

SAP Ariba Frequently Asked Questions (FAQ)

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of Permodalan Nasional Berhad (Company No. 197801001190 (38218-X)) ("PNB").

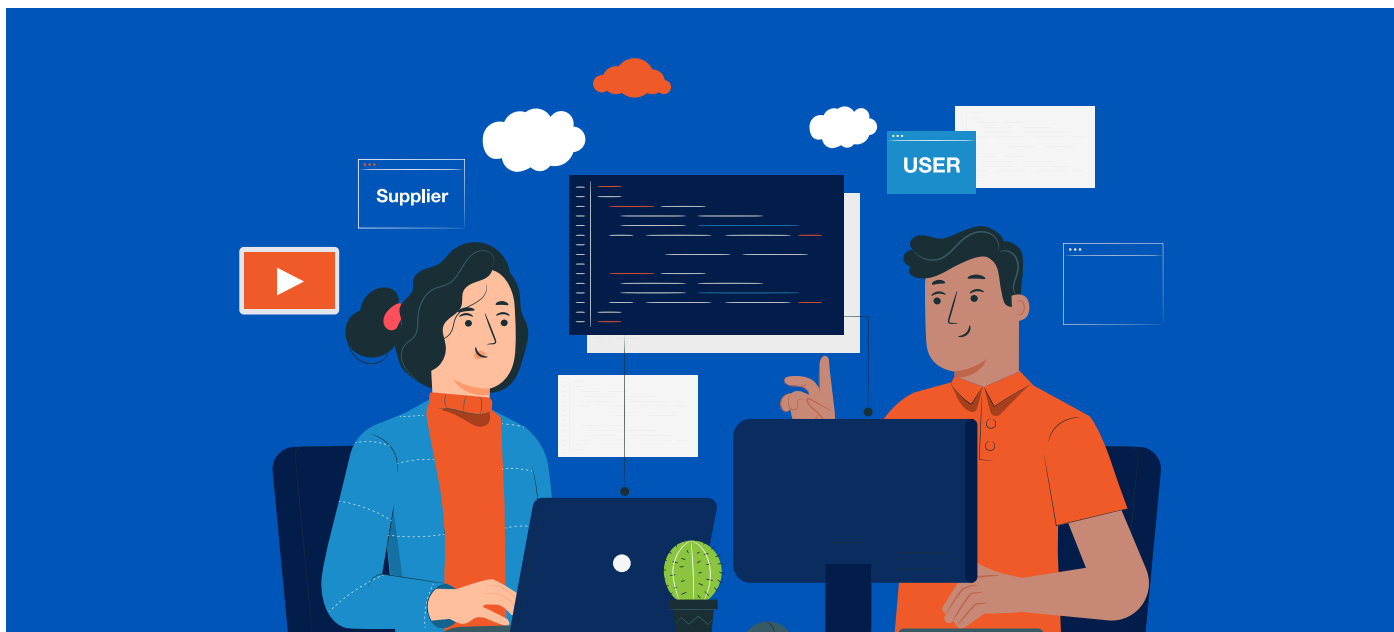


PNB
Permodalan Nasional Berhad

TABLE OF CONTENTS

DESCRIPTION	PAGE NO.
Introduction	3
Section 1: General Questions	4
Section 2: Registration into PNB SAP Ariba	7
Section 3: Responding to an Event	9
Section 4: Transaction Details	10
Section 5: PNB Procurement Support	11

INTRODUCTION



This Frequently Asked Questions (FAQ) document provides information about the procurement system that PNB is currently using, SAP Ariba. This document also provides information to you on what SAP Ariba is as well as how to access and utilise the system. Please review this FAQ document thoroughly to understand and learn more.

This document will be updated as and when required, so please be aware of any changes and updates that will come in the future.

Thank you.

SECTION 1: GENERAL QUESTIONS

Question 1: What is SAP Ariba?

SAP Ariba is a cloud-based innovative solution that allows suppliers and buyers to connect and conduct transaction via a single platform – through the Ariba network.

Question 2: What does it mean for to you as our Suppliers?

You will now start transacting on Ariba with with us through the Ariba network in the following areas, but not limited to:

1. Sourcing (Respond to RFx, online bidding)
2. Procure to Pay transactions (i.e. PO, order confirmation, ship notice, invoice etc.)
3. Updating your company details and information

All transactions with us are now via SAP Ariba thus requiring you to register and/or login into the SAP Ariba Network.

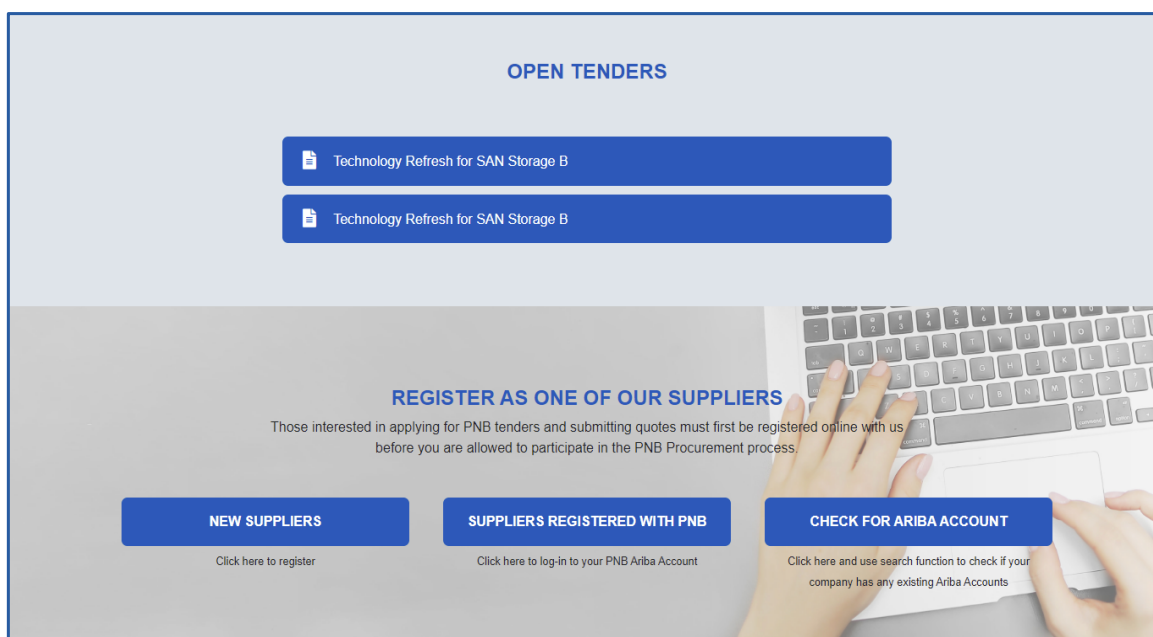
Question 3: What are the benefits of using SAP Ariba?

There are multiple benefits in using SAP Ariba, including:

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

Question 4: How do I sign up/login into SAP Ariba?

You can enter into our website at www.pnb.com.my under our Procurement page to register/login into SAP Ariba.



SECTION 1: GENERAL QUESTIONS

Question 5: Can you access SAP Ariba via mobile?

Yes you are able to access SAP Ariba through your mobile device. Please download the app from the following links:

For iOS Users:

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

For Android users:

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

Question 6: Will I get updates from SAP Ariba?

Yes, SAP Ariba will alert you by sending an email to update the status of your transaction with us. Please enable alerts in settings within your user profile. Status that will trigger an alert to you includes:

1. **Order:** Received, Changed, Cancelled, Failed.
2. **Invoice:** Approved, Rejected, Paid

Question 7: Is there a cost for using the Ariba Network?

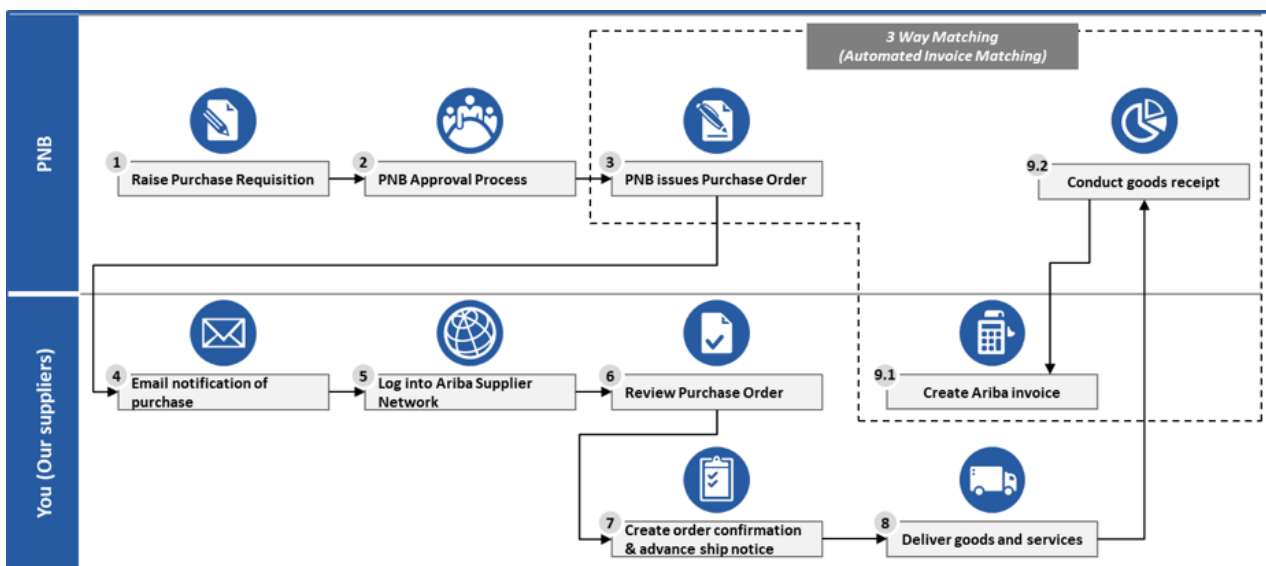
For Standard Account, there are no applicable fees. While for Enterprise Account, the rate can be applied based on the package subscription and the number of invoices issued accordingly.

For more information on the different types of accounts please head to <https://www.ariba.com/ariba-network/ariba-network-for-suppliers/subscriptionsand-pricing> to further understand the different types of accounts.

Question 8: Can I still use Standard Account to conduct transaction with PNB?

Yes, you are more than welcomed to use Standard Account to continue transacting with PNB.

Question 9: How is the requisition to pay process flow?



SECTION 1: GENERAL QUESTIONS

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

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

Question 11: Does the system automatically log out after certain time of lack of activity?

Yes, please make sure you save any changes made in SAP Ariba that you have made immediately.

SECTION 2: REGISTRATION INTO PNB SAP ARIBA

Question 1: I already registered with Ariba Network but why do I still receive email from PNB stating that I have yet to complete my registration questionnaire?

Registering your company on the Ariba Network only creates an account for your company on the Ariba platform. However, your company will need to submit the Registration Questionnaire that send out by PNB using the Ariba account to get registered with PNB.

Question 2: I have tried to open the registration link, but it is showing up as expired what should I do?

The Supplier Registration questionnaire link is valid for 30 days. If the link is expired, please contact us at 03 - 2050 5500 or email us at pnbvendor@pnb.com.my, and you will be re-invited and receive a new invitation link.

Question 3: Can I update my supplier registration response after I have submitted the questionnaires?

If you have submitted the Supplier Registration questionnaire and it has been approved, you will find the questionnaire saved on your SAP Ariba dashboard with a status '**Registered**'. Simply by clicking on the approved questionnaire, there will be a button labelled as '**Revise Response**'. This will open the questionnaire for you to amend your details. Once submitted, a PNB supplier management team will be notified to review and approve the modifications made.

Question 4: What should I do if I wish to change my company banking details?

You may amend the banking details in the Supplier Registration Questionnaire under Bank & Financial Information. Please note that you need to attach the bank header document as supporting document.

Question 5: Who do I contact if I require clarification regarding a specific question on one of the forms?

If there are any further queries regarding this registration or SAP Ariba, please contact us at 03 - 603 - 2035 1603 or email us at pnbvendor@pnb.com.my.

Question 6: I am a branch manager of a company (same registration no. as HQ). Can I register separately because I do not communicate with the HQ admin account user?

Please contact your HQ admin user to add you as a new user in your company Ariba account. For more details refer to SAP Ariba Supplier Help Centre.

Question 7: The invite to participate in Supplier Registration questionnaire was sent to the Primary Contact but he/she has resigned. What should I do?

You may contact PNB's Supplier Registration Team so that they can amend the primary contact details for you and subsequently re-invite you to respond to the supplier registration questionnaires.

SECTION 2: REGISTRATION INTO PNB SAP ARIBA

Question 8: How do I know if my company already has an account on the Ariba Network?

Go to supplier.ariba.com and look for 'Is your company registered?' and click 'Search'. Please view your company profile and contact your company's Ariba Administrator.

Question 9: How frequently do I need to update my PNB Supplier Registration Form?

The form needs to be updated whenever there is any change in any of the basic information. Eg, Contact Name, Number, Bank Account etc. Supplier needs to update the form on his own. Post verification of data, PNB will approve the same and send a notification back to the supplier.

SECTION 3: RESPONDING TO AN EVENT

Question 1: I have been invited to participate in a sourcing event and I am New to Ariba. How do I get started?

In the Sourcing invitation email send out by PNB's Ariba system, click on the hyperlink and you will be redirect to Ariba Network website. Select sign-up option to register an Ariba Network account and once registration is completed. You will be able to participate in the PNB's sourcing event.

If you are **an existing** Ariba network account owner. **Click sign-in** to participate in the sourcing event.

Question 2: What do I do if I am invited to a PNB sourcing event, but decided not to participate?

The first time you log into a PNB sourcing event, you will be presented with a Decline to Respond button. Click this button if you do not intend to participate.

Question 3: How do I get invited to a PNB Sourcing event?

Once you have been selected by PNB as one of the supplier to participate in PNB sourcing event, you will receive an email from PNB. This email will contain a hyperlink that will take you directly to the sourcing event you have been invited to participate in. (Prerequisite is a AN network account)

Question 4: How do I submit my online responses (e.g. RFP or Auction) using SAP Ariba?

Please refer to the suppliers on-boarding user guide. You may also visit the Help Centre on SAP Ariba Network for tutorials.

Question 5: How can I view my Event List?

After you have login to Ariba Network, select "Tab" **Ariba Proposal and Questionnaires**. You will be able to view the event list. The list of events under **Status : Open** are the one that currently active.

SECTION 4: TRANSACTION DETAILS

Question 1: I received an email stating that PNB has sent a new Purchase Order to me but when I login to Ariba Network, I cannot process the order or click anything.

If your company has a Standard Account in Ariba Network, you can only take any action (i.e. order confirmation, ship notice & invoice) from the email you had received. Please refer to the suppliers onboarding user guide. You may also visit the Help Centre on SAP Ariba Network tutorials.

Question 2: I cannot find the original email of the Purchase Order to do further actions. How do I move to the next steps?

Login to Ariba Network and from the dashboard, search for the Purchase Order that you intended to process. On the action column, click on Select and proceed to click “Send me a copy to take action” and you will receive an email for you to process the order.

Question 3: What do I do when I cannot find the purchase order in my purchase order lists for me to send a copy to take action?

You might not be able to find the purchase the order since the filter is on. You can change the filter (e.g. Last 200 documents) on the right side and the list will get updated accordingly. You can also utilise the tiles that are available in Ariba Network by clicking **More** to search your purchase order based on the purchase order status that are pending your action (i.e. Orders to Confirm, Orders to Ship).

Question 4: Can more than one person receive the email notification for new Purchase Order?

Yes, you can specify up to five (5) email addresses to receive the purchase order. Please contact your HQ admin user to add the additional email addresses.

Question 5: Will I get notified whenever PNB already received the items for me to proceed with the invoice?

You will get notification if you enable the notification “when a new receipt is received” in Ariba Network.

Question 6: I accidentally confirm the order the instead of rejected the order. How do I amend the order confirmation?

You have to contact PNB person in charge of the order offline for PNB to initiate the cancelation of the order.

Question 7: Can we do any amendments to the invoices once we submit it into the system?

If you need to amend on an invoice you’ve already submitted, the invoice must have a status of Failed or Rejected. Please head to <https://uex.ariba.com/auc/node/1039> further understand how to amend invoices.

Question 8: How do I add additional charges to the invoice?

PNB does not allow additional charges to be added during invoicing. Any additional charges should be highlighted before you confirm the purchase order.

SECTION 5: PNB PROCUREMENT SUPPORT

Question 1: How do I access the PNB Supplier Microsite?

Please click the following link to access the the microsite (the image below illustrates the microsite): http://www.pnb.com.my/07_3Procurement_EN.php

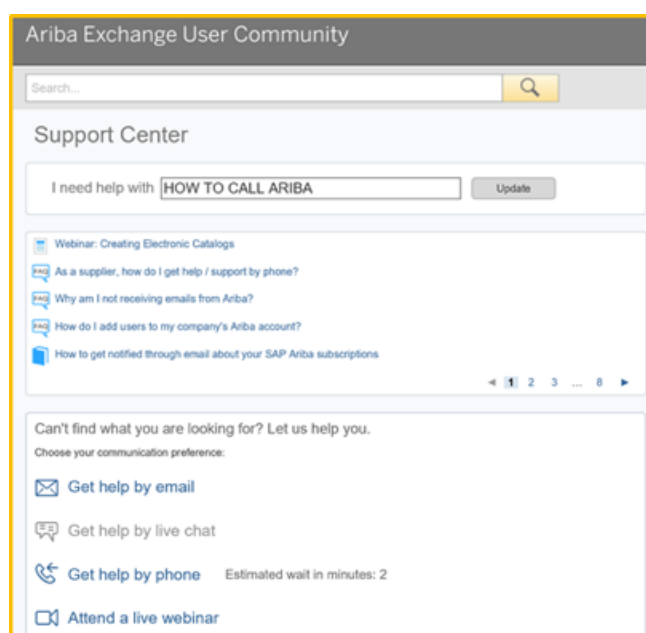


Question 2: Who do I contact for business related clarifications and questions?

For any business related clarifications and question, please contact us at [03-2035 1603](tel:03-20351603) or email us at pnbvendor@pnb.com.my, and you will be re-invited and receive a new invitation link.

Question 3: Who do I contact for technical clarifications and questions?

For any technical related clarifications and questions, you contact SAP directly via the Support Center in the SAP Ariba network via email, live chat or call.



SECTION 5: PNB PROCUREMENT SUPPORT

Question 4: If I submit a question to the technical support, how long does they take to reply?

For both business related and/or technical related questions and clarification, depending on the priority and severity of your question and/or issue, we or SAP will contact as soon as possible once we have received your inquiry.

