

SAP Ariba – Supplier Onboarding Guidance

Enrollment process overview

Hershey requires all standard suppliers to complete registration through Ariba Supplier Lifecycle & Performance (Ariba), a self-service solution for onboarding and managing supplier data.

The portal provides a centralized, secure location for suppliers to submit and maintain company information, helping improve data accuracy, enhance data protections, increase transparency throughout the onboarding process, and support faster review and approval of supplier registrations.

There are 3 steps involved in the registration process that must be followed.



Step 1: Invitation to Register

To initiate the registration process, you must provide your Hershey contact with the following information. Once provided, Hershey will send an invitation to register via email.

- Supplier Name and Address
- Supplier Contact: First and Last Name, Email, and Phone Number
(this email will receive the Ariba invitation and complete the supplier registration)

To begin the registration process, check your inbox for the **Ariba email invitation**. The invitation will come from an @ansmtp.ariba.com domain.

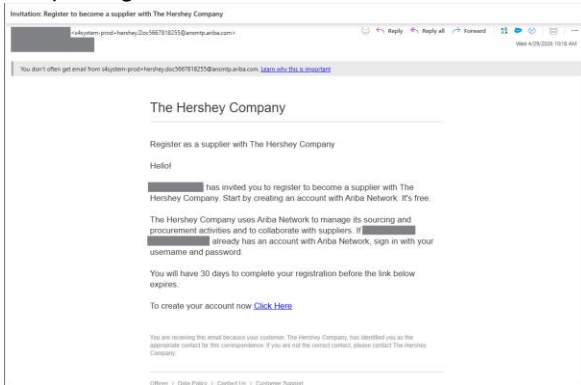
While the Ariba update request with Hershey is on-going, we recommend adding [no-reply@ansmtp.ariba.com](mailto:reply@ansmtp.ariba.com), VendorsRequest@hersheys.com, and BankingUpdates@hersheys.com to your favorites for easier access to emails from The Hershey Company, as we will communicate with you through these aliases.

Attention: How to find the enrollment invitation?

- a. The Ariba invitation email will be sent to the email address provided to your Hershey point of contact
- b. The Ariba invitation email will be sent by email account Ariba Administrator (@ansmtp.ariba.com)
- c. The Ariba invitation email subject will be: *Invitation: Register to become a supplier with The Hershey Company*
- d. **Please Note:** This email invitation from @ansmtp.ariba.com can be routed to the SPAM INBOX. Kindly check your spam folder in case you have not yet received the email invitation
- e. Your IT department may also filter this email invitation.

If no invitation is received within 1 business days, please notify your Hersheycontact.

Sample Registration Invite



Once you receive an invitation, follow the steps below to complete the registration process.

- **Create an Ariba (Business Network) Account or Link an Existing Account**
- **Complete the Registration Questionnaire**

Attention

- To prevent delays with your enrollment and payment, please **Register an Ariba account** and submit Questionnaires **within 5 business days**.
- For email support, please reach out to us using the support emails below and attach screenshots of any issues you see to help expedite our review.
- For call support, please reach out to your Hershey contact to schedule a call with you and the Hershey Operations team directly.

Enterprise or Standard?

All Hershey suppliers have the choice to do business with Hershey using one of two Ariba account types: Standard and Enterprise. **Suppliers are NOT required to register for a particular type of account.**

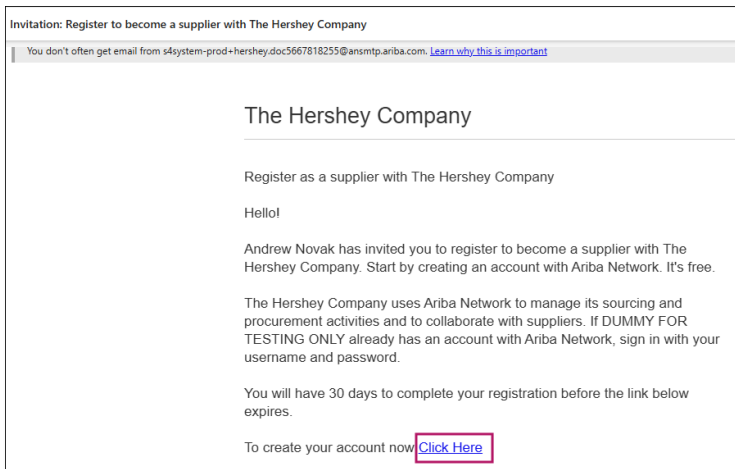


Step 2: Creating an Ariba Account (SAP Business Network)

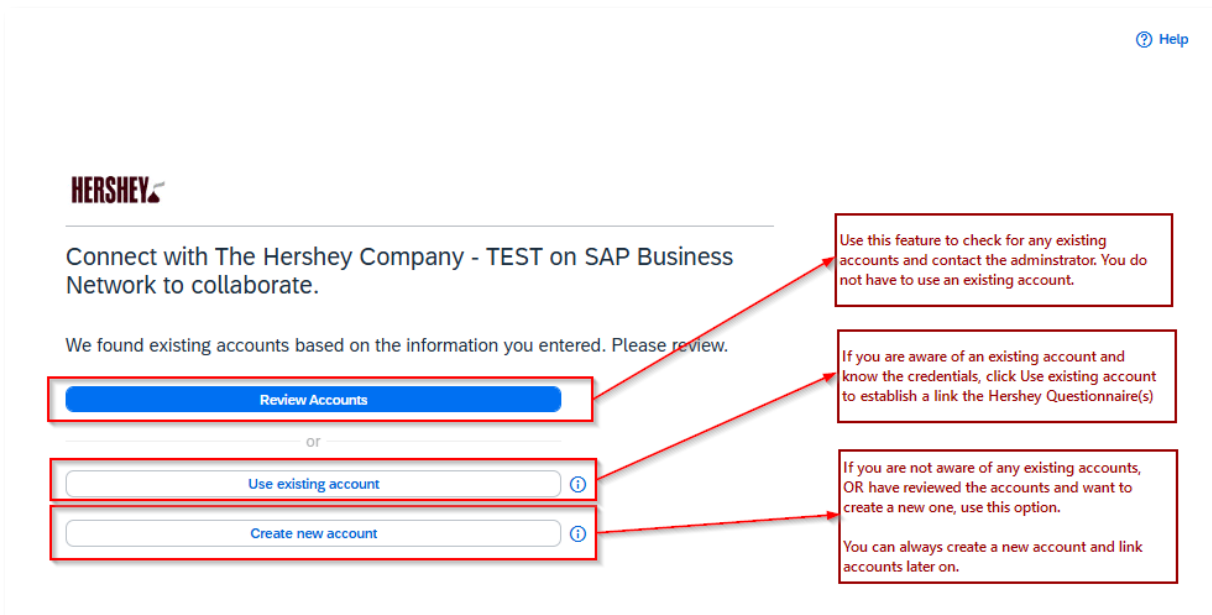
1. From the invitation email, click the registration link.
If your link has expired (over 30 days), email your Hershey contact to request a new registration link.
2. Click Create new account

If you already have an Ariba account, click on **Use existing account** and sign in. Skip to Step 3 – Filling out the Supplier Registration. **When accessing Hershey Questionnaire(s) for the first time, you must log in to your existing (or new) account using the registration link provided in the email notification.**

Sample Invitation Email



Account Registration Page



3. Fill out required fields and review the SAP terms and conditions
 - a. Required data for account creation: Company Name & Address, will be pre-populated based on what was provided to your Hershey contact

Creating the Ariba account does not mean the enrollment is complete. The mandatory fields you are filling out when creating an Ariba account are not the Hershey questionnaire required to complete the registration. The questionnaire(s) will show up after you create the account.

Sample of account creation fields

Attention

When creating an account, you may be prompted to **Review Accounts**. This is an optional step that could reduce account management activities if your company already has a Business Network account.

If you are not aware of the other Ariba (Business Network) accounts related to your company, you can continue to create a new account.

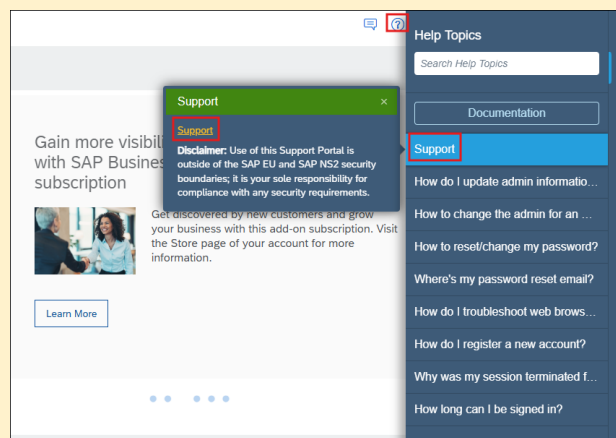
- If this is not an option, you may need to remove the DUNS from the account creation data first, then retry creating the account. You cannot have multiple accounts linked to the same DUNS or username.

For other issues with account creation, you have three options to request for guidance:

- Reach out to Hershey using the support contacts provided throughout this document
- Notify your Hershey contact and request a time slot for you to connect with the Hershey support team
- Contact Ariba Support. Account creation is a SAP-owned process. This means that technical issues encountered as part of account creation/log in can often be resolved by a call with SAP. In most cases, SAP is the only resource that can assist with these types of account issues.

Steps to contact Ariba support below:

1. Log in or go to at service.ariba.com/Sourcing.aw
2. At the top right, look for the question mark icon (Help)
3. Click Help Centerr or Support → Support
4. In the newly opened window, click the **Contact Support** tab.
5. You will be guided through a step-by-step process to resolve the issue.

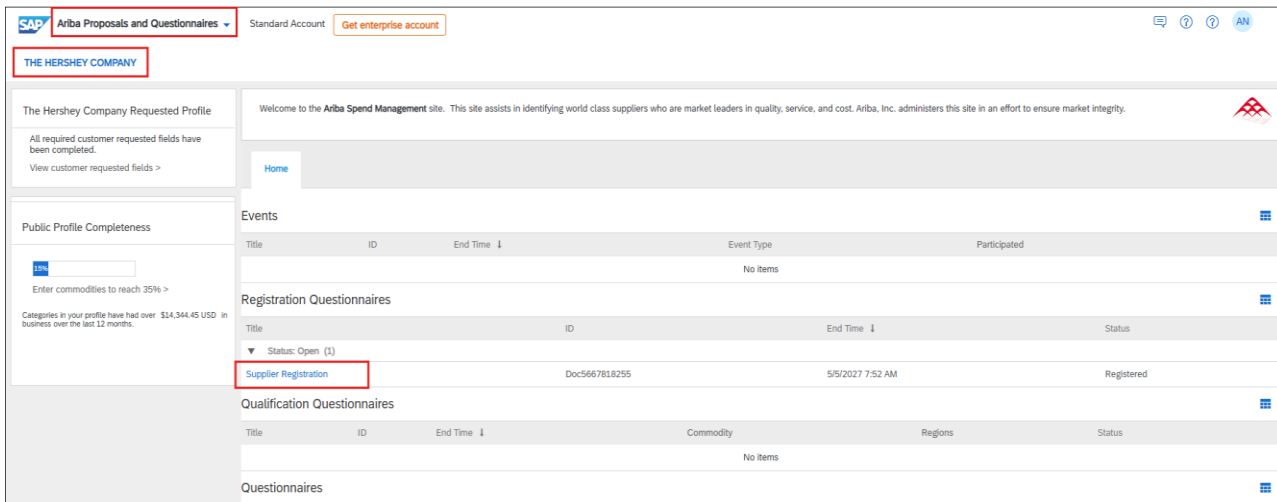




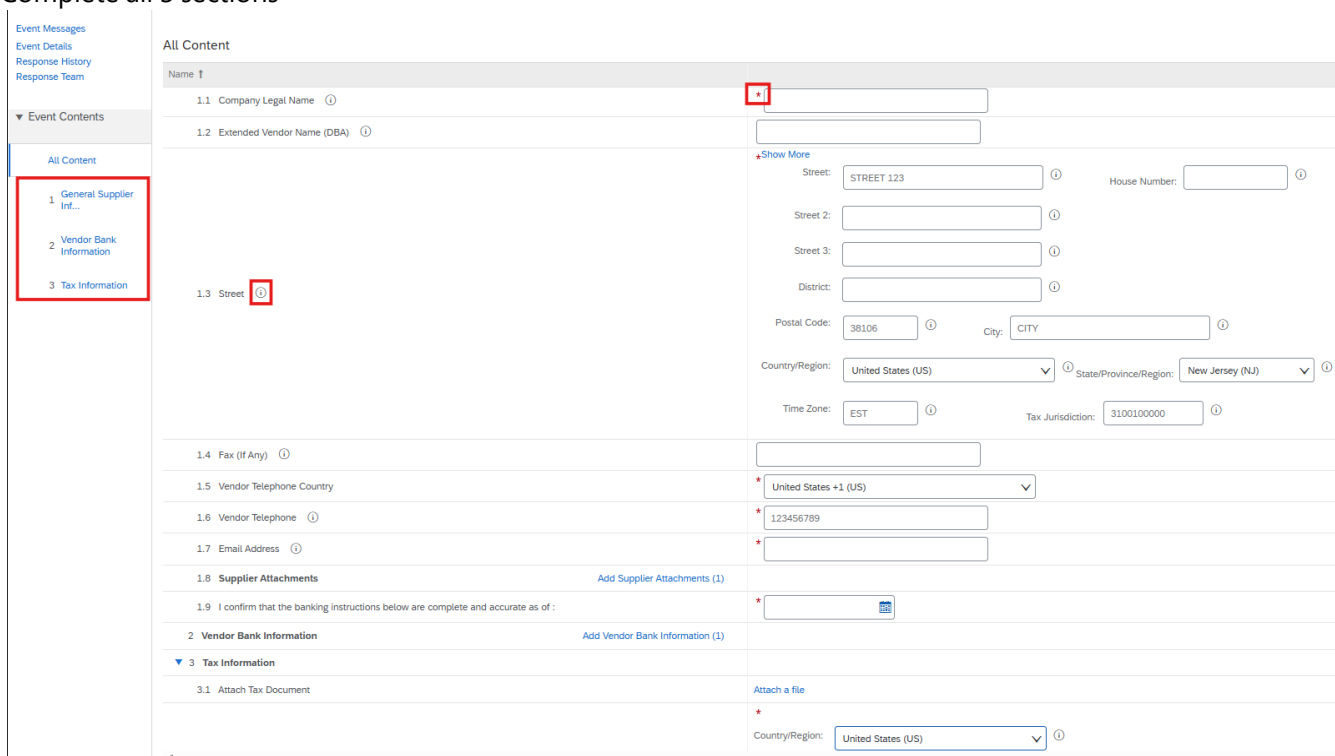
Step 3: Filling out the Supplier Registration Questionnaire

The Supplier Registration has 3 sections, please make sure to complete each section fully. All fields marked with a red asterisk (*) are required.

1. Make sure you select Ariba Proposals & Questionnaires from the menu options (top left)
2. Click on Supplier Registration



3. Complete all 3 sections



Section	Key Requirements
1.1	Company Legal Name must match tax or registration documents
1.2	Extended Name can be used if name exceeds maximum character length or using a DBA/Trade Name
3.1	<p>Tax Document Requirements</p> <ul style="list-style-type: none"> • United States – W9 or W8 (if not provided, instructions to complete an online W8 will be emailed separately) • Mexico – Tax Certificate (RFC) • Malaysia, Philippines, China, - Certificate of Registration (BRN) <p>For all other countries, where tax documentation is not required, a tax or registration number is still required in 3.2</p>
3.2	Tax Identifications numbers must be valid and should be referenced within the documentation at section 3.1 (where applicable).
2	<p>Banking Information</p> <ul style="list-style-type: none"> • Currency, Bank Type, Country/Region, Bank Name, and Account Holder Name must be populated. <p>Depending on Bank Country either IBAN or Bank Key + Account Number must be completed. <i>Bank Key Examples</i></p> <ul style="list-style-type: none"> • <i>Canada: Please add "0" before the bank key (0 + Institution Number + Transit Number)</i> • <i>United States: Bank key will be your Routing number / ABA number</i> • <i>Norway, Denmark: Bank key will be your 4 digit Bank code</i> • <i>UK: Bank key will be your 6-digit Sort Code</i> <p>Banking information must match the information provided in the payment instructions attached. For audit purposes, we <u>require</u> 1 of the following forms of documentation, <u>in PDF format</u></p> <ul style="list-style-type: none"> • On your company letter head • From your bank, on the bank's letterhead • An invoice dated in the last 6 months, that includes banking instructions

4. Once all sections have been completed, Click Submit Entire Response

(*) indicates a required field

Submit Entire Response

Reload Last Bid

Save draft

|

Compose Message

Excel Import

After submitting the form, the form's status will be updated from **In Registration** to **Pending Approval** in Ariba's main page.



What to expect after submitting the New Enrollment questionnaires?

1. **Submitting the questionnaires does not mean the process is complete**
Kindly be on the lookout for emails from the Hershey team, **2-3 days** after the registration questionnaire is submitted. The Hershey team will be reviewing your response and may reach out for additional information.
 - a. If the questionnaire contains invalid information, the Hershey team will request you review the response.
 - b. Where transacting with a Hershey U.S. entity, you may be contacted to provide additional U.S. tax information. Please submit the requested information within **3-5 business days**.
2. Hershey partners with Trustpair to verify bank account information. As part of the verification process, Trustpair may contact you directly to complete additional checks, including:
 - a. Call-back verification from a Trustpair agent on behalf of Hershey; and/or
 - b. Micro-payment validation initiated via email instruction
3. If no additional information is needed, you will receive an email notification confirming the completion and successful registration.

Attention

The Hershey team will reach out to you from either from one of the following aliases: no-reply@ansmtp.ariba, VendorsRequest@hersheys.com, or BankingUpdates@hersheys.com

All Trustpair communication will originate from: portal@trustpair.com

If you don't hear back from the Hershey team **after 5 Business days** of submitting the forms, please reach out to your Hershey contact for confirm the status.

Cancellation Policy

1. Please cancel your registration if it has been decided you no longer plan to transact with The Hershey Company.
2. In the event of being unresponsive for 30 days, your registration request will automatically be closed. You will need to reach out to your Hershey point of contact to resume the process.