SAP ARIBA & LLOYDS BANKING GROUP

Supplier FAQ

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LLOYDS BANKING GROUP AND THE ARIBA NEWORK

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 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.

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

Transacting electronically with Lloyds Banking Group via the Ariba Network
- 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

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- 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](#)

4. HOW DO 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 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 requires 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)
Suppliers receive a link to view new Pos, and need to follow one of the below steps:
- Sign into an existing Ariba Network account to view the PO.
- Create 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 submitting an invoice via email.

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)

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- 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).

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

Yes, all suppliers 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 are also required to create an account with Ariba to view Purchase Orders.

6. HOW DO NEW SUPPLIERS WORK WITH LLOYDS BANKING GROUP VIA THE ARIBA NETWORK?

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.

7. ARE INTERNATIONAL SUPPLIERS 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 are 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.

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

8. 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.

9. 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. Please follow the link in the email to start the registration process.

10. ARIBA NETWORK ACCOUNT OPTIONS

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.

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

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Ariba Network account, the supplier should inform their LBG contact or supplier manager.

11. DO 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.

12. 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.

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13. 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.

14. 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.

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

15. 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. They can follow this link and create a free temporary or permanent account, or sign into an existing Ariba Network account, to view the PO.

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. Click here to view guidance regarding how to view your POs.

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

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There are two channels through which suppliers may submit invoices to Lloyds Banking Group.

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

- **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 guidance.

- **Automated Invoicing (cXML)**
  It is possible to automate the creation and submission of an invoice after receiving a PO from LBG. This will require an Enterprise Account.

  For instructions on how to configure your Ariba Network account for cXML routing, please see here.

- **CSV Invoice**
  A spreadsheet template that can be populated to act as an invoice against a PO. For more information, click here to view guidance.

Sending Invoices outside of the Ariba Network

- **Submitting PDF invoices via e-mail**
  Send invoices to grpg10110@lloydsbanking.com. These will then be scanned and uploaded into Ariba.

NEED MORE HELP?

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