

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:





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

<u>https://service.ariba.com/Discovery.aw/</u>. 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.

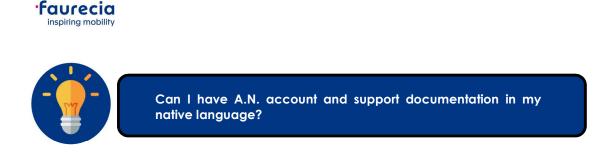
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Help Log In

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:

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You can also check our **Faurecia E-Invoicing** | **Newsletter Nº1** - My first clicks in Ariba Network please access Faurecia website: <u>https://www.faurecia.com/en/ariba-support</u>



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"

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

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

2.1. Access Help Center:

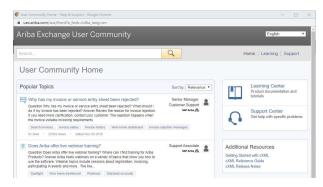
2.1.1. In your A.N. Home page click in

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# 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;

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Frage Wie gehe ich vor, wenn meine Rechnung zurückgewiesen wurde? Antwort Überprüfen Sie den Grund für die Rechnungszurückweisung. Wenn Sie weitere Informationen benötigen, wenden Sie sich an Ihren Kunden. Eine Zurückweisung erfolgt, wenn die Rechnung gegen die von Ihrem Kunden festgelegten	Customer Support 👔
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3. Both Learning Center and Support Center are available in several Languages





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 custor Ariba Network!	
a ge	1	
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 <b>Free</b>	
	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:





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

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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:

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• 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:

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

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