

SAP Ariba registration guidelines Supplier Lifecycle (SLP)

for Zambon S.p.A's suppliers.





Direzione e amministrazione / Sede legale Head Office / Registered Office Via Lillo del Duca, 10 20091 Bresso (MI) - Italy Tel. +39 02 665 241 Fax +39 02 665 01 492 C.P. / PO Box 78 20091 Bresso (MI) - Italy Zambon SpA Cap. Soc. Euro 5.649.880,00 i.v. REA Milano n. 1814364 C.F. - P.IVA IT 05341830965 Società unipersonale



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Introduction

These guidelines aim to help suppliers access Zambon's ARIBA platform and proceed with the registration process.

1. How to access the ARIBA platform

1.1 Account already on Ariba Network:

Click the link in the "*Account already on Ariba network*" section in the invitation email you received from Zambon Global Procurement.

Z	ambon
Invitatio	n: Register to become a Zambon Global Procurement - TEST provider
supplier Zambon	er, you have been invited to register your Company to become a of Zambon Global Procurement - TEST. Global Procurement - TEST uses Ariba Network to manage sourcing curement activities and to collaborate with suppliers.
Click he process	re to consult the FAQ and the Support manual for the registration
Supplier	Qualification Zambon
	tarted, you can create a free Ariba Network account or use your als if you're already registered.
Instruct	tions:
Click on	the following link:
Click He	re
your pos participa	ext page to log in. In the screen that will appear, enterthe credentials in seession of the previously created account, which is used for tion in the events of different customers. Once logged in to Ariba ; click "More" and select Zambon.
If the co	Choose the Signup option if you don't have an Ariba Network Account mpany Vendor_EN does not have an Ariba Network account, click to create an account now.
	counter problems creating your account, please refer to the "New " section of the manual.
Kind reg	ards
Zambon	Global Procurement
<u>www.za</u>	mbon.com
	erving this email because your customer, Zambon Global Procurement - TEST, has identified you ar iate contact for this correspondence. If you are not the correct contact, please contact Zambon Glob

Figure 1: Email – registration invitation for suppliers already on the Ariba Network Platform





- We recommend using **Microsoft Edge** or **Google Chrome** as web browsers. However, if you use Google Chrome, make sure the zoom is set to 90% or below to view all elements correctly.
- Save the link to SAP Ariba to favourites.

That link leads you to SAP Ariba's welcome page.

In the displayed screen, enter the credentials of the previously created account, which is used to participate in various client events:

Have a question? Click here to see a Quick Start guide.
gn up as a supplier with ZAMBON - TEST on SAP Ariba.
AMBON - TEST uses SAP Ariba to manage procurement activities.
reate an SAP Ariba supplier account and manage your response to procurement activities required by ZAMBON - TEST. Sign up
ready have an account? Log In Click < <login>> if you have an SAP Ariba account. Then you can proceed with the following steps.</login>
bout Ariba Network
 A chiba Network is your entryway to all your Ariba seller solutions. You now have a single location to manage all of your customer relationships and supplier activities regardless of which Ariba solution your customers are using. Once you are efficiently to your customer requests Network is required with your customers in all ages of workflow approval Strengthen your relationships with customers using an Ariba Network solution. Review pending events for multiple buyers with one login Apply your Company Profile across Ariba Network, Ariba Sourcing activities
loving to the Ariba Network allows you to log into a single location to manage:
All your Ariba customer relationships All your event actions, tasks and transactions Your profile Information All your registration activities Your profile and user administrative tasks

Figure 2: SAP Ariba's welcome page

Enter your Username and Password and click Continue:

Enter Your Account Information	* Indicates a required field
You are using an Ariba Sourcing test account to register on the Ariba Commerce Cloud. Enter your existing Ariba Commerce Cloud, Ariba Discovery or Ariba Network test account user log in, your existing Ariba Commerce Cloud test account profile will become your Ariba Sourcing supplier test account profile.	rname and password. After you successfully
Username:*	
Forgot Username Forgot Password	
	Continue Cancel

Figure 3: Log in to SAP Ariba

Once logged in to Ariba Network, click "More" and select Zambon.



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6	Ariba Sourcing	× +		·× · ·-	- a ×
÷	→ C ∆	service.ariba.com/Sourcing.aw/	109521013/aw?awh=r&awssk=x66ThrDw&dard=1#b0	Na 🛧 🗖 🙆	Incognito :
	SAP Ariba	Proposals and Questionnaires	Enterprise Account TEST MODE	q 0 0	UA
			MORE*		
	There are no mate	hed postings.	Zambon	tifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers	*

Figure 4: Zambon Client Selection

For the next steps, see paragraph 2, "Opening and filling out the Zambon global registration questionnaire".





1.2 New account (first access to the ARIBA platform):

Click the link in the "*New Account*" section in the invitation email you received from Zambon Global Procurement.

(~		

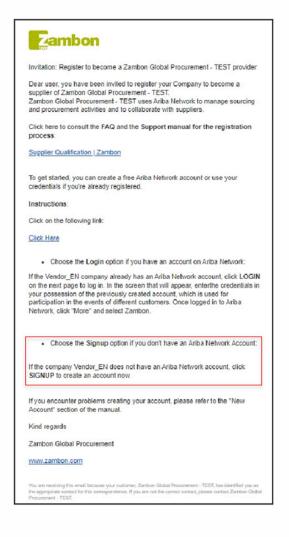


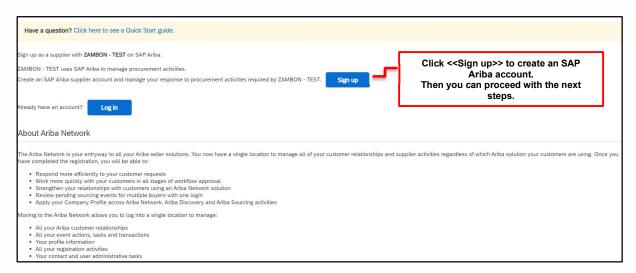
Figure 5: Email –invitation to create a "New Account"

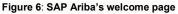
That link leads you to SAP Ariba's welcome page.

In the screen displayed, click "Sign up" to create an SAP Ariba account.









Once you have opened the link, you are asked to fill out all the **required** fields marked with a red asterisk and add the tick to accept the terms of use and privacy policy.

Add the general information concerning your company to the required sections:

- Company information;
- User account information;
- Tell us more about your business.

Create account				Create account and continue	Cancel
First, create an SAP Ariba supplier accou	unt, then complete questionnaires required by ZAMB	BON -	TEST.		
Company information					
			* Indicates a required field		
Company Name:*]		
Country/Region:*	Italy [ITA]	\sim	If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other		
Åddress:*	Line 1		addresses later in your company profile.		
	Line 2]		
Postal Code:*					
City:*					
State:*	Milan [IT-MI] 🗸 🗸				

Figure 7: "Company Information" section

Remember to note down the email address associated with the username and the password entered in the "User account information" section.



1906							
1906							
r account inf	ormation						
					* Indicates a re	required fie	eld
	Name:*	First Name	Last Name		SAP Business Network Privacy Statement		requests for qualification,
Note down	Email:*						ons to purchasing events, etc., be sent to the email entered.
the		Use my email as my u	sername		, L		
username and	Username:*				Must be in email format(e.g john@newco.com)		
password					Passwords must contain a minimum of eight characters includi		d
for future logins.	Password:*	Enter Password			lower case letters, numeric digits, and special characters. (\hat{i})		We recommend ticking this
		Repeat Password					flag so your username matches the email entered
		e anti-		_	The language used when Ariba sends you configurable notifica	ations. T	during registration.
	Language:	English		\sim	different than your web b		
E	mail orders to:*				Customers may send you their orders through Ariba Network. T		
					to multiple contacts in your organization, create a distribution I the email address here. You can change this anytime.	list and enter	

Figure 8: "User account information" section

Complete the "Product and service categories" field (look for your category, a similar one, or a random one, if you don't find any, this is a required field of the Ariba tool; therefore, it WILL NOT be included in the Zambon registration questionnaire) and the "Ship to or Service Location" section by selecting the reference area:

	Product and Service Categories:* Ship-to or Service Locations:*	Enter Product and Service Categories	Add -or- Browse	in hierarchical order. Click the categories to add single services to the selection using the "+" icon. These services must not be selected specifically for Zambon.
	Tax ID:	Optional	Enter your Company Tax ID number.	
	Vat ID:	Optional	Enter your company's five to twelve-digit value added tax identif Do not enter dashes.	ication number.
	DUNS Number:	Optional	Enter the nine-digit number issued by Dun & Bradstreet. By defa number is appended with "-T" in test account.	ault, DUNS
I her		nake parts of my (company) information accessible to other users and letwork Privacy Statement to learn how we process personal data.	the public based on my role within the SAP Business Network and the appl	licable profile

Figure 9: "Tell us more about your business" section

Please note that the product category required in this stage is requested by ARIBA and not by Zambon. Therefore, whether you find the correct one or the most similar one, it won't impact the creation of Zambon's vendor list.

Below is an example of a selection of product/service categories:



Product and Service Category Selection			
Search Browse			
Click the product and service category you want to add and click the + ice Browse Product and Service Categories Didn't find what		d after you click a product and service category. Click	OK to save your changes.
Education & Training Services > Educational Supplies, Musical Instruments & Toys Electrical Systems & Lighting > Electronic Components & Supplies > Environmental Services > Financial & Insurance Services > Food & Beverage > My Selections (0)	No items >	No items	No items
	No items		
Remove			
			Cancel OK

Figure 10: Product/Service Category Selection Level 1

Product and Service Category Selection	วท			
Search Browse				
Click the product and service category you want to add Browse Product and Service Categories			you click a product and service category. Click	OK to save your changes.
Education & Training Services > Educational Supplies, Musical Instruments & Toys > Electrical Systems & Lighting > Electronic Components & Supplies > Environmental Services > Financial & Insurance Services > Food & Beverage > My Selections (0)	Environmental Management > Environmental Protection > Environmental Protection > Pollutants Tracking, Monitoring & Reservices > Pollution Tracking, Monitoring & Reh		No items	No items
		No items		
Remove				
				Cancel OK

Figure 11: Product/Service Category Selection Level 2

Search Browse						
k the product and service category you want to a wwse Product and Service Categori vgricultural & Fishing Services > vpparet, Luggage & Personal Care > chemicals >> chemicals >>	k the + icon. Lower-level product and service categories a ind what you were looking for? Try Search = Environmental Management > Ienvironmental Protection > Pollutants Tracking, Monitoring & Rehabilitation Services > Polluton Tracking, Monitoring & Rehabilitation >	are di	splayed after you click a product and service Environmental rehabilitation > Environmental safety services >	e category. Cliv December 2010 December 2010	ck OK to save yo	ur changes. No items
Computer Hardware, Software & Telecom > Construction & Maintenance Services > Construction Materials > Selections (0)	Poluuon nacking, monitoring a renaolisation 🧳					
	N	lo ite	ms			
Remove						

Figure 12: Product/Service Category Selection Level 3



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Search Browse Browse		Select 1		the "+" icon, which the "✓" icon.	i will turn	
Click the product and service category you want to add and cli Browse Product and Service Categories <i>Didn't</i> Agricultural & Fishing Services > Apparel, Luggage & Personal Care > Chemicals > Cleaning Supplies > Construction & Maintenance Services > Construction & Maintenance Services >		ilayed after you click a product and s Environmental rehabilitation > Environmental safety services >	service category. Clid	k OK usave your changes. Endangered species protect Food or feed contamination Genetic resources protectic Landscape protection service Natural risks or hazards pre- Zone protection services Radiation protection services	on protection services ion services vices rotection services	 • • • • • • • •
My Selections (1) Genetic resources protection services (View) Remove	Here, you'll see the selection made.	[' to complete rocess.	Cancel O	OK

Figure 12: Product/Service Category Selection Level 4

You can add a category only when the "+" icon appears. Click the "+" icon to add a category.

In the same way, you can identify the country served by your company:

Ship-to or Service Location Selection		
Select the territories that your company serves. If your company offers global coverage, ch	ioose Global.	
Global Select Ship-to or Service Locations Click a country/region to add and click the + icon. States or provinces are displayed after	er vou click a countrv/region. Click OK to save vour changes.	
North America > Central America > South America > The Caribbean > Northern Europe > Western Europe > Eastern Europe > Central Furope >	No items	No items
My Selections (0)	No items	
		Cancel OK

Figure 13: Country selection Level 1



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ip-to or Service Location Select				
ect the territories that your company serves. If yo	our company offers global coverag	ge, choose Global.		
Global				
Select Ship-to or Service Locations				
lick a country/region to add and click the + icon.	States or provinces are displayed	l after you click a country/region. Click OK to save	e vour changes.	
North America >	*	Greece >	· ·	You can stop at a higher level, provided the '+' icon ds present.
Central America >		Isle of Man	•	the + iconverpresent.
South America >		Italy >		
The Caribbean >	>	Liechtenstein	⊕ >	
Northern Europe >		Lithuania >	•	
Western Europe >		Luxembourg >	•	
Eastern Europe >		Malta	۲	
Central Europe	•			
y Selections (1)				Click "OK" to complete the process.
P Italy		Remove		

Figure 14: Country selection Level 2

If necessary, check with your company whether an SAP Ariba account exists already. We want to prevent duplicate accounts. If your company doesn't exist yet, click the link "Create account and continue". The following message appears:

Create account First, create an SAP Ariba supplier acco	unt, then complete qu	estionnaires required by ZAMBON - TEST.	Create account and continue	Cancel
Company information				
		* Indicates a required field		
Company Name:*	Supplier one			
Country/Region:*	Italy [ITA]	 Potential existing accounts 		
Address:*	Via Paolo Sarpi	We have noticed that there may already be an Ariba Network account registered by your company.		
	Line 2	Please review before you create a new account.		
Postal Code:*	20010	Review accounts Skip review		
Cine*	Milano			

Figure 15: Last step for creating an account

Select "Skip review" if you don't have duplicates and proceed.

You'll be redirected to the questionnaire sent by Zambon, which must be completed.

If you have problems <u>accessing the platform</u>, refer to the paragraph "How to contact ARIBA's support service".



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2. Accessing and completing the Zambon global registration questionnaire

The first access to the SAP Ariba platform must happen via the email sent by Zambon (select "Login" or "Signup", as described in paragraphs 1.1 and 1.2, depending on whether you have an SAP Ariba account or not).

You can view and complete the questionnaire after accessing the system with your credentials and take the following steps:

- 1) "Ariba Proposals and Questionnaires"
- 2) Select Zambon

Ya

3) Click "Supplier Global Questionnaire" in the "Registration Questionnaires" section.

There are no matched postings.	Welcome to th this site in an e	e Ariba Spend ffort to ensur	d Management site. e market integrity.	This site assists in identifying world class suppliers	who are market leaders in quality, service, and	d cost. Ariba, Inc. administers
	Home					
	Events					
	Title	ID	End Time 🕴	Event Type	Participate	ed
				No items		
	Registration C	uestionna	aires			
	Title		_	ID	End Time ↓	Status
	 Status: Oper 	1 (1)				
	Supplier Global q	uestionnaire		Doc1550286637	7/19/2024 2:05 PM	Invited
	Qualification (Questionn	aires			
	Title	ID	End Time 🗍	Commodity	Regions	Status
				No items		
	Questionnaire	s				
	Title	ID	End Time ↓	Commodity	Regions	Status

Figure 16: Completing the registration questionnaire

Once open, declare to accept the Code of Ethics (question 1.1) by choosing "Yes" from the drop-down menu. This answer is required to proceed with the subsequent questions and submit the questionnaire:

Console	Doc1550286637 - Supplier Global questionnaire	G Time remaining 364 days 23:32:12
Event Messages Event Details Response History	All Content	Π
Response Team	Name 1	
	▼ 1 Documents and Codes	
▼ Event Contents	1.1 You declare to accept and sign for acknowledgment and acceptance what is indicated in the Zambon Code of Ehrics available at https://www.zambon.com/stepidefub/files/modules/tes/files/CodiceElco_Def_ENG_0.pdf If you don't accept the Zambon Code of Ehrics you will not be registered and qualified as Zambon supplier.	* Unspecified V
All Content	(*) indicates a required field	
1 Documents and Codes	Submit Entire Response Save draft Compose Message Escel Import	







All questions marked with * are "Required":

Console	Doc1550286637 - Supplier Global questionnaire	O Time remaining 364 days 23:31:33
Event Messages Event Details Response History	All Content	m v
Response Team	Name f	
	▼ 1 Documents and Codes	×
▼ Event Contents	1.1 You declare to accept and sign for acknowledgment and acceptance what is indicated in the Zambon Code of Ethics available at https://www.zambon.com/sites/default/files/modules/text/files/CodiceEtico_Def_ENG_0.pdf	* Yes V
All Content	If you don't accept the Zambon Code of Ethics you will not be registered and qualified as Zambon supplier.	
Contraction and	Z Company general information	
1 Documents and Codes	2.1 Company Name	
2 Company general info	2.2 Company Type (SpA, Snc, AG, GmbH, Ltd., LLC, etc.)	*
	2.3 Business address	scheek More Scene: 0 House Number: * [0 Postal Code: 0 City; * 0 0 City; * 0 Coventre@active: Bally (IT) V 0 Scene@Province@Region: Milan (M) V 0
	2.4 Company website	*
	2.5 VAT number	*
	2.6 Nominal Capital	*
	2.7 Currency	* EUR V
	4	· · · · · · · · · · · · · · · · · · ·
	(*) indicates a required field	
	Submit Entire Response Save draft Compose Message Excel Import	

Figure 18: Registration questionnaire – Questions

Once you give all the answers, you have the following options:

- You can answer the questions at different times. In this case, click "Save draft" before closing the browser. You can resume the questionnaire later by logging in again.
 Therefore, Zambon will not be able to view your answers if you click "Save draft". This option can be helpful if you want to review your answers before submitting them to Zambon.
- 2) Or click "Submit Entire Response". In this case, the questionnaire will be submitted to Zambon.

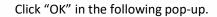


X 6



▼ Event Contents	2.24 Please specify other sub-categories served	
All Content	2.26 Markets served in terms of countries	
1 Documents and Codes	2.27 Markets served in terms of business (pharma, food, facilities etc.)	
	2.28 Does your company have a code of ethics?	* No v
2 Company general info	2.31 Company presentation (please attach)	★ (3- Test Document.pdf ∨ Update file Delete file ♥
	2.32 Please specify and list your certifications (ISO etc.)	* ISO
	2.33 Does the company operate under a quality management system (OMS)?	* No v
	2.35 Does your Company have in place an environmental policy?	* No V
	2.37 Current year turnover -1 (Y-1) (e.g. if the current year is 2022, it means the turnover 2021). Enter number without periods/commas.	* 2022
	2.38 Currency	* EUR V
	2.39 Current year turnover -2 (Y-2) (e.g. if the current year is 2022, it means the turnover 2020). Enter number without periods/commas.	* 2021
	2.40 Currency	* EUR V
	2.41 Does the Company has implemented a compliance program and related training?	* No · · · ·
	2.43 Do you currently have or did you have any legal or compliance investigation in the past 5 years?	* No v
	2.45 Indicate whether in the last S years the Company has been involved in lawsuits / proceedings, including ones concerning personnel or work accidents	No
	2.46 Indicate number and name of the Board of Directors members and if any of them is considered a Public Official	* No
	2.47 Have you implemented a whistlebiowing procedure or any kind of compliance reporting processisystem?	* No V
	2.49 Indicate if the Company has received complaints from any Company belonging to the Zambon Group?	* No ¥
	4	• • • • • • • • • • • • • • • • • • •
	(*) indicates a required field	
	Submit Entire Response Save draft Compose Message Excel Import	

Figure 19: Submitting the registration questionnaire



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✓ Submit th	is response?
Click OK to submit.	
ОК	Cancel
<u> </u>	

Figure 20: Submitting the registration questionnaire

The submitted questionnaire will undergo Zambon's approval process. You'll receive a confirmation email in this regard:





	Confirmation: Registration submitted for ap	proval (External) Inbax x			0	Ľ
•	Zambon Global Procurement <pre>cmo-reply@eusmtp.arba.com> to me +</pre>	Zambon	2:38PM (O minutes ago)	☆	ţ	
		Hello Supplier				
		Zambon Global Procurement - TEST has received your registration information and will review it for approval.				
		To check your registration status, log in to the Zambon Global Procurement - TEST supplier portal.				
		Click Here				
		Sincerely, Zambon Global Procurement - TEST				
		You are receiving this email because your customer, Zambon Global Procurement - TEST, loss identified you as the appropriate contract for this correspondence. If you are not the correct contract, please contract Zambon Global Procurement - TEST.				
		Offices Data Policy Contact Us Customer Support				
		Powered by SAP Ariba				_

Figure 21: Confirmation email for submitting the registration questionnaire

In the case:

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- **Zambon approves the questionnaire:** the platform shows the "pending approval" status. In this case, you will not be able to edit your answers. You can review and edit the questionnaire if Zambon asks for more information or approves the document giving it the "Registered" status.

ere are no matched postings.	Welcome to the Ariba Sper	d Management site. This site	e assists in identifying world class su	ppliers who are market leaders in quality, s	ervice, and cost. Ariba, Inc. administers	•
	this site in an effort to ensu	re market integrity.	, , ,			
	Home					
	Events					
	Title ID	End Time ↓	Eve	nt Type	Participated	
			No	items		
	Registration Questionn	aires				
	Title		ID	End Time ↓	Status	
	▼ Status: Completed (1)					
	Supplier Global questionnaire		Doc1550286637	7/20/2023 2:38 PM	Pending Approval	
	Qualification Question					

Figure 22: Registration questionnaire in "pending approval" status



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nsole	Doc1550286637 - Supplier Global questionnaire	Pending Approval
it Messages It Details sonse History sonse Team	You have submitted a response to the questionnaire.	
	All Content	= *
vent Contents	Name 1	
All Content	▼ 1 Documents and Codes	
1 Documents and Codes	1.1. You declare to accept and sign for actionidisgment and acceptance what is indicated in the Zambon Code of Ethics available at https://www.zambon.com/intels/defuultifies/modules/teol/feet/God/etficio_Def_EtNG_0.pdf If you don't accept the Zambon Code of Ethics you will not be registered and qualified as Zambon supplier.	Yes
2 Company general	Company general information	
into	2.1 Company Name	Supplier one
	2.2 Company Type (SpA, Snc, AG, GmbH, Ltd., LLC, etc.)	SpA
	2.3 Business address	Show More Street: Via Paolo Sarpi () House Number: 5 () Postal Code: 20010 () Chyr Mane () Country/Region: Naty () State/Province/Region: Man () ()
	2.4 Company website	https://
	2.5 VAT number	IT1253251254152
	2.6 Nominal Capital	8560000
	2.7 Currency	EUR
	· · · · · · · · · · · · · · · · · · ·	

Figure 23: Registration questionnaire in "pending approval" status - Editing not allowed

SAP Ariba Proposals and Questionnaires +	Standard Account	Get enterprise accord	INT TEST MODE			50	so
ZAMBON GLOBAL PROCUREMENT - TEST							
There are no matched postings.	Welcome to the Ar this site in an effort	ba Spend Management to ensure market integr	site. This site assists in id ty.	dentifying world class suppliers who are	e market leaders in quality, service, and cos	t. Ariba, Inc. administers	
	Home						
	Events						
	Title	ID End Ti	ne ↓	Event Type	Participated		
				No items			
	Registration Que	stionnaires					Π
	Title			ID	End Time ↓	Status	
	▼ Status: Open (1						
	Supplier Global quest	onnaire		Doc1550286637	8/12/6106 4:57 PM	Registered	
	Qualification Que	stionnaires					

Figure 24: Registration questionnaire in "Registered" status

Click "Revise Response" to edit the questionnaire. The system shows a window where you can confirm your intention to edit one or more responses. Click "OK":

Console			
Event Messages Event Details	You have submitted a response for this event. Thank you for participating		
Response History Response Team		Revise Response	
▼ Event Contents	All Content		≣ ¥
All Content	Name 1		
Documents and Codes	▼ 1 Documents and Codes		× .
	1.1 You declare to accept and sign for acknowledgment and acceptance w	that is indicated in the Zambon Code of Ethics available at https://www.zambon.com/sites/default/files/modules/text/files/CodiceEtico_Def_ENG_0.pdf	Yes
2 Company general info	If you don't accept the Zambon Code of Ethics you will not be register	▲ Revise Response?	
	▼ 2 Company general information	You have already submitted a response for this event. Click OK if you would like to revise your response.	
	2.1 Company Name	tou neve aneady auximited a response for this event. Cask OK in you would see to revise your response.	Supplier one
	2.2 Company Type (SpA, Snc, AG, GmbH, Ltd., LLC, etc.)	OK Cancel	SpA
			Show More
			Street: Via Paolo Sarpi (j) House Number: 5 (j)
	2.3 Business address		Postal Code: 20010 (i) City: Milano (i)
			Country/Region: Italy (IT) (i) State/Province/Region: Milan (MI) (i)

Figure 25: Registration questionnaire in "Registered" status - Editing allowed



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At this point, the system allows you to update your responses with the new data and submit it again. The updated questionnaire will undergo Zambon's approval again:

Console		
Event Messages Event Details Response History	All Content	=
Response Team	Name 1	
	2.33 Does the company operate under a quality management system (QMS)?	No V
▼ Event Contents	2.35 Does your Company have in place an environmental policy?	* No v
All Content	2.37 Current year turnover -1 (Y-1) (e.g. if the current year is 2022, it means the turnover 2021). Enter number without periods/commas.	* 2022
1 Documents and 1 Codes	2.38 Currency	* EUR V
	2.39 Current year turnover -2 (Y-2) (e.g. if the current year is 2022, it means the turnover 2020). Enter number without periods/commas.	* 2021
2 Company general info	2.40 Currency	EUR V
	2.41 Does the Company has implemented a compliance program and related training?	* No V
	2.43 Do you currently have or did you have any legal or compliance investigation in the past 5 years?	* No V
	2.45 Indicate whether in the last 5 years the Company has been involved in lawsuits / proceedings, including ones concerning personnel or work accidents	* No
	2.48 Indicate number and name of the Board of Directors members and if any of them is considered a Public Official	* No
	2.47 Have you implemented a whistleblowing procedure or any kind of compliance reporting processlsystem?	* No V
	2.49 Indicate if the Company has received complaints from any Company belonging to the Zambon Group?	* No v
	4	E State Stat
	(*) indicates a required field	
	Submit Entire Response Reload Last Bid Save draft Compose Message Excel Import	

Figure 26: Registration questionnaire in "Registered" status – Response review Click "OK" in the following pop-up.



Figure 27: Registration questionnaire review confirmation

Once approved, your response will have the following status:

Ariba Proposals and Questionnaires +	Standard Account Get ent	terprise account	TEST MODE		5 0	so
ZAMBON GLOBAL PROCUREMENT - TEST						
There are no matched postings.	Welcome to the Ariba Spend this site in an effort to ensure	I Management site. e market integrity.	This site assists in identifying world class suppliers w	to are market leaders in quality, service, and cost. Ari	oa, Inc. administers	
	Home					
	Events					
	Title ID	End Time ↓	Event Type	Participated		
			No items			
	Registration Questionnai	ires				Π
	Title		ID	End Time ↓	Status	
	▼ Status: Open (1)					
	Supplier Global questionnaire		Doc1550286637	8/12/6106 4:53 PM	Registered	
	Qualification Questionna	aires				

Figure 28: Approving the registration questionnaire





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You'll receive an email if the registration is approved:

	Approved: Supplier registration with Zambo	on Global Procurement - TEST (External) Trash x		đ	
•	Zambon Global Procurement <no-reply@eusmtp.ariba.com> to me</no-reply@eusmtp.ariba.com>		2:43PM (5 minutes ago)	4	:
		Zambon			
		Hello Supplier			
		Congratulations! The global questionnaire you sent has been approved. Soon you will receive a further e-mail from the portal in order to proceed with the compilation of specific questionnaires to finalize the qualification and necessary to become potential suppliers of Zambon.			
		Sincerely, Zambon Global Procurement - TEST			
		You are receiving this email because your customer, Zambon Global Procurement - TEST, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact Zambon Global Procurement - TEST.			
		Offices Data Policy Contact Us Customer Support			
		Powered by SAP Ariba M			

Figure 29: Registration approval confirmation email

Request for additional information: Zambon can request additional information during the approval stage, indicating the specifications and question number. Zambon will approve the questionnaire once they receive the information needed (follow the steps above);

You'll receive an email if integrations are needed:

Action needed: Zambon Global Procureme	nt - TEST requires additional information for Supplier Global questionnaire	Inbox ×		Ð	\square
Zambon Global Procurement <no-reply@eusmtp.ariba.com> to me *</no-reply@eusmtp.ariba.com>		2:51PM (O minutes ago)	☆	¢	:
	Zambon				
	Hello Supplier				
	Zambon Global Procurement - TEST has reviewed the updates to Supplier Global questionnaire submitted by Buyer Zambon on Thu, 20 Jul, 2023 and requires additional information about the update.				
	Comments: Good morning, I kindly ask you to review the answers entered in the Supplier Global Questionnaire.				
	To provide this additional information to Zambon Global Procurement - TEST, <u>Click Here</u>				
	Best Regards,				
	SAP Ariba team				
	You are receiving this email because your customer, Zambon Global Procurement - TEST, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact Zambon Global Procurement - TEST,				
	Offices Data Policy Contact Us Customer Support				
	Powered by SAP Ariba				

Figure 30: Email requesting additional information





- **Zambon does not approve the questionnaire:** the registration process will be declined. This means that you cannot be part of Zambon's vendor list or participate in any events.

You'll receive an email if the registration is declined:

	Declined: Supplier registration with Zambor	n Global Procurement - TEST (External) Indox x			9	
•	Zambon Global Procurement <no-reply@eusmtp.ariba.com> to me •</no-reply@eusmtp.ariba.com>		5:40 PM (0 minutes ago)	☆	÷	:
		Zambon				
		Hellc Supplier				
		After reviewing your information, your registration was declined.				
		This may have an impact on your ability to do future business with Zambon Global Procurement - TEST.				
		Comments: Rejected				
		Contact Buyer Zambon for more information or if you have questions.				
		Sincerely, Zambon Global Procurement - TEST				
		You are receiving this email because your customer. Zambon Global Procurement - TEST, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact Zambon Global Procurement - TEST.				
		Offices Data Policy Contact Us Customer Support				
		Powered by SAP Ariba				

Figure 31: Email declining registration

3. Completing the qualification questionnaire

Zambon can request the qualification for one or more product categories.

You'll receive an email inviting you to qualify.

_							
	Zambon Global Procurement «no-reply@eusmtp.ariba.com» to me *				5:44 PM (O minutes ago)	\$ 4	:
		Zambon					
		Hello Supplier					
		Please fill out the listed questionn These questionnaires are necess process external process. Thank one.	ary to complet	te the Zambon - Qualification			
		Process Overview Process: Qualification process ex Category: CONSULTANCY: GEN Region: Italy Headquarter - Bress Business unit: Material: Not applicable Process owner: Buyer Zambon Message:	ERAL				
		Questionnaire Overview					
		Name	Assigned To	Respond By			
		Italy local questionnaire	Supplier	August 20, 2023 at 8:44 AM			
		Italy Bresso safety questionnaire	Supplier	August 20, 2023 at 8:44 AM			
		Click Here to view the process.					
		Best Regards, SAP Ariba team					

Figure 32: Qualification invitation email



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Once you receive the email, you have to log in to the Ariba platform with your credentials.

To go to the questionnaire, click:

- 1) "Ariba Proposals and Questionnaires"
- 2) Select Zambon
- 3) In the Questionnaires section, you'll find the qualification questionnaires you need to complete:

Download Tutorials Update Profile	Home								
	Welcome to the Ariba Spend M	lanagement site. This	site assists in identifying	world class suppliers who are	e market leaders in quality, service, and cost. Ariba, Inc. administers this site in	an effort to ensure market integrity.			
	Events								
	Title	ID	End Time 1		Event Type	Participated			
					No items				
	Registration Questionnair	es							m
	Title			ID	End Time 1	Commodity	Regions	Status	
	▼ Status: Open (1)								
	Supplier Global questionnaire			Doc1550286637	8/12/6106 4:57 PM	(no value)	(no value)	Registered	
	Qualification Questionnai	res							m
	Title ID	E E	nd Time 4		Contributy	Regions	Status		
					Click each questionnaire				
[Questionnaires								m
	Title	ID	End Time	Commodity		Regions			Status
	▼ Status: Open (2)	/		UTILITIES 1005 CONVALIDA	ATION 1016. CLEANING SERVICES 1020.				
1	Italy Bresso safety questionnaire	Doc1551997.00	8/20/2023 5:44 PM	MAINTENANCE & BUILDING CONSULTANCY: SAFETY (R OFFICE FORNITURES 1024, CONSULTANCY: GENERAL EXTERNAL SERVICES - WAS LOGISTIC SERVICES 1029, 1	5.4 L., BULCINKS 1002, PHARMA FINISHES 1003, SPP., FACULTY MANAGEMENT 1021, PEYAMPING 1003, OPTICE FORMTURES FOR LAB., CATERING & CANTEEN SERVIC, 1000, CONSULTAINCY ITI/S 1022, REAL ESTATE & MANAGEMENT, T., IT-S TECNOLOGY SERVICES, LABORATORY GOOD & SERVICE, MAULARCTURING MAINTENANCE MANUFACTURING PRODUCT 103, 94, SAFETY MATERIALS IORK, WASTENTEN 1000.	ITA002 Italy Headquarter	. View more		Not Responded
L	Italy local questionnaire	Doc1551979794	8/20/2023 5:44 PM	All All		ITA002 Italy Headquarter	., ITA001 Italy Manufacturin V	iew more	Not Responded

Figure 33: Accessing qualification questionnaires

Click and complete each qualification questionnaire. For example, if you click on the first one, you'll see the following screen:

Console	Doc1551996010 - Italy Bresso safety questionnaire	U Time remaining 29 days 23:54:02
Event Messages Event Details Response History	All Content	 ×
Response Team	Name 1	
	V 1 Environment	A
▼ Event Contents	1.1 Is there an environment Responsible within your company?	* Unspecified V
All Content	1.2 Please indicate the name of the person in charge	*
1 Environment	1.3 Does the company operate under an environmental management system (EMS)?	* Unspecified V
2 Safety	1.4 Is the EMS certified and complies with ISO 14001 / EMAS requirements?	* Unspecified V
	1.5. Do you have an internal procedure regarding waste management?	* Unspecified V
	1.6 Do you have an internal procedure regarding the monitoring of emissions in the air?	* Unspecified V
	1.7 Do you have an internal procedure regarding wastewater management?	* Unspecified V
	1.8 Do you have an internal procedure regarding the prevention of soil contamination?	* Unspecified V
	1.9 Is there in place a plan for monitoring environmental parameters (e.g. quality of wastewaters and air emissions, hazard substances in wastes)?	* Unspecified V
	1.10 Are all procedures of the environmental management system implemented?	* Unspecified V
	1.11 Are internal inspections and procedures of the environmental management system planned and carried on?	* Unspecified V
	1.12 Are you periodically subject to audits of environmental issues by your customers?	* Unspecified V
	1.13 Do you make yourself available for audits on environmental issues by Zambon?	* Unspecified V
	4	*
	(*) indicates a required field	
	Submit Entire Response Save draft Compose Message Excel Import	

Figure 34: Questions of the qualification questionnaire

Questions marked with * are required.



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Once you answer all the questions, you'll have the following options:

- You can answer the questions at different times. In this case, click "Save draft" before closing the browser. You can resume the questionnaire later by logging in again. Therefore, Zambon will not be able to view your answers if you click "Save Draft". This option can be helpful if you want to review your answers before submitting them to Zambon.
- 2) Or click "Submit Entire Response". In this case, the questionnaire will be submitted to Zambon.

Submit Entire Response	Save draft Compose Message Excel Import
	Figure 35: Submitting the qualification questionnaire

Click "OK" in the following pop-up.

~	Submit th	is respons	e?
Click	OK to submit.		
1	OK	Cance	
L			

Figure 36: Submitting the qualification questionnaire

The submitted questionnaire will undergo Zambon's approval process.

You can complete the other questionnaires received by following the same steps.

In the "Questionnaires" section, you can also see the submission status of the questionnaires: The example below shows two questionnaires. One has been submitted and has the status of "Pending Approval". The second one has not been submitted yet, therefore its status is "Not Responded":





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Questionnaires					
Title Status: Completed (1)	ID	End Time 1	Commodity Questionnaire 1	Regions	Status
Italy Bresso safety questionnaire	Doc1551996010	7/21/2023 5:53 PM	VIENTES TROPIC DU TRECHTINGTE DE CLEANING SERVICES 1020. MINTENNACE SU BULINGR AU, QUILIDINGS 1002, PHRAMA FINISHES 1002, SERVIC CONSULTAICY SAFETY (ISPR). FACULTY MANAGEMENT 1021, REVAMPING 1023 CONSULTAICY SAFETY (ISPR). FACULTY MANAGEMENT 1021, REVAMPING 1023 CONSULTAICY SAFETY (ISPR). FACULTY MANAGEMENT 1021, REVAMPING 1023 CONSULTAICY SAFETY (ISPR). FACULTY MANAGEMENT 1021, REVAMPING 1023 ENTERNAL SERVICES - WASTE, THIS TECNOLOGY SERVICES, LADOPATORY 0000 & SERVICE, LOGISTIC SERVICES 1029, MANUFACTURING MAINTENANCE, MANUFACTURING PRODUCT 103, PRODUCTION UTILITES 1034, SAFETY MATERIALS 1048, WASTEWATER 1060. TRANSPORTS TO VIEW marks	ITA002 Italy Headquarter View more	Pending Approval
Status: Open (1) Italy local guestionnaire	Doc1551979794	8/20/2023 5:44 PM	Questionnaire 2	ITA002 Italy Headquarter, ITA001 Italy Manufacturin View more	Not Responded

Figure 37: Qualification questionnaire and statuses

After submitting the various questionnaires, you may encounter the following cases:

- Zambon approves the questionnaire: the platform shows the "pending approval" status. In this case, you will not be able to edit your answers. You can review and edit the questionnaire if Zambon asks for more information or approves the document giving it the "Registered" status.

Questionnaires					
Title	ID	End Time 1	Commodity	Regions	Status
▼ Status: Completed (1)					
Italy Bresso safety questionnaire	Doc1551996010	7/21/2023 5:53 PM	UTILITES 1005, CONVALIDATION 10.6. CLEANING SERVICES 1020, MAINTENANCE & BULIDING AU	ITA002 Italy Headquarter View more	Pending Approval
▼ Status: Open (1)					
Italy local questionnaire	Doc1551979794	8/20/2023 5:44 PM	All All	ITA002 Italy Headquarter, ITA001 Italy Manufacturin View more	Not Responded

Figure 38: Qualification questionnaire in "pending approval" status

es	You have submitted a response to the questionnaire.	
ary n	All Content:	
tents	Name †	
tent	▼ 1 Environment	
ronment	1.1 Is there an environment Responsible within your company?	No
	1.2 Please indicate the name of the person in charge	NA
fety	1.3 Does the company operate under an environmental management system (EMS)?	No
	1.4 Is the EMS certified and compiles with ISO 14001 / EMAS requirements?	No
	1.5 Do you have an internal procedure regarding waste management?	No
	1.6 Do you have an internal procedure regarding the monitoring of emissions in the air?	Yes
	1.7 Do you have an internal procedure regarding wastewater management?	Yes
	1.8 Do you have an internal procedure regarding the prevention of soil contamination?	No
	1.9 Is there in place a plan for monitoring environmental parameters (e.g. quality of wastewaters and air emissions, hazard substances in wastes)?	No
	1.10 Are all procedures of the environmental management system implemented?	No
	1.11 Are internal inspections and procedures of the environmental management system planned and carried on?	No
	1.12 Are you periodically subject to audits of environmental issues by your customers?	No
	1.13 Do you make yourself available for audits on environmental issues by Zambon?	No
	1.14 Have any internal or External Authorities environmental violations and / or anomalies been detected in the last 3 years?	No
	4	

Figure 39: Qualification questionnaire in "pending approval" status - Editing not allowed



 Image: Status: Open (2)
 VILITIES 1006, CONVALIDATION 1015, CLEANING SERVICES 1020, MAINTERNANCE & BUILDING NOL, PIRAMA FINASHES 1030, CONSULTANCE SERVICES 1020, MAINTERNANCE & BUILDING NOL, PIRAMA FINASHES 1030, CONSULTANCE SERVICES 1020, MAINTERNANCE & BUILDING NOL, PIRAMA FINASHES 1030, CONSULTANCE SERVICES 1020, MAINTERNANCE & BUILDING NOL, SERVICES 1020, MAINTERNANCE & MAINTERNANCE, MAINTERNANCE, MAINTERNANCE, DOGISTIC SERVICES 1020, MAINTERNANCE, MAINTERNANCE,

Figure 40: Qualification questionnaire in "Approved" Status

Click "Revise Response" to edit the questionnaire. The system shows a window where you can confirm your intention to edit one or more responses. Click "OK":

Console		
Event Messages Event Details Response History Response Team	Byour custome has requested an upstate to this questionnaire, presse click Revise Response and re-submit your answers. Even Byou do not need to change any of your current answers, your customer cannot complete their e	nuation until you re-submit the questionnaire.
Event Contents	All Content	
All Content	Name 1	
1 Environment	▼ 1 Environment	×
2 Safety	1.1 Is there an environment Responsible within your company?	No
	1.2 Please indicate the name of the person in charge 🔥 Revise Response?	N/A
	1.3 Daes the company operate under an environmental management so You have already submitted a response for this event. Click OK if you would like to revise your response.	No
	1.4 Is the EMS certified and complex with ISO 14001 / EMAS requireme	No
	15 Do you have an internal procedure regarding waste management?	No
	1.6 Do you have an internal procedure regarding the monitoring of emia	Yes
	1.7 Do you have an internal procedure regarding wastewater management?	Yes
	1.8 Do you have an internal procedure regarding the prevention of soil contamination?	No
	1.9 Is there in place a plan for monitoring environmental parameters (e.g. quality of wastewaters and air emissions, hazard subtrances in wastes)?	No
	110 Are all procedures of the environmental management system implemented?	No
	1.11 Are internal inspections and procedures of the environmental management system planned and carried on?	No

Figure 41: Qualification questionnaire in "Approved" Status - Edit allowed

At this point, the system allows you to update your responses with the new data and submit it again.

The updated questionnaire will undergo Zambon's approval again:

Console								
Event Messages Event Details Response History	All Content							
Response Team	Name †							
	▼ 1 Environment	A						
▼ Event Contents	1.1 Is there an environment Responsible within your company?	* No v						
All Content	1.2 Please indicate the name of the person in charge	* N/A						
1 Environment	1.3 Does the company operate under an environmental management system (EMS)?	* No V						
2 Safety	1.4 Is the EMS certified and complies with ISO 14001 / EMAS requirements?	* No V						
	1.5 Do you have an internal procedure regarding waste management?	* No V						
	1.6 Do you have an internal procedure regarding the monitoring of emissions in the air?	* Yes 🗸						
	1.7 Do you have an internal procedure regarding wastewater management?	* Yes V						
	1.8 Do you have an internal procedure regarding the prevention of soil contamination?	* No V						
	1.9 Is there in place a plan for monitoring environmental parameters (e.g. quality of wastewaters and air emissions, hazard substances in wastes)?	* No V						
	110 Are all procedures of the environmental management system implemented?	* No V						
	1.11 Are internal inspections and procedures of the environmental management system planned and carried on?	* No V						
	4.19. Any your analastics existent in synthe of analonamental largence because anothermore?	* No						
	(*) indicates a required field							
	(*) Indicates a required field Submit Entire Response Reload Last Bid Save draft Compose Message Excel Import							

Figure 42: Qualification questionnaire in "Approved" Status - Response review





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Click "OK" in the following pop-up.

~	Submit th	is response?
Click	OK to submit.	
	ОК	Cancel

Figure 43: Qualification questionnaire review confirmation

Once approved, your response will have the following status:

Questionnaires					
Title	ID	End Time	Commodity	Regions	Status
 Status: Open (2) 					
Italy Bresso safety questionnaire	Doc1551996010	8/13/6106 8:05 PM	UTILITES 1005, CONVALIDATION 1036, CLEANING SERVICES 1020, MAINTENNICE & BUILDING AU DUILIDINGS 1020, PHRAMA FINISHES 1033, COMSULTANCY: SAFETY (189P., FACILITY MANAGEMENT 1021, REVAMPING 1023, OFFICE FORMITURES 1044, OFFICE OFFICIENT 1057, DALE, CATERING & CATTERN SERVICE, OFFICE FORMITURES 1042, OFFICE OFFICIENT 1057, DALE, CATERING & CATTERN SERVICE, LOUGHICS ENVICES VIA VIA THE STECKOLOGY SERVICES, LABORATORY GOOD & SERVICE LOUGHICS ENVICES 1029, MAINTEATURING MAINTEANCE, MAURATORY LODOD & SERVICE, PRODUCTION UTILITES 1034, SAFETY MATERIALS 1048, WASTEWATER 1080. TRANSPORTS 107 Vew more	ITA002 Italy Headquarter [View more]	Approved
Italy local questionnaire	Doc1551979794	8/20/2023 5:44 PM	All All	ITA002 Italy Headquarter, ITA001 Italy Manufacturin View more	Not Responded

Figure 44: Qualification questionnaire approval

You'll receive an email if the qualification questionnaire is approved:

	Zambon Global Procurement <no-reply@eusmtp.ariba.com> to me +</no-reply@eusmtp.ariba.com>								5:58 PM (3 minutes ago)	☆	ţ	1
		Zam	nbon									
		Hello Supplie	er									
		Zambon Glot completed.	al Procurem	ent - TES	T has approved th	e questionna	ire that you					
		Questionnai Questionnain			afety questionnair	Ð						
		You'll be notif	fied if any oth	er tasks r	equire your attenti	on.						
		This question	naire is part	of followin	ng processes:							
		Process Name	Process Type	Material	Commodity	Region	Department	Owner				
		Qualification	Qualification process external		CONSULTANCY: GENERAL	Italy Headquarter - Bresso		Buyer Zambon i				
		Best,										
		Desi,										
		SAP Ariba tea	am									

Figure 45: Qualification approval confirmation email

- **Request for additional information:** Zambon can request additional information during the approval stage, indicating the specifications and question number. Zambon will approve the questionnaire once they receive the information needed (follow the steps above);

You'll receive an email if additional information or modifications to your answers are requested:



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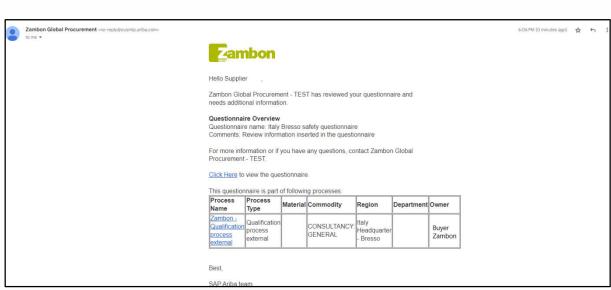


Figure 46: Email requesting additional information

Zambon does not approve the questionnaire: the qualification process will be declined. This
means you cannot participate in any events.

4. How to contact ARIBA direct support service

4.1 The existing account may encounter some issues, but the account holder can still log in

You can request assistance by taking the following steps if you encounter some problems with your account, but you can still log in (existing supplier account):

a. Go to the platform log-in page and click 1 in the top right-hand corner. If you don't view the icon, we recommend setting the page zoom to 90%.



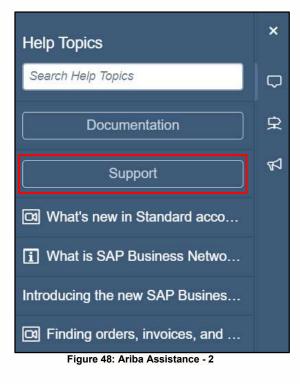


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SAP Business Network - Standard Account	Get enterprise account TEST MODE	
Home Enablement Workbench Catalogs	Assessments	Curate 🗸 🕴 🚥
Overview Getting started		
O Enablement Tasks		Click here
My widgets 🛛 🕅 Customize		
Company profile	My leads Download app	p Shipment tracking

Figure 47: Ariba Assistance - 1

b. Click "Support" at the top of the Help menu.







c. Click "Contact us".

Help Center Home		8
Home Learning Contact us		
	How can we help you?	
	Search knowledge base articles, documentation, and tutorials Q	
	Try "cancel order", "email notifications", "user authorization"	
	News highlight	
	143 Introducing the SAP Community for SAP Business Network for suppliers	
	Topics we recommend for you	
	How do I access a sourcing event?	
	How do I access a sourcing event. There are 2 ways to access a sourcing event that you have been invited to: By registering or signing in using the invitation link that was provided by the buyer. By going to the Ariba Proposals & Questionnaires page . To access A FAQ	
	Event participation Veew homepage RFG Sandaet accounts May 19, 2023	

Figure 49: Ariba Assistance - 3

d. Add a question or a brief description of the problem in "Start here to find your answer"

Help Center Contact us		
Home Learning Contact us 1. Start here to find your answer.		
,	How can we help you?	

e. Click the search icon $^{ extsf{Q}}$

		1

SAP Help Center Contact us	8
Home Learning Contact us	
1. Start here to find your answer. Inotification X Q 2. Browse below for our Al-based recommendations*	
How do I configure my small notification preferences? How do I configure my small notification preferences? Only an account administrator has the authoritzation to edit order routing settings, notification settings, and user roles for both themselves and for all, sub-users with a SAP Business Networ	7 FAQ Mar 30, 2023
Now do I stability customers specific purchase order routing? How do I number customers specific purchase order routing? To customize your routing method by customer. In the upper-right corner of the application, click [user initials] > Settings > Customer. Relationships, Click Actions	FAQ Mar 8, 2023
How do I change the email address that receives failed invoice notifications? How do I change the email address that receives failed invoice notifications? How do I configure my invoice noting preferences? To update the email address receiving failed invoice notifications, follow the steps below: In the uppen-righ	7 FAQ Jan 25, 2023
How do I update where my purchase orders are sen? How do I update where my purchase orders are sen? You can change how you receive purchase orders by updating your Electronic Order Routing method. In the upper-right corner of the application, click [your initial] > Settings >	FAQ Dec 23, 2022
Where do I find my SAP Dealmers Network ID (ANID) number? Where do I find my SAND? To find your ANID, please follow the instructions below: 1. Sign in to your SAP Business Network account. 2 Click [user initials] in the upper-right corner of the application. 3. Your ANID will be displayed below you	FAQ Jul 17, 2023
*Powered by SAP Incident Solution Matching	
S. Choose from the options below to continue. What do you need help with? Configure purchase order notifications Configure purchase order notifications Configure SAP Business Network subscription notifications I'm getting notifications for	or enablement tasks
I'm getting notifications for expired profile information Something else	

Figure 51: Ariba Assistance - 5



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f. After the research, click a topic based on the recommendations received or the button related to the question/problem in the "**Choose from the options below to continue**" section if you need more information or assistance.

SAP Help Center Contact us		e
Home Learning Contact us		
1. Start here to find your answer.		
	notifications x Q	
2. Browse below for our AI-based recommendations*		
How do I configure my email notification preferences? How do I configure my email notifications preferences? Only an account administrator has sub-users with a SAP Business Networ	the authorization to edit order routing settings, notification settings, and user roles for both themselves and for all	⑦ FAQ Mar 30, 2023
How do I enable customer-specific purchase order routing? How do I enable customer-specific purchase order routing? To customize your routing met Relationships. Click Actions	hod by customer: In the upper-right corner of the application, click [user initials] $>$ Settings $>$ Customer	⑦ FAQ Mar 8, 2023
How do I change the email address that receives failed invoice notifications? How do I change the email address that receives failed invoice notifications? How do I cor steps below: In the upper-righ	figure my invoice routing preferences? To update the email address receiving failed invoice notifications, follow the	FAQ Jan 25, 2023
How do I update where my purchase orders are sent? How do I update where my purchase orders are sent? You can change how you receive pu [your initials] > Settings >	rchase orders by updating your Electronic Order Routing method: In the upper-right corner of the application, click	⑦ FAQ Dec 23, 2022
Where do I find my SAP Business Network ID (ANID) number? Where do I find my ANID? To find your ANID, please follow the instructions below: 1. Sign ANID will be displayed below you	in to your SAP Business Network account, 2.Click [user initials] in the upper-right corner of the application. 3. Your	FAQ Juli 17, 2023
*Powered by SAP Incident Solution Matching		
3. Choose from the options below to continue. What do you need help with?		
Configure purchase order notifications Configure general account not		ons for enablement tasks
I'm getting notifications for expired profile information Something else		

- Figure 52: Ariba Assistance 6
- i. If, after reviewing the indicated steps, you still need assistance:
 - 1. In the options provided in "What do you need help with?" Click "Something else" at the bottom of the screen.



Help Center Contact us			8
Home Learning Contact us			
1. Start here to find your answer.			
	notifications × Q		
2. Browse below for our Al-based recommendations*			
	the authorization to edit order routing settings, notification settings, and user roles for both themselves and for all	(7) FAQ Mar 30, 2023	
sub-users with a SAP Business Networ		Mar 30, 2023	
How do I enable customer-specific purchase order routing? How do I enable customer-specific purchase order routing? To customize your routing me	hod by customer: In the upper-right corner of the application, click [user initials] > Settings > Customer	(?) FAQ	
Relationships. Click Actions		Mar 8, 2023	
How do I change the email address that receives failed invoice notifications? How do I change the email address that receives failed invoice notifications? How do I co	figure my invoice routing preferences? To update the email address receiving failed invoice notifications, follow the	(?) FAQ	
steps below: In the upper-righ		Jan 25, 2023	
How do I update where my purchase orders are sent? How do I update where my purchase orders are sent? You can change how you receive p	rchase orders by updating your Electronic Order Routing method: In the upper-right comer of the application, click	(?) FAQ	
[your initials] > Settings >		Dec 23, 2022	
Where do I find my SAP Business Network ID (ANID) number? Where do I find my ANID? To find your ANID, please follow the instructions below: 1, Sign	in to your SAP Business Network account, 2.Click [user initials] in the upper-right corner of the application. 3. Your	(?) FAQ	
ANID will be displayed below you		Jul 17, 2023	
*Powered by SAP Incident Solution Matching			
 Choose from the options below to continue. What do you need help with? 			
· · · · · · · · · · · · · · · · · · ·			Click here
Configure purchase order notifications Configure general account no	ifications Configure SAP Business Network subscription notifications I'm getting notification	ns for enablement tasks	Olick Hele
I'm getting notifications for expired profile information Something etse			
	Figure 53: Ariba Assistance - 7		

2. You'll view a bar at the bottom of the screen: Can't find what you are looking for? Click Create a Case in the bottom right-hand corner.

SAP Help Center Contact us	
Home Learning Contact us	
3. Choose from the options below to continue.	
What do you need help with?	
Configure purchase order notifications Configure general account notifications Configure SAP Business Network subscription notifications I'm getting notifications for enablement tasks	
I'm getting notifications for expired profile information Something else	
With your Standard account, we invite you to access our Help Center for FAQs, recorded demos, articles, and other information to help you use your account. Customer-specific information can be found in each buyer's Su Cortal.	oplier Information
fou will need to upgrade your account for functional support. Technical support is provided for:	
ANERR error IP address error Invoice failure PunchOut catalog error	
Please see the links below for common issues with PunchOut catalogs:	
Unable to connect to PunchOut Catalog Validation Errors Found by Customer	
Error: "Can not contact Supplier with its url, supplier site may be down" PunchOut catalog The sender credentials cannot be authenticated Cannot pare XML response	
Eurch out from Buyer Customer Failed and Buyer Log Shows a Different URL than our PunchOut URL Buyer ests stuck on the supplier PunchOut catalog page	
EurchOutSetupResuest not sent to URL specified in published catalog file Iest button is grayed out on the Catalogs tab	
f none of these fit the error you are facing, submit a Case using the link below.	
Eiguro 54: Ariba Accietance 9	Create a Ca

Figure 54: Ariba Assistance - 8

3. Fill out the form, adding as many details as possible



)6

1906		
SAP Help Center Contact us		
Home Learning Contact us		
		Recommendations*
Requested language of support: English Change?		Search
Note: If agents are unavailable to support in the language you?	ve chosen, support will be provided with the assistance of a translation service.	
The second se		 (2) How do I configure my email notification preference
1. Tell us what you need help with.		
		How do I enable customer-specific purchase order
	notifications	(g) How do I change the email address that receives
Full description:*	Affected items, expected results, etc.	
		(?) How do I update where my purchase orders are s
	3000 characters remaining	Where do I find my SAP Business Network ID (AN)
Attachment:	1	() How do I update my email notification preference
Issue type: *	~ ~	
Issue area:*		(7) How can I have purchase orders sent by email?
PO/Invoice Number:		
		Why did I not receive the purchase order change in the purchase order c
	Top Recommendations:	Multiple email notifications regarding an involce s
	(7) How do I configure my email notification preferences?	
		(2) How do multiple people receive email notification
	(7) How do I enable customer-specific purchase order routing?	Why am I receiving my email notifications for Arib
		Language?
2. How does this impact your normal business proce	esses?	1
		How do I contact my buyer?
Business Impact: *	×	() How do I configure my SAP Business Network acc
		notifications from my customer?
Provide your preferred contact details:		 How do I add a percurse to my company's SAB B
		How do I add a new user to my company's SAP B account?
First name:*		
Last name: *		How do I change or update my email address or u account?
Username:		
Company:*		(7) How do I change a sub user's permissions and Rol

Figure 55: Ariba Assistance - 9

c

(2) Wh

4. Click One last step in the bottom right-hand corner

Phone:

SAP Help Center Contact us	
Home Learning Contact us	
	Recommendations*
Requested language of support: English [thange?]	Search
Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.	(i) How do I configure my email notification preferences?
1. Tell us what you need help with.	() How do I enable customer-specific purchase order routing?
Subject:* notifications	
Full description.* Affrected items, expected results, etc.	How do I change the email address that receives failed invoice notification
Ton who good. Anterio artis, especiel result, etc.	(7) How do I update where my purchase orders are sent?
3000 characters remaining	(1) Where do I find my SAP Business Network ID (ANID) number?
Attachment:	() How do I update my email notification preferences?
issue type: *	(7) How can I have purchase orders sent by email?
POlmoice Number:	Why did I not receive the purchase order change notification email?
Top Recommendations:	Multiple email notifications regarding an invoice status update
(i) How do 1 configure my email notification preferences?	(i) How do multiple people receive email notifications for new purchase
How do I enable customer-specific punchase order routing?	Why am I receiving my email notifications for Ariba Network in an in language?
2. How does this impact your normal business processes?	(i) How do I contact my buyer?
Business Impact *	(1) How do I configure my SAP Business Network account to receive pa notifications from my customer?
3. Provide your preferred contact details:	How do I add a new user to my company's SAP Business Network s How do I add a new user to my company's SAP Business Network s
First name:*	Enderson a 1
Last name:*	() How do I change or update my email address or username in my su
Usemarne:	account?
Company:*	() How do I change a sub user's permissions and Role in SAP Business
Email: * desiree gianeselia@arvela.com	(7) How do I change the recipients of a connector's failure email notifica
Phone:*	
Extension:	Why was the email notification not sent to supplier after the template process?

Figure 56: Ariba Assistance - 10

5. Select the contact method and click Send. If you choose "Phone" as contact method, you will be contacted on the phone number you provided when filling in your request data.



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Q



Note: You'll be contacted by Ariba only after submitting your request for assistance. In case you cannot answer Ariba's phone call, you'll have to submit a new request following the procedure above.

4.2 Problems with the creation of a new account/log-in

If you encounter problems when creating a new account or logging in, you can request assistance by taking the steps below:

- 1. Go to <u>https://supplier.ariba.com</u>
- 2. Click 1 in the top right-hand corner of the platform log-in page. If you don't view the icon, we recommend setting the page zoom to 90%.

	SAP Business Network +	
	Supplier Login User Name Password Login Forgot Username or Password	Unlock the full potential of SAP Business Network with an Enterprise account Automate your transactions, increase compliance and enhance your experience by upgrading to a future-proof Enterprise account Learn More
)6	New to SAP Business Network? Register Now or Learn More	
	Supported browsers and plugins	Privacy Statement Security Disclosure Terms of Use

Figure 57: Ariba Assistance - 11

3. Click "Support" at the top of the Help menu.





	SAP Business Network -			Help Topics	×
				Search Help Topics	Ģ
	Supplier Login	Share Your Su	uccess on SAP B	Documentation	
	User Name	1.5.60	Visit the Supplier Spo check out other suppl FAQs, and then subm forward to hearing fro	Why was my session terminated f	
	Password	Learn More	In the second	How long can I be logged in?	
	Login Forgot Username or Password	Lean wore			
	New to SAP Business Network?				
	Register Now or Learn More				
Suppor	ted browsers and plugins				
SAP	$\ensuremath{\stackrel{\circ}{\sim}}$ © 2022 SAP SE or an SAP affiliate company. All rights reserved	 	Privacy Sta		»

Figure 58: Ariba Assistance - 12

4. Click "Contact us".

	4. Click "Contact us".				
	SAP Help Center Contact us				8
	Home Learning Contact us				
	1. Log in to your account.				
	By logging in to your account, you get access to personalized content and topics to get the	right support, from the right tear	n, at the right time.		Login
	2. If you're unable to log in, tell us what you need help with.				
06		Register on SAP Business Network	Reset my password	Porgot username	
		Unsubscribe	Privacy request		
			A 11 A 11 A		

Figure 59: Ariba Assistance - 13

5. You'll view the following options: "Register on SAP Business Network", "Reset my password", "Forgot username", and "Unsubscribe".





1. Log in to your account. By logging in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time. 2. If you're unable to log in, tell us what you need help with. Register on SAP Business Register on SAP Business Reset my password Forgot username	SAP Help Center Contact us			
By logging in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time.	Home Learning Gentactud			
2. If you're unable to log in, tell us what you need help with.	 Log in to your account. By logging in to your account, you get access to personalized content and topics to get 	the right support, from the right tear	m, at the right time.	
Register on SAP Business Network Reset my password Image: Comparison of the system of	,			
	2. If you're unable to log in, tell us what you need help with.			
		Register on SAP Business Network	Reset my password	? Forgot username
onsubscribe invacy request.		Unsubscribe	Privacy request	

Figure 60: Ariba Assistance - 14

6. Select an option and click a button related to the question/problem in the "Choose from the options below to continue" section if you need more information or assistance.

 Log in to your account. By logging in to your account, you get access to personalized 	ontent and topics to get the right support, from the right tea	am, at the right time.		
2. If you're unable to log in, tell us what you need help wit				
	Register on SAP Business Network	Reset my password	? Forgot username	
	Unsubscribe	Privacy request		
3. Choose from the options below to continue.		1		

Figure 61: Ariba Assistance - 15

7. If, after reviewing the indicated steps, you still need assistance, select "Something else" and click "Create a Case":





SAP Help Center Contact us						8
Home Learning Contact us						
	Network		3			
		-				
	\bowtie	A				
	Unsubscribe	Delugar				
	Unsubscribe	Privacy request				
3. Choose from the options below to continue.						
What do you need help with?						
Register a new account Registration error Login Find out if my company has a What are you using SAP Business Network for?	n account Something else					
Transacting documents (purchase orders, invoices, etc.) Participating in Sourcing events (F	FPs, auctions, bids, etc.) Sea	rching for new business opportunities	Freight collaboration (ter	ndering, subcontracting, settlement, mile:	tone reporting, etc.)	
Can't find what you're looking for?						Create a C
	Figure 6	2: Ariba Assista	nce - 16			

8. Fill out the form, adding as many details as possible

SAP Help Center Contact us		
Home Learning Contact us		
		Recommendations*
Requested language of support: English Change?	e chosen, support will be provided with the assistance of a translation service.	Search
		(7) How do I register a new account?
1. Tell us what you need help with.		How do I contact SAP Business Network Customer S
Subject:	Register on SAP Business Network	How do I pay my SAP Business Network bill?
Full description: *	Affected items, expected results, etc.	How do I downgrade my fully enabled account to a
	3000 churacters remaining	How can I process a purchase orderirelationship recount?
Attachment:	1	How do I contact support as a supplier?
	Top Recommendations:	(7) How do I retrieve my username?
	How do I register a new account?	Where is my password reset email?
	How do I contact SAP Business Network Customer Support as a supplier?	When will my invoice be paid? (Enterprise users)
2. Provide your preferred contact details:		How do I reenable/reinstate/reactivate my expired a
First name: *		What are the Enterprise Account levels and advanta
Last name: *		When will my invoice be paid? (Standard users)
Username:		
Company: * Email: *		How do I contact my buyer?
Phone:*	e e	How do I register a free Standard account from an element of the standard account from
Extension:		(7) How do I register as Supplier on SAP Business Nets
Confirm phone:*		
	My phone number is correct.	How do I expire my SAP Business Network Standard
Ariba Network ID:		() How do I delete my SAP Business Network account
	You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the SAP Ariba Physicy Statement and applicable law.	(2) How do I accept a customer's trading relationship relationship
	agree lagree	(2) How to enable or disable multifactor authentication National?

Figure 63: Ariba Assistance - 17

9. Click "**One last step**" in the bottom right-hand corner and select the contact method. Then click "**Send**". If you choose "Phone" as contact method, you will be contacted on the phone number you provided when filling in your request data.





6

Note: You'll be contacted by Ariba only after submitting your request for assistance. In case you cannot answer Ariba's phone call, you'll have to submit a new request following the procedure above.

Help Center Contact us		8
Home Learning Contact us		
		Recommendations*
Requested language of support: English Change?		Search Q
Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.		How do I register a new account?
1. Tell us what you need help with.		How do I contact SAP Business Network Customer Support as a supplier?
Subject:	Register on SAP Business Network	How do I pay my SAP Business Network bill?
Full description: *	Affected items, expected results, etc.	(?) How do I downgrade my fully enabled account to a Standard account?
	3000 characters remaining	How can I process a purchase order/relationship request if it was sent to a temporary account?
Attachment:		
		How do I contact support as a supplier?
	Top Recommendations:	(i) How do I retrieve my username?
	How do I register a new account?	Where is my password reset email?
	O How do I contact SAP Business Network Customer Support as a supplier?	(7) When will my involce be paid? (Enterprise users)
2. Provide your preferred contact details:		How do I reenable/reinstate/reactivate my expired account?
First name: *		What are the Enterprise Account levels and advantages of subscription fees?
Last name: *		(i) When will my invoice be paid? (Standard users)
Usemame: Company:*		 (7) How do I contact my buyer?
Email:*		(7) How do I register a free Standard account from an email invitation?
Phone:*	e e	1000 000 000 000
Extension:		(2) How do I register as Supplier on SAP Business Network ?
Confirm phone:*		(i) How do I expire my SAP Business Network Standard account?
Ariba Network ID:	My phone number is correct.	How do I delete my SAP Business Network account?
	You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the SAP Ariba Privacy Statement and applicable law.	How do I accept a customer's trading relationship request / invitation?
	L lagree	How to enable or disable multifactor authentication for login in SAP Business National SAP Business
		One last st

Figure 64: Ariba Assistance - 18

Click here for questions regarding when to contact the customer:

Who do I contact when I have a question or issue? Ariba or the customer?

Question
Whom should I contact when I have a question or issue? SAP Ariba or my customer?
Answer
SAP Ariba Customer Support can help you understand how to use your account, but your customers are best qualified to explain what they need according to their own internal business processes.
The following information can help you determine when to contact SAP Ariba and when to contact your customer.
Contact your customer if you have questions about the following areas:
1. Invoice payments
After you submit an invoice, your customer services the invoice and begins to process it. Your customer updates the invoice status and can let you know when to expect payment. Your payment desind go through this unless your customer use shallbary.
2. Invoice rejections
Vour customer rejects an invoke when it doesn't meet their requirements. Vour customer cathen tell you hor correct your invoke.
3. Missing purchase orders or purchase order details
If you can't find a purchase order, your customer can confirm that it was sent to the correct account. If the information on your purchase order is incorrect, your customer needs to issue a replacement order.
4. Sourcing event content
 Your customes use ANB Sourcing to build an event based on the information they want from you. For clarification on specific questions in the event, It is bott contract the event content difference of one difference of the event of the second to the event of the second term event o
Contact your account administrator if you have questions about the following areas:
1. Your account settings
 If you are not administrator, you cannot the settings for yourself and all other uses on your company's account. If you are not administrator cannot your counted maintainstor for assistance with requesting additional permissions, resetting your password, and configuring other user settings. To find out who your administrator is and how to contact that person, click your initials in the upper-right corner of your account. If you are not user settings. To find out who your administrator is and how to contact that person, click your initials in the upper-right corner of your account. If you are not user who to contact all your cutomets of granization.
Additional Information
If you have questions about anything not covered in the areas listed above, you can browse or search the Help Center to find information related to navigating, using, or understanding your SAP Ariba account. Here are some more useful links:
Ariba Connect
How do 1 contact my customer?
How do Loostast the conter of a sourcing event?

Figure 65: Ariba Assistance - 19

