SAP ARIBA M INSTRUCTIONS FOR SUPPLIERS

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WHY SLP ARIBA CLOUD SYSTEM?

Linde Engineering is using SAP Ariba Supplier Lifecycle and Performance (SLP) only for the registration and qualification of suppliers.

The supplier qualification process with Linde Engineering is done in 3 steps:

- 1.) Supplier Registration where Registration Questionnaire needs to be answered
- 2.) Supplier Qualification where General Qualification Questionnaire, Technical Questionnaire/s (if applicable) and Certificate Questionnaire needs to be answered
- 3.) Supplier Audit (if applicable)

What is SAP Ariba?

SAP Ariba is a cloud-based innovative solution that allows suppliers and buyers to connect and do business on a single platform. It improves over all vendor management system of an organization by providing less costly ways of procurement and making business simple. Ariba acts as supply chain, procurement service to do business globally. SAP Ariba digitally transforms supply chain, procurement and contract management process.

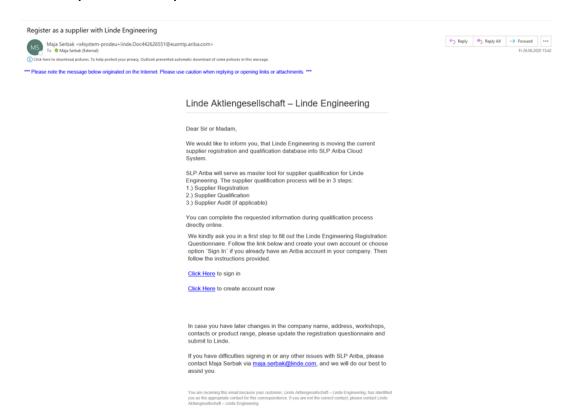
Key Features of SAP Ariba:

- SAP Ariba is a B2B solution that allows to connect to the world's largest network of vendors and suppliers and enhance business collaboration with the right business partners
- SAP Ariba allows organizations to connect with the right suppliers with deep visibility to inside vendor and procurement management processes
- With SAP Ariba, we can directly connect Ariba network with millions of suppliers meeting the business needs and managing supply chain
- SAP Ariba network removes overall complexity in procurement process and suppliers and buyers can manage all key terms of vendor management on a single network

Registering on Ariba Network provides suppliers with access to a network of high-volume buying organizations that can download the supplier's product and service catalogs and decide which products to purchase. Suppliers and buyers can use Ariba Network no matter what they sell or buy.

2. HOW TO GET STARTED?

First, you will receive an email from Ariba Administrator with the Subject: Register as a supplier with Linde Engineering (example of the email is shown below on the photo). Sometimes can happened that this email end up in Trash or in Spam Inbox.



In order to participate in an SAP Ariba Proposals & Questionnaires event, you must first register an account and connect it with your customer's Proposals & Questionnaires site. Before initiating this process, it is strongly recommended that you confirm whether your company has an existing Ariba Network account identified by an Ariba Network ID (ANID) number, or not yet. If so, please request to be added as a user to this account with the Proposals & Contracts Access permission before proceeding with the following steps. In this case you need to contact Ariba Help Desk Center directly, as described by chapter 3: When you cannot create an account or when you are facing with any kind of difficulties in Ariba -> Contact Ariba Help Center.

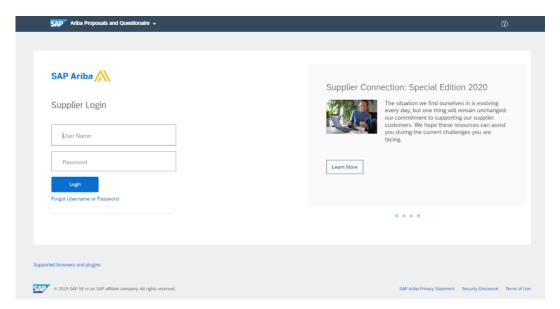
- Click the link in the invitation email you received from your customer
- Click either **Sign Up** or **Login** depending on which applies to you
- If you chose Sign Up, complete all required fields marked with an asterisk* and then click Create
 account and Continue
- If you chose Login, enter your existing username and password and click Continue

You should now see **SAP Ariba Proposals & Questionnaires** in the upper left corner along with your customer's name and any Customer Requested Profile information that may be required by your customer. Please note that once you've successfully registered through the invitation email, the invitation link becomes expired.

You can login to your account in the future by using the following URL: http://proposals.seller.ariba.com.

2.1 OPTION: CLICK HERE TO SIGN IN

When you choose from the Invitation Email the option **Click Here to sign in** then the following window will open, as shown below on the photo:



You need to enter your existing username and password and click Continue.

2.1.1 RETRIEVING YOUR USERNAME

If you forgot your SAP Ariba username, you can request that SAP Ariba send you an email with instructions for retrieving your username.

The username retrieval email notification is sent to the email address you entered when you registered your SAP Ariba account. If your email address is registered with multiple SAP Ariba accounts, the email will contain all the usernames associated with your email address.

Procedure:

- If you forget your Ariba Network for Suppliers username, click Having trouble logging in? on the login page
- Choose I forgot my username
- Enter the email address you used when you registered your SAP Ariba account
- Click Submit

SAP Ariba sends an email listing all the usernames associated with your email address.

If you do not receive a username retrieval email from SAP Ariba, check the following:

- Did you enter the correct username that is registered with the SAP Ariba? If you have more than
 one username, you can try to enter the other usernames
- Does your email configuration allow you to receive automated emails from SAP Ariba? Check your junk mail folder or email filter settings to verify automated emails from SAP Ariba are not blocked from your inbox

2.1.2 RETRIEVING YOUR PASSWORD

If you forget your password, you can request a password reset.

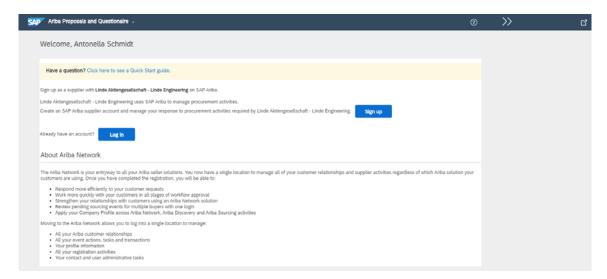
SAP Ariba recommends that you store your username and password in a safe place. If you forget your password, you can click Having trouble logging in? on the SAP Ariba login page. Enter the username associated with your SAP Ariba account. SAP Ariba sends an email to the address you entered with further instructions on how to reset your password.

Procedure:

- On the Login page, click Having trouble logging in?
- Choose I forgot my password
- Click Continue
- Enter your username or email address in the Username or Email Address field and click Submit
- SAP Ariba sends an email notification that contains instructions on how to reset your password to the email address you used to register your SAP Ariba account
- Click the link in the Password Reset notification Note: Password reset links expire after 24 hours Ariba displays the Password Reset page
- Enter and confirm your new password
- Click Submit
 SAP Ariba displays a confirmation page, indicating that your password has been updated

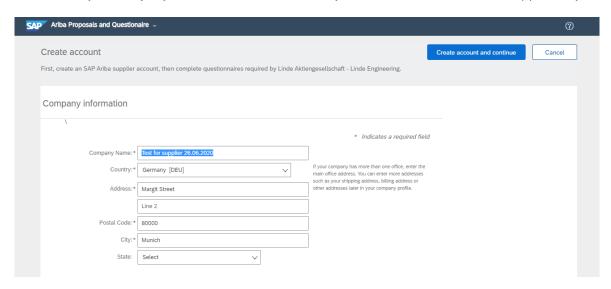
2.1 OPTION: CLICK HERE TO CREATE ACCOUNT NOW

When you choose from the Invitation Email the option **Click Here to create account now** then the following window will open, as shown below on the photo:



If you choose the option **Sign up**, you will be taken through the 3-step registration process as follows:

1. Enter your Company Information. Please note only fields marked with an asterisk (*) are required



2. Enter the User account information. Please note only fields marked with an asterisk (*) are required

What is the difference between the Email and Username fields in my profile?

The Email field represents the email address where you wish to receive email notifications. The Username field is the identifier that you use to access your account. The Username field must be in email format, but you do not have to use a valid email address.

Note: Leave the This is my username box checked if you want your email address to be the same as your username.



Picking the best Product and Service Categories helps customers find you by commodity. Consider the following when picking the best fit for your company:

- Be general and search as non-specifically as possible to help you efficiently pick a commodity
- Use layman's terms to increase how searchable you are by potential buyers
- Utilize other spaces in your Company Profile to detail your company's abilities and products

Ariba uses United Nations Standard Products and Services Codes (UNSPSC) to standardize category classification. The Product and Service Categories classification system includes four levels:

- Segment
- Family
- Class
- Commodity

Segments are the highest level, so if you supply all the products or services in a segment, select only the segment. Your customer will still be able to find you if they search for any of the sub-categories under that segment. If you cannot find the exact code, select the code one level higher. For example, if a product is not in the list, select the class to which the product most likely belongs. You can look up codes for specific items on the UNSPSC website. If there is no UNSPSC code for one of your products or services, you can contact the UNSPSC organization to request one. The managing organization either creates a new code or recommends an existing code.

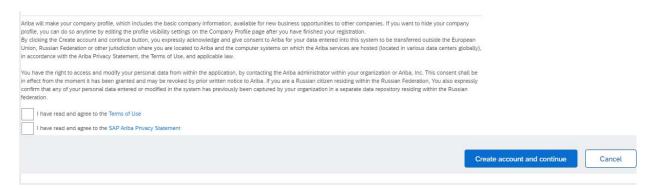
If you don't see your company's Product and Service Category listed in Ariba, you can propose new choices for consideration in future Ariba Discovery updates:

- Click the icon in the upper-right corner of the application
- Select Company Profile
- On the Basic tab, scroll to the Product & Service Categories section
- Enter the name of the Product and Service Category you want to add. If it's not already in Ariba, you see a prompt to suggest it as a new category
- Click the Propose as a new product and service category link. The next prompt asks you to submit details about your suggestion to Ariba's team
- The categories you suggest will appear with an (Under Review) tag next to them until they are approved or rejected

Tell us more about your business



3. Review the information on the page, check the box I have read and agree to the Terms of Use and the SAP Ariba Privacy Statement at the bottom of the page and click Create account and continue



You will be taken to a page that says, thank you for registering on SAP Ariba Network and receive an activation e-mail once you have successfully registered your account.

Below you can find two video clips (in German and in English language) on the following topics:

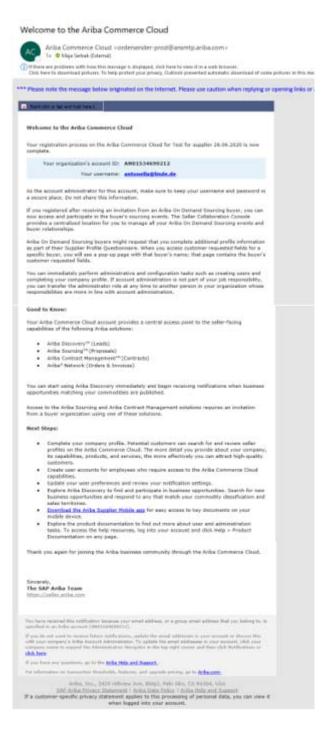
- Registering as a supplier on Ariba Network
- The dashboard at glance
- Changing your password
- Linking multiple user accounts

German: https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_j9gmcnli

English: https://sapvideoa35699dc5.hana.ondemand.com/?entry id=1 5cifob4w

2.2 ONCE THE ARIBA ACCOUNT IS CREATED YOU WILL GET THE NOTIFICATION EMAIL: WELCOME TO THE ARIBA COMMERCE CLOUD

Once the Ariba Account is created you will get the notification email: Welcome to the Ariba Commerce Cloud:



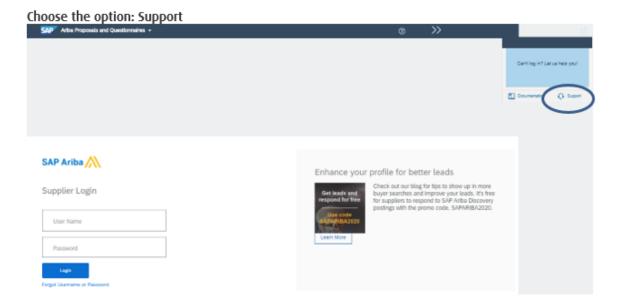
3 WHEN YOU CANNOT CREATE AN ACCOUNT OR WHEN YOU ARE FACING WITH ANY KIND OF DIFFICULTIES IN ARIBA -> CONTACT ARIBA HELP CENTER

If you are facing with any kind of difficulties to log in and/or to create an Ariba Account, then please contact Ariba Help Center directly.

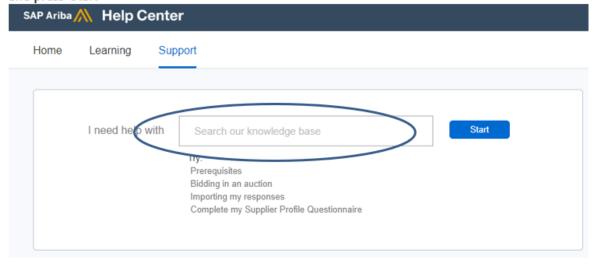
Below you can find the instruction how to contact Ariba Help Center directly.

Follow the link:

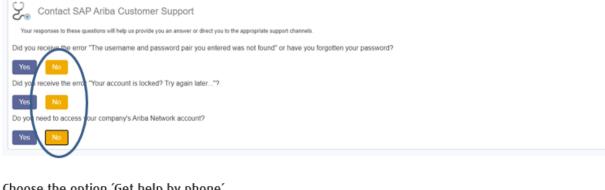
https://service.ariba.com/Sourcing.aw/124997010/aw?awh=r&awssk=szhkKuB6&dard=1&ancdc=1



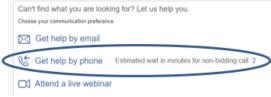
By 'I need help with' define the problem which you are facing with, for example: 'Cannot Log In' and press 'Start'



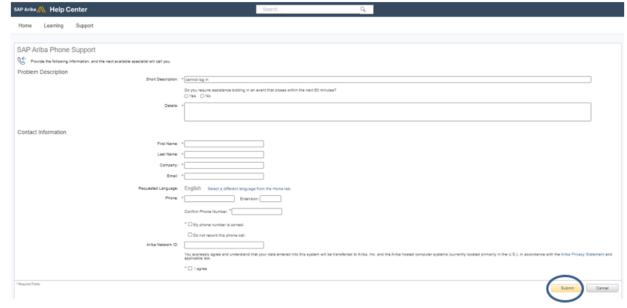
By 'Contact SAP Ariba Customer Support' answer an all questions 'No'



Choose the option 'Get help by phone'



Fill out the form and submit

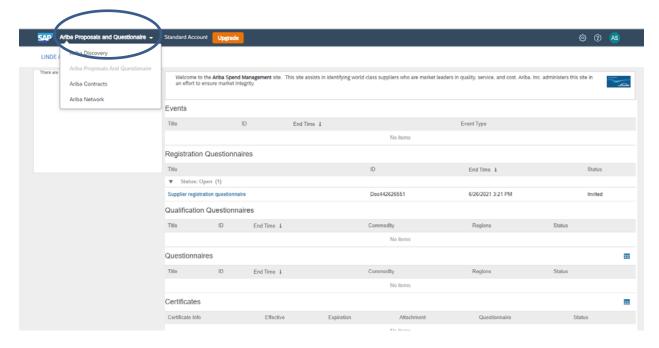


A confirmation screen will appear once your request has been submitted and will provide you with an estimated wait time.

You can also use the above steps to get live chat (when available) and email support.

4 HOW TO ANSWER ON REGISTRATION AND QUALIFICATION QUESTIONNAIRES?

Linde Engineering is only using the option Ariba Proposals and Questionnaire, as shown below on the photo. That means the Registration Questionnaire and all applicable Qualification Questionnaires can be found here.



For more information you can watch the video below which covers the following topics:

- 1. Viewing Your Event List
- 2. Viewing Event Details
- 3. Working as a Response Team
- 4. Communicating with the Buyer
- 5. Exporting Event Details

Video in English: https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_z45a6yr5

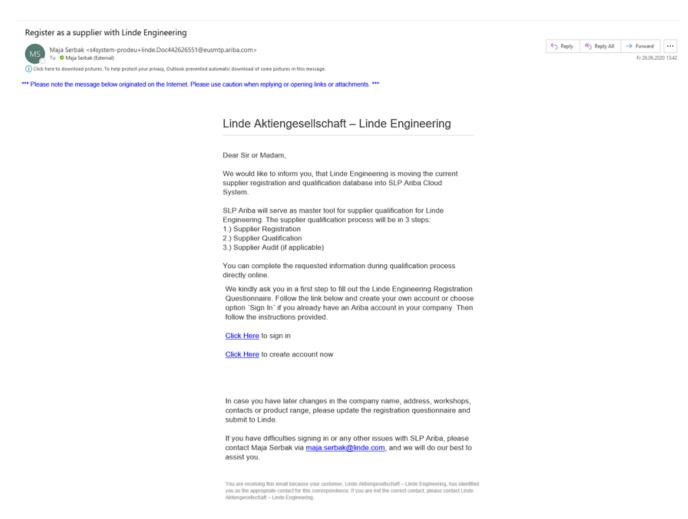
4.1 HOW TO ANSWER AND SUBMIT THE REGISTRATION QUESTIONNAIRE

When you are required to answer on Linde Engineering Registration Questionnaire you will receive an email from Ariba Administrator, similar as shown below on the photo.

To be able to see the Linde Registration Questionnaire you need to follow the link which says **Click Here to sign in** or **Click Here to create account now**.

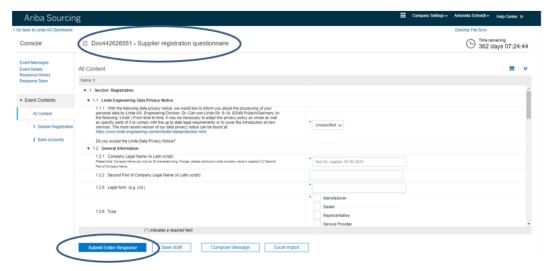
Instructions for both options can be found at section 2: How to get started

Please Note: Registration Email is valid only for 2 days. After this date, please contact responsible Project Owner to resend you the Registration Invitation Email again.



Once successfully sign into Supplier Ariba Account you will be automatically directed to the Linde Engineering Registration Questionnaire, as shown below on the photo.

Please note all fields marked with an asterisk (*) need to be answered.



When all required questions are answered you need to submit the questionnaire, by clicking on **Submit Entire Response**.

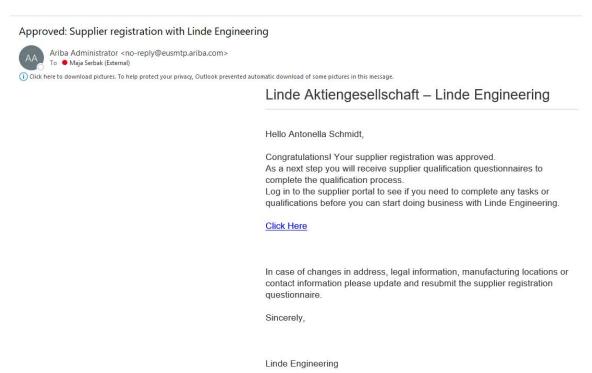
When Linde Engineering Registration Questionnaire is successfully submitted, you will receive an Email notification from Ariba Administrator: Confirmation – Registration summited for approval



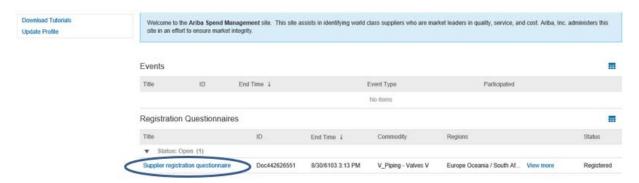
After submission, if you require to correct some answers, or to upload extra documents then you will receive the following email from Ariba Administrator, with the description what exactly you need to correct.



When the Registration Questionnaire is fully approved, you will get the following email: Approved – Supplier registration with Linde Engineering.



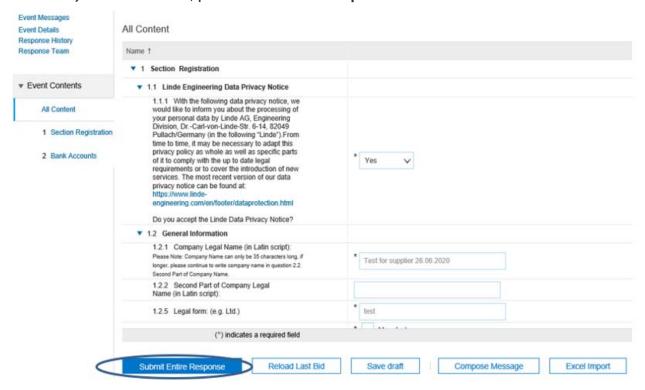
After, when Linde Registration Questionnaire is approved, you have always a possibility to change the answers in the Linde Engineering Registration Questionnaire, which you have submitted. For example, if the company Phone Number, Postal Address, Company Structure, Bank Account, ... has changed. To be able to change the answers, you need to first log in to your Ariba Account and on your Dashboard click on the **Supplier Registration Questionnaire**.



Then click on **Revise Response** and press **OK**. Now, you can adjust all the answers, where necessary.



After all adjustments are made, press on **Submit Entire Response**.



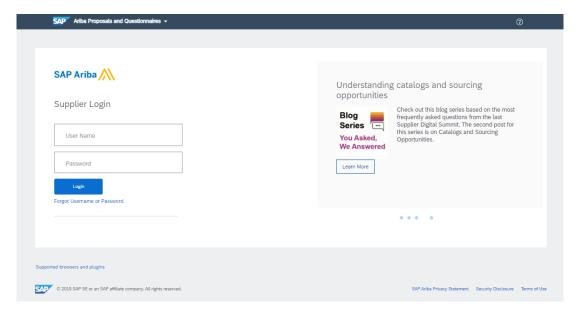
4.2 HOW TO ANSWER AND SUBMIT THE QUALIFICATION QUESTIONNAIRE

When you are required to answer on Linde Engineering Qualification Questionnaire you will receive an email from Ariba Administrator, similar as shown below on the photo.

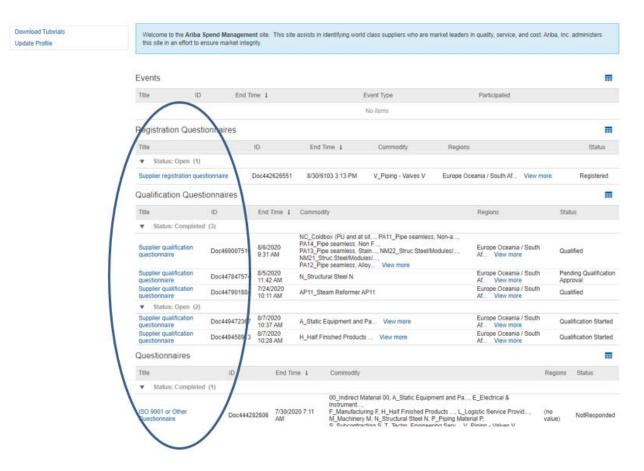
To be able to see the Linde Qualification Questionnaire you need to follow the link which says **Submit questionnaire.**



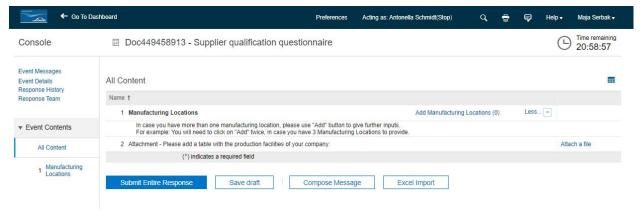
Then the new window will show up with Login option. Once Login is made, you will be directed to the appropriate questionnaire.



On your Dashboard you can see, all the questionnaires, which need to be answered to Linde Engineering.



When you want to provide the answer on specific questionnaire, simply click on the questionnaire, provide the answers and click on Submit Entire Response.



If you cannot provide the answers to the specific questionnaire, because your time has expired (by each questionnaire you can see Time remaining on the right side of the questionnaire), then please inform the applicable Project Owner to reopen the questionnaire again.

After you have submitted the questionnaire, and if you require to correct some answers, or to upload extra documents then you will receive the following email with the description what exactly you need to correct.





Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message

*** Please note the message below originated on the Internet. Please use caution when replying or opening links or attachments. ***

Additional qualification information needed. Linde Engineering has reviewed your qualification questionnaire and needs the additional information described in the following comments. Comments: Dear Sir or Madam, please correct the answer 1.2. Thank you. To provide the additional information that Linde Engineering needs, Click Here to go to the qualification questionnaire and provide the required information/attachment.

When the Qualification Questionnaire is fully approved, you will get the following email: Approved – Supplier qualification request with Linde Engineering.

Approved: Supplier qualification request with Linde Engineering



Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

*** Please note the message below originated on the Internet. Please use caution when replying or opening links or attachments. ***

Supplier Management Linde Engineering



Linde Aktiengesellschaft – Linde Engineering

Qualification request with Linde Engineering

Congratulations!

Test for supplier 26.06.2020 is now qualified to sell in the following categories to Linde Engineering:

AP11_Steam Reformer

The supplier qualification is valid until Sat, 25 Jul, 2020.

Please maintain your correct company information in the registration template and your certificates (ISO 9001, ISO 14001, ISO 45001).

You will be notified when next steps as part of a procurement or sourcing process require your attention.

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

5 FREQUENTLY ASKED QUESTIONS

5.1 WHAT ARE SOME COMMON ISSUES WHEN REGISTERING AN ACCOUNT?

The following list describes common registration issues and how to resolve them:

- Duplicate username: You can access your existing account or create a new user account with a unique
 username by deselecting the Use my email as my username box under the Email field. Your username
 does not need to match your email address.
- Duplicate D-U-N-S (Data Universal Numbering System) number: You can leave the DUNS Number field
 empty during registration or contact the administrator of the account that already uses the same number.
 You can also add your D-U-N-S number on the Marketing tab of your Company Profile after registration.
- Account already merged when registering with an existing account: This occurs when you try to link to a
 sourcing buyer with an account that is already used on the buyer's site. Please contact Ariba Help Center,
 as described in the chapter 3, to find the linked account and deactivate any duplicate account(s).
 Alternatively, you can create a new account.
- Different username and password expected when registering with an existing account: This occurs when
 you try to link to a sourcing buyer with an account that is different from the accounts used by others in
 your company. You can try to find the existing account by contacting your colleagues and/or the buyer.
 Alternatively, you can create a new account.
- Error: "There has been an issue connecting to the Sourcing Server. Please try to connect to the service later.": If you experience this error repeatedly, there is a conflict between information in the registered account and in the sourcing buyer's site. Your buyer might have some of your account information stored in a different account. Contact Ariba Customer Support to review the possible conflicts.

5.2 I RECEIVED AN UNEXPECTED ERROR (ANERR), WHAT CAN I DO?

I received the following error:

An unexpected error occurred. If you need assistance, Contact Ariba Customer Support with the Error Reference Number: ANERR – 100000000000000012345678

What should I do?

The unexpected error can occur when:

- Multiple browser windows with Ariba pages are opened
- Multiple users are connected to the same account
- Previous session is not logged out properly, and a new session is opened
- Expired link (for example, from password reset email) is used to log in

To resolve the issue:

- 1. Delete cookies and browsing history of your Internet browser
- 2. Close all browser windows
- 3. Open a new browser window and try to log in to your account

These steps should resolve the problem. If this error persists, please contact Ariba Customer Support along with the steps followed to replicate the error.

5.3 WHY I CAN NOT FIND AN EVENT (QUESTIONNAIRE)?

There are number of reasons you may not be seeing a sourcing event your company was invited to.

Below are various scenarios that may apply:

Did you receive an event invitation in your email inbox?

Buyers invite suppliers to events by selecting each participant, so there is a chance that only one person from the company received an invitation. Only those who are invited to the event will have the access. If you would like to request an invitation for yourself or additional people from your organization, you will need to contact the project owner.

It is also a common user error to have a typo in the email address field. Double-check the email address and if there is a typo the buyer will need to edit it.

Did you log in to the correct account?

You might have more than one SAP Ariba account. If you have multiple accounts, make sure you are logged into the account that was invited.

Do you have permissions to see the page?

To view your organization's Ariba Sourcing events, questionnaires, and Ariba Contract Management contracts, documents, and tasks, sub users need to have the permission **Access Proposals and Contracts** assigned. If you do not have the correct permissions, please contact your administrator. You can find the administrator's contact information by clicking your initials in the upper-right corner of the page and selecting **Contact Administrator**.

Is your user activated? Is your profile approved?

It is possible that your user or organization profile is deactivated which will restrict your access to Ariba. If your organization profile on the buyer's site is **Rejected**, you will not be able to register. If it is **Unapproved** you will be able to register but may not participate in sourcing events. You must contact your buyer to approve the organization profile.

Are you on the SAP Ariba Sourcing platform?

If you see **Ariba Discovery**, **Ariba Contract Management**, or **Ariba Network** in the upper-left corner of the application, you are currently accessing another app within your SAP Ariba Commerce Cloud account and will not see the event here. Click the app drop-down in the upper-left corner of the application and select **Ariba Proposals & Questionnaires**. This action will take you to the SAP Ariba Sourcing platform and show any events to which you have been invited. You may need to switch to the relevant buyer by clicking **More...** and selecting the correct buyer.

• Is the event in Open status?

In the top right corner of your screen the status will be displayed. If there is a countdown timer, then the event is published/open. If it is **Closed**, **Paused**, **Pending Selection** then you must contact the buyer to open the event.

Are you locked out of the event?

You will not see the event on your dashboard if the buyer has locked your account from the event. Check your email to see if you were notified of being locked out of the event. In this instance, please contact the project owner to gain access.

• Are you directed to a blank page when you click on an event within your account?

Security features on your computer might cause a blank page when accessing an event. Use the following steps to resolve this issue:

- 1. Check the URL on the blank or black page
- 2. If the URL starts with HTTP, change this to HTTPS
- 3. Navigate to the new page
- 4. Accept any security warnings that appear in your browser

Ad Blockers can also cause this issue:

- 1. Check to see if an ad blocker is installed, such as AdBlock Plus and uBlock
- 2. If one is installed, disable it and load the page again

If neither of these options help, try to log in using a different browser.

You might have more than one SAP Ariba account. If you have multiple accounts, make sure you are logged into the account that was invited.

5.4 ERROR: 'USER ALREADY EXISTS. PLEASE ENTER A DIFFERENT USERNAME'

You are receiving this message because the username you are entering is already associated with an Ariba Network, Ariba Discovery, or Ariba Sourcing supplier account. You will still be able to register a new user account, but the new username will need to be unique to satisfy Ariba's system requirements.

SAP Ariba requires that all usernames be formatted like an email address, but they do not have to be a valid email address. For example, if your username of example@ariba.com was not accepted, you can try using example1@ariba.com.

If you would like to access the account that already exists, please use one of the following sites to request a password reset for the registered username:

- https://supplier.ariba.com (Ariba Network, Ariba Sourcing, or Ariba Contracts)
- https://discovery.ariba.com (Discovery only)

5.5 HOW DO I PARTICIPATE IN MY BUYER'S EVENT USING AN EMAIL INVITATION? HOW DO I REGISTER FOR SAP ARIBA PROPOSALS & QUESTIONNAIRES?

In order to participate in an SAP Ariba Proposals & Questionnaires event, you must first register an account and connect it with your customer's Proposals & Questionnaires site.

Before initiating this process, it is strongly recommended that you confirm whether your company has an existing Ariba Network account identified by an Ariba Network ID (ANID) number or not. If so, please request to be added as a user to this account with the **Proposals & Contracts Access** permission before proceeding with the following steps.

- Click the link in the invitation email you received from your customer
- Click either **Sign Up** or **Login** depending on which applies to you
- If you chose Sign Up, complete all required fields marked with an asterisk* and then click Create
 account and Continue
- If you chose **Login**, enter your existing username and password and click **Continue**
- You should now see SAP Ariba Proposals & Questionnaires in the upper left corner along with your customer's name and any Customer Requested Profile information that may be required by your customer
- Please note that once you've successfully registered through the invitation email, the invitation link becomes expired

5.6 WHERE DO I FIND MY ARIBA NETWORK ID (ANID) NUMBER, AS A SUPPLIER?

Once you are logged into your SAP Ariba account, your account's ANID number will appear if you click the icon in the upper-right corner of the application. It is also visible at the bottom of every page, to the right of your company's name.

Additional Information

If you are unable to access your account (unknown Username and / or Password) and the registered email address is accessible, please reset the password. The email you receive will reveal the Username and allow you to reset the password.

If you are unable to access your account (unknown Username and / or Password) and the registered email address is no longer valid or accessible, please contact your customer; they have your ANID on record and can share it with you on request.

Your ANID number acts as your company's account number in the Ariba system. It is used for a variety of tasks, including:

- Helping Ariba Customer Support locate your account
- Establishing trading relationships with buyers
- Merging/logging into private accounts
- Linking accounts

5.7 WHY DOES NOT THE LINK IN THE EMAIL INVITATION TO PARTICIPATE IN A SOURCING EVENT WORK?

If you cannot click the link, or the link does not open the log in page, highlight and copy the Uniform Resource Locator (URL), and then paste the URL into your web browser.

5.8 WHAT SHOULD I DO IF MY REGISTRATION CONFIRMATION LINK IS EXPIRED?

If the confirmation link expired immediately after receiving the email, please log in to your account directly at https://supplier.ariba.com. If the confirmation is accepted, you will be able to view your account.

If you are unable to access your account, you can request the buyer to resend the confirmation email.

5.9 HOW CAN MULTIPLE USERS VIEW EVENT CONTENT?

There are two ways that multiple users can see an event and its contents simultaneously:

- The buyer can invite multiple users from the supplier company and designate them as a Response
 Team. This enables the users to log in simultaneously and submit a response together
- The invited user can click Download Event Content under Review Event Details and distribute this
 document to colleagues for collaboration. The invited user can import the response document
 back into the event and submit it when completed

5.10 WHY AM I SEEING A BLANK POP UP BOX WHEN ATTEMPTING TO ACCESS THE SUPPLIER PROFILE QUESTIONNAIRE (SPQ)?

Something in the browser is blocking the content from loading the questionnaire content. You have a couple options to resolve this issue:

- Check to see if an ad blocker is installed, such as AdBlock Plus and uBlock. If one is installed, disable or pause it and load the page again
- Try to log in using a different browser

In Google Chrome, ad blockers are typically located in the Extensions section.

5.11 HOW DO I RESOLVE AN ANERR LOGIN ERROR?

An unexpected error occurred. If you need assistance, Contact Ariba Customer Support with the Error Reference Number: ANERR -[error code]

To resolve the issue:

- Delete the cookies and browsing history in your Internet browser
- Close all browser windows
- Open a new browser window, and try to log in to one of the following Ariba solutions:
 - 1. Ariba Network
 - 2. Ariba Sourcing
 - 3. Ariba Discovery

If the error persists after trying these steps, contact Ariba Customer Support.

5.12 HOW DO I VIEW MESSAGES FROM MY BUYER IN A SOURCING EVENT?

In order to view messages from your buyer for a certain event:

- Log in to your Ariba Sourcing account at http://supplier.ariba.com
- Click on the solution navigator in the upper right corner of your screen and select **Proposals** if you don't automatically see your events listed
- Click on the event you want to access
- After you see your event, click Event Messages in the upper-left corner under the Event Details section

Event Details

Event Messages

Download Tutorials

Response Team

Click the subject to view each message and reply to your customer

5.13 ERROR: 'YOUR COMPANY HAS ALREADY CONNECTED WITH THIS BUYER COMPANY USING A DIFFERENT ACCOUNT AND ARIBA NETWORK ID (ANID)'

When I try to register to view a Sourcing event, I get the following error message:

Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) than the one you are trying to log into. To connect with this buyer company, you need to log into the already connected account. Please contact your company's account administrator and request that they create you as a new user under ANID (ANID)'

You are receiving this error because the username you are attempting to use is associated with an ANID that does not match the ANID currently connected to your company's profile that was invited to the event, which indicates that your organization has more than one ANID.

- If you believe you already have a username associated with the connected ANID, please refer internally to your company's account administrator to confirm the correct username to use
- If you do not have a username associated with the connected ANID, please follow these steps below to create a new username and access the event:
 - i) Return to the previous page and click Sign Up
 - ii) Uncheck the box next to Use my email as my username
 - iii) Create a username that is different than your existing username
 Usernames are not required to be valid email addresses, but they do have to look like them
 Ex: If your email is first.lastname@company.com, use first.lastname1@company.com
 - iv) Enter a new password in the **New Password** and **Confirm Password** fields
 This password must be a minimum of eight characters with at least 1 number
 You can use the same password as your existing account
 - v) Review the **Terms of Use** and **SAP Ariba Privacy Statement** and select the box next to each indicating your acceptance
 - vi) Click Register
 - vii) Click Review Accounts
 - viii) Click Continue Account Creation

The event should now appear for you.

5.14 HOW DO I DELETE/CLEAR MY BROWSER'S RECENT HISTORY, COOKIES, OR CACHE?

We recommend deleting your browser's temporary Internet files, cookies, cache, and history regularly to ensure a smooth experience.

If you are using Microsoft Internet Explorer:

- Click Tools in the upper left corner of your browser window. (If you cannot see the Tools
 option, right-click the top of your browser window and select the Menu bar to make it visible)
- Click Internet Options
- Click Delete under the General tab under Delete Browsing History
- Make sure **Cookies** and **Temporary Internet Files** are checked
- Click Delete
- After the browser finishes deleting your history, log out of Ariba and close your browser.
- Open Internet Explorer again

If you are using Mozilla Firefox:

- Click History
- Click Clear Recent History
- In the pop-up box, make sure **Cookies**, **Cache**, and **Active Logins** are checked
- Click Clear Now
- After the browser finishes deleting your history, log out of Ariba and close your browser
- Open Mozilla Firefox again

If you are using Google Chrome:

- Click the icon in the upper right corner that has three stacked horizontal lines (=).
- Click More Tools
- Click Clear Browsing Data
- Next to Obliterate the following items from, choose the beginning of time
- Make sure Cookies and other Site and Plug-in Data, and Cache Images and Files are checked
- Click Clear Browsing Data
- After the browser finishes deleting your history, log out of Ariba and close your browser
- Open Google Chrome again

To quickly access browser's recent history press and hold the Ctrl + Shift + Del keys on your keyboard. Then, you can remove the files according to the steps for your browser.

5.15 WHY DO I RECEIVE THE ERROR 'THE USERNAME AND PASSWORD PAIR YOU ENTERED WAS NOT FOUND' WHEN TRYING TO SIGN IN TO A SOURCING EVENT I WAS INVITED TO? '

Why do I receive the error the username and password pair you entered was not found when trying to sign into a sourcing event I was invited to?

Why can I not use my existing username and password to accept an event invitation?

The invitation link you are clicking may have expired. If you have already connected your account to the customer that invited you, please log in at https://proposals.seller.ariba.com.

A functioning link that has never been used before will bring you to a screen that gives you the two options to either **Sign Up** for a new user account or **Login** with an existing one. **Sign Up** and **Login** are blue buttons and very noticeable.

If you determine that the link needs to be replaced, please contact your customer for a new invitation email.

5.16 HOW DO I MERGE/CONSOLIDATE ACCOUNTS?

While you are not able to merge accounts once they have been created, you do have some consolidation options.

Here are the 2 options to manage your accounts:

1. Complete Consolidation:

For this option, you would select 1 account to remain open. You would then need to ask all customers connected to the other ANIDs to re-establish connections with the account to remain open. You would also need to create any administrators or sub-users on the other accounts under the ANID you'd like to keep as users.

Once you have transferred the information from all accounts under 1 main ANID, the administrators for the other accounts would be able to contact SAP Ariba Customer Support through the Help Center to request their accounts be expired (deleted).

This option would then allow your company to have 1 account open to transact with all customers, and the other ANIDs would be expired. If you use your accounts for Sourcing Events, you may not always be able to use this method of consolidation. Each buyer can have different information set up in their site that would force you to have multiple ANIDs.

2. Linking User IDs:

If you have multiple accounts that you maintain or have access to, it can be difficult to remember different usernames and passwords. This option works more for individual users than for an overall company. Linking user IDs allows you to seamlessly login to one account, then switch to any other linked usernames with a click instead of having to logout and log back in with a different user ID. To optimize navigation between multiple user accounts, you can link your user IDs and switch easily between your user accounts.

If you know the username and password for the account, you wish to link:

- Click the **initials** in the upper-right corner of the application
- Click Link User IDs
- Enter the username and password for the user account you wish to link under the No Approval Needed heading
- Click Link Account

If you do not know the username and password for the account you wish to link, follow steps 1-2 above and:

- Enter the username for the user account you wish to link to under the Approval Needed heading
- Click Send link request

This will send an email to that user with the option to accept your link request.

In order to switch to the user once it has been linked:

- Click the **initials** in the upper-right corner of the application.
- Click Switch Account.
- Click on the name of the account holder.
 - You must click on the name in order to switch to the user that has been linked. If you click anywhere else, it will not switch successfully.

5.17 WHY AM I SEEING A BLANK SUPPLIER DASHBOARD ON ARIBA PROPOSALS & QUESTIONNAIRES INSTEAD OF MY EVENTS AND QUESTIONNAIRES?

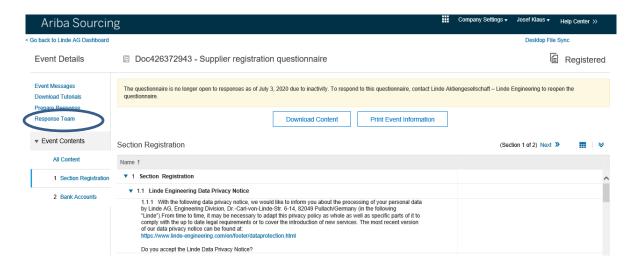
Something in the browser is blocking the content from loading. You have a couple options to resolve this issue:

- Check to see if an ad blocker is installed, such as AdBlock Plus and uBlock. If one is installed, disable it and load the page again
- Try to log in using a different browser

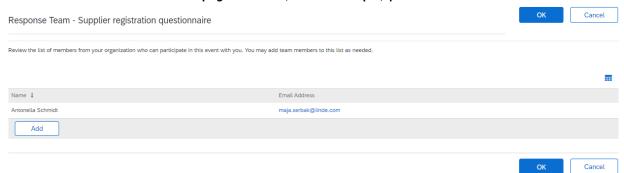
In Google Chrome, ad blockers are typically located in the ${\bf Extensions}$ section.

5.18 HOW CAN MULTIPLE PERSONS FROM YOUR ORGANISATION WORKING ON ONE QUESTIONNAIRE TOGETHER?

If more than one person from your organization is invited to participate in an event, buyers can group you and others from your organization as a supplier response team. A response team can work on one response as opposed to each person providing their own individual response.



To view the people from your organization that have been grouped as a response team, click Response Team on the Review Event Details page and then, for an example, you can see the names here:



The Response Team page displays the people from your organization who can participate in the event with you. To add additional members from your organization to the response team, click Add.

Buyers must group you and others from your organization as a supplier response team. After a buyer has created a supplier response team for your organization, you can add additional users to the response team. To be added to a response team, a user must be:

- Assigned a role with the Access Proposals and Contracts permission
- Approved by the buyer

SAP Ariba Sourcing does not allow more than one response team member to submit a response at the same time. However, response team members can access events, view messages, and view the Response History page at the same time.

5.19 HOW TO LINK USER ACCOUNTS?

If you have multiple user accounts, you can link your multiple seller IDs together.

Linking your multiple user accounts together enables you to quickly transfer between accounts with a single-click. Linking your multiple accounts also helps to eliminate the need to remember multiple usernames and passwords.

You must have access to the username and password of the user account with which you want to link your account.

Limitations:

You cannot unlink user accounts.

Procedure:

- Click your name at the top of the dashboard. SAP Ariba displays the user profile menu.
- Click Link User IDs to display the Link Accounts page.
- Enter the username and password of the user account you want to link with and click **OK**. SAP Ariba displays a confirmation message, indicating that your user accounts are now linked.
- Click Done.

Results:

The user profile menu displays multiple User Account IDs in the Switch To section.

5.20 HOW DO I ACCESS AND CHANGE THE FORMER ADMINISTRATOR'S ACCOUNT?

If the account administrator is still with your company, they can reassign the administrator account to another user or change their user information to a different person.

If the account administrator is no longer with your company, but you have access to the registered email:

- Use the Having trouble logging in? link on the login page to request a Password Reset
- After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself

If the account administrator is no longer with your company and there is no access to the email address on file, contact SAP Ariba Customer Support via the Support Center to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email address.

Additional Information

Account Reassignment requests go to a specific team within SAP Ariba Customer Support who will verify information and work with other users on the account if necessary. You will then be contacted with further instructions.

5.21 HOW DO I CHANGE MY ACCOUNT'S ADMINISTRATION? HOW CAN I TRANSFER THE ADMNISTRATION ROLE TO ANOTHER USER?

Procedure:

- Click the users initials in the upper-right corner of the application
- Click Settings
- Click Users
- Click the Manage Users tab
- To the right of the user you would like to select, click Actions > Make Administrator
- Select a Role for your own username and click Assign
- Click OK to transfer the account administrator role

To update the administrator account information:

- Click the initials in the upper-right corner of the application, and select My Account
- Update this page with the new administrator information. Remember to change the following:
 - Username
 - User's full name
 - User email
 - Contact information
- Click Save