



Contents

The following list of FAQ – Frequently Asked Questions is intended for suppliers doing business with Astellas Americas Affiliates (US, Canada, Brazil and Colombia).

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1. Program FAQs

Q1. How is doing business with Astellas Changing?

A: Astellas is currently executing on a strategic initiative that follows a stepwise, multi-year journey to create an organization with the operating model, capabilities and focus required to contribute most effectively to delivering vital business services and achieving Astellas' strategic goals. This is inclusive of globalization of Finance & Procurement related processes and applications such as SAP.

Q2. When is this initiative being deployed?

A: This global initiative is being deployed in waves. The first wave is scheduled for November 2019 and affects Astellas affiliates in the United States, Canada, Brazil and Colombia.

Subsequent waves are planned for Astellas affiliates in Europe (EMEA) in Spring 2020 and Japan/Asia Pacific being deployed in 2021.

Q3. Which Astellas affiliates are in scope for the November 2019 release?

A: Affiliates in the United States including Universal Cells Inc. and other subsidiaries, Canada as well as our affiliates in Latin America (Brazil and Colombia.)

Q4. What should I do if I do business both with Astellas in the Americas (United States, Brazil, Canada, and Colombia) as well as in Europe and/or Japan?

A: Suppliers should continue to follow the legacy processes associated with each region until these affiliates are migrated to the global platform. Keep an eye out for communications issued from the local teams. Should you have questions after reading through these support materials reach out for assistance. Key Contacts are available via astellas.com.

Q5. What new technologies are being deployed as a result of this change?

A: The Astellas Procurement team continues its journey of consolidating SAP applications such as SAP Ariba into a unified global platform. This is inclusive of transmitting procurement-related documents such as Purchase Orders and Invoices via the Ariba Network. The Ariba Network provides Astellas and our valued supplier partners with process efficiencies, as well as increased visibility into the Procure-to-Pay process.

Q6. Is participation in this program (Ariba) required?

A: Supplier participation for receiving Purchasing or Payables (POs and/or invoices) via this program is not required, but strongly encouraged.

Supplier participation for onboarding and/or maintaining supplier/vendor master data such as contact information, email addresses, physical address and/or payment (remittance) information via SLP – Supplier Lifecycle Performance on the Ariba Network is mandatory.

Q7. What will change with implementing Ariba?

A: This process will provide a streamlined and efficient means of transmitting Purchase Orders, Invoices and other procurement related documents. Refer to the [Getting Started on the Ariba Network Supplier Guide](#) for more information.

Q8. How will this change affect my organization?

A: This program will create efficiencies for Astellas and participating suppliers. Purchase Orders and other procurement-related documents are transmitted electronically through the Ariba network for both buying and supplying organizations. Purchase Orders will no longer be transmitted manually via postal mail, e-mail or fax. Additionally, Ariba provides myBuy users with a centralized means of entering, managing and tracking the status of procurement-related activities.

Limited impact to business operations is anticipated as this program is delivered:

- *The issuance of new Purchase Orders will be halted in the last week of October 2019*
- *Existing Purchase Orders with open balances will be closed*
- *These Purchase Orders will automatically be migrated to the new system and will be transmitted electronically*
 - **IMPORTANT:** *New Purchase Order Numbers will be assigned as a result of this transition*
- *Payments will be issued in a timely fashion*

Q9. Where can I go to get future updates regarding this program’s deployment?

A: Future communications regarding this transformation will be delivered via email to Accounts Payable and/or Sales/Purchasing contacts on file.

Additional information regarding this very important initiative is available via our website at <https://www.astellas.com/us/about/supplier-hub>.

Q10: Who can I contact if I have additional questions about this change?

A: Should you have additional questions regarding this program and its impact, please reach out to the Purchasing team of the Astellas affiliate with which you do business. A list of Key Contacts is available [via astellas.com](https://www.astellas.com). Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#).

2. Ariba Network – FAQs

Q1. How does this process differ from our existing (legacy) process?

A: Currently, Purchase Orders are sent via postal mail, e-mail or fax. Emailed Purchase Orders are typically transmitted via SAP. Going forward, Purchase Orders will be transmitted electronically to participating suppliers via the Ariba Network. Additionally, suppliers will have the ability to invoice Astellas affiliates via the Ariba Network as well.

Q2. What is the Ariba Network?

A: Ariba is the largest web-based trading community in the world. Ariba Network connects leading global organizations and provides a broad-based platform for all key business collaboration needs. Visit www.ariba.com for more information about this service provider.

Q3. Is there a cost to suppliers to participate on the Ariba Network?

A: Ariba charges fees based on the type of account the supplier selects. [Standard \(Light\) accounts](#) are free of charge. [Standard account](#) suppliers have basic functionality such as the ability to receive Purchase Orders electronically.

Suppliers who elect to have more robust functionality on the Ariba Network are subject fees. Ariba’s fee structure is based on a number of variables such as transaction counts and spend

volumes. Generally, suppliers new to the Ariba Network with low transaction volumes (Purchase Order and/or invoice counts) are not assessed network fees. **Please Note:** fees assessed to the supplier by Ariba because of using their service should not be passed back to Astellas. Should you require more information regarding Ariba's fee structure refer to [SAP Ariba's Network Accounts and Pricing](#).

Q4. What is an AN (Ariba Network) number?

A: An Ariba Network Identification (ANID) number is a unique identifier of an Ariba Network account. Both supply and buying organizations participating on the Ariba Network are assigned an AN – Ariba Network ID.

Q5. Are suppliers required to join the Ariba Network to conduct business with Astellas?

A: Supplier participation for receiving Purchasing or Payables (POs and/or invoices) via this program is not required but strongly encouraged. [Standard account](#) suppliers have basic functionality such as the ability to receive Purchase Orders electronically at no cost.

Please Note: Supplier participation for onboarding and/or maintaining supplier/vendor master data such as contact information, email addresses, physical address and/or payment (remittance) information via SLP – Supplier Lifecycle Performance on the Ariba Network is mandatory.

3. SLP: Supplier Lifecycle Performance – FAQ's

Q1. What is SLP – Supplier Lifecycle Performance?

*A: **SLP** – Supplier Lifecycle Performance is Astellas' Supplier onboarding tool. Powered by SAP Ariba, SLP not only provides prospective suppliers with the ability to complete Astellas' onboarding processes, but this tool additionally provides registered suppliers with the ability to securely self-administer master data such as contact and other pertinent information.*

SLP – Supplier Lifecycle Performance – will replace the Astellas Supplier Portal effective November 2019.

Q2. Is using SLP – Supplier Lifecycle Performance mandatory?

A: Yes, for exceptions please reach out to your Astellas business partner to discuss options.

If you are unsure of who to contact a review the list of Key Contacts available on astellas.com

Q3. How does SLP differ from the Astellas Supplier Portal (DCI)?

A: SLP – Supplier Lifecycle Performance – will replace the Astellas Supplier Portal effective November 2019. SLP as a tool has more robust functionality especially if partnered with an Ariba Standard or Enterprise account. Collectively, these tools provide suppliers with greater visibility into onboarding, purchasing (catalog and/or purchase orders,) invoicing as well as payments.

Q4. I am an existing Astellas Supplier Portal (DCI) user – what is going to happen to my profile?

A: Astellas will securely retain Details captured within the Astellas Supplier Portal (DCI) for historical purposes only.

Q5. Whom do I contact if I need assistance with onboarding as an Astellas supplier via SLP – Supplier Lifecycle Performance?

A: Ariba Support supports Supplier's with Ariba Enterprise accounts. Login to your profile at supplier.ariba.com to get assistance. All other suppliers (Ariba Standard account owners or those without an Ariba account please reach out to the local Purchasing team associated with the Astellas affiliate that you are doing business with for help. A list of Key Contacts is available via astellas.com. Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#).

4. Purchasing FAQ's

Q1. How does this process differ from our existing (legacy) process?

A: Currently, Purchase Orders are sent via postal mail, e-mail or fax. Emailed Purchase Orders are typically transmitted via SAP. Going forward, Purchase Orders will be transmitted electronically to participating suppliers via the Ariba Network.

Q2. How can suppliers obtain a copy of an Ariba network Purchase Order – whom do I contact?

A: Suppliers with existing Ariba Network accounts should contact their Ariba administrator or visit www.supplier.ariba.com for assistance.

Q3. How do I get an official copy of the Purchase Order?

A: Please reach out to the Purchasing team of the Astellas affiliate that you are doing business with. A list of Key Contacts is available via astellas.com. Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#).

Q4. What happens to the Purchase Orders I have on file with Astellas that have not been fully matched/paid before the transition?

A: Purchase Orders with open balances on the legacy system will automatically be converted to new Purchase Orders on the global system. The new Purchase Orders will refer to the former Purchase Order number in the body of the document.

Q5. When will the open PO balances be converted to new Purchase Orders?

A: Suppliers should expect to receive new Purchase Orders the week of November 4th, 2019.

Q6. How will these new Purchase Orders be sent/received?

A: New Purchase Orders will be generated electronically (email primarily) via the Ariba Network.

Q7. Whom should I contact if I have Purchasing questions?

A: Please reach out to the Purchasing team associated with the affiliate that you are doing business with to obtain a copy. A list of Key Contacts is available via [astellas.com](https://www.astellas.com). Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#)

5. Accounts Payable & Invoice FAQ's

Q1. How is the invoice process impacted by this program?

A: Suppliers will have the ability to submit invoices via the Ariba Network for our affiliates in the United States and Canada. It is our intent to provide options to our valued supplier partners. Although submissions of invoices via the Ariba Network is an optional process it is encouraged as this method provides better transparency into the invoice and payment processes.

Should you opt not to submit invoices via the Ariba Network – invoice Submission will continue to be accepted via email. Navigate to <https://www.astellas.com/us/about/supplier-hub> and select Contact & Resources > Accounts Payable – Invoice Submission to generate an email.

Q2. When will invoicing be available via the Ariba network?

A: Invoicing via the Ariba Network will be available for affiliates in the United States and Canada in November 2019. Please continue to submit invoices for Astellas affiliates in Brazil and Colombia via physical/postal mail until further notice.

Q3. Who should I contact with invoice related questions?

A: Please reach out to the Accounts Payable team of the Astellas affiliate that you are doing business with. A list of Key Contacts is available via [astellas.com](https://www.astellas.com). Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#).

Q4. Is there a deadline for invoice submission to assure that my payments are issued prior to the cutover to the new system?

*A: Suppliers wishing to submit invoices prior to the system cutover should send their invoices to the appropriate Accounts payable team no later than **10/28/2019**. A list of Key Contacts is available via [astellas.com](https://www.astellas.com). Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#).*

Q5. What information is required with Invoice submissions after the new system goes live?

A: Invoices must reference the new PO – Purchase Order number that was generated out of the system.

You should have received an electronic copy of your revised PO the first week of November.

If you have not received a copy of this information – please reach out to the Purchasing team associated with the affiliate that you are doing business with to obtain a copy. A list of Key Contacts is available via [astellas.com](https://www.astellas.com). Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#).

Q6. What if I have questions regarding the status of a payment from your legacy system?

*A: Please reach out to the **Accounts Payable** team of the Astellas affiliate that you are doing business with. A list of Key Contacts is available via [astellas.com](https://www.astellas.com). Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#).*

Q7. Can I check payment status if I register via the Ariba Network?

*A: **Yes!** The Ariba Network provides a benefit to our valued suppliers. Registering via the Ariba Network puts the ability to access real time purchasing and payables (invoices and payment status) at your fingertips. **Already registered?** - Please log in to your Ariba Network profile to obtain both purchasing and payables details. If you are not registered and you would like to leverage the Ariba Network please reach out to the Purchasing team associated with the affiliate that you are doing business with to obtain a copy. A list of Key Contacts is available via [astellas.com](https://www.astellas.com). Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#).*

Q8. What support resources are available to HCPs and Investigators to assist them through Astellas' invoicing process?

*A: An **Astellas Invoice Standards** guide is available via astellas.com. To access this information, navigate to Procurement > Existing Suppliers > Payment > Invoice Standards.*

Still require assistance after reviewing these guidelines?

*Please reach out to the **Accounts Payable** team associated with the affiliate that you are doing business with to obtain a copy. A list of Key Contacts is available via astellas.com. Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#).*

6. Blackout (System Unavailability) and Cutover FAQs

Q1. Will there be a blackout (system unavailability) as a result of this initiative?

A: Yes. Internally there will be a halt in the creation of Purchase Orders in the month leading up to the deployment. Please be assured that there will be limited impact to business operations is anticipated as this program is delivered

- *The issuance of new Purchase Orders will be halted in the last week of October 2019*
- *Existing Purchase Orders with open balances will be closed*
- *These Purchase Orders will automatically be migrated to the new system and will be transmitted electronically*
 - **IMPORTANT:** *New Purchase Order Numbers will be assigned as a result of this transition*
- *Payments will be issued in a timely fashion*

Q2. What happens to the Purchase Orders I have on file with Astellas that have not been fully matched/paid?

A: Purchase Orders with open balances on the legacy system will automatically be converted to new Purchase Orders on the global system. The new Purchase Orders will refer to the former Purchase Order number in the body of the document.

Q3. When will the open PO balances be converted to new Purchase Orders?

A: Suppliers should expect to receive new Purchase Orders the week of November 4th, 2019.

Q4. How will these new Purchase Orders be sent/received?

A: New Purchase Orders will be generated electronically (email primarily) via the Ariba Network.

Q5. Is there a deadline for invoice submission to assure that my payments are issued prior to the cutover to the new system?

*A: Suppliers wishing to submit invoices prior to the system cutover should send their invoices to the appropriate Accounts payable team no later than **10/28/2019**. A list of Key Contacts is available via astellas.com. Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#).*

Q6. Whom can I contact with Invoice Questions?

*A: Please reach out to the **Accounts Payable** team associated with the affiliate that you are doing business with to obtain a copy. A list of Key Contacts is available via astellas.com. Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#).*

Q7. Whom can I contact with Purchasing questions?

*A: Please reach out to the **Purchasing** team associated with the affiliate that you are doing business with to obtain a copy. A list of Key Contacts is available via astellas.com. Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#).*

7. General FAQs

Q1. What support materials are available regarding this change?

A: Support materials are available via astellas.com. Those suppliers that register via the Ariba Network also access Astellas Program specific materials Ariba Supplier Information Portal. Log on to your Ariba Network account to access this information.

Q2. Where can I get more information regarding Ariba?

A: Ariba is the largest web-based trading community in the world. Ariba Network connects leading global organizations and provides a broad-based platform for all key business collaboration needs. Visit www.ariba.com for more information about this service provider.

Q3. Whom should I contact if I have Contract related questions?

*A: If you have contract related questions, please reach out to your Astellas Business partner indicated you agreement. Should you require assistance locating this resource please reach out to the **Purchasing** team associated with the affiliate that you are doing business with to obtain a copy. A list of Key Contacts is available via astellas.com. Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#).*

Q4. Whom should I contact if I have Purchasing questions?

*A: Please reach out to the **Purchasing** team associated with the affiliate that you are doing business with to obtain a copy. A list of Key Contacts is available via astellas.com. Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#).*

Q5. Whom should I contact if I have Invoice or Payment questions?

*A: Please reach out to the **Accounts Payable** team associated with the affiliate that you are doing business with to obtain a copy. A list of Key Contacts is available via astellas.com. Navigate to <https://www.astellas.com/us/about/supplier-hub> and select [Contact & Resources](#).*

Q6. Whom should I contact if I have questions specific to Astellas affiliates located outside of the United States, Brazil, Canada or Colombia?

A: Please visit the astellas.com website associate with that affiliate. Navigate to the locations page from the US website for a list of affiliates. <https://www.astellas.com/us/about/locations>