



EDISON GROUP SUPPLIER PORTAL: SUPPLIER QUALIFICATION MANUAL

SUPPLIER

10/02/2023



QUALIFICATION QUESTIONNAIRES

After registering on Ariba Network, the supplier may receive an email from Edison inviting him to fill out the qualification questionnaires for a specific Commodity Category. The questionnaires he will have to fill out are: the **General Questionnaire** and the **Category Questionnaire**, one for each category for which he is invited to apply for qualification.

This is an example of an email that the provider will receive in their mailbox: in the email is a link to link directly to the qualification questionnaires.



The screenshot shows an email interface. At the top left, it says "Ariba Administrator <no-reply@eusmtp.ariba.com>" with a profile icon and "a me" below it. There are language options: "inglese" and "italiano" with arrows, and a link "Traduci messaggio". The main content of the email is as follows:

Portale Fornitori Gruppo EDISON - TEST

Hello Mario Rossi,

Please fill out the listed questionnaires and return them by the specified dates. These questionnaires are necessary to complete the QF_Standard Qualification Process process. Thank you for taking the time to respond to each one.

Process Overview
Process: Qualifica Standard
Category: FURNITURES - OFFICES
Region:
Business unit:
Material: Not applicable
Process owner: Massimiliano Colombo
Message:

Questionnaire Overview

Name	Assigned To	Respond By
QF_Standard Qualification Questionnaire for Category AF	Mario Rossi	September 25, 2023 at 7:12 AM
QF_General Standard Qualification Questionnaire	Mario Rossi	September 25, 2023 at 7:12 AM

[Click Here](#) to view the process.

QUALIFICATION QUESTIONNAIRES

Alternatively, the provider can log in with their account on the Ariba portal and will find themselves on the home page; at the bottom of the page is the “**Supplier Lifecycle Processes**” section.

Welcome to the Ariba Spend Management site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

Home

Events

Title	ID	End Time ↓	Event Type	Participated
No items				

Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
QF_Supplier Registration Questionnaire	Doc1558857194	8/19/6106 2:33 PM	Registered

Qualification Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
No items					

Questionnaires

In this section you will find current processes, including the Qualification process to which you were recently invited. Click on "**View**" to go inside the Qualification process.

Supplier Lifecycle Processes

QF_Processo di Qualifica Standard

Commodity	Regions	Departments	Owner	Status	Action
FURNITURES - OFFICES	All		Massimiliano Colombo	Qualifica Standard In Corso	View

QUALIFICATION QUESTIONNAIRES

Once you enter the desired qualification process, for a more correct display of the various questionnaires to be completed, you must click on the icon  and uncheck the "Commodity" item.

Welcome to the **Ariba Spend Management** site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

[< Go back to Portale Fornitori Gruppo EDISON - TEST Dashboard](#)

QF_Processo di Qualifica Standard

Commodity: FURNITURES - OFFICES Status: Qualifica Standard In Corso
Regions: All(All) Owner: Massimiliano Colombo
Departments: Message:

Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Show / Hide Columns
▼ Status: Open (2)					
QF_Standard Qualification Questionnaire for Category AF	Doc1559380051	9/25/2023 4:12 PM	(no value)	All All	<input checked="" type="checkbox"/> Title
QF_General Standard Qualification Questionnaire	Doc1559380027	9/25/2023 4:12 PM	CPE Edison All	All All	<input checked="" type="checkbox"/> ID
					<input checked="" type="checkbox"/> End Time
					<input type="checkbox"/> Status
					<input checked="" type="checkbox"/> Commodity
					<input checked="" type="checkbox"/> Regions
					<input type="checkbox"/> Departments
					<input checked="" type="checkbox"/> Status
					Group by Column
					Title

QUALIFICATION QUESTIONNAIRES

The system will display the two questionnaires to be filled out and sent to the Edison qualification team: **General** questionnaire and **Category** questionnaire. To begin filling out, simply click on one of the two; there is no precedence obligation between one and the other, the important thing is that both are filled out and sent.

[< Go back to Portale Fornitori Gruppo EDISON - TEST Dashboard](#)

QF_Processo di Qualifica Standard

Commodity: FURNITURES - OFFICES
Regions: All(All)
Departments:

Status: Qualifica Standard In Corso
Owner: Massimiliano Colombo
Message:

Questionnaires ☰

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Open (2)					
QF_Standard Qualification Questionnaire for Category AF	Doc1559380051	9/25/2023 4:12 PM	(no value)	All All	Not Responded
QF_General Standard Qualification Questionnaire	Doc1559380027	9/25/2023 4:12 PM	CPE Edison All	All All	Not Responded

FILLING OUT QUALIFICATION QUESTIONNAIRES

Below is a detail of the sections that are part of the General Questionnaire:

1. **Action Area:** Geographical areas where the supplier performs services/performances or where it delivers products/goods etc.;
2. **Operating Offices:** Data of the registered office (automatically carried over from previous compilations), data of other operating locations can be added if needed.
3. **Contacts:** Provider contacts (carried over automatically from previous compilations), additional contacts can be added if needed.

The screenshot displays a web application interface for filling out a qualification questionnaire. The top bar shows the document ID 'Doc1559380027 - QF_General Standard Qualification Questionnaire' and a timer indicating 'Time remaining: 59 days 23:11:42'. The left sidebar contains navigation options: 'Event Messages', 'Event Details', 'Response History', 'Response Team', and 'Event Contents'. The 'Event Contents' section is expanded, showing a list of sections: 'All Content', '1 Action area', '2 Operating Offices', '3 Contacts', '4 Vehicles and Equipment', '5 Safety', '6 Certifications and Q...', '7 Sustainability', and '8 Documentation'. The main content area shows the 'All Content' section expanded, with a tree view of sections: '1 Action area', '2 Operating Offices', and '3 Contacts'. The '2 Operating Offices' section is selected, showing a detailed form. The form includes a dropdown menu for '(select a value) [select]', a 'Less...' button, and a 'Show More' button. The form fields are: 'Street: Example', 'House Number: 111', 'District: Ex', 'Postal Code: 00112', 'City: Rome', 'Country/Region: Italy (IT)', and 'State/Province/Region: Rome (RM)'. Below the form, there are two buttons: 'Add Other Operating Offices (0)' and 'Add Other Contacts (0)'. The bottom of the form shows the contact information for 'Mario Rossi' with email 'lucatest456@gmail.com' and phone number '39-00111222333'.

FILLING OUT QUALIFICATION QUESTIONNAIRES

4. Vehicles and Equipment: If the supplier has vehicles and equipment, he/she should enter "Yes" as an answer and fill in the complementary fields that will automatically appear (Attach a file with the information of vehicles, equipment, etc.; question on maintenance of machines and equipment), if he/she does not have them. enter "No."

▼ 4 Vehicles and Equipment

4.1 For the activity relating to the product category entered, I declare that I do not have the means and/or equipment * Yes ▾

4.2 Insert the attachment containing the information on the relevant Vehicles, Instruments and Equipment. For each vehicle / instrumentation / equipment indicate: the description, the number and if it is owned or rented: * Attach a file

4.3 Are maintenance procedures for machines and equipment systematically adopted? * Unspecified ▾

5. Safety: The following data should be reported in this section for the previous 3 years: Number of people on the payroll, Total number of hours, Number of accidents, Sum days of absence due to accidents, and Fatal accidents. This data will be used to calculate the safety indices that the system will run when you submit the questionnaire.

▼ 5 Safety Less... -

"TOTAL HOURS" IS THE SUM OF ALL THE HOURS WORKED BY ALL EMPLOYEES DURING THE REFERENCE YEAR.
The frequency index is calculated by multiplying the number of accidents at work (excluding those in progress) with an absence of more than one day per one million and dividing by the hours worked. The severity index is calculated by multiplying the number of days lost due to accidents at work (excluding those in itinere and fatal ones) by a thousand and dividing by the hours worked. Report any fatal injuries in the space provided:

▼ 5.1 Index calculation - 1 year ago

5.1.1 Number of people enrolled in the freshmen book: *

5.1.2 Total Hours: *

5.1.3 Number of injuries: *

5.1.4 Total days of absence due to accidents: *

5.1.5 Fatal injuries? * Unspecified ▾

▶ 5.2 Index calculation - 2 years ago

▶ 5.3 Index calculation - 3 years ago

FILLING OUT QUALIFICATION QUESTIONNAIRES

6. Certifications and Quality: Supplier must include Certifications of the following areas: Quality, Environment, Safety, Energy and Other Certifications. If the supplier has the required certificates, indicate "Yes" as the answer and should upload the certification attachment by clicking on "Details" (next slide), otherwise simply indicate "No."

The screenshot displays a questionnaire interface with the following structure:

- 6 Certifications and quality**
 - 6.1 Quality**
 - 6.1.1 710 - Certification as per the UNI-EN-ISO 9001 schemes: * Yes (dropdown) [Details](#)
 - 6.2 Environment**
 - 6.2.1 711 - Certification as per the UNI-EN-ISO 14001 schemes: * Unspecified (dropdown)
 - 6.3 Safety**
 - 6.3.1 712 - Certification as per the OHSAS 18001/ UNI-EN-ISO-45001 schemes: * Unspecified (dropdown)
 - 6.4 Energy**
 - 6.4.1 713 - UNI CEI EN ISO 50001 Certification: * Unspecified (dropdown)
 - 6.5 Other Certifications**
 - 6.5.1 714 - Certification as per the UNI CEI EN ISO/IEC 17025 schemes: Unspecified (dropdown)
 - 6.5.2 715 - Certification as per the UNI CEI EN ISO 17034 schemes: Unspecified (dropdown)

FILLING OUT QUALIFICATION QUESTIONNAIRES

If the supplier has the certificate, once you click on "Details" the following window will open in which you must obligatorily enter the required data and upload an attachment of the certification in question, if necessary, you can also add a description.

6.1.1 710 - Certification as per the UNI-EN-ISO 9001 schemes

Enter details for **Certificate**. Enter the location of a file to add as an **Attachment**. To search for a [More](#)

Certificate Type: **UNI-EN-ISO 9001**

Issuer: *

Year of Publication: *

Certificate Number: *

Certificate Location: *

Effective Date: * 

Expiration Date: * 

Attachment: * Nessun file selezionato

Description:

FILLING OUT QUALIFICATION QUESTIONNAIRES

7. Sustainability: Questions regarding the area of Sustainability, whose eventual answer "Yes" requires the inclusion of attached document.

7 Sustainability	
7.1 724 - Certific. SA 8000 – Social Accountability	Unspecified ▾
7.2 725 - ISO 26000 Social responsibility	Unspecified ▾
7.3 726 - AA 1000 – Accountability	Unspecified ▾
7.4 727 - ISO 30415 Diversity & Inclusion	Unspecified ▾
7.5 728 - ISO 20400 Sustainable procurement	Unspecified ▾
7.6 Has the organization set itself any sustainability goals?	* Unspecified ▾ 
7.7 Does the organization publish the Sustainability report?	* Unspecified ▾ 
7.8 Has the company adopted policies and / or rules for managing the issues of diversity, inclusion, and equal opportunities for the various categories of employees?	* Unspecified ▾ 
7.9 Does the company collaborate with other partners for environmental and social sustainability projects?	* Unspecified ▾ 
7.10 Has the company adopted policies and / or rules for the management of human rights and risk management relating to child, forced or compulsory labor throughout your production chain?	* Unspecified ▾ 
7.11 Does the organization evaluate its suppliers on the basis of sustainability principles?	* Unspecified ▾ 
7.12 Does the company calculate the CO2 emissions associated with its activities?	* Unspecified ▾ 
7.13 Does the company procure electricity from renewable sources?	* Unspecified ▾ 
7.14 Does the company procure green gas / green fuels such as Biomethane, Bio-LNG?	* Unspecified ▾ 
7.15 Is the company engaged in research and innovation topics eg: new materials / innovative production methods / new waste treatment methods?	* Unspecified ▾ 

FILLING OUT QUALIFICATION QUESTIONNAIRES

8. Documentation: Section requiring the inclusion of documents: **Chamber of Commerce** and **Integrity Check** statement; for both specify the date of issuance/acceptance of the document.

▼ 8 Documentation

▼ 8.1 Chamber Document

8.1.1
For Companies:
- Certificate of registration with the Chamber of Commerce (CCIAA)
For Freelancers:
- Certificate of attribution of the VAT number
Important: Upload a document with a date of no less than 3 months.

8.1.2 Document / Effective Date: 

▼ 8.1.3 Self-Declaration of Certification

Download the form "Supplier Declaration" at the following link: <https://www.edison.it/en/contract-documentation>

8.1.3.1 Upload the Supplier Declaration, using only the indicated template, to be reproduced on your company letterhead.
The document must be completed-signed-stamped by your company's legal representative and uploaded on the portal with a copy of the declarant's identity card attached

8.1.3.2 Document Date / Self-declaration Effective Date: 

[*Attach a file](#) 

[*Attach a file](#) 

[Less...](#) 

FILLING OUT QUALIFICATION QUESTIONNAIRES

If the provider needs to request information from Edison, he or she can do so via the "**Create Message**" button to send a message to the Qualification Team: a file can be attached to this message, if necessary, and then submitted by clicking "Submit."

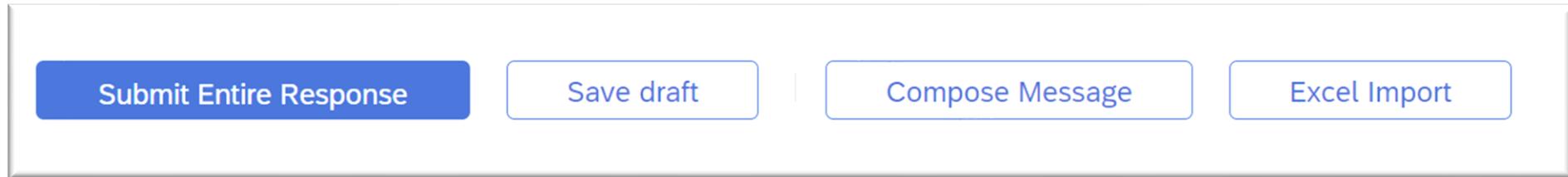
The screenshot displays a web interface for composing a new message. At the top, there is a navigation bar with four buttons: "Submit Entire Response" (highlighted in blue), "Save draft", "Compose Message", and "Excel Import". Below this, the "Compose New Message" form is visible. The form includes the following fields:

- From:** ExampleSupplier (Mario Rossi)
- To:** Project Team
- Subject:** Doc1559380027 - QF: General Standard Qualification Questionnaire
- Attachments:** Attach a file

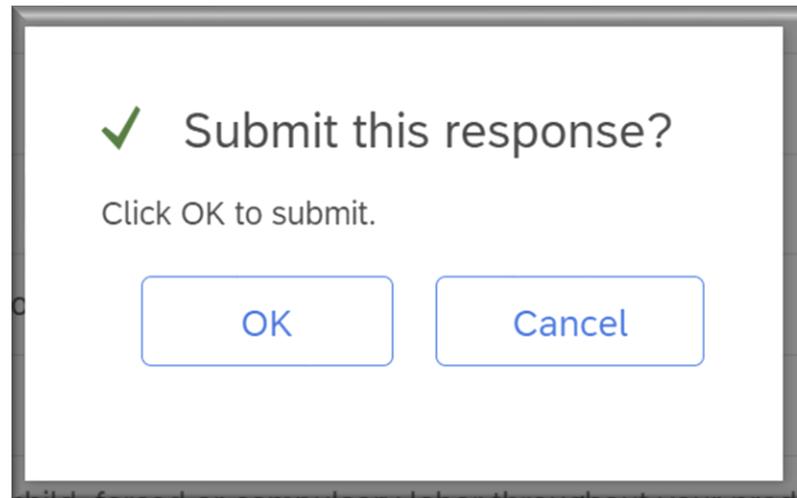
Below the subject field is a rich text editor with a toolbar containing icons for bold (B), italic (I), underline (U), list, link, font size, font color, and background color. The form also features "Send" and "Cancel" buttons in the top right and bottom right corners.

FILLING OUT QUALIFICATION QUESTIONNAIRES

Upon completion of the questionnaire, the system offers the option to **Send** or **Save as a draft** of the questionnaire (and resume it later) and to create a message for the qualification team.



If you choose to Submit the questionnaire, the system will ask for a confirmation, clicking "OK" will proceed to final submission.



FILLING OUT QUALIFICATION QUESTIONNAIRES

After the General Questionnaire has been completed and submitted, its status will be "Pending Approval". To complete the **Category Questionnaire**, click on the title:

Questionnaires 					
Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (1)					
QF_General Standard Qualification Questionnaire	Doc1559380027	7/27/2023 5:19 PM	CPE Edison All	All All	Pending Approval
▼ Status: Open (1)					
QF_Standard Qualification Questionnaire for Category AF	Doc1559380051	9/25/2023 4:12 PM	(no value)	All All	Not Responded

FILLING OUT QUALIFICATION QUESTIONNAIRES

In the **Category** questionnaire, there are three sections:

1. **References from the last 3 years:** this section contains three subsections (1.1 - 1.2 - 1.3) with the same fields, in fact, the data of references from the last three years are required; in section 1.4 "Other references" it is possible to enter references prior to the last three years.

The screenshot shows a web application interface for a qualification questionnaire. The top bar includes a console area with the document ID 'Doc1559380051 - QF_Standard Qualification Questionnaire for ...' and a timer showing 'Time remaining: 59 days 22:46:54'. A left sidebar contains navigation links for 'Event Messages', 'Event Details', 'Response History', and 'Response Team', along with a tree view for 'Event Contents' showing 'All Content', '1 References from the ...', and '3 SAFETY - INDICES'. The main content area is titled 'All Content' and features a search bar 'Name 🔍'. The primary section is '1 References from the last 3 years', which includes a descriptive instruction: 'Insert in this section the references of the last 3 years (reference # 1, # 2, # 3). In the "other references" section it is then possible to insert references prior to the last three years'. This section is divided into two subsections: '1.1 REFERENCE #1' and '1.2 REFERENCE #2'. Each subsection contains four fields: '1.1.1 Year', '1.1.2 Customer', '1.1.3 Short Description', and '1.1.4 Area'. The 'Year' and 'Customer' fields are text inputs, while 'Short Description' is a larger text area. The 'Area' field is a dropdown menu with a '(select a value) [select]' prompt. The '1.2 REFERENCE #2' subsection has identical fields. At the bottom of the form, there is a note '(*) Indicates a required field' and four action buttons: 'Submit Entire Response', 'Save draft', 'Compose Message', and 'Excel Import'.

FILLING OUT QUALIFICATION QUESTIONNAIRES

- 2. Attach files:** in this section you can attach files/documents containing more information related to your company's references.
- 3. Safety - Indices:** in this section you do not have to enter data, but there are indices that will be automatically calculated by the system once you submit the questionnaire; the calculation is done using the data entered in section 5 of the general questionnaire.

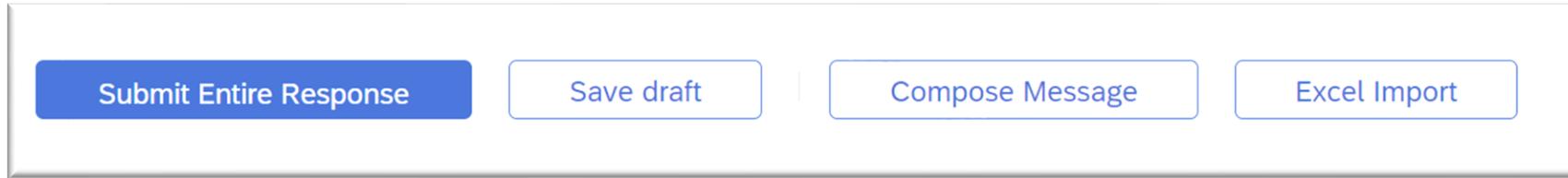
The screenshot displays a web-based questionnaire interface. At the top, it shows '2 Attach files / documentation references' with an 'Attach a file' link. Below this is section '3 SAFETY - INDICES', which is expanded to show a description: 'This section displays the values relating to the Frequency, Severity and Safety Indices'. Underneath, there are four sub-sections, each with a dropdown arrow and a 'Less...' link:

- 3.1 Data from 3 years ago
 - 3.1.1 Frequency Index (FI)
 - 3.1.2 Severity Index (SI)
- 3.2 Data from 2 years ago
 - 3.2.1 Frequency Index (FI)
 - 3.2.2 Severity Index (SI)
- 3.3 Data from 1 year ago
 - 3.3.1 Frequency Index (FI)
 - 3.3.2 Severity Index (SI)
- 3.4 Safety Index Value
 - 3.4.1 Safety Index (SI)

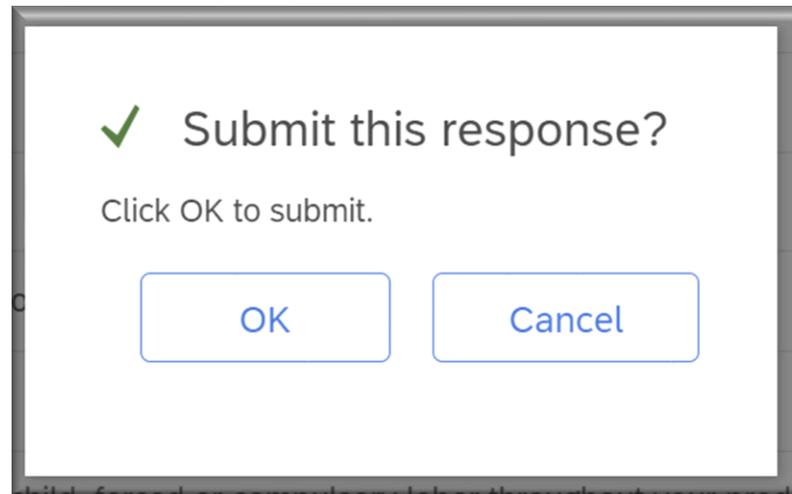
At the bottom of the form, there is a note: '(*) indicates a required field'. Below the note are four buttons: 'Submit Entire Response' (highlighted in blue), 'Save draft', 'Compose Message', and 'Excel Import'.

FILLING OUT QUALIFICATION QUESTIONNAIRES

Again, upon completion, the system offers the option to **Send** or **Save as a draft** of the questionnaire (and resume it later) and to create a message for the qualification team.



If you choose to Submit the questionnaire, the system will ask for a confirmation, clicking "OK" will proceed to final submission.



FILLING OUT QUALIFICATION QUESTIONNAIRES

Once the second questionnaire is also submitted, you will automatically return to the initial screen where you can see that both completed and submitted questionnaires will have the status "Pending Approval": the Edison qualification team will analyze and evaluate the questionnaires. At the end of this evaluation phase, the supplier will receive an email notifying them of whether or not the qualification has been approved.

Questionnaires 					
Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (2)					
QF_Standard Qualification Questionnaire for Category AF	Doc1559380051	7/27/2023 5:29 PM	(no value)	All All	Pending Approval
QF_General Standard Qualification Questionnaire	Doc1559380027	7/27/2023 5:19 PM	CPE Edison All	All All	Pending Approval

QUALIFICATION RENEWAL.

Qualification is valid for 3 years, when it expires, supplier can be invited by Edison to renew the qualification by sending the supplier the questionnaires to be updated to apply for renewal.

In case of qualification renewal, the supplier will definitely have to update the category questionnaire (update the 3 references for the last 3 years). In addition, he will also receive and must update the General questionnaire in case there is information for which Edison requires an update.

In case you are invited to renew a qualification, you will receive an email inviting you to fill in the questionnaires: as for the first compilation, the supplier will find the questionnaires on the home page and, by clicking on the names, will be able to enter and update them in the same way as described above.

Once updated, the questionnaires can be sent by pressing the "send" button.

OWN LIST OF QUALIFICATION PROCESSES

To get an overall view of the product categories for which a supplier is qualified, access the "**Ariba network**" section at the top of the portal:

The screenshot displays the SAP Ariba Spend Management portal. The top navigation bar contains the SAP logo, a dropdown menu for 'Ariba Proposals and Questionnaires', 'Standard Account', a 'Get enterprise account' button, and a 'TEST MODE' indicator. The dropdown menu is open, showing options: 'Ariba Discovery', 'Ariba Proposals And Questionnaires', 'Ariba Contracts', and 'SAP Business Network'. The main content area includes a welcome message: 'Welcome to the Ariba Spend Management site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost.' Below this is a 'Home' button, an 'Events' section with a table (Title, ID, End Time, Event Type) showing 'No items', and a 'Registration Questionnaires' section.

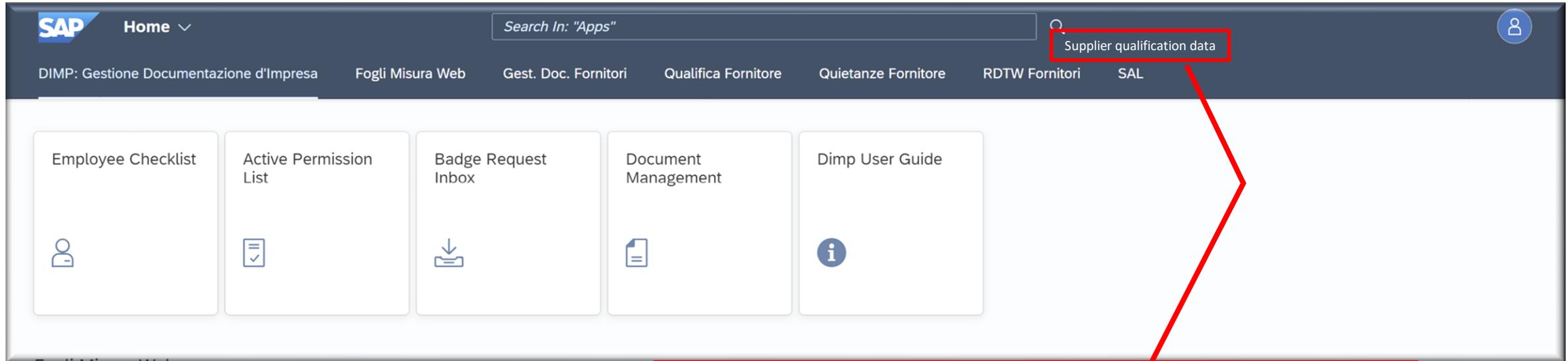
OWN LIST OF QUALIFICATION PROCESSES

At the bottom right of the page, within the "**Personal Widgets**" section, search for the "**Application Gateway**" section. Inside you will find the link to access the Supplier Invoice Portal (Synergy Portal link) and the link to access the available applications, including the list of your qualification processes (BTP Portal Access / Portale Fornitori Edison):

The screenshot displays the SAP Business Network user interface. At the top, there is a navigation bar with the SAP logo, 'Business Network', 'Standard Account', and a 'Get enterprise account' button. Below this is a secondary navigation bar with links for Home, Enablement, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, and Assessments. The main content area is divided into several sections. The top section is an 'Overview' dashboard with five cards showing '0' for 'New orders', 'Items to confirm', 'Orders', 'Orders to invoice', and 'Invoices', all for the last 31 days. Below this is a 'My widgets' section. The first widget is 'Purchase orders' showing a line chart for 'Portale Fornitori Gruppo EDISON' from May to July. The second widget, 'Application gateway', is highlighted with a red box and contains three links: 'Application gateway', 'Portale Fornitori Edison', and 'Synergy Portal'. To the right of this widget is a 'Download app' section with 'We are now mobile.' text, Google Play and App Store logos, and a smartphone image. The final widget is 'My leads', which shows 'You have no open leads matching your company profile. View all leads'.

OWN LIST OF QUALIFICATION PROCESSES

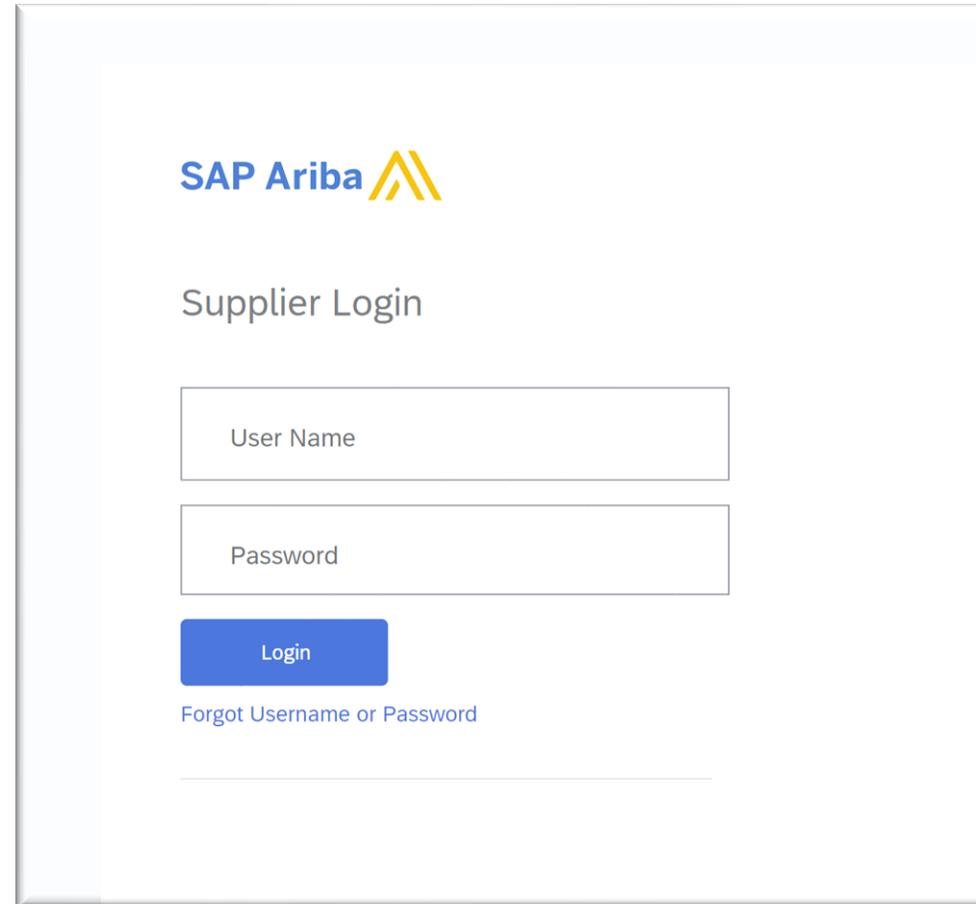
Clicking on "**BTP Portal Access**" takes you to the page with links to the applications shown in the image below: on the top bar, select "**Supplier Qualification Data**"



On the screen you will access click on the "**Supplier Qualification Data**" section-the system will present the report containing your current qualification processes.

FORGOTTEN USERNAME AND/OR PASSWORD

In case the provider has lost or forgotten his or her username or password, he or she should use the recovery functions by clicking on the "**username**" (to recover his or her username) or "**forgotten password**" (to reset his or her password) links located below the login button, as highlighted in the image:



The image shows a screenshot of the SAP Ariba Supplier Login page. At the top left, the SAP Ariba logo is displayed. Below the logo, the text "Supplier Login" is centered. There are two input fields: "User Name" and "Password". Below these fields is a blue "Login" button. Underneath the "Login" button, there are two links: "Forgot Username" and "Forgot Password", both highlighted in blue. A horizontal line is visible below the "Forgot Username or Password" link.

FORGOTTEN USERNAME AND/OR PASSWORD

In both cases, the system prompts the provider to provide the email address linked to their account:

Recover your username

Enter the email address you used to register with SAP Business Network.

Email address

Reset your password

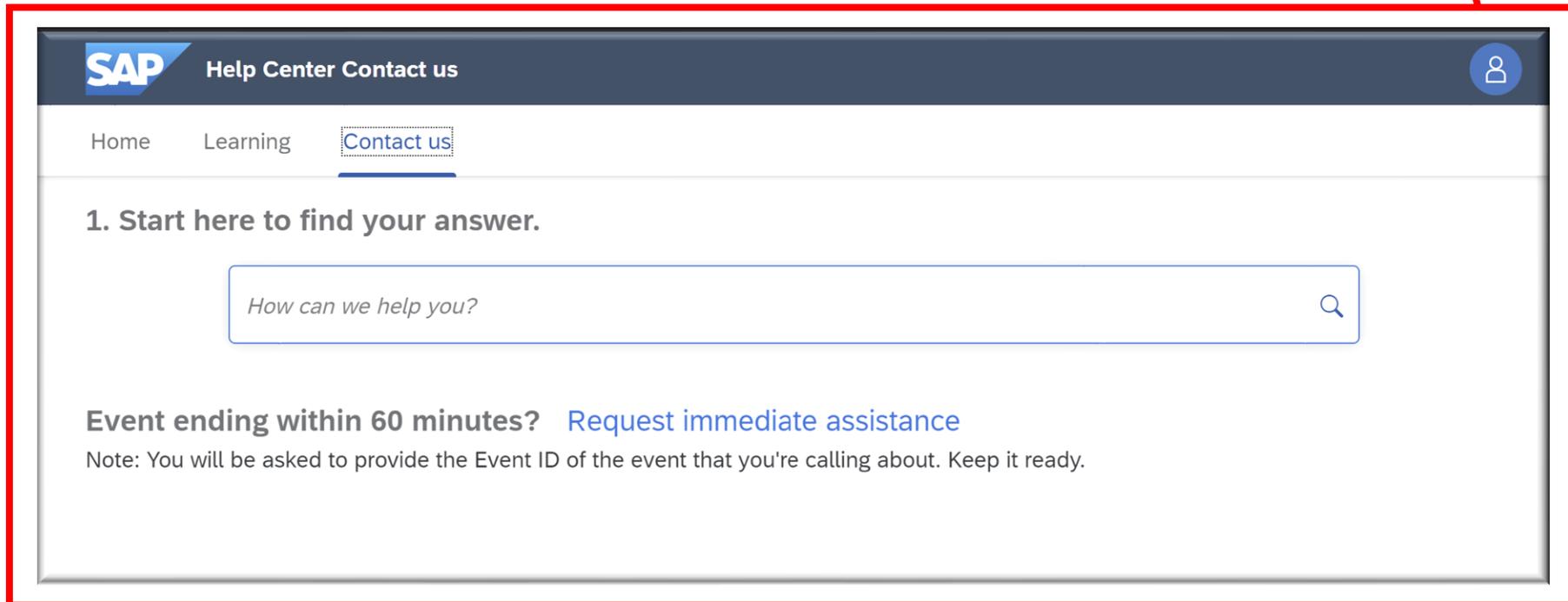
Enter the email address you used to register with SAP Business Network.

Email address

In the event that the supplier does not remember the email address linked to their utility, they can contact Edison's supplier support to verify the contact information linked to their supplier record.

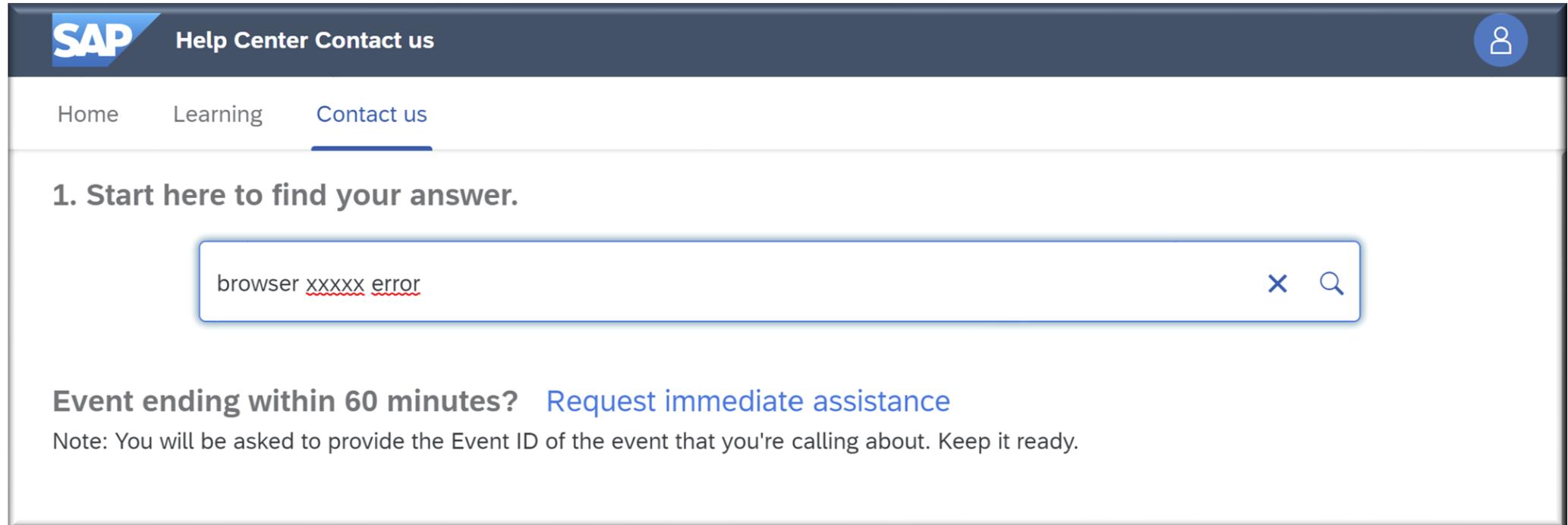
OPENING NOTIFICATION TO SAP

In case you detect technical errors that are not related to the consistency and obligatory nature of the data you are entering on the pages, you can open a report directly to SAP Ariba support. To open a report to SAP click on the question mark at the top right: in the dropdown that will open select "**Help Center.**" A new window will open in which you will have to select the "**contacts**" section



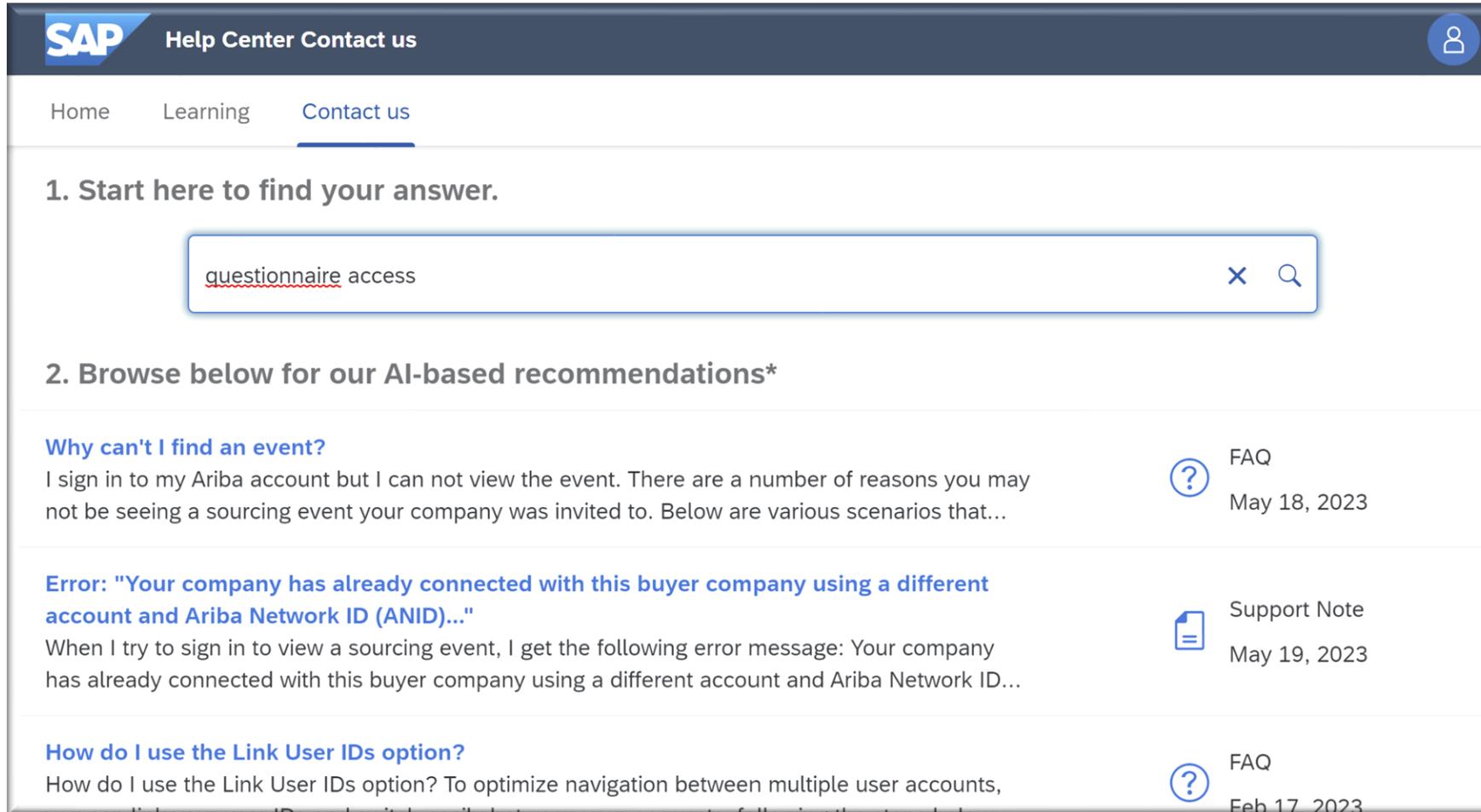
OPENING NOTIFICATION TO SAP

In case the error occurs in a closing race, you can request immediate assistance by clicking on the "request immediate assistance" link. On the other hand, if it is another error, you can start typing the error description in the white box and then start the search.



OPENING NOTIFICATION TO SAP

A list of questions/answers (FAQ) will be shown.



The screenshot shows the SAP Help Center 'Contact us' page. The top navigation bar includes the SAP logo, 'Help Center', and 'Contact us'. Below the navigation bar, there are tabs for 'Home', 'Learning', and 'Contact us'. The main content area is titled '1. Start here to find your answer.' and features a search bar with the text 'questionnaire access'. Below the search bar, there is a section titled '2. Browse below for our AI-based recommendations*'. This section lists three recommendations:

- Why can't I find an event?**
I sign in to my Ariba account but I can not view the event. There are a number of reasons you may not be seeing a sourcing event your company was invited to. Below are various scenarios that...
FAQ
May 18, 2023
- Error: "Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID)..."**
When I try to sign in 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...
Support Note
May 19, 2023
- How do I use the Link User IDs option?**
How do I use the Link User IDs option? To optimize navigation between multiple user accounts, you can link your user IDs and switch easily between your accounts, following the steps below...
FAQ
Feb 17, 2023

OPENING NOTIFICATION TO SAP

If among the FAQs you do not find a solution, scroll down the page. System will ask you to select the topics most relevant to the problem described: select the topic on which you want assistance.

3. Choose from the options below to continue.

The *company profile* contains your company's public information on the SAP Business Network and is viewable by all buyers.

A *supplier profile questionnaire (SPQ)* is a custom-created questionnaire that comes from a specific buyer and is often a prerequisite to entering into a business relationship or participating in a sourcing event with them. These can also be called registration questionnaires, security questionnaires, etc.

What do you need help with?

Company profile

Questionnaire

Emails about expired profile information

OPENING NOTIFICATION TO SAP

By selecting a topic, the system will show subtopics.

3. Choose from the options below to continue.

The *company profile* contains your company's public information on the SAP Business Network and is viewable by all buyers.

A *supplier profile questionnaire (SPQ)* is a custom-created questionnaire that comes from a specific buyer and is often a prerequisite to entering into a business relationship or participating in a sourcing event with them. These can also be called registration questionnaires, security questionnaires, etc.

What do you need help with?

Company profile

Questionnaire

Emails about expired pro

Company profile

Questionnaire

Emails about expired profile information

What do you need help with regarding a questionnaire?

Open questionnaire

Can't find questionnaire

Link in email not working

Error "Your company has already connected with this buyer..."

Error "...already merged to another account"

Can't respond to questionnaire

Something else

1. In the upper-right corner of the application, click [user initials] > **Company Profile**.
2. Go to the **Customer Requested** tab.
3. Click the name of the appropriate customer.
4. Ensure that you fill out all required fields (marked with an * asterisk). If you do not, you will receive an error message when you try to submit.
5. When you are finished, click **Submit**.

OPENING NOTIFICATION TO SAP (TENDER EXPIRING)

If immediate support is needed for closing race, a window will open asking for a variety of information including the number of the expiring race and the time remaining: the language in which support will be provided will be that of the user.

Home Learning **Contact us**

Requested language of support: English [Change?](#)

Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject: *

Document or Event Number:

Company that invited you:

Time remaining in event: *

2. Please review your contact information for correctness:

First name: *

Last name: *

Username:

Company: *

Email: *

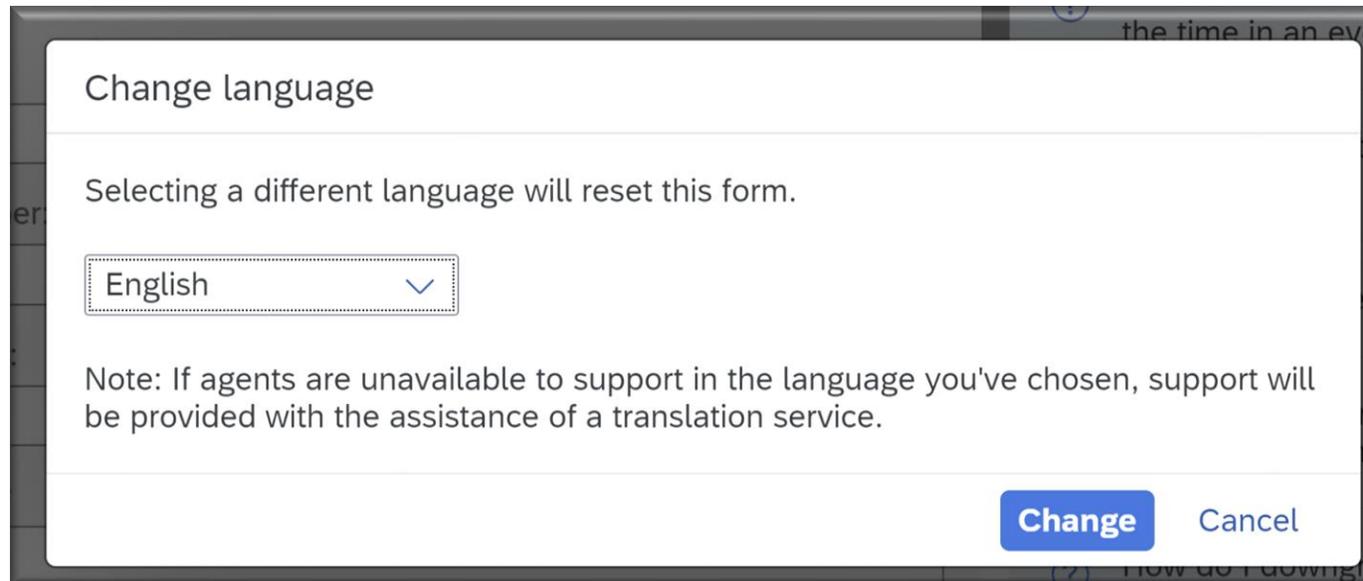
Phone: *

Extension:

Submit Cancel

OPENING NOTIFICATION TO SAP (TENDER EXPIRING)

SAP support in the English language is available only during business hours: outside these hours the system will alert the user that support can only be provided in another language. The user will be asked to indicate an alternative language:



Change language

Selecting a different language will reset this form.

English

Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

Change Cancel