view documents provided by your buyer.



Company Settings ▼

jUnitOrg - LV8b8fbt...
ANID: AN02003380348
Standard Package

Company Profile

Service Subscriptions

Account Settings

Customer Relationships  **1**

Users

Notifications

Account Hierarchy

View All

Network Settings

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications



Account Settings

Customer Relationships | Users | Notifications | Account Hierarchy

Current Relationships | Potential Relationships

I prefer to receive relationship requests as follows:

◉ Automatically accept all relationship requests   ◯ Manually review all relationship re

[ Update ]

Pending

| Customer |
| --- |

↳ [ Approve ]  [ Reject ]

Current

| Customer |
| --- |

☐  **2** Ariba Inc.                               🗨 Supplier Information Portal  **3**

☐    Pouliot Industries

↳ [ Reject ]

# Additional Resources



Learning Center



Success Sessions

# Useful Links

- **Ariba Network Hot Issues and FAQs** - https://connect.ariba.com/anfaq.htm

- **Ariba Cloud Statistics and Network Notifications**– http://trust.ariba.com
  - Detailed information and latest notifications about product issues and planned downtime - if any - during a given day

- **SAP Ariba Discovery** - https://www.ariba.com/ariba-network/ariba-network-for-suppliers/selling-on-ariba-network/sap-ariba-discovery

- **Ariba Network Overview -** https://www.ariba.com/ariba-network/ariba-network-for-suppliers/fulfillment-on-ariba-network
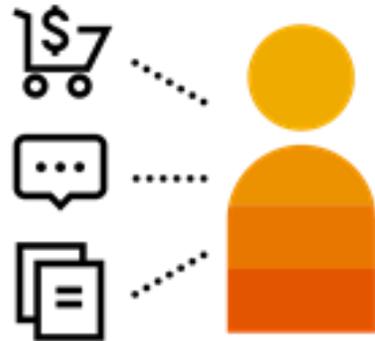
# Questions?

**Business Related Questions**:

[supplierenablement-external@google.com](mailto:supplierenablement-external@google.com)

**System Or General AN Questions:**

[Googlesupplierhelp@sap.com](mailto:Googlesupplierhelp@sap.com)

SAP Ariba

# Thank you.

Alphabet / Google

THE BEST RUN SAP