Ariba Network: account settings and order processing

Basic guideline for UPM's suppliers
2021

What will change for UPM's suppliers?

What changes?

- UPM takes SAP Ariba procurement tool into use for head office purchases (including research and development units)
- Thus, UPM suppliers will receive purchase orders via Ariba Network platform
- Suppliers can confirm the orders and create a ship notice for the ordered goods
- Suppliers need to ensure they add purchase order numbers (POs) in their invoices

Upcoming functionality
In near future, UPM starts requesting for quotations (RFQ) via Ariba Network. In addition, selected suppliers will be able to create purchase entry sheets (SES) for the services they have provided for UPM.
For these new functionality and ways of working we will instruct you separately.

What does NOT change?

- VAT identification number ("Y-tunnus")
- Invoicing addresses and systems. UPM continues to accept only electronic invoices via Basware
- Sourcing contact people in UPM head office and business units

Steps for the suppliers

Supplier registration in Ariba (completed)

1. Ariba Network account settings and creation of new users

2. Order processing in Ariba Network

Guidelines in this document

Information that you have received previously by email

1 Account settings and creation of new users

Logging in with your Ariba Network account

Log in to Ariba Network with your username and password
(created when you registered in Ariba Network)
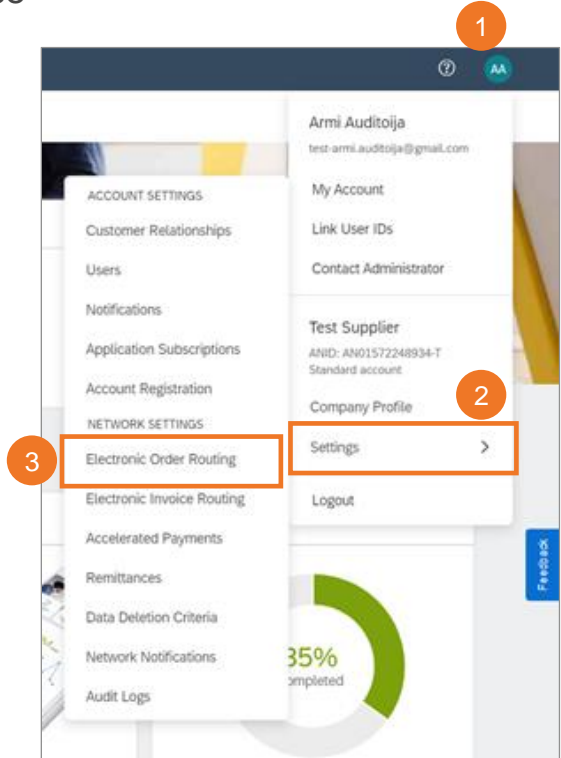
Access to the platform:
https://supplier.ariba.com

Define recipients for electronic orders

Start with specifying the people who will receive electronic purchase orders from UPM:

1) Click on your initials in the upper right corner of the platform landing page
2) Choose Settings
3) Choose Electronic Order Routing
4) Add recipients of the electronic purchase orders in the field "Email address". Please note that you can add a maximum of 5 email addresses here
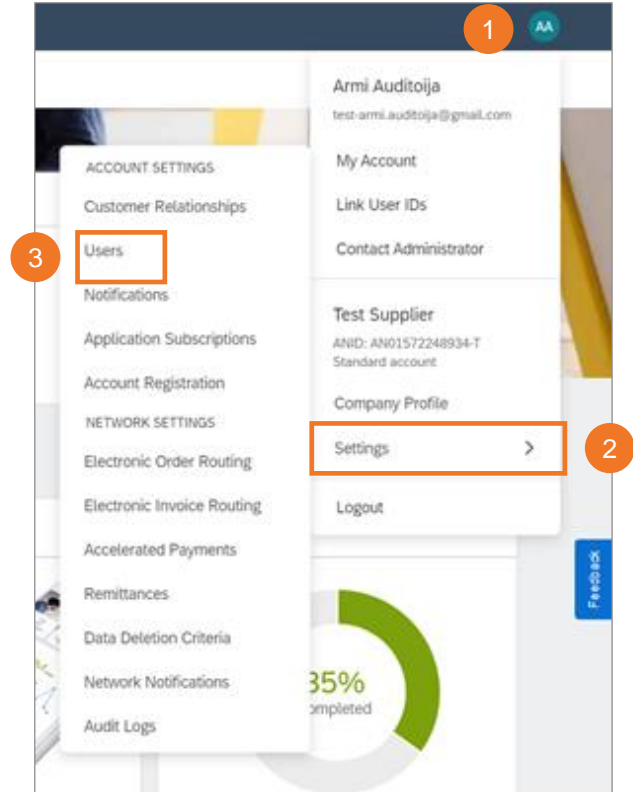5) Choose the format for documents. It is recommended to receive documents as PDF attachments

Create roles and add new users in Ariba Network

If you added purchase order recipients without user rights for the account, please create them:

1) Click on your initials in the upper right corner of the platform landing page

2) Choose Settings

3) Choose Users

Create a new Ariba Network role

1) Click on the "+" symbol on the right hand side
2) Name the role, e.g., Order Manager
3) Select at least the following permissions "Inbox and order access" and "Outbox Access"
4) Save

Note! If participating in tendering, please choose the needed roles from Permissions page 2

Access Proposals and Contracts

Administrator Role – Ariba Network account

Administrator is **the primary point of contact for other Ariba Network account users.**
Administrator can add and remove organizations' Ariba Network account users,
and maintain access rights for them

IMPORTANT: If administrator is leaving the organization, ensure to appoint a new
administrator in Ariba Network **before** the person leaves

To set the administrator role:

1) Click on your initials in the upper right corner of the platform landing page
2) Choose Settings
3) Choose Users
4) Choose Manage Users page
5) To the right of the selected user, click on Actions
6) Choose Make Administrator

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Add a new Ariba Network account user

1) Select Manage Users tab
2) Click on the "+" symbol on the right-hand side
3) Fill in the needed account user information: username, email, first name, last name
4) Select a role for the new users
5) Click on Done

Your account is now ready
for receiving purchase orders

2 Order processing

Supplier journey in Ariba Network platform

1 **UPM sends a purchase order** to the recipient
(defined by the supplier in Ariba Network account settings)

2 **Confirm** (or reject) the order

3 **Goods order:** Create ship notice

3 **Service order:** Create service entry sheet (SES) once you have provided the ordered services to UPM
(Note: not yet available, will be instructed later)
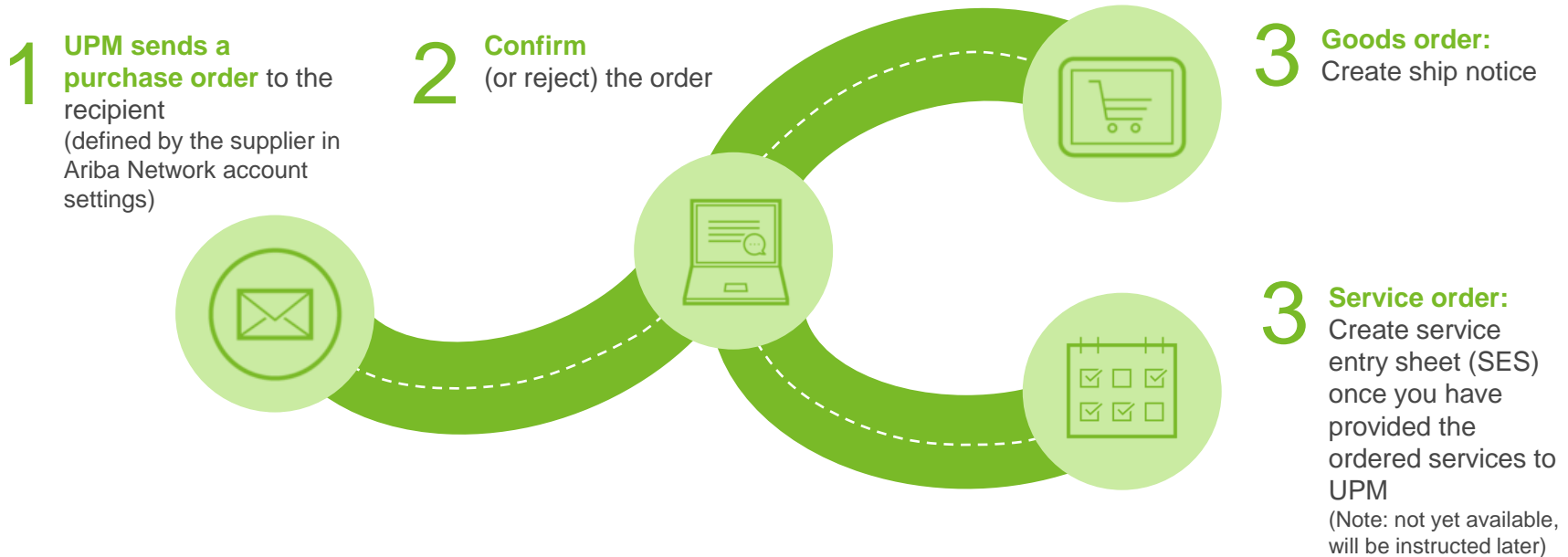
1. Purchase order notification and logging in to Ariba Network

1. When there is a new purchase order from UPM, the previously defined recipient receives an email notification from Ariba Network
(from email address: ordersender-prod@ansmtp.ariba.com)

2. Click on Process order tab. Ariba login page opens

3. Log in to Ariba Network with your username and password
(created when you registered in Ariba Network)

2. Order confirmation

- After logging in, you will be directed to the Purchase Order page
- You can process the order in three different ways:
  - Confirm Entire Order
  - Update Line Items, that allows you to process the order line by line
  - Reject Entire Order

Goods order

Service order

2A Confirm entire order

1. If you confirm the entire order, obligatory fields in the order confirmation header are:
   – Confirmation # (you can freely select an order confirmation number)
   – Estimated delivery date

   You can also fill information in the other fields. Then, choose Next

2. Review the confirmation and click on "Submit".

Goods order example

Service order example

2B Update line items (order processing line by line)
Guideline for goods orders 1/3

1. If you choose "Update line items", the only obligatory information field on the order confirmation header level is "Confirmation #"
   (you can freely select an order confirmation number)

2. In Line Items section, add quantities of the ordered goods that you:
   • Confirm
   • Backorder
   • Reject

3. Once you've added the information, click on the Details tab

2B Update line items (order processing line by line)
Guideline for goods orders 2/3

1. Add details for confirmed, backordered and rejected goods
2. Here the only obligatory information field is "Estimated Delivery Date"
3. Once ready, click on the OK tab

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2B Update line items (order processing line by line)
Guideline for goods orders 3/3

1. You are directed back to the order confirmation header page where you can see the updated line items information
2. Click on the Next tab
3. Review the confirmation and choose Submit to send it to UPM

2B Update line items (order processing line by line)
Guideline for service orders 1/2

1. If you choose "Update line items", obligatory information fields on the order confirmation header level are "Estimated Completion Date" and "Confirmation #"
(you can freely select an order confirmation number)

2. In line items section, confirm or reject the service. If you reject the ordered services, please select the reason from the drop-down list. You can also add comments

3. Once you've added the information, click on the Next tab

2B Update line items (order processing line by line)
Guideline for service orders 2/2

Review the confirmation and choose Submit. You have now sent the confirmation to UPM.

2C Reject entire order

1. If you want to reject the entire oder, complete the field "Confirmation #"
   (you can freely select an order confirmation number)
2. Select the rejection reason from the list and add comments
3. Click on the Reject Order tab, and the information is now sent to UPM

3. Create ship notice 1/2
Note! Applicable for goods orders only

1. Choose Create Ship Notice
2. Fill the needed information in the following fields:
   - Packing Slip ID (you can freely choose the used ID)
   - Delivery Date
   - Ship Qty
3. Choose Next

Please create a ship notice only after the order confirmation

3. Create ship notice 2/2
Note! Applicable for goods orders only

Please, review the ship notice and submit it. Ship notice is now sent to UPM.

Support and guidance

Tool/technical support

- UPM - SAP Ariba information portal
  - Guidelines for using Ariba Network Standard account
- Ariba Help & Support Center: Click on the "?" symbol on the upper right corner of your Ariba Network account
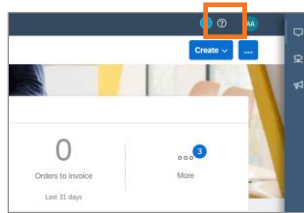
UPM orders and ways of working

- Join UPM on the Ariba Network
- Ariba Network platform enablement: join.ariba@upm.com
- UPM orders and order processing for suppliers: contactsops@upm.com

Please note: For now, UPM uses Basware system for electronic invoicing.
Invoicing in Ariba is not available for UPM suppliers.