SAP Ariba

SLP Supplier Registration Guide and FAQ

STIHL

THE BEST RUN SAP

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SECTION 1: Ariba Network Overview

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What is Ariba Network?

STIHL Inc. has selected Ariba Network as their electronic transaction provider – You have been invited to join Ariba Network and start transacting electronically with them.

Buyer Participants

Ariba Network
Open. Smart. Simple.

- Market & Sell
- Confirm & Fulfill
- Bill & Collect
- Reconcile & Pay
- Request & Buy
- Source & Contract

Supplier Participants

Indirect Materials

Services

4

Scope

SAP Ariba

Standard Tool

| Supplier Management | Sourcing tool RFx management | Contracts workspace | Ordering | Invoicing |
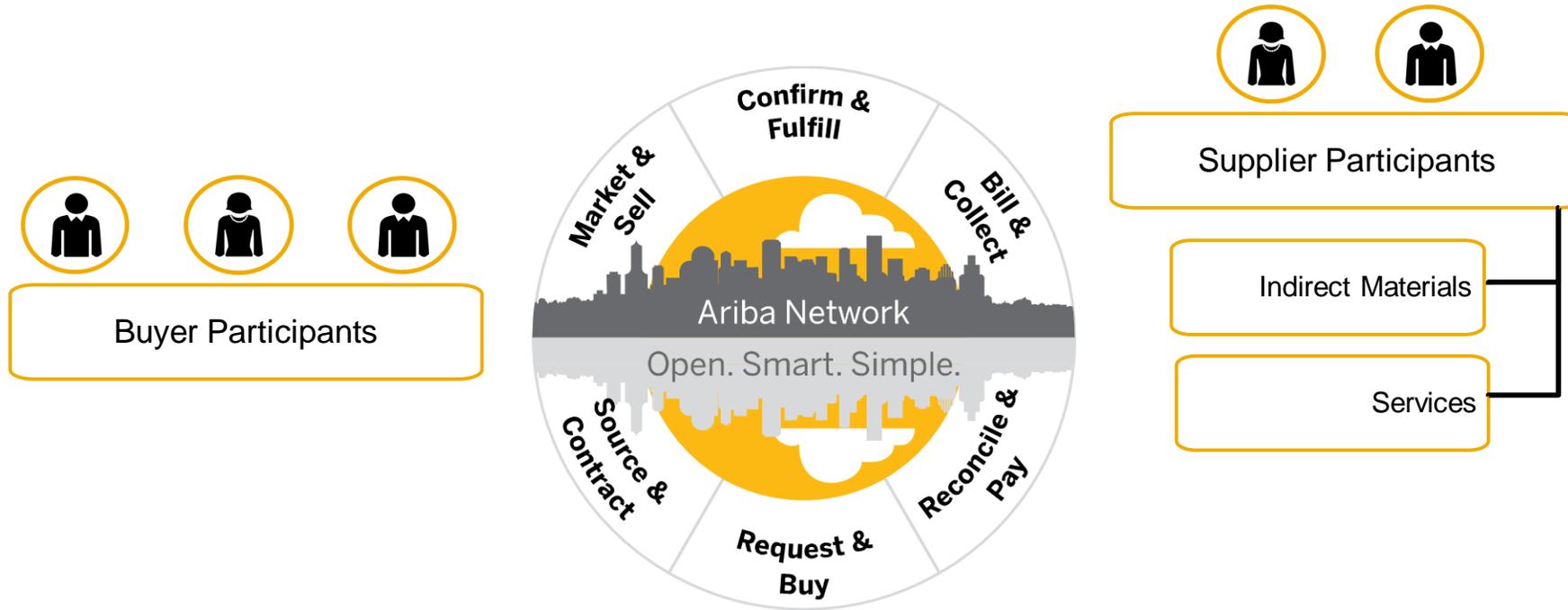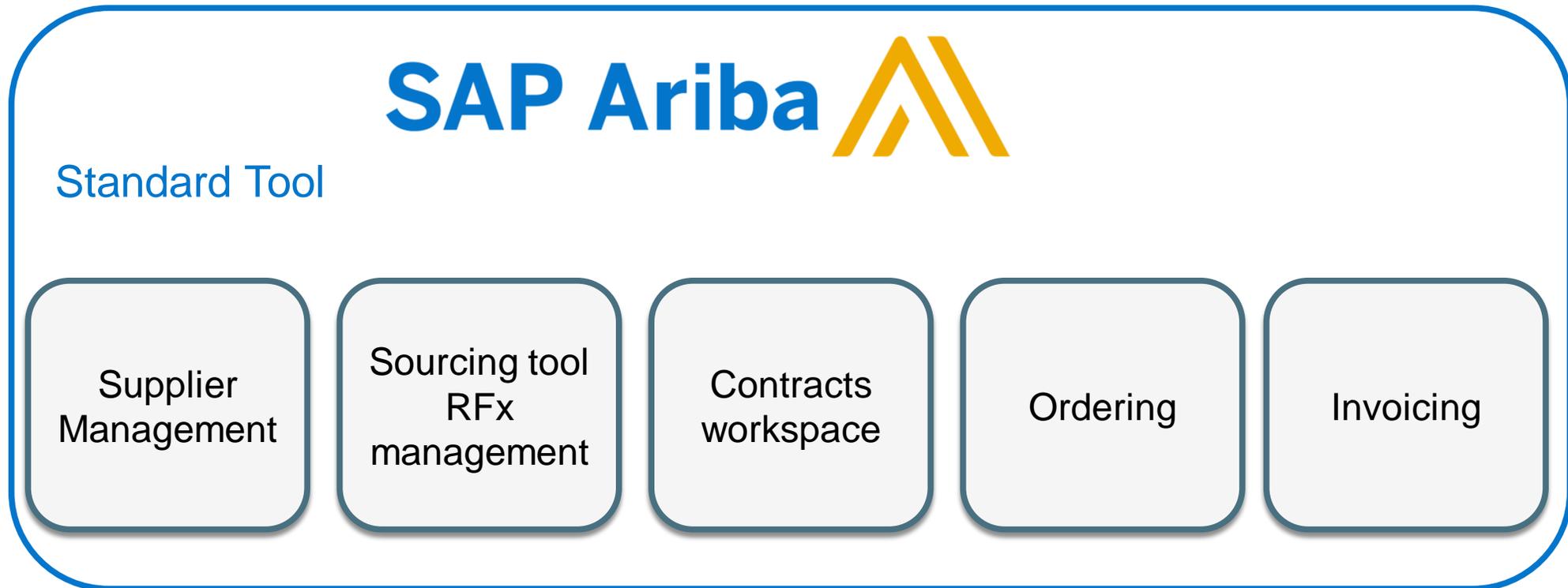
SAP Ariba Can Help You With...

Enhanced collaboration and the ability to manage your commercial relationship with us with us via one single digital platform

The ability to create, own and manage your digital Supplier Profile - enabling electronic trade with us and potentially other buyer organisations that are Ariba Network enabled

Greater **visibility and transparency of the status of business transactions** (e.g. Supplier Communications, Notifications), **sourcing events and opportunities**

Greater visibility of to our **end-to-end** procurement process

Cost Implications
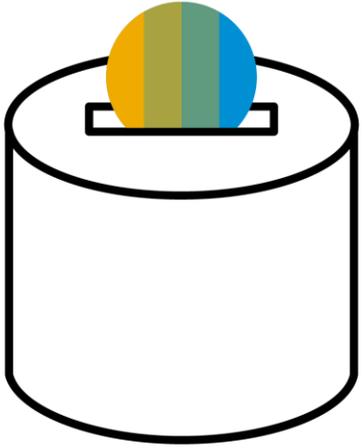
In order for a Supplier to conduct business with us via the 3 new SAP Ariba Modules, they will need the following :

- a device that can access the internet via a browser (Desktop, Laptop, Tablet or Smart Phone)

Suppliers incur no costs to:

- create their supplier **profile**
- create a new SAP Ariba Network **Standard Account**
- participate in any **sourcing** event (including Registration and Qualification Questionnaires)

SECTION 2: Supplier Registration

Supplier Registration

Existing Suppliers – Registration

You will receive an **invitation by email** to register with us.

Click on the "CLICK HERE" link to register.

From: Derrick Young <s4system-prodeu+stihl.Doc361367987@eusmtp.ariba.com>
Subject: Invitation: Register to become a supplier with STIHL
Date: February 20, 2020 at 4:22:49 PM EST
To:
Reply-To: Derrick Young

STIHL

Register as a supplier with STIHL

Hello!

Derrick Young has invited you to register to become a supplier with STIHL. Start by creating an account with Ariba Network. It's free.

STIHL uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If ⬛⬛⬛⬛⬛⬛⬛ already has an account with Ariba Network, sign in with your username and password.

Click Here to create account now

You are receiving this email because your customer, STIHL, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact STIHL.

Supplier Registration

You will be directed to the **Welcome page – Ariba Proposals & Questionnaires** with two ways to proceed:

A. Click **Sign up**, if you don't have an Ariba Network Account
B. Click **Log In**, if you already have an Ariba Network Account
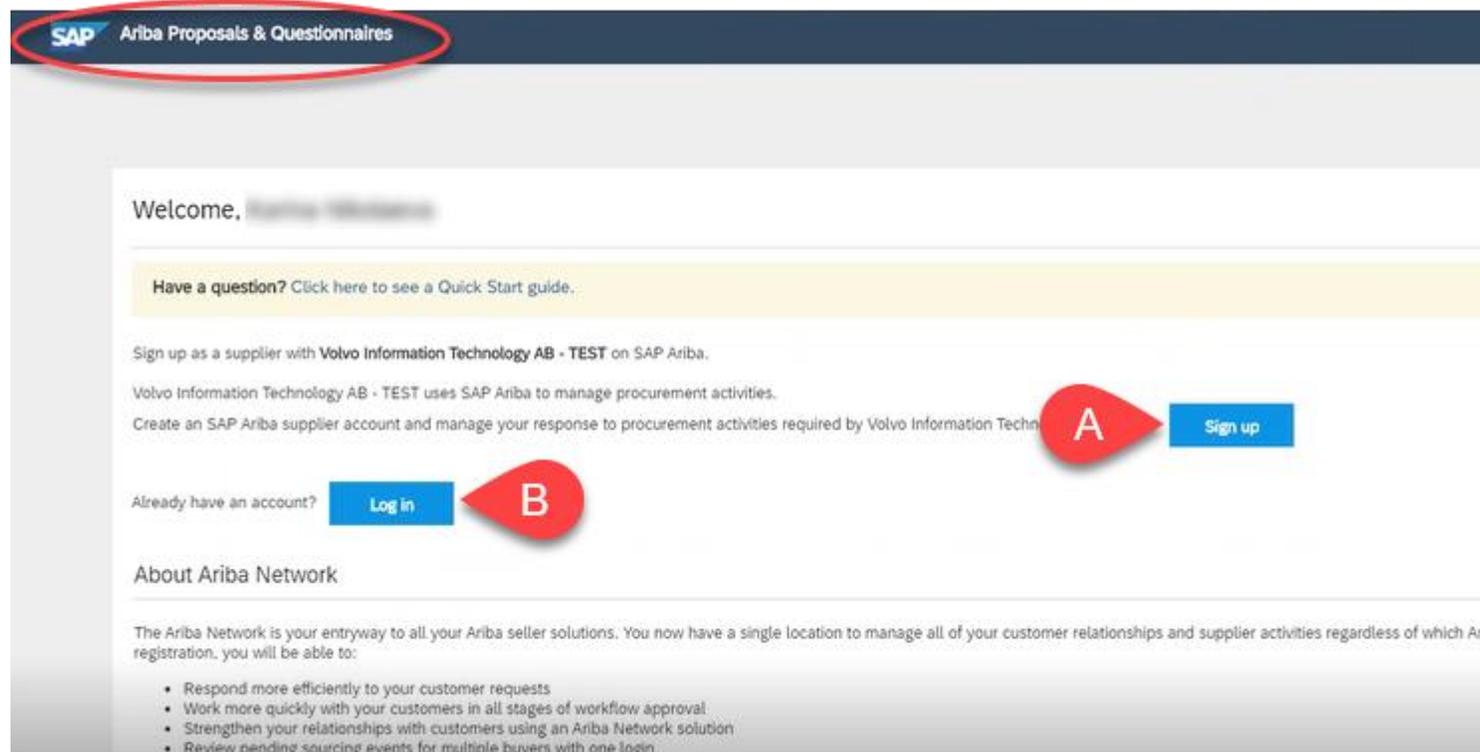
Supplier Registration

If you have an account, log in with your existing account credentials.
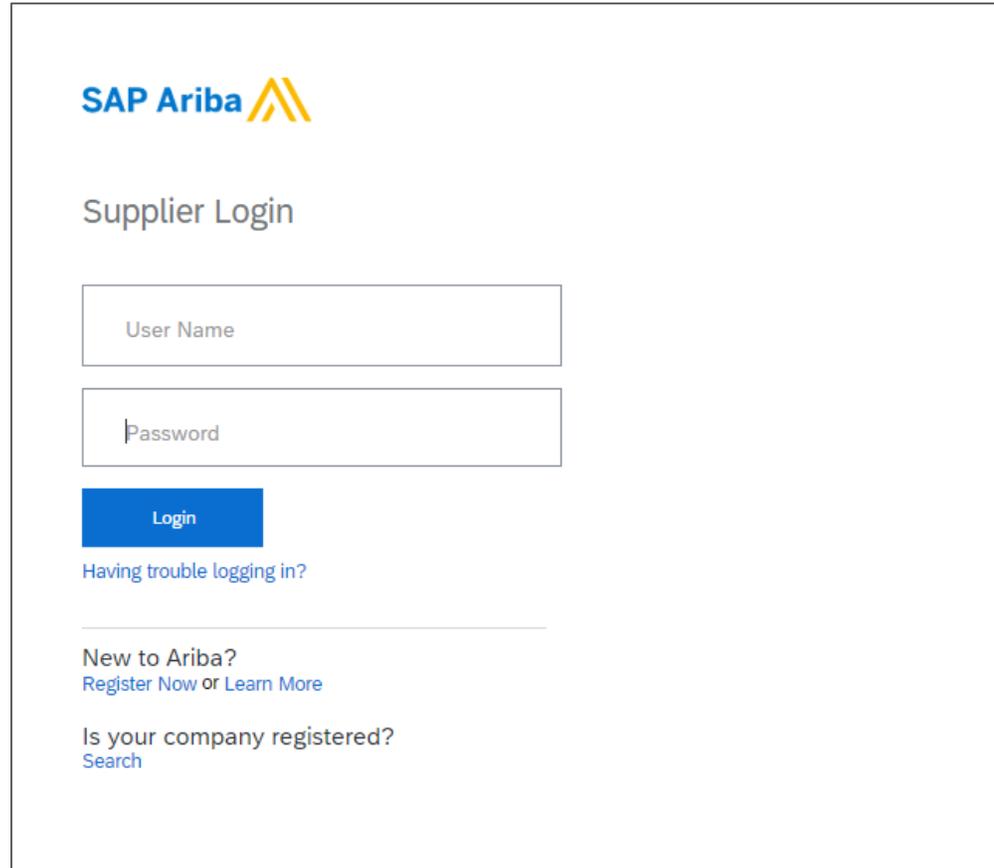
Supplier Registration

To create a new account, fill in all required fields and click "Create account and continue".

Supplier Registration

!

IMPORTANT: Upon clicking "Create account and continue" you will receive below auto-email confirming a new account created on the Ariba Commerce Cloud for your supplier organization.

This confirmation does not indicate completion nor approval of your supplier registration for STIHL Inc. (see slide 18).
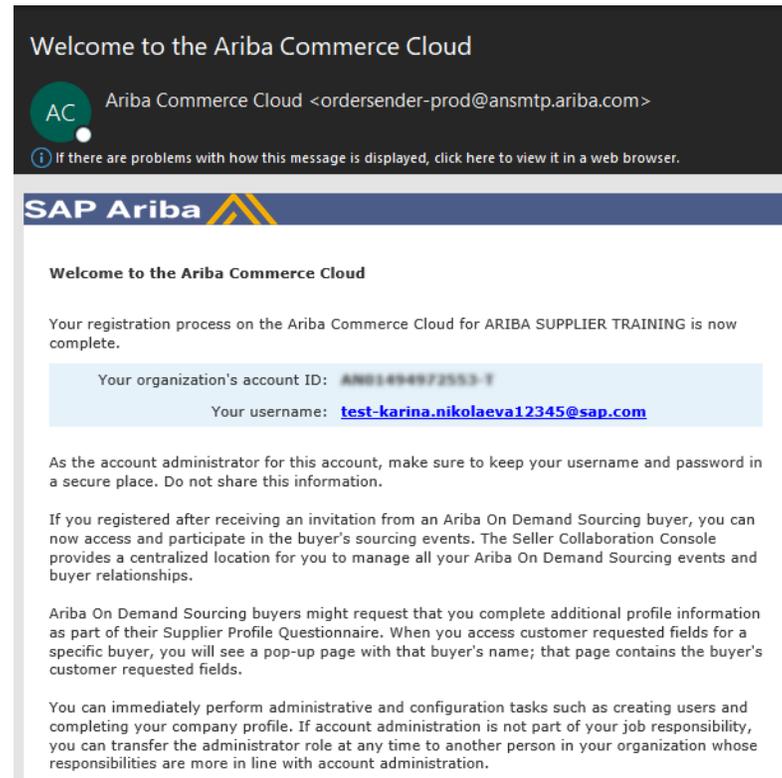
Welcome to the Ariba Commerce Cloud

AC   Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

SAP Ariba /\\\

Welcome to the Ariba Commerce Cloud

Your registration process on the Ariba Commerce Cloud for ARIBA SUPPLIER TRAINING is now complete.

Your organization's account ID: AN01494972553-T

Your username: test-karina.nikolaeva12345@sap.com

As the account administrator for this account, make sure to keep your username and password in a secure place. Do not share this information.

If you registered after receiving an invitation from an Ariba On Demand Sourcing buyer, you can now access and participate in the buyer's sourcing events. The Seller Collaboration Console provides a centralized location for you to manage all your Ariba On Demand Sourcing events and buyer relationships.

Ariba On Demand Sourcing buyers might request that you complete additional profile information as part of their Supplier Profile Questionnaire. When you access customer requested fields for a specific buyer, you will see a pop-up page with that buyer's name; that page contains the buyer's customer requested fields.

You can immediately perform administrative and configuration tasks such as creating users and completing your company profile. If account administration is not part of your job responsibility, you can transfer the administrator role at any time to another person in your organization whose responsibilities are more in line with account administration.

Supplier Registration

Fill in all required fields marked with an asterisk to complete the registration questionnaire

Supplier Registration

Once all questions have been answered, click the Submit button

Supplier Registration

Your response has been successfully submitted!

The status of questionnaire is changed to "Closed" while the questionnaire is routed for approvals. At this stage, you no longer can amend your response or revisit the draft, however you can Compose Message to STIHL Inc.. After it is approved, the registration will open again to allow for updates.

Supplier Registration

Upon response submission, you will receive an auto-email informing the request is sent for STIHL Inc. approval.

- ➤ **Next step:** STIHL Inc. to review the registration information.
- ➤ Once your registration is approved, you will receive a confirmation of approval.

This confirmation indicates completion and submission of your supplier registration questionnaire for STIHL Inc.. The approval email indicates that STIHL Inc. approved the information provided on the registration questionnaire.
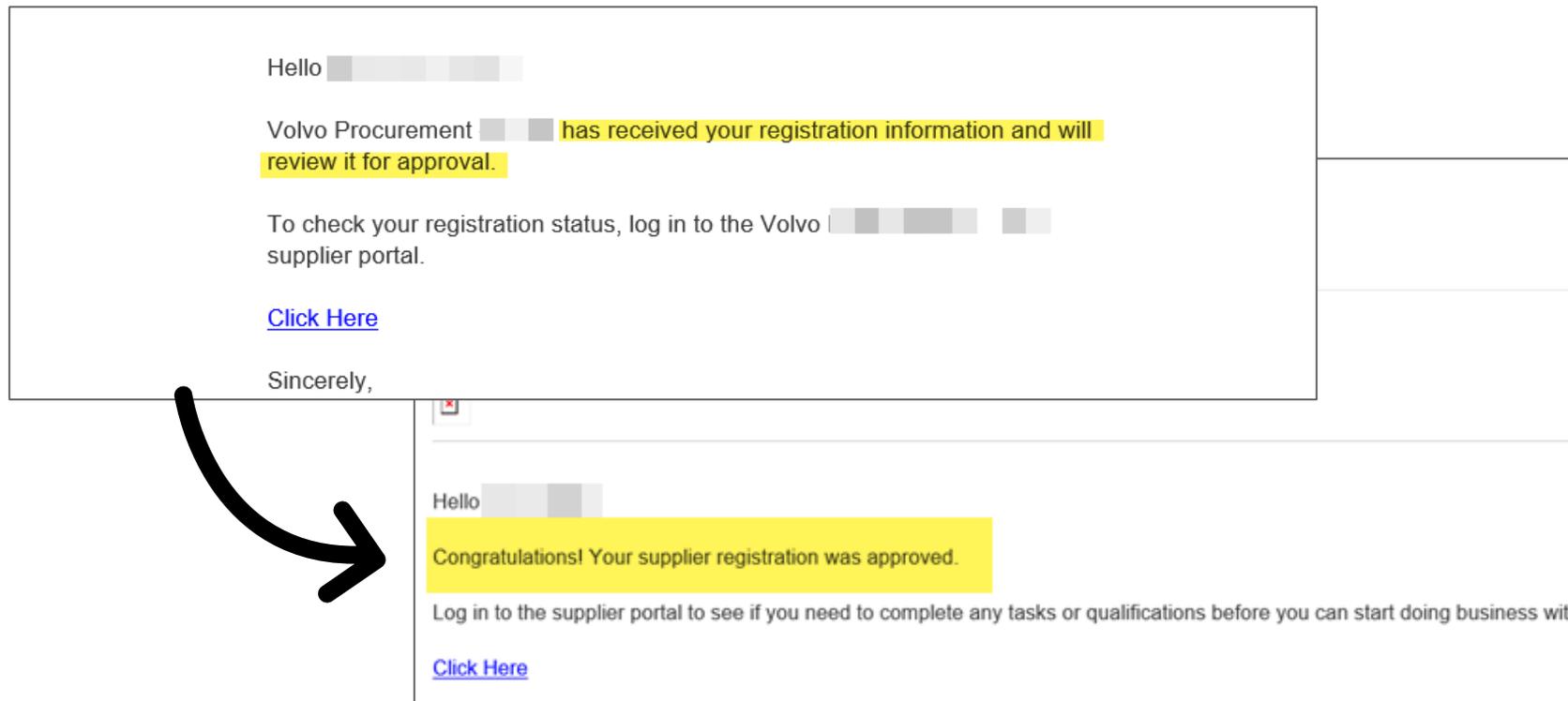
Self-Managing Supplier Details

One of the mutual benefits to using Ariba for supplier management is that it allows suppliers to self-maintain their data.

After the supplier registration questionnaire is approved by STIHL Inc., it will reopen to allow for updates. If at any time your company's information changes, you should log into the Ariba Network and update the registration questionnaire to reflect the change.

Keeping the registration questionnaire up to date with accurate details at all times will ensure your company is paid on time and accurately, and considered for potential business opportunities.

To update your registration questionnaire, log into the Ariba Network, click on the link to open the questionnaire, click "revise response", make necessary updates, then click "submit".

Changes will be subject to approval.

Logging back into the Ariba Network

!

Please note that once you've successfully registered through the invitation email, the invitation link can be reused to redirect you to the Ariba login screen.

You can also navigate directly to http://proposals.seller.ariba.com to login. We recommend bookmarking this page to easily access the Ariba Network moving forward.

If you cannot remember your credentials/login details, use the "forgot username or password" link to recover them.

If for some reason that does not work, you can contact Ariba Support to retrieve your account. In such case, please have ready the ANID delivered to you in the auto-email confirming a new account created on the Ariba Commerce Cloud for your supplier organization. This will help the support agent identify your account to reset your password.

Updating the Registration Questionnaire

Once logged into your Ariba Network account, ensure you are on the "Questionnaires & Proposals" tab and under the correct customer tab.

SAP Ariba Proposals & Questionnaires ▾

Navigate to the Registration Questionnaires section. You will see the registration questionnaire. Notice the status of the questionnaire. If it is in a "Registered" status, you will be able to update it. If in a different status than Registered, you will not be able to make an update. Click on the questionnaire to open it.

Registration Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Open (1)					
Supplier registration questionnaire	Doc1900396153	4/3/2021 10:29 AM	Building and Construction... View more	ALL ALL	Registered

Once you open the questionnaire, you will see that you've already submitted a response, but you have an opportunity to Revise Response. Confirm you would like to revise your response, then, the questionnaire with open for editing.

> You have submitted a response for this event. Thank you for participating.

Revise Response ⓘ

⚠ Revise Response?

You have already submitted a response for this event. Click OK if you would like to revise your response.

OK   Cancel

After you've made the necessary updates, click "Submit Entire Response". The updates will route to STIHL Inc. for approval.

Submit Entire Response

SECTION 3: Qualification and other additional processes
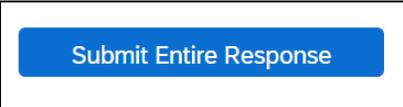
Qualification and other additional processes
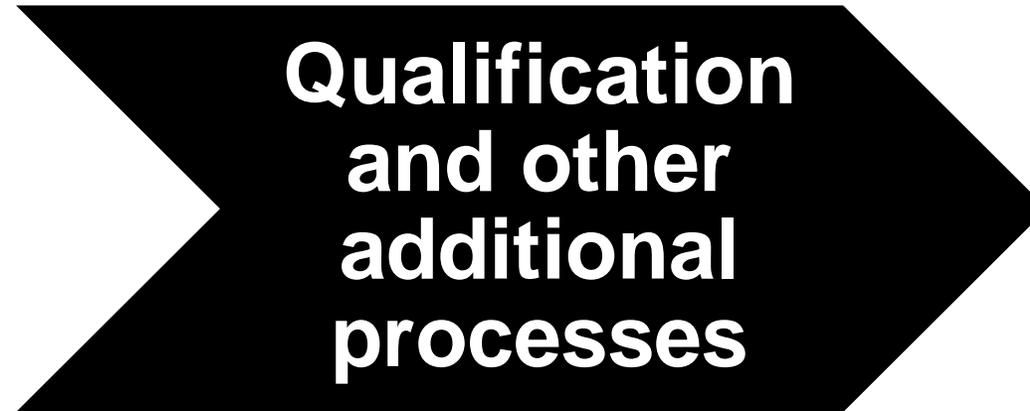
Supplier Qualification

After your registration questionnaire is approved, you may be contacted if STIHL Inc. requires an additional step to **qualify your company** for a specific commodity or service. In this case, you will receive an email from the system requesting to fill out the Qualification Questionnaire.

Next steps:

1. Follow the 'Click Here' link in the email to be directed to the website,

2. Log in with the credentials you created during the registration process,

3. Fill in all required fields and click 'Submit Entire Response',

✓ After the response is submitted, you will receive a notification when you are qualified by STIHL Inc.
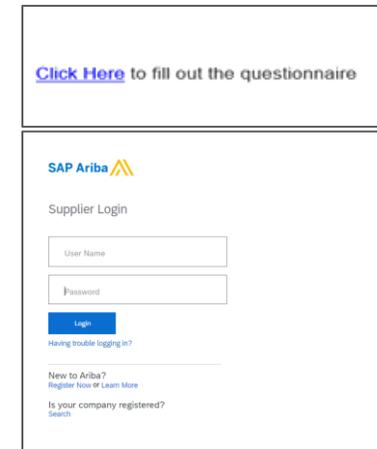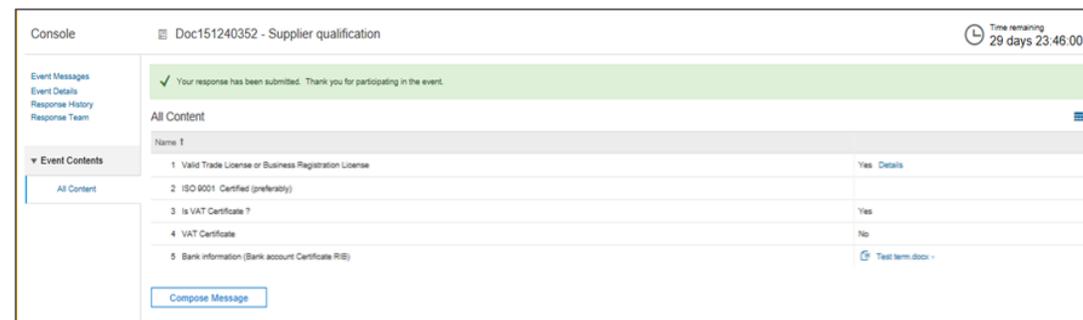
COI Questionnaire (modular questionnaire)

After your registration questionnaire if you provide services onsite at a STIHL facility, you may be contacted by STIHL Inc. to complete an additional step to **provide your Certificate of Insurance**. In this case, you will receive an email from the system requesting to fill out the Certificate of Insurance (modular) Questionnaire. Please make sure your COI is done in accordance with the guidelines outlined in the questionnaire (see highlighted question). Providing your COI through the below questionnaire allows you to self manage this document. If the insurance information changes or expires you can login and make the appropriate adjustments. The system will also notify you when the COI is expiring (based on the dates you have entered).

Supplier questionnaire

Rec

| Question		Response
1 Please attach a Certificate of Insurance by selecting "Yes," then click details and fill out the required information. *The Supplier shall furnish acceptable proof of insurance policies evidencing Workers Compensation and occupational disease coverage, commercial general liability coverage, including products/completed operations, employer's liability coverage, motor vehicle coverage (for any vehicles entering STIHL property), all in amounts reasonably satisfactory to STIHL, but not less than $1,000,000 per occurrence ($2,000,000 in the aggregate) and with insurers reasonably satisfactory to STIHL. The required policies of insurance for commercial general liability, employer's liability, and motor vehicle liability shall cover STIHL as an additional insured and shall not have deductibles or self-insured retentions which are greater than twenty percent (20%) of the coverage limit provided by the policy unless approved in writing by STIHL. All required policies of insurance shall contain a waiver of subrogation in favor of STIHL. STIHL may require additional or different insurance coverage on a case by case basis.*	— Certificate Type Issuer Year of publication Certificate Number Certificate Location Effective Date Expiration Date	Certificate of Insurance Insurance 2020 NA Norfolk, VA 06/01/2020 06/01/2021
	📎 120.15 kb COI for Stihl.pdf	
	Description	Please see attached sent to , May 21, 2020 from with Insurance

Other events - Modular Questionnaires, Risk Assessments, Sourcing events

You may be contacted by STIHL Inc. outside of the registration & qualification to provide additional information. This could be in the form of:

- Sourcing event
- Modular Questionnaire (certificate management, additional information collection)
- Risk Assessment

For any event or questionnaire that needs to be filled out, you will receive an Ariba system-generated email with a link to login to the Ariba Network to participate/complete the questionnaire. While different events and questionnaires can be sent to different supplier contacts, they will all need to be responded to under the same organization ANID.

Example Supplier View

Events

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Completed (2)				
RFQ93-Test 1	Doc2334951211	3/24/2020 4:15 PM	RFP	Yes
RFQ95-Employee Recognition Sourcing Project	Doc2334951248	3/24/2020 3:46 PM	RFP	No
▼ Status: Pending Selection (5)				
RFQ116-Test	Doc2365710391	4/13/2020 1:56 PM	RFP	No
RFQ110-Test0410	Doc2363506334	4/10/2020 12:27 PM	RFP	No
RFQ99-a_012_1_ah Test	Doc2337155901	3/25/2020 5:47 PM	RFP	No
RFQ98-TCTest	Doc2337155879	3/25/2020 5:16 PM	RFP	No
RFQ97-Test IK	Doc2336266730	3/25/2020 12:33 PM	RFP	No

Risk Assessments

Title	ID	End Time ↓	Event Type
		No items	

Registration Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (1)					
Supplier Registration Questionnaire	Doc2333158508	4/6/2020 3:13 PM	Building and Construction... View more	GLOBAL Global	Registered

Qualification Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
			No items		

Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Open (6)					
Supplier Self-Certification Form	Doc2366909227	4/14/2021 9:56 AM	(no value)	GLOBAL Global	Approved
Supplier Financial Risk Assessment	Doc2367111954	5/14/2020 8:40 AM	(no value)	(no value)	NotResponded
SAQ	Doc2367111940	5/14/2020 8:40 AM	(no value)	(no value)	NotResponded
GREEN Fleet Supplier Sustainability Standard	Doc2366909260	5/14/2020 8:36 AM	(no value)	(no value)	NotResponded
GREEN Fleet and Rental Car Survey	Doc2366909244	5/14/2020 8:36 AM	(no value)	(no value)	NotResponded
Privacy	Doc2366909214	5/14/2020 8:36 AM	(no value)	(no value)	NotResponded

Certificates

Certificate Info	Effective	Expiration	Attachment	Questionnaire	Status
Woman-Owned Business Enterprise	4/2/2019	4/21/2022	test.docx	Supplier Self-Certification Form	Valid

Supplier Support & FAQs

Ariba Customer Support for Suppliers

The following support tools are available to suppliers:

- ## SAP Ariba Help Center

  – Accessible directly from Supplier account upon login

  – *Help* sign is displayed in the upper right corner

  – Click on *Help* to see the panel on the right side

  – Popular topics and search bar become available for review

- ## Contact Customer Support

  – Accessible directly from Supplier account upon login

  – *Support* sign is displayed in the lower right corner of Help Centre panel

  – Click on *Support* to open a new window

  – Fill in the topic you would like to get help with

  – Answer *Yes* or *No* in the "Contact SAP Ariba Support" section

  – Depending on the answer, you will be directed to the appropriate support channel

In 2019, approx. 88% of Customer Support Service Requests were self-served with the user finding the answer to their query quickly, easily and at a time that is suitable to them.

Supplier FAQ – part 1

Q If we are already trading with STIHL Inc. as Supplier, do we need to Register and Qualify again?

A Yes, the registration is a separate process that we expect all existing suppliers to complete. This allows suppliers to confirm STIHL standard procedures, self manage their contact information, and provide updated COIs as needed.

Q What if I cannot see the Questionnaire?

A
- If you logged into your AN account, toggle to the "Proposals and Questionnaires" module in the left upper corner to see upstream forms and data.
- If you do not see the questionnaire, the questionnaire may not have been sent to your account. Please contact your Buyer within STIHL Inc. to have the link resent and then to log in with your existing credentials. Note: you must login to your account via the invitation link in the email in order to see the questionnaire.

Q What happens once I have completed the Registration Questionnaire?

A Once you have completed and submitted the Questionnaire, wait for the confirmation whether it has been approved. Depending on the project scope, you might still need to complete the Qualification process or other additional questionnaires such as providing a COI.

Q What happens once I have completed the Qualification Questionnaire?

A Once you have completed and submitted the Questionnaire, wait for the confirmation whether it has been approved. Upon approval, you will be considered Qualified in the region and commodity(ies), specified by STIHL Inc..

Supplier FAQ – part 2

Q I received more than one system generated invitation to Register? Are these duplicates?

A If you have more than one business that is actively trading with us, you will receive a system generated invitation to register per organization or legal entity. You will need to re-register and re-qualify each one separately.

IMPORTANT! When registering or qualifying multiple companies, please do so **one at a time**. Please do not have any other SAP Ariba related invitations to register open in different tabs of your browser. Doing so may result in the details for one company accidentally being saved or linked to another company's questionnaire.

Q Why do we need to join?

A STIHL Inc. are implementing new standards, processes and implementing SAP Ariba modules to improve the way we interact with our Suppliers. The benefits of this include eliminating manual ways of work and duplication of effort for both parties. It will also ensure that our Supplier details are current and accurate. It also allows you to self manage your contact information and communicate this in an efficient manner to STIHL.

Q What happens if an existing Supplier does not complete the new onboarding process?

A Completing our process via the SAP Ariba SLP Module is mandatory. Not completing it on time could result in non-compliance and impact our existing trade relationship. For new suppliers it will also prevent STIHL from taking the necessary steps to initiate your account in our system to allow transactions to occur.

Q What if I did not receive the link to register?

A The issue could be related to your mail agent setting – make sure *ariba.com* is a trusted sender. Before requesting to resend the invitation, check the following:
- search your mailbox for an email with the following email subject: Invitation: **Register to become a supplier with STIHL**
- search for the invitation across all your folders, such as your Inbox, Junk or Spam Folders
- confirm if one of your colleagues received the invitation instead of you.

Supplier FAQ – part 3

Q — If I already have an existing SAP Ariba Network Account, why am I being asked to create a new one?

A — You do not need to create a new Ariba Network account to respond to questionnaires or participate in events with STIHL Inc.. You can use your existing account to:
- respond to registration, qualification questionnaires for STIHL Inc. and other customers
- respond to future sourcing events
- potentially manage contracts.

However, some of our suppliers may want to create an additional Ariba Network account, to manage these three processes and modules separately from your transactional account or from your account used to manage other customers.

Q — What will it cost me to use the Ariba Network?

A — There is no cost associated with creating a standard Ariba Network account. Suppliers can use a standard account to:
- Respond to questionnaires
- Participate in sourcing events
- Manage contracts
- PO/Invoicing via email/standard account
- At any time suppliers are able to upgrade from their standard account to an enterprise account. Costs may be incurred when upgrading to an enterprise account to transact with buyers.

Q — I received a system generated invitation to register, but I am not the correct person to complete this questionnaire. It should be sent to someone else within my organization.

A — If you or someone else in your organization received the SAP Ariba system generated Invitation to Register email, and it should have been sent to another person in your organization, do not simply forward it on. Contact your Buyer within STIHL Inc. to have the email with the link resent to the relevant contact.

Supplier FAQ – part 4

Q

I'm struggling to login with my existing Ariba Network account credentials. What do I do?

A

If you are experiencing this problem, it could be one of the scenarios below:

1. You have already logged into your existing account and then also clicked on the link in the email for the first time.
IMPORTANT: The system will view this as an attempt to log in twice at the same time. You must either click on the link and log in from there or log into your existing account and navigate to the Ariba Sourcing screen. You can not to do both.

2. If you have another SAP Ariba site open in another browser tab, please close that other tab and try to login again.

3. If you received a certificate error in your browser when trying to access the Ariba Network login page at https://supplier.ariba.com, please clear your browser cache, cookies and search history. Close the browser and then try open the page again.

4. When you were invited to Register or participate in an event and you clicked on the link in the email, it brought your directly to the login page. The system is expecting you to login with credentials to the ANID STIHL Inc. already has on file for your organization. If you do not have login credentials already for your organizations AN account, you will not be able to login. Contact your Ariba Administrator to get you setup in the system.

Q

Will all of my current information be migrated to the SAP Ariba SLP module?

A

If you are an existing supplier of STIHL Inc., some of your information may be migrated into the registration questionnaire so you need only confirm it for accuracy rather than starting new. However, you made need to re-provide some information or provide additional information. This will ensure STIHL Inc. has all of the most accurate, up to date information they need to do business with your company moving forward.

Sign Up for Additional Training from Ariba Support

Suppliers can participate in additional training provided by Ariba Customer Support including a wide range of topics from Source to Settle:

Sourcing Webinars
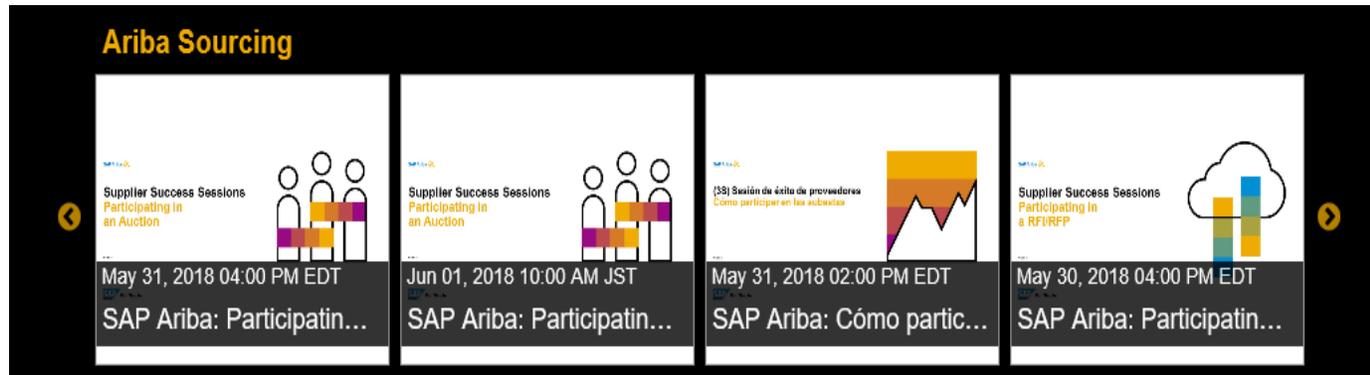
Additional Resources

Useful Links

- **Ariba Network Hot Issues and FAQs** - https://connect.ariba.com/anfaq.htm
- **Ariba Discovery** - http://www.ariba.com/solutions/discovery-for-suppliers.cfm
- **Ariba Network Notifications** - http://netstat.ariba.com
  - Information about downtime, new releases and new features

Thank you!