Contents

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

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 the first quarter of calendar year 2020 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 in 2021.

Q3. Which Astellas affiliates are in scope for the calendar year Q1-2020 release?

A: Affiliates in the United States include Universal Cells Inc. and other subsidiaries; Canada and 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.

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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 at the end of calendar year 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*

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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. 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 to 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 Ariba Network (AN) 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.*

Q6. I've already registered on the Ariba Network in support of the November release (Now calendar year Q1-2020). Will have to register again?

A: No. If you have previously accepted a Trade Relationship Request with Astellas (as opposed to Astellas Pharma Group) AN ID AN01392304285 and are in a Ready to Transact status, there is no further action on your part. You will be notified via email prior to go live when the system becomes active.

Q7: I've yet to complete my registration (Trade Relationship Request) on the Ariba Network who can I contact to help with this process?

A: Should you have questions or require assistance with completing your registration, 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](#)*.*

Q8: I haven't received a Trade Relationship Request from Astellas – who should I contact for assistance?

A: Should you have questions or require assistance with completing your registration, 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.

Q9: I'm a catalog supplier and have already loaded my catalog file to the Ariba Network – How does this date change impact me?

A: You are ahead of the curve. In the weeks to come, you will be advised when to accept your Trade Relationship agreement and post your catalog file in the Production environment. Astellas' Supplier Enablement team will reach out to you discuss this process and address any concerns leading up to go live.

Q10: I am a catalog supplier – I've yet to post my catalog file. What's the deadline for publication now that the go live has moved to calendar year Q1 2020?

A: If you have yet to post your catalog file, we ask that all processes are completed by no later than 12/6/2019. Should you have questions regarding this process, please reach out to the Purchasing team of the Astellas affiliate with which you are doing business. A list of Key Contacts is available via astellas.com. Navigate to https://www.astellas.com/us/about/supplier-hub and select Contact & Resources.

Q11: I have a previous Trade Relationship agreement with Astellas Pharma Group (AN ID AN01023412262). When should I discontinue the Trade Relationship with this profile?

A: If you do business with Astellas affiliates outside of North and South America, please keep existing trade relationships with Astellas Pharma Group (AN ID AN01023412262) in place until notified.

Q12: What Trade Relationship AN ID is associated with Astellas' new deployment?

A: The new program is deployed under the name Astellas (as opposed to Astellas Pharma Group) – the correct AN ID is AN01392304285.

Q13: How will I be notified when the new Astellas program is active?

A: You will receive notification via email from the Astellas Supplier Enablement team prior to go live as to when the system will become active. Should you have questions, 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](#).

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 calendar year Q1- 2020.

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, 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 calendar year Q1- 2020. 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.

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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 suppliers 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 – who 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 a 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 in January 2020.

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. 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 calendar year Q1- 2020. 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. Navigate to https://www.astellas.com/us/about/supplier-hub and select Contact & Resources.

Q4. Is there a deadline for invoice submission to ensure 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 by no later than **12/16/2019**. A list of Key Contacts is available via astellas.com. Navigate to https://www.astellas.com/us/about/supplier-hub and select Contact & Resources.*

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 receive an electronic copy of your revised PO in January 2020.

If you have not received a copy of this information by mid-January – 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.

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. 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. 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 deployment. Please be assured that limited impact to business operations is anticipated as this program is delivered.

- *The issuance of new Purchase Orders will be halted in at the end of calendar year 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 in January 2020.

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

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

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Q5. Is there a deadline for invoice submission to ensure 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 by no later than **12/16/2019**. 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. Who 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. Who 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. Suppliers who register via the Ariba Network may also access Astellas program-specific materials through the 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. Who should I contact if I have Contract-related questions?

*A: If you have contract-related questions, please reach out to the Astellas Business partner indicated in your 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. Who 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. 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. Who 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. 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. Who 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 associated with that affiliate. Navigate to the locations page from the US website for a list of affiliates. https://www.astellas.com/us/about/locations

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