HOW TO RESPOND TO CONTRACTS DOCUMENTS

SAP Ariba Contracts Supplier User Guide

RESPECT, CARE
AND DELIVER

IMPLATS
EXCELLENCE IN PGMs

CONTENT

1 INTRODUCTION AND BACKGROUND

2 HOW TO REVIEW IMPLATS CONTRACT DOCUMENTS

3 HOW TO DIGITALLY SIGN CONTRACT DOCUMENTS THROUGH DOCUSIGN

4 HOW TO GET HELP AND SUPPORT

1

INTRODUCTION AND BACKGROUND

INTRODUCTION AND BACKGROUND

- Impala Platinum Holdings Limited (Implats) uses **SAP Ariba** to manage its supplier management, sourcing and contract management processes across its South African operations

- The solution automates the way Suppliers transact and interact with Implats

- This has improved and simplified engagements with our valued suppliers, resulting in a better supplier experience

- SAP Ariba is used to exchange electronic sourcing and contract documents, and enables Suppliers to self-register and maintain their supplier profile data

- This user guide covers how suppliers will respond to contract documents sent for review and signing.

INTRODUCTION TO THE SAP BUSINESS NETWORK

The **SAP Business Network** connects suppliers with customers, enabling them to do business together.

Implats uses the SAP Business Network to collaborate with suppliers, enabling effective sourcing of goods and services, supplier registration and contract management.

The SAP Business Network is the **new method for suppliers to transact** and exchange procurement information with Implats, including RFQs, RFIs and RFPs.
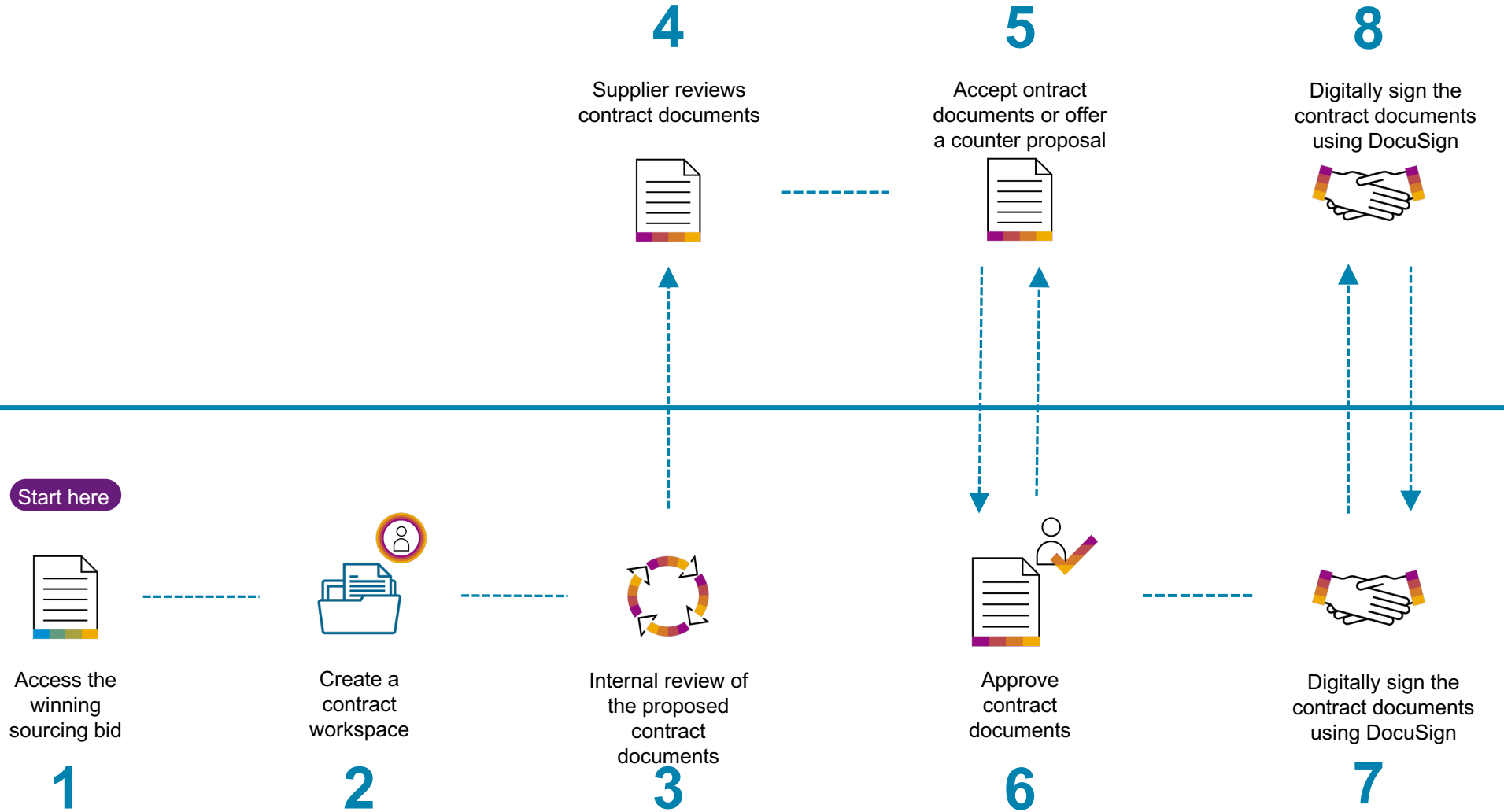
INTRODUCTION TO THE SAP BUSINESS NETWORK

2
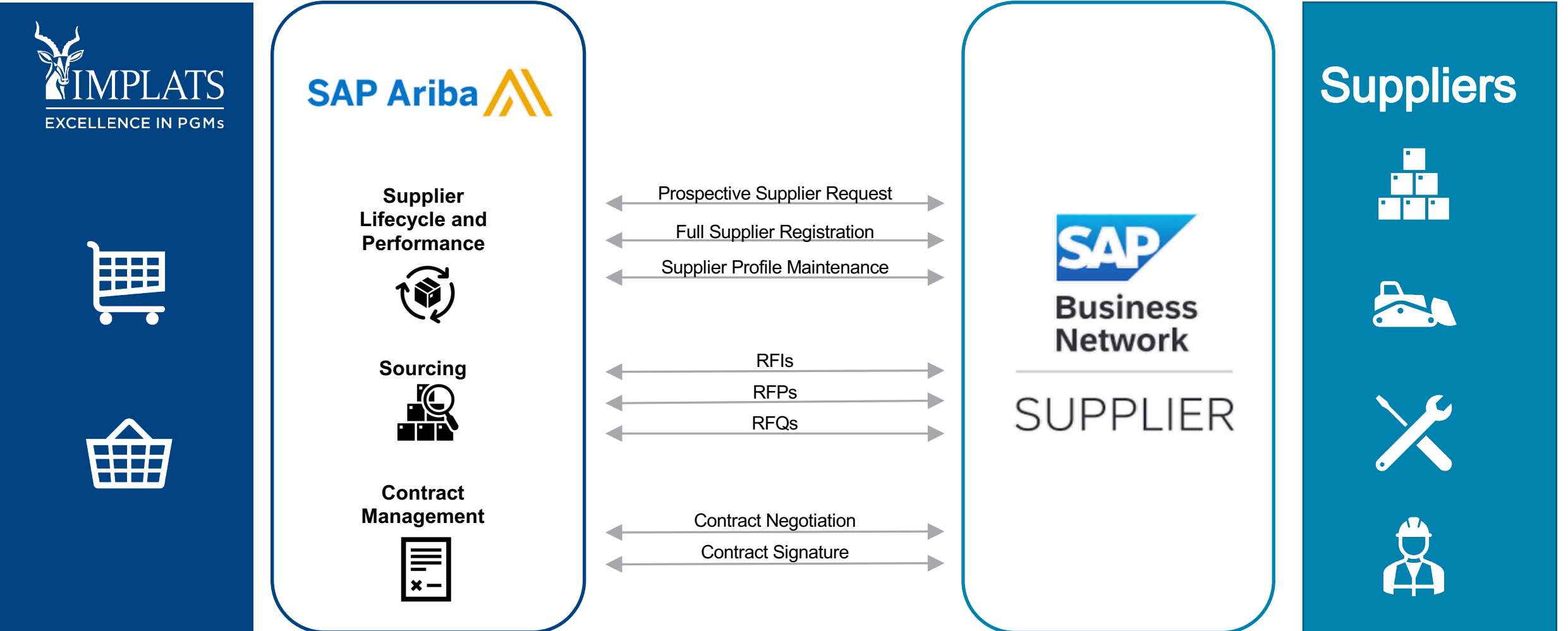
HOW TO REVIEW IMPLATS CONTRACTS DOCUMENTS

HIGH LEVEL CONTRACTS CREATE PROCESS FLOW
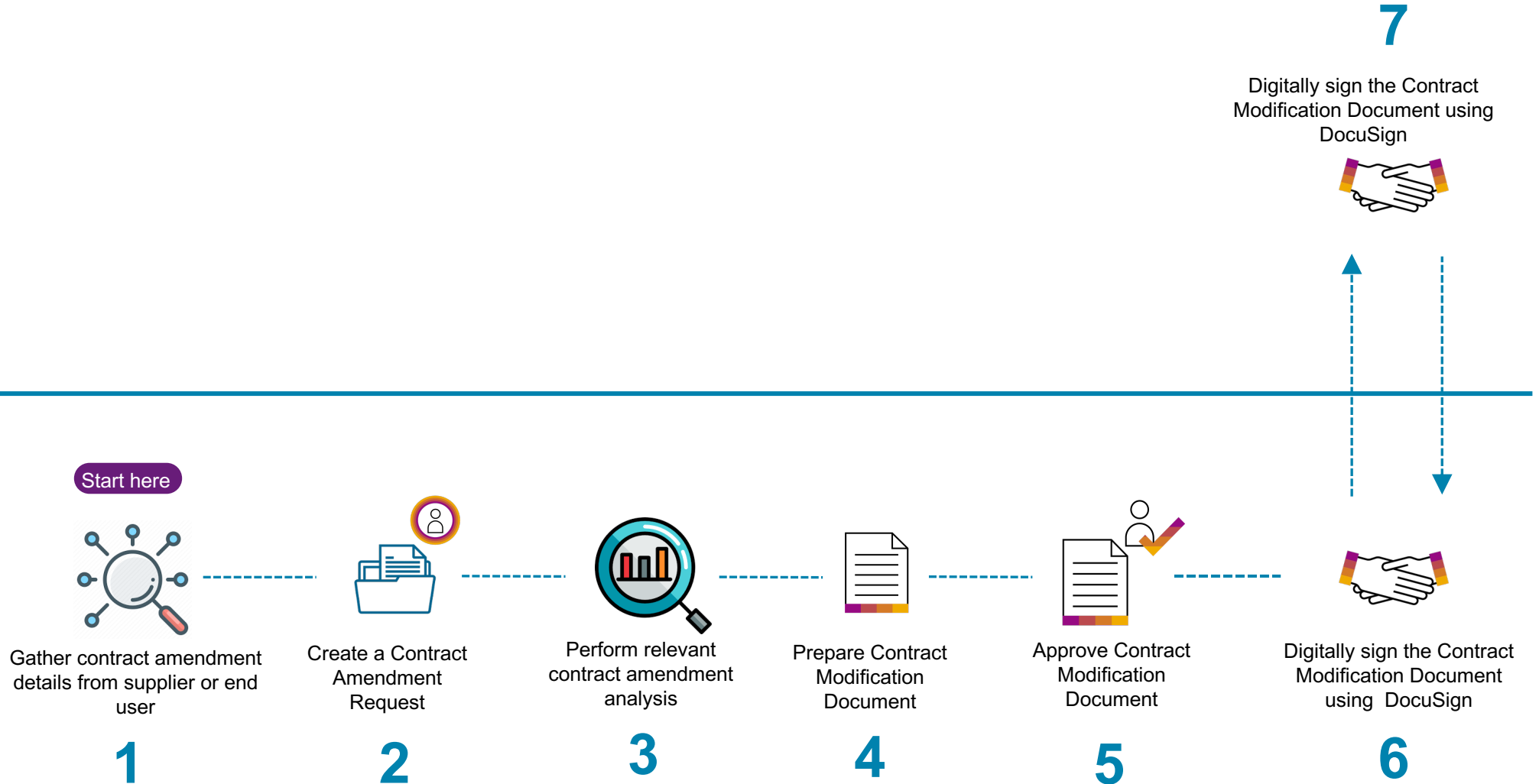
Suppliers

SAP Business Network

4
Supplier reviews contract documents

5
Accept ontract documents or offer a counter proposal

8
Digitally sign the contract documents using DocuSign

SAP Ariba Contracts

Start here

1
Access the winning sourcing bid

2
Create a contract workspace

3
Internal review of the proposed contract documents

6
Approve contract documents

7
Digitally sign the contract documents using DocuSign

HIGH LEVEL CONTRACT AMENDMENT PROCESS FLOW

IMPLATS
EXCELLENCE IN PGMs

Suppliers

SAP Business Network

7
Digitally sign the Contract Modification Document using DocuSign

SAP Ariba Contracts

Start here

1
Gather contract amendment details from supplier or end user

2
Create a Contract Amendment Request

3
Perform relevant contract amendment analysis

4
Prepare Contract Modification Document

5
Approve Contract Modification Document

6
Digitally sign the Contract Modification Document using DocuSign

1. As part of the process to create a new contract with Implats, the selected supplier will receive an email with the subject **"Review Impala Platinum Supply Agreement"**

Note:

Please read the content of the email carefully.

Click on **"Click Here"** to access the Ariba System and the documents for review.

CW26277 - Full-Contract_Docusign_Test: Review Impala Platinum Supply Agreement

Dear Supplier,

Please review the contract.

Regards
Contract Admin
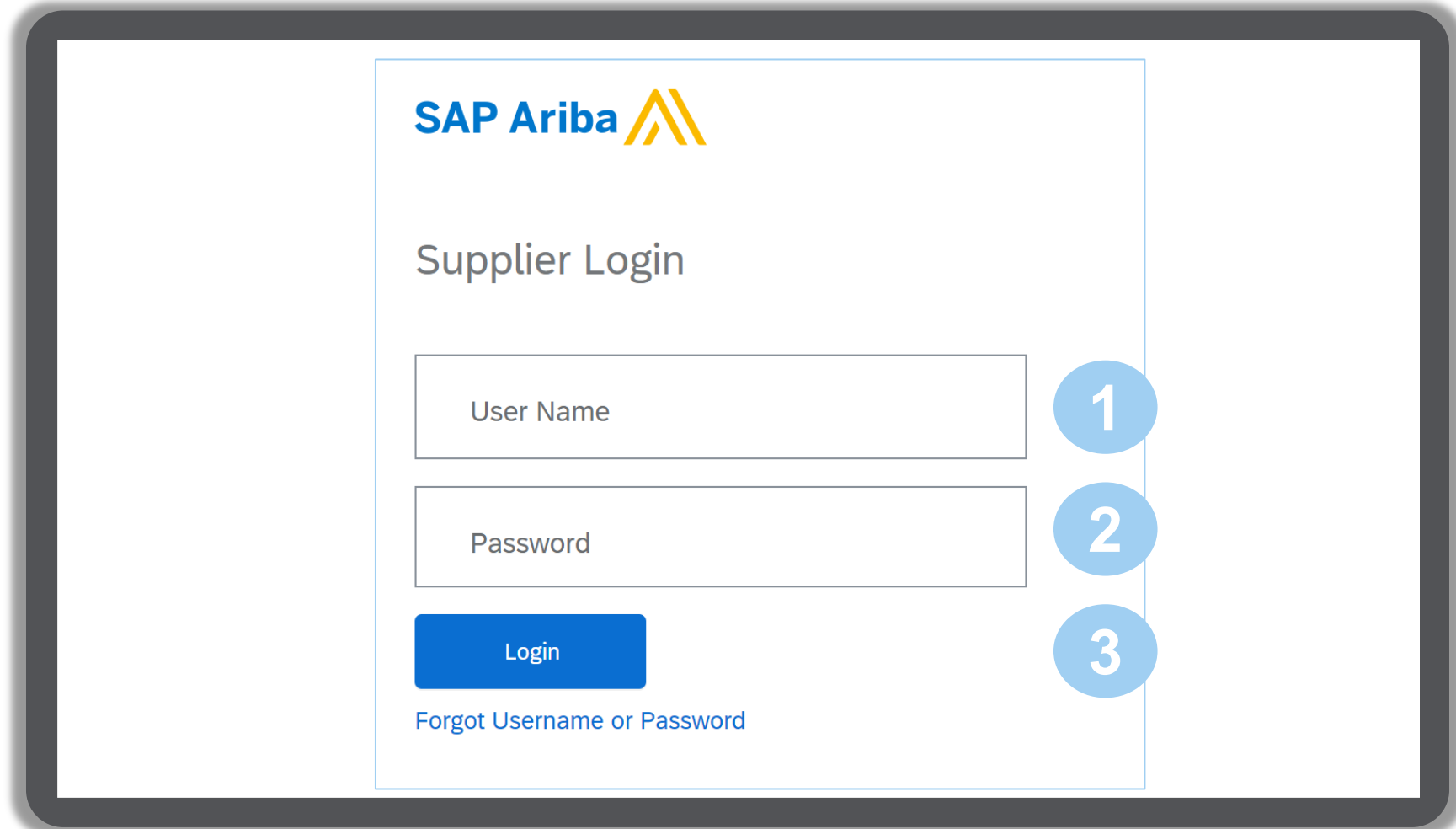
This email is being sent to you because you are a reviewer of a document that has been submitted for review.

This email originated from the Ariba system used by Impala Platinum Holdings - TEST and was originally sent to: *xxx.yyy@zzz.com*

System Reference: Click Here to access the system.

HOW TO REVIEW IMPLATS CONTRACT DOCUMENTS

2. You will be redirected to the SAP Ariba Supplier Login Page
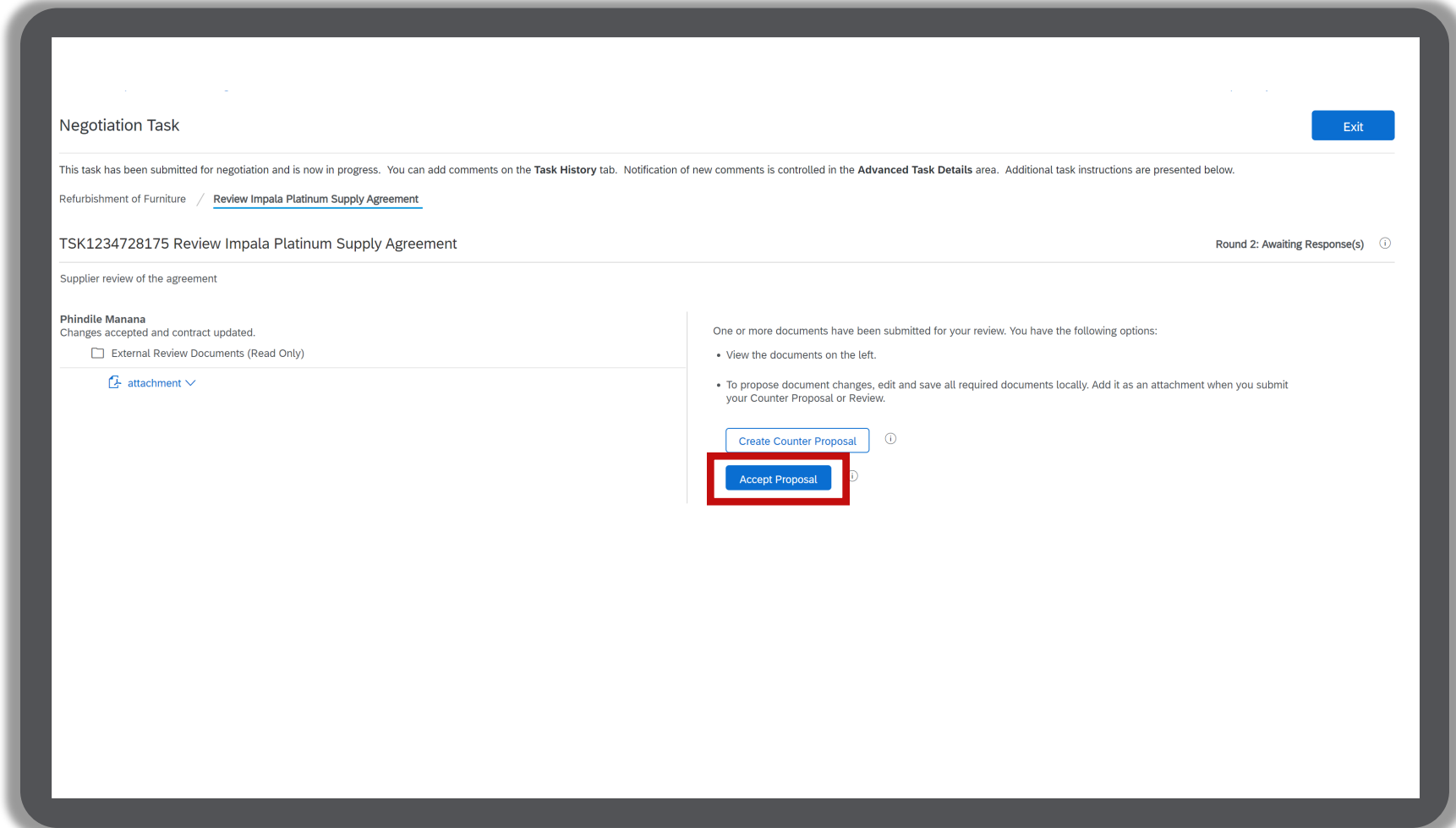
- Enter your username

- Then your password

- Lastly, click **"Login".**

HOW TO REVIEW IMPLATS CONTRACT DOCUMENTS
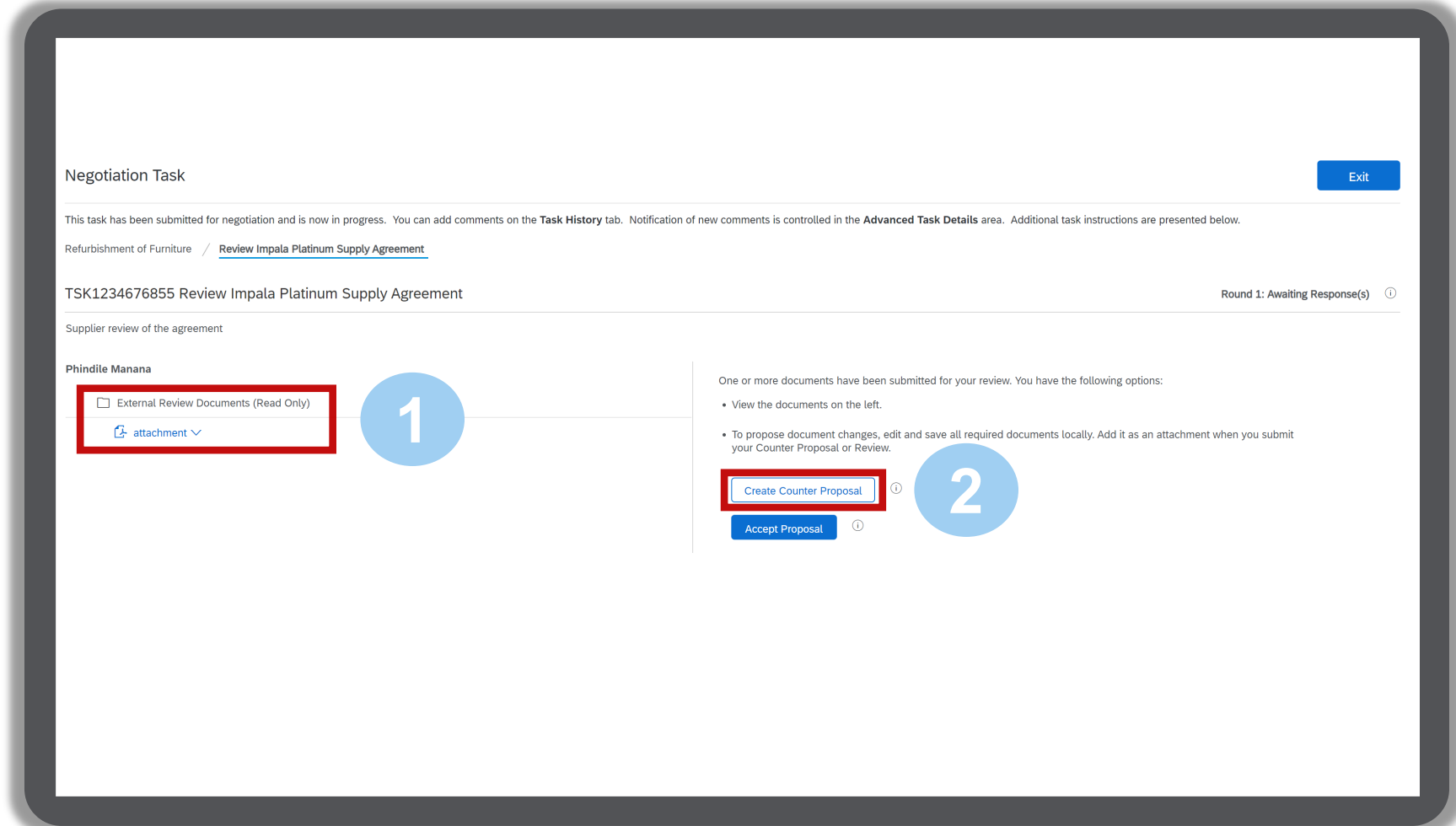
3. Once you are logged in to the Ariba system, the **"Negotiation Task"** window will appear where you will review Implats' documents.

   The contract document can be downloaded to facilitate your review of the agreement.

   Click on the document, then select **"Download"** to download it to your desktop.

4. Once reviewed, you can either accept the proposal or make a counter proposal.

   To counter the proposal click **"Create counter proposal".**

Negotiation Task

Exit

This task has been submitted for negotiation and is now in progress. You can add comments on the **Task History** tab. Notification of new comments is controlled in the **Advanced Task Details** area. Additional task instructions are presented below.

Refurbishment of Furniture / Review Impala Platinum Supply Agreement

TSK1234676855 Review Impala Platinum Supply Agreement

Round 1: Awaiting Response(s)

Supplier review of the agreement

Phindile Manana

External Review Documents (Read Only)

attachment ⌄

①

One or more documents have been submitted for your review. You have the following options:

• View the documents on the left.

• To propose document changes, edit and save all required documents locally. Add it as an attachment when you submit your Counter Proposal or Review.

Create Counter Proposal ⓘ

②
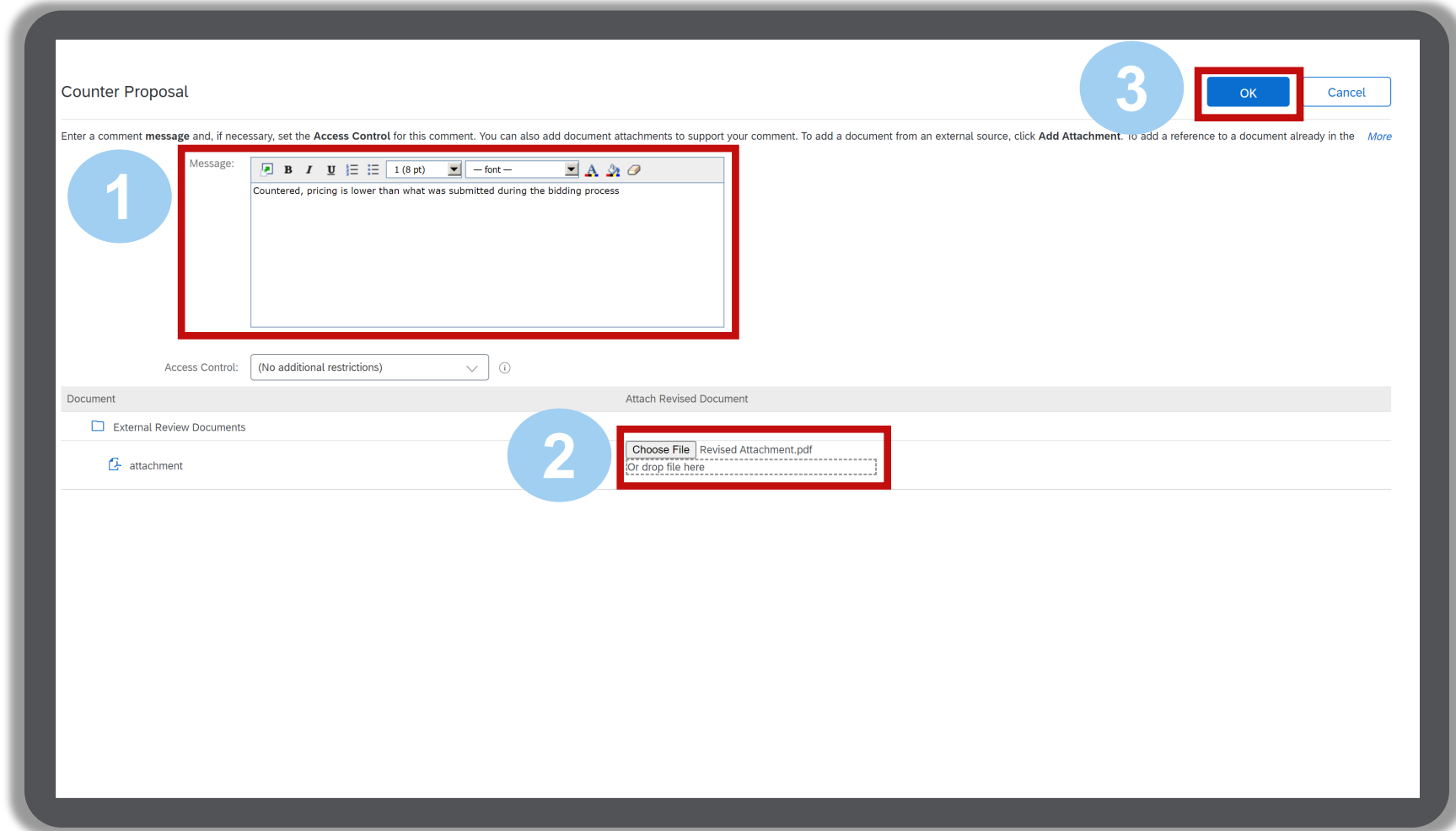
Accept Proposal ⓘ

HOW TO REVIEW IMPLATS CONTRACT DOCUMENTS

5. In the **"Counter Proposal"** window add your comments. You must attach documentation with your counter proposal notes.

6. Click on **"OK"** when done. You counter proposal is send back to Implats, who will review your feedback.

HOW TO REVIEW IMPLATS CONTRACT DOCUMENTS

7. Once your proposed changes have been reviewed and accepted by Implats, you will be notified via email again. Click on **"Click Here"** to access the Ariba System and the documents for review.

CW26277 - Full-Contract_Docusign_Test: Review Impala Platinum Supply Agreement

Dear Supplier,

Please review the contract.

Regards
Contract Admin

This email is being sent to you because you are a reviewer of a document that has been submitted for review.

This email originated from the Ariba system used by Impala Platinum Holdings - TEST and was originally sent to: *xxx.yyy@zzz.com*

System Reference: Click Here to access the system.

8. You are taken to taken the Negotiation Task screen again, where you can review the updated contract document from Implats.

   Review the updated document. If you are satisfied, click **"Accept Proposal"**. If you are not satisfied, click on **"Create Counter Proposal"** again to send feedback to Implats.

Note:

The exchange and review of contracts documents between Implats and supplier can happen several times until both parties agree to a final version

---

Negotiation Task

Exit

This task has been submitted for negotiation and is now in progress. You can add comments on the **Task History** tab. Notification of new comments is controlled in the **Advanced Task Details** area. Additional task instructions are presented below.

Refurbishment of Furniture / Review Impala Platinum Supply Agreement

TSK1234728175 Review Impala Platinum Supply Agreement

Round 2: Awaiting Response(s)

Supplier review of the agreement

Phindile Manana
Changes accepted and contract updated.

☐ External Review Documents (Read Only)

🔁 attachment ⌄

One or more documents have been submitted for your review. You have the following options:

- View the documents on the left.

- To propose document changes, edit and save all required documents locally. Add it as an attachment when you submit your Counter Proposal or Review.

Create Counter Proposal

Accept Proposal

HOW TO REVIEW IMPLATS CONTRACT DOCUMENTS

9. Enter any comments for accepting the contract document and click **"OK"**.

10. Following your acceptance of the contract document, the **"Review Impala Contract Document"** will disappear from you list of tasks on your Ariba Business Network account.

Implats will receive you acceptance and will in turn digitally sign the documents and then send them back for supplier signature.

3
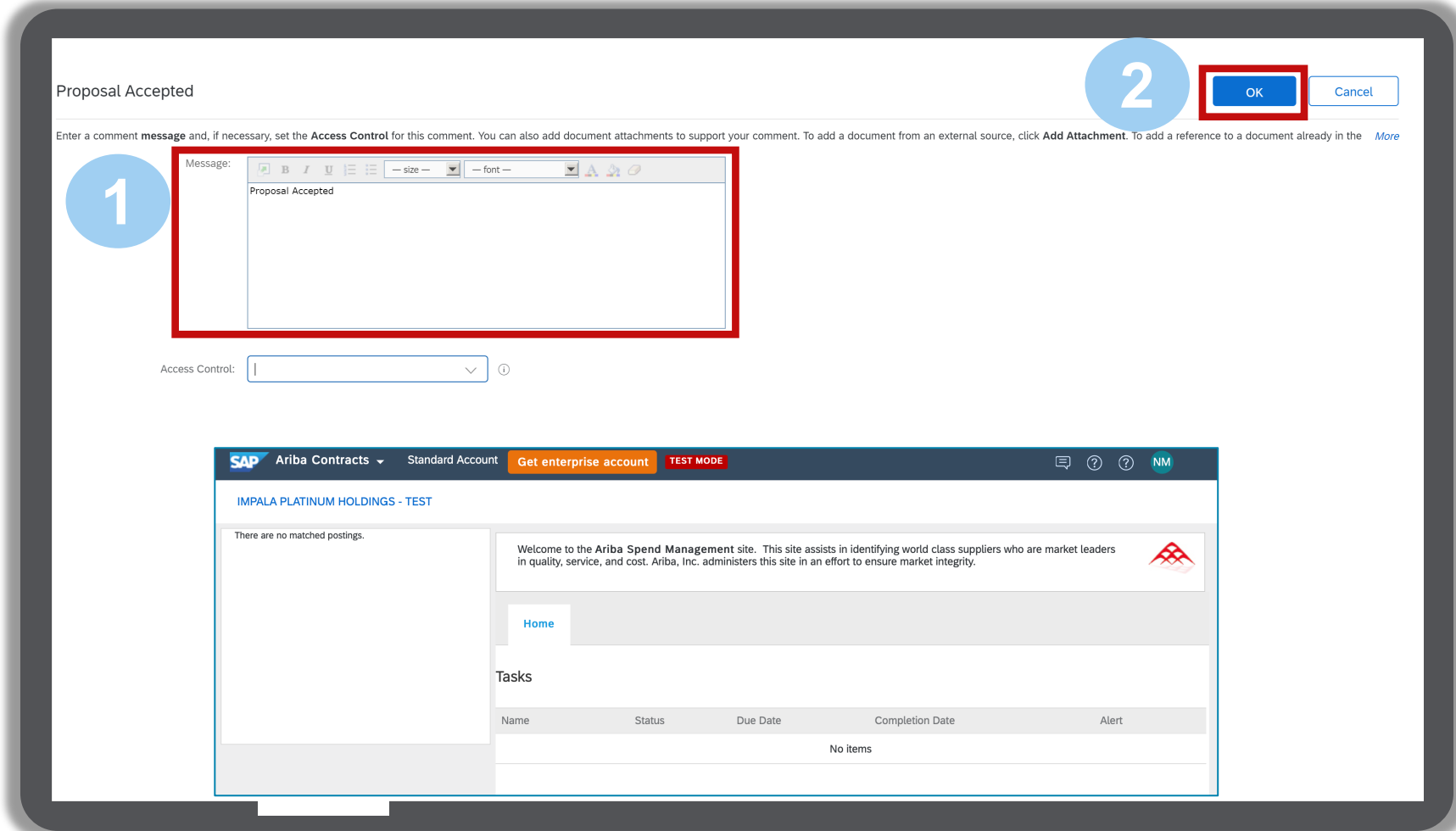
HOW TO DIGITALLY SIGN DOCUMENTS

INTRODUCTION

- The Implats SAP Ariba Solution uses DocuSign for digitally signing contract documents

- You will be required to sign contract documents digitally using DocuSign

- There are two types of documents that you will be required to digitally sign:

    o New Contract Agreements negotiated between you and Implats, and

    o Contract Modification Documents negotiated between yourselves and Implats, where an existing contract needs to be amended. The amendments include price adjustments, scope changes, contract extensions and any other amendments that may need to be performed to an existing contract

Note:

It is important to **promptly** sign the new contract documents or contract modification documents that you have been sent so that new contracts or contract amendments can become effective immediately.

DIGITALLY SIGNING DOCUMENTS WITH DOCUSIGN

1. Be on the look out for an email notification containing contract documents negotiated between your organisation and Implats that need to be digitally signed by yourselves.

   The subject line will contain the contract number followed by the name of the contract document.

CW71133 - Contract_Agreement_.pdf

DocuSign

Amanda Francois sent you a document to review and sign.

REVIEW DOCUMENT

Good day,

Kindly review and provide signature.

DIGITALLY SIGNING DOCUMENTS WITH DOCUSIGN

2. Click **"Review Document"**.
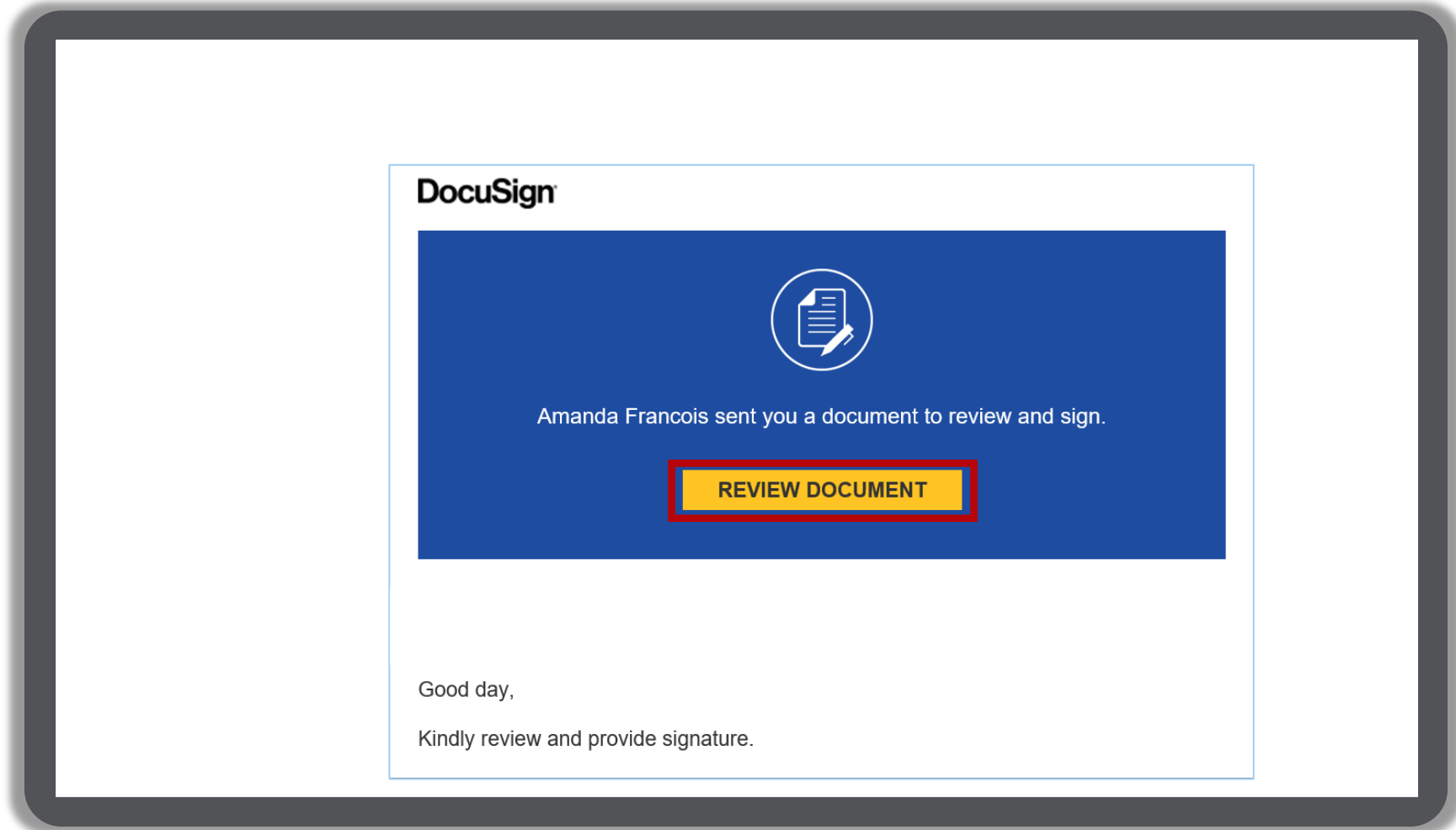
DIGITALLY SIGNING DOCUMENTS WITH DOCUSIGN

3. The **"Review & Act on these Documents"** window will appear.

Read the **"Electronic Record and Signature Disclosure"**.

Once satisfied, tick the "box" to accept the terms.

Click **"Continue"**.
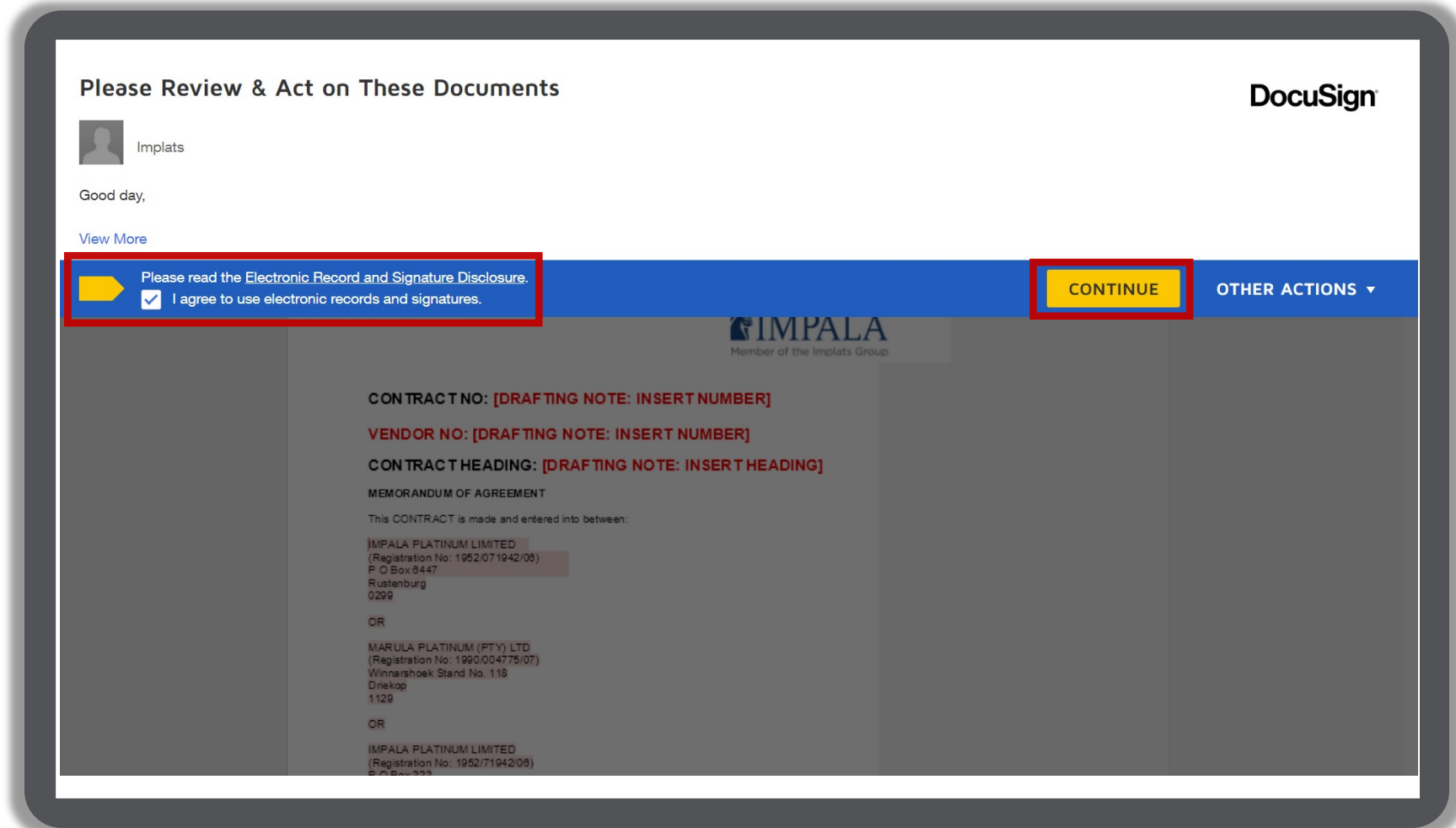
DIGITALLY SIGNING DOCUMENTS WITH DOCUSIGN

4. Click **"Start"** to begin the reviewing the contract, followed by the signature process
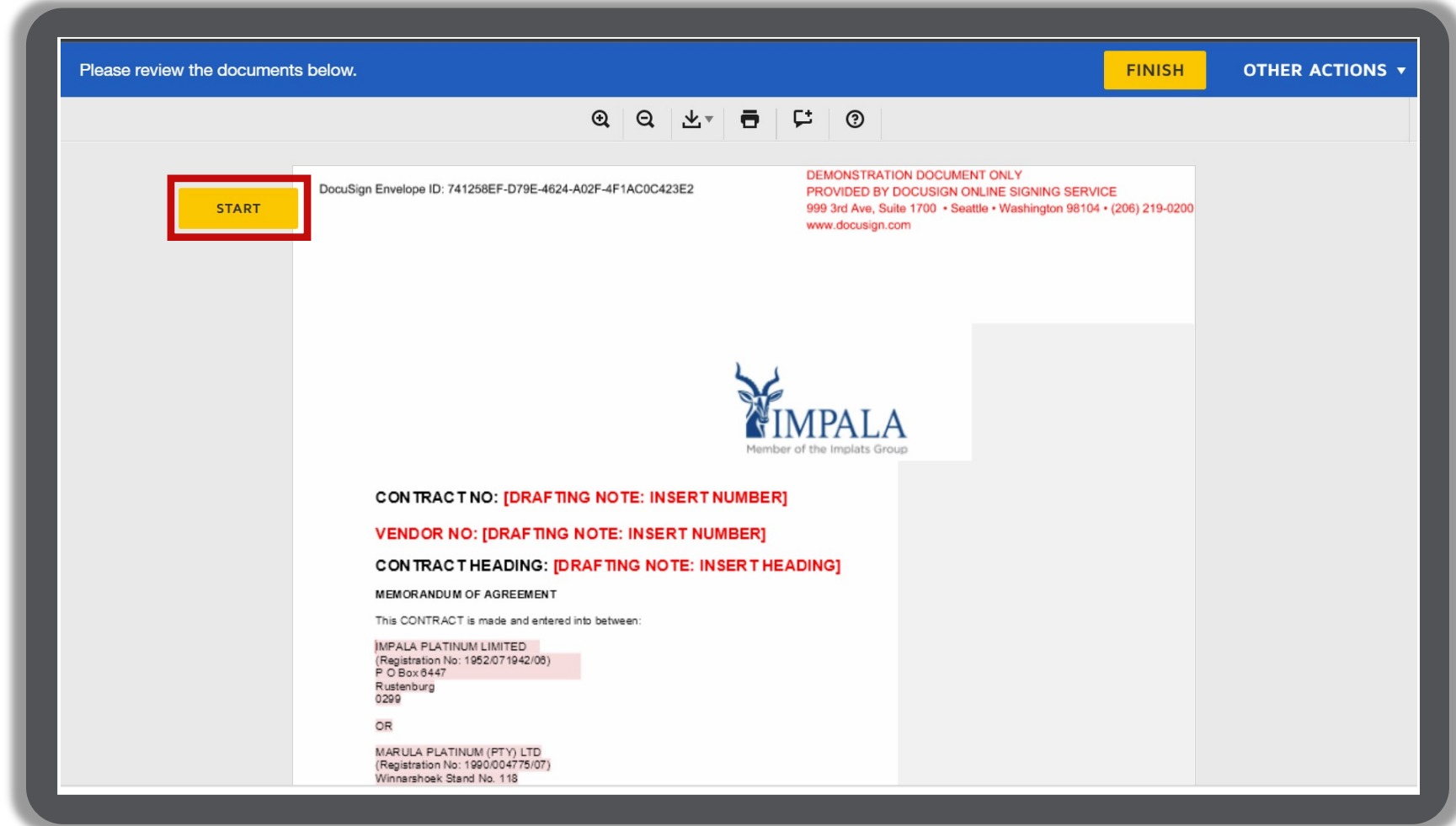
DIGITALLY SIGNING DOCUMENTS WITH DOCUSIGN

5. To sign the contract:
   i. Click **"Next"**.
   ii. Click **"Sign"** to continue.
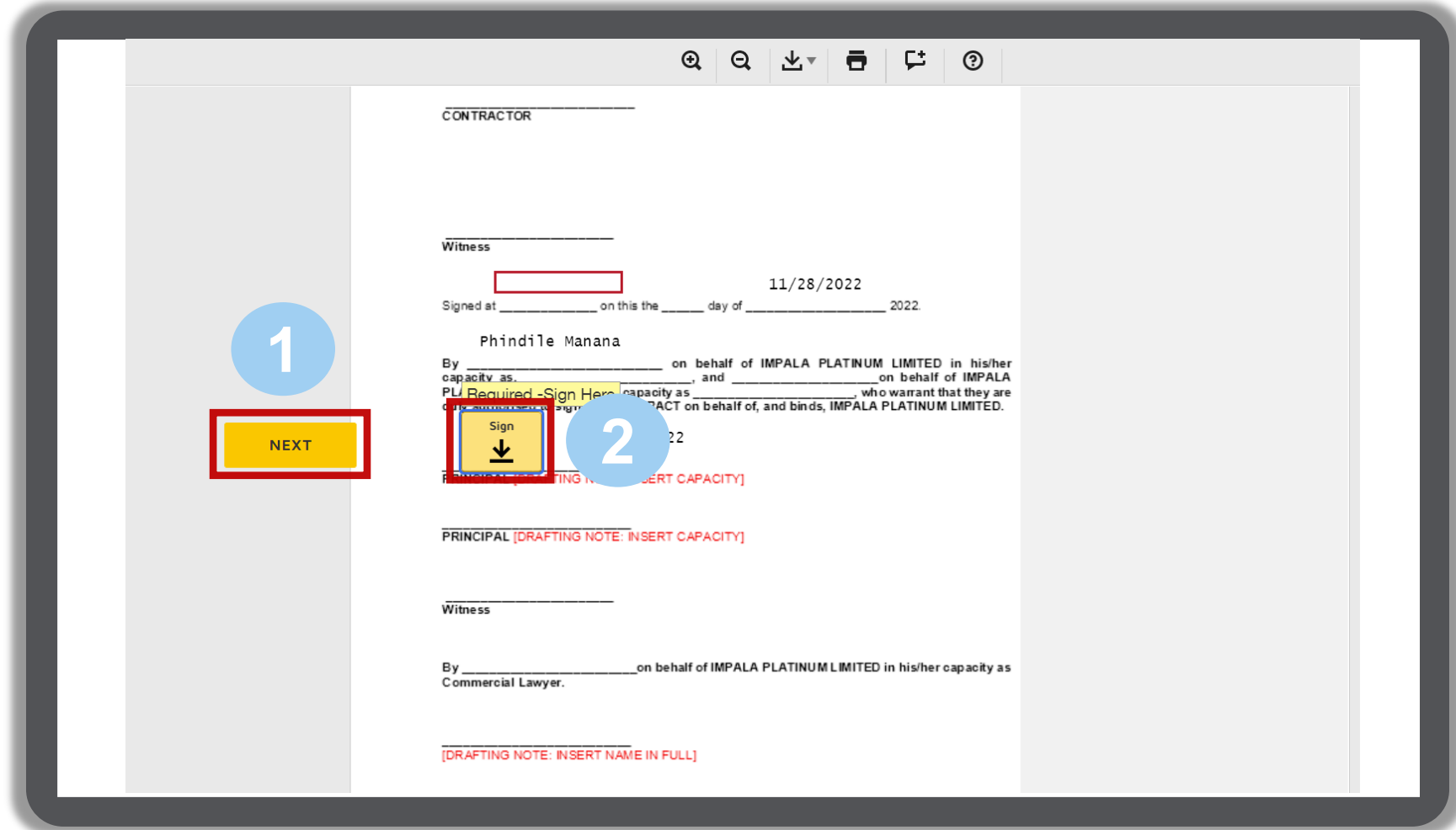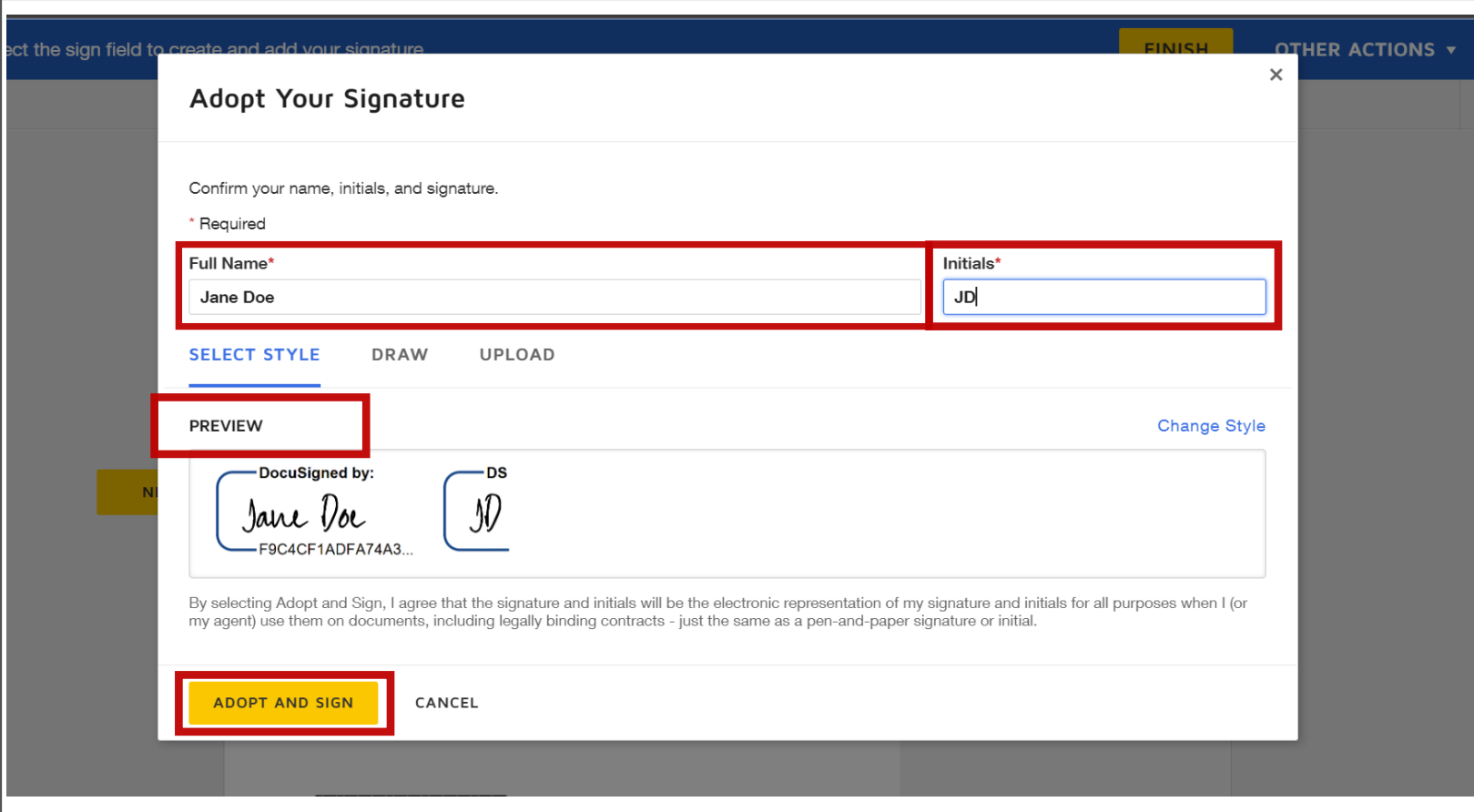
DIGITALLY SIGNING DOCUMENTS WITH DOCUSIGN

6. Input your **"Full Name"** and your **"Initials"**.

   In the **"Preview"** section there are three possible ways to sign the contract

   i.   A default style

   ii.   Draw or

   iii. Upload your signature.

   Choose the most applicable and click **"Adopt and Sign"**.

DIGITALLY SIGNING DOCUMENTS WITH DOCUSIGN

7. If you choose to draw your signature, you may need to use your mouse or a pen if your computer/tablet has one.

   Click **"Adopt and Sign"**.

8. If you choose to upload your signature, click **"Upload your Signature".**

   Then select the file containing your signature and click **"Open"**.

   Click **"Adopt and Sign"**.
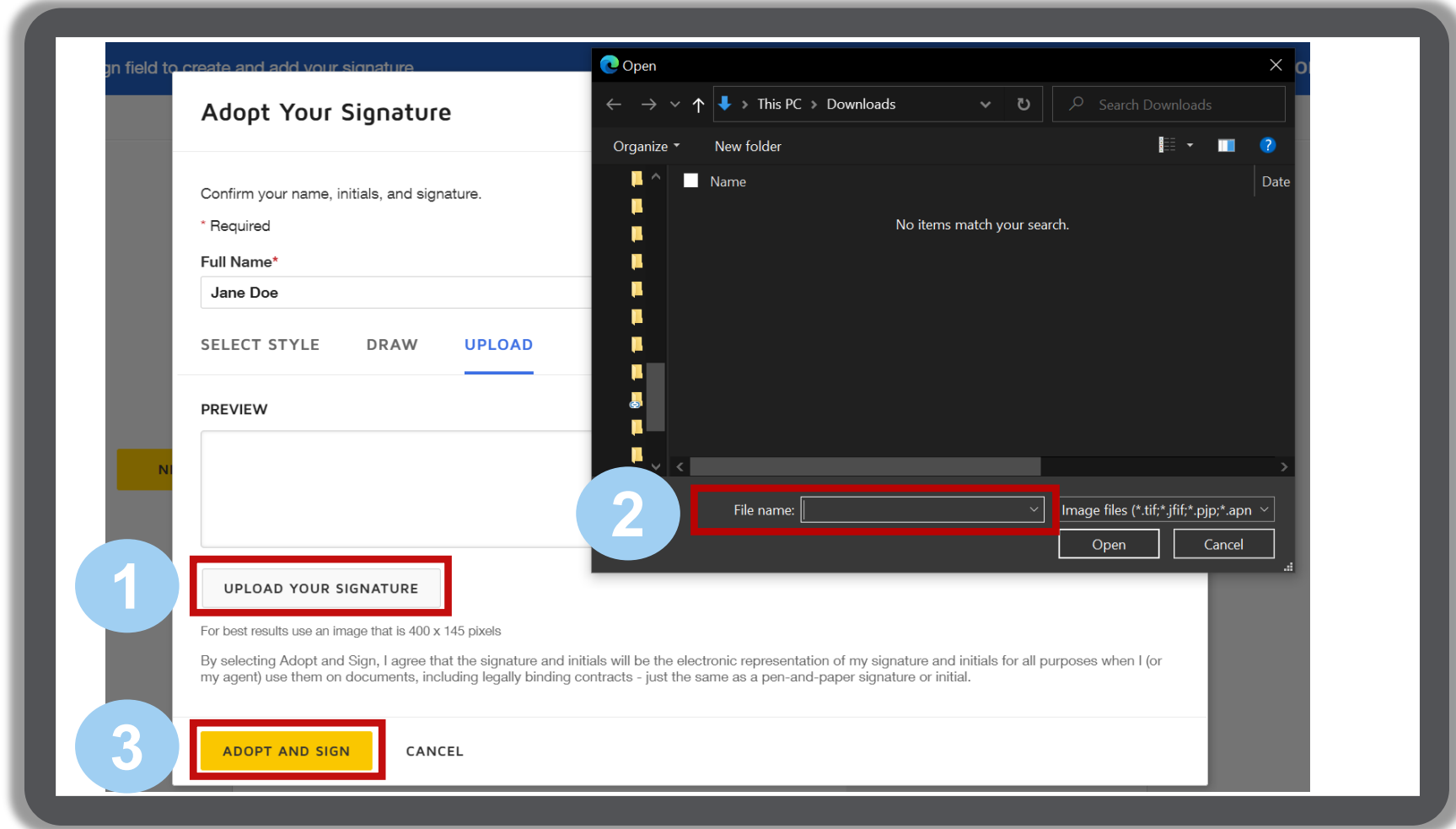
DIGITALLY SIGNING DOCUMENTS WITH DOCUSIGN

9. Complete the rest of the required details, particularly the **"Signed at"** section.
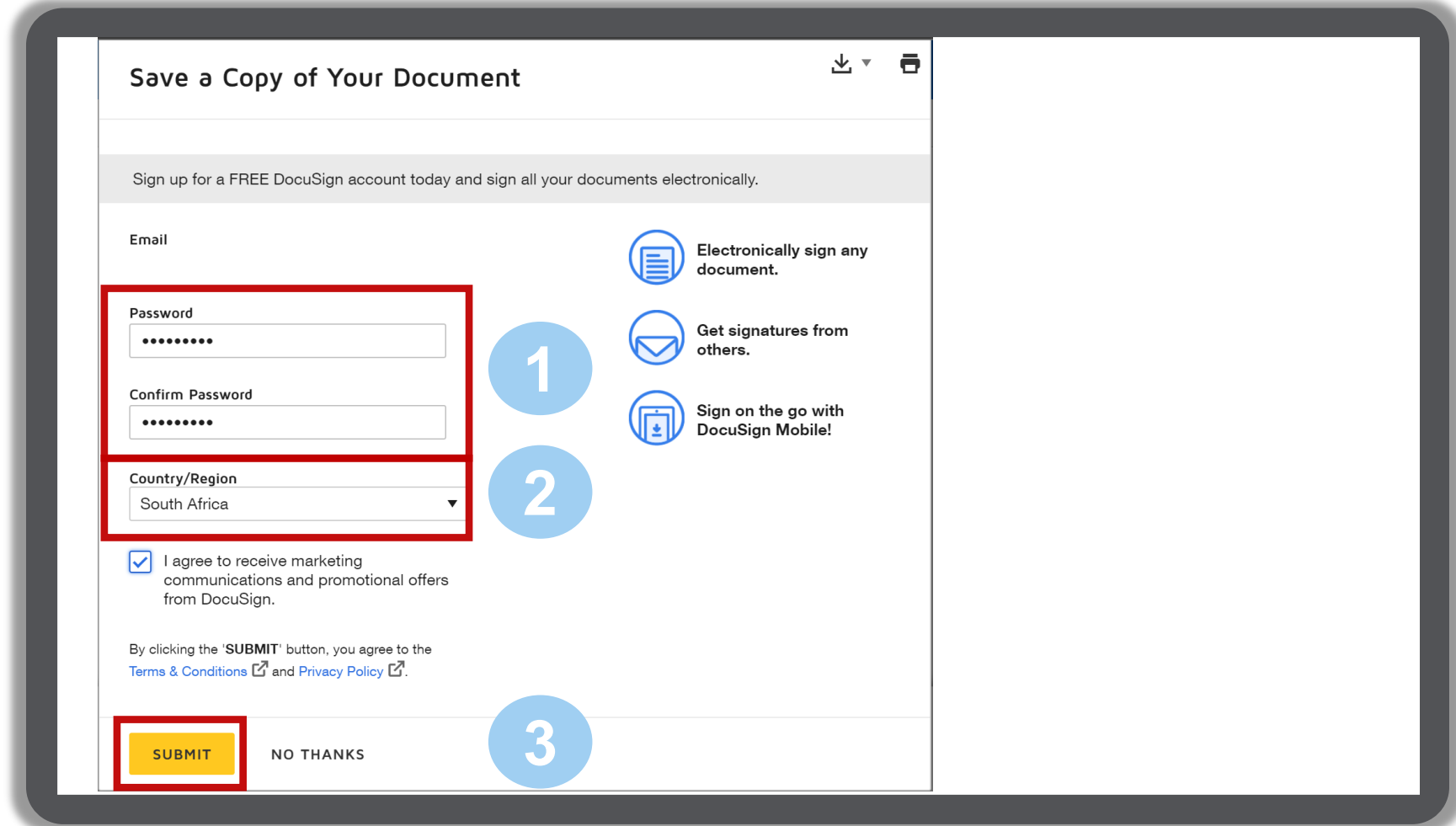
   Click **"Finish"** when completed.
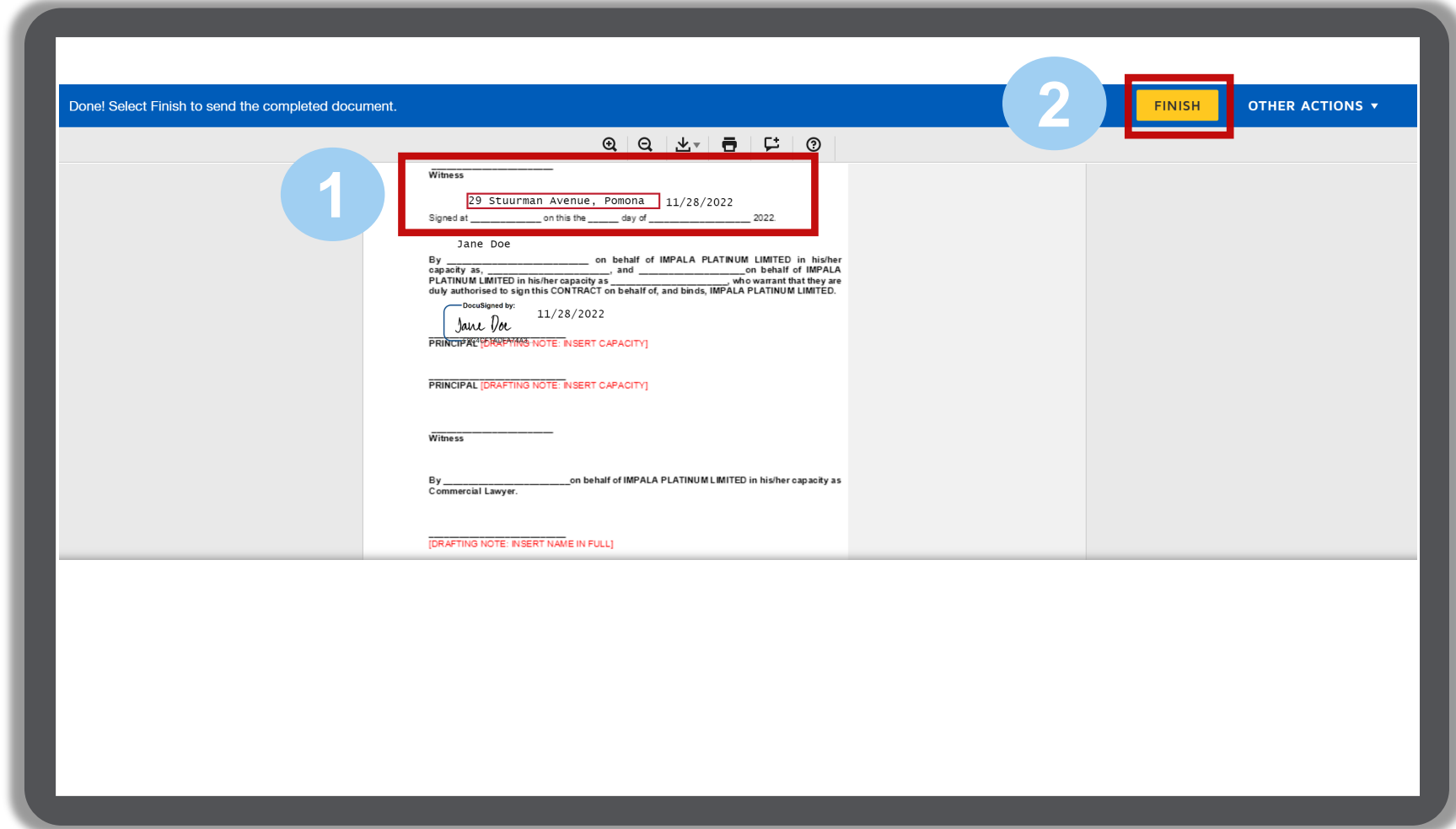
DIGITALLY SIGNING DOCUMENTS WITH DOCUSIGN

10. You have an option to **save a copy of your document**.

Create a password, select your region/country, then click **"Submit"**.

DIGITALLY SIGNING DOCUMENTS WITH DOCUSIGN

10. You have completed digitally signing your contract document.
    Congratulations on signing your contract!

    You can view your document as a PDF or login to DocuSign to view it.
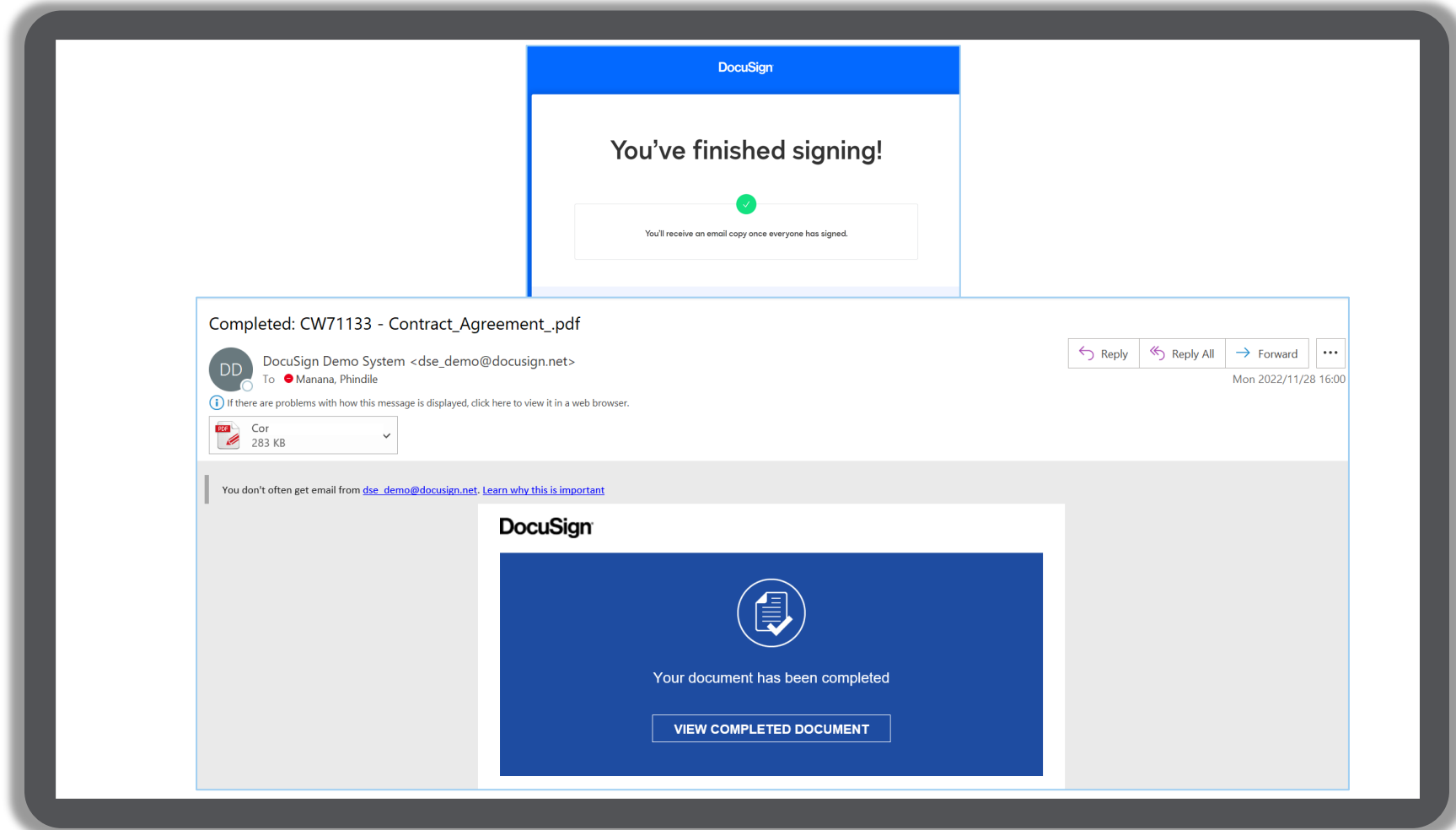
4

GETTING HELP

OVERVIEW

A IMPLATS SAP ARIBA SUPPLIER SUPPORT

B CONTACTING SAP ARIBA DIRECTLY – WITH USER CREDENTIALS

C CONTACTING SAP ARIBA DIRECTLY – WITH NO USER CREDENTIALS

IMPLATS SUPPORT AND HELP LINES

Implats' **Supplier Support Helpdesk** is open **Monday to Friday from 07:30 to 15:30, Monday to Friday,** excluding all South African Public Holidays.

+27 14 569 6899

aribasupport@implats.co.za

OVERVIEW

A IMPLATS SAP ARIBA SUPPLIER SUPPORT

B CONTACTING SAP ARIBA DIRECTLY – WITH USER CREDENTIALS

C CONTACTING SAP ARIBA DIRECTLY – WITH NO USER CREDENTIALS

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

B
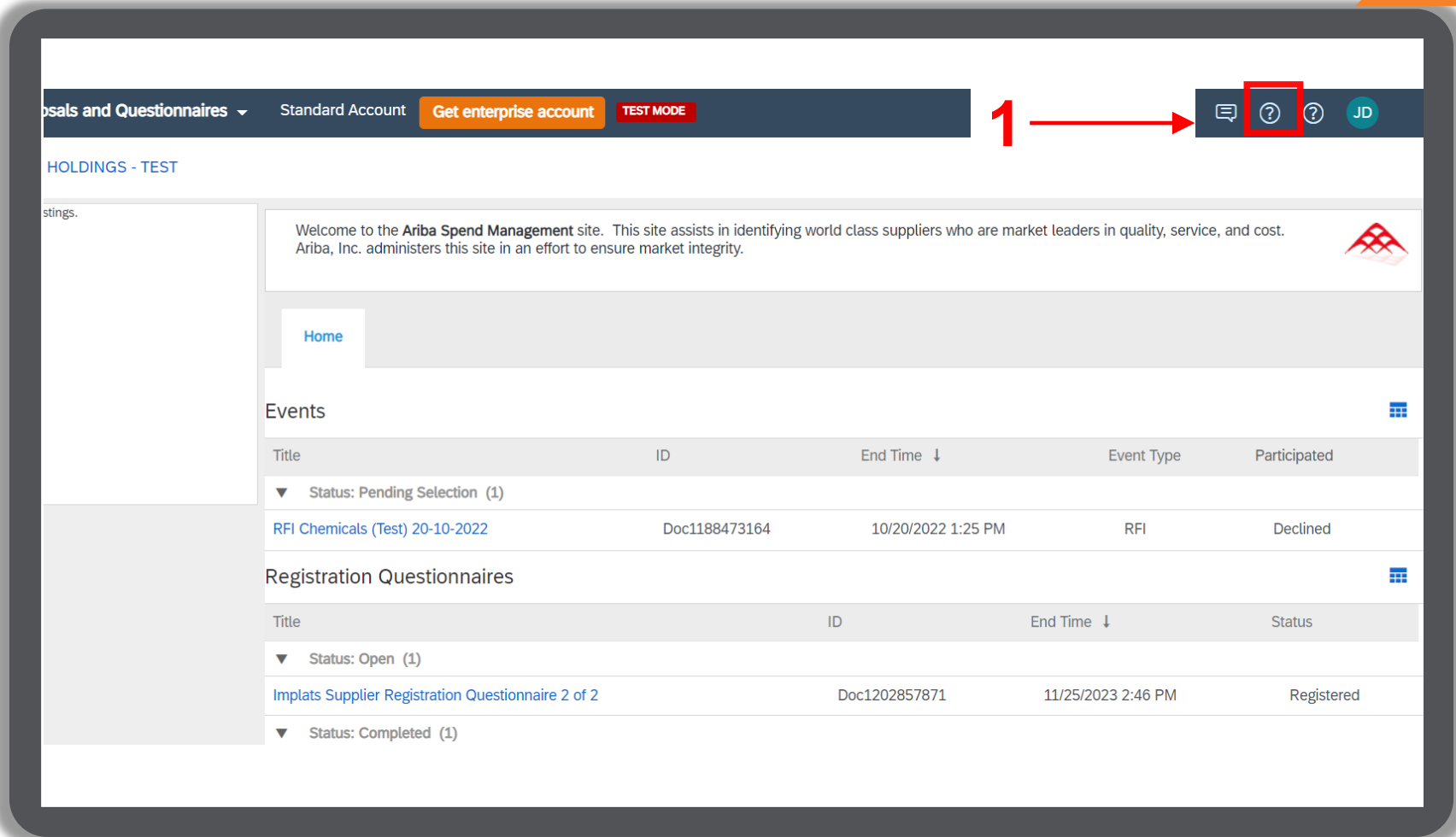
To contact SAP Ariba Support directly, when you are already logged in follow these steps:

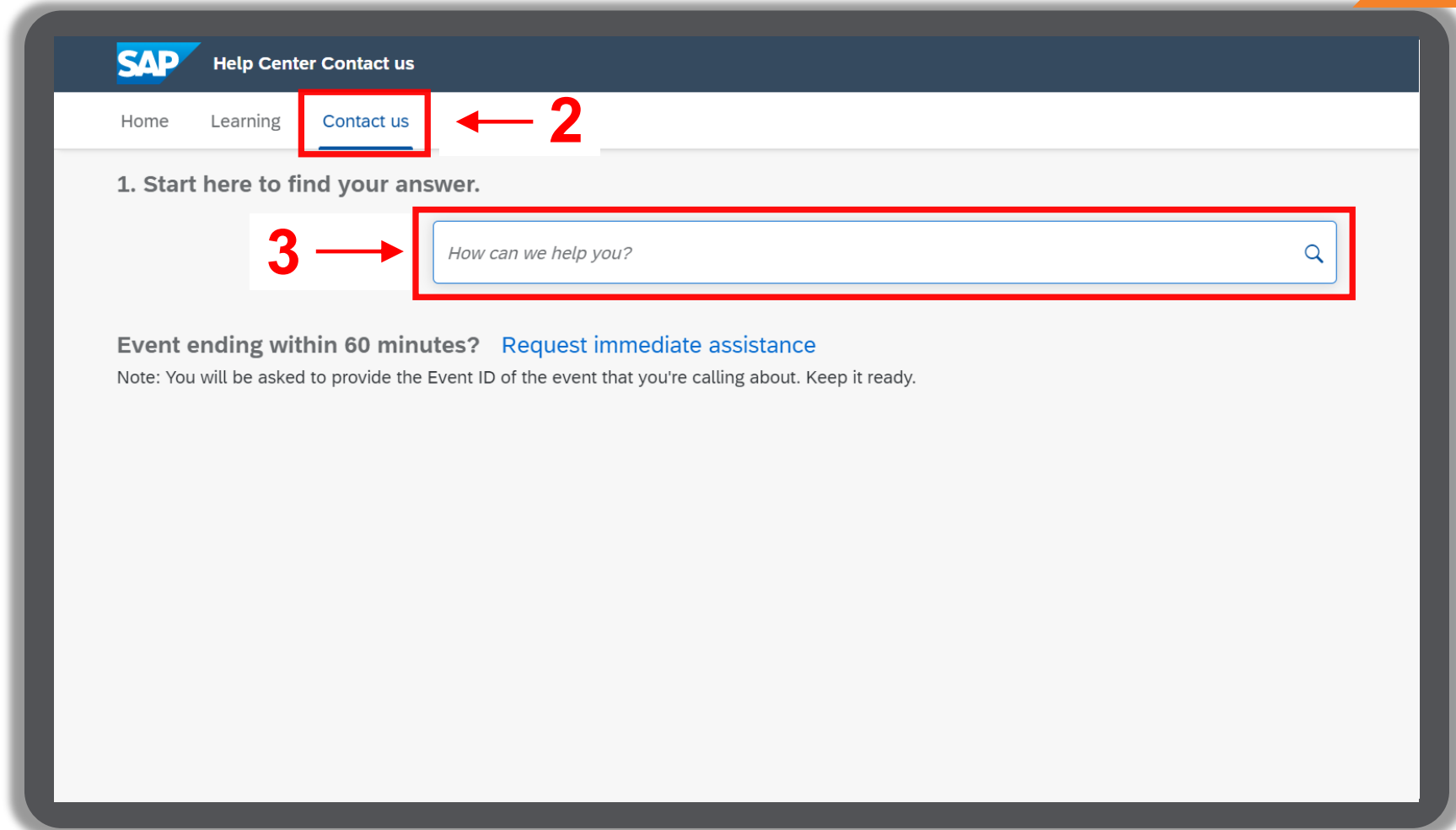1. Login to the **SAP Business Network,** and from the Home page Click on the first "**?**" help icon.

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)
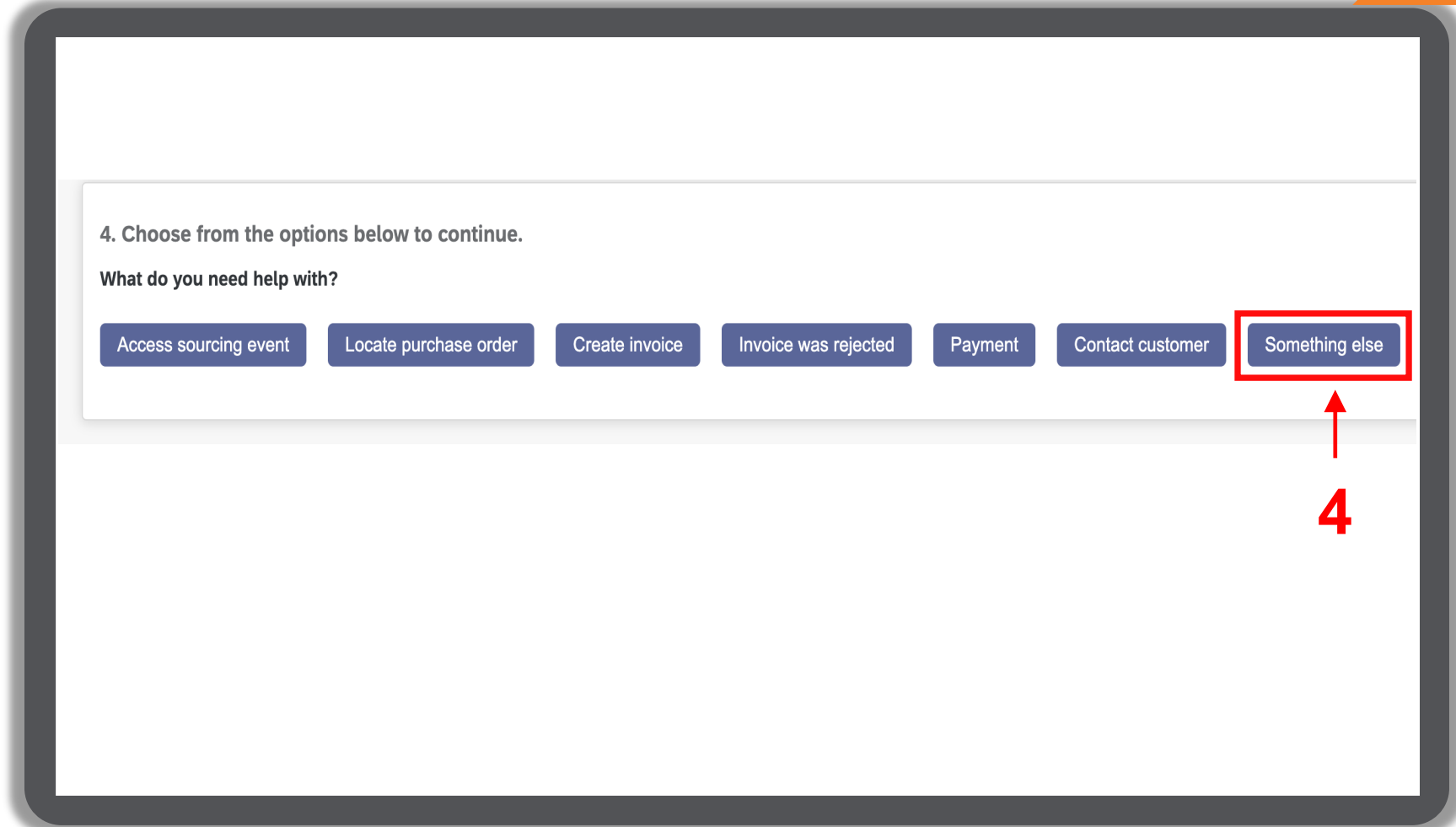
B

You will be redirected to this screen

2. Select the "**Contact us**" tab.

3. Enter a brief description of what you need help with and click **"Search"**.

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

B

4. Should you not find an option, scroll down the screen and click **"Something Else"**.
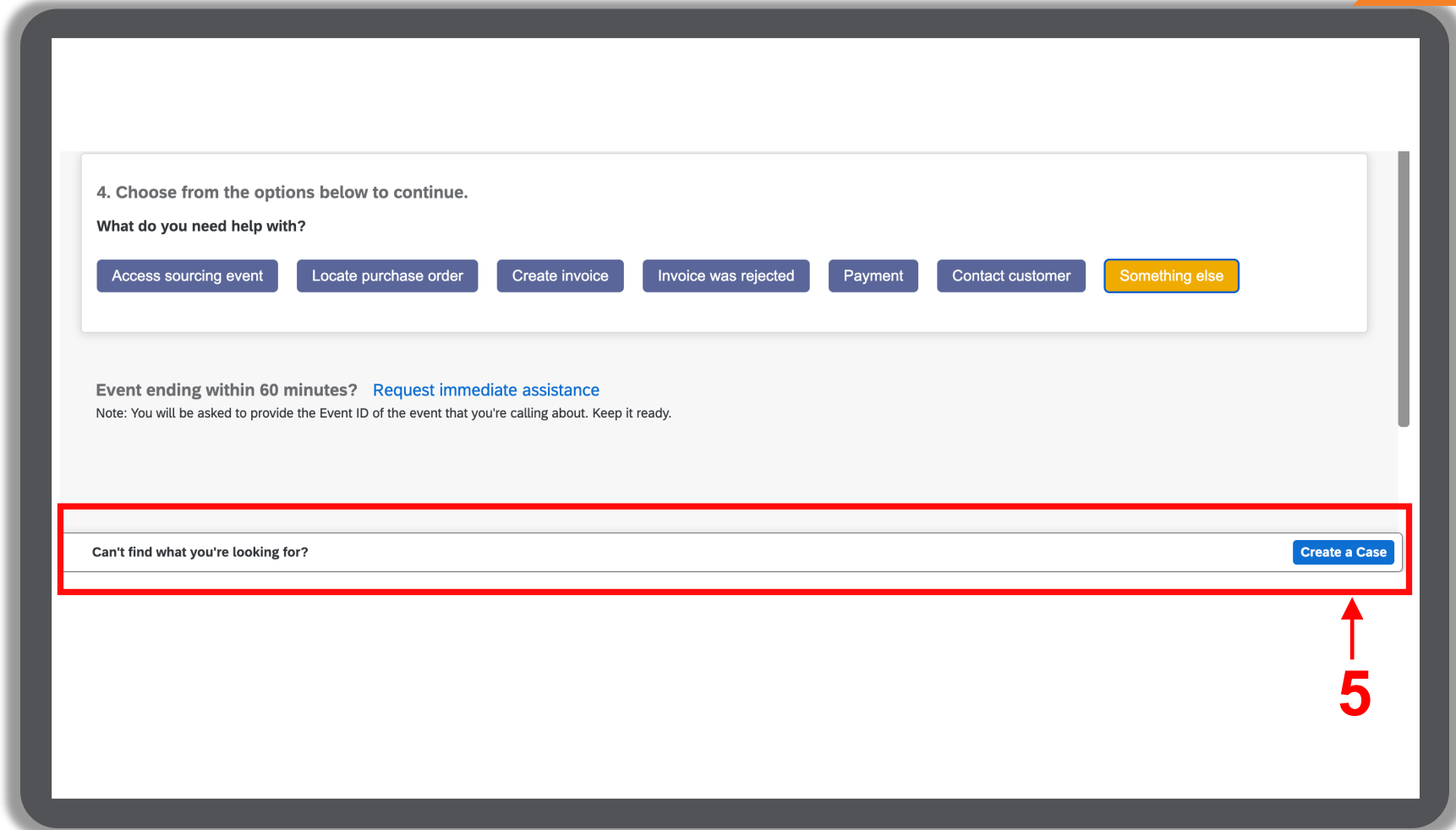
4. Choose from the options below to continue.

What do you need help with?

| Access sourcing event | Locate purchase order | Create invoice | Invoice was rejected | Payment | Contact customer | Something else |

4

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

B

5. A bar will appear at the bottom of the screen. Click "**Create a Case**".

4. Choose from the options below to continue.

What do you need help with?

| Access sourcing event | Locate purchase order | Create invoice | Invoice was rejected | Payment | Contact customer | Something else |

Event ending within 60 minutes?   Request immediate assistance
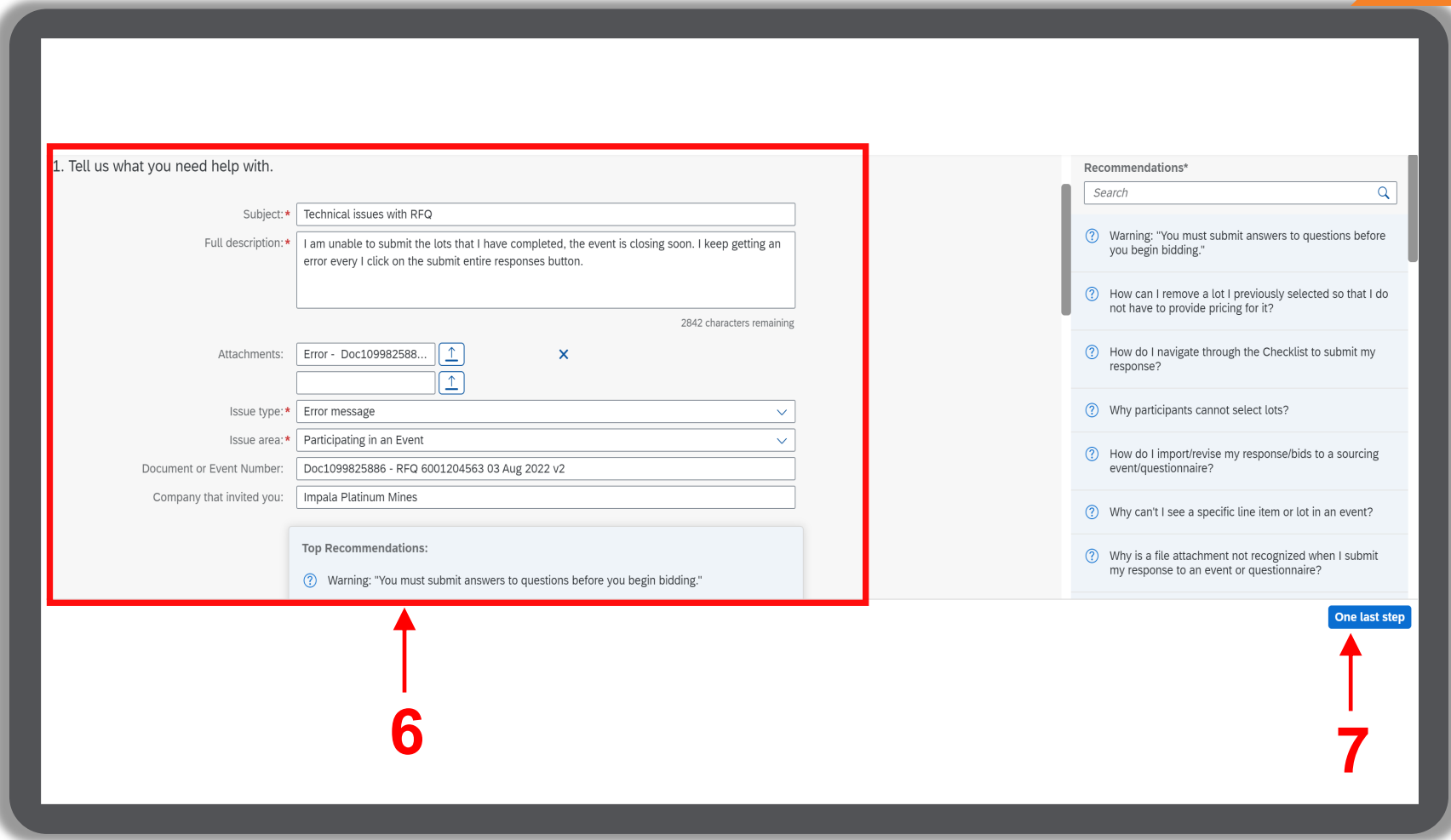Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.

Can't find what you're looking for?   Create a Case

5

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

B

6. Complete the form with as much detail on the issue as possible. Attach screenshots of the error if possible.

7. Click **"One Last Step"**.

1. Tell us what you need help with.

Subject: * Technical issues with RFQ

Full description: * I am unable to submit the lots that I have completed, the event is closing soon. I keep getting an error every I click on the submit entire responses button.

2842 characters remaining

Attachments: Error - Doc109982588...

Issue type: * Error message

Issue area: * Participating in an Event

Document or Event Number: Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2

Company that invited you: Impala Platinum Mines

Top Recommendations:

⊘ Warning: "You must submit answers to questions before you begin bidding."

Recommendations*

Search

⊘ Warning: "You must submit answers to questions before you begin bidding."

⊘ How can I remove a lot I previously selected so that I do not have to provide pricing for it?

⊘ How do I navigate through the Checklist to submit my response?

⊘ Why participants cannot select lots?

⊘ How do I import/revise my response/bids to a sourcing event/questionnaire?

⊘ Why can't I see a specific line item or lot in an event?

⊘ Why is a file attachment not recognized when I submit my response to an event or questionnaire?

One last step

6

7

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

B

8. Review your contact information for correctness.

9. Click **"One Last Step"**.

3. Please review your contact information for correctness:

First name:*	Zozibini
Last name:*	Thulo
Username:	zozibini.thulo@codeblack.com
Company:*	Code Black Office Furniture Pty Ltd
Email:*	phindile.manana@sap.com
Phone:*	+27 11 656 0000 South Africa
Extension:	
Confirm phone:*	0116560000
	☑ My phone number is correct.
Ariba Network ID:*	AN11149198792-T

8 ➡

To see how your data is used by SAP Ariba, you can visit the SAP Ariba Privacy Statement.

9 ➡ **One last step**

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

B

10. Select your preferred method of contact.

    Click **"Submit"**.

Choose this contact method for the fastest resolution of your issue:

⊙ 📱 Recommended ← **10**

Phone

A support engineer will respond to your case by phone.

Estimated wait time in minutes: 8

☐ Do not record my phone call.

Other methods you may choose:

○ 💬

Live chat: open

You will chat with the same product expert that would normally work your case, soon after you click "Submit."

Note: Pop-ups need to be enabled in your browser.

○ ✉️
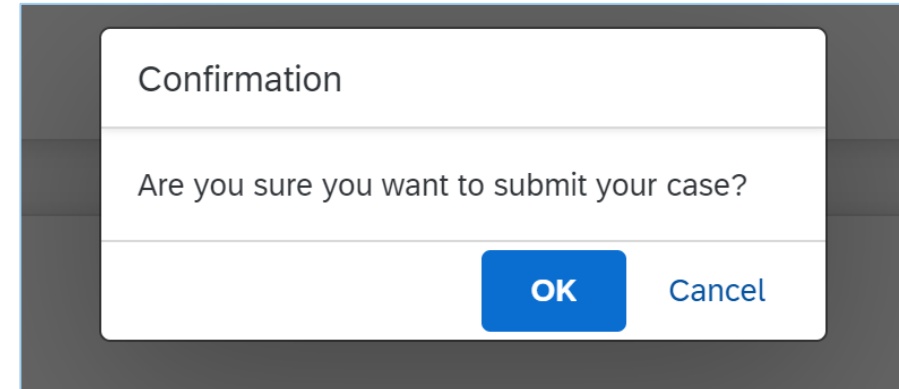
Email

A support engineer will respond to your case by email.

Back **Submit** Cancel

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

11. Confirm your intention to submit by clicking **"OK"**. You will receive an e-mail notification advising you of your ticket details.

Confirmation

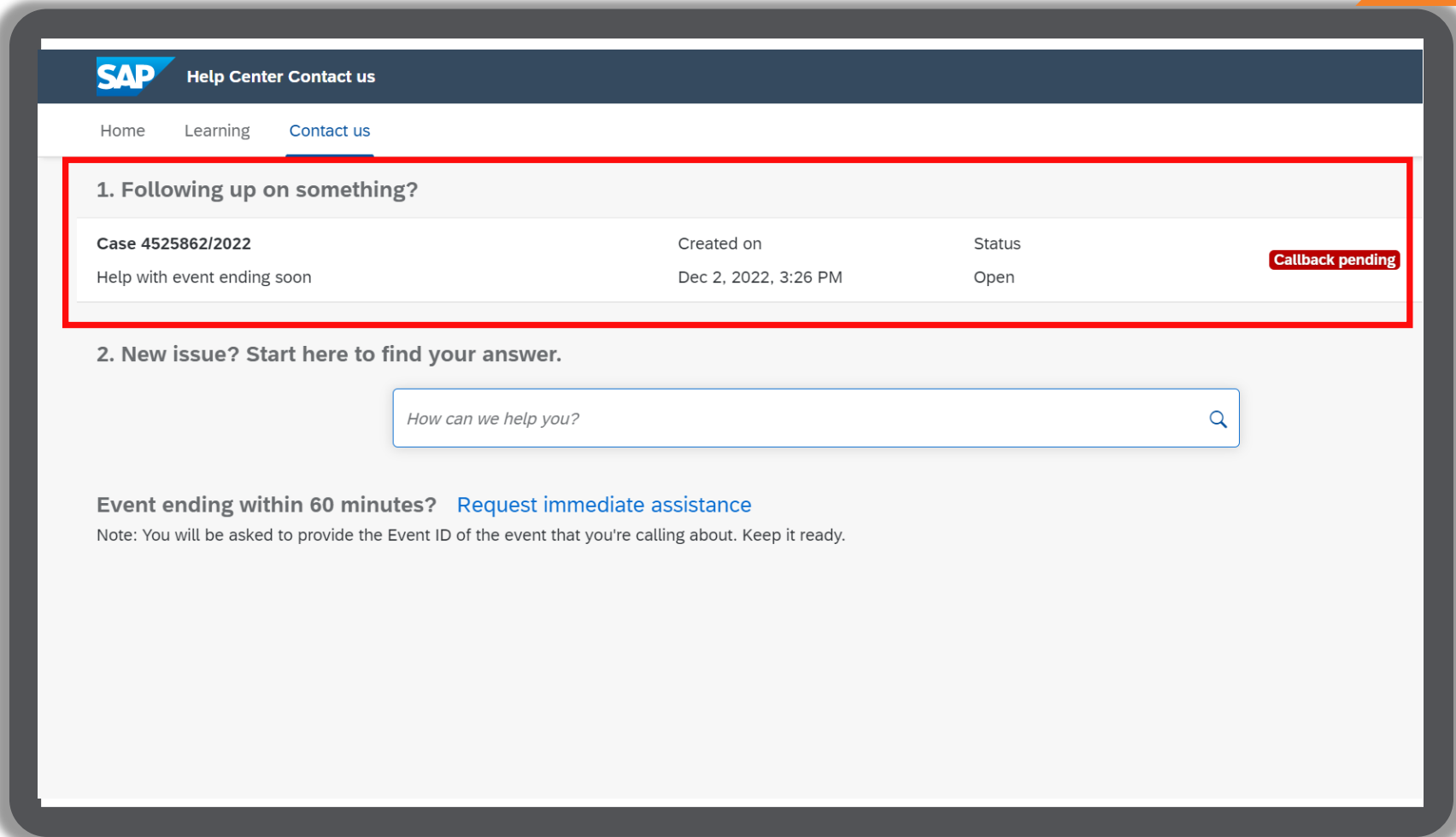Are you sure you want to submit your case?

OK   Cancel

11

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

12. Once submitted the following screen shows the status of your query.

OVERVIEW

A IMPLATS SAP ARIBA SUPPLIER SUPPORT

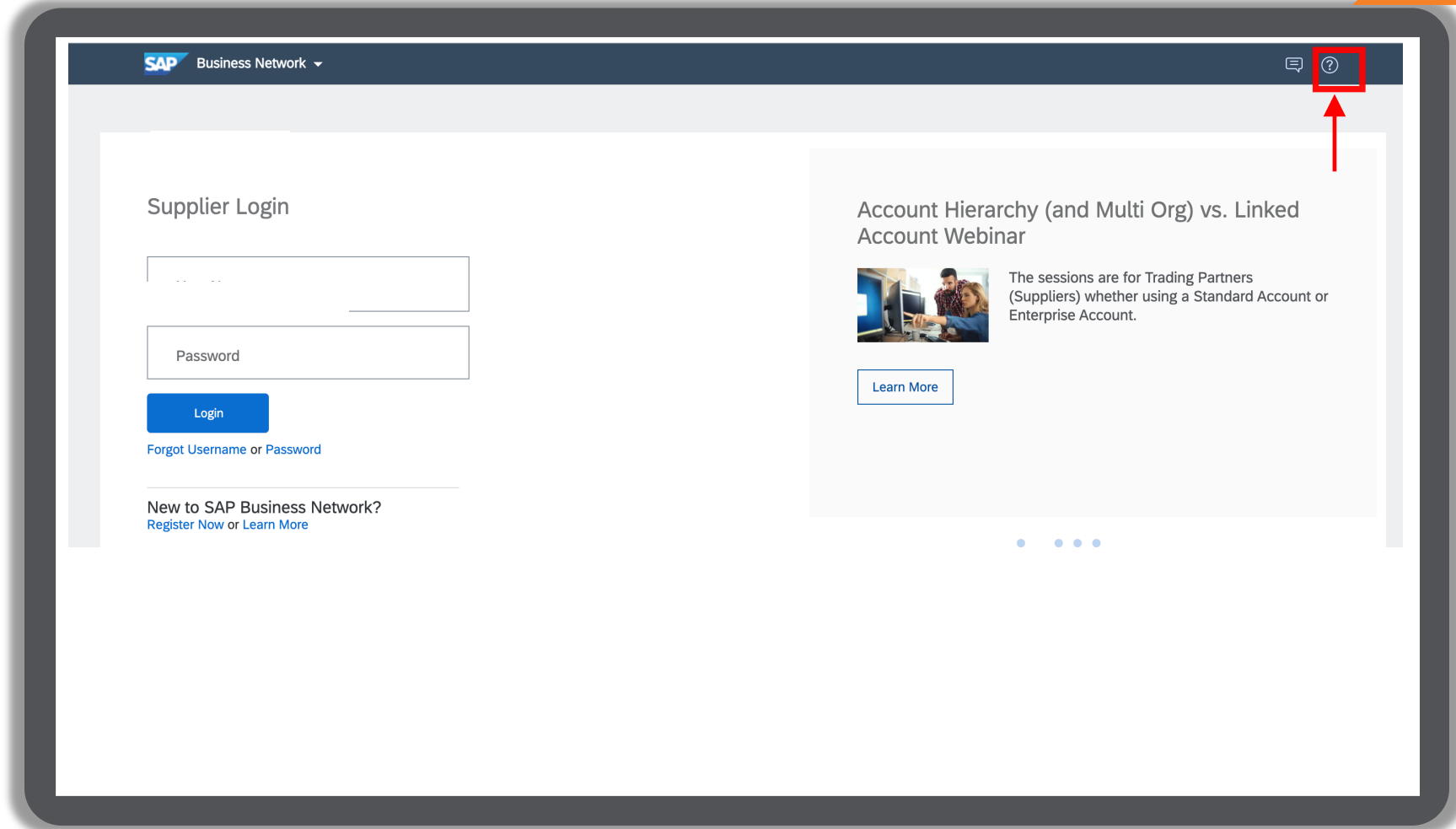**B** CONTACTING SAP ARIBA DIRECTLY – WITH USER CREDENTIALS

C CONTACTING SAP ARIBA DIRECTLY – WITH NO USER CREDENTIALS

CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

To contact SAP Ariba Support directly, when you do not have any login credentials to your account, follow these steps:

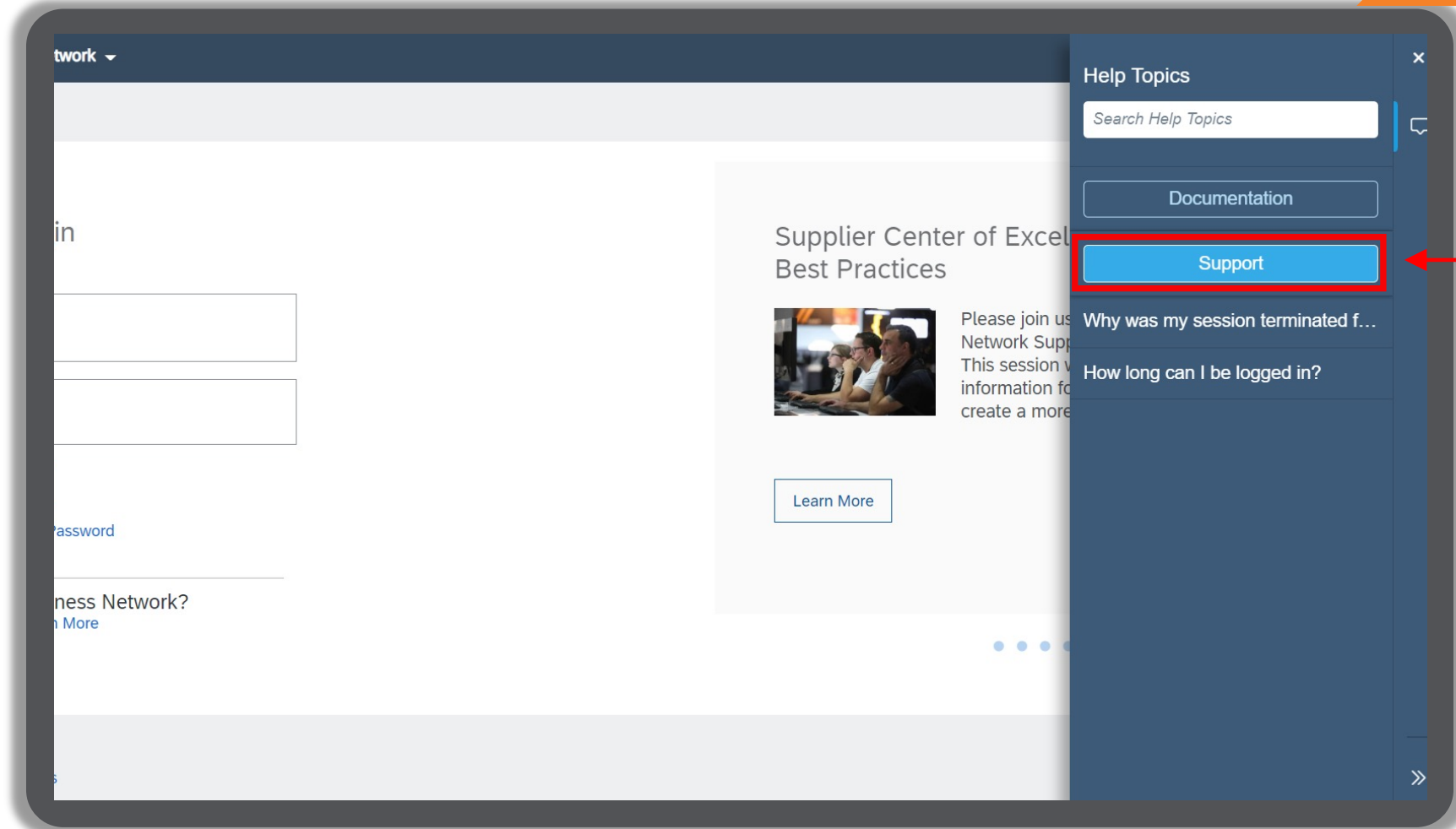1. Access the **SAP Business Network** Supplier login page.

    Click the "**?**" help icon

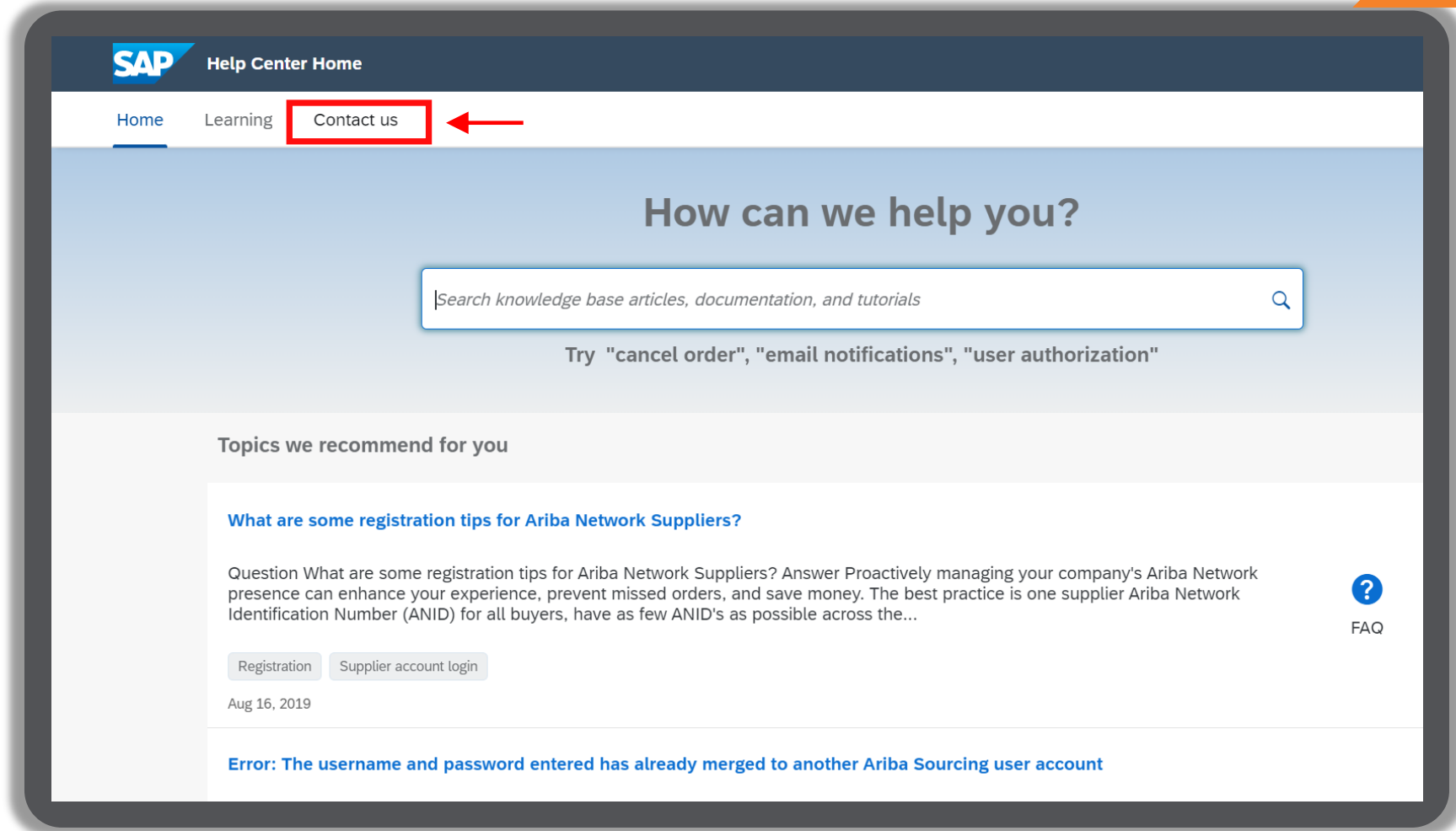# CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

2. Click "**Support**"

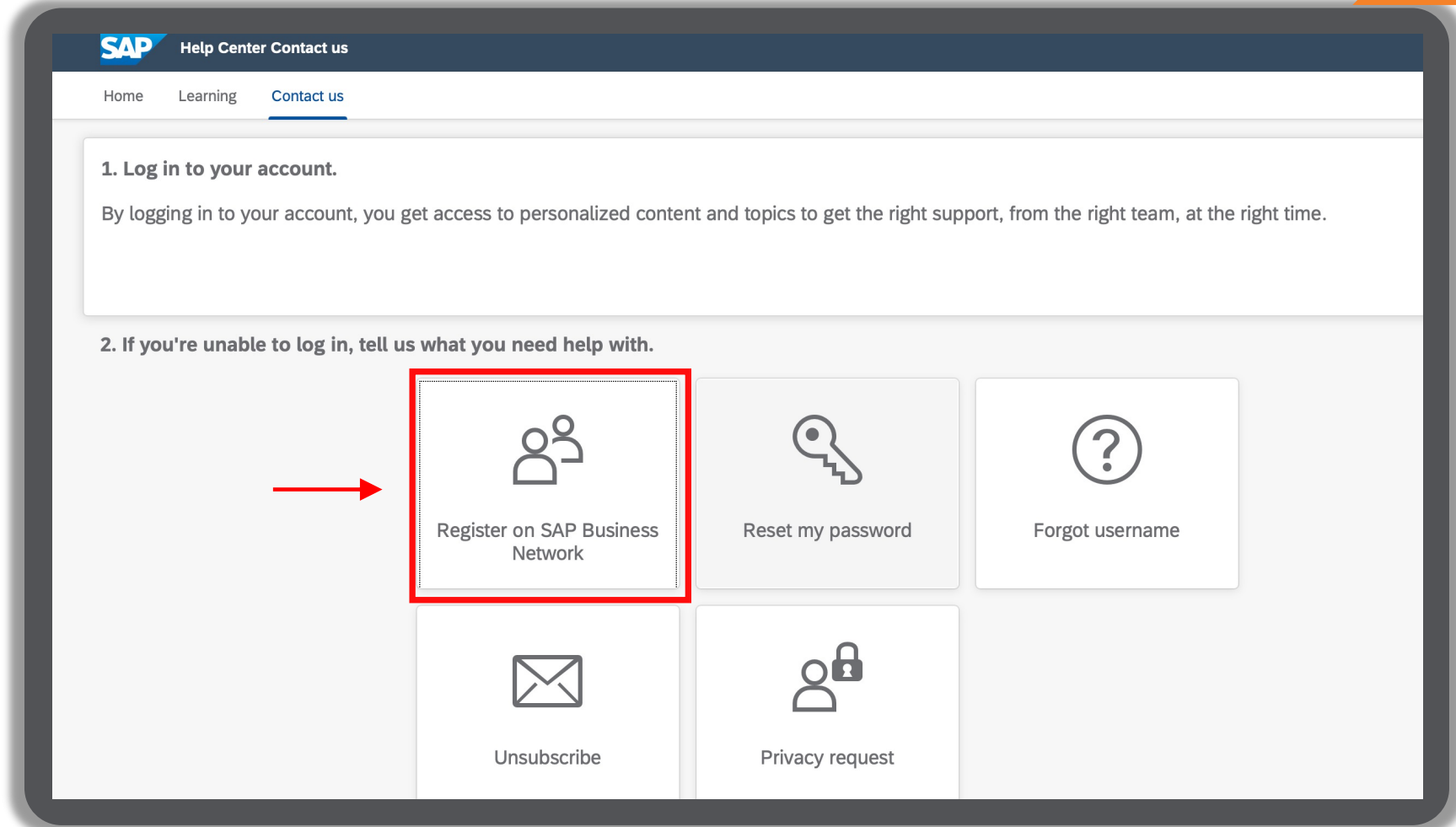# CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

3. Click "**Contact us**".

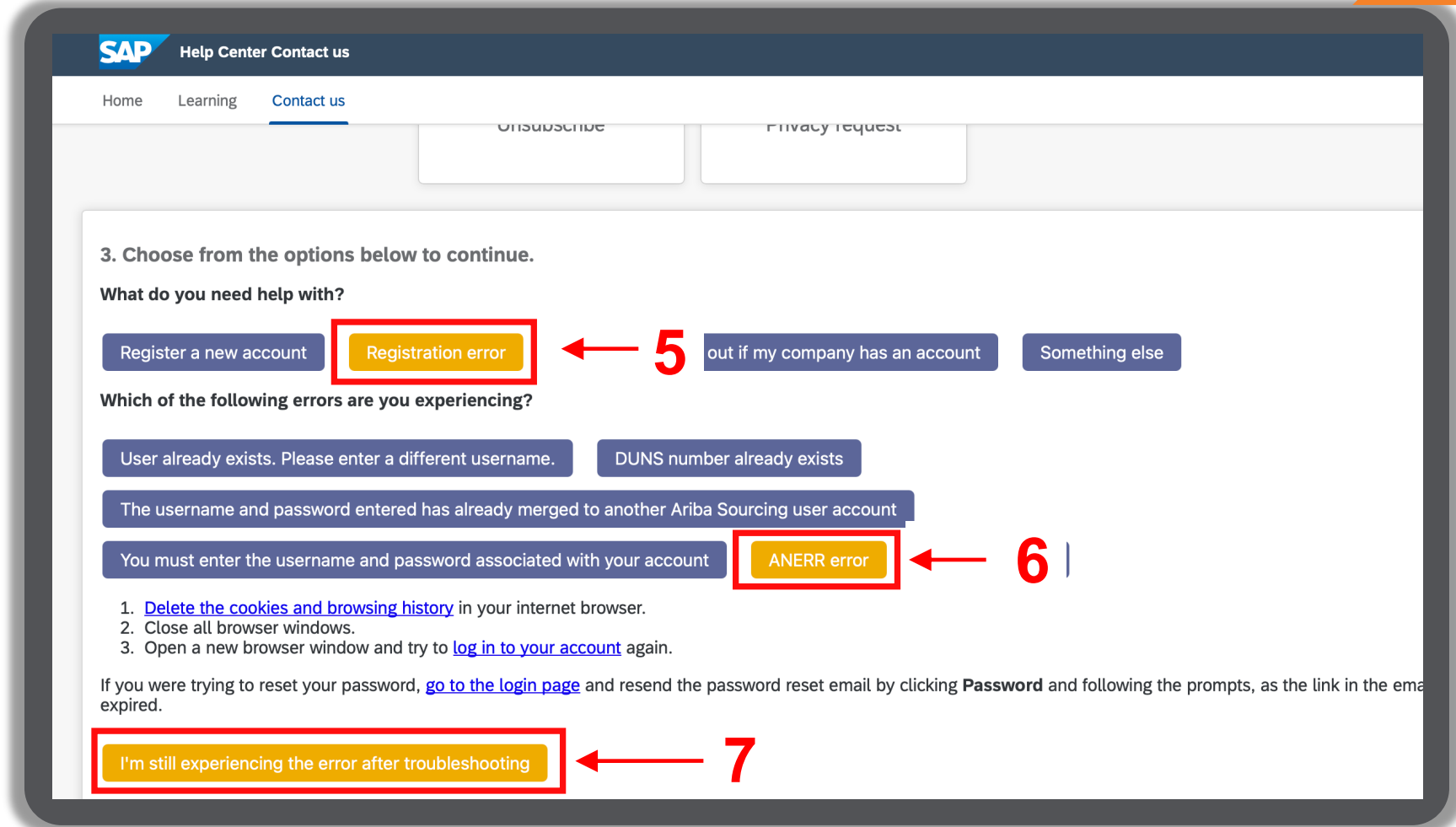# CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

4. Click "**Register on SAP Business Network**".

CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

5. Click "**Registration error**".

6. Click "**ANERR error**".

7. Click "**I'm still experiencing the error after troubleshooting**".

CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

8. After clicking "**I'm still experiencing the error**" a pop up will appear at the bottom of your screen.

   Click "**Create a Case**".

Which of the following errors are you experiencing?

| User already exists. Please enter a different username. | DUNS number already exists |

The username and password entered has already merged to another Ariba Sourcing user account

| You must enter the username and password associated with your account | ANERR error | Something else |

1. <u>Delete the cookies and browsing history</u> in your internet browser.
2. Close all browser windows.
3. Open a new browser window and try to <u>log in to your account</u> again.

If you were trying to reset your password, <u>go to the login page</u> and resend the password reset email by clicking **Password** and following the prompts, as the link in the email may have expired.
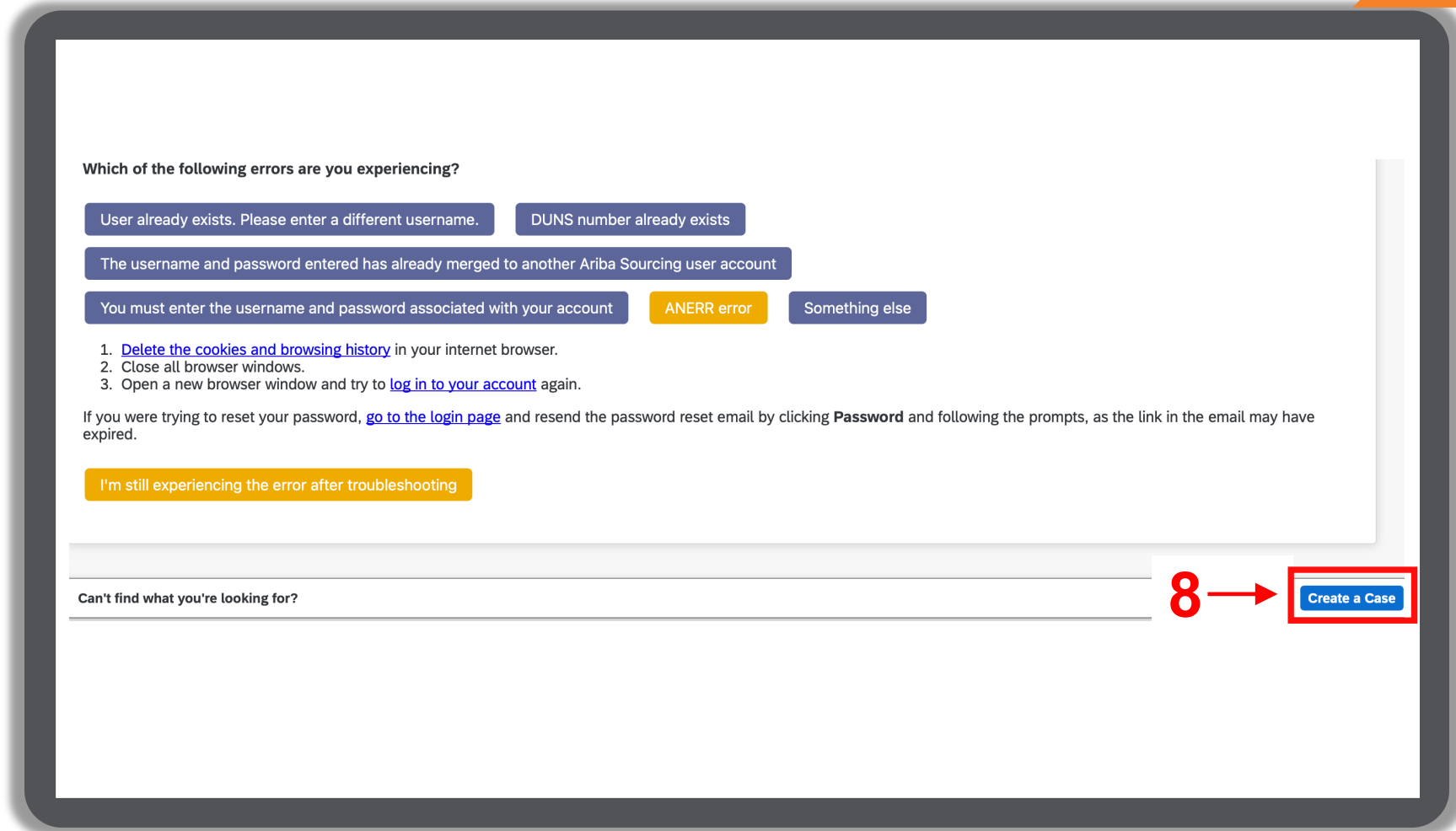
I'm still experiencing the error after troubleshooting

Can't find what you're looking for?

8 → Create a Case

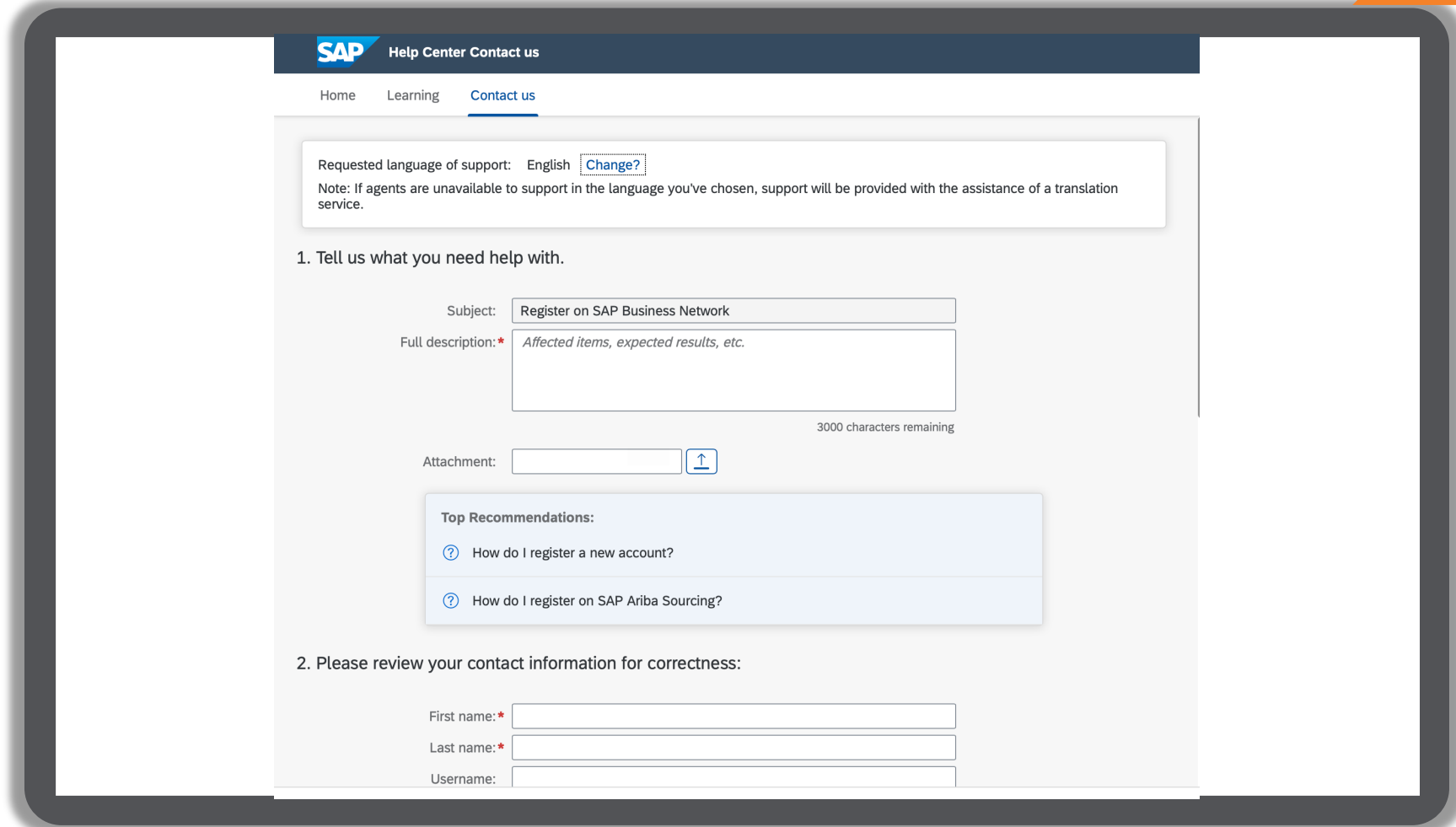# CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

9. Complete the form and submit your **SAP Ariba Support case ticket**.

Note:

To change your user **Administrator** in SAP Ariba, you are required to provide the following information:

- ANID (Ariba Network Identification) number) of your supplier account. The Implats Helpdesk will assist you with this number if you do not have it.
- Previous administrator's **full name**.
- Previous administrator's **e-mail address**.
- Name and e-mail address of a sub-user (if the account has sub-users)

SAP — Help Center Contact us

Home   Learning   **Contact us**

Requested language of support: English   Change?
Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject: Register on SAP Business Network

Full description:*   Affected items, expected results, etc.

3000 characters remaining

Attachment:

Top Recommendations:

⑦ How do I register a new account?

⑦ How do I register on SAP Ariba Sourcing?

2. Please review your contact information for correctness:

First name:*
Last name:*
Username:

Thank you !

HOW TO RESPOND TO CONTRACTS DOCUMENTS

SAP Ariba Contracts Supplier User Guide

RESPECT, CARE
AND DELIVER

IMPLATS
EXCELLENCE IN PGMs