

SI Group Supplier Portal – Frequently Asked Questions (FAQ)

Purpose:

This FAQ provides answers to common questions about using the SI Group Supplier Management Portal, powered by SAP Ariba SLP, Sourcing, and Contracts modules.

Audience:

SI Group suppliers registered or invited to register in the Supplier Management Portal.

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General Information

Q: What is the SI Group Supplier Management Portal?

A: The portal is a secure, cloud-based platform (SAP Ariba Supplier Lifecycle and Performance) for supplier onboarding, profile management, and participation in sourcing and contracting activities with SI Group.

Q: Why is SI Group using this portal?

A: SI Group has a vision to improve their supplier experience and further digitize the end-to-end supplier process. We believe you have the right to own your information, which is what the portal allows you to do.

Q: Will there be any associated costs with using the portal?

A: No, there is no cost associated with creating an Ariba Standard Account. Ariba Network fees are only applicable in the event you decide to upgrade to their Enterprise Offering.

Q: Do I need to upload invoices to Ariba?

A: No, invoices will continue to be received via email.

Q: What is an ANID?

A: Ariba Network ID: it's the ID number for a company's profile on the Ariba Network (not the same as user ID). Multiple user IDs can be created under a company's ANID.

Registration & Onboarding

Q: Who needs to register?

A: All SI Group suppliers globally must register and maintain their information in the portal.

Q: What information is required during registration?

A: Company details such as banking information, tax ID, contact information, and supporting documentation.

Q: How do I register?

A: You will receive an invitation email from SI Group. Follow the link to complete your registration. If you use a shared mailbox, open the link from that mailbox.

Q: What do I do if I need to revise my answers to the Registration Questionnaire in the middle of the SI Group's approval process?

A: Contact your SI Group Buyer/Category Manager for assistance in requesting that the Registration is returned to you for amendments.

Q: Can we self-register in the portal with SI Group?

A: SI Group will only allow suppliers to register if they are invited by a SI Group employee.

Q: Can I use my existing Ariba Network ID?

A: Yes, you can use your existing Ariba Network account to connect with SI Group. You do not need to create a new account.

Q: What if the invitation was sent to the incorrect contact within my company?

A: Do not forward the invitation. Contact your SI Group representative to have it resent to the correct contact.

Q: The system is saying there may be an existing Ariba Network account registered to my company. What should I do?

A: Review the potential matches Ariba has flagged. If you see your organization's profile in the listing, you may link your account with it to prevent any confusion in future engagement with your organization.

Q: Where can we find additional information regarding Ariba SLP?

A: You can find additional Ariba SLP information on the SI Group Supplier site. This page includes additional Ariba SLP information, including job aids and support.

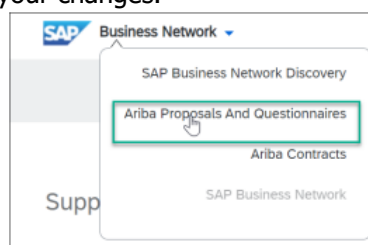
Q: Does registration guarantee business with SI Group?

A: No. Registration is required to be eligible to transact, but it does not guarantee selection or future business.

Account Management

Q: How do I update my company information?

A: Log in to Ariba Proposals & Questionnaires, open your Registration Questionnaire, and revise and resubmit your responses (i.e., contact, address, bank, tax details). Once you submit your response, SI Group will review and confirm your changes.



Q: Can I update my information after registration?

A: Yes, you can update your profile at any time to update your company profile and respond to requests from SI Group.

Q: If I updated my company information in the portal for another customer/buyer, do I need to update my company information in the portal for SI Group?

A: Yes. SAP Ariba SLP currently does not share your company information changes between your companies/buyers. You will need to update your company information via SI Group's Registration Questionnaire.

Q: Why don't I see SI Group listed under "Customer Relationships" in Ariba?

A: The "Customer Relationships" section in Ariba displays companies with whom you have an active fulfillment or trading relationship—typically involving transactions like purchase orders or invoicing.

SI Group uses Ariba for supplier management and sourcing activities (e.g., RFI/RFQ/RFP), which creates a sourcing relationship, not a trading one. Therefore, SI Group will not appear in your "Customer Relationships" overview. *For more details:*

[Customer Relationships | SAP Help Portal](#)

[What is a trading relationship?](#)

[Sourcing and Fulfillment \(Trading\) Relationships with Suppliers | SAP Help Portal](#)

Q: Can my company have multiple accounts?

A: Your company can have multiple SAP Business Network accounts, depending on your business needs. For example, if your company has several locations around the world, you might want a separate account for each region. [How do I manage additional entities on my supplier account?](#)

Q: How do I change the administrator in my SAP Business Network supplier account?

A:

- Sign in to your account using the current administrator's credentials.
- Click the user icon in the upper-right corner and select **My Account**.
- Update the administrator's information as needed, then save your changes.
- If you change the **Email Address**, a confirmation email will be sent with the subject line "Confirmation of your Updated Email Address."
- Click the link in the email to confirm the update. (Link expires after 72 hours)

Q: How do I access my company's Ariba Account after the administrator has left the company?

A: [Regaining access to your Ariba Network account if the administrator has left the company](#)

Q: How do I merge/consolidate Ariba accounts from other customers?

A: [How do I merge/consolidate accounts?](#)

Sourcing Events

Q: What is SAP Ariba Sourcing?

A: It's a platform for managing competitive bidding, including RFPs, RFQs, and auctions. It helps streamline supplier selection, improve negotiation outcomes, and ensure compliance.

Q: How do I get invited to a sourcing event?

A: Once registered, SI Group buyers may invite you based on your product or service offerings, capabilities, and alignment with business needs.

Q: How do I access a sourcing event in Ariba?

A: You'll receive an email invitation with a link to the event. Click the link, log into your Ariba account (or register if you're new), and access the event from your dashboard.

Q: What information is required to participate?

A: Pricing, delivery terms, and other details as specified in the event template.

Q: Do I need an Ariba Enterprise account to participate in sourcing events?

A: No, you only need an Ariba Standard Account, which is free. This account allows you to participate in sourcing events. Procurement and invoicing features are also available with the Standard Account but are separate from sourcing. Fees only apply if you choose to upgrade to Enterprise Account, which offers additional capabilities.

Q: What types of events can I be invited to?

A: You may be invited to RFIs (Request for Information), RFPs (Request for Proposal), or auctions. Each has different requirements and response formats.

Q: Can I ask questions during the event?

A: Yes, use the Q&A board within the event to submit questions. Buyers may respond publicly or privately depending on the nature of the question.

Q: How do I submit my response?

A: Fill out the required fields in the event, upload any requested documents, and click Submit Entire Response before the deadline.

Q: What happens if I miss the deadline?

A: You won't be able to submit your response once the event closes. Contact the buyer immediately if you need an extension, though it's not guaranteed.

Q: Can I update my bid after submission?

A: Yes. You can update your profile and documentation in Ariba as needed. However, changes to submitted bids may be restricted depending on the event's timeline and rules.

Q: Does participation guarantee a contract or award?

A: No. Participation in a sourcing event does not guarantee selection. Awards are based on a thorough evaluation of submitted bids and alignment with SI Group's requirements.

Q: How will I know if I've been awarded?

A: Buyers may notify you directly through Ariba or via email. You can also check the event status in your Ariba dashboard.

Q: Is there a cost to participate in sourcing events?

A: No, participating in sourcing events is free. Fees may apply only if you transact through Ariba Network for procurement/invoicing.

Q: Who do I contact for technical issues?

A: Use the [Ariba Help Center](#) or contact **Ariba Support*** via the support link in your account. You can also reach out to the buyer for event-specific issues.

Ariba Support-click the **Help icon (🗨️) in the top right corner, then use the **headset icon** to contact support via chat or request a callback.*

Contracts Module

Q: What is SAP Ariba Contracts?

A: SAP Ariba Contracts is a cloud-based solution that helps SI Group efficiently create, manage, and store contracts. It centralizes documents, tracks compliance, automates renewals, and improves visibility to reduce risk.

Q: How do I access a contract?

A: You'll receive an email notification with a link to the contract.

Q: How will I know if I need to act on a contract?

A: You will receive email notifications and instructions via email (such as review and signature).

Q: Can I review and sign contracts online?

A: Yes. All contract documents can be reviewed, negotiated, and signed electronically via DocuSign

Q: What are the steps in the contract process?

- A:**
1. **Review** – You'll receive an email notification prompting you to review the contract.
 2. **Negotiate** – If changes are needed, you can propose edits or add comments. Microsoft Word tracks all changes for transparency.
 3. **Approval** – Once both parties agree on the terms, the contract is routed for internal and external approvals.
 4. **Signature** – The contract is signed electronically via DocuSign.
 5. **Archive** – The fully executed contract is securely stored in our portal for future reference.

Q: How do I get a signed copy of a contract from DocuSign?

- A:**
1. After signing the document, DocuSign typically sends a confirmation email.
 2. Open the email and click the link provided to view the signed document.
 3. From the DocuSign portal, you can download the signed copy for your records.

Q: What happens after the contract is signed?

A: The contract becomes active and may be linked to sourcing events, purchase orders, or invoices depending on the buyer's setup. You'll be expected to fulfill the terms as agreed.

Q: Who do I contact for contract-related questions?

A: For contract content or negotiation questions, contact your SI Group Buyer or Category Manager. For technical issues, contact SAP Technical Ariba Support.

Troubleshooting *Common Issues & Solutions*

Issue: I did not receive my registration invitation.**Solution:**

- Check your Junk/Spam folder.
- Confirm with your SI Group contact that the invitation was sent.
- Ask your IT department to allow emails from ansmtpr.ariba.com.
- Request a new invitation if needed.

Issue: I can't log in or I forgot my password.

Solution: If you've forgotten your password, follow these steps to reset it:

- Go to the <https://supplier.ariba.com>.
- Enter your username and click Next.
- Click Forgot Password.
- Enter your email address and click Submit. You'll receive an email with a link to reset your password.
- Click the link in the email to open the Password Reset page. Enter and confirm your new password, then click Submit.

Issue: The registration link has expired or does not work.**Solution:**

- The registration invitation link can only be clicked once. If the registration wasn't completed or saved, the original link becomes invalid.
- If you've previously accessed the event and remember your login credentials, go to [Ariba Network Supplier Account](#) to sign in. Bookmark this site for future use.
- If you've forgotten your username or password, use the "Forgot Username" or "Forgot Password" option.
- If you haven't accessed the event and receive an error when clicking the link, it may be broken or invalid. Contact your SI Group representative to request a new invitation.

Issue: I can't find the Registration Questionnaire after logging in.**Solution:**

- Look in the top left corner to make sure you are on the "Ariba Proposals and Questionnaires" tab (If tab reads Discovery, Contracts or Network-you are in the wrong section).
- If you still can't find it, contact the Supplier Onboarding Team.

Issue: I receive an error when saving or submitting the questionnaire.**Solution:**

- Check for required fields or data validation errors.
- Try saving after correcting errors.
- If the issue persists, contact support.

Issue: I need to change the administrator or add users to my company's Ariba account.

Solution:

- Follow the instructions in the Account Management section or visit the Ariba Help Center.

Issue: I need to add users to my Ariba Network account.

Solution:

- [Adding Users to your Ariba Network Account](#)

Issue: I am having issues with my web browser, what do I do?

Solution:

If you're having trouble with your internet browser while navigating SAP Business Network, we recommend that you clear your browser's temporary internet files and cookies/cache before signing in to ensure your SAP Business Network pages load properly.

Issue: When I try to log into the portal via the email invitation, I receive a message saying my login credentials are already associated with a registered email address. What should I do?

Solution: This can occur when you use a shared inbox and have your individual email address invited to events. Be sure to access the email invitation link from your shared inbox.

Issue: I do not know if my company has an ANID. How can I find out?

Solution: When you create a new account and enter your company name, address, and primary contact email address, Ariba SLP will auto-detect if there are any duplicate accounts. If you see your company listed, you can also see the ANID.

Glossary

- **Ariba Standard Account:** Free account for suppliers to interact with SI Group; fees only apply if upgrading to Enterprise Offering.
- **SAP Ariba SLP (Supplier Lifecycle and Performance):** The module is used for supplier onboarding and profile management.
- **Ariba Network ID (ANID):** Unique identifier for your company's profile on the Ariba Network; not the same as a user ID. Multiple user IDs can be created under a company's ANID.
- **Ariba Proposals & Questionnaires:** Section in the portal where suppliers update company information and respond to registration questionnaires.
- **Registration Questionnaire:** The form suppliers complete to provide or update company information during onboarding.
- **Supplier Onboarding Team:** The SI Group team supporting access, login, onboarding, and registration questionnaire issues.
- **Customer Relationships (Ariba):** Section showing companies with active trading relationships (purchase orders/invoicing); SI Group appears only for sourcing, not trading.
- **Account Administrator:** The person responsible for managing the supplier's Ariba account.
- **SAP Ariba Sourcing:** Platform for managing competitive bidding (RFPs, RFQs, auctions) and supplier selection.
- **Trading Relationship:** A relationship involving transactions like purchase orders or invoicing.

- **Sourcing Relationship:** A relationship involving sourcing activities (RFI/RFQ/RFP) but not trading.
- **RFI (Request for Information):** Sourcing event type for gathering information from suppliers.
- **RFP/RFQ:** Request for Proposal/Quotation.
- **Q&A Board:** Feature within sourcing events for submitting questions to buyers.
- **SAP Ariba Contracts:** Module for managing contract negotiations, approvals, and electronic signatures.
- **Contract Lifecycle:** The process from draft to execution and archiving of contracts
- **Ariba Help Center:** Online resource for technical support and account functionality questions.
- **Ariba Support:** Chat/callback support accessed via the Help icon in the portal.

Support Contacts *If you'd like additional assistance, contact/visit the appropriate resources below.*

Contact	Reason
Site performance is best when using Google Chrome or Microsoft Edge	• General Information • Job Aids • How To Videos
Supplier Onboarding Team Suppliercommunication@siigroup.com	• Access / Login Support • Onboarding Support • Registration Questionnaire Support • Supplier Profile Support
Your SI Group Contact	• Continue communicating with your SI Group contact for normal business activities
SAP Technical Ariba Support Team Ariba Help Center	• ARIBA account functionality questions • Account login issues • Account administrator is no longer at your company • Forgotten username and passwords • Detailed ARIBA functionality questions • Advanced functions of Enterprise accounts

Helpful Links:

- [Ariba Network Supplier Account](#)
- [Ariba Help Center](#)
- [How do I change the administrator in my SAP Business Network supplier account?](#)
- [Regaining access to your Ariba Network account if the administrator has left the company](#)
- [Adding Users to your Ariba Network Account](#)
- [How do I merge/consolidate accounts?](#)
- [How do I manage additional entities on my supplier account?](#)
- [Customer Relationships | SAP Help Portal](#)
- [What is a trading relationship?](#)

- [Sourcing and Fulfillment \(Trading\) Relationships with Suppliers | SAP Help Portal](#)
- [SAP Ariba Sourcing Guide for Suppliers](#)