

MANUAL

SAP ARIBA

POWERED BY **UPG**

AGENDA

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- 1.2 Creating an account on the Ariba Supplier Network from the invitation email
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Help

03

- 3.1 How to request assistance for issues from the supplier profile
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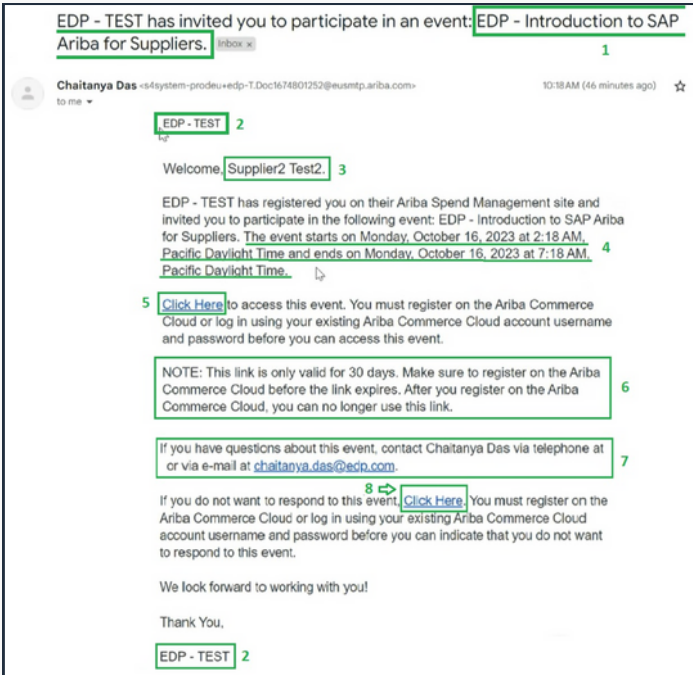
04

Key notes

01 CREATE ACCOUNT/LOGIN

1.1 Example of an email with an event invitation

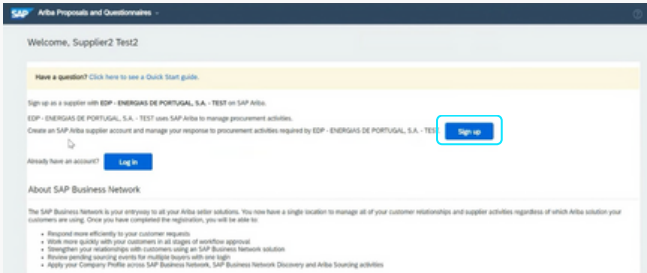
The supplier receives an email invitation from an EDP company for an event. The email subject includes the event name and the EDP company that organized it. When creating an account on the Ariba Supplier Network, the provided information must match the details in GoSupply (the Ariba platform registration email should be listed in the contact emails on the GoSupply platform).



1. Event Name
2. EDP Company Name that created the event
3. Supplier Name
4. Timeframe during which the event is available for the supplier to submit their proposal
5. Link to access the event and create an account on the Ariba Supplier Network or log in
6. Expiry date of the link for creating an account on the Ariba Supplier Network
7. Contact information of the EDP negotiator who created the event (for additional clarifications about the event itself, unrelated to platform navigation)
8. Link to indicate if the supplier does not wish to participate or decline participation in the event

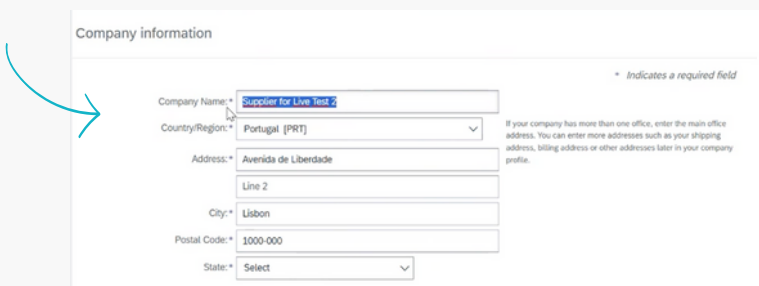
1.2 Account Creation on Ariba Supplier Network from the Invitation Email

- In the email that was sent, the supplier should click on option 5, which will redirect them to the following page, where they must choose the **'Sign up'** option.

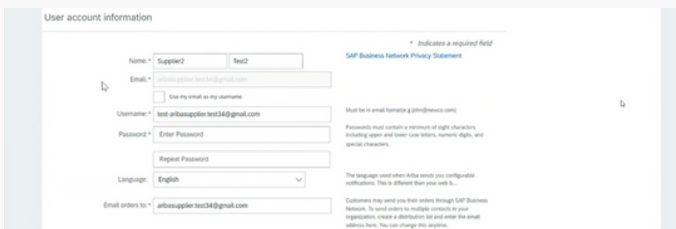


When you click on the **'Sign Up'** option, the form for creating an account on the Ariba Supplier Network will appear. Fields marked with an asterisk (*) are mandatory.

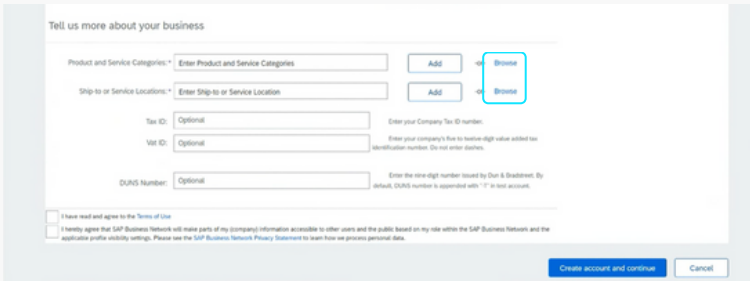
- In the **"Company Information"** tab, the supplier must provide the company details (name and address).



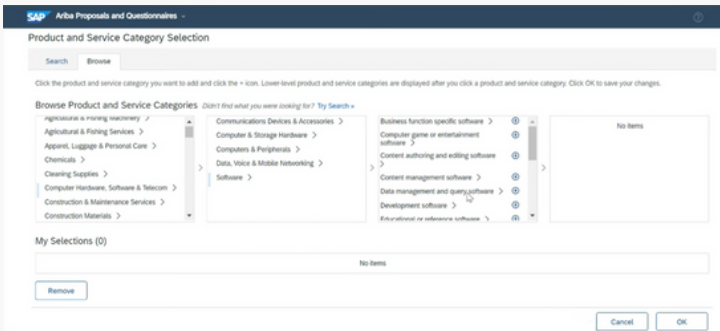
- User account information**- In this tab, you should set up your username and password for platform access. You have the option to choose your email as your username, and you can also select your preferred language (Portuguese, English, or Spanish). The language you choose will be used for communications/notifications sent by the Ariba platform.



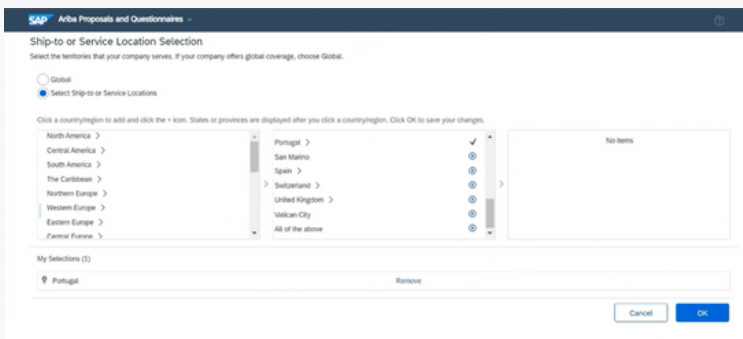
- **Tell us more about your business** - In this tab, you should specify the type of service you provide or products you supply. To do so, you can either directly enter the information in the field or explore various category and sub-category options by clicking on **'Browse'**.



Examples of existing categories and subcategories:



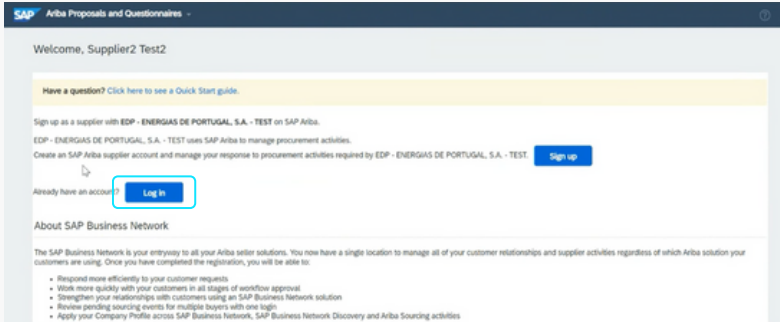
- **Service Location Selection** - In this tab, the supplier can choose the country (it can be one or several) to which they can send the product or provide services.



After completing all the mandatory fields, you should check the 'Terms of Use' and 'Privacy Statement' options and click on **'Create account and continue'**.

1.2 How to log in to your Ariba Supplier Network account.

If suppliers already have an account on the Ariba Supplier Network, when they click on option 5 in the invitation email, they should then choose the option: **"Log in."**



The screenshot shows the SAP Ariba Supplier Network interface. At the top, it says "SAP Ariba Proposals and Questionnaires". Below that, it says "Welcome, Supplier2 Test2". There is a yellow banner that says "Have a question? Click here to see a Quick Start guide." Below the banner, it says "Sign up as a supplier with EDP - ENERGIAS DE PORTUGAL, S.A. - TEST on SAP Ariba." and "EDP - ENERGIAS DE PORTUGAL, S.A. - TEST uses SAP Ariba to manage procurement activities." There are two buttons: "Sign up" and "Log in". The "Log in" button is highlighted with a red box. Below the buttons, it says "Already have an account?" and "Log in". At the bottom, there is a section titled "About SAP Business Network" with a list of benefits:

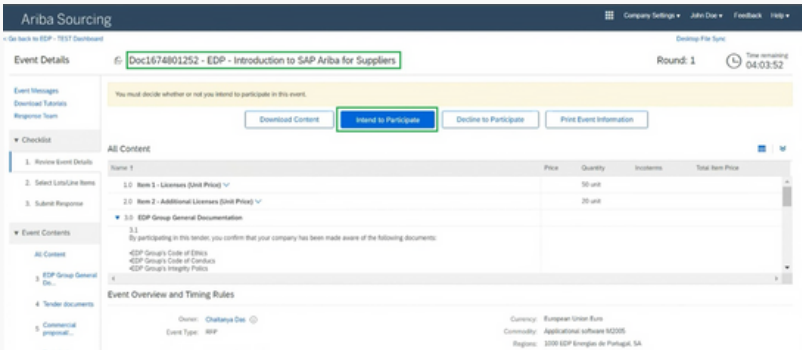
- Respond more efficiently to your customer requests
- Work more quickly with your customers in all stages of workflow approval
- Strengthen your relationships with customers using an SAP Business Network solution
- Review pending sourcing events for multiple buyers with one login
- Apply your Company Profile across SAP Business Network, SAP Business Network Discovery and Ariba Sourcing activities

2.1 How to participate in an event to which you have been invited

After creating an account or logging in, the supplier is directed to the event page.

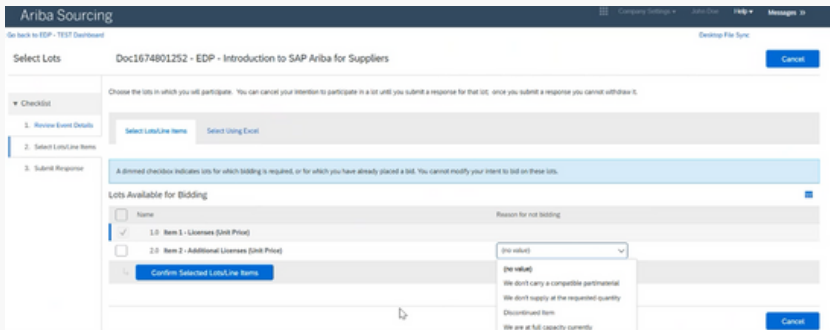
In the page header, the supplier can find the event's name and its ID, which should be used, for example, in case of the need to contact the EDP negotiator or for technical support. You can also check the time remaining to submit your proposal.

If the supplier chooses to participate in the event, they should select the **'Intend to Participate'** option. By doing so, they will start receiving all the information/updates regarding the event. If not interested, they should choose the **'Decline to Participate'** option.



2.2 How to navigate the event page and submit proposals.

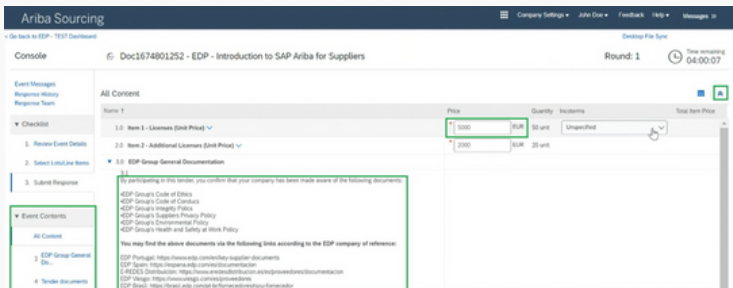
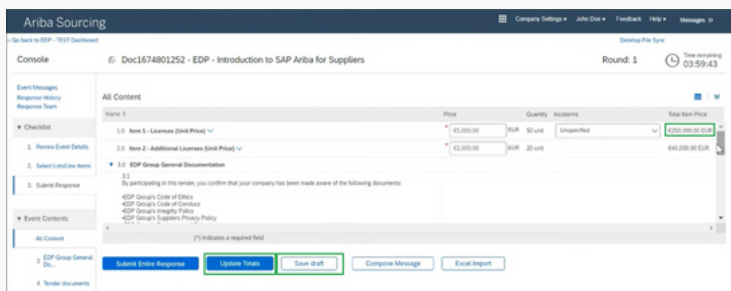
After choosing to participate in the event, you will be directed to the following page where you can select the items for which you want to submit a proposal. Some items are mandatory, and there may be others that are optional. You should choose the ones you are interested in and click on **'Confirm Selected Lots/Line Items.'** If you do not wish to bid on the optional items, the supplier will need to specify the reason.



After confirming the items for which you want to submit a proposal, you will be directed to the page where you will have all the information about the event. You can review the information in its entirety or content by content by clicking the arrow in the top right corner. In the left-side navigation menu, you can also choose to view one content at a time.

In the field indicating the price, the supplier should note that the price provided is per unit. At the bottom of the page, there is the "Update Totals" option to view the total proposal.

Section 3.0 EDP Group General Documentation is purely informational, where the supplier will find additional documentation on EDP companies' policies in various regions.

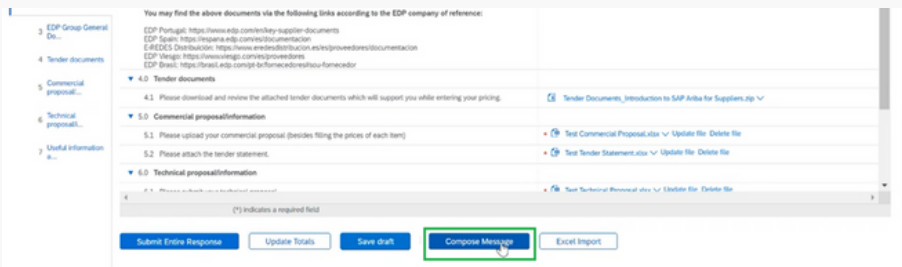
At any time, the supplier can click on 'Save draft' to save the entered data and resume and submit the proposal later (provided it is within the competition deadline).

In section 4.0 'Tender documents,' the supplier can download the documents related to the event, as well as the participation declaration in the competition (to validate the supplier's intention to participate in the competition). The supplier will then need to upload this declaration in section 5.2.

It's important for the supplier to note that they should separate the commercial proposal from the technical one.

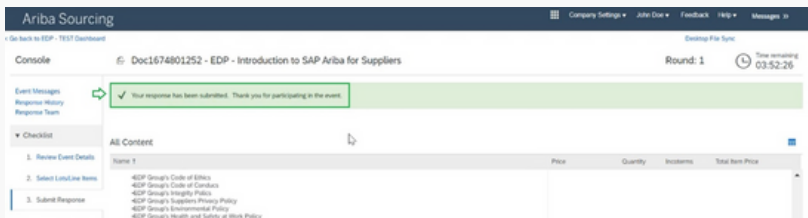
The commercial proposal should be uploaded in section 5.1, and the technical proposal in 6.1.

In section 7.1, contact information for navigation assistance on the platform and technical questions will be provided.

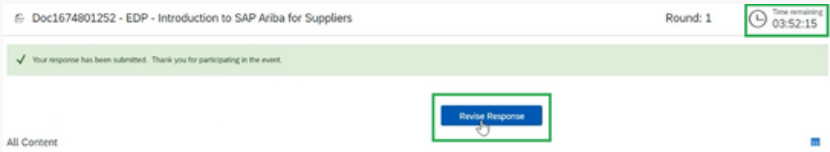


If the supplier has any specific questions about the event and wishes to submit them through the platform, they can click on the 'Compose Message' option. This message will be sent to the EDP team responsible for the event. When the EDP negotiator responds to the question, the supplier will receive a notification on the platform and in their email.

If the supplier is comfortable with all the information entered in the proposal, they should click on 'Submit Entire Response.' The system will prompt a message asking for confirmation; simply click 'OK,' and you will see that the proposal has been submitted.



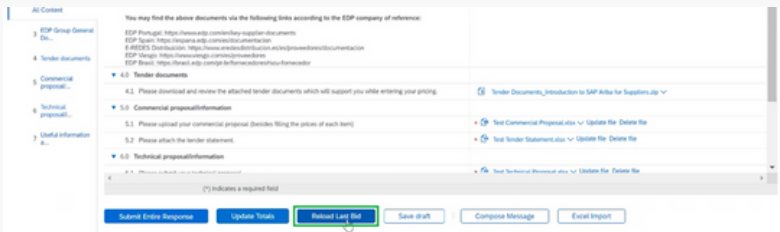
If, after submission, the supplier wishes to review the proposal made, such as adjusting the unit price, they should click on the 'Revise Response' option (if there is still time left in the tender).



After modifying the value, you should click on the '**Update Totals**' option to update the new total.

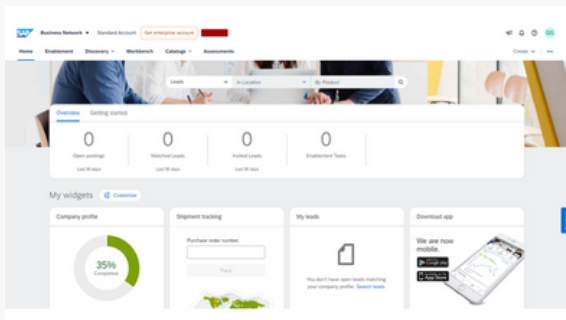
If necessary, the supplier can restore the value of the initial proposal by clicking on the 'Reload Last Bid' option. The system prompts with a message to confirm, simply click 'OK,' and you will see that the unit price has returned to the value stated in the initial proposal.

The supplier must ensure to click again on the "**Submit Entire Response**" option, even if no changes are made, to ensure the proposal is submitted.

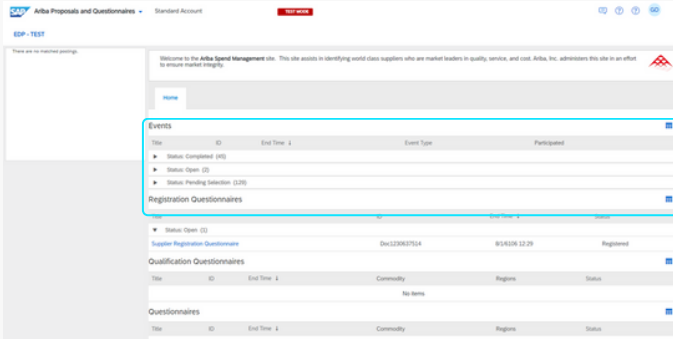


2.3 How to navigate your profile to find the list of events you have been invited to (open, in progress, or closed).

The supplier also has the option to log in to their account using a generic link (<https://service.ariba.com/Supplier.com>). In this case, instead of accessing a specific event page, the supplier will enter a dashboard."

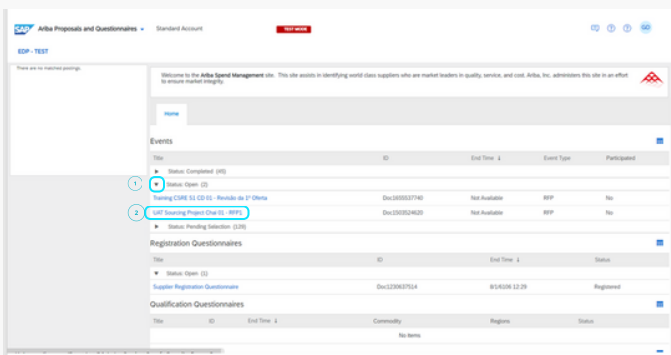


To access your events, the supplier should click on the 'Business Network' button in the top left corner next to the SAP icon and choose the **'Ariba Proposals & Questionnaires'** page.



On this page, the supplier can find the 'Events' table where they can check all the events they have been invited to by EDP, grouped by status:

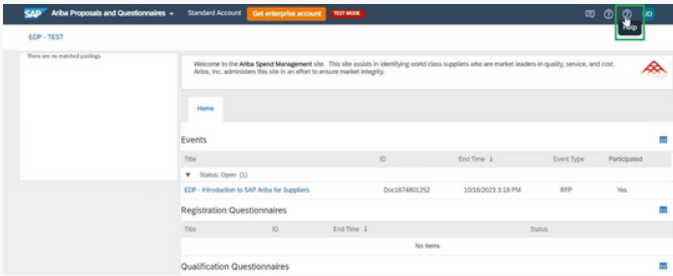
1. Open – New events that the supplier has not yet participated in (or declined) and are within the response deadline.
2. Pending Selection – Events in which the supplier has participated (or declined) and where the deadline has already passed.
3. Complete – Closed events, i.e., events already awarded by EDP.



"To open a specific event, the supplier should:

1. Click on the arrow next to the group of events they want to view (e.g., Open).
2. Click on the title of the event (e.g., 'UAT Sourcing Project Chai 01 - RFP1') to access the event page.

3.1 How to request assistance for login-related issues from the supplier profile.

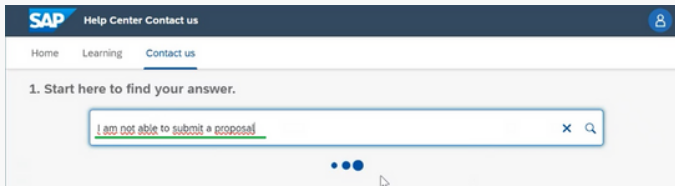


If the supplier needs assistance and it falls within their profile, they can find an 'Help' icon in the top right corner. They should click on the option and then select 'Help Center'.

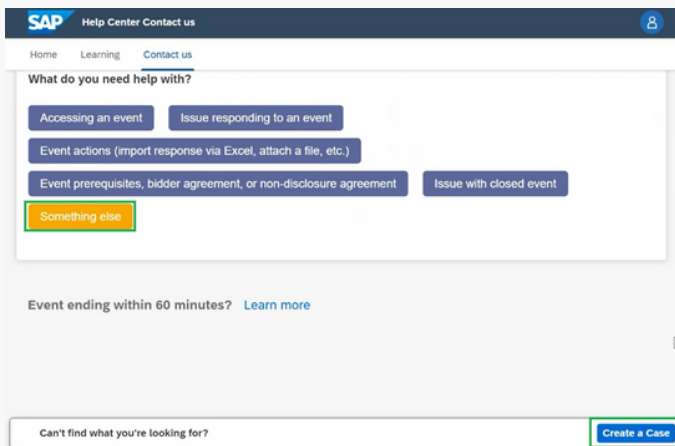


The supplier will find answers to various FAQs on this page. If none of them aligns with the supplier's question, they can enter their question in the search field. If, for any reason, the supplier wishes to change the language, they can select the "Settings" option in the top right corner icon and choose their preference.

If none of the FAQs addresses the supplier's query, and they desire contact from the SAP Ariba team, they should select the "Contact Us" option. They will be directed to the following page where they can restate their question.



If none of the answers help once again, at the bottom of the page, you will have the option 'Something else.' By clicking on this option, you will then see the 'Create a Case' option.



You should fill out the contact form, and if desired, attach documents such as a screenshot of the error.

All fields marked with an asterisk (*) are mandatory.

After completing the form, click on 'One last step,' where you will choose how you wish to be contacted by the SAP Ariba team (phone, email, or live chat). If you choose the 'phone' option, the system will indicate the average wait time, and the supplier can decide whether they want the call to be recorded or not.

Phone contact is recommended for a more personal interaction, while 'live chat' provides a more instantaneous response. Email contact may take longer.

After the supplier selects their preferred option, they should click on the 'Submit' button.

SAP Help Center Contact us [User Icon]

Home Learning Contact us

1. Tell us what you need help with.

Subject: *

Full description: *

2912 characters remaining

Attachment:

Issue type: *

Issue area: *

Recommendations*

-
-
-
-
-
-

Choose this contact method for the fastest resolution of your issue:

Phone

A support engineer will respond to your case by phone.

Other methods you may choose:

You will chat with the same product expert that would normally work your case, soon after you click "Submit."

Note: Pop-ups need to be enabled in your browser.

Email

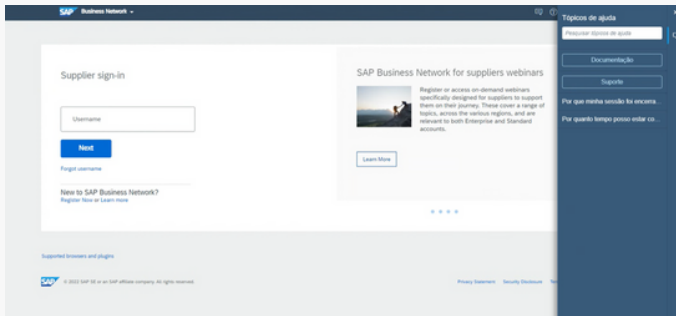
A support engineer will respond to your case by email.

To receive communications, add itsm.notification-service@sap.com to your allow list.

3.2 How to submit a help request without logging in.

Note: These are the steps to follow if it's necessary to create a help request on behalf of the supplier.

<<https://service.ariba.com/Supplier.aw/109557045/aw?awh=r&awssk=xo8PmbES&dard=1>> ([link](#) to be used to submit the contact request).

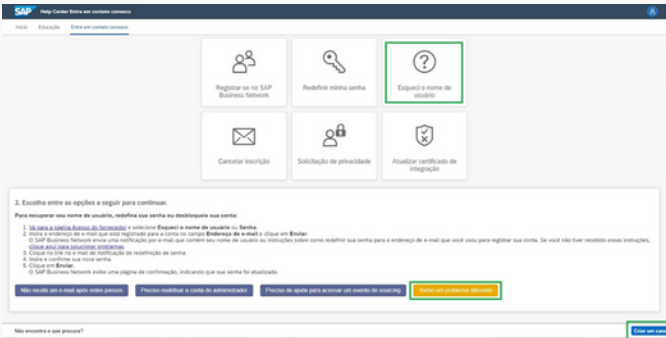


Upon accessing this page, you should select the "Help" option and then click on "Support."

On the following page, you will have a view similar to what the supplier sees when logged in. Choose the "Contact Us" option.



In this view, the option 'Forgot username' should be chosen, even if that is not the supplier's issue. In order to create a case, we should select the option 'I have a different problem' to prompt the 'Create a case' option.



SAP Help Center - Esqueci meu nome de usuário

Esqueci meu nome de usuário

Registrar no SAP Business Network | Redefinir minha senha | **Esqueci o nome de usuário**

Cancelar inscrição | Solicitação de privacidade | Atualizar certificado de integração

2. Escolha entre as opções a seguir para continuar.

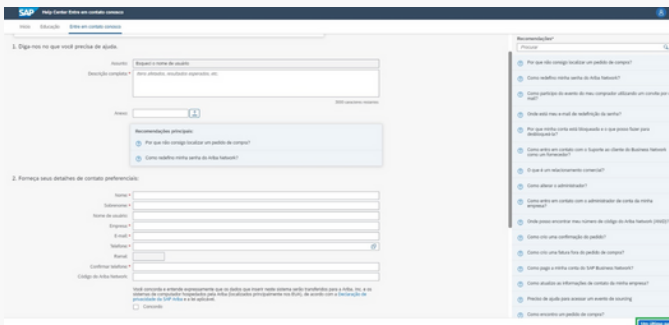
Para recuperar seu nome de usuário, redigite sua senha ou desbloqueie seu conta:

- Se você já possui acesso de administrador e conhece o endereço de e-mail de usuário ou senha.
- Se você não possui acesso de administrador e não conhece o endereço de e-mail e o nome de usuário.
- SAP Business Network envia uma notificação por e-mail que contém seu nome de usuário ou senha para o endereço de e-mail que você usou para registrar sua conta. Se você não recebeu essas informações, clique em 'Enviar uma notificação por e-mail'.
- Se você não possui acesso de administrador e não conhece o endereço de e-mail e o nome de usuário, clique em 'Solicitar a redefinição de senha'.
- Se você não possui acesso de administrador e não conhece o endereço de e-mail e o nome de usuário, clique em 'Esqueci o nome de usuário'.
- SAP Business Network envia uma página de confirmação, indicando que sua senha foi atualizada.

[Não recebi um e-mail após clicar neste botão](#) | [Cancelar inscrição e criar um novo usuário](#) | [Pedido de ajuda para renovar um certificado de integração](#) | **Esqueci o nome de usuário**

Mas estou em dúvida e preciso de ajuda? [Esqueci o nome de usuário](#)

In the next step, you should provide the reference for the supplier's question or concern and then proceed to fill out all the mandatory fields with their information. Finally, click on the 'One Last Step' option, choose the 'phone' option, and click 'Submit'.



SAP Help Center - Esqueci meu nome de usuário

Esqueci meu nome de usuário

3. Digite nos campos de texto o número de referência da pergunta ou preocupação do fornecedor.

Assunto: Para assuntos, insira um número de caso.

Nome: Nome completo

Assunto:

Assunto:

2. Preencha seus detalhes de contato preferidos.

Nome:

Sobrenome:

Nome de usuário:

E-mail:

Telefone:

Celular:

Confirmação de e-mail:

Endereço de e-mail alternativo:

Se você não possui acesso de administrador e não conhece seu nome de usuário e senha, clique em 'Esqueci o nome de usuário' para solicitar a redefinição de senha. Se você não possui acesso de administrador e não conhece seu nome de usuário e senha, clique em 'Esqueci o nome de usuário' para solicitar a redefinição de senha.

[Cancelar](#)

Escolha esse método para a resolução mais rápida do seu problema:

Telefone

Um engenheiro de suporte responderá ao seu caso por telefone.

Tempo de espera estimado em minutos: 28

[Não mostrar minha chamada telefônica](#)

[Esqueci o nome de usuário](#)

[Cancelar](#)

Suppliers who do not yet have an account created in the Ariba Supplier Network:

- When a supplier is invited to participate in an event, the invitation email will guide them to create an account through a provided link. Once the account is created, all subsequent emails, including invitations, will direct them to the login page.
- The supplier should fill in the account creation information, ensuring consistency with the information in GoSupply.
- After the account creation is complete, the supplier will be directed to the event where they can begin preparing the proposal.

Suppliers who already have an account in the Ariba Supplier Network:

- When a supplier is invited to participate in an event, the invitation email will contain a link to log in to the Ariba Supplier Network.
- After logging in, the supplier will be directed to the event and can start preparing the proposal.
- It is important that the supplier's Ariba Supplier Network account email is included in the contact list on the GoSupply platform.

Changing the language on the support page (and subsequently the language in which SAP will communicate with the supplier):

