

Question	Answer
Information for all suppliers	
Why have I received this email and how does it affect me?	<p>Following the purchase of AIG Life by Aviva in April 2024, we have been working to understand our future supplier landscape - suppliers are important to Aviva and enable us to deliver services to our customers. It is expected that some suppliers will have already been working with both organisations but some suppliers will become new suppliers to Aviva.</p> <p>Aviva requires all of its suppliers to register via SAP Ariba Network – this means completing an online questionnaire where we capture relevant information to enable us to transact with you.</p>
What is SAP Ariba and do I have to use it?	<p>Aviva utilises a platform called SAP Ariba which is part of the wider SAP Business Network. More information can be found here https://www.sap.com/products/acquired-brands/what-is-ariba.html</p> <p>Registering as a supplier with Aviva via SAP Ariba allows you to maintain your company information such as bank account details and you can update these at any time. Aviva will send orders to you over the platform and you can submit invoices online.</p>
Are there any costs for using SAP Ariba?	<p>Registering via SAP Ariba is free and will give you a level of “Standard” account which is sufficient for Aviva to send you orders and for you to invoice Aviva via SAP Ariba.</p> <p>You have the option to upgrade at any time to an “Enterprise” account which will give you additional benefits, but this will attract fees and is totally at your discretion.</p> <p>Details of the standard account are here https://www.sap.com/products/business-network/suppliers/standard-account.html</p> <p>Details of the enterprise account are here https://www.sap.com/products/business-network/suppliers/enterprise-account.html</p>
Who do I contact if I have a question?	<p>If you have a question about your registration with Aviva, please email supplierregistration@aviva.com</p> <p>If you have a question about invoice payment, please email accpay@aviva.com</p>
I need some help with SAP Ariba?	<p>When we send you the invitation to register as a supplier to Aviva, we include a link to our registration guide that will help you with the registration process.</p> <p>For help relating to SAP Ariba, you can also access this from within the Ariba website by clicking the help icon at the top-right of the screen: https://service.ariba.com/Supplier.aw/125010062/aw?awh=r&awssk=M4VupSni&dard=1</p>
I’m already a supplier to Aviva	
Will anything different happen in SAP Ariba?	<p>If you are an existing supplier to Aviva and use the SAP Ariba Network to transact with us, you can continue to use this connection for orders and invoices relating to AIG Life activity. We would recommend that you log into Ariba and ensure your supplier registration with Aviva is up-to-date (see “Can I check/update my details?” below for details on how to do this).</p>
Will I get a new order number?	<p>Possibly and this will depend on the commercial arrangements between us. We will advise if we require you to utilise a new order.</p>
Can I check/update my details?	<p>You can log into your SAP Ariba account at any time and ensure your details on the “Aviva Supplier Registration Questionnaire” are correct – we have a guide called “How to</p>

	update your supplier registration details” available via https://supplier.aviva.com/en-uk/frequently-asked-questions/ and scroll down to the section headed “Ariba Supplier Registration Help”
I have a different bank account for AIG Life-related work?	You can add additional bank details on your Aviva Supplier Registration Questionnaire – see above “Can I check/update my details?” on how to reach the questionnaire. Remember that if you change existing bank details, future payments will be made to this account.
Not currently a supplier to Aviva	
I already have an SAP Ariba account	When you receive your invitation to register you can use the credentials for your existing account to log in – this will connect your SAP Ariba account to Aviva and you can proceed with completing the Aviva Supplier Registration Questionnaire – help can be found via the guide we will have sent you in a separate email.
I don’t have an SAP Ariba account	When you receive your invitation to register you can sign up. Account creation is easy and once your account is created you will be directed to complete the Aviva Supplier Registration Questionnaire – help can be found via the guide we will have sent you in a separate email.
How to engage in Aviva’s Purchase to Pay process	
What is Aviva’s Purchase to Pay (P2P) process?	Aviva has very strict P2P processes when engaging third party suppliers. A Purchase Order (PO) or Contract Reference must be in place before services are commenced. A PO number or Contract Reference must be quoted on the associated invoice.
How will I receive a PO?	A copy of a PO or Contract document will be transmitted via the SAP Ariba Network.
How do I submit an invoice	Invoices are submitted against PO’s and Contract Reference’s via the SAP Ariba Network. For more detailed support, please refer to the guides on our FAQ pages: Frequently asked questions - Aviva Procurement
How can I check my invoice or payment status?	Once you have submitted your invoice against a PO or Contract via the SAP Ariba Network, you will be able to view the status of the invoice by logging into your SAP Ariba account. Once the payment has been made you will also have visibility of the remittance details.
My invoice is on hold. Who should I contact?	If you have any questions about the status of your invoice including exceptions or holds, you can contact our support team by emailing accpay@aviva.com
Where can I see the latest version of these FAQs	
	You can view the latest version of this FAQ document via https://supplier.aviva.com/en-uk/frequently-asked-questions/ and scroll down to the section headed “Aviva acquisition of AIG Life”