# Collins Aerospace

# Ariba Frequently Asked Questions for Suppliers

1. **Who is Ariba?**
   Ariba, an SAP company, is the world's business commerce network. Ariba combines industry leading cloud-based applications with the world's largest web-based trading community to help companies discover and collaborate with a global network of partners. Using the Ariba Network, businesses of all sizes can connect to their trading partners anywhere, at any time, from any application or device to buy, sell, and manage their cash more efficiently and effectively than ever before. Companies around the world use the Ariba Network to simplify inter-enterprise commerce and enhance the results that they deliver.

   The Ariba Network offers suppliers a broad range of solutions and services to manage business transactions and content through a web browser or electronically through EDI/cXML. Being part of the Ariba Network positions suppliers to attract more business from existing customers, as well as gain new ones.

   You can access your Ariba Network supplier account and other information about the Ariba Network with these links:
   - Ariba Network supplier account: https://supplier.ariba.com
   - Ariba Network information: https://www.ariba.com/ariba-network
   - Ariba Supplier Member Program: http://www.ariba.com/solutions/sell/supplier-membership-program

2. **Why is Collins asking suppliers to transact with them electronically?** Collins wishes to move away from conducting commerce via hard copy and manually transmitted purchase orders, change orders, advance ship notices, invoices, and more. Collins has selected the Ariba Network as the preferred platform for sending documents such as these.

3. **What infrastructure do I need to use the Ariba Network?**
   A regular Internet connection and a web browser are the only requirements.

4. **Why did Collins choose the Ariba Network?**
   The Ariba Network is the world's largest trading partner community, home to more than 1.2 million companies, including more than half of the Fortune 500. Ariba provides fast and efficient transmission, tracking, and processing of orders and invoices.

5. **What information do I need to provide when I complete the Supplier Profile Questionnaire?**
   Suppliers will have access to update all of their key company information, such as: legal name, Doing Business As (DBA), address, phone numbers, e-mail contacts, small business status, number of employees, remittance and banking information, 3rd Party Quality certifications, risk information, etc.

6. **What do I need to know when transacting with Collins through the Ariba Network?**

It is important to review the information, training materials, and reference documents provided on Collin's Supplier Information Portal. To access the Supplier Information Portal:

- Log into your Ariba Network production account at https://supplier.ariba.com
- From the Administrator drop-down menu, select **Customer Relationships**
- Locate Collins and click the **Supplier Information Portal** link next to their name

7. **What if I don't want to participate?**
Collins is committed to the success of this initiative and is working hard to make the transition as seamless for suppliers as possible. Suppliers that are asked to participate are considered strategic to the ongoing business of Collins and are thus expected to comply with this process change as a requirement for continuing the relationship. There is no fee associated with completing the Supplier Questionnaire and establishing a profile.

8. **How do I register on the Ariba Network?**
Ariba and Collins are contacting suppliers in phases during the rollout and will send you a notification when it is your turn to convert to the new process. This letter will explain how to register on the Ariba Network and the steps you should take to create an Ariba Network account. Ariba will also contact and assist you individually throughout this process to ensure a smooth transition.

> ➔ *Note: If you already have an Ariba Network account, you can leverage it to transact with Collins.*

9. **How do I link my existing Ariba account to the Collins realm?**
Please follow these steps to connect your invitation from Collins to your existing Commerce Cloud account Ariba Network identification (ANID).
   A. Within the email, please click the link to start the process of linking your account
   B. Upon clicking this link, you will be directed to a "Welcome" page or an 'Enter Your Commerce Cloud Information' page
   C. On either page, find the text highlighted in yellow and the yellow Login button. This will allow you to link to your already existing Ariba Commerce Cloud, Ariba Discovery or Ariba Network account
   D. Type in your username and password in order to link your Cloud account to the proposal invitation received by Collins.
   E. This will cause the system to link your AN UserID to the Collins site.
   F. Your open Ariba project will be displayed from your Proposals tab in the top left-hand corner of your Sourcing Dashboard.
   G. If you still have any questions on this process, please contact Ariba support directly at Ariba Direct Support Help Center Contact us

10. **What if I forget my username or password?**
If you forget your Ariba Network username or password, click the following link as needed to recover your username or reset your password:
Forgot username
Forgot password

- You can also contact Ariba support directly at Ariba Direct Support Help Center Contact us

11. **I manage multiple accounts - what should I use for my Username?**
Users that manage multiple accounts will need to vary their username. In these cases, it is acceptable to have the username and email address differ.

12. **Can there be multiple account administrators for our Ariba Network account?**
No. Only one user can be assigned the account administrator role, but there can be many, standard users for each supplier. The account administrator is responsible for adding new users and roles to control who can log into your organization's Ariba Network account and which areas of the service each user can access. Initially, the account administrator is assigned by the first user logging into Ariba. Contact Ariba support at [Ariba Direct Support Help Center Contact us](#) to change the account administrator role. For more detailed instructions about supplier administrator functions, refer to the following [Ariba Network - Frequently Asked Questions](#).

13. **Is there a cost for transacting business on the Ariba Network?**
Fees vary, however, there are no fees associated with completing your Ariba Network profile, Supplier Questionnaire, or in responding to a sourcing or contract event for Collins. The next phase of our Ariba roll-out, which is scheduled in approximately six months, will involve volume-based fees for some suppliers.

For more information on how volume-based fees will be calculated please go to the [SMP pricing information page or](#) review the [Ariba membership frequently asked questions](#).

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. Additionally, accounts on the Ariba Network are password protected. You can learn more about Ariba Data Policy and Privacy here [Ariba Data Policy And Privacy Statement](#).

15. **What is the privacy policy for registration and company information?**
By registering on the Ariba Network, suppliers make their company profile information available to their current customers as well as other buying organizations on the network. Your customers use this information to conduct transactions with you through the network, and prospective buyers use it to initiate new business relationships.

Protected account information, such as Tax ID and account settings, is not shared. Suppliers do not have access to the account information of other suppliers.

16. **What if I have more questions?**
*You can contact Ariba support directly at* [Ariba Direct Support Help Center Contact us](#) *or visit the Ariba Worldwide Directory at* [Worldwide Office Directory | Ariba](#)
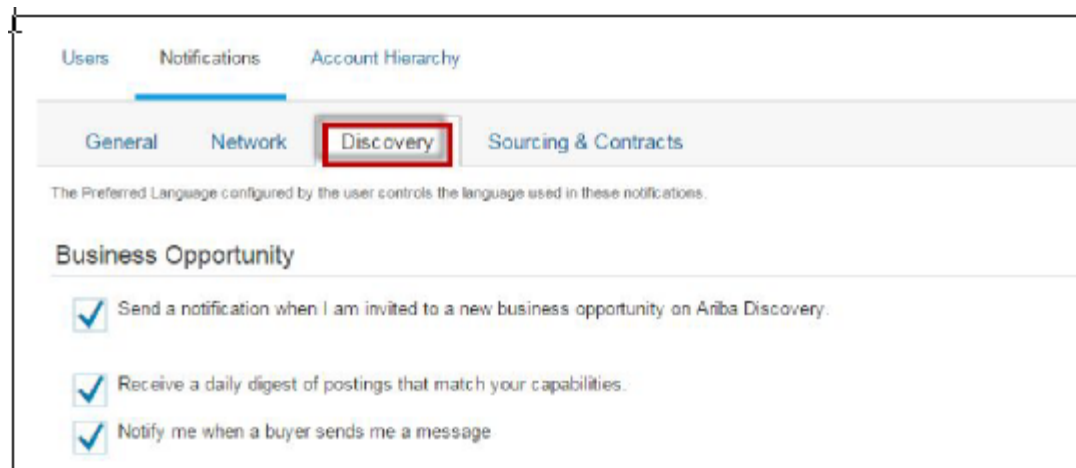
17. **How do I turn off the notifications that I have been receiving?**
    A. Login to your Ariba account ([https://supplier.ariba.com](https://supplier.ariba.com)).
    B. Click on your company name in the top of the "home" page.

C.  Under "Account Settings" click the "Notifications" link.
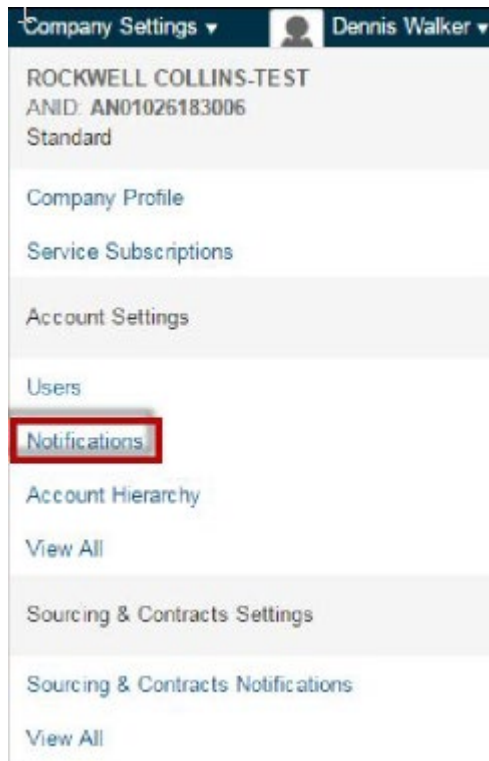


D.  Click on the "Discovery" tab.



E.  Uncheck the applicable e-mails (e.g., "Receive a daily digest…"). It is recommended not to change the "Sourcing & Contracts" tab settings unless you are very confident in the choices.

F.  Click the "Save" button.

18. **I don't have a DUNS# or a company logo, how do I get my Public Profile to 100%?** Collins is <u>not</u> concerned with the Public Profile Completeness within Ariba. Please ignore this chart. We are, however, very much interested in every supplier completing their "Customer Requested" profile questionnaire. These questions are related to your company's profile (e.g., company name, address, TIN, contact information, small business status, etc.) and will be synchronized with our SAP system.