FAQ
For registration on SAP Ariba
Supplier Lifecycle (SLP)

for Zambon S.p.A's suppliers.

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Overview of the Suppliers Registration Process.

When, how, and why will I receive an invitation from Zambon to sign up for SAP Ariba?

Since October 2020, Zambon has been inviting their suppliers to register with SAP Ariba. You will receive the relevant invitation by email. Registering to SAP Ariba with Zambon does not impact purchase order and invoicing processes. This platform is used for supplier management purposes.

Do I have to create a SAP Ariba account to work with Zambon?
Yes. Two prerequisites are necessary to collaborate with Zambon under their new supplier and tender management processes: creating an SAP Ariba account and registering as a supplier

I already have an SAP Ariba account. Do I have to register anyway?
Yes. Creating an SAP Ariba account is the first step to register. The second step consists in answering Zambon's questionnaire on SAP Ariba and submitting it.

Can I keep participating in Zambon's tenders even if I don't register with SAP Ariba?
No, before participating in a Zambon tender, you must register and qualify for it.

Step-by-step registration instructions (SAP Ariba and Zambon questionnaire).

Where do I find the instructions to register with SAP Ariba (step 1) and complete Zambon's questionnaire (step 2)?
You find the instructions to register with SAP Ariba (step 1) and complete Zambon's registration questionnaire (step 2) here:

- **Registration Instruction Manual for Suppliers – Chapter 2:**

    Click the following link to download the Registration Manual – Supplier

    https://www.zambon.com/en/supplierqualification

The following FAQ sections clarify the steps required for registration.

Step 1: registration to SAP Ariba (for suppliers without an SAP Ariba account).

How can I register with SAP Ariba?

You can register with SAP Ariba by clicking the link in the invitation email - *New* account section. (Paragraph 1.2, page 6 of the manual).

I received an email inviting me to register with SAP Ariba with Zambon. What should I do if I'm not the person responsible for registration in my company?
We ask you to email the reference buyer providing the details of the person in charge (name, surname, and email).

The registration link doesn't work. What should I do?
Take the steps below if the link to the SAP Ariba registration form doesn't work:

- Make sure you log out from all of Ariba's systems and pages.
- Clear your browsing history before clicking the link.
- Open the link in another browser (e.g., Internet Explorer, Google Chrome, Mozilla Firefox).
- Copy the link and open it in an incognito/inPrivate browsing window (e.g. Google Chrome or Microsoft Edge).
- Ask your IT department to check whether your network settings are preventing access.

If, despite these steps, you still need access to the SAP Ariba login or registration page, please contact Ariba Customer Support (Paragraph 4.2 - page 30 of the manual).

Step 2: Zambon registration questionnaire (for all suppliers).

When's the deadline to respond to Zambon's registration questionnaire on SAP Ariba?
Once you open Zambon's registration questionnaire, you have 30 days to complete it.

The registration link doesn't lead me to the questionnaire. What should I do?
Remember to log out from your Ariba account before opening the link. Now, the link should direct you to the questionnaire.

I've already opened the registration link and want to use another Ariba account or email address. What should I do?
Once you log in with your Ariba account, you'll find a link. If you want to change your email address, contact the reference buyer, who will cancel the previous link associated with the old email and send a new invitation to the new email address.

I have a few questions regarding Zambon's questionnaire. Where can I get assistance?
We have prepared detailed instructions on how to complete the registration questionnaire. Alternatively, you can contact the reference buyer, who will be back to you as soon as possible.

Zambon asked me to provide additional information for the registration. Can I email the information required to Zambon?
No. You must open the questionnaire via the link and make the additions/edits required, selecting "Revise Response" in the registration questionnaire.

I'd like to edit and/or add information after submitting the registration questionnaire. What should I do?
You cannot edit and/or add information as long as your registration is pending. Once you're approved as a supplier, you can update the data in the registration questionnaire, and we will be notified.

1. Log in to your SAP Ariba account.

2. Open Zambon's registration questionnaire and click "Revise Response".

3. Make the edits and select "Submit".

Overview of the Suppliers Qualification Process.

What is Zambon's supplier qualification process?
To participate in tenders and stipulate contracts with Zambon via the new system, you are required to register with our platform and qualify as a supplier. The products and services Zambon purchases from you are assigned to product categories. To qualify for a product category, you must submit the documents required in the questionnaire (e.g., ISO certifications).

When will I receive Zambon's invitation to qualify as a supplier on SAP Ariba?
Once you're registered, you'll receive an invitation to qualify via email.

Do I need to submit a questionnaire for each product category?
No. If the same documentation is requested for various product categories (e.g. ISO 14001 certification), you can complete one questionnaire, which will be used for all requests.

When can the qualification process be considered complete?
Once all questionnaires for one product category are approved, you'll receive a confirmation email declaring that the qualification process for those categories is complete.

Will I be notified when my certificates expire?
Yes, you'll be notified and invited to resubmit the qualification questionnaire.

I received an email inviting me to qualify with Zanbon on SAP Ariba. What should I do if I'm not the person responsible for the qualification process?
We ask you to email the reference buyer providing the details of the person in charge (name, surname, and email).

Step-by-step qualification instructions.

Where can I find the qualification instructions?
Qualification instructions are available here.

- **Registration Instruction Manual for Suppliers – Chapter 3:**

  Click the following link to download the Registration Manual – Supplier:

  https://www.zambon.com/en/supplierqualification

Instructions for completing the GMP questionnaire

What is the GMP questionnaire for?
The GMP questionnaire is required for the supplier qualification process for the Vicenza plant.

How do I fill in the GMP questionnaire?
The questionnaire must be fully and comprehensively completed without leaving any questions or incomplete sections.
Print and complete the questionnaire manually, paying attention to answering every question. Add "NA" or "not applicable" to non-relevant questions.
Add your signature to the dedicated field.
Then scan the document and attach it in Ariba.
Note: the cover must be filled in with your company name.

How can I manage the requested attachments?
We recommend adding all documents to one attachment in a zip file.
The requested documents (e.g. organisational charts, etc.) must be attached in Ariba.

In what format should the questionnaire be?
The questionnaire must be in PDF.

What should I not include in the questionnaire?
Links to information on other websites; avoid answering questions by stating "available during site audit". Do not write "confidential" for information that can easily be found on your website.

Managing an SAP Ariba account.

I forgot my username and/or password to log in to SAP Ariba. How can I retrieve them?
Proceed as follows to view your username or reset your password:

1. Open SAP Ariba login page, click here:

   https://service.ariba.com/Sourcing.aw/109555014/aw?awh=r&awssk=ubjPlMkf&dard=1

   2. Now click "I forgot my username or password" under the login button.

   3. Follow the displayed instructions to view your username or reset your password.

(Even if the username should be an email address, it doesn't have to be necessarily the same e-mail address stored in the Ariba account).

How can I add a new user to the Ariba account?
We ask you to email the reference buyer providing the details of the new user.

Our company has several SAP Ariba accounts. How can I group them?
There are several ways to consolidate your accounts. You can find detailed information in the Ariba Help Centre by clicking the question mark ("?") in your account or the link below:

https://support.ariba.com/item/view/KB0399394_en?min=0&toolbars=1&gutter=1&popwin=0&footer=1

After logging in to my Ariba account, I view this error: *<Exception encountered>. How can I proceed?*
In rare cases, SAP Ariba shows an error message immediately after you enter your username and password. If this happens, click the "Back" button in your browser (usually, the desired page is loaded).

How can I log in to my Ariba Network account?
Our emails always contain a link to address you to our Zambon account. Alternatively, you can log in to your corporate account in the Ariba Network via the link below:

https://service.ariba.com/Sourcing.aw/109555014/aw?awh=r&awssk=.7pysmy1&dard=1

SAP Ariba Network.

Where can I find support if I have other questions on browsing the account or using SAP Ariba solutions?
In this case, please contact Ariba's multilingual customer service. In your account, click "Guide" -> "Guida/Help Centre" and follow the instructions.

How can I find information on extended use or upgrade options for my Ariba account?
Visit the site to know how Ariba can help you during sales:

https://www.sap.com/about.html

Alternatively, you can contact an SAP Ariba sales collaborator via the form available on

https://www.sap.com/about.html

Can I contact the SAP Ariba support team?
If you experience problems with your Ariba account, you can ask for support in the following way:

1. Log in to SAP.

2. Click the help icon on the top right-hand side and select "Help Centre".

3. Search for a topic you want to learn more about or click "Support/Contact us" to submit a request.

   https://service.ariba.com/Sourcing.aw/109555014/aw?awh=r&awssk=.7pysmy1&dard=1

What technical requirements are needed to use Ariba Network?
You can use the Ariba portal with the following certified web browsers:

- Apple Safari (64-bit)
- Google Chrome (64 bit)
- Microsoft Edge (32-bit)
- Microsoft Edge Chromium (32-bit and 64-bit)
- Mozilla Firefox (64-bit)

How safe is Ariba Network in terms of confidentiality and data protection?
Regarding data protection, the uploaded documents or sensitive information are encrypted before being saved in the database and transmitted. SAP Ariba servers are in the Netherlands and Germany.