Louisiana-Pacific
Supplier Guide

CONFIDENTIAL

THE BEST RUN

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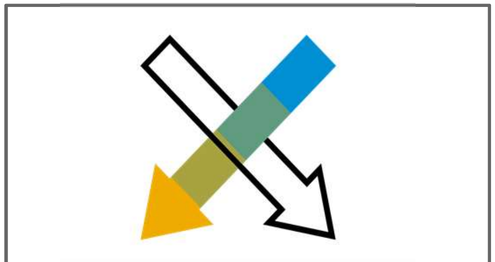
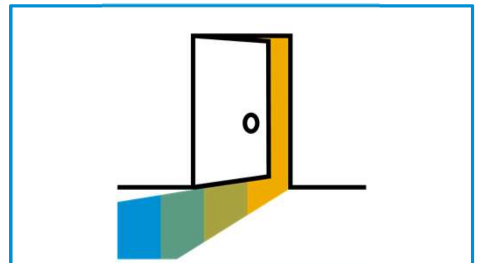
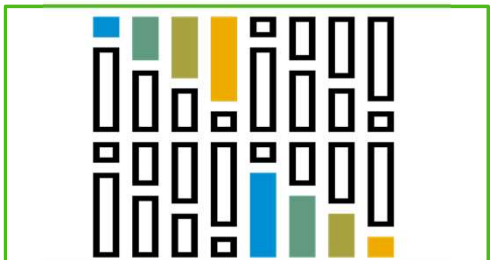
Ariba Network Overview



Section 2:
Account Set Up



Section 3:
Purchase Orders



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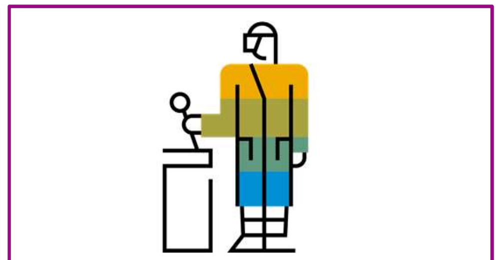

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Section 1: Ariba Network Overview

What is Ariba Network?

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Supplier Value

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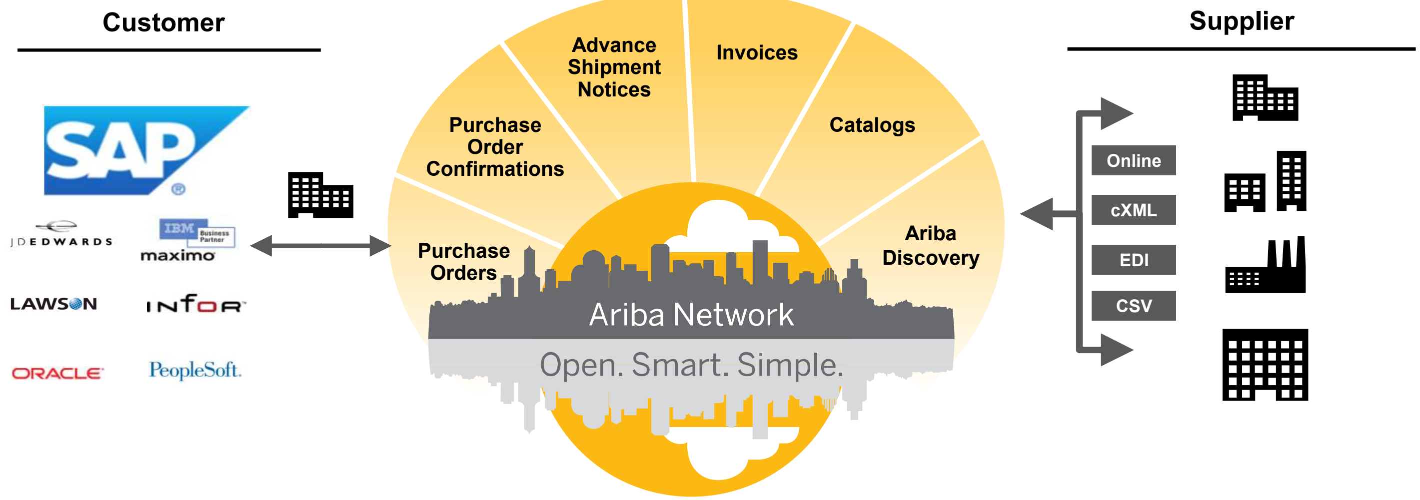
What is Ariba Network?

Louisiana-Pacific has selected Ariba Network as their electronic transaction provider. As a preferred supplier, you have been invited by your customer to join Ariba Network and start transacting electronically with them.



2+ million Trading Partners

$850B In Annual Commerce

>60% Global 2000 use the Network

65+ million Annual Invoices

190 Countries

60+ million Annual Purchase Orders

Louisiana-Pacific Message

Dear Valued Louisiana-Pacific Supplier,

We are pleased to announce a new initiative to streamline our procurement and accounts payable processes. Louisiana-Pacific is partnering with **SAP Ariba®** to fulfill our vision of moving away from paper and manually transmitted documents. Since 1996, Ariba has been transforming the global procurement landscape for businesses of all sizes and we are excited to provide you with this opportunity.

What does this mean for you?

We are requesting that you partner with us on this transformational journey. Conducting business on the Ariba Network is strongly suggested and your POs, Invoices, Order Confirmations, Ship Notices, and Remittances will soon be transmitted using this platform. One of the reasons we selected SAP Ariba is that it brings our suppliers many benefits such as real-time PO delivery, use of online catalogs, invoice automation, potential new business opportunities, as well as, have the opportunity to take advantage of Dynamic Discounting and track payments in real time form Louisiana-Pacific via the Ariba Network.

Louisiana-Pacific Message continued on slide 6…

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Louisiana-Pacific Message… continued

Benefits of the Ariba Network

If you're not already familiar with Ariba, please know that one of the reasons we selected Ariba as our partner is that being on the Ariba Network and doing business with us electronically offers you multiple benefits, including:

- Real-time PO and invoice delivery for quicker fulfillment, identification of discrepancies, and end-to-end visibility into the transaction cycle
- Enablement of online catalogs to provide a streamlined Procure-to-Pay shopping experience
- Potential new business opportunities for your company through increased access to other customers on the Ariba Network
- Reduction in administrative business expenses for items such as data entry, postage, printing, and mailroom handling
- Simple set-up – all you need is an internet connection
- Accelerated cash flow based upon terms and discounting options
- Uninterrupted business with our company
- Document visibility of payment status online
- Mobile Transactions

Louisiana-Pacific Message continued on slide 7…

Louisiana-Pacific Message… continued

Is there a cost associated with this initiative?

Suppliers new to the Ariba Network generally start transacting on the Ariba Network for free, though based on the volume of transactions you do on the Network (across all customer relationships) you may be eligible for fees. Any potential fees may be offset by the many benefits of the Ariba Network mentioned prior. To learn more please visit SAP Ariba Subscriptions and Pricing.

When will this take effect?

In the coming weeks, Ariba will send you important communications and instructions for joining the Ariba Network. This includes establishing a trading relationship with Louisiana-Pacific on the Ariba Network and configuring your Ariba Network account. We appreciate your prompt action on all communications and requests regarding this initiative (not to exceed five business days). We are targeting a cutover date from your existing procure to pay process in Q4 2019.

Louisiana-Pacific Message continued on slide 8…

Louisiana-Pacific Message… continued

When will this take effect? … continued

The Ariba Network will allow us to improve our Accounts Payables and Procurement processes, increasing our internal efficiency as well as improving our interaction with you, our supplier community. We know that we will not be successful without your support. Moving to the Ariba Network will not only help us to achieve our corporate goals, but we anticipate that you, our suppliers, will also benefit from participation on the Ariba Network.

To achieve world class, we will transform activities that are resource and paper intensive today and digitize them, using lean principles and adopting best practices. SAP Ariba is the technology platform that will enable us to drive lean principles into our sourcing, procurement and payment processes.

We believe this shift will strengthen our business relationship and allow for more robust collaboration and purchasing capabilities. If you are not the correct recipient or have questions, please contact the Louisiana-Pacific Supplier Enablement Team at SupplierEnablement@lpcorp.com.

Sincerely,

Robbie Caudill
Supplier Enablement Lead
Louisiana-Pacific

Review Louisiana-Pacific Specifications
Supported Documents

Louisiana-Pacific project specifics:
- ***Tax data*** is accepted at the line item level of the invoice ONLY.
- ***Shipping data*** is accepted at the header/summary level or at the line item level.

Supported

- **Purchase Order Confirmations**
  Apply against a whole PO or line items
- **Advance Shipment Notices**
  Apply against PO when items are shipped
- **Detail Invoices**
  Apply against a single purchase order referencing a line item
- **Partial Invoices**
  Apply against specific line items from a single purchase order
- **BPO Invoices**
  Invoices against a blanket purchase order
- **Service Invoices**
  Invoices that require service line item details
- **Contract Invoices**
  Apply against contracts
- **Line Level Credit Invoices/Credit Memos**
  Item level credits; quantity adjustments

Review Louisiana-Pacific Specifications

NOT Supported Documents

NOT Supported:

- **Summary or Consolidated Invoices**

  Apply against multiple purchase orders; not accepted by Louisiana-Pacific
- **Invoicing for Purchasing Cards (P-Cards)**

  An invoice for an order placed using a purchasing card; not accepted by Louisiana-Pacific
- **Duplicate Invoices**

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

  Louisiana-Pacific requires invoices to be submitted electronically through Ariba Network; Louisiana-Pacific will no longer accept paper invoices
- **Header Level Credit Memos**

  Credit Memos applied against whole invoices; not accepted by Louisiana-Pacific
- **Service Entry Sheets**

  Apply against a single purchase order referencing a line item; not accepted by Louisiana-Pacific
- **Non-PO Invoices**

  Apply against a PO not received through Ariba Network; not accepted by Louisiana-Pacific

SAP Ariba Helps You…

60% average reduction in operating costs

Lower costs

Reduce time and paper usage

Eliminate postage costs

Reduce costs associated with Resources used to generate/ rework the invoices

30% growth in existing accounts
35% growth in new business

Increase your revenue

Become searchable customers using the AN worldwide

Establish new customer relationships via Ariba Discovery

Publish your Catalogs in front of thousand buyers

15% increase in customer retention

Satisfy your customer

Support your customer's strategic business plan

Become a preferred supplier

Simplify the communication process

80% efficiency & transform business operations

Stay organized

Consolidate Network relationships under one account

Enjoy a simple way to store POs and invoices

Get better visibility into customers' spend and payments

View invoice status in real time

62% decrease in late payments

Receive faster payments

Help your invoice reach the correct contact in the approval flow

No need to confirm the orders via email/phone

Feel confident all order information is complete and accurate

Prevent errors through system checks

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Subscription Levels

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

Bronze

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

Silver

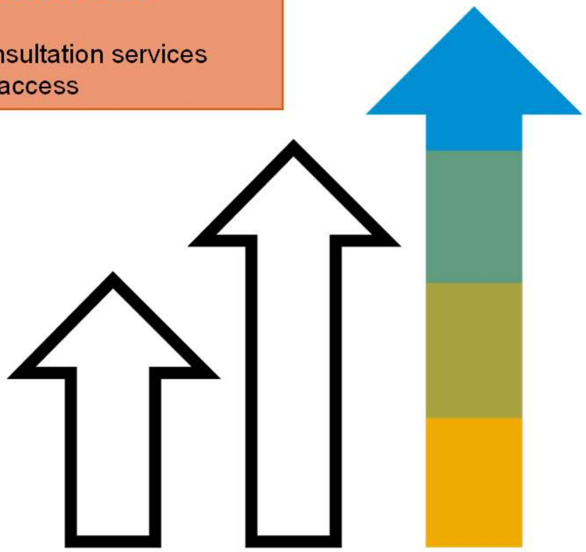
Bronze, plus:
- Express integration support
- cXML and EDI Integration
- Supplier technical support
- Two free Discovery responses

Gold

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

Platinum

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



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

+

Subscription Fees

Billed once a year

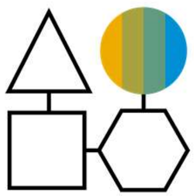
Annual Document Count Across All Customer Relationships	**Subscription**	**Annual Fees**
Up to 4 documents	Premium	**Free**
5 to 24 documents	*Bronze	$50
25 to 99 documents **or** EDI/cXML usage	Silver	$750
100 to 499 documents	Gold	$2,250
500 and more documents	Platinum	$5,500

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

Fee Threshold
$50,000 and 5 Documents

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

Section 2: Set Up Your Account



Basic Account Configurations

Suggested Configuration

Accept Invitation

Profile Completion

Email Notifications

Enablement Tasks

Enablement Tasks

AribaPay Enrollment

Purchase Order Routing

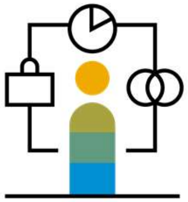
Invoice Notifications

Tax Details

Accelerated Payments

Remittances

AribaPay Remittance Information



Advanced Account Configuration

Customer Relationships

Roles and Users

Enhanced User Account Functionality

Multi-Orgs

Test Accounts

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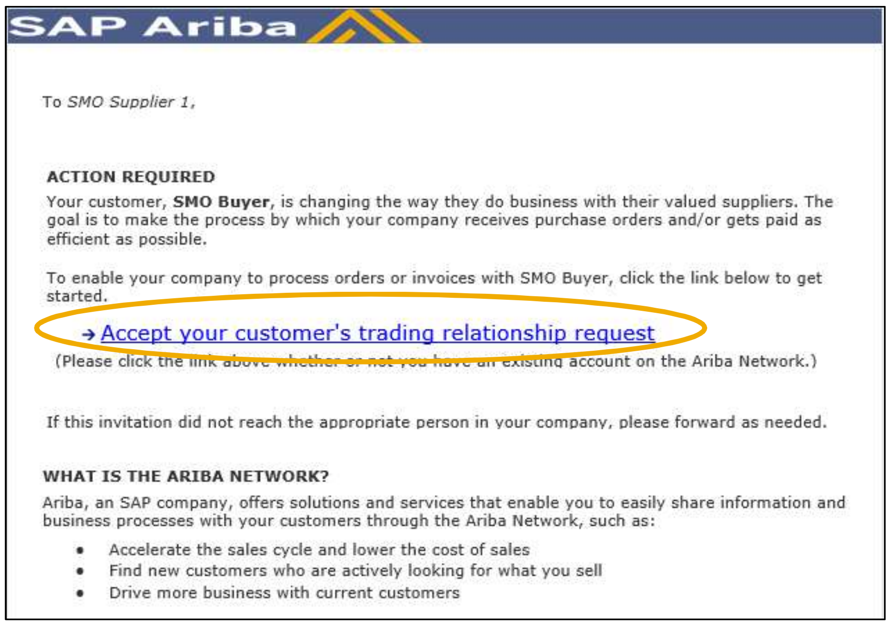
Louisiana-Pacific Specific Account Configuration

- **VAT ID / TAX ID –** select Company Settings in the top right corner, go to Company Profile and select tab Business. In the section Financial Information enter your Vat ID / Tax ID.
- **Remittance Address –** select Company Settings in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create and complete all required fields marked by an asterisk.
- **Payment Methods –** select Company Settings in the top right corner and go to Remittances. In the EFT/Check Remittances section select Create/Edit. In the Payment methods section choose one of the following options: ACH, Check, Credit card or Wire. Complete the details. The Remittance ID will be communicated to you by your buyer.
- **Test Account Creation (testing is required for integrated and catalog suppliers) –** To create a test account, select your name in top right corner and choose "Switch to Test ID."
- **Currency –** The currency that Ariba Network uses in the service subscription area of your account is controlled by your organization's location, which you specify in User Account Navigator > My Account > Preferences.

Accept Your Invitation

The invitation is also referred to as the **Trading Relationship Request**, or TRR. This e-mail contains information about transacting electronically with your customer.

1. **Click** the link in the emailed letter to proceed to the landing page**.**



SAP Ariba

To *SMO Supplier 1*,

ACTION REQUIRED

Your customer, **SMO Buyer**, is changing the way they do business with their valued suppliers. The goal is to make the process by which your company receives purchase orders and/or gets paid as efficient as possible.

To enable your company to process orders or invoices with SMO Buyer, click the link below to get started.

→ Accept your customer's trading relationship request

(Please click the link above whether or not you have an existing account on the Ariba Network.)

If this invitation did not reach the appropriate person in your company, please forward as needed.

WHAT IS THE ARIBA NETWORK?

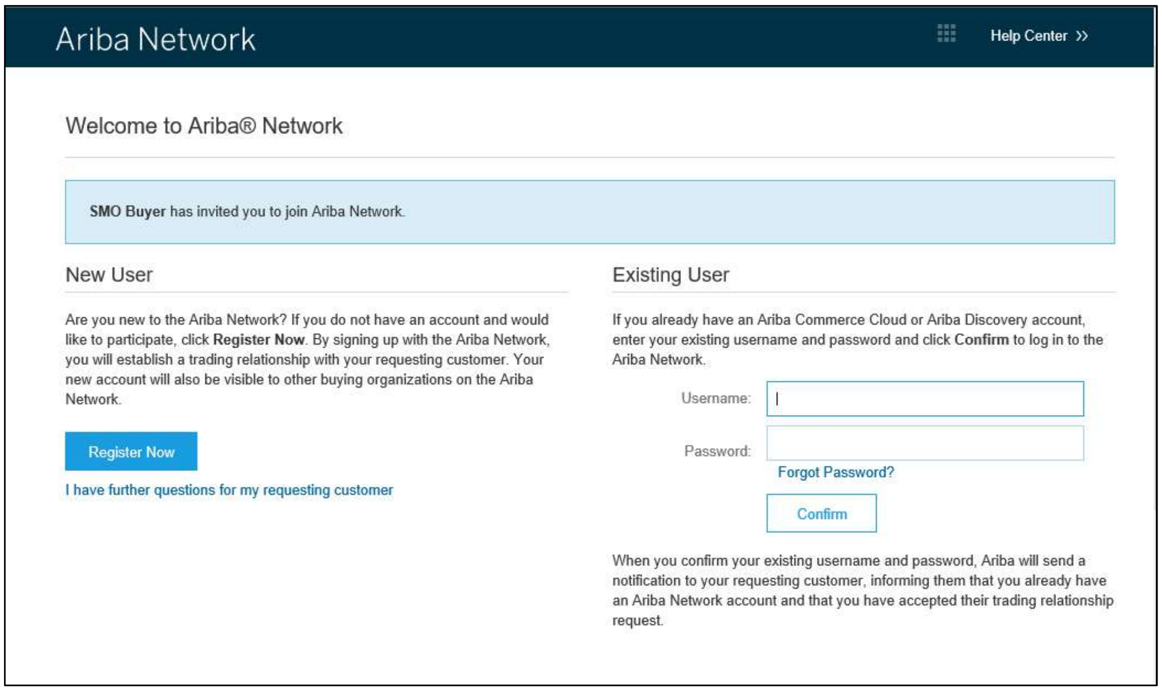
Ariba, an SAP company, offers solutions and services that enable you to easily share information and business processes with your customers through the Ariba Network, such as:

- Accelerate the sales cycle and lower the cost of sales
- Find new customers who are actively looking for what you sell
- Drive more business with current customers

Select One…

First Time User

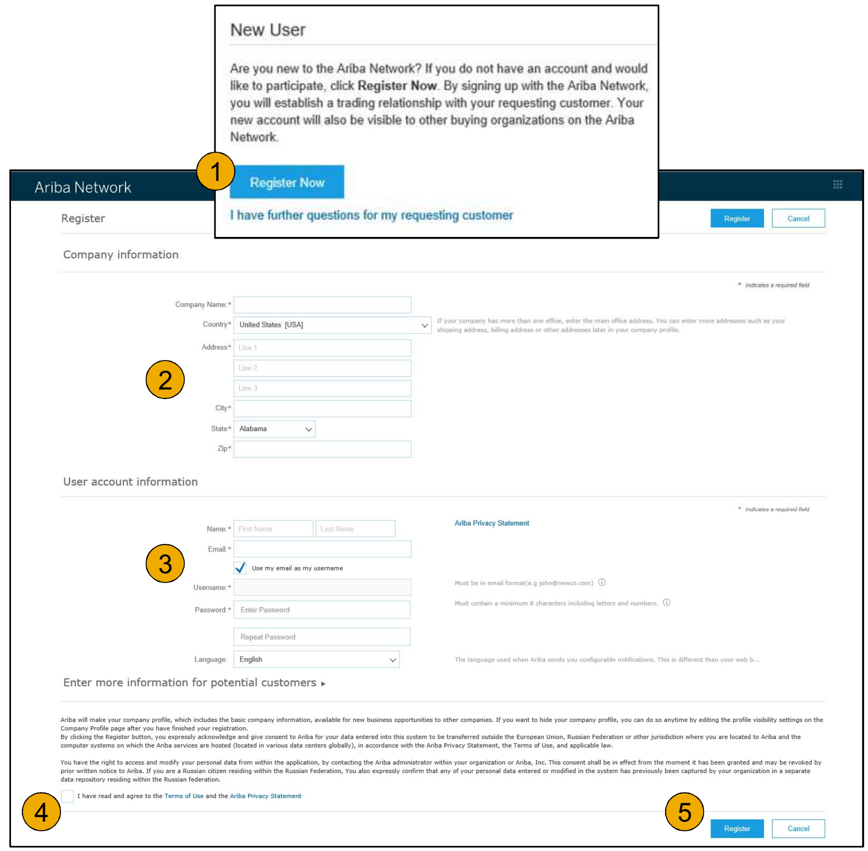
Existing User



Register as a New User

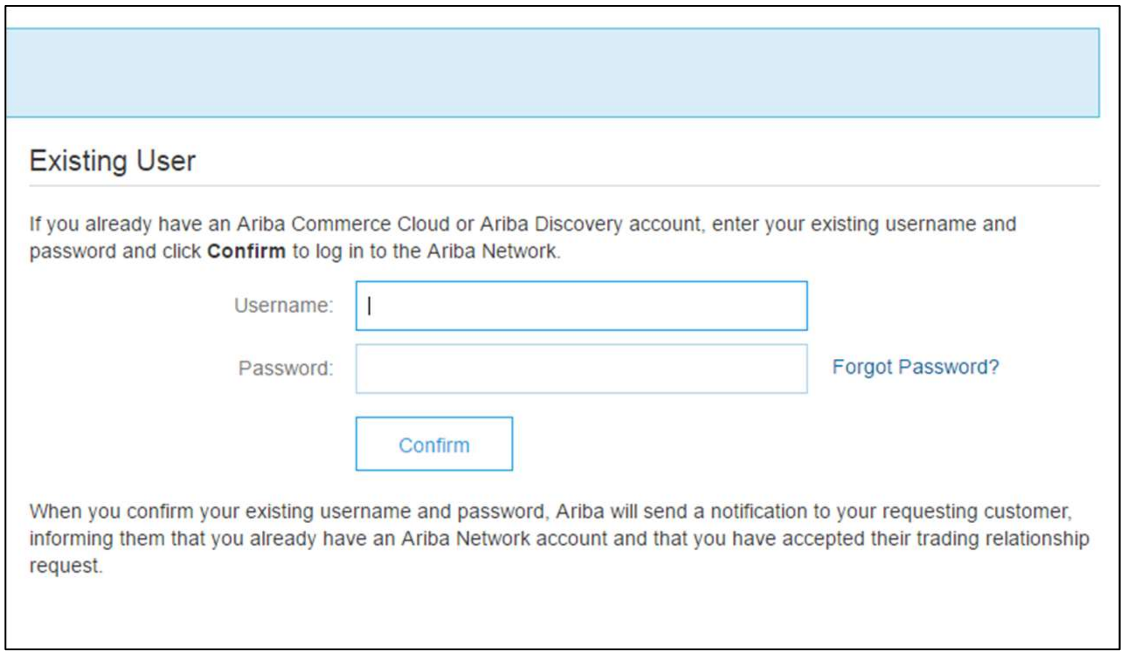
1. Click **Register Now.**
2. Enter Company Information fields marked required with an asterisk (*) including:
   - **Company Name**
   - **Country**
   - **Address**
3. Enter User Account information marked required with an asterisk (*) including:
   - **Name**
   - **Email Address**
   - **Username (if not the same as email address)**
   - **Password**

1. Accept the **Terms of Use** by checking the box.
2. Click **Register** to proceed to your home screen.



Accept Relationship as an Existing User

1. **Log in** using your current Ariba username and password in order to accept the relationship with your customer.



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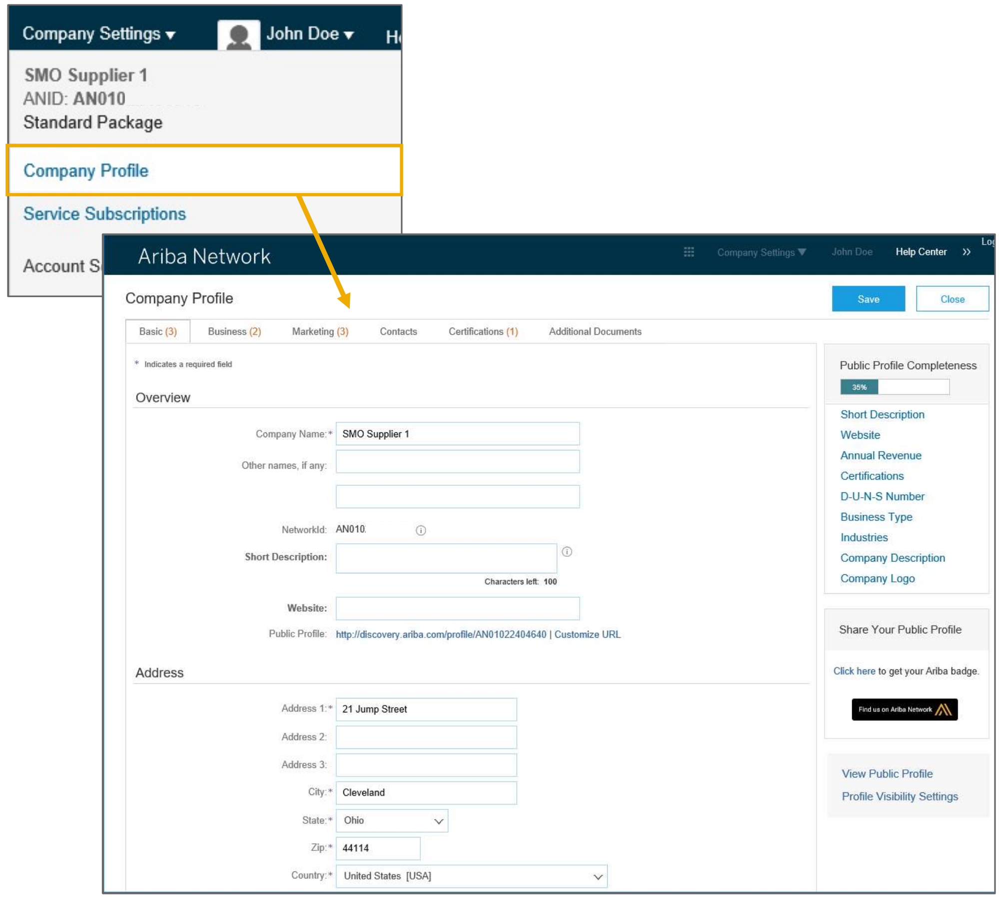
Complete Your Profile

1. Select Company Profile from the Company Settings dropdown menu.
2. Complete all suggested fields within the tabs to best represent your company.
3. Fill the Public Profile Completeness meter to 100% by filling in the information listed below it.

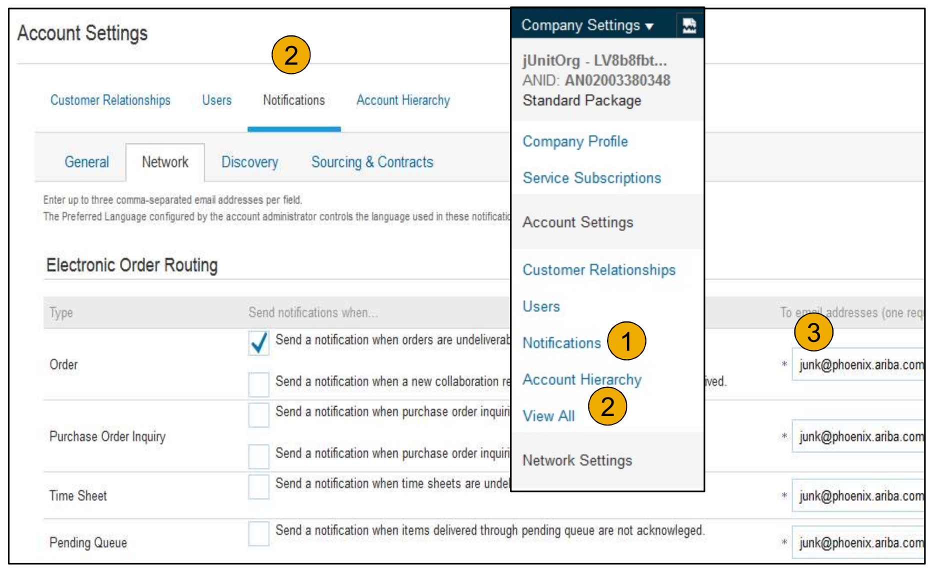
Note: The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.



Configure Your Email Notifications

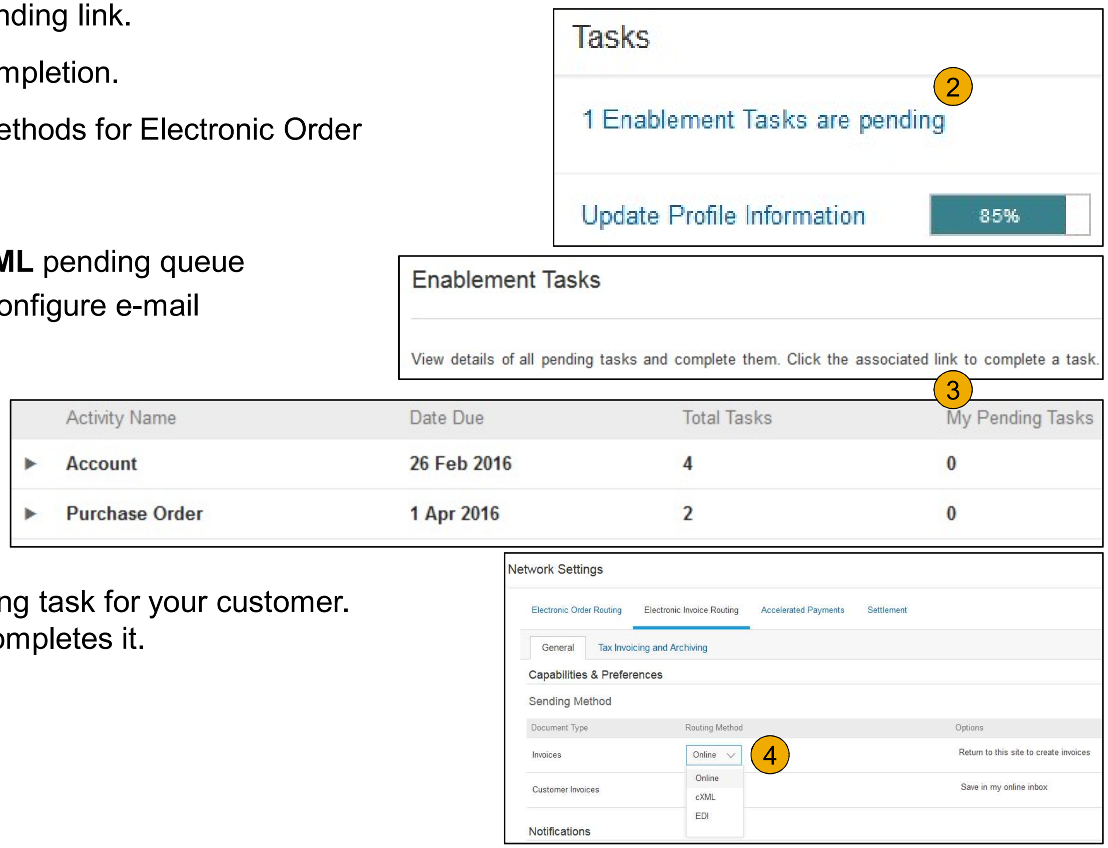
The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

1. **Click** on Notifications under Company Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.



Configure Your Enablement Tasks

1. **From** home screen, select the Enablement Tab.
2. **Click** on the Enablement Tasks are pending link.
3. **Select** necessary pending tasks for completion.
4. **Choose** one of the following routing methods for Electronic Order Routing and Electronic Invoice Routing:
   Online, cXML, EDI, Email, Fax or cXML pending queue (available for Order routing only) and configure e-mail notifications.

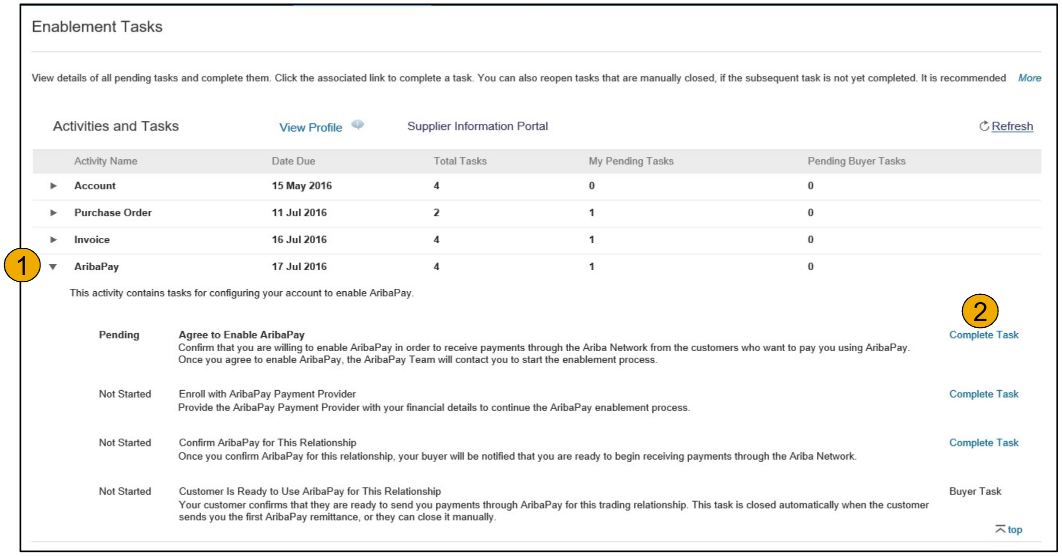


Note: There may be times you see a pending task for your customer. This will not go away until your customer completes it.

Configure Your Enablement Tasks

Agree to Enable AribaPay *Note this is an ***optional*** offering for suppliers

1. **Open** the AribaPay task.
2. **Click Complete Task** for the Agree to Enable AribaPay activity within the AribaPay task.
3. **Accept** the AribaPay Terms of Use in the pop up window and click **Complete.**



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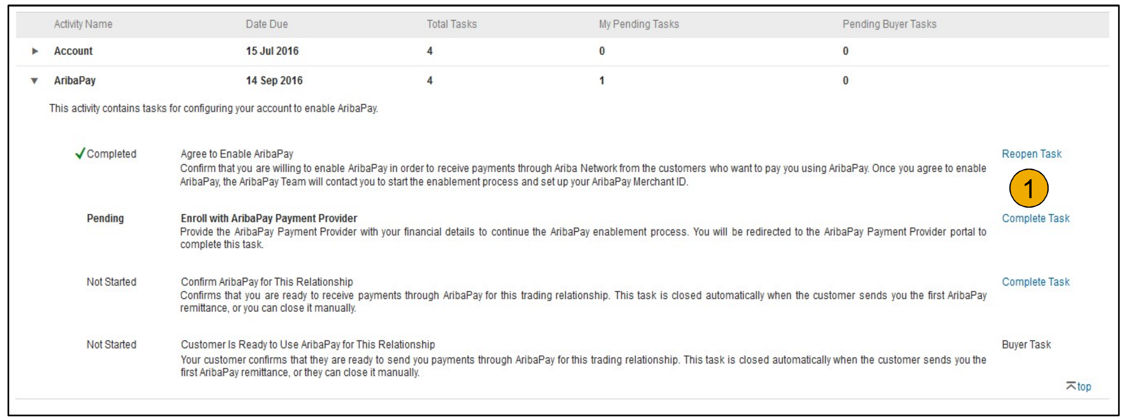
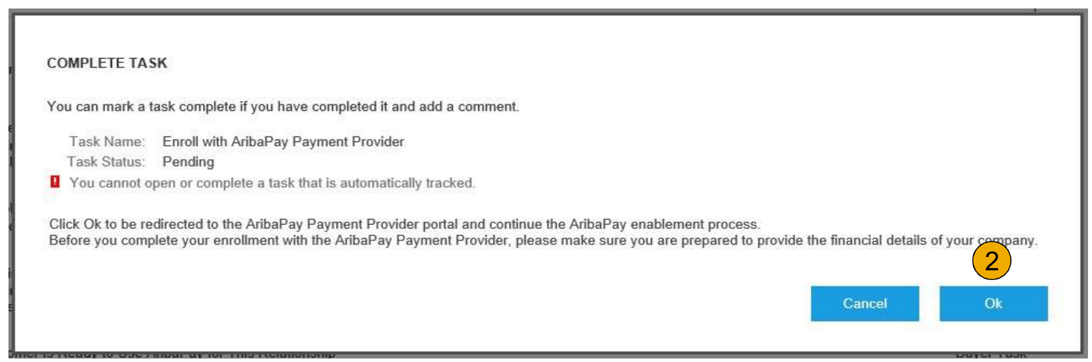
Configure Your Enablement Tasks

Agree to Enable AribaPay *Note this is an ***optional*** offering for suppliers

1. **Click Complete Task** next to **Enroll with AribaPay Payment Provider.**
2. **Click Ok** to redirect to the Discover Financial Services on boarding site.





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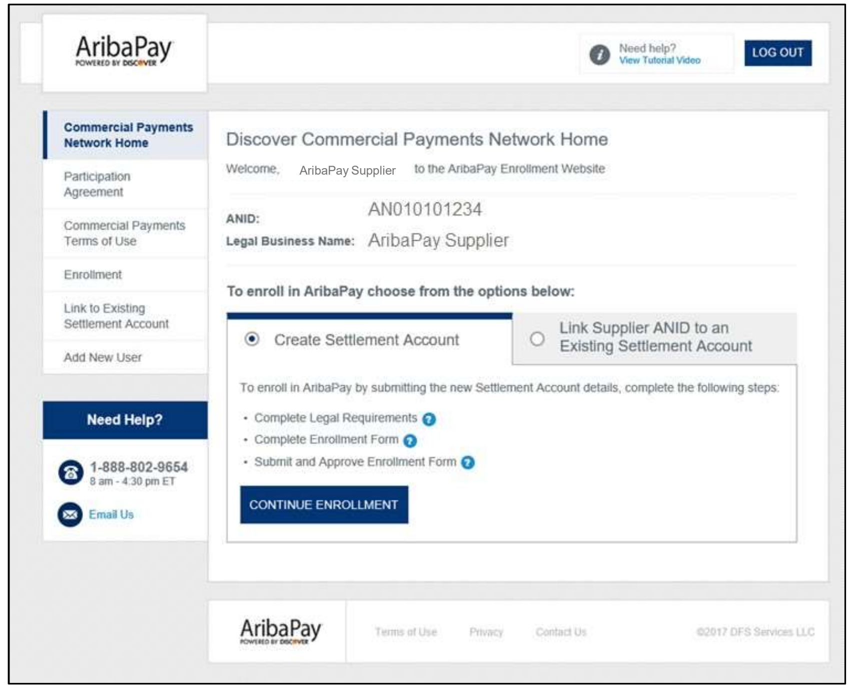
Enroll with AribaPay Payment Provider *Note this is an ***optional*** offering for suppliers

On this page, you will see your basic customer information. The Discover Financial Services team will be reaching out to you to assist in completion of the requested documentation.

You will need a copy of your W9 and a voided check to complete the setup.



Note: If you need further assistance with your enrolling your bank account with Discover, please contact 1-888-802-9654 between the hours of 8:00 AM and 4:30 PM EST.

Configure Your Enablement Tasks

Agree to Enable AribaPay *Note this is an ***optional*** offering for suppliers

1. **Click Complete Task** next to **Confirm AribaPay for This Relationship**.
2. **Louisiana-Pacific** will receive a notification that you are ready to begin receiving payment in their preferred payment method.

Activity Name	Date Due	Total Tasks	My Pending Tasks	Pending Buyer Tasks
▸ **Account**	**15 Jul 2016**	**4**	**0**	**0**
▾ **AribaPay**	**14 Sep 2016**	**4**	**1**	**0**

This activity contains tasks for configuring your account to enable AribaPay.

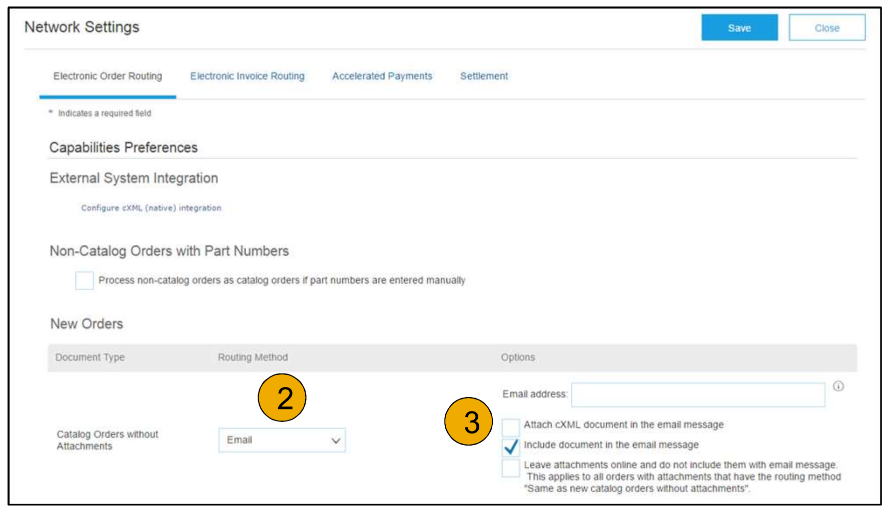
✓Completed	Agree to Enable AribaPay Confirm that you are willing to enable AribaPay in order to receive payments through Ariba Network from the customers who want to pay you using AribaPay. Once you agree to enable AribaPay, the AribaPay Team will contact you to start the enablement process and set up your AribaPay Merchant ID.	Reopen Task
✓Completed	**Enroll with AribaPay Payment Provider** Provide the AribaPay Payment Provider with your financial details to continue the AribaPay enablement process. You will be redirected to the AribaPay Payment Provider portal to complete this task.	Reopen Task
Not Started	Confirm AribaPay for This Relationship Confirms that you are ready to receive payments through AribaPay for this trading relationship. This task is closed automatically when the customer sends you the first AribaPay remittance, or you can close it manually.	1 Complete Task
Not Started	Customer Is Ready to Use AribaPay for This Relationship Your customer confirms that they are ready to send you payments through AribaPay for this trading relationship. This task is closed automatically when the customer sends you the first AribaPay remittance, or they can close it manually.	Buyer Task

top

Note: If you already have AribaPay setup for the bank account you wish to use for the associated ANID, please complete this enablement task for new customers.

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** e-mail notifications.



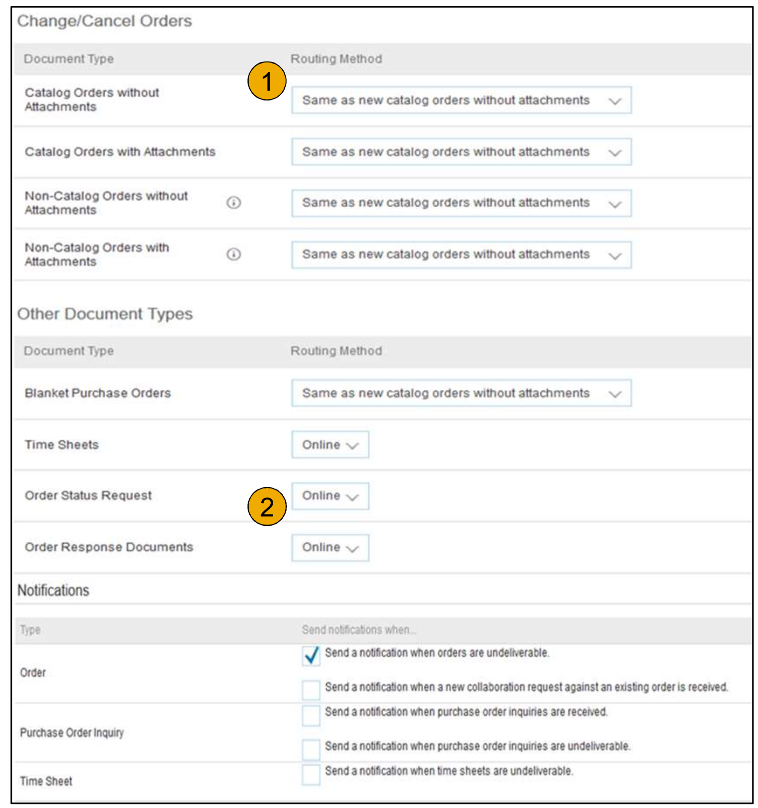
Route Your Purchase Orders
Method Details

- **Online (Default):** Orders are received within your AN account, but notifications are not sent out.
- **Email (Recommended):** Email notifications are sent out, and can include a copy of the PO, when orders are received within your AN Account.
- **Fax:** Notifications of new orders are sent via Facsimile, and can include a copy of the PO as well as a cover sheet.
- **cXML/EDI:** Allows you to integrate your ERP system directly with Ariba Network for transacting with your customer. Please contact LPSupplierEnablement@ariba.com to be connected with a Seller Integrator who will provide more information on configuration.

Select Electronic Order Routing Method

Notifications

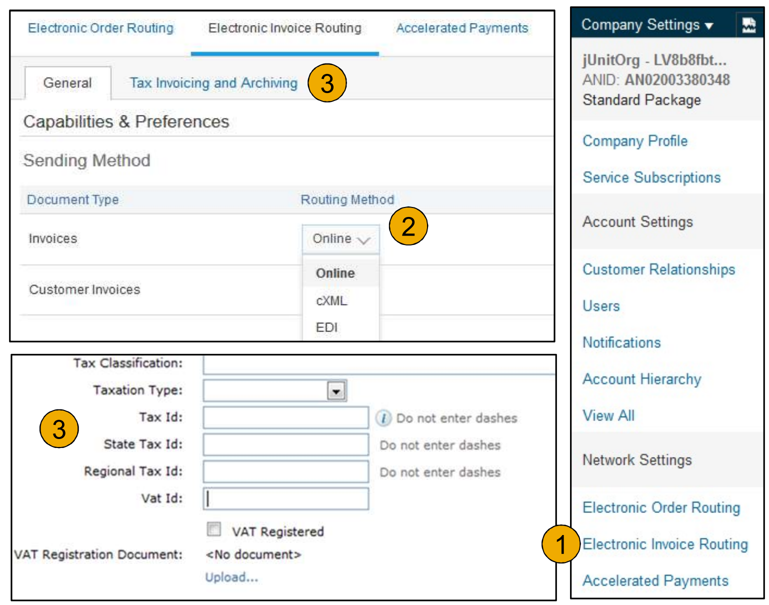
1. **Select** "Same as new catalog orders without attachments" for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.
2. **Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).



Select Electronic Invoice Routing Method

Methods and Tax Details

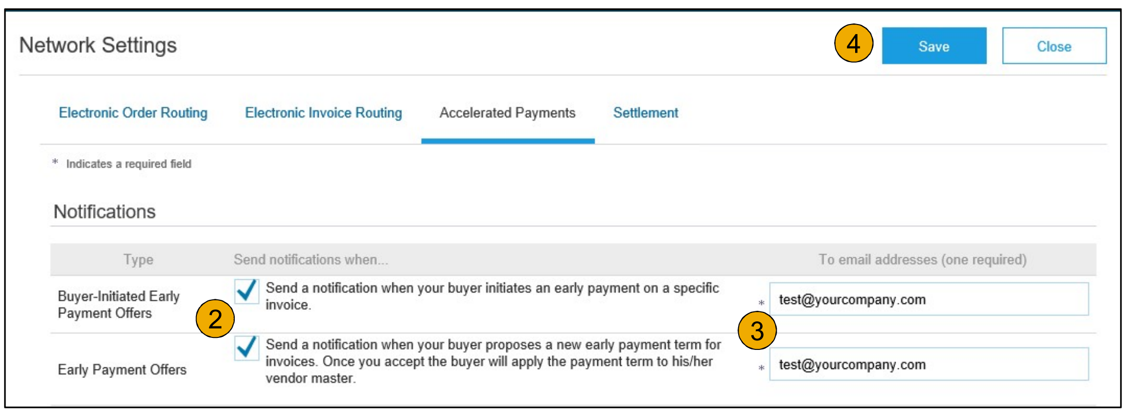
1. **Select** Electronic Invoice Routing.
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI. It is recommended to configure Notifications to email (the same way as in Order Routing).
3. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to enter Tax Id, VAT Id and other supporting data.

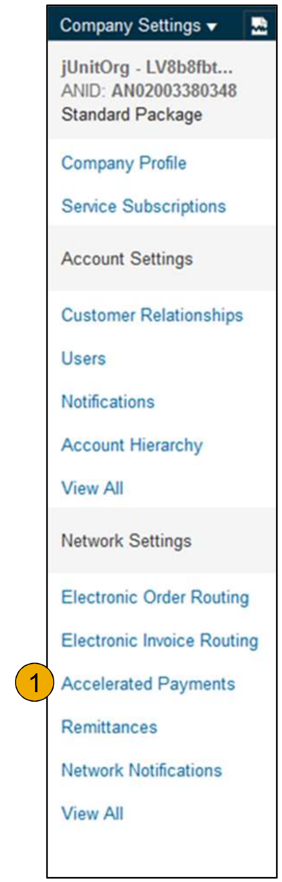


Configure Accelerated Payment Options

1. **From** the **Company Settings** dropdown menu, select **Accelerated Payments**.
2. **Locate** the notifications section, and select the boxes next to **Buyer Initiated Early Payment Offers** and **Standing Early Payment Offers**.
3. **Enter** up to three email addresses, separated by commas, of individuals within your company responsible for payment term configuration.
4. **Click** the **Save** button.

Note: The correct payment terms for your organization can be seen on the PO/Invoice Editing Page. However, due to AN limitations, suppliers will see a different set of payment terms on the invoice confirmation page which suppliers can disregard.

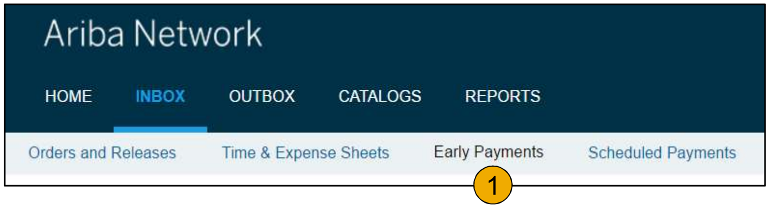


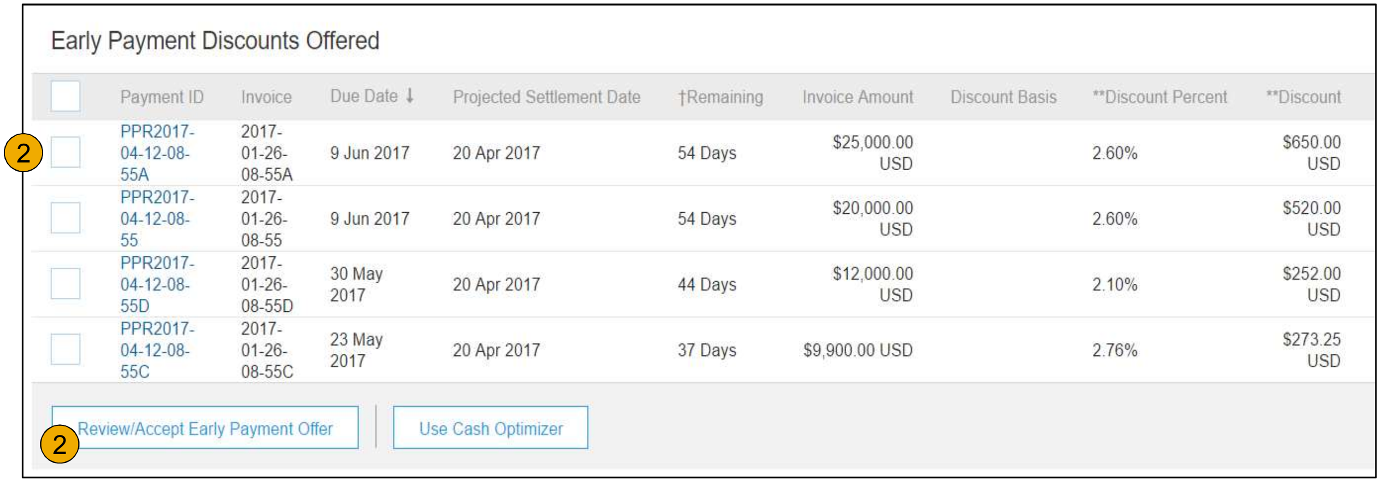


Locate Early Payment Term Offers

1. **From** the **Inbox** tab in your account, please select **Early Payments** to view opportunities.

2. **Select** the invoice to review early payment offers by clicking the check box next to the Payment ID and then click **Review/Accept Early Payment Offer**.



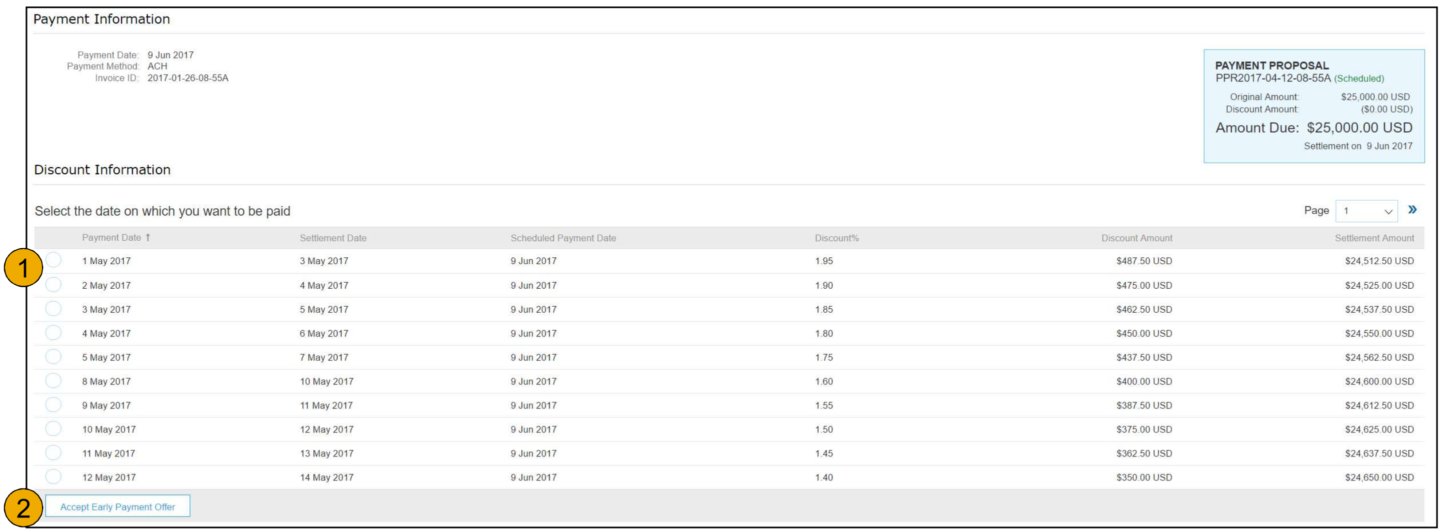

Early Payment Discounts Offered

	Payment ID	Invoice	Due Date	Projected Settlement Date	†Remaining	Invoice Amount	Discount Basis	**Discount Percent	**Discount
2	PPR2017-04-12-08-55A	2017-01-26-08-55A	9 Jun 2017	20 Apr 2017	54 Days	$25,000.00 USD		2.60%	$650.00 USD
	PPR2017-04-12-08-55	2017-01-26-08-55	9 Jun 2017	20 Apr 2017	54 Days	$20,000.00 USD		2.60%	$520.00 USD
	PPR2017-04-12-08-55D	2017-01-26-08-55D	30 May 2017	20 Apr 2017	44 Days	$12,000.00 USD		2.10%	$252.00 USD
	PPR2017-04-12-08-55C	2017-01-26-08-55C	23 May 2017	20 Apr 2017	37 Days	$9,900.00 USD		2.76%	$273.25 USD

Review and Accept Early Payment Term Offers

1. **Review** the table of options of when you would like to receive payment on the invoice selected. Select the date to receive payment by clicking the radio button next to the payment date desired.

2. **Click** the **Accept Early Payment Offer** button at the bottom of the screen. The offer will then be sent to <<Buyer Name>>.



Payment Information

Payment Date: 9 Jun 2017
Payment Method: ACH
Invoice ID: 2017-01-26-08-55A

PAYMENT PROPOSAL
PPR2017-04-12-08-55A (Scheduled)
Original Amount: $25,000.00 USD
Discount Amount: ($0.00 USD)
Amount Due: $25,000.00 USD
Settlement on 9 Jun 2017

Discount Information

Select the date on which you want to be paid

Page 1

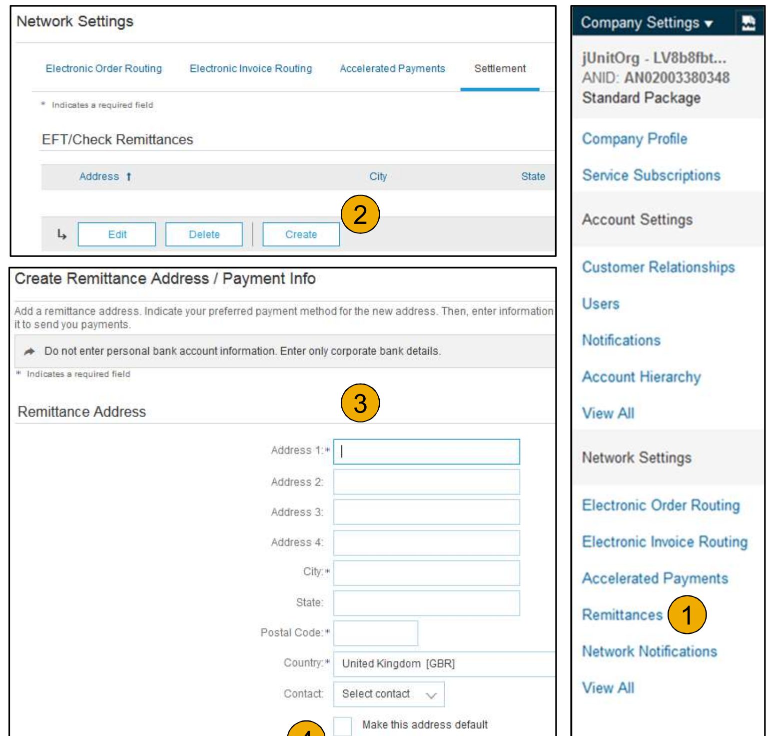
Payment Date ↑	Settlement Date	Scheduled Payment Date	Discount%	Discount Amount	Settlement Amount
1 May 2017	3 May 2017	9 Jun 2017	1.95	$487.50 USD	$24,512.50 USD
2 May 2017	4 May 2017	9 Jun 2017	1.90	$475.00 USD	$24,525.00 USD
3 May 2017	5 May 2017	9 Jun 2017	1.85	$462.50 USD	$24,537.50 USD
4 May 2017	6 May 2017	9 Jun 2017	1.80	$450.00 USD	$24,550.00 USD
5 May 2017	7 May 2017	9 Jun 2017	1.75	$437.50 USD	$24,562.50 USD
8 May 2017	10 May 2017	9 Jun 2017	1.60	$400.00 USD	$24,600.00 USD
9 May 2017	11 May 2017	9 Jun 2017	1.55	$387.50 USD	$24,612.50 USD
10 May 2017	12 May 2017	9 Jun 2017	1.50	$375.00 USD	$24,625.00 USD
11 May 2017	13 May 2017	9 Jun 2017	1.45	$362.50 USD	$24,637.50 USD
12 May 2017	14 May 2017	9 Jun 2017	1.40	$350.00 USD	$24,650.00 USD

Accept Early Payment Offer

Configure Your Remittance Information

1. **From the Company Settings** dropdown menu, select click on **Remittances.**
2. **Click** Create to create new company remittance information, or Edit, if you need to change existing information.
3. **Complete** all required fields marked by an asterisk in the EFT/Check Remittances section.
4. **Select** one of your Remittance Addresses as a default if you have more than one. If needed, assign **Remittance IDs** for this address for each of your customers. Clients may ask you to assign IDs to your addresses so they can refer to the addresses uniquely. Each client can assign different IDs.

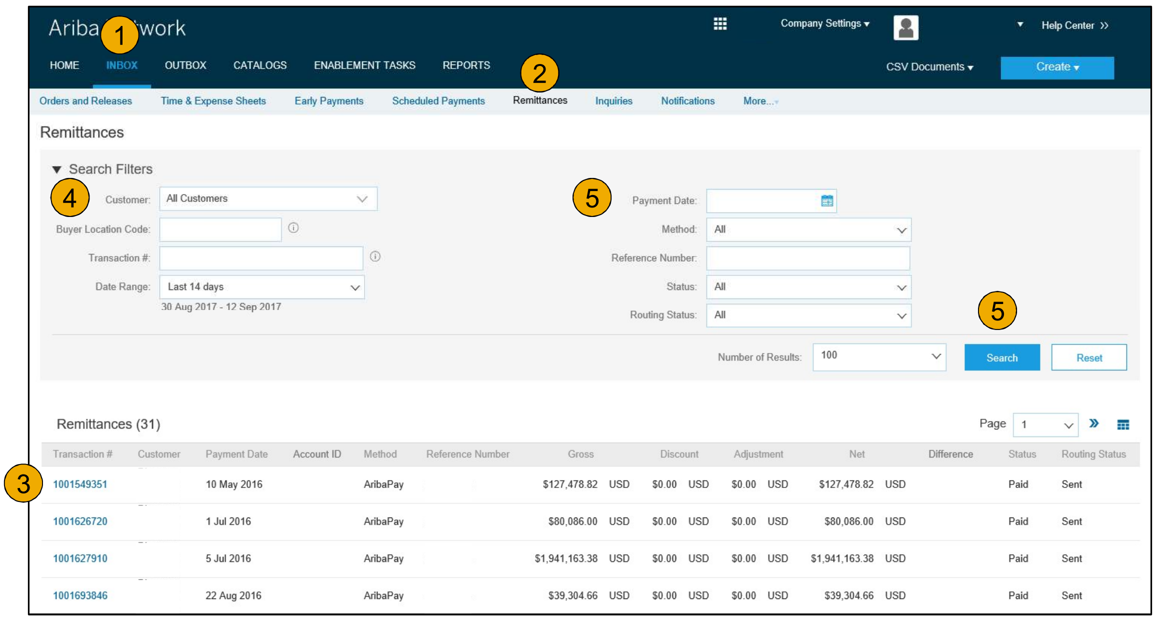
Note: If you have multiple remittance addresses as a supplier, this section should be updated with the corresponding remit IDs (must be 10 digits long) provided by LP. If you are unsure of what those are, please reach out to LP.



Locate Remittances

Utilizing Search Filters

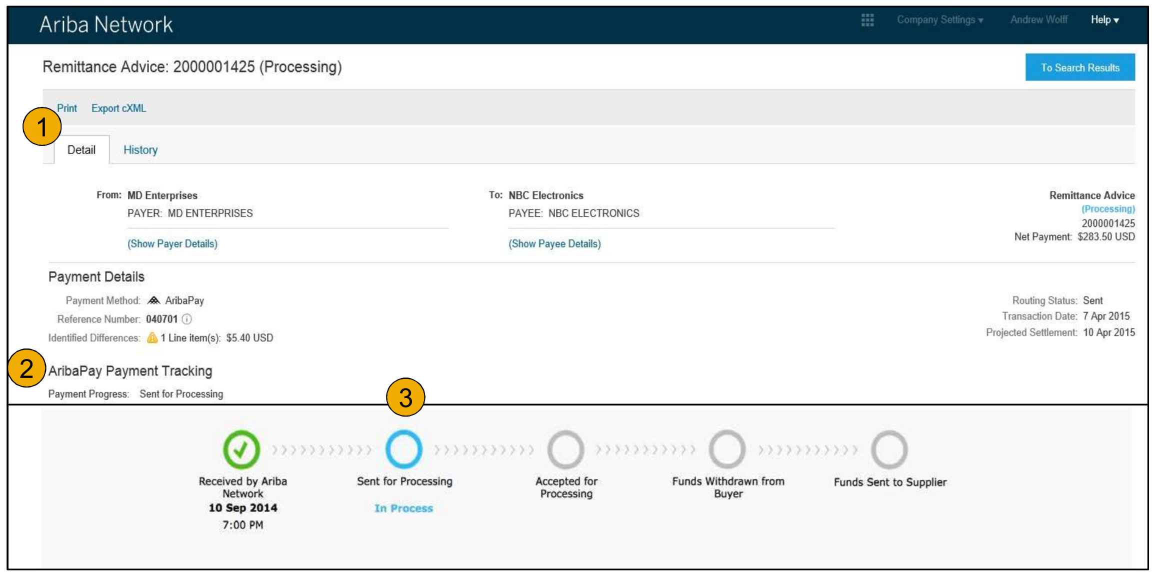
1. **Click** on Inbox tab to locate your Remittances.
2. **Select** the Remittances hyperlink to view all remittances for this account.
3. **Click** the link on the Transaction Number column to view the remittance details.
4. **Click** the drop down arrow next to Search Filters to display the query fields.
5. **Search** filters allow you to search using multiple criteria, including method or remittance status. If you would like to see only AribaPay Remittances, select the option from the Method dropdown menu. Enter the rest of your criteria and click **Search**.



Track and Trace Payment

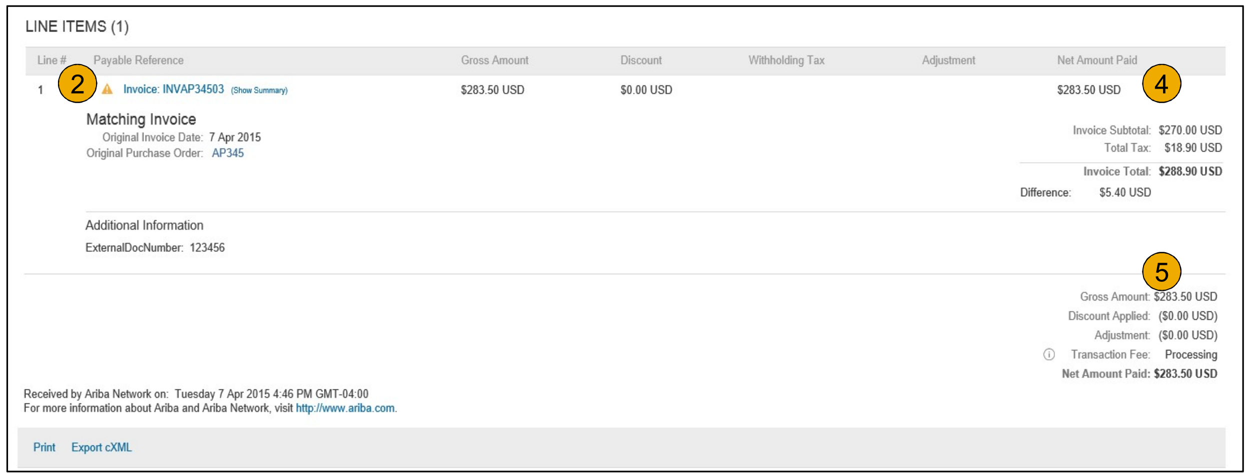
Header Level and Payment Tracking Status

1. **Track and trace** your payment from the time it is received by Ariba for processing
2. **The funds** are processed by the payment processing partner and sent to supplier for payment
3. **The color** of the circle indicates the status of the step



Track and Trace Payment
Line Item Details

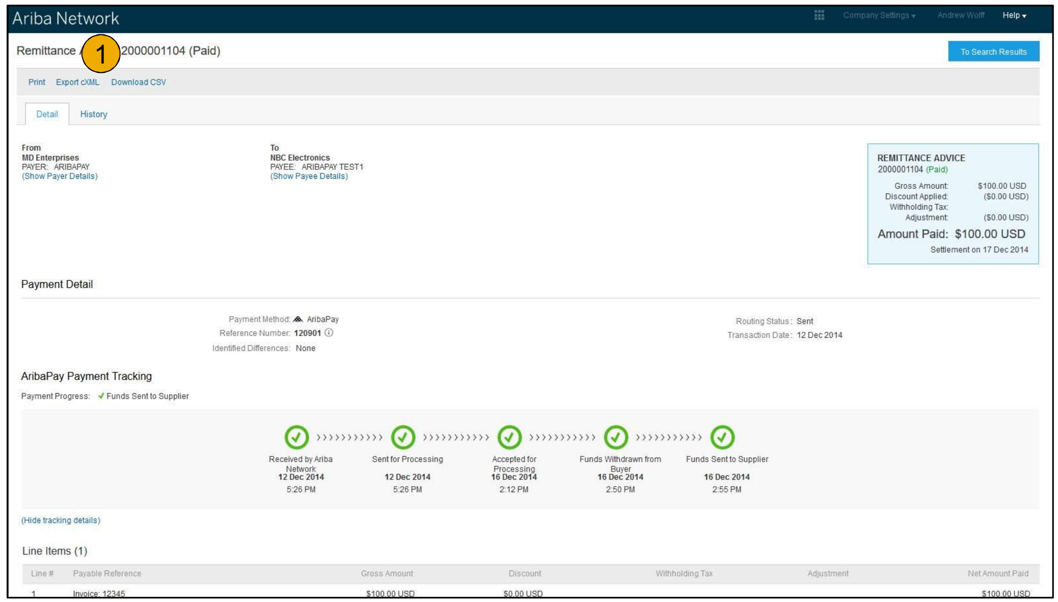
1. **Line item** remittance detail shows information about the remittances being paid
2. **Blue invoice** numbers indicate a hyperlink back to invoice on Ariba Network
3. **The Black invoice** number is an invoice not sent through Ariba
4. **Indicates difference** in payment amount from invoice
5. **Transaction** payment information



Track and Trace Payment

Export cXML or Download CSV Data

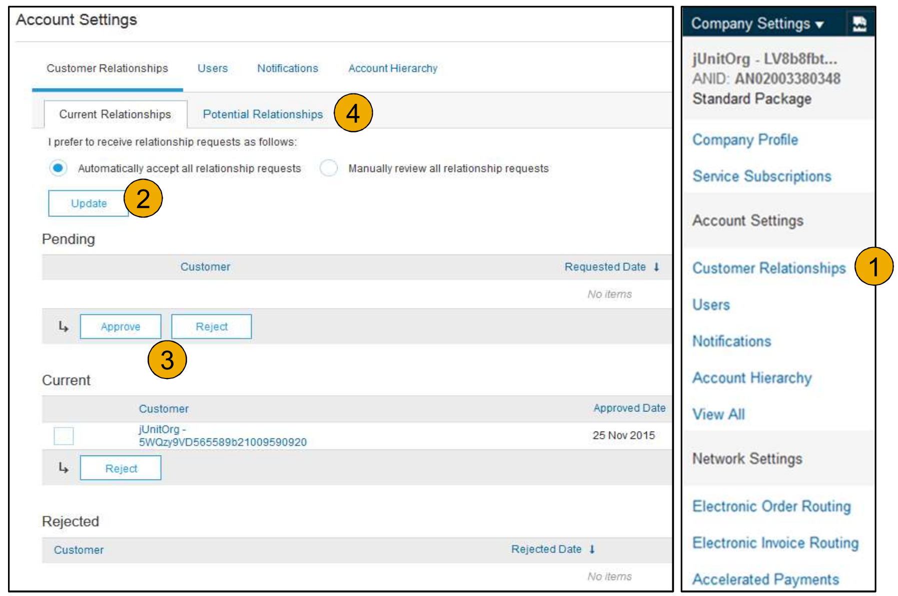
1. After accessing your payment remittance details from the inbox, you will have options to access the data either via **Export cXML** or Download CSV.
2. Items such as payment status, payment totals, AribaPay fees, tax withholding, and discount adjustments are included in the export/download.



Note: Remember that to use the cXML order-routing method, suppliers must implement a website that can initiate and accept XML posts.

Review Your Relationships
Current and Potential

1. **Click** on the Customer Relationships link in the **Company Settings** menu.
2. **Choose** to accept customer relationships either automatically or manually.
3. **In the Pending Section**, you can Approve or Reject pending relationship requests. In the Current Section, you can review your current customers' profiles and information portals. You can also review rejected customers in the Rejected Section.
4. **Find** potential customers in Potential Relationships tab.



Set Up User Accounts

Roles and Permission Details

Administrator

- There can only be one administrator per ANID
- Automatically linked to the username and login entered during registration
- Responsible for account set-up/configuration and management
- Primary point of contact for users with questions or problems
- Creates users and assigns roles/permissions to users of the account

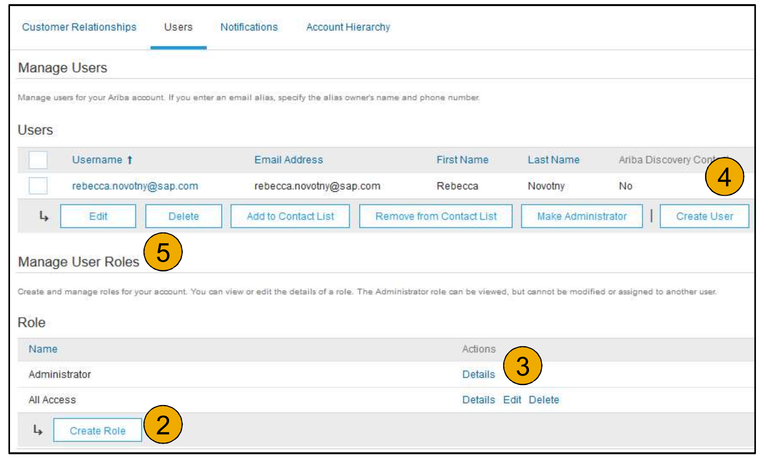
User

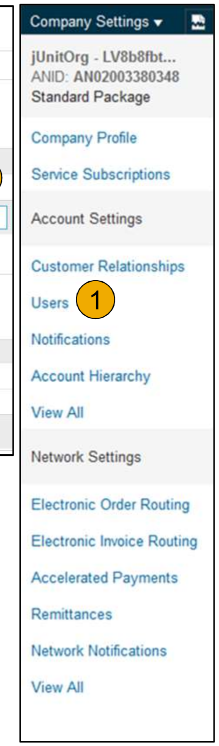
- Up to 250 user accounts can exist per ANID
- Can have different roles/permissions, which correspond to the user's actual job responsibilities
- Can access all or only specific customers assigned by Administrator

Set Up User Accounts

Create Roles and Users (Administrator Only)

1. **Click** on the Users tab on the **Company Settings** menu. The Users page will load.
2. **Click** on the **Create Role** button in the Manage Roles section and type in the Name and a Description for the Role.
3. **Add** Permissions **to the Role** that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.
4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done.

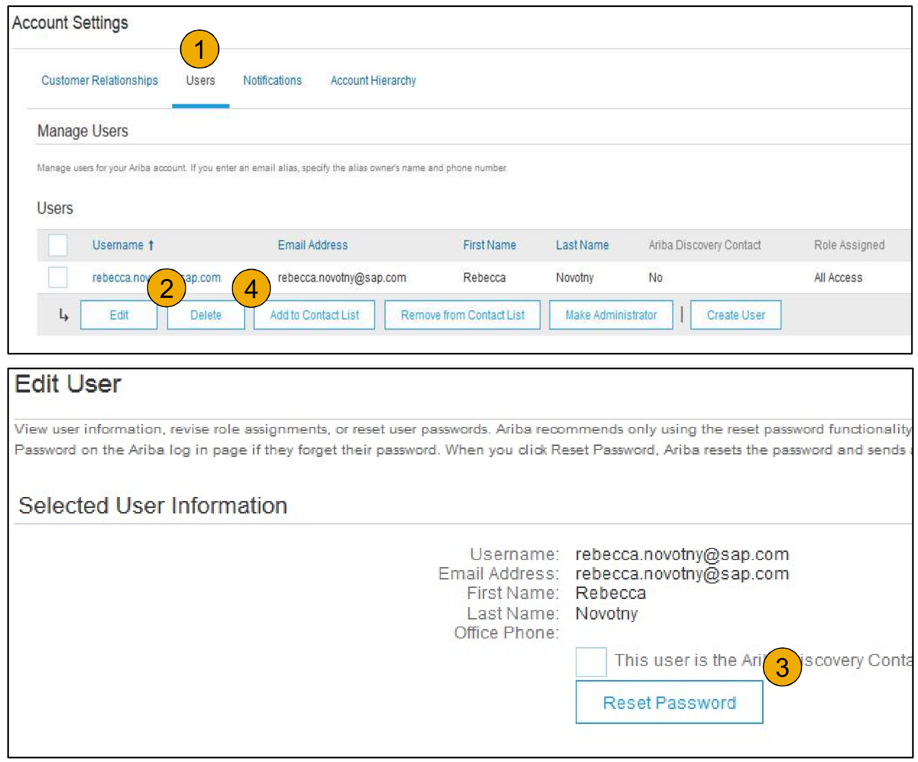




Set Up User Accounts

Modifying User Accounts (Administrator Only)

1. **Click** on the Users tab.
2. **Click** on Edit for the selected user.
3. **Click** on the Reset Password Button to reset the password of the user.
4. **Other options:**
   - Delete User
   - Add to Contact List
   - Remove from Contact List
   - Make Administrator



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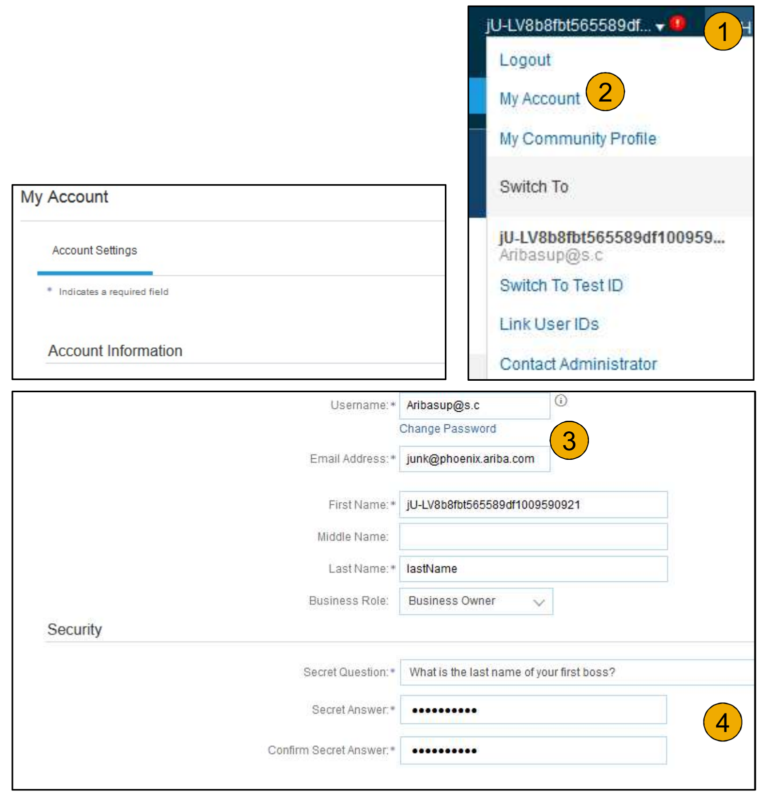
Enhanced User Account Functionality

1. **Click** on your name in top right corner, to access the User Account Navigator. It enables you to:
   - Quickly access your personal user account information and settings
   - Link your multiple user accounts
   - Switch to your test account

   Note: After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.
2. **Click** on My Account to view your user settings.
3. **Click** Complete or update all required fields marked by an asterisk.

   Note: If you change username or password, remember to use it at your next login.
4. **Hide** personal information if necessary by checking the box in the Contact Information Preferences section.



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Consolidate Your Bills Through a Multi-Org

SAP Ariba →

Branch 1
Parent Account
ANID 1

Branch 2 ANID 2

Branch 3 ANID 3

Branch 4 ANID 4

Multi-Org Consolidated Invoice

Branch 1 **Parent Account
- Customer X
- Customer Z

Branch 2
- Customer Y
- Customer Z

Branch 3
- Customer Y
- Customer Z

Branch 4
- No chargeable relationship

1 Master Anniversary Date

1 service invoice per quarter for all customers

Ariba offers invoice consolidation and synchronization for customers with several accounts

- Fees will be invoiced only to the parent account with the payment cycle synchronized for the entire group.
- The parent account will receive one single invoice every three months for all customer relationships and for all linked accounts.
- This consolidation is related only to invoices issued by Ariba to the supplier, the business operations of each account are still independent.

Participate in a Multi-Org

Guidelines

- The supplier needs to designate a **Parent ANID** under which the invoice will be viewed.
- The selection of the parent ANID determines the currency of the Multi-org invoice and the billing dates.
- The supplier should also have confirmed list of child ANID’s to be included on the invoice.
- A Multi-Org is NOT:
  - A way to merge accounts.
  - A way to get a discount on Transaction Fees.

Structure Your Multi-Org

1. **Register** all accounts which will be included in the Multi-Org.
2. **Create** a list of all ANIDs and designate the parent account.
3. **Wait** until the first ANID becomes chargeable.
4. **Contact Customer Support** through the Help Center and inform them of your need for the Multi Org.

Link Accounts Via an Account Hierarchy

Linkage between individual accounts for account management purposes

The administrator of the Parent account can log into the child account and take the following actions:

- Change settings on the child account and complete the company profile
- Publish catalogs
- Check the status of payment for the Ariba invoice and pay the invoice
- Upgrade to a higher Subscription package

The administrator of the Parent account cannot take following actions:

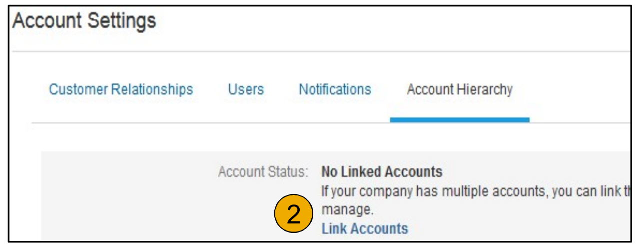
- View buyers on the Child account
- Create any documents (PO confirmations, Ship Notices, Invoices)
- Run Reports

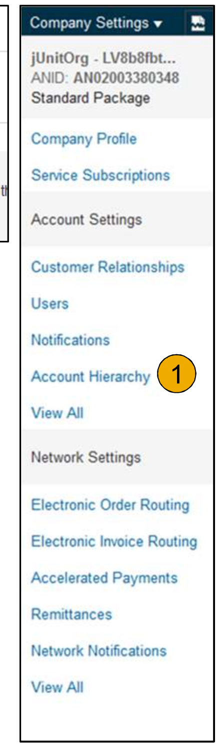
Create an Account Hierarchy

1. **From the Company Settings** menu, click Account Hierarchy.
2. **To add** child accounts click on Link Accounts.
3. **The Network** will detect if there is an existing account with corresponding information.
4. **On the next page** log in if you are the Administrator of the account.

Note: If you are not the Administrator of the account, you can send a request as a ‘Non Administrator’ to the Administrator through an online form.

5. **Once** the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.

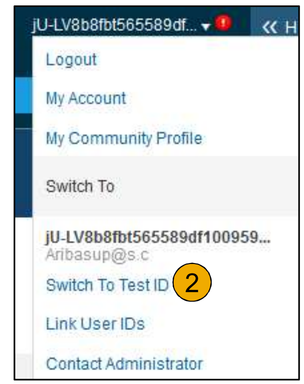


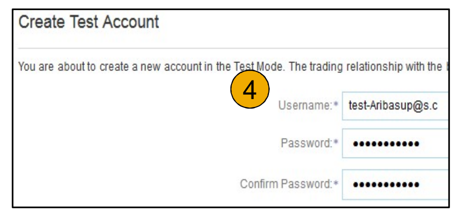


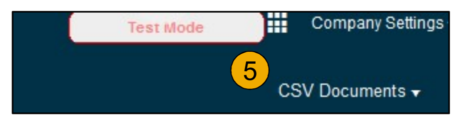
Set Up a Test Account

1. **To set up** your Test Account, you need to be on the tabular view of your Ariba Network Production Account.
2. **Click** your name in top right corner and then select Switch to Test ID. The Switch To Test Account button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.
3. **Click** OK when the Ariba Network displays a warning indicating You are about to switch to Test Mode.
4. **Create** a Username and Password for your test account and click OK. You will be transferred to your test account.

   • Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production. Once you have set up your test account, you are ready to receive a test purchase order.
   Note: Test account transactions are free of charge.
5. **The Network** will always display which mode you are logged into, (Production or Test). Your **Test account ID** has the suffix "-T" appended to your Ariba Network ID (ANID).







Section 3: Purchase Order Management

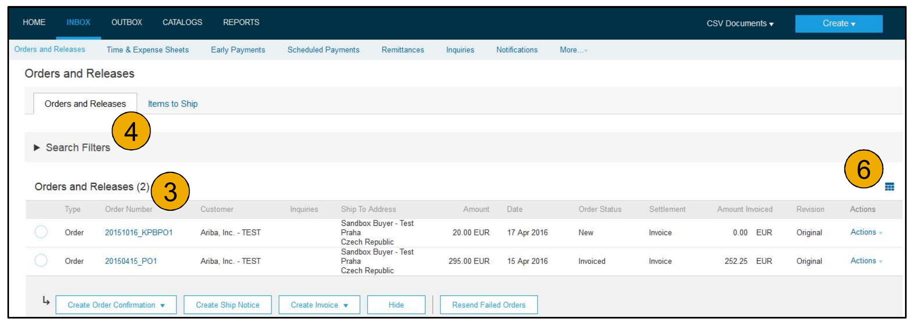
View Purchase Orders

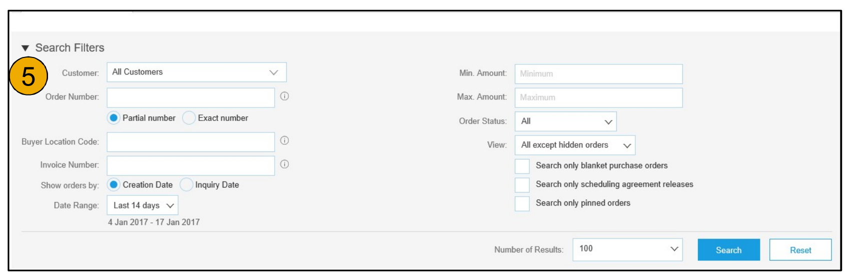
Purchase Order Detail

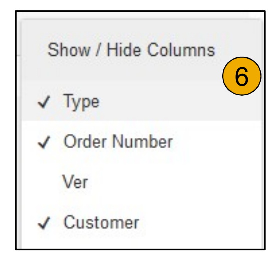
Create PDF of Purchase Order

Manage POs
View Purchase Orders

1. **Click** on Inbox tab to manage your Purchase Orders.
2. **Inbox** is presented as a list of the Purchase Orders received by Louisiana-Pacific.
3. **Click** the link on the Order Number column to view the purchase order details.
4. **Search** filters allows you to search using multiple criteria.
5. **Click** the arrow next to Search Filters to display the query fields. Enter your criteria and click Search.
6. **Toggle** the Table Options Menu to view ways of organizing your Inbox.







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Manage POs

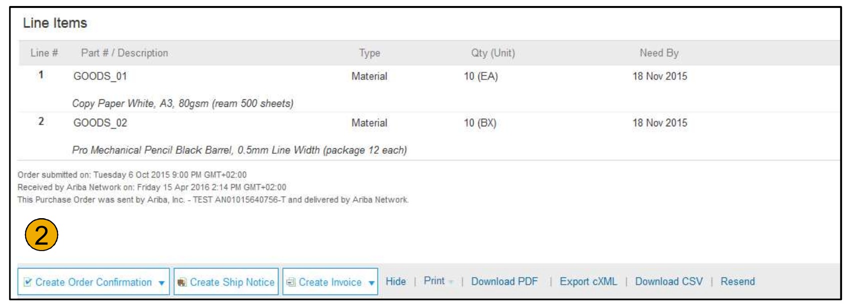
Purchase Order Detail

1. **View** the details of your order.
   The order header includes the order date and information about the buying organization and supplier.

   Note: You can always Resend a PO which was not sent to your email address, cXML or EDI properly clicking **Resend** button.

   Additional options: **Export cXML** to save a copy of the cXML source information **Order History** for diagnosing problems and for auditing total value.

2. **Line Items section** describes the ordered items. Each line describes a quantity of items Louisiana-Pacific wants to purchase. Set the status of each line item by sending order confirmations clicking Create Order Confirmation. The sub-total is located at the bottom of the purchase order.

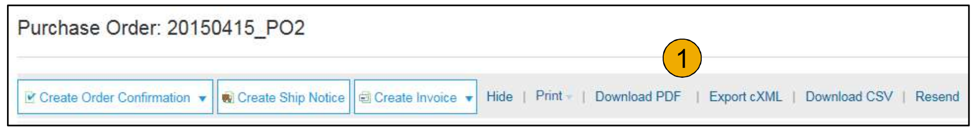


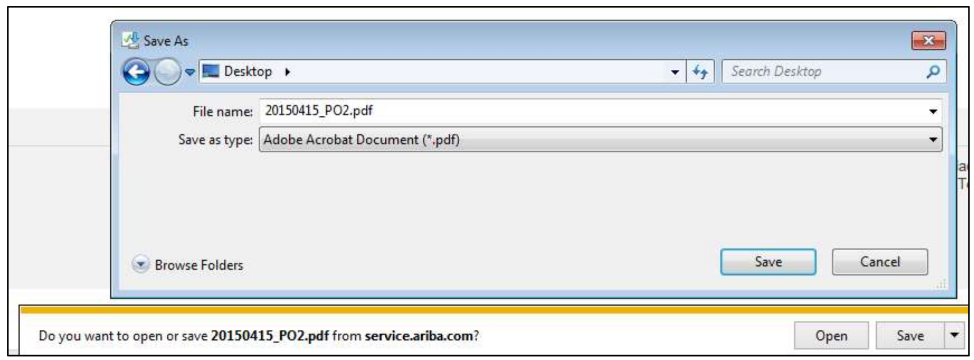
Manage POs

Create PDF of PO

1. **Select "Download PDF"** as shown.

Note: If the document exceeds 1000 lines or is larger than 1MB size, details are not shown in the UI. Therefore the detail is not included in the PDF generated.





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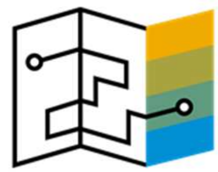
Section 4: Other Documents



Order Confirmations (OC)

- Confirm Entire Order
- Reject Entire Order
- Update Line Items

Advanced Ship Notices (ASN)

- Create Ship Notice
- Delivery Terms and Transportation Details
- Details
- Submit Ship Notice and Status

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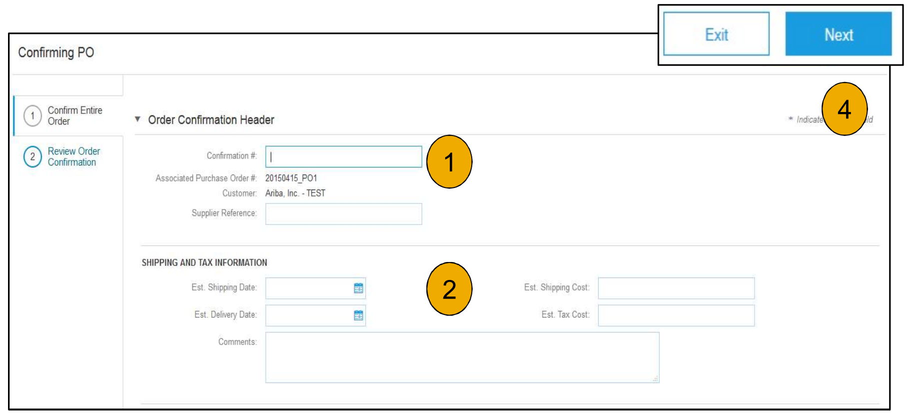
Create Order Confirmation
Confirm Entire Order

NOTE: ***When suppliers are filling out the order confirmations, they should make sure to use the OC to detail any quantity/pricing/material # variances on the PO. This will initiate a change PO process with LP so that the invoice matches the PO for this variance***

This slide explains how to Confirm Entire Order.

1. **Enter** Confirmation Number which is any number you use to identify the order confirmation**.**
2. **If you specify** Est. Shipping Date or Est. Delivery Date information, it is applied for all line items.
3. **You can group** related line items or kit goods so that they can be processed as a unit.
4. **Click** Next when finished.
5. **Review** the order confirmation and click Submit.
6. **Your order confirmation is sent to Louisiana-Pacific.**



Once the order confirmation is submitted, the Order Status will display as Confirmed. When viewing documents online, links to all related documents are displayed.
Click Done to return to the Inbox.

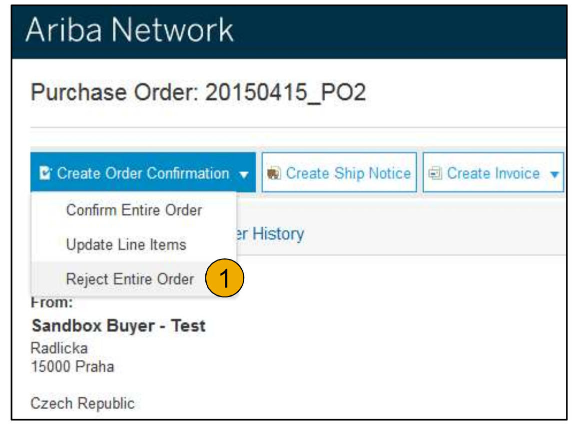
NOTE: Suppliers are required to create an Order Confirmation before creating a Ship Notice and before creating an Invoice.

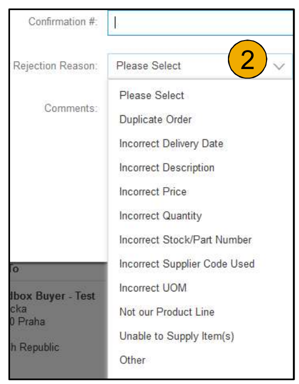
Create Order Confirmation

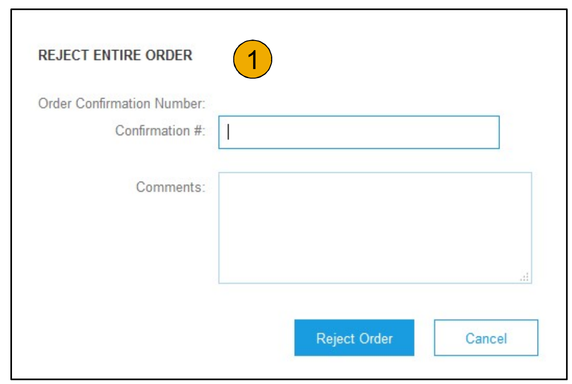
Reject Entire Order

1. **From the PO view**, click the Create Order Confirmation button and select to Confirm Entire Order, Update Line Items for individual line items or Reject Entire Order.
2. **Enter a reason for rejecting** the order in case your buyer requires.

This example demonstrates the Reject Entire Order option. (Updating with Different Statuses will be explained on the next few slides.)





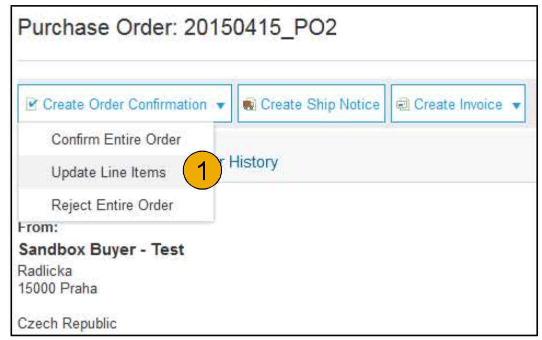


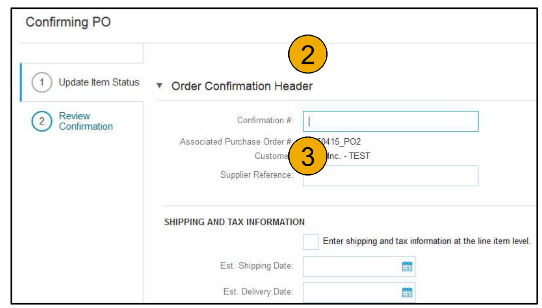
Create Order Confirmation

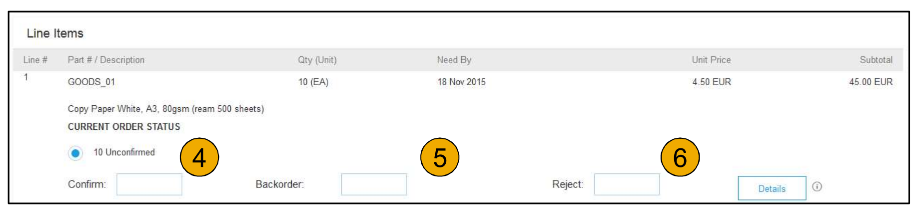
Update Line Items

1. **Select** Update Line Items, to set the status of each line item.
2. **Fill** in the requested information (the same as for Confirm All option).
3. **Scroll** down to view the line items and choose among possible values:
4. **Confirm** – You received the PO and will send the ordered items.
5. **Backorder** – Items are backordered. Once they available in stock, generate another order confirmation to set them to confirm.
6. **Reject –** Enter a reason why these items are rejected in the Comments field by clicking the Details button.

Note: If your customer is allowing Supplier Network Collaboration (SNC), your Order Confirmation must be initiated within Ariba.







NOTE: Suppliers are required to create an Order Confirmation before creating a Ship Notice and before creating an Invoice.

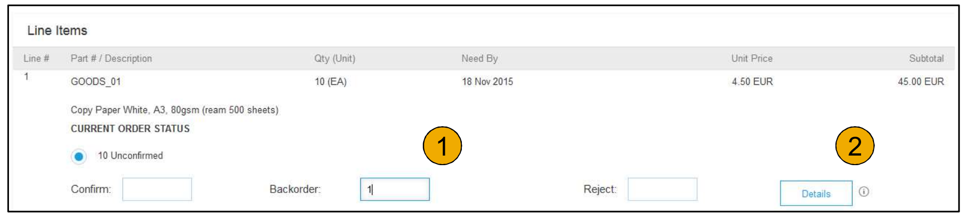
Confirm Order

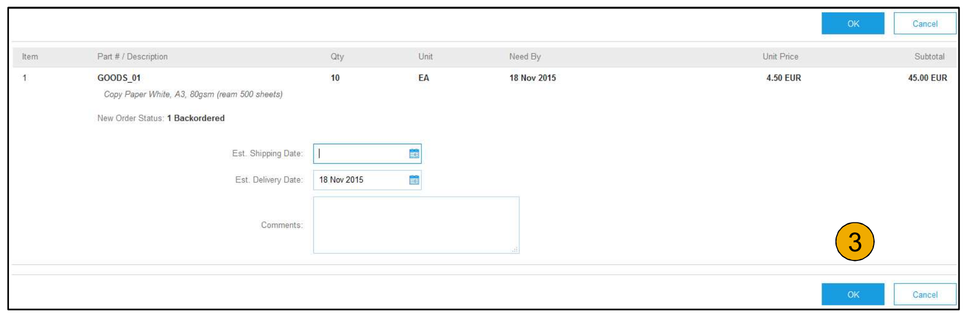
Update Line Items - Backorder

1. **Enter** the quantity backordered in the Backorder data entry field.
2. **Click** Details to enter Comments and Estimated Shipping and Delivery Dates for the backordered items on the Status Details page.
3. **Click** OK when done.

Note: If using several statuses for a line item, the sum of the quantities for the statuses should equal the line item quantity.

4. **Click** Next.





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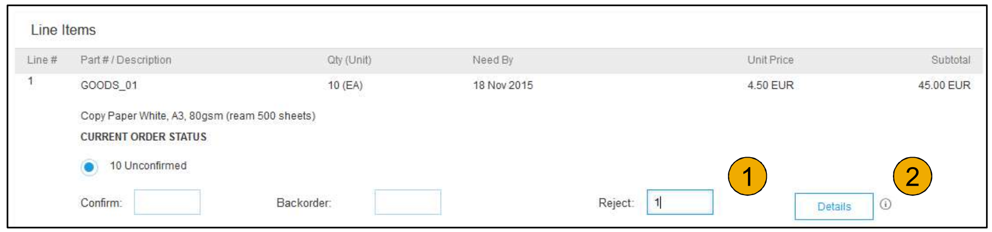
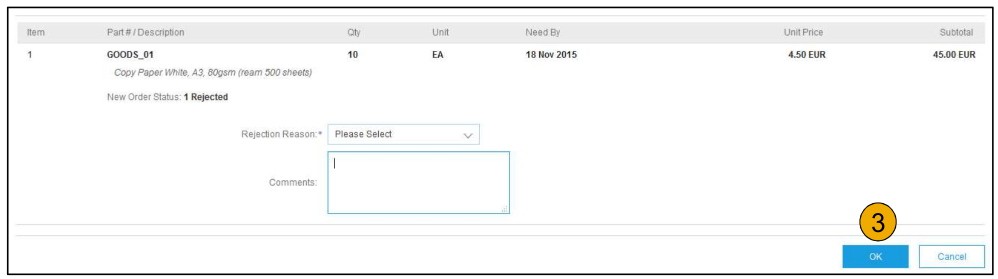
Update Line Items - Reject

1. **Enter** the quantity in the Reject data entry field to reject item.
2. **Click** the Details button to enter a reason for the rejection in the Comments field on the Status Details page.
3. **Click OK** when done.

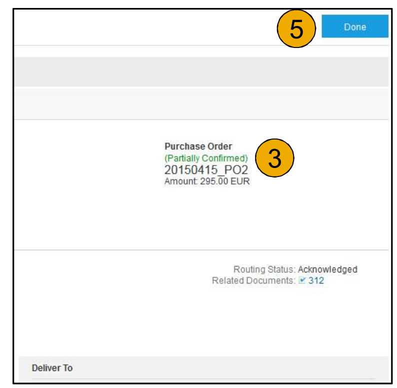




Confirm Order

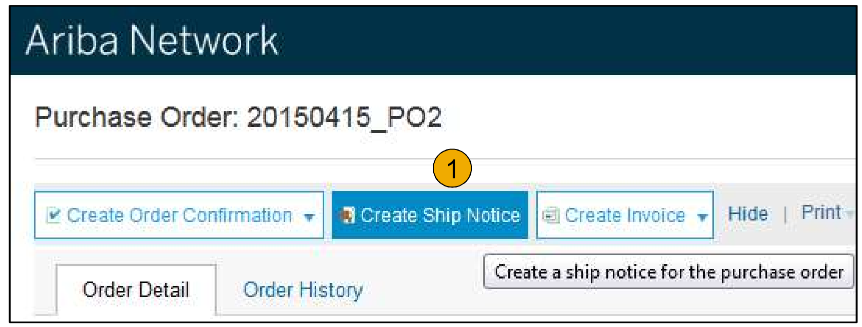
Update Line Items

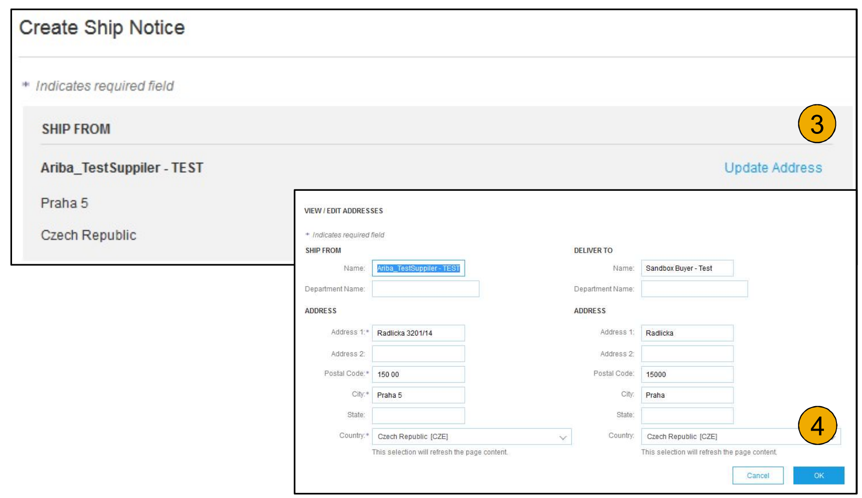
1. **Continue** to update the status for each line item on the purchase order. Once finished, click Next to proceed to the review page.
2. **Review** the order confirmation and click Submit. Your order confirmation is sent to Louisiana-Pacific.
3. **The Order Status will display** as Partially Confirmed if items were backordered or not fully confirmed.
4. **Generate** another order confirmation to set them to confirm if needed.
5. **Click** Done to return to the Inbox.



Create Ship Notice

1. **Create** Ship Notice using your Ariba account once items were shipped.
   Multiple ship notices per purchase order might be sent. Click the Create Ship Notice button.
2. **Fill out** the requested information on the Shipping PO form. The Packing Slip ID is any number you use to identify the Ship Notice. Choose Carrier Name and then Tracking # and Shipping Method will appear.
   - **NOTE:** Suppliers are REQUIRED to provide an Actual or Estimated Shipping Date on Ship Notices
3. **Enter** Ship From information by clicking on Update Address. Any field with an asterisk is required.
4. **Check** if Deliver to information is correct. Click OK.

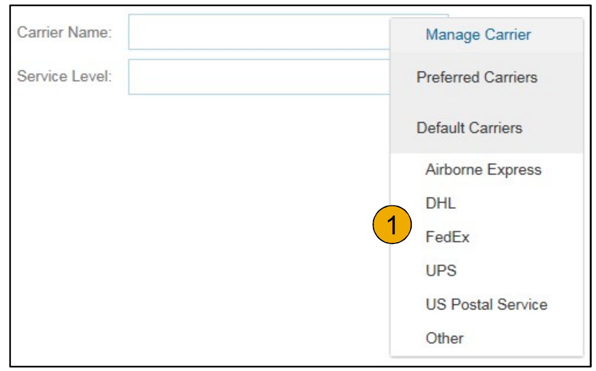




Create Ship Notice

Delivery Terms and Transportation Details

1. **Delivery terms** and other transportation details can be included on all advance ship notices to support a broader range of shipping information collaboration.



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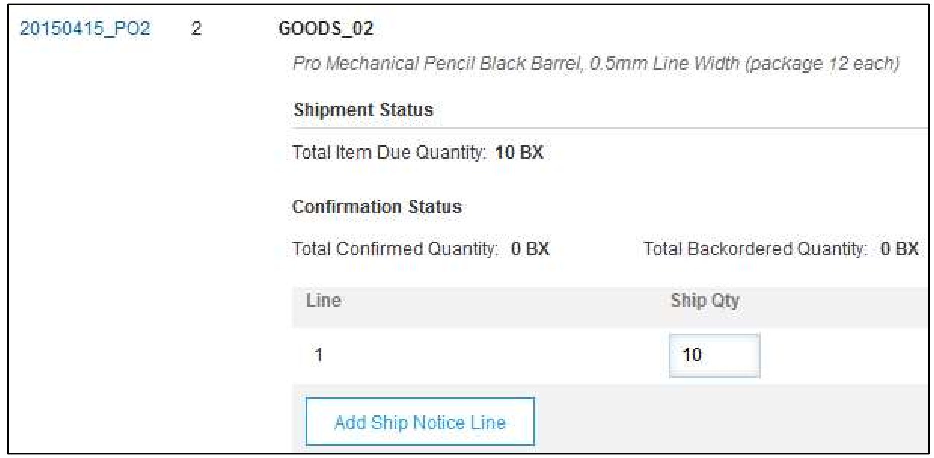
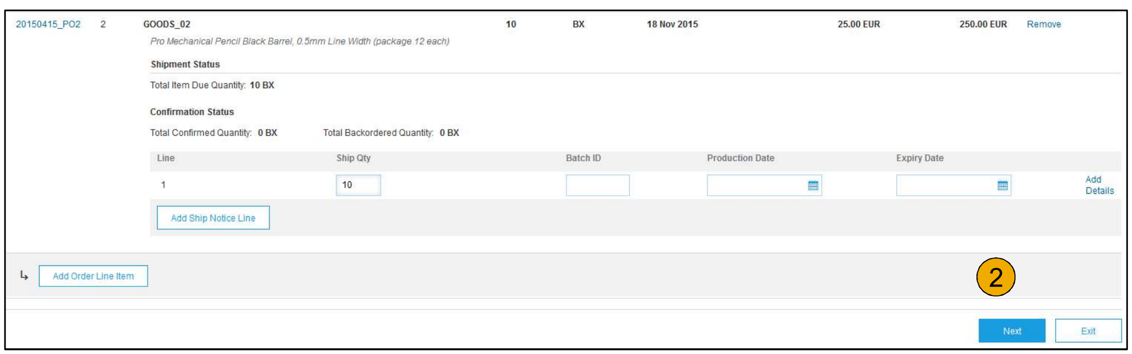
Create Ship Notice
Details

1. **Scroll down** to view line item information and update the quantity shipped for each line item.
2. **Click Next** to proceed to review your Ship Notice.





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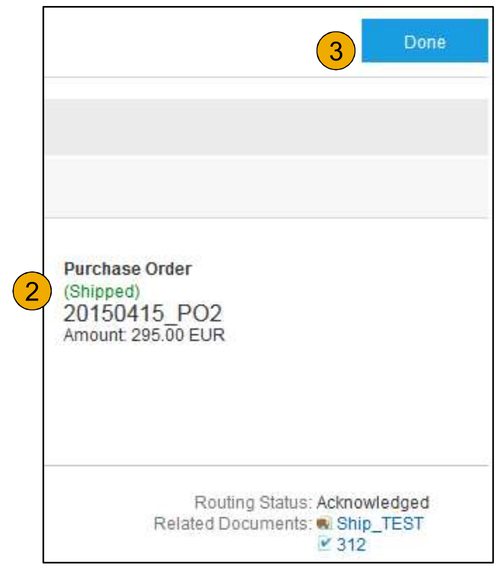
Submit Ship Notice

1. **After reviewing** your Ship Notice, click Submit to send Ship Notice to Louisiana-Pacific. Ship Notices provide improved communications to help avoid unnecessary calls to order support department.
2. **After submitting** your Ship Notice, the Order Status will be updated to Shipped. Submitted Ship Notices can be viewed from Outbox or by clicking the link under the Related Documents from the PO View.
3. **Click** Done to return to the Home page.



Section 5: Invoice Methods

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Invoice Rules

Invoice Methods

PO Flip

Blanket Purchase Order Invoices

Contract Invoices

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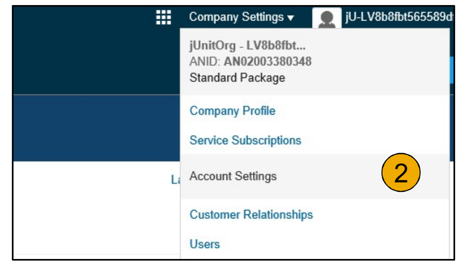
Louisiana-Pacific Invoice Requirements

1. Suppliers must create an Order confirmation before creating a ship notice
2. Suppliers must create an Order Confirmation for the Purchase Order before creating the invoice
3. Suppliers are required to provide an Actual or Estimated Shipping Date on Ship Notices
4. Suppliers are allowed to back date invoices for 3 days
5. Suppliers are allowed to future date invoices for 4 days
6. Suppliers must enter taxes at the line item level
7. Suppliers are required to submit Line Level Credit Memos with Quantity Adjustments only
8. Suppliers are required to provide a Reason for each Credit Memo

Review Louisiana-Pacific Invoice Rules

These rules determine what you can enter when you create invoices.

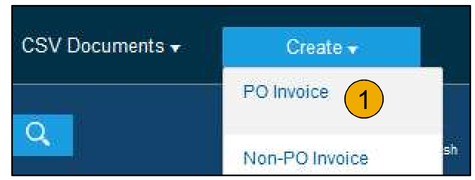
1. Login to your Ariba Network account via supplier.ariba.com
2. Select the Company Settings dropdown menu and under Account Settings, click Customer Relationships.
3. A list of your Customers is displayed. Click the name of your customer (Louisiana-Pacific).
4. Scroll down to the Invoice Setup section and view the General Invoice Rules.
5. If Louisiana-Pacific enabled Country-Based Invoice Rules then you will be able to choose your Country in Originating Country of Invoice from the drop down menu.
6. Click Done when finished.

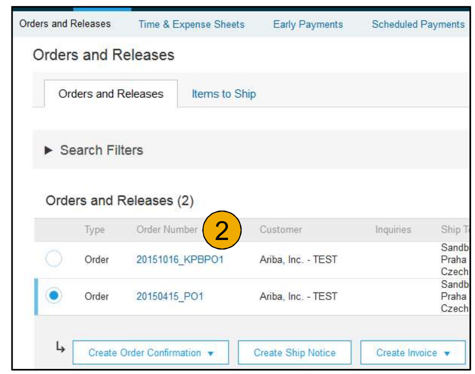


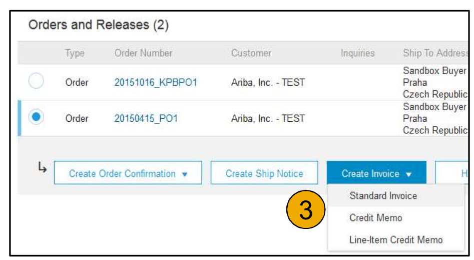
Invoice via PO Flip

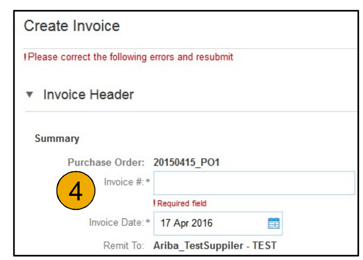
To create a PO-Flip invoice (or an invoice derived from a PO that you received via Ariba Network):

1. From the home screen within your Ariba Network account, select the **Create** dropdown menu and select **PO Invoice**.
2. For PO Invoice select a **PO number**.
3. Click on the **Create Invoice** button and then choose **Standard Invoice**.
4. Invoice is automatically pre-populated with the PO data. **Complete all fields marked with an asterisk and add tax as applicable**. Review your invoice for accuracy on the **Review** page. If no changes are needed, click **Submit** to send the invoice to Louisiana-Pacific.









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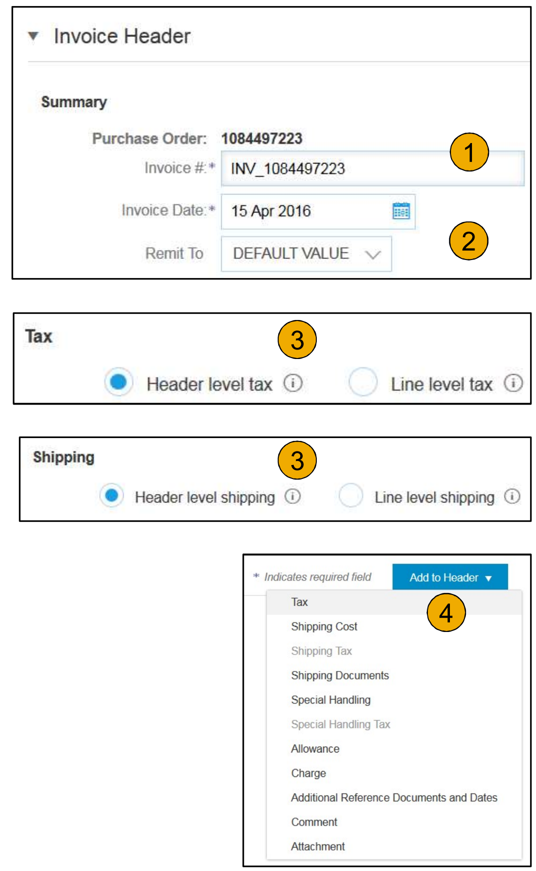
Invoice via PO Flip
Header

Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable.

1. **Enter an Invoice #** which is your unique number for invoice identification. The Invoice Date will auto-populate.
2. **Select Remit-To** address from the drop down box if you have entered more than one.
3. **Tax can be entered** at the Line level only
4. **Shipping can be entered** at either the Header or Line level by selecting the appropriate radio button.
5. **You can also add some additional information** to the Header of the invoice such as: Special Handling, Payment Term, Comment, Attachment, Shipping Documents.
6. **Scroll** down to the Line items section to select the line items being invoiced.

Note: Attachment file size should not exceed 10MB.



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Invoice via PO Flip
Line Items

Line Items section shows the line items from the Purchase Order.

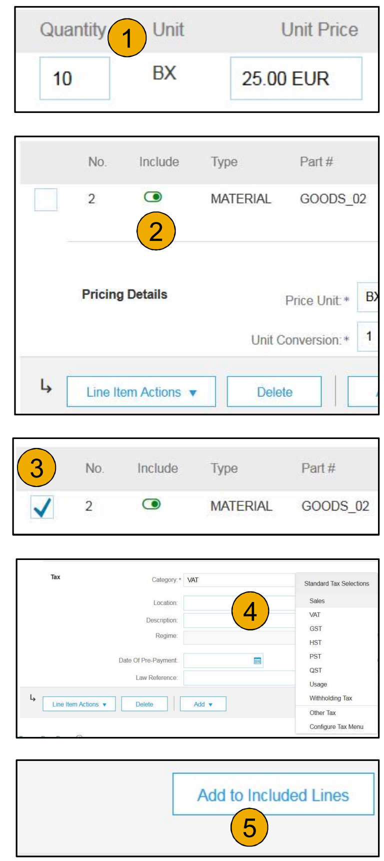
1. **Review or update Quantity** for each line item you are invoicing.
2. **If you wish** to exclude a line item from the invoice, click on the line item's green slider. You can also exclude the line item by clicking the check box to the left and clicking 'Delete'.

Note: You can generate another invoice later to bill for the excluded item.

3. **Select** the line item to which tax is to be applied using the Line Item # checkbox. To apply the same tax to multiple line items, select those line items to be taxed at the desired rate.
4. To configure additional Tax Options within the Tax Category tool, use the **Configure Tax Menu** option.

Note: When identifying sales tax, if there is a tax type in the drop-down that is not listed, then contact LP to discuss next steps.

5. Check Tax Category and use the drop down to select from the displayed options. Click Add to Included Lines.



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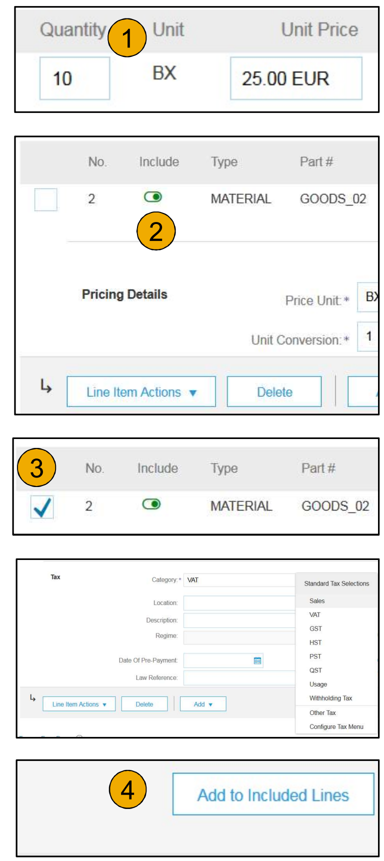

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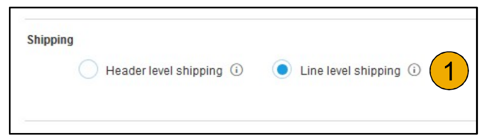
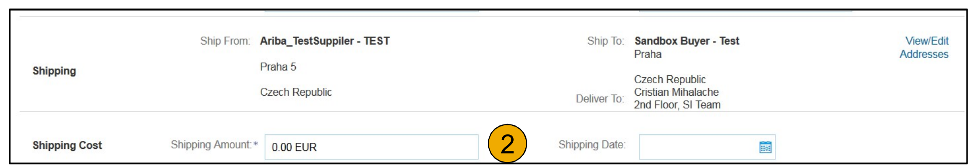
Invoice via PO Flip
Line Item Shipping

1. **Select Line Level Shipping** to add specific shipping prices to a individual line item
2. **Enter** the shipping cost to the applicable line items



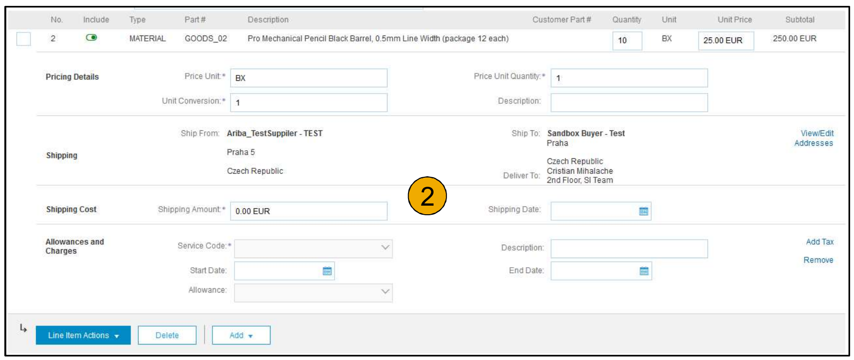


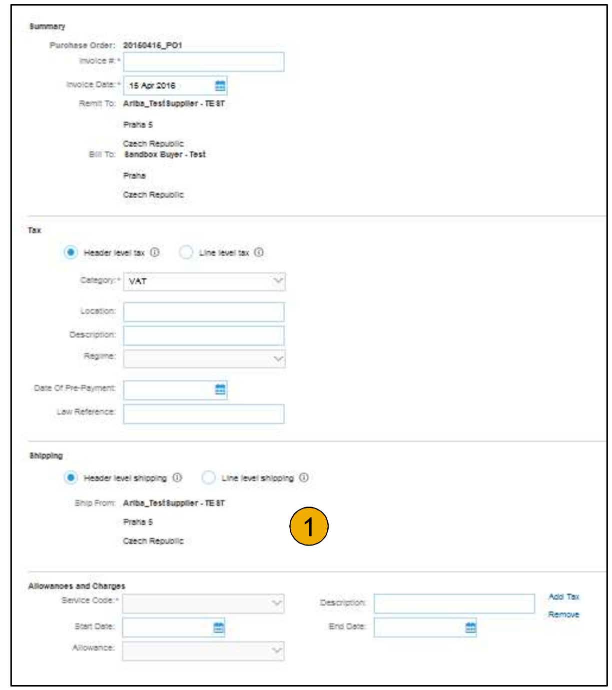
Invoice via PO Flip

Review Allowances and Charges

If Allowances and Charges are included in the PO, these will convert to the Invoice at either Invoice Header or Line Item Level based on where the information is on PO:

1. **Header Allowance and Charges**
2. **Line level Allowance and Charges**





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Invoice via PO Flip

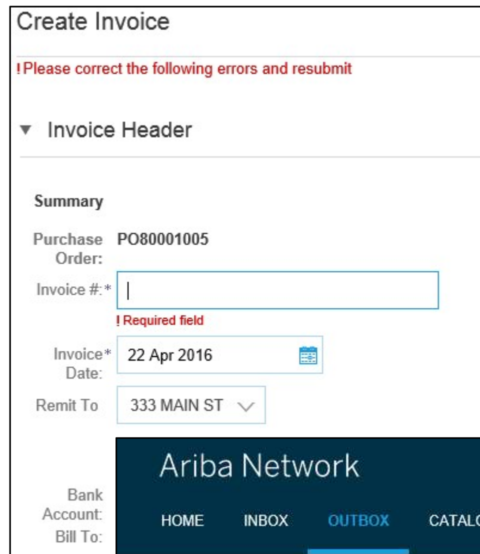
Line Item Comments

1. To add comments at the line items select **Line Items**, then click at Line Item **Actions >Add > Comments**.
2. Upon refresh or **Update**, the Comments field will display. Enter applicable Comments in this field.
3. Click Next.

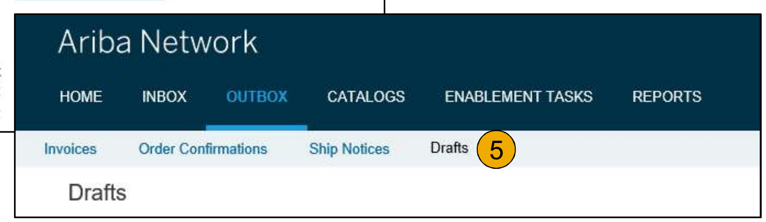
Invoice via PO Flip

Review, Save, or Submit to Customer

1. **Review** your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.
2. If no changes are needed, click **Submit** to send the invoice to Louisiana-Pacific.
3. If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.
4. Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.
5. You may resume working on the invoice by selecting it from **Outbox>Drafts** on your Home page.
6. You can keep draft invoices for up to 7 days.



Note: In the event of errors, there will be a notification in red where information must be corrected



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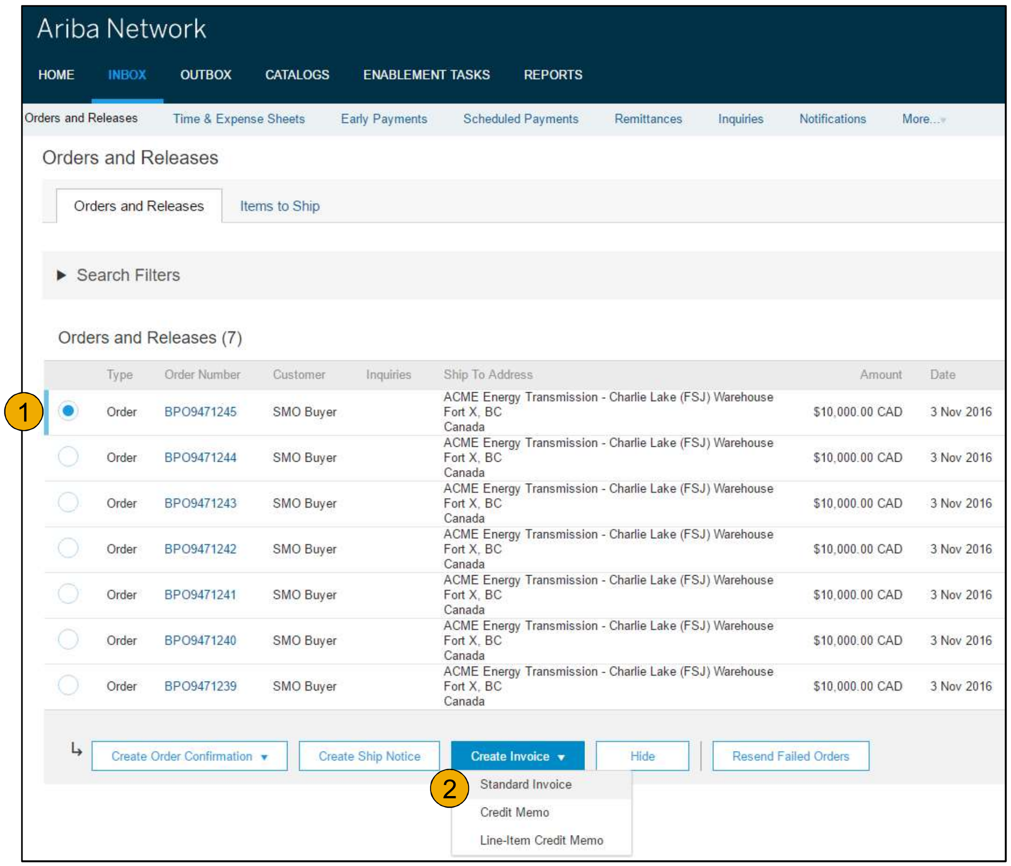
Invoice Against a Blanket Purchase Order

Locate Your BPO

To Create an Invoice from a Blanket Purchase Order (BPO):

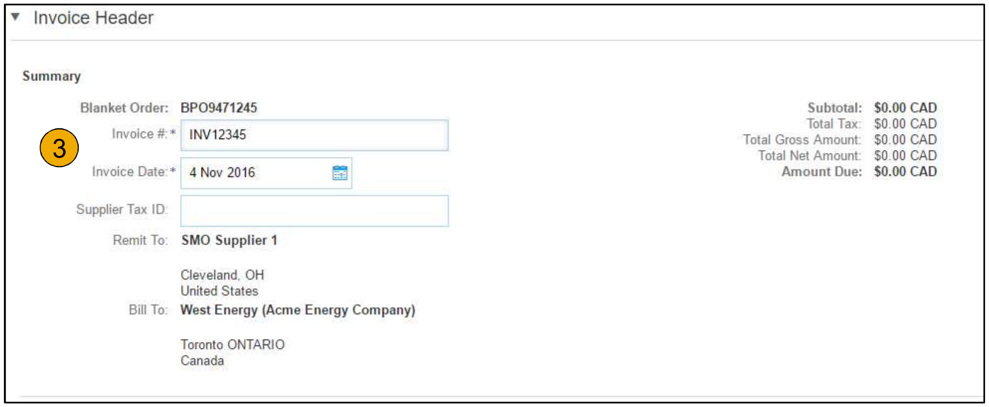
1. **Locate** BPO in Inbox.
2. **Click Create Invoice** and Select **Standard Invoice.**

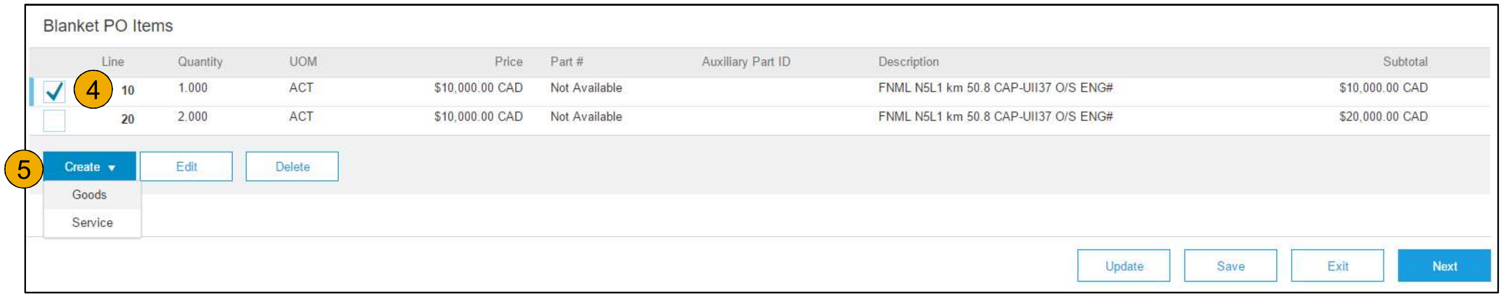


Invoice Against a Blanket Purchase Order

Header Level Information

3. **Complete** Header Section information as needed, including all information marked **required** with an asterisk (*).
4. **Check** the box of the line item you plan on invoicing against.
5. **Click Create** at the bottom and select the appropriate option; Goods or Services.





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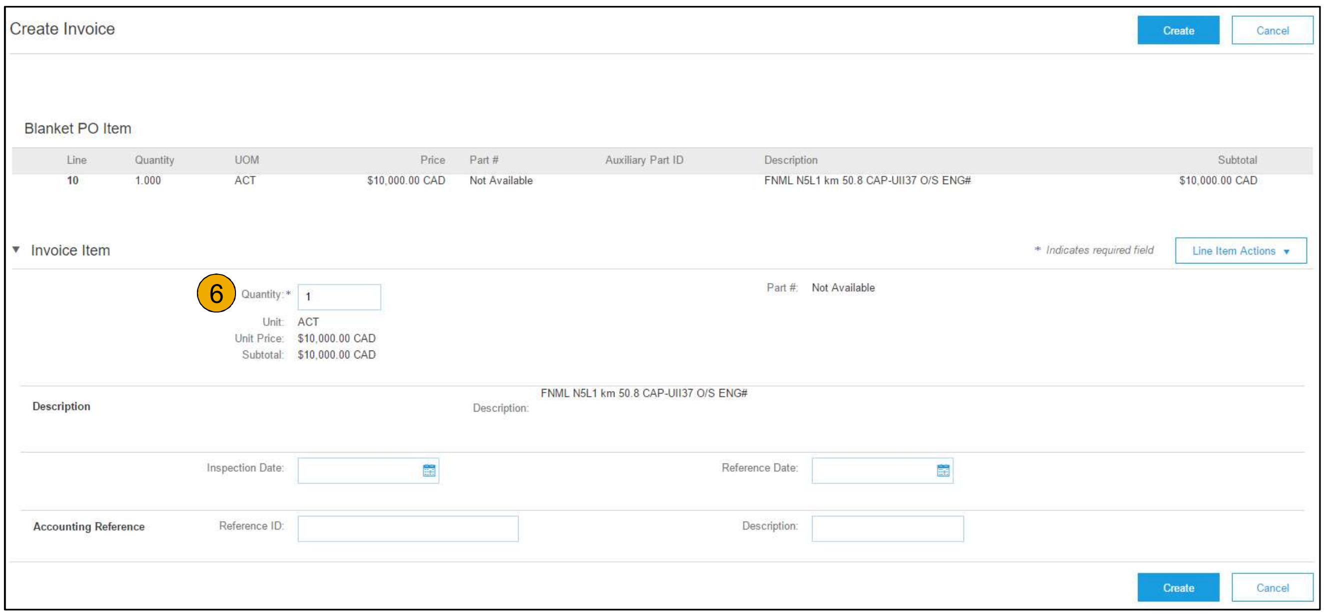
Invoice Against a Blanket Purchase Order

Create a Line Item

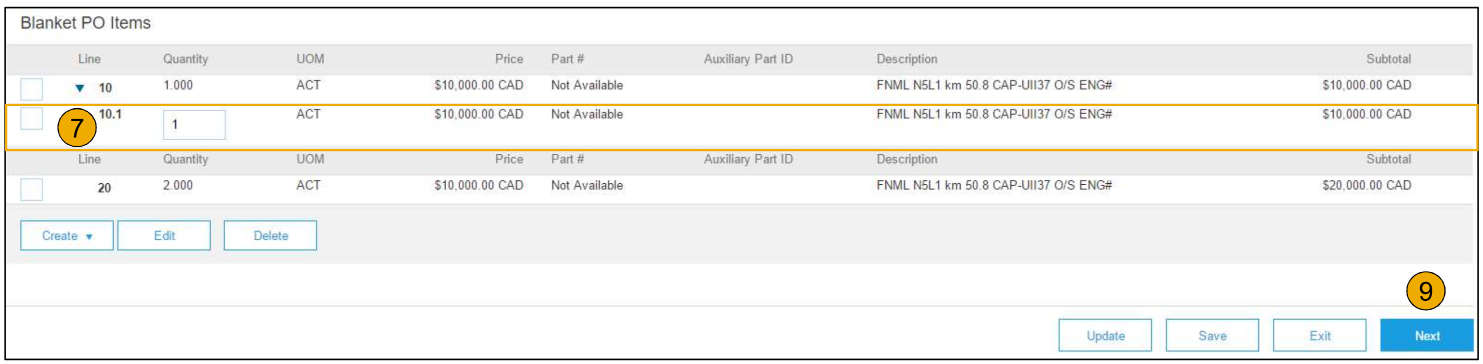
6. **Update** required fields including the Quantity and/or Price fields to create the invoice line item. Click Create when done.



Invoice Against a Blanket Purchase Order

Review Your Information

7. **Once** completed, your invoice line will appear as a sub-line (i.e. 1.1) showing the quantity being invoiced.
8. **Repeat** process as needed for each line.

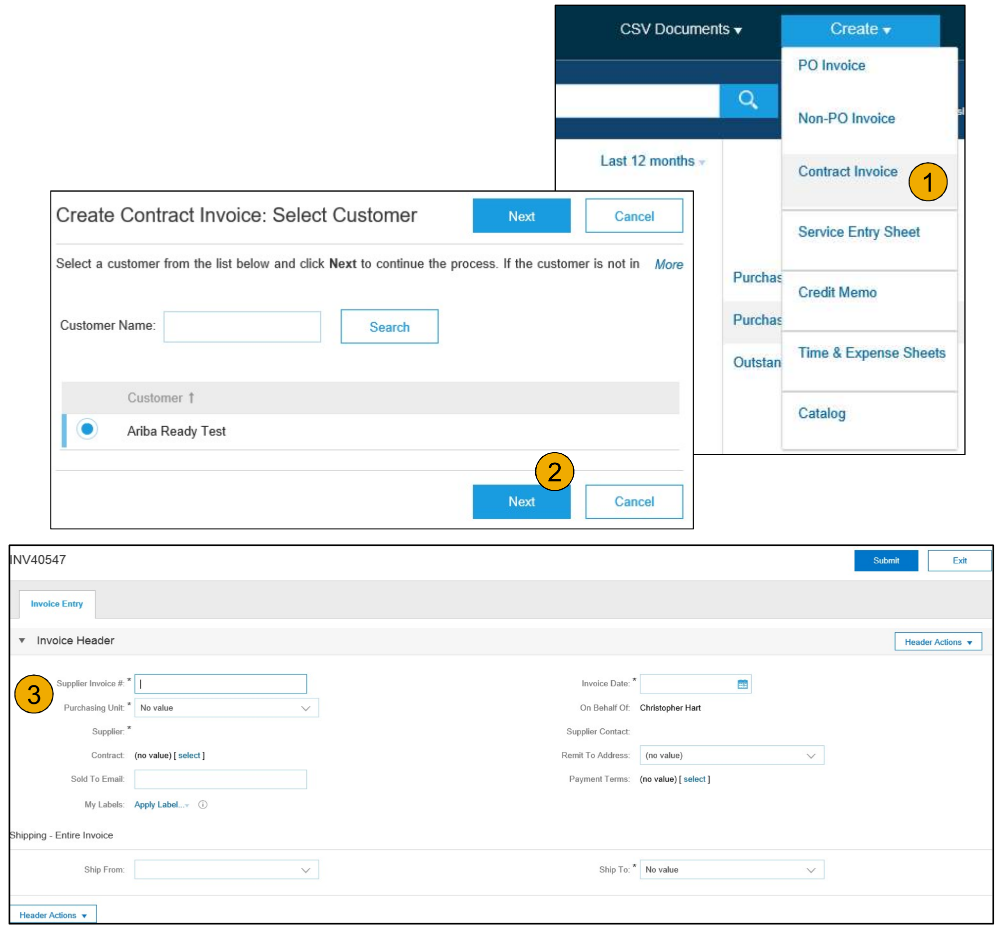


9. **Click Next** to continue.
10. **Review**, **Save** or **Submit** as Standard Invoice.

Invoice Against a Contract

To create a Contract Invoice:

1. **From the home screen** within your Ariba Network account, **select** the **Create** dropdown menu and select **Contract Invoice**.
2. **Select** Louisiana-Pacific from the Customer dropdown list.
3. **Complete** invoice entry with all fields marked with asterisk (*).



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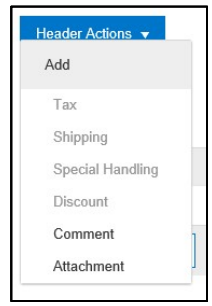
Invoice Against a Contract

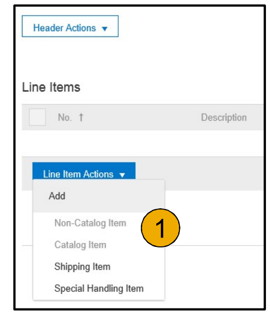
Header and Line Level Options

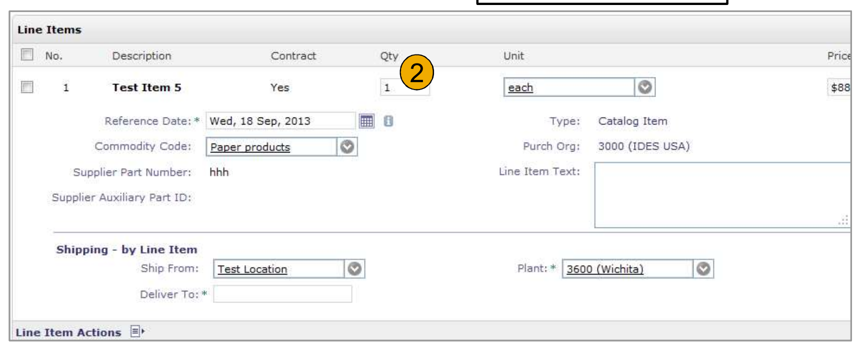
There is an option to add Tax, Shipping, Special Handling, Discount, Comments and Attachments to Contract Invoices.

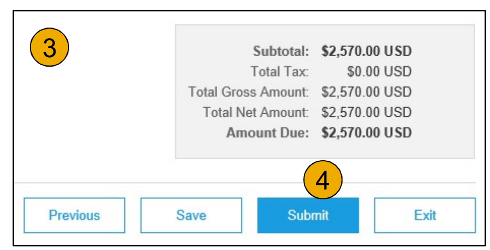
To add Line items to the Invoice:

1. **Choose** from Non-catalog or Catalog options.
2. **Enter** required fields marked with an asterisk (*).
3. **Update** Total.
4. **Click** on Submit button to submit the invoice.







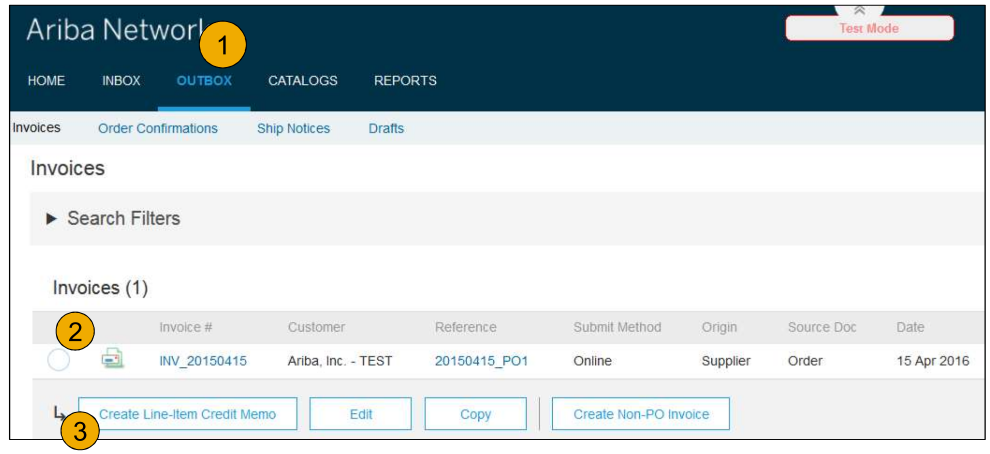


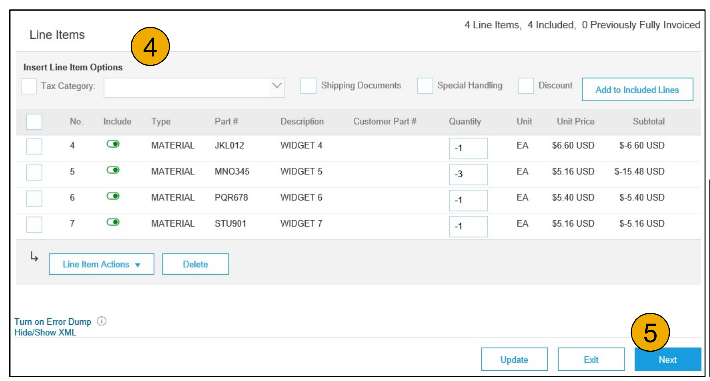
Create a Credit Memo

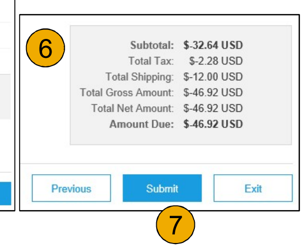
Line Level Detail

To create a line level credit memo against an invoice:

1. **Select** the **OUTBOX** tab.
2. **Select** your previously created invoice.
3. **Click** the button on the Invoice screen for **Create Line-Item Credit Memo**.
4. **Complete** information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks (*) are filled in.
   - **<u>NOTE:</u>** Suppliers are REQUIRED to provide a Reason for each Credit Memo
5. **Click Next.**
6. **Review** Credit Memo.
7. **Click Submit.**







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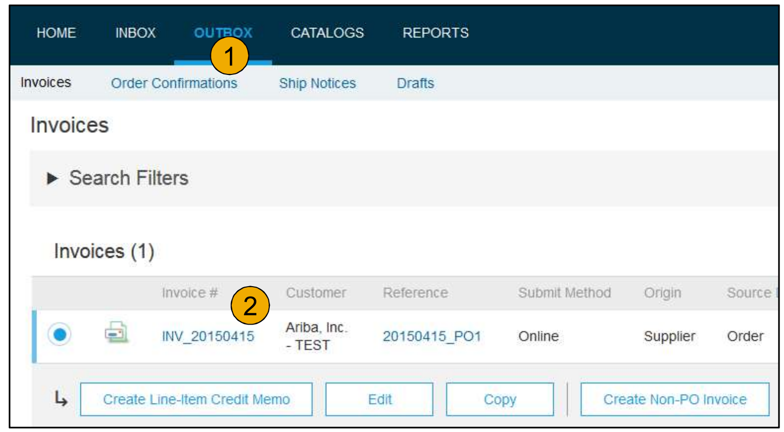
Copy an Existing Invoice

To copy an existing invoice in order to create a new invoice:

1. **Select** the **OUTBOX** Tab.
2. **Either Select** the radio button for the invoice you want to copy, and click Copy. OR Open the invoice you want to copy.
3. **On** the **Detail** tab, click **Copy This Invoice**.
4. **Enter** an new invoice number.
5. **For VAT lines,** make sure the date of supply at the line level is correct.
6. **Edit** the other fields as necessary.
7. **Click** Next, review the invoice, and save or submit it.



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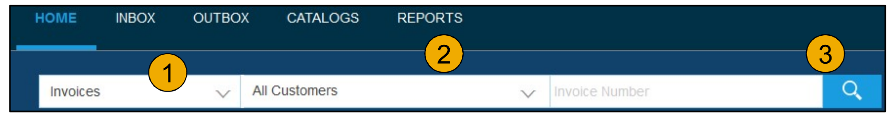
Search for Invoice
(Quick & Refined)

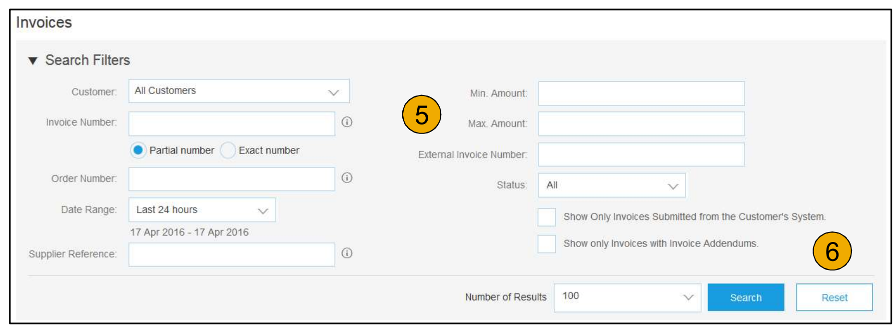
Quick Search:

1. **From the Home Tab,** Select Invoices in the Document type to search.
2. **Select** Louisiana-Pacific from Customer Drop down menu**.**
3. **Enter** Document # , if known. Select Date Range, up to 90 days for Invoices and Click Search.

Refined Search: Allows a refined search of Invoices within up to 90 last days.

4. **Search** Filters from Outbox (Invoices).
5. **Enter** the criteria to build the desired search filter.
6. **Click** Search.





Check Invoice Status

Routing Status To Your Customer

Check Status:

If you configured your Invoice Notifications as noted earlier in this presentation, you will receive emails regarding invoice status.

You can also check invoice status from the **Outbox** by selecting the invoice link.

Routing Status

Reflects the status of the transmission of the invoice to Louisiana-Pacific via the Ariba Network.

- **Obsoleted** – You canceled the invoice
- **Failed** – Invoice failed Louisiana-Pacific invoicing rules. Louisiana-Pacific will not receive this invoice
- **Queued** – Ariba Network received the invoice but has not processed it
- **Sent** – Ariba Network sent the invoice to a queue. The invoice is awaiting pickup by the customer
- **Acknowledged** – Louisiana-Pacific invoicing application has acknowledged the receipt of the invoice

Check Invoice Status

Review Invoice Status With Your Customer

Invoice Status

Reflects the status of Louisiana-Pacific's action on the Invoice.

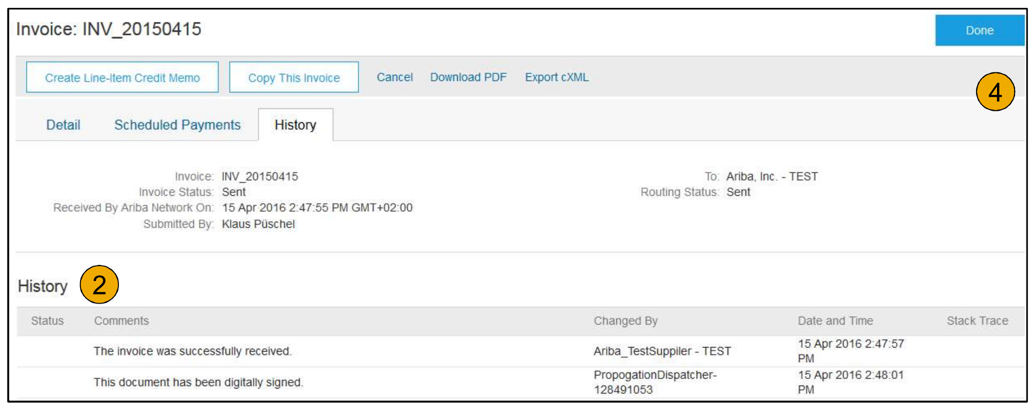
- **Sent** – The invoice is sent to the Louisiana-Pacific but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – Louisiana-Pacific approved the invoice cancellation
- **Paid** – Louisiana-Pacific paid the invoice / in the process of issuing payment. Only if Louisiana-Pacific uses invoices to trigger payment.
- **Approved** – Louisiana-Pacific has verified the invoice against the purchase orders or contracts and receipts and approved if for payment
- **Rejected** – Louisiana-Pacific has rejected the invoice or the invoice failed validation by Ariba Network. If Louisiana-Pacific accepts the invoice or approves it for payment, invoice status updated to Sent (invoice accepted) or Approved (invoice approved for payment)
- **Failed** – Ariba Network experienced a problem routing the invoice

Review Invoice History

Check Status Comments

Access any invoice:

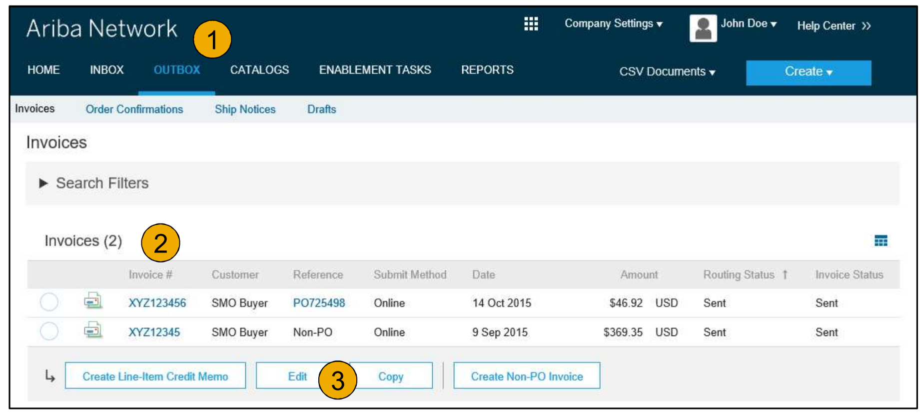
1. **Click** on the History tab to view status details and invoice history.
2. **History and status comments** for the invoice are displayed.
3. **Transaction history** can be used in problem determination for failed or rejected transactions.
4. **When you are done** reviewing the history, click Done.



Modify an Existing Invoice

Edit and Resubmit

1. **Click** the **Outbox tab.**
2. **In the Invoice #** column, click a link to view details of the invoice.
3. **Click** the **Invoice #** for the failed or rejected invoice that you want to resubmit and click **Edit**.
4. **Click Submit** on the Review page to send the invoice.

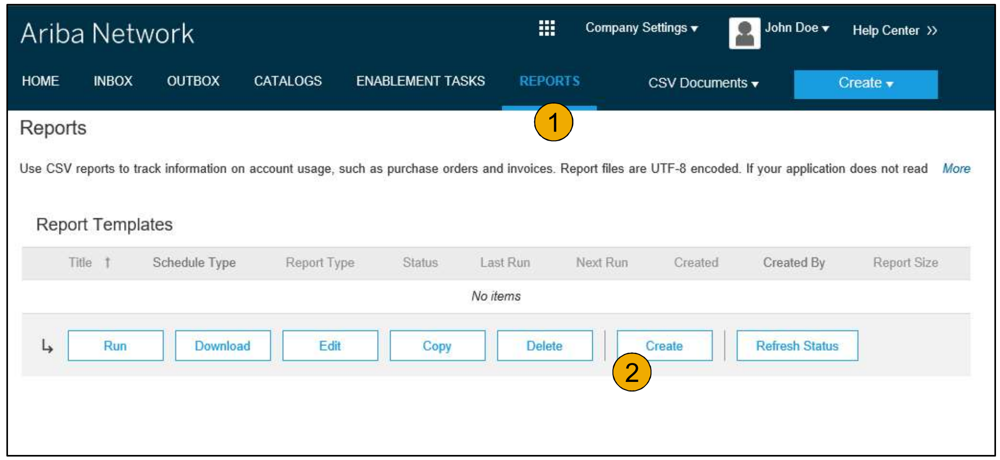


Download Invoice Reports

Learn About Transacting

Reports help provide additional information and details on transactions on the Network in a comprehensive format.

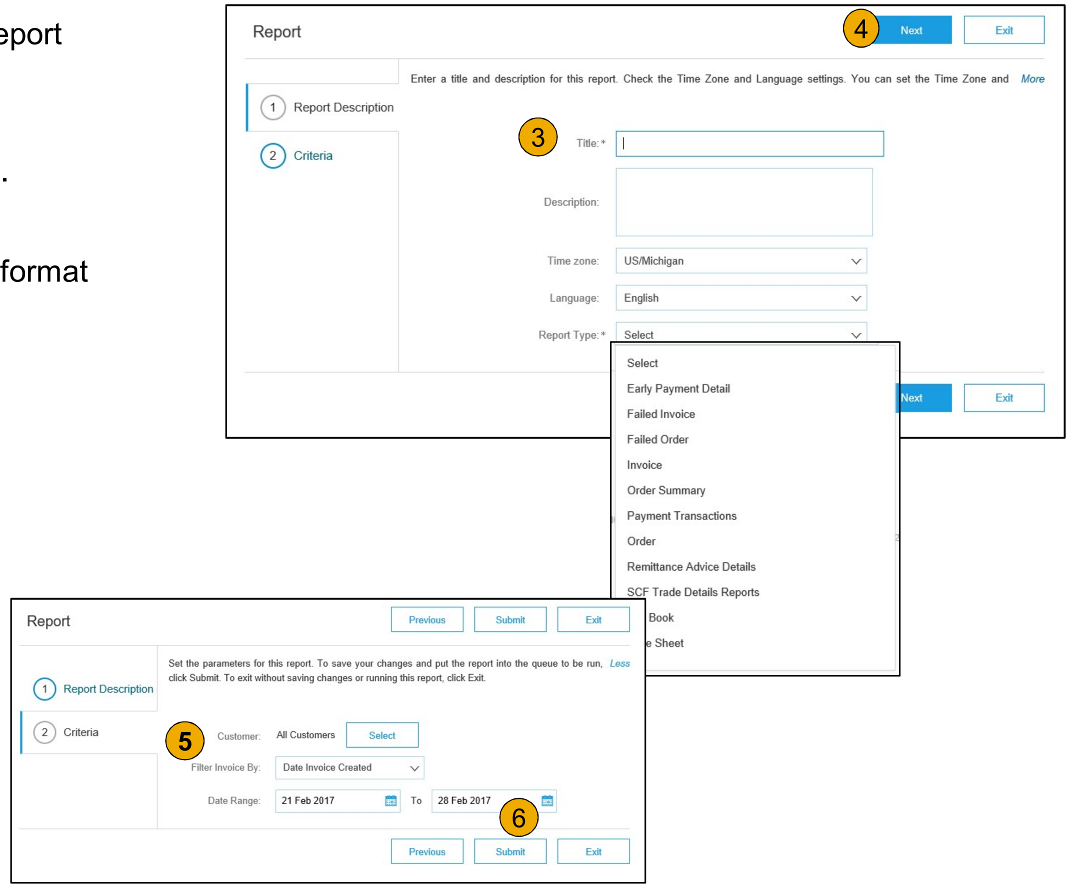
1. **Click** the **Reports** tab from the menu at the top of the page.
2. **Click Create.**



- **Invoice reports** provide information on invoices you have sent to customers for tracking invoices over time or overall invoice volume for a period of time.
- **Failed Invoice reports** provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail to route correctly.
- Reports can be created by Administrator or User with appropriate permissions.
- **Bronze** (and higher) members may choose **Manual** or **Scheduled** report. Set scheduling information if Scheduled report is selected.

Invoice Reports

3. Enter required information. Select an Invoice report type — Failed Invoice or Invoice.
4. Click Next.
5. Specify Customer and Created Date in Criteria.
6. Click Submit.
7. You can view and download the report in CSV format when its status is Processed.

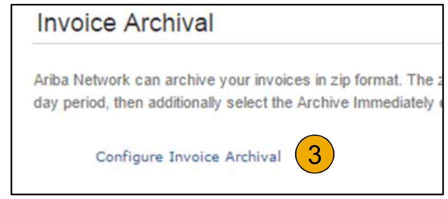


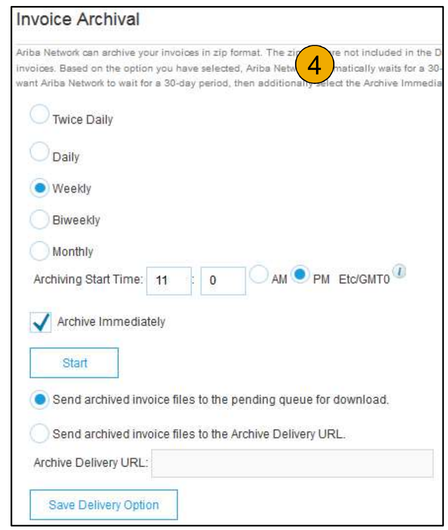
Note: For more detailed instructions on generating reports, refer to the **Ariba Network Transactions Guide** found on the **HELP** page of your account.

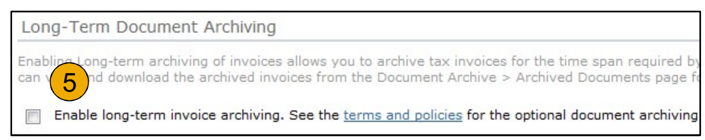
Invoice Archival

Configuring invoice archiving allows you to specify the frequency, immediacy, and delivery of zipped invoice archives. If you wish to utilize it, please follow these steps:

1. From the **Company Settings** dropdown menu, select **Electronic Invoice Routing.**
2. Select the tab **Tax Invoicing and Archiving.**
3. Scroll down to **Invoice Archival** and select the link for **Configure Invoice Archival.**
4. Select **frequency** (Twice Daily, Daily, Weekly, Biweekly or Monthly), choose Archive Immediately to archive without waiting 30 days, and click **Start**.
   - If you want Ariba to deliver automatically archived zip files to you, also enter an Archive Delivery URL (otherwise you can download invoices from your Outbox, section Archived Invoices).
   - **Note:** After **Archive Immediately** started you can either **Stop** it or **Update Frequency** any time.
5. You may navigate back to the **Tax Invoicing and Archiving** screen in order to subscribe to **Long-Term Document Archiving** for an integrated archiving solution. (More details within the Terms and Policies link.)





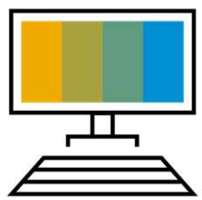


Section 6: Ariba Network Help Resources

Customer Support

Ariba Network Support

AribaPay Support



Supplier Information Portal

Additional Resources

Useful Links and Webinars

Troubleshoot Your Invoice

Customer Support

Supplier Support During Deployment

Ariba Network Registration or Configuration Support

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

Louisiana-Pacific Enablement Business Process Support

- Email Louisiana-Pacific Enablement Team at SupplierEnablement@lpcorp.com
  - Business-Related Questions

Louisiana-Pacific Supplier Information Portal

- Find your supplier information portal HERE

Supplier Support Post Go-Live

SAP Ariba Global Customer Support

- Click here to find your appropriate customer support phone number

AribaPay Supplier Support

AribaPay Supplier Support (at SAP Ariba)

For assistance with registering for AribaPay on the Ariba Network or accessing reports and remittance information, please contact:

- Phone: 800-974-4899 Option 5
- AribaPay_Enablement@sap.com

AribaPay operates on the Discover Global Network. Agents from Discover are on hand to assist you with your initial bank account enrollment and future updates that you may need to make.

AribaPay Bank Account Enrollment

If you need assistance with enrolling your current bank account for AribaPay with your buyer, please contact Discover Global Network at **888.802.9654**. Monday through Friday | 8:00 AM - 4:30 PM EST

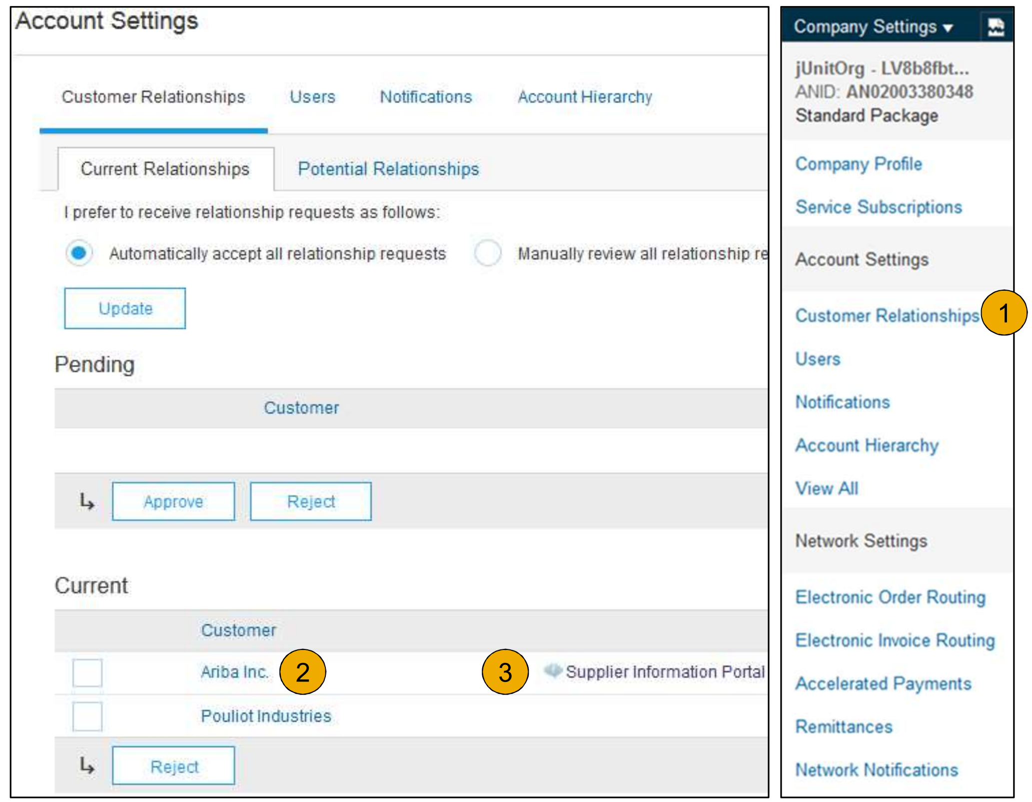
Bank Change Request – REQUIRED Any Time Banking Information Changes

- If you need assistance with updating your company banking information and you are an existing AribaPay customer, please contact Discover Global Network at **800-975-0462**. Monday through Friday | 8:00 AM - 4:30 PM EST

Training & Resources

Louisiana-Pacific 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.



Useful Links and Webinars Available

Links

- Ariba Supplier Pricing page
- Ariba Network Hot Issues and FAQs
- Ariba Cloud Statistics and Network Notification
  - Detailed information and latest notifications about product issues and planned downtime – if any – during a given day
- SAP Ariba Discovery
- Ariba Network Overview
- Support Center
- Learning Center

Webinars

- Supplier Success Sessions
  - Created by Ariba Network Customer Support
  - Example topics:
    - Introduction to Ariba Network
    - Registration
    - Invoicing
    - Using the help center
- 30 on Thursdays
  - Information sessions on Supplier best practices
  - Example Sessions:
    - Uncover Advanced Functionality to Maximize Value
    - Introduction to Supplier Electronic Integration
    - Roadmap to Your Ariba Network Subscription
- Live Demonstrations
  - Understand SAP Ariba's solutions
  - Example Demos:
    - PunchOut for e-Commerce managers
    - Creating electronic catalogs
    - Integrating with your customers through cXML

Troubleshoot Your Invoice Issues

How do I know which type of invoice to create?

What does this error message mean?

How do I cancel an invoice that I've sent?

How do I edit and resubmit an invoice that I've sent?

What should I do if my invoice has been rejected?

Can I resend a failed or rejected invoice with the same invoice number?

How do I tell when my invoice will be paid?

Thank you.