Supplier Frequently Asked Questions

1. **What is Ariba?**
   Ariba is a cloud-based procurement, spend management and supply chain services platform that makes it easier for suppliers and buyers to connect, collaborate and do business. Some of the benefits include real-time electronic PO delivery and invoice automation.

2. **What IT infrastructure do I need to use the Ariba Network?**
   To be able to access the Ariba Network, you need a regular internet connection and a web browser. Supported browsers include: (updated list is available at http://supplier.ariba.com)
   - Microsoft Edge 32-bit
   - Microsoft Internet Explorer 11 32-bit
   - Chrome 54+ 64-bit
   - Mozilla Firefox 49+ 64-bit
   - Safari 9+ 64-bit
   - Mozilla Firefox 17+
   - Safari 5
   - Mobile Safari on iPad (iOS 6 or above)

3. **Do I still need to register on SMUD's Electronic Bid Solicitation System (EBSS) after SMUD goes live on the Ariba Network?**
   If you'd like to participate in solicitations that are currently in EBSS, you need to register in EBSS. You do not need to register on EBSS after April 27, 2020 for solicitations in Ariba. Please visit www.bids.smud.org for project updates.

4. **What do I do with invoices already sent to SMUD?**
   There is no further action needed at this time for invoices that were previously submitted to SMUD.

5. **After SMUD goes live on the Ariba Network, should I begin to send an invoice through the Ariba Network?**
   For now, please keep emailing your invoices to smudinvoice@smud.org until instructed otherwise by SMUD. We'll need to establish a trading relationship before you can send invoices over the Ariba Network. You'll receive instructions for future invoicing at that time.

6. **How can I verify if I'm in the SMUD Supplier Education and Economic Development (SEED) Program ?**
   Contact SEEDMgr@smud.org to verify your SEED status.

7. **How can I find other SEED suppliers?**
   Contact SEEDMgr@smud.org to find SEED suppliers.

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8. **I have an existing contract   with SMUD and have registered on EBSS, do I need to register on the Ariba Network?**
Yes, you will need to register on the Ariba Network. You will get an invitation to register via email. You'll need to register on the Ariba Network to be invited to future solicitation events from SMUD.

9. **I have an existing contract, what happens during go live?**
Ordering and invoicing processes will remain the same. You will continue to email invoices to smudinvoice@smud.org.

10. **What does a potential supplier need to do now that SMUD is using the Ariba Network?**
If you've received a registration invite from Ariba and SMUD, please follow the email instructions to complete your registration. We recommend you first check within your company to see if you're already participating on the Ariba Network.

11. **I've registered and completed all questionnaires, why does my status still show "Pending Approval"?**
Your status is showing Pending Approval because some internal SMUD approvals are on hold until you are awarded a contract. Your status will change to Registered only if you've been awarded a SMUD contract.

12. **I'm interested to find out what SMUD buys; where can I find past solicitations?**
You can find a list of past solicitations at www.bids.smud.org.

13. **Where can I learn more about SAP Ariba Network accounts?**
Additional details on supplier accounts can be found at https://www.ariba.com/ariba-network/ariba-network-for-suppliers.

14. **Who do I contact at SMUD if we have business process questions?**
Please email supplier.enablement@smud.org. For invoice questions that cannot be answered on the Ariba Network, please reach out to smudinvoice@smud.org. For SEED questions and small business information, please email SEEDMgr@smud.org.

15. **Who do I contact for configuration/technical support?**
You can contact SAP Ariba Customer from the Help Center area within your Ariba Network account. Check out https://support.ariba.com/item/view/174605 for additional information on working with SAP Customer Support.

16. **Who do I contact for system and Ariba Network questions?**
For any questions related to registration/account configuration and general Ariba Network questions, please email smud.enablement@ariba.com.

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17. Where can I learn more about the Ariba Network?
Additional details about the Ariba Network for suppliers can be found at
https://www.ariba.com/ariba-network/ariba-network-for-suppliers/.

18. How secure is the Ariba Network?

Information regarding SAP Ariba security can be found by visiting the SAP Trust Center
at https://www.sap.com/about/trust-center/security.html

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