



Frequently Asked Questions for Suppliers

January 2018

FAQ by suppliers about weBuy

1. What is weBuy?

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

2. When weBuy will be implemented?

Our first roll-out is Mexico with go live in January 2018.

3. What is SAP Ariba® and Ariba Network?

The SAP Ariba® Solution will become the platform used to send electronic purchase orders (POs), access suppliers' e-catalogs as well as to receive invoices across the globe.

SAP Ariba provides best-in-class cloud procurement solutions and innovative procurement business models within the world's largest business network that consists of approximately 2 million suppliers. Its customers are modernizing and growing their businesses all across the globe.

Ariba Network is a dynamic, digital marketplace where millions of trading partners, operating in 190 countries, conduct US\$1.25 trillion in business commerce each year.

Ariba Network information: <https://www.ariba.com/ariba-network>
https://uex.ariba.com/auc/node/22?a_lang=en

4. What weBuy means for you if you have a *full account* in SAP Ariba?

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

More information: <https://www.ariba.com/ariba-network/ariba-network-for-suppliers>

5. What weBuy means for you if you have a light account in SAP Ariba?

- Ariba Network offers you as a supplier different options how to receive POs from Boehringer Ingelheim – e.g. per email or via Portal.
- On-line visibility of the status of your orders
- PO's via interactive email
- Fast and secure order reception
- Ariba Network also offers you some solutions on how you can issue invoices to Boehringer Ingelheim since paper invoices will not be accepted any longer
- You can flip POs with one click into invoices – and will no longer need to send paper invoices
- The payment cycle will be faster
- Your process costs will decrease
- The Light Account is free of charge
- Access to the world's largest business e-commerce network so you can transact electronically with your other customers that use the Ariba Network.

More information about light account:

- <https://www.ariba.com/resources/library/library-pages/ariba-network-light-account>
- <https://support.ariba.com/ariba-network-light-account>

6. What infrastructure do I need to use the Ariba Network?

Currently, you can use SAP Ariba cloud solutions with the following certified browser versions:

- Apple Safari 9+ (64 bit). The new visual design of SAP Ariba cloud solutions doesn't support Safari on mobile devices.
- Microsoft Internet Explorer 11 (32 bit). Compatibility mode isn't supported.
- Microsoft Edge 25
- Google Chrome 54 - 56 (64 bit)
- Mozilla Firefox 49 - 51 (64 bit)

7. How do I register on the Ariba Network?

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

8. How to log on in Ariba Network?

You can access your Ariba Network supplier account with these links:

- Ariba Network supplier account: <https://supplier.ariba.com>

9. What if I forget my username or password?

Go to <https://supplier.ariba.com> and click in having trouble logging in?

10. How does it work?

Once you registered on Ariba Network and ordering method is changed to online. All new PO's issued by Boehringer Ingelheim would be sent to your Ariba Network account. Once you receive the PO on your inbox (AN Inbox) you can flip the PO into Invoice and update the invoice number and date and submit through Ariba Network.

11. How secure is the Ariba Network?

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

12. What do I need to know when transacting with Boehringer Ingelheim through the Ariba Network?

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

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

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

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

14. How will the Purchase Orders arrive in the new system?

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

15. What if I don't want to participate?

Boehringer Ingelheim is committed to the success of this initiative and is working hard to make the transition as seamless for suppliers as possible. Suppliers that are asked to participate are considered strategic for ongoing business and are thus expected to comply with this process change as a requirement for continuing the relationship.

16. What is Boehringer Ingelheim's expectation from the supplier regarding mandate e-invoicing?

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

17. How can another Boehringer Ingelheim site know my company and how can I offer my services to other companies using SAP Ariba?

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

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

- **PO Flipping:** The PO flipping is designed for companies who receive the PO's through Ariba and you can flip the PO into invoice updating few details on Ariba network. The Portal or Network offers a secure connection and guarantees delivery of the invoice to the customers within hours.
<http://cfdi.edicomonline.com/proyectos/ariba/>
- **Integrated Solution:** The Integrated Solution gives a fully automated process where invoice data is extracted directly from suppliers billing system and delivered directly into the customers finance systems.
<https://webportal.edicomgroup.com/suppliers/boehringer/registry.htm>
- **CSV Solution:** The CSV solution allows supplier to load multiple invoice via a Comma delimited files. This is generally used when large suppliers do not have the immediate means to implement integrated solution.

Ariba meets all the SAT requirements regarding invoicing.

19. How to integrate my ERP with Ariba Network?

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

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

20. How supporting documents can be attached while submitting invoices?

The requirements for certifying the invoice are determined by the local certifying official. In some cases, supporting documentation will be required to accompany the invoice. This can be provided by creating an electronic file either by using print drivers on your computer or scanning the paper. Once uploaded at the time the invoice is entered into Ariba, the supporting documentation is permanently attached to the electronic invoice.

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

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

If you make transactions in a light account, there are no applicable fees. If you make transactions in a full account, the rate can be applied according to the package subscription, the number of invoices and the billing amount. For more information please consult the SAP Ariba rate model.

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

22. Can I contact Ariba Network support team?

During the roll out:

For business related questions in Mexico: weBuyMX.MEX@boehringer-ingelheim.com

For Ariba usage, configuration and information: webuy-habilitacion@ariba.com

Post go live support:

- Go to <http://supplier.ariba.com> or connect to your account.
- Click the Help Center link on the top right corner.
- Search for any topic you would like to know more about, or click on Support

23. Where I can find more training materials?

You can find more information in this site as well from the Help Center from their Ariba solution.

https://uex.ariba.com/auc/learning-center?a_lang=en