Dear vendor,

This document is designed to give you an information on how to use the SAP Ariba platform for registration, details maintenance & transactions with SES.

The use of SAP Ariba aims at strengthening our partnership and developing mutually beneficial environment for us to do business.

The SAP Ariba Network supplier portal will give you the opportunity to:

- Create your vendor profile
- Download and acknowledge SES Purchase Orders (POs)
- Invoice our POs electronically
- Amend and update your company details in our system via the Registration questionnaire
- Provide us with your additional contact information which will facilitate correspondence between us
- Classify your company by identifying the categories in which we can do business with you.

As a newly created vendor in our purchasing system, we kindly request that you access SAP Ariba Network vendor portal. We aimed at making it easy-to-use & facilitate your registration via the completion of the Supplier questionnaire. If you have any further questions regarding this process or require assistance, please do not hesitate to contact us.

Yours sincerely,

The SES VMP Team

SES Vendor Management and Procurement Department
+352 710 725 302 – vendor.management@ses.com

SES S.A. Chateau de Betzdorf L-6815 Betzdorf, Grand Duchy of Luxembourg
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Acronyms

PO          Purchase Order
T&Cs        Terms & Conditions
VMP         Vendor Management & Procurement
IBAN        International Bank Account Number
SWIFT       Society for Worldwide Interbank Financial Telecommunication code
BIC         Business Identifier code
1. Invitation & registration onto Ariba Network

1.1 SES email invitation

In the event SES wants to do business with you, we will invite you to become one of our vendors. You will receive the below email, inviting you to register on SAP Ariba Network. To do so, please follow this document instructions. In case you are already in our vendor database, you will also receive the below email, inviting you to register or sign into Ariba Network, as well as confirm/complete your own data. Select “Click here” to be directed to SAP Ariba Network welcome page.

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**SES - TEST**

Dear Vendor,

We are writing to notify you that SES is going to do or has already started doing business with your company. In order for us to issue a Purchase Order and make a payment for your services/materials as well as to maintain your vendor master data safe and secure, it is essential for you to register with our SAP Ariba solution.

**a) New account:**

[Click here] to start the process

(if the link expired, do not hesitate to contact us at vendor.management@ses.com for support)

1. Fill in all fields with your company basic information
2. Submit the SES registration questionnaire

**b) If you already have an account in SAP Ariba network:** Log in with your credentials at [http://supplier.arba.com](http://supplier.arba.com), &gt; Go to the dashboard to see “Proposals” &gt; SES questionnaire will be available under “Registration Questionnaire”

MAKE SURE YOU HAVE THE FOLLOWING INFORMATION REQUIRED FOR A REGISTRATION:

- Bank details and extract of the bank account
- VAT (for European vendors) or tax number
- W-8 or W-9 form in case you intend to do business with SES entity based in US

You can also use our Quick Guide for further clarification and guidance.

In case of other questions related to the requirements of registration, please get in touch with our Vendor Management & Procurement Team: vendor.management@ses.com or +352 69 725 320

Sincerely,

**SES Vendor Management & Procurement Team**

You are receiving this email because your customer, SES - TEST, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact SES - TEST.
You then have 2 options:

1. You are new to the Ariba Network: Please sign up to register your business onto the platform
2. You already have an Ariba Network account: Please Log in to synchronize our collaboration with your existing account (go to section #3 for next steps)
1.2 Sign up onto Ariba Network

Following information are required to create your Ariba Network company account:

**Company information** – Company name & address details.

**User account information** – Administrator name, credentials to Ariba account & email recipient of Purchase Orders.

**Business information** – Product/Service categories, Service location(s)

Agreement to SAP Ariba Network *Terms of Use & Privacy Statement* are also required.

After completing the above, please select “Create account and continue”.
Ariba will look for similar names of the company and recommend you reviewing potential duplicate, in the event your company might already have an account (If duplicate account found, we recommend you contact the account’s administrator and gain access to the existing account). If there is no match, please select ‘Continue Account Creation’.

At this stage, you have completed your registration onto Ariba Network. An email will be sent to the account administrator of your company, and you will be directed to “SES Registration Questionnaire” (section 2).
2. SES registration questionnaire

SES registration questionnaire is the repository of your company details (name, address, bank and tax details, etc.). As a new supplier, you are requested to complete & submit these details for SES validation. As an existing supplier, your details are already filled-in based on our existing records for your review & validation.

On an ongoing basis, you are requested to keep these details updated and submit amended versions to account for changes in your organization. Registration questionnaire is available for edits & submission under “Ariba Proposals & Questionnaires” section.

2.1 Prerequisites

Section 1 requires the following:

- **Acknowledgment** of SES GDPR notice;
- **Acceptance** of SES Terms & Conditions. Please read the entire text & complete the acceptance of the SES T&Cs. You can either accept or decline the SES Terms and Conditions and provide us with relevant comments in the text box below (e.g. standalone agreement prevailing, with reference to the document ID and the date);
- **Indication** of Ariba account managing multiple legal entities (Y/N).
2.2 Company & contact general details

Sections 2 to 4 require the entry of company & contact general details.

Note: (3.4) Are you willing to do business with SES US entities? Select “Yes” if you are intending to trade with SES companies based in United States. This triggers the completion of appropriate tax forms in sections 14/15 & 16/17 for non-US and US-based businesses respectively. This information is essential in order to execute the payment from SES entity based in US.
2.3 Bank information

Sections 5 to 9 require the entry of your company bank details.

**Bank information:**

1. Select hyperlink to add relevant account details.

2. “Add bank account details” to add a record.

3. Complete required bank details component.

*Europe-based companies*: Please fill-in `<Country>` & `<IBAN>` only (make sure countries are matching, e.g. Luxembourg IBAN if based in Luxembourg).

*US & Canada*: Please fill-in `<Country>`, `<Bank key/Routing number>` & `<Bank account>` fields only.

*For remaining countries*: please fill-in `<Country>`, `<IBAN>` if available or `<Bank key/Routing number>` & `<Bank account>`

*Exceptions*: For Swedish vendors using Bankgiro, please fill-in `<Country>`, `<Bank account>` with Bankgiro number & `<Bank key/Routing number>` with “0000” value.
Click “save” to go back to questionnaire page. You may as well select “Add Bank account details” to add additional bank account(s) to your profile.

Bank details document: Please attach an official document confirming your account’s details.

Intermediary bank (Y/N) or Alternative Payee: Inform us whether you are working via an intermediary bank. Our team will come back to you for proper validation of your details.
2.4 Classification

Browse SES materials & services classification to select appropriate commodity code(s) you are in position to supply.
2.5 Tax identification

Complete your company registration number (optional) and Tax/VAT identification (mandatory).

2.6 Withholding tax

If you indicated your willingness to trade with United States based SES entities, you are required to complete withholding tax forms in compliance with IRS guidelines. Please follow instructions in section 2.6.1 if you are based in the United States (W-9) or section 2.6.2 if you are based outside the United States.

2.6.1. US-based companies (W-9)

Section 16 requires the upload of adequate withholding tax forms.

(16.1.1) Download W-9 & attach completed document.

(16.1.2) Complete & upload the “SES US vendor self-classification” form.

(16.2) Specify your Federal tax classification type (e.g. C Corporation, LLP, etc.)

Section 17 requires the entry of your tax form details. Follow below steps to complete the section:

(1) Select “Add withholding tax details information (W9)”
(2) to (4) Select “Add Company Code Data”, “Add Withholding taxes (0)” & “Add Withholding tax data”

(5) Complete Withholding tax data #1 Income code & Signature date with your withholding tax details (as per the forms previously uploaded) & click “save” twice to come back to registration questionnaire (6)

You have successfully submitted your withholding tax forms and details.
2.6.2. Non-US companies (W-8)

Section 14 requires the upload of adequate withholding tax forms.

(14.1.1) Retrieve your applicable W-8 form from IRS website & upload completed document.

(14.1.2) Complete & upload the “SES non-US vendor self-classification” form.

(14.1.3) Specify whether the country your company is based in holds a tax treaty with the US. Latest list of countries can be retrieved [here](#).

(14.1.4) Select the correct LOB code, if your country has an Income tax treaty with US

Section 15 requires the entry of your tax form details. Follow below steps to complete the section:

(1) Select “Add withholding tax details information (W8)”

(2) to (4) Select “Add Company Code Data”, “Add Withholding taxes (O)” & “Add Withholding tax data”
(5) Complete **Withholding tax data #1** with *Chapter 3* withholding tax details (as per the forms previously uploaded).

- **Withholding Tax Type Code** – please select [03] – *Chapter 3 1042SReporting*
- Complete - Income Code, Status Code, Exemption Code and add **W8 Signature Date** (as per the forms previously uploaded)

(6) Once data is complete, select “Add Withholding tax data” to add Chapter 4 details.
Example:
Only for Chapter 3

All Content > 15 Withholding tax details information (WB) > 15.1.2 Withholding taxes

Withholding taxes (2)

7) Complete Withholding tax data #2 with Chapter 4 withholding tax details (as per the forms previously uploaded)

- Withholding Tax Type Code – please select [04] – Chapter 4 1042SReporting
- Complete - Income Code, Status Code, Exemption Code and add W8 Signature Date (as per the forms previously uploaded)
**Example:**

Only for Chapter 4

Click “Save” twice to come back to registration questionnaire (8).

You have successfully submitted your withholding tax forms and details.
2.7 Submit questionnaire

At this point, you have successfully completed/reviewed the SES registration questionnaire. You may:

- **Submit Entire Response** to send questionnaire for SES validation, or
- **Save draft** to hold submission yet save your entries for later processing;

Thank you for your efforts in completing the SES registration questionnaire. You will be notified once SES team has validated your entries.

3. Regaining access to your account

3.1 Forgotten password or username

If you have forgotten your password / username, there is a simple procedure to reset it. First, go to the login page at [https://service.ariba.com/Supplier.aw/](https://service.ariba.com/Supplier.aw/) & select “Have trouble logging in” as shown below:
From the landing page, select:

- **I forgot my username** to receive your username via email.
- **I forgot my password** to be sent a password reset email.

Within minutes, you will receive the expected email from Ariba system to help you regain access to your account.

### 3.2 Get live support

If you do not manage to regain access to your Ariba account via “Forgot password or username” feature, you may contact Ariba to get live support within minutes (e.g. previous administrator left the company, Trading Relationship incorrectly established, outstanding Purchase Orders are not visible, etc.).

Follow below guidelines to reach live support:

1. Go to Ariba supplier login [https://service.ariba.com/Supplier.aw](https://service.ariba.com/Supplier.aw)
2. Select "have trouble logging in?"
3. Select 'support' icon (bottom right side of the screen, headset icon)
4. Complete ‘I need help with’ question with any fitting end, e.g. “accessing my company’s Ariba account”
5. Ariba will ask you questions on error messages you might see, to which you can answer ‘No’
6. Eventually, section “Can’t find what you are looking for?” will open. Please select “Get help by phone”.
7. Enter your contact details. You will receive a phone call from an Ariba expert within the indicated waiting time (Provide Ariba support team with any information in your possession to help them identify your account, e.g. Ariba Network ID (ANID), Purchase Order Number, Previous Administrator’s name, etc.).

Ariba team will walk you through a process to validate and reset your ownership of the lost account. SES team also remains available for support via vendor.management@ses.com.
4. Accessing your Purchase Order

4.1 From SES emailed order notification

You will receive below email when SES places a Purchase Order with your company:

Select **Process Order** to open Ariba Network login page.

(a) Your company is already registered as an SES supplier on Ariba Network. Enter your credentials to access outstanding purchase order.
(b) Your company is new to Ariba or not yet actively trading with SES on Ariba Network. Select **Sign up** to register on Ariba Network or **Log in** to synchronize your existing account with SES.

Once you have connected signed-in your Ariba account, Purchase Order view will open for your review, acknowledgement or invoicing.

4.2 From Ariba Network login page

If you lost the SES Purchase Order email, you may access the order directly from Ariba Network.

Note: This procedure is only applicable for companies already trading with SES on Ariba Network. If you do not have an account or your account is not yet actively trading with SES (first Ariba order from SES), please follow instructions on [how to get Ariba live support](https://service.ariba.com/Supplier.aw) to regain access to the order.

Go to Ariba supplier login [https://service.ariba.com/Supplier.aw](https://service.ariba.com/Supplier.aw) and enter your credentials to access your Ariba account.
**Ariba Standard account**

On the “Home” page, go to New Purchase Orders or Purchase Orders to locate outstanding order & click “select > send me a copy to take action” to receive the Purchase Order in your Inbox. “Process order” link on the email text will allow you to open the order in Ariba Network & send acknowledgement / invoice documents.

**Ariba Enterprise account**

You may select the Purchase Order ID directly from the Homepage (New Purchase Orders or Purchase Orders sections) to process relative document. Inbox also allows you to run advanced searches on purchase order documents.
5. Maintaining Your Profile

On an ongoing basis, you are expected to keep your company profiles up-to-date (Address details, Legal name, Bank and tax details, etc.).

To update your company data, a revised version of SES registration questionnaire must be submitted.

To revise your questionnaire, connect to your Ariba Network account and go to “Ariba Proposals & Questionnaires”:

On the SES client page, open « SES registration questionnaire »:

Select “Revise response” to update your details & submit these changes for SES review.