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Will Unilever make payments using Ariba Network?

How is the switch from paper to E-Invoicing managed?

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

Can I send transactions for more than one customer in one file?

My organization is planning to change its invoicing software soon, should I wait before subscribing?

Can I contact Ariba Network support team?

Is there further information available on the Ariba Network service?

Does Ariba Network has any tutorial videos to understand the process?

Where to find Ariba Network Unilever-Specific Supplier Education Materials?
Who is Ariba Network?
Ariba Network is a global electronic invoicing network. As the world’s largest web-based trading community, the Ariba Network connects leading global organizations with their trading partners and provides a broad-based platform for all key business collaboration needs. It supports everything from trading partner discovery and e-procurement to e-invoicing and working capital management, allowing participants to buy, sell, and manage cash rapidly and effectively. The Ariba Network delivers unparalleled ROI, reach, flexibility, and value to both buyers and sellers, helping to make business commerce as easy as consumer commerce. Today, more than 2 million companies – including more than half of the Global 2000 – use Ariba to streamline and automate their collaborative business processes.

I’m new to Ariba and how to register on Ariba Network?
Ariba Network is the leading business network with over one million trading partners in 190 countries transacting more than 450 billion dollars (USD) annually. Join the Ariba Network to transact electronically with your customers and find new business opportunities.

Next Steps

- **Register on the Ariba Network.** Follow the instructions within the E-Commerce Trading Relationship Request communication.
- **Connect with Unilever through your Ariba account.** After registration is complete, ensure that you have accepted the Relationship Request with Unilever in the Customer Relationships area of your account.
- **Configure your Ariba account.** Ensure that your account is configured to receive purchase orders and send invoices in the manner that can be supported by your organization.
- **Create a Test account.** Creating a Test account will allow you to become familiar with Unilever’s processes in a Test environment prior to moving into the live (Production) environment.
- **Review training materials.** Located below you will find Unilever’s training materials to assist you with the tasks listed above. You will be invited to attend training in the coming weeks if you need more help with these processes.

What is Unilever’s expectation from the supplier regarding mandate e-Invoicing?
Unilever has mandated e-invoicing for all our suppliers billing to Unilever Europe, North America and Supply Chain entities. We expect and strongly recommend all suppliers to sign-up for e-invoicing to improve and optimize the invoice payment process. Refer Appendix A for the list of countries to adhere to e-invoicing.

Is there any alternate way of submitting invoices other than E-Invoicing?
No, E-Invoicing is the only option to submit invoices to Unilever from 1st Oct 2016.
What is the last date or deadline to get registered on Ariba network?
Given the benefit to both supplier and customer, e-Invoicing will be the default invoicing route and the handling of paper invoices will be phased out. Upon receipt of the communication pack, suppliers for Unilever North America, Europe and Supply Chain entities will be expected to be ready to send electronic invoices by 01st Oct 2016. Unilever would therefore encourage you to adopt this initiative early.

Who can use the service?
Unilever vendors who are issued Purchase Orders payable. Fee based and invoices paid by credit card are not in scope.

How does it work?
Once you registered on Ariba Network and ordering method is changed to online. All new PO’s issued by Unilever 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.

How do I get started?
Your account has been created on your behalf by the Unilever with Ariba Network. Subsequent to this communication, Ariba Network will be contacting you to introduce the program and set you up on the Ariba network. If you do not hear from Ariba or would want to expedite the process, please email e-invoicing@unilever.com with the name of your company for priority. After setup, you will then receive a “Ready to Transact” email from Ariba at which point you can begin invoicing the Unilever.

What if I already subscribe to the Ariba network?
If you already have an account with Ariba, please log on with your credentials, and log a support ticket requesting the Unilever be added as a new buyer to your account. Ariba will then update the account to allow invoicing after verification by the Unilever.

Is invoicing via Ariba Network a requirement for doing business with UNILEVER?
UNILEVER is actively phasing out the processing of paper invoices to take advantage of the benefits that electronic invoicing provides to our business and our suppliers.

What are the benefits of using Ariba Network?
- Secure and guaranteed invoice delivery - no more lost invoices
- You can check the status of your invoice online - from delivery through to payment
- Reduced processing time - we receive your invoices faster which means you 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 due to 24/7 access and reporting
- VAT compliant - regardless of where invoices are sent from or received
- Easy and cost efficient - send invoices at any time

Do I need to install additional hardware or software?
Ariba Network is web-based, therefore all you require to access the E-Invoicing platform is a browser and internet access.

Will I need to use this service if my account is currently paid on time?
Your use of Ariba Network will ensure that we continue to pay you on time. In addition, you will receive notification when your invoice has been received by us along with the status of your invoice.

What if I don’t have a system capable of creating electronic invoices?
All you need is an Internet connection and standard Internet browser.

What happens if I continue to send paper invoices?
Unilever will not accept any more paper invoices from 01st of Oct 2016
Once you start sending invoices through Ariba Network you will need to discontinue sending paper copies

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.
**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.
**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.

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 please review below guides.

Technical Specifications, documentation and examples:
- Integration Quick Start Guide
- Integration Questionnaire
- cXML Transaction Guideline NAMER
- EDIFACT Transaction Guideline NAMER
- CSV Invoice Upload Guide NAMER

**Ariba cXML Solution Guide** can be found in the Product Documentation section under Help in your Supplier account.

### Integration Testing

All suppliers transacting through the Ariba Network using one of the following integration methods will be required to test with Unilever:

- cXML Transactions
- EDI Transactions

Find out more about test account creation in Account Configuration guide.

### Can we attach supporting documents on Ariba while submitting invoices? And How?

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 and sent to the Unilever certifying official.

### What costs are associated with enrolling on Ariba Network?

The Ariba Supplier Membership Program (SMP) helps supplier to maximize the benefits business receives by combining value-added functionality and services tailored to supplier level of participation on the Ariba Network. There are two components to the Supplier Membership Program: the Network Transaction Service subscription and the package subscriptions.

Suppliers that are new to the Ariba Network, generally start transacting for free, though based on the volume of transactions you do – with Unilever, 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 Ariba.

With higher subscription levels, the features and benefits expand – to help your e-commerce program drive more sales, collaboration, automation, and competitive differentiation through:

- value-added functionality
- commerce management tools and training
- catalog and connectivity solutions
- technical support
- project management resources
There are two components to the Supplier Membership Program: the **Network Transaction Fees** and the **Subscription Fees**

### Supplier Fee Schedule

<table>
<thead>
<tr>
<th>$ and more documents?</th>
<th>More than $50K?</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>NO</td>
<td>NO</td>
<td>FREE</td>
</tr>
<tr>
<td>YES</td>
<td>NO</td>
<td>FREE</td>
</tr>
<tr>
<td>NO</td>
<td>YES</td>
<td>FREE</td>
</tr>
<tr>
<td>YES</td>
<td>YES</td>
<td>CHARGEABLE</td>
</tr>
</tbody>
</table>

- Documents are considered Purchase Orders and Invoices

#### Additional for Unilever suppliers: FREE usage for a year

- for newly transacting suppliers with Unilever
- registering before 30th September 2016
- covers all fees until 30th September 2017
- with exclusion of suppliers currently transacting with Unilever and account-managed suppliers

### Transaction Fees

- Billed every quarter
- 0.155% of transaction volume
  - Capped at $20,000/year (per Relationship)

### Subscription Fees

- Billed once a year

<table>
<thead>
<tr>
<th>Annual Document Count Across All Customer Relationships</th>
<th>Subscription</th>
<th>Annual Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 to 24 documents</td>
<td>Bronze</td>
<td>$50</td>
</tr>
<tr>
<td>25 to 99 documents</td>
<td>Silver</td>
<td>$750</td>
</tr>
<tr>
<td>100 to 499 documents</td>
<td>Gold</td>
<td>$2,250</td>
</tr>
<tr>
<td>500 and more documents</td>
<td>Platinum</td>
<td>$5,500</td>
</tr>
</tbody>
</table>

### Subscriptions Overview

<table>
<thead>
<tr>
<th>Subscription Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard</strong></td>
<td>The no-cost Standard subscription level provides the tools you need to manage your key order-to-cash documents on the Ariba Network. It includes reporting functionality, document repository and status, account administration, PunchOut and CIF catalogs, and toll-free webform access to Ariba customer support.</td>
</tr>
<tr>
<td><strong>Bronze</strong></td>
<td>This subscription level offers unlimited proposals and one free response to a buyer RFIRFQ posting through Ariba Discovery. Personalized guidance from our supplier commerce consulting team helps you optimize your account for better collaboration with multiple customers. You get access to collaborative commerce training courses and can showcase your expertise by displaying digital badges that denote your specific e-commerce capabilities.</td>
</tr>
<tr>
<td><strong>Silver</strong></td>
<td>You receive two free sales opportunity responses on Ariba Discovery, unlimited use of EDI and cXML-based integration protocols, and unlimited post-deployment technical support, enabling you to automate the submission and receipt of order-to-cash documents between your systems and your customers via the Ariba Network.</td>
</tr>
<tr>
<td><strong>Gold</strong></td>
<td>You receive unlimited free sales opportunity responses through Ariba Discovery. You can reap the benefits of automated &quot;touchless&quot; transacting with integration adaptors to connect supported accounting systems to Ariba Network for automated document exchange. Priority access to the supplier commerce consulting team gives you personalized, expert advice and resources to make the most of your Ariba Network subscription.</td>
</tr>
<tr>
<td><strong>Platinum</strong></td>
<td>Make collaborative commerce a competitive advantage with extensive connectivity solutions, support, and validation services that help you provide a fully automated and seamless collaboration. A pass to SAP Ariba Live gives you access to in-depth e-commerce insights plus exceptional opportunities to network with key prospects and customers.</td>
</tr>
</tbody>
</table>
For more information about the Ariba Supplier Membership program and regional pricing, please go to the [Supplier Membership Program](#) website, or check out this [datasheet](#).

**Will Unilever pay the fees?**

Unilever doesn’t pay any fees on behalf of suppliers. Benchmarking studies have shown that the switch to E-Invoicing offers competitive costs for invoice administration. Ariba Network will assist you to select the most cost effective option for your business based on size, complexity and the volume and frequency of invoices expected.

**Does this electronic invoicing requirement apply across all of UNILEVER entities?**

Electronic invoicing applies to all counties in Europe (Excluding Greece), North America (US and Canada) and Supply Chain (UASCC and USCC).

**Does Contract and PO T&C include mandate e-invoicing?**

Yes, all supplier contracts and PO T&C’s would be amended to send only electronic invoices from 1st of Oct 2016

**Whom can I contact within UNILEVER?**

The implementation of E-Invoicing will be managed on behalf of UNILEVER by Ariba Network. In the first instance you should contact Ariba Network to discuss your queries for the Integrated Solution; if Ariba Network is unable to solve your queries then you can contact Unilever E-Invoicing program team: e-invoicing@unilever.com

**I already send some invoice data directly to other customers; can I send EDI/XML Invoices directly to Unilever?**

No, EDI and XML are just data formats as far as Ariba is concerned; therefore you can use this preferred format to deliver the data to Ariba. Unilever cannot take any electronic invoices directly from suppliers (even if these suppliers are already exchanging information for other supplier integration programmes like e4US).
I already have the facility to make invoices available to my customers via the Internet - allowing them to view an image of an invoice on the web. Can I use this facility instead of Ariba Network?

No, the Ariba network ensures that the data that you send can be uploaded into the Unilever payment processing system (DCIW) and where applicable can then be matched to a goods receipt record. Offering Unilever an image of the invoice or an option to download the data in a fixed format does not meet this requirement.

Will Unilever make payments using Ariba Network?

Ariba Network is not a payment platform. Unilever will continue to use their current payment process.

How is the switch from paper to E-Invoicing managed?

Once you are set-up and ready to transact via the network, Ariba Network will send you an alert to notify you that you are ready to submit invoices to our accounts department.

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

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

Can I send transactions for more than one customer in one file?

For the Integrated Solution/CSV solution, Ariba Network can accept data files in any format covering as many customers as you require. Ariba Network will agree with you how each customer is identified in your data file and will then deliver each transaction to the correct customer.

My organization is planning to change its invoicing software soon, should I wait before subscribing?

Ariba Network accepts any incoming data format therefore you should join the network as soon as possible and send your invoices now to ensure your payments are not interrupted. You can simply advise Ariba of the changes when you are ready to use your new software. They will make the necessary changes without interruption of invoice delivery.

Can I contact Ariba Network support team?

Yes, below are the modes of contacting Ariba support team.

**Registration or Configuration Support**

Please contact Ariba Supplier Enablement Team for any questions regarding registration, configuration, fees, catalogs or general Ariba Network questions.

- EMEA & Asia Suppliers: UnileverSupplierEnablement@ariba.com
- North America Suppliers: UnileverSupplierEnablementNA@ariba.com

- **Post Go-Live Support (for transacting suppliers)**

  - 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
• Click on Get help by phone and fill in the form to access the helpdesk phone number.

○ Username & Password recovery
  Go to http://supplier.ariba.com and click on the Forgot Username or Forgot Password link in login section. Ariba will forward an email to the email address on record on the Ariba Network after Username/Password recovery request was submitted, for the protection of your company information.

○ EDI/cXML Support Contact
  If you are transacting POs to Unilever via EDI or cXML, you can get direct assistance from Ariba. Send an email to Ariba’s technical team at AskAribaTech@ariba.com. Ariba will respond to your email directly. Please ensure that the Subject field of the email references Unilever.

Is there further information available on the Ariba Network service?
Yes, please visit
Ariba Network Terms of Use
Data Policy
Security Disclosure
Legal notices

Does Ariba Network have any tutorial videos to understand the process?
Yes, please refer the below video links.

• Enablement Training Videos
  o Create and Configure your Supplier Account
  o Transact on the Ariba Network
• Introduction to the Seller Collaboration Console
• Creating a PO-Based Invoice (Introduction)
• Creating an Invoice (Advanced Topics)

Where to find Ariba Network Unilever-Specific Supplier Education Materials?
The following manuals contain compulsory instructions, as well as tips regarding the management of your Ariba Network account when transacting with Unilever:

• Quick Start Guide
• Registration Guide
• Account Configuration Guide (EMEA/APAC version, NAMER version)
• Invoice Guide (EMEA/APAC version, NAMER version)
• SMP Guide
## Appendix – A – List of Countries

<table>
<thead>
<tr>
<th>Country</th>
<th>E-Invoicing countries</th>
<th>E-Invoice Legal?</th>
<th>Ariba Network Solution</th>
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<tbody>
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<td>Austria</td>
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<tr>
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<tr>
<td>Canada</td>
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<td>Czech Republic</td>
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