

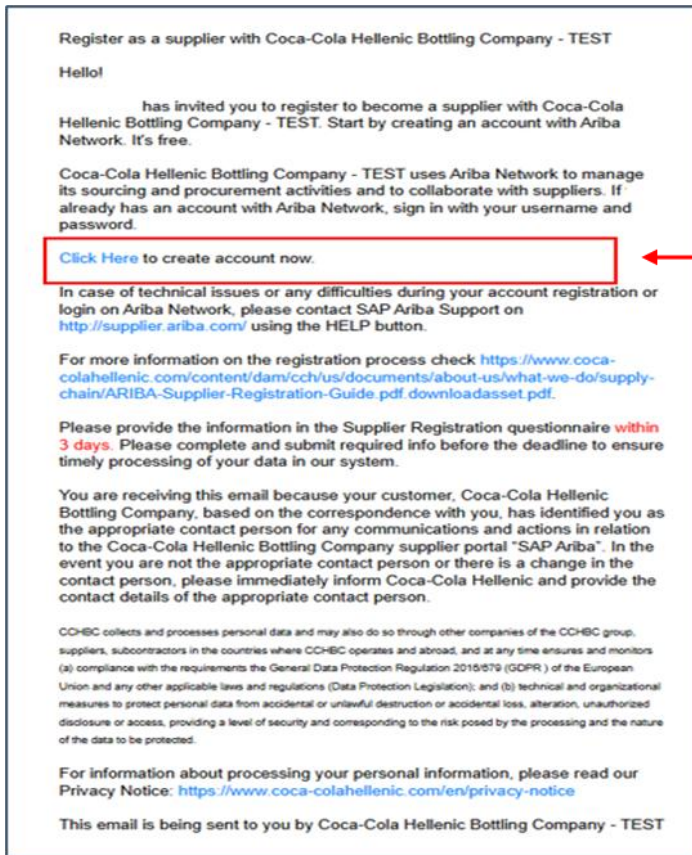
# *Supplier Registration Guide*

- » New Supplier Registration
  - Invitation
  - Creating an account in Ariba Network or login with an existing one
  - CCHBC Supplier Registration Questionnaire
- » Future supplier information changes
- » Ariba Network – Useful links

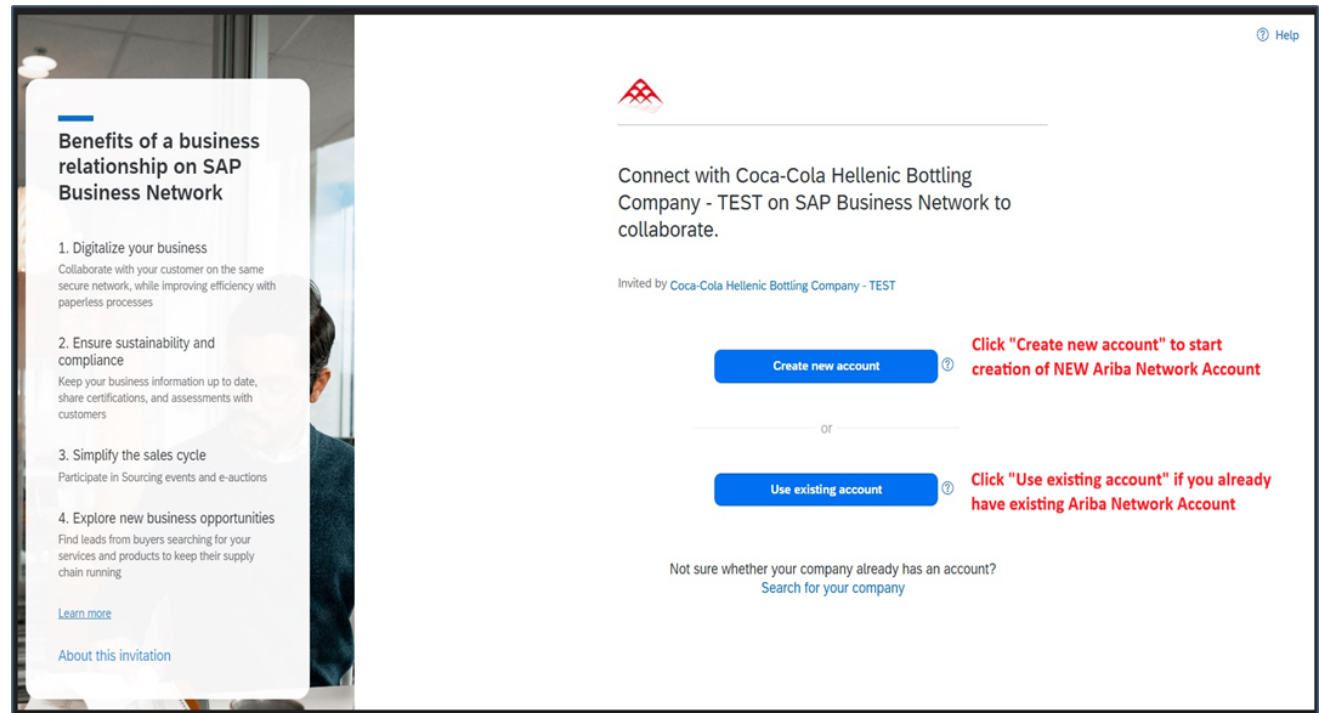
NB! All print screens used in this guide are from Ariba TEST environment

# New Registration as a supplier with CCHBC Invitation

1. When you are invited to register through Ariba as vendor of Coca-Cola Hellenic Bottling Company (whether you are existing or new supplier) you will receive the following notification:



2. Click the link to **create an account in Ariba network or login with an already existing one**. This way you will be able to manage your responses to procurement activities required by CCHBC.



**Please note!** The email invitation might be delivered in your **Spam** or **Promotions** folder.

In case you are creating a new account and you have chosen the option “Create new account” you will be re-directed to the next page to insert **a one-time password**.

The password is a **six-digit number format** which you will receive on the e-mail to which the invitation for registration has been sent.

**The password expires in 30 minutes** so you will need to proceed within that time frame.

You will need to insert it just once before starting to create your new account where you will set a permanent password which you will use for all your future login's.

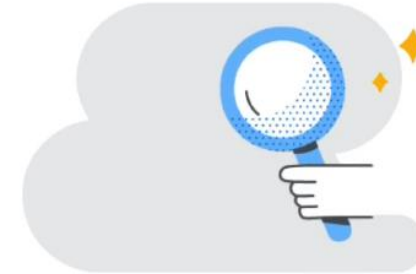
## Enter your One Time Password

Insert password below. Your password expires in 30 minutes.

Continue

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Once you have the password received on your e-mail, insert it in the boxes and click on “Continue”

# New Registration as a supplier with CCHBC

Creating an account or Login with an existing one



After selecting “Create new account” and entering the one-time password, you will be redirected to the “Create account” section.

**NB!** First, you need to register on the Ariba network. Once the registration is complete, you can proceed with the Supplier registration questionnaire.



If you **already have Ariba Network account**, after you choose “Use existing account” in start page, **you will need to log in with your credentials.**

**Benefits of a business relationship on SAP Business Network**

- 1. Digitalize your business**  
Collaborate with your customer on the same secure network, while improving efficiency with paperless processes
- 2. Ensure sustainability and compliance**  
Keep your business information up to date, share certifications, and assessments with customers
- 3. Simplify the sales cycle**  
Participate in Sourcing events and e-auctions
- 4. Explore new business opportunities**  
Find leads from buyers searching for your services and products to keep their supply chain running

[Learn more](#)

Create an account to connect and collaborate with Coca-Cola Hellenic Bottling Company - TEST on SAP Business Network

**Company information**

DUNS number

[Don't know your DUNS number?](#)

Company (legal) name \*

Country/Region \*

Address line 1 \*

Address line 2

**Benefits of a business relationship on SAP Business Network**

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- 3. Simplify the sales cycle**  
Participate in Sourcing events and e-auctions
- 4. Explore new business opportunities**  
Find leads from buyers searching for your services and products to keep their supply chain running

[Learn more](#)

Sign in to connect with Coca-Cola Hellenic Bottling Company - TEST

Username \*

[Forgot username?](#)

Password \*

[Forgot password?](#)

**Connect**

Powered by SAP

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## IMPORTANT!

Your Login Username and Password must be kept confidential at all times!

Please do not share this information with not authorized persons and people outside of your organization!



# New Registration as a supplier with CCHBC Creating an account or Login with an existing one



If you will create **new** Ariba Network account, after you fill out all the fields regarding your company details, you will be directed to a page to **confirm** your e-mail address.

Confirmation e-mail will be sent to the e-mail address on which the invitation for Supplier registration was sent.

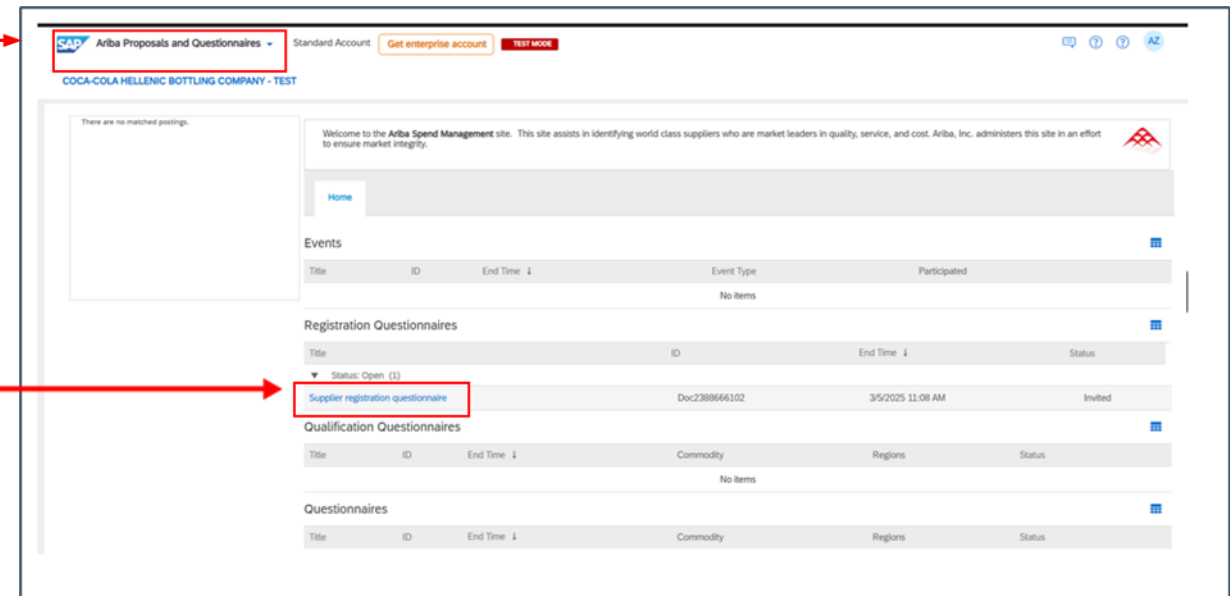
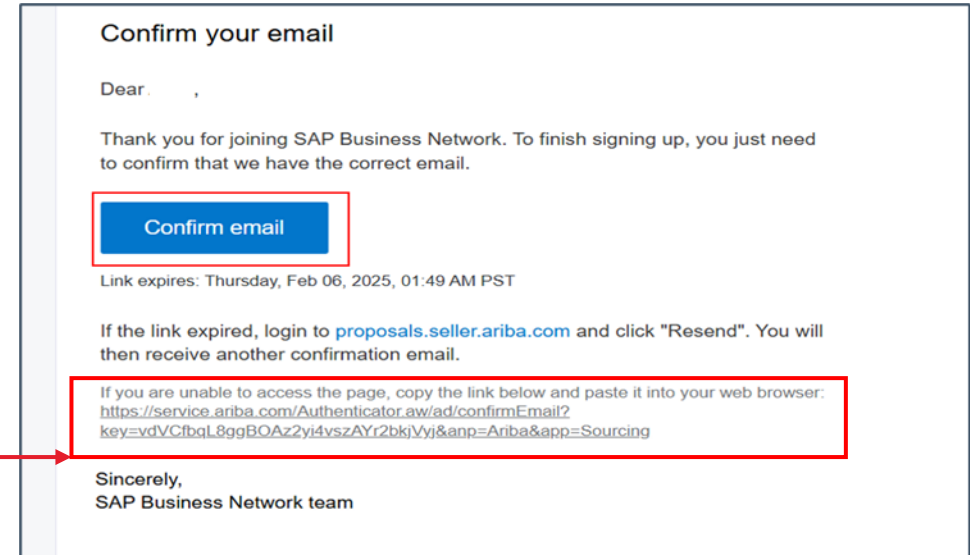
**NB!** If the “Confirm email” button is not working, you can copy the provided link and paste it into a new tab to proceed.



In case you have chosen option “**Use existing account**”, you will be directed to your profile in Ariba where you will find the questionnaire under “**Ariba Proposals and Questionnaires**”

Click on “**Supplier registration questionnaire**” and you are ready to fill in the questionnaire and submit it after you filled all the mandatory fields.

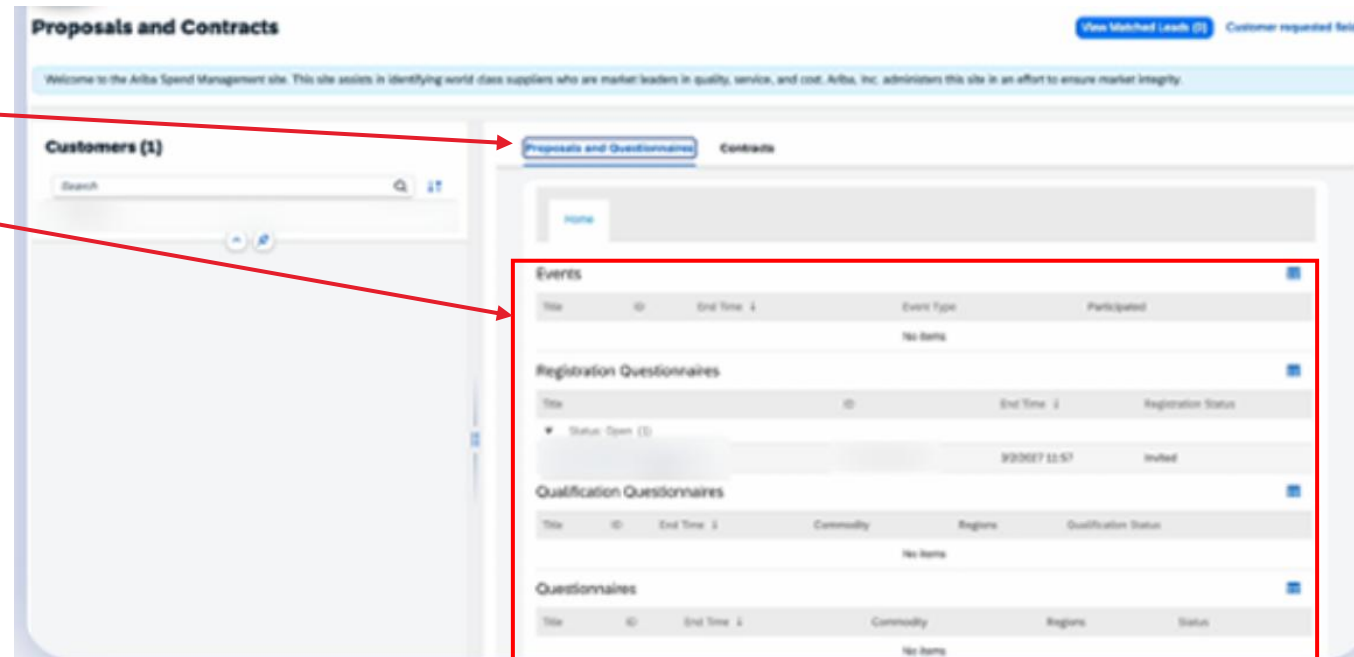
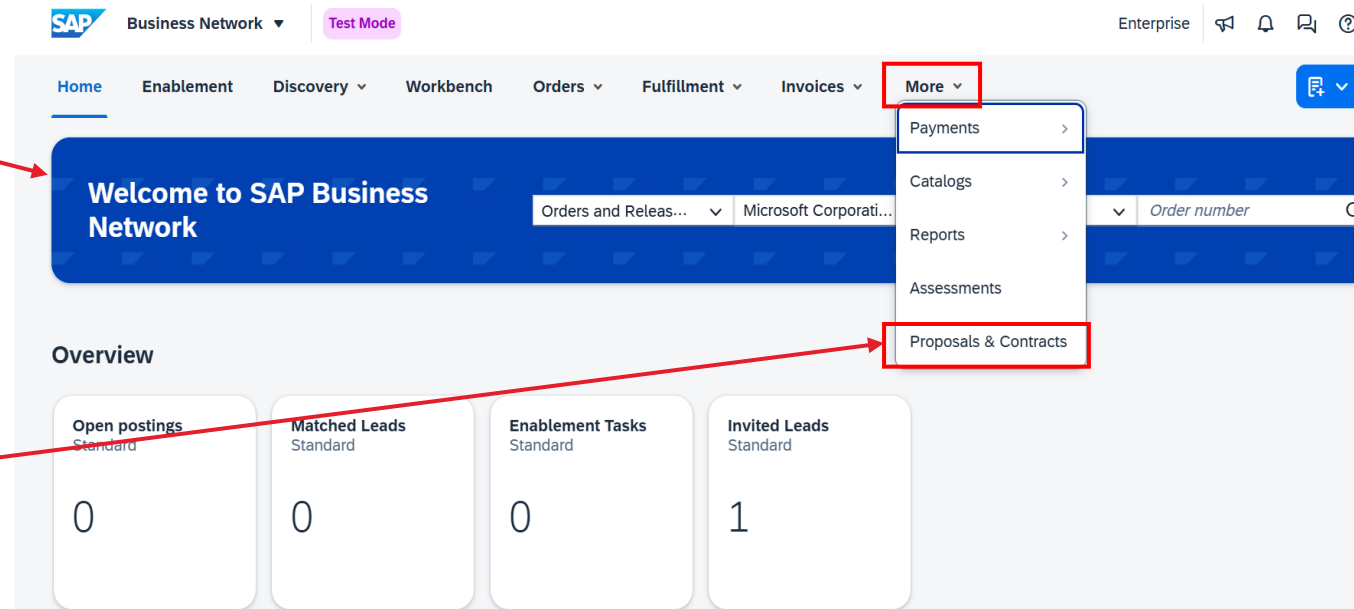
**NB!** In case your user interface does not resemble to **this** print screen, please refer to instructions on page 6.



**NB!** If your account has been integrated with the new SAP Supplier user interface, the interface on your screen will differ from the one shown on page 5.

In this case, to access Ariba proposals and questionnaires, once logged in, go to the “**More**” tab and select “**Proposals and Contracts**”.

Under this section, you will find all current events listed in the “**Proposals and Questionnaires**” tab, including registration and qualification questionnaires, as well as any other types of questionnaires you may have been invited to complete.



Once you have confirmed your e-mail, you will be directed to a page where you can insert details about your product and the locations where you operate.



This can help for other companies to discover you easier in Ariba platform.

If you would like to benefit from that fill out the Products and Services and Ship-to Locations by pressing **Submit**.

You can always do that later, by choosing **Remind me later**.


### Almost done! We just need a little bit more information.

Please provide the information below and you will be discovered by more customers looking for companies like yours.

Product and Service Categories  
  or [Browse](#)

Ship-to or Service Locations  
  or [Browse](#)

[Don't show this to me again](#)



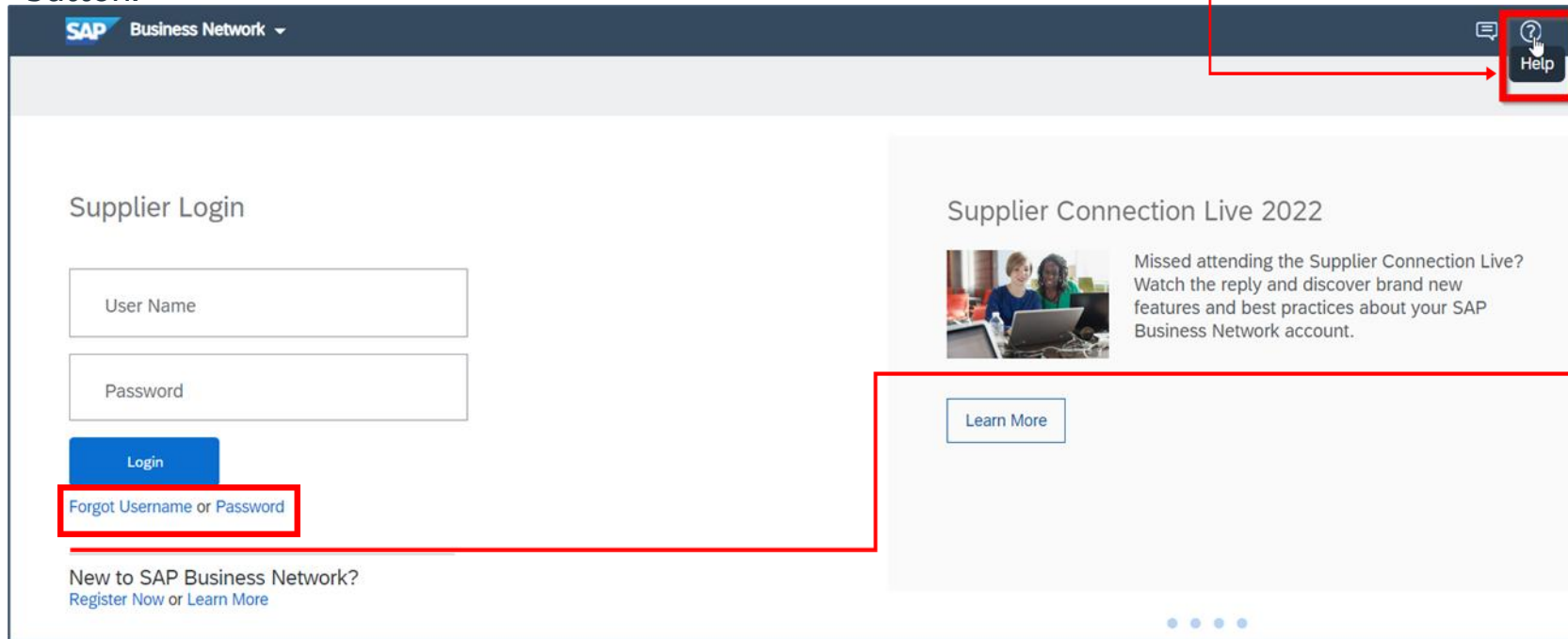
Completing **Product and Services Categories** or **Ship-to or Services Locations** is not mandatory for Coca-Cola Hellenic and your registration process with us.

# New Registration as a supplier with CCHBC

Creating an account or Login with an existing one

## IMPORTANT!

In case of any issues during your Ariba Network account creation or login, please contact SAP Ariba Support <http://supplier.ariba.com/> using HELP button.

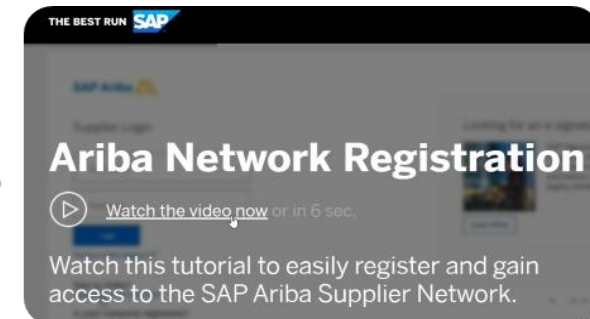


If you forgot your Username or Password, please select option

[Forgot Username or Password](#)

If you still experience any issues, please use the "HELP" button.

For more guidance how to create an Ariba Network Account, please see the dedicated video following this [LINK](#) clicking on the video



# New Registration as a supplier with CCHBC

## CCHBC Supplier Registration Questionnaire

Once you have successfully registered your new Ariba Network account or accessed your existing one, you will be redirected to the **CCHBC Supplier registration questionnaire**. You need to provide all the required mandatory information and attach the relevant documents.

**NB!** If you are not redirected to the questionnaire, please check slide 19 to check how to navigate to it through your Ariba account

Doc1499585978 - Supplier registration questionnaire

Time remaining  
29 days 23:58:06

All Content

Name 1

1 General Information

1.1 Supplier Legal Consent

1.1.1 I confirm that I am fully authorized to provide CCH required information and update it for any subsequent changes

Unspecified

Austria

Bosnia and Herzegovina

Bulgaria

Croatia

Cyprus

Czech Republic

Estonia

Greece

Hungary

Italy

Kosovo

Latvia

Lithuania

Montenegro

Netherlands

Nigeria

North Macedonia

Northern Ireland

Poland

1.3 Please select the country where you will operate with us

(\*) indicates a required field

Submit Entire Response Save draft Compose Message Excel Import

**Please note!** The Supplier Registration Questionnaire will be available only for specific time, which can be tracked from **Time remaining** – upper right corner of the page. You need to **provide all information and Submit Entire questionnaire** within the remaining time. If the time has expired questionnaire will become inactive. **Please address such cases to your CCHBC contact person.**

# New Registration as a supplier with CCHBC

## CCH Supplier registration questionnaire - General Information

### Section 1 - "General Information"

In order CCHBC to review the information provided in the Supplier registration questionnaire, the answer to **"1.1.1 I confirm that I am fully authorized to provide CCH required information and update it for any subsequent changes"** should be **"Yes"**:

All Content

Name ↑

- 1 General Information
  - 1.1 Supplier Legal Consent
    - 1.1.1 I confirm that I am fully authorized to provide CCH required information and update it for any subsequent changes \* Unspecified

On question **1.3.**, please select the country/countries you will operate with us:

1.3 Please select the CCH Countries you are going to collaborate with

- Armenia
- Austria
- Bosnia and Herzegovina
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Egypt
- Estonia
- Greece
- Hungary
- Italy
- Kosovo
- Latvia
- Lithuania
- Moldova
- Montenegro
- Netherlands
- Nigeria
- North Macedonia
- Northern Ireland

# New Registration as a supplier with CCHBC

## CCH Supplier registration questionnaire - General Information

### Section 1 - "General Information"

It is mandatory to provide information on **Full Legal Name, Legal Address, Legal Form, Tax/VAT number and General Contact Email Address:**

1.4 Supplier Full Legal Name	* <input type="text"/>
1.5 Legal address	<p>*Show More</p> <p>Street: <input type="text"/> ⓘ House Number: <input type="text"/> ⓘ</p> <p>Street 2: <input type="text"/> ⓘ</p> <p>Street 3: <input type="text"/> ⓘ</p> <p>District: <input type="text"/> ⓘ</p> <p>Postal Code: <input type="text"/> ⓘ City: * <input type="text"/> ⓘ</p> <p>Country/Region: (no value) ▼ ⓘ State/Province/Region: (no value) ▼ ⓘ</p>
1.6 Legal Form of the Supplier	* Unspecified ▼
1.7 Tax/VAT number.	* <input type="text"/>
1.8 Dun & Bradstreet number	<input type="text"/>
1.9 General Contact Email	* <input type="text"/>
1.10 The provided General contact should receive Purchase orders, Payment advices and is authorized to confirm Bank account changes?	* No ▼
1.11 Purposes for collection and processing of above mentioned personal data: contact to initiate process to update the provided personal data, managing and improving the quality of the services/products provided to CCHBC, assessment of the quality of the support provided by CCHBC's personnel to the Vendor	

# New Registration as a supplier with CCHBC

## CCH Supplier registration questionnaire - Additional Contact Persons

### Section 2 - "Additional Contact Persons"

The mandatory Yes/No question 1.10 "The provided General contact should receive Purchase orders, Payment advices and is authorized to confirm Bank account changes?" controls whether the section "Additional Contact Persons" will appear or not.

1.9 General Contact Email	*	<input type="text"/>
1.10 The provided General contact should receive Purchase orders, Payment advices and is authorized to confirm Bank account changes?	*	<input type="button" value="No"/> <input type="button" value="v"/>

- If selected answer is "Yes", the general email address that has been selected in 1.9 will serve for all purposes;
- If selected answer is "No", section "Additional Contact Persons" will appear providing the opportunity to select different users from the General one for receiving purchase order, payment advices and person, which will be authorized to make any BA changes. Please see steps below:

**Step 1** Click on "Add Additional Contact Persons".

2 Additional Contact Persons	<a href="#">Add Additional Contact Persons (0) Less...</a> <input type="button" value="-"/>
The above is general e-mail address of your company. Please add any dedicated e-mails related to Purchase Order receiving, Accounting contact, Change of Bank Details in section "Additional Contact Persons". Otherwise we will use the Generic contact for all type of communication.	

**Step 2** Click on the dedicated button to add a section:

Additional Contact Persons (0)
<input type="text"/>
Name 1
<input type="text"/>
<input type="button" value="Add Additional Contact Persons"/>

# New Registration as a supplier with CCHBC

## CCH Supplier registration questionnaire - Additional Contact Persons

### Section 2 - "Additional Contact Persons"

**Step 3** Fill in the all the needed information such as Contact Name, Email Address, Type of Contact and Country/Countries, which the contact is applicable for:

Additional Contact Persons (2)

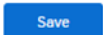
Name ↓	
Additional Contact Persons #1 <span style="color: red;">If you need to delete a section, this is done with the "Delete" Button → <span style="border: 1px solid red; padding: 2px;">Delete</span></span>	
Contact Person Name	<input type="text"/>
Contact Person Email	<input style="border: 1px solid red;" type="text"/>
Type of Contact Person	<input type="checkbox"/> Receive Purchase Order <input type="checkbox"/> Accounting Contact <input type="checkbox"/> Change of Bank Details
	<input type="checkbox"/> Armenia <input type="checkbox"/> Austria <input type="checkbox"/> Bosnia and Herzegovina <input type="checkbox"/> Bulgaria <input type="checkbox"/> Croatia <input type="checkbox"/> Cyprus <input type="checkbox"/> Czech Republic <input type="checkbox"/> Egypt <input type="checkbox"/> Estonia <input type="checkbox"/> Greece <input type="checkbox"/> Hungary <input type="checkbox"/> Italy <input type="checkbox"/> Kosovo <input type="checkbox"/> Latvia <input type="checkbox"/> Lithuania <input type="checkbox"/> Moldova

Please choose for which countries

If you need to add additional Contact Person, please select this option

Add an additional Additional Contact Persons (\*) indicates a required field

**Step 4** Once all information is filled in, please press "Save" in the upper right corner to save your changes and return to Registration questionnaire:



### Section 3 - "Bank details"

**Step 1** Click on "Add Bank Details".

2 Additional Contact Persons	Add Additional Contact Persons (0) Less... -
The above is general e-mail address of your company. Please add any dedicated e-mails related to Purchase Order receiving, Accounting contact, Change of Bank Details in section "Additional Contact Persons". Otherwise we will use the Generic contact for all type of communication.	
3 Bank Details	Add Bank Details (0)

**Step 2** You will be redirected to the section where "Add Bank details" button should be selected.

Clicking Save will only **save** your Repeatable Section answers. To **submit** your response, you will need to click Save and then click **Submit Entire Response** on the main screen.

All Content > 3 Bank Details

Bank Details (0)

Name ↑

No items

Add Bank Details

(\*) indicates a required field

Once bank details were added, the button transforms to "Add an additional Bank details" and this way you can add more than one bank account, if required:

Add an additional Bank Details

### Section 3 - "Bank details"

**Step 3** Bank Details #1 section is loaded and you can provide all required information. After it is filled in press "Save" to go back to Registration questionnaire

All Content > 3 Bank Details

#### Bank Details (1)

Name ↑

Name	Delete
Bank Details #1	Delete

\* Bank Type:

Country/Region:

Account Holder Name:

Bank Key/ABA Routing Number:

Account Number:

IBAN Number:


SWIFT Code:

Bank Control Key:

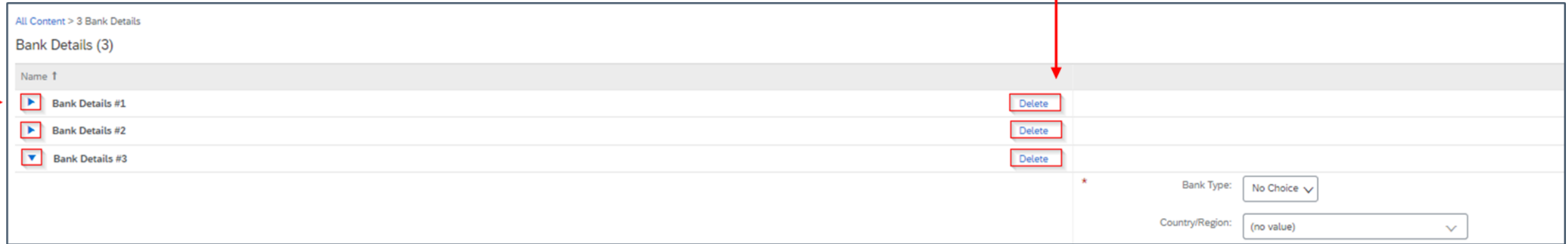
Currency	* <input type="text" value="Unspecified"/>
Confirmation of bank statement/print screen from respective authority (Opten, ARES website, etc.) certifying the bank details / Bank account verification form <a href="#">References</a>	* <a href="#">Attach a file</a>

### Section 3 - "Bank details" - Useful information

If you need to add more than 1 bank account, use the  button and new sections for bank data will appear below each other as a sequence

You can collapse or expand the different bank details through the triangle button 







If needed, you can delete the bank account from "Delete":



All Content > 3 Bank Details

Bank Details (3)

Name 1

-  Bank Details #1 
-  Bank Details #2 
-  Bank Details #3 

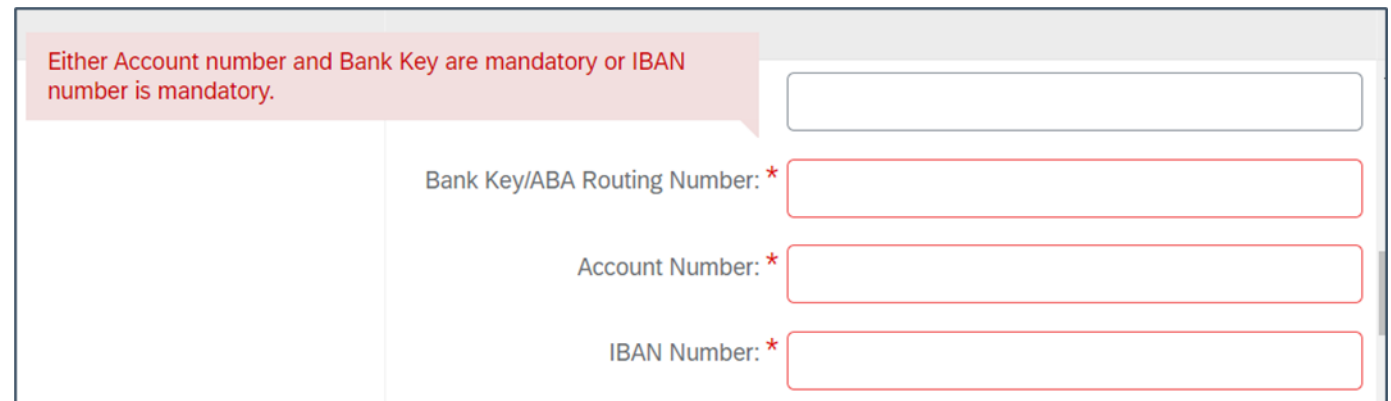
Bank Type: No Choice ▾

Country/Region: (no value) ▾

#### Please note!

Although they are not marked initially as required fields, it is mandatory to provide combination of Bank account and Bank key **OR** IBAN number **OR** all of them.

System will return the following **error** if you do not fill in any of the required information



Either Account number and Bank Key are mandatory or IBAN number is mandatory.

Bank Key/ABA Routing Number: \*

Account Number: \*

IBAN Number: \*

### Section 3 - "Bank details" - Useful information

In bank data section there is a requirement to attach bank confirmation document:

Confirmation of bank statement/print screen from respective authority (Opten, ARES website, etc.) certifying the bank details / Bank account verification form <a href="#">References</a> <span>ⓘ</span> <a href="#">*Attach a file</a>
For verification of bank account you can provide: <ul style="list-style-type: none"><li>• Print Screen from Online Banking/App</li><li>• Austrian Suppliers - Please sign and upload the Bank Account Verification Form (EN and DE version attached)</li><li>• Hungarian Suppliers - Print Screen from Opten</li><li>• Czech and Slovak Suppliers - Print Screen from ARES</li><li>• Serbian Suppliers - Print Screen from Narodna Banka Srbije</li><li>• Switzerland suppliers – please attach bank statement if you cooperate with us not only in Switzerland. If you cooperate only with Switzerland legal entity you could attach empty document</li></ul>
<small>*) Please enter Bank Details ( eighter IBAN or Bank Key and Bank Account Number)</small>

#### Please note!

For verification of bank account you can provide:

- Print Screen from Online Banking/App
- Austrian Suppliers - Please sign and upload the Bank Account Verification Form (EN and DE version attached)
- Hungarian Suppliers - Print Screen from Opten
- Czech and Slovak Suppliers - Print Screen from ARES
- Serbian Suppliers - Print Screen from Narodna Banka Srbije
- Switzerland suppliers – please attach bank statement if you cooperate with us not only in Switzerland. If you cooperate only with Switzerland legal entity you could attach empty document

Confirmation of bank statement/print screen from respective authority (Opten, ARES website, etc.) certifying the bank details / Bank account verification form <a href="#">References</a> <span>ⓘ</span> <a href="#">*  TEST DOCUMENT.png</a> <a href="#">Update file</a> <a href="#">Delete file</a>
---

In case you need to change or delete a file you have already uploaded, you can use the 2 options available next to the document:

- Your uploaded document
- If you want to replace it -> "Update file"
- If you want to delete it

### Section 4 - "Legal Entity Specific Requirements"

Depending on the country selected in question 1.3 (Please select the country where you will operate with us), there will be country specific information listed in Section 4:

1.3 Please select the country where you will operate with us

- Austria
- Bosnia and Herzegovina
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Estonia
- Greece
- Hungary
- Italy
- Kosovo
- Latvia
- Lithuania
- Montenegro
- Netherlands
- Nigeria

4 Legal Entity Specific Requirements:

4.1 You acknowledge and confirm that you have accepted and shall comply with Supplier Guiding Principles (SGP) [References](#)

4.3 Austria:

4.3.1 You acknowledge and confirm that you have accepted and shall comply with our General Terms and Conditions (GTC):

German: <https://at.coca-colahellenic.com/de/about-us/gtc-policies-and-guidelines>  
English: <https://at.coca-colahellenic.com/en/about-us/gtc-policies-and-guidelines>

4.3.2 Starting pack - Attachment for vendor acknowledgement - Coca-Cola HBC Austria, RMQ Liegenschaftsverwaltung and RMQ Beteiligungsgesellschaft [References](#)

4.3.4 For information about processing your personal information, please read our Privacy Notice

English: <https://at.coca-colahellenic.com/en/privacy-notice>  
German: <https://at.coca-colahellenic.com/de/privacy-notice>

4.5 Switzerland:

4.5.2 Starting pack - Attachment for vendor acknowledgement - (CO) Coca Cola HBC AG [References](#)

4.5.3 For information about processing your personal information, please read our Privacy Notice (German)

<https://ch.coca-colahellenic.com/de/privacy-notice>

4.5.4 For information about processing your personal information, please read our Privacy Notice (English)

<https://ch.coca-colahellenic.com/en/privacy-notice>

4.5.5 For information about processing your personal information, please read our Privacy Notice (French)

You should read and confirm you will comply with the **CCHBC Supplier Guiding principles.**

**Depending on the country** you cooperate with there will be dedicated section with listed mandatory questions and documents that you need to acknowledge or attach.

Most common requirements on CCHBC side is to review and acknowledge

- **CCH Starting Pack** for the specific Legal entity,
- **CCH Privacy Notice.**
- **General Terms and Conditions** acknowledged

Depending on the CCHBC country and legal requirements **there might be additional answers or attachments that need to be provided from your side.**

**Please follow each question from this section and provide any required information.**

### Section 6 - "Supplier Code of Conduct"

Please get familiar with all the information in this section

To finalize your registration, you need to press "**Submit Entire Response**" and **confirm the submission** in the next pop-up screen

▼ 5 Supplier Code of Conduct

5.1 You will promptly update and keep updated your data in case of future changes

5.2 The Vendor declares that he/she understands and accepts his/her obligation and assumes full responsibility to inform his/her employees about the collection and processing of their personal data as a "contact person" and / or "Contact person at the site" and to request their explicit written consent to this (where applicable).

5.3 The Vendor confirms that: 1) the Vendor is obliged to immediately update and properly maintain the data provided here throughout the existence of business relations with CCHBC and 2) the only person who may change/update the information provided here is the legal representative by contacting the CCHBC employee who is point of contact

5.4 The Vendor declares that he/she fully understands and is informed that until the update of the information provided here, CCHBC has the right to use it as provided for the purposes stated here and is not responsible for violations of personal data based on outdated information.

5.5 CCHBC collects and processes personal data and may also do so through other companies of the CCHBC group, suppliers, subcontractors in the countries where CCHBC operates and abroad, and at any time ensures and monitors (a) compliance with the requirements the General Data Protection Regulation 2016/679 (GDPR) of the European Union and any other applicable laws and regulations (Data Protection Legislation); and (b) technical and organizational measures to protect personal data from accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access, providing a level of security and corresponding to the risk posed by the processing and the nature of the data to be protected.

5.6 For information about processing your personal information, please read our Privacy Notice:  
<https://coca-colahellenic.com/en/privacy-and-cookie-notice>

5.7 By submitting this questionnaire you acknowledge and confirm that you have accepted and shall comply with all the above.

(\*) indicates a required field

Submit Entire Response | Save draft | Compose Message | Excel Import



✓ Submit this response?

Click OK to submit.

OK | Cancel

**Your questionnaire will be submitted to CCHBC for validation and further processing.**

# New Registration as a supplier with CCHBC

## CCH Supplier registration questionnaire - More information required

**Please note!** In case of any missing or incorrect/not clear information the questionnaire will be **returned to you for more information or corrections**. You will receive **notification** with explanation on the additional information required in the "Comments" and link to the system.

You need to access your account and then navigate to the Supplier registration questionnaire - Questionnaire will be available in **"Ariba Proposals and Questionnaires"** as per below:

The screenshot shows the SAP Ariba user interface. At the top, there is a navigation bar with the SAP logo, a dropdown menu for 'Ariba Proposals and Questionnaires', and buttons for 'Standard Account', 'Get enterprise account', and 'TEST MODE'. Below the navigation bar, the user's profile 'COCA-COLA HELLENIC BOTTLING COMPANY - TEST' is visible. The main content area shows a message: 'There are no matched postings.' To the right, there is a welcome message: 'Welcome to the Ariba Spend Management site. This site assists in identifying world class suppliers who Ariba, Inc. administers this site in an effort to ensure market integrity.' Below this, there are sections for 'Events' and 'Risk Assessments', both showing 'No items'. At the bottom, there is a 'Registration Questionnaires' section with a table. The table has columns for 'Title' and 'Status'. One item is listed: 'Supplier registration questionnaire' with a status of 'Completed (1)'. A red box highlights the 'Supplier registration questionnaire' item.

The screenshot shows an email notification from the SAP Ariba team. The subject is 'Coca-Cola Hellenic Bottling Company - TEST'. The body of the email reads: 'Hello Vendor name, Coca-Cola Hellenic Bottling Company - TEST has reviewed the updates to Supplier registration questionnaire submitted by Vendor name on Fri, 06 Aug, 2021 and requires additional information about the update.' Below the text, there is a 'Comments:' section with the text 'Additional info required'. A red box highlights this section. Below the comments, there is a link: 'To provide this additional information to Coca-Cola Hellenic Bottling Company - TEST, Click Here'. A red box highlights the 'Click Here' link. The email ends with 'Best Regards, SAP Ariba team'.

To activate the questionnaire in change mode, click **"Review Response"** and **make all necessary changes/provide missing information**, then "Submit Entire response" again:

The screenshot shows the SAP Ariba console interface. At the top, there is a message: 'You have submitted a response for this event. Thank you for participating.' Below this, there is a 'Revise Response' button. A red box highlights the 'Revise Response' button. The console also shows a sidebar with 'Event Messages', 'Event Details', 'Response History', and 'Response Team'. The main content area shows 'All Content' with a table. The table has columns for 'Name' and 'General Information'. One item is listed: 'General Information'.

# New Registration as a supplier with CCHBC

## CCH Supplier registration questionnaire - Future supplier information changes

After the successful registration in CCHBC system the Supplier registration questionnaire will become **active** on your side.

This way, in case of any changes in your company's information (e.g. company name, address, contacts, bank data), **you are able at any time to access the questionnaire**, execute required updates and **Submit** the changed version to CCHBC, so this important data updates to be reflected in your CCHBC master data profile.

**Please note!** In case of **change in VAT/Tax information**, please **address this directly to your CCHBC contact and they will confirm further steps**

To perform changes, please access your Ariba account and in **"Ariba Proposals and Questionnaires"** you can find the CCHBC Supplier registration questionnaire.

After you access the questionnaire:

To activate questionnaire press

Revise Response

After all changes are done go to

Submit Entire Response

Title	ID	End Time	Event Type	Participated
No items				

Title	ID	End Time	Event Type
No items			

Title	ID	End Time	Status
Status: Completed (1)			
Supplier registration questionnaire	Doc1008637546	5/21/2022 12:43 PM	Invited

Title	ID	End Time	Commodity	Regions	Status
No items					

**Please note!** In case of any issues, please address them to SAP Ariba Support through the HELP buttons

Thank you for working with us! We truly appreciate your partnership and look forward to continuing our business relationship with you via the Ariba Network.

For additional information and support you may visit

<https://www.ariba.com/support/supplier-support> then click the “contact us” option. It will connect you with SAP Ariba Support.

In case “**Ariba Proposals and Questionnaires**” is not loading properly, it may be caused due to enabled browser ad-blocking extensions. Please find an article providing information how to remove such ad –blocking extensions depending on the different browser:

<https://support.ariba.com/item/view/192896>

Some other useful information for suppliers can be found at:

[What is SAP Business Network?](#)

[Supplier Learning Portal - Business Network](#)