

FREQUENTLY ASKED QUESTIONS (FAQs) – SUPPLIERS

Puerto Rico and Countries outside of the US and Canada

UPDATED – 5 April 2021

1. What is Ariba? How is it being used at Amgen?

Ariba is an industry-leading, cloud-based application that improves how Amgen transacts with our valued supplier partners, from creating and transmitting Purchase Orders to processing supplier invoices and payment. In addition, suppliers who chose to join the Ariba Network (AN) gain increased visibility to payment status and other efficiencies.

Amgen has selected Ariba to be our “one-stop shop” for our purchasing and payment processes. This move will help us realize internal operational improvements and efficiencies and streamline our procure-to-pay processing.

2. When will Amgen begin using the Ariba system?

Amgen’s move from eFinity to Ariba will be spread across three (3) deployment waves beginning in late Q2 2021 and continuing through Q3. Each deployment wave will impact approximately 8-12 countries in the Amgen global footprint.

3. Will there be any kind of “black out” period during this transition?

Suppliers will not experience any kind of “black out” period during the transition from eFinity to Ariba.

4. How will suppliers receive Purchase Orders (POs) from Amgen?

Suppliers will continue to receive Purchase Orders from Amgen as they do today. NOTE: If the supplier currently receives POs from Amgen via email, that process will continue after the transition to Ariba.

5. Will the Amgen Purchase Order number change when the new system is live?

- Purchase Orders that close in 2021 will not transition to Ariba and the PO number will not change.
- Purchase Orders for activities that extend beyond 2021 will be converted from eFinity to Ariba. Once converted, the Purchase Order in eFinity will be closed and a new Purchase Order will be opened in Ariba. All invoicing history and remaining funds available will be reflected in the new Purchase Order. The new Purchase Order will have a different number and will be marked to indicate they are a replacement and not a new request. Reference to the old eFinity Purchase Order number will be included for traceability.

6. When will my new Purchase Order go into effect?

If the Purchase Order meets the criteria described in Question #5 (above) the supplier will receive communication from Amgen regarding the new PO number and effective date.

7. How will suppliers send invoices to Amgen?

Suppliers will continue to send invoices to Amgen in the same way they do today. There will be no change to the invoice submittal process for suppliers.

8. Will Amgen’s use of SAP Ariba affect payment terms and/or payment times?

There will be no change to Amgen’s payment terms and/or payment times.



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9. Do all suppliers have to join the SAP Ariba Network to transact with Amgen?

Amgen is not signing up new vendors to the network until after this transition completes in September. If you would like to learn more about the network please visit

https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/

10. Will additional information be available to suppliers? Who can I contact with questions?

For questions related to the system move, please contact:

AmgenProcureToPaySystemMove@amgen.com

If you have ongoing billing or PO questions, please contact:

AmgenBuyingCenter@amgen.com