SUPPLEMENTAL TERMS AND CONDITIONS

ARIBA CLOUD SERVICES

The following supplemental terms and conditions apply to the Ariba Cloud Service indicated by name below when Customer subscribes to that particular Cloud Service.

I. Usage Metric Definitions for Ariba Cloud Services.

a. "Annual Revenue" means Customer's total annual revenue as set forth in Customer's then-current Annual Report. "Annual Report" means the annual financial report filed with the applicable government or regulatory body (e.g., in the U.S., Form 10-K filed with the Securities and Exchange Commission) or, if no such annual report exists, then an annual audited financial report prepared by an independent certified public accounting firm.

b. "Annual Spend" has different meanings depending upon the specific Ariba Cloud Service to which it is applied. The various meanings are indicated below.

i. For Ariba Procure-to-Pay and Ariba Procure-to-Pay Federated Process Control: the total monetary amount of transactions processed by Customer through the Cloud Service in the applicable contract year calculated by adding the total monetary amount: (i) of invoices as calculated based upon the "Ok-to-Pay" message protocol generated after an invoice is reconciled in the Cloud Service; (ii) captured in the Cloud Service's "Total Amount Accepted" field for all no-release contracts with only receiving (i.e., contracts for which no invoices are generated); and, (iii) of purchase orders for purchases made via purchase cards; provided that such total would exclude the monetary amount of any invoices received from the Ariba Invoice Automation Cloud Service. Customer must enter all monetary amounts associated with each such transaction in the applicable field designed to capture such monetary amount.

ii. For Ariba Procure-to-Order and Ariba Procure-to-Order Federated Process Control: the total monetary amount of purchase orders created, and the receipts imported or entered, against no-release contracts in the Ariba Procure-to-Order Cloud Service by Customer in the applicable Contract Year. Customer must enter all monetary amounts associated with each such transaction in the applicable field designed to capture such monetary amount.

iii. For Ariba Procurement Content: the total monetary amount of Customer's transactions in the applicable Contract Year captured through the Procurement Content Cloud Service's "submitted shopping cart" message protocol. Customer must enter all monetary amounts associated with each such transaction in the applicable field designed to capture such monetary amount.

iv. For Ariba Services Procurement - the definition for "Annual Spend" will always be the same as for the underlying procurement Services with which it is deployed (i.e., one of the above definitions as applicable).

c. *"Child Site" means an area within the Cloud Service accessible by Customer where all of the actual procurement transactions occur (requisitions, orders, invoicing, receiving, etc...) It is configured to support one of the Ariba-supported enterprise resource planning ("ERP") systems.*

d. "Concurrent Users" shall mean individual Named Users logged into the website of the Cloud Service at any one time.

e. "Document(s)" has different meanings depending upon the specific Ariba Cloud Service to which it is applied. The various meanings are indicated below.

i. For Ariba Invoice Automation: any electronic invoices transmitted or received by or through the Ariba Network.

ii. For Ariba PO Automation, Ariba Procure-to-Order, Ariba Procure-to-Order for Latin America, and Ariba Procure-to-Order Federated Process Control: any electronic purchase orders transmitted or received by or through the Ariba Network.

iii. For Ariba Procure-to-Pay and Ariba Procure-to-Pay Federated Process Control: any electronic purchase orders and invoices transmitted or received by or through the Ariba Network.

iv. For Ariba Invoice Conversion Services and Ariba Open Invoice Conversion Services: any invoice, credit memo, and/or debit memo received by Ariba.

f. "Fact Table" means a database table containing primary data which serves as a basis for data investigation and reporting.

g. "Invoice" means any electronic invoice transmitted or received by or through the Ariba Network.

h. *"Parent Site" is an area within the Cloud Service accessible by Customer that functions as a control center to define enterprise-wide procurement policies (i.e. approval rules, system parameters, customizations), manage catalog content, and consolidate master data that is shared across Customer's enterprise. The Parent Site publishes these policy, content, and data components which are ultimately consumed by Child Sites that subscribe to the information being published.*

i. "Project" means a specific sourcing project in a particular services or commodity category initiated by Customer for Customer's internal use and benefit, and can consist of any one event (in Sourcing Basic), or one or more related events (in Sourcing Professional). Examples of events include: (a) on-line auction, (b) sealed bid, (c) e-negotiation, (d) a RFQ, RFI, or RFP, (e) Quick Survey, and (f) Quick Projects. A Project will be counted for purposes of Usage Limits only in the Month in which the Project's Start Date occurs as identified within the Cloud Service.

j. *"Site" means a Parent Site or a Child Site. "Sites" means Parent Sites and Child Sites collectively.*

k. "Source System" means each source of Spend Data from which a separate set of files is loaded into the Spend Visibility Cloud Service.

l. "Spend Data" means a set of accounts payable, travel & expense or purchasing card data from Customer provided to Ariba for Data Enrichment processing through the Spend Visibility Cloud Service, including transaction data ("Transaction Data") and data identifying Customer suppliers from within Customer's accounts payable system ("Supplier Records").

m. "Supplier Region" means the country or geographic region in which a supplier is located.

n. "Team Member" means a Named User who is not a "User".

o. "Test Project" means a Project in which the Test Project field has the "yes" indicator checked. Test Projects are included in the definition of "Project"; however, Test Projects shall not be counted toward Project Usage Metrics.

p. "User" means a Named User who: (a) is designated in the applicable Cloud Service as an "Owner" of a Project, Contract Workspace, or Supplier Workspace; (b) can create a Supplier Organization in the Ariba Supplier Information Management or Supplier Information & Performance Management Cloud Service; (c) can initiate or manage templates, Projects, Contract Workspaces, and/or Supplier Workspaces; (d) is included in one of the User Groups indicated in the attached Exhibit 1-A for the applicable Cloud Service(s); and/or (e) included in a Customer-defined Group that has permissions equivalent to the permissions associated with any User Group. Certain User Groups are common to more than one Cloud Service ("Common User Groups"). If Customer subscribes to more than one Cloud Service and, if a person is in any Common User Group, such person shall be counted as a User for each Cloud Service to which the Common User Group applies. As used in this definition, "Owner" means, in regards to any Project or Supplier Workspace with any value in the field titled "Project State," or any active Contract Workspace, the individual: (i) listed as "Owner" on the tab titled "Overview"; (ii) included in the list of individuals under the group titled "Project Owner" on the team tab; or, (iii) included in a Project Group (as an individual or as a member of another group) where such Project Group is assigned the role of "Project Owner". "Contract Workspace" includes any Sales Contract Workspace, Internal Contract Workspace, or Procurement Contract Workspace, but does not include any Sales Contract Request or Procurement Contract Request. Capitalized terms not defined in this section or elsewhere in this Order Form are named features of the Cloud Service as described in the Cloud Service's Documentation.

II. Ariba Procurement Packages.

a. Ariba Network Access. The Ariba Cloud Services known as Ariba Procure-to-Pay, Ariba Procure-to-Pay Federated Process Control, Procure-to-Order, Procure-to-Order Federated Process Control, and Procure-to-Order for Latin America (each a "Procurement Package") include access to the Ariba Network for an unlimited number of Documents originated by the Procurement Package during the Subscription Term.

b. Express Content. Customer agrees to participate in the Ariba Express Content Program, provided by Ariba to Customer at no charge. The Ariba Express Content Program is designed to help Customer reduce the cost of supplier catalog enablement and maintenance. For more information on this no-fee program, see http://www.ariba.com/legal/express_content.cfm

III. Ariba Discovery Add-on Features for Sourcing. Customer hereby agrees to subscribe to and participate in the program of Ariba Sourcing with Ariba Discovery Add-on Features (including any successor program), subject to registering on the Ariba Discovery site and accepting the Terms of Use for Ariba Discovery ("Discovery Registration"). As part of that program, Ariba shall not charge fees to suppliers to respond to and/or participate in any of Customer's sourcing events issued via Ariba Discovery or the Ariba Sourcing Professional Cloud Service during Subscription Term. Ariba reserves the right to charge fees to suppliers, including those suppliers responding to and/or participating in Customer's sourcing events, for any other usages of Ariba Discovery, Ariba Sourcing, the Ariba Network and/or any other Ariba Cloud Service not directly related to, or required for, responding to and/or participating in Customer's sourcing events. Further, Customer may, following Discovery Registration, access and use any or all Ariba Discovery functionality that Ariba makes generally available to customers at no additional charge during the Subscription Term. The terms of the Discovery TOU shall govern Customer's access to and use of the Ariba Discovery website and take precedence over any conflicting terms.

IV. Ariba Payment Professional. The following additional terms apply to the Ariba Payment Professional Cloud Service:

a. "Instruction" means Customer's payment instruction to Customer's bank ("Bank") sent by Customer using a feature of the Ariba Payment Professional Cloud Service ("Ariba Payment Professional") in order for Customer to transfer funds from the Customer's designated deposit account(s) maintained by the Bank using Automated Clearing House ("ACH") transfers. For clarity, while multiple Instructions may be bundled together into one payment instruction batch ("Batch") for transmittal, each individual Instruction is counted for purposes of the Usage Metrics in this Order Form

b. Customer hereby authorizes Ariba to forward Customer's Instructions to the Bank designated by Customer through Ariba Payment Professional Cloud Service pursuant to these terms.

c. Customer represents, during the applicable Subscription Term, that it is a party to an agreement with each Bank under which Customer is permitted to submit Instructions for use by the Bank in creating ACH payment entries. Customer is engaging Ariba as its third party service provider ("TPSP") to forward Customer's Instructions to the Bank. Customer acknowledges and agrees that it is solely responsible for the contents of any Instructions. Customer further understands that Customer must make arrangements with each of its Banks allowing Ariba as Customer's TPSP to communicate Customer's Instructions to Bank.

d. Except for forwarding Customer's Instructions to Bank, Ariba shall have no right, power or responsibility in connection with any banking service provided to Customer by the Bank. Ariba is not performing any function of ACH processing on behalf of Customer or any Bank with respect to Instructions.

e. Customer or Ariba may terminate this authorization at any time by written notice to the other party.

V. Ariba Network Membership. Ariba Network Membership consists of Buyer Membership and Supplier Enablement as described below.

a. Buyer Membership: Customer will be considered a "Buyer Member" of the Ariba Network ("AN"), which for the purposes of this Order Form shall be defined as a program including the following:

1. AN Buyer Portal - Online administrative account for Customer's users to manage buy side activities for transaction exchange through the AN, including access to standard AN buyer education material. This feature also includes the ability to set up access for additional buy side users and access to the supplier enablement tools described below.
2. Ariba Supplier Enablement Tools accessible through the AN Buyer Portal:
   i. Supplier Search: Customer may search the supplier directory and request trading relationships with suppliers already registered on the AN.

ii. Invite Suppliers: Customer may enter or upload (batch) supplier contact information that will trigger invitation emails to suppliers, instructing them to register on AN in order to transact with Customer.
iii. Quick Enablement ("QE"): Customer may initiate the on-boarding of the supplier to AN via a transactional document.
iv. Reporting: Customer may track the status of its supplier enablement through the online SE Automation dashboard feature and predefined downloadable reports.
v. Supplier Information Portal: In addition to the standard education materials on the AN, Customer may upload Customer specific documents to this site.

3. Access to the Ariba PO & Invoice Automation Cloud Services (use of the PO Automation and Invoice Automation Cloud Services in not included and must be purchased separately).

b. Supplier Enablement: Supplier Enablement services as described in the Documentation.

VI. Ariba Buyer Membership. When Customer purchases a subscription the Ariba Buyer Membership Cloud Service, Customer will be considered a "Buyer Member" of the Ariba Network ("AN"), which for the purposes of this Order Form shall be defined as a program including the following:

a. AN Buyer Portal - Online administrative account for Customer's users to manage buy side activities for transaction exchange through the AN, including access to standard AN buyer education material. This feature also includes the ability to set up access for additional buy side users and access to the supplier enablement tools described below.
b. Ariba Supplier Enablement Tools accessible through the AN Buyer Portal:
vi. Supplier Search: Customer may search the supplier directory and request trading relationships with suppliers already registered on the AN.
vii. Invite Suppliers: Customer may enter or upload (batch) supplier contact information that will trigger invitation emails to suppliers, instructing them to register on AN in order to transact with Customer.
viii. Quick Enablement ("QE"): Customer may initiate the on-boarding of the supplier to AN via a transactional document.
ix. Reporting: Customer may track the status of its supplier enablement through the online SE Automation dashboard feature and predefined downloadable reports.
x. Supplier Information Portal: In addition to the standard education materials on the AN, Customer may upload Customer specific documents to this site.
c. Access to the Ariba PO & Invoice Automation Cloud Services (use of the PO Automation and Invoice Automation Cloud Services in not included and must be purchased separately).

VII. Ariba Invoice Professional. Use of the Ariba Invoice Professional Cloud Service requires that Customer separately subscribe to Ariba Invoice Automation or an Ariba Procurement Package that includes AN access for the processing of invoices.

VIII. Ariba Supplier Enablement Renewals. When Customer has previously received Ariba Supplier Enablement Cloud Services, and is subsequently renewing these Services, the following modifications to the Supplier Enablement Documentation shall apply:

a. Customer's subscription to Ariba Supplier Enablement Cloud Services in this Order Form is a continuation of services previously provided by Ariba under separate contract related to Customer's previously initiated e-invoicing Program. Section IV.D of the Documentation for the Service is meant to provide guidance regarding typical roles and responsibilities for a new Program. Therefore, the parties acknowledge and agree that those roles and the estimated percentage of involvement may vary based on the Customer's Program having been in place prior to the Order Form Effective Date.
b. Section V.C of the Documentation for the Service is modified to state that Ariba will facilitate a "Kick-Off" to regroup on this new work effort pursuant to this Order Form.
c. The set-up services described in Section V.E of the Documentation for the Service will be revisited as part of the work effort. Requirements, education materials, specs, mapping guides and templates will all be updated, if deemed necessary by Ariba, as part of this work stream.

IX. Ariba Spend Visibility.

a. Access to Online Cloud Service. If Customer has subscribed to the Ariba Spend Visibility Professional Cloud Service, then up to 200 Concurrent Users may access the Service online subject to the additional Usage Metrics stated in the Order Form. If Customer has subscribed to the Ariba Spend Visibility Basic Cloud Service, then Ariba shall provide the data enriched through the Data Enrichment portion of the Service in the Ariba Spend Visibility schema format (as csv

file or in a format for the Ariba Analysis software) for loading into Customer's instance of the Ariba Analysis software which must be separately licensed by Customer.

b. Ariba Spend Visibility for SAP SPM. If Customer has subscribed to the Ariba Spend Visibility Basic for SAP Spend Performance Management, then for each cycle of Data Enrichment, Customer shall load Spend Data (subject to the Usage Metrics stated in the Order Form), in SAP Spend Performance Management software ("SAP SPM") format, into the Spend Visibility Cloud Service. After each cycle of Data Enrichment, Ariba shall make the enriched data available to Customer in a file in the SAP SPM format for loading into Customer's instance of SAP SPM, which Customer hereby verifies it has licensed under separate contract with SAP AG or a third party. Customer's access to the Spend Visibility Cloud Service shall be limited to the following purposes: (a) loading Spend Data as described in this section; (b) validation of loaded Spend Data; and, (c) submitting enrichment change requests for feedback/ refinement of loaded Spend Data. Ariba's Spend Visibility Cloud Services include Data Enrichment and data transformation from and into the SAP SPM format ("Data Transformation").

c. Data License. All information provided to Customer by Ariba (excluding the information Customer provides to Ariba, which Ariba later returns to Customer) ("Database Information") is provided for Customer's internal commercial (non-consumer related) use only and may not be provided to third parties (excluding contractors and authorized affiliates). For purposes of this Agreement, "contractors" shall mean a third party that may access the Database Information on Customer's behalf and within a Customer-controlled environment, provided that such contractors use the Database Information in accordance with this Agreement. Customer is liable for any use or disclosure by any contractor of Database Information which if done by Customer itself would be a breach of this Agreement. Customer may not resell or relicense the Database Information. All Database Information provided to Customer is proprietary information of Ariba or its third party information providers ("Providers"). The Database Information is provided "as is" without warranty of any kind, including but not limited to warranties as to the accuracy, completeness or timeliness of the Database Information, and Ariba advises Customer to independently verify such Database Information. Ariba and its Providers shall not be liable for any loss arising out of or in any way relating to the Database Information. Ariba's Providers are third party beneficiaries of these terms. Ariba and its Providers (i) shall not be liable to Customer for any loss or injury arising out of or in any way relating to the Database Information and (ii) will not be liable for consequential, incidental, special, punitive or other indirect damages.

d. Data Enrichment: Data enrichment will consist of an initial enrichment of up to twelve (12) months of Customer's historic Spend Data followed by quarterly enrichment cycles of three (3) months of current Spend Data each for the remainder of the Subscription Term, with the last enrichment cycle beginning no less than two (2) months prior to end of the Subscription Term ("Data Enrichment"). Customer may choose to utilize less frequent refreshes if desired, but fees shall remain unchanged.

e. Data Enrichment Schedule. The applicable Table below shows an approximate schedule for Data Enrichment which Ariba and Customer will jointly refine at the beginning of Phase 1. Table 1 applies to Data Enrichment for Ariba Spend Visibility and Ariba Spend Visibility Basic for SAP Spend Performance Management. Table 2 applies to Data Enrichment for Ariba Spend Visibility with Data Transformation Services.

Table 1

Ariba Deliverable		Timeframe	
Initial Data Enrichment (Applicable to initial pass on each batch of new source systems)	Configuration of Ariba Data Enrichment ("ADE") software for enrichment of Customer data	6	weeks from receipt of all properly formatted files from Customer and Customer approval of uploaded data for enrichment
	Automated supplier data enrichment through ADE		
	Manual review of supplier data enrichment results		
	Supplier data enrichment results made available to Customer		
	Automated commodity code enrichment of Customer invoice data through ADE		
	Manual review of automated classification results		
	Commodity classification results made		

	available to Customer		
Data Enrichment Refreshes (Applicable to subsequent passes of source systems)	Automated supplier and commodity data enrichment of new Customer data through ADE	4	weeks from receipt of all properly formatted files from Customer and Customer approval of uploaded data for enrichment
	Manual review of Data Enrichment results		
	Enriched data made available to Customer		

Table 2

Initial Enrichment Cycle (Applicable to initial pass on each batch of new source systems)			
Ariba Deliverable		Timeframe	
Data Transformation	Transform file formats to Ariba Spend Visibility format (Ariba Specified format)	2	weeks from receipt of all files from Customer
Data Enrichment	Configuration of Ariba Data Enrichment (ADE) software for enrichment of Customer data	5	weeks from Customer approval of uploaded data for enrichment
	Automated supplier enrichment through ADE		
	Manual review of supplier enrichment results		
	Supplier enrichment results made available to Customer		
	Automated commodity code enrichment of Customer invoice data through ADE		
	Manual review of automated classification results		
	Commodity classification results made available to Customer		
Refresh Cycles			
Ariba Deliverable		Timeframe	
Data Transformation	Transform file formats to Ariba Spend Visibility format (Ariba Specified format)	1	Weeks from receipt of all files from Customer
Data Enrichment	Automated supplier & commodity enrichment of new Customer data through ADE	3	weeks from Customer approval of uploaded data for enrichment
	Manual review of enrichment results		
	Enriched data made available to Customer		

f. Data Enrichment Service Levels. The Service Levels below apply to the Data Enrichment portion of the Ariba Spend Visibility Cloud Services. In the event Ariba fails to meet the Service Levels provided below, Customer's sole and exclusive remedy, and Ariba's sole liability, will be for Ariba to (i) re-perform the deficient portion of the Data Enrichment and (ii) extend the Subscription Term for the Ariba Spend Visibility Cloud Services by the number of days required for Ariba to correct such deficiency.

Initial Data Enrichment of up to twelve (12) months of Spend Data and Quarterly Data Enrichment of three (3) months of Spend Data with:

- Ariba Commodity and Supplier engine processing on 100% of provided Spend Data.
- Commodity classifications:
- Classification of a minimum of 90% of total Customer spend to UNSPSC, the Ariba Classification Taxonomy, and / or one custom taxonomy (maximum of six (6) levels) designated by Customer. Minimum spend classified only applies to a custom taxonomy if all spend can be mapped to that taxonomy.
- 95% accuracy of Ariba classifications when supported by data (Very High confidence).

- 90% accuracy of classifications when data does not support 95% accuracy (High confidence).
- Accuracy defined as a correct classification at the lowest level of taxonomy supported by data.

- Supplier Data Enrichment:
  - Supplier data enrichment of a minimum of 90% of supplier "parents" by spend including all "children" of those suppliers included within Spend Data.
  - 95% accuracy of parentage for Supplier Records with name and address information (minimum of country and city) available
  - 90% accuracy of parentage for Supplier Records when no country or city information provided

- In connection with the Ariba Passive Compliance service, Ariba will correctly match a minimum of 95% of transactions corresponding to loaded supplier contracts.

g. Assumptions for Ariba Spend Visibility.

1. Initial and refresh Data Enrichment cycles will only be initiated once all properly formatted files scheduled for Data Enrichment are received by Ariba and spend totals validated by Customer.
2. Subject to the assumptions contained herein, the project will commence no sooner than ten (10) business days from execution of this Order Form unless otherwise mutually agreed upon by both parties.
3. Customer Spend Data shall be deemed included in the definition of Customer Data and subject to all the terms governing Customer Data in the Agreement. Further, Customer agrees that Ariba may supplement Ariba's own list of suppliers used in the Data Enrichment process with the business identifier information (e.g. name, address, web site) from Supplier Records provided by Customer.
4. Customer will:
   i. Designate a project manager who will be responsible for the Customer's obligations set forth herein and the direction and management of Customer's employees.
   ii. Provide trained technical, business process and project management resources to assist with the project.
   iii. Provide the Spend Data in the industry-standard format specified by Ariba.
   iv. For Data Enrichment services, provide Supplier Records with the data fields identified by Ariba and excluding any records regarding sole proprietors.
   v. Assign a senior/executive level champion that will be available as needed for escalation issues and any approval or sign-off process for the duration of the project.
   vi. Reimburse Ariba for reasonable out of pocket and travel expenses associated with all on-site delivery.
5. If Yearly Spend Data or number of Source Systems exceed the Usage Limits listed in the Order Form tables above, Ariba will notify Customer of any increased Fees and Customer may, at Customer's discretion, either pay the applicable additional Fee or reduce scope to fall within the Usage Limits at no extra charge.

X. Ariba Packaged Solutions.

a. Ariba Collaborative Sourcing Package consists of the following Ariba Cloud Services and Consulting Services:

   i. Ariba Sourcing Professional and related Consulting Services
   ii. Ariba Contract Management Professional and related Consulting Services
   iii. Ariba Savings and Pipeline Tracking and related Consulting Services
   iv. Ariba Supplier Information & Performance Management and related Consulting Services

b. Ariba Spend Visibility Package consists of the following Ariba Cloud Services and Consulting Services:

   i. Ariba Spend Visibility Professional and related Consulting Services

c. Ariba Collaborative Commerce Package consists of the following Ariba Cloud Services and Consulting Services:

   i. Ariba Buyer Membership and related Consulting Services
   ii. Ariba Procurement Content and related Consulting Services
   iii. Ariba Invoice Automation

iv. Ariba PO Automation
v. Ariba Supplier Enablement
vi. Ariba Catalog Services
vii. Ariba Open Invoice Conversion and related Consulting Services

Customer's use of the Collaborative Commerce Package is limited to use with a single instance of SAP as Customer's selected ERP system. Further Customer must have NetWeaver middleware installed.

d. Ariba Collaborative Finance Package consists of the following Ariba Cloud Services and Consulting Services:

i. Ariba Buyer Membership and related Consulting Services
ii. Ariba Invoice Automation
iii. Ariba PO Automation
iv. Ariba Supplier Enablement
v. Ariba Open Invoice Conversion and related Consulting Services

Customer's use of the Collaborative Finance Package is limited to use with a single instance of SAP as Customer's selected ERP system. Further Customer must have NetWeaver middleware installed.

e. Ariba Procurement On-Demand Package consists of the following Ariba Cloud Services and Consulting Services:

i. Ariba Procure-to-Pay Professional and related Consulting Services

EXHIBIT 1-A

USER GROUPS FOR ARIBA SOLUTIONS

Ariba Sourcing Professional

- Commodity Manager
- Customer Administrator
- Event Administrator
- Junior Sourcing Agent
- Project Administrator
- Project Mass Edit Administrator
- Sourcing Agent
- Sourcing Approver
- Procurement Manager
- Procurement Agent

Ariba Contract Management Professional

- Contract Administrator
- Contract Agent
- Contract Manager
- Customer Administrator
- Internal Contract Administrator
- Internal Contract Agent
- Internal Contract Manager
- Project Administrator
- Project Mass Edit Administrator
- Sales Contract Administrator
- Sales Contract Agent
- Sales Contract Manager
- Procurement Manager
- Procurement Agent

Ariba Supplier Information and Performance Management

- Customer Administrator
- Project Administrator
- Project Mass Edit Administrator
- SPM Agent
- Supplier/Customer Agent
- Supplier/Customer Manager

Ariba Sourcing Basic

- Commodity Manager
- Customer Administrator
- Event Administrator
- Junior Sourcing Agent
- Project Administrator
- Project Mass Edit Administrator
- Sourcing Agent
- Sourcing Approver
- Procurement Agent

Ariba Contract Management Basic

- Contract Administrator
- Contract Agent
- Contract Manager
- Customer Administrator
- Internal Contract Administrator
- Internal Contract Agent
- Internal Contract Manager
- Project Administrator
- Project Mass Edit Administrator
- Sales Contract Administrator
- Sales Contract Agent
- Sales Contract Manager
- Procurement Manager
- Procurement Agent

Ariba Supplier Information Management

- Customer Administrator
- Project Administrator
- Project Mass Edit Administrator
- SPM Agent
- Supplier/Customer Agent
- Supplier/Customer Manager