The Ariba Network and TransGrid ibuy: Frequently Asked Questions

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1. The Ariba Network

1.1 What is the Ariba Network?

The Ariba Network is a dynamic, digital marketplace where buyers can browse and buy from a catalogue of goods and services offered by millions of suppliers.

As a supplier, you can quickly receive and process electronic purchase orders, send invoices, and track the status of your invoices online.

1.2 What is electronic invoicing?

TransGrid uses electronic invoicing (e-invoicing) to receive invoices directly from our suppliers via the internet, without the need to print and mail paper invoice copies.

1.3 What are the benefits of using the Ariba Network?

By using the Ariba Network, you can benefit from:

> **secure and guaranteed invoice delivery** - no more lost invoices
> **the ability to check invoice status online** - from delivery through to payment
> **reduced processing time** - we receive your invoices faster which means we are able to pay you on time
> **instant invoice validation** - fewer delays due to missing information
> **any-to-any data formatting technology** - no additional software or hardware
> **higher processing transparency and better cash flow management** - 24/7 access and reporting

1.4 What infrastructure do I need to use the Ariba Network?

A regular internet connection and a web browser are the only requirements.

1.5 What is the privacy policy for registration and company information?

By registering on the Ariba Network, you make your company profile information available to your current customers, as well as other buying organisations on the network. Your customers use this information to conduct transactions with you through the network, and prospective buyers use it to initiate new business relationships.

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

1.6 Why is TransGrid introducing electronic transactions?

E-invoicing reduces the cost and complexity of manually handling large volumes of paper invoices daily. By transacting electronically, we can also improve the way we match and track invoices, provide an immediate response to payment inquiries, reduce unnecessary errors, and deliver a more efficient process.

As a supplier, you:

> are instantly notified when TransGrid creates new purchase orders

> can effortlessly 'flip' a purchase order into an electronic invoice

> have 24/7 access to the status of your invoices

> have instant access to remittance details for easy payment reconciliation

> know the moment a payment has been initiated for your submitted invoices.

1.7 What is the difference between a standard account and enterprise account?

The standard account is a great option when starting to use the Ariba Network.

An enterprise account gives you everything a standard account offers, plus extra ways to grow and strengthen your business.

View the following webpage Standard vs Enterprise Account to compare the two types of accounts.

1.8 How do I register for a standard account?

You will receive a purchase order from TransGrid via an interactive email. The purchase order will contain a link to create an account, or to sign into an existing account.

The following standard account training video shows you how to register using the interactive email order, confirm an order, create an invoice, and get help on related topics.

1.9 What is an interactive email order?

This email advises that you have received an order and summarises what has been ordered. It is a free, simple, and secure feature of the Ariba Network.

1.10 How do I register for – or upgrade to – an enterprise account?

Once you have created a standard account, you will have the option within your account settings to upgrade to an enterprise account.

1.11 Can I have a standard account for one customer but an enterprise account for another?

Yes, you can have a separate account for each customer (with a different Ariba Network ID and log in details) or you can consolidate all customer relationships under one account.

1.12 What if I already have an Ariba enterprise account? Can I switch to an Ariba standard account?

If you are already using an Ariba enterprise account, we recommend you continue using this transaction method. There is no direct way to change an Ariba enterprise account subscription to an Ariba standard account. You would need to terminate the existing account relationship, then request that TransGrid re-enable you using the Ariba standard account. Any existing relationship information you have with TransGrid would not be carried over to the new Ariba standard account. Any outstanding SAP Ariba invoices would need to be settled between you and SAP Ariba.

1.13 If multiple buyers (other than TransGrid) invite me to use a standard account, can I consolidate these into one account?

Yes. When you receive the first purchase order via the interactive email from a new buyer, you can login using your existing Ariba Supplier Network credentials. This will automatically establish a transaction relationship with your existing Ariba Supplier Network account and the new buyer.

1.14   What if I do not want to participate?

TransGrid is committed to the success of this initiative and is working hard to make the transition as seamless for suppliers as possible.

Suppliers who are asked to participate are considered critical and valuable to the ongoing business of TransGrid and are thus expected to comply with this process change to ensure continuity of a successful working relationship.

2.   Transacting

2.1   What date will I start transacting with TransGrid over the Ariba Network?

Once you have accepted a Trading Relationship Request (TRR) and have registered on the Ariba Network you will be able to begin transacting.

If you do not receive a TRR, the first purchase order you receive from TransGrid will be in the format of an interactive e-mail order. Click the link in the e-mail, which will invite you to register and create your first invoice on the Ariba Network.

2.2   How soon after the transition to the new system will I receive my first purchase order?

Suppliers may not receive an email with a new TransGrid purchase order immediately. This could take a few days or several weeks depending on how often you receive purchase orders from us.

2.3   How will I know when TransGrid receives my invoice and schedules my payment?

The Ariba Network service provides you with visibility into invoice and payment processing by tracking the status of the invoice through the TransGrid processes. You can see when the invoice has been received and has been approved for payment.

The payment will be made in accordance with the existing TransGrid Terms and Conditions of payment. Correct invoicing according to amount and price on the purchase order will speed up the process, via auto matching of invoice and purchase order.

2.4   Can I upload an invoice from my own system into the Ariba Network?

No, the invoice must be processed in the Ariba Network against the purchase order received via email from TransGrid. Please do not send a second paper or PDF invoice as well. It will not be processed and may create confusion and delay.

2.5   Why would a supplier raise an invoice via Ariba?

Suppliers will receive electronic purchase orders from TransGrid either via email or directly via their Ariba account. If you have recurring business with TransGrid, we recommended that you register on Ariba for a free standard account, as it makes it easier to receive purchase orders, confirm purchase orders, and invoice electronically.

Invoicing using the 'PO Flip' is our preferred invoicing channel because it allows straight through processing.

2.6   Who at TransGrid will be providing the purchase orders for suppliers?

Any TransGrid employee can send a purchase order to a supplier. TransGrid employees will raise purchase requisitions on SAP Ariba and send them for approval. Once approved, the purchase requisition becomes a purchase order and is sent to the supplier via email.

2.7 What happens if the purchase order has incorrect data – what should I do?

If your purchase order has incorrect data, you have the option to reject it and return it to TransGrid after you add a rejection comment.

To do this, open the purchase order and choose Reject Order from the dropdown menu. The TransGrid employee will receive an e-mail notification with the order rejection reason.

2.8 Can I send electronic invoices using the Ariba Network to all of my customers?

Ariba Network allows you to send electronic invoices to any other customers using the network once you have registered.

3.   General

3.1 What if I forget my password?

If you forget your Ariba Network password, go to http://supplier.ariba.com and click the Forgot Password link. You will be prompted through the password reset process.

You can also contact Ariba Support for assistance using the following steps:

> Go to supplier.ariba.com
> Click on the Question mark sign in the top right corner
> Click Support in the bottom right corner
> Enter a search term – select Something Else
> Click on option Get help by phone
> Can there be more than one account administrator?

No, you can only have one administrator per Ariba Network account. However, it is possible to transfer the administrator role to another user.

3.2 What if my Ariba Network administrator has left my organisation?

You will need to contact Ariba Help and request a new administrator to be assigned to your account, as it is not possible to have more than one administrator at a time. The administrator can then setup additional user profiles on your account.

3.3 How many users can I setup in my Ariba Network account?

You can have up to 2000 users setup on the Ariba Network.

3.4 Which email address should I be looking out for when receiving the interactive email order (purchase order)?

You will receive automated emails from ordersender-prod@ansmtp.ariba.com. It will not come from a TransGrid email address.

3.5 I cannot see a purchase order in my email inbox, and I am expecting one. What should I do?

Please check your spam and junk folders. You may need to make the e-mail address ordersender-prod@ansmtp.ariba.com trusted in your Outlook settings.

If you still cannot see a purchase order, please ask your buyer at TransGrid to create one in SAP Ariba.

3.6   What happens if I have misplaced the interactive email?

If you are already registered for a standard account and misplaced the interactive email containing the link to your order, you can resend it by logging into your Ariba Network account. In the Orders, Invoices and Payments search box on the home dashboard of your account, click Search>Send me a copy to take action in the Action column next to the Purchase Order.

3.7   Who do I contact if I have any questions?

If you have any questions, please contact the TransGrid Supplier Enablement team by emailing ibuysuppliers@transgrid.com.au.