SAP ARIBA – SES VENDOR HANDBOOK

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

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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.

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.ariba.com, --> Go to the dashboard to see "Proposals" --> 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 +352 661 725 320

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.

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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)

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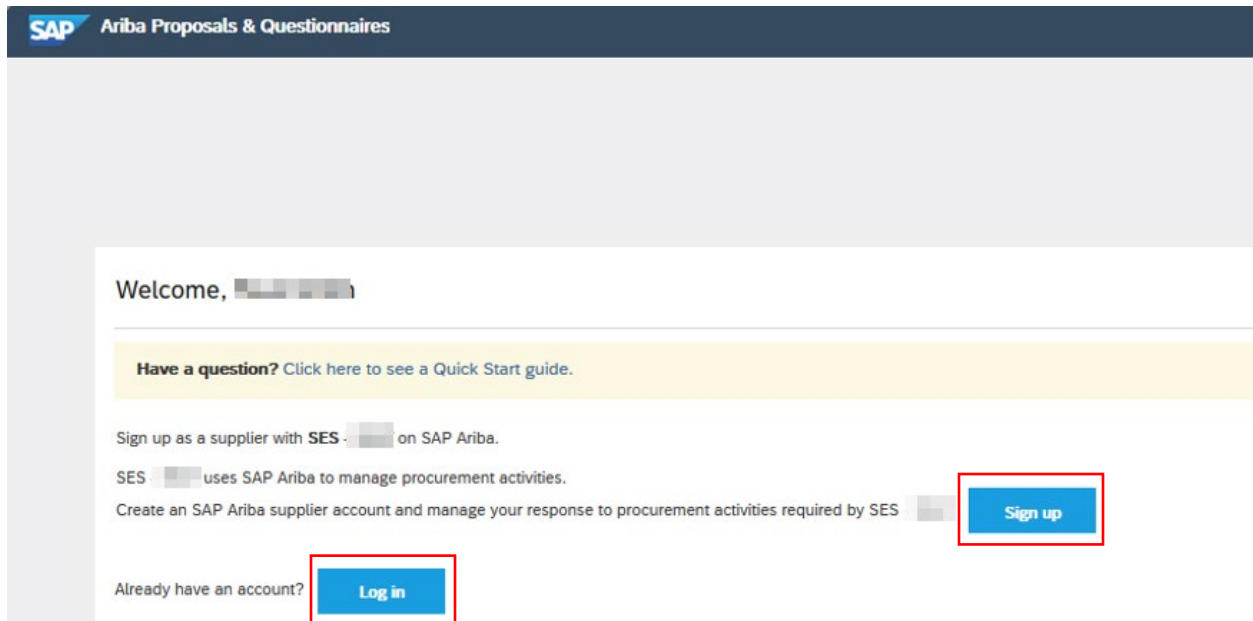
1.2 Sign up onto Ariba Network

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".

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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 :

- **Acknowledgmen**t 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).

Name ↑	
▼ 1 **Prerequisites**	
1.1 General Data Protection Regulation (GDPR) Notice	
You have just logged into Ariba Network, either to register as a vendor, or to maintain your profile or retrieve a purchase order. As part of this process, SES S.A. and its affiliates will collect, use, process, and store certain specific personal data (password, e-mail address, full name, telephone number, IP address) for the purpose of: - creating your account in Ariba Network, - granting you access to this platform, - allowing you to use this platform, - allowing for the exchange of information and sharing relevant content with you. Your personal data will not be transmitted to any third party (other than SES's affiliates and the IT support and maintenance contractors for Ariba Network). Your personal data will be processed in accordance with applicable data protection laws (notably the General Data Protection Regulation) and only be processed by personnel who have a need to do so in order to ensure the performance and your usage of the Ariba Network. Regarding your personal data that is being processed, you have the following rights: - to know what personal data we store and process and can request this information, - to request rectification of incorrect data, - to request deletion of such data. To exercise these rights, pleases contact vendor.management@ses.com For any further data protection related questions or complaints, please contact our data protection officer at dataprotection-officer@ses.com	* Agree ▾
1.2 Do you accept SES terms and conditions? https://www.ses.com/t&cs *(NOTE: If you have a different agreement with SES, that agreement shall prevail (see clause 16.2 of the SES Terms and Conditions). In this case, please choose "Yes" and provide a comment below with the details of the agreement in place (date, name, etc.).*	* Yes ▾
1.3 Comments	
1.5 Are you managing multiple legal entities under the same Ariba Network ID?	* No ▾
1.6 As a supplier you will be created as a	Vendor to do business with SES

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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 **General Details**		
2.1 Company Name *(if the company name has changed, please contact us immediately)*		Vendor Legal Name S.A.
2.2 Email address	*	contact@company.com
▼ 3 **Address Details**		
3.1 Address Details	* Show More Street: Rue Pierre Werner House Number: 12 Street 2: Street 3: District: Postal Code: 6815 City: Betzdorf Country: Luxembourg (LU) Region: (no value) Time Zone: CET	
3.2 Order Currency	*	[EUR] - Euro
3.3 Where are you based?	*	Outside the US
3.4 Are you willing to do business with SES US entities?	*	Yes
3.5 Phone Number *(Please use the following format +XX/XXXXXXXXX where +XX is the country code from 1 to 3 characters /XXXXXXXXX is the extension between 6 and 20 characters)*	*	+352/799999999
▼ 4 **Your Contact Profile**		
4.1 First Name	*	John
4.2 Last name	*	Smith
4.3 Role in the supplier's organization	*	Service
4.4 Phone number *(Please use the following format +XX/XXXXXXXXX where +XX is the country code from 1 to 3 characters /XXXXXXXXX is the extension between 6 and 20 characters)*	*	+352/788888888
4.5 Contact Email	*	john.smith@company.com
4.6 Remittance Email	*	remittance.company@company.com

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.

5 **Bank Information**	①	Add Bank Information (0)
6 Bank Details Document *(Please upload a PDF of an official document confirming your bank details*		*Attach a file
9 Do you have intermediary bank details?		Unspecified ∨

(2) "Add bank account details" to add a record.

All Content > 5 Bank Information
Bank Information (0)

Name ↑	
	No items
(*) indicates a required field	

Add Bank Account Details ②

(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.

Exceptions : For Swedish vendors using Bankgiro, please fill-in <Country>, <Bank account> with Bankgiro number & <Bank key/Routing number> with "0000" value.

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(4) 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.

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2.4 Classification

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

Choose Values for Commodity

Add to Currently Selected

Name ⌄		Search

	Name ↑	ID
☐	▼ All Commodities	All
☐	▼ Antenna	01
☐	▶ Antenna accessories	01.02
☐	▼ Antenna services	01.03
☐	Antenna consulting services (incl. development)	01.03.07
☐	Antenna customs clearance (by supplier)	01.03.09
☑	Antenna equipment leasing services	01.03.06
☑	Antenna installation services	01.03.01
☑	Antenna maintenance services (incl. RMAs)	01.03.03
☐	Antenna operation/support services	01.03.02
☐	Antenna services T&E (external)	01.03.10
☐	Antenna shipping (by supplier)	01.03.08
☐	Antenna training (for customer) services	01.03.05
☐	Antenna training (for SES) services	01.03.04
☐	▶ Antenna systems	01.01
☐	▶ Broadcast & Encryption	02
☐	▶ Infrastructure	03
☐	▶ IP Platform	04
☐	▶ IT	05
☐	▶ Marketing, Communication & PR	06
☐	▶ Measure & Test	07
☐	Out of VMP scope	18
☐	▶ Professional Services	09
☐	▶ RF	10

Currently Selected

	Name ↑	ID

No items

Done

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2.5 Tax identification

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

▼ 12	Taxpayer Identification Number		
12.1	Company registration number		B 99999
12.2	Do you have applicable tax identification?		* Yes ⌄
12.3	Tax Details *(Please enter the tax numbers in the exact format as received by your tax authorities including letters if they are any, e.g. for France "FR25572142735", for US "52-1219029").*	Country: Luxembourg (LU) ⌄ ⓘ	

	Tax Name	TaxType	Tax Number
	Luxembourg: VAT Registration Number	Organization	LU20200000

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.)

▼ 16	Witholding tax forms information (W9)	
▼ 16.1	**Tax Forms**	
16.1.1	Download & complete W9 form via www.irs.gov/pub/irs-pdf/fw9.pdf	*Attach a file
16.1.2	Download, complete and upload SES U.S. Vendor Self Classification Form attached (https://www.ses.com/sites/default/files/2020-05/SES_U.S._Vendor_Self-Classification_Form_0.pdf)	*Attach a file
16.2	Vendor Federal Tax Classification	* [02] - C Corporation ⌄

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)"

17	Withholding tax details information (W9)	① Add Withholding tax details information (W9) (0)

(2) to (4) Select "Add Company Code Data", "Add Withholding taxes (0)" & "Add Withholding tax data"

All Content > 17 Withholding tax details information (W9)

Withholding tax details information (W9) (0)

Name ↑

(*) indicates a required field

Add Company Code Data ②

All Content > 17 Withholding tax details information (W9)

Withholding tax details information (W9) (1)

Name ↑		
▼ Company Code Data #1	Delete	
Company Code ID		* [E110] - SES Americom Inc. ∨
Withholding taxes	③ Add Withholding taxes (0)	
(*) indicates a required field		

Add Company Code Data

All Content > 17 Withholding tax details information (W9) > 17.1.2 Withholding taxes

Withholding taxes (0)

Name ↑

(*) indicates a required field

Add Withholding tax data ④

(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)

⑥ **Save** **Cancel**

Clicking Save will only **save** your Repeatable Section answers. To **submit** your response, you will need to click Save and then click **Submit Entire Response** on the main screen.

All Content > 17 Withholding tax details information (W9) > 17.1.2 Withholding taxes

Withholding taxes (1)

Name ↑		
▼ Withholding tax data #1	Delete	
Withholding Tax Type Code	[FE] - 1099MISC Reporting Federal Tax	
Income Code	* Unspecified ∨	
Withholding Tax Indicator	Yes	
Recipient Type Code	[ ] - No value	
W9 Signature Date	* ▢ 🗓	
W9 Validity End date *(Valid ONLY for 5 years)*	Thu, 31 Dec, 2099	
Exemption number	[0]	
Add an additional Withholding tax data		(*) indicates a required field

⑤

You have successfully submitted your withholding tax forms and details.

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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 (0)" & "Add Withholding tax data"

All Content > 15 Withholding tax details information (W8)

Withholding tax details information (W8) (0)

Name ↑

(*) indicates a required field

Add Company Code Data ②

All Content > 15 Withholding tax details information (W8)

Withholding tax details information (W8) (1)

Name ↑		
▼ **Company Code Data #1**		Delete
Company Code ID		* [E110] - SES Americom Inc. ∨
Withholding taxes	③ Add Withholding taxes (0)	

(*) indicates a required field

Add Company Code Data

All Content > 15 Withholding tax details information (W8) > 15.1.2 Withholding taxes

Withholding taxes (0)

Name ↑

(*) indicates a required field

Add Withholding tax data ④

(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.

All Content > 15 Withholding tax details information (W8) > 15.1.2 Withholding taxes

Withholding taxes (1)

Name ↑			
▼ Withholding tax data #1	Delete	Less... −	
(For Withholding Tax Data #1, select ONLY Chapter 3 Codes For Withholding Tax Data #2 – select ONLY Chapter 4 Codes)			
Withholding Tax Type Code			* [03] - Chapter 3 1042SReporting ∨
Income Code			* Unspecified ∨
Status Code			* Unspecified ∨
Withholding Tax Indicator			Yes
Exemption Code			* Unspecified ∨
W8 Signature Date			* 📅
W8 Validity End Date (Valid **ONLY** for 3 years)			Tue, 31 Mar, 2099
Exemption Number			[0]

Add an additional Withholding tax data ⑥   (*) indic

Example:
Only for Chapter 3

Withholding taxes (2)

Name ↑			
▼ Withholding tax data #1	Delete	Less... −	
(For Withholding Tax Data #1, select ONLY Chapter 3 Codes For Withholding Tax Data #2 – select ONLY Chapter 4 Codes)			
Withholding Tax Type Code			* [03] - Chapter 3 1042SReporting ⌄
Income Code			* [23] - Other income
Status Code			* Chap 3 [09] - Withholding Foreign Partnership
Withholding Tax Indicator			Yes
Exemption Code			* Chap 3 [03] - Income is not from U.S. sources
W8 Signature Date			* Tue, 19 May, 2020 📅
W8 Validity End Date *(Valid **ONLY** for 3 years)*			Tue, 31 Mar, 2099
Exemption Number			[0]

(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)

▼ Withholding tax data #2	Delete	Less... −	
(For Withholding Tax Data #1, select ONLY Chapter 3 Codes For Withholding Tax Data #2 – select ONLY Chapter 4 Codes)			
Withholding Tax Type Code			* [04] - Chapter 4 1042SReporting ⌄
Income Code			* Unspecified ⌄
Status Code			* Unspecified ⌄
Withholding Tax Indicator			Yes
Exemption Code			* Unspecified ⌄
W8 Signature Date			* 📅
W8 Validity End Date *(Valid **ONLY** for 3 years)*			Tue, 31 Mar, 2099
Exemption Number			[0]

Add an additional Withholding tax data   (*) indica

Example:
<mark>Only for Chapter 4</mark>

▼ Withholding tax data #2	Delete	Less... −	
(For Withholding Tax Data #1, select ONLY Chapter 3 Codes **For Withholding Tax Data #2 – select ONLY Chapter 4 Codes)**			
Withholding Tax Type Code		*	[04] - Chapter 4 1042SReporting ∨
Income Code		*	[23] - Other income
Status Code		*	<mark>Chap 4</mark> [34] - Nonconsenting U.S. account
Withholding Tax Indicator			Yes
Exemption Code		*	<mark>Chap 4</mark> [21] - Other – payment not subject to chapter 4 withholding
W8 Signature Date		*	Tue, 19 May, 2020 📅
W8 Validity End Date *(Valid **ONLY** for 3 years)*			Tue, 31 Mar, 2099
Exemption Number			[0]

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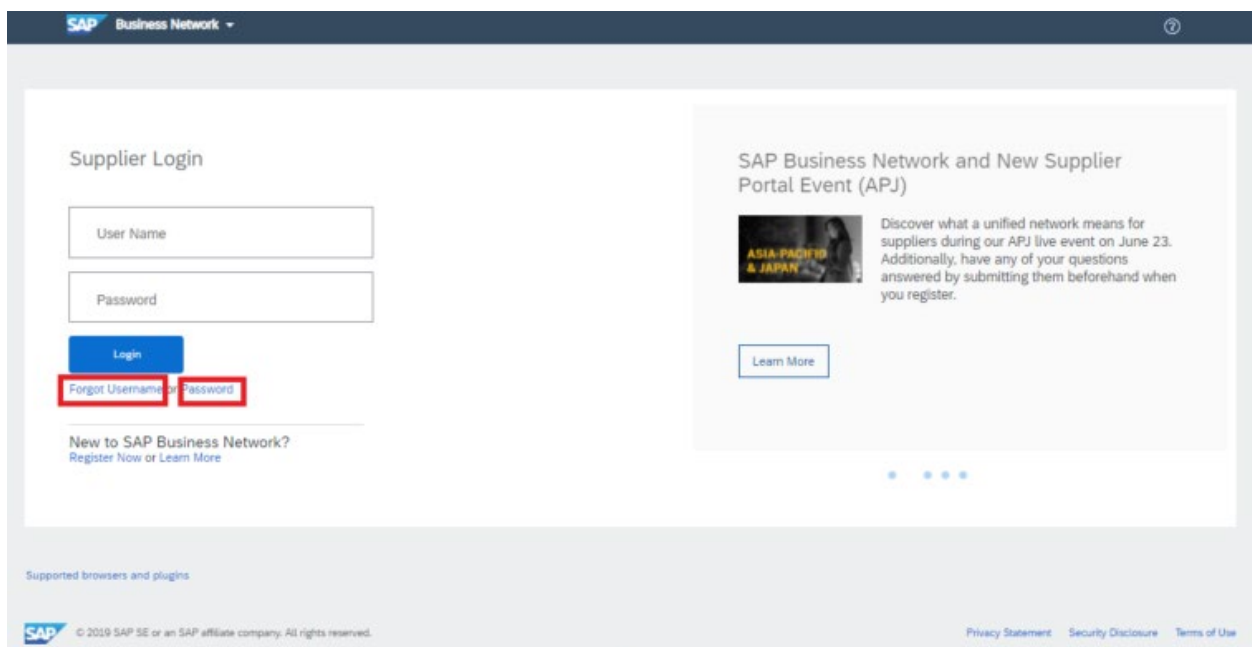
Thank you for your efforts in completing the SES registration questionnaire. You will be notified once SES team has validated your entries.

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. From the login page at https://service.ariba.com/Supplier.aw/ select "Forgot Username" to receive your username via email or "Password" to be sent a password reset email, as shown below:

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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.).

Note: Before contacting Ariba live support you can also choose to change the language of your account and, when asking for live support, you might also be contacted by a person who speaks your language.

To change your account language please click on the help ⑦ icon in the upper-right corner of the application
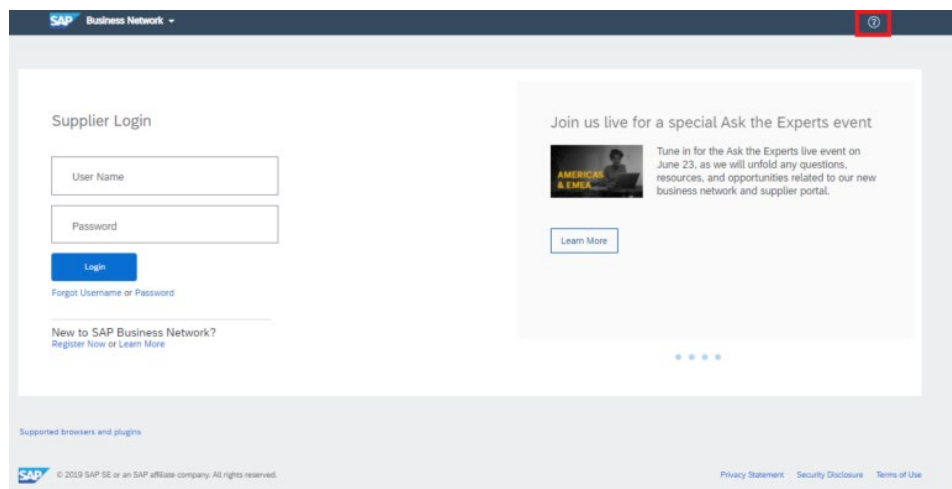
And then click Support in the bottom-right corner next to the *headset* icon

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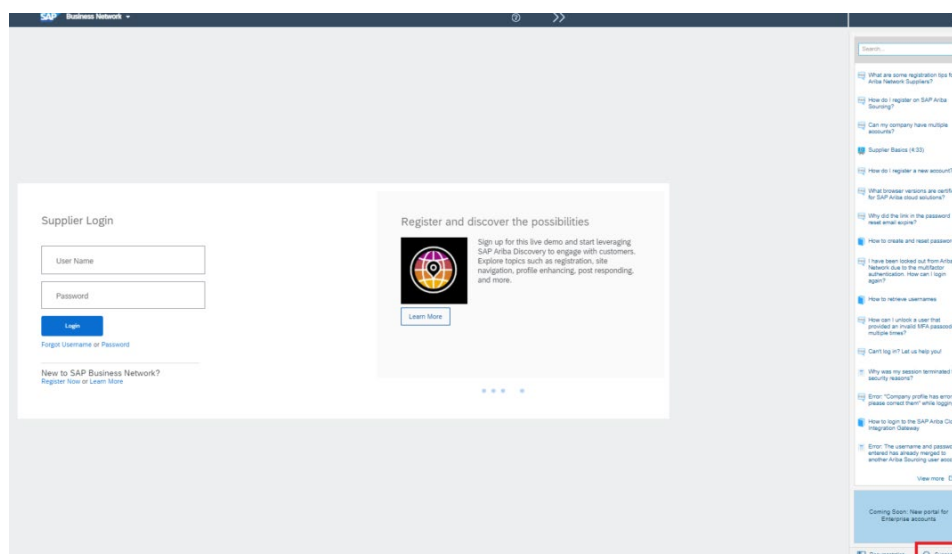
A new window will be opened. You can click on the top right side if the screen under your "Profile", click Settings.
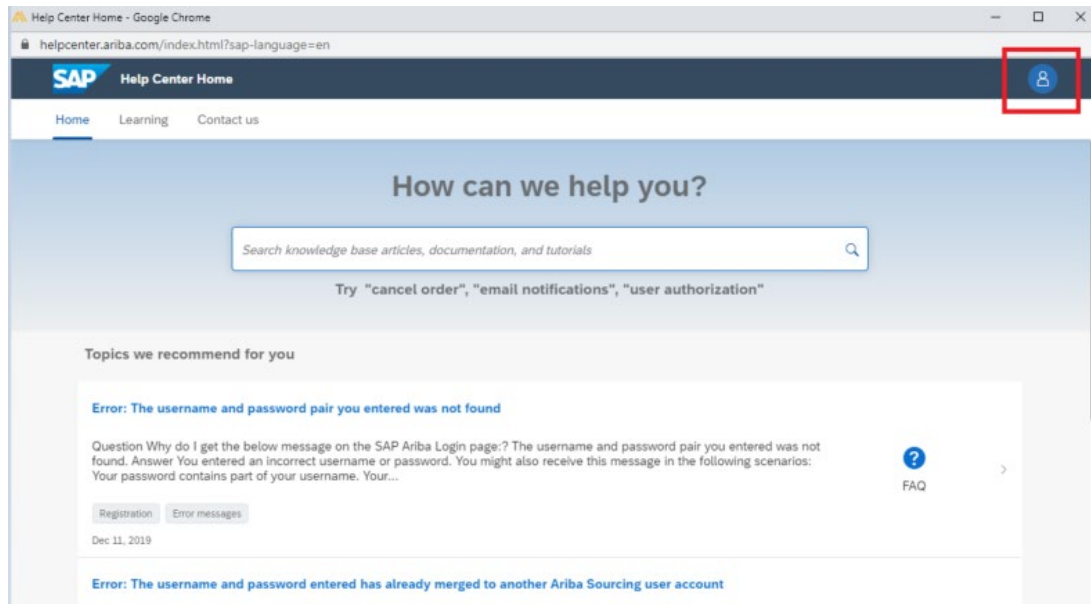
Then click on the "Language" tab and select your language from the drop down list on the right side.
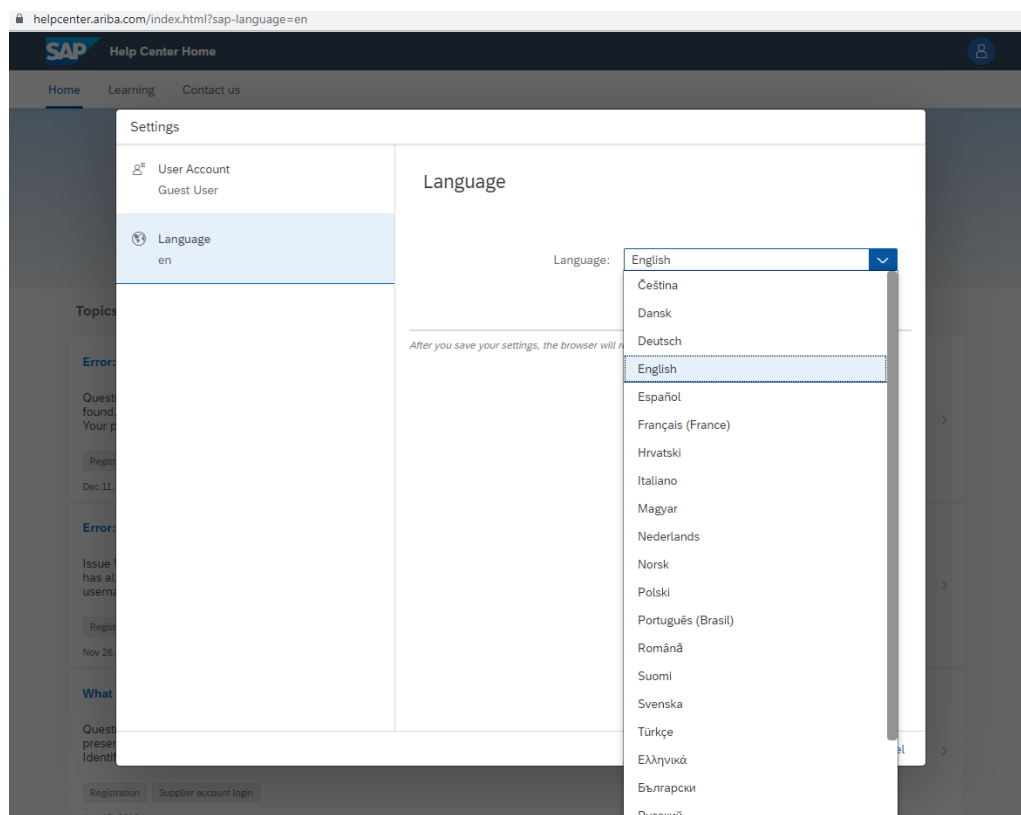
After this step all the details in your account will be displayed in your language of choice.

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Follow the below guidelines for access to customer-specific data, guided assistance, support options, and additional help topics:

1. Go to Ariba supplier login https://service.ariba.com/Supplier.aw
2. Click the help ⑦ icon in the upper-right corner of the application.
3. Click **Support** in the bottom-right corner next to the headset icon.
4. Click the **Contact us** tab.
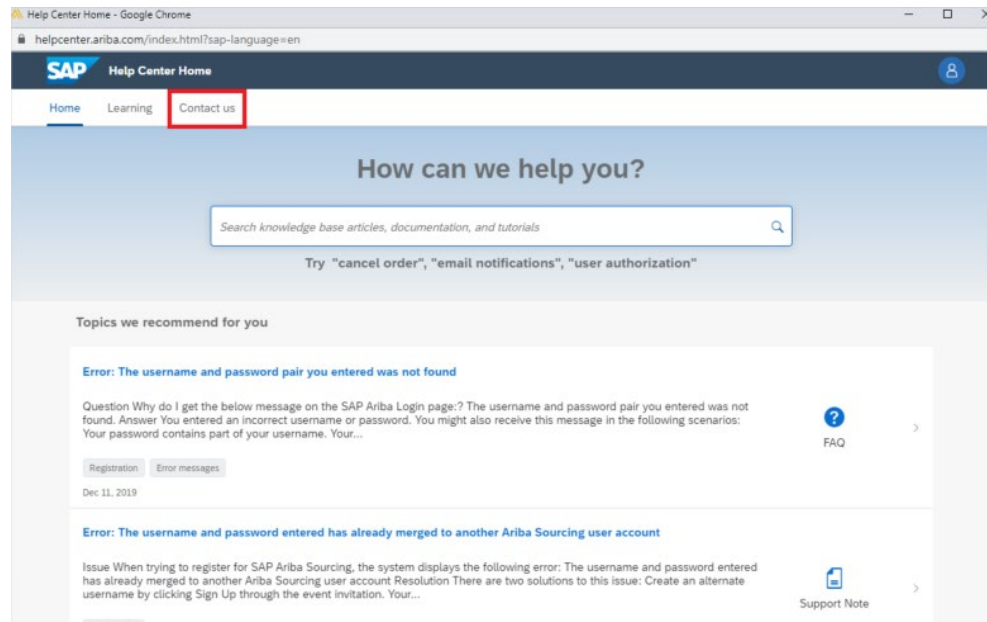
5. Click a topic to get step-by-step instructions or additional buttons to narrow down your question/issue.

   After reviewing the steps provided, if you need additional help from SAP Ariba Customer Support:

1. Click the **Something else** or **I am experiencing a different issue** button.

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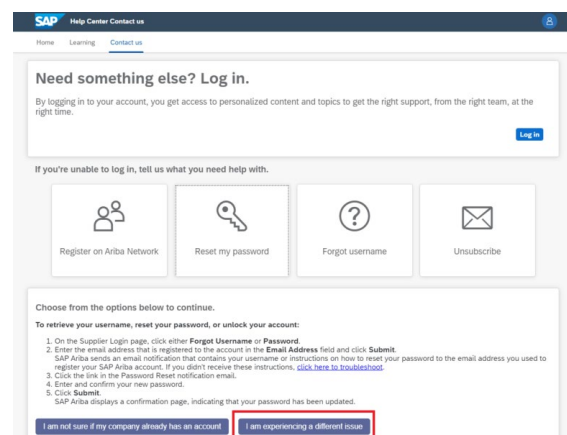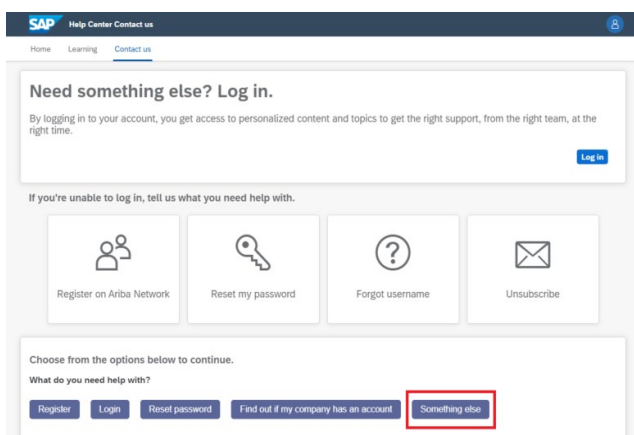
2. Click **Contact us** in the bottom-right.

3. Fill in the form with as much detail as possible and click **One last step**.

4. Select the contact method and click **Submit**.

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.

! Note: If you have issues accessing the supplier registration questionnaire that SES sent via Ariba Network, you should follow the below guidelines to get in touch with Ariba live support:

1. Go to Ariba supplier login https://service.ariba.com/Supplier.aw and log in
2. Click on Ariba Proposals & Questionnaires
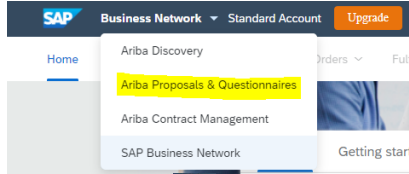
3. Click the help [?] icon in the upper-right corner of the application.
4. Click **Support** in the bottom-right corner next to the headset icon.
5. Click the **Contact us** tab.
6. Then either click **Request immediate assistance** and fill in the form that opens and submit it

    7. Or fill in "questionnaire" and click search. You can review articles that show up in the search results. If you want to contact Ariba Support you click on "Company profile", then "Something else",

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then click on the "Contact us" blue button at the bottom of the page on the right, fill in the form and submit it.

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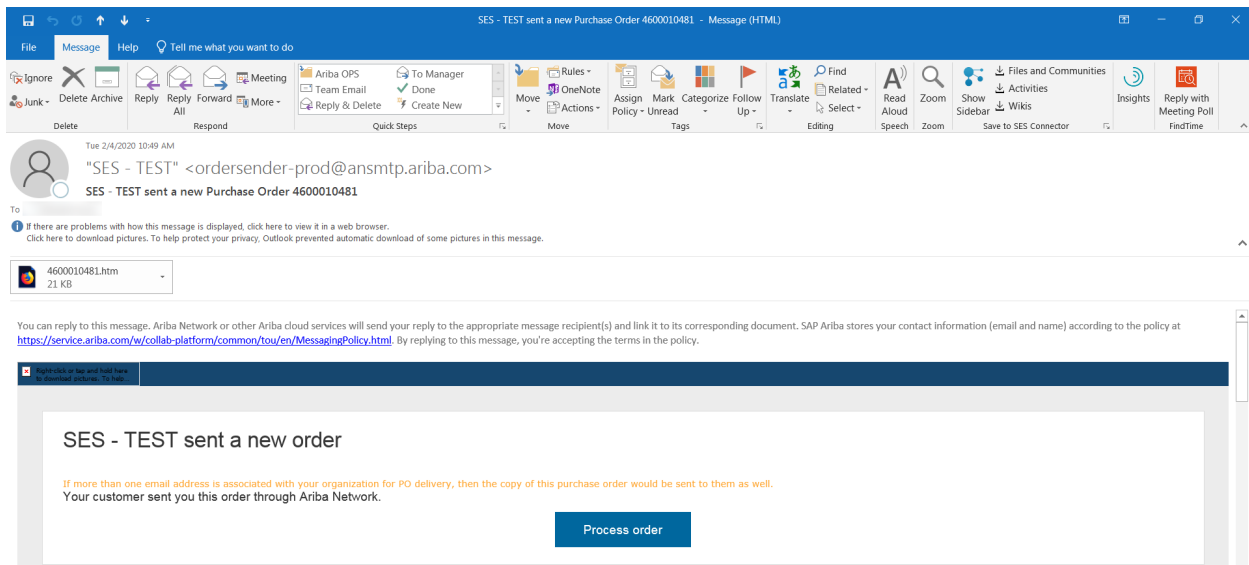
Select **Process Order** to open Ariba Network login page.

(a) Your company is already registered as an SES supplier on Ariba Network. Enter your credentials to access outstanding purchase order.

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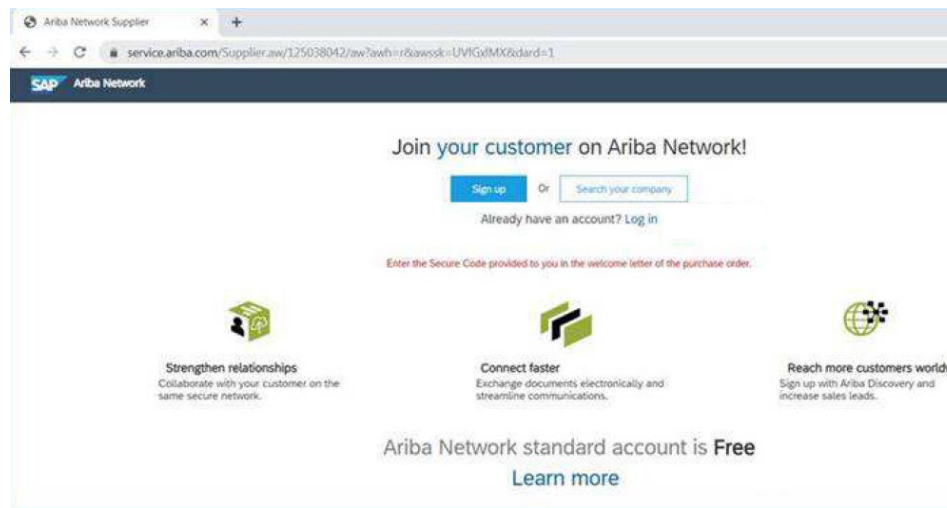
Once you have connected signed-in your Ariba account, Purchase Order view will open for your review, acknowledgement or invoicing.
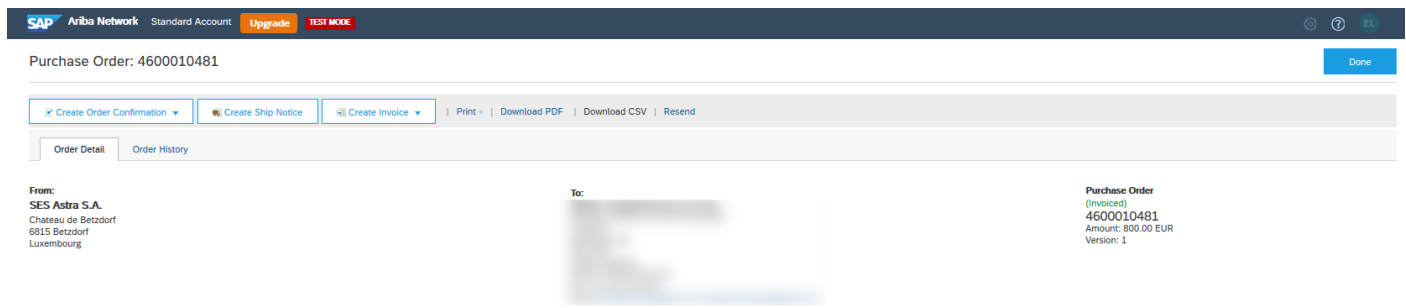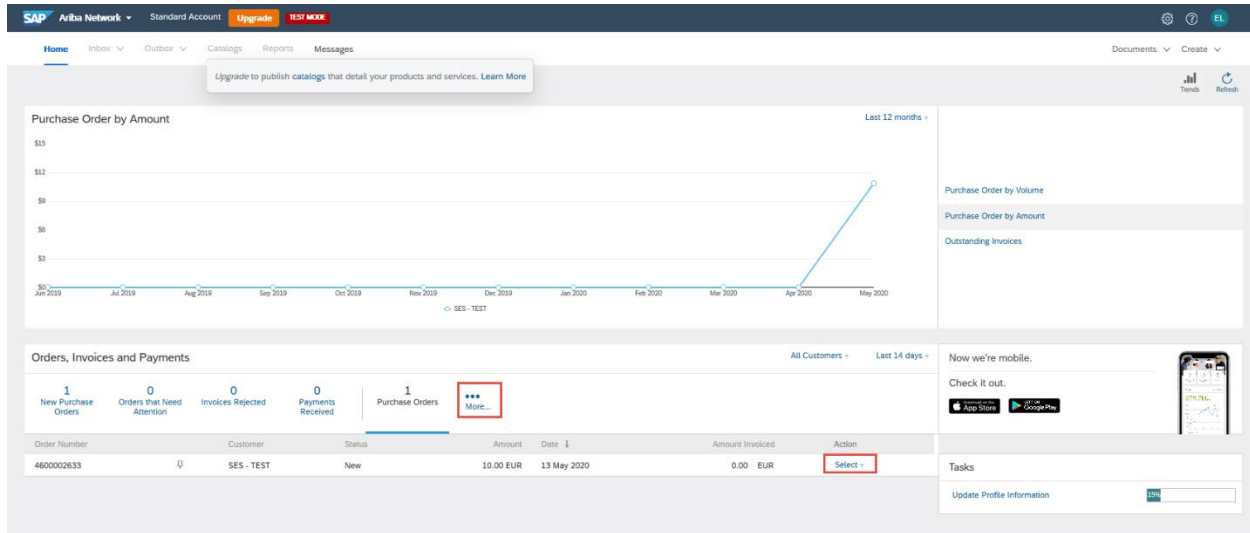

4.2 From Ariba Network login page

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 to regain access to the order.

Go to Ariba supplier login https://service.ariba.com/Supplier.aw and enter your credentials to access your Ariba account.

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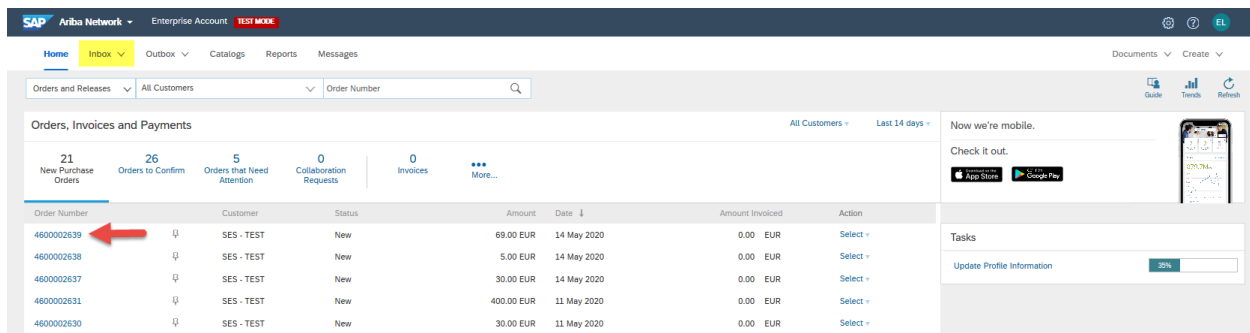
You may select the Purchase Order ID directly from the Homepage (*New Purchase Orders* or *Purchase Orders* sections) to process relative document. **Inbox** also allows you to run advanced searches on purchase order documents.

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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" :
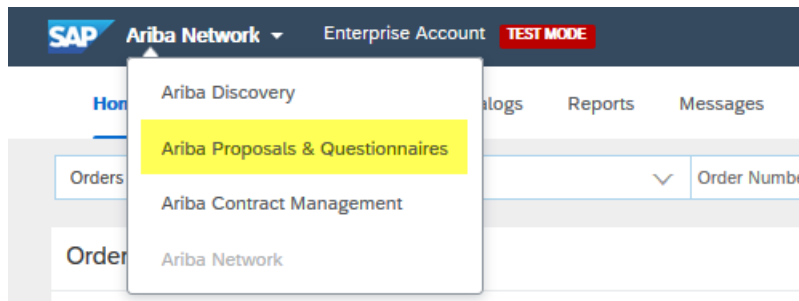
On the SES client page, open « SES registration questionnaire » :
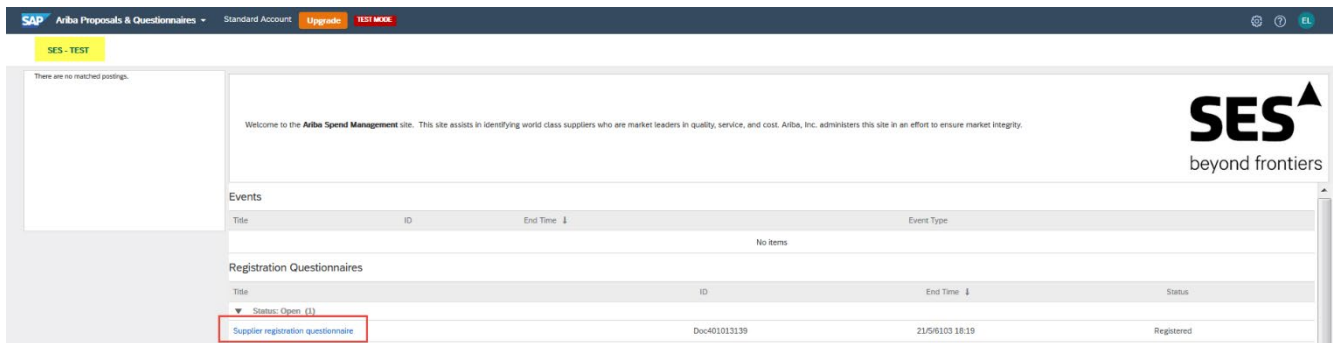
Select "**Revise response**" to update your details & submit these changes for SES review.

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