Ariba® Network Supplier Subscriptions

Frequently Asked Questions

Overview

**Q: What is changing?**
A: SAP Ariba is improving collaborative commerce for the Ariba® Network community by offering suppliers new subscriptions that better align features and costs to actual usage. The new subscriptions introduce value-based naming, re-aligned pricing, and new features that help buyers and suppliers simplify commerce on a single platform, helping businesses run with greater flexibility and sell more.

Five subscriptions will be available: Standard, Bronze, Silver, Gold, and Platinum. SAP Ariba is also adding a new Entry level that lets new suppliers start transacting with buyers for free via an Interactive Email feature. This “light enablement” option will give suppliers a simple, secure way to begin using Ariba Network and make it easier for buyers to onboard all suppliers quickly and easily.

**Q: Why is SAP Ariba making these changes?**
A: The changes are in direct response to feedback from both buyers and suppliers requesting greater simplicity, transparency, and clarity in supplier packaging and pricing. The new usage-based fee model will help reduce challenges in the previous pricing structure and will better align subscription offers to suppliers. The no-cost light enablement option will engage more long-tail suppliers and allow buyers to achieve the goal of 100% supplier adoption.

**Q: What are the added benefits?**
A: The new subscriptions offer additional resources in several key areas:

- **Growth**—with more sales response opportunities through the Ariba Discovery™ service being offered to the highest-volume suppliers
- **Efficiency**—with new tools through Ariba Discovery to support the buying needs of all suppliers
- **Marketing**—with new digital Achievement badges to help suppliers showcase their e-commerce capabilities and Ariba expertise

In addition, the Ariba Discovery “opt-out” program will be discontinued in response to buyer and seller feedback.

**Q: When will these changes go into effect?**
A: Rollout of the new subscriptions will begin on September 1, 2016. The changes will become effective for each supplier on their master anniversary date.
Q: Is this a global change?
A: The new subscriptions and pricing will be rolled out to all Ariba Network suppliers with accounts in good standing on a worldwide basis except in Africa, Brazil, and Chile. For information on African, Brazilian, and Chilean pricing, see http://www.ariba.com/suppliers/subscriptions-and-pricing/supplier-membership-program/pricing

Q: Will suppliers need to pay more or less?
A: Some suppliers will pay more, and some will pay less. Subscription fees will be reduced at the top two tiers (Gold and Platinum) and increased at the middle (Silver) tier. The lowest tier will be unchanged. In addition, currency exchange rates will be updated to reflect today’s market conditions. However, better alignment of costs and features to usage—with suppliers assigned to their subscription level based on the number of documents they transact, rather than their financial volume—will result in suppliers receiving greater value for the fees they pay, reducing price sensitivity and friction around the cost of using the network.

Q: Will there be any change to the .155% Network Transaction Service (NTS) fee?
A: No. This fee will still be .155% of the supplier’s transaction volume across all customer relationships once the supplier becomes a paying supplier.

Q: Is the 20K USD relationship cap changing?
A: No.

Q: Will suppliers pay as services are consumed?
A: No, the current billing model will be unchanged. Suppliers will continue to pay for the next quarter’s (or year’s) services based on the prior period’s actual usage.

New supplier subscription pricing

Q: How will subscription pricing be realigned?
A: The table below shows the former Supplier Membership Program (SMP) subscription tiers compared to the new ones:

<table>
<thead>
<tr>
<th>Previous: Based on Financial Volume</th>
<th>New: Based on Documents Transacted Annually</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard: Up to 4 documents; $50K</td>
<td>Unchanged</td>
</tr>
<tr>
<td>Select: $50K-$250K</td>
<td>Bronze: 5 to 24 documents / year</td>
</tr>
<tr>
<td>Premier: $250K-$1M</td>
<td>Silver: 25 to 99</td>
</tr>
<tr>
<td>Enterprise: $1M-$10M</td>
<td>Gold: 100 to 499</td>
</tr>
<tr>
<td>Enterprise Plus: Over $10M</td>
<td>Platinum: 500+</td>
</tr>
</tbody>
</table>

1 Transaction volume is defined as the total dollar value of spend transacted over Ariba Network. SAP Ariba’s standard practice is to calculate this by adding up the value of POs received plus non-PO-based invoices sent across Ariba Network. PO-based invoices sent via Ariba Network are not included in transaction volume. We do this to avoid double-counting. However, in some cases, a supplier’s total invoice value (both PO-based and non-PO-based invoices), rather than PO value plus non-PO-based invoice value, may be used to determine transaction fees.
Q: What are the new subscription levels and prices, and how do they compare to the previous ones?
A: The table below shows the former Supplier Membership Program (SMP) subscription names and subscription fees compared to the new ones:

<table>
<thead>
<tr>
<th>Previous</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard: No cost</td>
<td>Standard: No cost</td>
</tr>
<tr>
<td>Select: 50 USD</td>
<td>Bronze: 50 USD</td>
</tr>
<tr>
<td>Premier: 495 USD</td>
<td>Silver: 750 USD (higher)</td>
</tr>
<tr>
<td>Enterprise: 2,495 USD</td>
<td>Gold: 2,250 USD (lower)</td>
</tr>
<tr>
<td>Enterprise Plus: 7,495 USD</td>
<td>Platinum: 5,500 USD (lower)</td>
</tr>
</tbody>
</table>

Subscription fees are charged annually, at the supplier account level (i.e., one subscription fee applies to as many customer relationships as the supplier has).

Q: Is the number of documents a supplier transacts aggregated across all of their customer relationships to qualify them for a subscription?
A: Yes. The subscription level assigned to the supplier is based on the supplier’s aggregated transacted documents across all customer relationships.

Q: If a supplier has multiple customers on Ariba, do they pay for multiple subscriptions?
A: No. Suppliers are placed into a single subscription that is based on, and applies to, all of their customer relationships.

Q: What will happen to the Standard, Select, Premier, Enterprise, and Enterprise Plus subscriptions?
A: They will be phased out as suppliers migrate to the new subscriptions.

Q: What do suppliers need to do to adopt the new subscriptions?
A: Suppliers will be assigned automatically to the appropriate subscription levels on their master anniversary date as follows:

- Just as before, suppliers will receive the Standard (no-cost) subscription until they transact five or more documents and 50K USD or higher in at least one customer relationship annually.
- After that, their subscription will be determined by the number of documents they transact with all customers on Ariba Network within a 12-month period (as well as their technology usage). The chart below lists the document thresholds for each subscription level:

2 Documents are defined as purchase order (PO) and invoice documents.
3 Suppliers transacting five or more documents and 50,000 USD or more in at least one customer relationship annually who use cXML or EDI technologies automatically receive the Silver subscription or higher.

Frequently-asked Questions
### Subscription Levels and Annual Document Count

<table>
<thead>
<tr>
<th>Subscription</th>
<th>Annual number of transacted documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
<td>Up to 4</td>
</tr>
<tr>
<td>Bronze</td>
<td>5 to 24</td>
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<tr>
<td>Silver</td>
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<tr>
<td>Gold</td>
<td>100 to 499</td>
</tr>
<tr>
<td>Platinum</td>
<td>500+</td>
</tr>
</tbody>
</table>

### FAQs

**Q: What happens if a supplier’s annual document count slots them in a lower subscription then spend level did?**

**A:** That supplier will automatically be downgraded to the lower subscription level on their master anniversary date.

**Q: Which documents are included in these annual counts?**

**A:** Documents that will be included in the annual counts are; purchase order, invoice (both PO and non-PO-based), service entry sheet, service entry sheet response.

**Q: What new features will suppliers receive when they migrate to the new subscriptions?**

**A:** Paying suppliers will receive new features that not only align with their current e-commerce maturity level and use of Ariba Network, but also help them evolve their capabilities and increase their opportunities for collaboration, automation, and competitive differentiation. These features include:

- Unlimited free responses to sales leads on Ariba Discovery for Gold and Platinum suppliers, helping them grow revenues and connect with new buyers
- Digital Achievement badges designating specific e-commerce milestones suppliers reach on Ariba Network, which they can display on their profile, website, and marketing materials to promote their expertise to prospects and customers
- Expanded access to personalized advice from the Commerce Assistance team, enabling suppliers to collaborate more effectively with buyers and get the greatest ROI from their use of Ariba Network
- New tools and resources that make it easy for suppliers to use Ariba Discovery for their buying needs

In addition to the new features, all suppliers will benefit from an accelerated cadence of Ariba Network innovations introduced to make collaborative commerce simpler, including:

- An enhanced and modernized user interface, with a new dashboard that displays the most-important information they need to complete day-to-day tasks
- The ability to work anywhere, any time through the new Ariba Supplier mobile application
- The new Ariba® Exchange User Community, delivering always-on, in-application access to relevant content, context-sensitive help, and direct collaboration with other users and Ariba experts
Q: What if suppliers want access to features or services offered at a higher subscription level than the one to which they are assigned?
A: Suppliers have the option to upgrade their subscription by paying the higher fee. They can do this by logging into their account and clicking on “Service Subscriptions.”

Q: How will SAP Ariba inform suppliers and buyers about the changes?
A: The rollout plan will include discussions with buyers in March and April, and supplier campaigns starting in Q2 with notifications and targeted email campaigns. Higher-tier suppliers will be able to participate in webinars that outline the new subscriptions and pricing. All suppliers will have access to resources that describe the changes in detail via the supplier portal and, ultimately, on ariba.com.

New Digital Achievement badges

Q: What are the digital Achievement badges?
A: Similar in concept to TripAdvisor Reviewer badges and Foursquare check-in badges, suppliers will receive digital Achievement badges when they reach specific milestones or offer new capabilities on Ariba Network, such as transacting their first order; sending an invoice; providing online catalogs; and submitting their first proposal. Eight different badges will be available:

1. Customer count (in predefined levels)
2. Integration (EDI and/or cXML)
3. Annual transaction volume
4. Catalog usage (CIF and/or PunchOut)
5-8. Process/document types: leads, orders, invoices, and payments

Each badge will have a simple graphic illustration of the capability it represents, providing a clear, instantly recognizable way for suppliers to differentiate their collaborative commerce experience to prospects and customers.

Q: How can suppliers get an Achievement badge?
A: Ariba Network will track suppliers’ activities and enable access to the badges as the supplier becomes eligible for them.

Q: How can suppliers display the badges they have earned?
A: Suppliers will be provided unlimited use of the badges in their websites, sales materials and marketing materials.

New Ariba Discovery resources

Q: What new Ariba Discovery resources will suppliers receive?
A: To help accelerate lead generation, sales, and business growth, suppliers at the Gold and Platinum levels will be able to respond for free to an unlimited number of RFIs/RFQs on Ariba Discovery, including any buyer postings valued over 1,000 USD (which ordinarily require payment of response fees).
In addition, all paying suppliers will have access to new tools and resources that enable them to use Ariba Discovery for their own buying needs.