

Supplier Handbook

SAP Ariba @ Ahlstrom-Munksjö

Procurement Operations

May 2022

Introduction

The purpose of this handbook is to support Ahlstrom-Munksjö suppliers with their registration to SAP Ariba and to guide them through the required initial steps in order to successfully establish a trade relationship and partnership on the digital platform.

This Supplier Handbook is subject to change and may be updated periodically.

For any questions or concerns please contact:

smartbuy@ahlstrom-munksjo.com

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1. Smartbuy and purpose of our transformation



1.1. Smartbuy

Smartbuy is Ahlstrom-Munksjö's new digital procurement platform powered by SAP Ariba.

SAP Ariba is a cloud-based solution that allows buyers and suppliers to connect with each other and do business on a single platform.

The platform will improve collaboration between Ahlstrom-Munksjö and its suppliers by efficiently streamlining shared business aspects such as contracts, orders, invoices and proposals.

As a supplier you will be able to create catalogs, negotiate deals, handle purchase orders all while reducing your cost of sales and growing your business. You will also be able to update and maintain your contact and bank details and improve the exchange of information and data integrity with Ahlstrom-Munksjö.

For more information on SAP Ariba, please visit www.ariba.com

1.2. Why are we transforming?

Companies need to increasingly adapt in order to remain competitive. This includes embracing the most current digital solutions available. By improving methods of strategic sourcing, companies can not only improve their bottom line but also improve their relationships with suppliers and other stakeholders.

Ahlstrom-Munksjö is inviting you to be a part of this journey to streamline how we work with our suppliers globally. While digitalization is at the core of this transformation, the SAP Ariba platform will also enable our suppliers to grow their own customer base and businesses. By joining us in this transformation we envision a successful future and mutually beneficial growth.



1.3. Standard account and Enterprise account

As a supplier on the Ariba network you have the possibility to choose between two types of accounts, a **Standard account** and an **Enterprise account**.

The **Standard account** gives you access to basic functionality and allows you to receive orders and send invoices, track payments and invoice statuses, collaborate on contracts, and feature your products and services with self-enabled catalogs.

The **Enterprise account** includes all the features of the Standard account and offers premium features, such as full ERP integration.

| Standard Account (Free) | Enterprise account (Fee-based)* *in addition to standard account features |
|---|--|
| <ul style="list-style-type: none"> • E-mail notifications • Purchase Order, Order confirmation (full&partial), Ship notice, Service Entry sheet, Invoice (Non-PO), Invoice Status, Legal Archive • Online help center & training videos • Multiple customer relationships • Multiple users • Mobile App • Ariba Discovery • Order to e-invoice • Self-enabled catalogs | <ul style="list-style-type: none"> • Online dashboard • Electronic catalogs • Invoice outbox and long-term archiving with access from any browser • Direct support via phone, chat & e-mail, Online training courses • Access to enablement experts • Full integration |



1.4. Fee structure

The **Standard account**, which offers basic functionality and an unlimited number of transacted documents, is free of cost to all suppliers. This is the account type that a supplier is defaulted to if it chooses to not select an Enterprise account. A supplier with a standard account can always upgrade to an Enterprise account.

The **Enterprise account** is a fee-based account that is tiered according to usage. The Enterprise account starts off as free but becomes chargeable once certain thresholds are met. The thresholds are 5 transacted documents (Purchase Orders, Invoices, Service Entry Sheets & Service Entry Sheet Responses) and/or transactions exceeding \$50,000 USD per year.

For more information about SAP Ariba's fee structure, please refer to this link: [Accounts & Pricing](#)

2. Onboarding process



2.1. What is the supplier onboarding process?

Ahlstrom-Munksjö requires all its suppliers to go through the supplier onboarding process, regardless of country, region or goods and services. All our new suppliers will be registered and onboarded through SAP Ariba, which will contribute to transparency in our business interactions and a better exchange of information.

Supplier onboarding is the systematic process of guiding suppliers through different registration and qualification steps, supporting suppliers with their needs and questions, and ensuring that specific compliance standards are met.

Supplier onboarding also plays a critical part in creating and maintaining Ahlstrom-Munksjö specific master data requirements. Our ultimate aim is to have all our supplier details up-to-date and consistent across all our business systems.



2.2. Ahlstrom-Munksjö's requirements for supplier onboarding

For a successful registration and onboarding process you will need the following:

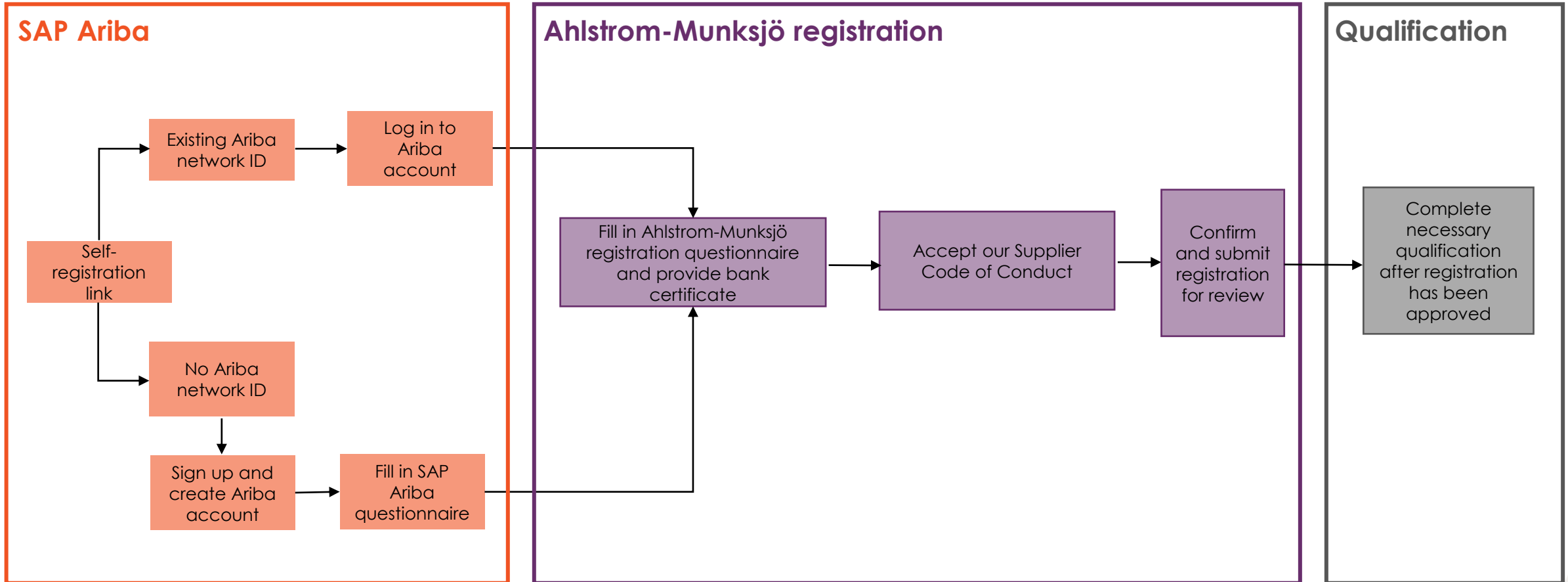
- Valid e-mail address
- Accurate and up-to-date contact details (e.g., phone number, postal address etc.)
- Computer or mobile device
- Company registration information (e.g., the official legal company name, registered address etc.)
- Bank details and bank certificate (see section I.I. in Appendix)
- Tax information (see section I.I. in Appendix)
- Compliance to our Supplier Code of Conduct (You can review the SCoC through this [link](#))



3. Registration



3.1. Registration process workflow



3.2 Registering with an existing SAP business network account



If you already have an SAP Business Network account and have received an invitation from **Ahlstrom-Munksjö Smartbuy** (...@eusmtp.ariba.com / @ansmtp.ariba.com), you can use the link provided in the e-mail to access the SAP Business Network homepage.

Please click on the **Log in** button and use your credentials to access your existing account. You will be redirected to a page containing the Ahlstrom-Munksjö registration questionnaire.

Once you have completed the registration process, you can add additional users to your account.



3.3 Registering without an existing SAP business network account

You have received an invitation to register on the SAP Business Network. The invitation has been sent by e-mail from [Ahlstrom-Munksjö Smartbuy \(...@eusmtp.ariba.com / @ansmtp.ariba.com\)](mailto:...@eusmtp.ariba.com) and contains a self-registration link.

In order to start registering your company to the SAP Business Network, please proceed by clicking the self-registration link provided in the e-mail.

The link will direct you the SAP Business Network homepage, please click on the **Sign-up** button and complete the registration process by following the on-screen instructions. After you have signed up to the SAP Business network, you will still be required to fill in the Ahlstrom-Munksjö registration questionnaire.

Once you have completed the registration process, you can add additional users to your account.





Safety
qualification

STANDARD
QUALIFICATION

Product
specific
qualification

4. Qualification



4.1. Qualification requirements

All new Ahlstrom-Munksjö suppliers are required to fill in our standard qualification questionnaire.

Depending on the goods or services provided, you may also be asked to complete additional qualification questionnaires.

One example is our safety qualification questionnaire, which will be required for all Ahlstrom-Munksjö suppliers that will be conducting any work in our premises. This is an ISO 45001:2018 requirement, but most importantly the purpose of the safety qualification is to ensure that both our suppliers and our employees can operate safely and avoid injuries.



5. Functionality



5.1. How do I manage my SAP Business Network account?

After you have registered to SAP Ariba and acquired your SAP Business Network ID, we recommend that you regularly maintain and update your account to ensure both that the information you provide is up to date but also to improve your user experience. Keeping your account information up to date also increases your potential to find new business on the network.

Please visit this page for more information [Managing your Ariba Business Network account](#)



5.2. What can I do with SAP Ariba?

Key features of the SAP Business Network:

- On-boarding, registration and connectivity in minutes
- Automatic inclusion in Ariba Discovery™, providing immediate access to additional active buyers on the Ariba Network
- End-to-end collaboration on Order fulfillment, including Purchase Orders, change orders, confirmations and Advance Shipping Notifications
- Catalog collaboration with support for multiple catalog formats
- Complete e-invoicing functionality, ranging from webform entry to system-to-system integration
- 100% On Demand, Internet-based platform

Today, more than 6.7 million companies – including more than two thirds of the [Forbes Global 2000](#) use the SAP Business Network to streamline and automate their collaborative business processes.



5.3. Catalogs

SAP Ariba offers catalog capabilities for suppliers on the SAP Business Network. Suppliers can publish catalogs to their customers and route purchase orders directly from the customer to their own account. The two types of catalogs that are available are **Static catalogs** and **PunchOut catalogs**. Both Static and PunchOut catalogs are created from templates, that are provided by SAP Ariba. Static catalogs are created offline and uploaded to the SAP Business Network, while PunchOut catalogs are typically created through an application on the SAP Business Network.

Static catalogs are the simplest form of a catalog, and they are in essence text files that contain product information.

PunchOut catalogs are interactive catalogs that are hosted on a supplier's own website instead of being uploaded to the SAP Business Network. If you already have an e-commerce website, you can modify it to support PunchOut catalogs. These catalogs can display previously agreed-upon products, prices and other information.

For more detailed information and examples of catalogs, please review this material from SAP Ariba:

[Catalog Management for Ariba Network Suppliers | SAP Ariba](#)



5.4. Invoicing

SAP Ariba offers invoice automation and smart invoicing with multiple types of invoicing solutions. Here are the most common types of invoices that can be created and reconciled:

Purchase order-based invoices

Create an e-invoice based on the purchase order

Non-PO invoices

Create an e-invoice (non-PO) from a paper invoice

Contract-based invoices

Contract-based invoicing is dependent on collaboration between buyer and supplier, and existing contracts

Service sheet-based invoices

Create an electronic service sheet-based invoice from paper service sheet-based invoice

Ahlstrom-Munksjö does not yet require its suppliers to adopt SAP Ariba's e-invoicing solution, however it can be an option for suppliers who are already using the Ariba's "order to e-invoice" functionality.*

*Subject to approval by Ahlstrom-Munksjö procurement



6. Supplier Summits

We will be arranging digital Supplier Summits together with the SAP Ariba team.

The summits are a good opportunity to learn more about the features of SAP Ariba and how we are digitalizing our procurement processes. The summits will also include a Q&A session, where you will have the possibility to ask questions that you may have regarding the platform itself or how this change affects your company.

The dates for the Supplier Summits will be published on our website (link below).

[Ahlstrom-Munksjö - About us \(ahlstrom-munksjo.com\)](#) [correct url to be included]



7. FAQ

Is there a free Ariba Network account for suppliers?

Yes, suppliers can use Ariba Network for free with a standard account. The Ariba Network, standard account allows suppliers to transact an unlimited number of documents such as orders; full and partial order confirmation; ship notices; and service entry sheets.

Why do suppliers need to register?

In order to participate in Ariba Sourcing events (e.g. to respond to requests and for submitting proposals in accordance with SAP's policies and procedures), all designated and selected suppliers must first register and fill out the questionnaire through the Ariba SLP – Supplier Registration (The application for or acceptance of this supplier registration request does not automatically guarantee business with Ahlstrom-Munksjö).

I already have an ANID (Ariba Network ID), do I need a second one for the Supplier Registration?

If you already have an ANID that you use with SAP, then you do not need a second ID, simply log in with your user and password. If your current ANID is not connected with SAP, you will require a second one for the Ariba SLP/Supplier Registration.

Is this registration for the company or a person?

Supplier registration is for the company. However, during the registration, the authorized/designated user to complete and submit the supplier registration questionnaire will be required to sign up to SAP ARIBA in order to gain access to the company's information.

How will suppliers get notifications?

Email notifications will be sent to the supplier contact person. The primary contact person will receive all status updates, notifications, or also SAP official notifications based on the email used at the time of registration. Suppliers can maintain their primary contact person and other designated user roles via the SAP Business Network.

For a complete FAQ assembled by the SAP Ariba Supplier Enablement team, please visit this link: [SAP Ariba FAQ](#)



8. Help resources

Ahlstrom-Munksjö's Smartbuy team is here to help you, should you encounter any problems during the registration or onboarding process. You can contact us at smartbuy@ahlstrom-munksjo.com

You can also find additional help on SAP Ariba support portal by following this link:

[SAP Ariba Help Center](#)

SMARTBUY

ONBOARDING
PROCESS

REGISTRATION

QUALIFICATION

FUNCTIONALITY

HELP RESOURCES

SUPPLIER SUMMITS

FAQ & APPENDIX



Appendix I

SMARTBUY

ONBOARDING
PROCESS

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SUPPLIER SUMMITS

FAQ & APPENDIX



I.I. Glossary (1/2)

Bank certificate

You will need to provide an official bank certificate as proof that the bank account details you provide us are correct and that you are the rightful bank account holder.

Tax information

We will ask for tax information, such as VAT ID, and a tax certificate as evidence. The Tax number varies depending on your location.

Supplier Code of Conduct

Ahlstrom-Munksjö asks all its suppliers to review and accept a Supplier Code of Conduct document, which ensures compliance to Ahlstrom-Munksjö's values, practices, human rights views and both national and international laws and regulations.

The Supplier Code of Conduct (SCoC) outlines the non-negotiable minimum standards Ahlstrom-Munksjö requires of its suppliers and sub-tier suppliers. The Supplier Code of Conduct can be reviewed and accepted when fulfilling Ahlstrom-Munksjö's registration questionnaire. The Supplier Code of Conduct can be found [here](#).

Ahlstrom-Munksjö registration questionnaire

The Ahlstrom-Munksjö registration questionnaire is the questionnaire that you will be asked to fill in once you have either registered on the SAP Business network or if you have an existing ANID. The information you provide will be reviewed by our procurement and finance operations and registration is the first step in establishing a business relationship with us.



I.I. Glossary (2/2)

Ariba Network ID

The network ID refers to your Ariba Network ID, which is unique to you. When you create an account on the SAP Business network you will automatically be issued a Ariba Network ID. The ID is used to track transactions and to help identify you.

Trading Relationship

A trading relationship is the link between your supplier account and Ahlstrom-Munksjö's buyer account. A trading relationship can be formed via a trading relationship request (Enterprise account holders), performed by Ahlström-Munksjö, or it is automatically triggered when you receive your first purchase order. A trading relationship is required for invoicing.

Supplier Qualification Questionnaire

The Supplier Qualification Questionnaire is mandatory for all suppliers with whom Ahlstrom-Munksjö conducts any business and always consists of a set of standard questions. Additional qualification such as safety qualification or category specific qualification may be needed depending on your material or service. Our category managers will invite you to fulfill the qualification questionnaire.

