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## Welcome to the Philam Supplier Portal

At Philam, we are driven to deliver efficiencies using best practices in our operations to support our service to the customers. In our commitment to improve the way we do business with our suppliers, Philam, in alignment with the global mandate of the AIA Group Limited of which it is a member of, has implemented a procure-to-pay (P2P) solution to simplify and standardize the purchasing, contracting, and invoicing activities within the Group.



Since **July 2015**, Philam has been engaging with suppliers in an integrated and electronic fashion through the **Ariba Network**. This has changed the trading experience of Philam and its strategic suppliers allowing improvements in the operational and administrative efficiencies for both parties. Highlights in this new trading experience include:

- Online purchase order and invoice transactions with preferred suppliers
- Sourcing collaboration with suppliers via an electronic catalog
- Automated routing of electronic business documents for faster transactions processing.

## Supplier relationships are key to Philam's success.

As part of our global strategy, we are pursuing all opportunities with suppliers to bring efficiencies to our mutual business processes and enable significant transactional improvements.

With the implementation of the spend management solution, electronic trading via the Ariba Network is now the standard method of the Philam and AIA Group in conducting business with our suppliers. As a strategic supplier, registering in the Ariba Network would be a key component in our trading relationship.

Existing suppliers as well as those who wish to establish a business relationship with Philam will also need to take note of specific items to ensure a smooth trading experience with Philam:

- [Note to all suppliers](#)
- [Note to hotel suppliers](#)

For interested suppliers who wish to become strategic partners of Philam, more information is provided in this portal in order to **Participate in Philam Sourcing Events**. Other relevant information are contained in this portal to enable suppliers in taking the appropriate action to participate in this exciting new trading exchange with Philam.

## Get Support

If you have any queries, you may contact our solution partner, Ariba. You can get in touch with their service desk at [MY.FSS.ServiceDesk@aia.com](mailto:MY.FSS.ServiceDesk@aia.com).

You may also contact the toll free number for Philippines at: **1800 1651 037**.

## Our Solution Partner



Ariba, an SAP company, is a provider of an Enterprise Spend Management (ESM) solution that provides members a platform to transact business with trading partners electronically through the Ariba Network.

## The Solution Platform



The Ariba Network enables trading partners to transact at the speed of the internet. It helps buyers to consolidate the processing of paper and electronic invoices, create "perfect payables" through PO-Flip® and contract invoicing, and realize new business potential by aligning procurement and payables.

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## The Journey to Efficiency

Various activities have been undertaken by Philam with the full cooperation of its partners to realize operational efficiencies in the way procurement is done for both ends of the transaction.



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## Suppliers Realizing Value

It is essential that strategic partners of Philam see the value of implementing the cloud procurement solution as it not only impacts the operations of both parties but positively affects the business value of the trading exchange between Philam and the supplier.

The benefits enumerated below can only be realized with the full cooperation of you, our strategic partner, utilizing the Ariba system in the procurement cycle interaction with Philam.



### IMMEDIATE BENEFITS

#### Reduced Operating Costs

- ✓ Electronic transactions
- ✓ Greater visibility on transactions
- ✓ Real time monitoring of invoice and payment status
- ✓ Improved payment reconciliation

#### Strengthened Collaboration

- ✓ Increased collaboration with partners
- ✓ Immediate access to online invoice creation tool
- ✓ Automated catalog posting

### LONG-TERM BENEFITS

#### Increased Sales Opportunities

- ✓ Increased customer retention
- ✓ Growth in existing accounts
- ✓ Growth in new business

#### Strengthened Collaboration

- ✓ Reduction in manual intervention
- ✓ Caught errors and employ corrections before critical processes

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## Supplier Testimonials

### You are part of this journey!

A trusted supplier is considered as a strategic partner. You are part of making this journey a success. Have a look at some of what our existing partners have to say about the new trading exchange with Philam:

“ . . . We can get numerous order requisition immediately and *we do not worry that we have missed some PO's unlike before* while using the manual process.

*We encourage other suppliers to join Ariba because the system lessened our work load with its accurate ordering procedure. We also have tremendously reduced our work time.* ”

#### Motrade Office Supplies

#### Cardamom Bakeshop (Food Catering Services)

“ . . . Ariba's superior feature vs old process is accepted by my team because they realize that they can *access to the information online, instead of our manual calendar of events*. All the customer information by account is also available in the system.

With Ariba, I can utilize the *standard forms available*, instead of me creating all my templates. This feature saves me time on paperwork. I can now spend more time at the production site.

When I was informed that the finance system with implement Ariba, I was elated. This is because I have used this application in the past, and have been *proven to be business-effective*. The system recognize when duplication of work order is created. The system is also able to *monitor non-compliance, especially when there is due item.* ”

#### Integrated Computer System ( IT Products and Services)

Now, since we have an *electronic catalog in place*, we *don't have to send individual/manual proposals* anymore. End-users just access the electronic catalog in Ariba, process it themselves and then we will receive corresponding EUPO faster.

Now, I can *proceed with our deliveries using the issued PO from Ariba* since all details needed (items ordered, quantity, end-users and delivery address) are all clearly indicated in the PO...

I strongly recommend other suppliers to join Ariba because of the above mentioned reasons. Also, we know at Ariba, we *conduct business in a secure and reliable environment*.

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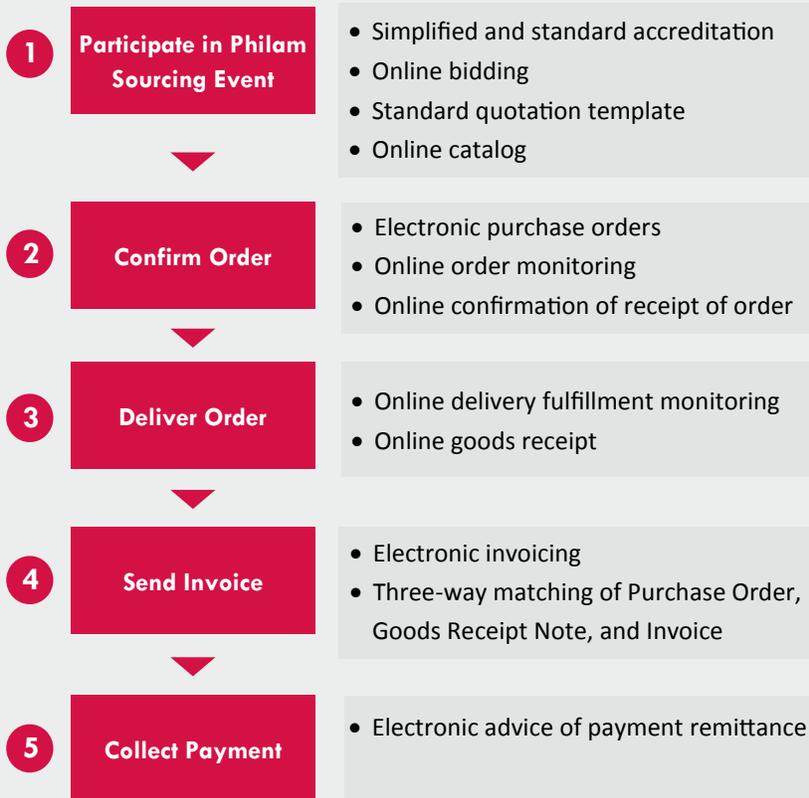
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## Philam Supplier Activities

It is in the best interest of Philam to enable the various supplier activities in the procure-to-pay cycle leveraging on streamlined supplier-interfacing business processes, and the various cloud solution features of the Ariba Network.

The following changes were implemented in relation to the various supplier activities in the procure-to-pay cycle with Philam and its suppliers.



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## Participate in Philam Sourcing Event

Philam has streamlined the processes for the accreditation of its various suppliers. It has introduced a simplified accreditation process for selected commodity suppliers.



Following the Philam policy, however, suppliers are required to undergo **re-accreditation every 2 years**. It is also essential, however, for suppliers to read through the **Purchase Order Terms and Conditions** if interested to do business with Philam.

### SIMPLIFIED Accreditation Process

#### TURNAROUND TIME

Philam Accreditation 11 business days  
AN Enablement 7 business days

#### Requirements:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>✓ ARIBA Network (AN) #</li> <li>✓ Certificate of Registration (BIR 2303)</li> <li>✓ Sample Invoice / Sample OR</li> <li>✓ Business Permit</li> <li>✓ Vendor's Bank Enrolment Form</li> <li>✓ Bank Certificate with swift code</li> <li>✓ Declaration form – Conflict of Interest</li> </ul> | <ul style="list-style-type: none"> <li>✓ Hotel Minimum Requirement Checklist</li> <li>✓ Sanitation Clearance</li> <li>✓ Supplier Point of Contact Details:               <ul style="list-style-type: none"> <li>&gt; Name:</li> <li>&gt; Position:</li> <li>&gt; Email Address:</li> <li>&gt; Contact Number:</li> </ul> </li> </ul> |
|--|--|

#### COMMODITIES

- Hotels
- Food Providers
- Venue
- Law Firms
- Speakers / Honorarium
- Associations

### STANDARD Accreditation Process

#### TURNAROUND TIME

Philam Accreditation 19 business days  
AN Enablement 7 business days

#### Requirements:

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>✓ ARIBA Network (AN) #</li> </ul> <p><b>Statutory</b></p> <ul style="list-style-type: none"> <li>✓ Certificate of Registration (BIR 2303)</li> <li>✓ Sample Invoice / Sample OR</li> <li>✓ DTI Certificate</li> <li>✓ SEC Certificate of Registration</li> <li>✓ Articles of Partnership or Incorporation / By Laws</li> <li>✓ SEC General Information Sheet</li> <li>✓ Business Permit</li> <li>✓ Financial Requirements</li> <li>✓ Audited Financial Statements for the last 3 years</li> <li>✓ Latest Income Tax Return with BIR / Bank Validation</li> <li>✓ Vendor's Bank Enrolment Form</li> <li>✓ Bank Certificate with swift code</li> </ul> | <p><b>Others</b></p> <ul style="list-style-type: none"> <li>✓ Company Profile</li> <li>✓ Supplier Management Form</li> <li>✓ Due Diligence Questionnaire</li> <li>✓ Business Continuity Plan</li> <li>✓ SSS Clearance</li> <li>✓ DOLE 18-A</li> <li>✓ Background Investigation Results</li> <li>✓ Physical Inspection and Site Visit of Business Operations</li> <li>✓ National Agency Clearances (for Security)</li> <li>✓ PCAB License (for Contractors)</li> </ul> |
|---|---|

#### COMMODITIES

- Contractors / Construction
- Outsourced Services
- Foreign Suppliers
- All Others

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## Participate in Philam Sourcing Event

To facilitate smoother interfaces between Philam and you, our partners, here are a couple of ways of presenting offered goods and services:



### Providing Quotation

- ✓ Abide by the quotation template. A soft copy of the quotation template is provided in the [link](#).
- ✓ Price should be broken down into the baseline unit price and VAT.
- ✓ The **common mistake of suppliers in the quotation** is not separating the unit cost and VAT amount.

YOUR COMPANY  
LOGO HERE

SAMPLE QUOTATION

Date

Quote Prepared for:  
Name of contact person in Philam Life  
Philam Life  
11/F Philam Life Head Office, NIT LINA  
8th Avenue Cor. 20th St., BGC,  
Taguig City  
1014 100  
[email@contact@aiag.com](mailto:email@contact@aiag.com)

| SKUP# | Brand/Model | Description   | Qty | Unit Price/VAT/EX | Remarks     | Total Amount   |
|-------|-------------|---------------|-----|-------------------|-------------|--|
| 1     | A4Tech      | Optical Mouse | 20  | PHP 1,785.71      | Order Basis | PHP 35,714.20  |
|       |             |               |     |                   |             | Variable Sales<br>VAT Rate 12%<br>VAT Amount PHP4,285.70<br>Sales (Inclusive of VAT) <b>PHP39,999.90</b> |

\*\*\*\*\*NOTHING FOLLOWS\*\*\*\*\*

Terms: 15 Days Credit Term  
Warranty: 1 year on part service  
Delivery Lead Time: 2-3 days upon receipt of your PO (if stock is readily available)  
Remarks: Please confirm to us your Purchase for stock reservation  
: Quoted price is valid until October 30, 2015

Note: Price is subject to change without prior notice

Quote Prepared by:  
Name of Supplier Contact Person  
Supplier Company Name  
Supplier Address  
Supplier Address 2  
Zip Code Philippines  
Contact Number  
[email@address@supplier.com](mailto:email@address@supplier.com)

### Utilizing the Ariba online catalog

- ✓ Philam will now be leveraging on the electronic catalogs supported by the cloud procurement solution provided by Ariba.
- ✓ Suppliers can now present their catalog content via an Ariba supported platform by uploading an **accomplished template (CIF Template)**.
- ✓ The templates and further instructions in utilizing this feature are provided in the **Getting Started with Ariba** page.

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## Confirm Order

- ✓ Suppliers can now effectively manage orders online with their Ariba Network account.
- ✓ Suppliers can view raised Purchase Orders and confirm receipt of the order signifying their interest in fulfilling the order.
- ✓ Further arrangements regarding the order can be agreed and coordinated by the supplier with Philam outside of the system-enabled process steps.



**Purchase Order:PCO158**

Order Detail    Order History

| PURCHASE ORDER       | ROUTING STATUS | ORDER STATUS |
|----------------------|----------------|--------------|
| PCO158<br>Version: 1 | Sent           | New          |

Order submitted on: Monday 7 May 2012 7:14 PM GMT+02:00  
Received by Ariba Network-Early Access on: Monday 7 May 2012 7:58 PM GMT+02:00

|   |   |
|---|---|
| <p><b>SUPPLIER</b></p> <p>EA Test Supplier 1<br/>210 Sixth Street<br/>Pittsburgh, PA 15222<br/>United States<br/>Phone:<br/>Fax:<br/>Email: <a href="mailto:doarda@ariba.com">doarda@ariba.com</a></p> <p><b>SHIP ALL ITEMS TO</b></p> <p>IFF Hazlet/Union Beach<br/>600 Highway # 36<br/>Hazlet, NJ 07730<br/>United States<br/>Ship To Code: 0012<br/>Phone: +1 (732) 3353521<br/>Email: <a href="mailto:joanuser@customer.com">joanuser@customer.com</a></p> | <p><b>BILL TO</b></p> <p>IFF Hazlet/Union Beach<br/>600 Highway # 36<br/>Hazlet, NJ 07730<br/>United States<br/>Phone: +1 (732) 3353521</p> <p><b>PCard#:</b> *****5331 , <b>Expiration:</b> 07/2015 ,<br/><b>Name:</b> Supplier</p> <p><b>DELIVER TO</b></p> <p>Joan User<br/>IFF Hazlet/Union Beach</p> |
|---|---|

## Deliver Order

- ✓ Suppliers must ensure that the hard copy Delivery Receipt is signed by the Philam.
- ✓ After delivery of goods and services, you, as a supplier, must remind your Philam counterpart to issue an online Goods Receipt Note (GRN) in Ariba.
- ✓ **You can only invoice delivered items with GR issued by Philam in Ariba.**



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## Send Invoice

Philam is moving away from paper invoices. This will not only lead to a more efficient invoice process but it will also have a positive impact on the environment. As a supplier, you can benefit from this through:

- ✓ Efficient creation and distribution of invoices
- ✓ Reduced reliance on traditional mail networks and associated expenses
- ✓ On-line visibility of the status of your invoices
- ✓ Increased invoice accuracy resulting in fewer invoice errors
- ✓ More secured on time payment.
- ✓ With no hardware or software to install subscribing to the network is simple.

The following are **key reminders** that you must take note in issuing an Ariba invoice to Philam. For a more detailed list of **DO's and DON'T's**, suppliers can check out the **Philam Supplier Guide**.

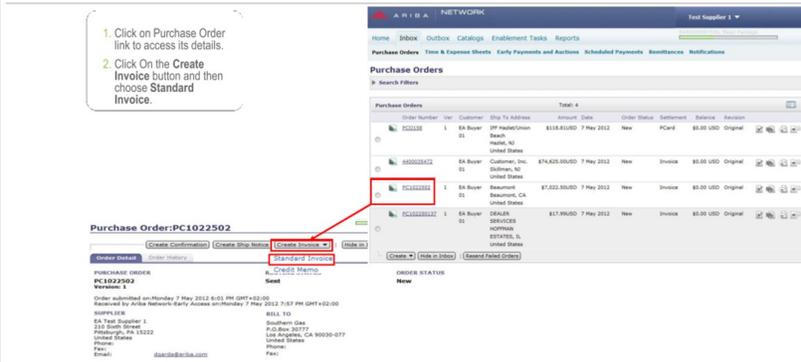


- ✓ **1 PO = 1 invoice**
- ✓ Scan BIR-Registered invoices and attach in the electronic invoice in Ariba.
- ✓ Invoice date should be on or after order date.
- ✓ Check Outbox for notice of invoice rejection or failure
- ✓ Note for food suppliers: you may receive a PO that is slightly higher, you can invoice the correct amount consumed.
- ✓ In TAX section, change Category from SALES (default) to VAT.
- ✓ Indicate Taxable Amount in the electronic invoice.
- ✓ Send invoice and supporting documents to Philam mailroom at Ground Floor Net Lima Bldg.
- ✓ Use a **Transmittal Slip** when sending documents to the Philam Mailroom.

You can submit electronic invoices to Philam using the **PO-Flip™ invoice** where the Purchase Order content presented in your Ariba inbox is flipped over to an electronic invoice.

### ▶ PO Flip Invoice

1. Click on Purchase Order link to access its details.
2. Click On the Create Invoice button and then choose Standard Invoice.



The screenshot shows the Ariba Network interface. At the top, there's a navigation bar with 'Home', 'Inbox', 'Outbox', 'Catalogs', 'Enablement Tasks', and 'Reports'. Below that, there's a 'Purchase Orders' section with a table listing several orders. One order, 'PC1022502', is highlighted. Below the table, there's a detailed view of this purchase order. In the 'Create Invoice' section, the 'Standard Invoice' button is highlighted with a red box. To the left of the screenshot, there are two numbered instructions: '1. Click on Purchase Order link to access its details.' and '2. Click On the Create Invoice button and then choose Standard Invoice.'

On this **webpage** you can read how you can start sending electronic invoices to AIA through the Ariba Network (AN).

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## Collect Payment

With the implementation of the cloud procurement solution, it is also a target benefit that the payment cycle is improved with a seamless end-to-end of systems. This way suppliers can receive their payment in a timely manner as soon as the order fulfillment cycle is completed.



**NOTE:** To enable the faster payment remittance to suppliers, the accreditation process mandates suppliers to enroll in the CTA facilities availed by Philam in partnership with BPI and BDO.

The following are key reminders to suppliers in terms of collecting payment:

- ✓ Wait for Remittance Advice via email.
- ✓ 30-day payment term is implemented.
- ✓ Payment will only be released if:
  - Requestor has performed GRN
  - Invoice entry in Ariba is accomplished
  - Hard copy of documents sent to Philam are validated
- ✓ Payment / check pick-up is every Friday at 2nd Floor, Philam Life Gammon Center Building, Makati City

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## The Ariba Network

In a networked economy, collaboration is not an option. It's the key to driving business process transformation, and new levels of business performance.

That's why more organizations are turning to the Ariba Network for a better way to buy, sell and manage cash. As the world's business commerce network, the Ariba Network seamlessly connects buyers with all suppliers regardless of their size, location, or technical sophistication—making cloud-based commerce as easy for businesses as it is for consumers.



Philam has selected the solution partner that is best in class in the market. It is not only with the right partnerships that the journey to efficiency can be successful but also with the right platform for these interactions to occur.

With the Ariba Supplier Network, Philam is able to enforce the right trading behavior while at the same time inviting its suppliers to widen their market reach and competitiveness in the global market.

## Get Support

If you have any queries, you may contact our solution partner, Ariba. You can get in touch with their service desk at [MY.FSS.ServiceDesk@aia.com](mailto:MY.FSS.ServiceDesk@aia.com).

You may also contact the toll free number for Philippines at: **1800 1651 037**.

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## The Solution Platform



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## Getting Started with Ariba

1. Register on the Ariba Network by following the instructions provided to you in the [Trading Relationship Request Letter](#).
2. If you did not receive the Trading Relationship Request Letter, please send an email to [apacsupplierenablement@sap.com](mailto:apacsupplierenablement@sap.com).
3. Review and accept the terms of use.
4. Review your profile.
5. Review AIA Supplier Account configuration guide to learn how to configure important settings on your account. Click on the link to download the [Account Configuration Guide](#).
6. To review AIA CIF Template click on [AIA CIF Template](#).
7. To review AIA Commodity Code Validation click on [AIA Commodity Code Validation](#).
8. To review AIA Unit of Measure click on [AIA Unit of Measure](#).
9. Review the AIA policies and documentation on how to confirm PO, confirm the order, and create the shipment notice. Click on the link to download the AIA Purchase [Order, Order Confirmation, and Ship Notice Guide](#).
10. Review the AIA Invoicing Guide for instructions on how to create and send invoices electronically. Click on the link to review the AIA [Invoice Guide](#).
11. To know how to submit Partial Invoices click on [Partial Invoice Guide](#).



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# SUPPLIER PORTAL

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## Supplier Training

Training resources are readily available at the Ariba University for suppliers transacting with Philam via the Ariba Network.

You may explore the links below for further knowledge in navigating the Network.

### Ariba Network Transactions

[Supplier Ariba Training Guide \(Consolidated\)](#)

[Handling Purchase Orders](#)

[Creating a PO-Based Invoice \(Introduction\)](#)

[Creating an Invoice \(Advanced Topics\)](#)

[The Supplier Membership Program](#)

[Ariba Services Procurement: Collaborative Requisitioning](#)



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## Reminders for All Suppliers

Below are items that you should take note of when doing business with Philam.



### 1. All Philam transactions will be online.

- No online PO – No Pay rule will be observed.
- BIR Registered Invoice should be attached in Ariba. Hard copy should still be delivered as a regulatory requirement.
- Bidding activities will be done online.
- Suppliers need to maintain an online catalog.

### 2. Notable elements in the Philam forms and template:

- Unit price to be reflected in the Purchase Order should be broken down into the baseline price and VAT.
- Use VAT-exclusive unit prices.
- Name in documents (e.g., PO) will reflect Philam Life / AIA even for purchases of sub-units and affiliates.

### 3. Central mailroom guidelines for receiving invoices and documents are noted below:



- Hard copy invoices and signed supporting documents (e.g., signed Delivery Receipt) must be submitted to the centralized Finance receiving area located at 17th floor, Accounts payable area of Net Lima Office.
- Routing of the documents to the requesters in the different floors will no longer be done by suppliers.
- The invoice submission should have the following details clearly seen on the invoice envelope; otherwise, the invoices submitted will be rejected:
  - ✓ Name of requester and department
  - ✓ PO number
- Invoice submission should include a **Transmittal Slip** which lists the documents contained in the envelope.

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## Reminders for All Suppliers

### 4. PO terms and conditions and other notable transaction processing considerations:

- You may refer to these notes outlined in the document [PO Terms and Conditions](#).
- Lead times will change and will be embedded in the Ariba system.
- Accomplishment of both the hard copies of official receipts and signed supporting documents sent to the mail-room and the online Goods Receipt Note (GRN) by the requesters will be the trigger for the issuance of the invoice to suppliers.
- Zero-variance will be adapted for 3-way matching of the Purchase Order, Goods Receipt, and Invoice.
- Payment terms will default to 30 days for all suppliers who will be transacting with Philam via Ariba.
- Credit to Account (CTA) will be the primary mode of payment to all suppliers.
  - ✓ All suppliers will be required to have bank accounts supported by the CTA facility with Philam.
  - ✓ During the transition period, CTA is the preferred payment mode to suppliers. If you already have a BPI account, please refer this to the Philam Team for this to be set up with our settlement team.
  - ✓ The end-state model, targeted by the end of 2015, is for all suppliers to be paid via CTA to leverage on the end-to-end online transaction processing via Ariba Network and faster payment settlement.

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## Reminders for Hotel Suppliers

1. All transactions will be centralized through our travel helpdesk, HRG. They will be coordinating all the reservations and payments arrangements with you.
2. The Philam Corporate Credit Card will be the primary mode of payment of employees for their travel transactions.
  - Employees will be paying via Corporate Credit Card or through cash.
  - There will be no more send-bill arrangement.
  - The Letter of Authorization (LOA) will no longer be issued.
3. Hotel suppliers should ensure that Philam travelers are provided with a guest folio which will be used as supporting document for reimbursements.
  - If needed, hotel suppliers should insist on having the guest folio signed before the guest leaves.
4. The Philam Travel Helpdesk (THD) will only arrange for reservations of Philam travelers.
  - They will no longer receive payables for processing.
  - Transactions will be settled directly by the traveler before he fully checks out.
5. Hotel suppliers who provide services for events, the Sourcing and PO process via the Ariba Network is applicable.



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## Frequently Asked Questions

### General Information

#### 1. What does Ariba provide to Philam Life?

Philam, together with the rest of the global entities in the AIA Group, has engaged Ariba to provide supplier enablement, catalog implementation, and global standardization of its procure-to-pay business processes.

#### 2. What is Ariba?

Ariba, an SAP company, is a provider of an Enterprise Spend Management (ESM) solution that provides members a platform to transact business with trading partners electronically through the Ariba Network.

#### 3. Why is Philam Life implementing the Ariba cloud solution?

As part of an ongoing policy of Philam to continuously improve efficiency and service to customers and suppliers alike, we are currently implementing the next stage of our overall electronic strategy to move away from paper-based financial transaction processing.

Ariba has been providing this electronic platform to global businesses of all sizes since 1996 and partnering with them will provide operations benefits to both Philam and its strategic suppliers.



#### 4. What are the benefits that e-commerce and the Ariba Network offer to suppliers?

The Network serves as a platform to engage in business commerce with other member organizations in the community. It provides suppliers with a single tool to manage Purchase Order receipt, catalog content creation, logistics and invoicing:

- Real-time PO and invoice delivery for quicker fulfillment, identification of discrepancies, and payment status reporting
- Greater share of wallet through use of online catalogs, as well as potential new business opportunities through visibility to other buying organizations on the Ariba Network
- Reduction in administrative business expenses for items such as postage, printing, and mailroom handling
- Access to receivables financing options

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## Frequently Asked Questions

### General Information

#### 5. What will it cost suppliers to join the Ariba Network?

There is no fee to register on the Ariba Network.

Suppliers new to the Ariba Network generally start transacting on the Ariba Network for free, though based on the volume of transactions you do on the Network - with us as well as other buyers which you may be transacting - there may eventually be fees associated with your use.

These fees will be billed by and payable to Ariba.

Any fees assessed may be offset by the administrative, financial, and business development benefits reaped by engaging the Ariba Network.

For more information about the Ariba Supplier Membership Program (SMP), you may visit their Supplier Membership Program website or visit their SMP FAQ page. You can further look into the potential pricing details associated with using the Ariba network in the SMP Subscriptions and Pricing page.

#### 6. What technology do suppliers need to access the Ariba Network?

The basic requirements in accessing the Network are an internet connection and a web browser.

6.No installation of hardware or software to subscribe to the network is needed.

#### 7. What are the pre-requisites for enablement in the Ariba Network?

- Valid e-mail address for the supplier to be able to accept the Ariba Network activation email
- Company address with postal code
- Commodities - list of products and services

### Get Support

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## Frequently Asked Questions

### General Information

#### 8. I'm already registered in the Network, what happens now?

After registration, you can log in to Ariba Supplier Network and use basic supplier features.

However, your account is not fully enabled until your account has been fully enabled by Philam. You will receive e-mail notification from Ariba Supplier Network when your account is fully enabled.

If you were invited to join Ariba Network but already have an existing account, it is encouraged that you already register the business relationship with Philam in the Network and start preparing your catalogues for Philam if applicable. You may contact [apacsupplierenablement@sap.com](mailto:apacsupplierenablement@sap.com) for assistance.

#### 9. How can I get Ariba support?

If you have any inquiries or request, you can open a ticket and receive quick and helpful support. In your communication to Ariba, please make reference to Philam / AIA PH as your customer.

If you are already a supplier registered in the Network:

- a. Go to <http://supplier.ariba.com>.
- b. Log in with your company's username and password.
- c. Once logged in, click on the Support link on the left hand navigation bar completely fill out the web form and submit.

If you **do not** yet have an active Network account, feel free to email the Ariba Customer Support Center in reference as a Philam / AIA PH supplier.

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## Frequently Asked Questions

### Participate in Sourcing Events

#### 10. How are Philam requestors able to search for suppliers capable of fulfilling their requested goods and services?

Philam Ariba requestors have access to a list of suppliers in the system. An exhaustive vendor list with the corresponding commodities offered is also uploaded in an internal shared portal readily available to the requestors.

### Confirm Order

#### 11. Who do we interface with from Philam when coordinating the orders?

The Ariba requestor indicated in the purchase order is responsible for coordinating with the suppliers if there are further arrangements to be made regarding the order.

If there are transactions needing resolution with regard to the use of Ariba functions and features, the Sourcing Department may also get in touch with you to assist in the closure of the order transaction.

### Deliver Order

#### 12. Does Philam have an internal deadline for the issuance of the Goods Receipt Note (GRN) by the requestor?

The Ariba requestors are trained and have been briefed to issue the GRN as soon as the ordered goods have been received.

Requestors are also further reminded to issue the GRN as part of the checking of the Philam Accounts Payable Department during month-end closing for the processing of supplier invoices.

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## Frequently Asked Questions

### Send Invoice

#### 13. We have a BIR-registered electronic invoice. How do we proceed with using it in our transactions with Philam?

You must submit the BIR documentation with the approved Authority to Use Computerized Accounting Systems together with the sample electronic invoice template to the Philam Sourcing Department. These will be reviewed for verification that your documentation is acknowledged to be for valid use when transacting with Philam.

Once your electronic invoice is deemed valid when transacting with Philam, you are only required to attach the following to your Ariba invoice submission for it to be ready for invoice processing:

- Soft copy of electronic invoice,
- Scanned copy of signed Delivery Receipt (DR).

#### 14. Where do I submit my signed hard copy documents for Philam?

Hard copy invoices and signed supporting documents (e.g., signed Delivery Receipt) must be submitted to the centralized mailroom located at the ground floor, Net Lima Office.

Hard copy invoices submitted should follow the requirements below, otherwise, the submission will be rejected.

The details below should be clearly seen on the invoice envelope:

- Name of requestor and department
- PO number

Invoice submission should include a Transmittal Slip which lists the documents contained in the envelope.

For concerns, email [philammailroom@aia.com](mailto:philammailroom@aia.com).

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## Supplier Reference Materials

Philam has provided various reference opportunities for its suppliers to be educated on the various changes it is implementing for the procure-to-pay cycle.

Other materials provided for reference to the suppliers are the following:

1. **Purchase Order Terms and Conditions**  
Contains the details important for suppliers when doing business with Philam.
2. **Supplier Ariba Training Guide**  
Contains the compiled training materials for suppliers on the different features of Ariba.
3. **Vendor's Bank Enrolment Form**  
Additional requirement form to be accomplished as part of the accreditation process. This will enable the Credit-to-Account medium of payment of Philam to the suppliers.
4. **Transmittal Slip Template**  
To be used in the submission of the signed hard copy documents to the Philam Mailroom.
5. **Quotation Template**  
Contains the essential elements needed in a supplier quotation including the breakdown of price into the baseline unit price and the VAT line item.
6. **Supplier Guide**  
A quick reference aid for suppliers containing tips and reminders when doing business with Philam. This can also be found at the end of the Supplier Portal.

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## Supplier Activities

Participate in Philam Sourcing Event

Confirm Order

Deliver Order

Send Invoice

Collect Payment

### 1 PARTICIPATE IN PHILAM SOURCING EVENT

- > Bidding activities will be done online.
- > Follow the quotation template provided by Philam to ensure you accomplished the requirements and essential sections needed in a quotation.
- > Your quotation should have the baseline unit price and VAT as separate line items.

### 2 CONFIRM RECEIPT OF PURCHASE ORDER

1. View PO's in your Ariba Inbox. Click order number to view PO details.
  - > The order header includes the order date and customer information.
  - > The line items describe the ordered items including quantity.

**Make sure that details are agreed between you and your requestor.**

2. Confirm order by clicking "Create Confirmation." Supplier may "Confirm Entire Offer" or "Update Line Items".



### 3 DELIVER ORDER



- > Ensure that your Delivery Receipt is signed by Philam upon your delivery of the goods.
- > After delivery of goods and services, remind your Philam counterpart to issue an online Goods Receipt Note (GRN) in Ariba.

**No GR, No Ariba Invoice!**

### I NEED HELP. WHO DO I CONTACT?

- ✓ Contact Ariba service desk at [MY.FSS.ServiceDesk@aia.com](mailto:MY.FSS.ServiceDesk@aia.com)
- ✓ Download supplier education materials from: [www.philamlife.com](http://www.philamlife.com) > Customer Support > Doing business with Philam.

### 4 SEND INVOICE

1. Generate your BIR-registered invoice for the corresponding Philam PO.
    - ✓ Take note that the Ariba PO details VAT-exclusive amounts.
    - ✓ **1 PO = 1 Invoice**  
Ensure that the amounts in the PO and invoice are matched correctly.
  2. Create an Ariba invoice based on the hard copy invoice generated.
    - Go to **HOW TO CREATE AN ARIBA INVOICE** 
  3. Submit a copy of your Ariba generated invoice.
  4. Submit your hard copy invoice to Philam.
    - ✓ Ensure that the supporting documents are also complete!
      - Hard copy BIR-Registered Invoice / Statement of Account (SOA)
      - Delivery Receipt for goods
      - Printed copy of Ariba PO
      - Printed copy of Ariba Invoice
- NOTE:** Your invoice will be rejected if your requirements are incomplete.
- ✓ Take note of the central mailroom guidelines introduced for receiving invoices and supplier documents.

### 5 COLLECT PAYMENT

- > You will receive a **Remittance Advice** via email notifying you that payment for your delivery is being processed for release.
- > Payment terms will default to **30 days** for all suppliers who will be transacting with Philam via Ariba.



**Payment will only be issued if the following conditions are met:**

- ✓ Philam purchase requestor has received the order in Ariba by issuing an online Goods Receipt Note (GRN).
  - ✓ Ariba invoice entry is complete.
  - ✓ Philam received the complete hard copies of the official receipts and signed supporting documents at the Philam mailroom.
- CHECK YOUR ARIBA INBOX FOR PAYMENT ADVICE.**

**LOG IN** Go to <http://supplier.ariba.com>.  
Enter your Username & Password to access your Ariba Network supplier account.

## DO BUSINESS WITH PHILAM!

- Accomplish supplier requirements and get accredited!
  - ✓ Re-accreditation occurs every 2 years.
- Enroll in CTA (Credit-to-Account)
  - ✓ CTA is be the primary mode of payment. Suppliers can enroll in BPI or BDO CTA facilities used by Philam and leverage on the end-to-end transaction processing faster payment settlement.
- Ensure that you are enabled as an Ariba Network supplier.
- Review the Philam Purchase Order Terms and Conditions for the policy details. Available at: [www.philamlife.com](http://www.philamlife.com) > Customer Support > Doing business with Philam.
- Maximize the use of your AN supplier account to transact with Philam.



## MANAGE YOUR ARIBA NETWORK SUPPLIER ACCOUNT

- CONFIGURE YOUR COMPANY PROFILE.**  
Accomplish the basic information in your account company profile. Click on your company name at the top right section of the screen.
  - ✓ In the case of a change in your company name, email Philam Sourcing Dept. to update its records in the system.
  - ✓ Create multiple users with different roles within your AN supplier account in the Users tab of the Administration navigator.
- CONFIGURE YOUR NETWORK SETTINGS**
  - ✓ Set your preferred **electronic order routing** (e.g., checking orders online, receiving orders via email notifications).
  - ✓ Set your preferred **electronic invoice routing** (e.g., receiving invoice via email notifications).
  - ✓ Set your **remittance information**. Ensure correct remittance address /payment information. These details will be reflected in the invoices you will create.



Note: Do not configure a Contact on the Check Remittances page of your account because the "Contact" name may replace your company name in the Remit-To address on invoices. Leave the field as "Select Contract."

## HOW TO CREATE AN ARIBA INVOICE

- Go to the PO from your Ariba Inbox.
- Click "Create Invoice" then "Standard Invoice."
- Accomplish the Invoice Header details.

### SUMMARY Section

- ✓ Enter an Invoice Number that your company uses for invoice identification.
- ✓ Your auto-populated PO-flip Invoice Date should match the invoice date in your hard copy BIR-registered invoice. Invoice Date **should never** be before the Ordered Date.
- ✓ Ensure your default "Remit To" address is correct.

### TAX Section

- ✓ If you are a non-VAT registered entity, remove the tax section.
- ✓ If you are a VAT-registered entity, change the Category field to VAT option in the dropdown menu.
- ✓ Accomplish the Taxable Amount field with the VAT-exclusive amount as reflected in the PO.

### ADD TO HEADER

- ✓ Attach a soft copy of the BIR registered invoice to the Invoice Header. Click "Add to Header" and then "Attachment" and upload the scanned copy of the document.
- Check and update invoice details as necessary.
    - ✓ For partial invoicing, select line items to be invoiced. Review or update Quantity/Amount for each line item you are invoicing.
  - Click "Submit" to send invoice to Philam.
    - ✓ Order Status will change to "Invoiced" once all ordered quantities have been invoiced.

## WHERE DO I SEND MY SIGNED DOCUMENTS FOR PHILAM?

- > Hard copy invoices and signed supporting documents (e.g., signed Delivery Receipt) must be submitted to the centralized Finance receiving area located at 17th floor, Accounts payable area of Net Lima office.
- > Hard copy invoices submitted should follow the requirements below, otherwise, the submission will be rejected.



- ✓ The details below should be clearly seen on the invoice envelope:

- Name of requestor and department
- PO number

- ✓ Invoice submission should include a Transmittal Slip which lists the documents contained in the envelope.
- ✓ For concerns, email [philammailroom@aia.com](mailto:philammailroom@aia.com).