

## iHerb Supplier SAP Ariba FAQs

### 1. What is Ariba?

SAP Ariba is a cloud-based sourcing, procurement, and supplier management tool. It can be thought of as a digital marketplace where buyers and sellers can connect and exchange information, set up new relationships, and transact (process POs and invoices).

Ariba consists of several modules. iHerb is implementing the Ariba Supplier Lifecycle and Performance (SLP) and Ariba Supply Chain Collaboration (SCC) modules to centralize and standardize the processes of maintaining supplier master data and transacting with said suppliers.

#### Ariba Supplier Lifecycle and Performance (SLP)

Ariba SLP will be used to onboard new suppliers and maintain supplier master data as it pertains to business with iHerb, such as distribution center addresses, contacts, payment terms, shipping terms, banking, etc. After your business has registered with Ariba, any changes to this data can and will be made via Ariba.

#### Ariba Supply Chain Collaboration (SCC)

Ariba SCC will be used to manage the processing of POs, invoices, and credit memos, as well as sharing forecasts. Suppliers will be sent a Trading Relationship Request (TRR) which will need to be accepted in order to transact with iHerb, receive PO quality notifications (overages, damages, etc.), and receive forecasts.

Suppliers that currently transact with iHerb via EDI, will continue to do so via our existing EDI infrastructure. We have no plans at this time to move away from SPS Commerce to send POs and receive invoices via EDI.

### 2. What do I need to get started?

You will need to complete or submit the following documents in order to complete the Ariba registration process:

- W-9 or W-8BEN-E
- Certificate of Liability Insurance
- ACH/Wire Form (available to download in the registration questionnaire)
- Sample Invoice Form
- Bank letterhead with account details (or a canceled check)
- MAP Policy (if applicable)
- Credit Application (if applicable)

Additional details relating to these documents can be found in the [Ariba SLP Reference Guide](#). Please review these details carefully, as bad documentation is the number one cause of kickbacks and registration delays.

### **3. How much does Ariba cost?**

The use of both Ariba SLP and Ariba SCC will be free for our inventory suppliers for all business pertaining to iHerb.

### **4. We currently use EDI to transact with iHerb. How will Ariba impact this process?**

Suppliers that currently transact with iHerb via EDI will continue to do so via our existing EDI infrastructure. We have no plans at this time to move away from SPS Commerce to send POs and receive invoices via EDI.

### **5. Is it necessary to register with Ariba to continue doing business with iHerb?**

The short answer is yes; iHerb needs all suppliers to register in Ariba. This system is what iHerb will use to ensure supplier master data is kept current (through the Ariba SLP module) and to process non-EDI PO and invoice transactions (through the Ariba SCC module).

### **6. How do I register with Ariba?**

#### New Suppliers

New suppliers will be emailed a link to our supplier request form to complete and submit.

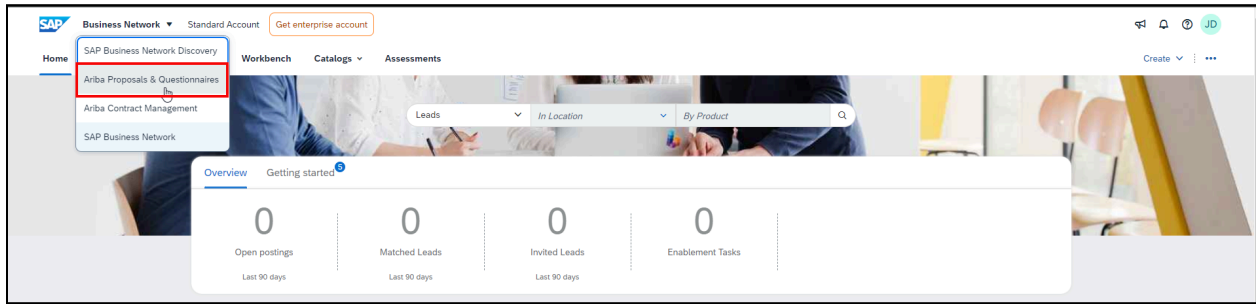
After the supplier request is approved, a second link with our Supplier Registration Questionnaire will be sent via email. You will be asked to sign up with Ariba, or you can log into your existing Ariba account if your organization already has one. Once in Ariba, you will be taken to our Supplier Registration Questionnaire to complete and submit.

#### Existing Suppliers

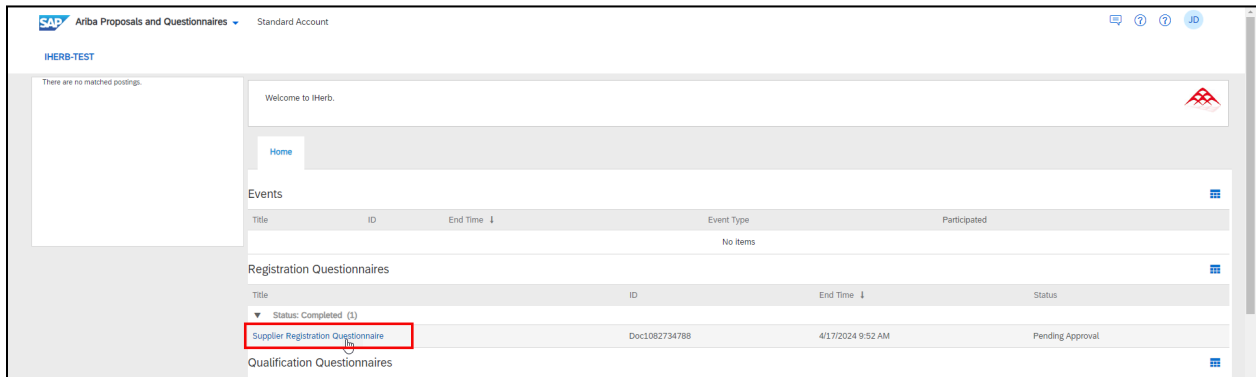
Existing suppliers will be asked to provide the contact information for the individual or group who will be the administrator for the supplier's Ariba account. That contact will then be sent a link via email to our Supplier Registration Questionnaire. You will be asked to sign up with Ariba, or you can log into your existing Ariba account if your organization already has one. Once in Ariba, you will be taken to our Supplier Registration Questionnaire to complete and submit.

### **7. I've created an Ariba account, but where do I find the Supplier Registration Questionnaire?**

If you have created your Ariba account but then did not immediately complete the Supplier Registration Questionnaire, when you log back into the Ariba system you may be brought to the Business Network page. To navigate back to the Supplier Registration Questionnaire, you will need to select the dropdown menu in the upper left corner of the webpage and select "Ariba Proposals and Questionnaires."



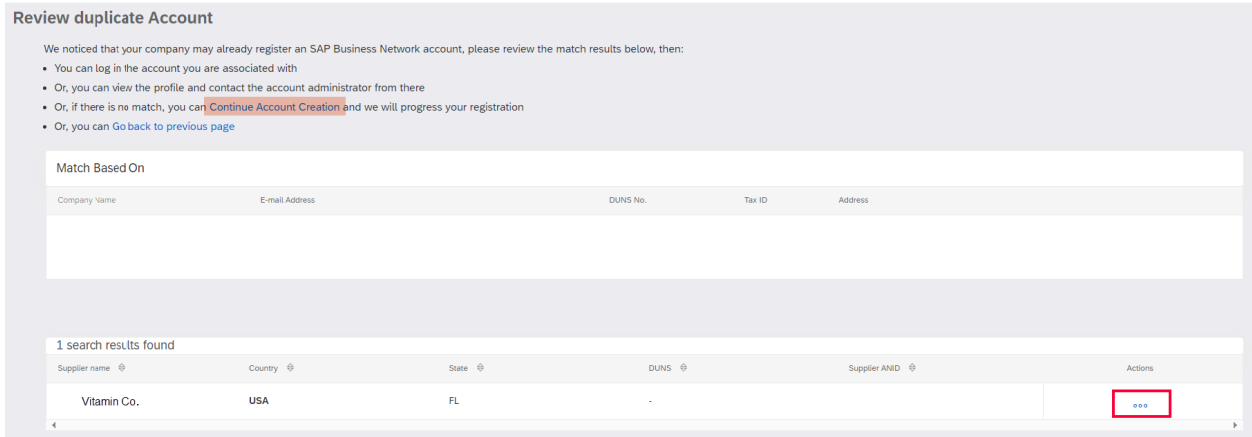
On the Ariba Proposals and Questionnaires page, you should see the Supplier Registration Questionnaire under the “Registration Questionnaires” section. Click on that link and you’ll be in the questionnaire.



**8. I went to sign up with Ariba, but it says my business already has an account. What should I do?**

It’s possible another member of your organization is using or previously used Ariba to conduct business with another business. The best thing to do in this situation is to attempt to contact the administrator of the Ariba account to determine if it is still being used. If so, the administrator should be able to create a user role for you to log in and complete the iHerb registration.

You can attempt to contact the administrator by selecting the three dots under the “Action” column to the right of the potential account.



If you do not receive a response after a few days, it's likely that the account is no longer active. At this point, you have two options.

- 1) Contact the Ariba Support team to try to gain access to the existing account. Refer to the Supplier Ariba Support Guide\_2024 for instructions on contacting the Ariba support team.
- 2) Select the "Continue Account Creation" option to create a new account.

**9. I've submitted the Supplier Registration Questionnaire; now what?**

Once you have submitted the Supplier Registration Questionnaire, the iHerb team will review to ensure the information has been entered correctly and all documentation conforms to iHerb requirements. If everything is in order, your registration will be approved. You can then work with your iHerb contact to finalize the new product setup, and iHerb can begin ordering.

If any issues are found, the registration questionnaire will be sent back to you to correct and resubmit for approval. Common issues include documentation that does not conform to iHerb requirements, bad information (e.g., phone numbers or supplier names that do not match W9, etc.), or information entered in the wrong field (e.g., house number entered in the street field).

**10. What can I do to ensure my submission does not get sent back to me?**

Questionnaire kickbacks can be frustrating and slow the onboarding process. To minimize the chance of a registration questionnaire being sent back to you, take care to ensure you are providing the correct information and documentation. The most common causes of questionnaire kick-backs include:

- **Bad Documentation:** Submitting documents that do not conform to iHerb requirements is the number one cause of registration kickbacks.

Uploading a W9 that has not been signed or dated, attaching a COI that does not include iHerb as additionally insured, and attaching anything other than a bank letterhead with

account details are all examples of bad documentation that will cause a registration to be kicked back.

Refer to the Ariba SLP Guide provided by your iHerb contact for details on the documents that will be needed and what needs to be on that documentation

- **Remittance Contact Information not Matching ACH Contact:** The contact information provided on the ACH form must match the remittance contact information provided on the registration form.

Full Name	Title	Phone Number
Jane Doe	CFO	15555555555

This authorization is to remain in full force and effect until iHerb has received written notification of its termination in such time, and in such manner as to afford iHerb and Financial Institution a reasonable opportunity to act on it.

Name(s) \_\_\_\_\_ Title \_\_\_\_\_  
(Please Print)

Signature \_\_\_\_\_ Date \_\_\_\_\_

Payment Notification Email Address: **Remitto@vitaminco.com**

9.3 Payment Remittance Contact Business Title	* CFO
9.4 Payment Remittance Contact First Name	* Jane
9.5 Payment Remittance Contact Last Name	* Doe
9.6 Payment Remittance Email (This email will receive payment remittance information)	* Remitto@vitaminco.com
9.7 Payment Remittance Contact Phone ⓘ	* 15555555555

- **Entering the House Number in the Street Field:** This is a common mistake on the registration form. The “House Number” has its own field separate from the street. Be mindful not to include the house number in the street field.

Address \*

+ Street \* ⓘ House Number ⓘ

- **Entering Bad Information:** Entering incorrect phone numbers or a supplier name that does not match the name on your tax form are examples of bad information that will cause a kickback. Your supplier name should match across the registration form and all documents. If you do not have direct phone numbers for each contact, you can provide your company’s office number.