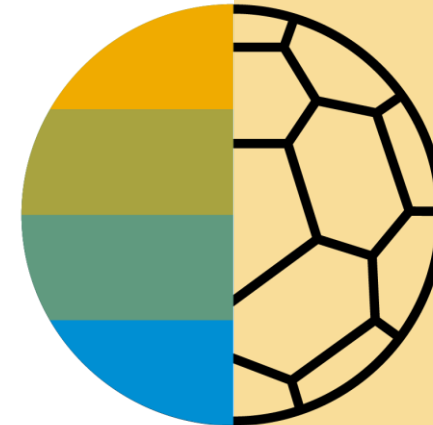




# W.R. Grace & Co.

## Ariba Supplier Guide

CONFIDENTIAL



# W.R. Grace Message



Dear Valued Grace Supplier,

We are pleased to announce a new initiative to streamline our procurement and accounts payable processes. **W.R. Grace & Co. (Grace)** is collaborating with SAP Ariba® to fulfill our vision of moving away from paper and manually transmitted documents.

- **What does this mean for you?**

Conducting business on the Ariba Network is required and your Purchase Orders (POs), Order Confirmations, Shipment Notices and Invoices 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, and potential new business opportunities on the Ariba Network.

- **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 subject to 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?**

For indirect suppliers, this change will take effect with the first PO issued through Ariba. See [How do I register a free Standard account from an email invitation? \(ariba.com\)](#). Ariba orders will begin with PCO, 65\* series, or 75\* series (for work orders or PO's with material ID's).


For direct suppliers, Ariba will send important communication and instructions for joining the Ariba Network. This includes establishing a trading relationship with Grace 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). Ariba orders will begin with 75\* series.

We believe this new platform and shift in technology will strengthen our business relationship and allow for more robust collaboration and purchasing capabilities.


Kind Regards,

*W.R. Grace & Co. Enablement Team*

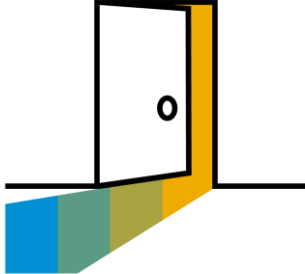
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# Section 1: Getting Started

W.R. Grace has selected Ariba Network as our electronic transaction provider. As a preferred supplier, you have been invited to join Ariba Network and start transacting electronically with us.

By clicking on [Ariba Network Supplier Training \(BASE\) | Getting Started](#) you will:

- Understand what Ariba Network is.
- Learn to identify your account type and the differences between Standard and Enterprise Accounts.
- Learn how to upgrade from a Standard to Enterprise Account.
  - **The majority of Grace suppliers (and all indirect suppliers) are eligible for a FREE Standard Account. If you have or upgrade to an Enterprise Account, you may be subject to fees. Please visit [SAP Ariba Subscriptions and Pricing](#) for more details.**
- Learn how to get started with a new or existing account.

Helpful tutorials on [video playlist](#)\* for this section include:

- Get Ready to Transact
- Account Overview

**\*Videos are demonstrated with a Standard Account, but the information is still relevant to Enterprise Accounts.**

# Review W.R. Grace Specifications

## Supported Documents

### W.R. Grace project specifics:

- **Tax data** is accepted at the header/summary level or at the line item level of the invoice.
- **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
- **Non-PO Invoices**  
Apply against a PO not received through Ariba Network
- **Service Invoices**  
Invoices that require service line item details
- **BPO Invoices**  
Invoices against a blanket purchase order
- **Contract Invoices**  
Apply against contracts
- **Credit Invoices/Credit Memos**  
Accepted at the header level and line item level; price/quantity adjustments

# Review W.R. Grace Specifications

## NOT Supported Documents

### NOT Supported:

- **Summary or Consolidated Invoices**  
Apply against multiple purchase orders – not currently accepted by W.R. Grace.
- **Invoicing for Purchasing Cards (P-Cards)**  
An invoice for an order placed using a purchasing card – not accepted by W.R. Grace.
- **Duplicate Invoices**  
A new and unique invoice number must be provided for each invoice. W.R. Grace will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on Ariba Network.
- **Paper Invoices**  
W.R. Grace requires invoices to be submitted electronically through Ariba Network. W.R. Grace will no longer accept paper invoices.
- **Service Entry Sheets**  
Apply against a single purchase order referencing a line item.

## Section 2: Account Administration

This section is designed for your account administrator. Each Ariba account can have up to 250 users, but **only** 1 administrator.

By clicking on [Ariba Network Supplier Training \(BASE\) | Account Administration](#) you will:

- Learn how to complete your Ariba Network profile, configure your account and set up notifications.
- Learn how to configure your remittance information.
- Learn how to create roles and users and assign permissions.
- Learn how to manage multiple accounts by creating an account hierarchy and linking user ID's.

Helpful tutorials on [video playlist](#)\* for this section include:

- Account Overview
- Configure Routing Notifications
- Configure Remittance Address
- User Creation

\*Videos are demonstrated with a Standard Account, but the information is still relevant to Enterprise Accounts.

# Route Your Purchase Orders

## Method Details

- **Online (Default):** Orders are received within your AN account, but notifications are not sent out.
- **E-mail (Recommended):** E-mail 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 Grace.



# W.R. Grace 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.

# Types of Users Typically Involved in Ariba

Ariba Role	Responsibilities	Potential Resources
Ariba Account Administrator	Create/Maintain Company's Ariba Account, Provide New Users Access	Supply Chain Support Person, IT Resource
Purchase Order Receiver	Receive and understand Grace's PO's from Ariba	Customer Service, Person that receives the PO today
PO Confirmation Generator	Create and send a Confirmation to Grace's PO in Ariba	Customer Service, Person that receives the PO today
Advanced Shipping Notice (ASN) Generator	Create and send an ASN to Grace's PO in Ariba	Customer Service, Warehouse Resource
Invoice Generator	Create and send an Invoice to Grace's PO in Ariba	Accounts Payable

- One resource can perform several roles (this is fairly common)
- Several resources can perform one role
- No role requires an overly 'technical' resource
- Use of groups in some scenarios is recommend (ie. [customerservice@supplier.com](mailto:customerservice@supplier.com)) can be used for receiving PO's

# Section 3: Navigating Your Account

You can find your documents (Purchase Orders, Invoices, etc.) by taking different routes, depending on the document age, type, and your own preference.

By clicking on [Ariba Network Supplier Training \(BASE\) | Navigating your Account](#) you will:

- Learn about your account homepage and how to customize widgets according to your preferences.
- Learn about your main dashboard (i.e. workbench) and how to customize and set up filters.

Helpful tutorials on [video playlist](#)\* for this section include:

- Account Overview

\*Videos are demonstrated with a Standard Account, but the information is still relevant to Enterprise Accounts.

# Section 4: Purchase Order Management

All orders received in Ariba, must be confirmed and invoiced in Ariba.

By clicking on [Ariba Network Supplier Training \(BASE\) | Purchase Order Management](#) you will:

- Learn how to access your purchase order.
  - **Though Enterprise Accounts have enhanced search capability, both Standard and Enterprise Accounts can access the PO from within the Ariba portal.**
- Understand the purchase order details of your order and how to create a PDF copy.

Helpful tutorials on [video playlist](#)\* for this section include:

- Account Overview

**\*Videos are demonstrated with a Standard Account, but the information is still relevant to Enterprise Accounts.**

# Section 4: Order Confirmation and Ship Notice

Grace **requires** suppliers to confirm new Ariba orders as well as change orders. Though ship notices are not currently required, we strongly encourage our direct suppliers to also provide an ASN as this will aid our end users to better track and prepare for your deliveries.

By clicking on [Ariba Network Supplier Training \(BASE\) | Material Order - Order Confirmation and Ship Notice](#) you will:

- Learn how to create several different types of order confirmations, including entire order and line item.
- Learn how to create a ship notice.

Helpful tutorials on [video playlist](#)\* for this section include:

- Create an Order Confirmation
- Create a Ship Notice

\*Videos are demonstrated with a Standard Account, but the information is still relevant to Enterprise Accounts.

# Section 5: Invoicing

Both an order confirmation (supplier) and goods receipt (Grace) to verify receipt of goods or completion of service are **required** before you can invoice. Suppliers must also include a Remit To address on invoice.

By clicking on [Ariba Network Supplier Training \(BASE\) | Invoicing](#) you will:

- Learn how to create an invoice in Ariba.
  - Invoices can be backdated up to 180 days, but payment clock begins only after invoice is submitted in Ariba and approved.
  - Even if there is no tax being charged, you must enter 0 in the Rate % field of the Tax section.

Helpful tutorials on [video playlist](#)\* for this section include:

- Create an Invoice
- Create a Credit Memo

\*Videos are demonstrated with a Standard Account, but the information is still relevant to Enterprise Accounts.

# Check Invoice Status

## Routing Status To Your Customer

### Check Status:

If you configured your Invoice Notifications, 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 W.R. Grace via the Ariba Network.

- **Failed** – Invoice failed W.R. Grace invoicing rules. W.R. Grace 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** – W.R. Grace invoicing application has acknowledged the receipt of the invoice.

# Check Invoice Status

## Review Invoice Status With Your Customer

### Invoice Status

Reflects the status of W.R. Grace's action on the Invoice.

- **Sent** – The invoice is sent to W.R. Grace, but they have not yet verified the invoice against purchase orders and receipts.
- **Cancelled** – W.R. Grace approved the invoice cancellation.
- **Paid** – W.R. Grace paid the invoice/in the process of issuing payment. Only if W.R. Grace uses invoices to trigger payment.
- **Approved** – W.R. Grace has verified the invoice against the purchase orders or contracts and receipts and approved it for payment.
- **Rejected** – W.R. Grace has rejected the invoice or the invoice failed validation by Ariba Network. If W.R. Grace 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.



# 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?

# Section 6: Support Resources

There are resources available for support within both the Ariba portal and our dedicated Ariba supplier page.

By clicking on [Ariba Network Supplier Training \(BASE\) | Support Resources](#) you will:

- See the resources for assistance at <https://supplier.ariba.com/>.
- Find additional support at <https://grace.com/ariba>.
  - View supplier guides, demo videos and answers to some of the most frequently asked questions.
  - For further assistance on Ariba issues not addressed by available materials, you can create a [Source to Pay Request](#). Please note turnaround time is 48 hours.

Helpful tutorials on [video playlist](#)\* for this section include:

- Account Overview
- Help Center/Technical Support Request

\*Videos are demonstrated with a Standard Account, but the information is still relevant to Enterprise Accounts.

# Useful Links and Webinars Available

## Links

- [Ariba Supplier Pricing page](#)
- [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](#)
- [Help Center](#)
- [Learning Center](#)
- [SAP Ariba Global Customer Support](#)
  - How to contact if you have an Enterprise Account

## 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

**Thank you.**