

i. General Questions

1) What is SAP Ariba?

SAP Ariba is the software application that offer a broad range of functions and services to do transactions which allows an efficient and effective collaboration between suppliers and buyers. It is also to support one of the Top Glove's Direction to move towards a paperless environment by doing sourcing and contracting processes through the Ariba Network electronically.

2) What are the benefits of using SAP Ariba?

- i. **Lower cost:** Reduce time and paper usage
- ii. **Increase your revenue:** Become searchable customers using the AN worldwide
- iii. **Satisfy your customer:** Simplify the communication process
- iv. **Receive on time payments:** Help your invoices reach the correct contact in the approval flow
- v. **Stay organized:** Enjoy a simple way to store POs and invoices

3) When Top Glove will fully implement the Ariba Network?

Ariba Network Go Live on 21st October 2019. We already send a communication email to the suppliers to announce it.

4) May I get a notification from SAP Ariba to alert me?

Yes, SAP Ariba will alert you by sending an email to update the status of the transaction documents with the buyers. Status that trigger an alert includes:

- Order: Received, Changed, Cancelled, Failed.
- Invoice: Approved, Rejected, Paid

5) Is it possible to access the SAP Ariba from my mobile device?

Yes. You can download it here:

iOS : <https://itunes.apple.com/us/app/ariba-supplier-mobile/id1056749681?ls=1&mt=8>

Android : <https://play.google.com/store/apps/details?id=com.sap.ariba.mint>

ii. Technical Questions

1) Is there a cost for transacting business on the Ariba Network?

For Standard Account, there are no applicable fees. While for Enterprise Account, the rate can be applied based on the package subscription and the number of invoices issued accordingly.

For more information, please consult the SAP Ariba rate model at <https://www.ariba.com/ariba-network/ariba-network-for-suppliers/subscriptions-and-pricing>

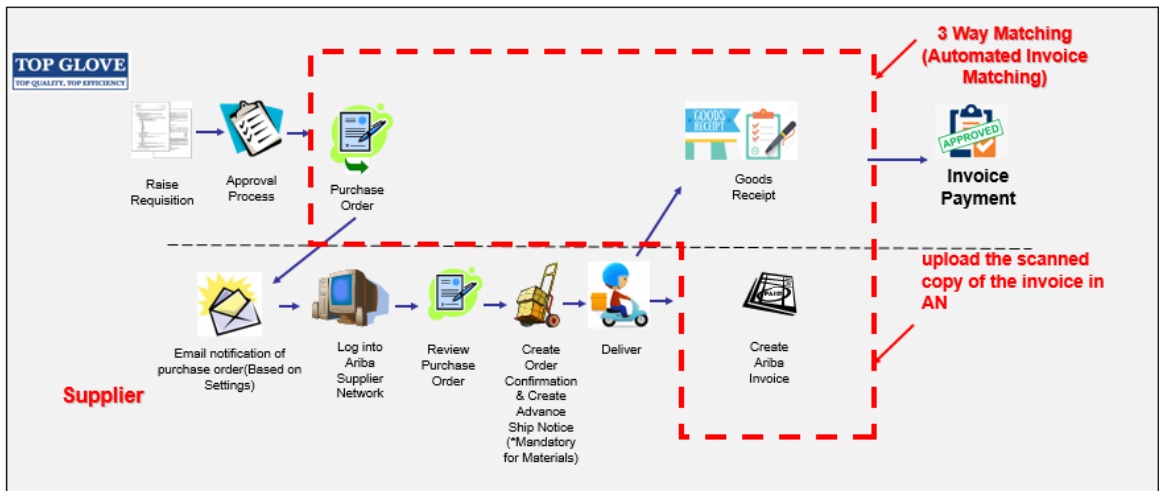
2) Can I still use Standard Account to deal with Top Glove?

Yes, of course. You are welcomed to use Standard Account to continue transacting with Top Glove. We recommend Enterprise Account for added functionalities & benefits and again it depends on the supplier’s preferences.

3) What are the difference between Standard and Enterprise Account?

	STANDARD ACCOUNT <small>Your current account</small>	ENTERPRISE ACCOUNT <small>Upgrade</small>
FULFILLMENT		
Orders and invoices	<ul style="list-style-type: none"> ✓ Respond to emailed orders using features that your customer requests, like order confirmations, ship notices and invoices ✓ Check invoice status and create non-PO invoices, if supported by your customer 	<ul style="list-style-type: none"> ✓ Skip the emails. Get and manage orders and invoices all on Ariba Network. ✓ Use CSV uploads to manage large documents.
Catalogs		✓ Publish catalogs that detail your products and services
Integration		✓ Integrate with your backend systems through CXML or EDI
Legal Archive		✓ Access to long-term invoice archiving (regional restrictions apply)
Reporting		✓ Get reports to track transactions and sales activities
Support	Help Center	✓ Help Center, phone, chat, and web form
Fees	Free	Based on usage
By the way, you can use these with any account.		
SELLING		
Ariba Discovery	✓ Join our business matchmaking service to get high quality sales leads. Fees may apply	
Sourcing, Contract Management	✓ Attract potential customers with your profile and get invited to auctions and other events.	

4) How is the requisition to pay process flow?



5) Can we recall if any wrong submission on the invoice and order confirmation?

Invoices cannot be deleted from your Ariba account but you can fix it. You may click on the link <https://uex.ariba.com/auc/node/1598> to know more about it.

6) Can we do amendment once we submit it in the system?

If you need to amend on an invoice you've already submitted, the invoice must have a status of **Failed** or **Rejected**.

You may click here <https://uex.ariba.com/auc/node/1039> to know more about it.

7) Where to get the Ariba Network ID (AN ID)?

You can log in as usual and click on 'Company Settings' to see your AN ID.

8) What if I forgot my password?

You can click on the Forgot Password at the link topglove.supplier.ariba.com. Ariba will send back the instructions on how to reset your password.

9) How to access TG Supplier Information Portal (SIP)?

All of the learning material can be access here:

Step 1 : Log into SAP Ariba Supplier Portal topglove.supplier.ariba.com

Step 2 : Click Company Setting > Customer Relationship

Step 3 : Under Current Relationship, locate Top Glove

Step 4 : Click on Supplier Information Portal link. At this part, you can learn more about transacting with Top Glove







- ✓ [Account Configuration Guide](#)
- ✓ [Purchase Order Confirmation and Ship Notice Guide](#)
- ✓ [Invoice Guide](#)
- ✓ [Supplier Membership Program/ Supplier Registration Guide](#)

Welcome to the Top Glove Ariba Network Supplier Education Materials Portal

Welcome to the Top Glove Supplier Education Portal! This portal provides educative information for all suppliers that are conducting business with Top Glove via the Ariba Network (AN).

Additional information regarding this project is included in the invitation letter from Top Glove (below). As part of Top Glove's ongoing policy to continuously improve efficiency and service quality to customers and suppliers alike, they are currently implementing the next stage of their overall electronic strategy to move away from paper based financial transaction processing.

What information are you looking for?

	<p>BUYER LETTER: Top Glove message to suppliers</p> <p>AN Summit Deck for Top Glove suppliers</p> <p>AN Summit Video Recording</p>		<p>INTRODUCTION ARIBA NETWORK</p> <p>See how to navigate the Network</p>		<p>ARIBA NETWORK RESOURCES</p> <p>Resources for suppliers using the Ariba Network</p>
	<p>HOW TO ACCESS ARIBA SUPPORT GUIDE</p> <p>Learn how to contact Ariba support team at any point while transacting on the</p>		<p>STANDARD ACCOUNT LINKS</p> <p>Links to generic Standard Account Resources</p>		<p>TRAINING GUIDES & TRAINING CLIPS</p> <p>Learn how to transact with Top Glove</p>

10) Can we use the same account in Ariba for different customers?

Yes, you can have same account with different customers in SAP Ariba.

11) Is this system will automatically lock out after certain time?

Yes, please make sure you save on changes that you made immediately.

12) Who do I contact for technical support?

You can contact SAP Ariba by visiting topglove.supplier.ariba.com entering the Help Center and click on Support Center.

13) If we submit a question to the technical support, how long does they take to reply?

Depends on the severity/ priority of your request but generally, they will contact you as soon as possible once you login your request via email.

Who do I contact for business support?

TG eProcurement | tgeprocurement@topglove.com.my

SAP Ariba SMT | SAPAribaSMT@topglove.com.my

SAP Ariba P2P (RM) Focus Team | SAPAribaP2PRMFocusTeam@topglove.com.my