

## MyBuy

# Frequently Asked Questions for Suppliers

MyBuy is a key initiative for ABN AMRO to have an integrated, end-to-end solution for the entire Source-to-Pay Process around the globe. MyBuy will be our new e-commerce solution to streamline our approach for transacting with our suppliers based on SAP Ariba®. We are confident this change will be mutually beneficial.

### When will MyBuy be implemented?

Our first roll-out is for the mainbank of ABN AMRO N.V. in the Netherlands with go live of first business lines in November 2021. The other business lines on the roadmap will be rolled out in several waves til 2023. Subsidiaries and branches in- and outside the Netherlands roll out will be initiated as of 2022.

### What is SAP Ariba® and Ariba Network?

The SAP Ariba® Solution will become the platform used to send electronic purchase orders (POs), access suppliers' e-catalogs as well as to receive invoices across the globe. SAP Ariba provides best-in-class cloud procurement solutions and innovative procurement business models within the world's largest business network that consists of approximately 2 million suppliers. Its customers are modernizing and growing their businesses all across the globe.

Ariba Network is a dynamic, digital marketplace where millions of trading partners, operating in 190 countries, conduct US\$1.25 trillion in business commerce each year. Ariba Network information: <https://www.ariba.com/ariba-network>

### What does MyBuy mean for you if you have an enterprise account in SAP Ariba?

- ▶ Ariba Network offers different options how to receive POs from ABN AMRO – e.g. per email, via Portal or direct into your ERP system
- ▶ On-line visibility of the status of your orders
- ▶ Fast and secure order reception
- ▶ Ariba Network also offers you some options as to how you can issue invoices to ABN AMRO since paper invoices will not be accepted any longer as of 2024
- ▶ You can flip POs into invoices with one click, or integrate the invoicing process with your backend system – and will no longer need to send paper invoices
- ▶ Possibility of publishing online, ABN AMRO-approved e-catalogs with your product/service offerings into the ABN AMRO procurement application within the Ariba Network
- ▶ The payment cycle will be faster
- ▶ Your process costs will decrease
- ▶ Significantly decrease order errors for suppliers publishing catalogs on Ariba
- ▶ Option to fully integrate your Ariba account with the most common ERP systems
- ▶ Access to the world's largest business e-commerce network so you can transact electronically with your other customers that use the Ariba Network.
- ▶ More information: <https://www.ariba.com/ariba-network/ariba-network-for-suppliers>

## What does MyBuy mean for you if you have a standard account in SAP Ariba?

- ▶ Ariba Network offers you as a supplier different options how to receive POs from ABN AMRO – e.g. per email or via Portal.
- ▶ On-line visibility of the status of your orders
- ▶ PO's via interactive email
- ▶ Fast and secure order reception
- ▶ Ariba Network also offers you some a solution how options as to how you can issue invoices to ABN AMRO since paper invoices will not be accepted any longer
- ▶ You can flip POs with one click into invoices – and will no longer need to send paper invoices
- ▶ The payment cycle will be faster
- ▶ Your process costs will decrease
- ▶ The Standard Account is free of charge
- ▶ Access to the world's largest business e-commerce network so you can transact electronically with your other customers that use the Ariba Network.
- ▶ More information about Standard account:  
<https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing>

## What infrastructure do you need to use the Ariba Network?

An Internet connection and a web browser are the only requirements: Apple Safari 4 -9 (Apple Mac OS), Microsoft Internet Explorer 9, 10, y 11 (32 bit), Google Chrome 47, Mozilla Firefox 42.

<https://uex.ariba.com/auc/node/1004>

## How do you register on the Ariba Network?

Ariba and ABN AMRO are contacting selected suppliers in phases during the rollout and will send you a Trading Relationship Request Letter when it is time to convert to the new process. This letter will explain how to register on the Ariba Network and the steps to take to create your account.

## How do you log on to Ariba Network?

You can access your Ariba Network supplier account via this link: <https://supplier.ariba.com>

## What if I forget my username or password?

Go to <https://supplier.ariba.com> and click on "[Forgot user name](#)" or "[Password](#)"

## How does it work?

Once you have registered on Ariba Network and ordering method is changed to online, all new POs issued by ABN AMRO will be sent to your Ariba Network account. Once you receive the PO on your inbox (AN Inbox) you can

flip the PO into Invoice and update the invoice number and date and submit through Ariba Network.

## 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.

## What do I need to know when transacting with ABN AMRO through the Ariba Network?

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

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

## What if I have more questions about registration, account navigation or how to use Ariba solutions and services?

Simply contact [Ariba Customer Support](#).

Support is available in multiple languages via live chat, webform and "click to call" option. In your account, click on Help/Help Center, click Support Center in the right-hand column and then follow directions to reach support resources or personnel.

## How will the Purchase Orders arrive in the new system?

To start receiving purchase orders, you must first have an established business relationship. Once you are connected with ABN AMRO you will be able to receive purchase orders and send invoices. The process of receiving the purchase order will depend on the configuration of your account and the type of electronic routing.

## What if I don't want to participate?

ABN AMRO 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 for ongoing business and are thus expected to comply with this process change as a requirement for continuing the relationship.

## What is ABN AMRO's expectation from the supplier regarding mandate e-invoicing?

The Ariba Network will be a mandatory standard at ABN AMRO for both new and all existing suppliers. Paper Orders will not be issued and paper invoices will no longer be accepted after 2024.

## How can another ABN AMRO site know my company and how can I offer my services to other companies using SAP Ariba?

You can use SAP Ariba Discovery, available in your account. SAP Ariba Discovery is a global B2B link service that connects you to new business opportunities with thousands of leading Ariba Network companies. Buyers who are looking for a product or service, raise their requirements in SAP Ariba Discovery; The link tool looks for suppliers with the right capabilities (using information that the vendor has uploaded to your SAP Ariba profile). If your company has met the buyer's criteria, SAP Ariba Discovery will send you a message through your email. You can choose whether you want to respond to the mail for the opportunity to get new business.

## What e-invoicing options does Ariba offer to suppliers using their network?

PO Flipping: The PO flipping is designed for companies who receive the PO's through Ariba and you can flip the PO into invoice updating few details on Ariba network. The Portal or Network offers a secure connection and guarantees delivery of the invoice to the customers within hours.

- ▶ Integrated Solution: The Integrated Solution gives a fully automated process where invoice data is extracted directly from suppliers billing system and delivered directly into the customers finance systems.
- ▶ CSV Solution: The CSV solution allows supplier to load multiple invoice via a Comma delimited files. This is generally used when large suppliers do not have the immediate means to implement integrated solution

## How to integrate my ERP with Ariba Network?

The Ariba Network offers possibility to integrate with your back-end ERP system for automatic exchange of electronic documents.

For more information click here: <https://www.ariba.com/solutions/solutions-overview/integration-solutions>

## How can additional/supporting documents be attached while submitting invoices?

The requirements for certifying the invoice are determined by the local certifying official. In some cases, supporting

documentation will be required to accompany the invoice. This can be provided by creating an electronic file either by using print drivers on your computer or scanning the paper. Once uploaded at the time the invoice is entered into Ariba, the supporting documentation is permanently attached to the electronic invoice.

## Is there a cost for transacting business on the Ariba Network?

The Ariba Supplier Membership Program (SMP) helps supplier to maximize the benefits business receives by combining value-added functionality and services tailored to supplier level of participation on the Ariba Network.

There are two components to the Supplier Membership Program: the Network Transaction Service subscription and the package subscriptions.

Suppliers that are new to the Ariba Network, generally start transacting for free, though based on the volume of transactions you do – with ABN AMRO, as well as with other buyers on the Network – there may eventually be fees associated with your use. These fees will be billed by and payable to SAP Ariba.

For more information: <https://www.ariba.com/ariba-network/ariba-network-for-suppliers/subscriptions-and-pricing>

## Can I contact Ariba Network support team?

During the roll out:

- ▶ For business related questions Ariba usage, configuration and information: [procurement@nl.abnamro.com](mailto:procurement@nl.abnamro.com).

Post go live support:

- ▶ For Ariba usage, configuration and information:
  - Go to <https://supplier.ariba.com> or connect to your account.
  - Click the Help Center link on the top right corner.
  - Search for any topic you would like to know more about, or click on Support
  - Click on Get help by phone and fill in the form to access the helpdesk phone number.

## Where I can find more training materials?

Suppliers can access training and videos from the Help Center again from their Ariba solution.