

17. FAQs

How do we access TOTAL eSourcing site?

URL: <https://ttl.aribaasp.com>

Why did we replace Portum by Ariba?

Ariba offers a new eSourcing platform available in 12 languages, a customisable Dashboard with an optimisation engine, a multicurrency analysis and an enlarged helpdesk support.

When do the training sessions take place?

Two days for basic training sessions will be run within the phase 1 of the program. Advanced training sessions will take place during the first quarter 2008 in order to introduce advanced functionalities such as project management, scoring, auctions and reporting.

Shall Portum users register again in order to be able to log in to TOTAL eSourcing?

Buyer, internal user and supplier accounts that used to be on Portum are transferred to Ariba. However, usernames and passwords have been modified.

What specifications shall we take into consideration when creating a new password?

Your password must include at least 8 characters, letters and numbers, and at least one special character.

How can we have access to past events Carried out via Portum?

Purchasers will have access to Portum and to their events till December 31, 2007. All events up to September 2007 will be available late 2007.

All events on Portum will be available in January 2008.

Purchasers are strongly recommended to archive their own events locally.

What is the role of the eSourcing team compared to Ariba Hotline?

eSourcing team will be in charge of the reporting, the planification, the training sessions and the communication. The team will also assist Buyers in creating events and in adopting best practices.

Will general use and access conditions to the platform be modified?

All suppliers should approve the TOTAL eSourcing access conditions which have been simplified.

Buyers and internal users do not have the obligation to approve them anymore.

What is the difference between eSourcing project and RFX?

It is mandatory to create a sourcing project before creating RFX.

An eSourcing project may include many RFXs (different lots, multiple rounds). Buyer has to communicate the total value of the eSourcing project and all RFXs related to it

How can a Buyer add information to the library?

If you want to add questions, requirements using attributes do not hesitate to contact your eSourcing manager.

eSourcing Managers EP :

Alexis De Nervaux
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Or
Julia Cotelle
Julia.cotelle@external.total.com

Arriba Helpdesk



Arriba support : as_support@ariba.com

The following numbers are toll free if dialed from the country.

English 24x5, other languages available during normal business hours in local time



North/South America	+1 412 222 6174
Europe/Middle East/Africa	+44 20 7187 4180
Asia Pacific	+65 6311 4554

	Australia	1800 002 421
	Brazil	0800 891 4082
	Chinese - North China	10800 650 0208
	Chinese - South China	10800 265 0208
	France	0800 941 461
	Germany	0800 101 2110
	Hong Kong	800 900 868
	India	000800 660 1196
	Indonesia *	001803 667 590
	Italy	800 126 617
	Japan	00531 66 0138
	Malaysia	1800 80 1471
	Mexico	001 866 464 7426
	New Zealand	0800 44 6214
	Portugal	882 780 110
	Singapore	1800 311 4550
	South Korea	00308 661 1406
	Spain	900 801 613
	Sweden	020 79 2666
	Switzerland	0800 56192
	Taiwan	00801 66 1686
	Thailand *	001800 666 404
	United Kingdom	0800 368 8882
	United States	1800 316 5670