Registration FAQs

Membership Questions

Q: What is the Ariba Supplier Membership Program?

A: The Ariba Supplier Membership program is a new initiative that will allow Ariba to maintain and further invest in the growing Ariba Supplier Network™. The program establishes three membership levels for suppliers on the Ariba Supplier Network:

- **Basic Membership:** A free account that supports the most commonly used functionality and limited transaction volumes.
- **Premier Membership:** A paid account that allows for higher transaction volumes and additional features. A paid account that offers a premium-level service for mid-sized suppliers seeking advantage through value-added features.
- **Elite Membership:** A paid account designed for the largest and most active suppliers. As an elite member, you can conduct an unlimited number of transactions and take advantage of benefits that are not available to Premier Members.

See the Ariba Supplier Membership Program website at http://www.ariba.com/suppliermembership for complete program details and information on the Supplier Membership Program.

Q: Under what conditions will I be required to upgrade my account to paid Premier Membership?

A: If you receive $100,000 USD or more in transaction volume in a 12 month period, and exchange 15 or more documents (purchase orders and invoices) per year with any single customer, you will need to upgrade your account to a paid Premier Membership account. (Regional currency plans are available. If you do not meet these criteria, you can continue to use your free Basic Membership account.

Q: How are membership fees calculated?

A: Membership fees are based on a formula that assesses the activity level of each customer relationship on the Ariba Supplier Network to see if it exceeds the usage threshold—$100,000 USD or more in transaction volume per year and 15 or more documents (purchase orders and invoices) per year. Fees are assessed as a percentage (0.1%) of your annual volume per qualifying relationship on Ariba SN. Once you have paid your membership fees, your Ariba Supplier Network account will not be reassessed for membership fees until your annual membership term ends, even if your transaction volumes and customer relationships increase.

Q: What happens if a supplier who must upgrade their account to Premier Membership does not pay their fee by the due date?

A: After the 60-day notice period, Ariba will inform suppliers that have not yet paid that payment is past due. At that time, the supplier's account is subject to suspension until Ariba receives payment. This means that suppliers will not be able to receive purchase orders or other incoming documents from their customers, or send invoices or other outgoing documents to their customers, until Ariba receives payment. Their customers will also be notified of their past due status.

Q: When will I need to renew my account membership?

A: You will be notified on the anniversary date of your membership term that you need to renew your account for another one-year term, with a revised fee calculation based on usage levels during the first year's membership term.

Registration Questions

Q: How do I register on Ariba SN?

A: Supplier registration is the process of creating an account for your company on Ariba SN. It takes only a few minutes.

There are two methods of registering - by invitation, or "walk-up". In both cases you enter basic company information such as company name and address. You then provide company profile data such as your industry, company size, and annual revenues.

After you register, your account must be reviewed and activated before you can use Ariba SN. Newly registered suppliers are automatically Basic Members.

Q: How is walk-up registration different from being invited?

A: The difference is when your account is reviewed and enabled by a buying organization.

Invited suppliers are sponsored by a buying organization. Buying organizations send their suppliers e-mail invitations that contain a link to Ariba SN. This method associates the new suppliers with the appropriate buying organizations. After an invited supplier registers, the buying organization is responsible for reviewing the supplier's registration and activating the account. The supplier is notified through e-mail when its account is active.

Suppliers performing walk-up registration are not associated with a buying organization. Before the account is fully activated, a buying organization must review and enabled it.

Q: Can there be multiple account administrators for our Ariba Supplier Network account?

A: No. One username is assigned the account administrator role. The account administrator is responsible for adding new users and roles to control who can log into your organization's Ariba SN account and which areas of the service each user can access. For more detailed instructions about creating users and roles, refer to the Ariba SN Account Management Guide (pdf) available from the HELP button at http://supplier.ariba.com.

Q: I registered, now what happens?

A: After you register, you can log in to Ariba SN, enter general company information, and start creating catalogs contacting the catalog team at eprocatalogs@kroger.com. However, your account is not fully enabled until your information is reviewed and authenticated by a buying organization. You will receive e-mail notification from Ariba SN when your account is fully enabled.

If you were invited to join Ariba SN, you might want to contact the inviting organization to tell them you have completed registration.

Q: What if I forget my password?

A: If you forget your Ariba SN password, click the **Forgot Your Password?** link on the Ariba SN Welcome page. Ariba SN will prompt you for your secret question, which you entered during registration.

Q: What transactions will my business need to support?

A: Purchase Orders, Order Confirmations, and Advanced Ship Notices are required for all Kroger suppliers. Electronic invoicing is required and only applies to capital purchase orders.