General Questions:

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

> The SAP® Ariba® solution is the platform used for the onboarding, management of supplier data, inviting suppliers to participate in procurement activities (RFI, RFP, eAuctions), and for selected suppliers to submit electronic purchase orders (POs).
>
> SAP® Ariba® offers best-in-class cloud sourcing solutions and innovative business models for procurement within the world's largest corporate network of approximately 2 million suppliers. Its customers are modernizing and expanding their businesses around the world.
>
> The Ariba® network is a dynamic digital marketplace where millions of trading partners in 190 countries generate $1.25 billion in business every year.

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

> You can find more information about SAP® Ariba® on their Homepage

How do I log in to the Ariba® network?

> Use this link to access your supplier account in the Ariba® Network:
>> Ariba® network supplier account: https://supplier.ariba.com

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

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

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

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

What happens if I forget my username or password?

> Go to the supplier login page via https://supplier.ariba.com and select "Forgot Username and Password"

How secure is the Ariba® network?

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

What is a standard account?

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

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

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

When is a Standard Account / Enterprise Account recommended?

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

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

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

Supplier Management:

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

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

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

Yes, just click on the registration link in the SAP® Ariba® e-mail invitation, log in with your existing user data and then fill out the WACKER registration form.

Is the registration form for WACKER also available in my language?

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

What if I do not want to participate?

WACKER is committed to the success of this initiative and is working hard to make the transition as seamless as possible for suppliers. Suppliers who are invited to participate are considered strategic to the ongoing business and are therefore expected to comply with this process change as a prerequisite for continuing the business relationship. The Ariba® network will be a binding standard at WACKER for both new and existing suppliers.

Sourcing Event:

I cannot find the invitation mail for an event anymore. How can I log in to the Ariba® network?

Please click on this Link and log in with your user name and password if you already have an Ariba® account for WACKER. If you do not have an account, please ask your purchaser to resend the invitation e-mail.

I have never participated in a WACKER invitation to tender before. Do I still need to register?

Yes, your registration is also a prerequisite for other processes, such as supplier and contract management.

Will I still receive invitations to tender from WACKER if I do not register?

No, in this case you will not receive any further requests for quotation.

I have already accepted the event invitation. Why do I have to verify this again to participate?

In general, you must accept each round of an invitation to bid. This is an important step to ensure your participation in the procurement event. This step also applies to cases where WACKER adds additional information to the new round (e.g. attachments or new items). By verifying this again, you agree to the added details.

Order related questions:

Are there any costs associated with doing business on the Ariba® network?

Providers who are new to the Ariba® network generally begin doing business free of charge. However, depending on the volume of transactions you conduct with WACKER and other buyers on the Ariba® network, fees may apply. These fees are billed by SAP® Ariba® and are payable to SAP® Ariba®.

There are NO APPLICABLE FEES when you conduct transactions through a standard account. If you conduct transactions in an Enterprise Account, the rate can be applied according to the package subscription, number of invoices and invoice amount. For more information, see the SAP® Ariba® pricing model.

To learn more about the account's recommendations, please find attached the corresponding link: https://support.ariba.com/ariba-network-overview

What is a document?

Orders and invoices are considered documents, while order and shipment confirmations are not included in the total number of documents.

How are order confirmations sent?

Users of the standard account can send order confirmations via the received interactive e-mail. Enterprise Account users can send confirmations directly over the Ariba® network. The order is automatically converted to an order confirmation.

What can I do if a received order does not contain the correct information or if the invoice amount changes due to additional expenses?

Both Standard Account and Enterprise Account users can change certain information, such as quantity and price. After the change, the order must be validated by the procurement department at WACKER. For extensive changes, please contact your responsible contact person in procurement at WACKER.

What do I have to do if I want to expand my digital collaboration with WACKER?

Please contact your responsible purchaser for this.

How do I register my company for order processing via the SAP® Ariba® portal?

Ariba® and WACKER will contact selected suppliers in phases during the introductory phase and send you a letter requesting a business relationship when it is time to switch to the new procedure. This letter will explain how to register for the Ariba® network and what steps you need to take to set up your account.

How do I integrate my ERP with Ariba® Network?

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

Can I contact the Ariba® Network support team?

During implementation, you will be contacted by the Supplier Enablement Team from your respective country.

Post-Go Live Support (Enterprise Accounts only):

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