FAQ Ariba Network for Suppliers

FREQUENTLY ASKED QUESTIONS

July 2023

Nemak

Innovative Lightweighting

©Nemak | Public

Pause Think Act

Nemak is committed to our people, the environment, and the communities we work in

Nemak
Innovative Lightweighting

HSE Health, Safety and Environment

©Nemak | Public

Index

General

- How do I access my Ariba account?
- Which types of accounts are available in Ariba Network?
- How do I identify my account type?
- How can I recover my username or password?
- I already have an account with Ariba. Do I need to register once again?
- How do I start transacting with Nemak?

Account settings

- How can I configure the electronic order routing?
- How do I receive document notifications in my email account?
- Am I able to create different users/roles in the Ariba Network account?
- Can I change the administrator of my Ariba Network?

©Nemak | Public

Scope

- What documents and notifications are handled on the Ariba Network?

Purchase order

- What do I do if I don’t see a Purchase Order in my Ariba account?
- Which purchase orders generated from Nemak to our company will I receive through Ariba Network?

Purchase order confirmation

- What is a Purchase Order Confirmation?
- Is there a deadline to confirm the Purchase Order?
- What happens if the price in the purchase order is not correct?
- What if can´t do the Purchase Order Confirmation?

Advanced Shipment Notice (ASN)

- What is an Advanced Shipping Notice?
- What if I cannot generate the ASN?
- Can I make changes to the ASN?
- Can I create a partial ASN in case all quantities in the PO will not be shipped at once?

©Nemak | Public

Service Entry Sheet (SES)

- What is a Service Entry Sheet?
- What if I can´t do the SES?

Invoicing

- Should all the invoices be processed through Ariba?
- When can I create my invoice in Ariba?

Billing in Ariba (más detallado)

- Billing in Ariba - If I have an Enterprise Account, how can I check the status of my subscription?

Support (agregar como crear un ticker en ariba) (pedir Raul)

©Nemak | Public

General

How do I access my Ariba account?

- You must go to https://supplier.ariba.com in your browser and then enter your username and password corresponding to your Ariba Network account. Or you can click the "process order" button in the notifications received by email.

©Nemak | Public

General

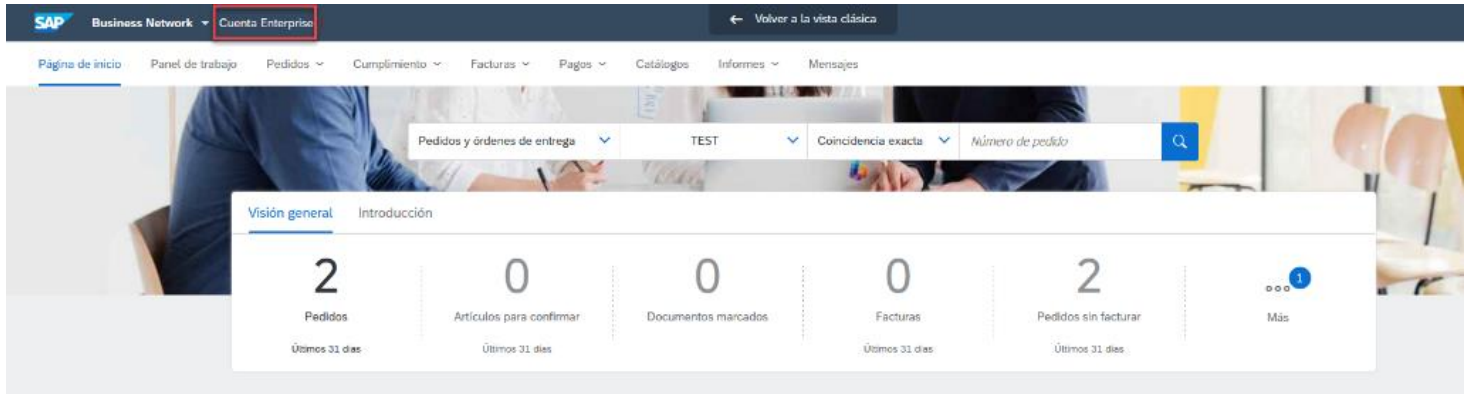
Which types of accounts are available in Ariba Network?

- In Ariba Network there are two different types of accounts, Standard Accounts, and Enterprise Accounts. Both of these accounts can be used to transact with Nemak, their main difference is that the Enterprise Account may be subject to fees depending on its usage, while the Standard Account is free of charge.
- In the following link you will find more information on the accounts:

[Ariba Network For Suppliers: Accounts and Pricing | SAP Ariba]

How do I identify my account type?

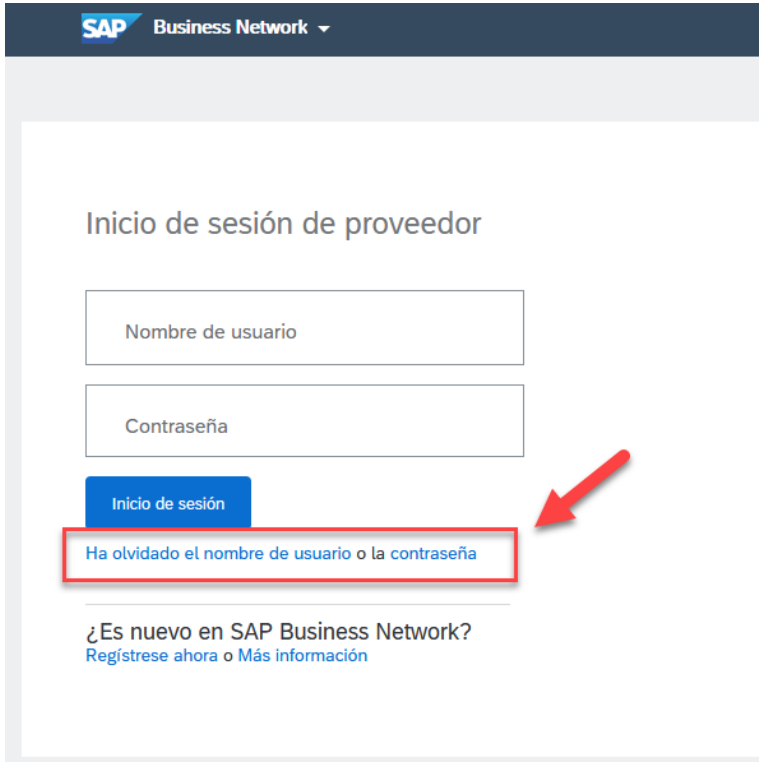
- By accessing your Ariba account, at the top of the screen, you can see the type of account (as shown in red in the following figure).



©Nemak | Public

How can I recover my username or password?

- To retrieve your username or password, click the red box shown in the following figure:



If you are unable to regain your access, please contact our support team. Click in the following link to view the step-by-step help request.
Access SAP Ariba support channels:
Follow the steps and choose your communication preference: email or phone

©Nemak | Public

I already have an account with Ariba. Can I upgrade from Standard account to Enterprise account or vice-versa?

- If you want to upgrade, click on the upgrade button at the top part of your screen and then follow the instructions in order to upgrade your account. Please note that Enterprise Accounts **may be subject to fees**.
- The process can be reversed. To do this, you must create a request to our Ariba support team through the Help Center.

Follow the steps and choose your communication preference: email or phone

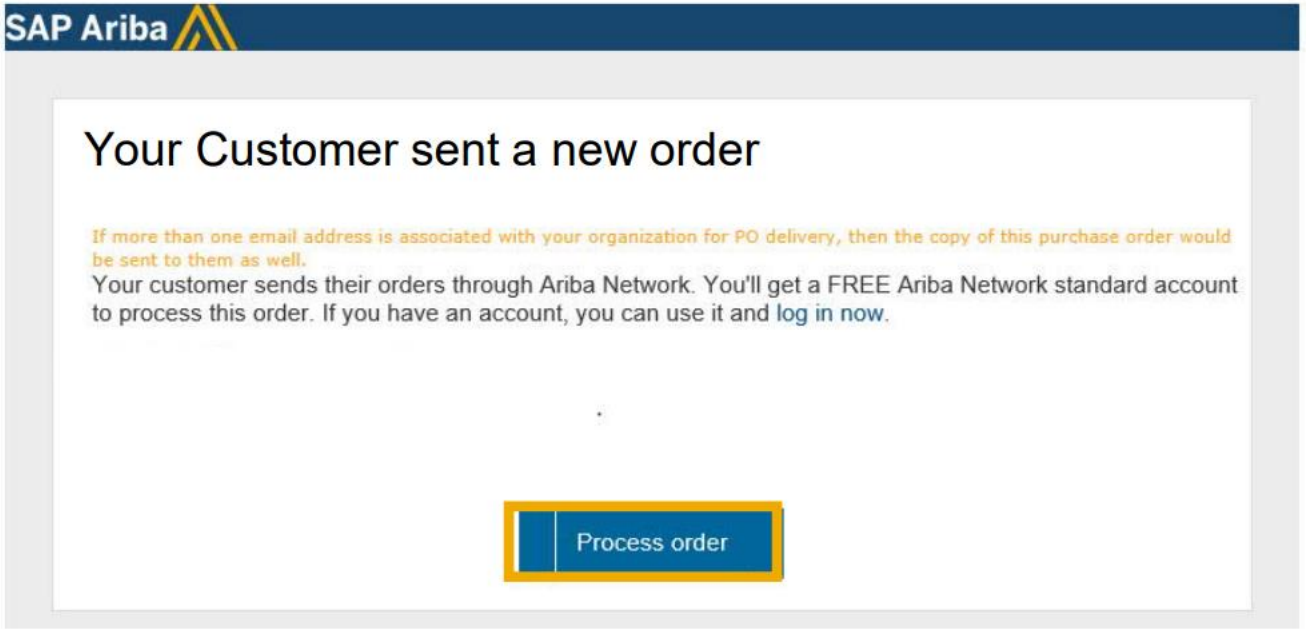
©Nemak | Public

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

- No, you only need to accept the Trading Relationship Request from Nemak.

How do I start transacting with Nemak?

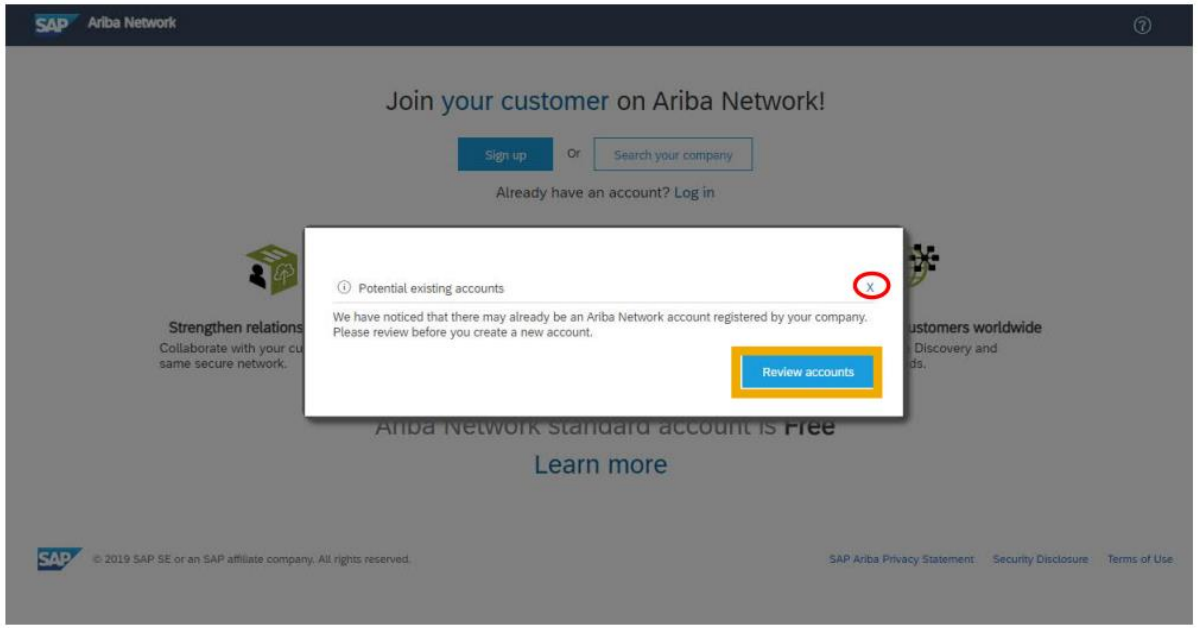
- Search for the first email notification received from: ordersender-prod@ansmtp.ariba.com

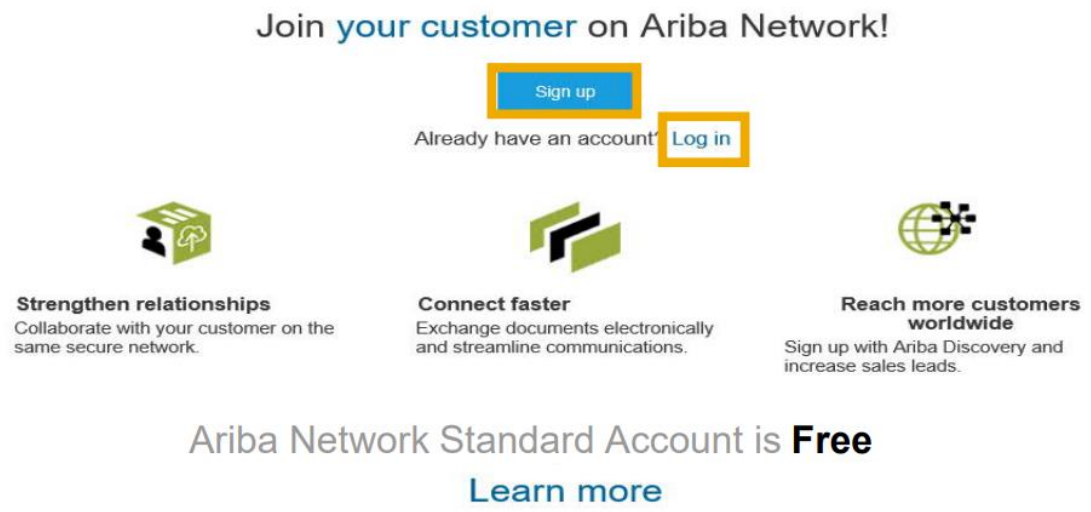


©Nemak | Public

How do I start transacting with Nemak?

- Click “review accounts if you want to check for an existing account for your company.
- If you want to skip this step press “X” in the top right corner.

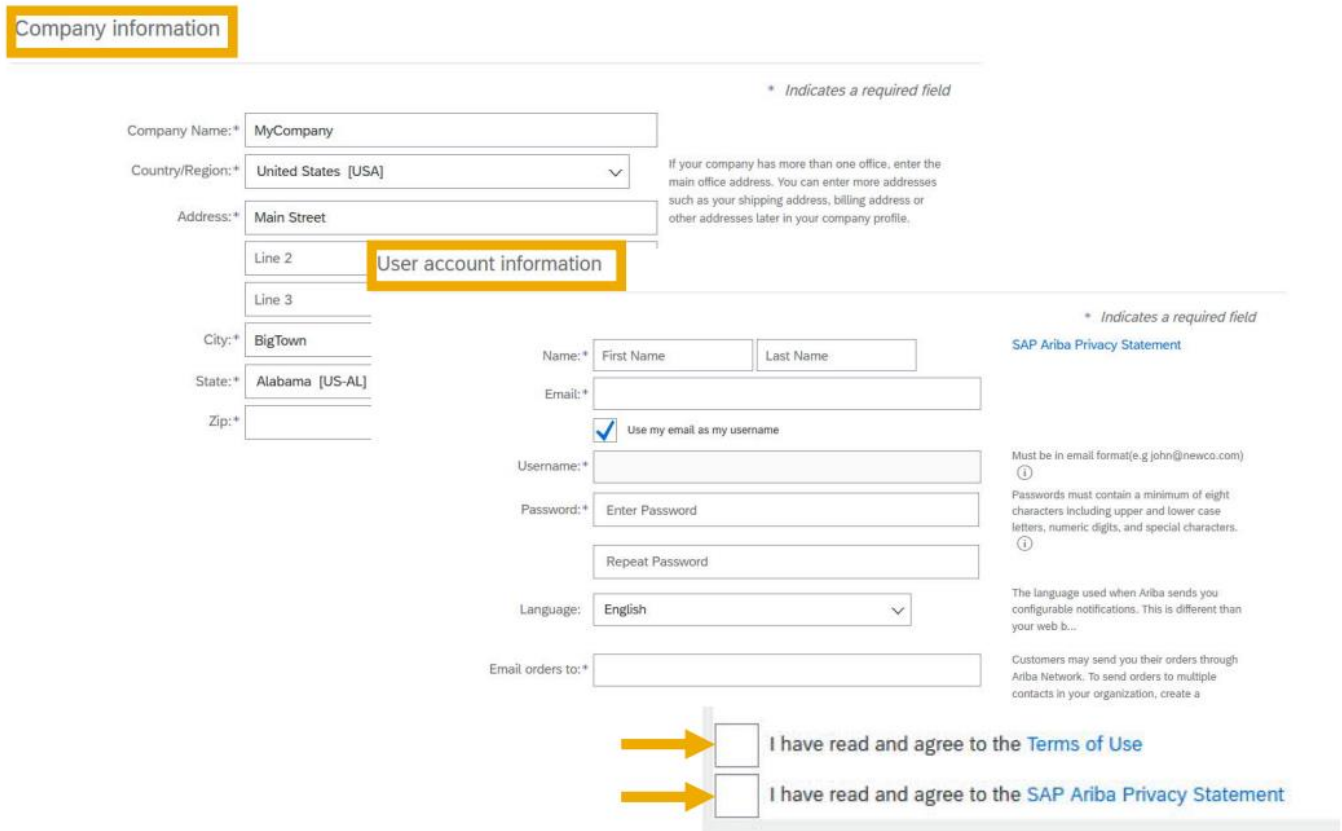




- Then, select “Sing Up” option to create a New Standard Account.

How do I start transacting with Nemak?

- Review your Company Information
- Enter your “User account information”.
- Accept Terms of use and click on “Register”.

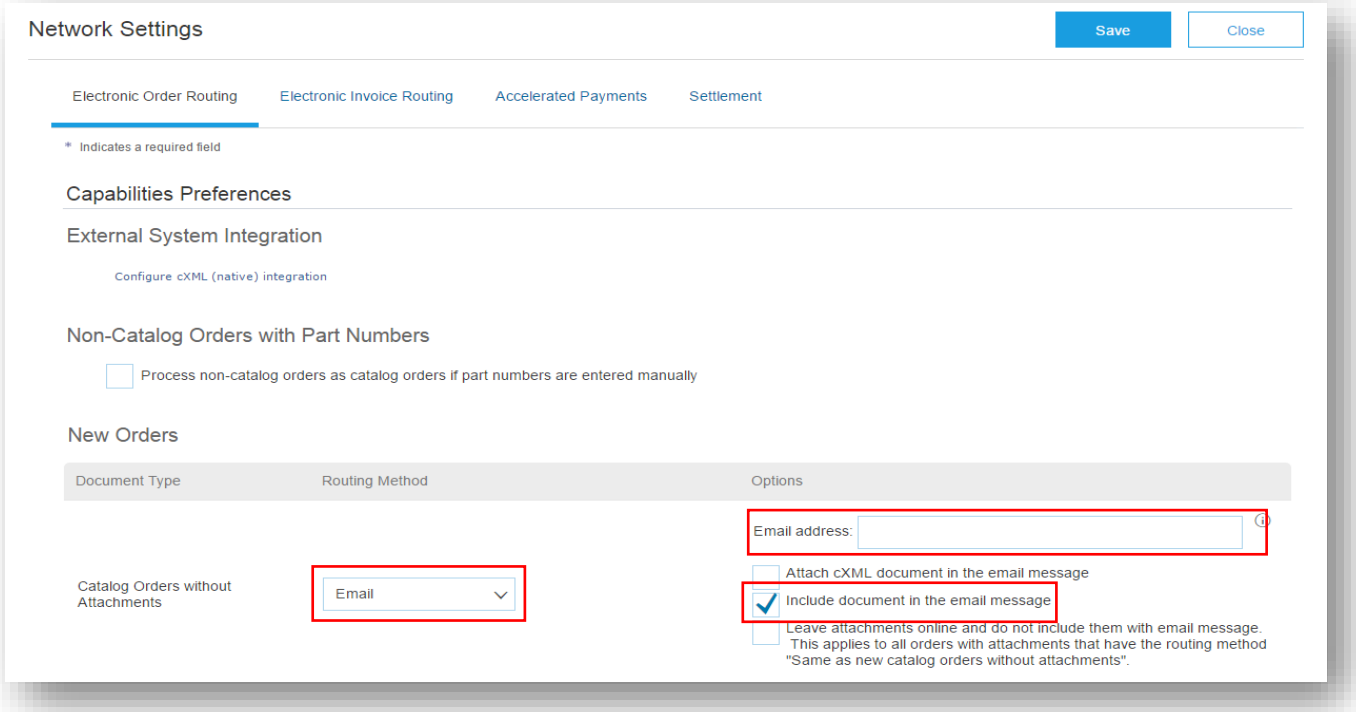


©Nemak | Public

How can I configure the electronic order routing?

Please follow the process shown below:

- Click on the initials in the top right-hand corner
- Go to the Settings menu
- Click on the Electronic Order Routing menu
- Chose email as the Routing Method, type in the email you would like to receive the notifications to, and click on the option of including the document in the email message.

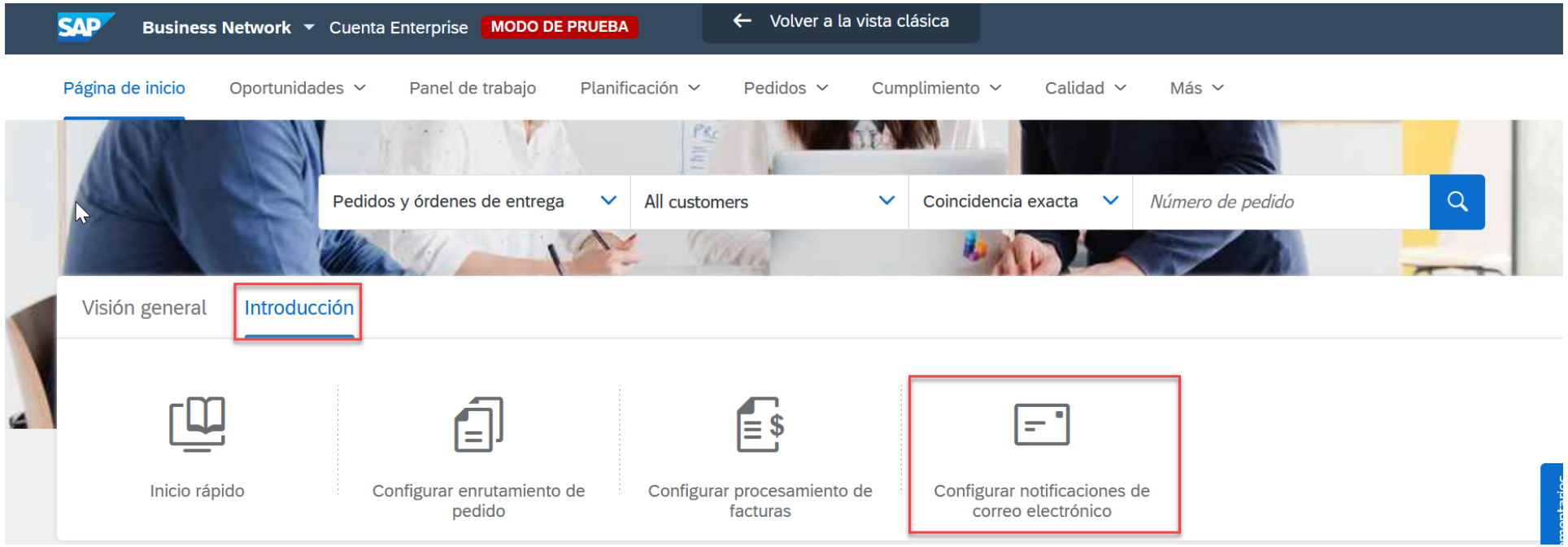


©Nemak | Public

Account settings

How do I receive document notifications in my email account?

- Access the notification settings page and check the registered emails to receive notifications. Here you can add or modify additional emails from your company.



©Nemak | Public

Am I able to create different users/roles in the Ariba Network account?

- Yes, each employee of your company should have their own access (username and password).
- You can also define each user's role in Ariba Network and give the corresponding permissions to that employee.

Click to access the guide on how to create other users.

Can I change the administrator of my Ariba Network?

- Yes. In order to change the administrator of your account you must first create a new user (to whom you will transfer the admin role) per the instructions of the last question.
- Once you have done so, click on the User Initials, then Settings, then Manage Users, then click on the actions button of the user you want to transfer the role to, and finally, click Make Administrator.

©Nemak | Public

Scope

What documents and notifications are handled on the Ariba Network?

NEMAK	SUPPLIER
(PO) Purchase orders and change orders: document containing commercial information	
	(OC) Order confirmation: document used to confirm the information received in a purchase order
	(ASN) Advanced Shipping Notice: document used to notify the shipment of goods
	(SES) Service entry sheet: document used to notify the completion of a service
(GR) Goods receipt: document used to notify the reception of materials or services.	
	(INV) Invoices: document containing invoicing information
	Credit/Debit memos: document containing information about credit/debit memos applied to an invoice
(SP) Scheduled payments: document used to notify the scheduling of a payment related to an invoice	
(RA) Remittance advise: document used to notify the payment of an invoice	

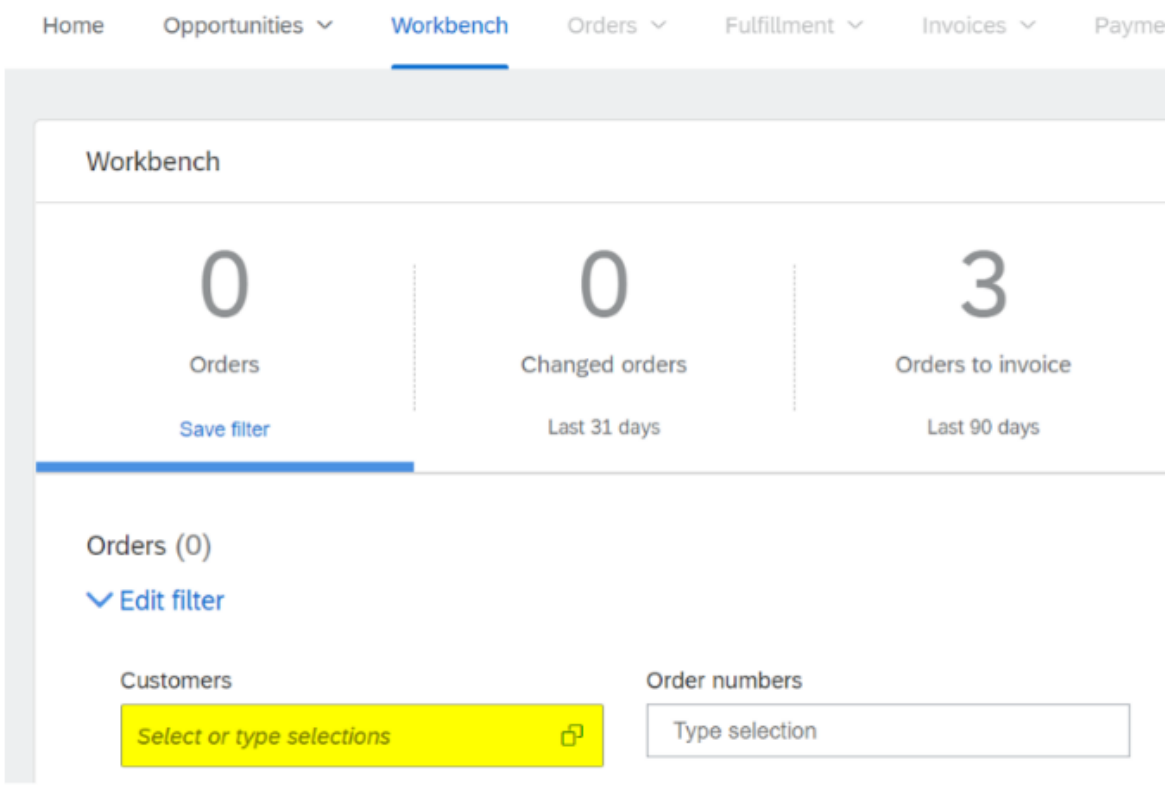
©Nemak | Public

Purchase order

What do I do if I don’t see a Purchase Order in my Ariba account?

Review if you have Nemak as a trading partner.

1. Select the edit filter under the orders tile on your Ariba Workbench. Click the double squares icon in the “Customers” field to verify Nemak exists. If not, then a relationship has not been established yet.
2. Then create an SR (Service Request) directly in Ariba Network
3. Contact the Nemak´s buyer in order to report the issue and send us your questions and evidence of the issue at purchasing@nemak.com



©Nemak | Public

Purchase order

Which purchase orders generated from Nemak to our company will I receive through Ariba Network?

- Purchase Orders created after the supplier's go-live date in Ariba will be sent through Ariba.
- Purchase Orders created before the supplier’s go-live date in Ariba will continue to be sent via email or VTS Portal (Vendor Tracking System).

©Nemak | Public

Purchase order confirmation

What is Purchase Order Confirmation?

- The (OC) Order Confirmation is a document used to notify our buyer about the acceptance of the information contained in a purchase order.

Is there a deadline to confirm the Purchase Order?

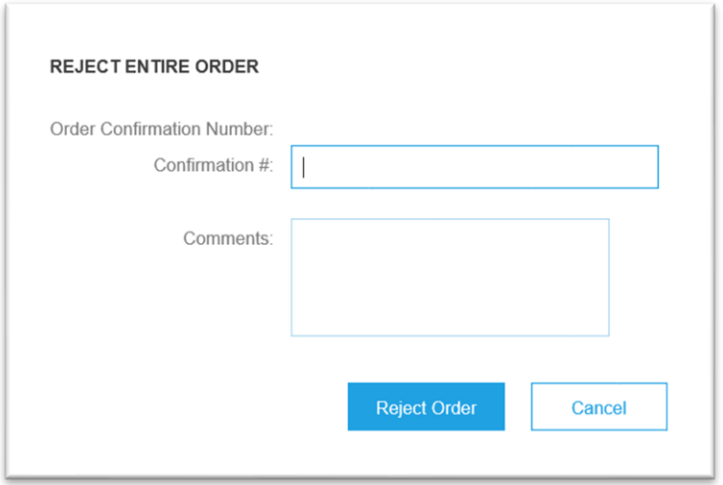
- All purchase orders must be confirmed within 3 days after the order was received. If not, the order will stand in Ariba as a “new order”, it will not disappear.
- Confirming or rejecting the Purchase Order is mandatory, without this you will not be able to create the ASN and continue the Order process.

©Nemak | Public

Purchase order confirmation

What happens if the price in the purchase order is not correct?

- The order or line item must be rejected.
- You can select to reject the entire order or reject it at the line-item level.
- If you reject the entire order, you must complete the following information:



What if can´t do the Purchase Order Confirmation?

- You must contact Ariba Support to report this issue and try to get it solved

Follow the steps and choose your communication preference: email or phone

- If the issue is not resolved, you can contact Nemak's buyer in order to report the issue and send us your questions and evidence of the issue at purchasing@nemak.com.

©Nemak | Public

Advanced Shipping Notice (ASN)

What is an Advanced Shipping Notice?

The (ASN) Advanced Shipping Notice is a document used to notify your buyer about the shipping dates, quantities, and other information regarding the shipment of materials.

- This process is mandatory in order for Nemak to be able to receive the materials on the site.

What if I cannot generate the ASN?

Validate that you have already confirmed the purchase order.

- If you haven't done it, you need to create the confirmation.

When the confirmation is done, the button to generate the ASN will be enabled.

- Please review that the order is not a service order.

If the order is not a service order and the button is not enabled yet, you should contact Ariba Support to report this issue: Follow the steps and choose your communication preference: email or phone

If the issue is not resolved, you can contact Nemak's buyer in order to report the issue and send us your questions and evidence of the issue at purchasing@nemak.com.

©Nemak | Public

Advanced Shipping Notice (ASN)

Can I make changes to the ASN?

- The supplier can modify the advanced shipping notice (ASN) if necessary and resend it, but it is not allowed to cancel it.

Can I create a partial ASN in case all quantities in the PO will not be shipped at once?

- Yes, Ariba permits the creation of partial ASN. In order to do so, you need to review the line-item information and fill in the quantity of the materials that will be shipped. Once the ASN is submitted, the status of the PO will change to partially shipped.

©Nemak | Public

Service Entry Sheet (SES)

What is Service Entry Sheet?

- It´s a document the supplier creates in Ariba in order to let the Nemak´s approver know that the service has been provided (totally or partially).

In the case of Service Purchase Orders, the process is as follows:

- Supplier must create the SES Service Entry Sheet for a partial or total advance of the service provided.
- Nemak user will receive the notification for the SES, he/she can accept or reject it:
  - If the SES is rejected the status of the PO will change to Rejected (depending on your notification configurations, you might also receive a rejection notification). If this is the case, please contact the user to reconcile. After this, it will be necessary to edit the SES and resubmit it again.
  - if the SES is approved, the status of the PO will change to Approved (depending on your notification configurations, you might also receive an authorization notification) and with this, you can create their invoice.

©Nemak | Public

Service Entry Sheet (SES)

What if I can´t do the SES?

If you have not “Confirmed” the Service Purchase Order, the creation of the SES will not be enabled. Validate that the Order has been confirmed.

- Validate that you have already confirmed the purchase order.
  - If you haven't done it, you need to create the confirmation.
- When the confirmation is done, the button to generate the SES will be enabled.
  - Please review that the order is not a materials order.

If the order is not a materials order and the button is not enabled yet, you should contact Ariba Support to report this issue: Follow the steps and choose your communication preference: email or phone

If the issue is not resolved, you can contact Nemak’s buyer in order to report the issue and send us your questions and evidence of the issue at purchasing@nemak.com.

©Nemak | Public

Invoicing

Should all the invoices be processed through Ariba?

- Yes, except for domestic suppliers from Mexico and domestic suppliers of materials from Brazil. These suppliers will continue to create their invoices as they currently do, with the only difference being that these invoices will also be visible in Ariba.
- For all other suppliers, Nemak will no longer be accepting invoices by fax, mail, PDF, or email.

When can I create my invoice in Ariba?

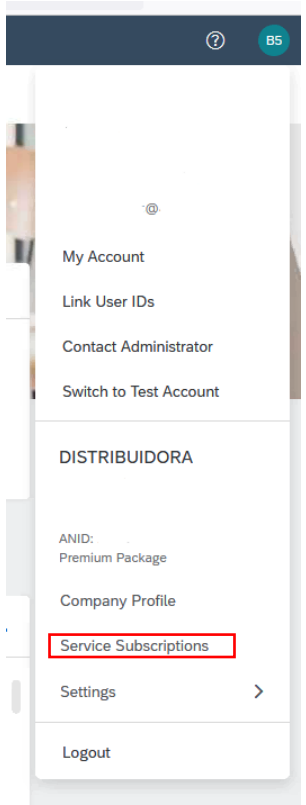
- You can submit the invoice after the ASN is issued in Ariba or the SES has been approved.

©Nemak | Public

Billing in Ariba

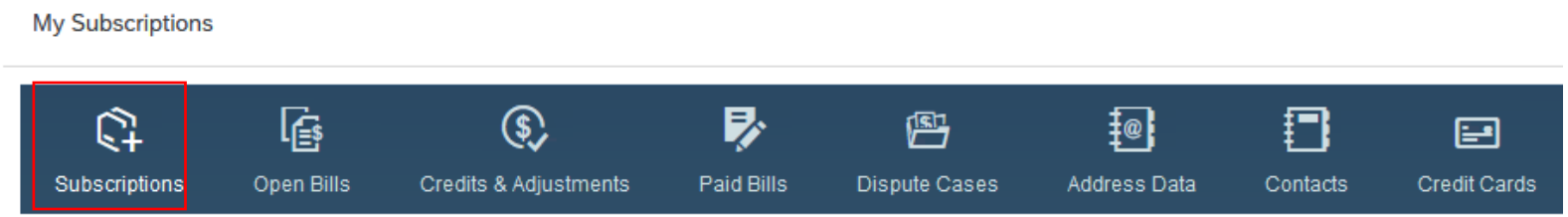
Will I be charged any fee for using Ariba?

- Please follow these steps:



In Ariba Network there are two different types of accounts, Standard Accounts, and Enterprise Accounts. Both of these accounts can be used to transact with Nemak, their main difference is that the Enterprise Account may be subject to fees depending on its usage, while the Standard Account is free of charge.

In the following link you will find more information on the accounts:
[Ariba Network For Suppliers: Accounts and Pricing | SAP Ariba]



- In this menu you will also be able to dispute any case directly with Collections.

©Nemak | Public

Support

Still have doubts?

- Access SAP Ariba support channels:
  - Follow the steps and choose your communication preference: email or phone

- Access the Training material:
  - https://support.ariba.com/item/view/196639

©Nemak | Public

Thank you for collaborating with Nemak

©Nemak | Public

©Nemak | Public