

Dear Faurecia Suppliers,

After our formal communication about Ariba Network (A. N.) E-Invoicing process, some questions and doubts were forwarded to our A.N. Onboarding team.

For that reason, we are creating a dynamic “Frequently Asked Questions – FAQ” to support our suppliers.

We will improve the data and add the most common questions available at Faurecia Website.

Please see the most frequent questions and doubts from Faurecia Suppliers about A.N. Onboarding and 1st steps with the tool:



When Ariba Network (A.N.) E-Invoicing will take effect?

This important change initiative is already taking place for all suppliers with A.N. Account. Many options are available, A.N. also provides you support material regarding the several Invoicing options.



Is E-invoicing via Ariba Network a requirement for doing business with Faurecia?

Once we are starting the Digital Invoicing process in A.N., Faurecia AP team will not accept any more paper invoices.

Only Invoices in a digital format will be considered for booking and payment procedures.

Nevertheless, if you are already working with Faurecia EDI flows, you do not need to change your actual process.

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How can I have A.N. account and support documentation?

In the following link, you can refer to page top right corner section Help:

<https://service.ariba.com/Discovery.aw/>. This gives you a very rich and complete support documentation as well as access to Ariba support desk. Please look into all material and only call Ariba if you do not find answer.



Under “Learning Center”: https://uex.ariba.com/auc/learning-center?a_lang=en you find official standard supporting documents and e-learning offered by Ariba to you:



You can also check our **Faurecia E-Invoicing | Newsletter N°1 - My first clicks in Ariba Network** please access Faurecia website: <https://www.faurecia.com/en/ariba-support>



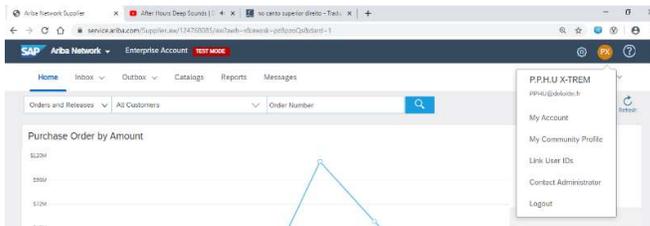
Can I have A.N. account and support documentation in my native language?

Yes, Ariba provides all available documentation in several languages.

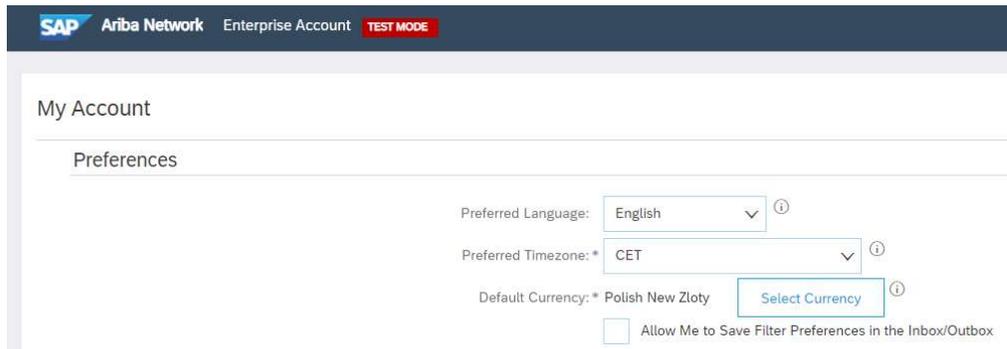
1. A.N. In the supplier's language:

1.1. You can set-up A.N. account in your local language (If not done during account creation):

1.1.1. Go-to "My Account"



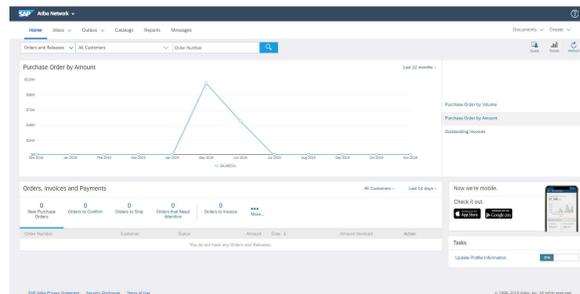
1.1.2. In "Preferences", add your preferred Language:



2. If you need support in your native language, please access Ariba Help Center and change the site language:

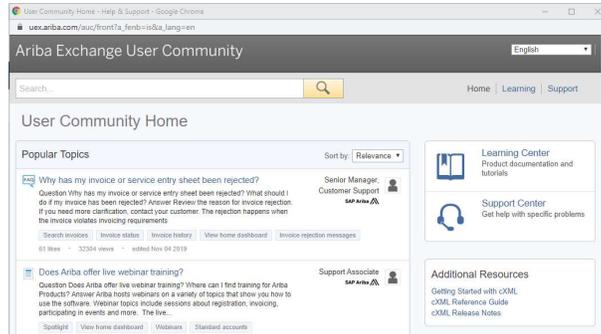
2.1. Access Help Center:

2.1.1. In your A.N. Home page click in

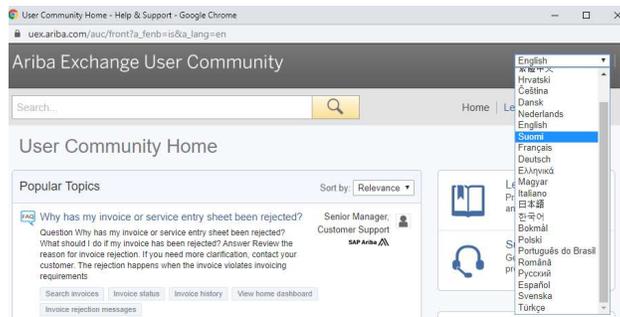


2.1.2. Click in the option 

2.1.2.1. Ariba Exchange User Community webpage is presented



2.1.2.2. In the upper-right corner, you can change the site language:



Ariba Information in your local language will be displayed:

- Documents;



- FAQ;



- E-Learning videos;



3. Both Learning Center and Support Center are available in several Languages

 <p>Learning Center Product documentation and tutorials</p>	 <p>Espace formation Documentation produits et didacticiels</p>
 <p>Support Center Get help with specific problems</p>	 <p>Centre d'assistance Obtenir de l'aide pour des problèmes spécifiques</p>
 <p>Lern-Center Produktdokumentation und Lernprogramme</p>	 <p>Centrum szkoleniowe Dokumentacja produktu i szkolenia</p>
 <p>Support-Center Hilfe bei konkreten Problemen</p>	 <p>Centrum obsługi Uzyskaj pomoc z konkretnymi problemami</p>



Am I able to use my one Ariba Network account?

Suppliers have different ways to access Faurecia data in Ariba Network.

If you already have an Ariba Network account, you do not need to create a new one:

1. First time you receive Ariba Network Link to connect with Faurecia A.N. account
 - 1.1. You can use your supplier's login:
 - 1.1.1. In this case, Faurecia data will be sent to your actual ANID:

Ariba Network

Join your customer on Ariba Network!

[Sign up](#)

Already have an account? [Log in](#) ✓



Strengthen relationships
Collaborate with your customer on the same secure network.



Connect faster
Exchange documents electronically and streamline communications.



Reach more customers worldwide
Sign up with Ariba Discovery and increase sales leads.

Ariba Network standard account is **Free**
[Learn more](#)

- 1.2. If for any reason a new account is created:

- 1.2.1. You are able to aggregate Faurecia ANID account in your main account;

Please follow Ariba Work instruction available in you're A.N. account or in Ariba Help Center:



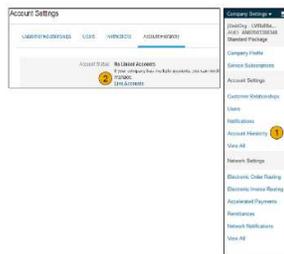
Learning Center
Product documentation and tutorials

Reference Documents: You can find all A.N. Support documentation:

- **Get start doc's:**
[Faurecia_Master_Guide_2019_EN_BF](#)

Create an Account Hierarchy

1. From the **Company Settings** menu, click **Account Hierarchy**.
2. To add child accounts click on **Link Accounts**.
3. The **Network** will detect if there is an existing account with corresponding information.
4. On the next page either log in as an Administrator or send a request through an online form as a Not Administrator.
5. Once the request is confirmed by a child account administrator, the name of the linked account is displayed on the **Account Hierarchy** page.



Note: All POs generated by Faurecia will be available in your aggregated account.

- 1.2.1. Faurecia is able to cancel your A.N. relationship and create a new request for the main supplier's ANID.
This means that you will have to initiate an entire new enablement process with the supplier.
In this case, please contact Faurecia Onboarding teams:

North America:

- Full enablement: full.enablement.nao@faurecia.com
- Light enablement: light.enablement.nao@faurecia.com

Europe:

- Full Enablement: supplier.enablement.emea@faurecia.com
- Light Enablement: light.enablement.emea@faurecia.com

South America:

- Full enablement: full.enablement.sao@faurecia.com
- Light enablement: light.enablement.sao@faurecia.com

APJ:

- Full enablement: supplier.enablement.asia@faurecia.com
- Light enablement: light.enablement.asia@faurecia.com

Note: All documents previously generated in initial ANID must be treated outside A.N.;
Only documents created after new relationship accepted by the supplier will be available.

News, documents and A.N. Newsletters will be available both in your Ariba Network account and in Faurecia Ariba Support Webpage:

<https://www.faurecia.com/en/fournisseurs/ariba-support>



Let's make procurement smarter together!

Best regards

Faurecia Supplier Enablement team
ariba.supplier.invportal@faurecia.com