



WORLD HEADQUARTERS

Frequently Asked Questions (FAQ)

AAM's new Supplier Lifecycle Management (SLM) Module:

1. What is SLM?

Oracle is AAM's primary Enterprise Resource Planning (ERP) system, and AAM has implemented the Supplier Lifecycle Module (SLM) within that system. SLM will be used globally, providing functionality to streamline the registration and review processes for prospective suppliers, and also improving management and governance of supplier profiles for all suppliers. Further, existing suppliers will have the ability to modify their information within the system and submit for final review/approval (e.g., banking details, contacts, additional sites, certifications, etc.).

By allowing the Supply base to self-manage and maintain their own information, AAM will have better business processes, consistent with AAM's "Lean" philosophy.

2. What does AAM hope to achieve by using SLM?

This company-wide addition to the ERP system will enhance AAM's global business systems, allowing for better integration, coordination and visibility of supplier information.

The following goals for the SLM Module will have a positive impact on AAM's Global Supplier Partners:

- o Establish common supplier on-boarding processes for all Global Driveline and Corporate Facilities
- o Improve data integrity and information flow
- o Allow Global Supplier Partners greater functionality in the iSupplier Portal, including self-management of their information (e.g., contacts, banking, certifications)

3. What is the deployment timeline? When will the facilities with which my company transacts make the change?

The deployment of SLM is slated for November 14, 2016.

4. What will not change? Can we leverage any current functionality and knowledge?

The basic foundation of the system will be very familiar to AAM associates and also suppliers who interact with AAM through iSupplier Portal. This is a benefit to AAM as we can leverage the knowledge and skills developed over the years as a baseline and increase the supply base's comfort with iSupplier Portal.

5. Can I use my current AAM iSupplier Username & Password?

Yes, if you have a current Username and Password to the AAM iSupplier portal you will continue to use those credentials. Below is a screen shot of where to find the training documents related to this process.



If you are a current Supplier to AAM but do not have a current username & password, or your company does not have a current SSC (Site Security Coordinator) then you have to go online to <http://www.aam.com/Suppliers> --> Access Request Forms. Once you have been set-up in Oracle you will find the Training Documents as shown above.

6. If I only work with MFPBU and Plex will I need to use SLM?

No, if you only sell to the MFPBU you only need to use Plex and you do not need an AAM iSupplier account. **However**, If you work with MFPBU and other facilities within AAM (such as Three Rivers, Mexico, World Headquarters, etc.) you will need an AAM iSupplier login and password in addition to a different Plex account (with its own login and password).

7. How will we be trained?

Training modules and supporting materials for the existing Global Supplier Partner Community will be offered via eLearning on the AAM iSupplier portal. Below is where the Training documents will be posted on our portal.



8. What does AAM need or expect from you?

AAM will need your support to successfully launch SLM. The following are a few expectations of current and prospective suppliers:

- If your company currently does business with AAM and does not have access to AAM's iSupplier Portal, it is in your company's best interest to obtain the proper login credentials as soon as possible, by going to <http://www.aam.com/Suppliers> --> Access Request Forms, completing, and returning the required form to your Buyer.
- Once your company has access to iSupplier Portal, or if it already does, please verify that your company and contact information, as well as, banking information is up-to-date and accurate
- Participate when invited to informational calls
- Complete the Oracle eLearning when it is made available
- Be aware of the rollout cadence to ensure full utilization of the system
- Don't wait.... ask questions if you aren't sure how this impacts your company
- Be patient, ERP implementations and enhancements take time and teamwork
- Add your company's certifications (quality, minority, etc.) to the list of certifications and upload copies of the certifications in the attachments section of the supplier profile in SLM. Failure to update quality certifications could result in a PRR or loss of business opportunity as non-quality-certified suppliers will not be sourced new business.

9. Who can I contact if I have questions that haven't been answered in this document?

- Contact your buyer(s) of record
- Submit emails to whq.suppliercommunication@AAM.com
- Accounts Payable remains the same and can be contacted at AccountsPayable@aam.com. Please note this is the US Accounts Payable team. If you have a region specific question they will help facilitate a response with the right region.

10. If I need to make a banking update, how can I start the process?

Send an e-mail to your normal Accounts Payable Contact. They will verify you are set up as a Finance user for your company. If you are, then they will send the assessment to you to fill out and submit with attachments. If you are not a Finance user in Oracle, then they will give you the name of your site security coordinator so they can set you up as Finance Contact. If another Finance contact exists we will also let you know, and we can send the assessment to them.

11. Why am I receiving multiple banking-related assessments?

- When a supplier is first created in the ERP system, it is based on questionnaires that the supplier completes for our procurement and quality departments. One of the questions that is answered by the supplier is what AAM locations that company wishes to do business with. Once the supplier is approved and set up in the ERP system, Accounts Payable for the target location(s) are notified. Each location will send out separate assessments/questionnaires.
- Also, separate AAM sites may perform reviews of supplier information at different times. So you may receive assessments from more than one location performing the review.

12. What if I have a question while filling out my banking assessment response?

- Please see Appendix A in AP100-02 regarding online discussions. Below are screen shots of where to find the training documents.



13. What does it mean if my banking assessment response is disqualified?

- If your response is disqualified, it may mean that you have missed submitting a form or some of your information isn't correct. Accounts Payable will disqualify your response and it will send an e-mail to you with the detail for the disqualification. The information originally submitted will still be in your response, so you do not have to start over. Once you correct or add the item you can submit again and you will receive a new response number. See Appendix A in AP100-02 for detail on this. See above screen shots for the location of the training documents.

14. What will happen if I refuse to submit the banking assessment?

- a. If the option is available for the AAM location, you may receive check payments once a month until banking is provided.
- b. If the site does not send checks, you will not receive payment until the necessary information is submitted. Alternate ways to send/receive banking data are to be managed by the individual locations.