



**SUPPLIERS' GUIDE**

# **COMMON ISSUES WITH EVENTS**

# Content

## RFP-issues

- 1) Find Ariba Help Center
- 2) I cannot see the event
- 3) Where do I answer and upload documents?
- 4) I get an error when submitting the RFP

### ARLA SUPPORT HOTLINE

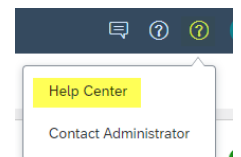
Event.support@arlafoods.com



Need support on technical issues?

### SAP ARIBA SUPPORT

Search and find help or contact information for SAP Ariba by using the **Help Center** in upper right corner of the log-in page:



# 1. Find Ariba Help Center for common issues

## GOOD TO KNOW

You can find support on most common issues in Ariba in the Help Center!

The screenshot shows the SAP Ariba Sourcing website. The browser address bar displays the URL: <https://service.ariba.com/Sourcing.aw/124991010/aw?awh=r&awssk=0W1G0BYn&dard=1>. The page header includes the SAP Ariba logo, the word "Proposals", and the text "Powered by Ariba Sourcing". In the top right corner, there is a "Help Center >>" link enclosed in a red rectangular box. The main content area is divided into two sections: "Supplier Login" on the left, which includes input fields for "User Name" and "Password", a "Login" button, and a link for "Forgot Username or Password"; and "Stay informed: upcoming events" on the right, which features a video thumbnail and a "Learn More" button.

The screenshot shows the Ariba Help Center interface. At the top, there is a dark blue header with the text "<< Help Center" and a share icon. Below the header is a search bar with the placeholder text "Search...". The main content area displays a list of frequently asked questions (FAQs) with icons and text: "Why can't I find an event?", "Participating in events (4:53)", "Does Ariba offer live webinar training?", "Error: 'The username and password pair you entered was not found'", and "Error: 'The username and password entered has already merged to another Ariba Sourcing user account'".

## 2a. I cannot see the event: Did you log in to the correct account?

Name \_\_\_\_\_ is inviting you to participate in the following RFP:

Test event 09.2019

Name of the event you are invited to

RFP start date: Monday, September 2, 2019 at 2:36 PM, Central European Summer Time

RFP close date: Monday, September 23, 2019 at 2:36 PM, Central European Summer Time

When you click on the link below, log in with your username and password.

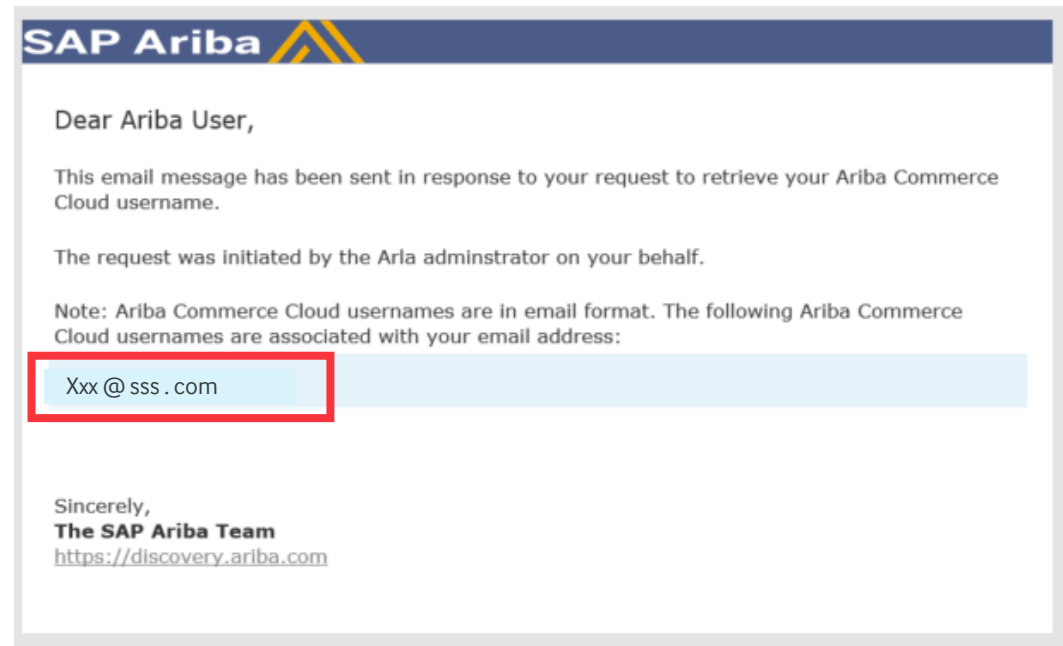
Use the following username to log in:

The username is included in the invitation email send via Ariba (if your profile is invited to an RFP)


[Click Here](#) to access the RFP.

You can read more about Procurement in Arla on our [webpage](#). If you need help on how to respond to this RFP click [here](#) for a user guide.

If you already have an Ariba account and **forgot username** then Arla can retrieve the username and send it to you over email



# 2b. Accessing open RFxs ( RFPs, RFIs, e-Auctions)

 [Go To Dashboard](#) [Preferences](#)

[Download Tutorials](#)  
[Update Profile](#)

Dear Supplier welcome to the eSourcing solu

### Events

Title	ID	End Time ↓
▶ Status: Completed (1)		
▶ Status: Open (4)		
▶ Status: Pending Selection (69)		

Click on the arrow to view all the running RFxs and e Auctions that you are invited to

[Download Tutorials](#)  
[Update Profile](#)

Dear Supplier welcome to the eSourcing solution of Arla Food

### Events

Title	
▶ Status: Completed (1)	
▼ Status: Open (4)	
event for screenshots	[
Copy of testing auctionis from scratch	[
test dutch handicap 4	[
Test Japanese 2	[
▶ Status: Pending Selection (69)	



### 3. Where do I answer and upload the RFP documents?

#### GOOD TO KNOW

We made a separate guide for this question.  
Please look at points 4, 6, 7 [in this guide](#).

## Content

1. How to get started?
2. How to accept or decline invitation?
3. How to respond to prerequisites?
4. How to select items to bid for?
5. How to select currency?
6. How to answer mandatory questions?  
How to upload and download attachments?
7. How to submit or revise a response?

## 4. I get error xx when submitting the RFP – what to do?

### GOOD TO KNOW

Please look at points 4, 6, 7 [in this guide](#).

### ! Please note

The error is explained in a red box at the top of the screen.

You missed answering one or more mandatory questions.

## 4a. I get error while submitting the response

- 1 Click on the “previous” or “next” to see what the errors are

The screenshot shows the Arla RFP submission interface. At the top, a red banner with a warning icon states: "There are 5 problems that require completion or correction in order to complete your request. Mouse over the red icons to learn more. Use the **Next** and **Previous** links to step through the errors as needed." A red box highlights this banner and the navigation links "< Previous" and "Next >". A circled '1' is placed over the "Next >" link. Below the banner, the interface is divided into a left sidebar and a main content area. The sidebar contains a "Checklist" with two items: "1. Review Event Details" and "2. Submit Response". Below the checklist is a section titled "Event Contents" with a list of sections: "All Content", "1 WORKING IN SAP ARIBA", "2 CONTRACTUAL", "3 REQUIREMENTS", and "4 PRICING SECTION". The main content area is titled "All Content" and displays a table of requirements. The table has two columns: "Name" and "Status". The first row is a header for "The Modern Slavery Act 2015" with a list of criteria. The second row is "2.5.1 Please verify with the sender of this RFP whether the goods or services that you supply to Arla will be used in or sold in the UK?" with a status of "Unspecified". The third row is "2.5.2 Is your global annual turnover at least 36 million GBP?" with a status of "Unspecified". The fourth row is a section header "3 REQUIREMENTS". The fifth row is "3.1 REQUIREMENTS". The sixth row is "3.2 LOGISTIC REQUIREMENTS". The seventh row is a section header "3.3 PAYMENT TERMS". The eighth row is "3.3.1 Do you accept 60 days payment term in case of later contact award?" with a status of "Unspecified". The ninth row is a section header "4 PRICING SECTION". The tenth row is "4.1 INSTRUCTION". At the bottom of the table, a note states "(\*) indicates a required field". Below the table, there are five buttons: "Submit Entire Response", "Update Totals", "Save", "Compose Message", and "Excel Import".

Go To Dashboard

There are 5 problems that require completion or correction in order to complete your request. Mouse over the red icons to learn more. Use the **Next** and **Previous** links to step through the errors as needed.

< Previous | Next >

Help Site User name

Time remaining 20 days 23:49:58

Console

Event Messages  
Response History  
Response Team

▼ Checklist

1. Review Event Details

2. Submit Response

▼ Event Contents

All Content

1 WORKING IN SAP ARIBA

2 CONTRACTUAL

3 REQUIREMENTS

4 PRICING SECTION

All Content

The Modern Slavery Act 2015 requires a company to prepare a Modern Slavery Statement and update it each year with progress if it satisfies the following criteria:

- It supplies goods or services to Arla in the UK, either directly or indirectly, and;
- It has an annual turnover of £36m or more.

2.5.1 Please verify with the sender of this RFP whether the goods or services that you supply to Arla will be used in or sold in the UK?

Unspecified

2.5.2 Is your global annual turnover at least 36 million GBP?

Unspecified

▼ 3 REQUIREMENTS

3.1 REQUIREMENTS

3.2 LOGISTIC REQUIREMENTS

▼ 3.3 PAYMENT TERMS

3.3.1 Do you accept 60 days payment term in case of later contact award?

Unspecified

▼ 4 PRICING SECTION


4.1 INSTRUCTION

(\*) indicates a required field


Submit Entire Response Update Totals Save Compose Message Excel Import



# 4b. I get error while submitting the response



[Go To Dashboard](#)



There are 5 problems that require completion or correction in order to complete your request.

Mouse over the red icons to learn more. Use the **Next** and **Previous** links to step through the errors as needed.

< Previous

Next >

Help

Site

User name

Console

Doc275303278 - event for screenshots

Time remaining  
20 days 23:48:44

Event Messages

Response History

Response Team

▼ Checklist

1. Review Event Details

2. Submit Response

▼ Event Contents

All Content

1 WORKING IN SAP ARIBA

2 CONTRACTUAL

3 REQUIREMENTS

4 PRICING SECTION

All Content

Name ↑

The Modern Slavery Act 2015 requires a company to prepare a Modern Slavery Statement and update it each year with progress if it satisfies the following criteria:

- It supplies goods or services to Arla in the UK, either directly or indirectly, and;
- It has an annual turnover of £36m or more.

2.5.1 Please verify with the sender of this RFP whether the goods or services that you supply to Arla will be used in or sold in the UK?

2.5.2 Is your global annual turnover at least 36 million GBP?

▼ 3 REQUIREMENTS

3.1 REQUIREMENTS

3.2 LOGISTIC REQUIREMENTS

▼ 3.3 PAYMENT TERMS

3.3.1 Do you accept 60 days payment term in case of later contact award?

▼ 4 PRICING SECTION

4.1 INSTRUCTION

(\*) indicates a required field

You need to provide an answer to Question 2.5.2, 'Is your global annual turnover at least 36 million GBP?'.

Unspecified

\*

Unspecified

Submit Entire Response

Update Totals

Save

Compose Message

Excel Import



[Go back to the start](#)

# Thank you for participating!

*See more information about Procurement in Arla at  
[www.arla.com/procurement](http://www.arla.com/procurement)*