



**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 HOTLINE

<b>Denmark</b>	+45 4331 4903
<b>Sweden</b>	+46 (0) 20 160 5734
<b>Germany</b>	+49 (0) 800 101 1989
<b>United Kingdom</b>	+44 (0) 800 358 3556

**All other countries** +45 4331 4903

# 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 URL in the browser is <https://service.ariba.com/Sourcing.aw/124991010/aw?awh=r&awssk=0W1G0BYn&dard=1>. The page features the SAP Ariba logo and the text "Proposals Powered by Ariba Sourcing". A navigation menu includes a "Help Center" link, which is highlighted with a red rectangular box. Below the navigation, there is a "Supplier Login" section with input fields for "User Name" and "Password", a "Login" button, and a link for "Forgot Username or Password". To the right, there is a section titled "Stay informed: upcoming events" with a small image of two people at a computer and a "Learn More" button.

The screenshot shows the Ariba Help Center interface. It features a dark blue header with a back arrow and the text "Help Center". Below the header is a search bar with the placeholder text "Search...". A list of frequently asked questions (FAQs) is displayed, including:

- 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"
- 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?

Roshan Shanavas 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: [ROSSH@arlafoods.com](mailto:ROSSH@arlafoods.com).

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

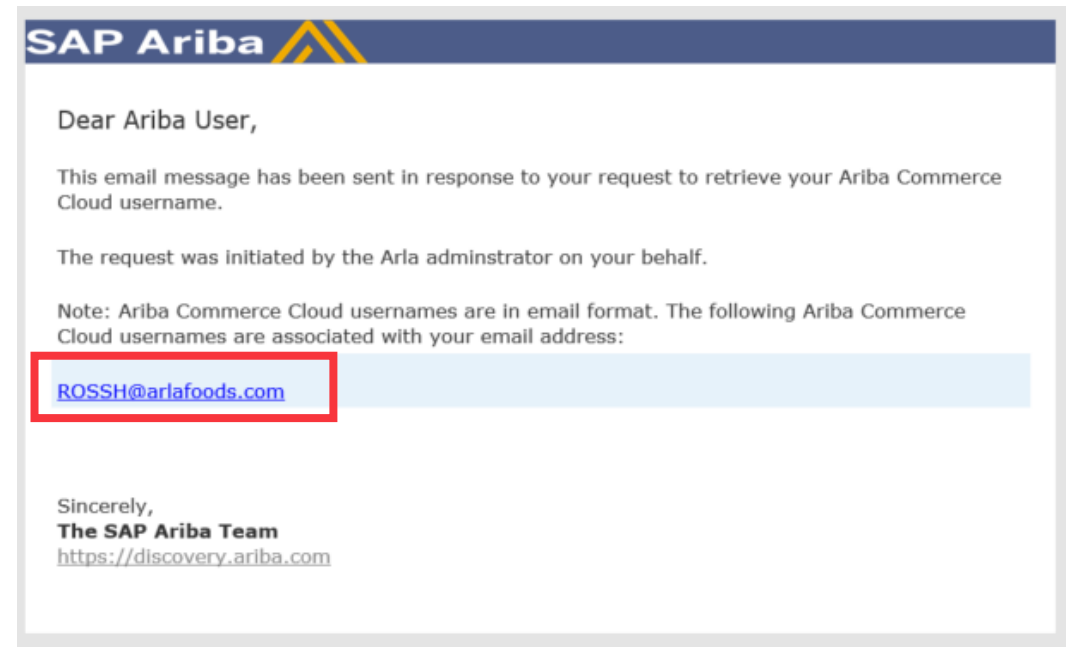
[Click Here](#) to access the RFP.

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.

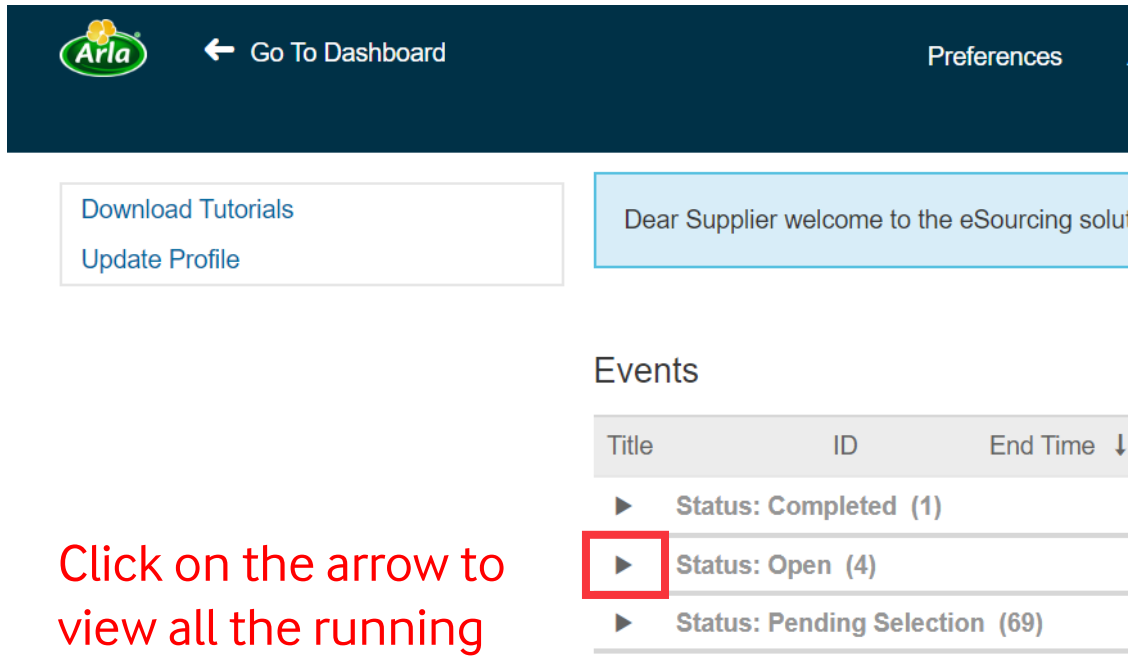
In case of any technical issues, call the SAP Ariba support hotline directly:

Denmark: +45 4331 4903  
Sweden: +46 020 1605734  
Germany: 0800 101 1989  
United Kingdom: 0800 358 3556  
All others: + 1 412 222 6153

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



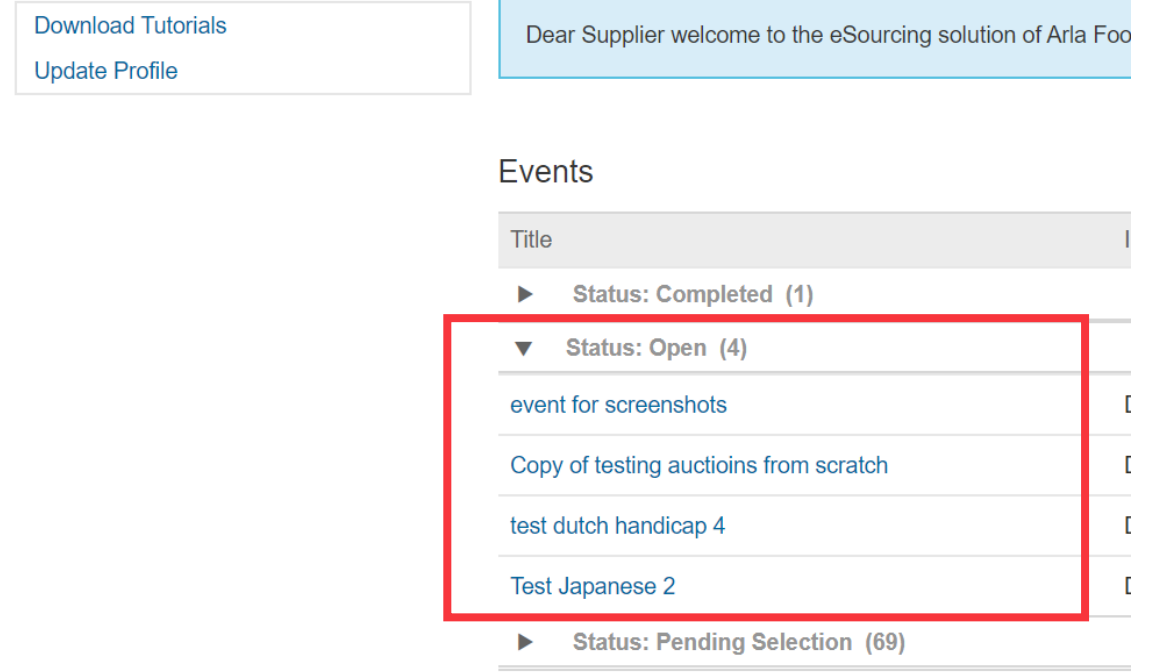
## 2b. Accessing open RFXs ( RFPs, RFIs, e-Auctions)



The screenshot shows the top navigation bar with the Arla logo, a 'Go To Dashboard' button with a left arrow, and a 'Preferences' link. Below the navigation bar, there are two buttons: 'Download Tutorials' and 'Update Profile'. A light blue welcome message reads 'Dear Supplier welcome to the eSourcing solu'. The 'Events' section features a table with columns 'Title', 'ID', and 'End Time' with a downward arrow. Below the table, there are three expandable status categories: 'Status: Completed (1)', 'Status: Open (4)', and 'Status: Pending Selection (69)'. The 'Status: Open (4)' category is highlighted with a red box.

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



This screenshot shows the expanded view of the 'Status: Open (4)' category. It includes the same navigation and welcome message as the previous screenshot. The 'Events' section is expanded to show a list of four items: 'event for screenshots', 'Copy of testing auctioins from scratch', 'test dutch handicap 4', and 'Test Japanese 2'. Each item has a right-facing arrow icon. Below the list, there is a 'Status: Pending Selection (69)' category with a right-facing arrow icon. A red box highlights the entire expanded list of open events.

Title
▶ Status: Completed (1)
▼ Status: Open (4)
event for screenshots
Copy of testing auctioins 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 error banner 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 circled '1' is placed over the "Next" link in the banner. Below the banner, the "Console" shows an event for "Dec275303278 - event for screenshot". The main content area is titled "All Content" and lists requirements. A circled '1' is also placed over the "Next" link in the top right corner of the page. The requirements are as follows:

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:		
	<ul style="list-style-type: none"><li>It supplies goods or services to Arla in the UK, either directly or indirectly, and;</li><li>It has an annual turnover of £36m or more.</li></ul>	
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

Buttons at the bottom: 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.

Help Site Roshan Shanavas

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?

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



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)*

