



Frequently Asked Questions for Suppliers

July 2018

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FAQ by suppliers about weBuy - General topics

1. What is weBuy?

weBuy is a key initiative for Boehringer Ingelheim to have an integrated solution for the Source-to-Procure 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®.

2. What is SAP Ariba® and Ariba Network?

The SAP Ariba® Solution will become the platform used to send electronic purchase orders (POs), and access suppliers' e-catalogs 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>

3. 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
- Possibility of publishing online, BI-approved e-catalogs with your product/service offerings into the Boehringer Ingelheim procurement application within the Ariba Network
- 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>

4. 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
- 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>

5. Am I required to register on Ariba Network?

Yes. You will be sent an interactive email from your buyer. To respond you must register for a free light account. This free account is not the same as a full-use Ariba Network account. You only need to upgrade to a full-use account on Ariba Network when you determine that you desire the additional functionality.

6. What if I have already signed up for Ariba Network? Can I switch to Light Account?

If you are already using Ariba Network with a buyer, we recommend that you continue using this transaction method. There is no direct way to change an Ariba Network subscription (full-use account) to a light account.

7. Can I access my Ariba Network Light Account and Full Account from the same user ID?

Yes. You can easily toggle between your Light Account and Full use Account.

8. 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)

9. How do I register on the Ariba Network for a Full Account?

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.

10. How do I register on the Ariba Network for a Light Account?

Boehringer Ingelheim will send you a light account invitation to transact with them using this methodology. Or if you self-register on Ariba Network, SAP Ariba Discovery or you are invited to SAP Ariba Sourcing solutions and do not have or use an existing account (ANID) you can register and will be started at the Ariba Network, light account capability level. In the latter case you will not exchange orders with your customer unless they establish a relationship with your account first but you can use other functionality.

11. How to log on in Ariba Network?

You can access your Ariba Network supplier account with this link:

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

12. What if I forget my username or password?

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

13. 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.

14. 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.

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

It is important to review the information, training material, 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.

16. 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.

17. 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. The Ariba Network will be a mandatory standard at Boehringer Ingelheim for both new and all existing suppliers. Paper order will not be issued.

18. 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.

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. 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>

21. Can I contact Ariba Network support team?

During the rollout, you will be contacted by Supplier Enablement team from your respective country.

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

FAQ by suppliers about weBuy - Purchase orders (PO) related topics

22. 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. The process of receiving the purchase order will depend on the configuration of your account and the type of electronic routing.

23. How do I create documents against purchase orders?

To process a purchase order, you need to click the *Process Order* button in the purchase order email notification. After you [register](#) or log in to your Ariba Network light account, you are taken to the purchase order details page, where you can create documents like order confirmations and ship notices against the purchase order.

24. How do I add purchase orders to my existing Ariba Network Account?

If you've previously registered a light account or full-use account on Ariba Network to transact with a different customer, you have the option to add the transactions with your new customer to your existing account.

To add your new purchase orders to your existing account, in the purchase order email notification, click Process order and then click Log in on the light account landing page.

Log in with the administrator username and password for the existing account.

FAQ by suppliers about Invoice (INV) related topics

25. What do I have to consider when I want to issue an invoice to Boehringer Ingelheim (BI)?

Please consider the following requirements for all invoices and credit notes you issue to BI:

- Quote the complete legal form, address and the VAT-ID* of the affected Boehringer Ingelheim entity. (Boehringer Ingelheim can be abbreviated as BI)
 - The VAT-ID of our Boehringer Ingelheim entity has only to be quoted if required by tax law (e.g. supply of services within the European Union)
- Your company name, address and if applicable Tax ID or VAT-ID
- Date of invoice
- Sequential invoice number
- Amount and description of services provided
- Time or period of services
- Amount due and currency
- Notice regarding reverse charge procedure (if applicable)
- Bank account details
- Due date
- Our BI purchase order (PO) number and PO line with reference to your invoice item
- Where a PO number is not available, ensure a contact name within BI is provided (forename and surname – preferably including email address)

26. Where do I have to send my invoice?

Please consult the purchase order (PO) you received from us. The PO do quote the relevant information you need. You can submit the invoice, credit note via two submission channels:

- Invoice submission via email as PDF file (PDF invoice)
- Invoice submission via regular mail (paper invoice)

27. What do I have to follow when sending an invoice as PDF file

The respective email address for PDF invoices is stated in the purchase order.

- Invoices and credit notes will be sent via PDF only. Other document formats such as .xls, .doc, .gif, .tif, etc will only be accepted as attachments.
- Please send your PDF documents only once to the specially designated email address.
- Further copies of invoices/credit notes should not be sent to other email addresses or by post.
- A separate email is required per invoice/credit note. Attachments, e.g. related service documentation, must be sent along with the invoice/credit note. There are two possible ways to do this:
 - Create one PDF document including the invoice/credit note and the required attachment. The invoice must be on page one of the PDF and all other information on following pages.
 - Create separate PDF documents for the invoice/credit and each attachment. In this case, the invoice/credit note must be the first attachment to the email.
- Each PDF document must have its own explicit name.

28. Whom can I contact for Accounts Payable support, queries or issues?

Our S2P support team will help you with queries or issues regarding invoices via email or phone (e.g. dunning letters).

For the contact details of our responsible S2P support team please consult the received purchase order (PO).

In case you do not have any purchase order, then please use following standard contact form: <https://www.boehringer-ingelheim.com/contact-form>