

SAP ARIBA & LLOYDS BANKING GROUP

Supplier FAQ

Version: 1.4

Date updated: 16/03/2023

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QUICK ARIBA GUIDES AND VIDEOS

<p>Quick-Start Guide</p> <p><i>Getting started, managing users and account configuration</i></p>	<p>Click here to view PDF</p>
<p>Overview of Ariba Network</p> <p><i>Basic functions and a typical transaction flow</i></p>	<p>Click here to view a range of video tutorials</p>
<p>Registering on the Ariba Network</p> <p><i>Step by step guide to Registering on the AN</i></p>	<p>Click here to view PDF</p>
<p>SAP Ariba Help Center</p> <p><i>Please sign into the Ariba Help Center to view a range of video tutorials.</i></p>	<p>Click here to view a range of video tutorials</p>
<p>Viewing a Purchase Order with an Enterprise Account</p> <p><i>Navigation from the home page, reading a PO and statuses</i></p>	<p>Click here to view a range of video tutorials</p>
<p>Invoicing: Sending an Invoice from an e-mailed PO</p> <p><i>Particularly relevant for suppliers with a Standard account</i></p>	<p>Click here to view a range of video tutorials</p>
<p>Invoicing: Sending a PO invoice</p> <p><i>Includes PO flip invoice, tax and shipping</i></p>	<p>Click here to view a range of video tutorials</p>
<p>Invoicing: Sending a non-PO invoice</p> <p><i>Includes order information fields and adding line items</i></p>	<p>Click here to view a range of video tutorials</p>
<p>Configuring your Payment and Bank Information</p> <p><i>How to set your preferred payment method</i></p>	<p>Click here to view a range of video tutorials</p>
<p>More tutorials available</p>	<p>Click here to view a range of video tutorials</p>

LLOYDS BANKING GROUP AND THE ARIBA NETWORK

1. WHAT IS SAP ARIBA?

SAP Ariba is a global software company offering both a suite of procurement and supply chain solutions, and an online marketplace for business-to-business transactions, named the Ariba Network.

2. WHAT IS THE ARIBA NETWORK?

The Ariba Network (AN) is the world's largest web-based trading community, connecting buying organisations and trading partners on a single platform. The platform supports a variety of activities, including e-procurement and e-invoicing.

Lloyds Banking Group will invite a supplier to register and form a relationship with us on the AN, either when participating in a new sourcing activity, or in order to undertake transactions, including sending and receiving purchase orders and invoices.

After a supplier accepts an invitation, the buyer can see the supplier's catalogues and place orders via the AN. Suppliers receive the orders and can then create and send order confirmations, advance ship notices, and invoices to Lloyds Banking Group.

3. WHAT ARE THE BENEFITS OF USING THE ARIBA NETWORK, AND WHY SHOULD SUPPLIERS REGISTER?

Lloyds Banking Group uses SAP Ariba technology and the Ariba Network as its primary method to work with suppliers.

For sourcing activity, SAP Ariba will:

- Provide a digital workspace for sharing information and updating and approving documents.
- Make it easier to work together by providing a single source of information where all parties can view documents, details and a record of interactions.
- Avoid you having to provide the same information multiple times during the sourcing and contract process.
- Simplify the way you update the details we hold about you.

For transacting electronically with Lloyds Banking Group via the Ariba Network, benefits include:

- Real-time PO and invoice delivery for quicker fulfilment, identification of discrepancies, and payment status reporting
- Faster and more accurate payments to suppliers due to efficiencies created within Lloyds Banking Group's invoice processes
- Reduction in administrative business expenses for items such as postage, printing, and mailroom handling

- Suppliers can view invoice payment status directly from the Ariba Network or can choose to receive email notification on invoice status.
- By removing paper from the invoicing process, Lloyds Banking Group and its suppliers can jointly contribute to a more sustainable environment and a reduced carbon footprint.

Additional benefits can be found on the SAP Ariba Help Centre, [here](#).

4. WHAT WILL BE DIFFERENT, AND HOW WILL LLOYDS BANKING GROUP AND SAP ARIBA WORK TOGETHER USING THE ARIBA NETWORK?

Lloyds Banking Group uses SAP Ariba across its procurement activity.

- **Source-to-Contract (S2C)**

To undertake sourcing activity with Lloyds Banking Group, suppliers will need to create or log into an Ariba Network account and to register with us on the Ariba Network; further information on how to do this is available within this FAQ guide.

Sourcing activity that will require Registering with us on the Ariba Network includes:

- Participation in e-auctions and Requests for Information, Quotes & Proposals (RFx's)
- Contract negotiation and signature
- Exchange and update information

- **Procure-to-Pay (P2P)**

Mandatory Changes – Viewing Purchase Orders

There is only one mandatory change required when transacting with Lloyds Banking Group using SAP Ariba: viewing Purchase Orders (PO).

Suppliers have previously received a PO in PDF format to an e-mail address. From the 19th of October, suppliers will now receive a link to view the PO, which will be sent to the same e-mail address that has been used previously.

To view the PO after following the link, a supplier will need to follow one of the below steps:

- Signing into an existing Ariba Network account to view the PO.
- Creating a free 'Standard account' to view the PO.

A supplier may then process the PO as they wish, which may include creating an invoice within Ariba and sending this to LBG ([click here](#) for a video guide on how to do this), or downloading the PO and following their existing processes.

Optional Activities

The Ariba Network offers additional options to transact with Lloyds Banking Group to support current methods of transacting, and provides fast transmission, tracking, and processing of transactions.

Additional procurement activities that will be undertaken over the Ariba Network include:

- Sending order confirmations
- Sending shipping notices
- Sending invoices (there are additional invoice submission options; please see further information on invoicing within this FAQ guide)
- Status updates on invoices / remittance and e-mail notification for completed payment
- Publish catalogues containing information and pricing that is customised for Lloyds Banking Group (for suppliers with an 'Enterprise' account).
- Select a routing method for the documents that best fits the supplier's business needs — suppliers can receive documents through email, fax, online (using your Ariba Network inbox and outbox), cXML, or EDI, and send documents from their online outbox or through cXML or EDI.

Further information on each of these transactions is available within this FAQ guide.

5. WILL ALL SUPPLIERS NEED TO USE SAP ARIBA AND THE ARIBA NETWORK TO WORK WITH LLOYDS BANKING GROUP?

Yes, all suppliers will need to register with SAP Ariba to undertake new sourcing activity and transact with Lloyds Banking Group (including receiving purchase orders and submitting invoices. There are additional invoice submission options, please see further information on invoicing within this FAQ guide.).

Suppliers will also be required to create an account with Ariba to view Purchase Orders.

6. WHEN WILL SUPPLIERS BEGIN TO WORK WITH LLOYDS BANKING GROUP VIA THE ARIBA NETWORK?

- **Source-to-Contract (S2C)**

To undertake sourcing activity with Lloyds Banking Group, all suppliers are currently required to create an Ariba Network (AN) account and register to work with Lloyds Banking Group over the AN.

If a supplier has not gone through this process already, they will either be proactively asked to register, or required to Register at the next point of sourcing activity (e.g. participating in an RFx).

Suppliers will be invited to register by Lloyds Banking Group; further information on Registration can be found within this FAQ guide.

- **Procure-to-Pay (P2P)**

Suppliers will be required to transact over the Ariba Network from 19th October 2020.

There will be a change freeze from 5th October to 19th October accommodate this, whereby purchase orders will not be issued to suppliers. Invoices can still be submitted and processed ready for payment during this period.

Until that point, suppliers and Lloyds Banking Group will follow existing processes to transact (i.e. sending and receiving POs and invoices).

7. HOW WILL HISTORIC PURCHASE ORDERS FROM LBG'S OLD SYSTEM (BUYING ONLINE), AND THE INVOICES SENT AGAINST THEM, CHANGE?

Suppliers will be informed if a new PO has been issued for an existing service or item. Until this point, invoicing of that PO can remain the same.

8. WHAT IS THE TRANSITION PERIOD FOR ADOPTING THE NEW WAYS OF WORKING VIA THE ARIBA NETWORK?

There will be a change freeze from 5th October to 19th October accommodate this, whereby purchase orders will not be issued to suppliers. Invoices will still be submitted and paid during this period.

Until that point, suppliers and Lloyds Banking Group will follow existing processes to transact (i.e. sending and receiving POs and invoices).

9. DO SUPPLIERS NEED TO DO ANYTHING NOW IN ORDER TO WORK WITH LLOYDS BANKING GROUP OVER THE ARIBA NETWORK?

No. Suppliers do not need to do anything on the Ariba Network until Lloyds Banking Group asks them to, either when the supplier participates in a new sourcing activity, or when we contact them for proactive enablement on the network, as we enter the next phase of our new way of working.

If a supplier does not already work with LBG over the Ariba Network, they need to undertake the below activities from the 19st October 2020, or when Lloyds Banking Group proactively asks them to. Further information on all these activities can be found within this FAQ guide.

- **At Next Sourcing Activity**

Suppliers will be invited to register by Lloyds Banking Group. At this stage, suppliers will need to create or log into an existing Ariba Network account and complete the registration to work with LBG over the Ariba Network.

- **Receiving and Viewing Purchase Orders**

Suppliers will receive an e-mail notifying them that a PO has been sent to them. Within this e-mail will be a link, which a supplier needs to follow.

Suppliers will then need to create or log into an existing Ariba Network account to view the PO. This will not take long.

[Click here](#) to view a video tutorial of this activity.

- **(Optional) Sending Invoices and Other Documents (e.g. Shipping Notice)**

Suppliers will need to create or log into an existing Ariba Network account to send invoices and other documents to Lloyds Banking Group.

This activity will need to be proactive (i.e. without an invitation from LBG) for the sending of 'Non-Purchase Order' invoices.

This is an optional activity, and other methods of submitting invoices to LBG remain valid.

- **Enterprise Account Suppliers**

Suppliers that are eligible to link an Enterprise Ariba Network account to Lloyds Banking Group's Ariba Network account will be issued an invitation to attend an informative Supplier Summit, which will walk through the process of enabling this relationship.

10. WHERE CAN SUPPLIERS FIND FURTHER TRAINING AND SUPPORT WITH USING SAP ARIBA AND THE ARIBA NETWORK?

All suppliers will be provided with information and guidance on how to use SAP Ariba at the first point of interaction. Additionally, SAP Ariba offers a comprehensive information and training suite, accessible on its Supplier Support page.

For more information about the Ariba Network, including guides, video tutorials and question forums, please see: <https://support.ariba.com/help>.

If you need support using the Ariba Network, you can request a call-back from the Ariba support team. Please follow the steps, in the 'Contacting Ariba' guide at the bottom of this FAQ.

11. WILL INTERNATIONAL SUPPLIERS BE REQUIRED TO WORK WITH LBG OVER THE ARIBA NETWORK?

International suppliers that transact with, or provide goods and services to, the Lloyds Banking Group UK business will be required to work with Lloyds Banking Group via the Ariba Network.

These suppliers include those that adhere to Lloyds Banking Group Supplier Treatment Standards.

International suppliers that transact with, or provide good and services to non-UK LBG businesses, and do not adhere to Lloyds Banking Group Supplier Treatment Standards, will not be required to work with Lloyds Banking Group over the Ariba Network, and there is no requirement to inform them of these changes.

If a supplier is unsure, their next step should be to discuss their concerns with their Lloyds Banking Group supplier manager or business contact.

REGISTERING ON THE ARIBA NETWORK AND ARIBA NETWORK ACCOUNT OPTIONS

12. HOW CAN A SUPPLIER REGISTER ON THE ARIBA NETWORK?

To take part in any supplier or sourcing activity with Lloyds Banking Group, you will need to register with us on the Ariba Network – even if you already have an existing Ariba Network account.

One of our Lloyds Banking Group Sourcing team will have asked you to take part in a sourcing activity, such as a contract renewal or new sourcing request – or to prepare for future activity.

Shortly after that you will receive an email from the Ariba Network, asking you to register with us.

13. ARIBA NETWORK ACCOUNT OPTIONS

- What are the options available?

SAP Ariba offers two supplier account options, the Ariba Network (AN) **Standard Account** and the Ariba Network **Enterprise Account**, both of which have different functionalities, but enable transactions of the Ariba Network. More information can be found on SAP Ariba's support page, [here](#).

- Which one should each supplier use?

Suppliers may choose either account based on their business model and the way in which they wish to interact with Lloyds Banking Group on the Ariba Network.

Some suppliers are required to use an Enterprise account based on their existing relationship with Lloyds Banking Group. For example, an Enterprise account is required for a supplier to continue maintaining their own catalogue items on LBG's internal catalogue.

Suppliers will be contacted if they are required to use an Enterprise Account.

If a supplier has an existing enterprise account and would like to link it to LBG's Ariba Network account, the supplier should inform their LBG contact or supplier manager.

14. WILL SUPPLIERS HAVE TO PAY TO ACCESS THE ARIBA NETWORK?

In most cases, no. SAP Ariba offers two supplier account options, the Ariba Network **Standard Account** and the Ariba Network **Enterprise Account**, further information can be found within this FAQ document.

The Standard Account is free to create and use and allows suppliers to share and receive an unlimited number of documents, including purchase orders and invoices. For a full list of Standard Account capabilities, [click here](#).

The Enterprise Account has fees associated with its use, and provides additional functionalities to the Standard Account, including management of catalogues and more advanced PO and invoice management. For more information on the Enterprise Account and pricing, [click here](#).

15. A SUPPLIER ALREADY PAYS FOR AN ENTERPRISE ACCOUNT TO WORK WITH OTHER ORGANISATIONS. WILL THEIR FEE INCREASE IF THEY USE THE SAME ACCOUNT WITH LBG?

This will depend on the supplier's agreement with Ariba and their Ariba Network subscription level. Fees associated with using an Enterprise Account are aligned to the financial volume and number of documents they transact on SAP Ariba.

For some suppliers, there may be additional fees as the financial volume and number of documents transacted is aggregated across all their customer relationships, and so may increase to qualify for the next subscription level.

Suppliers will not pay additional fees for linking their Enterprise account to Lloyds Banking Group until after 21st September 2020.

For more information, [click here](#) to be taken to the Ariba Network's subscription and pricing online FAQ.

16. HOW ARE FEES FOR THE ENTERPRISE ACCOUNT CALCULATED?

Within the Enterprise Account, there are five subscription levels with different fees associated to each of them. Which subscription level a supplier operates at is determined by the number of documents and value of transactions a supplier runs through the Ariba Network.

The total fee a supplier may incur is made up of **transaction fees** and **subscription fees**.

- **Transaction fees**

These are variable and are determined by the number of documents and financial value that is transacted through the Ariba Network, across all the supplier's customers.

As transaction levels on Ariba Network increase, the value the supplier receives will also rise, and fees will adjust accordingly. The value received from being an Ariba Network supplier will always be greater than the fees incurred.

- **Subscription fees**

These are a fixed cost, billed annually and are dependent on the subscription level that the supplier operates within (i.e. Premium, Bronze, Silver, Gold and Platinum).

For more information, [click here](#) to be taken to the Ariba Network's Enterprise Account subscription and fee schedule.

17. CAN A SUPPLIER LINK AN EXISTING ARIBA NETWORK ACCOUNT TO LLOYDS BANKING GROUP?

If a supplier has an existing account, it is possible to link this to Lloyds Banking Group's Ariba Network (AN) account. The supplier should inform their Lloyds Banking Group Supplier Manager of the intention to link their Ariba Network account.

The supplier will then be sent a 'Trading Relationship Request' e-mail, with a link and step by step guidance on how to complete this request.

18. A SUPPLIER ALREADY USES ARIBA TO WORK WITH LLOYDS BANKING GROUP (E.G. FOR SENDING PO'S AND RECEIVING INVOICES).

Several of Lloyds Banking Group suppliers already transact with the bank over the Ariba Network. This is great news for these suppliers, as the process of linking the two Ariba Network accounts has been completed.

However, they should still be aware that the Group will be interacting with all suppliers over the Ariba Network, and that there may be a requirement to change the way in which we interact with them.

- What will change for these suppliers?

Coder Control Codes to E-mail Addresses

When submitting invoices, suppliers have previously been required to submit a Coder Control Code with an invoice. From 19th October this is no longer the case. Instead, suppliers will now be required to reference their Lloyds Banking Group business contact's e-mail address within the invoice.

TRANSACTIONING OVER THE ARIBA NETWORK: PURCHASE ORDERS, INVOICES AND PAYMENT

19. HOW WILL TRANSACTIONS BE PROCESSED BEFORE 19TH OCTOBER 2020?

All transactions will be processed using current methods until either proactive communications indicate that this will change, or until 21st September 2020.

This includes other documents, such as statements of work and work orders.

There will be a transition period to support moving towards the new way of working. See further details within this FAQ document.

20. PURCHASE ORDERS: HOW WILL SUPPLIERS RECEIVE AND VIEW PURCHASE ORDERS?

All suppliers will receive an e-mail notification, with a link to view their PO. Follow that link and create a free temporary or permanent account, or sign into an existing Ariba Network account, to view this PO.

[Click here](#) to view a video tutorial on how to view a PO from an e-mail, and send an invoice.

Some suppliers may choose to upgrade to an Enterprise account. These suppliers will also receive an e-mail notification and can view POs from their dashboard. For more information, [click here](#) to view a video tutorial.

It is possible to change the default routing of POs, i.e. receive it by fax instead.

21. INVOICING: HOW CAN SUPPLIERS SEND AN INVOICE TO LLOYDS BANKING GROUP?

There are a number of channels through which suppliers may submit invoices to Lloyds Banking Group. This may be completed using the Ariba Network or through previously existing channels.

Using the Ariba Network to submit invoices ensures faster payment than other methods, while maintaining accuracy and control.

- **Sending Invoices via the Ariba Network**

Invoices can be sent over the Ariba Network using the following methods:

- **Purchase Order Based Invoices (PO Flip)**

This is completed in system, whereby all PO details are populated within the invoice. For more information, [click here](#) to view a video tutorial.

- **Non-Purchase Order Based Invoice**

An invoice can be manually created withing Ariba. For more information on sending a non-PO invoice **via the Ariba Network**, [click here](#) to view a video tutorial.

- **Uploading PDF Invoices into Ariba, using a PDF Uploader Functionality**

This is a quick method of sending existing PDF invoices via the Ariba network.

Please note, this functionality will need to be set up before it can be used. A PDF invoice should not be attached to an invoice created within the Ariba Network, when using 'PO Flip'.

- **Invoicing Against a Contract**

These invoices reference existing contracts between the supplier and Lloyds Banking Group, rather than referencing a PO.

- **Automated Invoicing (cXML)**

It is possible to automate the creation and submission of an invoice after receive a PO from LBG. This will require an Enterprise Account.

- To register for a live webinar to learn more about integrating your customers through cXML, please see [here](#).
 - For instructions on how to configure your Ariba Network account for cXML routing, please see [here](#).
 - For the Ariba Network cXML solutions guide, please see [here](#).
- **Sending Invoices outwith the Ariba Network**
Several existing invoicing channels are available to suppliers.
- **Submitting PDF invoices via e-mail**
This will then be scanned and uploaded into Ariba.
 - **Submitting PDF invoices via post**
This will then be scanned and uploaded into Ariba.
 - **Consolidated Invoicing/ E-billing Non-Purchase Order Charges**
E-billing is a method of consolidated invoicing. From 19th October 2020, it is no longer possible to send a consolidated invoice for costs that originate from a PO. This method will still be valid for other costs.

22. INVOICING: CAN I SEND INVOICES WITHOUT USING THE ARIBA NETWORK?

Using the Ariba Network to submit invoices ensures faster payment than other methods, while maintaining accuracy and control.

Sending invoices via e-mail is also possible and can be followed using existing processes followed by suppliers.

Other invoicing options are available by exception.

NEED MORE HELP?

- For more information about the Ariba Network, including guides, video tutorials and question forums, please see: <https://support.ariba.com/help>
- If you need support using the Ariba Network, you can request a call-back from the Ariba support team. Please follow the steps, in the 'Contacting Ariba' guide on our portal.