INA SUPPLIER PORTAL FAQ

SAP Ariba

0. How can I register to INA SAP Ariba system?

There are two stages of registration: self-registration and final registration. Based on the below conditions. Please see which questionnaire(s) are required for you:

Have you traded with INA as a supplier previously?	Do you have Ariba Network account	Your case
NO	NO	Question 1
NO	YES	Question 2
YES	NO	Question 3
YES	YES	Question 4

1. I HAVE NOT traded with INA as a supplier yet, also I DO NOT HAVE Ariba Network account, how can I register to the system?

Please check our website and fill the self-registraion request form. By submitting the form, you will get the final registration questionnaire. Please fill it as well, and also create your Ariba Network (AN) account. (You can find the Network's link in the e-mail received after the self-registration).

2. I HAVE NOT traded with INA as a supplier yet, BUT I HAVE Ariba Network account, how can I register to the system?

Please check our website and fill the self-registraion request form. After submitting the form, you will get the final registration questionnaire. Please log in to Ariba Network and fill the final registration questionnaire. You do not need to create a new Ariba Network (AN) account. You can fill the final registration questionnaire by logging in to your Ariba Network account.

3. I HAVE traded with INA as a supplier, BUT I DO NOT have Ariba Network account, how can I register to the system?

In this case the self-registration is not needed. Please contact your relevant buyer from INA Group or **ariba.support@ina.hr** for the final registration form.

4. I HAVE traded with INA as a supplier, and also I DO have Ariba Network account, how can I register to the system?

Please enter to Ariba Network and fill out the final questionnaire under the „Proposals and Questionnaires" module (upper left corner).

5. While registering, the system suggests that I already have an Ariba Network account, what shall I do?

In the suggestion you can find the admin of your possible Ariba Network account. Please contact that admin, or contact us via
ariba.support@ina.hr

6. What if I cannot see the final registration questionnaire?

Here are different ways to resolve this:

1. If you logged in to your AN account, toggle to the „Proposals and Questionnaires" module in the left upper corner to see upstream forms and data.

2. You might have stopped the proces before finalizing the registration questionnaire. Please contact you Buyer within INA to have the link resent, and then to log in with your existing credentials.

7. What happens once I have completed the final registration questionnaire?

One you have completed and submitted the questionnaire, wait for the confirmation whether it has been approved. Upon approval, you will become eligible to be invited to a Sourcing event. Depending on the project scope, you might still need to complete the qualification process.

8. What happens once I have completed the qualification questionnaire?

One you have completed and submitted the questionnaire, wait for the confirmation whether it has been approved. Upon approval, you will be considered qualified to trade and conduct business with INA. The qualification questionnaire is only required for awarded suppliers, so it is not a pre-requisite to be invited for tendering processes.

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9. I received more than one system generated invitation to Register. Are these duplicates?

If you have more than one business partners that are actively trading with (for example INA and another company), you will receive a system generated invitation by each legal entity. You will need to re-register and re-qualify each one separately.

IMPORTANT: When re-registering and even re-qualifying multiple companies, please do one at a time. Please do not have any other SAP Ariba related invitations to register opern in different tabs of your browser. Doing so may result in the details for one company accidentally being saved or linked to another company's questionnaire.

10. What are the advantages of joining Ariba Network?

INA is implementing new standards, processes with SAP Ariba modules to improve the way we interact with our Suppliers. The benfits of this include eliminating manual ways of work and duplication of effort for both parties. It will also ensure that our supplier details are current and accurate.

Ariba Network is your main channel to interact with INA. This is the account where you will receive the tender invitations, your POs, and this is a place to create the order confirmations as well.

11. What if I did not receive the link to register?

The issue could be related to your mail agent settings, please make sure that *www.ariba.com* is whitelisted. Before requesting to resend the invitation, check the following:

- search your mailbox for an email with the following email subject: Invitation to Register
- search for the invitation across all your folders, such as your Inbox, Junk or Spam Folders
- confirm if one of your colleagues received the invitation instead of you

12. If I already have an existing SAP Ariba Network account, why am I being asked to create a new one?

If you already have one for another company besides INA, you can decide if you want a new one or not. If you keep your actual Ariba Network account, you will get your Pos and invitations to the same account for all companies. Also, separate accounts can be created to divide the business partners.

13. What will it cost me to use Ariba Modules? Is there a cost associated with using the SAP Ariba?

In order for you as a Supplier to use the Ariba Modules, you will need the following:
- a device that can access the Internet via browser (Desktop, Laptop, Tablet or Smart Phone)
- access to the Internet and data

The costs associated with the above will be resposibility of the Supplier.

However, our suppliers will never be asked to pay to:
- create their supplier profile
- create and conduct business with us using a new SAP Ariba Network Standard Account
- participate in any sourcing event (including Registration and Qualification Questionnaires)

Please Note: Any cost associated with obtaining certain official business governance documents will be for the supplier's account.

14. I received the system generated invitation to register but you need to send it to another person. Can you resend it to the new email adress?

If you or someone else in your organization received the SAP Ariba System generated Invitation to register and it should have been sent to another person in your organization, do not forward it. Contact your Buyer within INA to have the email with the link resent to the relevant contact.

15. I'm struggling to log in with my existing Ariba Network account credentials. What should I do?

If you are experiencing this problem, it could be one of the scenarios below:

1. You have already logged in to your existing account and then also clicked on the link in the email for the firs time.
IMPORTANT: The system will view this as an attempt to log in twice at the same time. You must either click on the link and log in from there, or log in to your existing account and navigate to the Ariba Sourcing screen. You can not do both.

2. If you have another SAP Ariba site open in another browser tab, please close that other tab and try to log in again.

3. If you received a certificate error in your browser when trying to acces the Ariba Network login page, please clear your browser cache, cookies and search history. Close the browser and try to open the paige again.

16. If I was previously registered to the eBidding system, will all of my current information be migrated from eBidding to SAP Ariba Network account?

Only the minimum of information will be migrated to SAP Ariba, providing our suppliers with the opportunity to provide us with their most current and accurate details and documentation. If you are a migrated supplier, you still have to check if you have an Ariba Network account, and if not – create one. After entering you Ariba Network account a registration questionnaire should be completed.

17. Is it possible to change the language on the website?

During the creation of your supplier account, you select preferred language in which notifications from Ariba Commerce Cloud are coming. The language of the browser you are using to log in to Ariba supplier account controls the language of User Interface.

18. I tried to open the link, but I am getting the following error: ERR_CONNECTION_TIMED_OUT.

Typically, this is caused by slow network connection (common occurrence on busy public hotspots) or firewall blocking the webpage. To ensure that firewall is not rejecting Ariba web content, below domains an IP range have to be whitelisted:
- The domain for Middle East: **@smtp.mn2.ariba.com**
- The domain for USA: **@ansmtp.ariba.com**
- The domain for Europe: **@eusmtp.ariba.com**
- SAP Ariba's IP address range find in the linked article

19. How can I update my email settings and notification preferences?

To configure your email address and notification preferences, please refer to below articles:
How do I update email address on my account?
How do I update my email notification preferences?

20. How should I fill the bank data correctly?

The following mandatory bank data should be added:

Bank Data:

Please Provide:

- Bank Country
- Bank Name
- IBAN (If available)
- Swift Code
- Bank country key
- Bank key
- Bank account number

Please note that your bank account number should be divided in the following way:
- 'Bank key' field should contain the first 8 numbers of your bank account
- The remaining 8 or 16 numbers should be added to the 'Bank account number' field

21. What can I do if my data added to Ariba Network has changed?

Please contact **ariba.support@ina.hr** and describe the canges you need.

22. How can I correctly fill the 'year of the last financial data' field?

Please only add the year with 4 digits without the months and days.

23. How can I find the right commodity in Ariba Network?

Please use the 'browse' option instead of 'search'.

Thank you!