Supplier SLP FAQs:

Q1: What is SLP? What is Ariba Network (AN)?

A1: SLP is the Supplier Lifecycle & Performance Management. This is the SAP/Ariba system used to process Supplier Onboarding at Zoetis.

SLP makes it easier to onboard new vendors by bringing the process into Ariba and improves our due diligence for identifying potential vendor risks and compliance concerns before and during a vendor engagement.

'Ariba Network is a hosted service that enables suppliers and buyers to form relationships and conduct transactions over the internet. As a supplier, you might already have an existing relationship with a customer who invites you to form a relationship on Ariba Network.' [1]

Q2: Is there a fee for me to use the Ariba Network (AN)?

A2: Use of the Ariba Network for supplier registration is free for suppliers.

The Ariba Network offers an enterprise Account, which offers a more robust AN feature with fees based on AN usage. In addition to the Standard features, Enterprise offers:
- Supplier-managed catalogs
- Unlimited RFP responses through SAP Ariba Discovery
- Supply chain collaboration
- Priority customer support

From the AN site, you can select to Upgrade to Enterprise Account.

For more information about Ariba Network for Suppliers visit:
https://www.ariba.com/ariba-network/ariba-network-for-suppliers

For more information regarding AN features, visit:
https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing

Q3: I have never worked on Ariba Network (AN). I got an email requesting to complete a Zoetis Questionnaire. How do I get started?

A3: You will receive an email from your Zoetis contact. Use the 1st link in the email to create an AN profile and complete the Zoetis questionnaire. Be sure to use the 1st link as it

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[1] https://help.sap.com/doc/1d430ad7554e47f9ba617331d5df196f/cloud/en-US/introToAribaNetwork.pdf

includes an imbedded token that indicates that you want to access the Zoetis Questionnaire.

When you access the link select Sign-up to create a new AN profile. You will first be requested to create a profile ID and password, as well as some basic Ariba Network questions about your business. Once you complete this profile setup, the Zoetis Questionnaire will be displayed.

See **Case 1** in the **Summary of Accessing the Supplier Registration, Questionnaire, and Ariba Network,** below.

Q4:   Our company has interacted with other customers on the AN. How can I access the Zoetis Questionnaire?

A4:   Use the 1st link in the email to access the Ariba Network. Be sure to use the 1st link as it includes an imbedded token that indicates that you want to access the Zoetis Questionnaire.

When you access that link, select Log-In. Use the credentials you used when you created the profile for your other customer. Because you are using the 1st link, you will be brought directly to the Zoetis Questionnaire.

If you have profiles with multiple AN customers, select the correct customer's tab, then select the Registration Questionnaire link.

Then select **Ariba Proposals and Questionnaires** from the Ariba Network dropdown.

See **Case 2** in the **Summary of Accessing the Supplier Registration, Questionnaire, and Ariba Network,** below.

Q5: I created a user profile (login and password) for the AN, but I need to complete the Questionnaire. How do I get to the Questionnaire?

A5: Use the 1ˢᵗ link in the invitation email. When you access that link, select Log-In (Sign In will not be an option). Use the credentials you assigned when you created your profile.

If you have profiles with multiple AN customers, select the correct customer's tab, then select the Registration Questionnaire link.

Then select **Ariba Proposals and Questionnaires** from the Ariba Network dropdown.

See **Case 2** in the **Summary of Accessing the Supplier Registration, Questionnaire, and Ariba Network,** below.

Q6: Zoetis sent me a request to revise my Questionnaire. How do I update the Questionnaire?

A6: Login to the Ariba Network using the imbedded link in the email requesting you provide additional or updated information.

See **Case 4** in the **Summary of Accessing the Supplier Registration, Questionnaire, and Ariba Network,** below.

Select **Revise Response,** make your updates and select **Submit Entire Response.**

Q7: I am an active Zoetis Supplier, and I want to update my company's information (e.g. contact information, banking information). How can that update be made?

A7: If you have been Onboarded with Zoetis through the SLP Process (Completed an AN profile and answered the Zoetis online Questionnaire) you can access the AN through https://service.ariba.com/Supplier.aw and access your Zoetis Questionnaire.

Select "**Update**" to change your profile information. Zoetis will receive this request and make the update. If your change is to your company's name, address or banking, please be sure to also attach the requested update on your letterhead (or bank letterhead).

See **Case 3** in the **Summary of Accessing the Supplier Registration, Questionnaire, and Ariba Network**, below.

If you were onboarded prior to January 2021 or did not go through the SLP process (Completed an AN profile and answered the Zoetis online Questionnaire) you must contact your Zoetis contact. They can submit the change request on your behalf.

Summary of Accessing the Supplier Registration, Questionnaire. Adm Ariba Network

Case	Supplier has an AN Profile	Supplier needs to complete the Zoetis Supplier Questionnaire	How to access AN	To Do
1	No	Yes	Use the **1st** link in the email from Zoetis	1) **Sign Up** - Create profile 2) Complete Questionnaire
2	Yes	Yes	Use the **1st** link in the email from Zoetis	1) **Login** *(Sign Up will not be an option)* 2) Access **Ariba Proposals & Questionnaires tab** 3) Complete Supplier Questionnaire
3	Yes	No (Questionnaire previously completed)	Use the **2nd** link in the email from Zoetis, or: https://service.ariba.com/Supplier.aw	1) **Login** 2) Access **Ariba Proposals & Questionnaires tab** 3) View/update previously submitted Supplier Questionnaires
4	Yes	Yes – Update the Questionnaire	Use the link imbedded in the email requesting additional/updated questionnaire information	1) **Login** 2) Access **Ariba Proposals & Questionnaires tab** 3) Update previously submitted Supplier Questionnaires

Q8: I have an AN ID that is used to communicate with another customer. I receive their POs and have the ability to send invoices to my customers. Can I setup that relationship with Zoetis?

A8: Zoetis utilizes the Ariba Supplier Network (ASN) for electronic PO and invoice submission. The ASN is our preferred method for receiving invoices.

After you are fully onboarded as a Zoetis supplier, we can setup your company's ASN relationship with Zoetis. Please email Zoetis_AN_Admin@zoetis.com and provide your company's AN ID.

Q9: Where can I find out more about my Supplier relationship with Zoetis?

A9: Go to Zoetis.com > Suppliers to learn more about:

- Supplier Onboarding (including a User Guide, translated into 12 languages)
- Purchase Order Terms & Conditions
- Invoice Requirements
- Invoice Submission
- Accounts Payable Self Service Inquiry

Q10: I have questions for Zoetis. How can I get answers?

A10: Through Zoetis.com > Suppliers > Submit a Question, select your country, and then select the topic:

- General Procurement
- Supplier Onboarding
- PO Questions
- Payment Questions
- Invoice Question