



SAP Ariba Supplier Lifecycle and Performance

Supplier Training Guide

RESPECT, CARE
AND DELIVER



1 INTRODUCTION AND BACKGROUND

2 HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

3 HOW TO COMPLETE FULL SUPPLIER REGISTRATION

- Global SAP Business Network profile registration
- Implats full supplier profile registration

4 HOW TO MAINTAIN YOUR SUPPLIER INFORMATION

- How to maintain your supplier profile data
- How to create additional users

5 HOW TO RESET YOUR USERNAME AND PASSWORD

6 HOW TO GET HELP AND SUPPORT



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 manual covers all the supplier transactions in the Supplier Management processes, which are managed on the SAP Ariba Supplier Lifecycle and Performance (SLP) system

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.

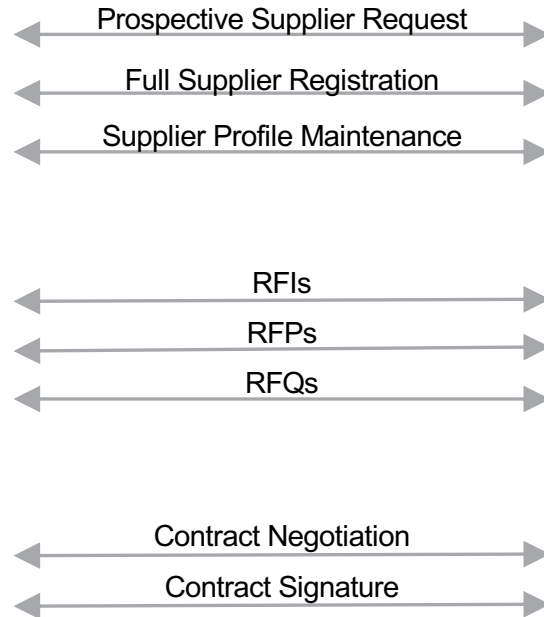
IMPLATS SAP ARIBA SOLUTION OVERVIEW

SAP Ariba

Supplier Lifecycle and Performance

Sourcing

Contract Management



SAP

Business Network

SUPPLIER

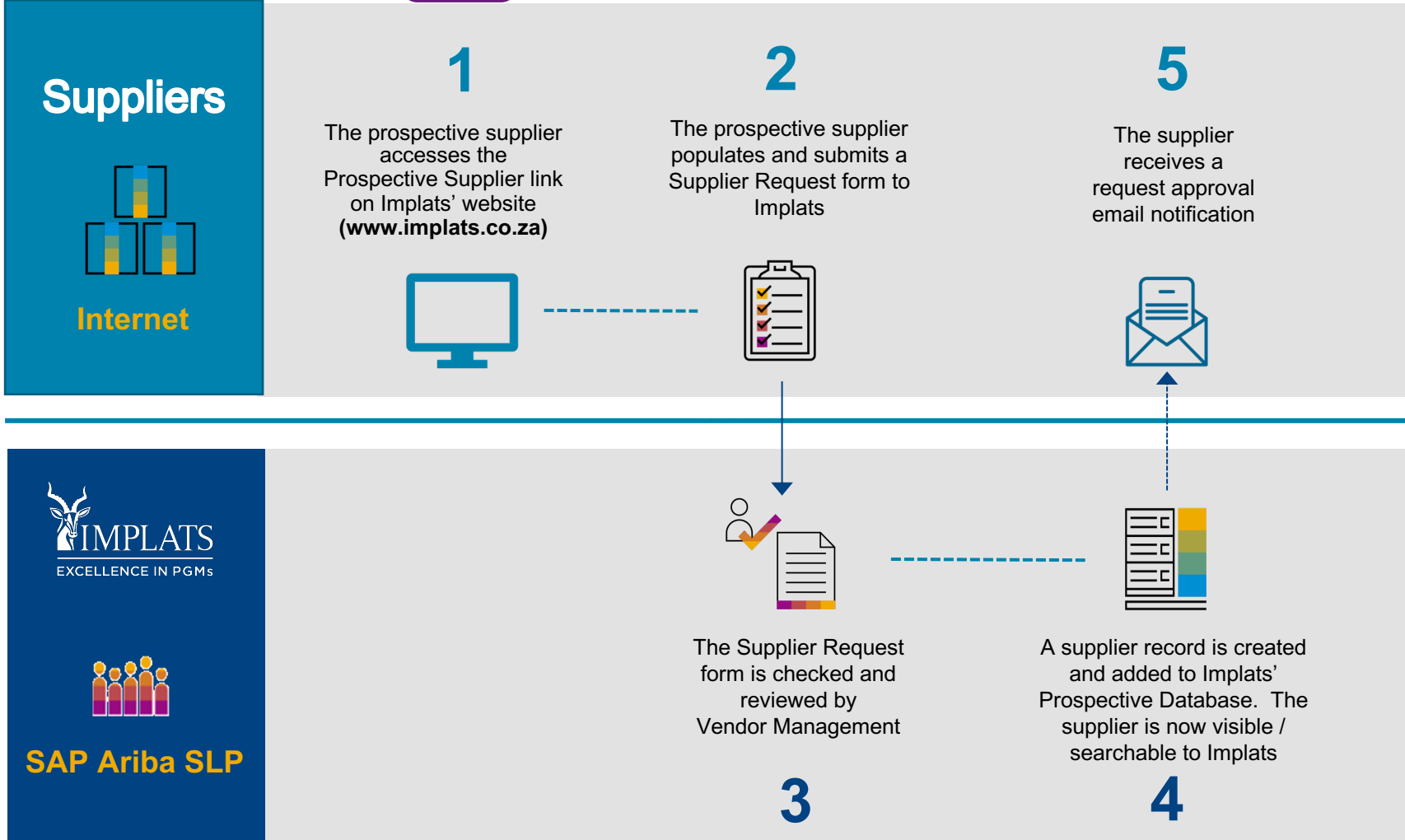
Suppliers



HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

HIGH-LEVEL PROSPECTIVE SUPPLIER REQUEST PROCESS FLOW

Start here



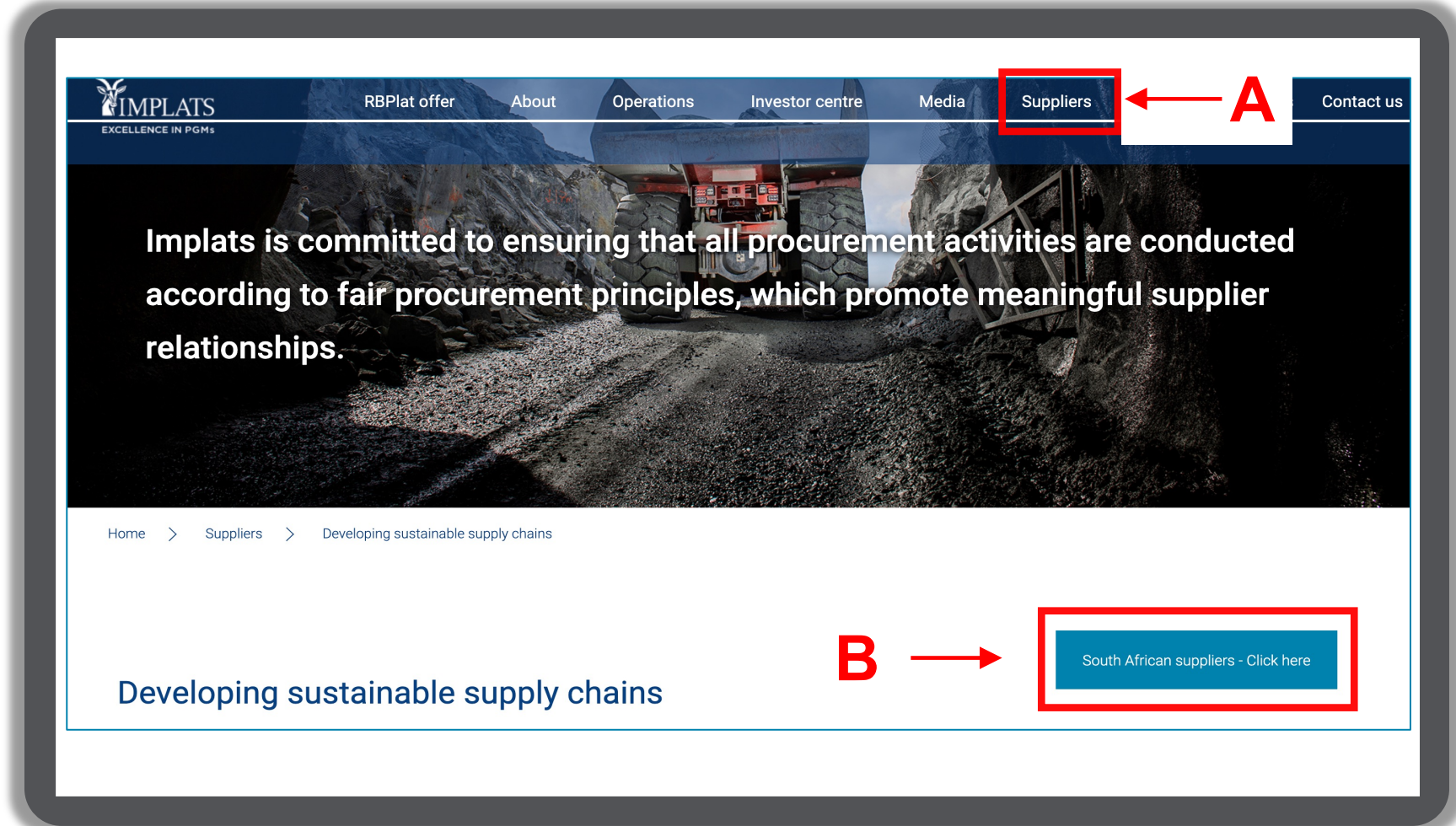
Disclaimer:

Completing a prospective supplier registration does not guarantee or create any expectation that a prospective supplier may be fully onboarded as a registered supplier, nor does this constitute an undertaking or commitment that Implats will provide business opportunities in the future.

HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

Completing the prospective supplier request form

1. Visit Implats' website at www.implats.co.za
 - A. Click on **"Suppliers"** in the top menu bar
 - B. When the supplier page has opened, click on the **"South African Suppliers"** button

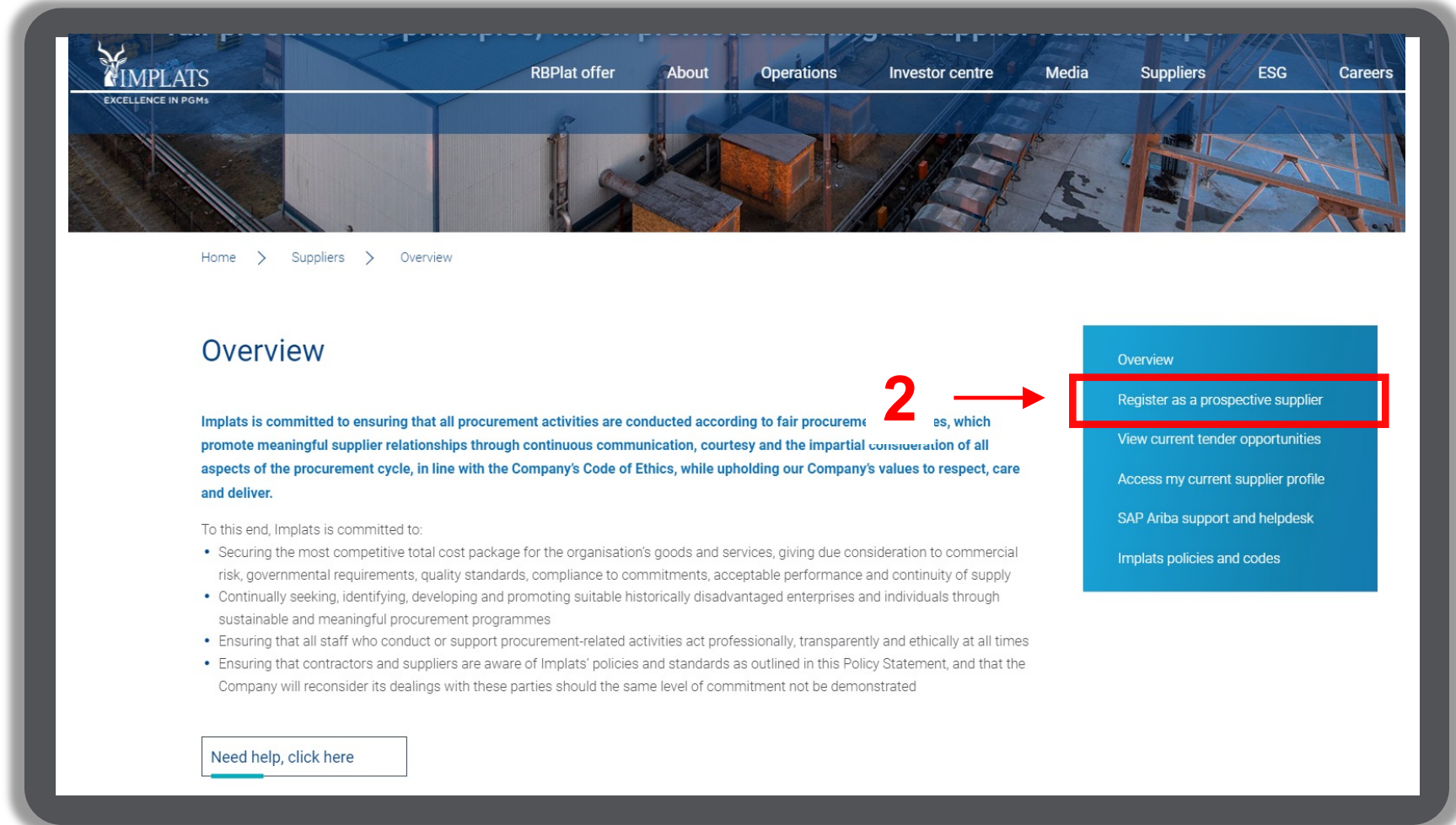


The screenshot shows the Implats website interface. At the top, a dark blue navigation bar contains the Implats logo on the left and several menu items: "RBPlat offer", "About", "Operations", "Investor centre", "Media", "Suppliers", and "Contact us". The "Suppliers" menu item is highlighted with a red box and a red arrow labeled "A" points to it from the right. Below the navigation bar is a large banner image of a mining truck in a quarry. Overlaid on the banner is the text: "Implats is committed to ensuring that all procurement activities are conducted according to fair procurement principles, which promote meaningful supplier relationships." Below the banner is a breadcrumb trail: "Home > Suppliers > Developing sustainable supply chains". At the bottom of the page, the text "Developing sustainable supply chains" is displayed. To the right of this text, a red arrow labeled "B" points to a blue button with the text "South African suppliers - Click here". The button is enclosed in a red rectangular box.

HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

Completing the prospective supplier request form

2. From the Overview page select **“Register as a prospective supplier”** in the menu on the right.



Home > Suppliers > Overview

Overview

Implats is committed to ensuring that all procurement activities are conducted according to fair procurement practices, which promote meaningful supplier relationships through continuous communication, courtesy and the impartial consideration of all aspects of the procurement cycle, in line with the Company's Code of Ethics, while upholding our Company's values to respect, care and deliver.

To this end, Implats is committed to:

- Securing the most competitive total cost package for the organisation's goods and services, giving due consideration to commercial risk, governmental requirements, quality standards, compliance to commitments, acceptable performance and continuity of supply
- Continually seeking, identifying, developing and promoting suitable historically disadvantaged enterprises and individuals through sustainable and meaningful procurement programmes
- Ensuring that all staff who conduct or support procurement-related activities act professionally, transparently and ethically at all times
- Ensuring that contractors and suppliers are aware of Implats' policies and standards as outlined in this Policy Statement, and that the Company will reconsider its dealings with these parties should the same level of commitment not be demonstrated

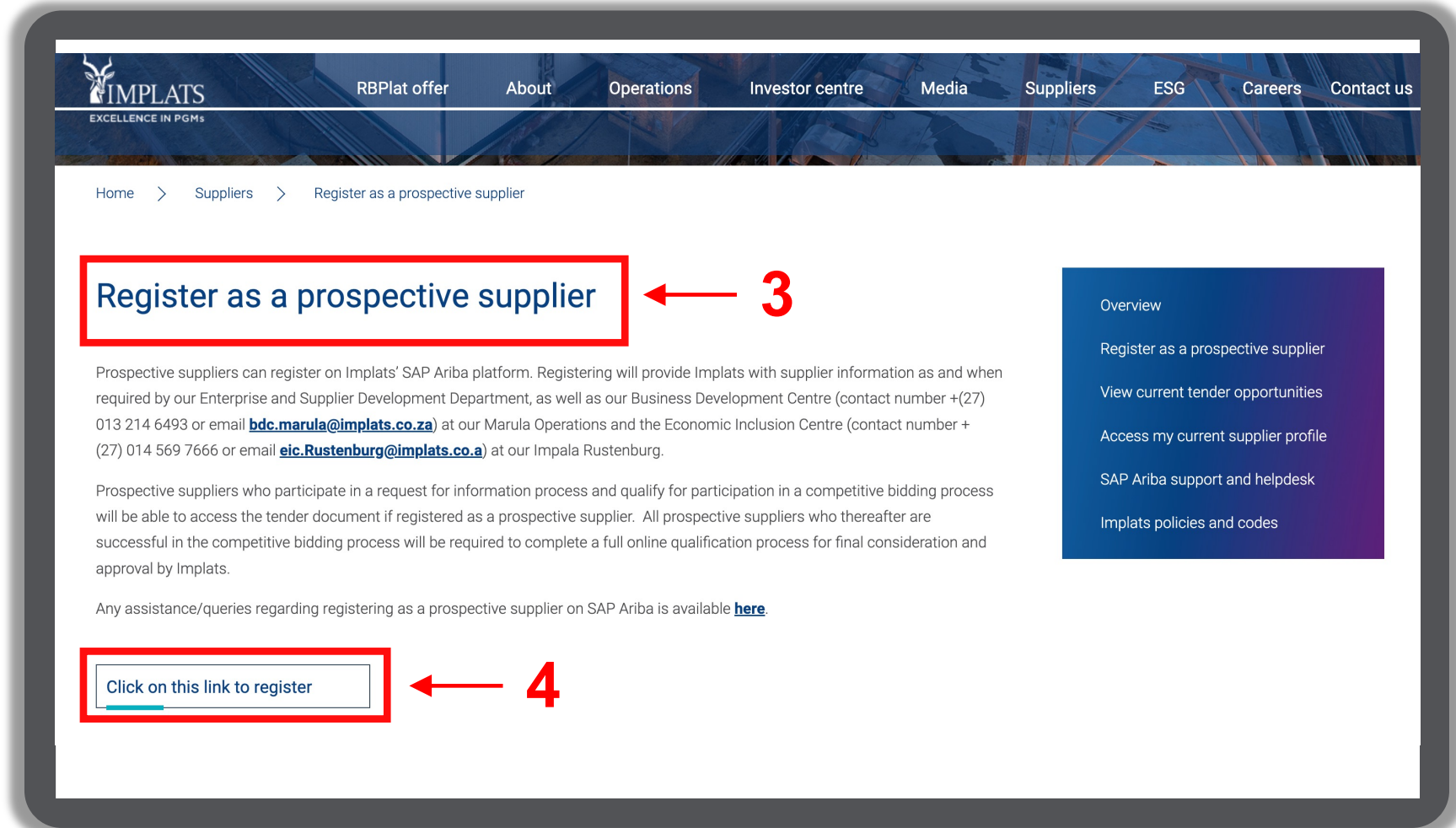
[Need help, click here](#)

- Overview
- Register as a prospective supplier**
- View current tender opportunities
- Access my current supplier profile
- SAP Ariba support and helpdesk
- Implats policies and codes

HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

Completing the prospective supplier request form

3. Please read the information supplied on the **“Register as a prospective supplier”** page
4. Click on **“Click on this link to register”** at the bottom of the page



Home > Suppliers > Register as a prospective supplier

Register as a prospective supplier ← 3

Prospective suppliers can register on Implats' SAP Ariba platform. Registering will provide Implats with supplier information as and when required by our Enterprise and Supplier Development Department, as well as our Business Development Centre (contact number +(27) 013 214 6493 or email bdc.marula@implats.co.za) at our Marula Operations and the Economic Inclusion Centre (contact number +(27) 014 569 7666 or email eic.Rustenburg@implats.co.a) at our Impala Rustenburg.

Prospective suppliers who participate in a request for information process and qualify for participation in a competitive bidding process will be able to access the tender document if registered as a prospective supplier. All prospective suppliers who thereafter are successful in the competitive bidding process will be required to complete a full online qualification process for final consideration and approval by Implats.

Any assistance/queries regarding registering as a prospective supplier on SAP Ariba is available [here](#).

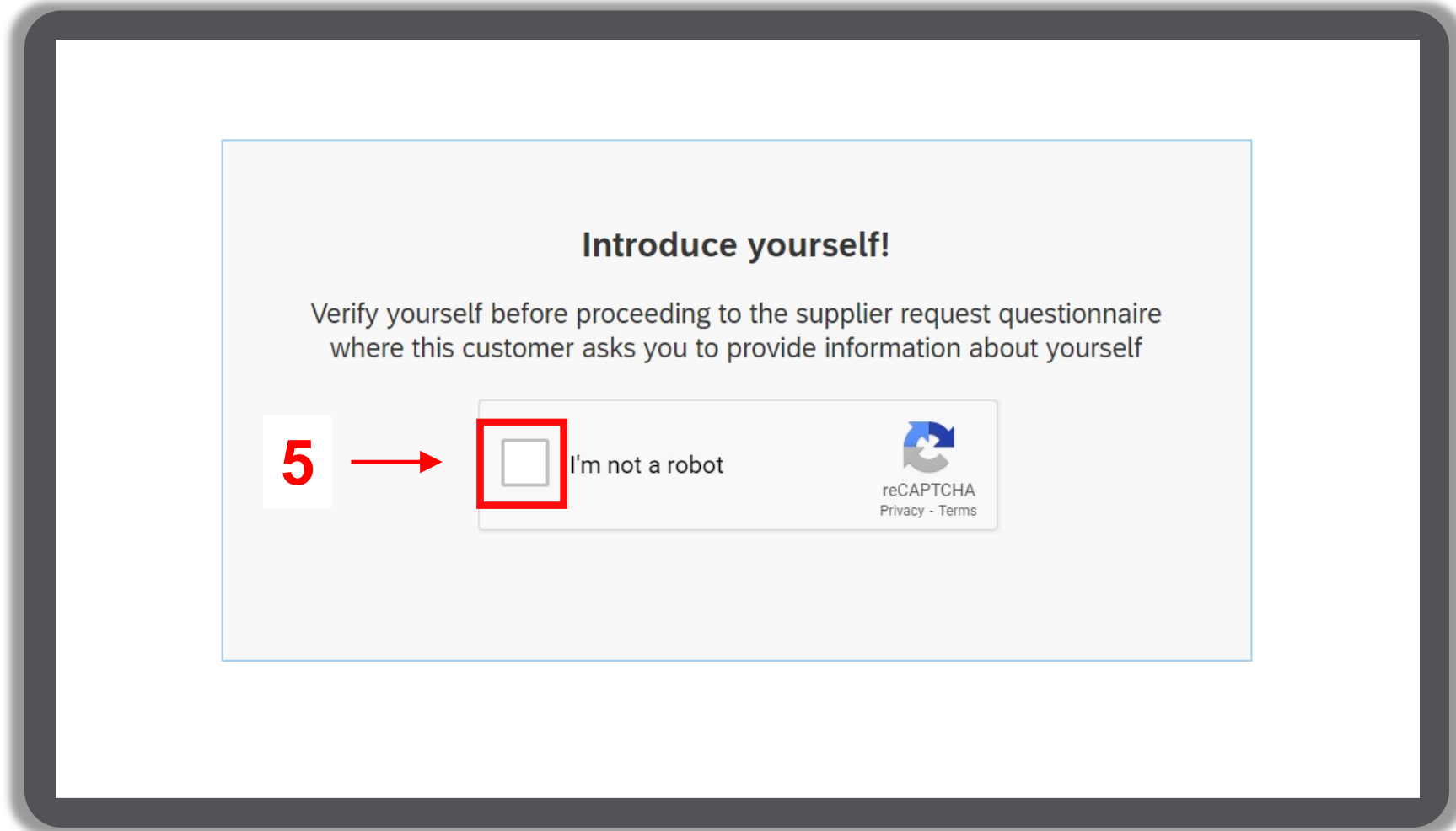
Click on this link to register ← 4

Overview
Register as a prospective supplier
View current tender opportunities
Access my current supplier profile
SAP Ariba support and helpdesk
Implats policies and codes

Completing the prospective supplier request form

5. You will be directed to the Implats SAP Ariba Supplier Request Page.

Before the page opens, please click on the **reCAPTCHA** “I’m not a robot” box on the left



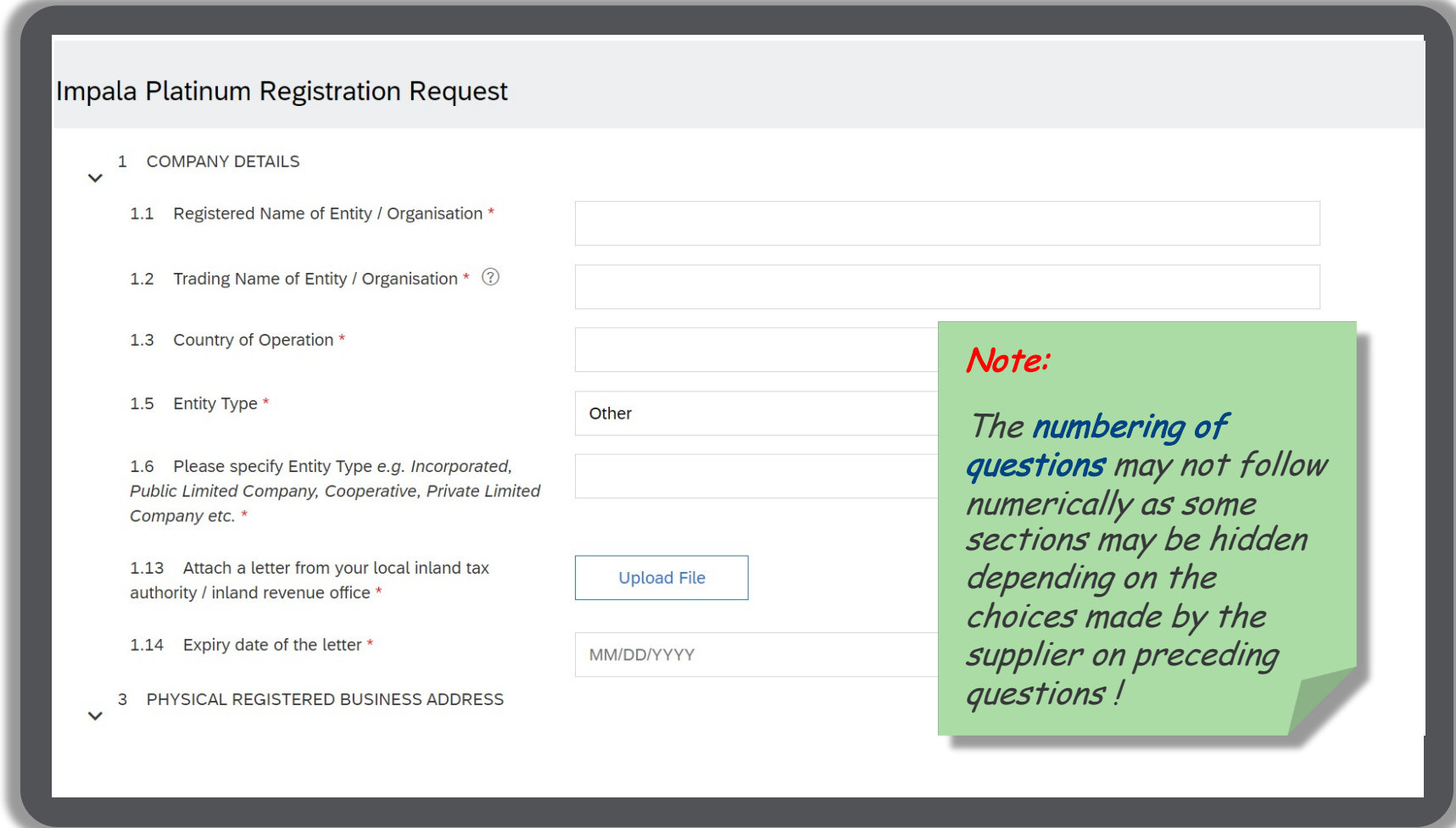
HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

Completing the prospective supplier request form

6. Implats' Supplier Registration Request Page will open. Please complete the form by supplying the required information and uploading the necessary documentation.

Note:

All fields marked with * are mandatory and must be completed.



The screenshot shows a web form titled "Impala Platinum Registration Request". It is divided into sections, with the first section being "1 COMPANY DETAILS". This section contains several numbered fields:

- 1.1 Registered Name of Entity / Organisation *
- 1.2 Trading Name of Entity / Organisation * ?
- 1.3 Country of Operation *
- 1.5 Entity Type * (with a dropdown menu showing "Other")
- 1.6 Please specify Entity Type e.g. Incorporated, Public Limited Company, Cooperative, Private Limited Company etc. *
- 1.13 Attach a letter from your local inland tax authority / inland revenue office * (with an "Upload File" button)
- 1.14 Expiry date of the letter * (with a date input field labeled "MM/DD/YYYY")

Below these fields is section "3 PHYSICAL REGISTERED BUSINESS ADDRESS".

A green callout box on the right side of the form contains the following text:

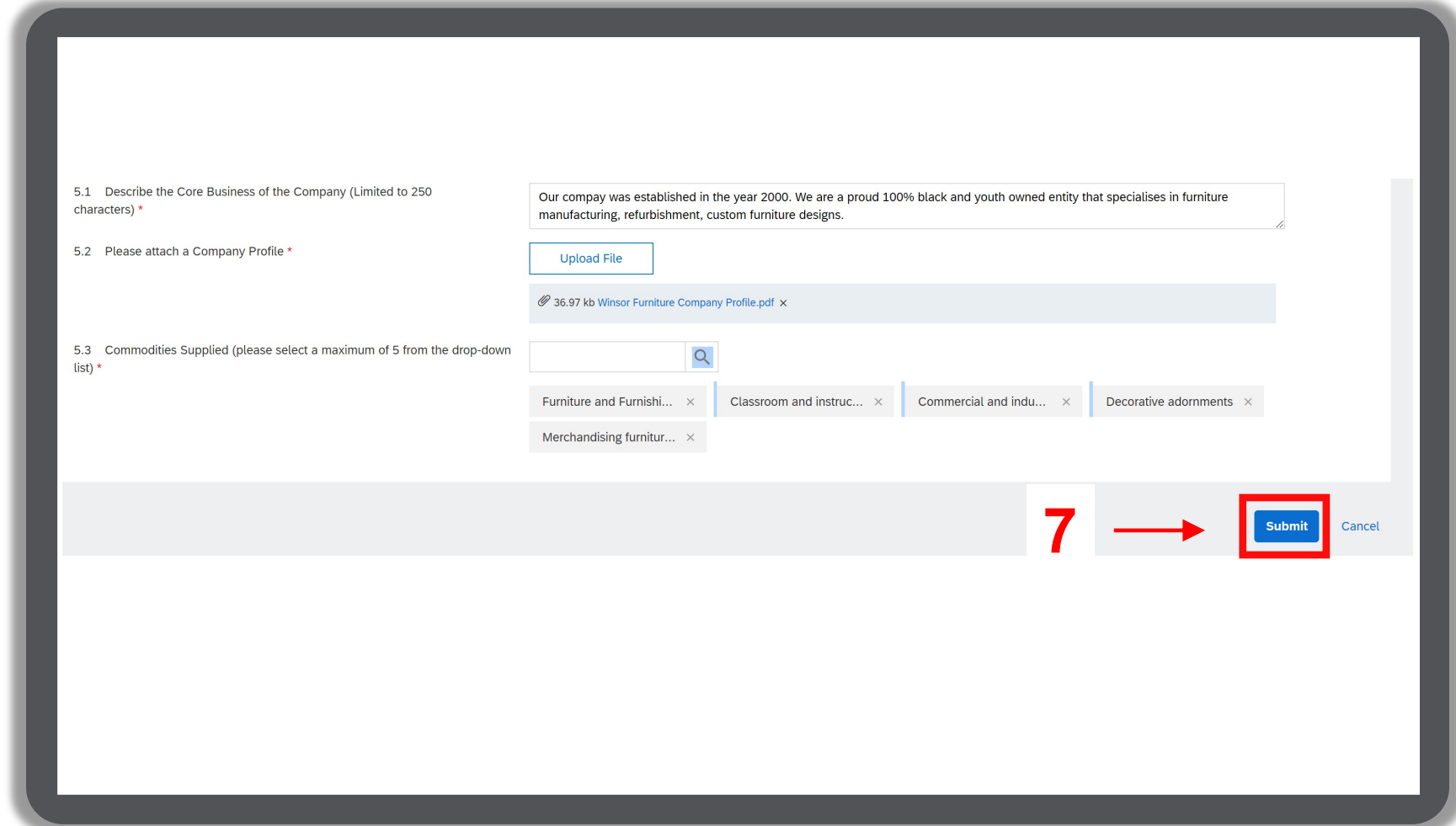
Note:
The numbering of questions may not follow numerically as some sections may be hidden depending on the choices made by the supplier on preceding questions !

HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

Submitting the prospective supplier request form

7. Once completed, click on the submit button at the bottom of the form

Further instructions will be e-mailed to the supplier



5.1 Describe the Core Business of the Company (Limited to 250 characters) *

Our company was established in the year 2000. We are a proud 100% black and youth owned entity that specialises in furniture manufacturing, refurbishment, custom furniture designs.

5.2 Please attach a Company Profile *

Upload File

36.97 kb Winsor Furniture Company Profile.pdf x

5.3 Commodities Supplied (please select a maximum of 5 from the drop-down list) *

Furniture and Furnishi... x Classroom and instruc... x Commercial and indu... x Decorative adornments x

Merchandising furnitur... x

7 → **Submit** Cancel

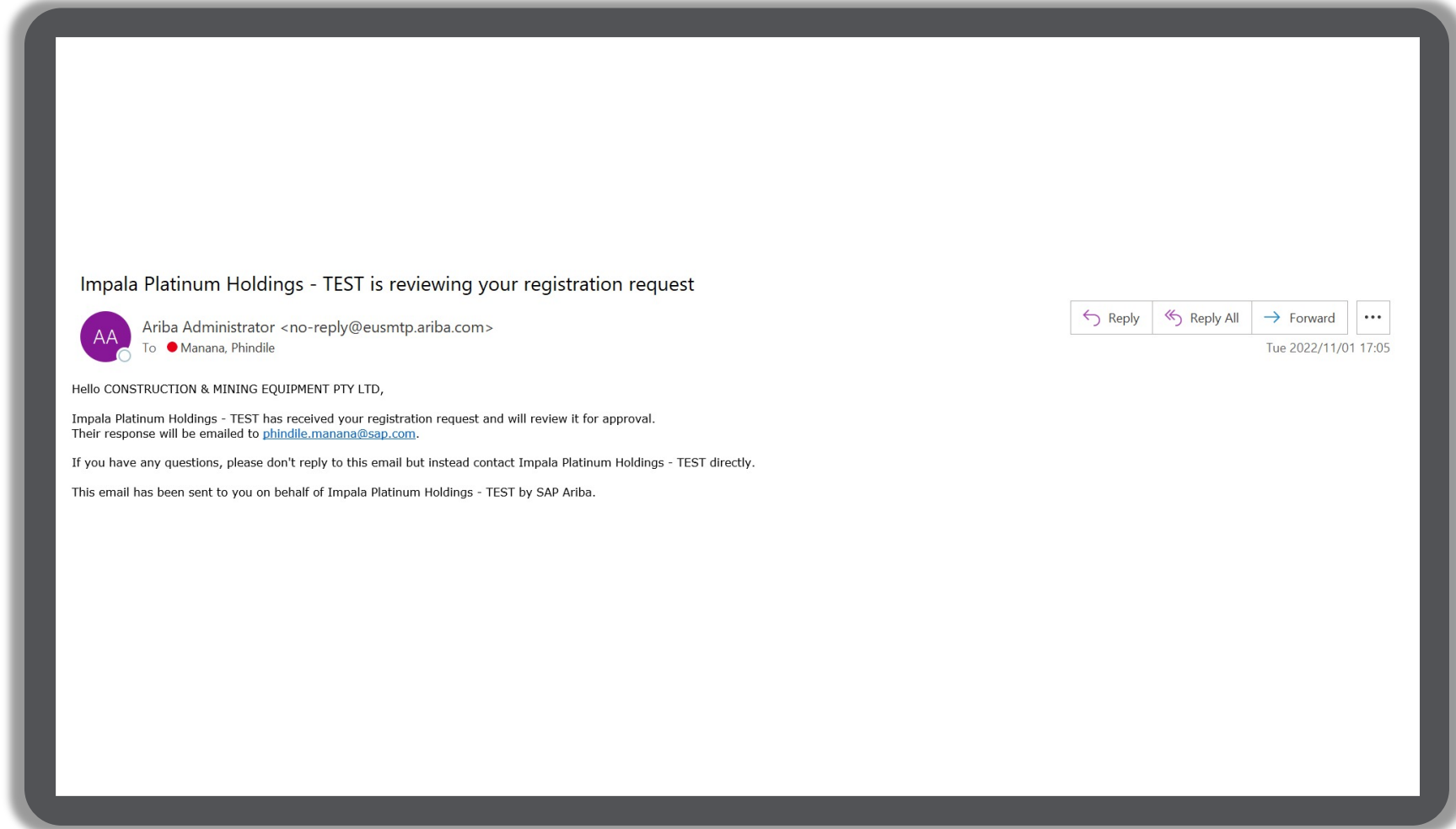
HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

Submitting the prospective supplier request form

8. The supplier will receive an e-mail confirming receipt of their registration request.

Implats will review the request.

If accepted, the supplier will receive a further notification and their business will be added to Implats' Prospective Database.



HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

Submitting the prospective supplier request form

9. If the request is rejected, the supplier will be notified and reasons for the negative outcome provided by e-mail. The supplier may fix the identified issues and then submit a new supplier request.

Impala Platinum Holdings - TEST declined your registration request



Ariba Administrator <no-reply@eusmtp.ariba.com>

To  Jeremy Govender



Reply



Reply All



Forward



Fri 2022/11/04 15:00

Hello Capo Ltd,

Impala Platinum Holdings - TEST has declined your registration request.

Decline reason:

Expired SARS Pin letter

If you have any questions, please don't reply to this email but instead contact Impala Platinum Holdings - TEST directly.

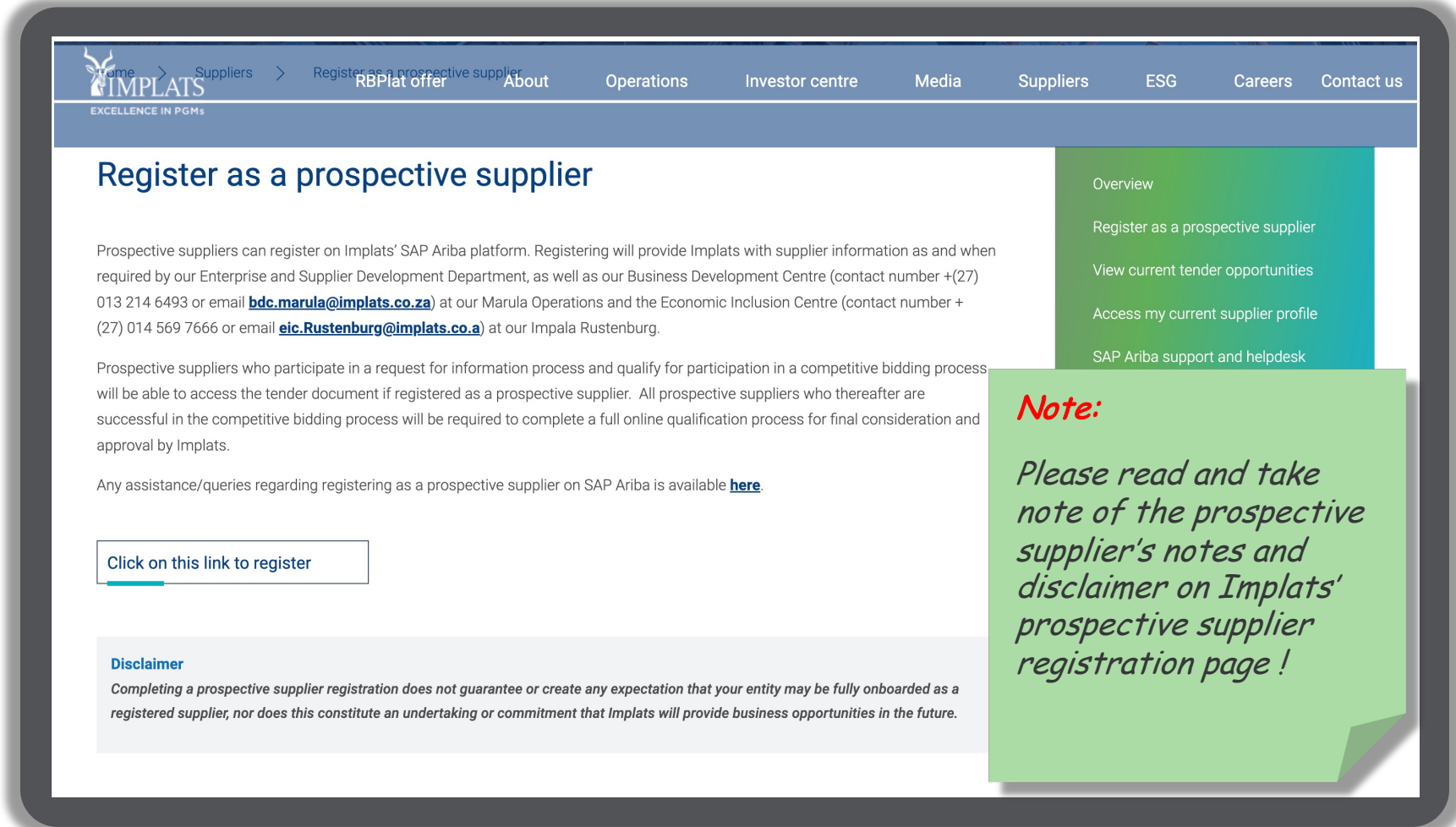
This email has been sent to you on behalf of Impala Platinum Holdings - TEST by SAP Ariba.

HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

The supplier is now registered in Implats' prospective database

- Once a registration request is approved, the supplier's details are added to Implats' Prospective Database

The supplier is visible and searchable when Implats Sourcing Specialists issue tenders for specific goods and services as specified in the supplier's registration request.



Home > Suppliers > Register as a prospective supplier

RBPlat offer About Operations Investor centre Media Suppliers ESG Careers Contact us

Register as a prospective supplier

Prospective suppliers can register on Implats' SAP Ariba platform. Registering will provide Implats with supplier information as and when required by our Enterprise and Supplier Development Department, as well as our Business Development Centre (contact number +(27) 013 214 6493 or email bdc.marula@implats.co.za) at our Marula Operations and the Economic Inclusion Centre (contact number +(27) 014 569 7666 or email eic.Rustenburg@implats.co.a) at our Impala Rustenburg.

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Any assistance/queries regarding registering as a prospective supplier on SAP Ariba is available [here](#).

[Click on this link to register](#)

Disclaimer
 Completing a prospective supplier registration does not guarantee or create any expectation that your entity may be fully onboarded as a registered supplier, nor does this constitute an undertaking or commitment that Implats will provide business opportunities in the future.

Overview
 Register as a prospective supplier
 View current tender opportunities
 Access my current supplier profile
 SAP Ariba support and helpdesk

Note:
 Please read and take note of the prospective supplier's notes and disclaimer on Implats' prospective supplier registration page !



HOW TO COMPLETE FULL SUPPLIER REGISTRATION

A ABOUT SUPPLIER REGISTRATION

B CREATING A SAP BUSINESS NETWORK GLOBAL ACCOUNT

C COMPLETING IMPLATS' SUPPLIER REGISTRATION QUESTIONNAIRES

ABOUT SUPPLIER REGISTRATION

A

Supplier Registration

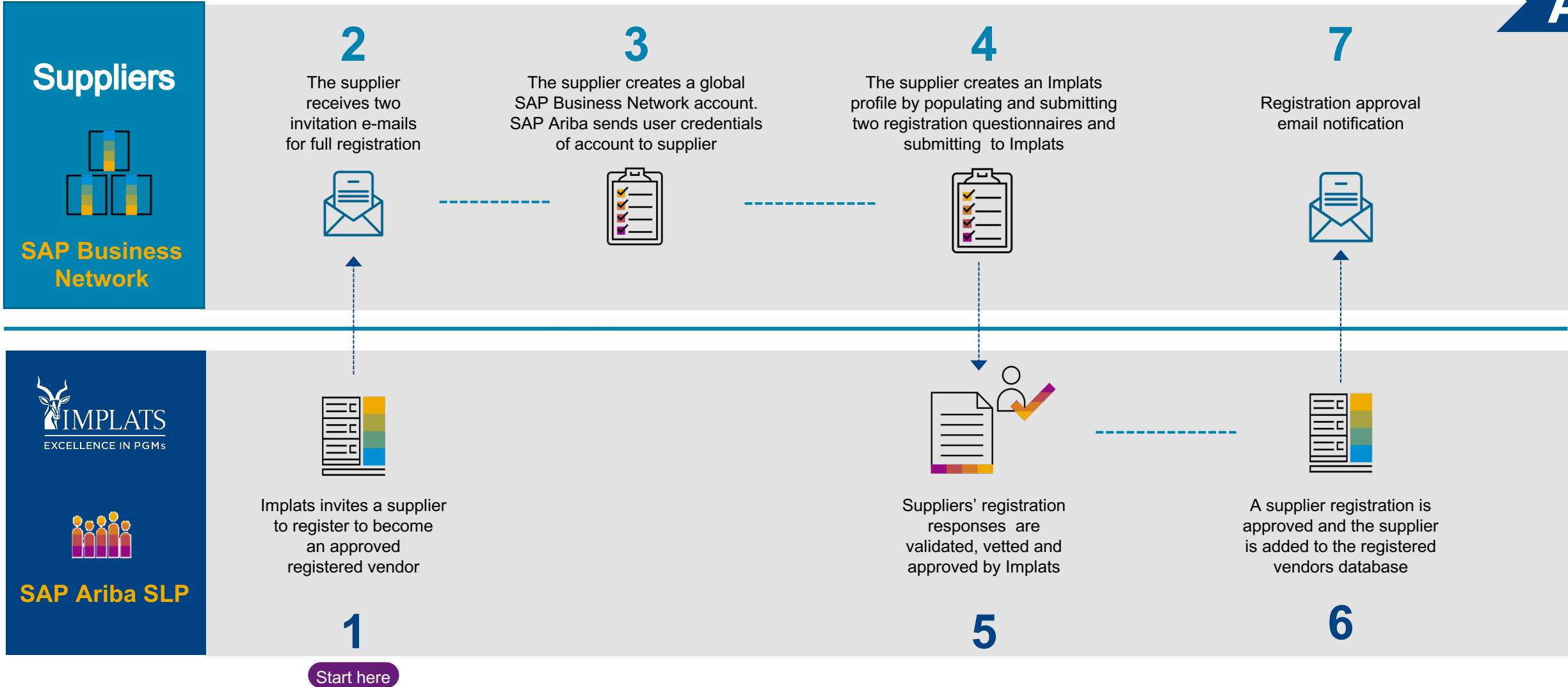
Suppliers remain in Implats' Prospective Database where they may be identified for a specific sourcing opportunities and be invited to participate.

Should the business decide to make a supplier an approved fully registered vendor, the supplier will be invited to complete a further registration questionnaires where additional onboarding information will be requested from the supplier.



HIGH-LEVEL REGISTRATION PROCESS FLOW

A



A ABOUT SUPPLIER REGISTRATION

B CREATING A SAP BUSINESS NETWORK GLOBAL ACCOUNT

C COMPLETING IMPLATS' SUPPLIER REGISTRATION QUESTIONNAIRES

Invitation to register to become a registered supplier

1. When a supplier is registered on Implats' Prospective Database, they may be invited by Implats to register to become a fully registered supplier should they be successful in a tender event or if Implats end users would like to do business with them.
2. The supplier will receive two invitations by e-mail with the subject: **“Register to become a supplier”**

Impala Platinum Invitation Notification 1 of 2 - Register to become a supplier

Good day

Impala Platinum has invited your organisation to register to become a supplier.

Impala Platinum uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers.

You will be required to create an account for free on Ariba Network in order to proceed. You will shortly receive notification 2 of 2, which contains the link to enable you to create your account.

Important: If Winsor Office Furniture Pty Ltd already has an account with Ariba Network, sign in with your existing username and password.

Please visit www.implats.co.za and go to the Suppliers section to view details on how you can obtain support on working with SAP Ariba including contact details to the support helpdesk.

Regards,
Impala Platinum Vendor Management Department

Important note:

Please read through the content of the first invitation to understand next steps!

CREATING A SAP BUSINESS NETWORK GLOBAL ACCOUNT

Invitation to register to become a registered supplier

3. Open the the second registration e-mail and click on the "**Click Here**" link in the e-mail to start the full registration process

Impala Platinum Invitation Notification 2 of 2 - Register to become a supplier

Good day

Impala Platinum has invited your organisation to register to become a supplier.

This is registration notification 2 of 2.

To proceed with the registration, start by creating your free account on the Ariba Network.

If Winsor Office Furniture Pty Ltd already has an account with Ariba Network, sign in using your existing username and password.

[Click Here](#) to create account or to login to your existing account.

Please visit www.implats.co.za and go to the Suppliers section to view details on how you can obtain support on working with SAP Ariba including contact details to the support helpdesk.

Regards,
Impala Platinum Vendor Management Department

3

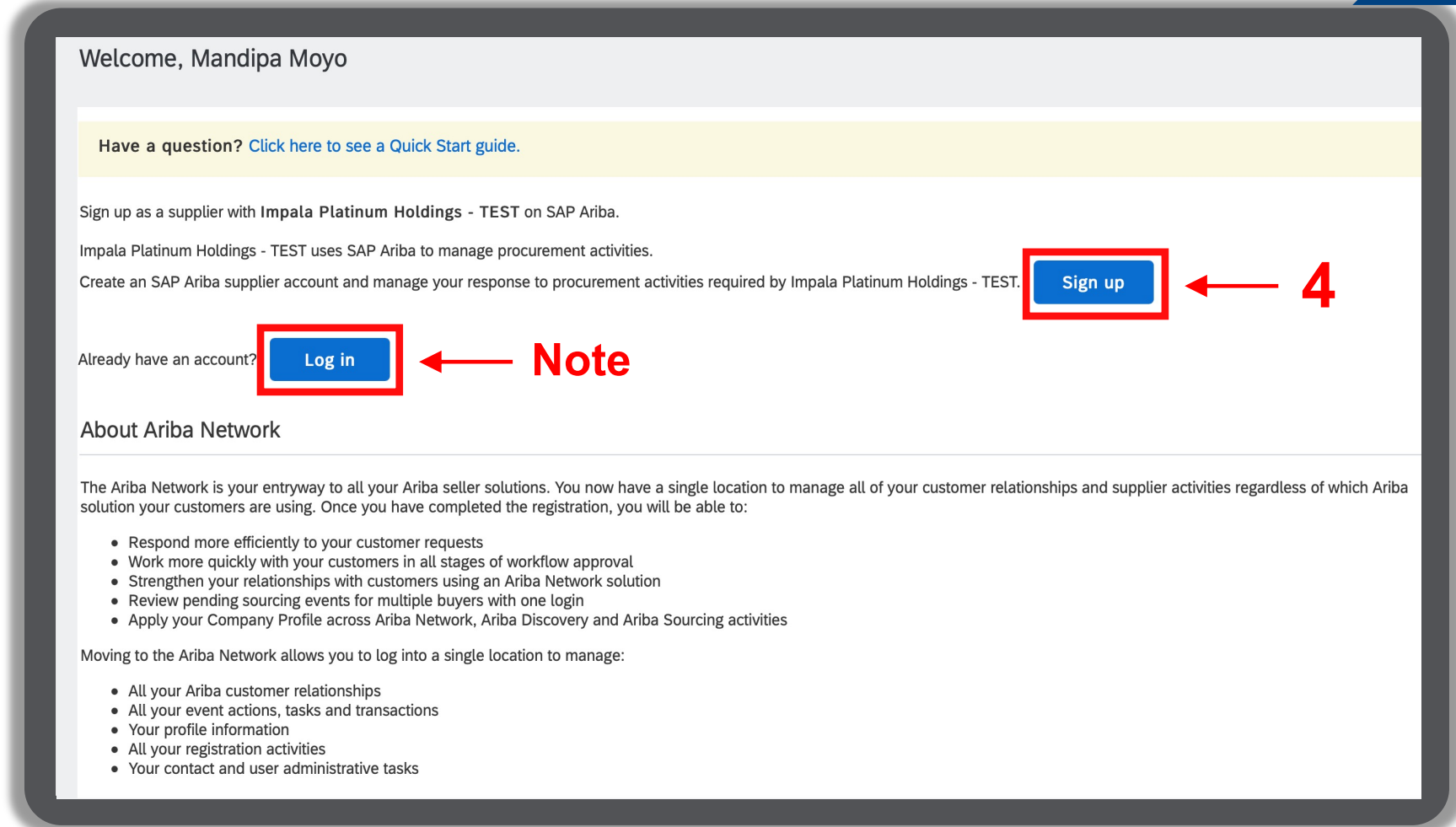


CREATING A SAP BUSINESS NETWORK GLOBAL ACCOUNT

4. Click on **“Sign-up”** to access the company information form to create a SAP Ariba Business Network global account.

Note:

Click on “Log-in” if you already have an existing SAP Ariba account and enter your username and password.



Welcome, Mandipa Moyo

Have a question? [Click here to see a Quick Start guide.](#)

Sign up as a supplier with Impala Platinum Holdings - TEST on SAP Ariba.

Impala Platinum Holdings - TEST uses SAP Ariba to manage procurement activities.

Create an SAP Ariba supplier account and manage your response to procurement activities required by Impala Platinum Holdings - TEST. **Sign up** ← 4

Already have an account? **Log in** ← Note

About Ariba Network

The Ariba Network is your entryway to all your Ariba seller solutions. You now have a single location to manage all of your customer relationships and supplier activities regardless of which Ariba solution your customers are using. Once you have completed the registration, you will be able to:

- Respond more efficiently to your customer requests
- Work more quickly with your customers in all stages of workflow approval
- Strengthen your relationships with customers using an Ariba Network solution
- Review pending sourcing events for multiple buyers with one login
- Apply your Company Profile across Ariba Network, Ariba Discovery and Ariba Sourcing activities

Moving to the Ariba Network allows you to log into a single location to manage:

- All your Ariba customer relationships
- All your event actions, tasks and transactions
- Your profile information
- All your registration activities
- Your contact and user administrative tasks

CREATING A SAP BUSINESS NETWORK GLOBAL ACCOUNT

5. The “**Create Account**” screen will be displayed where the supplier can create their SAP Business Network global account.

Create account

First, create an SAP Ariba supplier account, then complete questionnaires required by Impala Platinum Holdings - TEST.

[Create account and continue](#) [Cancel](#)

Company information

** Indicates a required field*

Company Name: *

Country/Region: * ▼

Address: *

City: *

Postal Code: *

Province: * ▼

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

User account information

** Indicates a required field*

COMPLETING COMPANY INFORMATION FOR A GLOBAL ACCOUNT

6. Complete the **SAP Ariba Business Network global profile.**

Some of the supplier’s details may be pre-populated from data supplied during the supplier request process.

Review and update information where required.

Company information

* Indicates a required field

Company Name:* Winsor Office Furniture Pty Ltd

Country/Region:* South Africa [ZAF] If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

Address:* New Road

Line 2

Line 3

City:* Midrand

Postal Code:* 1685

Province:* Gauteng [ZA-GT]

Note:

*All fields marked with * are mandatory fields and must be completed.*

No.	Field	Information required for each field
1.	Company Name	This is your company’s legal name.
2.	Country/Region	Select the appropriate entry from the dropdown list.
3.	Address, City, Postal Code and Province	Enter the company main office address.

COMPLETING USER ACCOUNT INFORMATION FOR A GLOBAL ACCOUNT

7. Complete the User account information

Note:

*All fields marked with * are mandatory fields and must be completed.*

User account information

* Indicates a required field

[SAP Business Network Privacy Statement](#)

Name:* TEST SUPPLIER

Email:* phindile.manana@sap.com

Use my email as my username

Username:* test@testsystems.com

Password:* Enter Password

Repeat Password

Language: English

Email orders to:* test@testsystems.com

Must be in email format(e.g john@newco.com) ⓘ

Passwords must contain a minimum of eight characters including upper and lower case letters, numeric digits, and special characters. ⓘ

The language used when Ariba sends you configurable notifications. This is different than your web b...

Customers may send you their orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

COMPLETING USER ACCOUNT INFORMATION FOR A GLOBAL ACCOUNT



8. The table on the left provides more details on specific information fields.

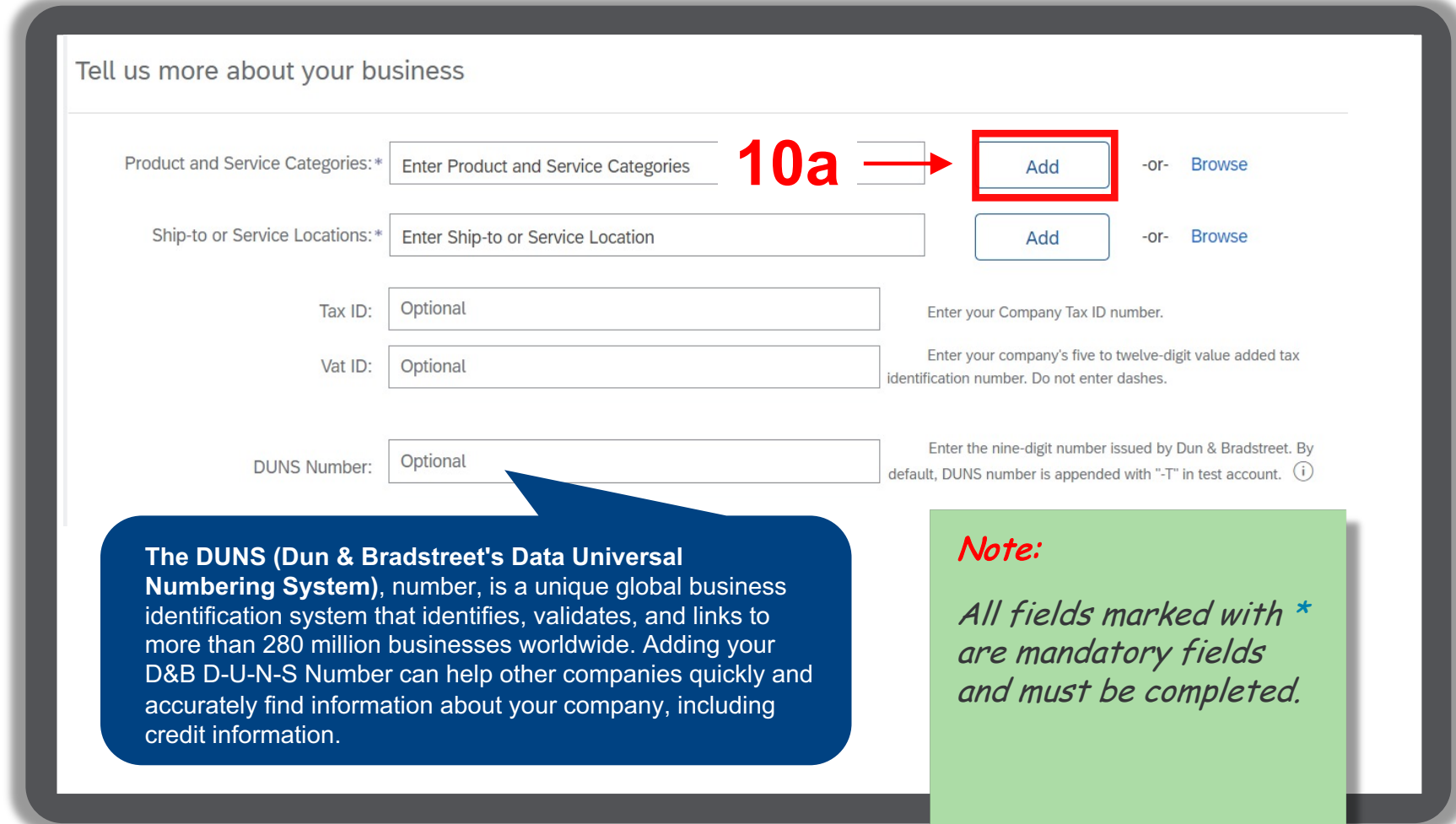
No.	Field	Information required for each field
1.	Name	This field is populated by default. Review and update as required.
2.	Email	This field is populated by default. Note: To use your email address as your user account, please select the checkbox. <div style="border: 1px solid gray; padding: 2px; display: inline-block; margin-left: 20px;"> <input checked="" type="checkbox"/> Use my email as my username account, </div>
3.	Username	This field is populated by default. Review and update as required. Note: Your username must be in e-mail format, e.g. <i>jane.doe@abcfurniture.com</i>
4.	Password	Enter your password in the Password and Repeat Password fields. Note: Your password must contain a minimum 8 characters, including upper and lower case letters, special characters and numeric digits (no repeatable digits and characters i.e. <i>2022 or 2000</i>).
5.	Email orders to	Enter the e-mail address of the supplier’s person or department who will receive Purchase Orders from Implats via SAP Business Network in the future. Note: This is not in scope for the current project, all orders will be sent using the existing procurement process.

COMPLETING 'TELL US MORE ABOUT YOUR BUSINESS'

9. Review the prepopulated company information and update where required.

10a. Product and Services Categories:

- Enter a description of the product/type of service you offer to Implats.
- A pop-up window displays a list of categories containing possible descriptions.
- Select the appropriate category from the list.
- Click on Add to add additional Product and Services Categories.
- Repeat steps (a) and (b) for each additional category.



Tell us more about your business

Product and Service Categories: * **10a** → -or- [Browse](#)

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

Tax ID: Enter your Company Tax ID number.

Vat ID: Enter your company's five to twelve-digit value added tax identification number. Do not enter dashes.

DUNS Number: Enter the nine-digit number issued by Dun & Bradstreet. By default, DUNS number is appended with "-T" in test account. ⓘ

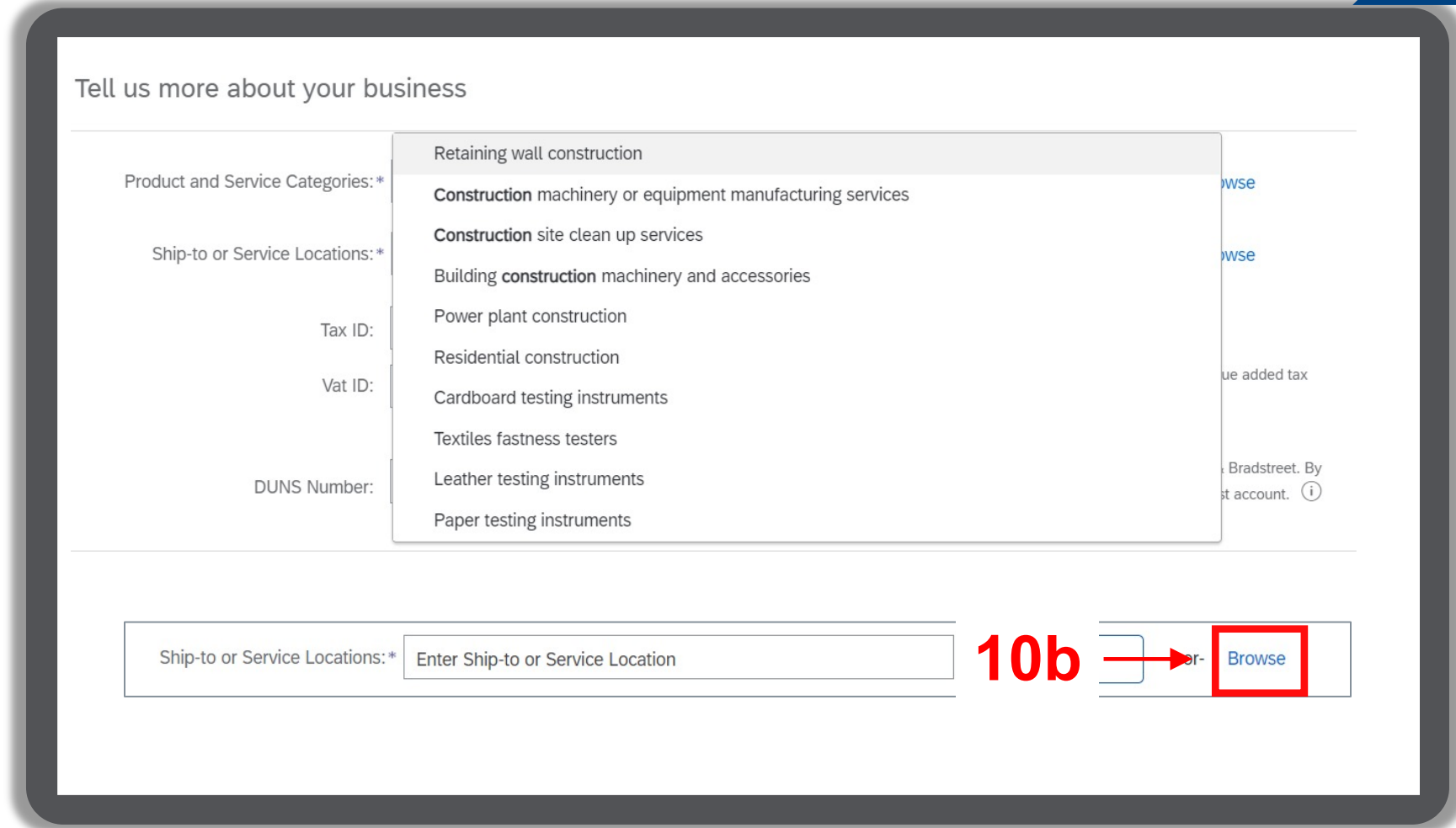
The DUNS (Dun & Bradstreet's Data Universal Numbering System), number, is a unique global business identification system that identifies, validates, and links to more than 280 million businesses worldwide. Adding your D&B D-U-N-S Number can help other companies quickly and accurately find information about your company, including credit information.

Note:
*All fields marked with * are mandatory fields and must be completed.*

COMPLETING 'TELL US MORE ABOUT YOUR BUSINESS'

10b. Ship to or Service Locations:

Click "**Browse**".



Tell us more about your business

Product and Service Categories:*

Ship-to or Service Locations:*

Tax ID:

Vat ID:

DUNS Number:

Retaining wall construction

Construction machinery or equipment manufacturing services

Construction site clean up services

Building construction machinery and accessories

Power plant construction

Residential construction

Cardboard testing instruments

Textiles fastness testers

Leather testing instruments

Paper testing instruments

Ship-to or Service Locations:*

Enter Ship-to or Service Location

10b

Browse

COMPLETING 'TELL US MORE ABOUT YOUR BUSINESS'

B

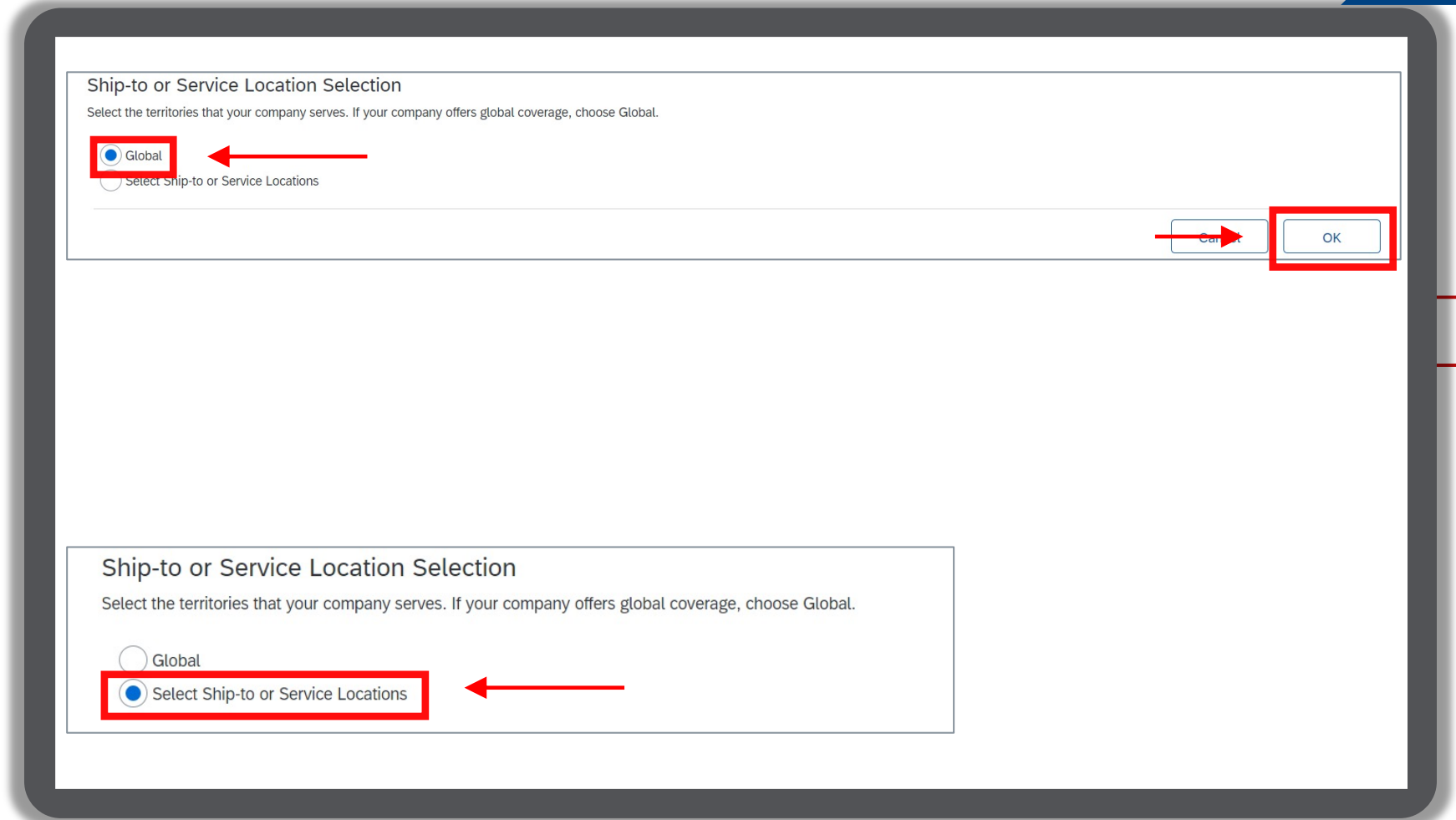
Global Services

If your company offers its services globally, select the radio button **“Global”** then click **“OK”**.

OR

Local Services

If your company only offers its services locally, select radio button **“Select Ship-to or Service Locations”**.



Ship-to or Service Location Selection
Select the territories that your company serves. If your company offers global coverage, choose Global.

Global ←

Select Ship-to or Service Locations

Cancel → OK

Ship-to or Service Location Selection
Select the territories that your company serves. If your company offers global coverage, choose Global.

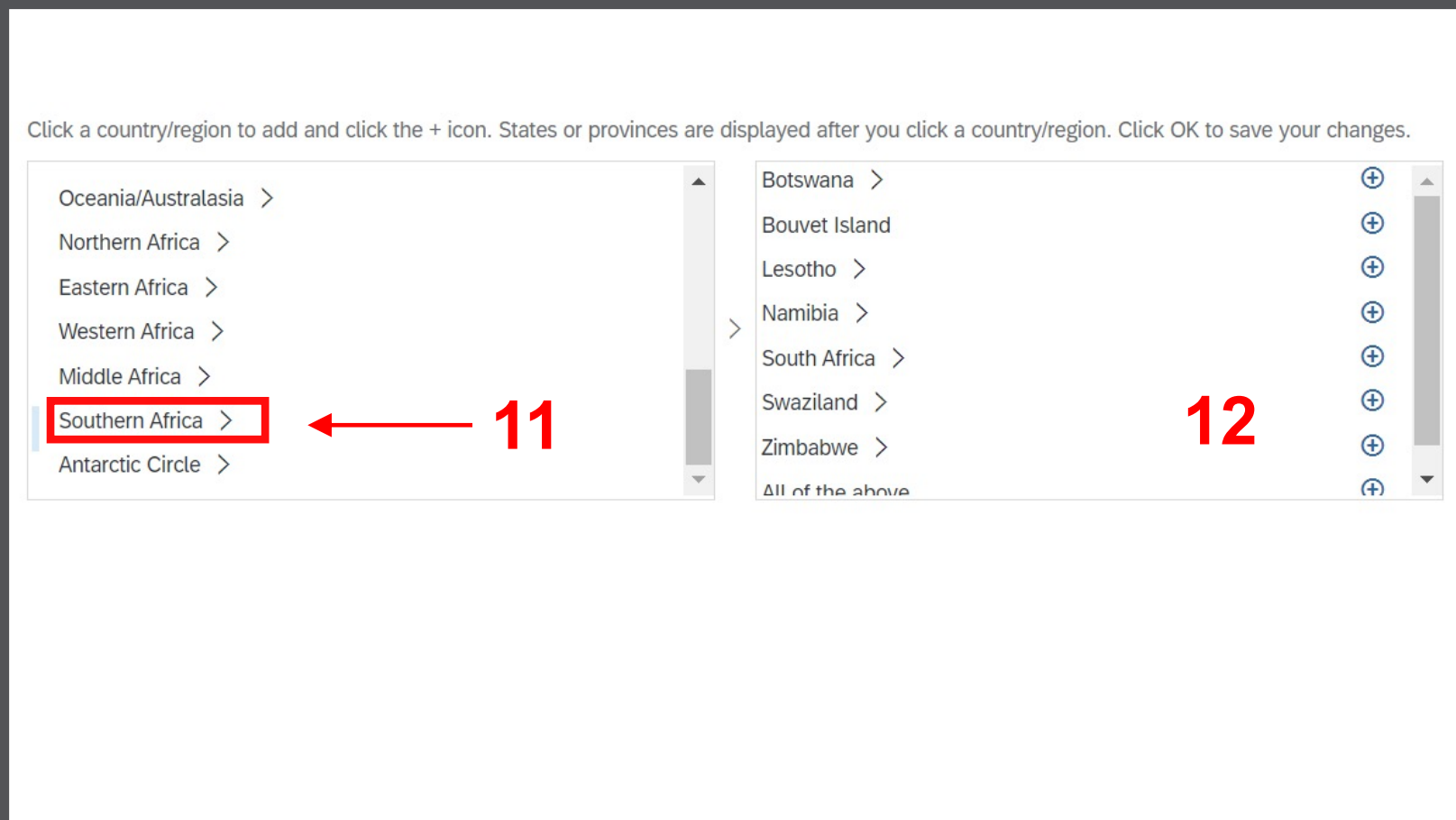
Global

Select Ship-to or Service Locations ←

COMPLETING 'TELL US MORE ABOUT YOUR BUSINESS'

11. Click on the appropriate region.
12. A list of countries for the region is displayed.

Click a country/region to add and click the + icon. States or provinces are displayed after you click a country/region. Click OK to save your changes.



Oceania/Australasia >	Botswana >	+
Northern Africa >	Bouvet Island	+
Eastern Africa >	Lesotho >	+
Western Africa >	Namibia >	+
Middle Africa >	South Africa >	+
Southern Africa >	Swaziland >	+
Antarctic Circle >	Zimbabwe >	+
	All of the above	+

COMPLETING 'TELL US MORE ABOUT YOUR BUSINESS'

13. Click + to select each country in the region that you can supply.

14. Your selected country/countries will appear at the bottom under "My Selections".

15. Click "OK".

Note:
An option to Add all of the above can be found at the bottom of country lists should your company be servicing all countries listed.

COMPLETING 'TELL US MORE ABOUT YOUR BUSINESS'

16. Tax ID, Vat ID, DUNS Number

Note:

These are optional fields for completion !

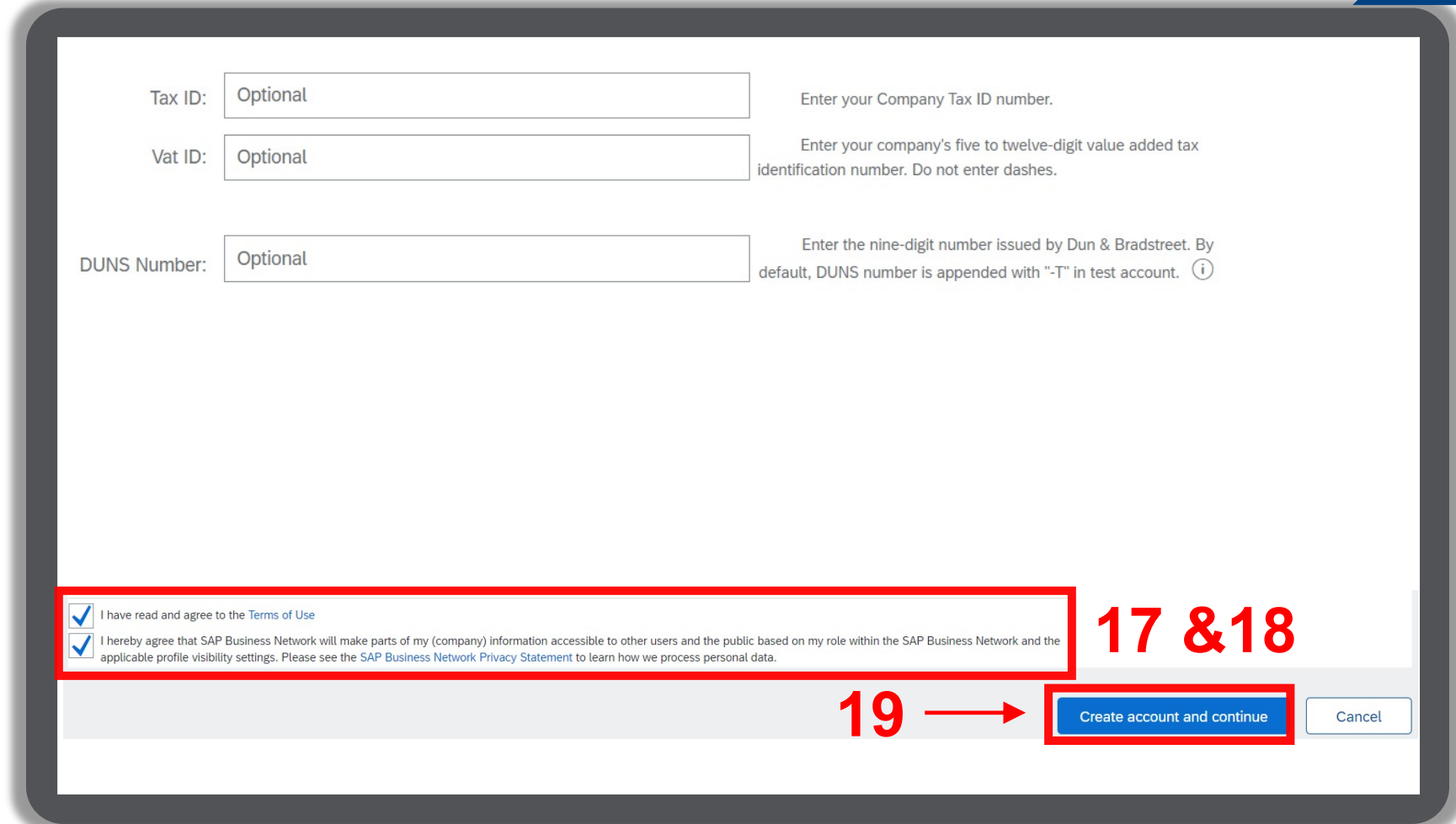
17. Terms of Use

Select the box to accept the Terms of Use.

18. Privacy statement

Select the box to accept the Privacy Statement.

19. Click "Create account and continue".



Tax ID: Enter your Company Tax ID number.

Vat ID: Enter your company's five to twelve-digit value added tax identification number. Do not enter dashes.

DUNS Number: Enter the nine-digit number issued by Dun & Bradstreet. By default, DUNS number is appended with "-T" in test account. ⓘ

I have read and agree to the [Terms of Use](#)

I hereby agree that SAP Business Network will make parts of my (company) information accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings. Please see the [SAP Business Network Privacy Statement](#) to learn how we process personal data.

17 & 18

19 →

CREATING YOUR ACCOUNT



20. Creating your account

SAP Ariba will check the data entered against its Ariba Network account database.

If this check identifies a possible duplicate account, the **”Potential existing accounts”** window is displayed.

If the potential existing accounts window is displayed, the supplier must review the identified potential duplicates

The screenshot shows a warning dialog box titled "Potential existing accounts" with the message: "We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account." A red box highlights the "Review accounts" button, and a red arrow points to it from the number "20".

Below the dialog is a table titled "Match Based On" with the following data:

COMPANY NAME	E-MAIL ADDRESS	DUNS NO.	TAX ID	ADDRESS
CONSTRUCTION & MINING EQUIPMENT PTY LTD	phindile.manana@sap.com			TRAINING MATERIAL ROAD Cramerville Gauteng, South Africa 0004

Below the table, it says "20 search results found" and shows a table of search results:

SUPPLIER NAME	COUNTRY	STATE	DUNS	SUPPLIER ANID	ACTIONS
Testing Supplier For Ariba	ZAF	Gauteng	-	AN01555313647	...

CREATING YOUR ACCOUNT



20. Creating your account

If you recognise any account from the list provided, you have an option click on the ●●● under “**Actions**” to view the profile.

When “**View Profile**” appears, view the profile.

Click on “**Contact Admin**” if required.

You will be requested to verify yourself. Click on “**I’m not a robot**”.

The screenshot displays a table with the following columns: SUPPLIER NAME, COUNTRY, STATE, DUNS, SUPPLIER ANID, and ACTIONS. The first row contains: Testing Supplier For Ariba, ZAF, Gauteng, [redacted], AN01555313647, and a menu icon (three dots). A red box highlights the menu icon, and a tooltip shows a "View profile" link with the text: "Please view profile and contact admin if you need to."

Below the table, two pop-up windows are shown:

- Supplier profile:** Contains the text "Testing Supplier For Ariba", "Johannesburg", "Gauteng", "South Africa", and "Last Updated: 17 Aug 2020". A red box highlights the "Contact Admin" button.
- Contact Your Account Administrator:** Contains a form with fields for "Your Name:" (TEST ADMIN), "Your Company Name:" (CONSTRUCTION), "Your Email Address:" (test@test-systems.com), and "Your Phone Number:" (USA 1). A text area contains a pre-filled message: "Hello, I recently attempted to register an account on Ariba Network. During registration, SAP Ariba searched and returned your account as a match. Please contact me to determine if I should be using this account. Thank you." A red box highlights the "I'm not a robot" checkbox and the reCAPTCHA logo.

CREATING YOUR ACCOUNT



20. Creating your account

If no potential existing accounts windows are displayed, Click on **“Continue Account Creation”**.

Review duplicate Account

We noticed that your company may already register an Ariba Network account, please review the match results below, then:

- You can log in the account you are associated with
- Or, you can view the profile and contact the account administrator from there
- Or, if there is no match, you can Continue Account Creation and we will progress your registration
- Or, you can [Go back to previous page](#)

Match Based On

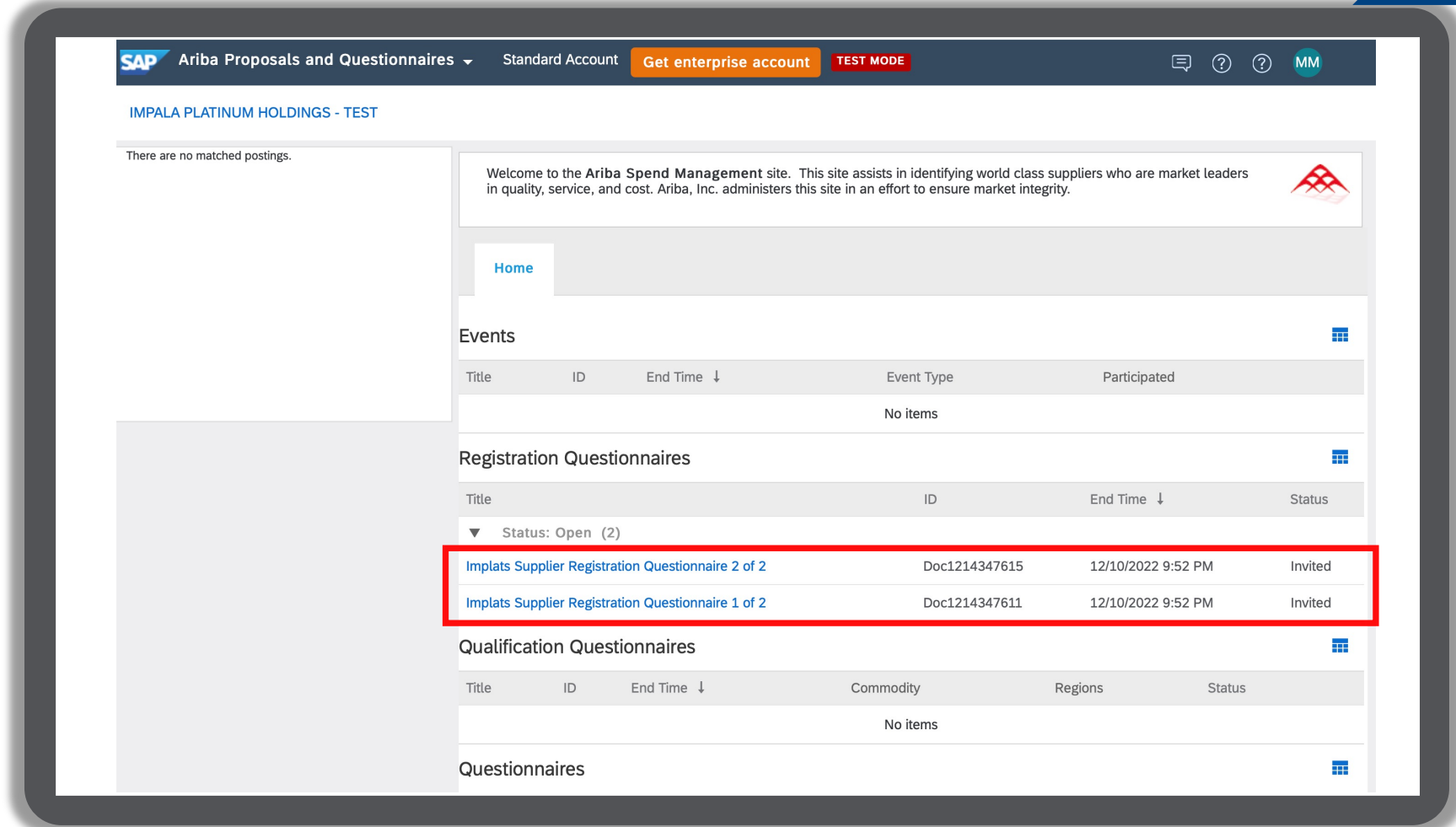
COMPANY NAME	E-MAIL ADDRESS	DUNS NO.	TAX ID	ADDRESS

SUPPLIER GLOBAL NETWORK ACCOUNT CREATED

20. Creating your account

The system now creates the suppliers SAP Business Network global account

The supplier's Implats profile page will then appear, showing different tabs. The Implats' two Registration Questionnaires are found under the **Registration Questionnaires** tab as shown on the screen.

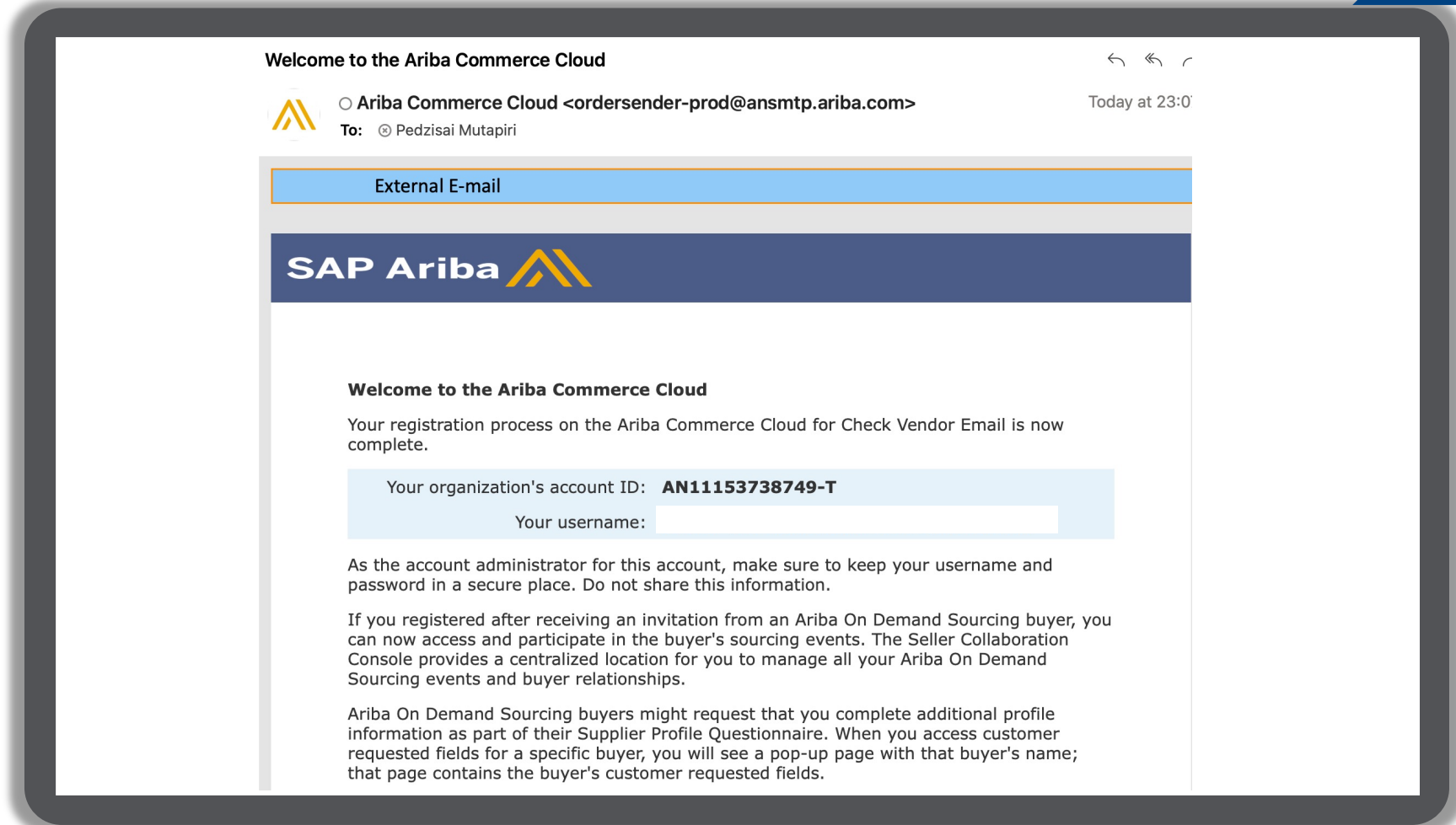


The screenshot displays the SAP Ariba Spend Management interface for a user named IMPALA PLATINUM HOLDINGS - TEST. The page is titled 'IMPALA PLATINUM HOLDINGS - TEST' and includes a navigation bar with 'SAP Ariba Proposals and Questionnaires', 'Standard Account', 'Get enterprise account', and 'TEST MODE'. A message on the page reads: 'Welcome to the Ariba Spend Management site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.' The main content area is divided into several sections: 'Home', 'Events', 'Registration Questionnaires', 'Qualification Questionnaires', and 'Questionnaires'. The 'Registration Questionnaires' section is expanded, showing a table with two entries highlighted in red:

Title	ID	End Time ↓	Status
Implats Supplier Registration Questionnaire 2 of 2	Doc1214347615	12/10/2022 9:52 PM	Invited
Implats Supplier Registration Questionnaire 1 of 2	Doc1214347611	12/10/2022 9:52 PM	Invited

SUPPLIER GLOBAL NETWORK ACCOUNT CREATED

21. The supplier's Ariba Network Account is created
- You will receive a **Welcome to the Ariba Commerce Cloud** e-mail confirming that your supplier account has been created.
 - This e-mail contains important information on your Ariba Network (AN) account.



A ABOUT SUPPLIER REGISTRATION

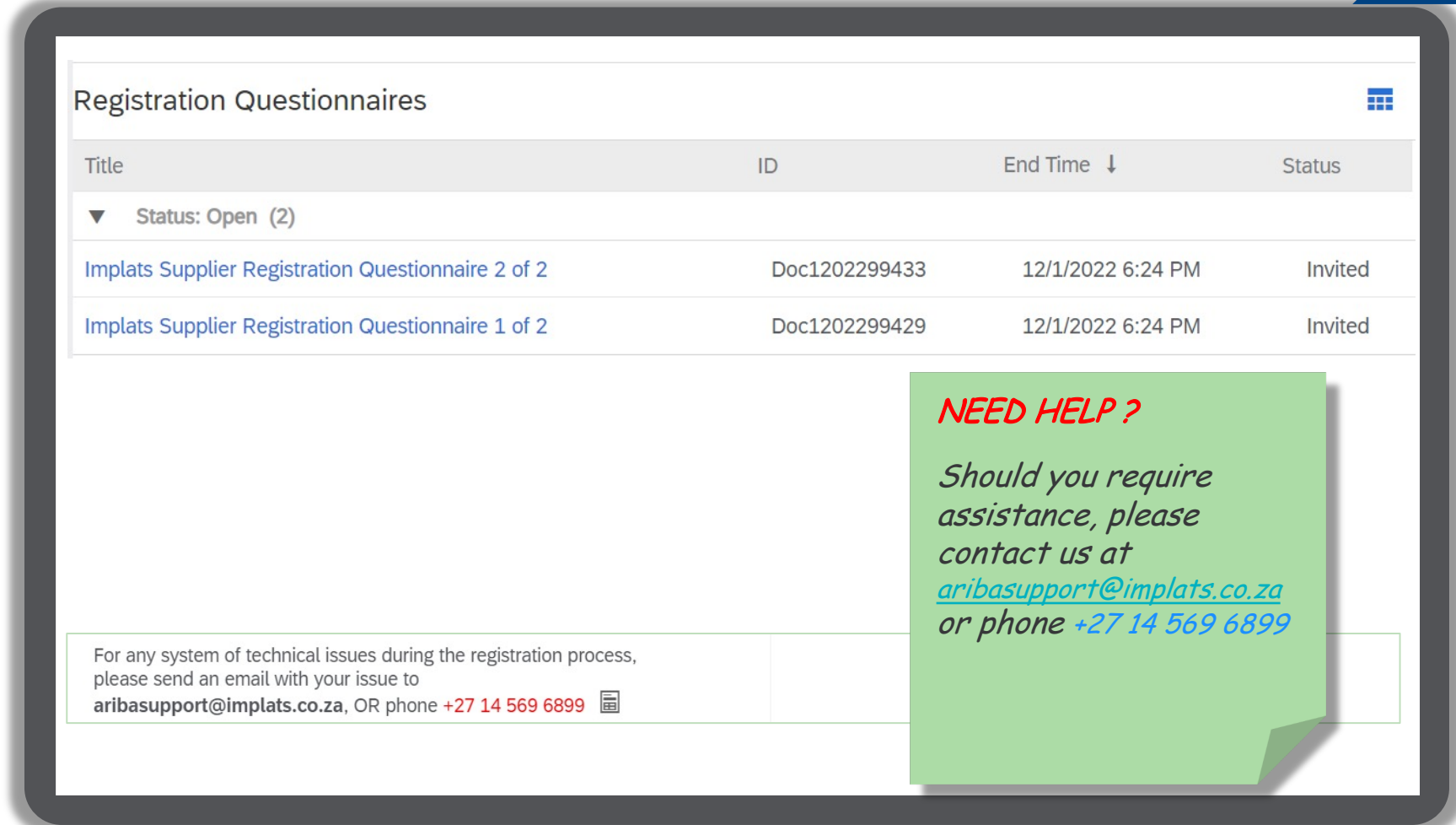
B CREATING A SAP BUSINESS NETWORK GLOBAL ACCOUNT

C COMPLETING IMPLATS' SUPPLIER REGISTRATION QUESTIONNAIRES

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRES

Orientation on completing your supplier registration questionnaires


- There are **two** registration questionnaires requiring completion.
- Suppliers must complete both in full.
 - Implats Supplier Registration Questionnaire 1 of 2 - contains sensitive information
 - Implats Supplier Registration Questionnaire 2 of 2 – contains non-sensitive information



Title	ID	End Time ↓	Status
▼ Status: Open (2)			
Implats Supplier Registration Questionnaire 2 of 2	Doc1202299433	12/1/2022 6:24 PM	Invited
Implats Supplier Registration Questionnaire 1 of 2	Doc1202299429	12/1/2022 6:24 PM	Invited

NEED HELP ?

Should you require assistance, please contact us at aribasupport@implats.co.za or phone +27 14 569 6899

For any system of technical issues during the registration process, please send an email with your issue to aribasupport@implats.co.za, OR phone +27 14 569 6899 

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

1. Complete the Supplier Registration Questionnaires

Once a SAP Business Network global account has been created, a supplier will automatically be taken to the **Supplier Registration Questionnaires** screen.

Complete Implats' Supplier Registration Questionnaire 1 of 2. This questionnaire includes several sections.

Name ↑

- ▶ 1 TERMS AND CONDITIONS
- ▶ 2 DIRECTOR CONSENT
- ▶ 3 SUPPORT Less... -
For any system or technical issues during the registration process, please send an email with your to issue to aribasupport@implats.co.za, OR phone **+27 14 569 6899**
- ▶ 4 COMPANY DETAILS
- ▶ 5 PHYSICAL REGISTERED BUSINESS ADDRESS
- ▶ 6 OWNERSHIP Less... -
List the top ten shareholders of the company with a shareholding of more than 5%

NOTE:
Ensure all sections of the questionnaire are completed to avoid delays in the registration process !

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

2. Complete Supplier Registration Questionnaire 1 of 2

a) Terms and Conditions

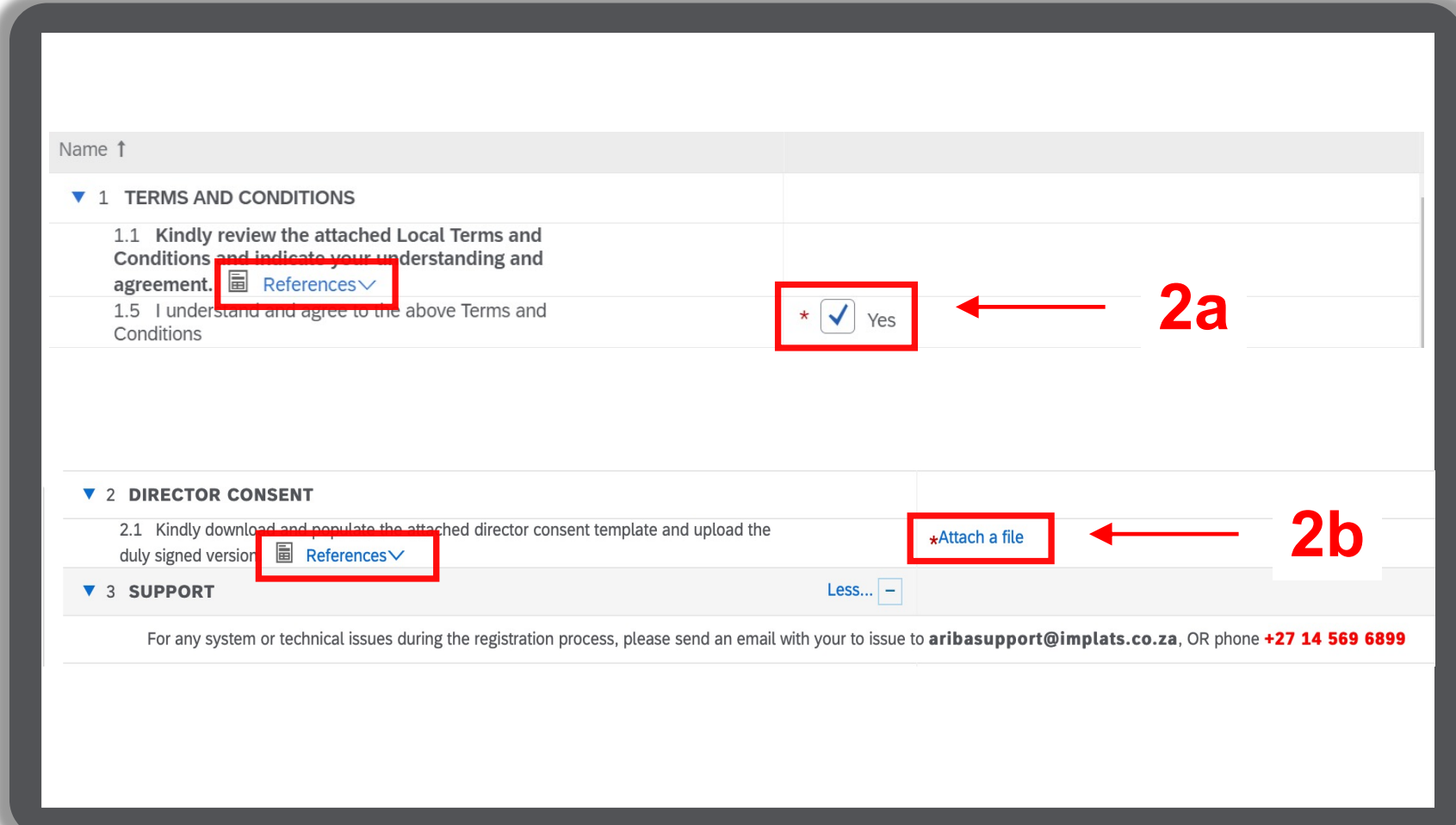
- Download by clicking on **“References”**

Read the terms and conditions to ensure your understanding.

- Indicate your understanding by ticking **“Yes”** under section 1.5 of the questionnaire.

b) Director consent

- Download and complete
- Upload the signed form by clicking on **“Attach file”**



The screenshot shows a web-based questionnaire interface. At the top, there is a header 'Name ↑'. Below it, section 1 'TERMS AND CONDITIONS' is expanded. It contains two sub-sections: 1.1 'Kindly review the attached Local Terms and Conditions and indicate your understanding and agreement.' with a 'References' link, and 1.5 'I understand and agree to the above Terms and Conditions' with a radio button labeled 'Yes' that is selected. A red box highlights the 'References' link and the 'Yes' radio button, with a red arrow pointing to the label '2a'. Section 2 'DIRECTOR CONSENT' is also expanded, showing 2.1 'Kindly download and populate the attached director consent template and upload the duly signed version' with a 'References' link and an '*Attach a file' button. A red box highlights the '*Attach a file' button, with a red arrow pointing to the label '2b'. Section 3 'SUPPORT' is partially visible with a 'Less...' button. At the bottom, there is a contact information line: 'For any system or technical issues during the registration process, please send an email with your to issue to aribasupport@implats.co.za, OR phone +27 14 569 6899'.


COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

2. Complete Supplier Registration Questionnaire 1 of 2

c) Company Details

- Complete your organisation's details as reflected on the questionnaire.

▼ 4 COMPANY DETAILS

4.1 Registered Name of Entity / Organisation ⓘ	* Code Black Office Furniture Pty Ltd
4.2 Trading Name of Entity / Organisation ⓘ	* Code Black Office Furniture Pty Ltd
4.3 Country of Operation	* South Africa [ZA] ▼
4.4 Entity Type	* Private Company ▼
4.7 CIPC Registration Number of Entity ⓘ	* 1996/0007860/08
4.12 Provide a copy of Company Registration Documents (if South African, CM1/CoR15.1 or CoR 14.3 for South African companies)	*  Company Registration Certificate.pdf ▼ Update file Delete file

Note:

The numbering of questions may not follow numerically as some sections may be hidden depending on the choices made by the supplier on preceding questions!

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

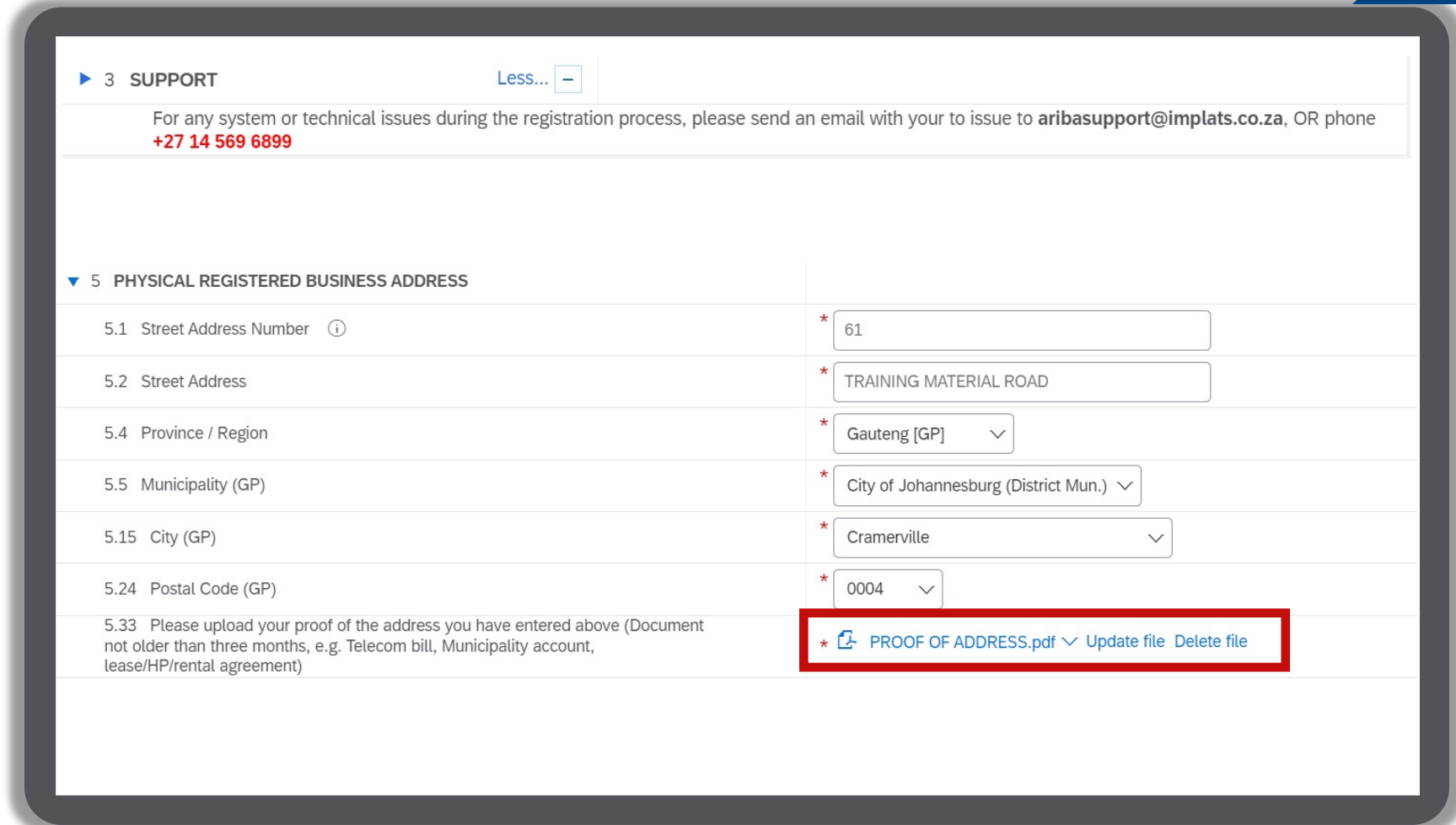
2. Complete Supplier Registration Questionnaire 1 of 2

d) Support Details

- For any system or technical assistance during the registration process.

e) Registered physical business address


- Complete details and attach proof of address by clicking on “**Attach File**”.



▶ 3 SUPPORT Less... -

For any system or technical issues during the registration process, please send an email with your to issue to aribasupport@implats.co.za, OR phone **+27 14 569 6899**

▼ 5 PHYSICAL REGISTERED BUSINESS ADDRESS

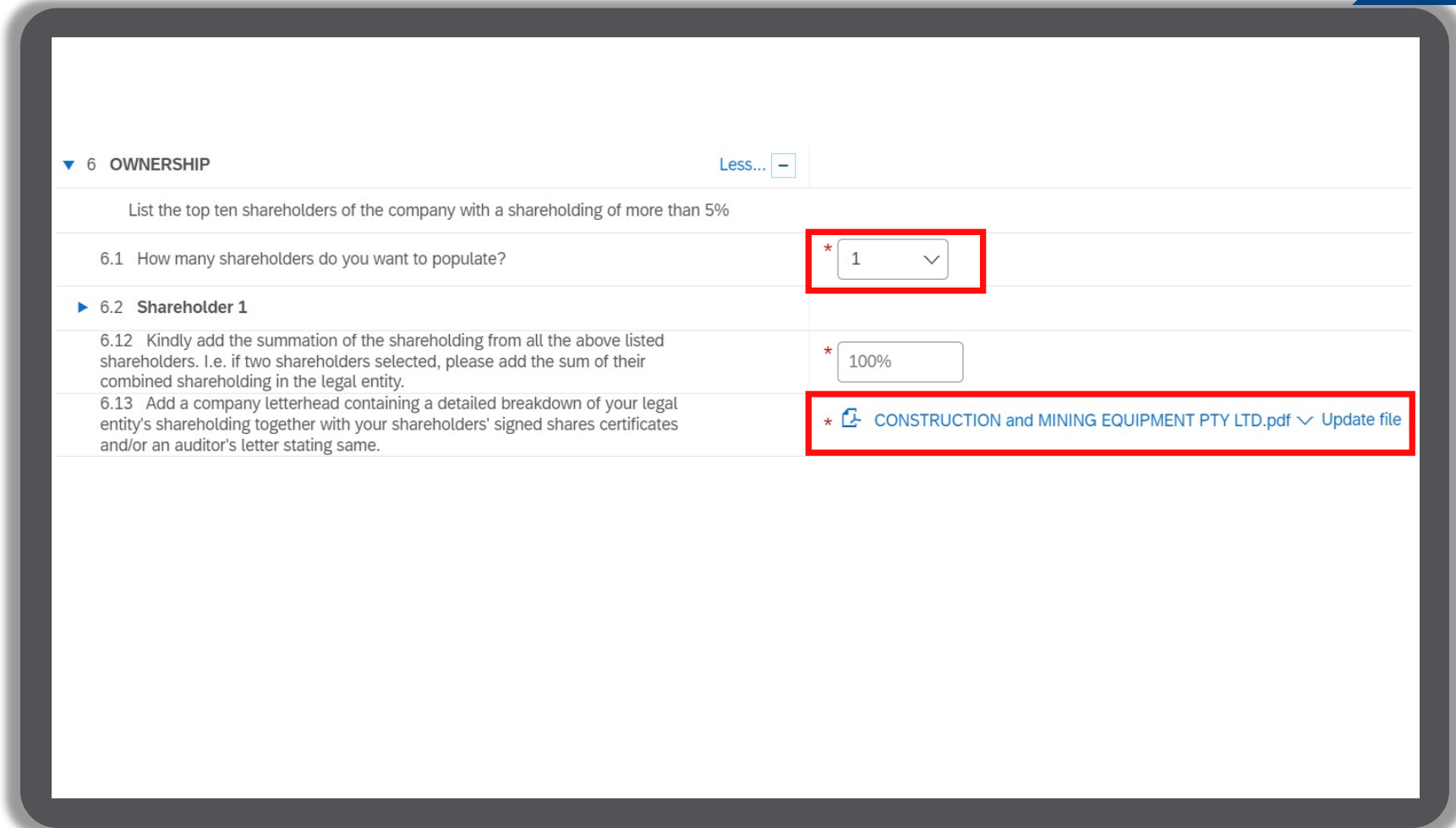
5.1 Street Address Number ⓘ	* 61
5.2 Street Address	* TRAINING MATERIAL ROAD
5.4 Province / Region	* Gauteng [GP] ▼
5.5 Municipality (GP)	* City of Johannesburg (District Mun.) ▼
5.15 City (GP)	* Cramerville ▼
5.24 Postal Code (GP)	* 0004 ▼
5.33 Please upload your proof of the address you have entered above (Document not older than three months, e.g. Telecom bill, Municipality account, lease/HP/rental agreement)	*  PROOF OF ADDRESS.pdf ▼ Update file Delete file

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

2. Complete Supplier Registration Questionnaire 1 of 2

f) Ownership

- Complete your organisation's ownership details.
- Attach a company letterhead containing a detailed breakdown of your legal entity's shareholding by clicking on **“Attach File”**.




▼ 6 OWNERSHIP Less... -

List the top ten shareholders of the company with a shareholding of more than 5%

6.1 How many shareholders do you want to populate? * 1

▶ 6.2 Shareholder 1

6.12 Kindly add the summation of the shareholding from all the above listed shareholders. I.e. if two shareholders selected, please add the sum of their combined shareholding in the legal entity. * 100%

6.13 Add a company letterhead containing a detailed breakdown of your legal entity's shareholding together with your shareholders' signed shares certificates and/or an auditor's letter stating same. *  CONSTRUCTION and MINING EQUIPMENT PTY LTD.pdf Update file

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

2. Complete Supplier Registration Questionnaire 1 of 2

g) Transformation and Empowerment

- Complete your organisation's transformation and empowerment details.
- Attach a your BBEE certificate or Affidavit


7 TRANSFORMATION AND EMPOWERMENT	
7.1 What is your BBEE Recognition Level?	* 1 <input type="button" value="v"/>
7.2 What is your Black Ownership percentage?	* 100%
7.3 What is your Black Women Ownership percentage?	* 100%
7.4 What is your Black Youth* Ownership percentage? <i>*Ownership by persons between the ages of 18-35 years as per the Mining Charter III definition</i>	* 0%
7.5 Please attach a quality copy of your BBEE certificate or Sworn Affidavit <i>(or attach a www.sanas.co.za accredited rating agency letter as proof if they are in progress of verification OR a director's letter from your company stating why you do not possess a BBEE certificate or Sworn Affidavit)</i>	* <input type="button" value="📎"/> BEE CERTIFICATE.pdf <input type="button" value="v"/> Update file Delete file
7.6 Expiry date of the BBEE Certificate or Sworn Affidavit	* Wed, 1 Nov, 2023 <input type="button" value="📅"/>

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

2. Complete Supplier Registration Questionnaire 1 of 2

h) Banking Information

- Complete your organisation's banking information.
- Attach proof of banking details on an original bank letterhead, signed and stamped by the bank. Must not be older than 90 days.

▼ 8 BANKING INFORMATION	
8.1 Location of Bank Account	* South Africa <input type="text"/>
8.3 Bank Name	* Barclays Bank <input type="text"/>
8.4 Account Number	* 5908765432 <input type="text"/>
8.5 Account Name	* Code Black Office Furniture Pty Ltd <input type="text"/>
8.7 Branch Code / Sort code	* [590000] Barclays Bank <input type="text"/>
8.8 Bank Country	* South Africa [ZA] <input type="text"/>
8.9 Account Type	* Current <input type="text"/>
8.12 Attach proof of banking details on original bank letterhead signed and stamped by bank (not older than 90 days).	*  BANK CONFIRMATION LETTER .pdf <input type="text"/> Update file Delete file
8.13 If the account holder name is different from the entity name, please select a reason for this.	* Not different <input type="text"/>
8.15 Implats maintains the highest possible standards to protect its suppliers as far as possible from possible fraudulent practices	

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1


2. Complete Supplier Registration Questionnaire 1 of 2

- i) Attention:
- Before clicking **“Submit Entire Response”**, ensure you have read the information provided in section 9 of the questionnaire.

9 NB: NEW REGISTRATIONS

AFTER SUBMITTING THIS QUESTIONNAIRE 1 OF 2, PROCEED TO POPULATING QUESTIONNAIRE 2 OF 2, OTHERWISE IMPALA WILL NOT BE ABLE TO SEE YOUR INFORMATION.

ACCESS QUESTIONNAIRE 2 OF 2 BY CLICKING ON THE LINK NAMED **“Go back to Impala Platinum Holdings Dashboard”** ON THE TOP LEFT SIDE OF THE SCREEN. Kindly refer to the attached screenshot below (click on References).

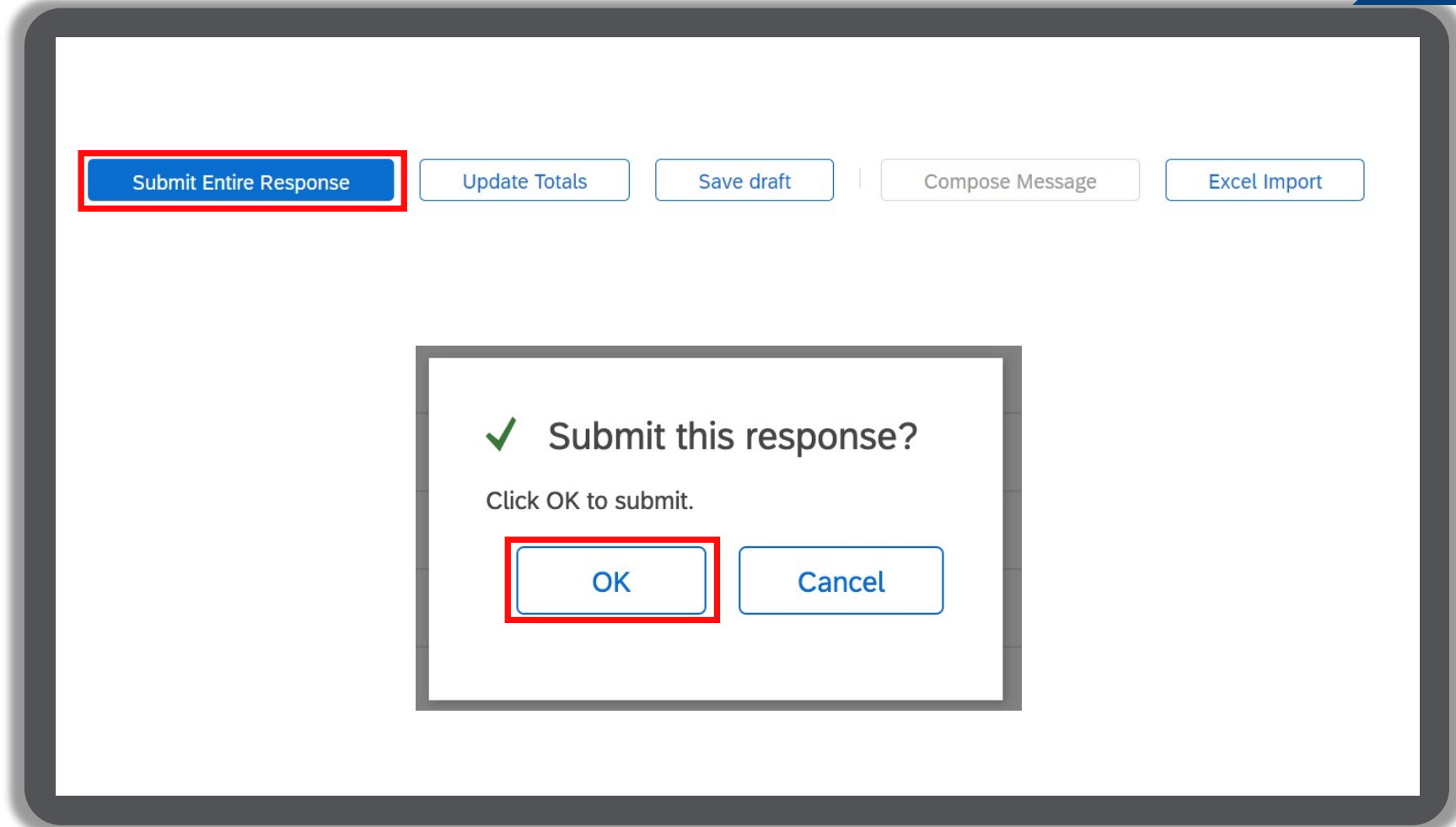
For any system of technical issues during the registration process, please send an email with your issue to aribasupport@implats.co.za, OR phone **+27 14 569 6899**  [References](#) ✓

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

2. Complete Supplier Registration Questionnaire 1 of 2

j) Submit Questionnaire for review and approval

- Ensure all sections are completed and all supporting documents are attached before submitting.
- Click on “**Submit Entire Response**”.
- Click “**OK**” to submit response for review and approval.



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

✓ Submit this response?
Click OK to submit.
OK | Cancel

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

2. Complete Supplier Registration Questionnaire 1 of 2

k) Save a draft of your questionnaire

- If you haven't finished populating the questionnaire and you wish to finish off at a later time, click on the “**Save draft**” button
- You questionnaire will be saved for later completion

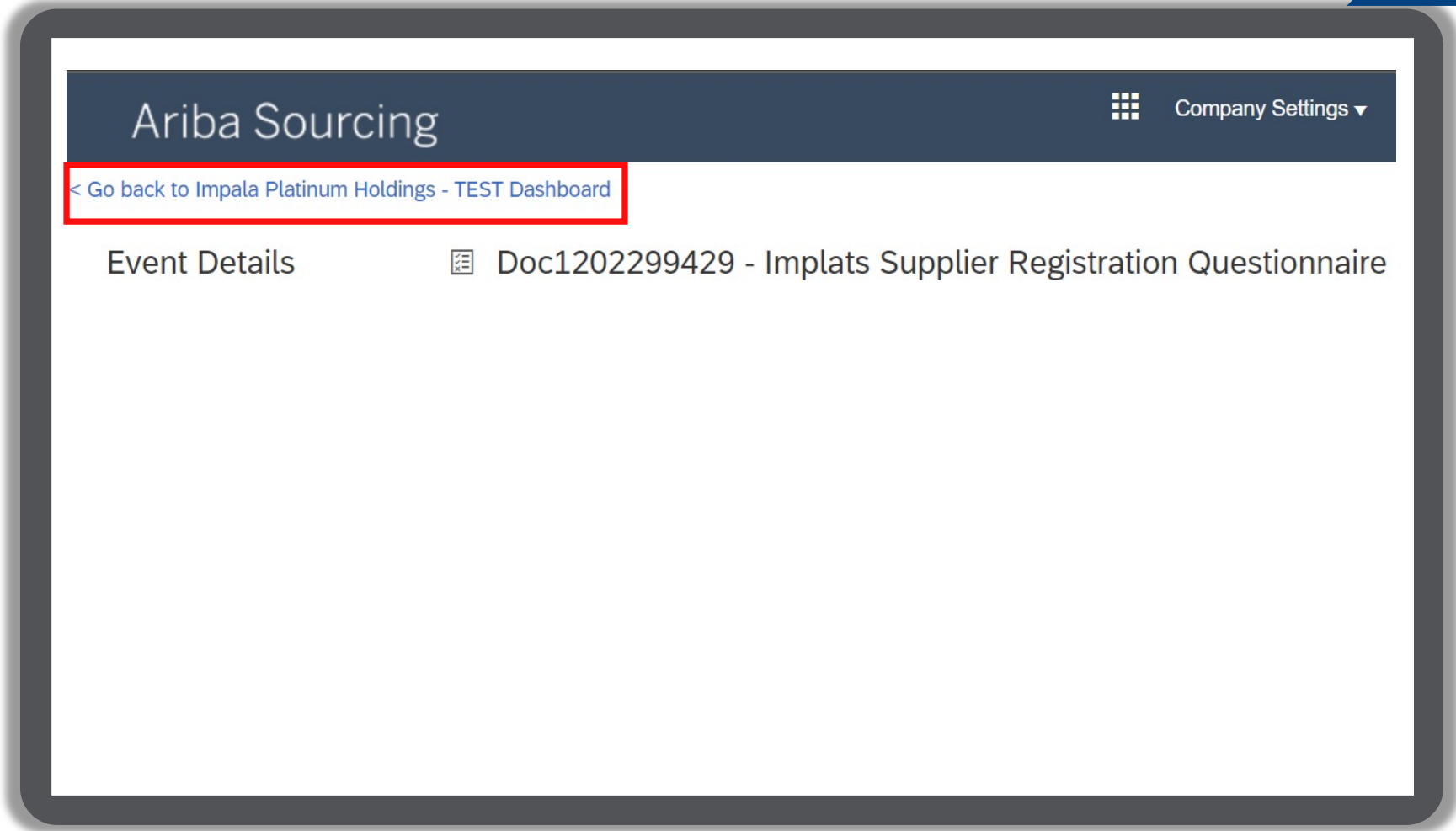


COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 2



3. Complete Supplier Registration Questionnaire 2 of 2

To navigate to Implats' Supplier Registration Questionnaire 2 of 2 click on **< Go back to Impala Platinum Holdings Dashboard >**



COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 2

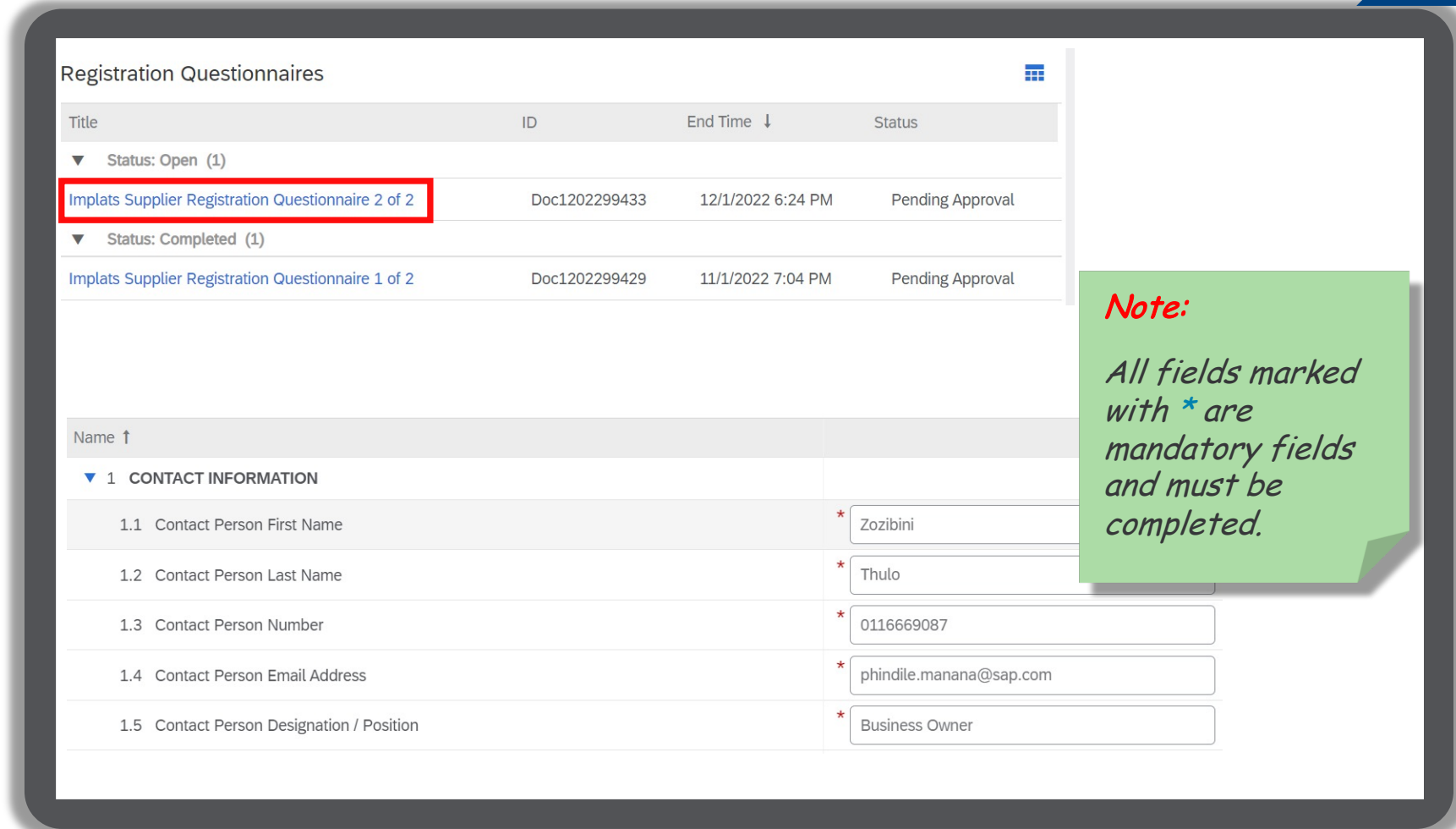
3. Complete Supplier Registration Questionnaire 2 of 2

a) Registration Questionnaires

- Navigate to your account dashboard and under Registration Questionnaires tab, click on **Implats Supplier Registration Questionnaire 2 of 2**.

b) Contact Information

- Supply your contact information



Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Implats Supplier Registration Questionnaire 2 of 2	Doc1202299433	12/1/2022 6:24 PM	Pending Approval
▼ Status: Completed (1)			
Implats Supplier Registration Questionnaire 1 of 2	Doc1202299429	11/1/2022 7:04 PM	Pending Approval

Name ↑	
▼ 1 CONTACT INFORMATION	
1.1 Contact Person First Name *	<input type="text" value="Zozibini"/>
1.2 Contact Person Last Name *	<input type="text" value="Thulo"/>
1.3 Contact Person Number *	<input type="text" value="0116669087"/>
1.4 Contact Person Email Address *	<input type="text" value="phindile.manana@sap.com"/>
1.5 Contact Person Designation / Position *	<input type="text" value="Business Owner"/>

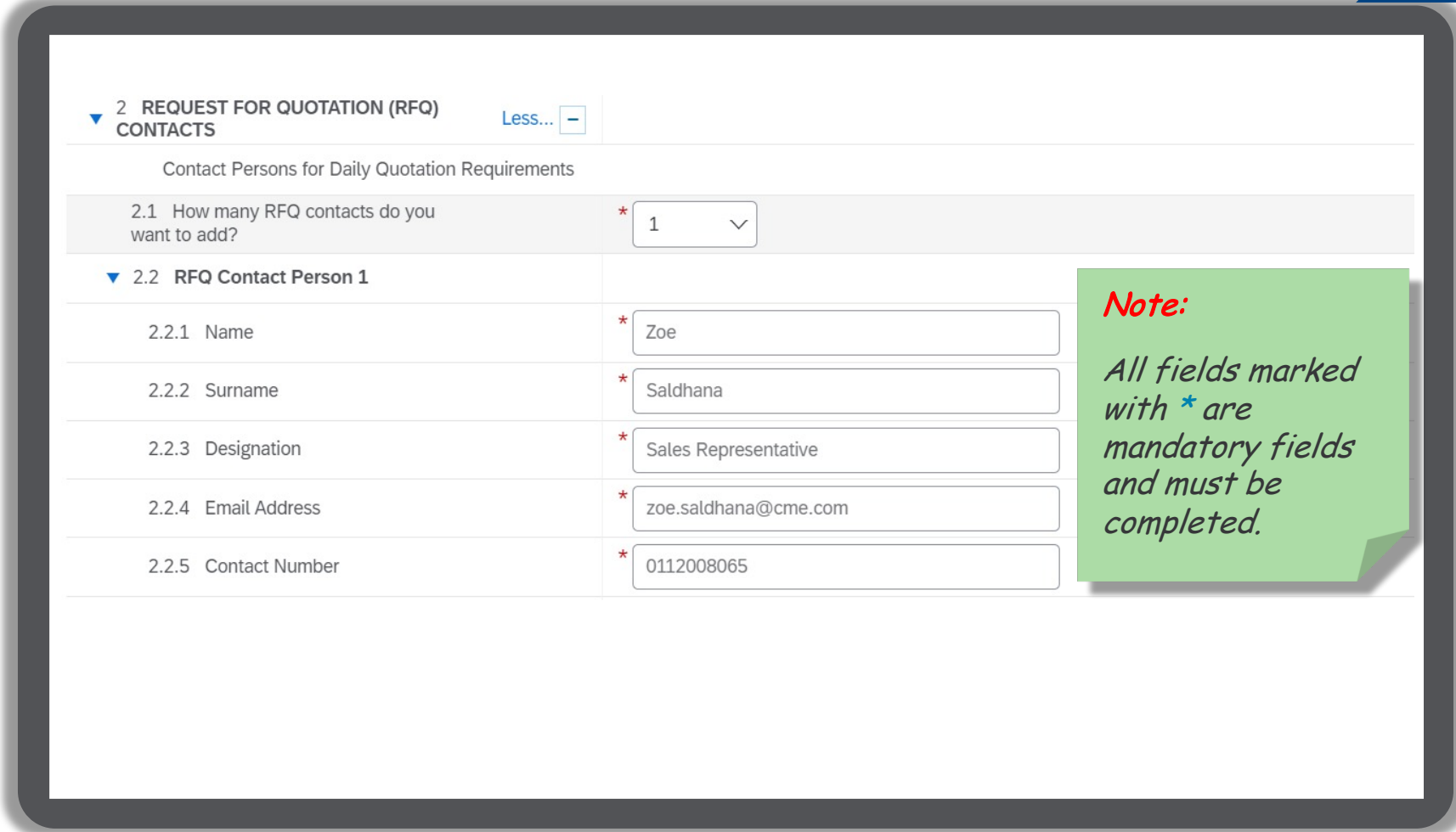
Note:
All fields marked with * are mandatory fields and must be completed.

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 2

3. Complete Supplier Registration Questionnaire 2 of 2

c) RFQ Contacts

- Supply details of the RFQ contact person(s)



The screenshot shows a web form for '2 REQUEST FOR QUOTATION (RFQ) CONTACTS'. The form is titled 'Contact Persons for Daily Quotation Requirements'. It contains several fields, all marked with an asterisk (*) to indicate they are mandatory. The fields are: 2.1 How many RFQ contacts do you want to add? (value: 1), 2.2.1 Name (value: Zoe), 2.2.2 Surname (value: Saldhana), 2.2.3 Designation (value: Sales Representative), 2.2.4 Email Address (value: zoe.saldhana@cme.com), and 2.2.5 Contact Number (value: 0112008065). A green note box on the right side of the form states: 'Note: All fields marked with * are mandatory fields and must be completed.'

2 REQUEST FOR QUOTATION (RFQ) CONTACTS	
Contact Persons for Daily Quotation Requirements	
2.1 How many RFQ contacts do you want to add?	* 1
2.2 RFQ Contact Person 1	
2.2.1 Name	* Zoe
2.2.2 Surname	* Saldhana
2.2.3 Designation	* Sales Representative
2.2.4 Email Address	* zoe.saldhana@cme.com
2.2.5 Contact Number	* 0112008065

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 2

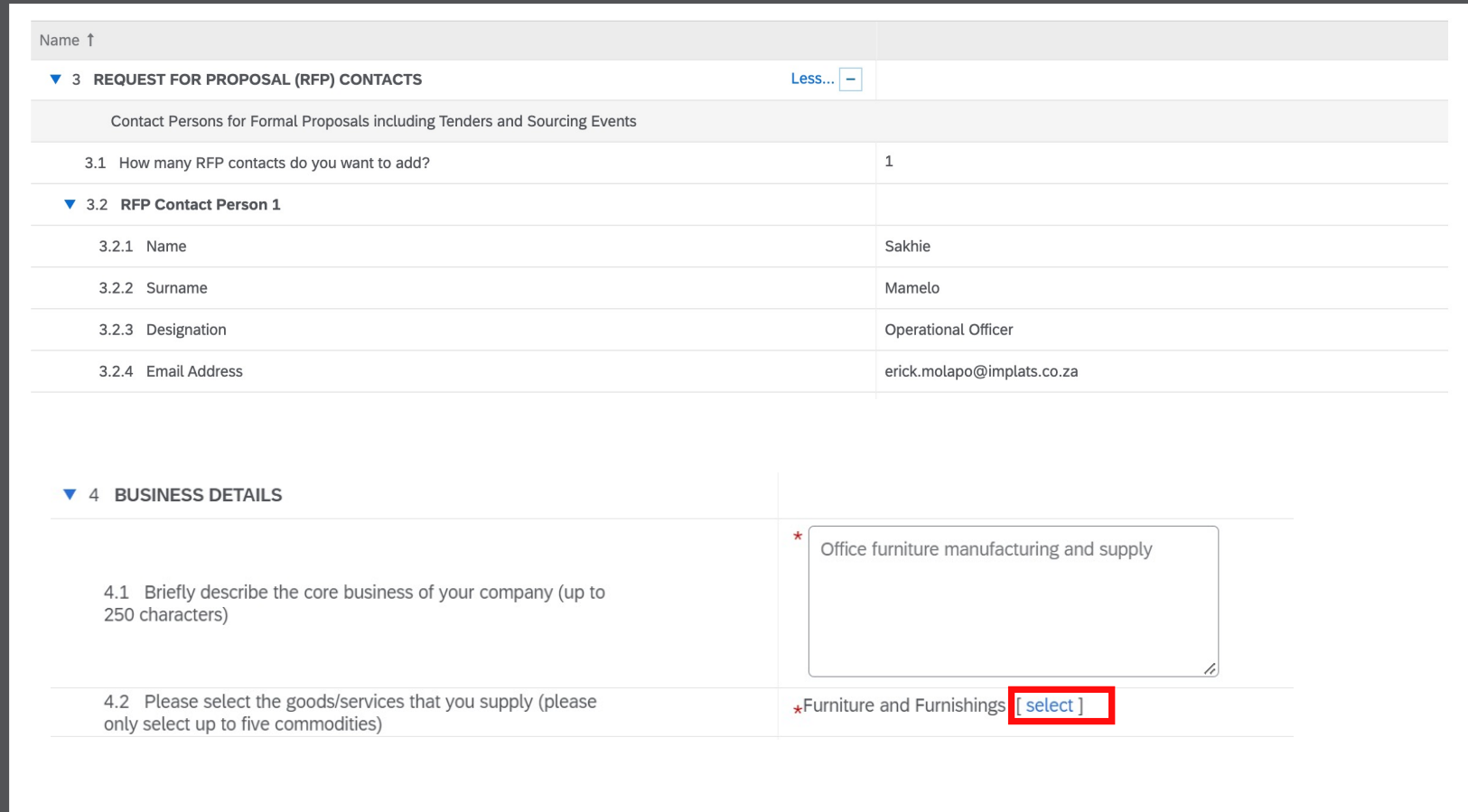
3. Complete Supplier Registration Questionnaire 2 of 2

d) RFP Contacts

- Supply details of the RFP contacts person(s).

e) Business Details

- Supply details about your company's core business. Always remember everything marked with * is mandatory.
- Select the goods and services that you supply. Please select only up to 5 commodities. Click on **select** button



The screenshot shows the 'REQUEST FOR PROPOSAL (RFP) CONTACTS' section of the questionnaire. It includes a table for contact details and a section for business details.

Name ↑	
▼ 3 REQUEST FOR PROPOSAL (RFP) CONTACTS Less... -	
Contact Persons for Formal Proposals including Tenders and Sourcing Events	
3.1 How many RFP contacts do you want to add?	1
▼ 3.2 RFP Contact Person 1	
3.2.1 Name	Sakhie
3.2.2 Surname	Mamelo
3.2.3 Designation	Operational Officer
3.2.4 Email Address	erick.molapo@implats.co.za

▼ 4 BUSINESS DETAILS	
4.1 Briefly describe the core business of your company (up to 250 characters)	* Office furniture manufacturing and supply
4.2 Please select the goods/services that you supply (please only select up to five commodities)	*Furniture and Furnishings [select]

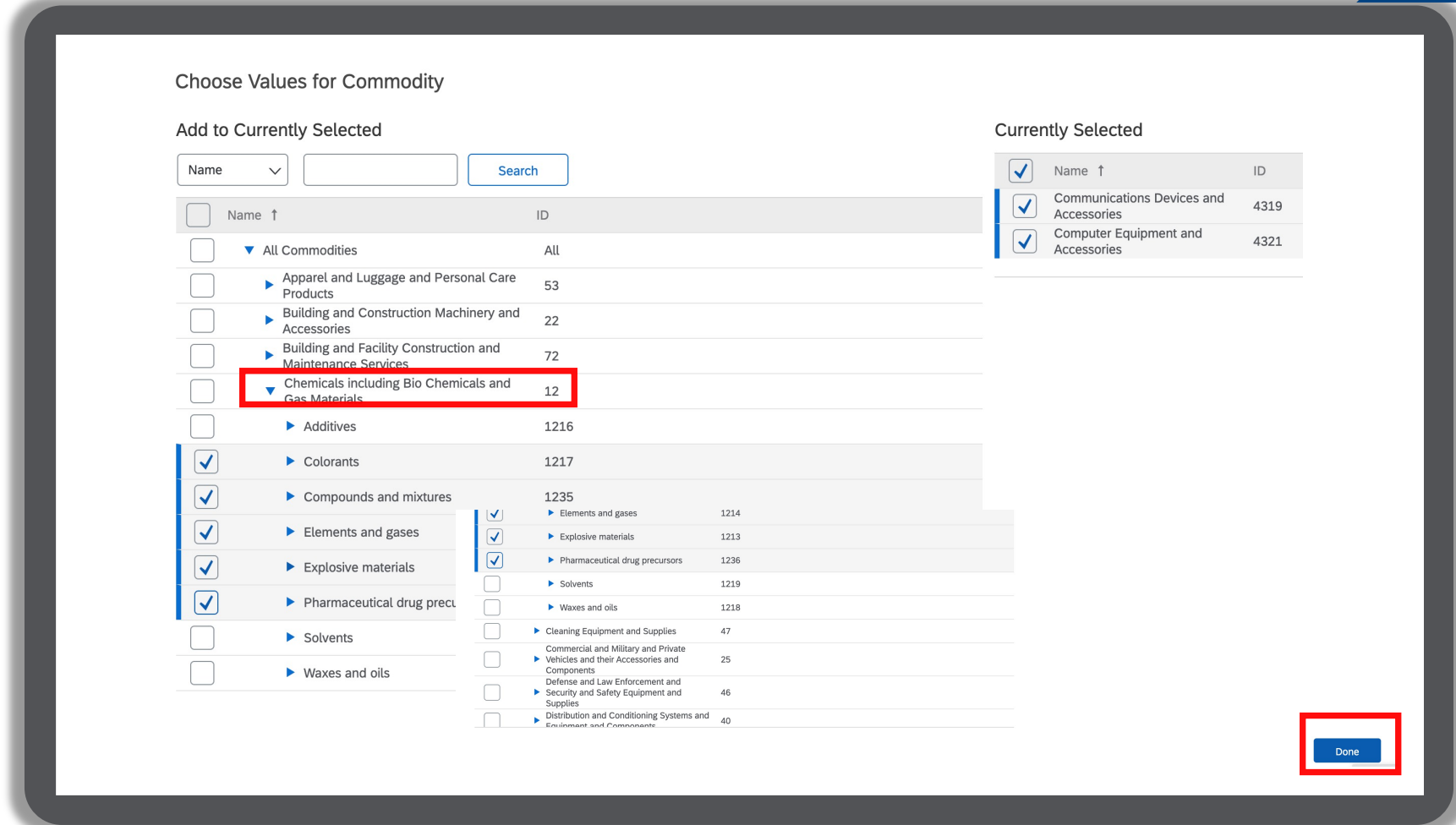
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 2



3. Complete Supplier Registration Questionnaire 2 of 2

f) Choose Values for Commodity

- Select the first level commodity that you provide, to get a list of level 2 commodities
- Select the commodities that you provide.
- Click on **Done** when completed selecting your 5 commodities that you provide. Your commodities are added to your profile



Choose Values for Commodity

Add to Currently Selected

Name

<input type="checkbox"/>	Name ↑	ID
<input type="checkbox"/>	▼ All Commodities	All
<input type="checkbox"/>	▶ Apparel and Luggage and Personal Care Products	53
<input type="checkbox"/>	▶ Building and Construction Machinery and Accessories	22
<input type="checkbox"/>	▶ Building and Facility Construction and Maintenance Services	72
<input type="checkbox"/>	▼ Chemicals including Bio Chemicals and Gas Materials	12
<input type="checkbox"/>	▶ Additives	1216
<input checked="" type="checkbox"/>	▶ Colorants	1217
<input checked="" type="checkbox"/>	▶ Compounds and mixtures	1235
<input checked="" type="checkbox"/>	▶ Elements and gases	
<input checked="" type="checkbox"/>	▶ Explosive materials	
<input checked="" type="checkbox"/>	▶ Pharmaceutical drug precursors	
<input type="checkbox"/>	▶ Solvents	
<input type="checkbox"/>	▶ Waxes and oils	

<input checked="" type="checkbox"/>	Name ↑	ID
<input checked="" type="checkbox"/>	Communications Devices and Accessories	4319
<input checked="" type="checkbox"/>	Computer Equipment and Accessories	4321

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 2

3. Complete Supplier Registration Questionnaire 2 of 2

g) Entity Officials contact details

- Complete all the mandatory fields

▼ 5.1 CEO / Managing Director / Managing Partner	
5.1.1 Name	* <input type="text" value="Zozibini"/>
5.1.2 Surname	* <input type="text" value="Thulo"/>
5.1.3 Title / Designation	* <input type="text" value="CEO"/>
5.1.4 Office Phone Number	* <input type="text" value="0116669087"/>
5.1.5 Mobile Phone Number	* <input type="text" value="0763379031"/>
5.1.6 Email Address	* <input type="text" value="phindile.manana@sap.com"/>
5.1.7 Country of Citizenship	* <input type="text" value="South Africa [ZA]"/>
5.1.8 ID / Passport Number	* <input type="text" value="7206300757089"/>
5.1.9 Do you need to add another partner?	* <input type="text" value="No"/>

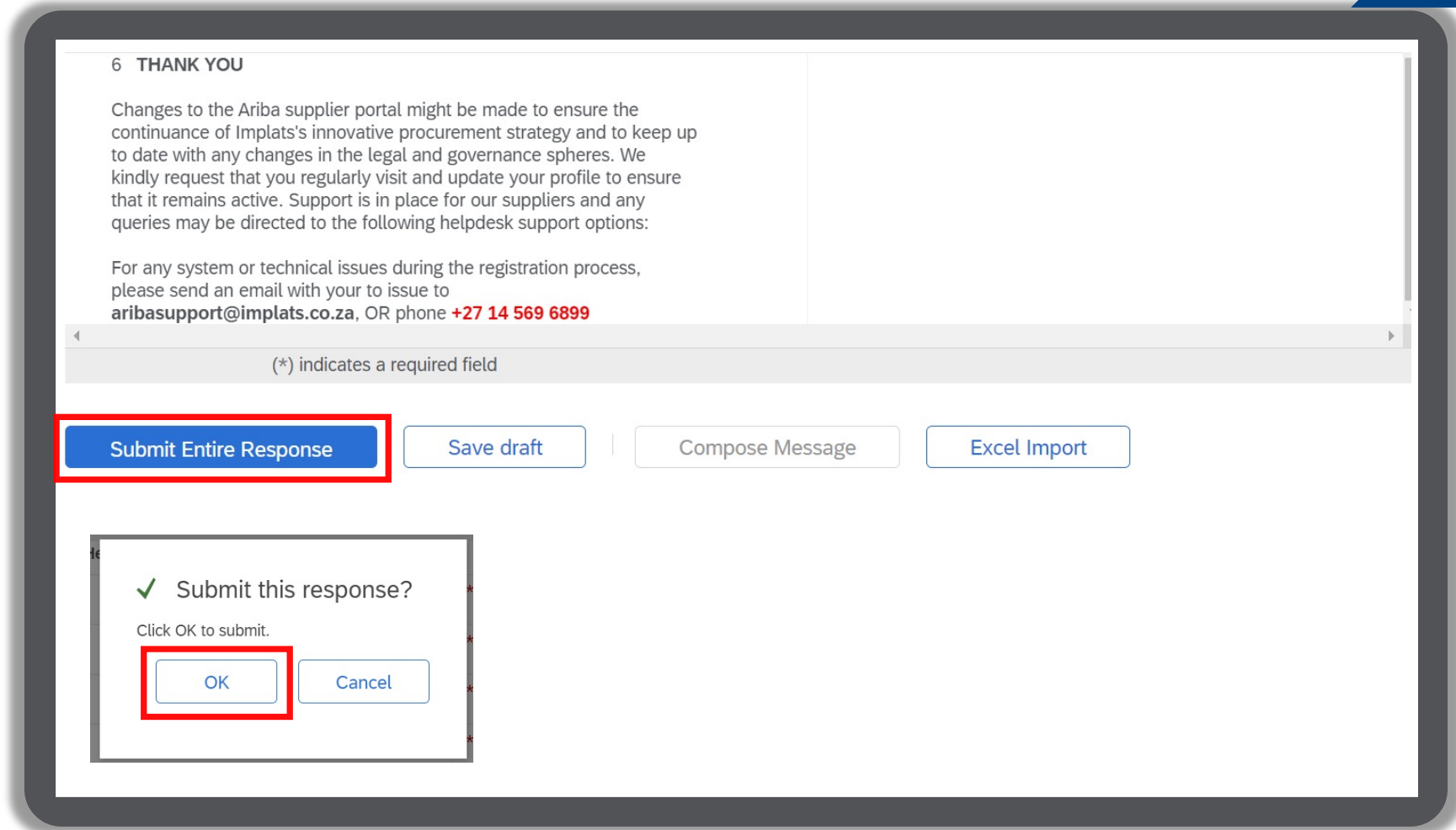
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 2



3. Complete Supplier Registration Questionnaire 2 of 2

- h) Once all the required information has been provided, click on **“Submit Entire Response”**

Then click on **“Ok”** to submit and exit the questionnaire



6 THANK YOU

Changes to the Ariba supplier portal might be made to ensure the continuance of Implats's innovative procurement strategy and to keep up to date with any changes in the legal and governance spheres. We kindly request that you regularly visit and update your profile to ensure that it remains active. Support is in place for our suppliers and any queries may be directed to the following helpdesk support options:

For any system or technical issues during the registration process, please send an email with your to issue to aribasupport@implats.co.za, OR phone **+27 14 569 6899**

(*) indicates a required field

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

✔ Submit this response?
Click OK to submit.

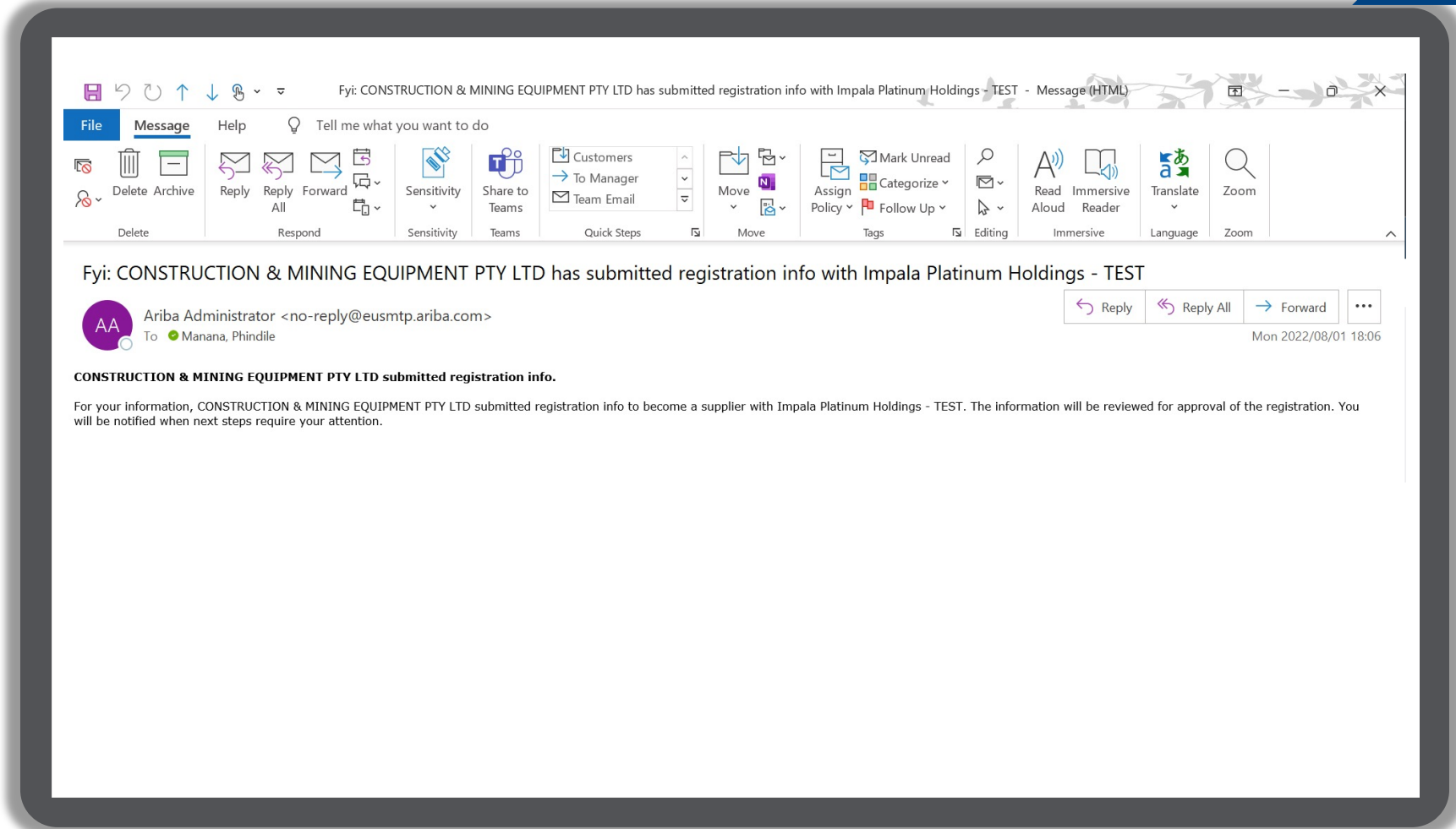
OK | Cancel

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 2

3. Complete Supplier Registration Questionnaire 2 of 2

i) E-mail notification

- Be on the look out for an e-mail notification advising you of next steps that might be expected of you to conclude your registration.



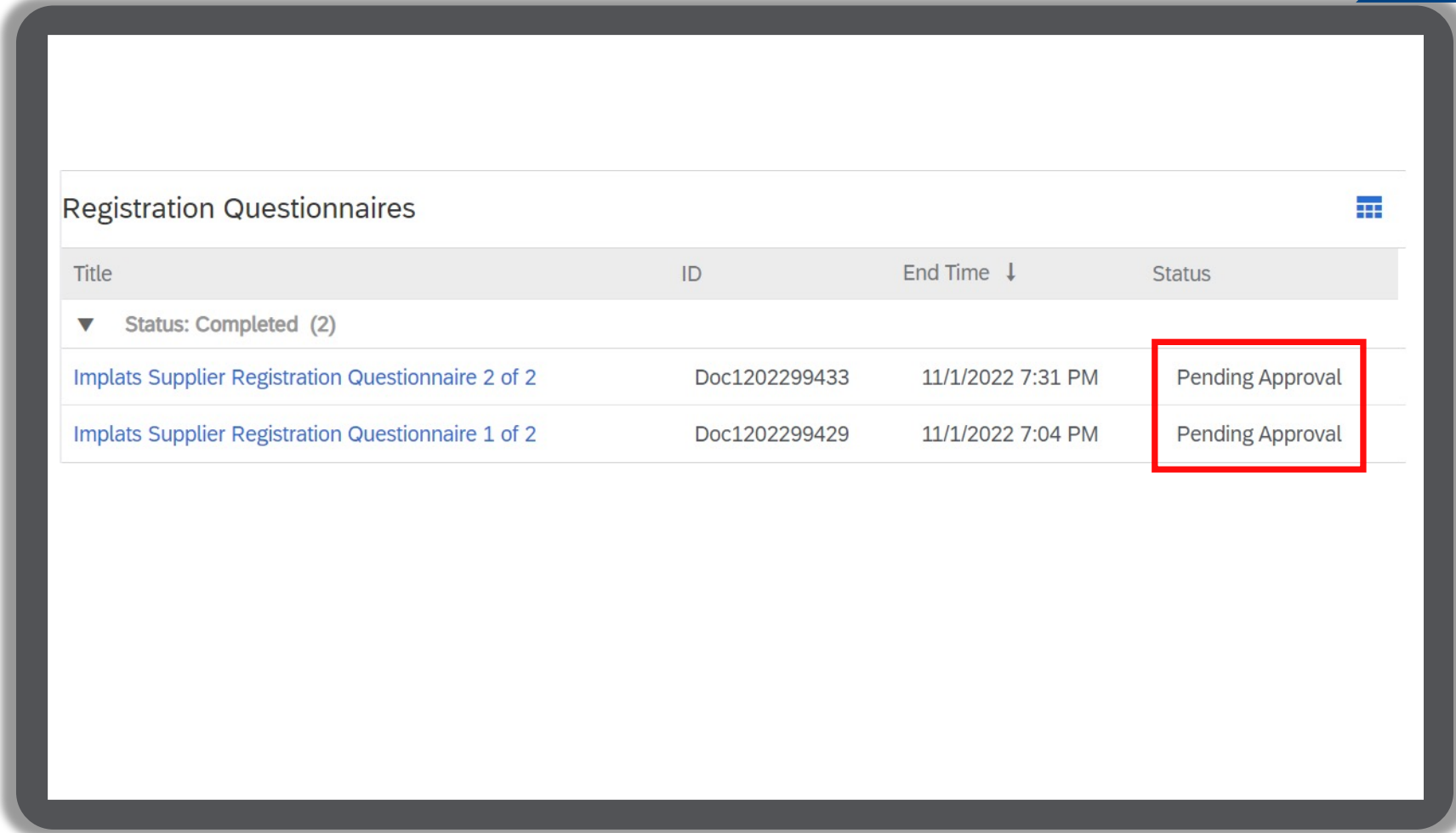
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRES



3. Complete Supplier Registration Questionnaires

j) Registration questionnaires statuses

- Check the status of your registration from your Ariba Sourcing Account. If the status is “**Pending Approval**”, your questionnaire has not yet been fully approved by Implats.



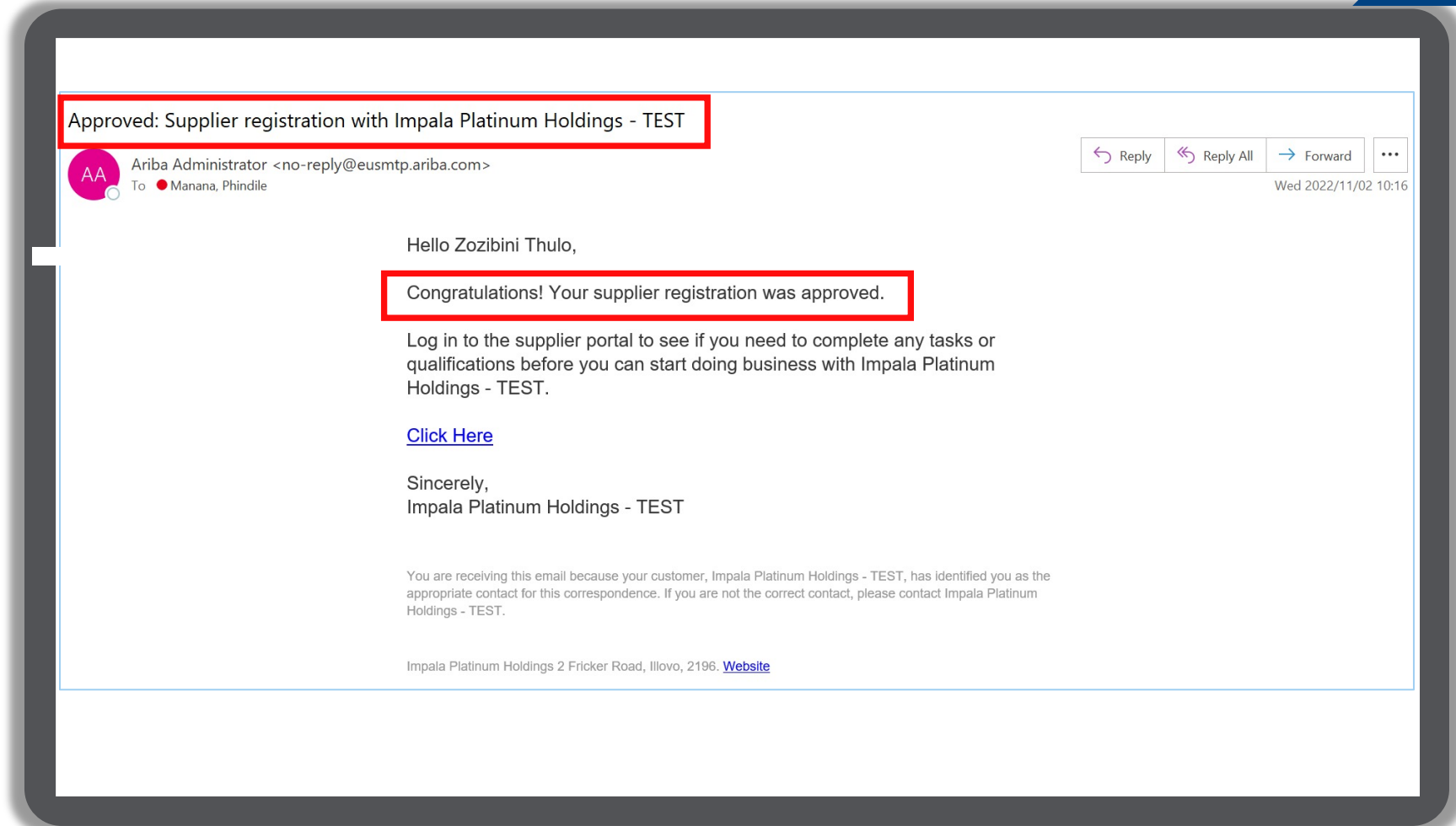
Title	ID	End Time ↓	Status
▼ Status: Completed (2)			
Implats Supplier Registration Questionnaire 2 of 2	Doc1202299433	11/1/2022 7:31 PM	Pending Approval
Implats Supplier Registration Questionnaire 1 of 2	Doc1202299429	11/1/2022 7:04 PM	Pending Approval

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRES

3. Complete Supplier Registration Questionnaires

k) Registration Status

- You will receive an e-mail confirming your registration status, once your data is approved by Implats.



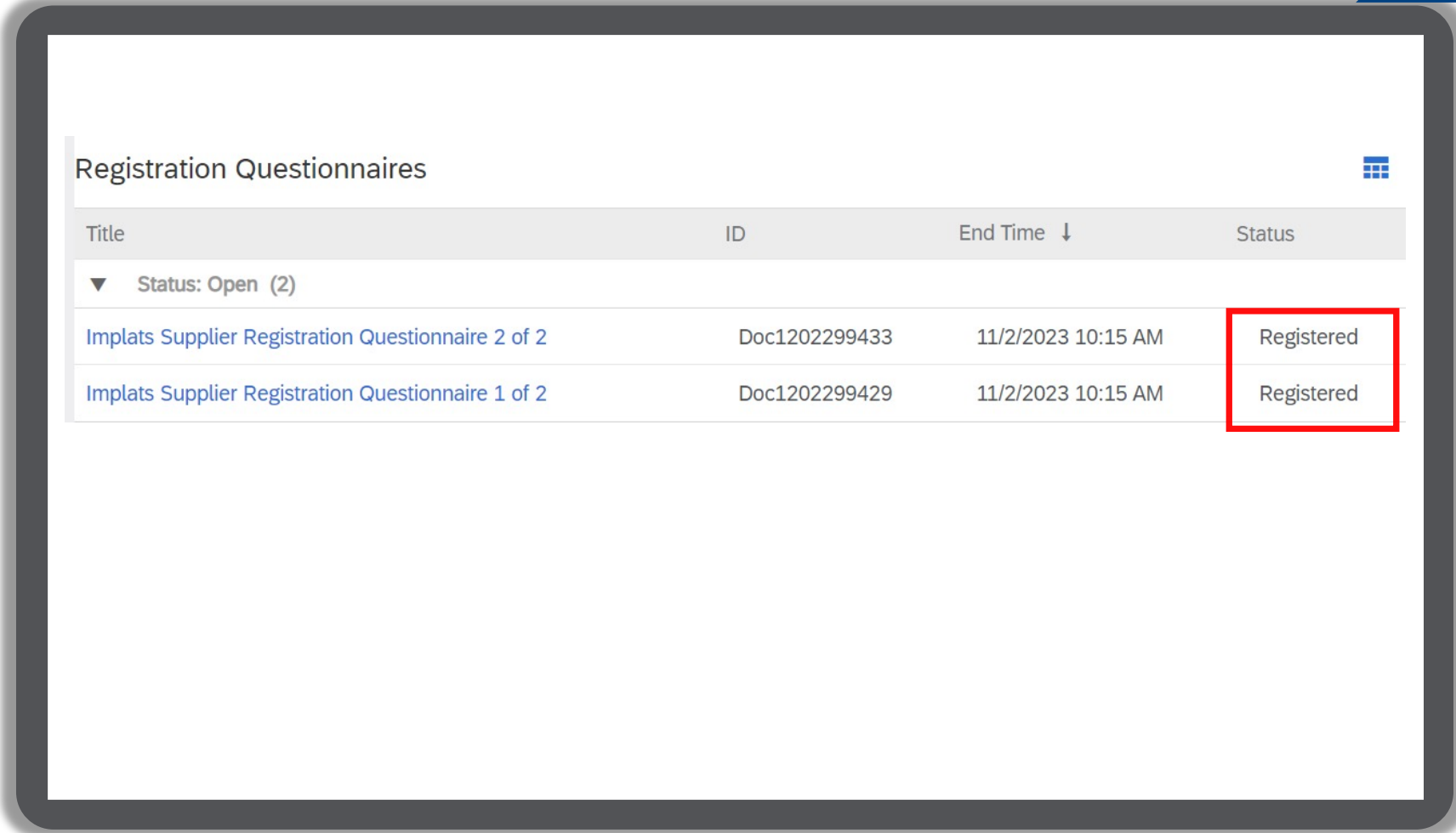
COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE



3. Complete Supplier Registration Questionnaire 2 of 2

I) Registration Status

- Once approved your status will be updated to **“Registered”** and you are a fully registered supplier with Implats.



Title	ID	End Time ↓	Status
▼ Status: Open (2)			
Implats Supplier Registration Questionnaire 2 of 2	Doc1202299433	11/2/2023 10:15 AM	Registered
Implats Supplier Registration Questionnaire 1 of 2	Doc1202299429	11/2/2023 10:15 AM	Registered

MAINTAINING YOUR SUPPLIER INFORMATION

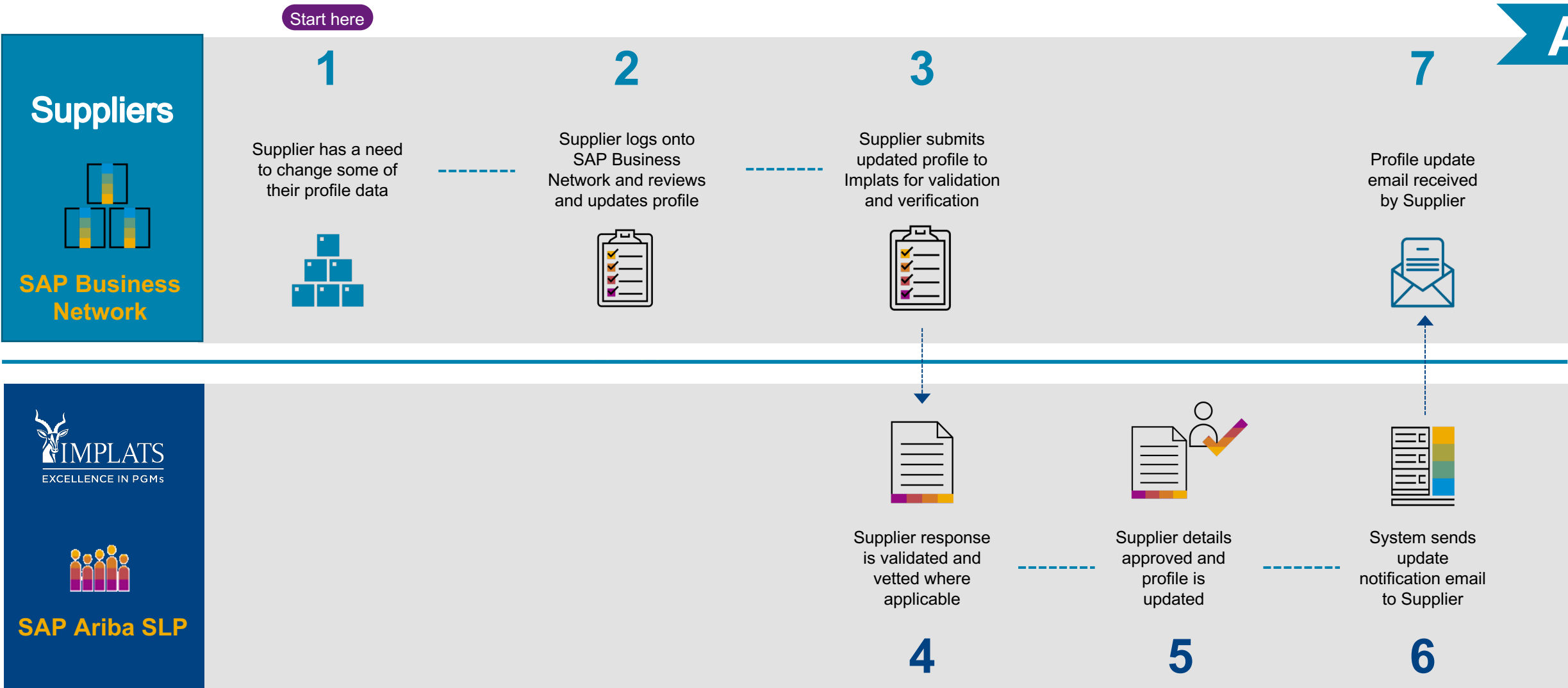
A ABOUT REGISTRATION
PROCESS FLOW

C MAINTAINING YOUR SUPPLIER
INFORMATION

B LOGIN TO YOUR SAP BUSINESS
NETWORK ACCOUNT

D ADDING ADDITIONAL USERS

HIGH-LEVEL SUPPLIER PROFILE MAINTENANCE PROCESS FLOW



A

EXISTING REGISTERED SUPPLIERS

A

Existing Registered Suppliers as on 28 November 2022

- From 28 November 2022, existing registered suppliers must log into the SAP Business Network with their **current credentials** and review and update their profile data on their Supplier Registration Questionnaires, to ensure that their data is complete and up to date.
- The registered questions, as shown on the next page, are critical and must be completed and updated.
- **It is imperative that all existing suppliers log in and update the fields shown on the following page. Failure to do this may result in suppliers missing out on sourcing events as their data will not be complete and up to date.**



FIELDS TO BE UPDATED AND COMPLETED



Question No	Supplier Registration Questionnaire 1 of 2
2.1	Kindly download and populate the attached director consent template and upload the duly signed version.
4.27	Select dominant type / nature of business
4.28	Please select your entity size based on turnover (according to your latest Affidavit / BBBEE Verification Certificate)
4.29	Attach a letter from your local inland tax authority / inland revenue office.
5.13	Physical Registered Business Address - Municipality
5.14	Physical Registered Business Address - City
5.33	Please upload your proof of the address you have entered above (FICA)
6.2.10&11	Select a community from the drop-down list from which the shareholder originates
6.12	Kindly add the summation of the shareholding from all the above listed shareholders.
7.1	What is your Recognition Level (e.g. 1, 4)?
7.2	What is your Black Ownership percentage?
7.3	What is your Black Women Ownership percentage?
7.4	What is your Black Youth* Ownership percentage?*Ownership by persons between the ages of 18-35 years as per the Mining Charter III definition
8.3	Bank Name (for ZA companies)
8.7	Branch Code (for ZA companies)
Question No	Supplier Registration Questionnaire 2 of 2
2.2	RFQ Contact Persons
3.2	RFP Contact Persons
4.1	Briefly describe the core business of your company (up to 250 characters)
4.2	Select goods/services (commodities) that you supply (max. 5)

A ABOUT REGISTRATION
PROCESS FLOW

C MAINTAINING YOUR SUPPLIER
INFORMATION

B LOGIN TO YOUR SAP BUSINESS
NETWORK ACCOUNT

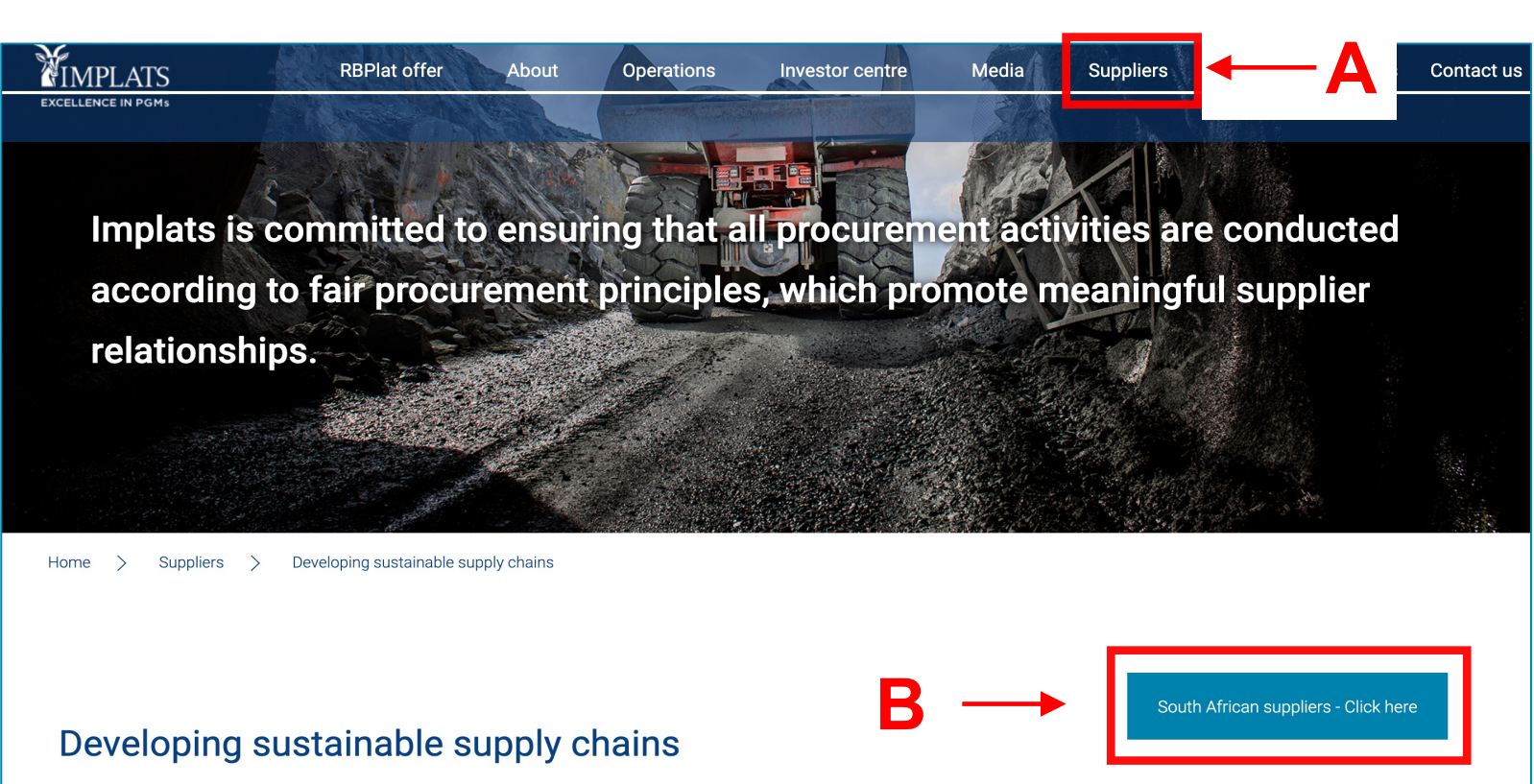
D ADDING ADDITIONAL USERS

MAINTAINING YOUR SUPPLIER INFORMATION

B

Login to your SAP Business Network account

1. Visit Implats' website at www.implats.co.za
 - A. Click on **"Suppliers"** in the top menu bar
 - B. When the supplier page has opened, click on the **"South African Suppliers"** button



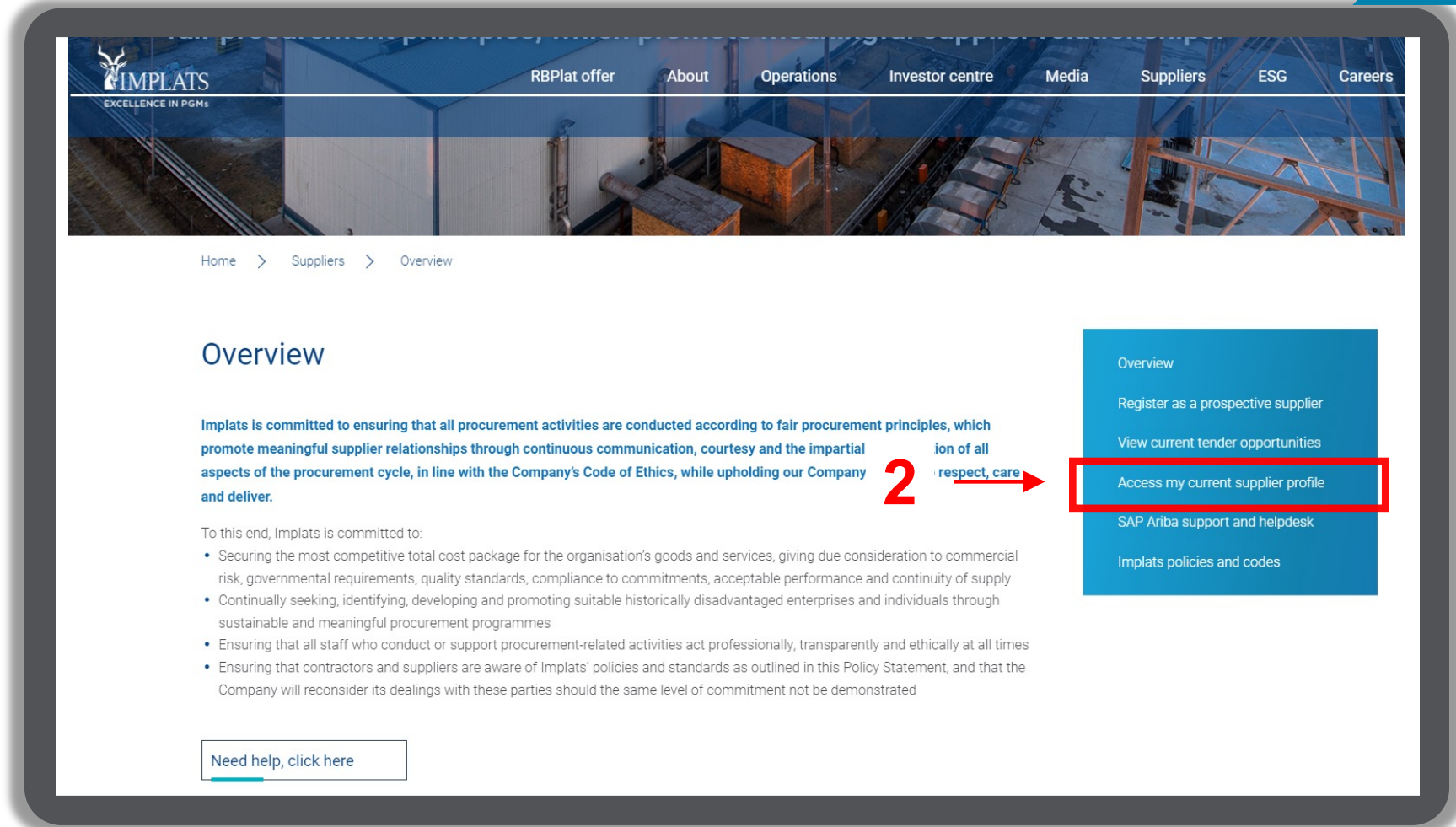
The screenshot shows the Implats website interface. At the top, there is a navigation menu with the following items: RBPlat offer, About, Operations, Investor centre, Media, **Suppliers** (highlighted with a red box and labeled 'A'), and Contact us. Below the menu is a large banner image of a mining truck with the text: "Implats is committed to ensuring that all procurement activities are conducted according to fair procurement principles, which promote meaningful supplier relationships." Below the banner is a breadcrumb trail: Home > Suppliers > Developing sustainable supply chains. At the bottom of the page, there is a section titled "Developing sustainable supply chains" with a button labeled "South African suppliers - Click here" (highlighted with a red box and labeled 'B').

MAINTAINING YOUR SUPPLIER INFORMATION

B

Login to your SAP Business Network account

- From the Overview page select **“Access my current supplier profile”** in the menu on the right.



Home > Suppliers > Overview

Overview

Implats is committed to ensuring that all procurement activities are conducted according to fair procurement principles, which promote meaningful supplier relationships through continuous communication, courtesy and the impartial aspects of the procurement cycle, in line with the Company's Code of Ethics, while upholding our Company and deliver. **2** respect, care

To this end, Implants is committed to:

- Securing the most competitive total cost package for the organisation's goods and services, giving due consideration to commercial risk, governmental requirements, quality standards, compliance to commitments, acceptable performance and continuity of supply
- Continually seeking, identifying, developing and promoting suitable historically disadvantaged enterprises and individuals through sustainable and meaningful procurement programmes
- Ensuring that all staff who conduct or support procurement-related activities act professionally, transparently and ethically at all times
- Ensuring that contractors and suppliers are aware of Implants' policies and standards as outlined in this Policy Statement, and that the Company will reconsider its dealings with these parties should the same level of commitment not be demonstrated

Need help, click here

- Overview
- Register as a prospective supplier
- View current tender opportunities
- Access my current supplier profile
- SAP Ariba support and helpdesk
- Implats policies and codes

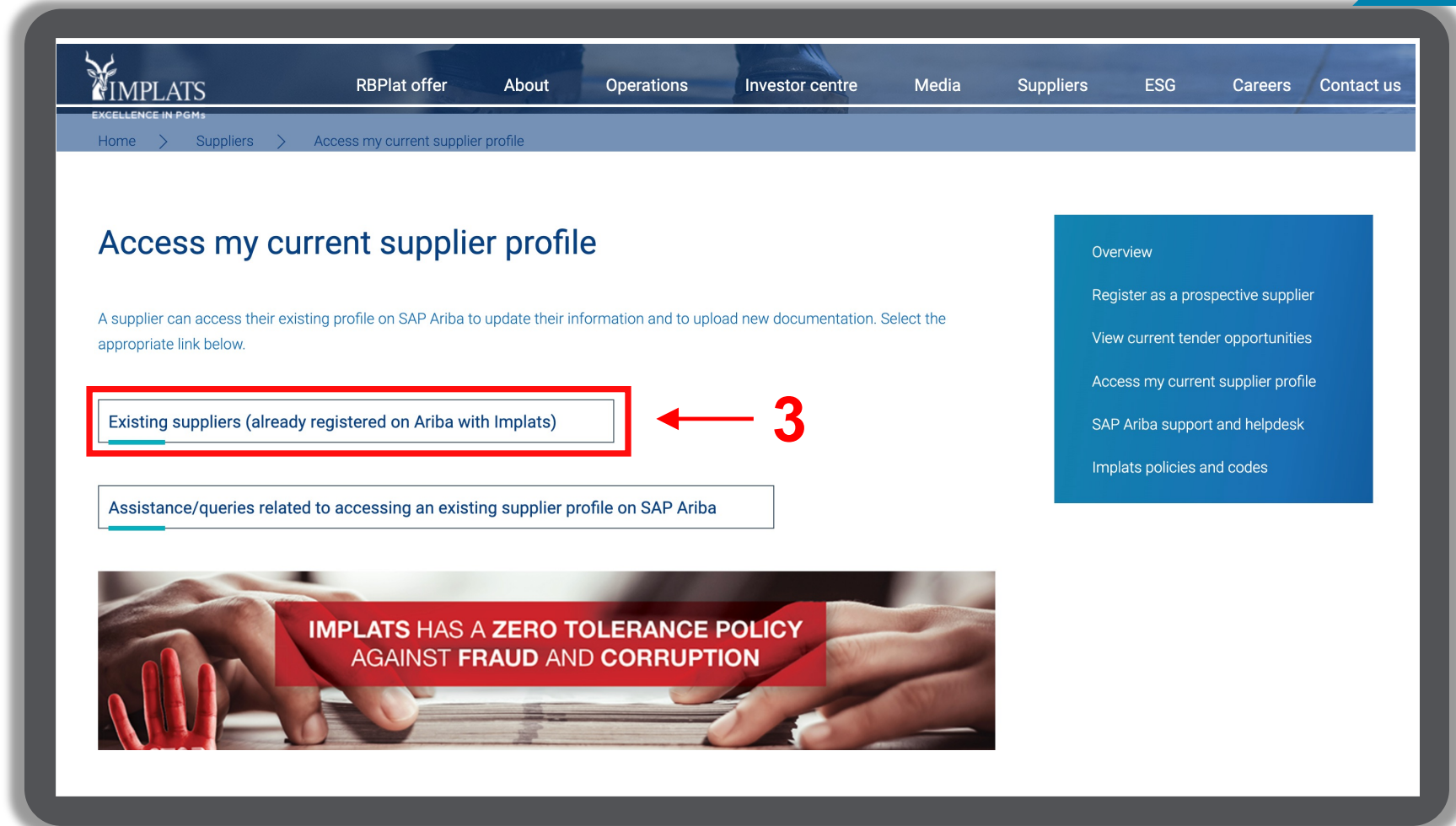
MAINTAINING YOUR SUPPLIER INFORMATION



Login to your SAP Business Network account

- When the “Access my current supplier profile” page opens, click on “**Existing suppliers (already registered on Ariba with Implats)**”.

Alternatively, access the following link from your browser
<https://service.ariba.com/Sourcing.aw>



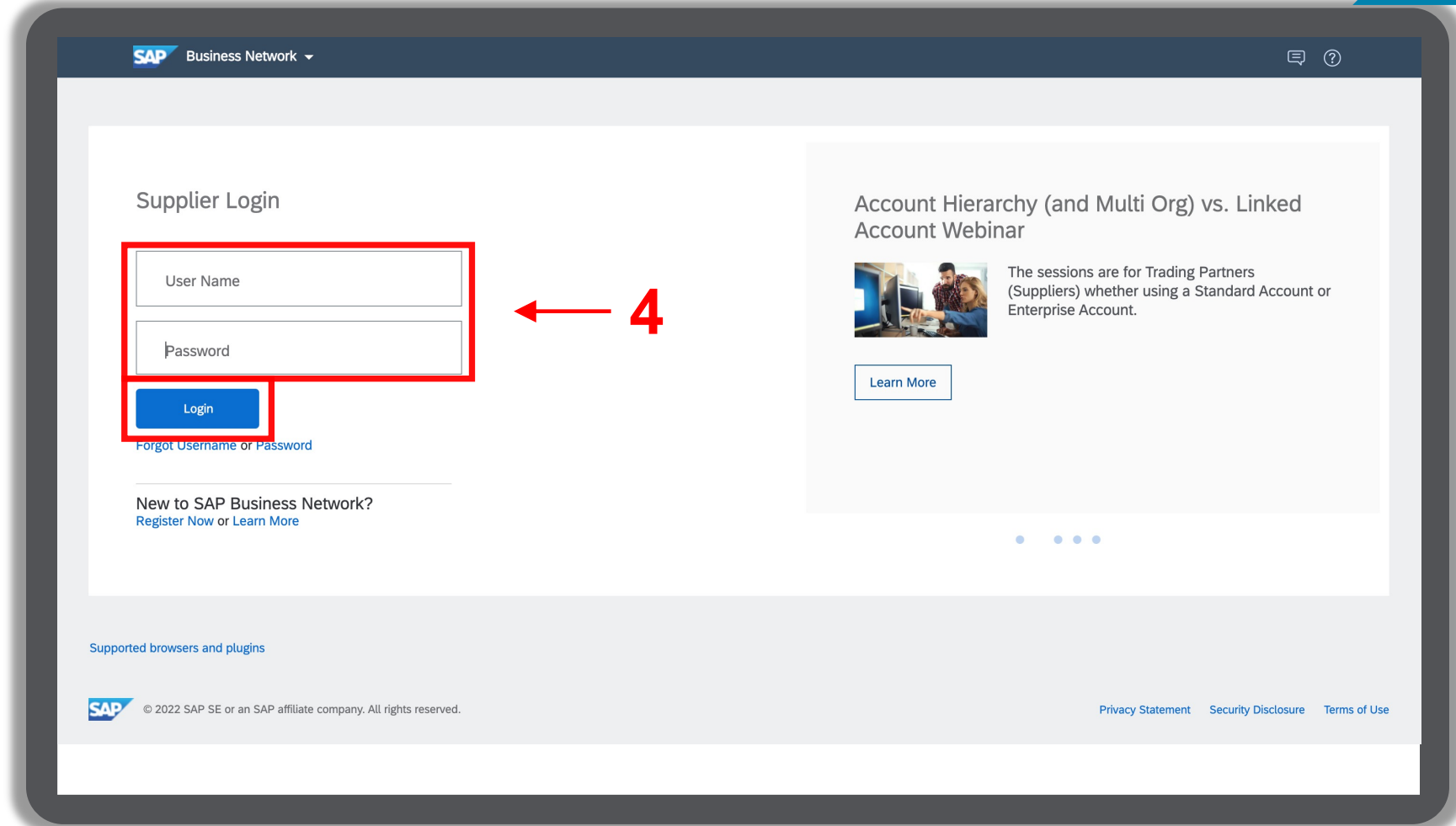
MAINTAINING YOUR SUPPLIER INFORMATION

B

Login to your SAP Business Network account

4. Enter your **username** and **password**.

Click on **“Login”**.



SAP Business Network

Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

New to SAP Business Network?
[Register Now](#) or [Learn More](#)

Account Hierarchy (and Multi Org) vs. Linked Account Webinar

The sessions are for Trading Partners (Suppliers) whether using a Standard Account or Enterprise Account.

[Learn More](#)

Supported browsers and plugins

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A ABOUT REGISTRATION
PROCESS FLOW

C MAINTAINING YOUR SUPPLIER
INFORMATION

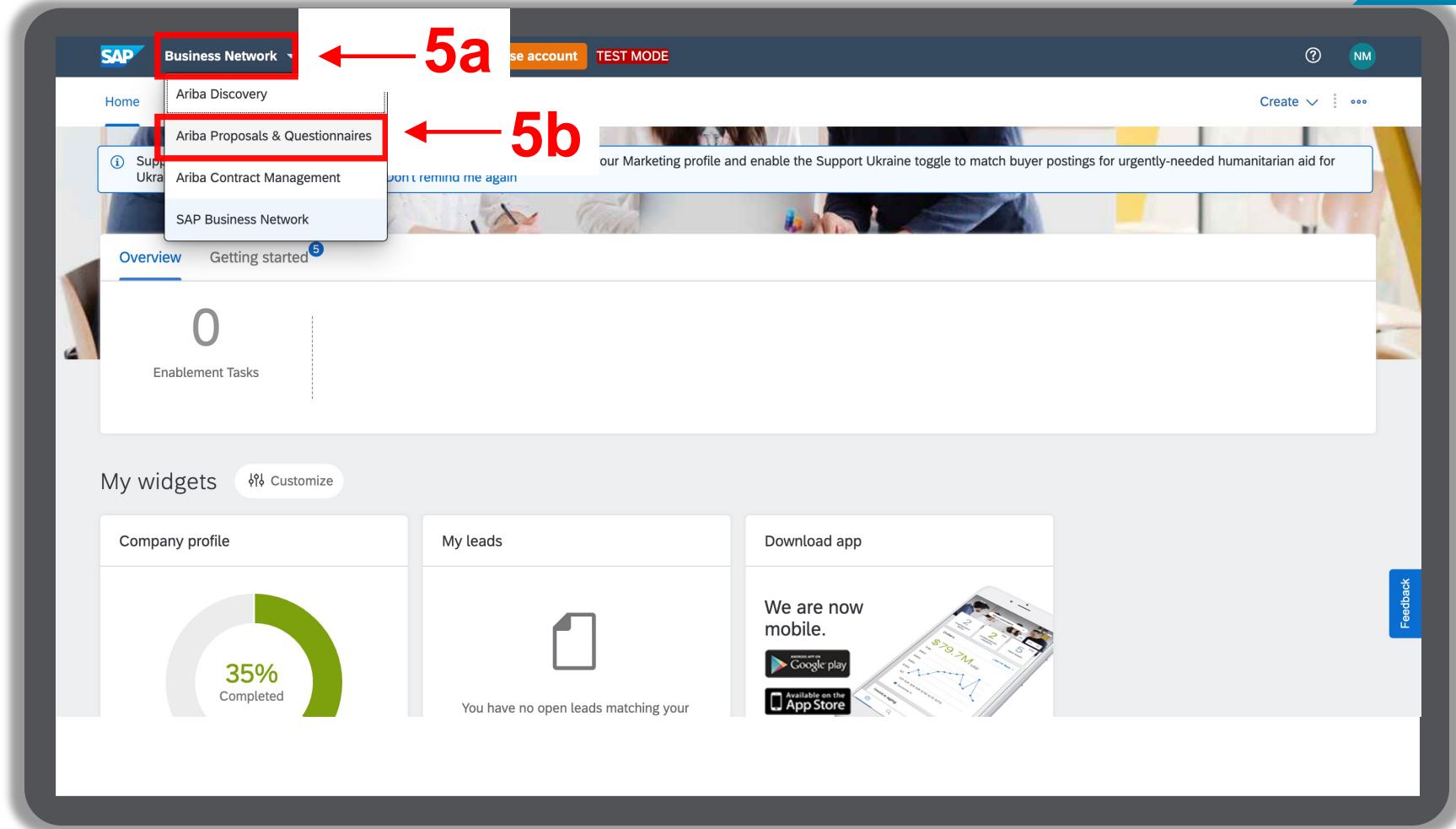
B LOGIN TO YOUR SAP BUSINESS
NETWORK ACCOUNT

D ADDING ADDITIONAL USERS

MAINTAINING YOUR SUPPLIER INFORMATION

C

The SAP Business Network



5. The SAP Business Network landing page will open.
 - a) Click on **“Business Network”** in the top menu bar.
 - b) Then select **“Ariba Proposals & Questionnaires”** from the dropdown menu.

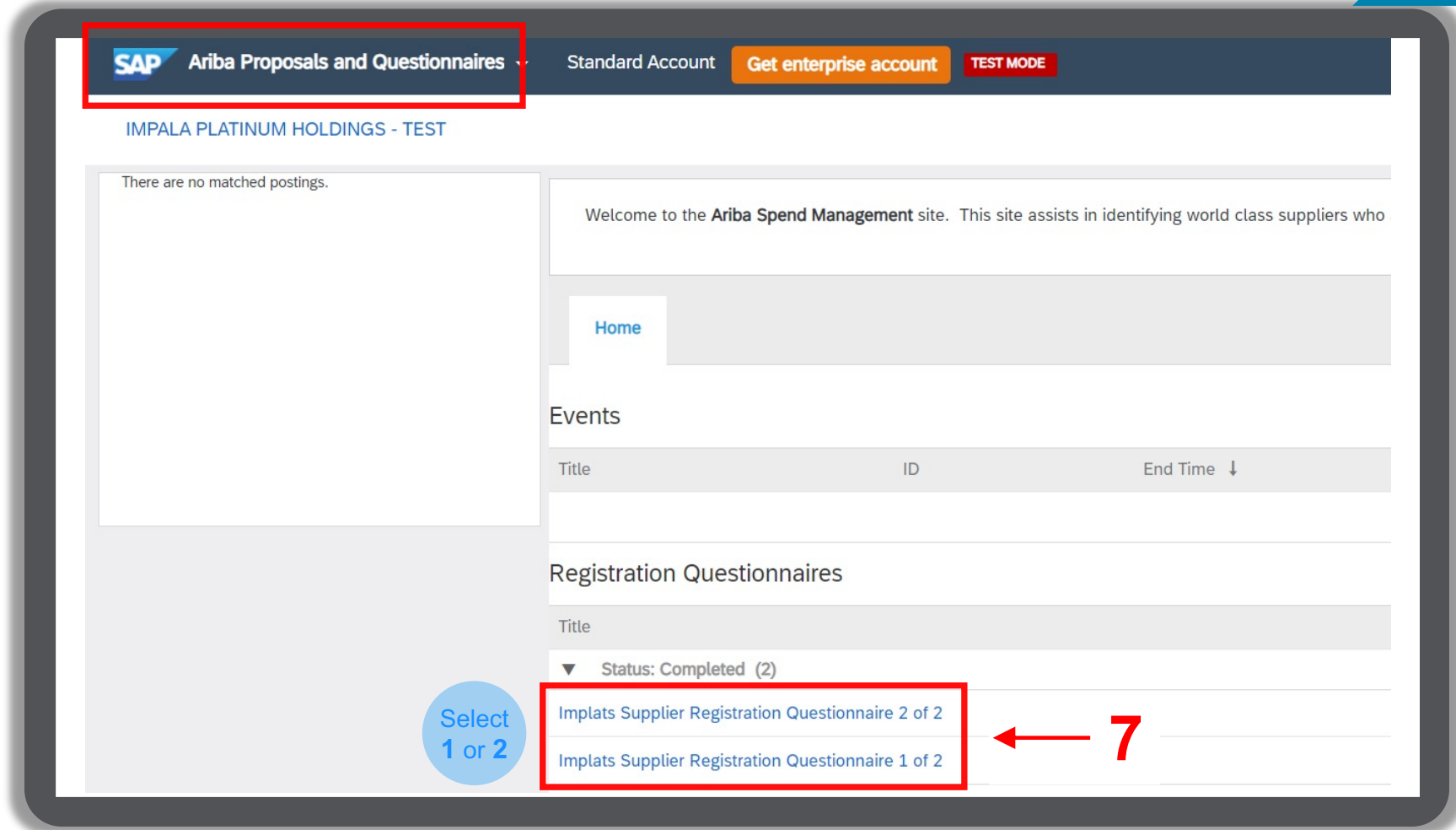
MAINTAINING YOUR SUPPLIER INFORMATION



The SAP Business Network

6. The supplier's **Implats Profile Screen** will open.
7. Click on the questionnaire you want to apply changes to.

Select either Implats Supplier Registration Questionnaire 1 of 2 or Implats Supplier Registration Questionnaire 2 of 2.



SAP Ariba Proposals and Questionnaires Standard Account **Get enterprise account** TEST MODE

IMPALA PLATINUM HOLDINGS - TEST

There are no matched postings.

Welcome to the **Ariba Spend Management** site. This site assists in identifying world class suppliers who

[Home](#)

Events

Title	ID	End Time ↓
Registration Questionnaires		
Title		
▼ Status: Completed (2)		
Implats Supplier Registration Questionnaire 2 of 2		
Implats Supplier Registration Questionnaire 1 of 2		

Select 1 or 2

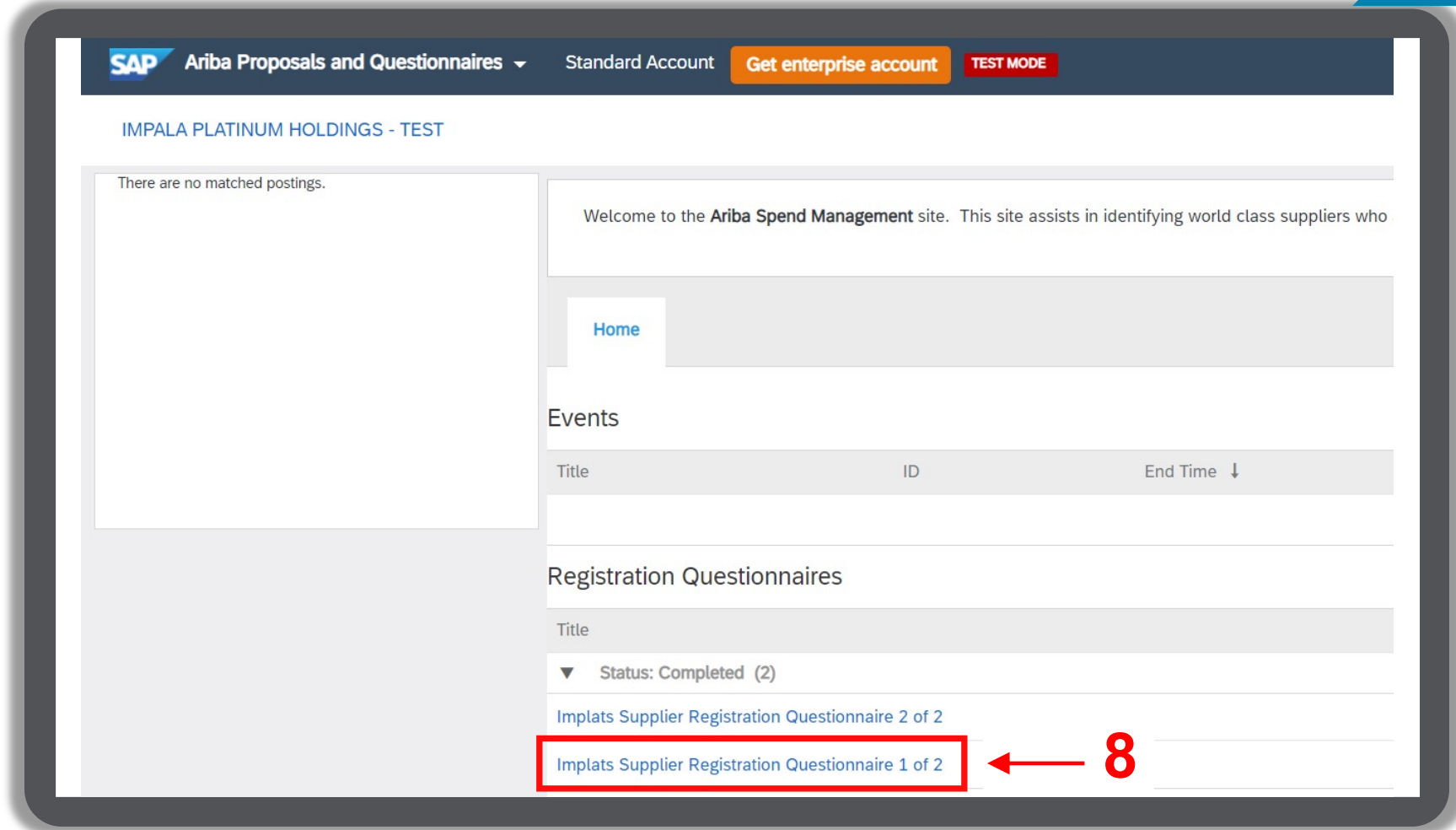
← 7

MAINTAINING YOUR SUPPLIER INFORMATION



The SAP Business Network

8. As an example, should you want to update questionnaire 1, select and click on **“Implats Supplier Registration Questionnaire 1 of 2”**.



SAP Ariba Proposals and Questionnaires Standard Account [Get enterprise account](#) TEST MODE

IMPALA PLATINUM HOLDINGS - TEST

There are no matched postings.

Welcome to the **Ariba Spend Management** site. This site assists in identifying world class suppliers who

[Home](#)

Events

Title	ID	End Time ↓

Registration Questionnaires

Title

▼ Status: Completed (2)

- Implats Supplier Registration Questionnaire 2 of 2
- Implats Supplier Registration Questionnaire 1 of 2**

MAINTAINING YOUR SUPPLIER INFORMATION



The SAP Business Network

9. Click **“Revise Response”**.

10. You will be requested to confirm you want to revise your response. Click **“Ok”**.

< Go back to Impala Platinum Holdings - TEST Dashboard Desktop File Sync

Console Doc1202299429 - Implats Supplier Registration Questionnaire ... Time remaining 364 days 23:25:07

You have submitted a response for this event. Thank you for participating.

Revise Response ← 9

Event Messages
Event Details
Response History
Response Team

▼ Event Contents

All Content

Name ↑		
▼ 1 TERMS AND CONDITIONS		
1.1 Kindly review the attached Local Terms and Conditions and indicate your understanding and agreement.		
1.5 I understand and agree to the above Terms and Conditions		Yes
▼ 2 DIRECTOR CONSENT		
2.1 Kindly download and populate the attached director consent template and upload the duly signed version.		SPQ CC

Revise Response?
You have already submitted a response for this event. Click OK if you would like to revise your response.

OK ← 10

Note:
The numbering of questions may not follow numerically as some sections may be hidden depending on the choices made by the supplier on preceding questions!

MAINTAINING YOUR SUPPLIER INFORMATION



The SAP Business Network

11. Proceed to make your changes.

Note:

The numbering of questions may not follow numerically as some sections may be hidden depending on the choices made by the supplier on preceding questions!

EXISTING REGISTERED SUPPLIERS

C

Existing Registered Suppliers as on 28 November 2022

- It is imperative that all existing suppliers log in and update the fields shown on the following page. Failure to do this may result in suppliers missing out on sourcing events as their data is not complete and up to date.



FIELDS TO BE UPDATED AND COMPLETED



Question No	Supplier Registration Questionnaire 1 of 2
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7.3	What is your Black Women Ownership percentage?
7.4	What is your Black Youth* Ownership percentage?*Ownership by persons between the ages of 18-35 years as per the Mining Charter III definition
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4.2	Select goods/services (commodities) that you supply (max. 5)

MAINTAINING YOUR SUPPLIER INFORMATION



The SAP Business Network

12. Once changes have been finalised and all required attachments have been loaded, submit to Implats by clicking on the **“Submit Entire Response”** button.
13. Click **“OK”** to confirm you want to submit and exit the screen.

Name ↑

5.4 Province / Region	* Gauteng [GP] ↓
5.5 Municipality (GP)	* City of Tshwane (District Municipality) ↓
5.15 City (GP)	* Pomona ↓
5.24 Postal Code (GP)	* 0006 ↓
5.33 Please upload your proof of the address you have entered above (Document not older than three months, e.g. Telecom bill, Municipality account, lease/HP/rental)	* PROOF OF ADDRESS.pdf ↓ Update

(*) indicates a required field

12 → **Submit Entire Response**

13 → **OK**

Note:

Implats will be notified of changes made and will review and approve them. If additional information is required, you will be notified.

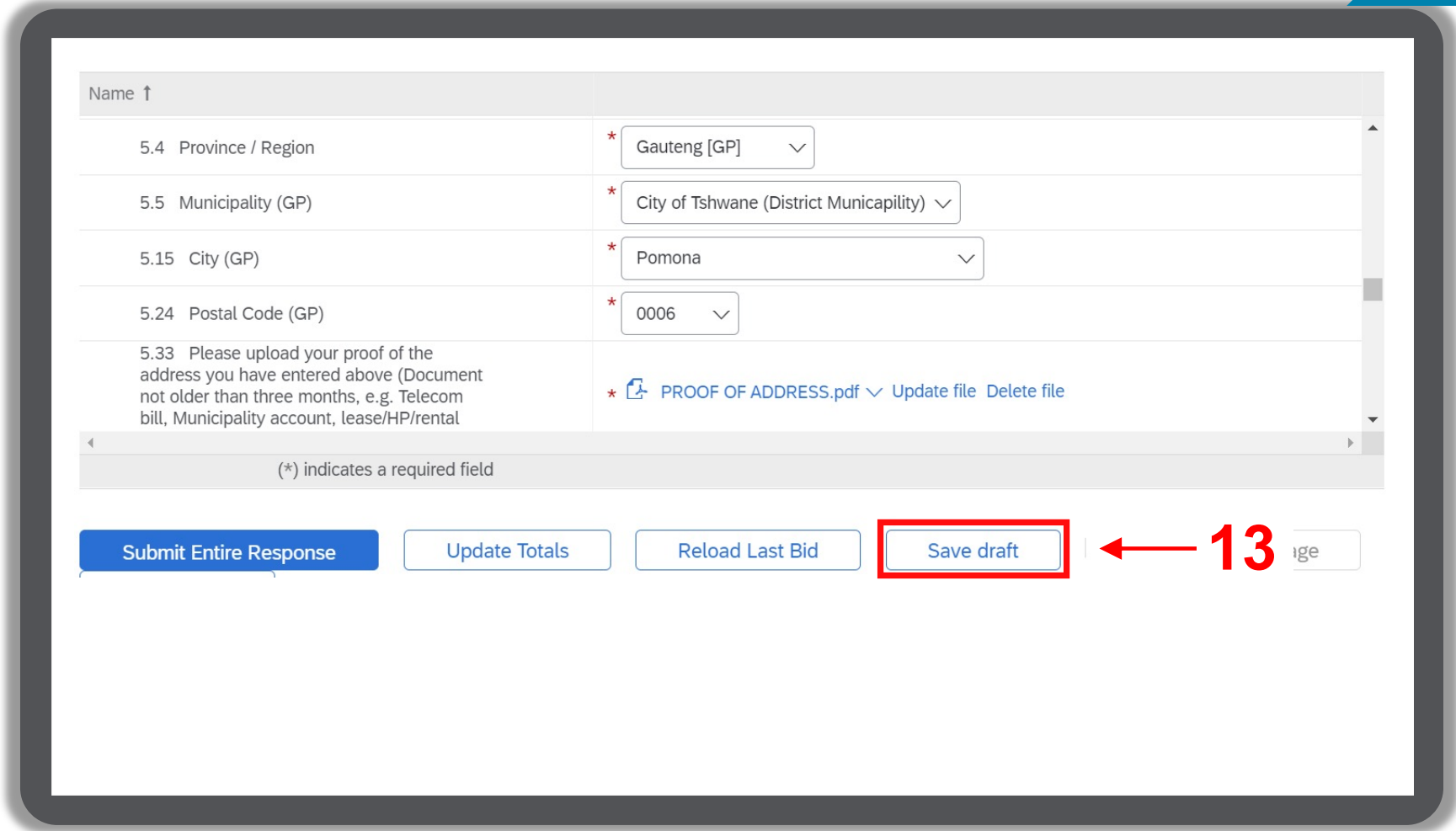
Changes may be rejected where details are inconsistent or do not meet acceptable standards.


MAINTAINING YOUR SUPPLIER INFORMATION



The SAP Business Network

- Should you wish to save your changes and finish and submit at a later time, click on **“Save draft”**.



Name ↑	
5.4 Province / Region	* Gauteng [GP] ▾
5.5 Municipality (GP)	* City of Tshwane (District Municipality) ▾
5.15 City (GP)	* Pomona ▾
5.24 Postal Code (GP)	* 0006 ▾
5.33 Please upload your proof of the address you have entered above (Document not older than three months, e.g. Telecom bill, Municipality account, lease/HP/rental)	*  PROOF OF ADDRESS.pdf ▾ Update file Delete file

(*) indicates a required field

← 13

A ABOUT REGISTRATION
PROCESS FLOW

C MAINTAINING YOUR SUPPLIER
INFORMATION

B LOGIN TO YOUR SAP BUSINESS
NETWORK ACCOUNT

D ADDING ADDITIONAL USERS

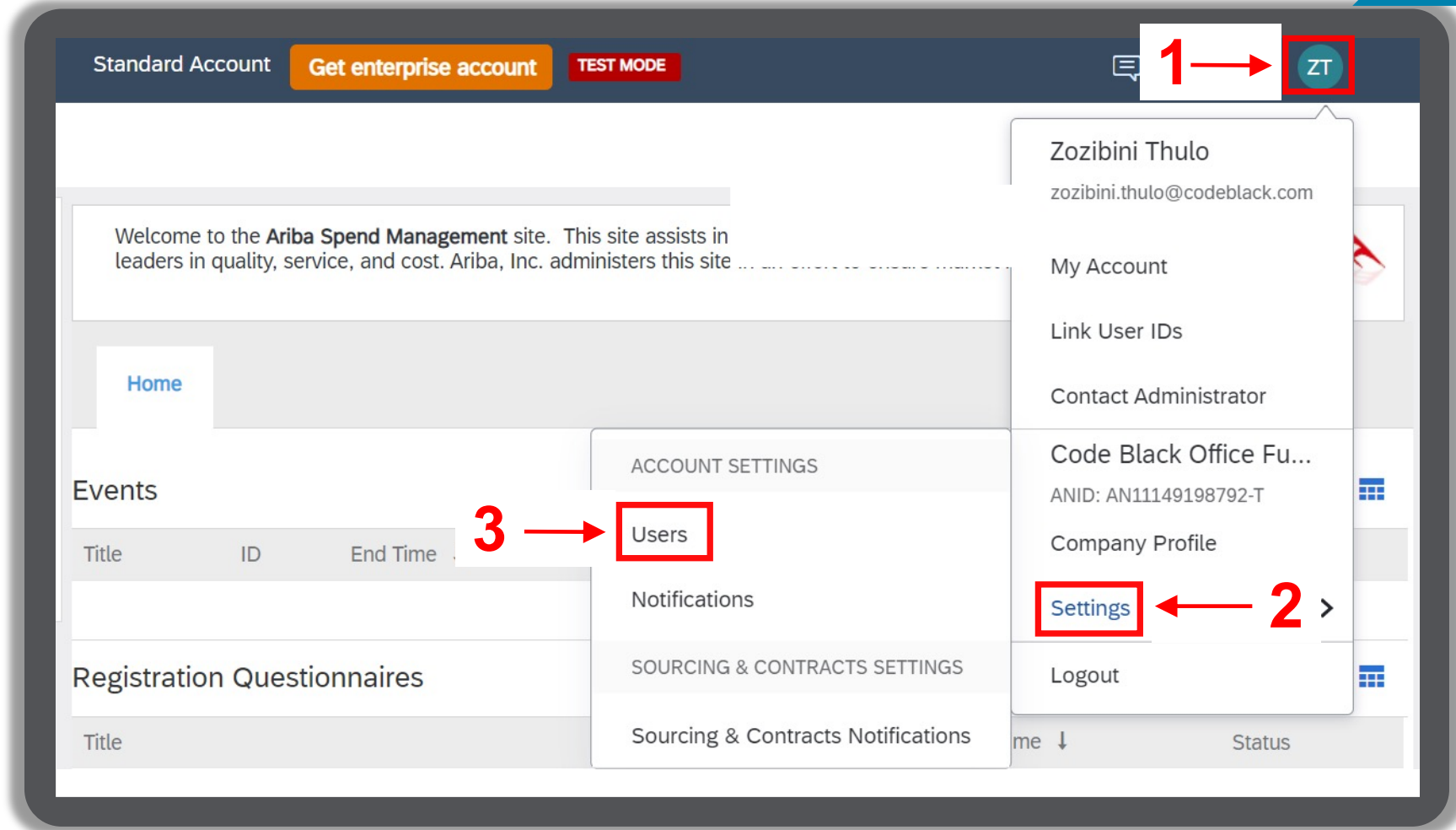
ADDING ADDITIONAL USERS



1. A supplier may want to add additional users to their company's SAP Ariba Business Network profile.

As an Administrator of your company, click on **“your initials”** on the top right hand side of your screen.

2. Click on **“Settings”**.
3. Click on **“Users”**.



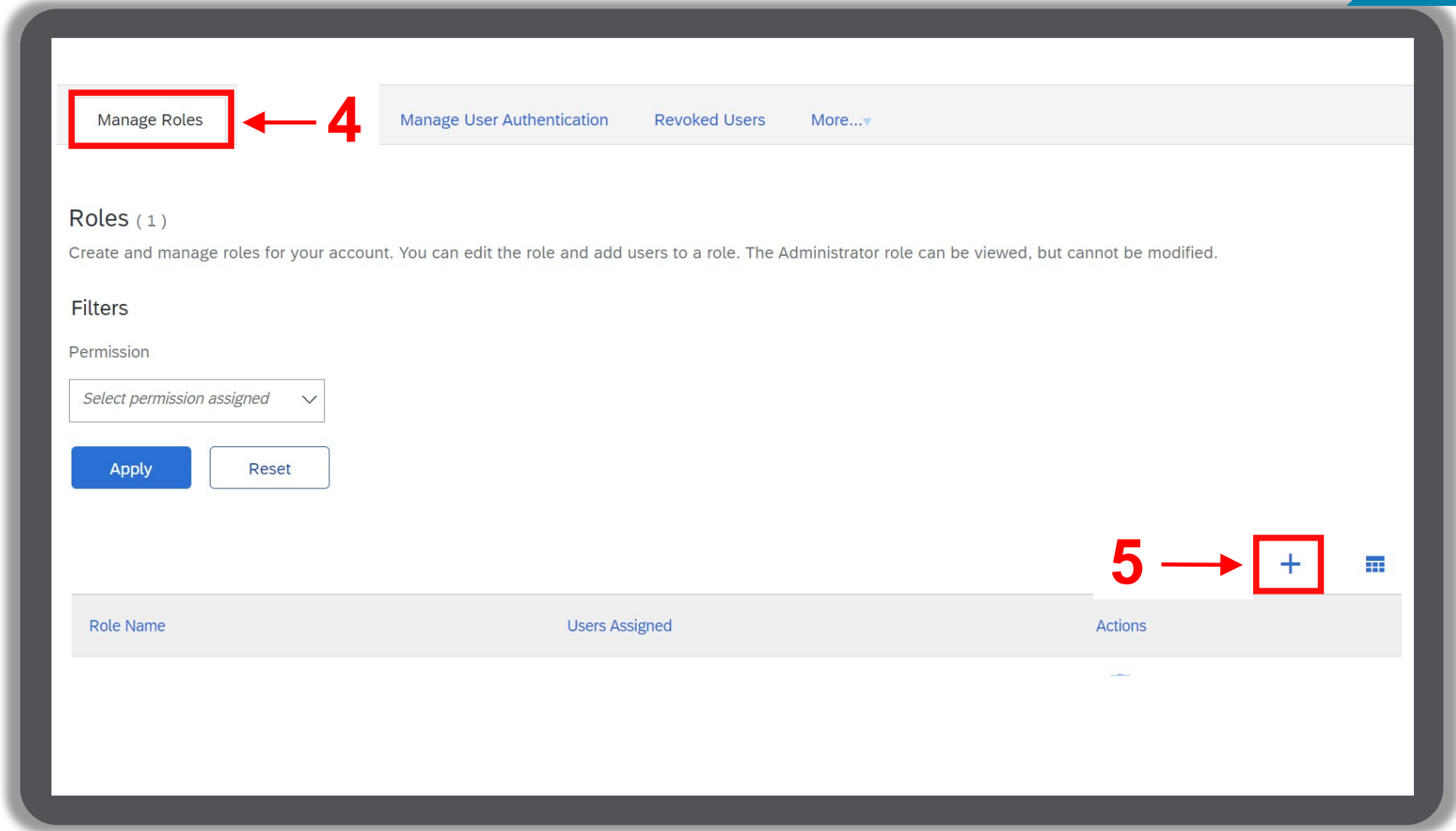
ADDING ADDITIONAL USERS



4. You may need to create a new role of this has been done already, which will be assigned to the new user.

Select the **“Manage Roles”** tab from the top menu bar.

5. Click on the **“+”** sign on the bottom right of your screen to add a new role.



Manage Roles ← 4

Manage User Authentication Revoked Users More... ▾

Roles (1)
Create and manage roles for your account. You can edit the role and add users to a role. The Administrator role can be viewed, but cannot be modified.

Filters

Permission
Select permission assigned ▾

Apply Reset

5 → +

Role Name	Users Assigned	Actions
-----------	----------------	---------

ADDING ADDITIONAL USERS

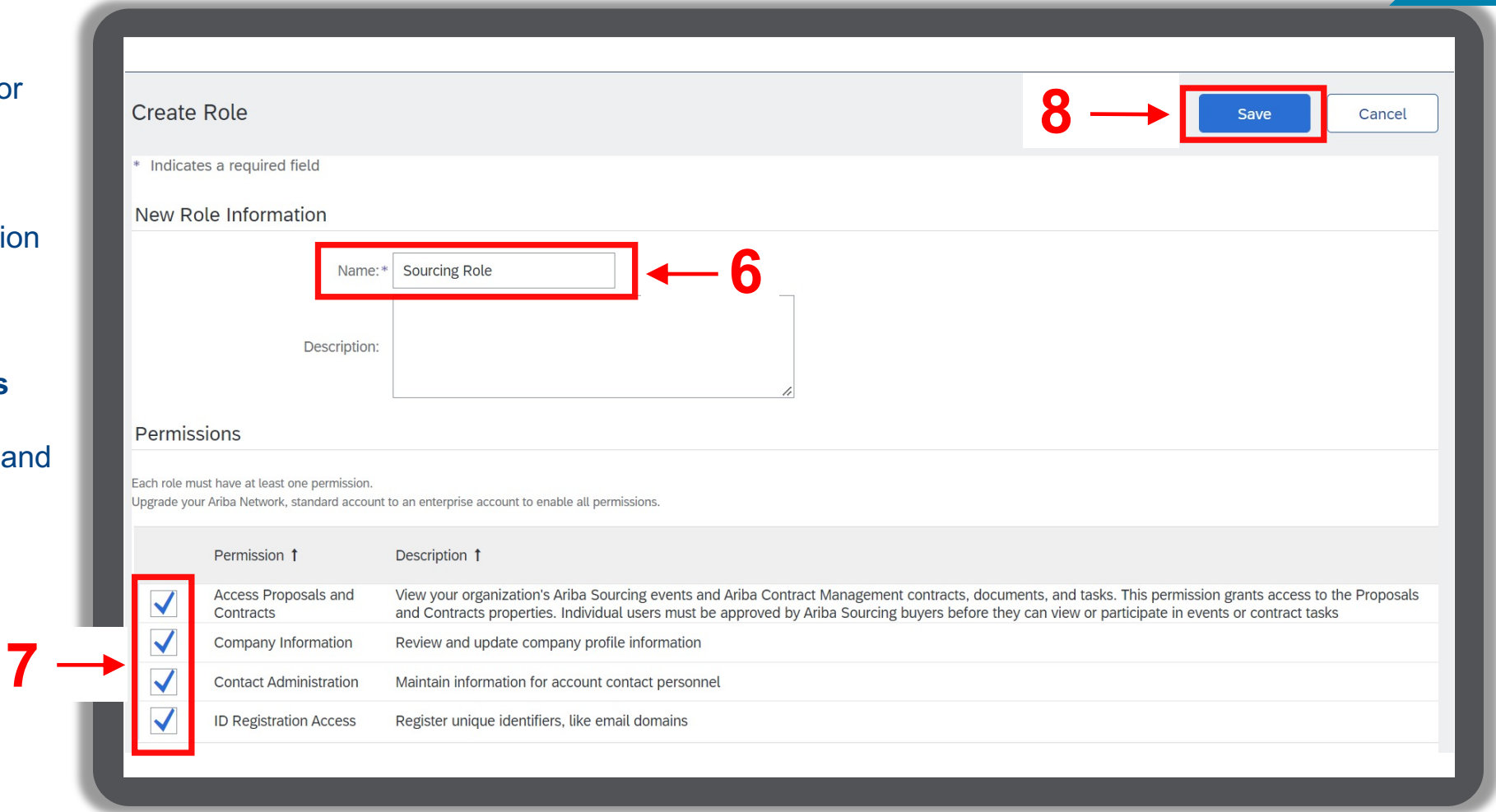


- The **“Create Role”** screen will appear. Enter a suitable name for the role i.e. Sourcing, Finance, Sub-admin, etc.

You may want to add a description about the role. Note, this is not mandatory.

- Select the **level of permissions** you wish to allow the role by checking the boxes on the left hand side of the screen.

- Click **“Save”**.



Create Role 8 →

* Indicates a required field

New Role Information

Name: * ← 6

Description:

Permissions

Each role must have at least one permission.
Upgrade your Ariba Network, standard account to an enterprise account to enable all permissions.



Permission ↑	Description ↑
<input checked="" type="checkbox"/> Access Proposals and Contracts	View your organization's Ariba Sourcing events and Ariba Contract Management contracts, documents, and tasks. This permission grants access to the Proposals and Contracts properties. Individual users must be approved by Ariba Sourcing buyers before they can view or participate in events or contract tasks
<input checked="" type="checkbox"/> Company Information	Review and update company profile information
<input checked="" type="checkbox"/> Contact Administration	Maintain information for account contact personnel
<input checked="" type="checkbox"/> ID Registration Access	Register unique identifiers, like email domains

7 →

ADDING ADDITIONAL USERS



9. The newly Created role will be displayed under the “Role Name” column.

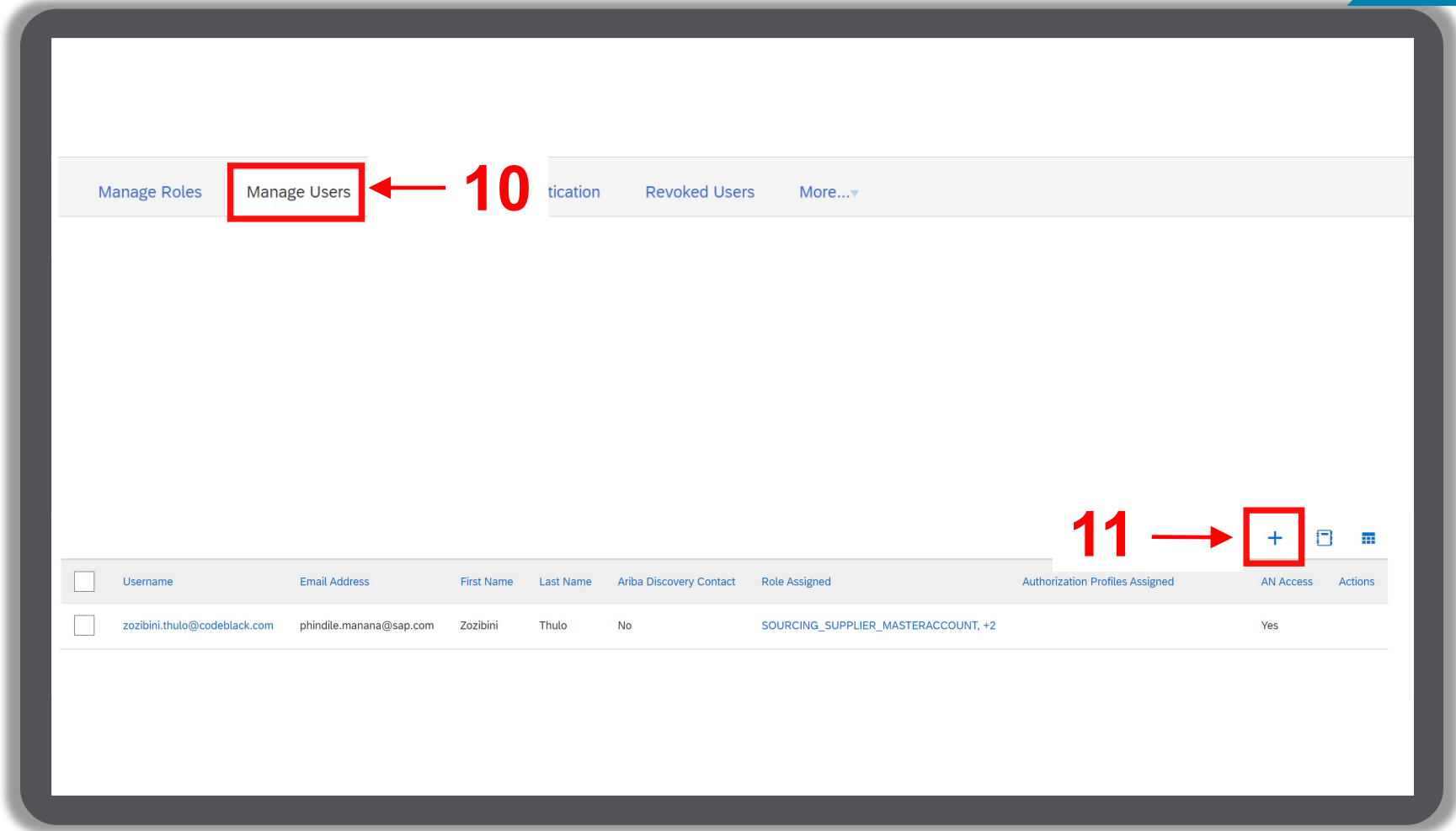
Role Name	Users Assigned	Actions
Administrator	Zozibini Thulo	
Sourcing Role ← 9		

ADDING ADDITIONAL USERS



10. You can now start to add relevant users by selecting the “**Manage Users**” tab from the top menu bar to open this screen.

11. Click on the “+” sign on the bottom right of your screen to add a new user.



<input type="checkbox"/>	Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	AN Access	Actions
<input type="checkbox"/>	zozibini.thulo@codeblack.com	phindile.manana@sap.com	Zozibini	Thulo	No	SOURCING_SUPPLIER_MASTERACCOUNT, +2		Yes	

ADDING ADDITIONAL USERS



12. Create the new user by entering the **“User’s Details”**.
13. Assign the user a role by checking the box to the left of the role
14. Click **“Done”**.

New User Information

Username:* john.doe@codeblack.com ⓘ

Email Address:* john.doe@codeblack.com

First Name:* John

Last Name:* Doe

← 12

Do not allow the user to resend invoices to the buyer's account. ⓘ

Limited access ⓘ

Office Phone: Country Area Number

USA 1

Role Assignment

Name	Description
<input checked="" type="checkbox"/> Sourcing Role	

← 13

14 →

Done

Note:
All fields marked with * are mandatory fields and must be completed.


By entering this personal data, you acknowledge that you have authority to allow transfer of this personal data to Ariba for processing in the Ariba systems (hosted in various data centers globally) in accordance with the [SAP Business Network Privacy Statement](#), the service agreement between your company and Ariba, and applicable law, and, if applicable, that any personal data from Russian citizens has been stored by your organization in a separate data repository residing within the Russian federation.

ADDING ADDITIONAL USERS



15. The new user will receive two e-mails from Ariba Commerce cloud with a **username** and temporary **password**.
16. The new user must validate their e-mail address by clicking on the link provided and then create a new password.

Your User ID on the SAP Business Network.

 Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>
To ● Manana, Phindile

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

Your User ID on the SAP Business Network Account.

Dear John Doe,

This message contains important information about your new SAP Business Network user account. You have been enabled to access your company's SAP Business Network account (ANID:AN11149198792-T) with the following username:

Username: **john.doe@codeblack.com**

Important: Your username is part of your login information to your SAP Business Network user account and should be kept confidential.

For security reasons, your temporary password for logging in to your SAP Business Network user account has been sent via a separate email.


Please click on the following link and log in to your user account using your username and temporary password. You will be asked to provide a new password and set up your secret question and answer. The secret question and answer is used to uniquely identify you if you need to reset your password.

<https://service.ariba.com/Supplier.aw/ad/sp?anp=Ariba>

- Log in to your account using the username and temporary password.
- Enter the temporary password in the **Current Password** field.
- Enter your new password.
- Confirm your new password.
- Choose your Secret Question and enter your Secret Answer.
-

If you have any questions contact your Account Administrator:
Zozibini Thulo

Your password on the SAP Business Network Account.

 Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>
To ● Manana, Phindile

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

SAP Business Network

Your password on the SAP Business Network Account.

Dear John Doe,

This message contains important information about your new user account related to your company's SAP Business Network account(AN11149198792-T).

Your temporary password to access your new user account is:

Temporary Password: **ZGr0r~#3**

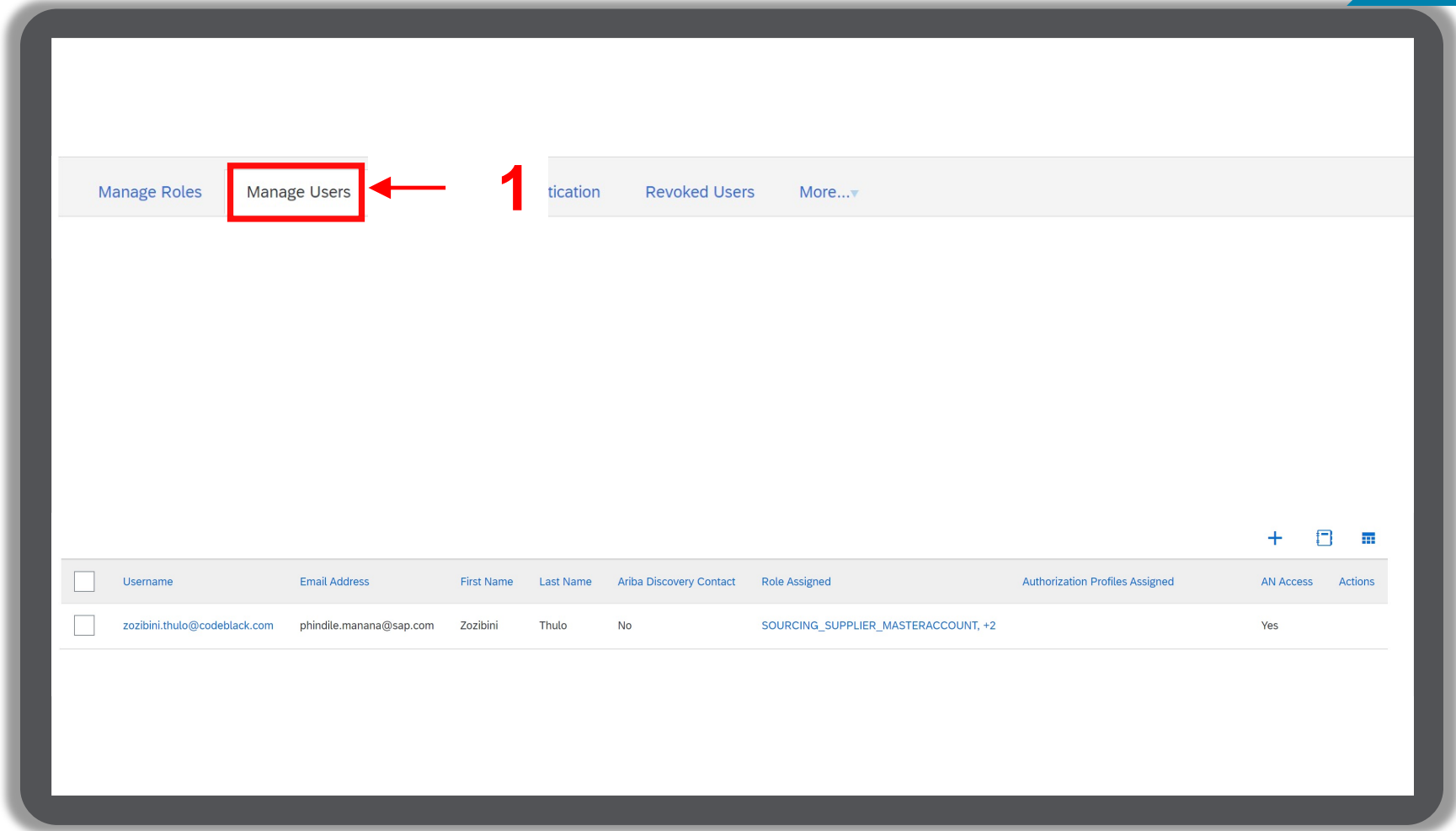
For security reasons, your username has been sent in a separate email, which also includes instructions on how to access your new SAP Business Network user account.

If you have any questions, contact your Account Administrator:
Zozibini Thulo
phindile.manana@codeblack.com
+27 0116669087

MANAGING ADDITIONAL USERS



1. You can delete users that have left your company, and you can also make a different user a Administrator. Click on **“Manage Users”**.



<input type="checkbox"/>	Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	AN Access	Actions
<input type="checkbox"/>	zozibini.thulo@codeblack.com	phindile.manana@sap.com	Zozibini	Thulo	No	SOURCING_SUPPLIER_MASTERACCOUNT, +2		Yes	

MANAGING ADDITIONAL USERS

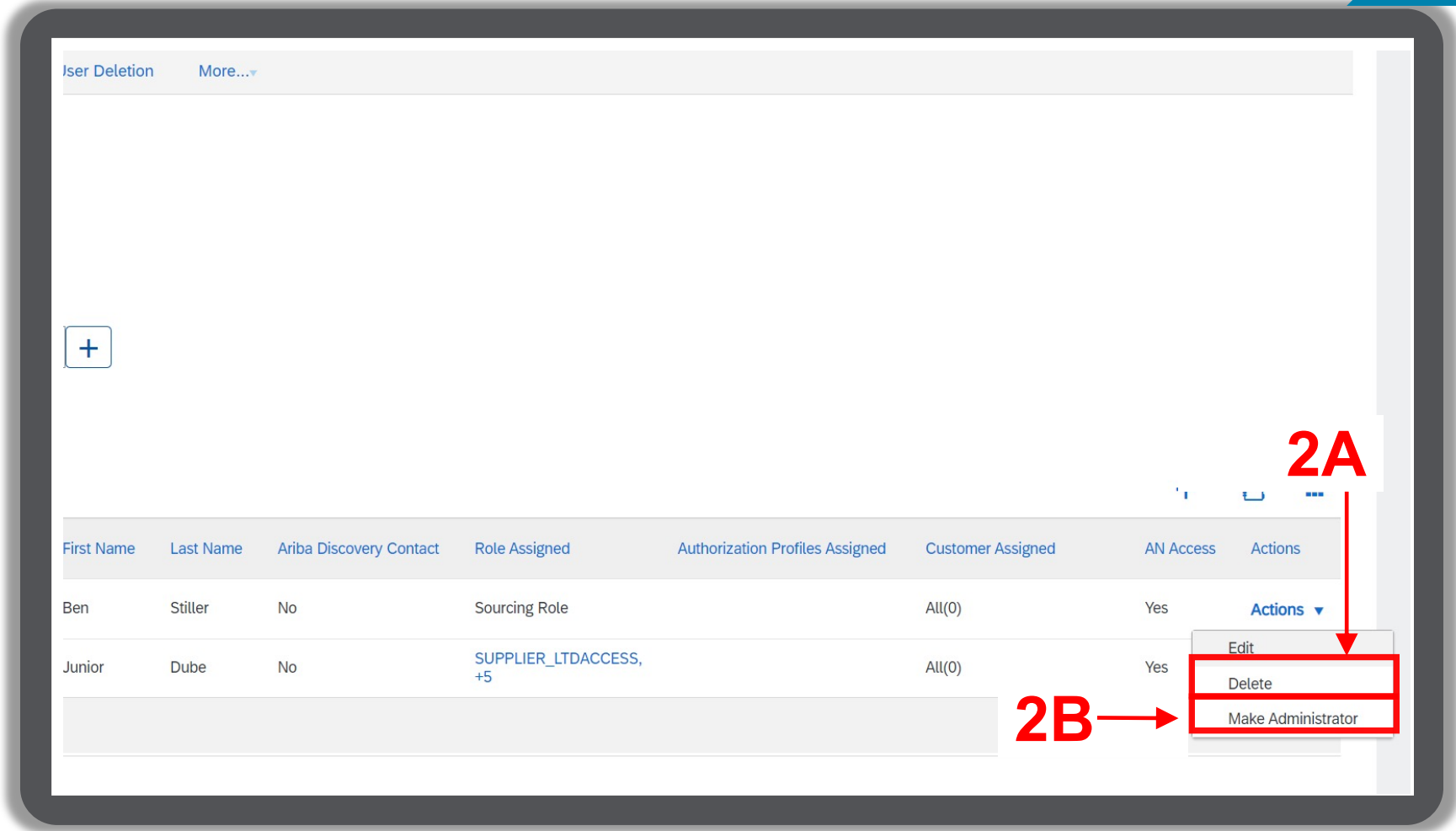


2. Scroll to the right where you can see the **"Actions"** column

A) Deleting users

If a user has left the organisation and you wish to delete them. Click on the **"Actions"** button next to that username and select **"Delete"**.

B) Changing Administrator internally
If you want to change the Administrator of your Ariba Network account. Click the **"Actions"** button, then select the **"Make Administrator"** button.



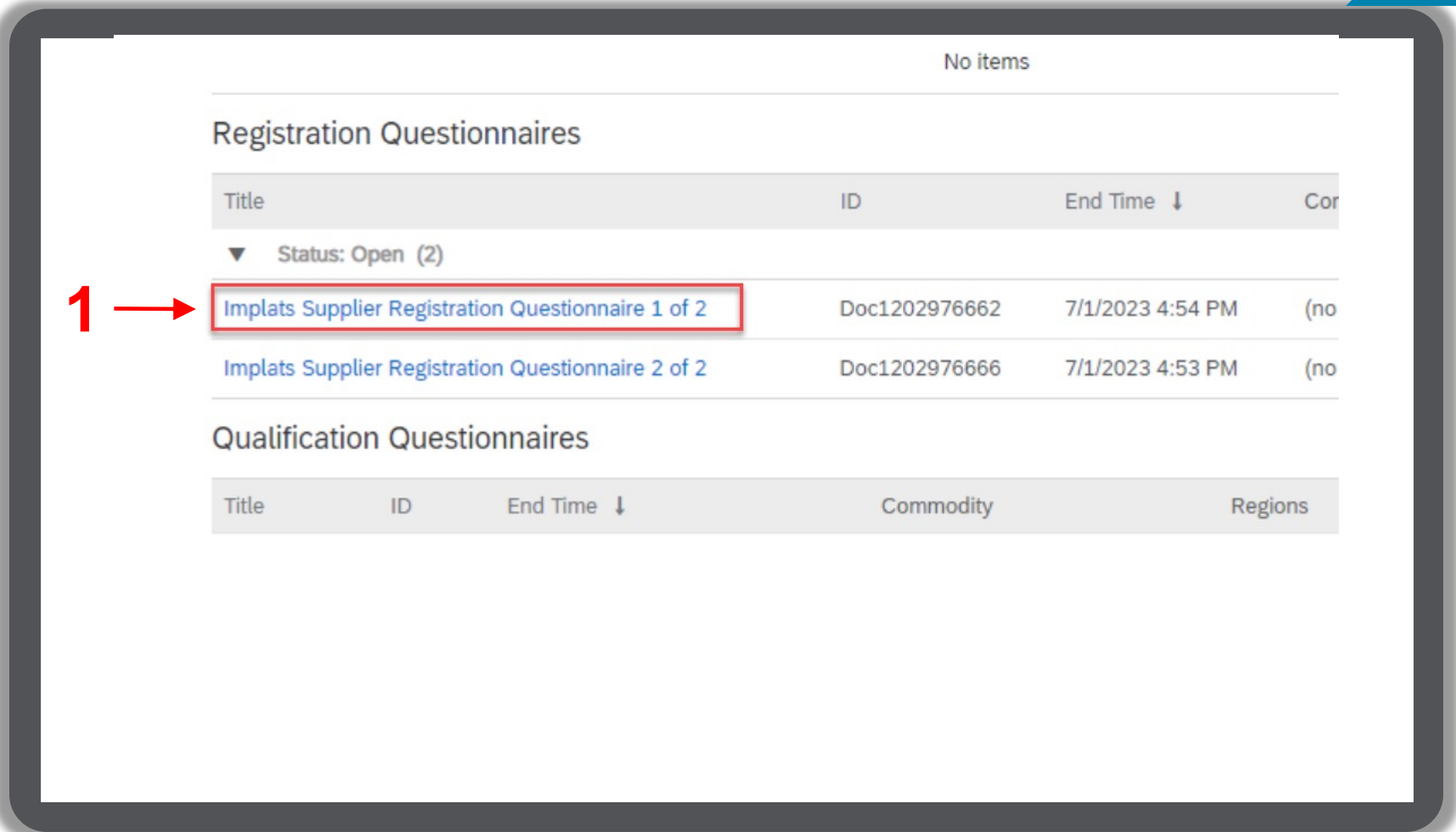
First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
Ben	Stiller	No	Sourcing Role		All(0)	Yes	Actions ▾
Junior	Dube	No	SUPPLIER_LTDACCESS, +5		All(0)	Yes	Edit Delete Make Administrator

GIVING ADDITIONAL USERS ACCESS TO REGISTRATION QUESTIONNAIRES



If you have a requirement to give additional users access to maintain the Implats Registration Questionnaires, process as follows:

- 1. Click on the Registration Questionnaire that you wish to give access to another user to open it.



No items

Registration Questionnaires

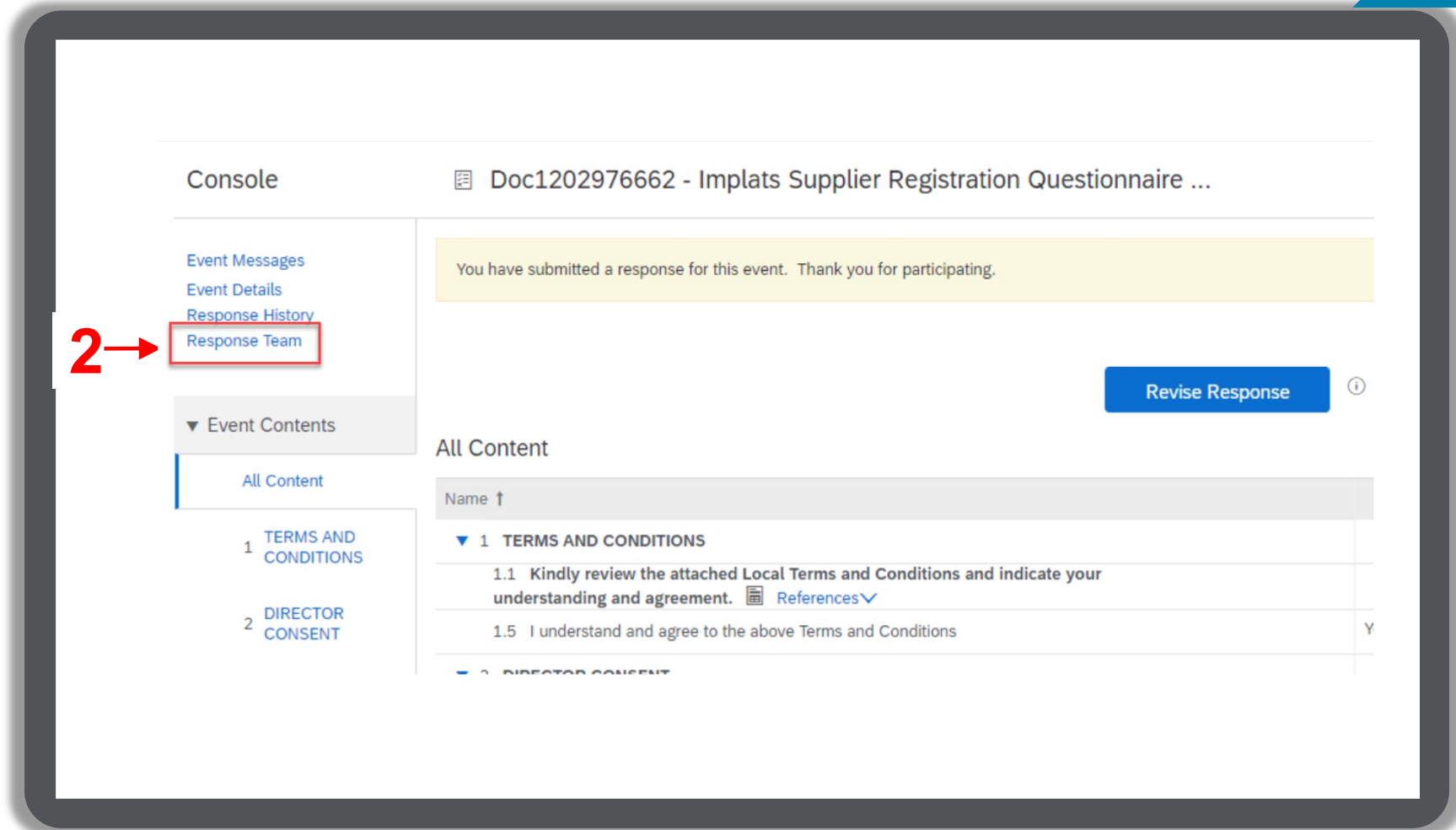
Title	ID	End Time ↓	Cor
▼ Status: Open (2)			
Implats Supplier Registration Questionnaire 1 of 2	Doc1202976662	7/1/2023 4:54 PM	(no
Implats Supplier Registration Questionnaire 2 of 2	Doc1202976666	7/1/2023 4:53 PM	(no

Qualification Questionnaires

Title	ID	End Time ↓	Commodity	Regions
-------	----	------------	-----------	---------

GIVING ADDITIONAL USERS ACCESS TO REGISTRATION QUESTIONNAIRES

2. From inside the Questionnaire, Click **“Response Team”**



Console Doc1202976662 - Implats Supplier Registration Questionnaire ...

Event Messages
Event Details
Response History
Response Team

▼ Event Contents

All Content

1 TERMS AND CONDITIONS

2 DIRECTOR CONSENT

You have submitted a response for this event. Thank you for participating.

Revise Response ⓘ

All Content

Name ↑

▼ 1 TERMS AND CONDITIONS

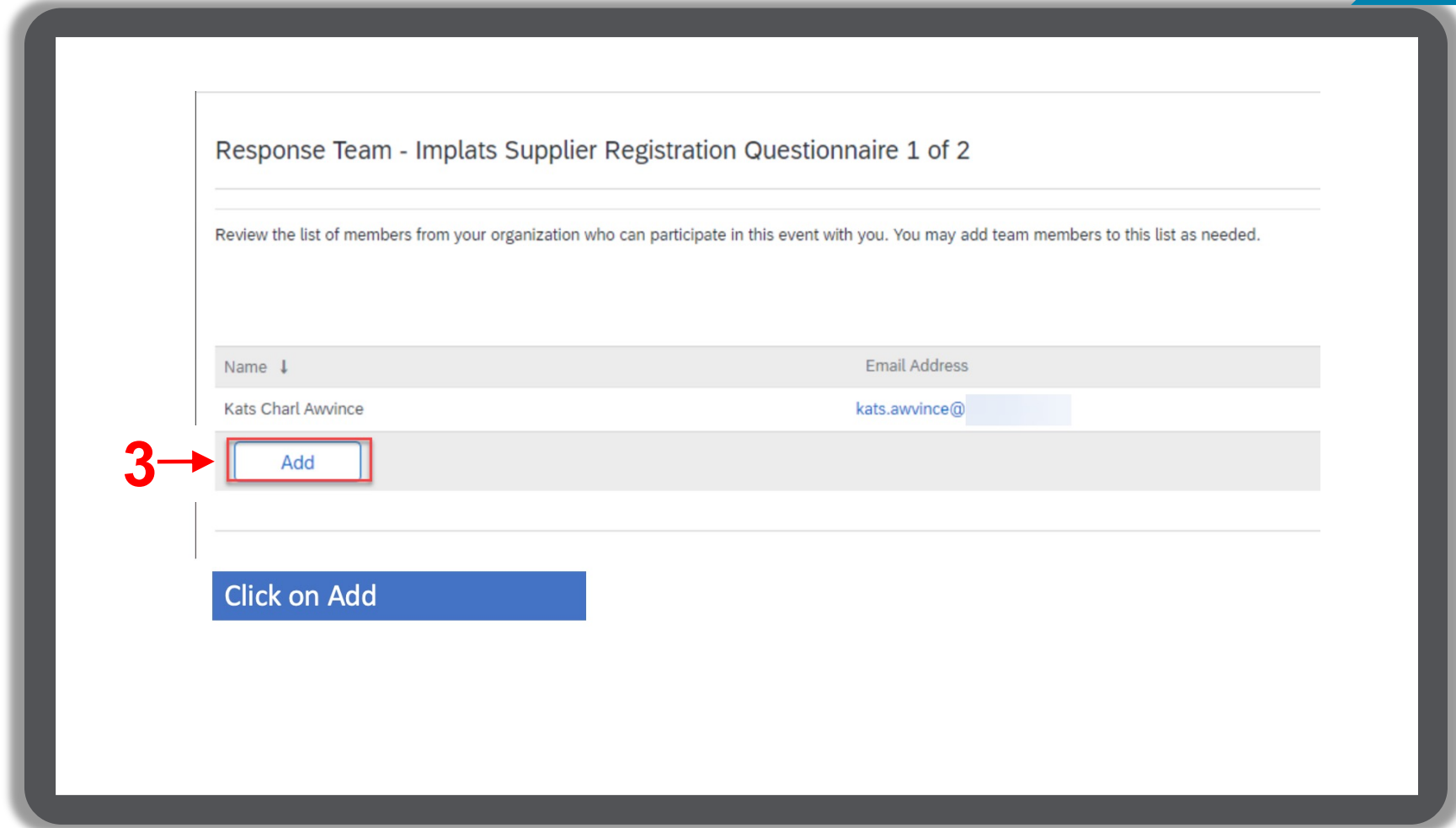
1.1 Kindly review the attached Local Terms and Conditions and indicate your understanding and agreement. ⓘ References ▼

1.5 I understand and agree to the above Terms and Conditions Y

▼ 2 DIRECTOR CONSENT

GIVING ADDITIONAL USERS ACCESS TO REGISTRATION QUESTIONNAIRES

3. Click on the **“Add”** button to add a user to the Response Team



Response Team - Implats Supplier Registration Questionnaire 1 of 2

Review the list of members from your organization who can participate in this event with you. You may add team members to this list as needed.

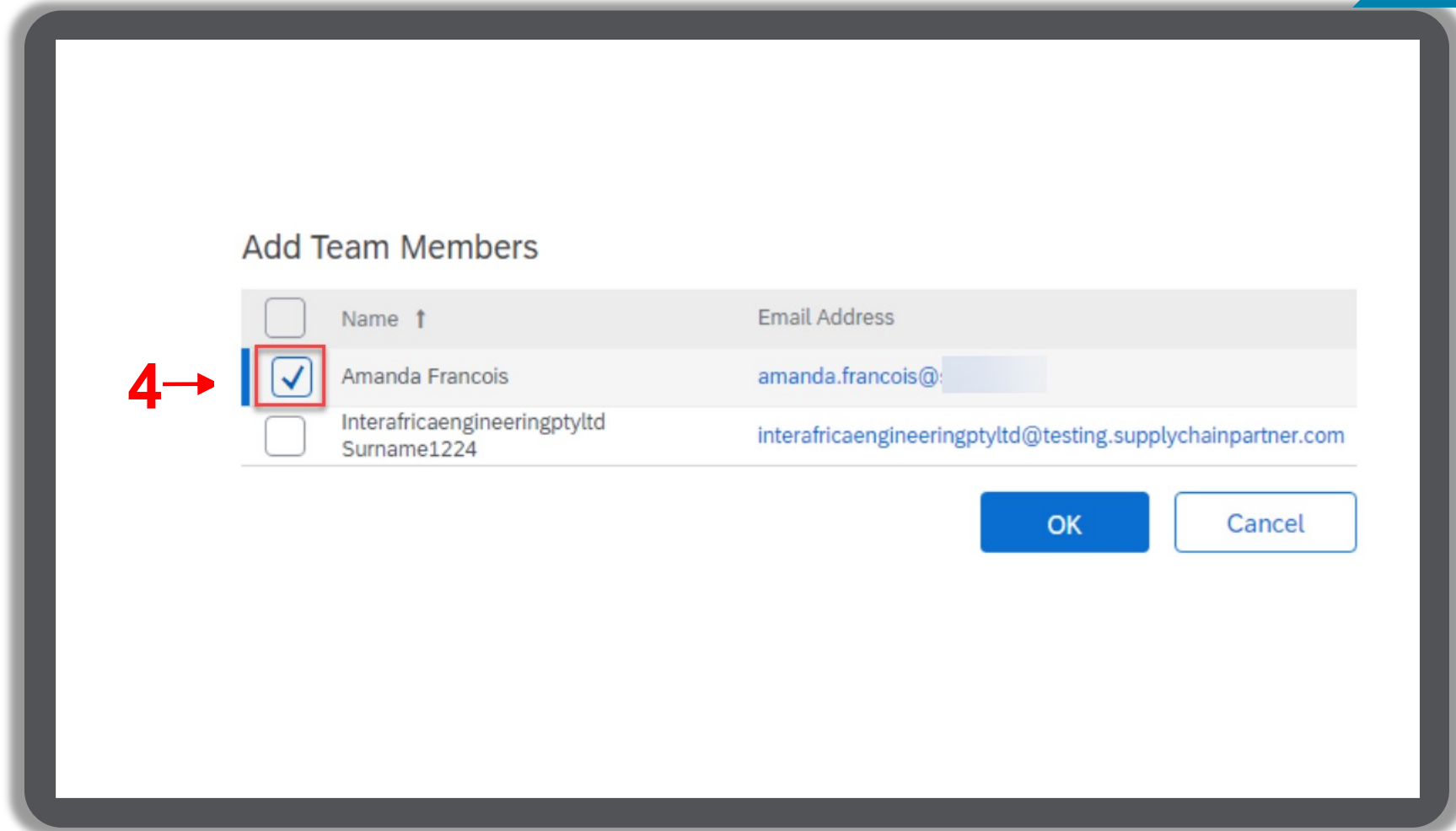
Name ↓	Email Address
Kats Charl Awvince	kats.awvince@

3 → Add

Click on Add

GIVING ADDITIONAL USERS ACCESS TO REGISTRATION QUESTIONNAIRES

4. The list of users in your company is visible. Select the users you would like to Add as a Participant



Add Team Members

<input type="checkbox"/>	Name ↑	Email Address
<input checked="" type="checkbox"/>	Amanda Francois	amanda.francois@
<input type="checkbox"/>	Interafricaengineeringptyltd Surname1224	interafricaengineeringptyltd@testing.supplychainpartner.com

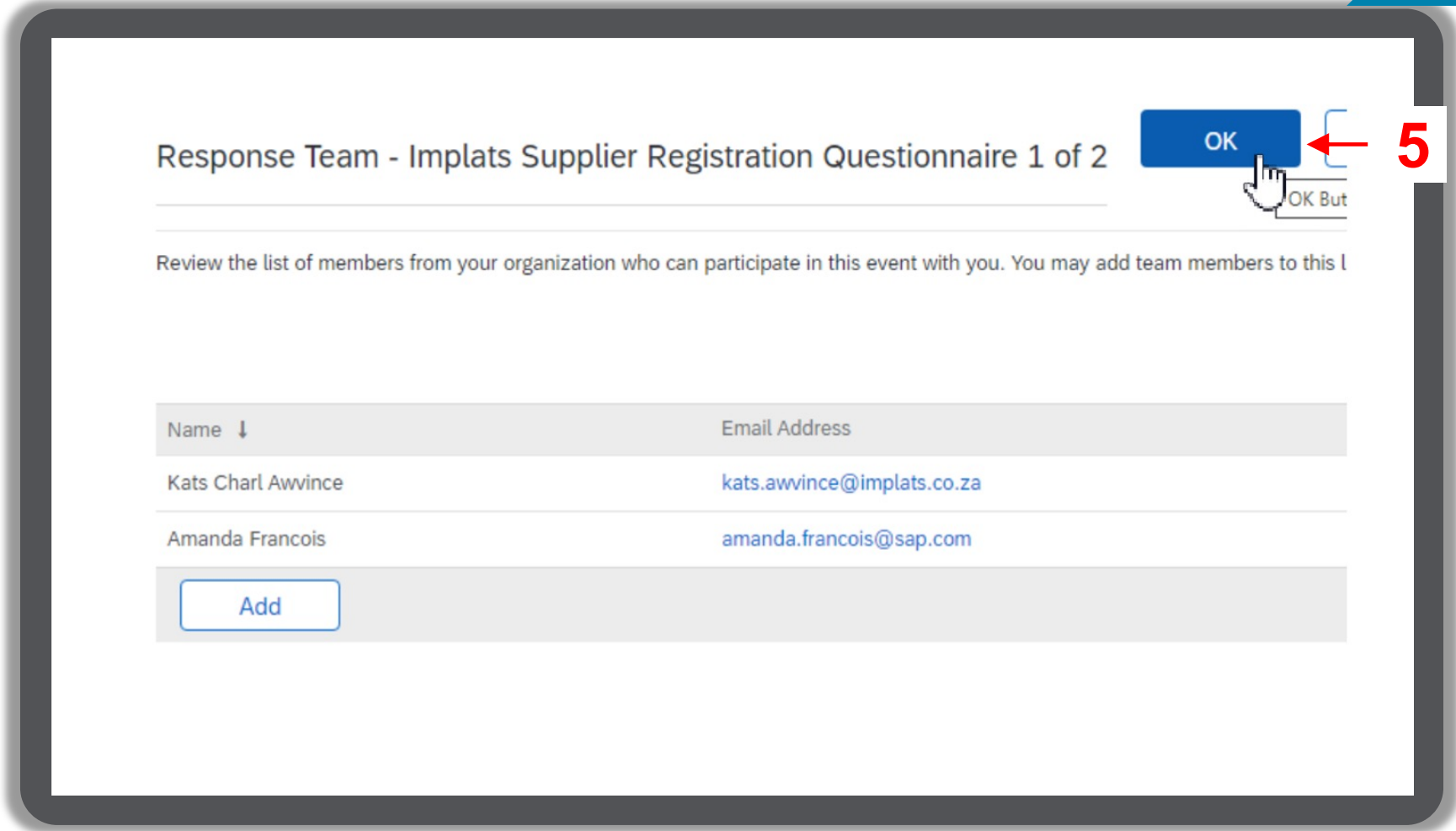
OK Cancel

GIVING ADDITIONAL USERS ACCESS TO REGISTRATION QUESTIONNAIRES



5. Click **“OK”** to confirm. The newly added user will now have access to the Registration Questionnaire.

Follow the same steps to give access to the other questionnaire.



Response Team - Implats Supplier Registration Questionnaire 1 of 2

Review the list of members from your organization who can participate in this event with you. You may add team members to this l

Name ↓	Email Address
Kats Charl Awvince	kats.awvince@implats.co.za
Amanda Francois	amanda.francois@sap.com

Add

LINKING USER IDS



1. A supplier may want to link Ariba Business Network profiles

As an Administrator of your company, click on **“your initials”** on the top right hand side of your screen.

2. Click on **“Link User IDs”**.

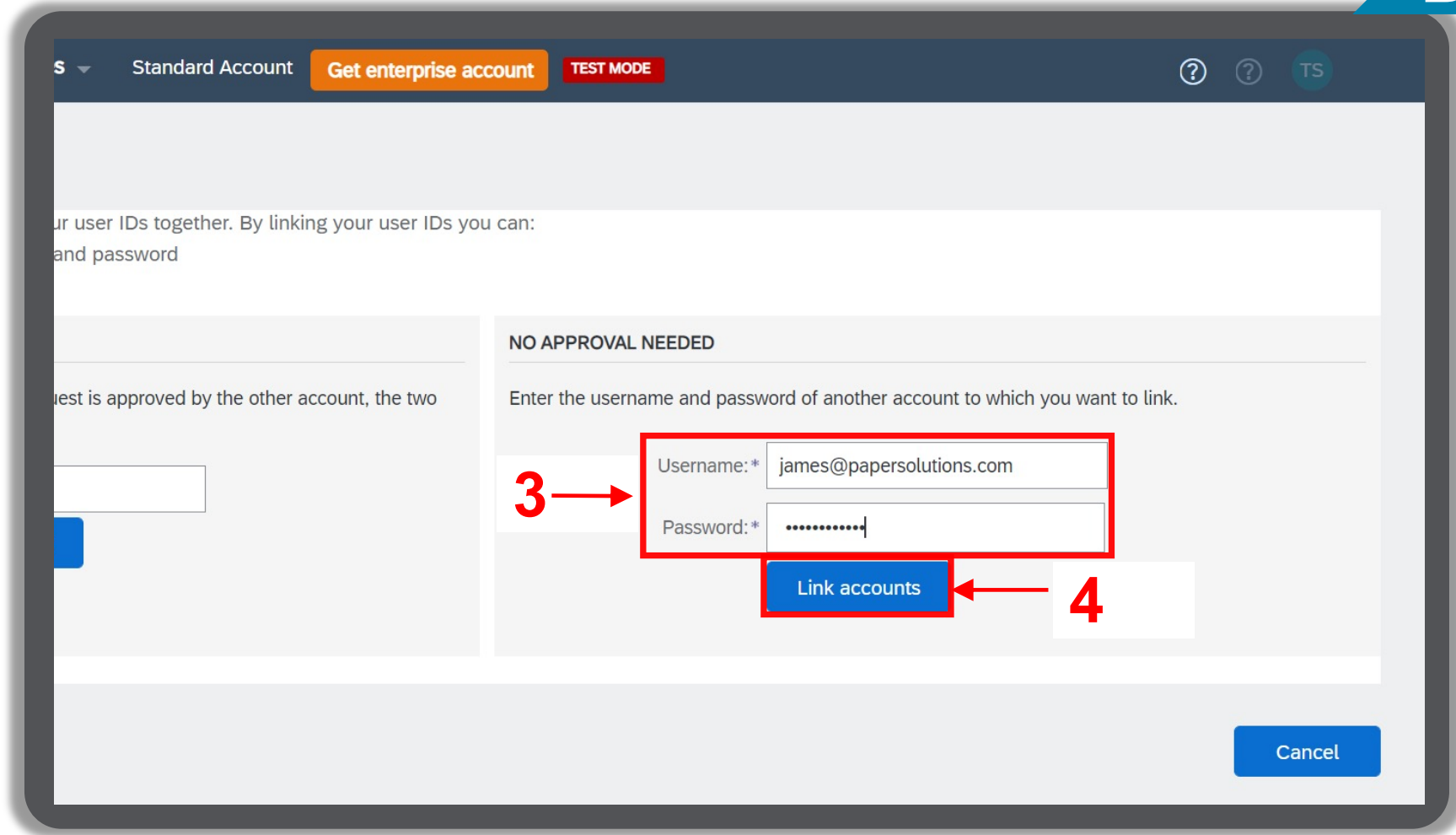
The screenshot shows the Ariba Spend Management interface. At the top right, there is a user profile icon with the initials 'TS' (highlighted with a red box and labeled '1'). A dropdown menu is open, showing the user's name 'Travis Smith', email 'admin@travistrading.com', and a 'My Account' section. In the 'My Account' section, 'Link User IDs' is highlighted with a red box and labeled '2'. Other options in the menu include 'Contact Administrator', 'Travis Trading Facil...', 'Company Profile', 'Settings', and 'Logout'. The main content area shows a 'Welcome to the Ariba Spend Management site' message and a table of 'Registration Questionnaires'.

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Implats Supplier Registration Questionnaire 2 of 2	Doc1202794170	11/20/2023 2:55 PM	Registered
▼ Status: Completed (1)			
Implats Supplier Registration Questionnaire 1 of 2	Doc1202794166	11/20/2022 2:52 PM	Registered

LINKING USER IDS



3. Fill in your “**Username & Password**” of the account that you want to link.
4. Click on “**Link accounts**”.

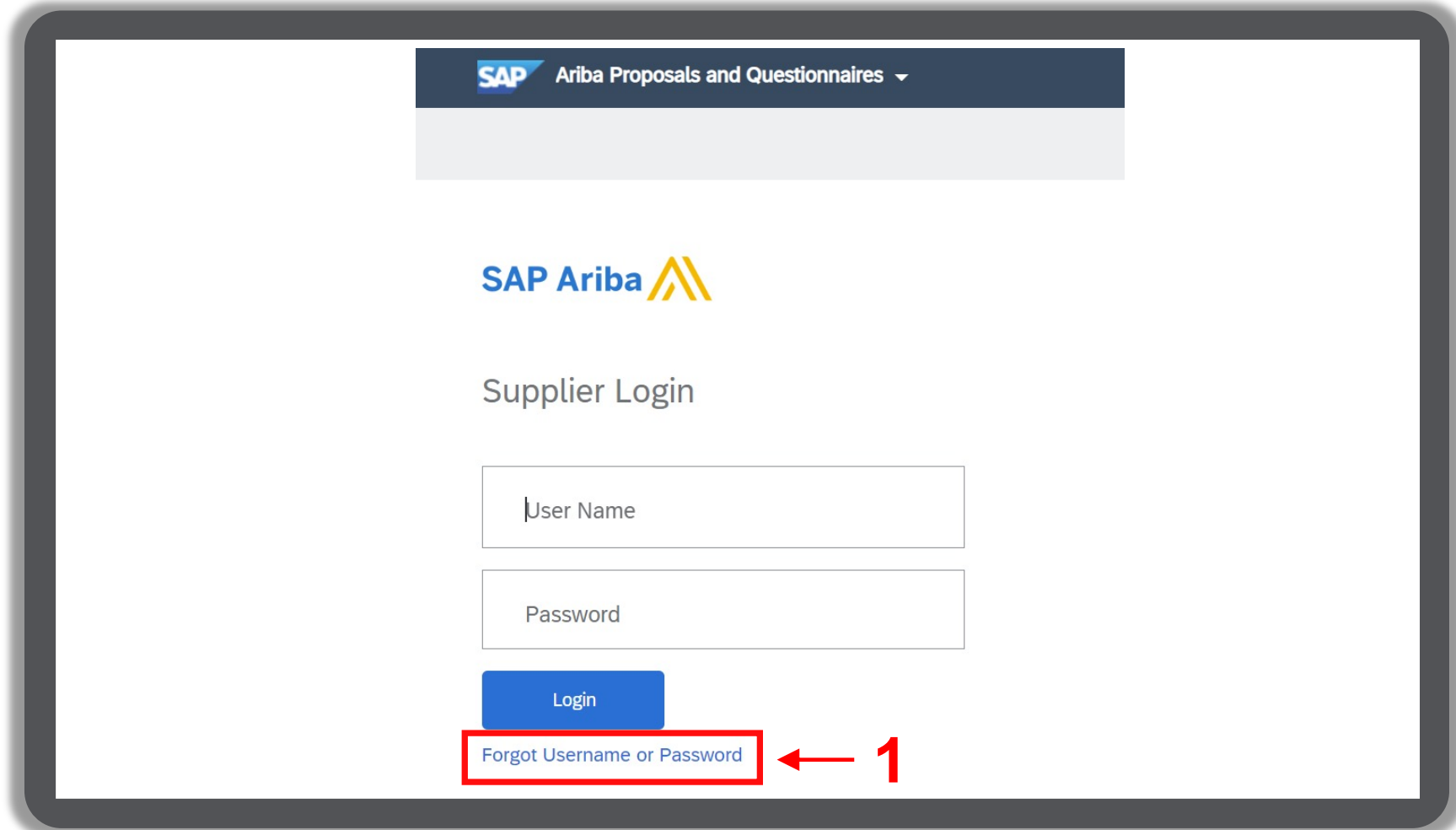





RESETTING YOUR USERNAME AND PASSWORD

RESETTING YOUR USERNAME AND PASSWORD

1. Access the SAP Ariba Supplier login screen through the Implats website, or directly via the link below:
<https://service.ariba.com/Sourcing.aw>
2. If you cannot remember your username or password, click on **“Forgot username or Password”**.



SAP Ariba Proposals and Questionnaires ▾

SAP Ariba 

Supplier Login

User Name

Password

Login

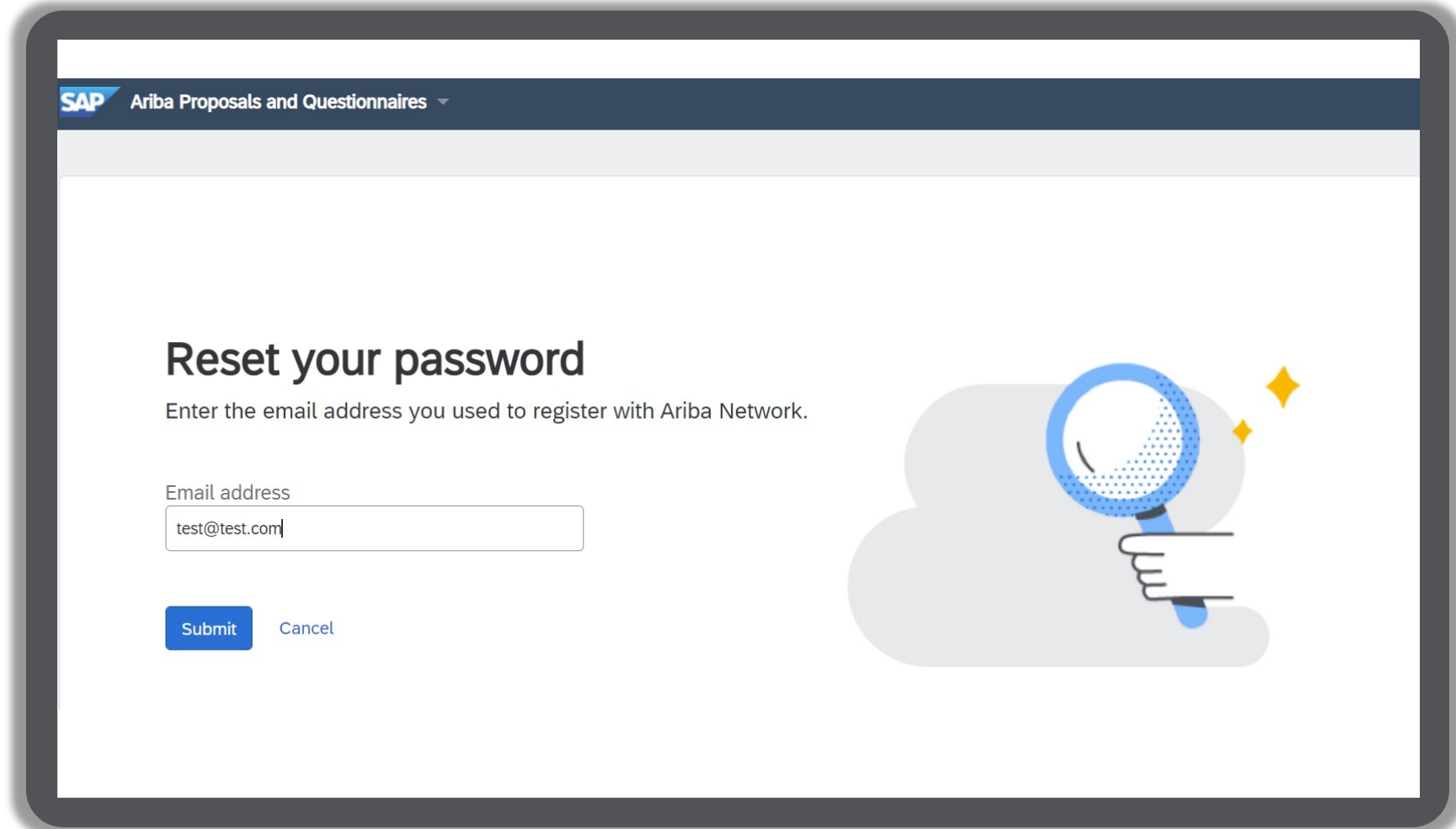
Forgot Username or Password ← 1

RESETTING YOUR USERNAME AND PASSWORD

3. The Reset your password screen will open.

Enter the e-mail address where your password reset confirmation e-mail must be sent.

Click on “**Submit**”.



SAP Ariba Proposals and Questionnaires

Reset your password

Enter the email address you used to register with Ariba Network.

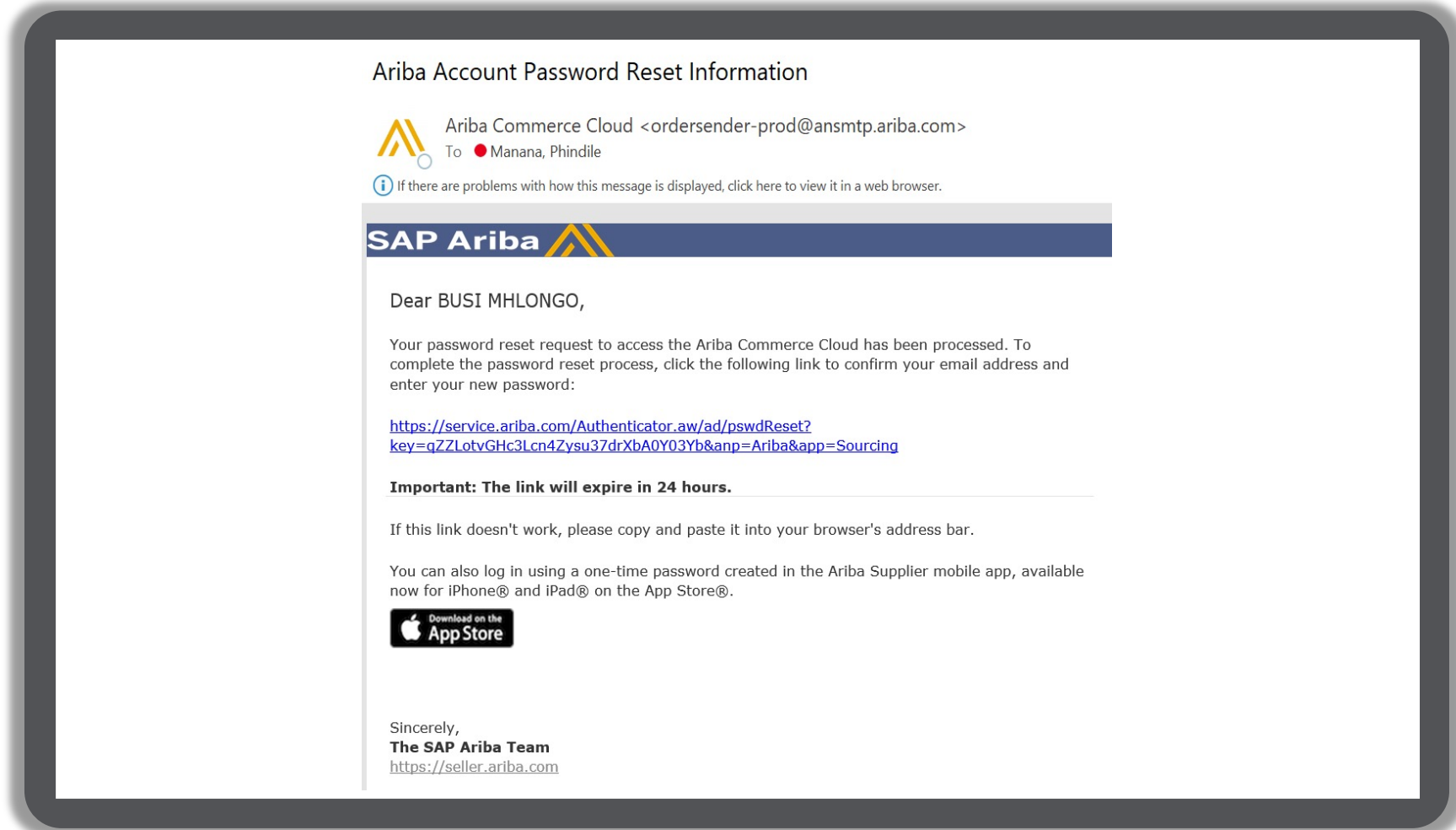
Email address

Submit Cancel


RESETTING YOUR USERNAME AND PASSWORD


4. You will receive an e-mail containing a link to change your password.


Click on the link to reset your password.



Ariba Account Password Reset Information

 Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>
To ● Manana, Phindile

 If there are problems with how this message is displayed, click here to view it in a web browser.

SAP Ariba 

Dear BUSI MHLONGO,


Your password reset request to access the Ariba Commerce Cloud has been processed. To complete the password reset process, click the following link to confirm your email address and enter your new password:

<https://service.ariba.com/Authenticator.aw/ad/pswdReset?key=qZZLotvGHc3Lcn4Zysu37drXbA0Y03Yb&anp=Ariba&app=Sourcing>

Important: The link will expire in 24 hours.

If this link doesn't work, please copy and paste it into your browser's address bar.

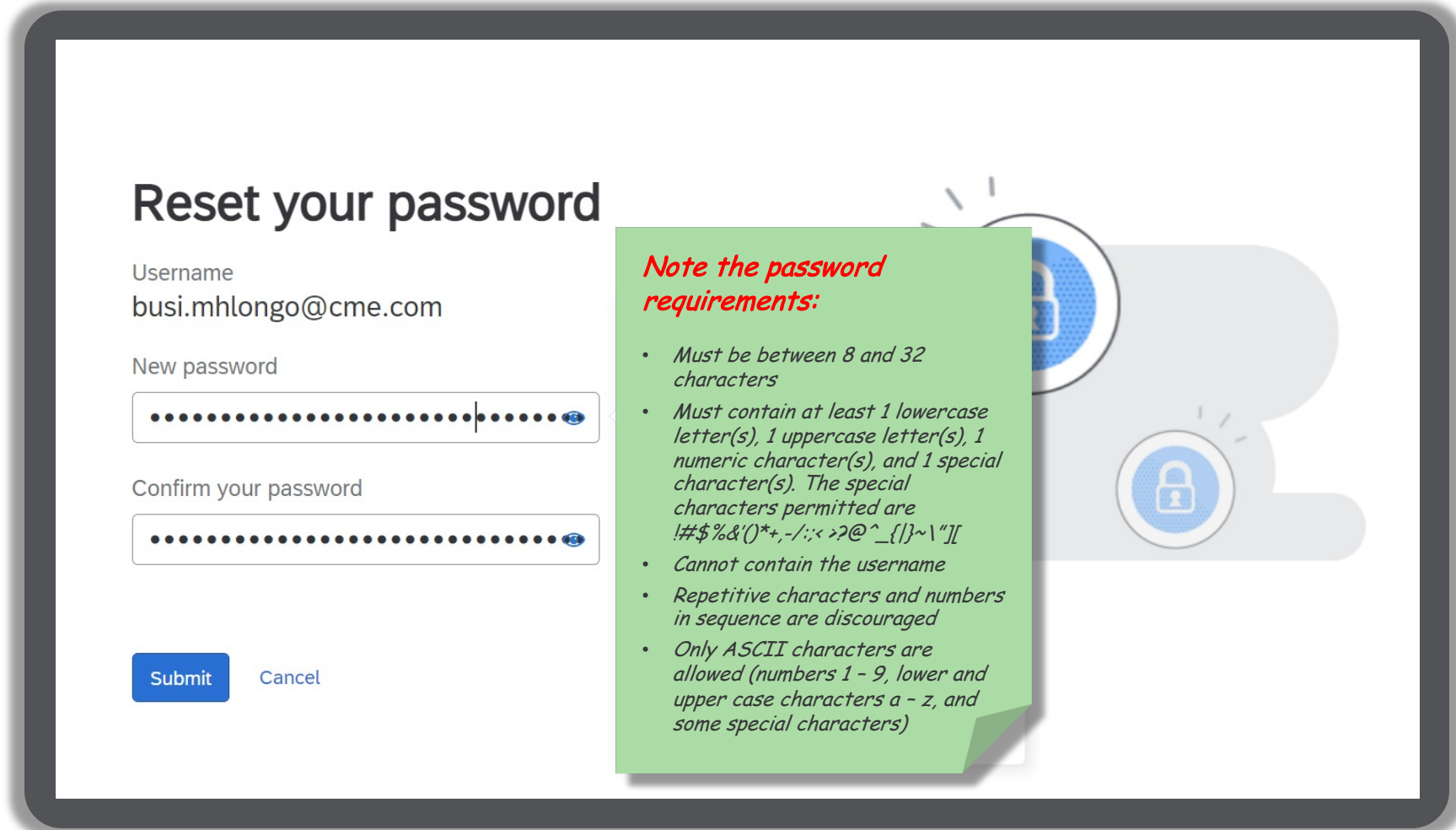
You can also log in using a one-time password created in the Ariba Supplier mobile app, available now for iPhone® and iPad® on the App Store®.



Sincerely,
The SAP Ariba Team
<https://seller.ariba.com>

RESETTING YOUR USERNAME AND PASSWORD

5. Enter your desired password.
6. Confirm password by re-entering your new password.
7. Click **“Submit”**.



Reset your password

Username
busi.mhlongo@cme.com

New password

Confirm your password

Note the password requirements:

- Must be between 8 and 32 characters
- Must contain at least 1 lowercase letter(s), 1 uppercase letter(s), 1 numeric character(s), and 1 special character(s). The special characters permitted are `!#$%&'()*+,-/,:;< >?@^_{|}~\`"]`
- Cannot contain the username
- Repetitive characters and numbers in sequence are discouraged
- Only ASCII characters are allowed (numbers 1 - 9, lower and upper case characters a - z, and some special characters)



GETTING HELP

A IMPLATS SAP ARIBA SUPPLIER
SUPPORT

C CONTACTING SAP ARIBA
DIRECTLY – WITH NO USER
CREDENTIALS

B CONTACTING SAP ARIBA
DIRECTLY – WITH USER
CREDENTIALS

IMPLATS SUPPORT AND HELP LINES



Use the contact details shown here to reach the Implats Supplier Support Helpdesk, which 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

A IMPLATS SAP ARIBA SUPPLIER
SUPPORT

C CONTACTING SAP ARIBA
DIRECTLY – WITH NO USER
CREDENTIALS

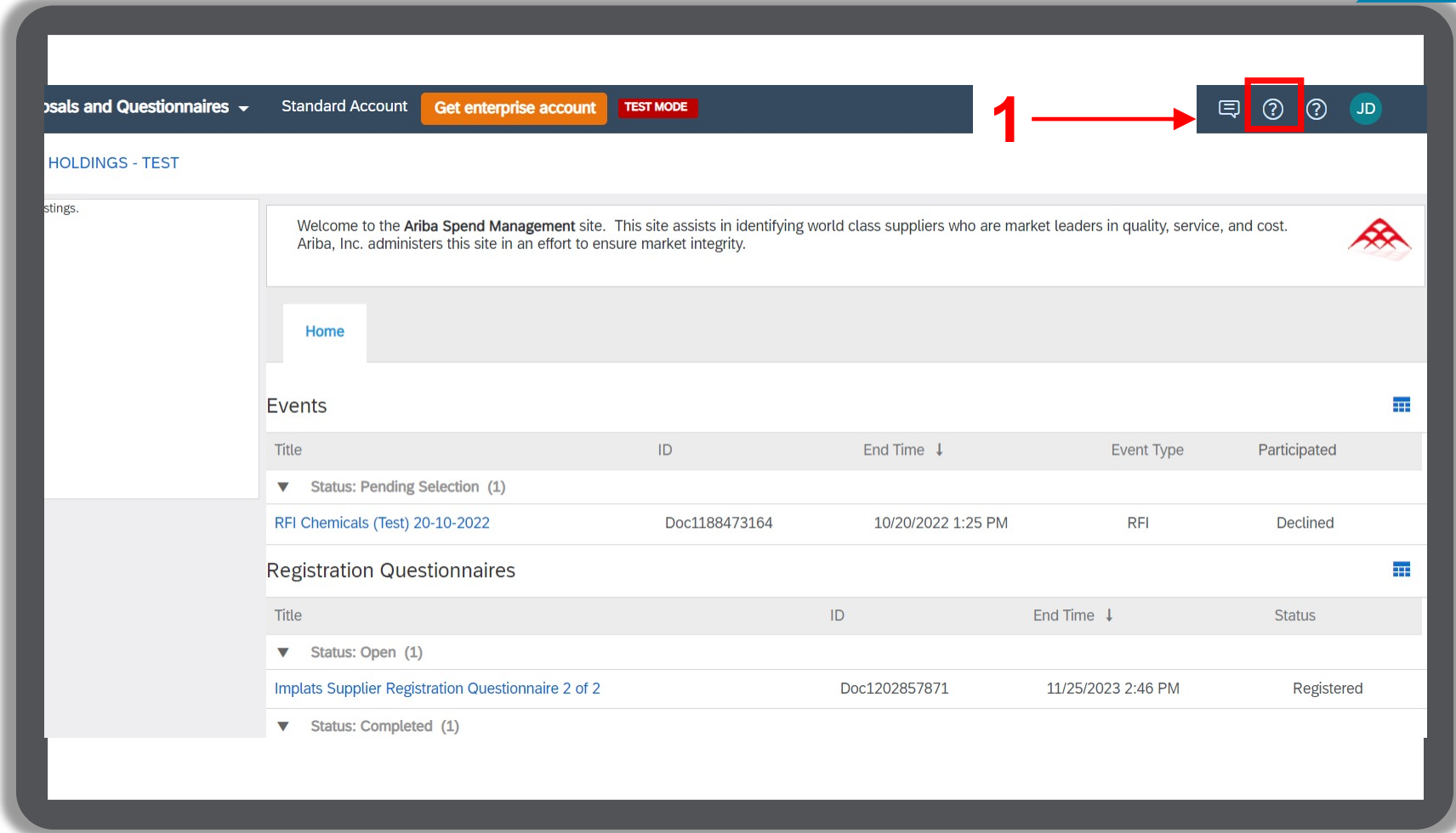
B CONTACTING SAP ARIBA
DIRECTLY – WITH USER
CREDENTIALS

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)



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.



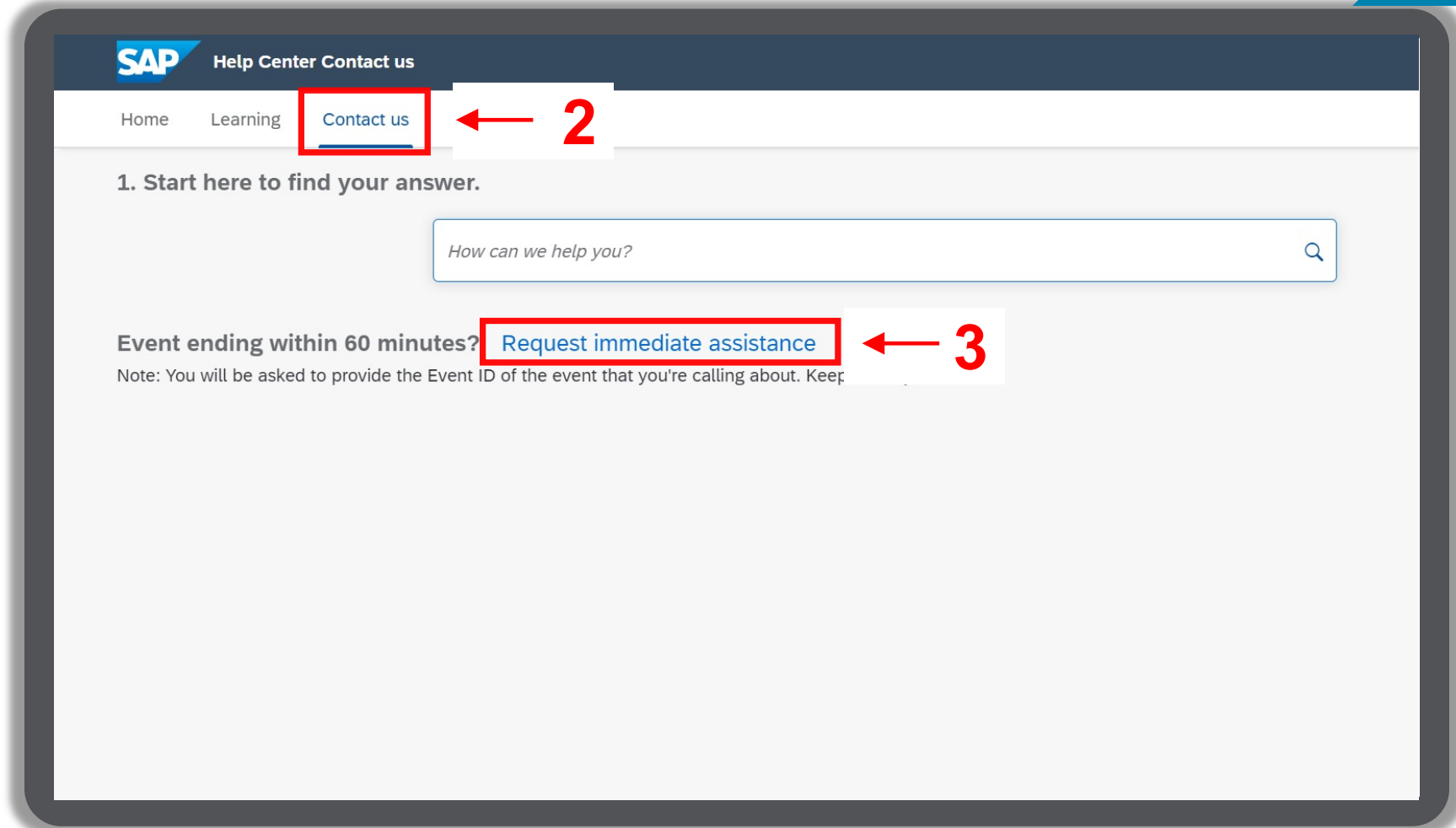
Title	ID	End Time ↓	Event Type	Participated
▼ Status: Pending Selection (1)				
RFI Chemicals (Test) 20-10-2022	Doc1188473164	10/20/2022 1:25 PM	RFI	Declined

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Implats Supplier Registration Questionnaire 2 of 2	Doc1202857871	11/25/2023 2:46 PM	Registered
▼ Status: Completed (1)			

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

You will then be redirected to the following screen

2. Select the “**Contact us**” tab
3. Click on the “**Request immediate assistance**” link

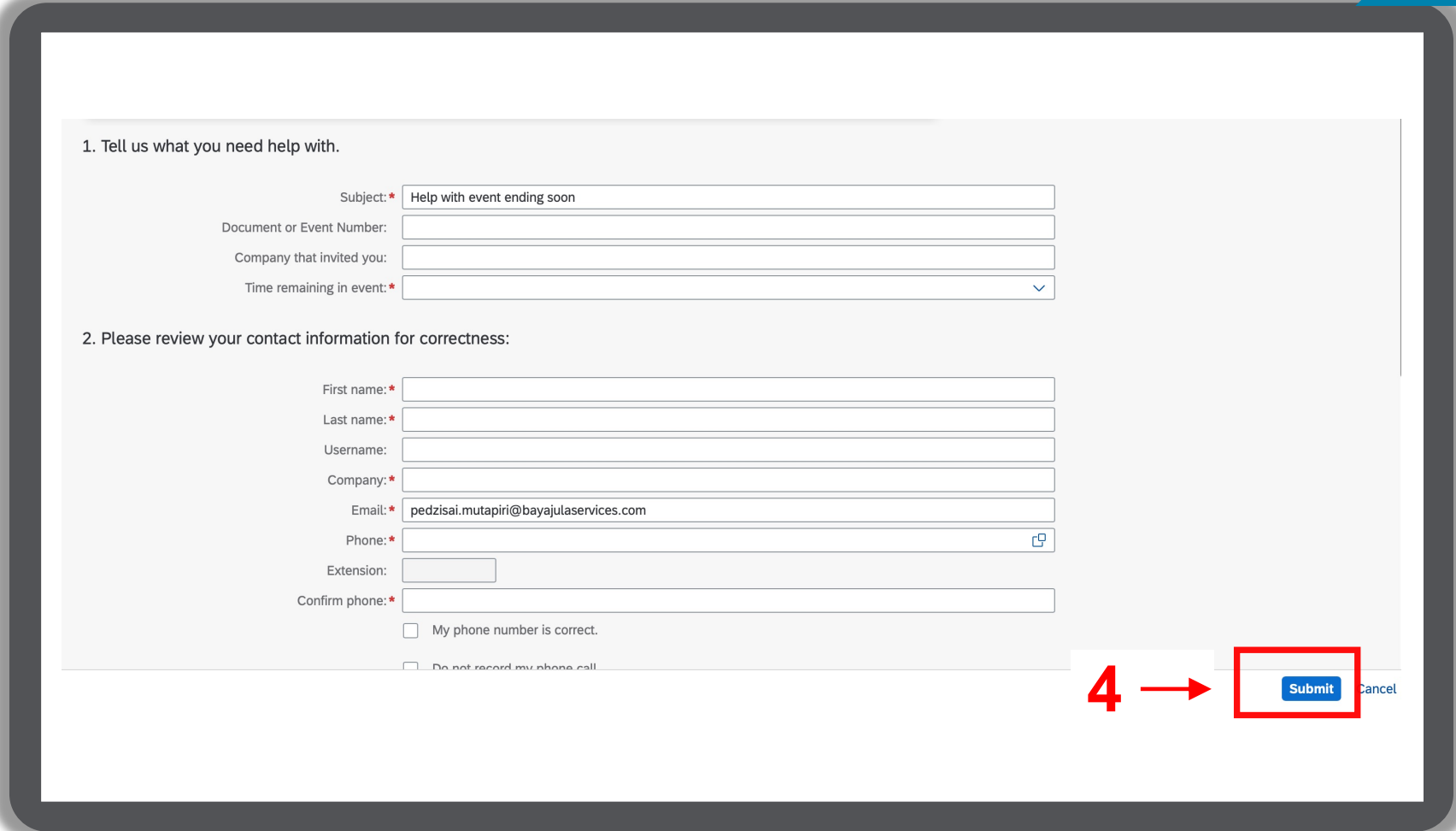


CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)



Type in the details of you ticket to SAP Ariba support on the form provided.

- 4. Once you have completed filling in your required ticket fields, Click on the **“Submit”** button.



1. Tell us what you need help with.

Subject: * Help with event ending soon

Document or Event Number:

Company that invited you:

Time remaining in event: *

2. Please review your contact information for correctness:

First name: *

Last name: *

Username:

Company: *

Email: * pedzisai.mutapiri@bayajulaservices.com

Phone: * [copy icon]

Extension:

Confirm phone: *

My phone number is correct.

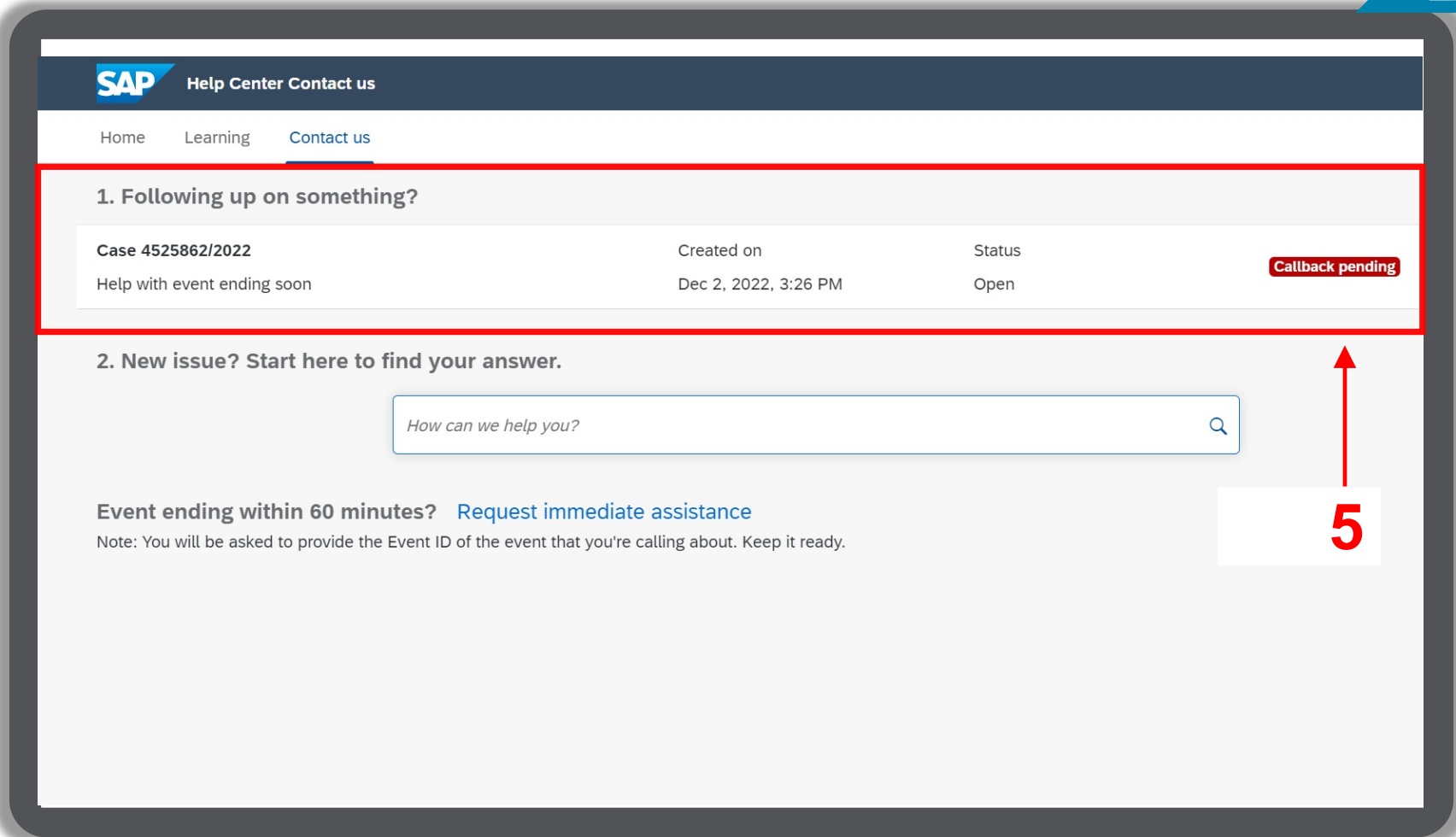
Do not record my phone call.

4 → **Submit** Cancel

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)



5. Once you have submitted your ticket you will see the following screen showing you the status of your ticket



SAP Help Center Contact us

Home Learning **Contact us**

1. Following up on something?

Case 4525862/2022	Created on	Status	
Help with event ending soon	Dec 2, 2022, 3:26 PM	Open	Callback pending

2. New issue? Start here to find your answer.

How can we help you?

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.

5

A IMPLATS SAP ARIBA SUPPLIER
SUPPORT

C CONTACTING SAP ARIBA
DIRECTLY – WITH NO USER
CREDENTIALS

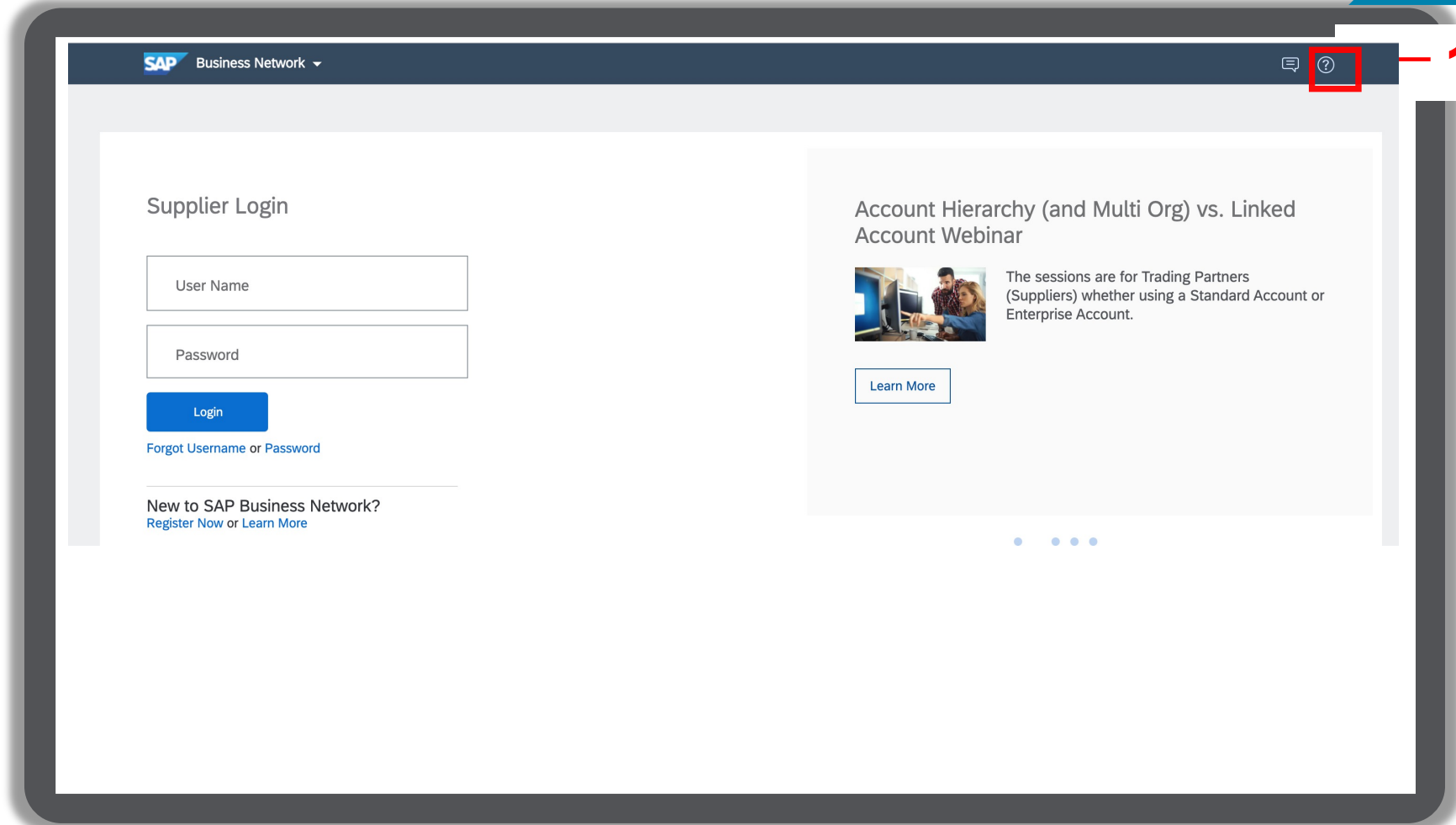
B CONTACTING SAP ARIBA
DIRECTLY – WITH USER
CREDENTIALS

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

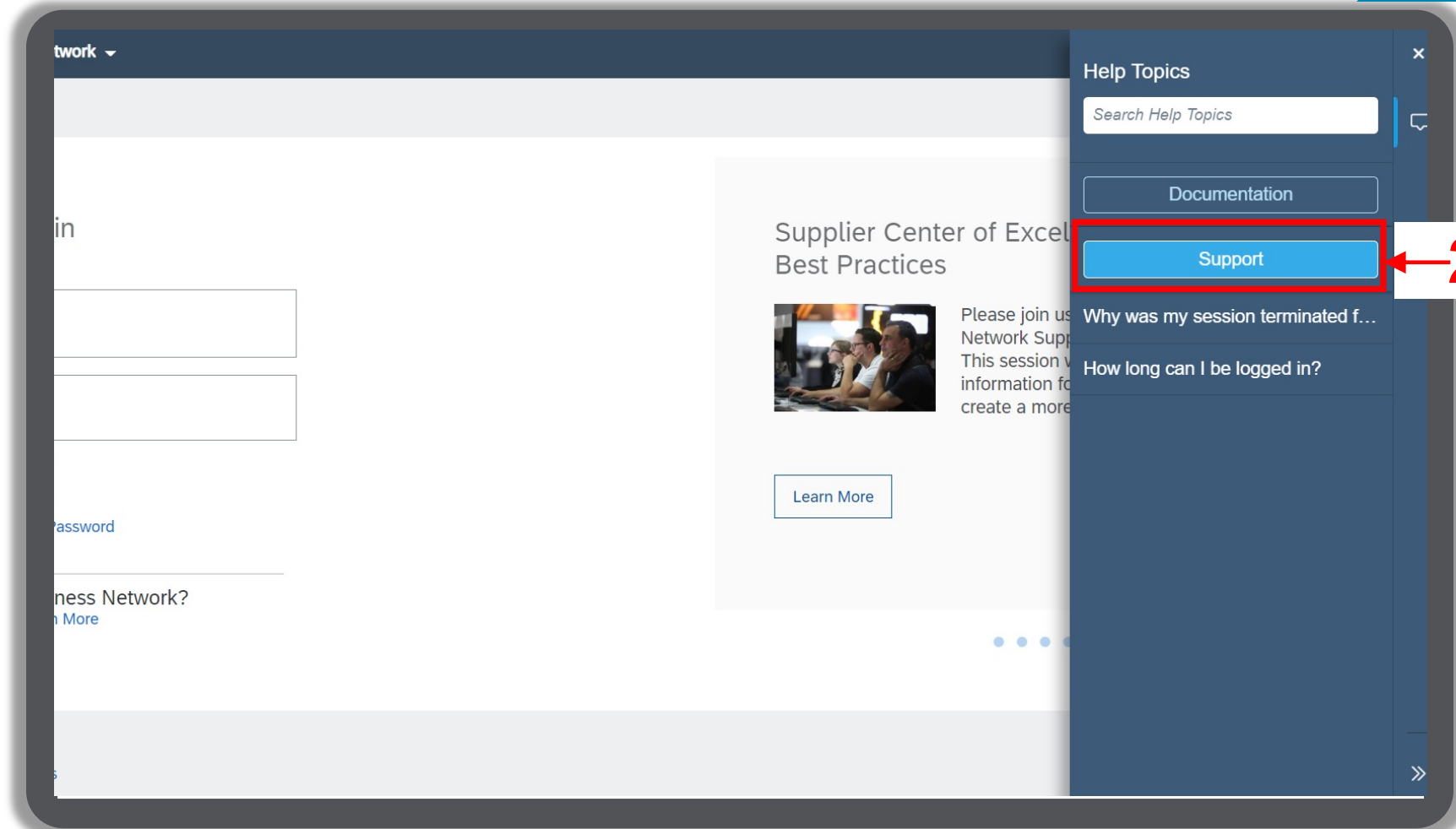
Then Click on the “?” **Help** icon



CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)



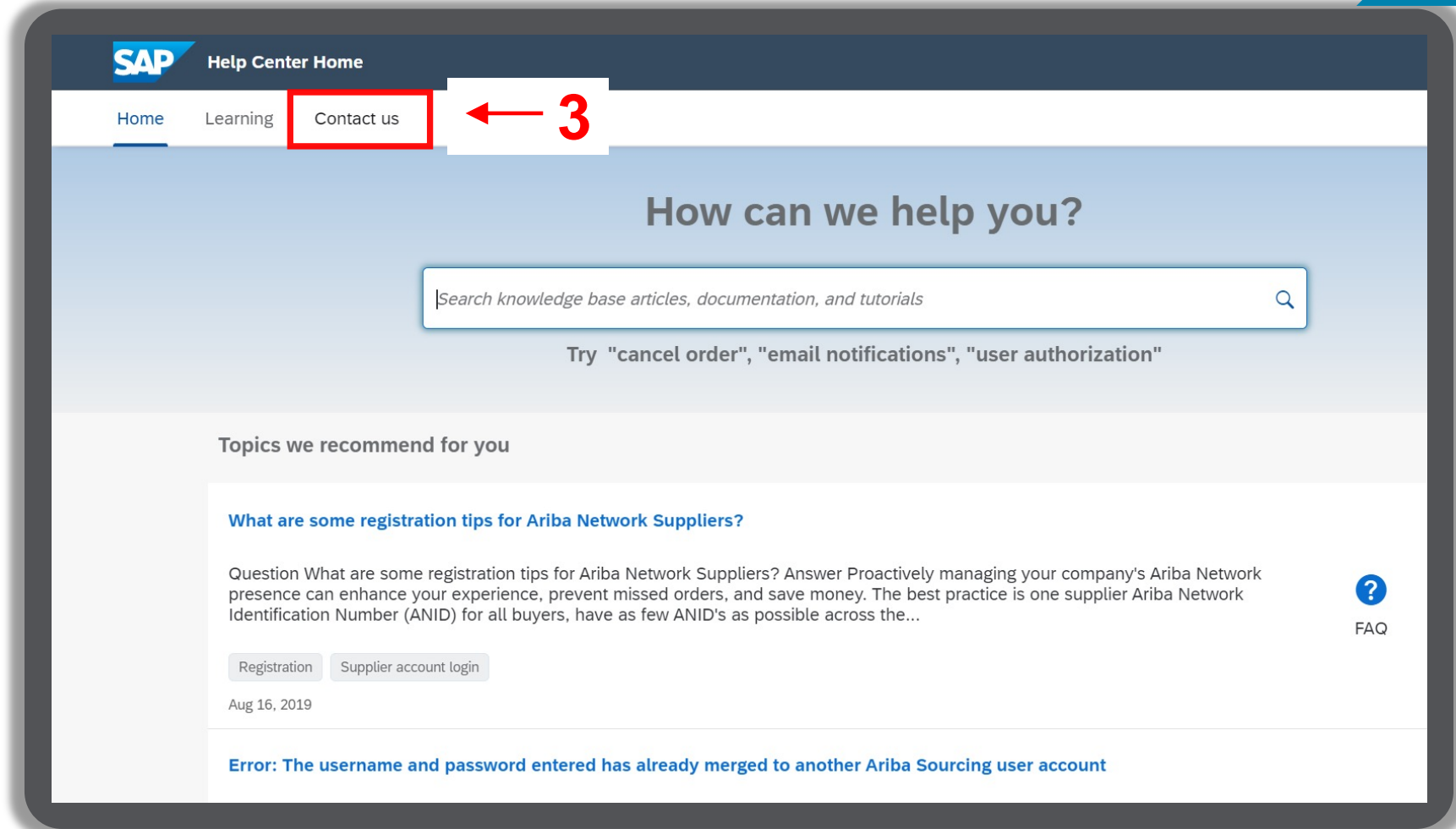
2. Click on “Support”



CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

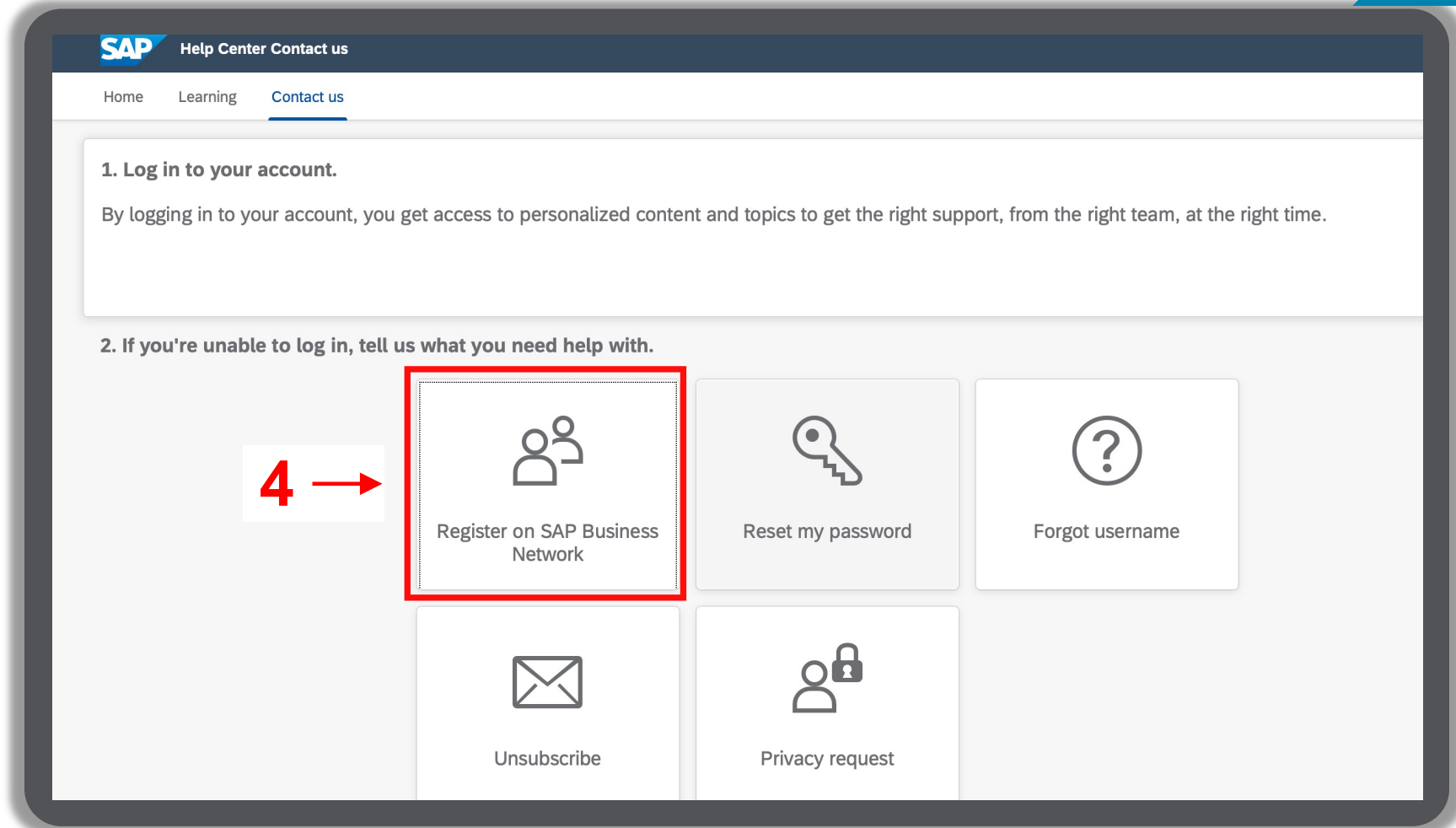


3. Click on “Contact us”



CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

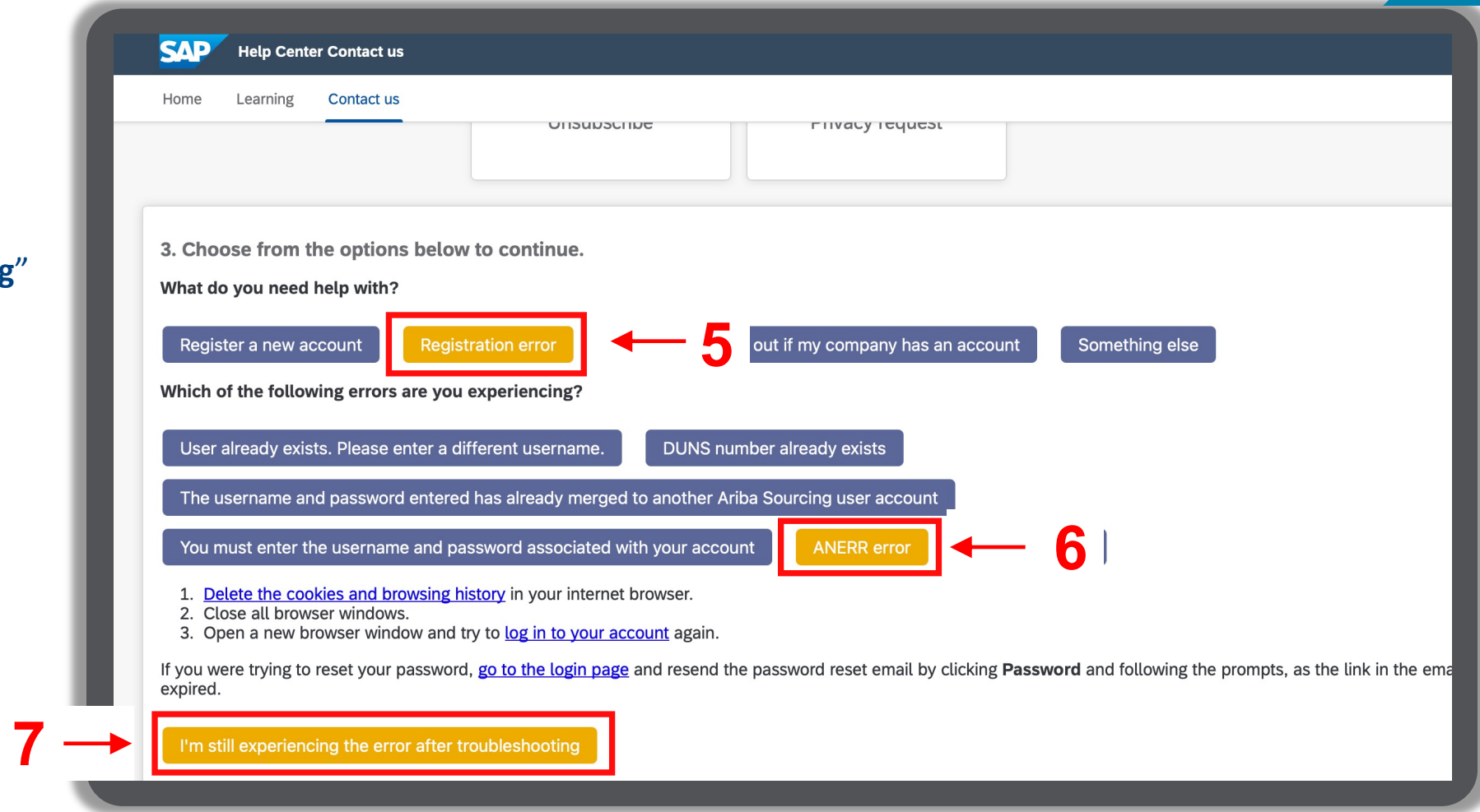
4. Click on “Register on SAP Business Network”



CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)



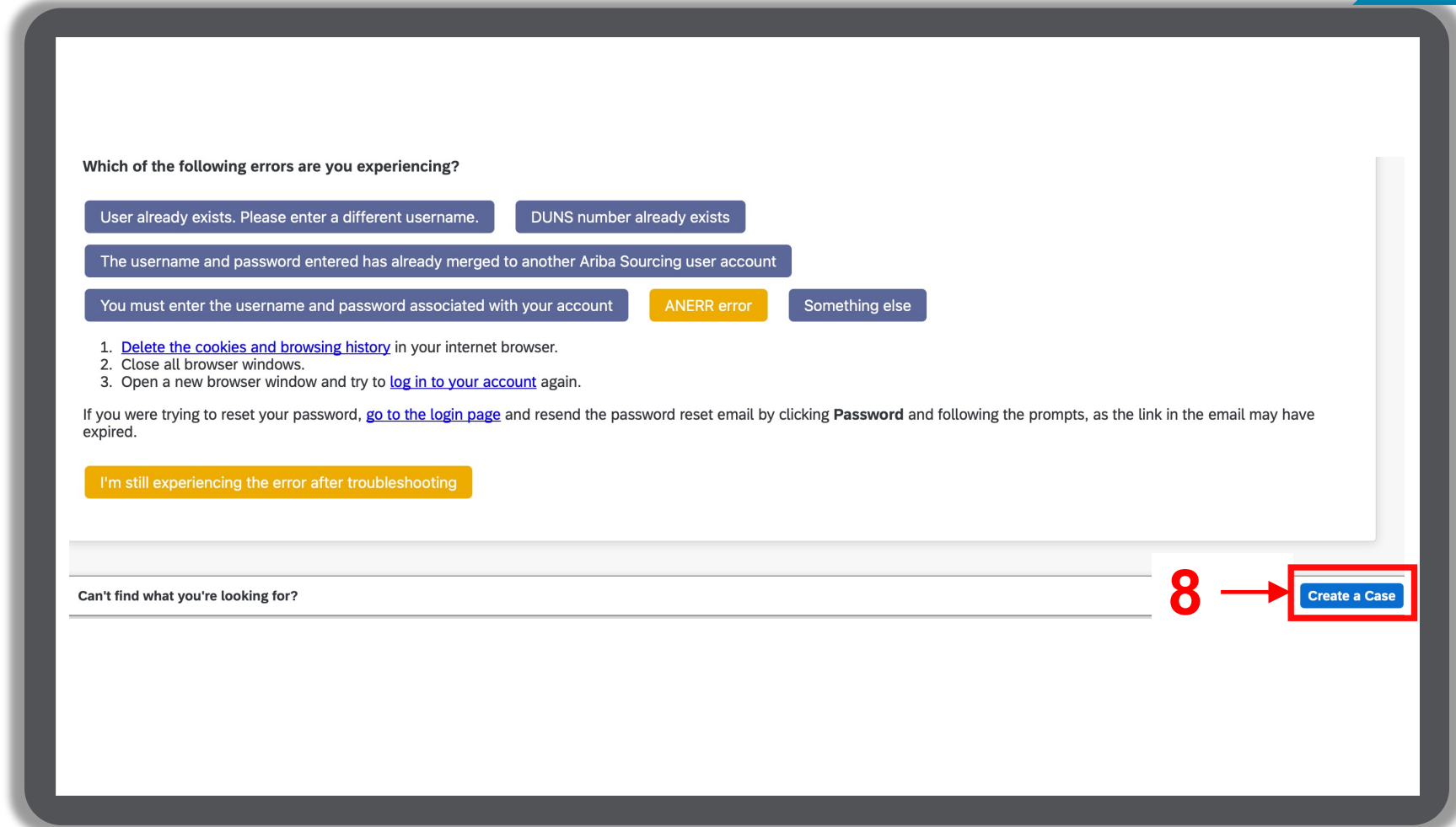
- 5. Click on “Registration error”
- 6. Click on “ANERR error”
- 7. Click on “I’m still experiencing the error after troubleshooting”



The screenshot shows the SAP Help Center 'Contact us' page. The page has a dark blue header with the SAP logo and 'Help Center Contact us'. Below the header are navigation links for 'Home', 'Learning', and 'Contact us'. There are also buttons for 'Unsubscribe' and 'Privacy request'. The main content area is titled '3. Choose from the options below to continue.' and asks 'What do you need help with?'. There are four buttons: 'Register a new account', 'Registration error', 'out if my company has an account', and 'Something else'. The 'Registration error' button is highlighted with a red box and a red arrow labeled '5'. Below this, it asks 'Which of the following errors are you experiencing?' and lists several error messages in blue boxes: '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', and 'You must enter the username and password associated with your account'. The 'ANERR error' button is highlighted with a red box and a red arrow labeled '6'. Below the error messages are three numbered steps: 1. Delete the cookies and browsing history in your internet browser. 2. Close all browser windows. 3. Open a new browser window and try to log in to your account again. At the bottom, there is a note about password resets. The 'I'm still experiencing the error after troubleshooting' button is highlighted with a red box and a red arrow labeled '7'.

CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

8. After clicking “I’m still experiencing the error”. You will see a pop up at the bottom of your screen. Click on “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. [Delete the cookies and browsing history](#) in your internet browser.
2. Close all browser windows.
3. Open a new browser window and try to [log in to your account](#) again.

If you were trying to reset your password, [go to the login page](#) 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

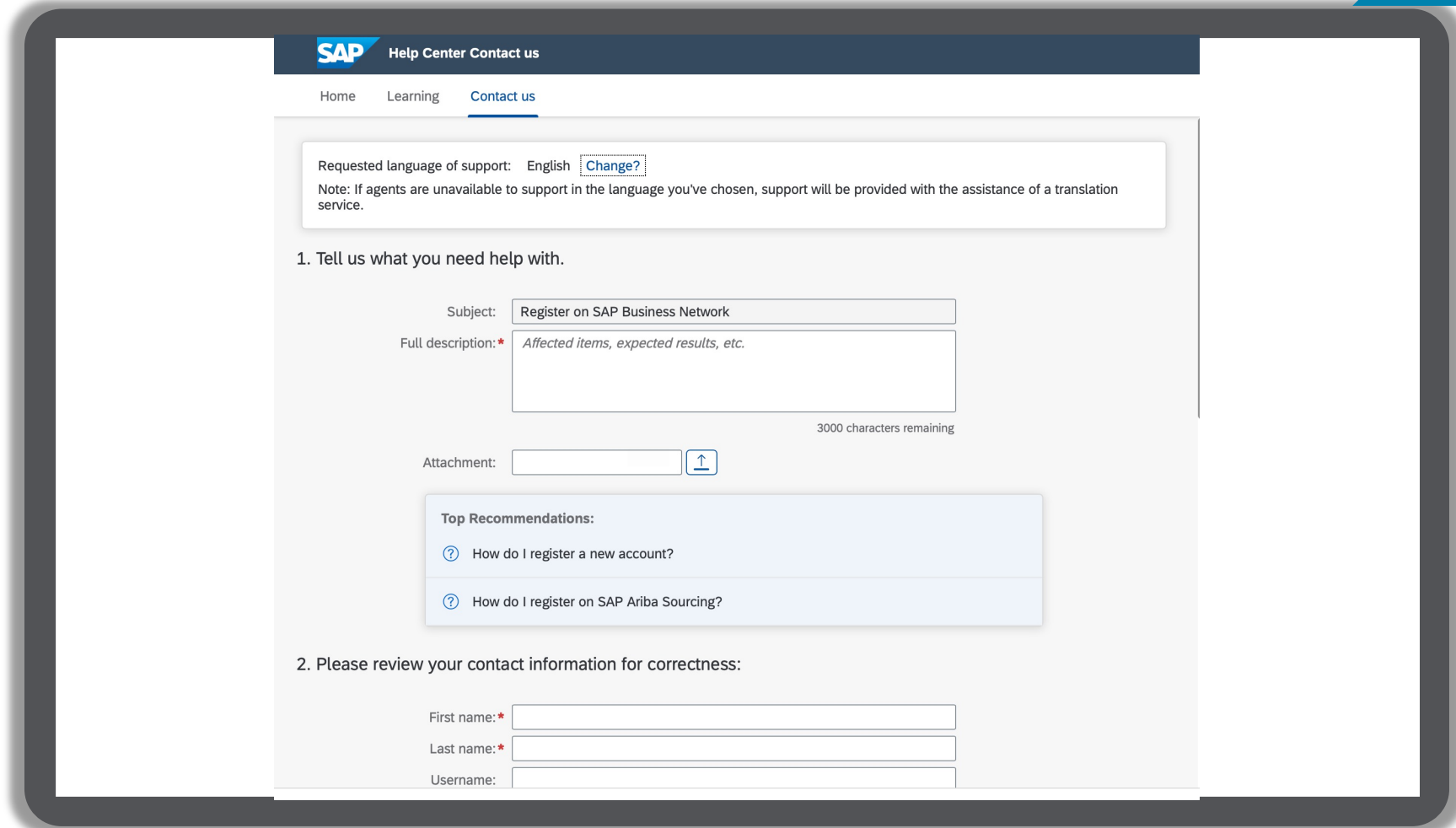
8 → Create a Case

CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

9. Fill in the form and submit your SAP Ariba Support case ticket

To have your user **Administrator** changed by SAP Ariba, you are required to provide the following:

- **ANID** (Ariba Network Identification) number) of your supplier account. The Implats Helpdesk can assist with this number if you do not have it
- Previous administrator's **full name**
- Previous administrator's **email address**
- Name and email 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:

- [How do I register a new account?](#)
- [How do I register on SAP Ariba Sourcing?](#)

2. Please review your contact information for correctness:

First name: *

Last name: *

Username:

A nighttime photograph of an industrial facility, likely a mine or processing plant. The central feature is a tall, slender concrete tower with a logo and the text 'No T6SHA-1' at its top. To the right, a long conveyor belt structure extends across the scene. The facility is illuminated by warm lights, contrasting with the cool blue tones of the twilight sky. In the foreground, a large, leafy tree is silhouetted against the scene.

Thank you !

SAP Ariba Supplier Lifecycle and Performance

Supplier Training Guide

RESPECT, CARE
AND DELIVER

