General Questions:

What is SAP® Ariba® and the SAP® Business network?

The SAP® Ariba® solution is the platform used for the onboarding, management of supplier data, inviting suppliers to participate in procurement activities (RFI, RFP, eAuctions), and for selected suppliers to submit electronic purchase orders (POs).

SAP® Ariba® offers best-in-class cloud sourcing solutions and innovative business models for procurement within the world's largest corporate network of approximately 2 million suppliers. Its customers are modernizing and expanding their businesses around the world.

The SAP® Business Network is a dynamic digital marketplace where millions of trading partners in 190 countries generate $1.25 billion in business every year.

Where can I find more information about SAP® and SAP® Ariba®?

You can find more information about SAP® Ariba® on their Homepage:
https://www.sap.com/products/spend-management.html

How do I log in to the SAP® Business Network?

Use this link to access your supplier account in SAP® Business Network:
https://supplier.ariba.com

What if I have additional questions about registration, account navigation, or using Ariba® solutions and services?

Simply contact Ariba® Customer Support. Support is available in multiple languages via live chat and web form. Click Help/Help Center in your account, click Support Center in the right column, then follow the instructions to access support resources or staff.

I do not receive email invitations. How can I make sure that the invitations end up in my inbox?

Invitations are sent to the email addresses that are stored in your account. If they are not in your inbox, please check the spam folder of your email account. To receive future emails in your inbox, please set your inbox so that emails from these two addresses end up in your inbox:
@ansmtp.ariba.com
@eusmtp.ariba.com

What happens if I forget my username or password?

Go to the supplier login page via https://supplier.ariba.com and select "Forgot Username and Password"
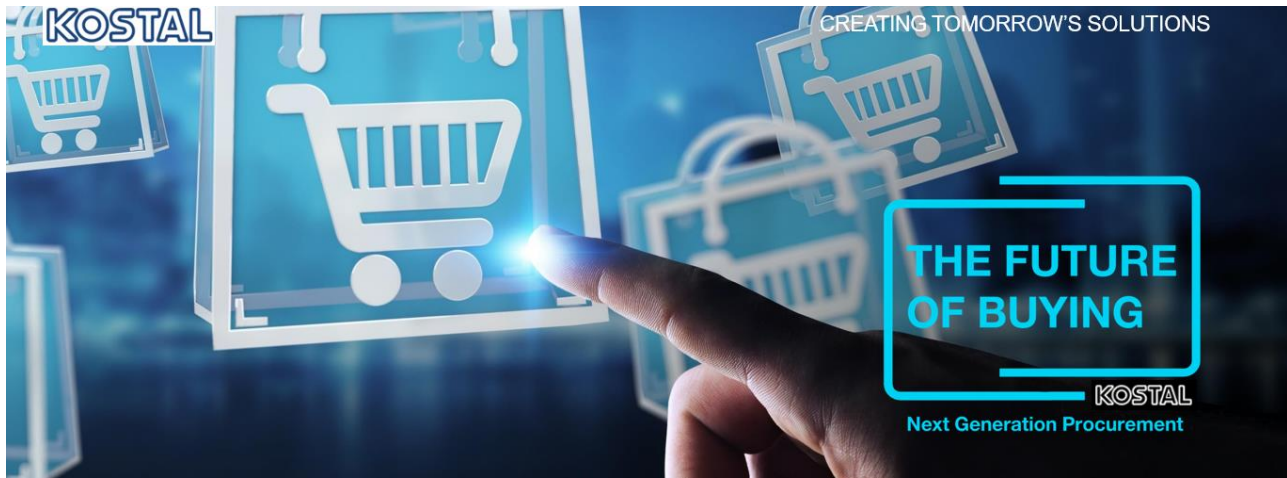
How secure is the SAP® Business Network?

The SAP® Business Network uses the Secure Hypertext Transfer Protocol (HTTPS) for all communications between procurement applications, suppliers and the SAP® Business Network. HTTPS is the standard for secure Internet communications and uses Secure Socket Layer (SSL) with RSA Labs encryption. Additionally, accounts on the SAP® Business Network are password protected.

What is a standard account?

The Standard Account is a free account on the SAP® Business Network that allows users to process orders with their business partners via interactive e-mail. This means that suppliers can access the SAP® Business Network through this interactive e-mail, allowing you to send order confirmations directly and easily.

Do we have to pay additional subscriptions if we have more than one customer on Ariba®?

No. You will be placed in a subscription that applies to all business relationships you have on Ariba®.

When is a Standard Account / Enterprise Account recommended?

A standard account is recommended for suppliers who have a total of less than 75 documents from all business relationships per year. An Enterprise Account is recommended for suppliers who have a total number of more than 75 documents.
However, a standard account is sufficient for all transactions with KOSTAL.
To learn more about the account recommendations, please find attached the corresponding link:
https://support.ariba.com/ariba-network-overview

How can I upgrade my Standard account to an Enterprise account?

You can do this by clicking Upgrade in your account and discussing/following up with Ariba®.

Supplier Management:

For which services do I have to pay as a supplier to SAP® Ariba®?

Registration, supplier and contract management, and tendering processes are free of charge. Order and invoice management may incur additional costs based on your account settings (Standard or Enterprise).

I already have an account with SAP® Ariba®. Do I need to register again?

No, just click on the registration link in the SAP® Ariba® e-mail invitation, log in with your existing user data and then fill out the KOSTAL registration form.
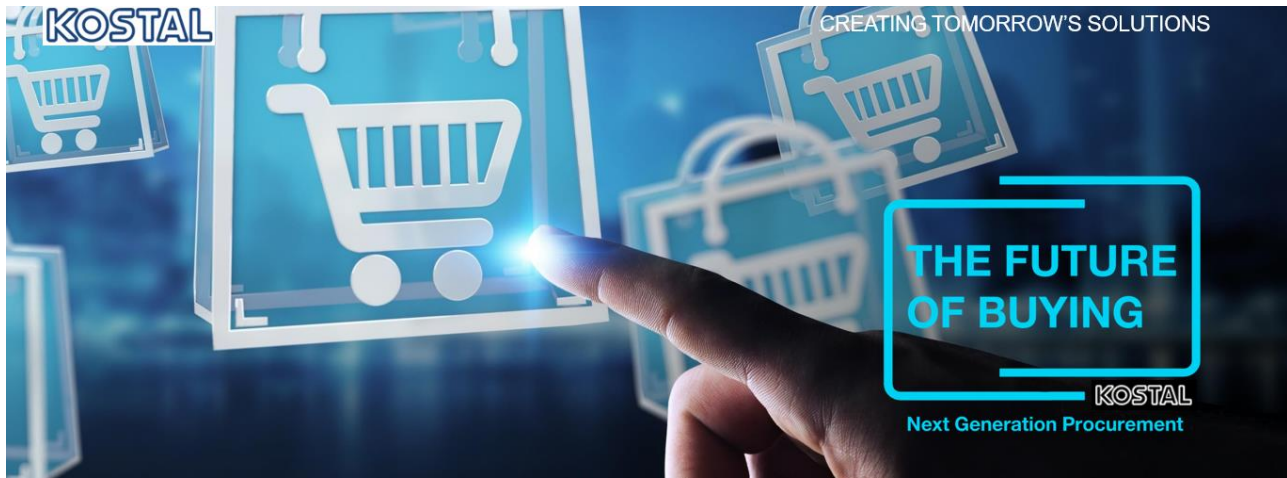
Is the registration form for KOSTAL also available in my language?

Due to KOSTAL's international purchasing organization, we offer the form in English and German. If your local language is available, it will be displayed automatically (based on your browser language settings).

What if I do not want to participate?

KOSTAL is committed to the success of this initiative and is working hard to make the transition as seamless as possible for suppliers. Suppliers who are invited to participate are considered strategic to the ongoing business and are therefore kindly asked to join in this process change.

How do I integrate my ERP with SAP® Business Network?

SAP® Business Network provides the option of integrating with your back-end ERP system for automatic electronic document exchange.

Can I contact the SAP® Business Network support team?

- Go to http://supplier.ariba.com or login to your account.
- Click on the Help Center link in the upper right corner.
- Search for a topic you want to know more about or click Support

THE FUTURE
OF BUYING

KOSTAL

Next Generation Procurement