SAP ARIBA SUPPLIER LIFECYCLE AND PERFORMANCE

Supplier Training Guide

RESPECT, CARE
AND DELIVER

IMPLATS
EXCELLENCE IN PGMs

CONTENT

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
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4 HOW TO MAINTAIN YOUR SUPPLIER INFORMATION

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

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6 HOW TO GET HELP AND SUPPORT

IMPLATS
EXCELLENCE IN PGMs

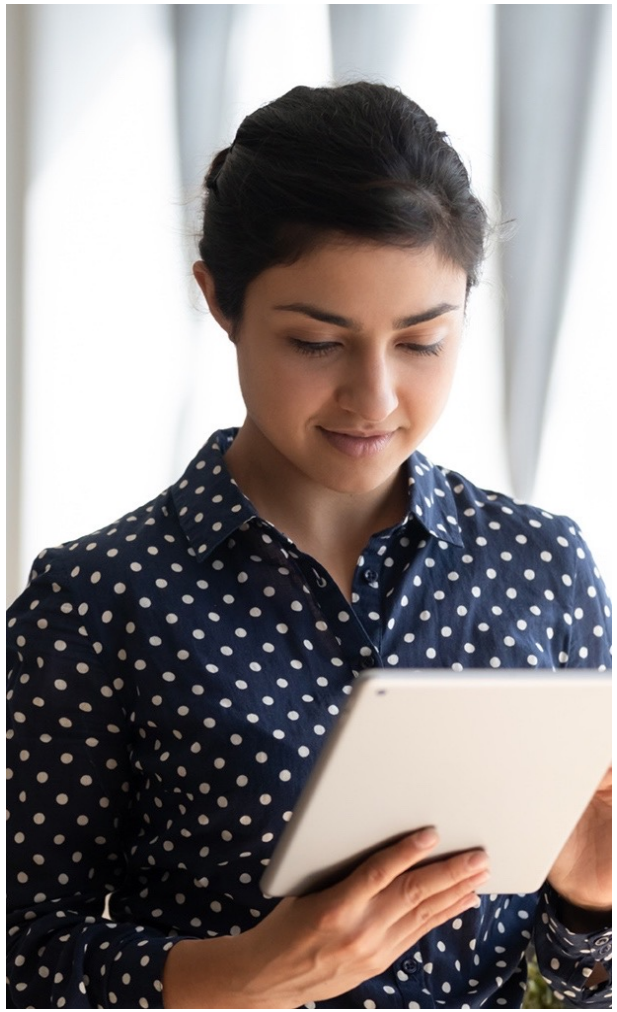
1

INTRODUCTION AND BACKGROUND

INTRODUCTION AND BACKGROUND

- Impala Platinum Holdings Limited (Implats) uses **SAP Ariba** to manage its supplier management, sourcing and contract management processes across its South African operations
- The solution automates the way Suppliers transact and interact with Implats
- This has improved and simplified engagements with our valued suppliers, resulting in a better supplier experience
- SAP Ariba is used to exchange electronic sourcing and contract documents, and enables Suppliers to self-register and maintain their supplier profile data
- This 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

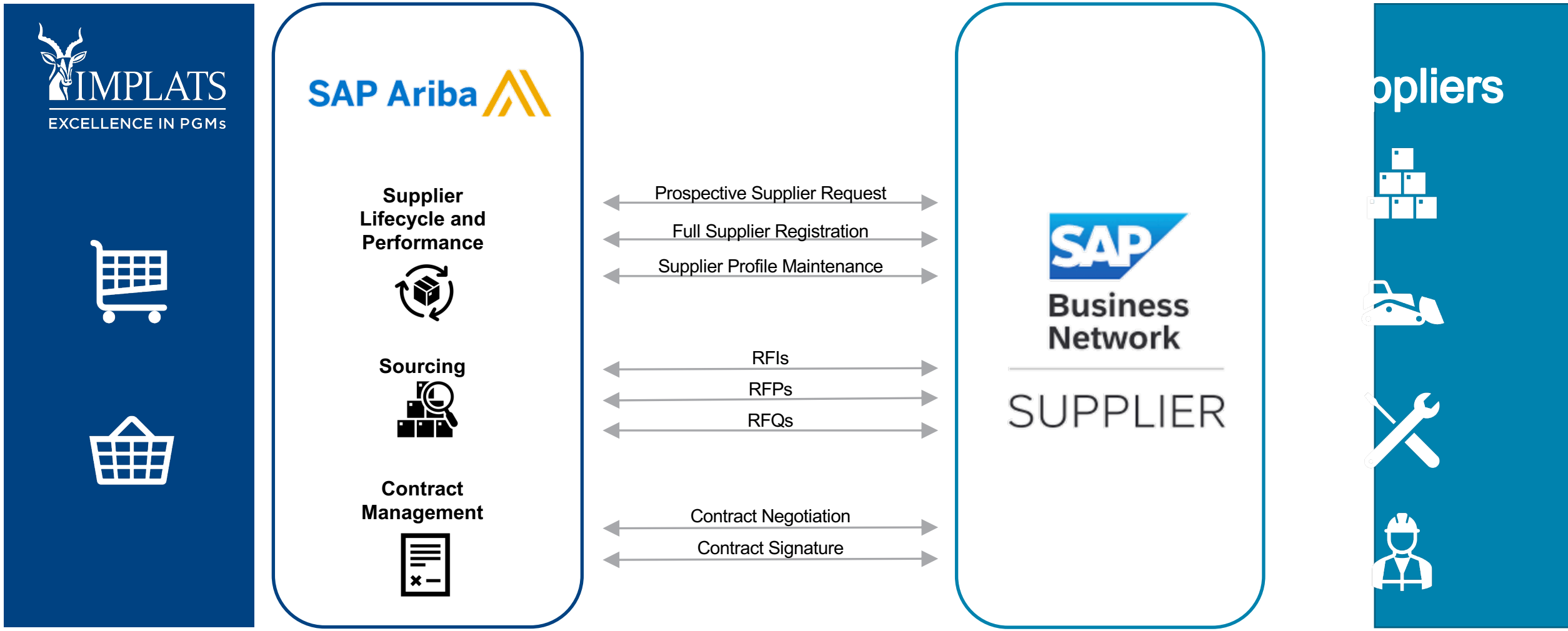


The **SAP Business Network** connects suppliers with customers, enabling them to do business together.

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



IMPLATS
EXCELLENCE IN PGMs

2

HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

HIGH-LEVEL PROSPECTIVE SUPPLIER REQUEST PROCESS FLOW

Start here

Suppliers

Internet

1

The prospective supplier accesses the Prospective Supplier link on Implats' website **(www.implats.co.za)**

2

The prospective supplier populates and submits a Supplier Request form to Implats

5

The supplier receives a request approval email notification

SAP Ariba SLP

3

The Supplier Request form is checked and reviewed by Vendor Management

4

A supplier record is created and added to Implats' Prospective Database. The supplier is now visible / searchable to Implats

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.

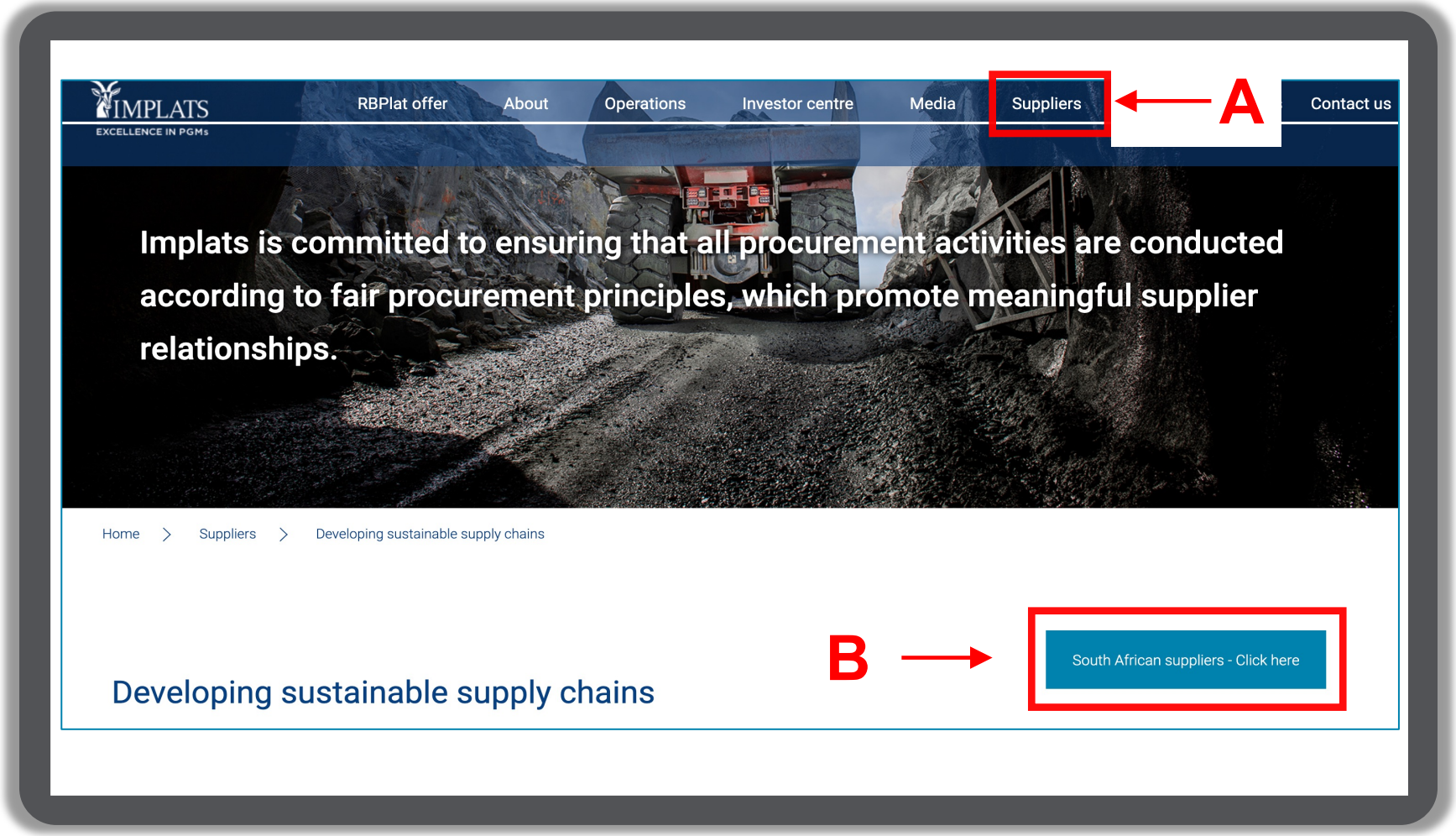
HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

Completing the prospective supplier request form

1. Visit Implats' website at www.implats.co.za

   A. Click on "**Suppliers"** in the top menu bar

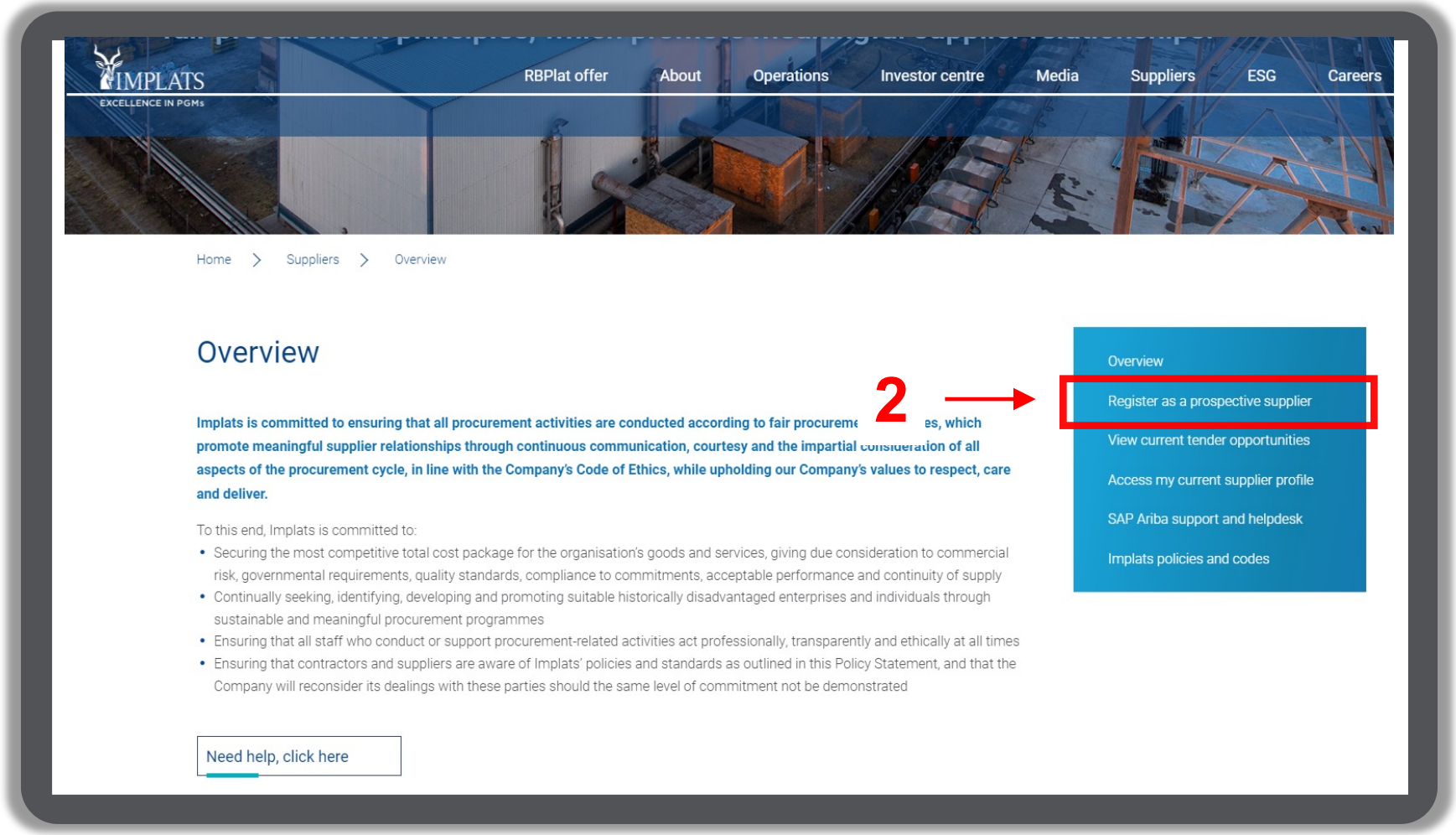
   B. When the supplier page has opened, click on the **"South African Suppliers"** button



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.

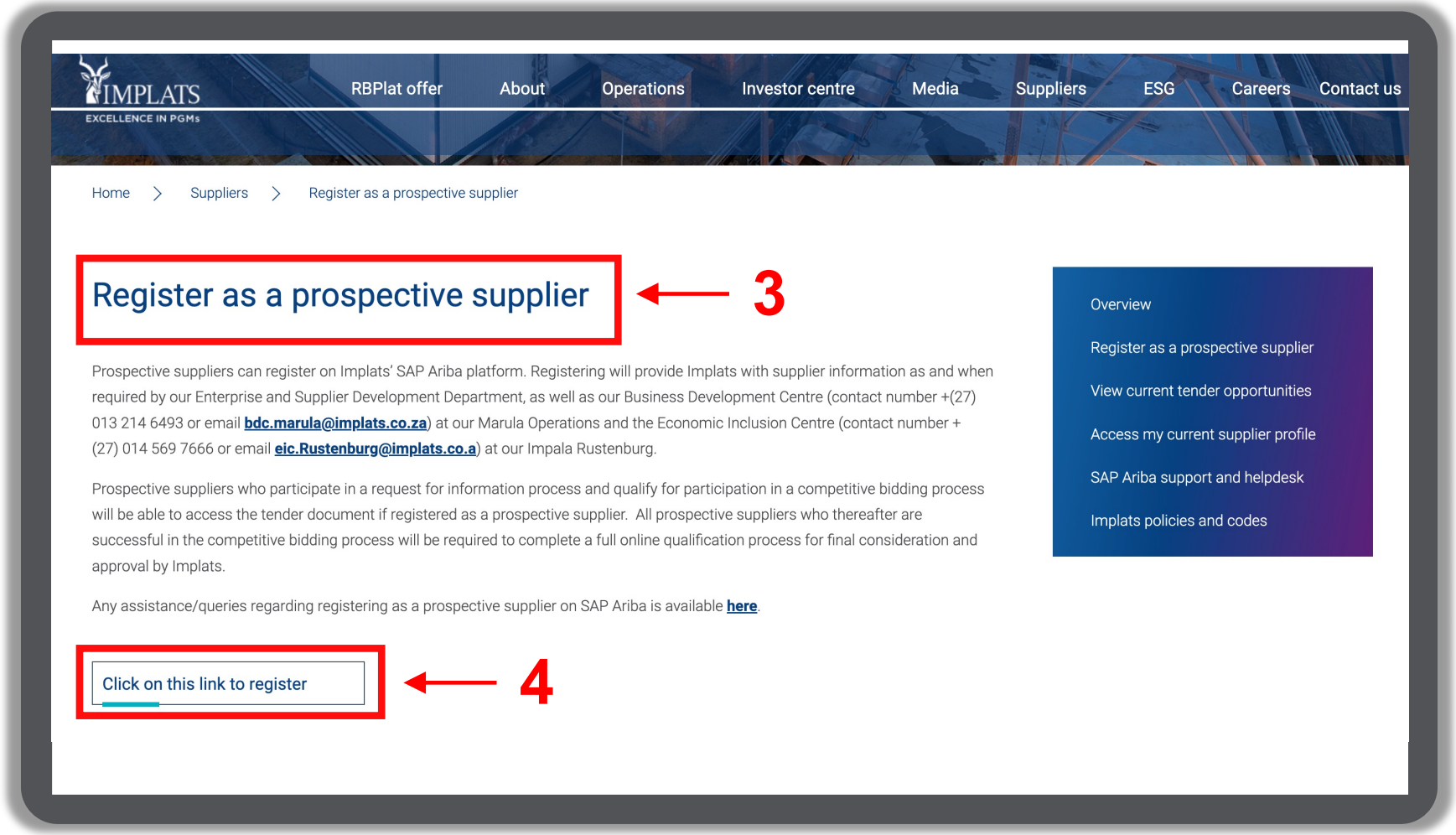


HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

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

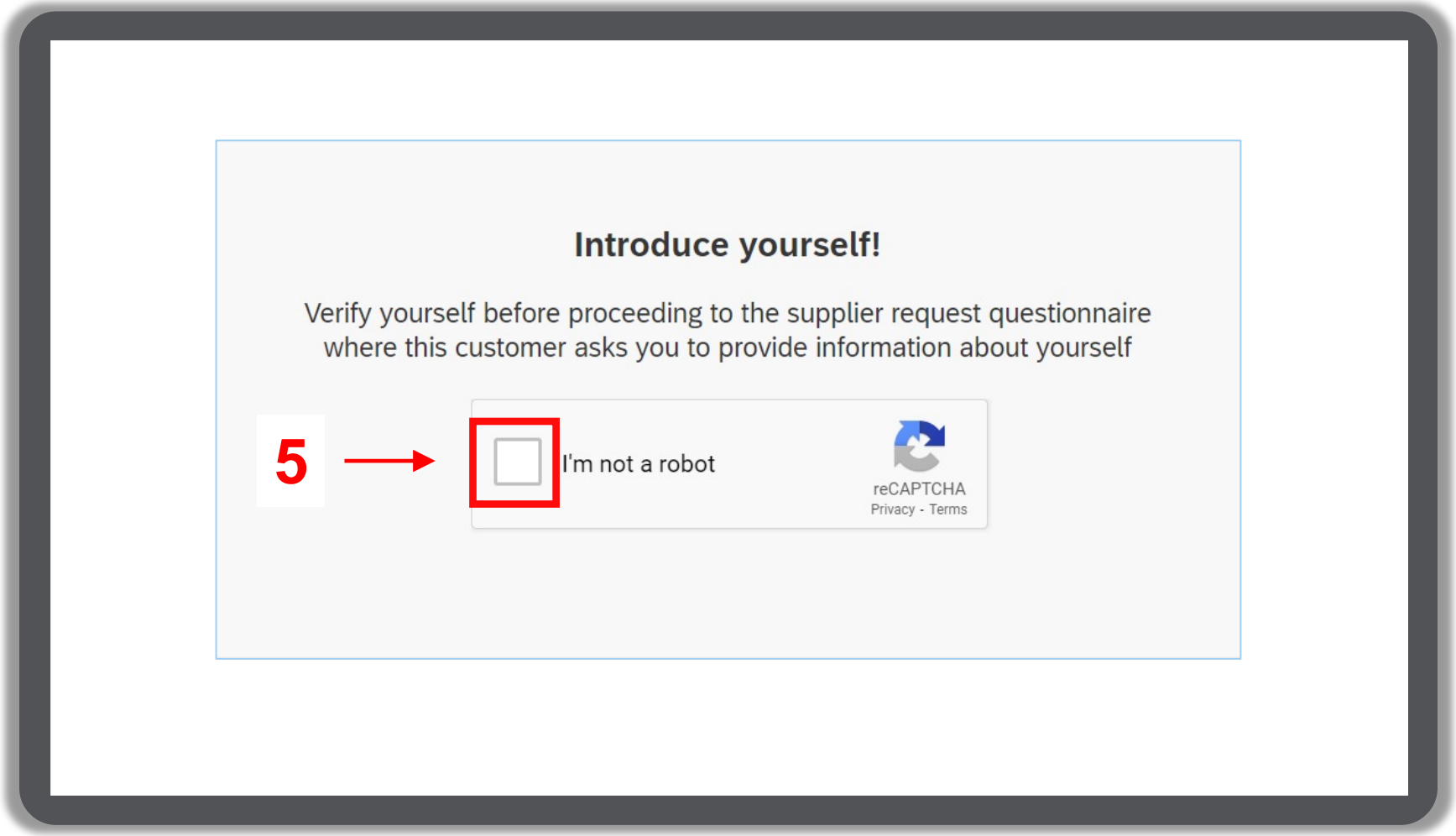


HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

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

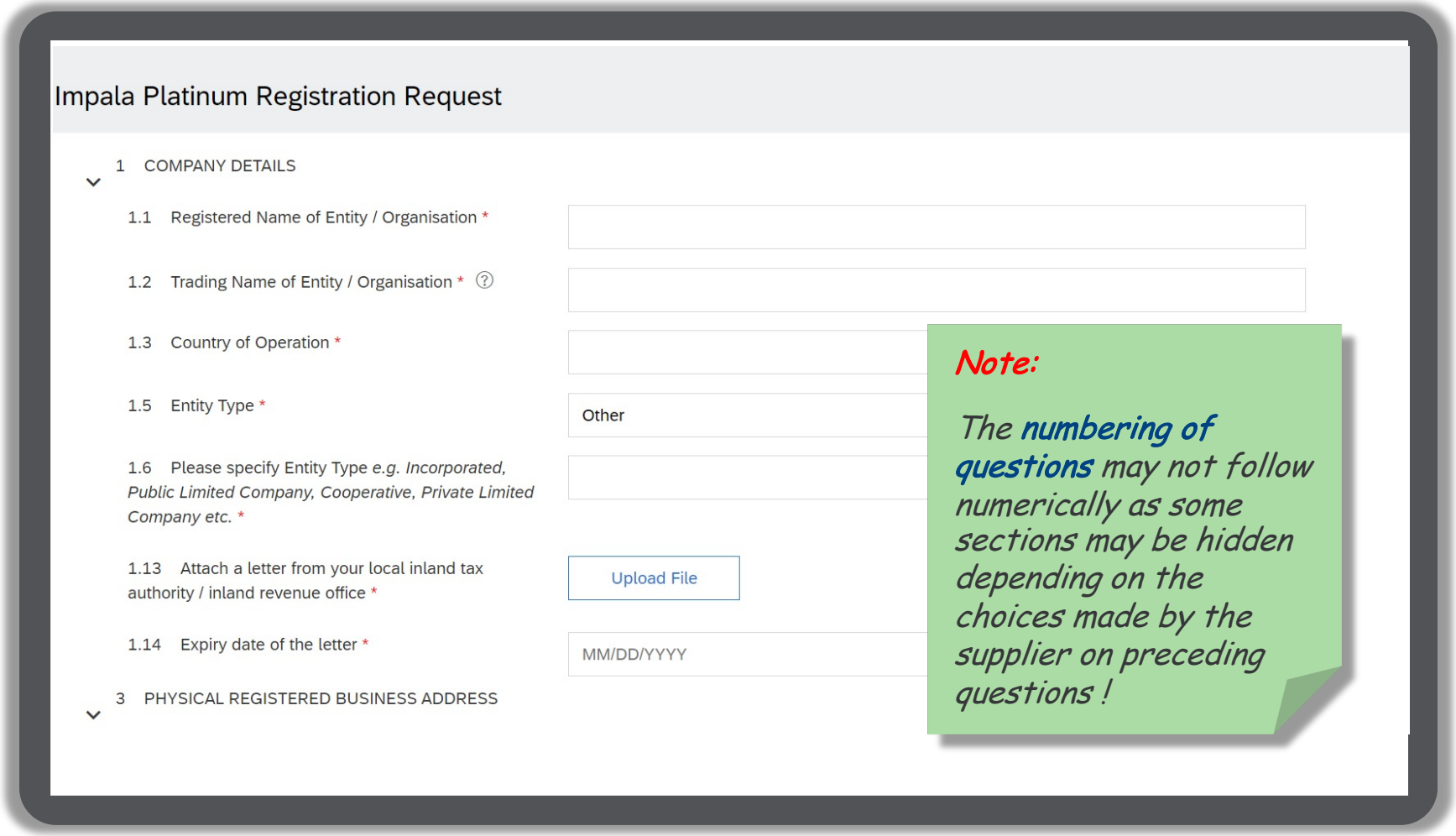


HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

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.

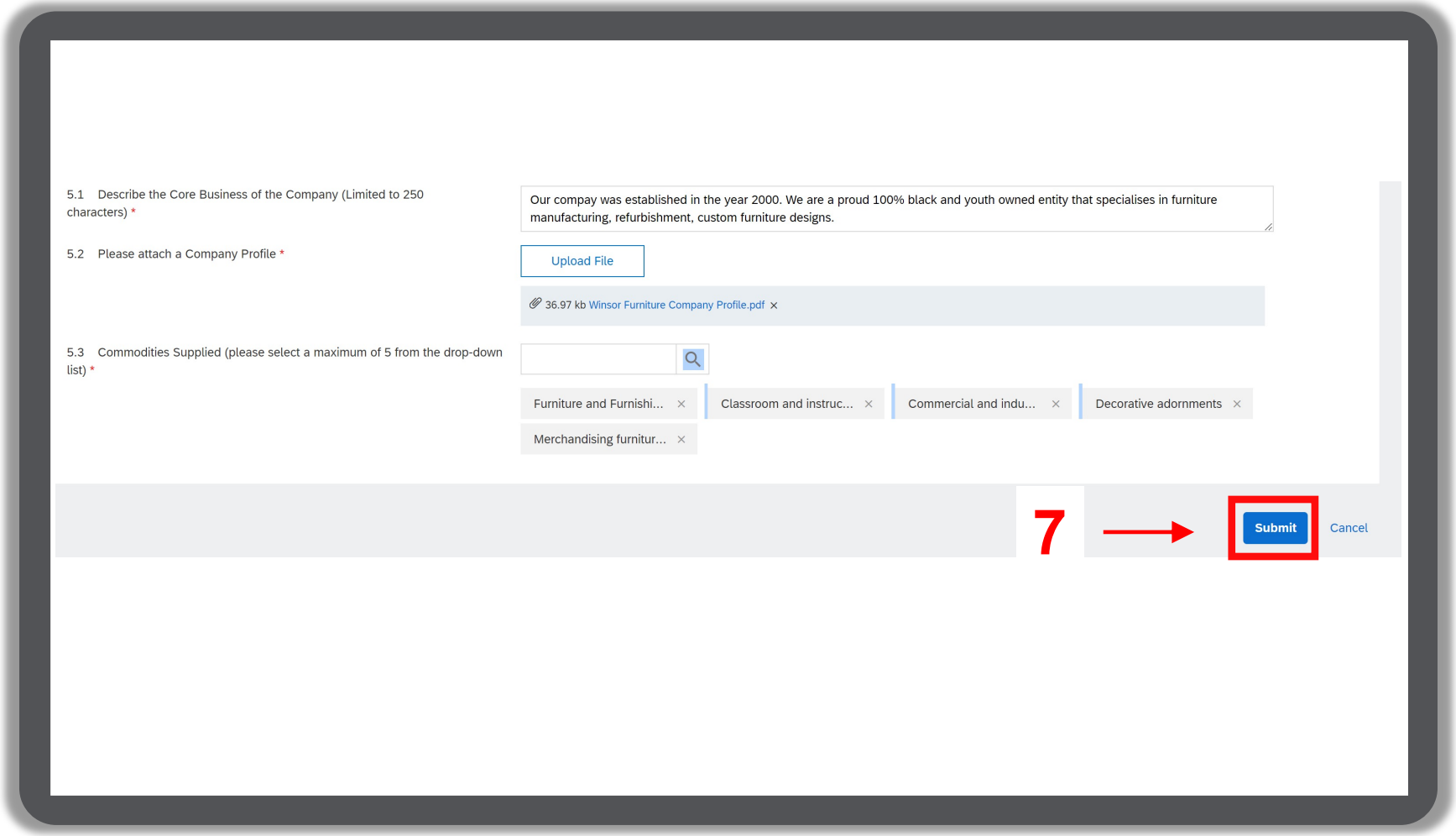


HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

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



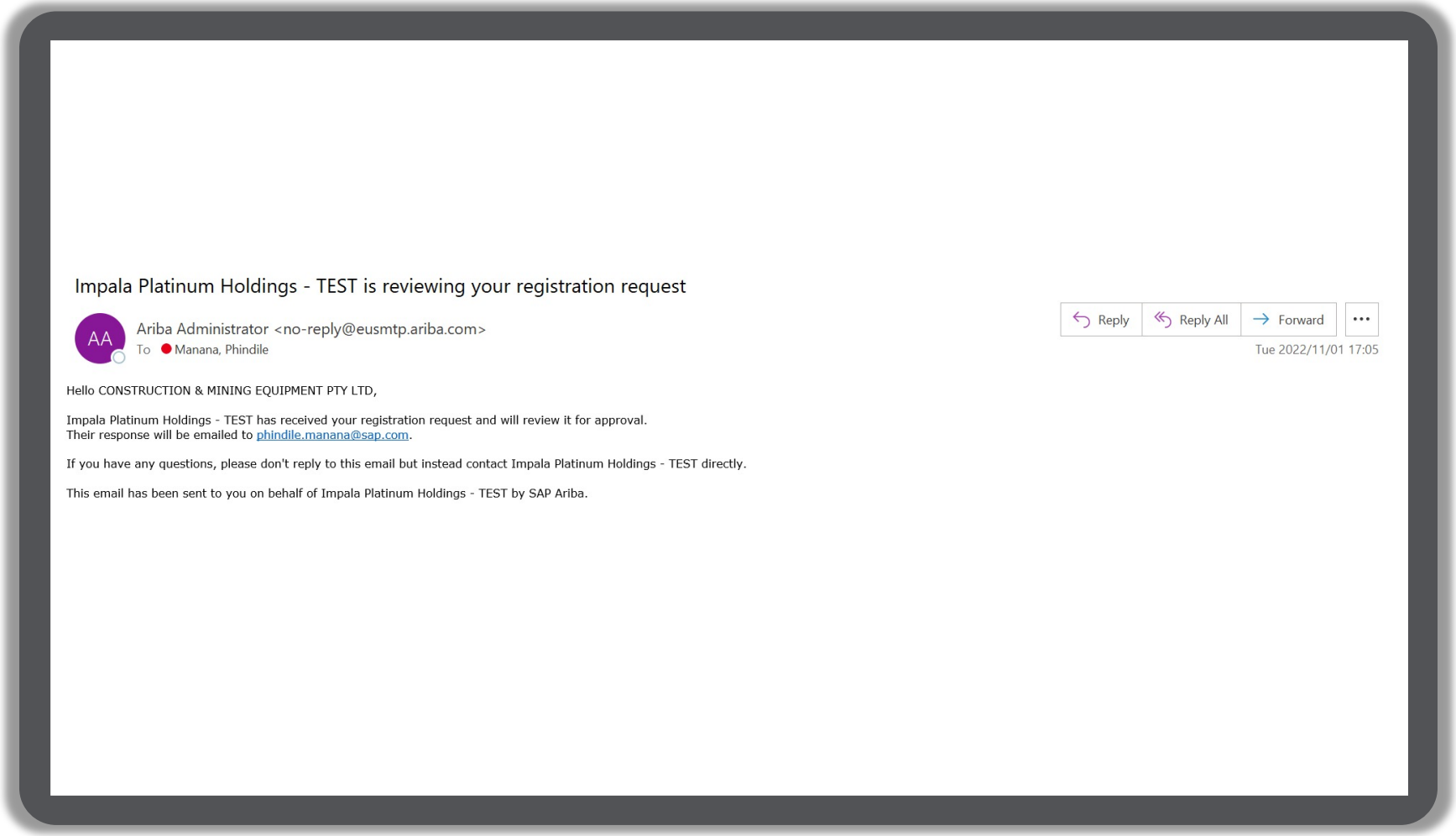
HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

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.

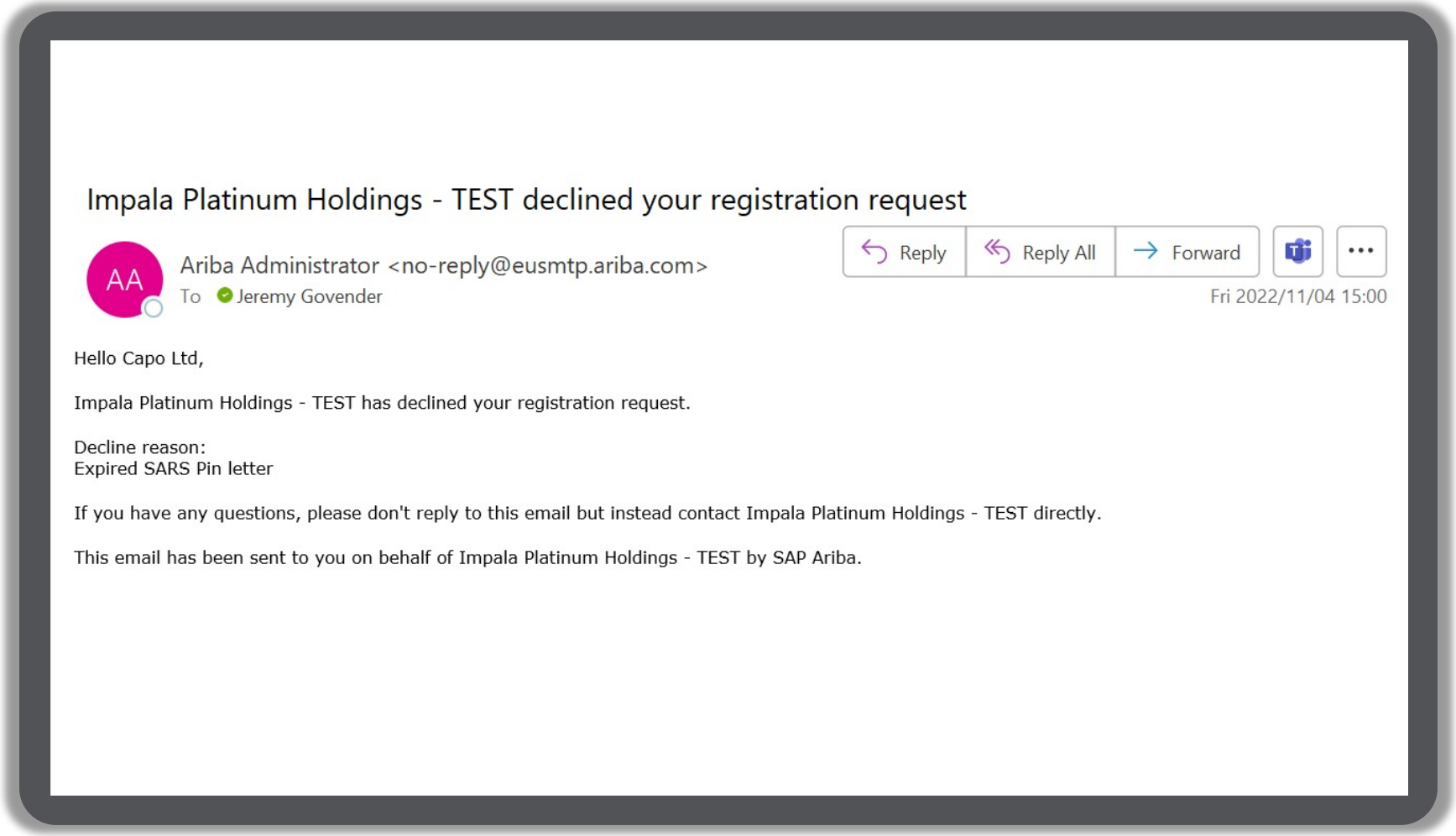
   If accepted, the supplier will receive a further notification and their business will be added to Implats' Prospective Database.



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.

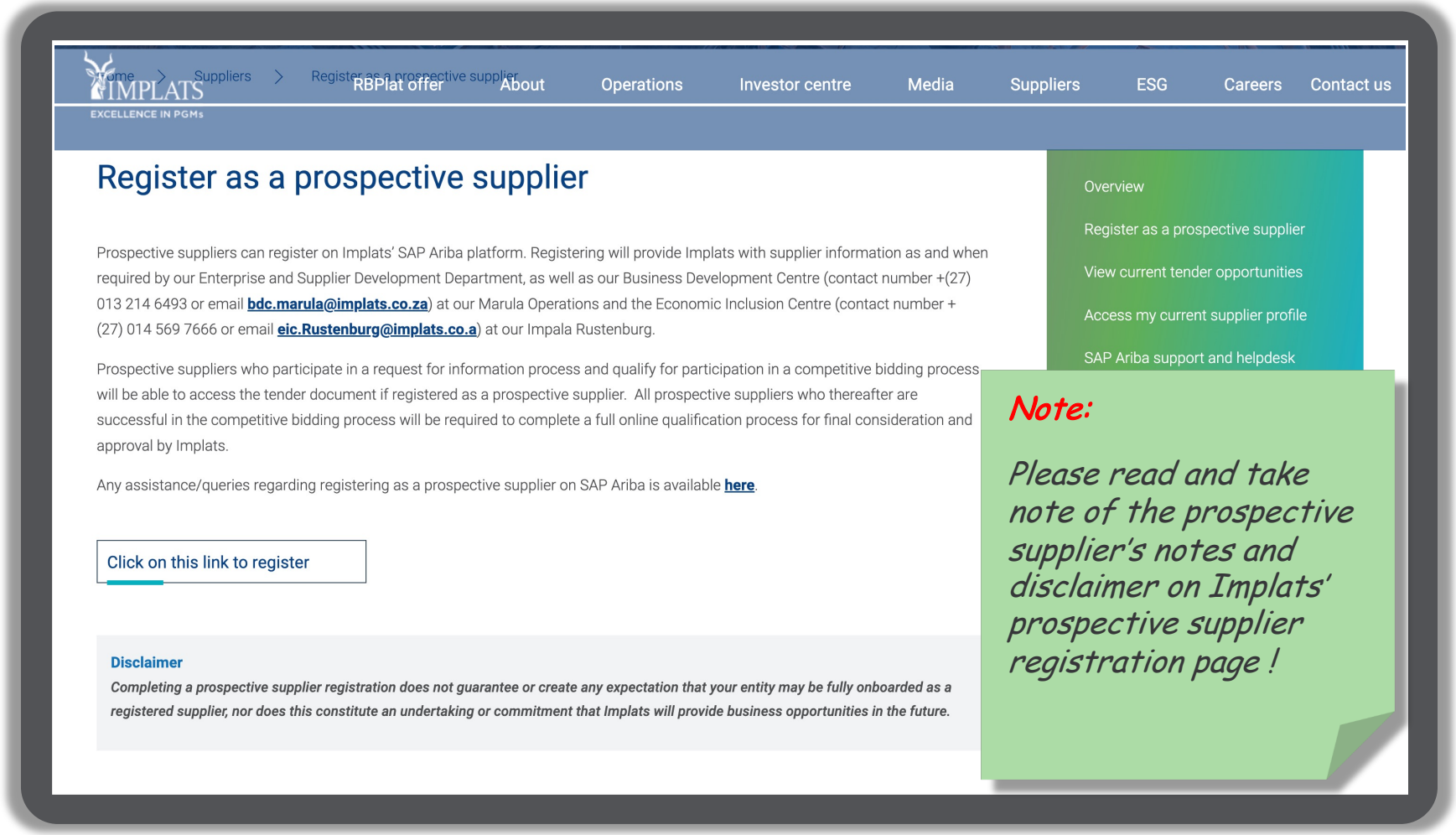


HOW TO REGISTER AS A PROSPECTIVE SUPPLIER

The supplier is now registered in Implats' prospective database

10. 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.



IMPLATS
EXCELLENCE IN PGMs

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HOW TO COMPLETE FULL SUPPLIER REGISTRATION

OVERVIEW

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

Suppliers

SAP Business Network

2

The supplier receives two invitation e-mails for full registration

3

The supplier creates a global SAP Business Network account. SAP Ariba sends user credentials of account to supplier

4

The supplier creates an Implats profile by populating and submitting two registration questionnaires and submitting to Implats

7

Registration approval email notification

SAP Ariba SLP

Implats invites a supplier to register to become an approved registered vendor

1

Start here

Suppliers' registration responses are validated, vetted and approved by Implats

5

A supplier registration is approved and the supplier is added to the registered vendors database

6

OVERVIEW

A ABOUT SUPPLIER REGISTRATION

B CREATING A SAP BUSINESS NETWORK GLOBAL ACCOUNT

C COMPLETING IMPLATS' SUPPLIER REGISTRATION QUESTIONNAIRES

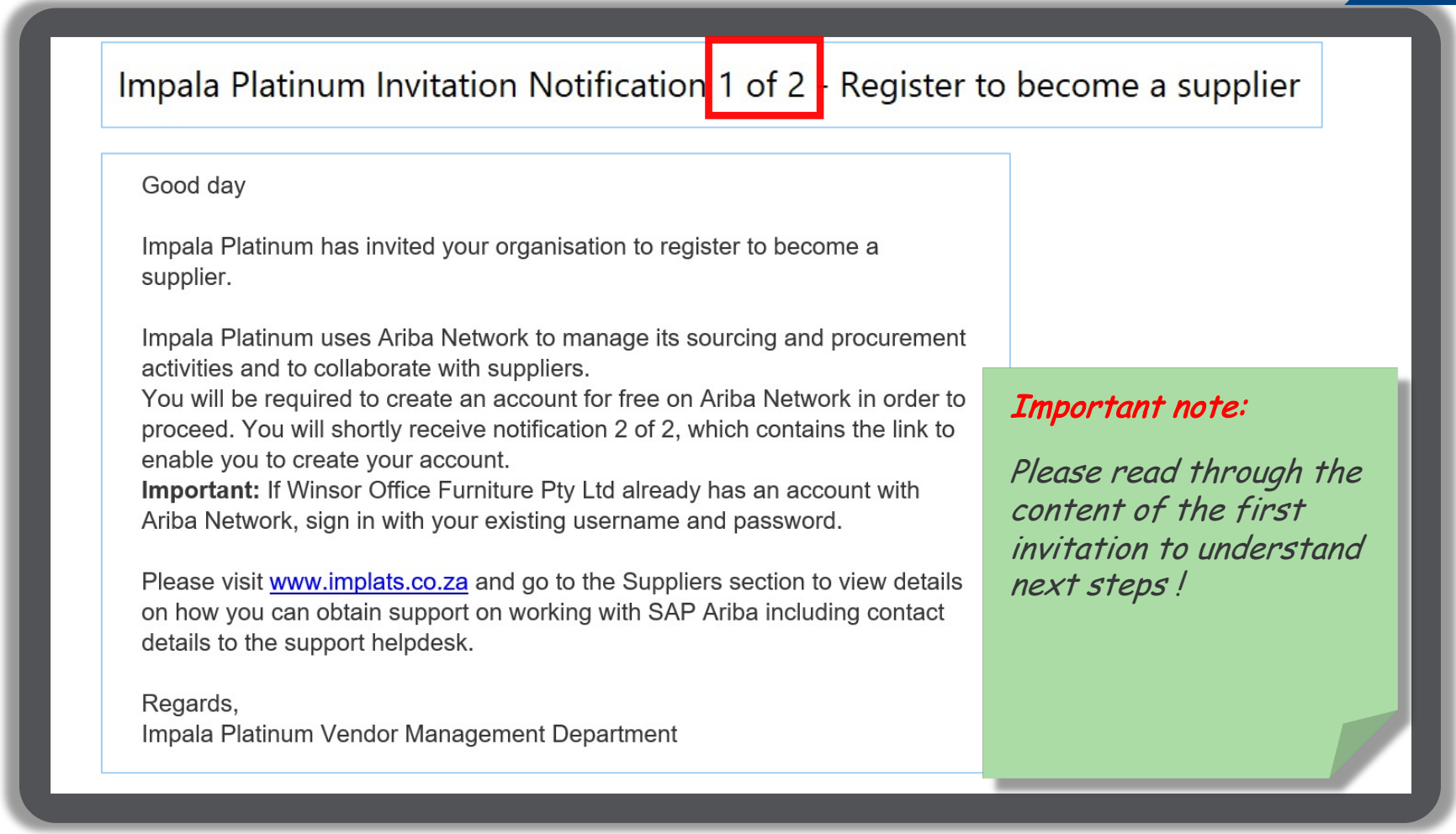
CREATING A SAP BUSINESS NETWORK GLOBAL ACCOUNT

B

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:

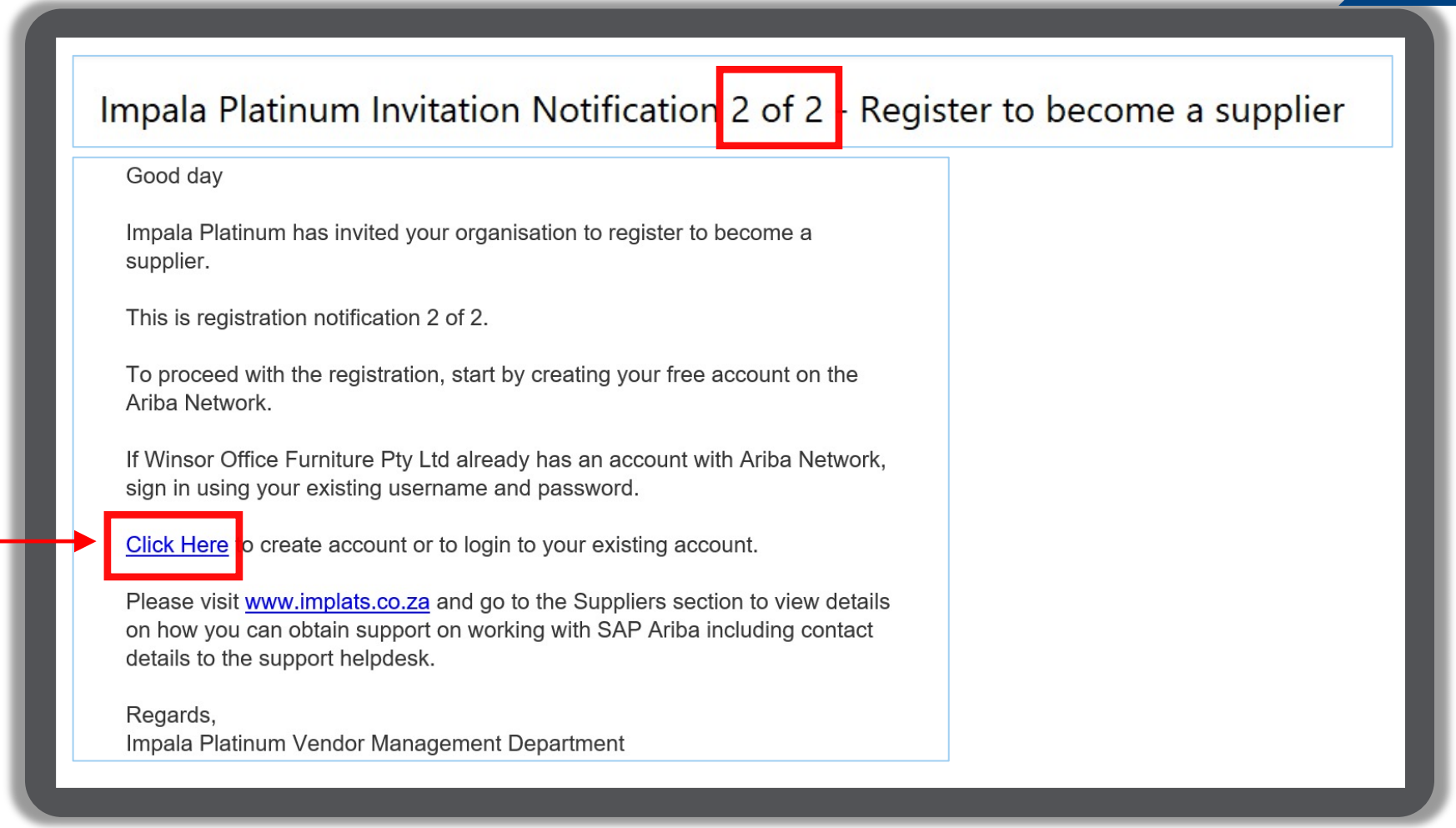
Please read through the content of the first invitation to understand next steps !

CREATING A SAP BUSINESS NETWORK GLOBAL ACCOUNT

B

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



CREATING A SAP BUSINESS NETWORK GLOBAL ACCOUNT

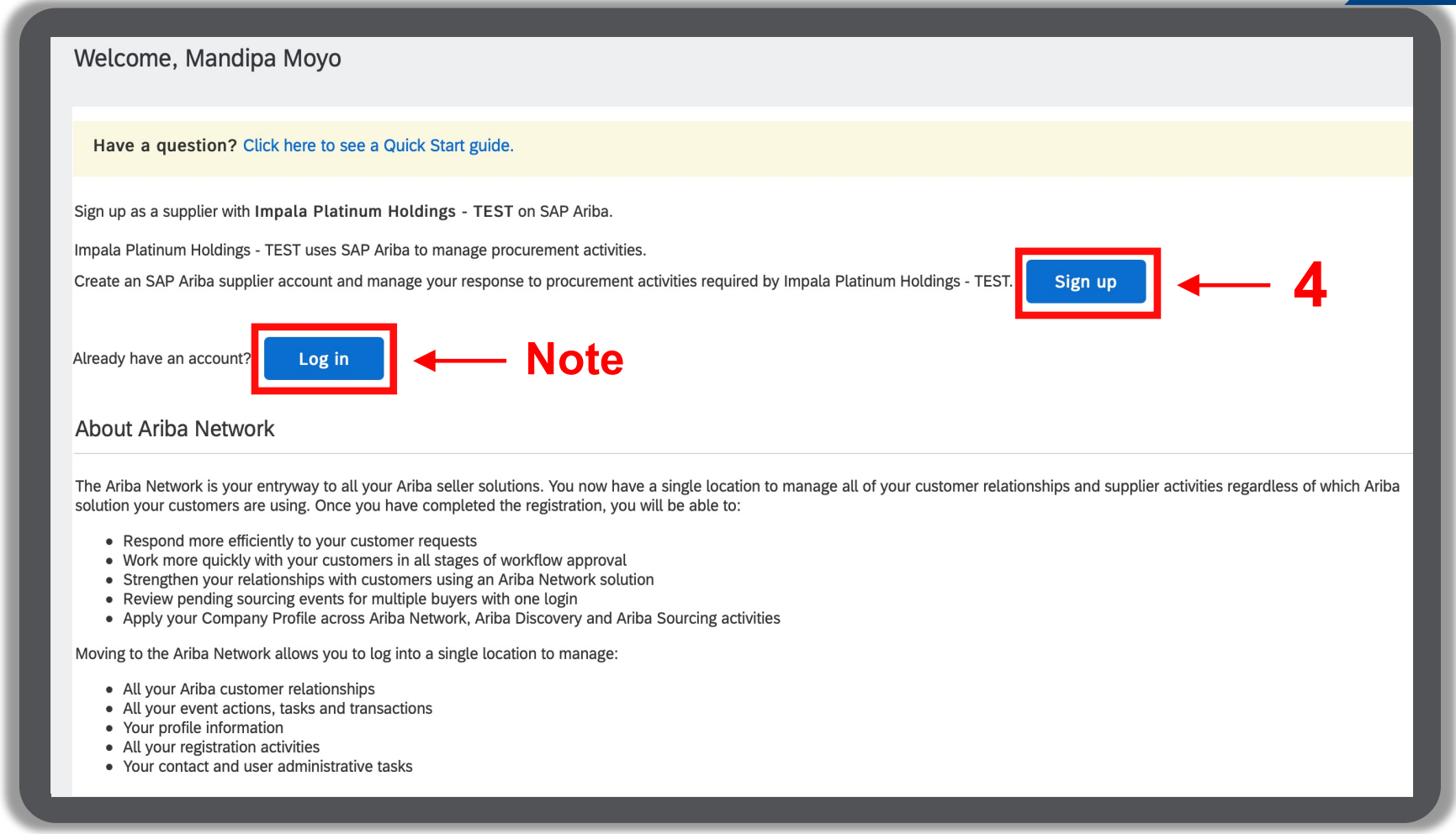
IMPLATS
EXCELLENCE IN PGMs

B

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

Note:

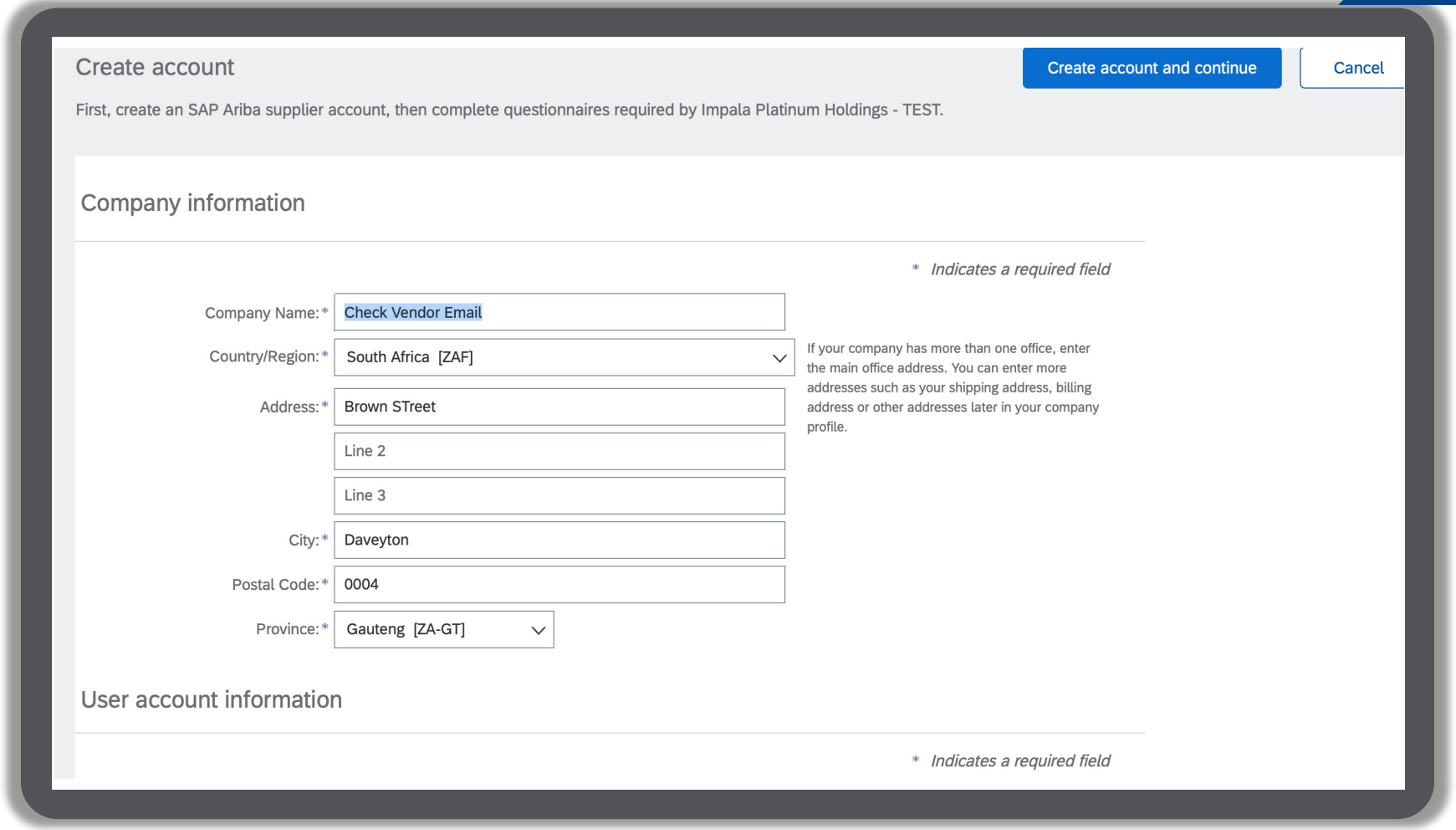
Click on "Log-in" if you already have an existing SAP Ariba account and enter your username and password.



CREATING A SAP BUSINESS NETWORK GLOBAL ACCOUNT

B

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



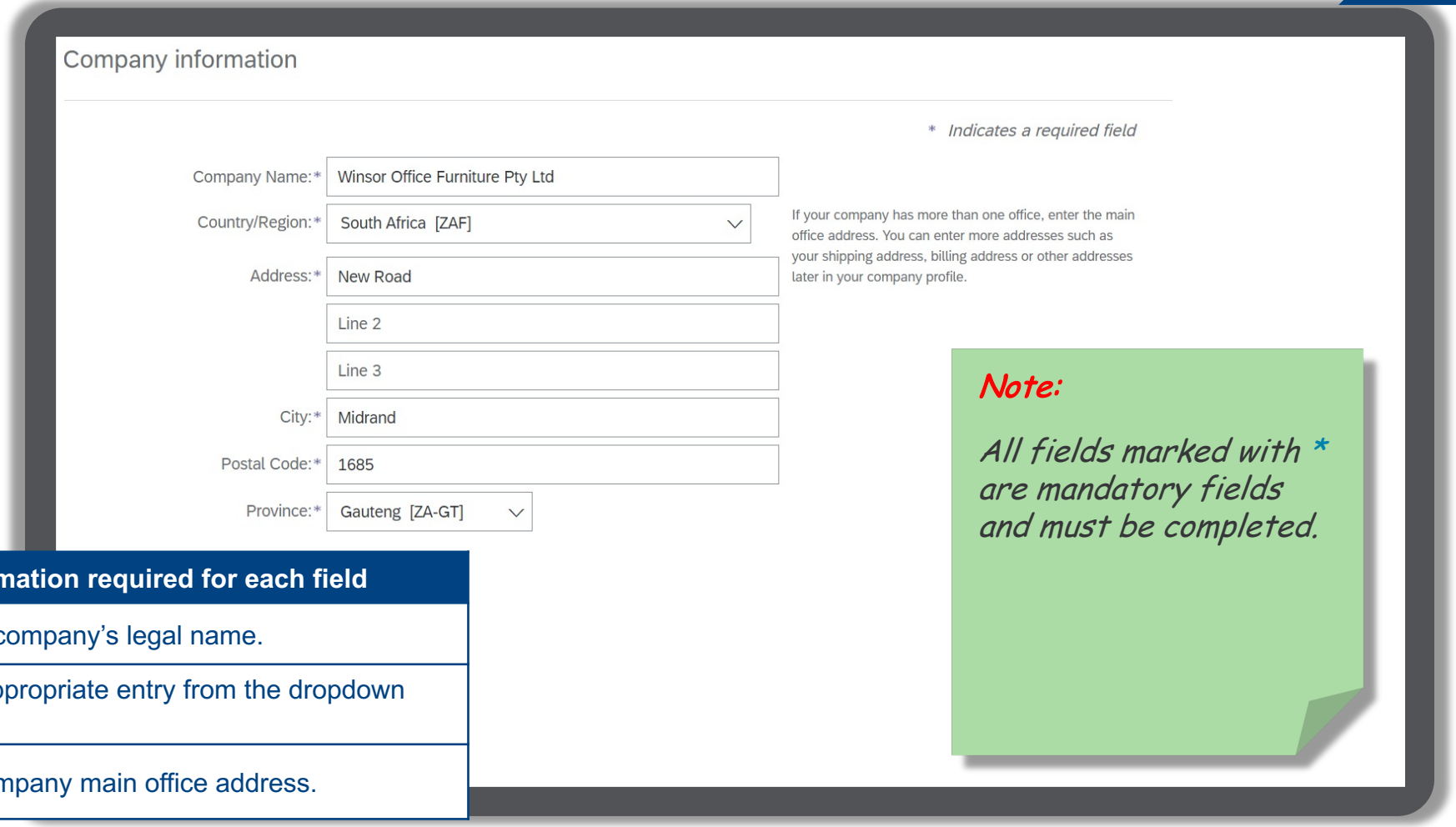
COMPLETING COMPANY INFORMATION FOR A GLOBAL ACCOUNT

B

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.



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.

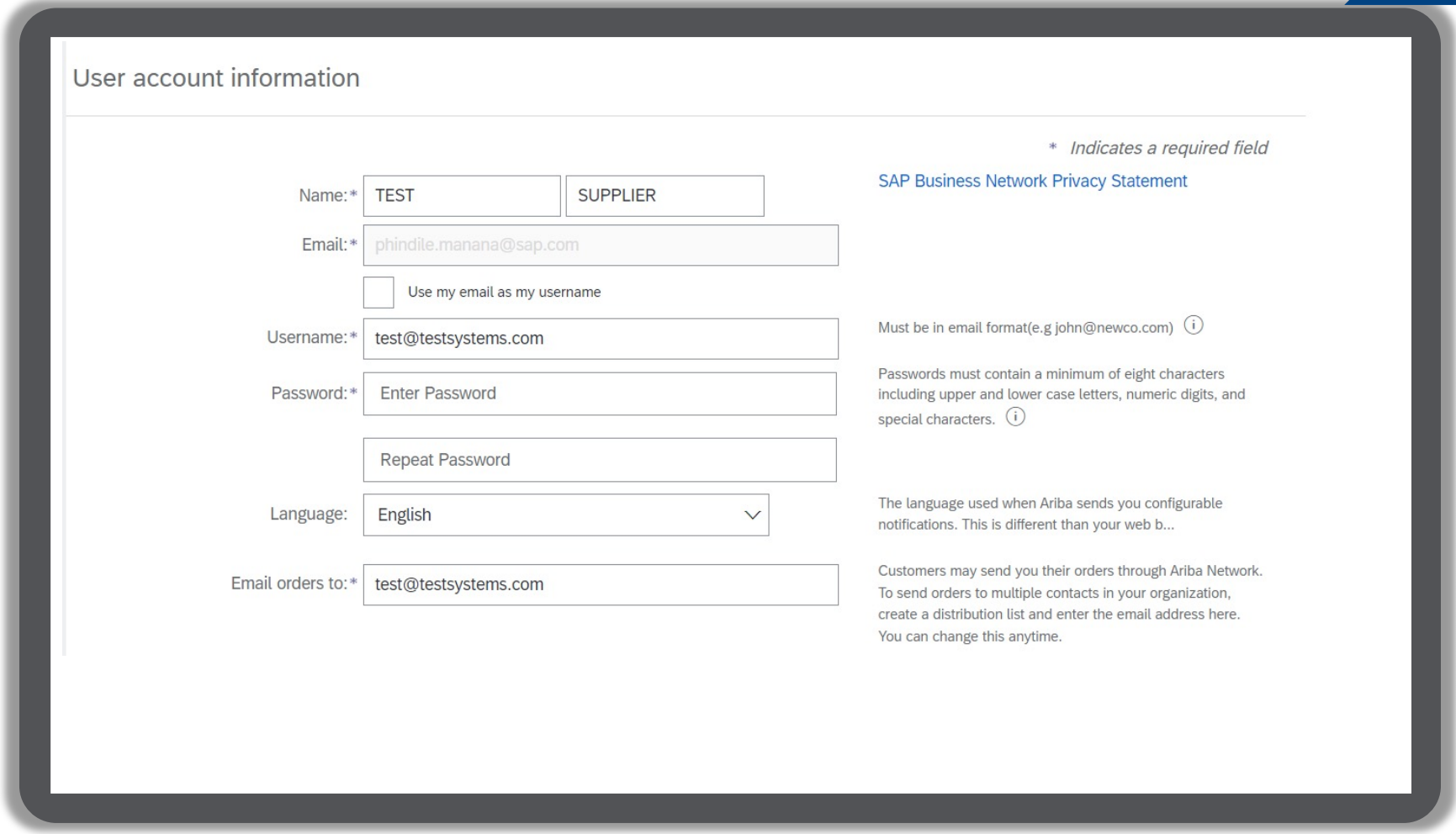
COMPLETING USER ACCOUNT INFORMATION FOR A GLOBAL ACCOUNT

B

7. Complete the User account information

Note:

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



COMPLETING USER ACCOUNT INFORMATION FOR A GLOBAL ACCOUNT

IMPLATS
EXCELLENCE IN PGMs

B

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 count, please select the checkbox.
3.	**Username**	This field is populated by default. Review and update as required. **Note:** Your username must be in e-mail format, e.g. ***jane.doe@abcfurniture.com***
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. 20***22 or 2000***).
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.

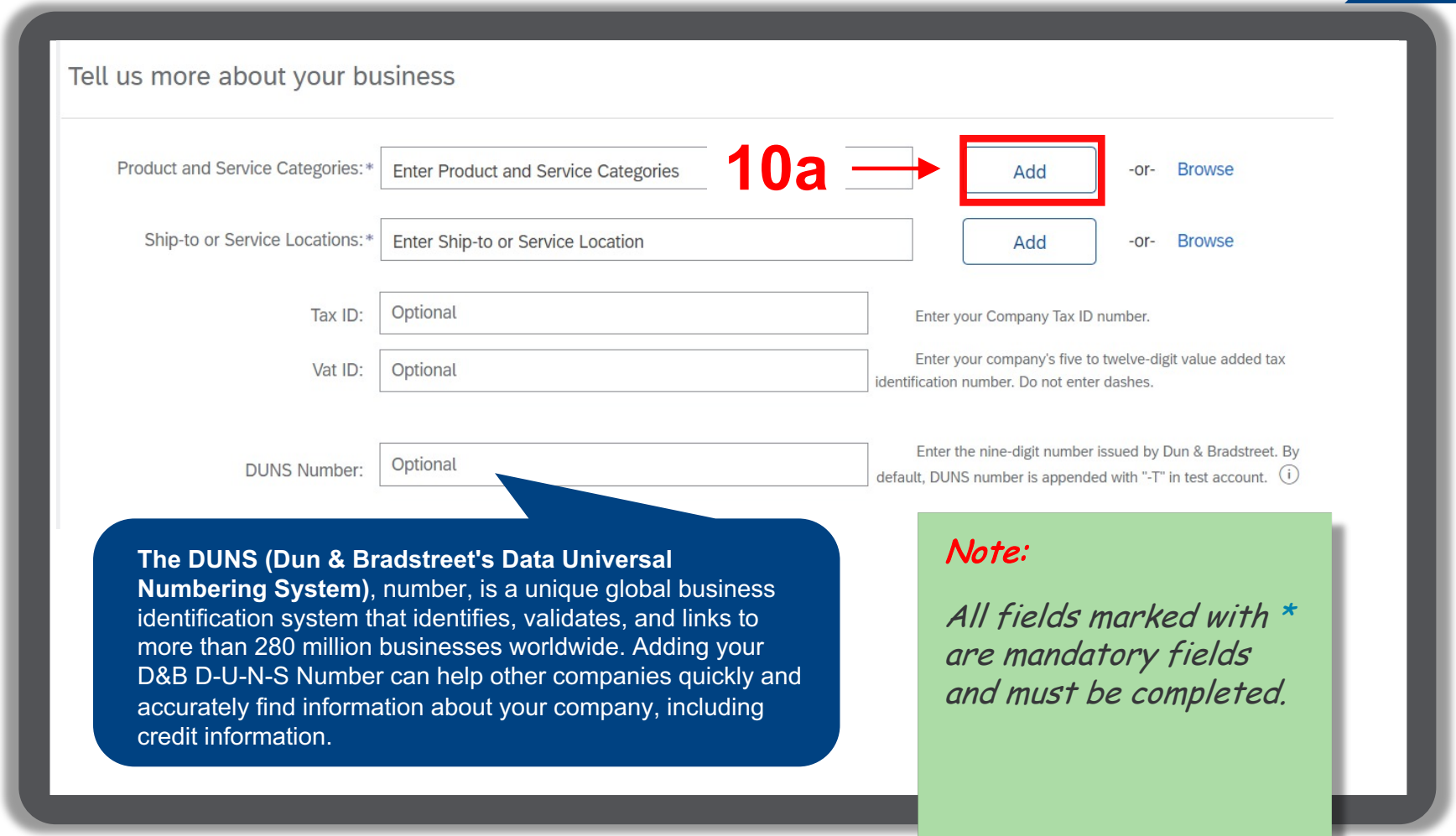
COMPLETING ‘TELL US MORE ABOUT YOUR BUSINESS’

B

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

10a. Product and Services Categories:

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

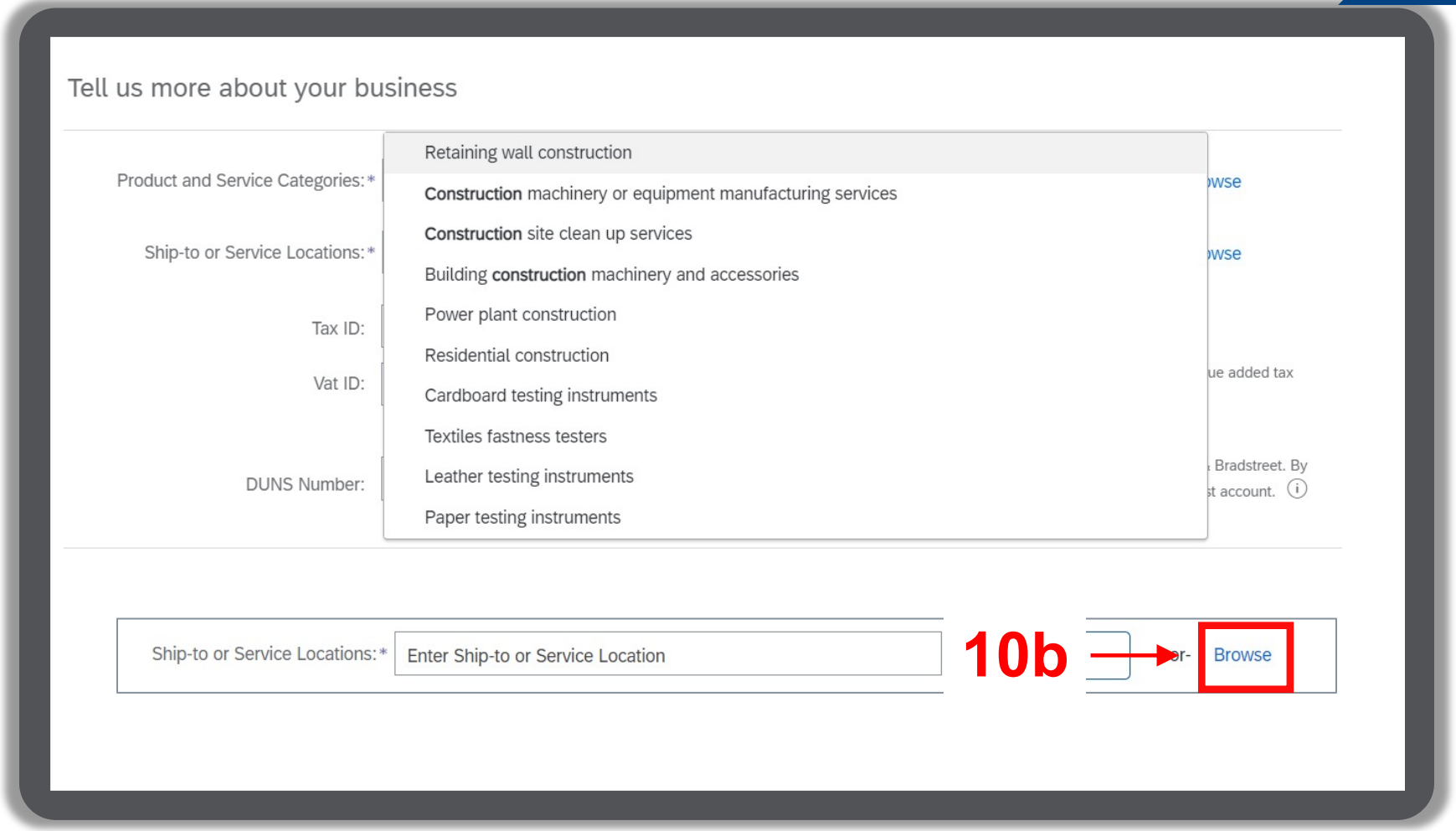


COMPLETING ‘TELL US MORE ABOUT YOUR BUSINESS’

B

10b. Ship to or Service Locations:

Click “**Browse”.**



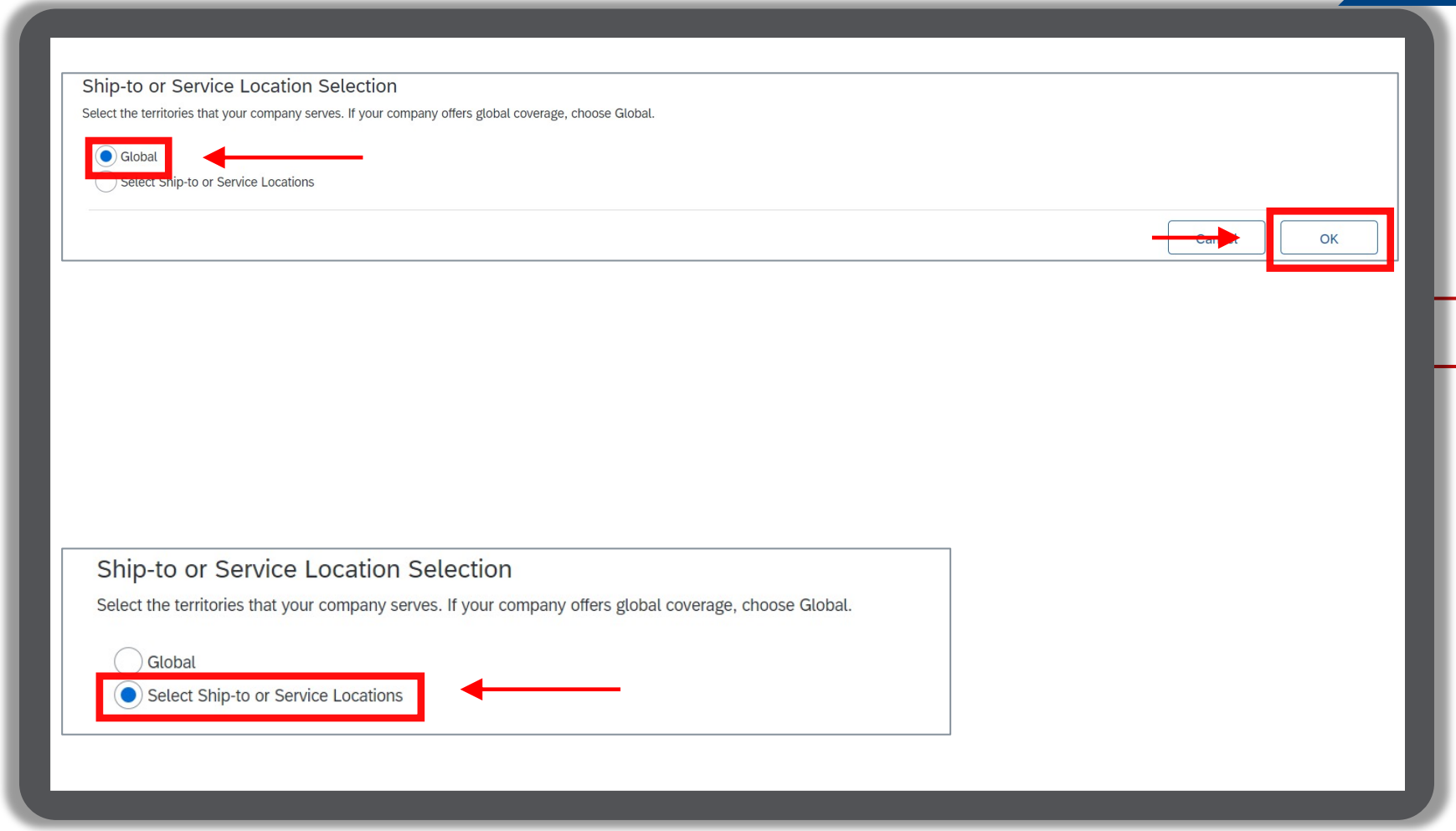
COMPLETING ‘TELL US MORE ABOUT YOUR BUSINESS’

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**”.

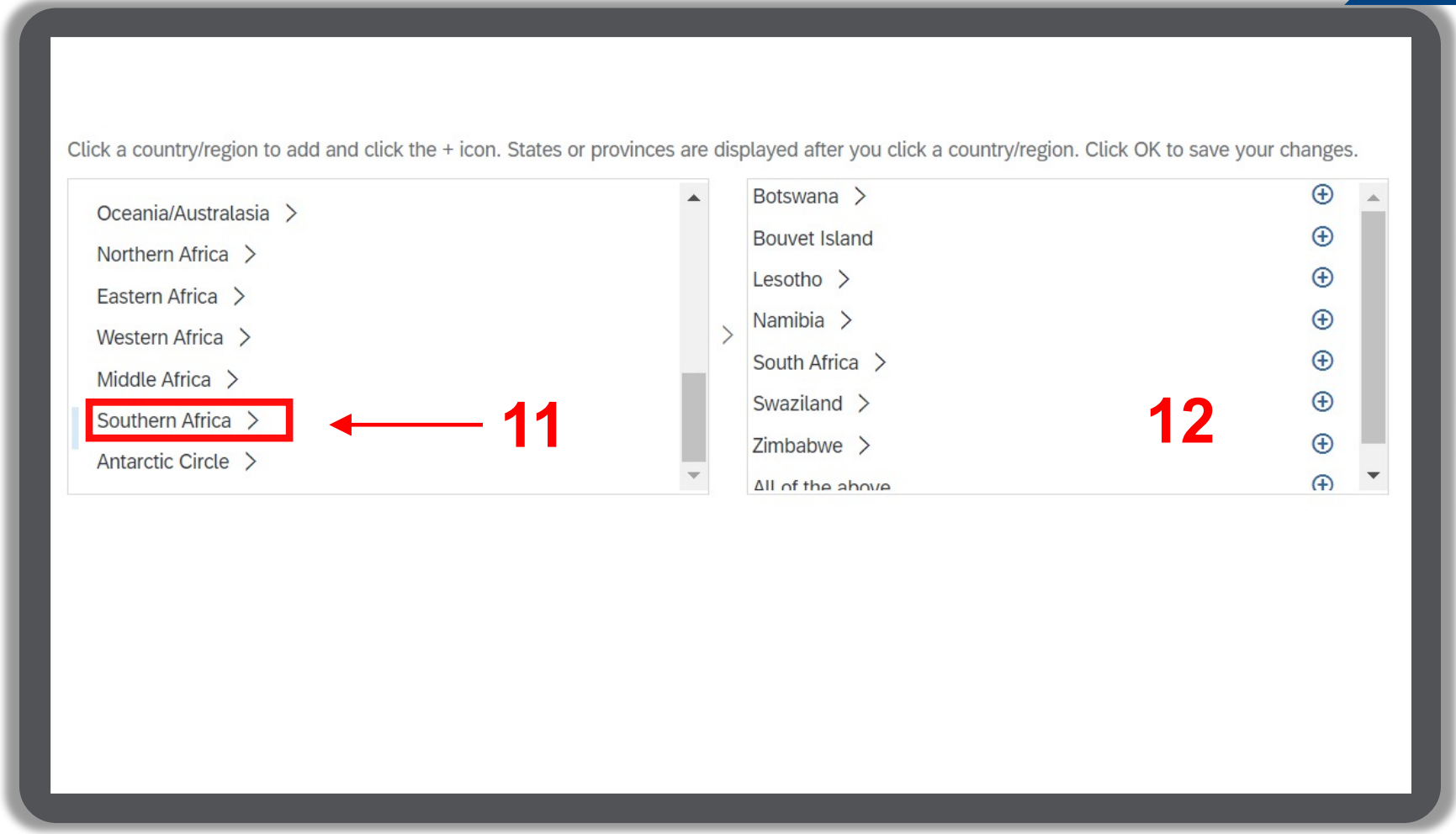


COMPLETING ‘TELL US MORE ABOUT YOUR BUSINESS’

B

11. Click on the appropriate region.

12. A list of countries for the region is displayed.



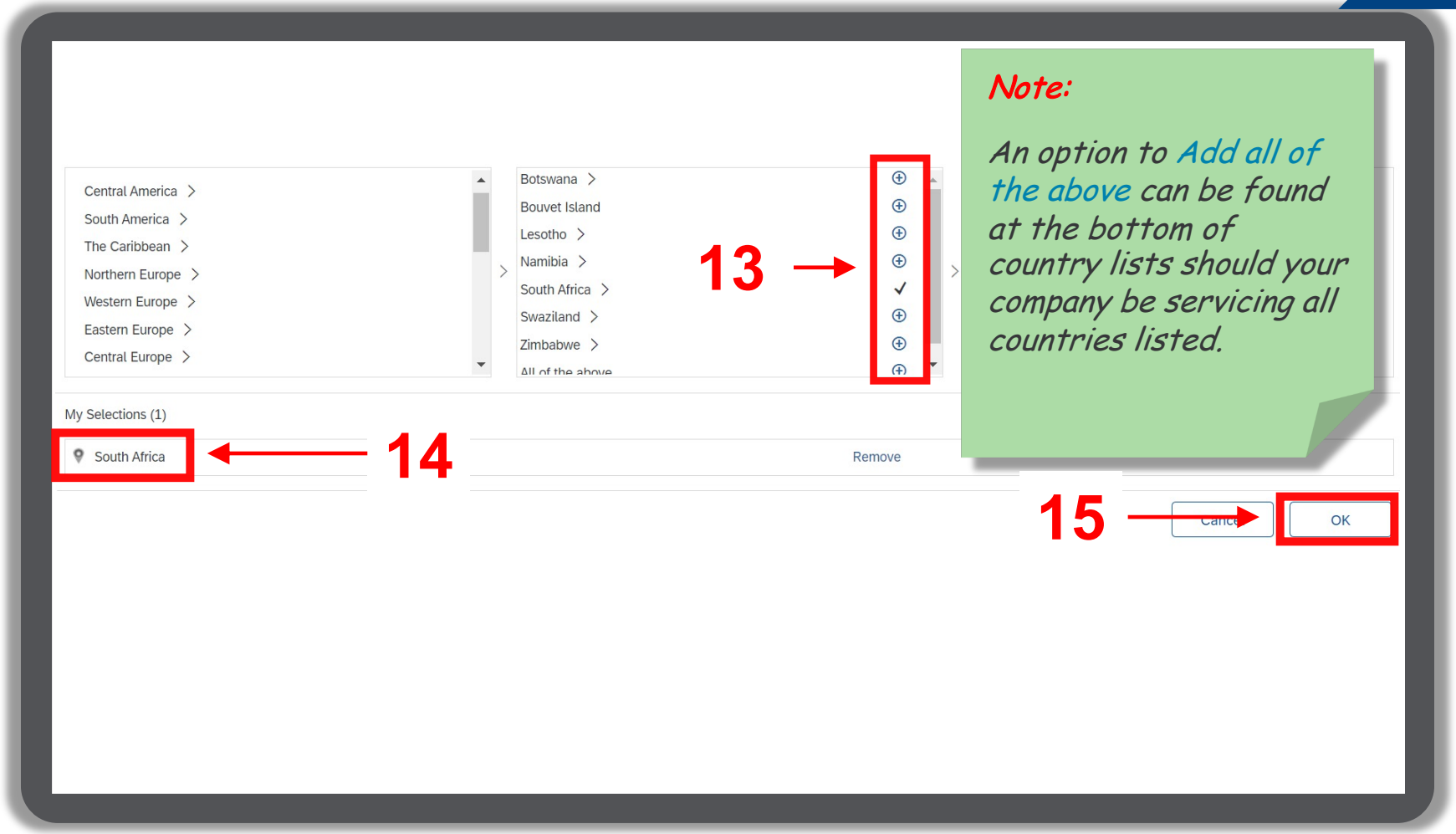
COMPLETING ‘TELL US MORE ABOUT YOUR BUSINESS’

B

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”**.



COMPLETING ‘TELL US MORE ABOUT YOUR BUSINESS’

B

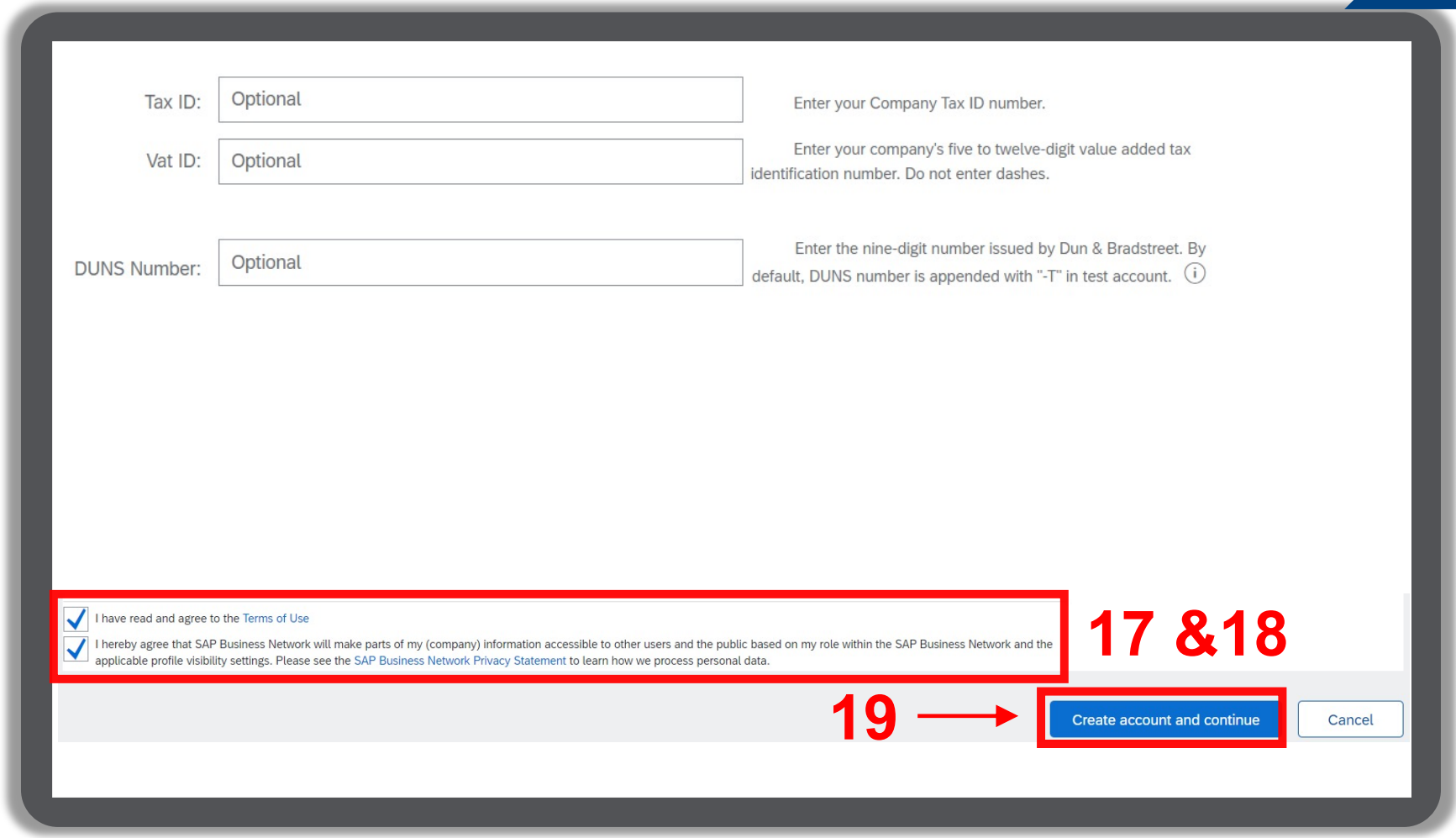
16. **Tax ID, Vat ID, DUNS Number**

> ***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”**.



CREATING YOUR ACCOUNT

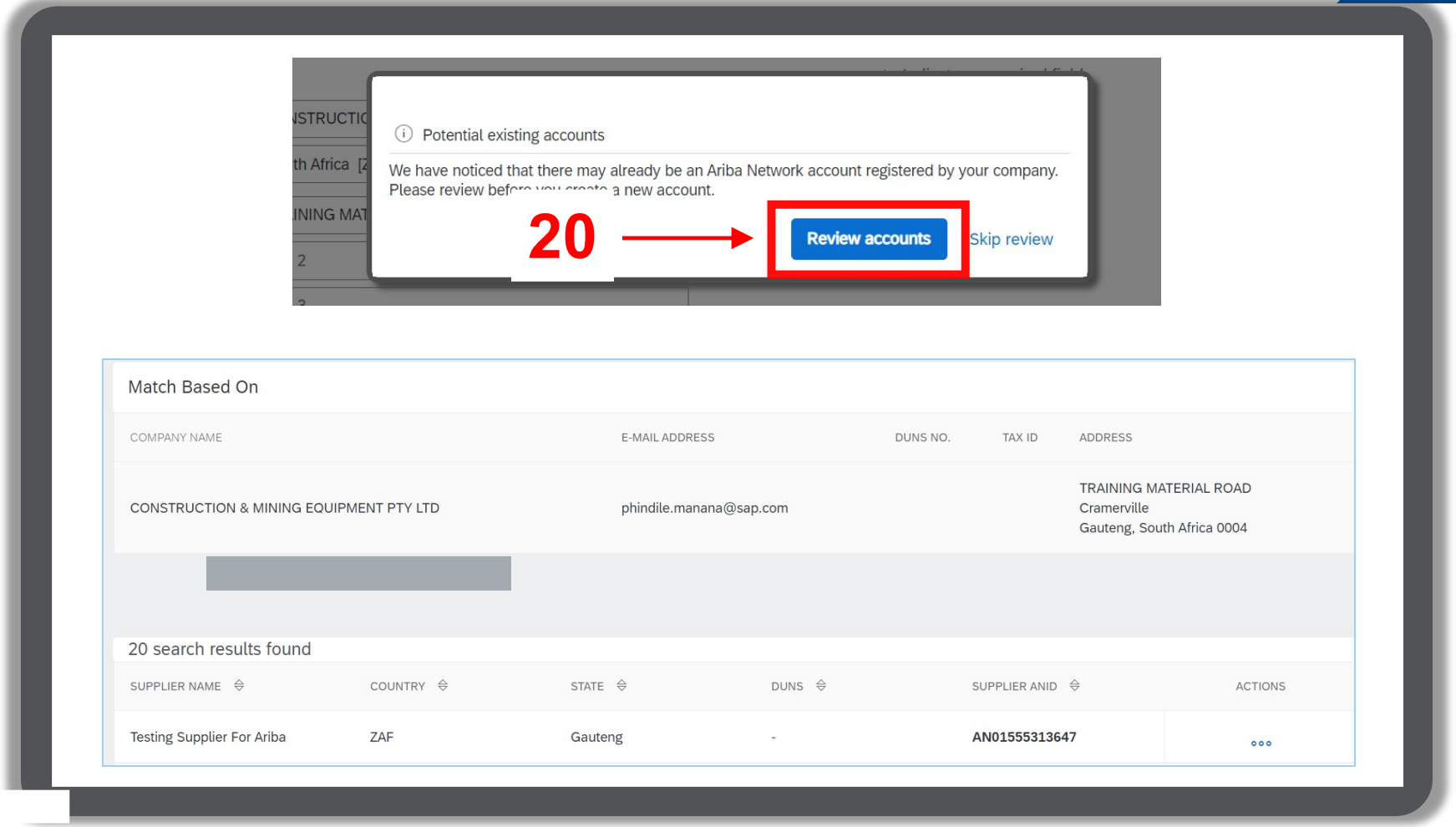
B

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



CREATING YOUR ACCOUNT

B

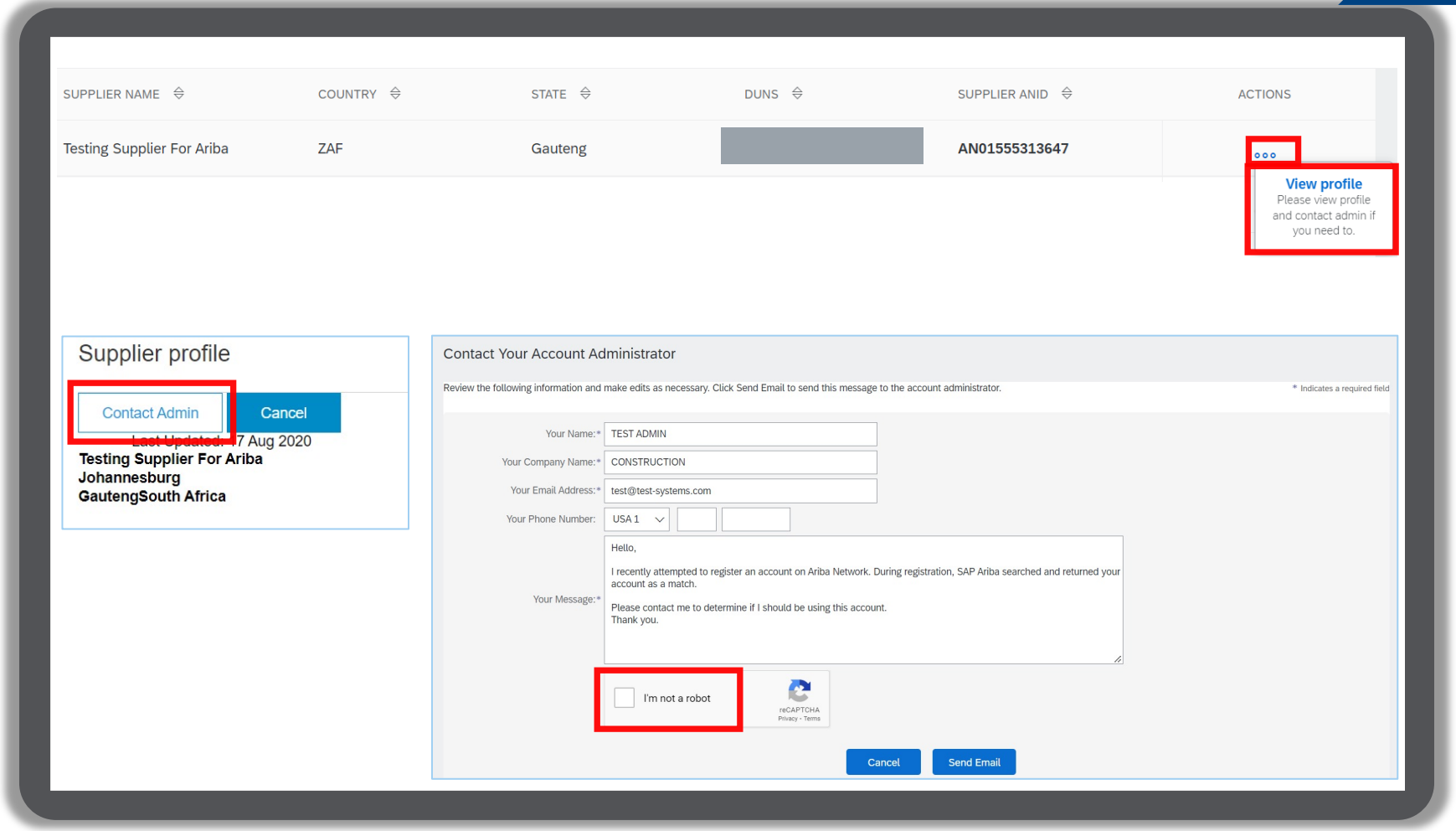
20. Creating your account

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”**.



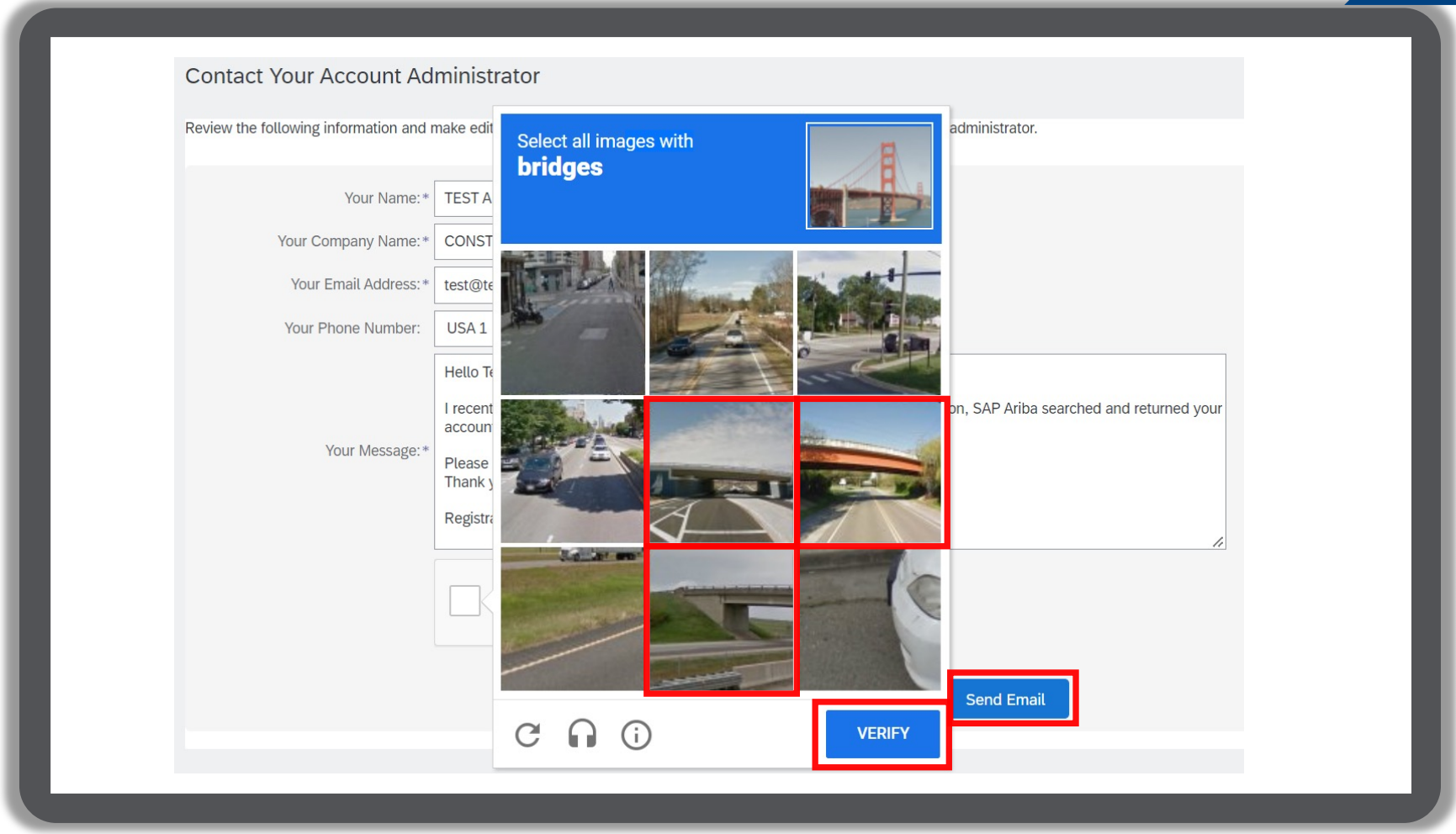
CREATING YOUR ACCOUNT

B

20. Creating your account

Complete the verification by clicking on the relevant blocks as specified on screen.

Click **“Verify”** and then **“Send Email”**.

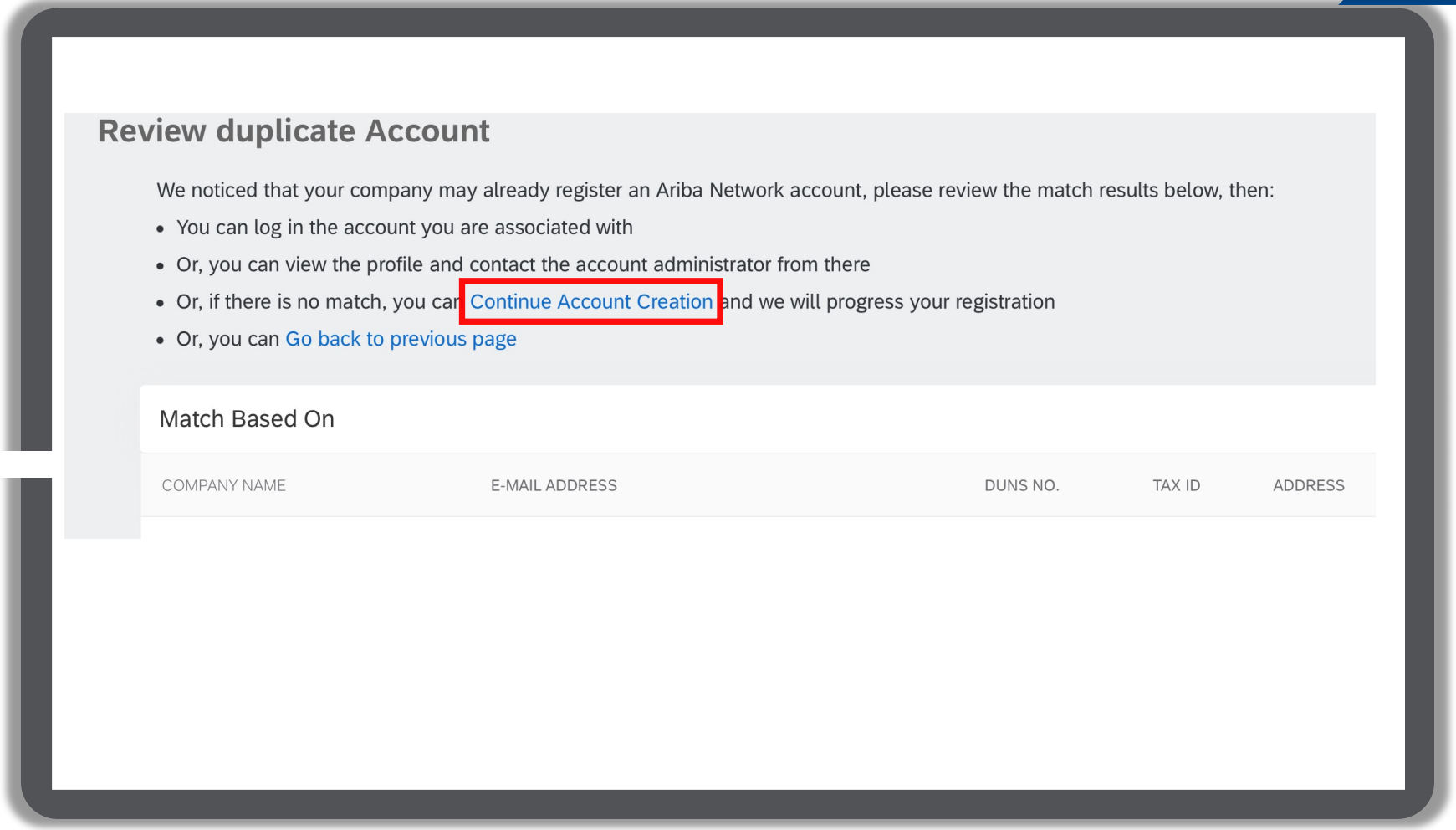


CREATING YOUR ACCOUNT

B

20. Creating your account

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



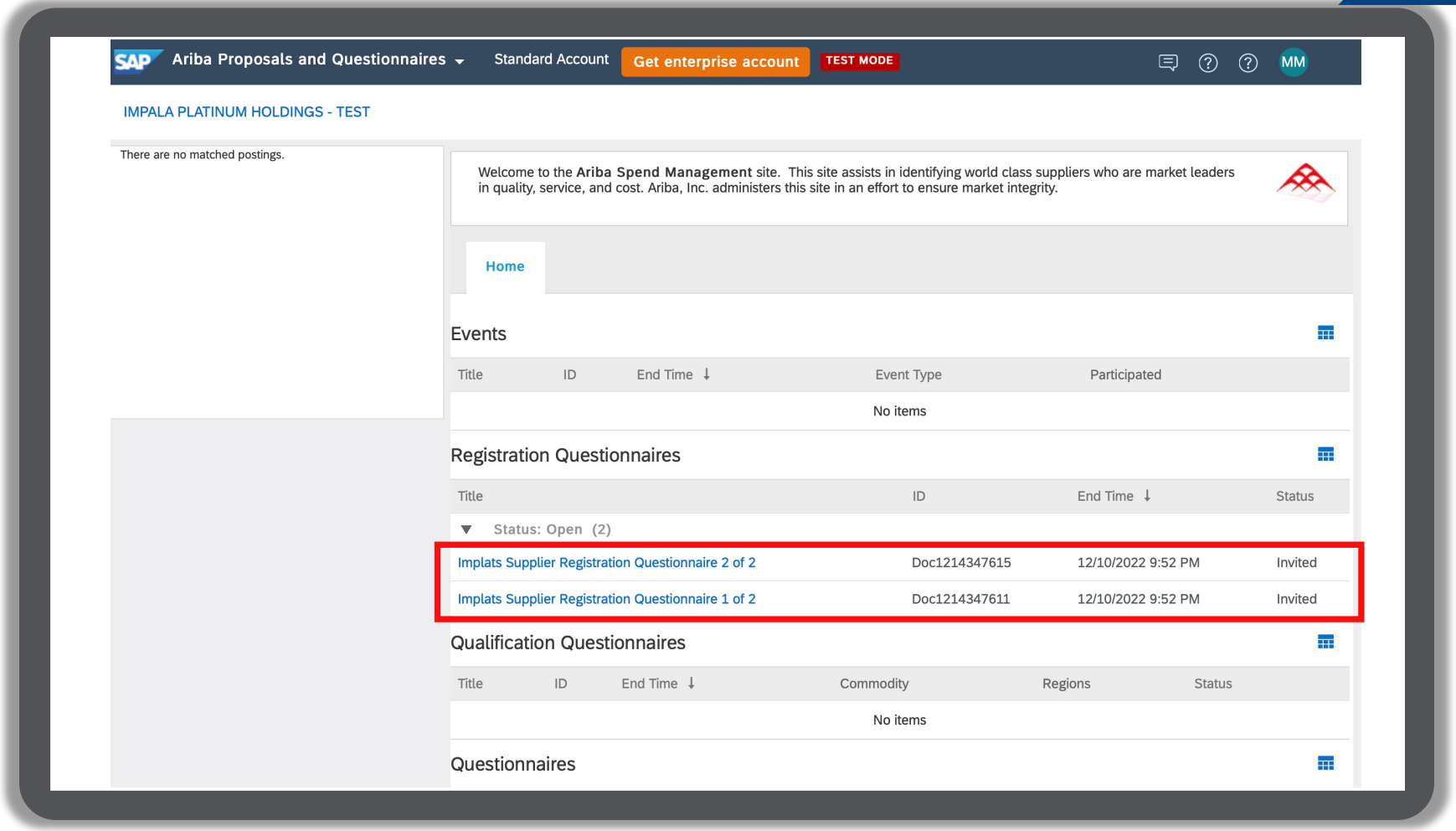
SUPPLIER GLOBAL NETWORK ACCOUNT CREATED

B

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.



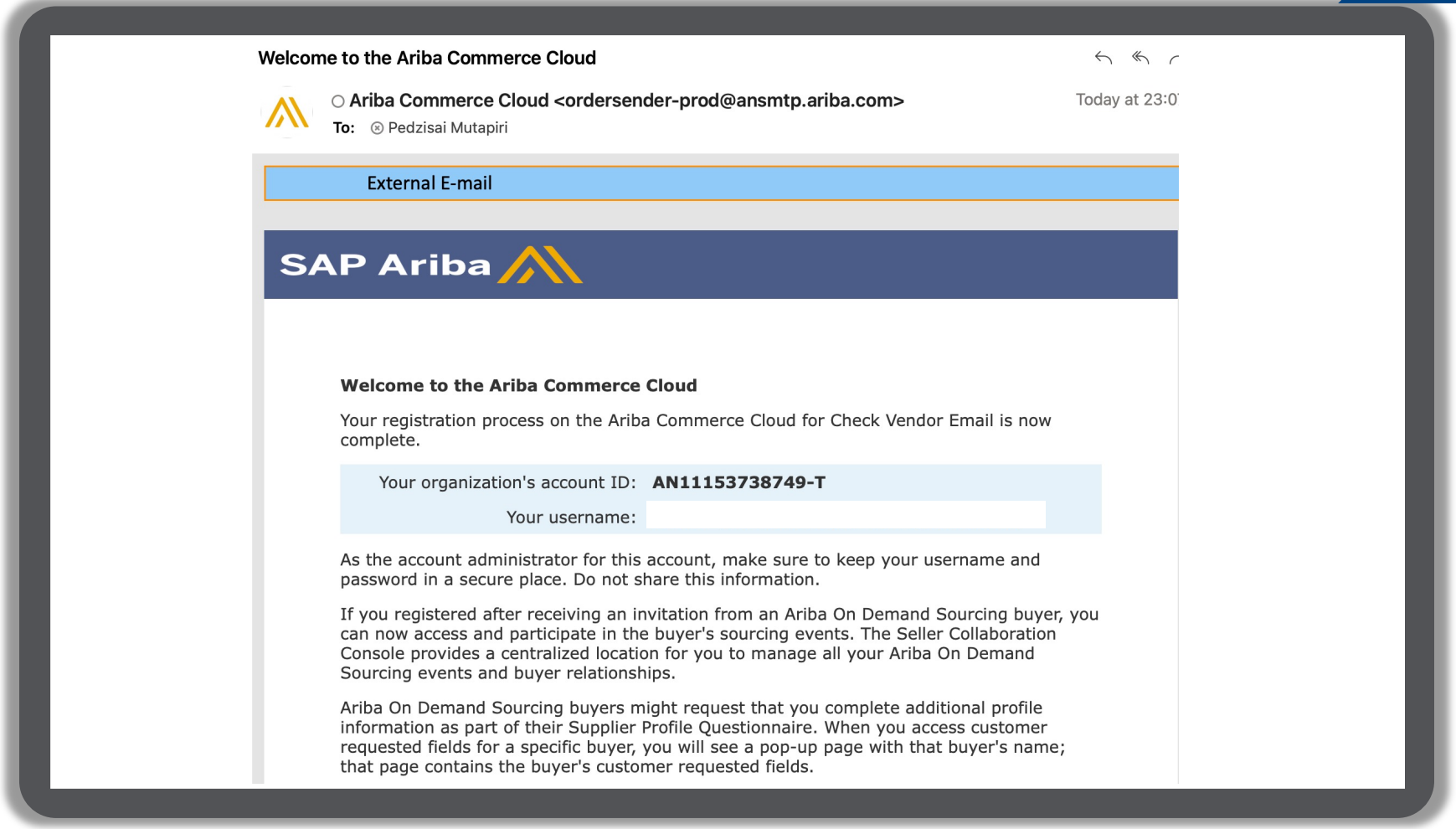
SUPPLIER GLOBAL NETWORK ACCOUNT CREATED

B

21. The supplier's Ariba Network Account is created

    a) You will receive a **Welcome to the Ariba Commerce Cloud** e-mail confirming that your supplier account has been created.

    b) This e-mail contains important information on your Ariba Network (AN) account.



OVERVIEW

A ABOUT SUPPLIER REGISTRATION

B CREATING A SAP BUSINESS NETWORK GLOBAL ACCOUNT

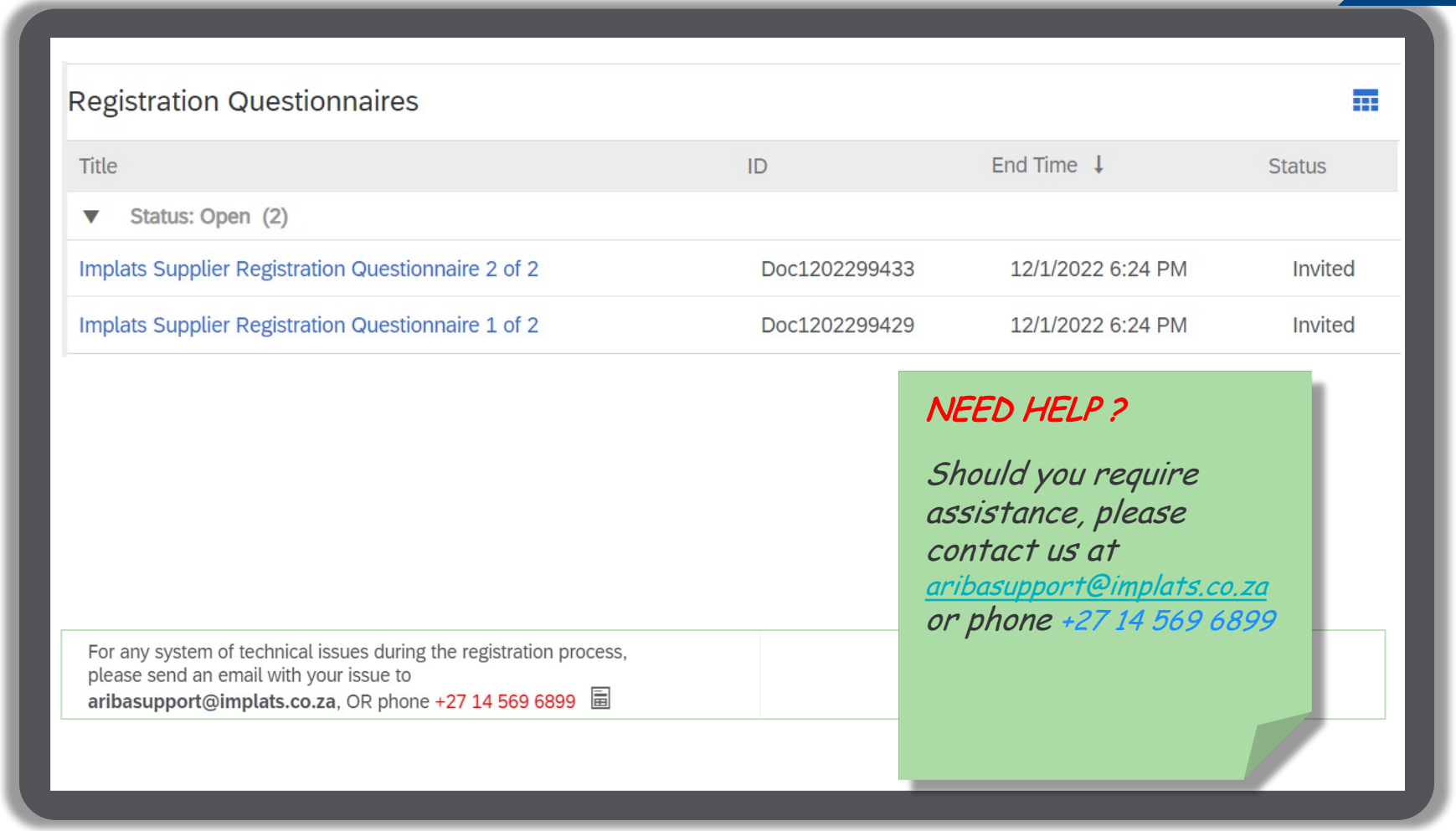
C COMPLETING IMPLATS' SUPPLIER REGISTRATION QUESTIONNAIRES

COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRES

C

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



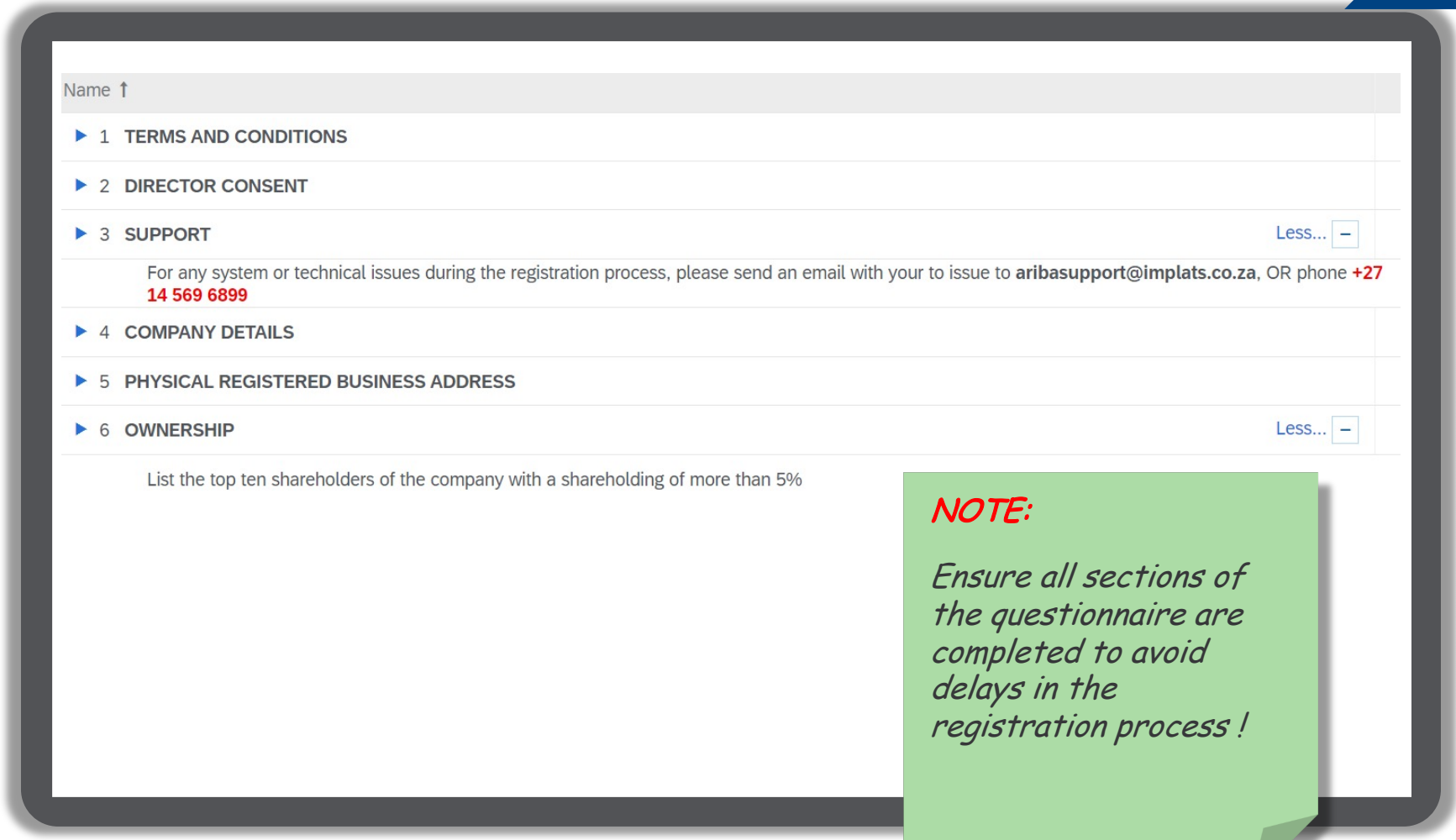
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

C

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.



COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

C

2. Complete Supplier Registration Questionnaire 1 of 2

   a) Terms and Conditions

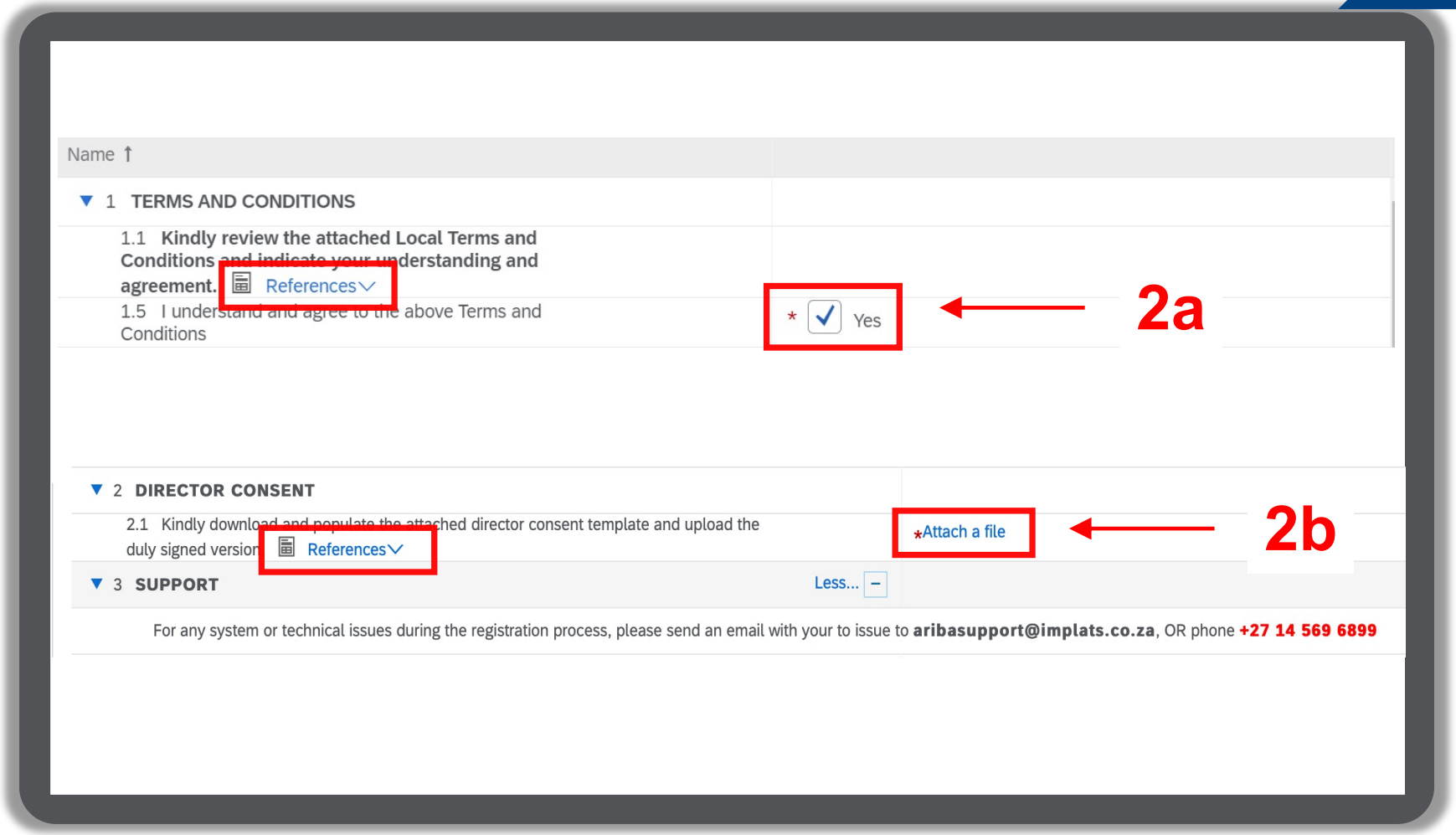
   - Download by clicking on **"References"**

     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"**



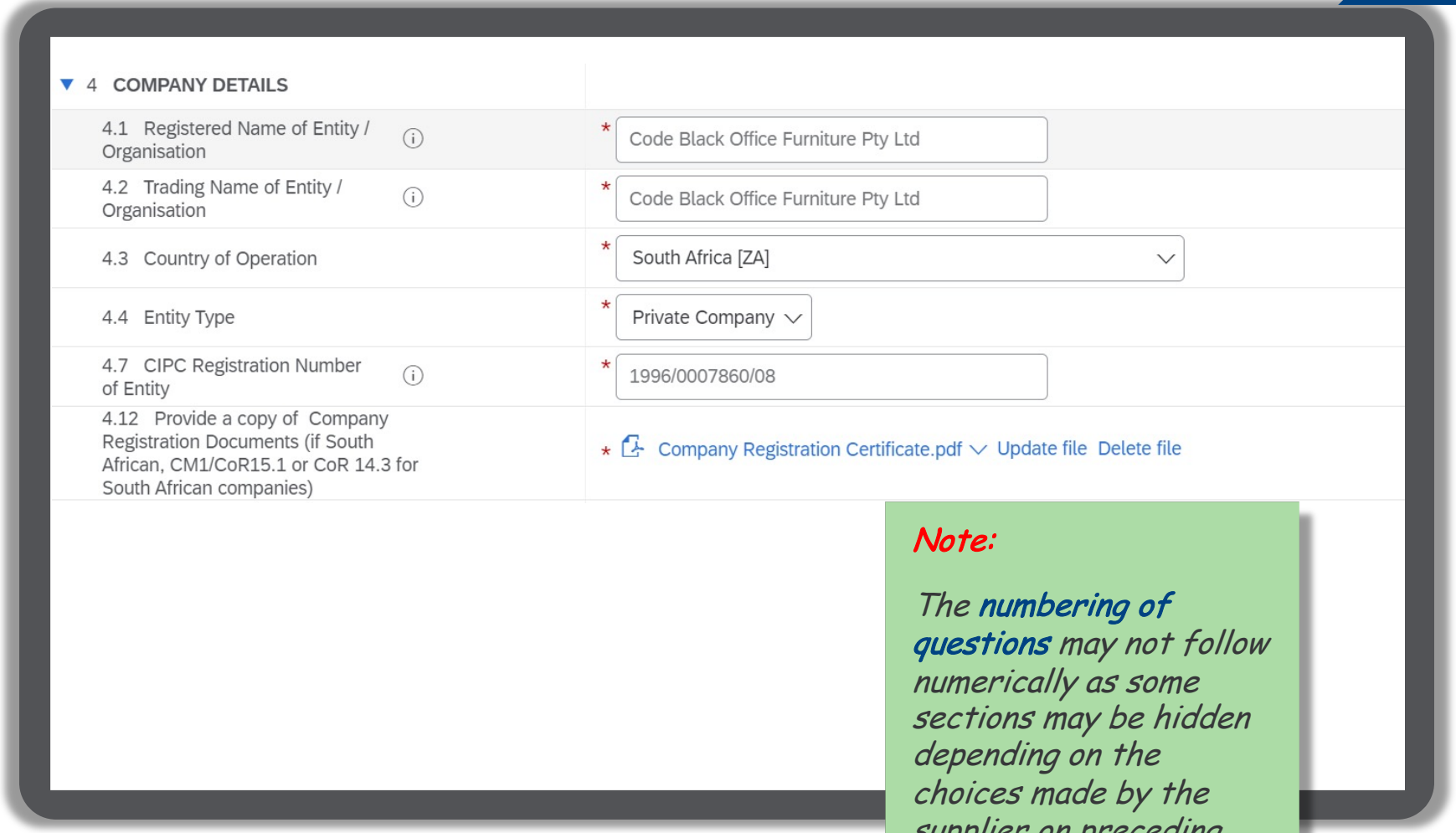
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

C

2. Complete Supplier Registration **Questionnaire 1 of 2**

   c) Company Details

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



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

C

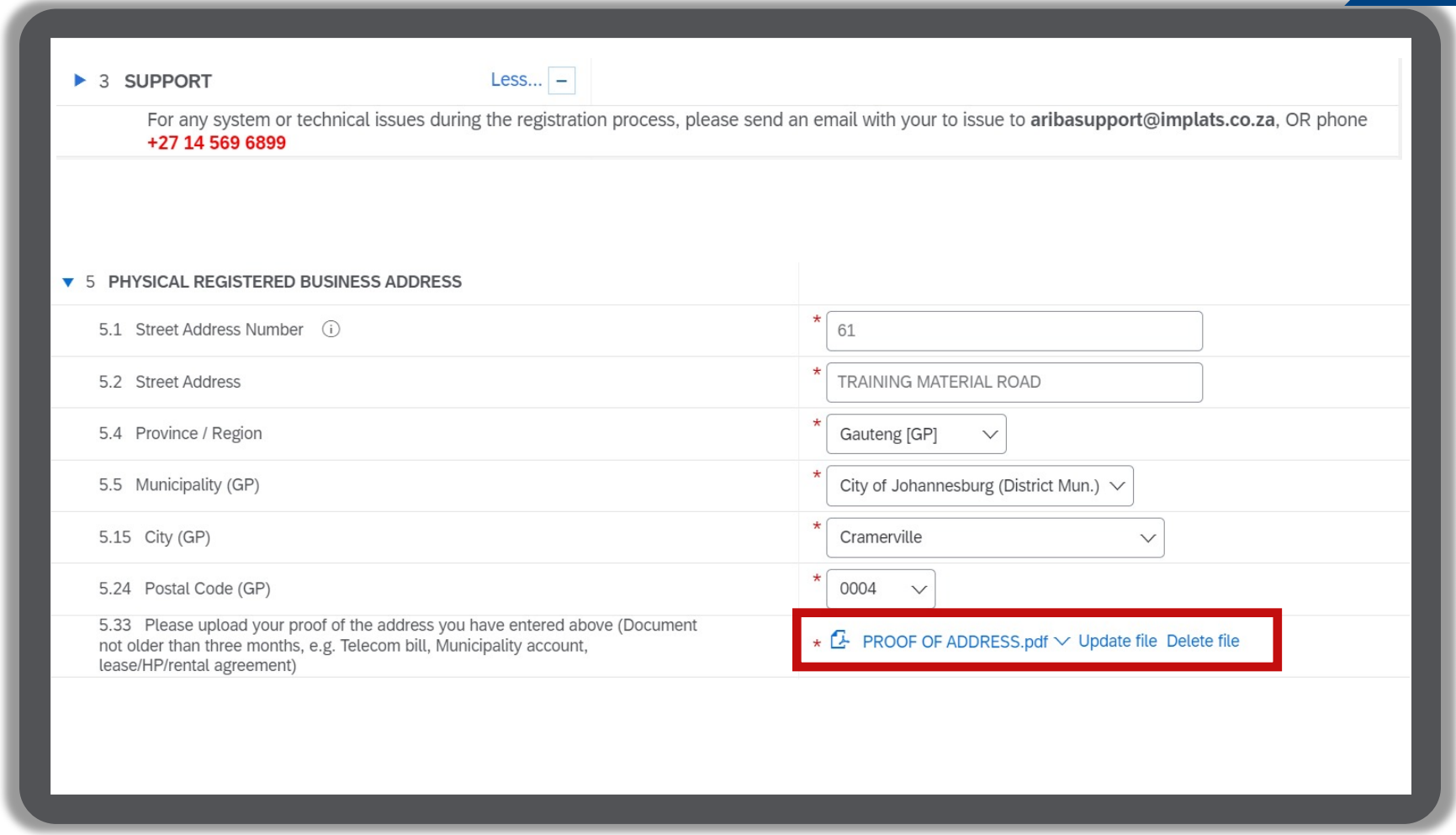
2. Complete Supplier Registration **Questionnaire 1 of 2**

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"**.



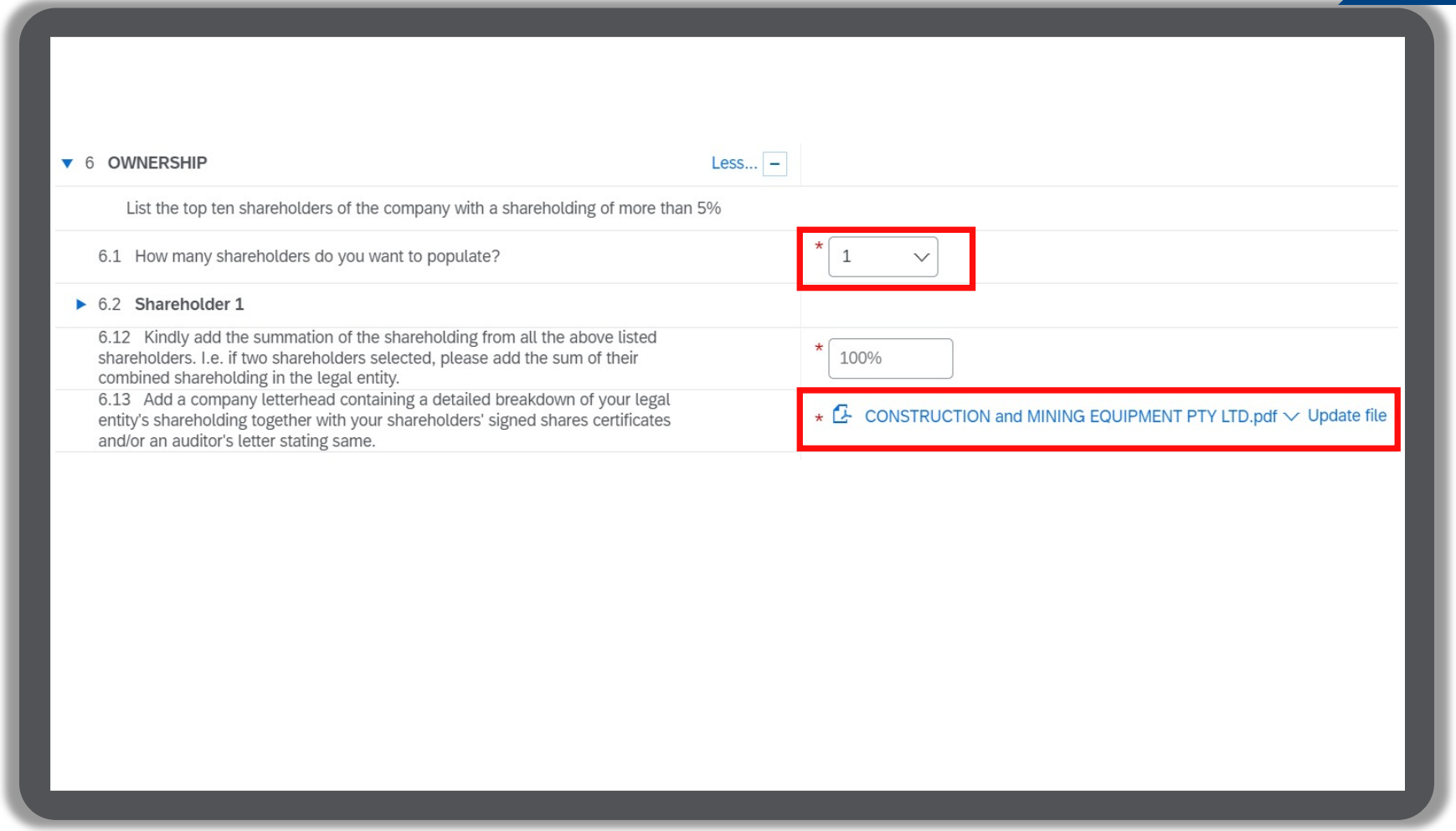
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

C

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”**.



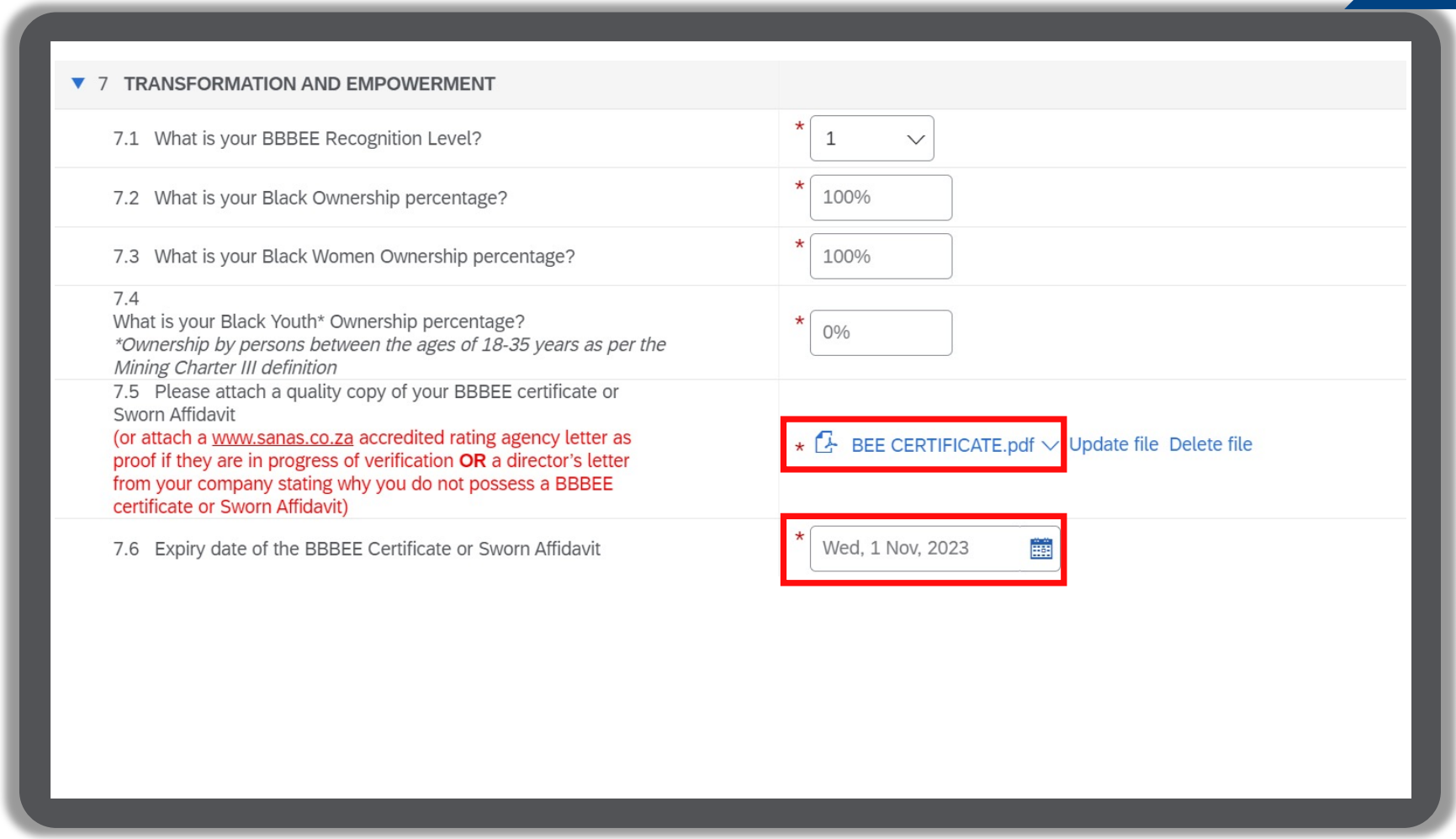
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

C

2. Complete Supplier Registration **Questionnaire 1 of 2**

   g) Transformation and Empowerment

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



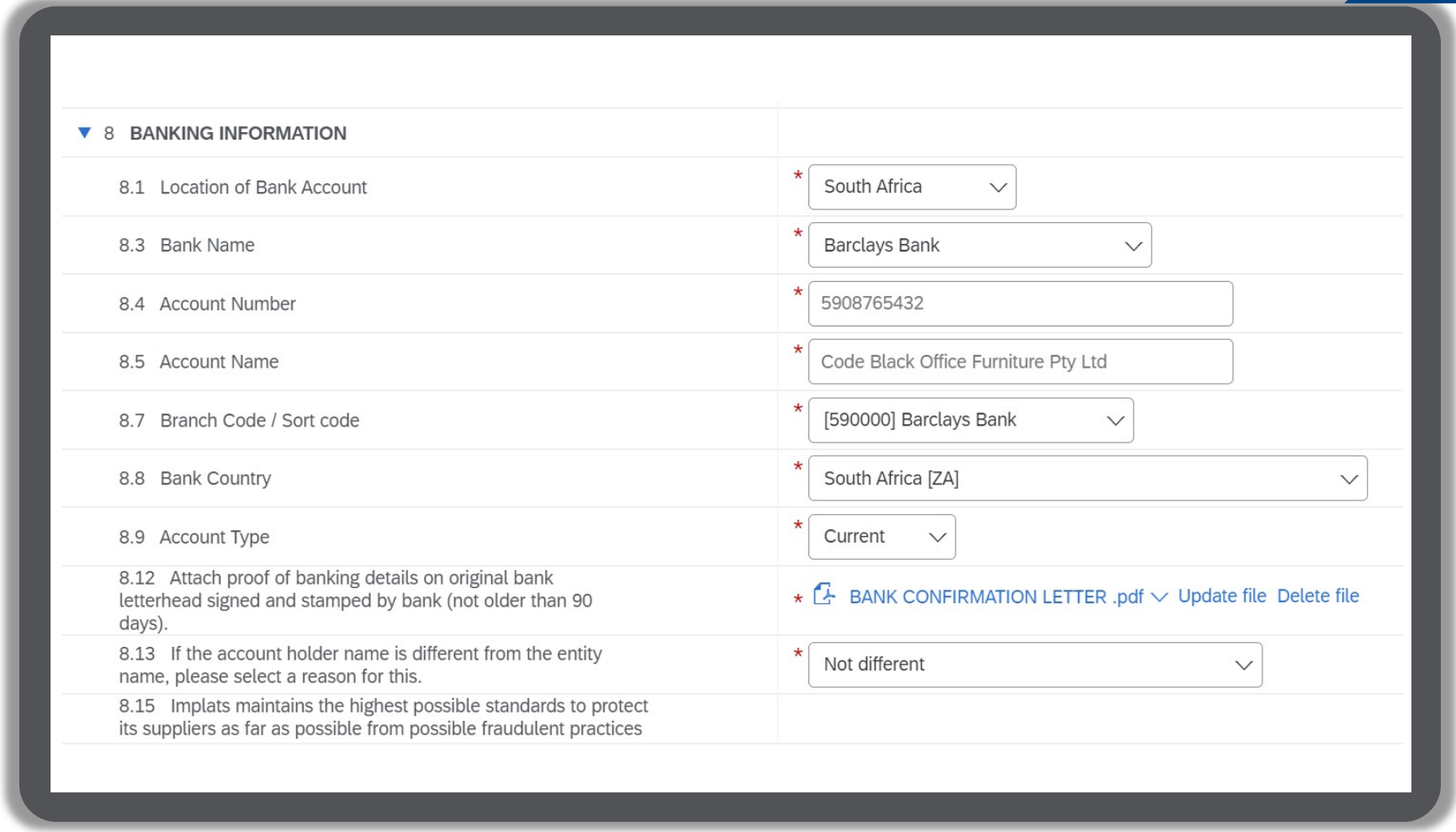
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

C

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.

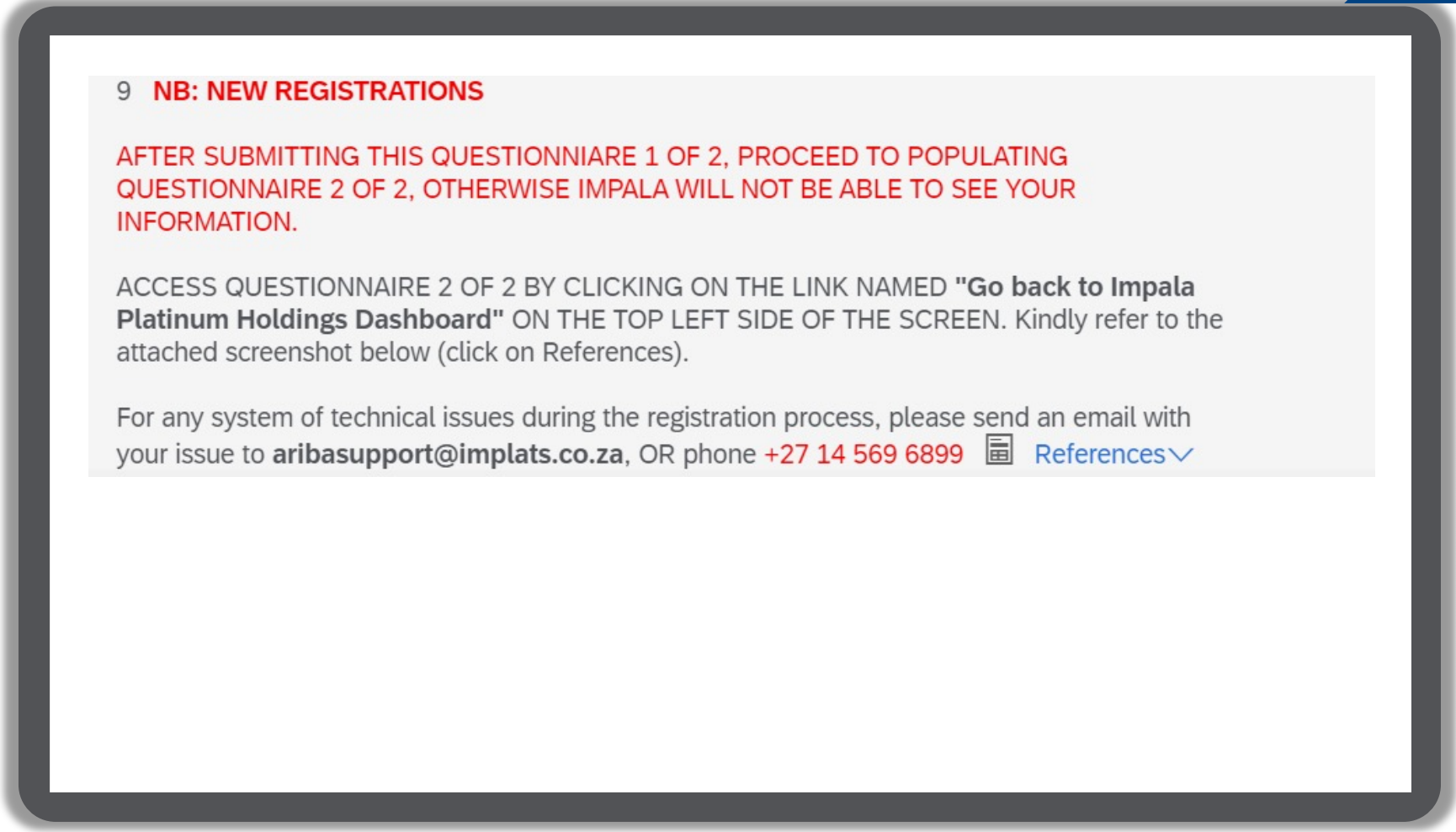


COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

C

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.



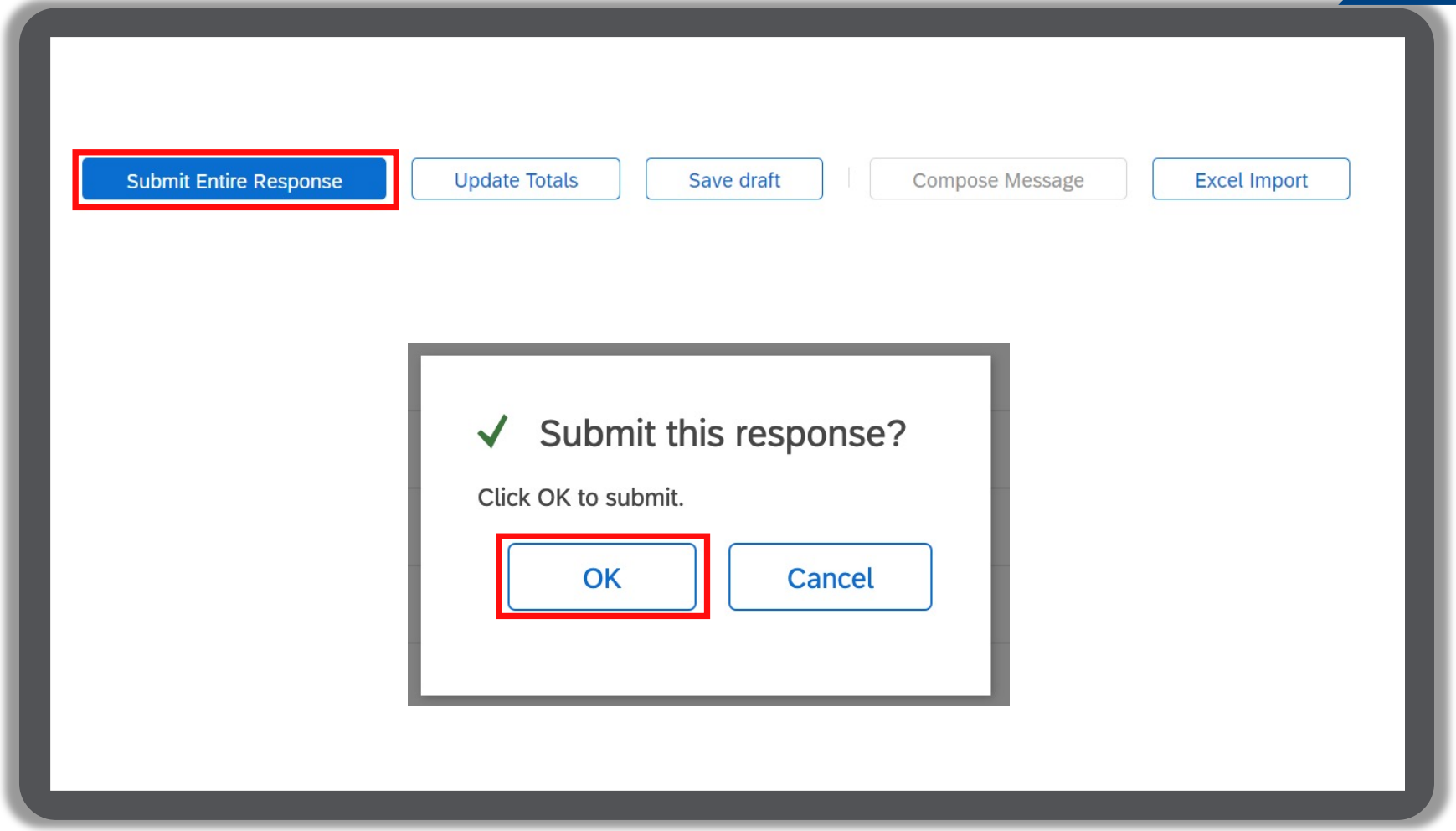
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

C

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.



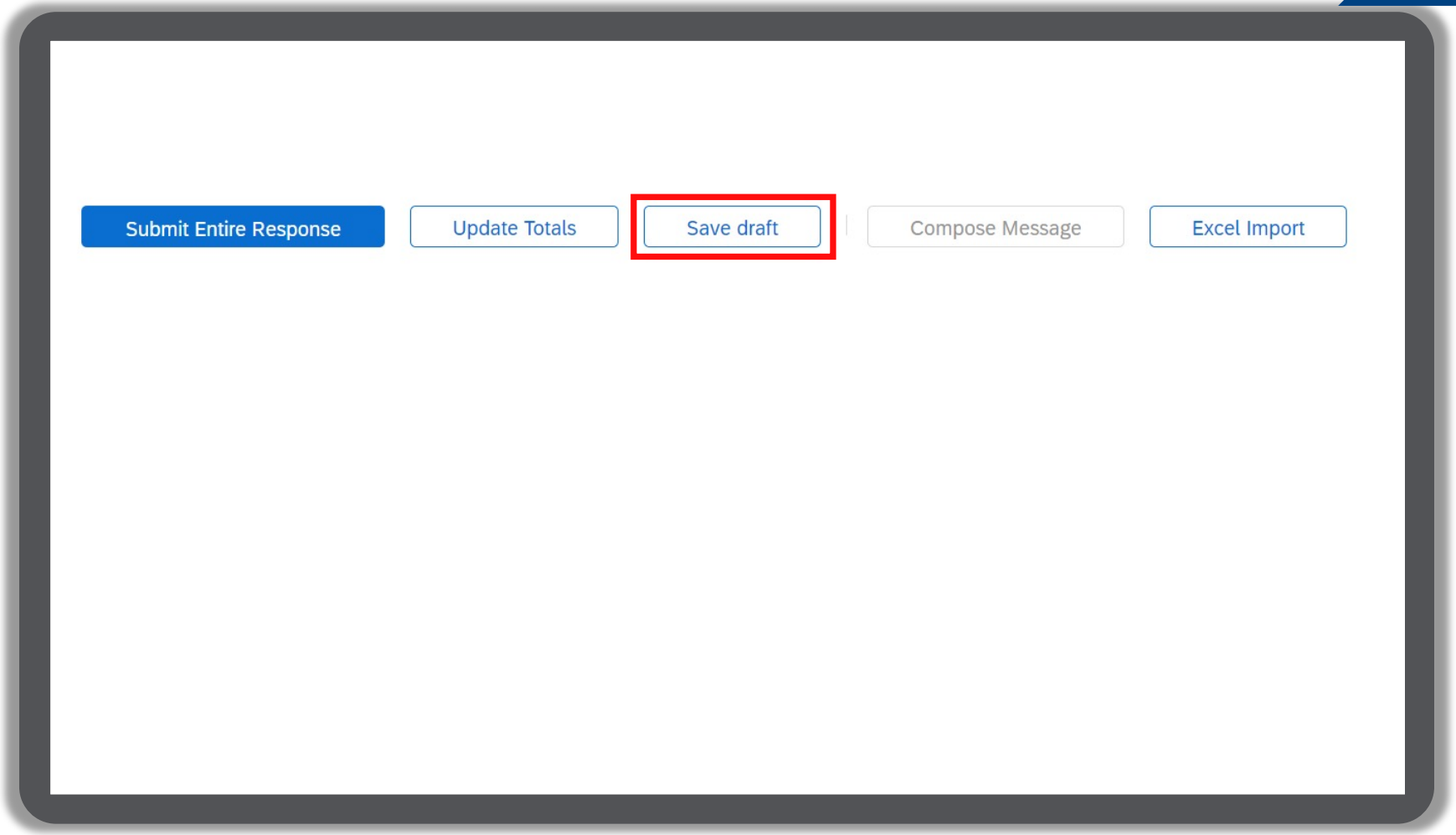
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 1

C

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

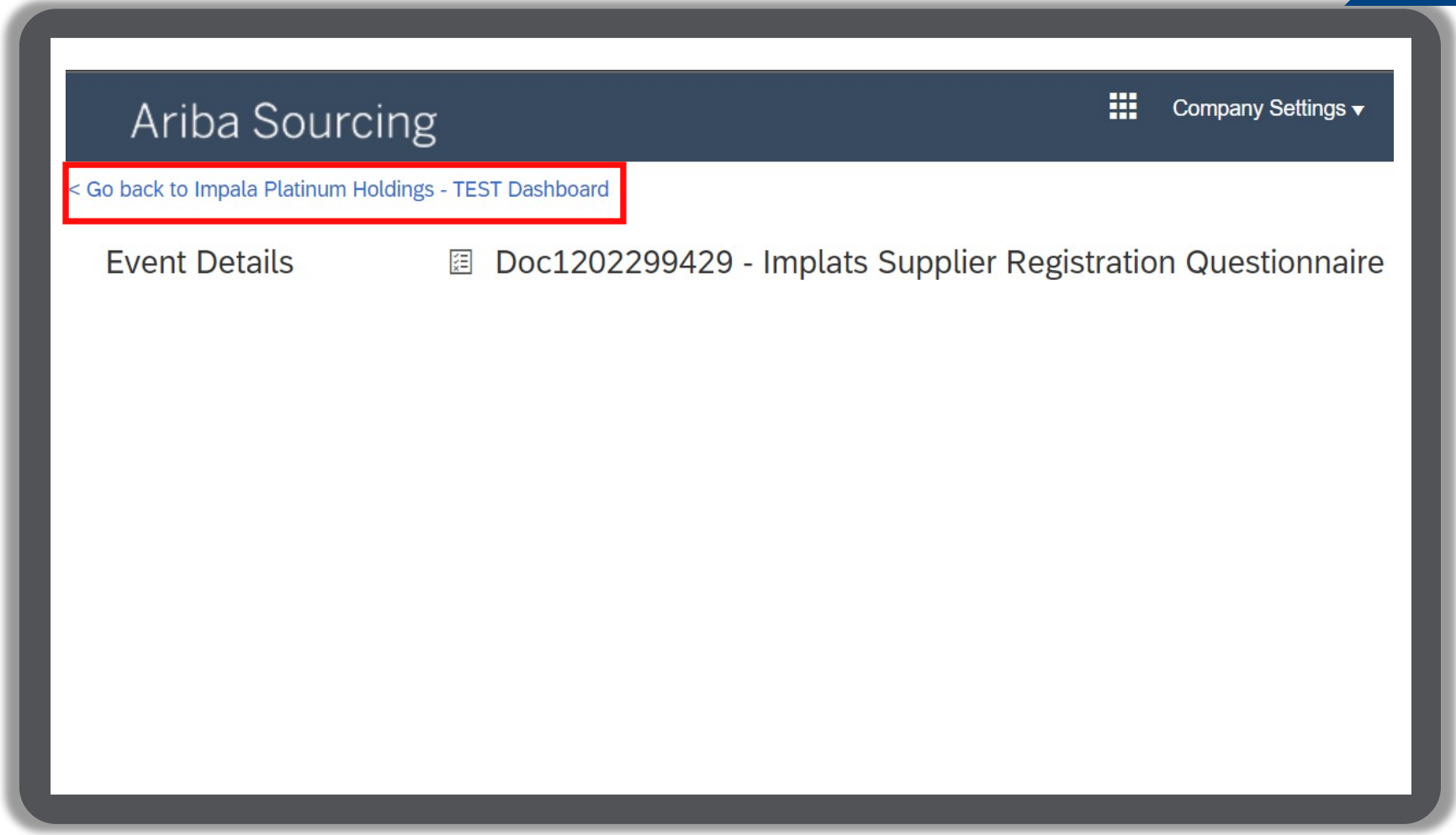


COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 2

C

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

C

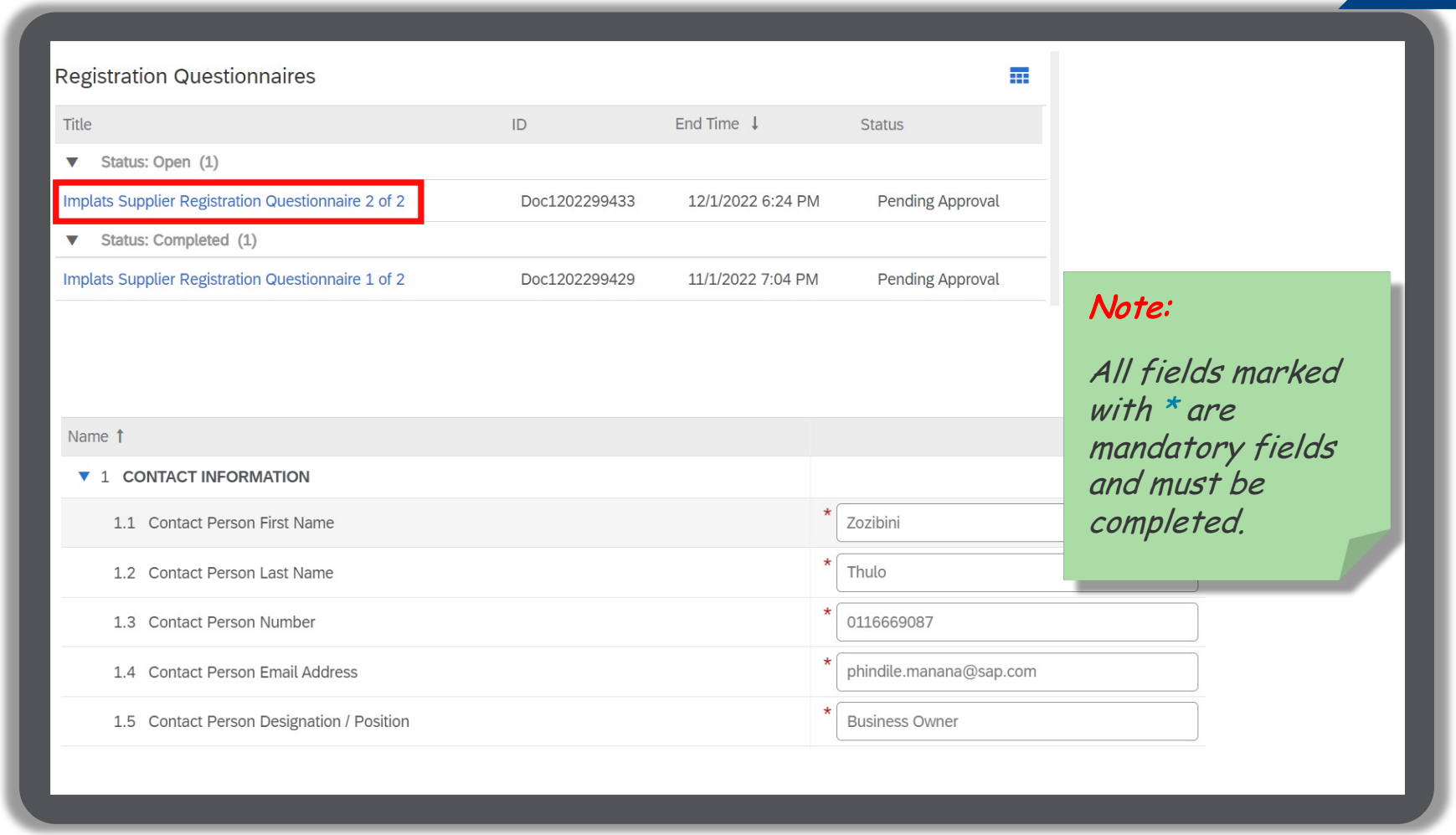
3. Complete Supplier Registration **Questionnaire 2 of 2**

   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



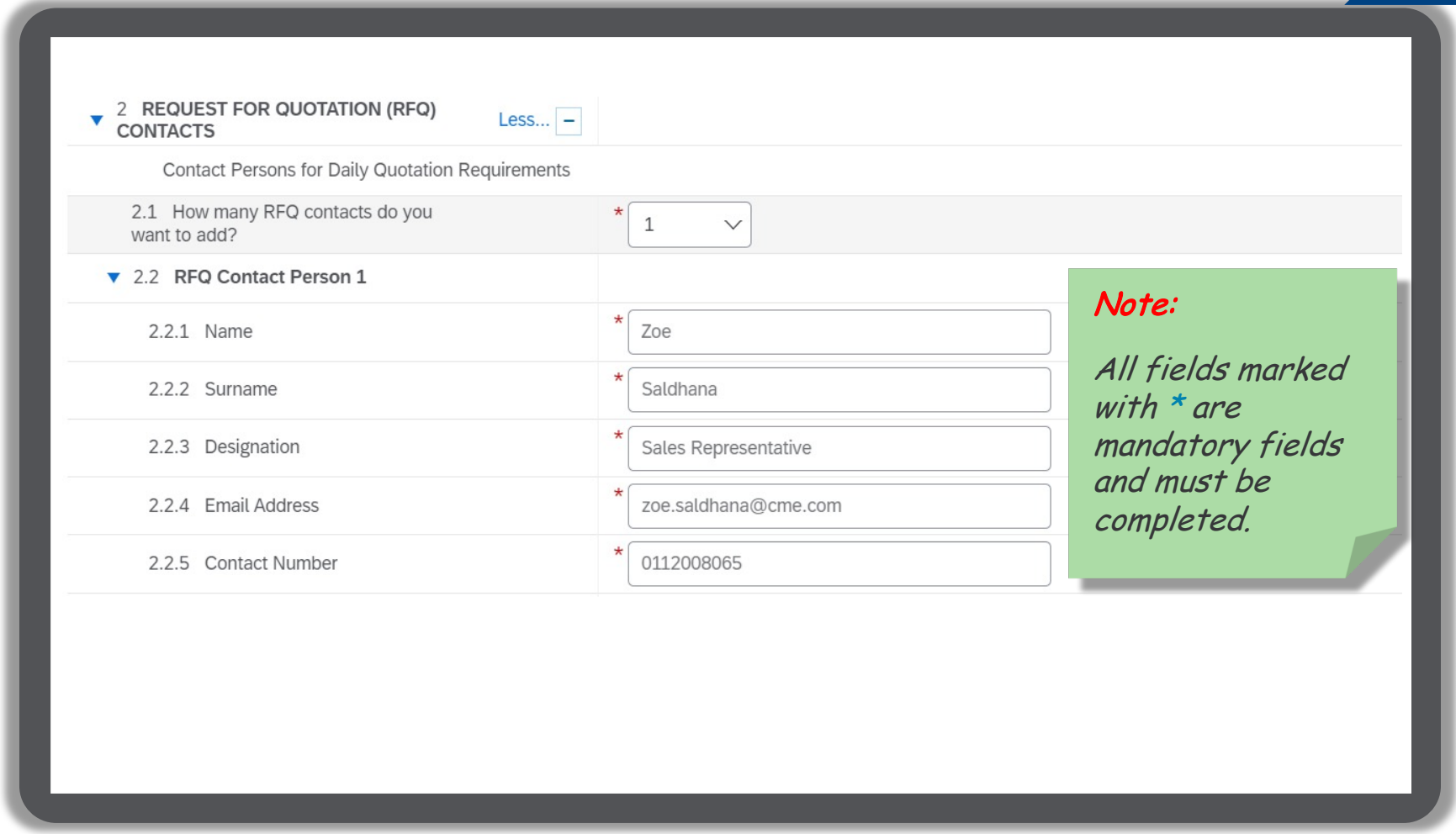
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 2

C

3. Complete Supplier Registration **Questionnaire 2 of 2**

   c) RFQ Contacts

   - Supply details of the RFQ contact person(s)



COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 2

C

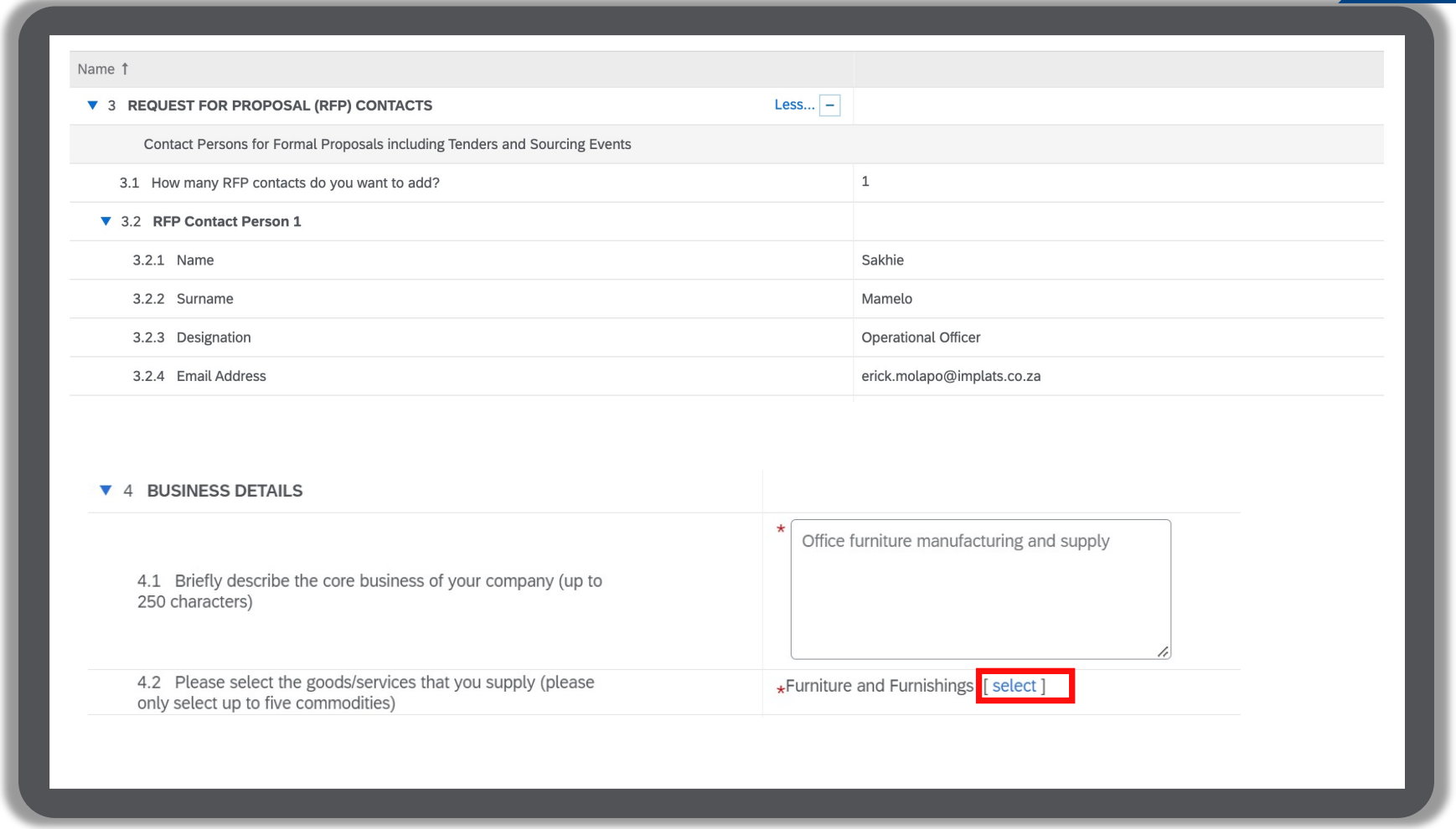
3. Complete Supplier Registration **Questionnaire 2 of 2**

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



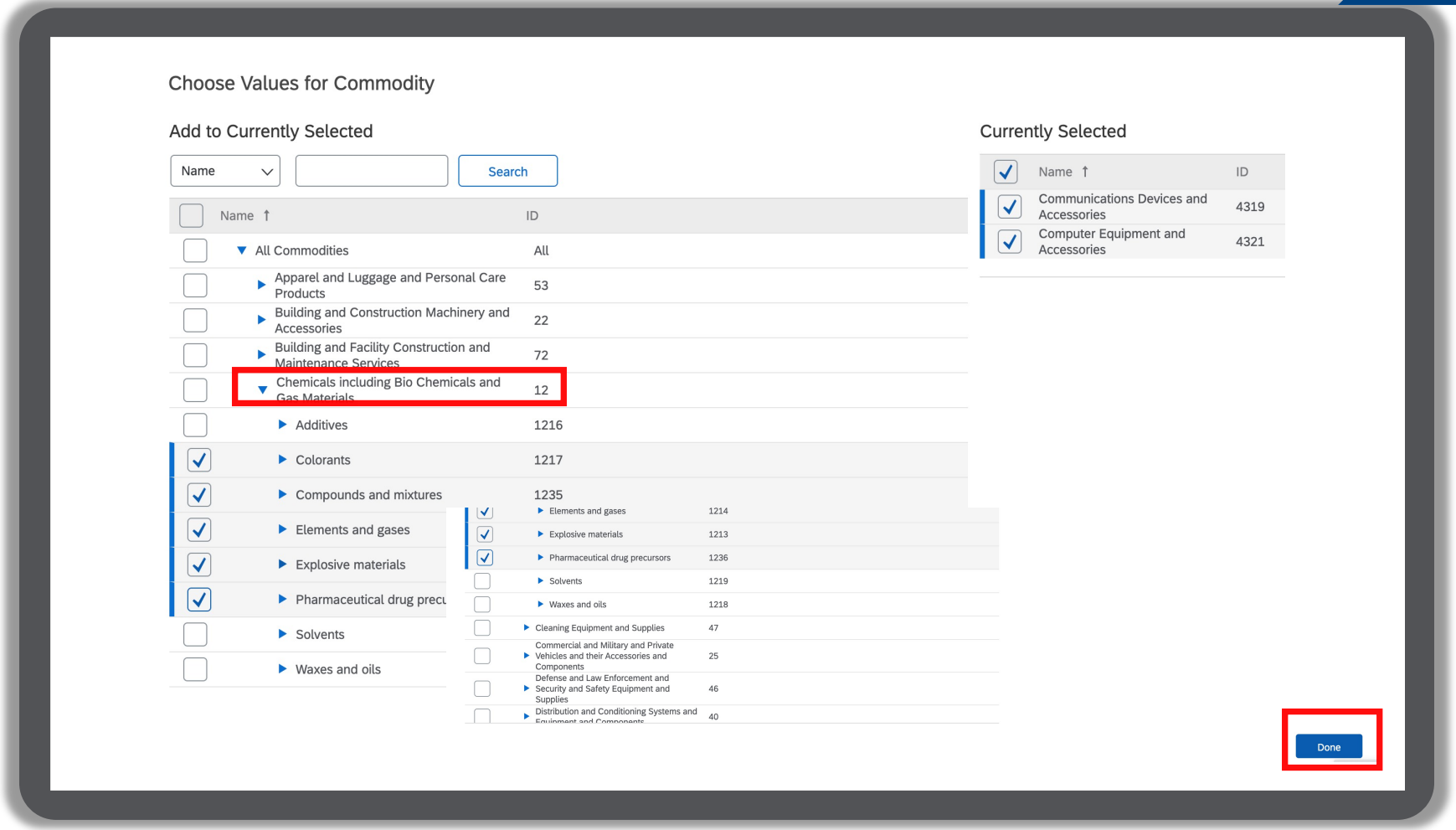
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 2

C

3. Complete Supplier Registration **Questionnaire 2 of 2**

f) Choose Values for Commodity

- Select the fist 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



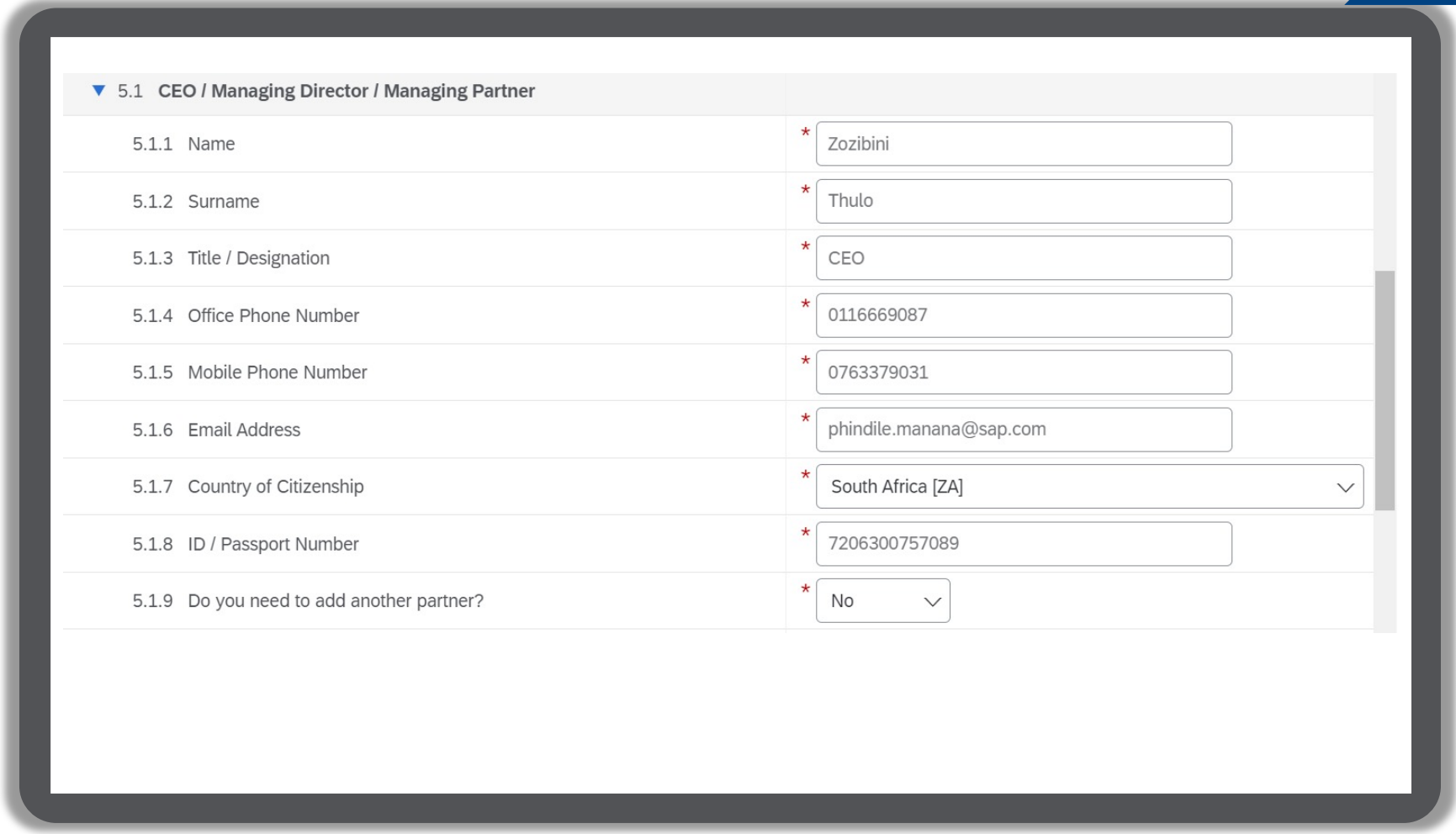
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 2

C

3. Complete Supplier Registration **Questionnaire 2 of 2**

   g) Entity Officials contact details

   - Complete all the mandatory fields



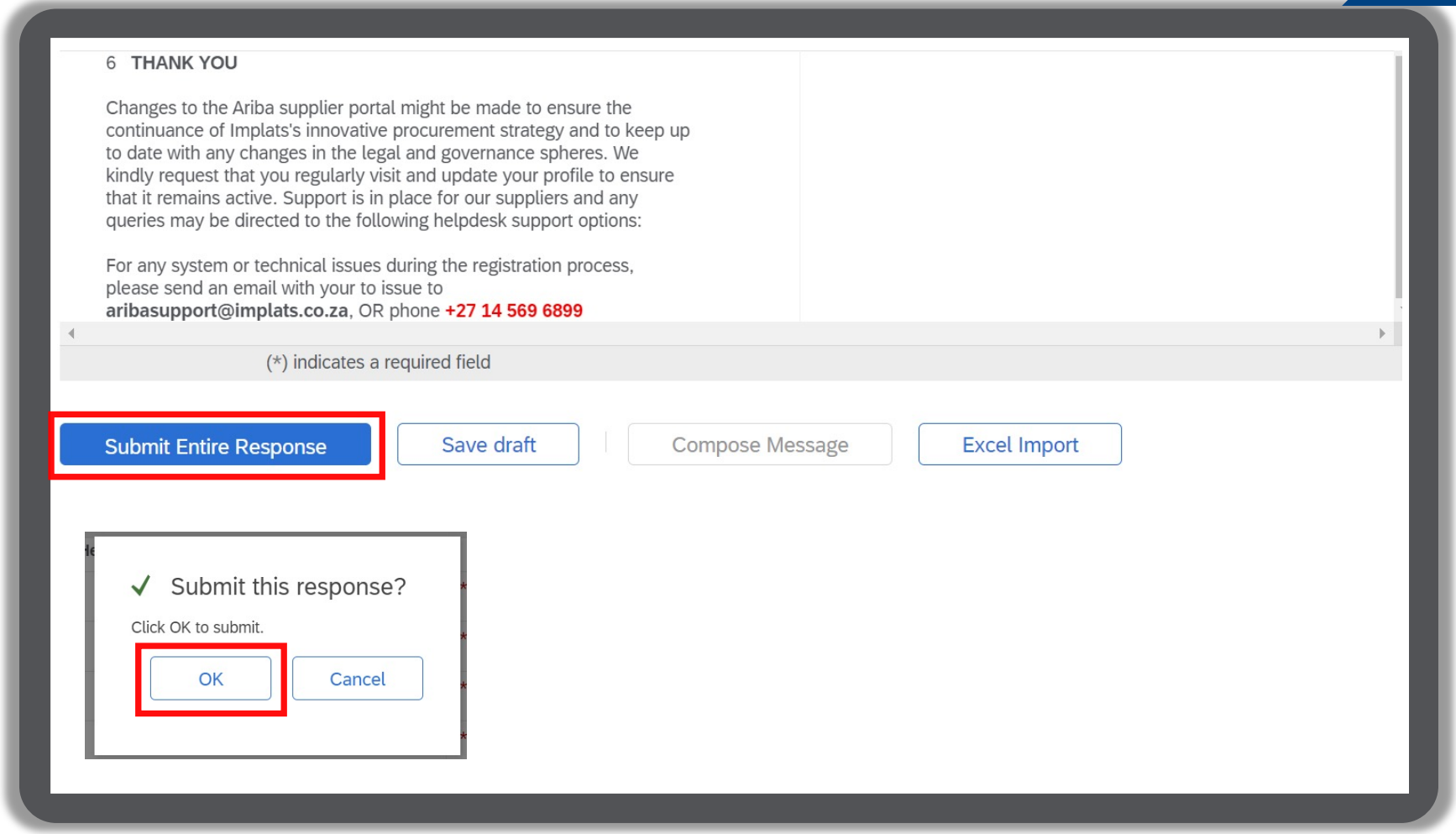
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 2

C

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



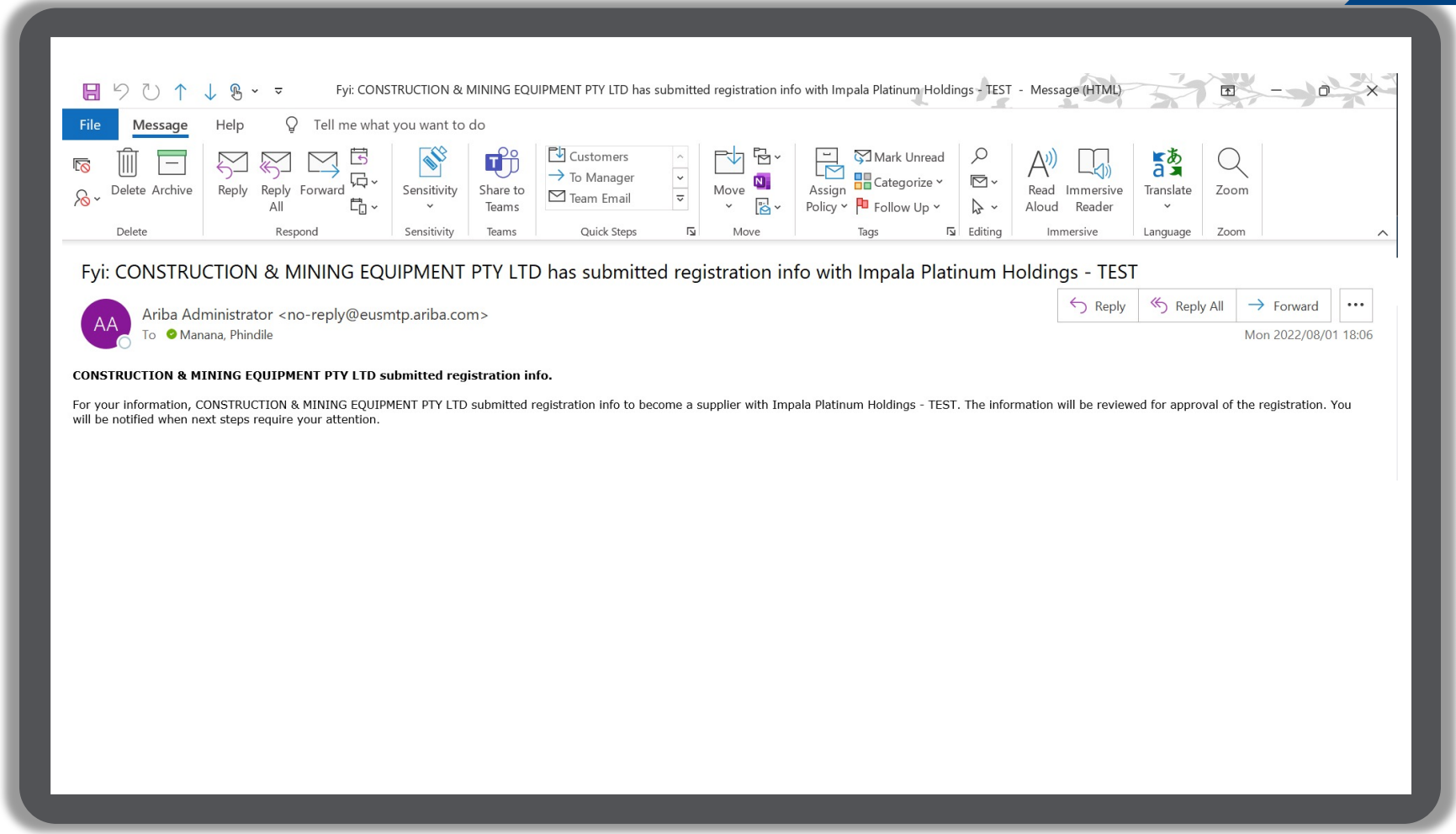
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRE 2

C

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.



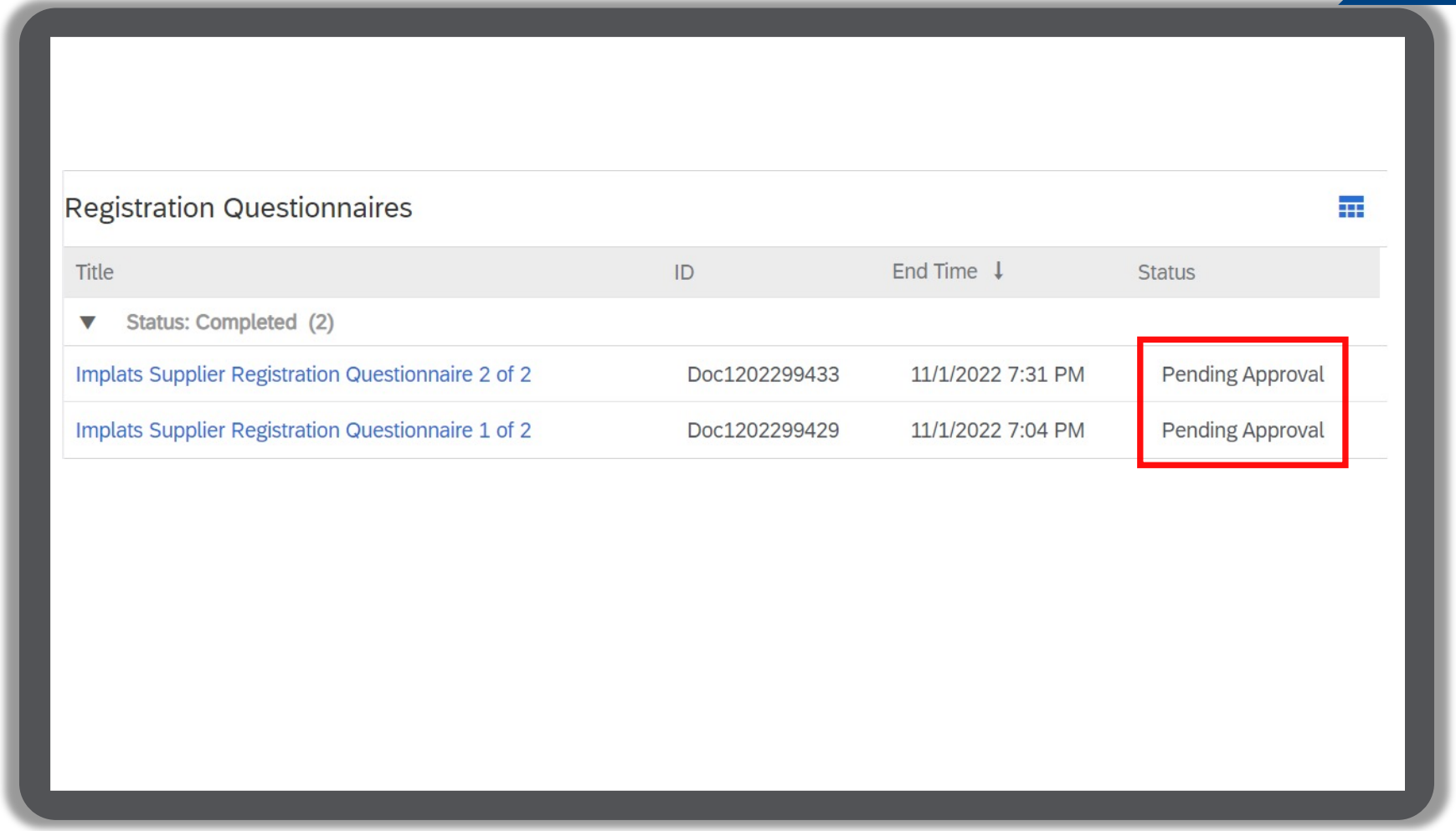
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRES

C

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.



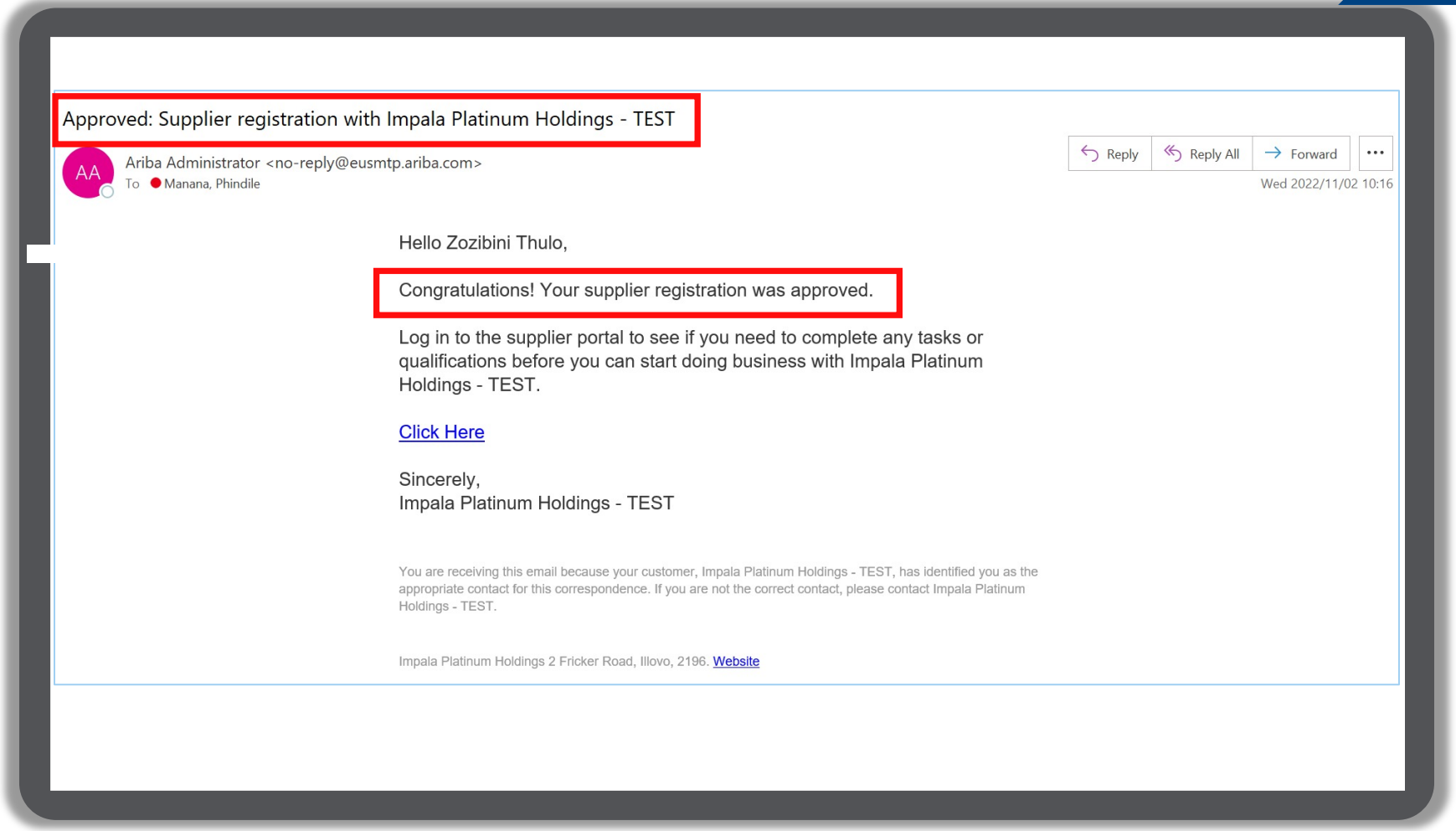
COMPLETING SUPPLIER REGISTRATION QUESTIONNAIRES

C

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.



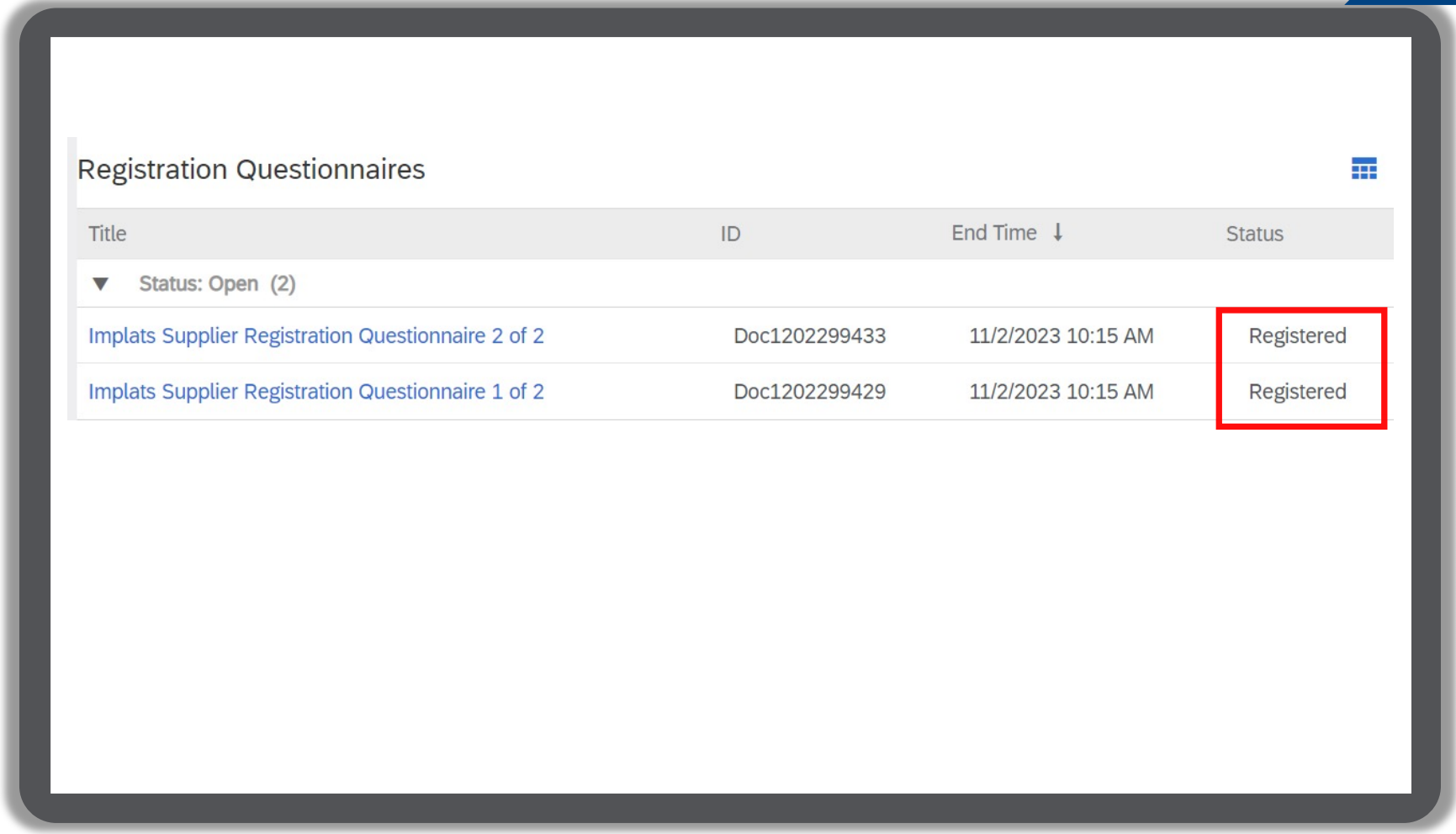
COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

C

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.



IMPLATS
EXCELLENCE IN PGMs

4

MAINTAINING YOUR SUPPLIER INFORMATION

OVERVIEW

A ABOUT REGISTRATION PROCESS FLOW

B LOGIN TO YOUR SAP BUSINESS NETWORK ACCOUNT

C MAINTAINING YOUR SUPPLIER INFORMATION

D ADDING ADDITIONAL USERS

HIGH-LEVEL SUPPLIER PROFILE MAINTENANCE PROCESS FLOW

IMPLATS
EXCELLENCE IN PGMs

A

Start here

Suppliers

SAP Business Network

1

Supplier has a need to change some of their profile data

2

Supplier logs onto SAP Business Network and reviews and updates profile

3

Supplier submits updated profile to Implats for validation and verification

7

Profile update email received by Supplier

IMPLATS
EXCELLENCE IN PGMs

SAP Ariba SLP

4

Supplier response is validated and vetted where applicable

5

Supplier details approved and profile is updated

6

System sends update notification email to Supplier

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

IMPLATS
EXCELLENCE IN PGMs

A

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)

OVERVIEW

A ABOUT REGISTRATION PROCESS FLOW

B LOGIN TO YOUR SAP BUSINESS NETWORK ACCOUNT

C MAINTAINING YOUR SUPPLIER INFORMATION

D ADDING ADDITIONAL USERS

MAINTAINING YOUR SUPPLIER INFORMATION

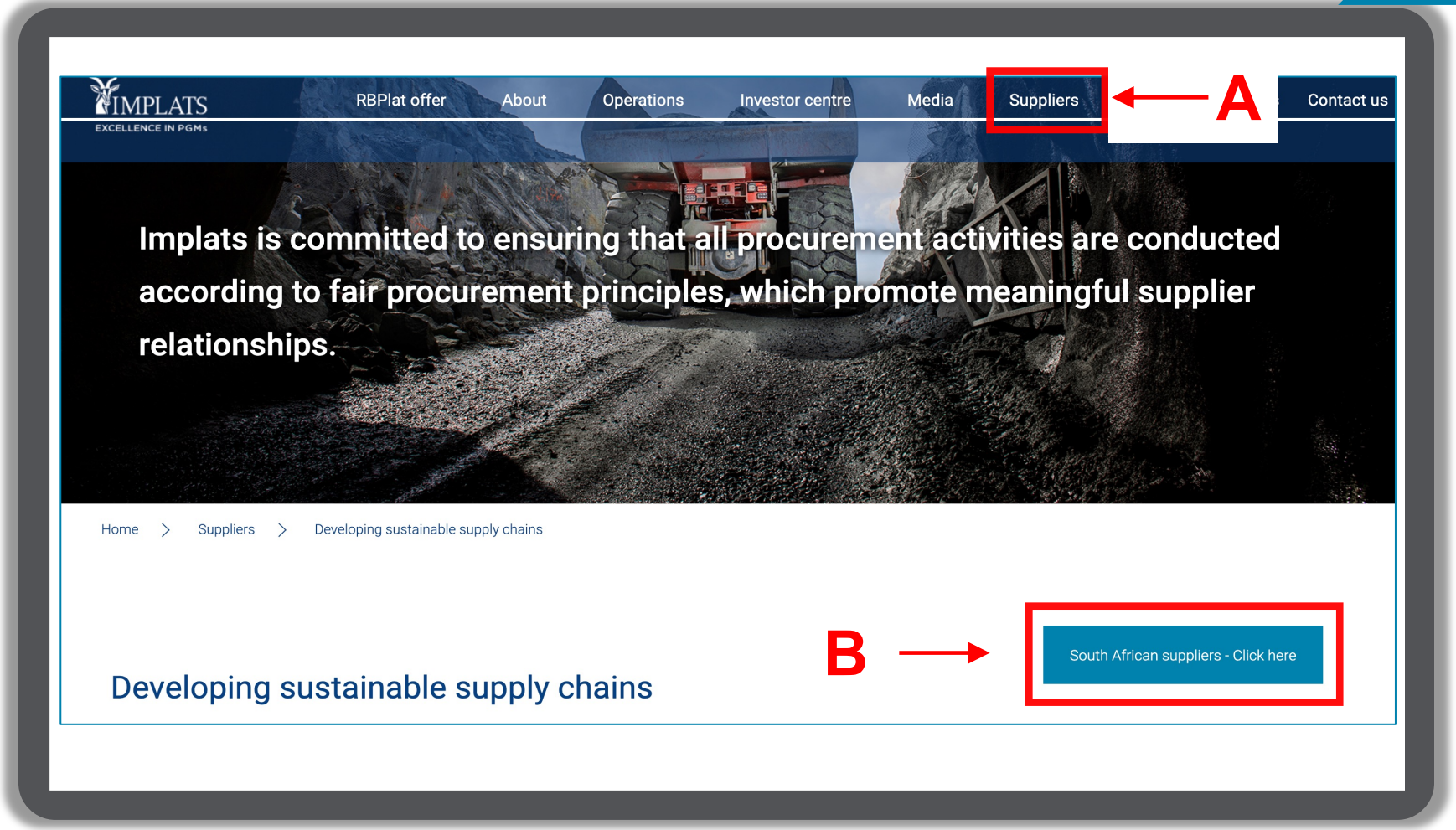
B

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

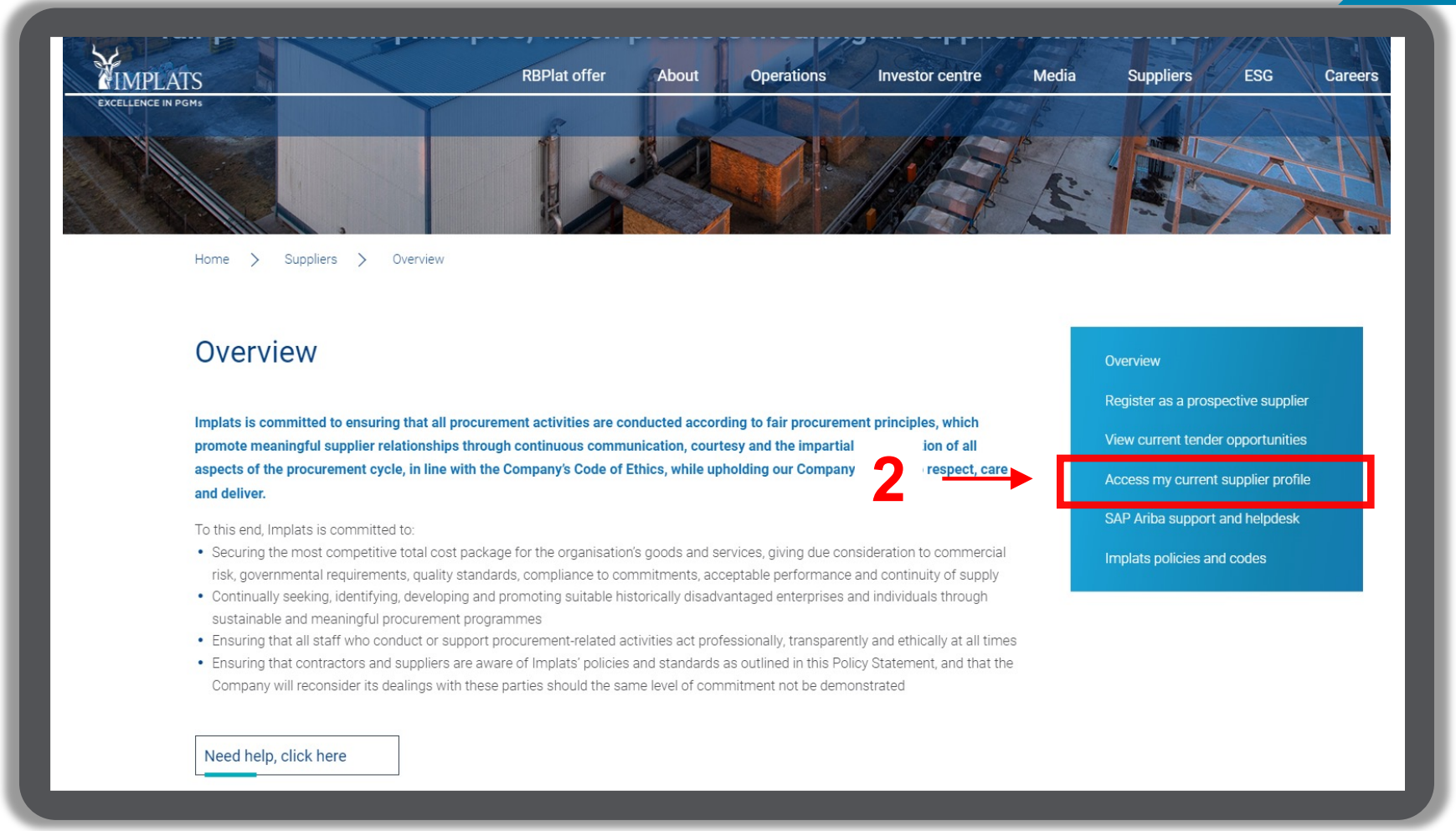


MAINTAINING YOUR SUPPLIER INFORMATION

B

Login to your SAP Business Network account

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



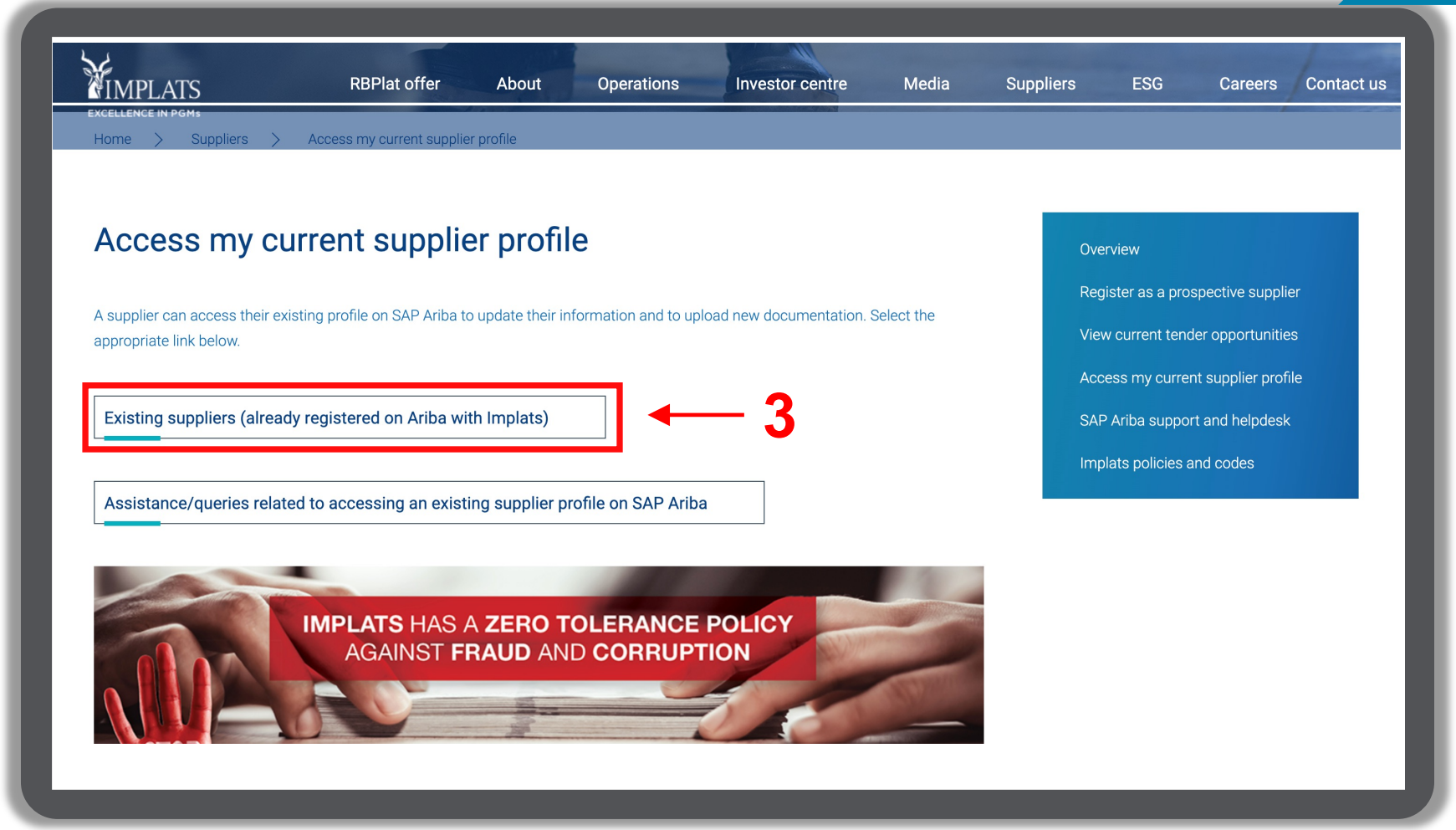
MAINTAINING YOUR SUPPLIER INFORMATION

B

Login to your SAP Business Network account

3. 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



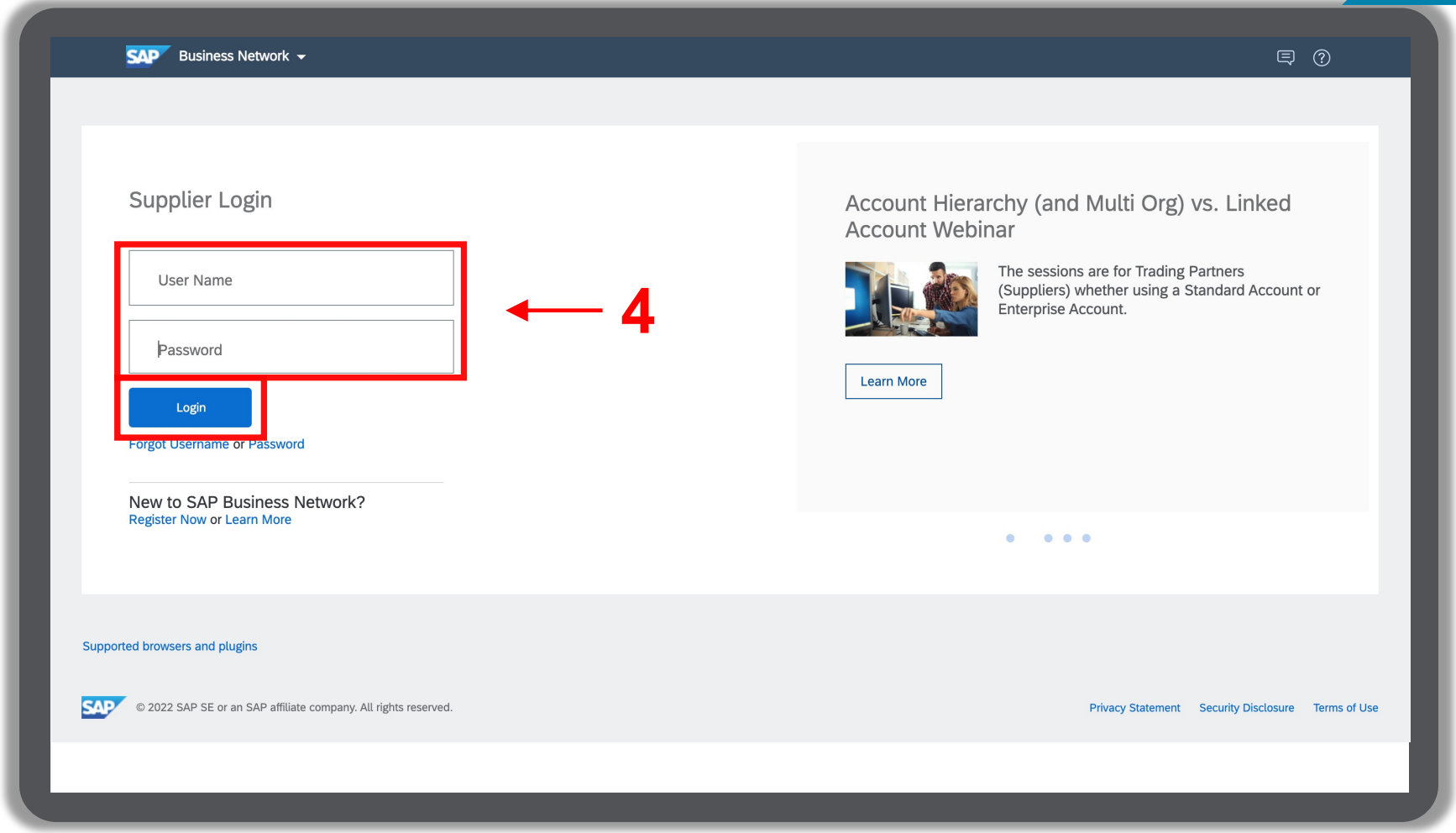
MAINTAINING YOUR SUPPLIER INFORMATION

B

Login to your SAP Business Network account

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

   Click on **“Login”**.



OVERVIEW

A ABOUT REGISTRATION PROCESS FLOW

B LOGIN TO YOUR SAP BUSINESS NETWORK ACCOUNT

C MAINTAINING YOUR SUPPLIER INFORMATION

D ADDING ADDITIONAL USERS

MAINTAINING YOUR SUPPLIER INFORMATION

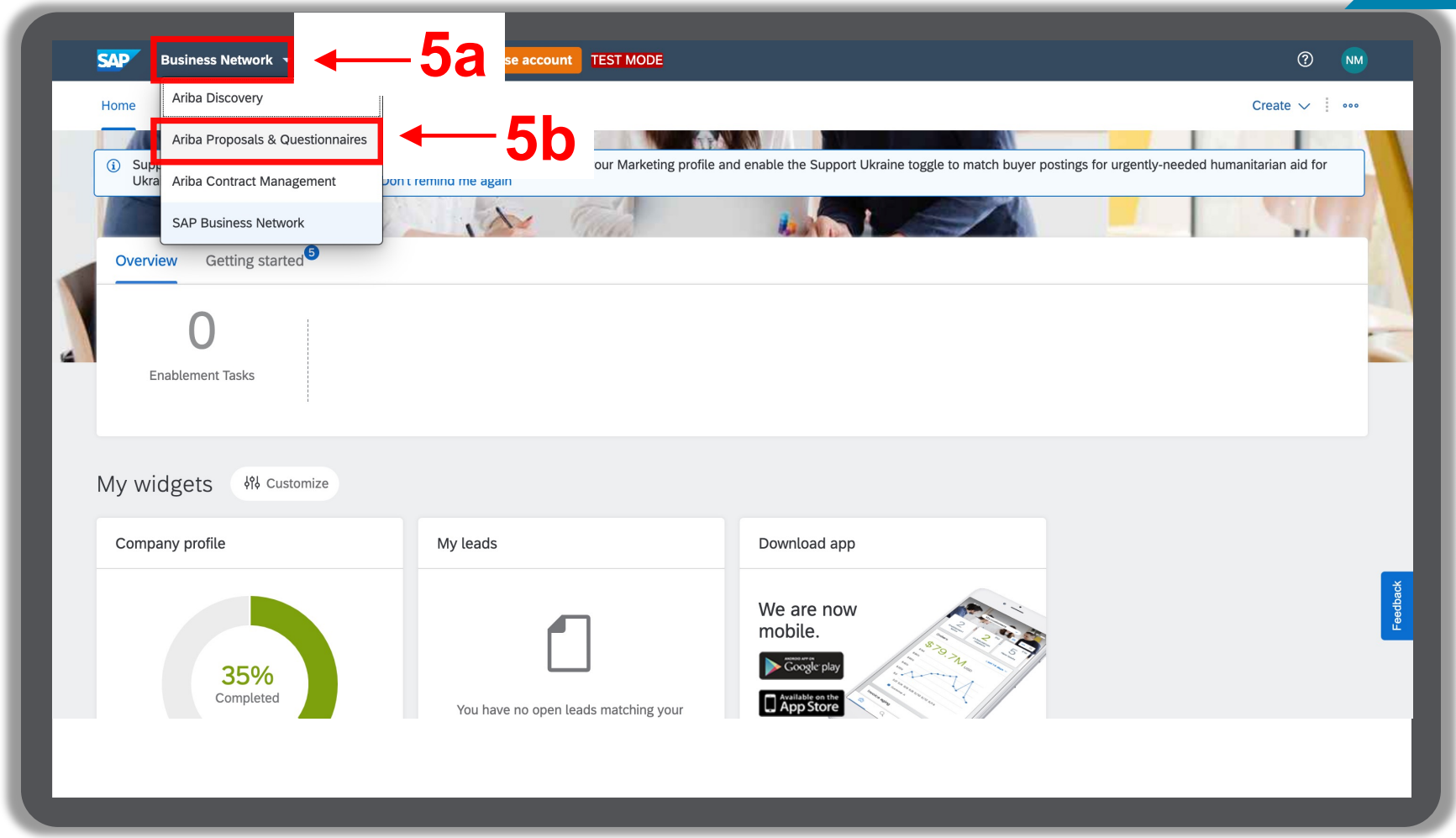
C

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

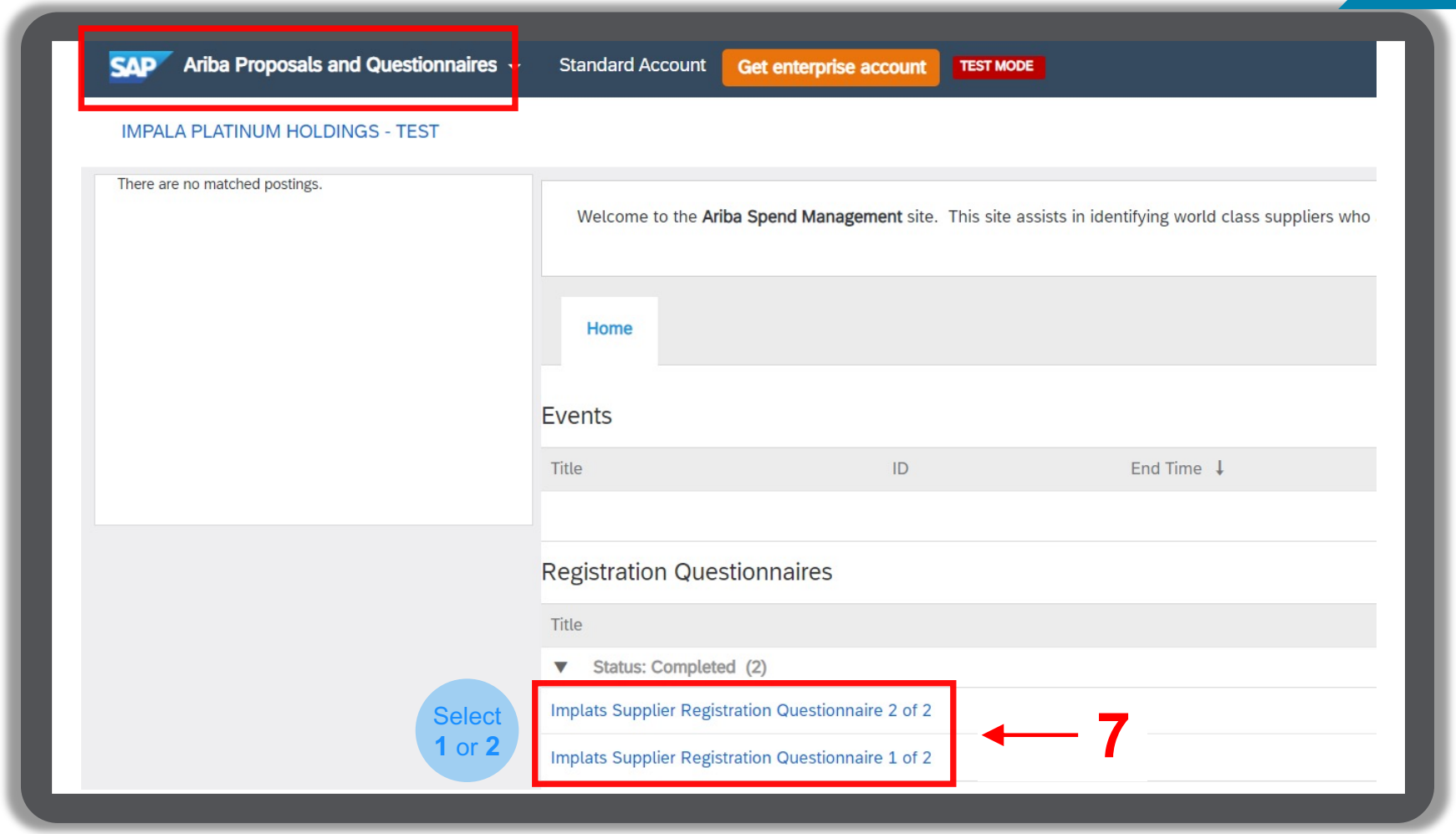
C

The SAP Business Network

6. The supplier' **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.

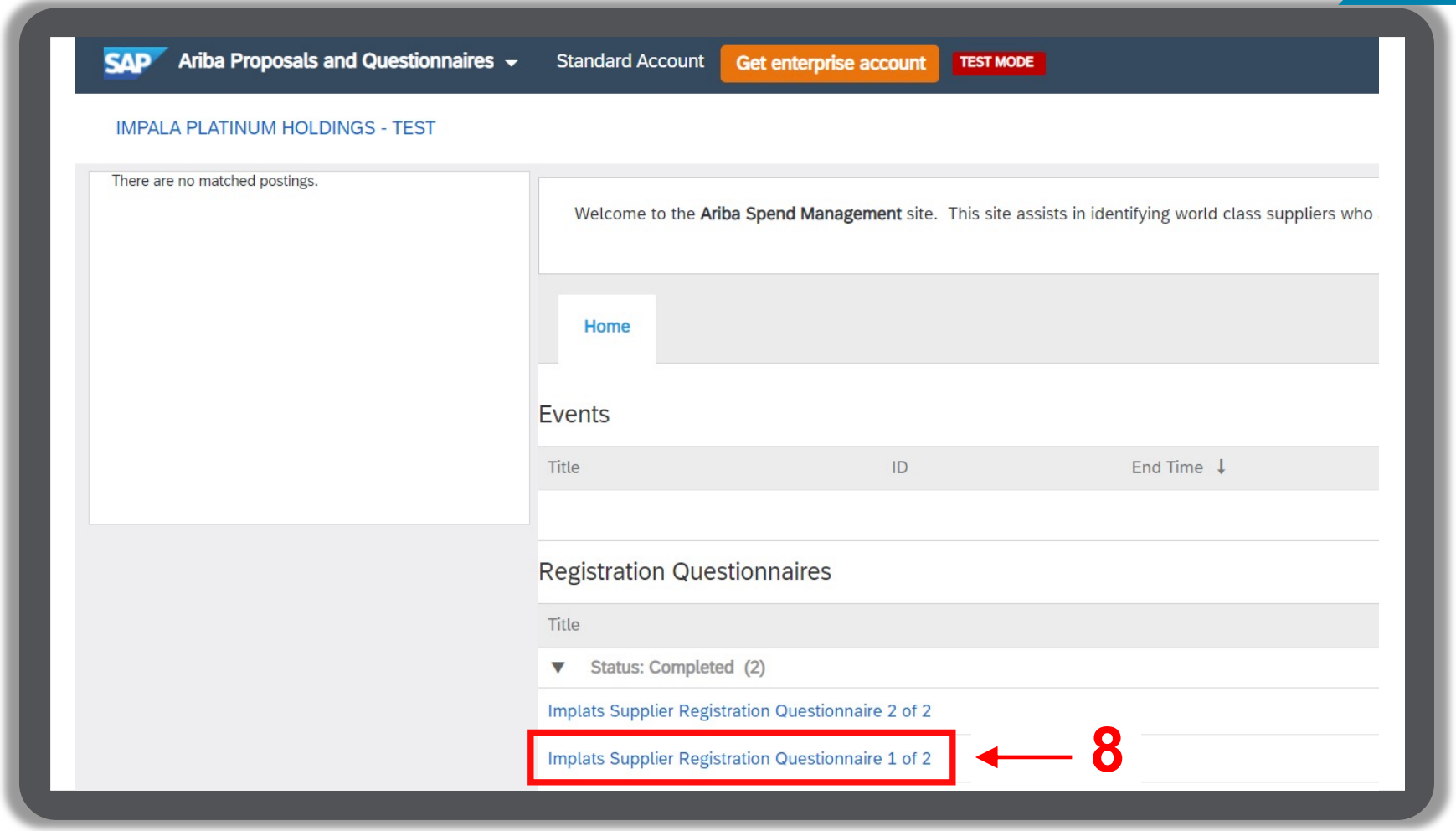


MAINTAINING YOUR SUPPLIER INFORMATION

C

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”**.



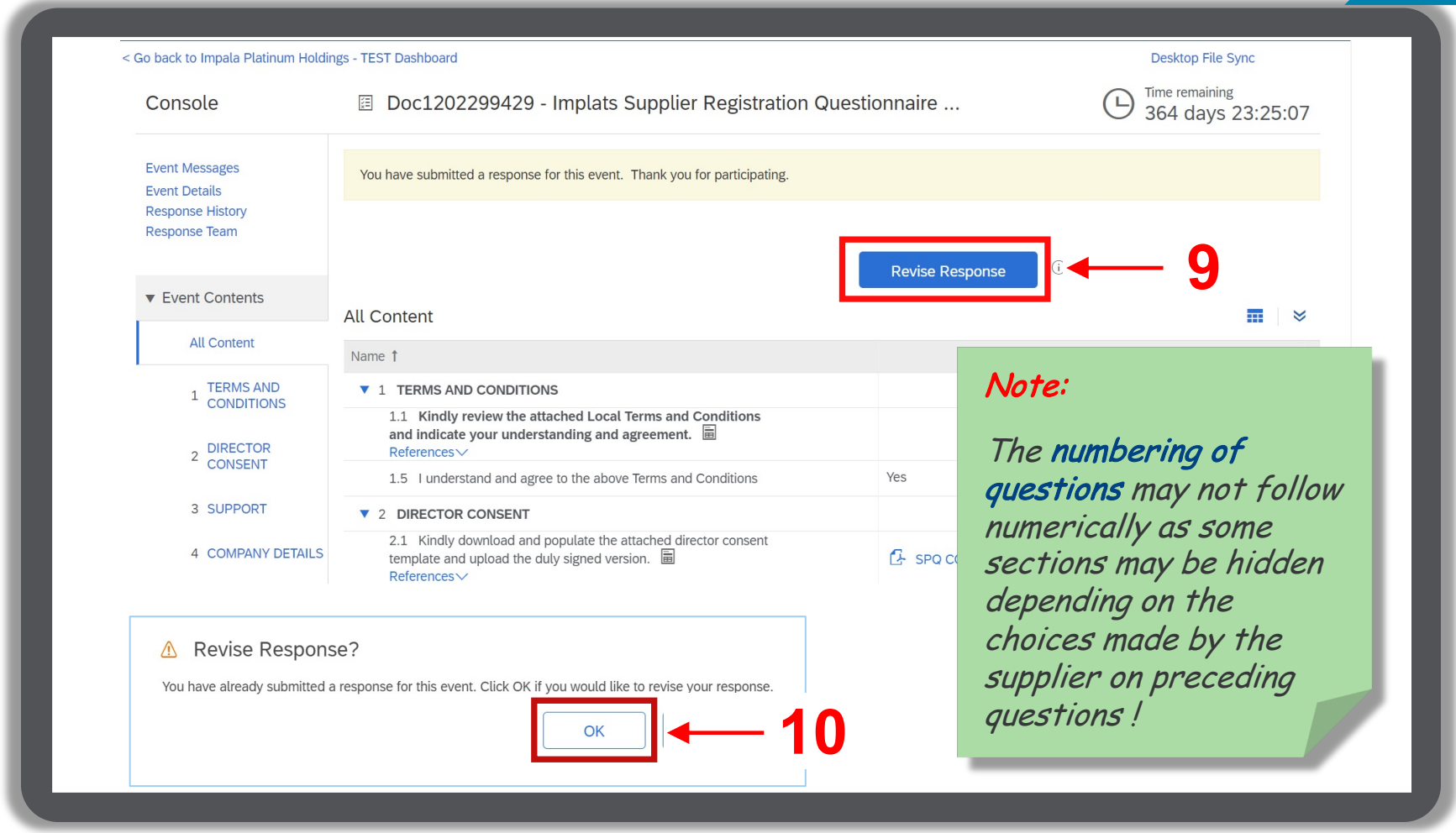
MAINTAINING YOUR SUPPLIER INFORMATION

C

The SAP Business Network

9. Click **“Revise Response”**.

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



MAINTAINING YOUR SUPPLIER INFORMATION

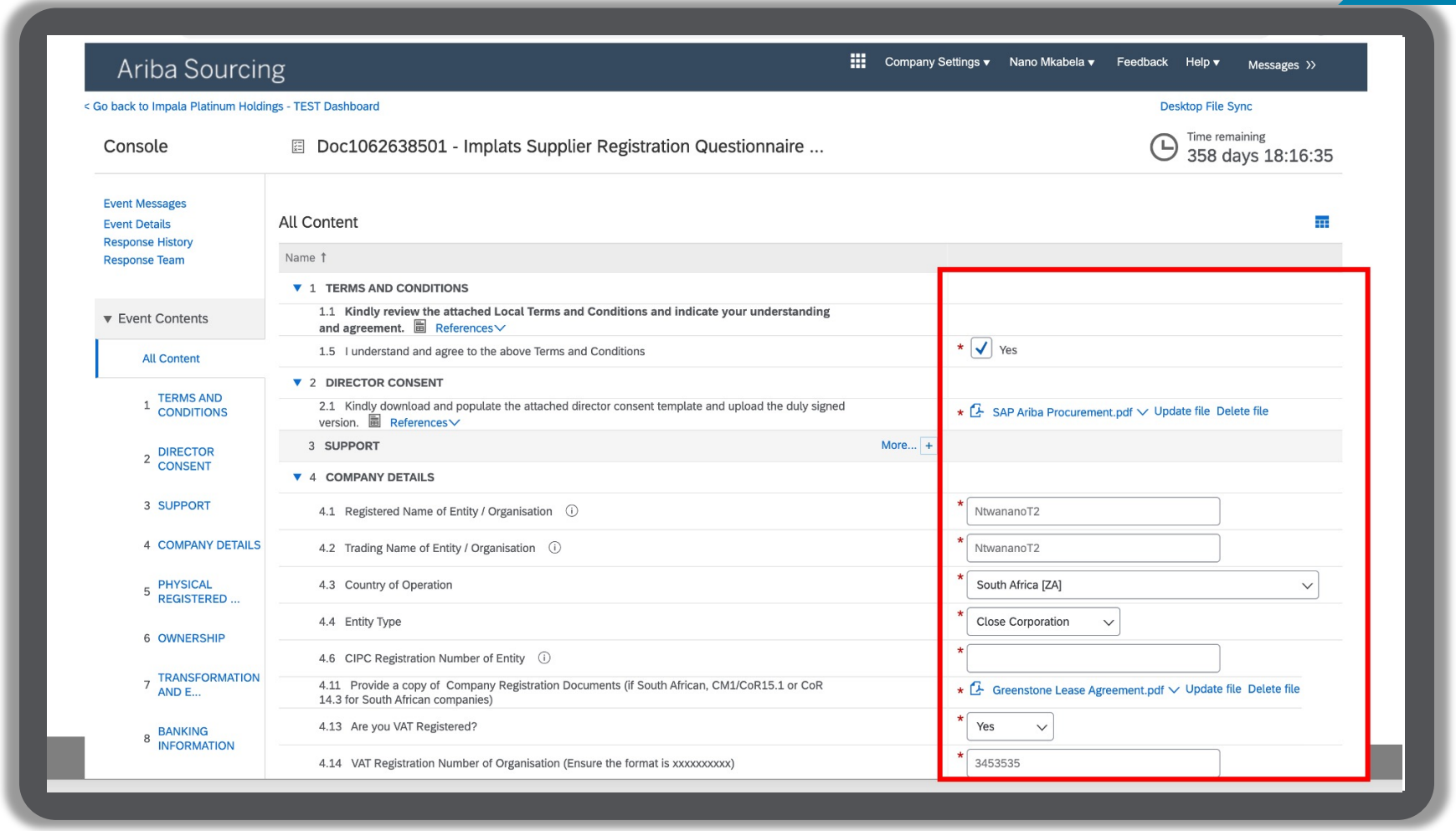
C

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

C

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
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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)

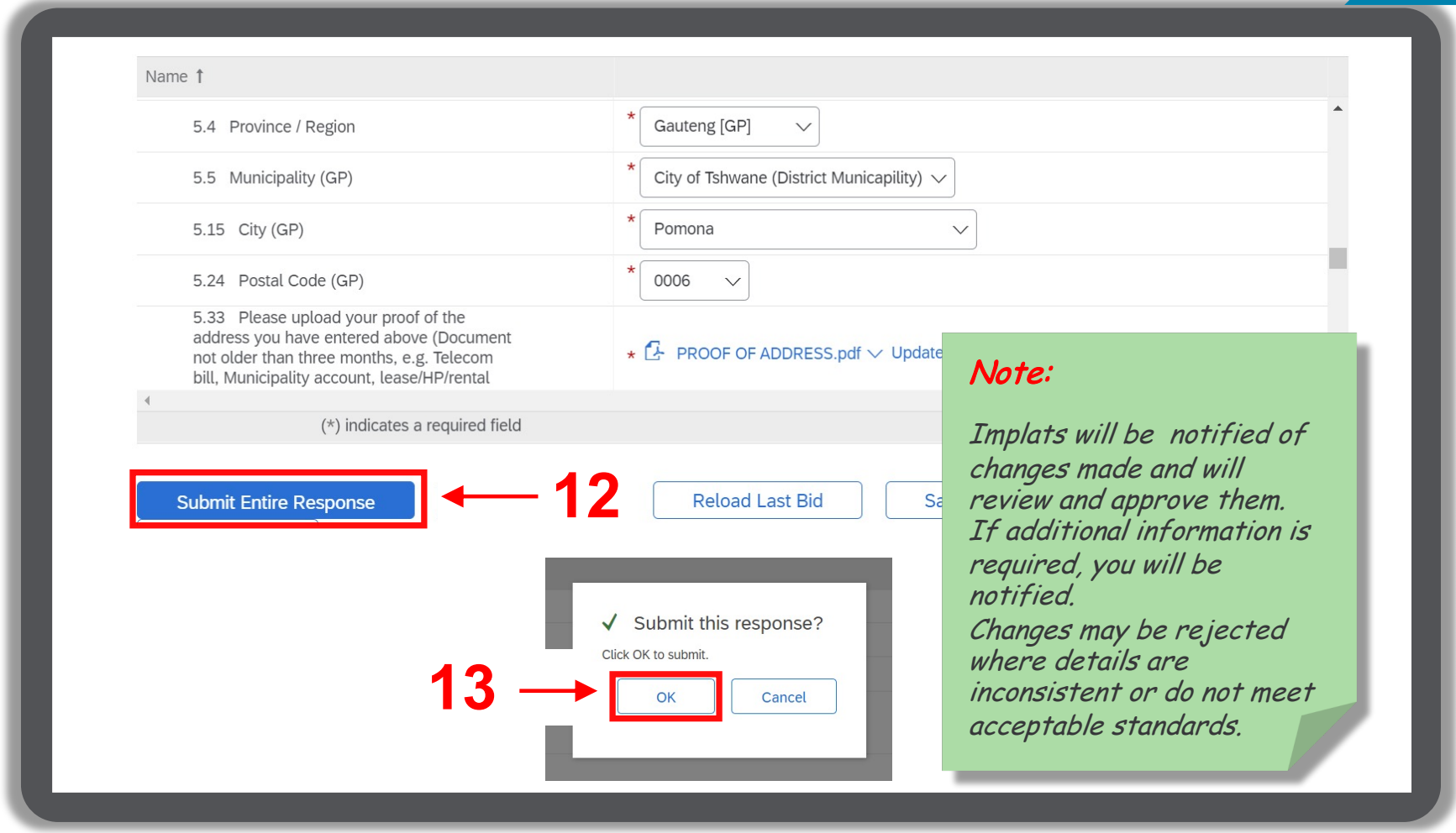
MAINTAINING YOUR SUPPLIER INFORMATION

C

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.

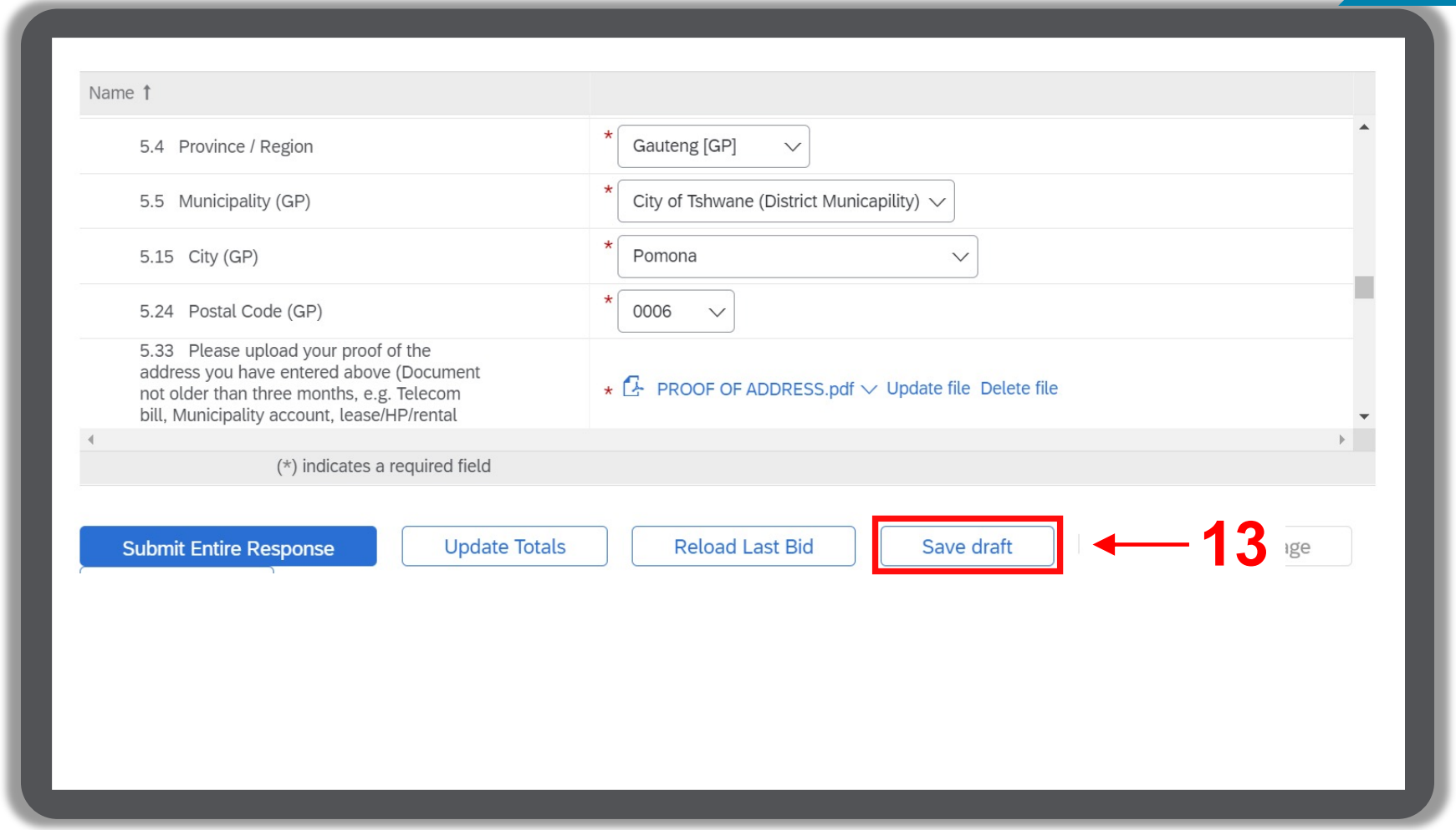


MAINTAINING YOUR SUPPLIER INFORMATION

C

The SAP Business Network

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



OVERVIEW

A ABOUT REGISTRATION PROCESS FLOW

B LOGIN TO YOUR SAP BUSINESS NETWORK ACCOUNT

C MAINTAINING YOUR SUPPLIER INFORMATION

D ADDING ADDITIONAL USERS

ADDING ADDITIONAL USERS

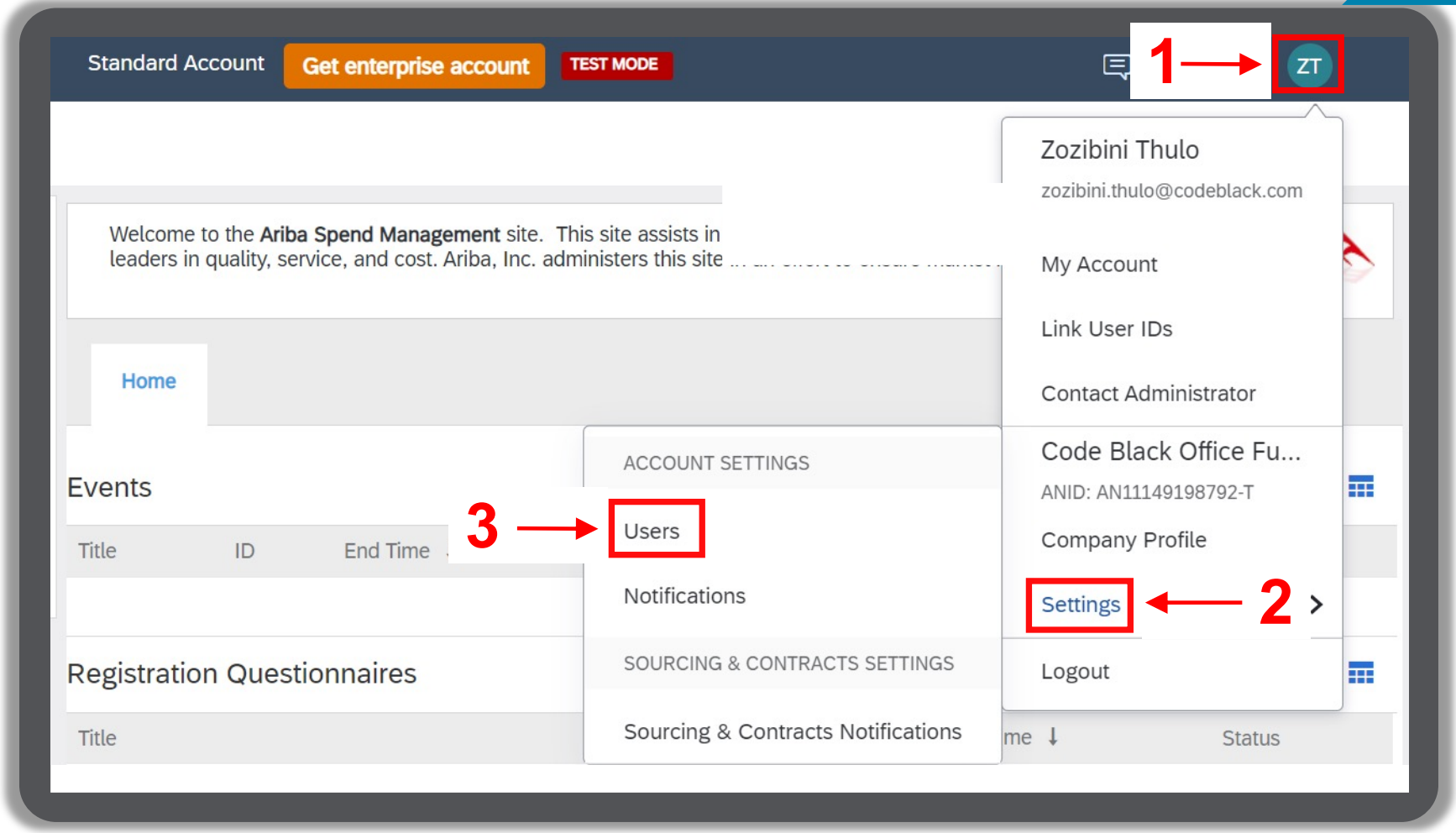
D

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"**.



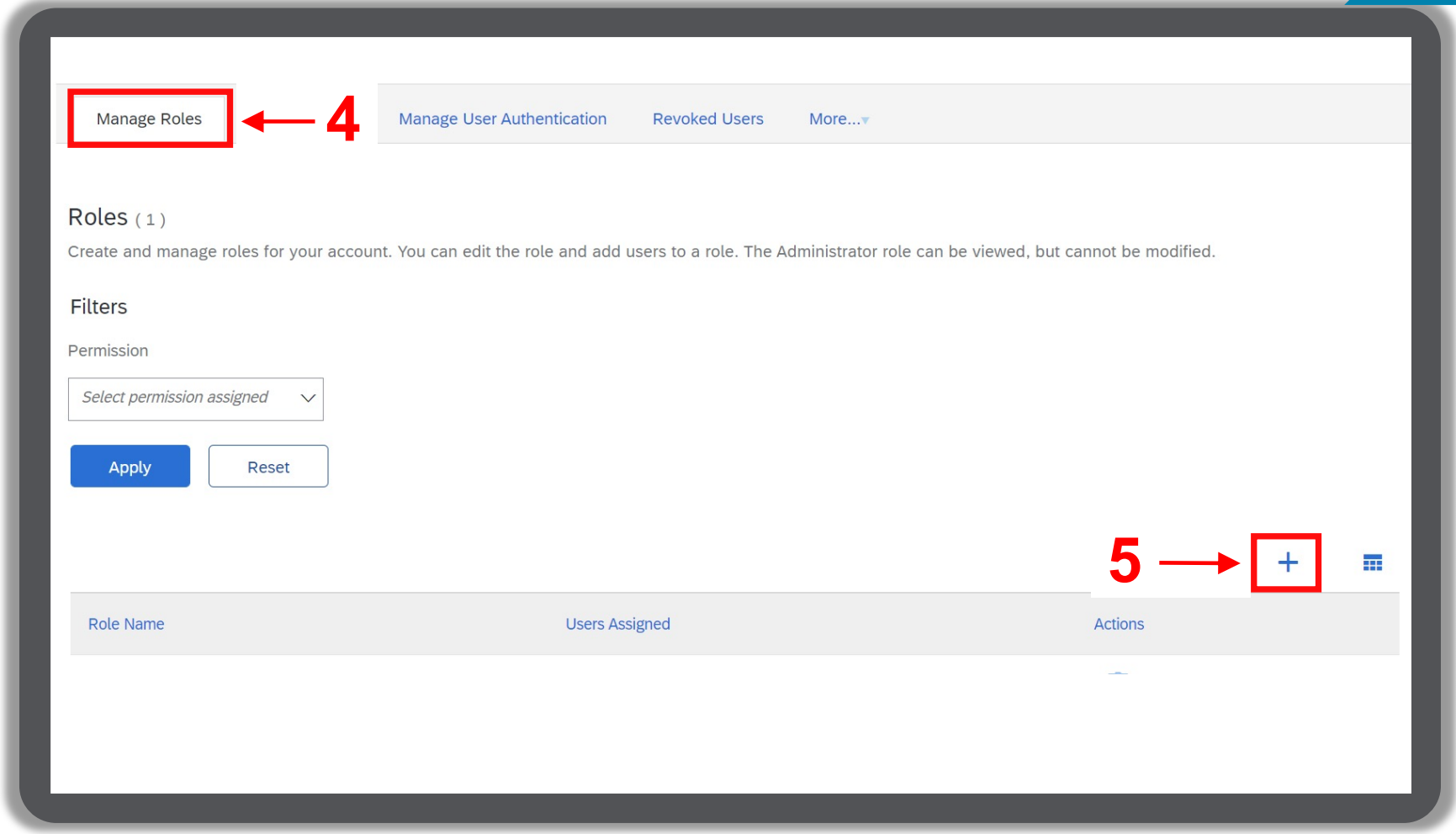
ADDING ADDITIONAL USERS

D

4. You may need to create a new role of this has been 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.



ADDING ADDITIONAL USERS

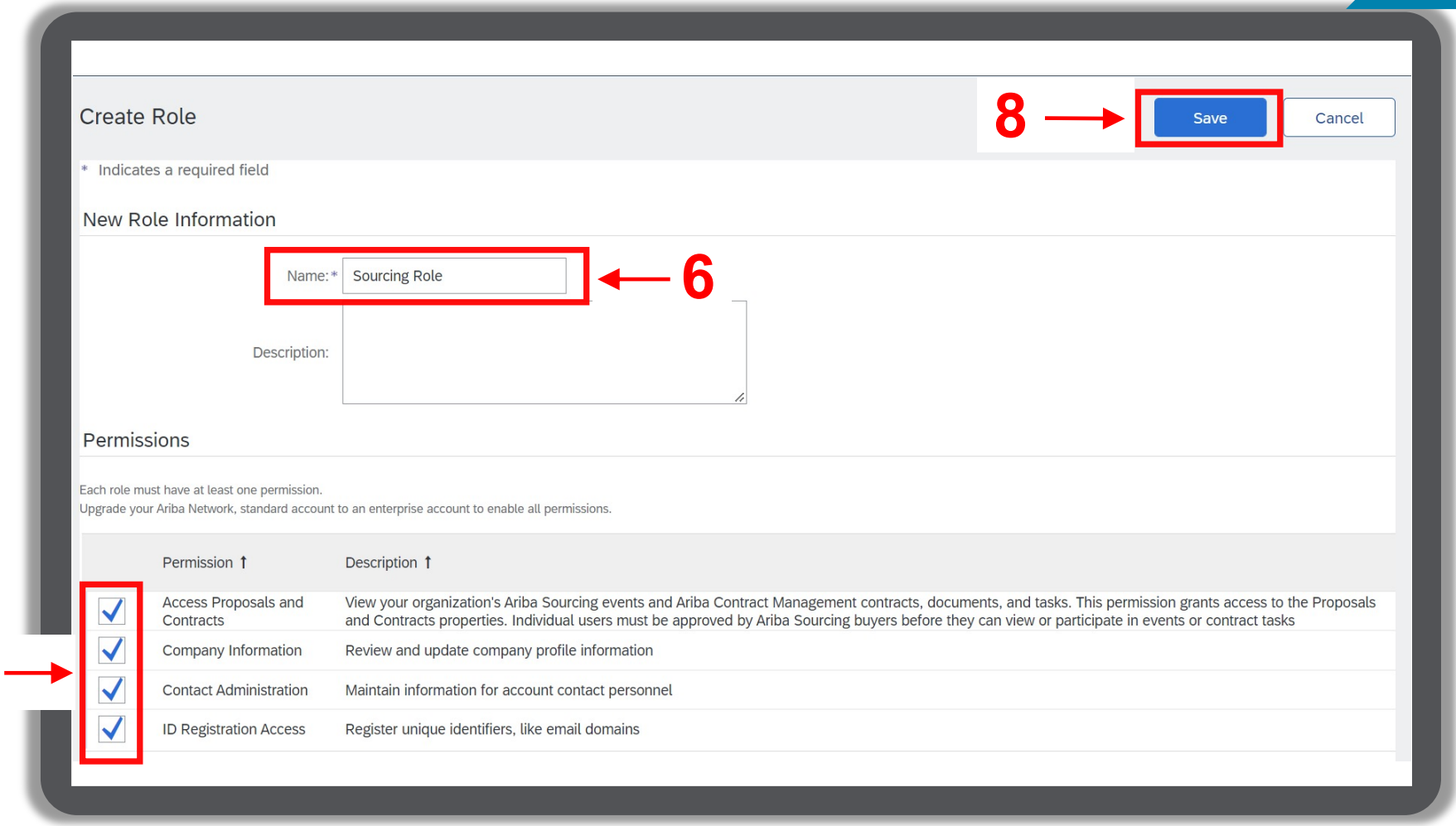
D

6. 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.

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

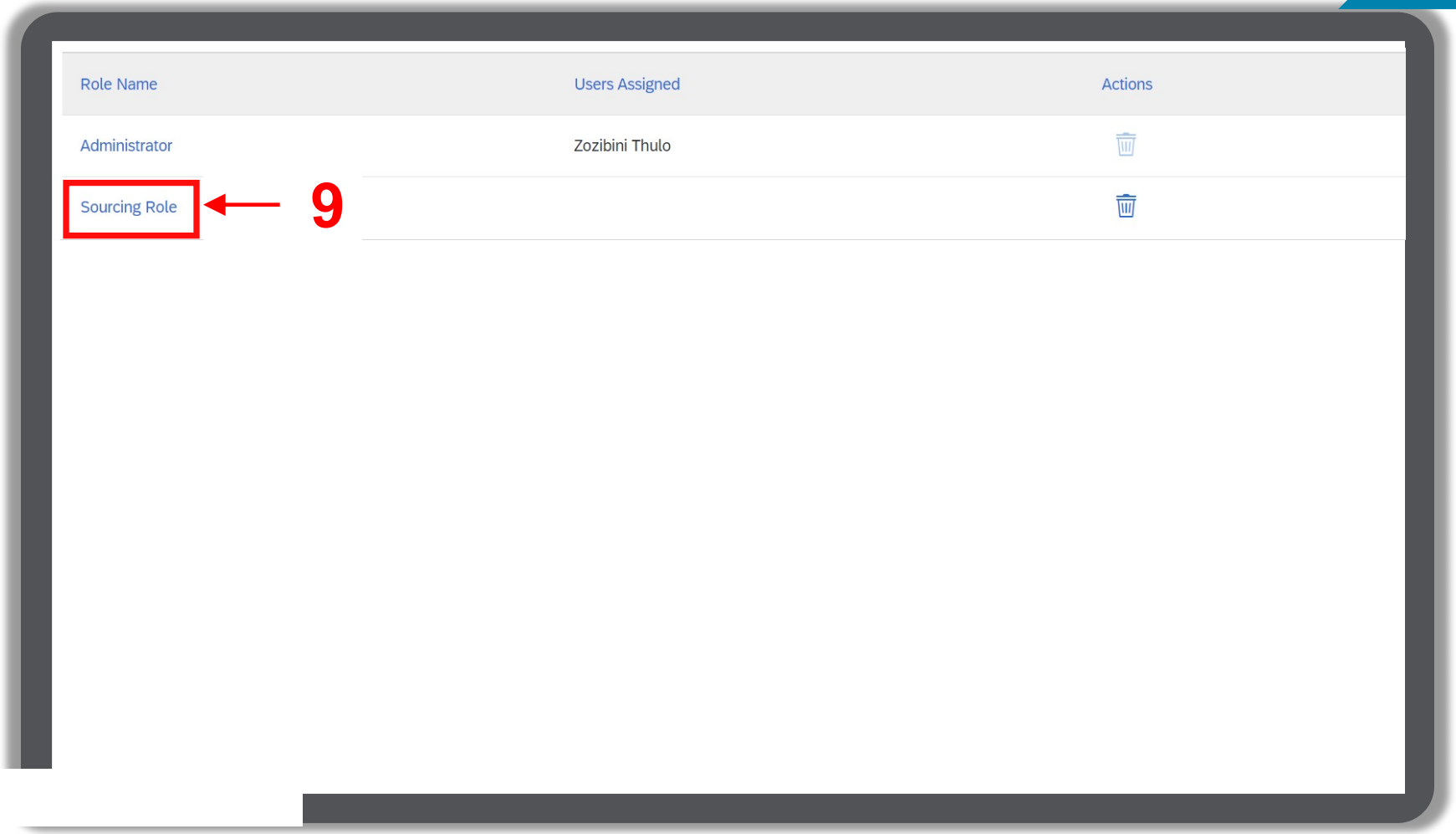
8. Click **“Save”**.



ADDING ADDITIONAL USERS

D

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

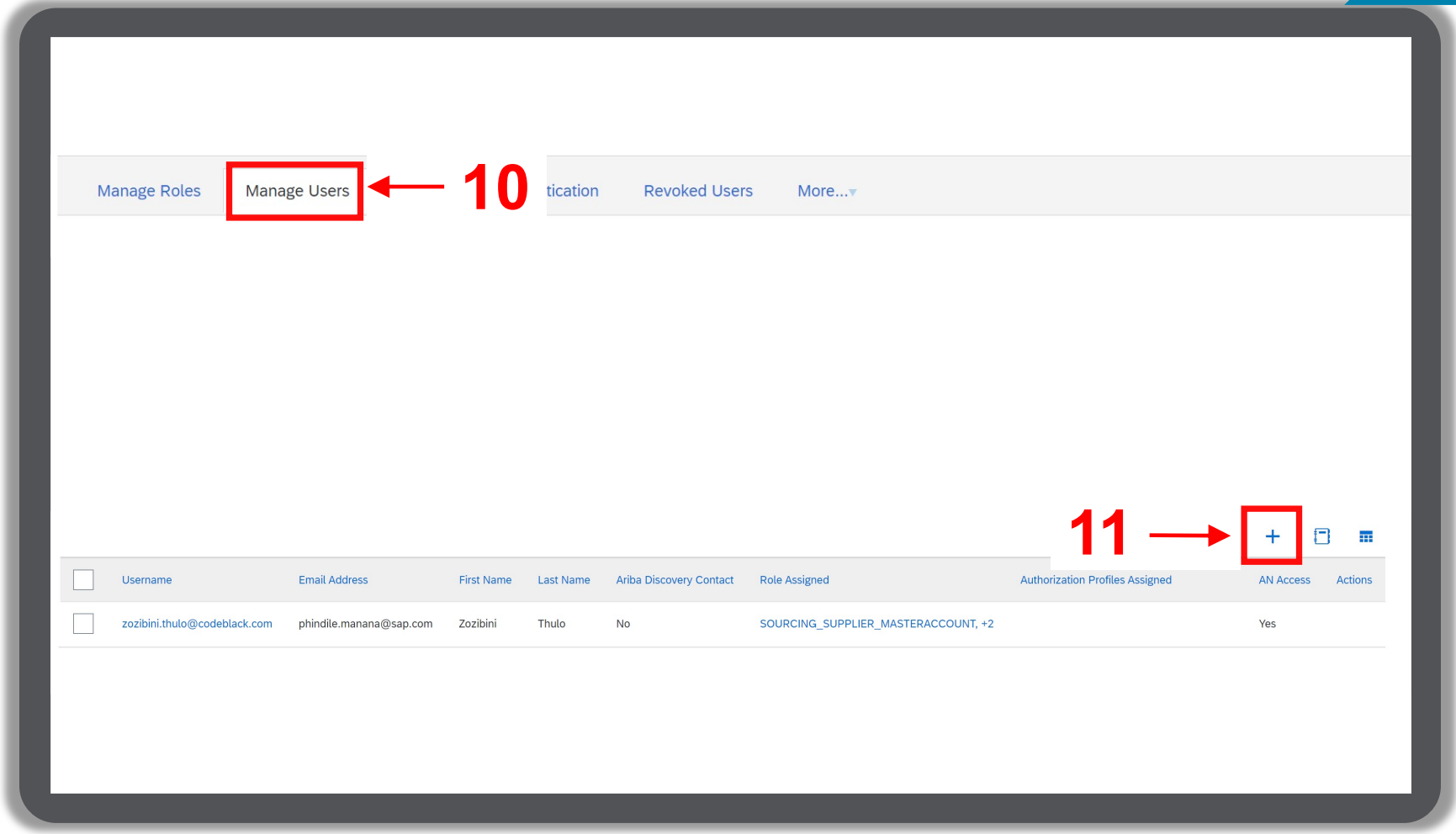


ADDING ADDITIONAL USERS

D

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.



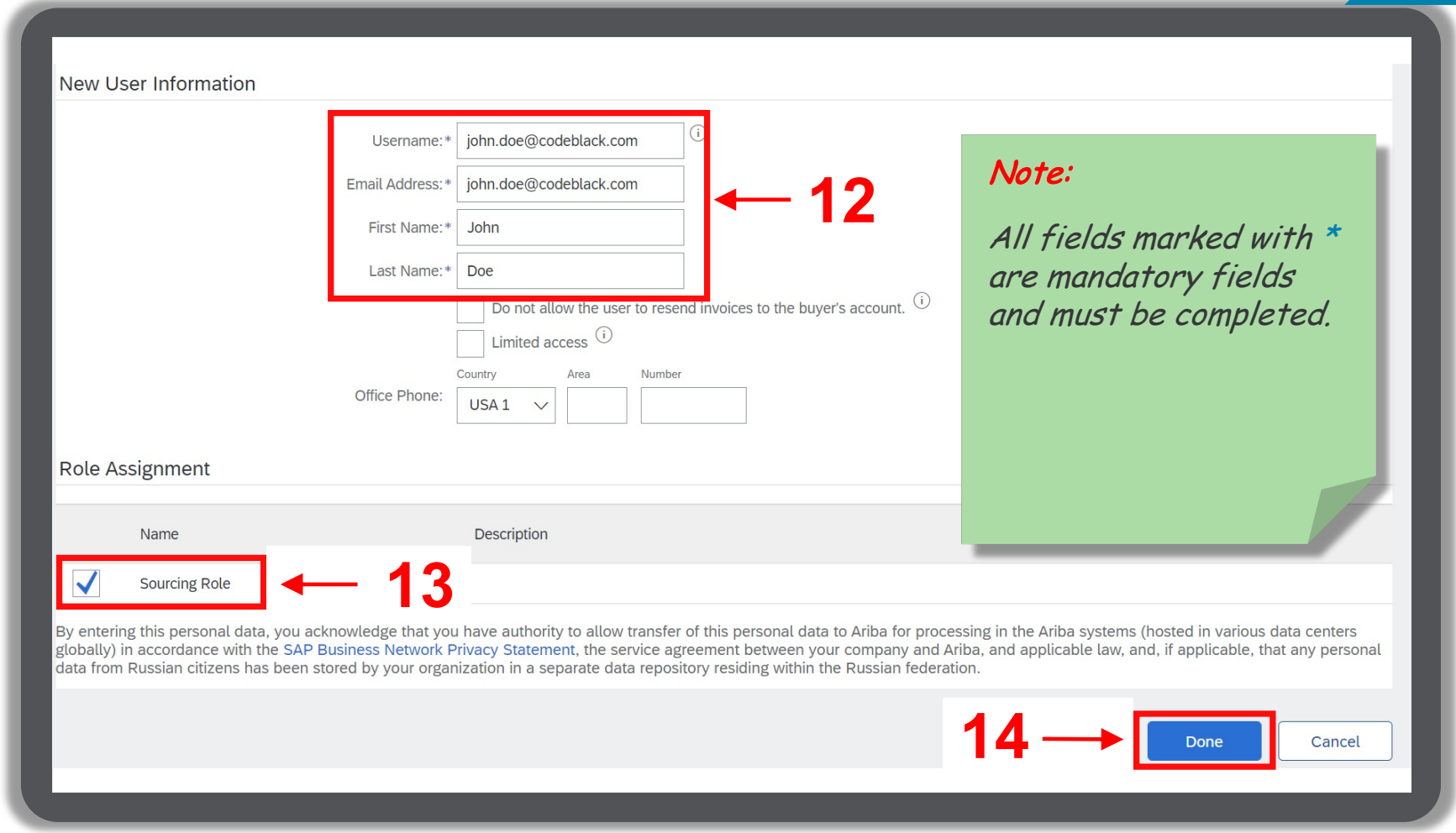
ADDING ADDITIONAL USERS

D

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”**.

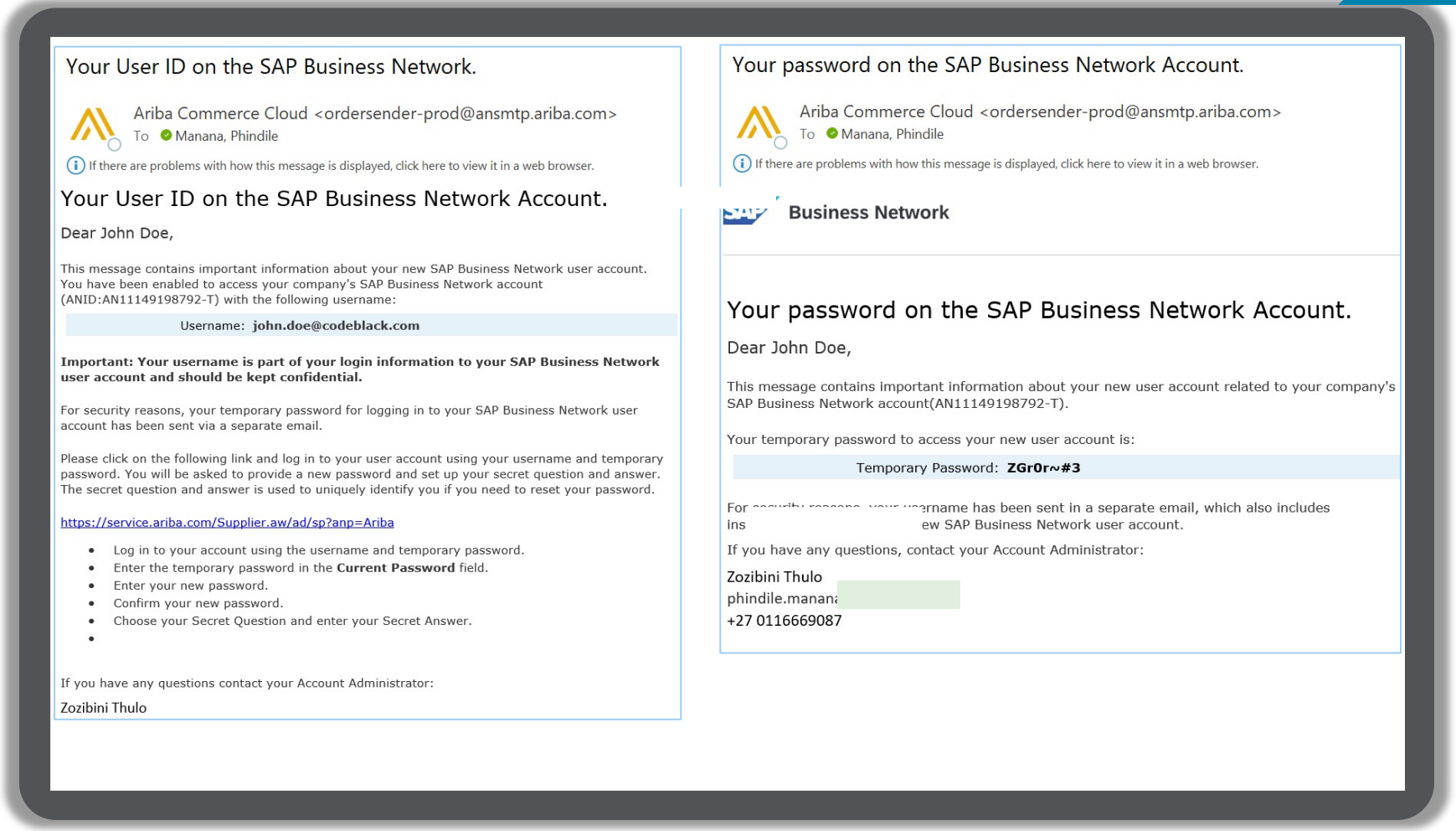


ADDING ADDITIONAL USERS

D

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.

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 for your new SAP Business Network user account.

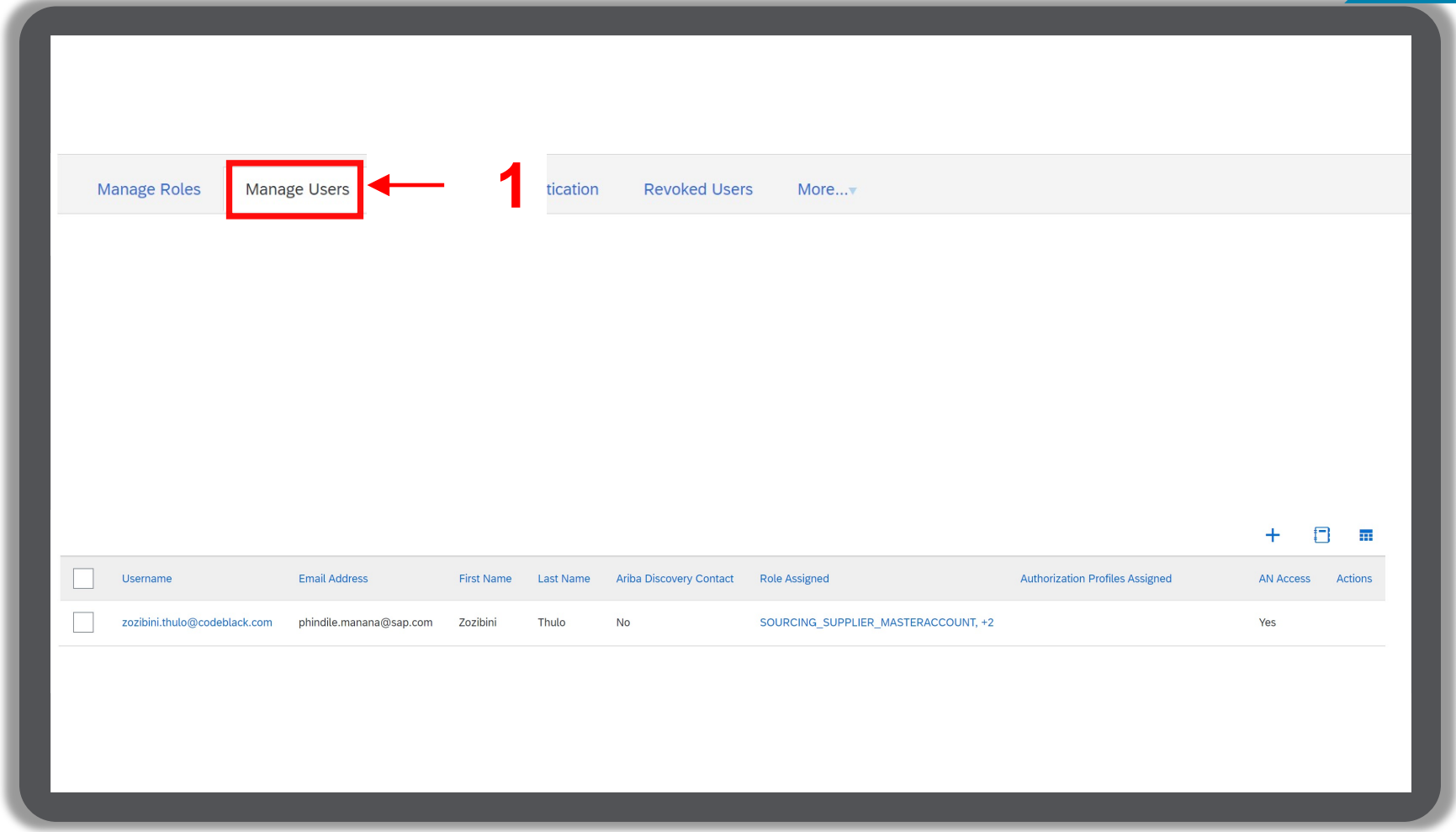
If you have any questions, contact your Account Administrator:

Zozibini Thulo
phindile.manana
+27 0116669087

MANAGING ADDITIONAL USERS

D

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



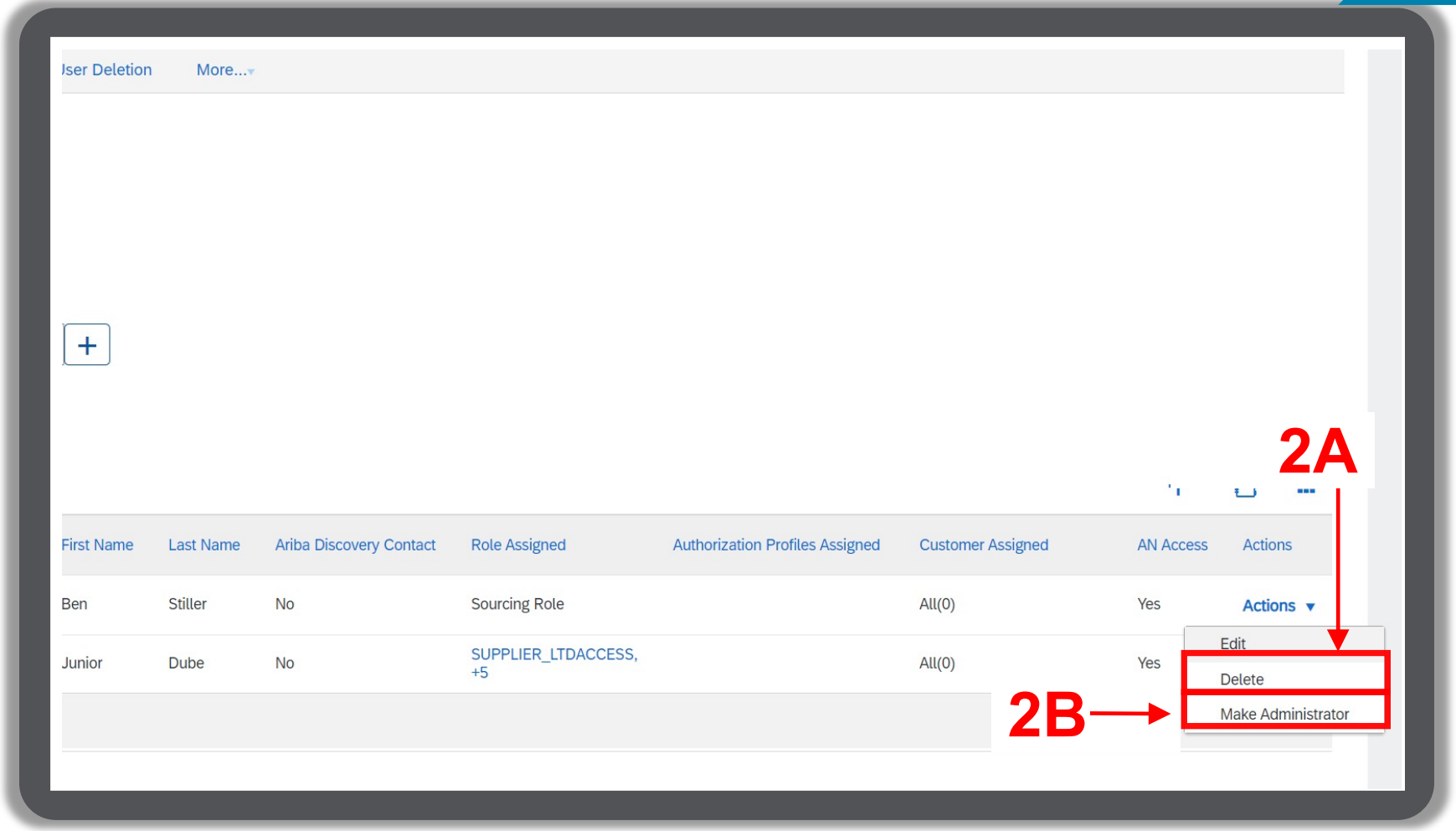
MANAGING ADDITIONAL USERS

D

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, the select the “**Make Administrator**” button.



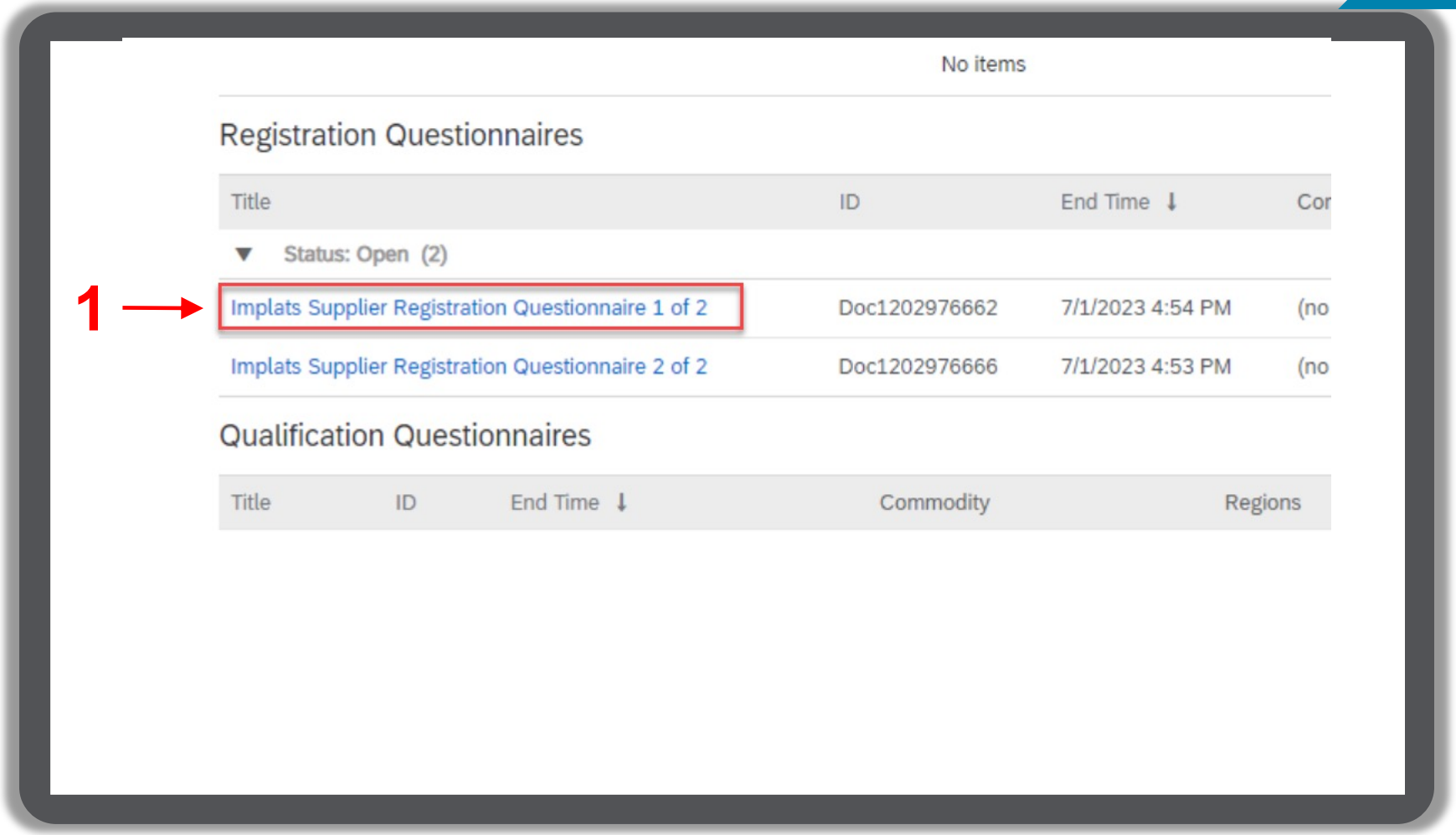
GIVING ADDITIONAL USERS ACCESS TO REGISTRATION QUESTIONNAIRES

IMPLATS
EXCELLENCE IN PGMs

D

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

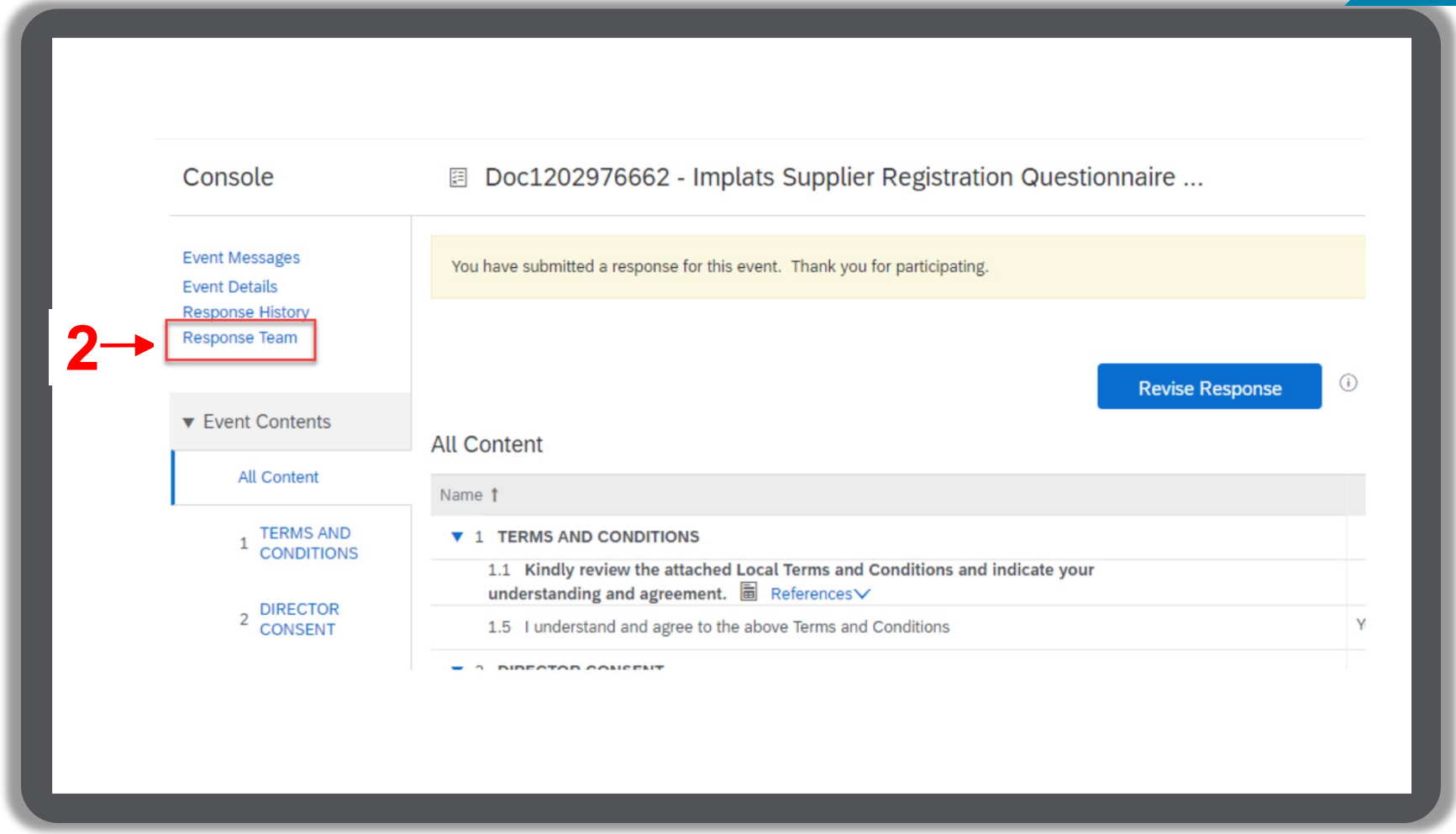
1. Click on the Registration Questionnaire that you wish to give access to another user to open it.



GIVING ADDITIONAL USERS ACCESS TO REGISTRATION QUESTIONNAIRES

D

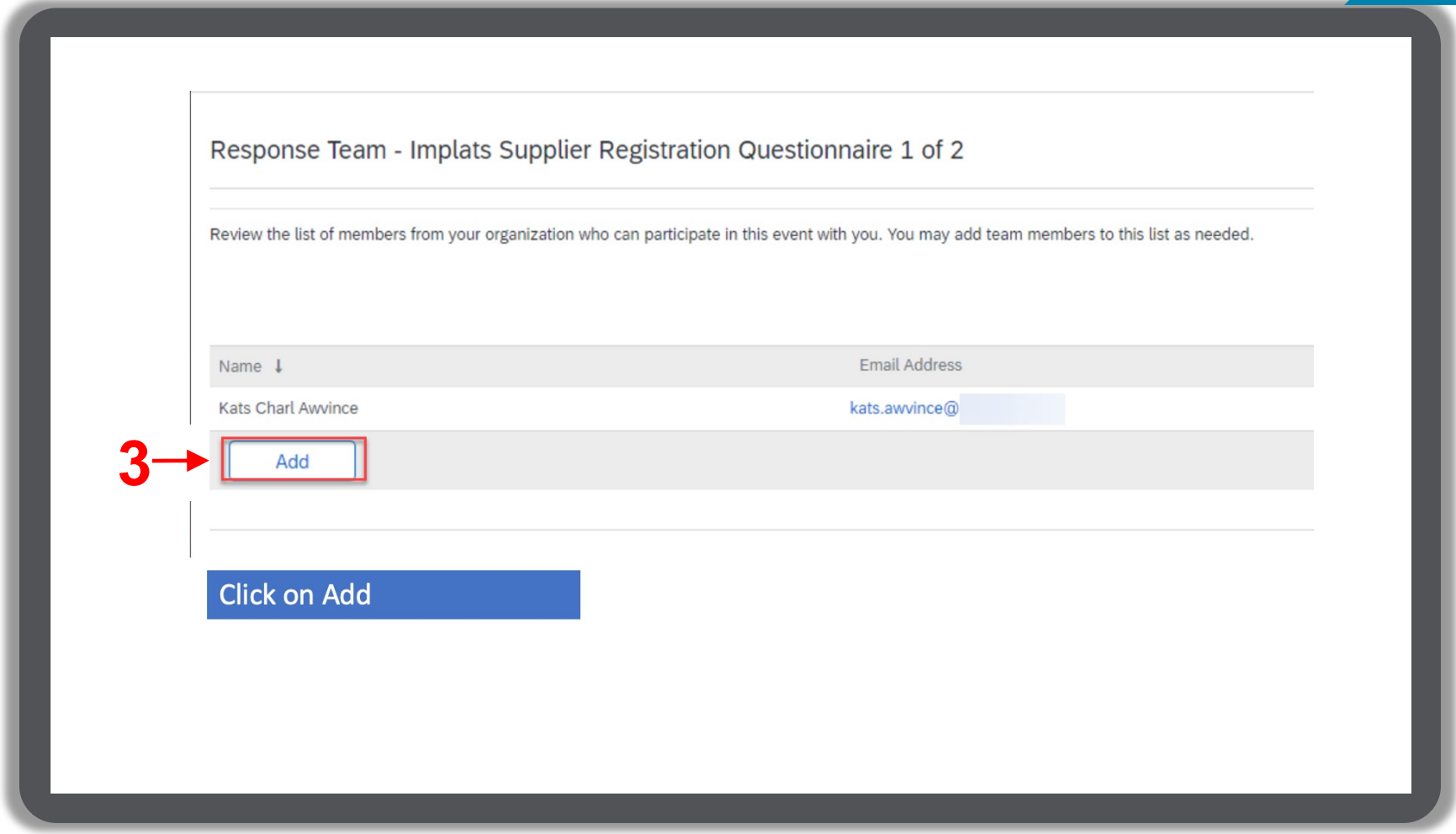
2. From inside the Questionnaire, Click **“Response Team”**



GIVING ADDITIONAL USERS ACCESS TO REGISTRATION QUESTIONNAIRES

D

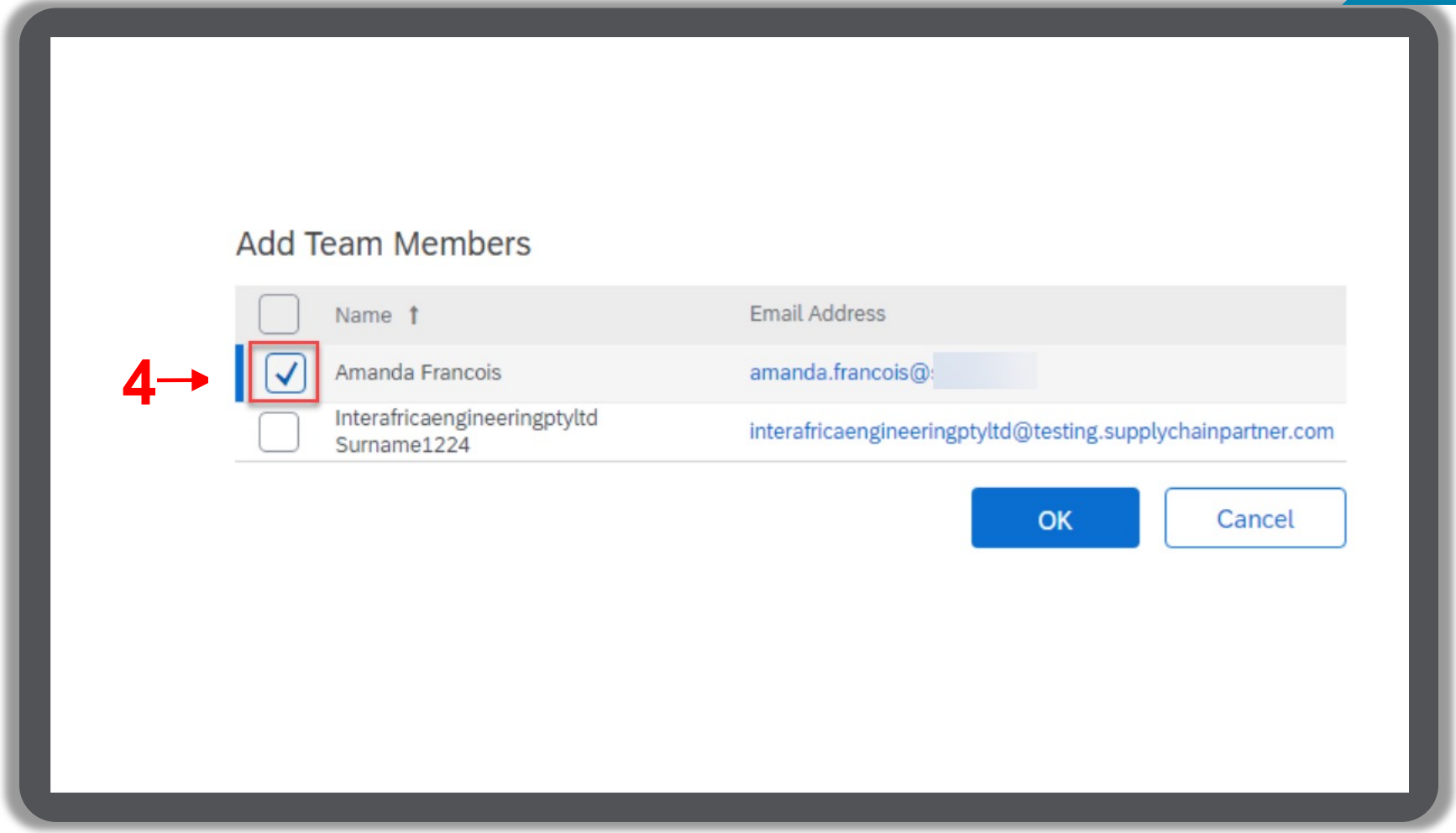
3. Click on the **"Add"** button to add a user to the Response Team



GIVING ADDITIONAL USERS ACCESS TO REGISTRATION QUESTIONNAIRES

D

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

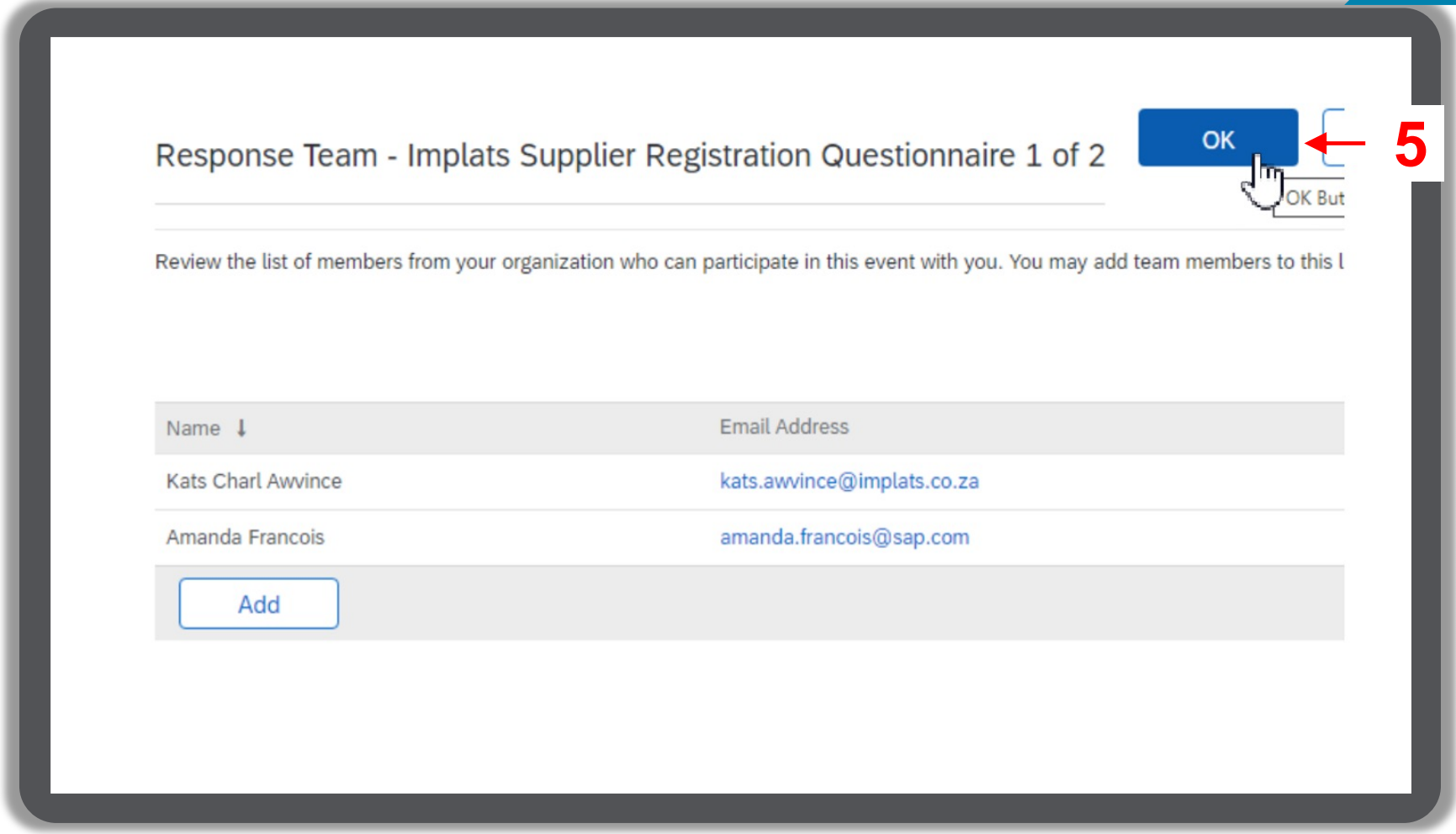


GIVING ADDITIONAL USERS ACCESS TO REGISTRATION QUESTIONNAIRES

D

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.



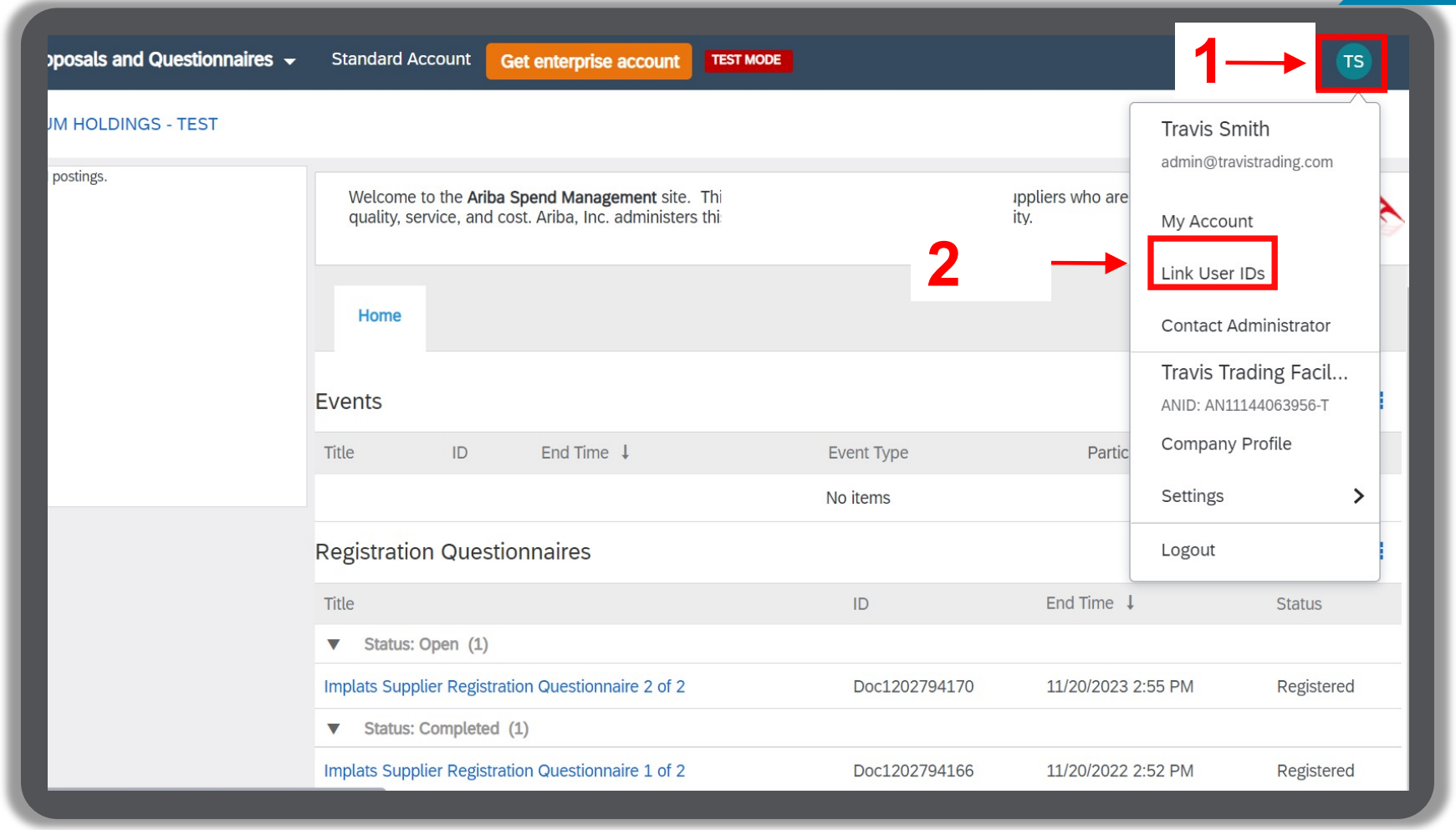
LINKING USER IDS

D

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”**.

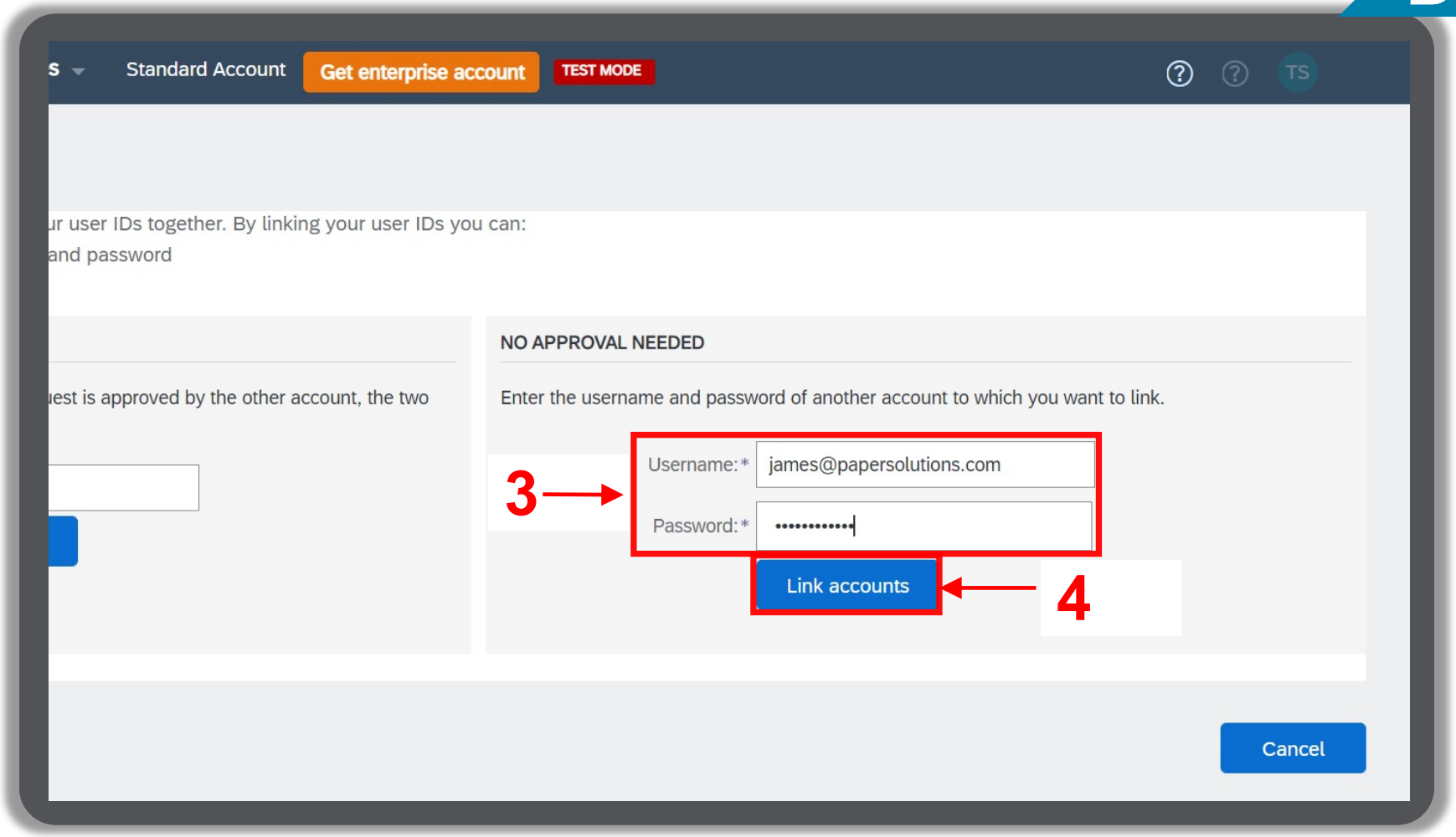


LINKING USER IDS

D

3. Fill in your **“Username & Password”** of the account that you want to link.

4. Click on **“Link accounts”**.



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IMPLATS
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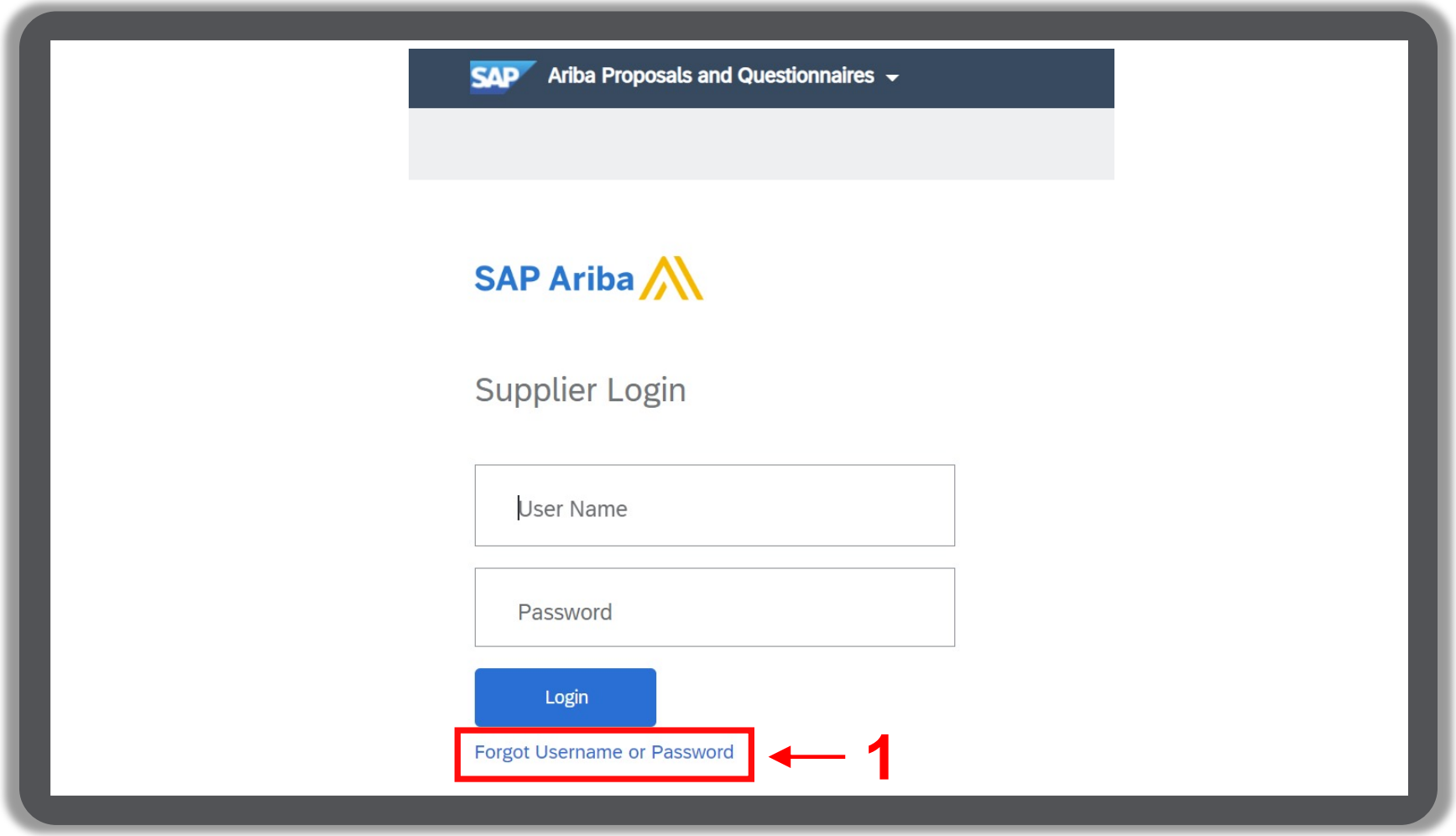
5

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”**.

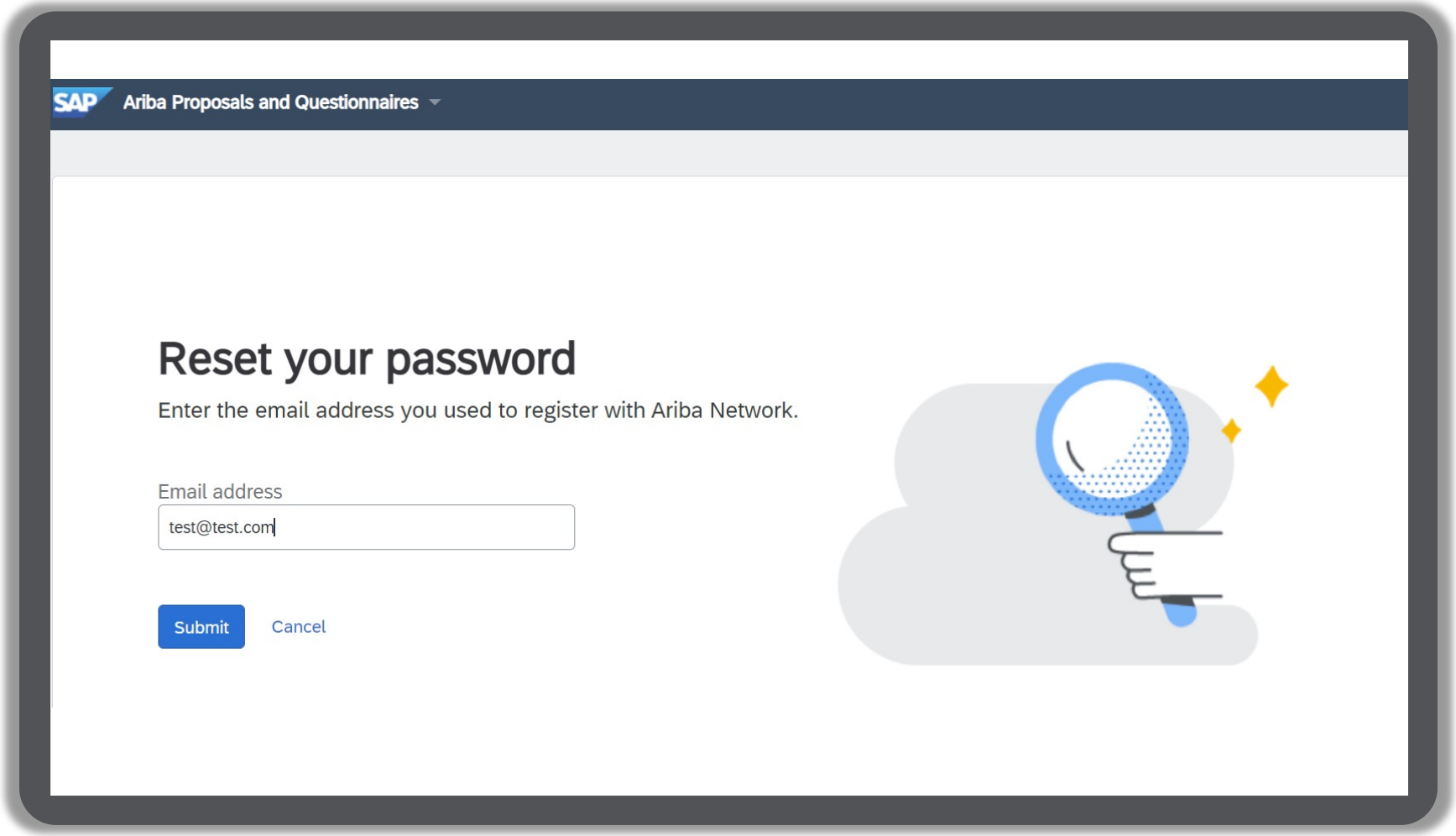


RESETTING YOUR USERNAME AND PASSWORD

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”**.



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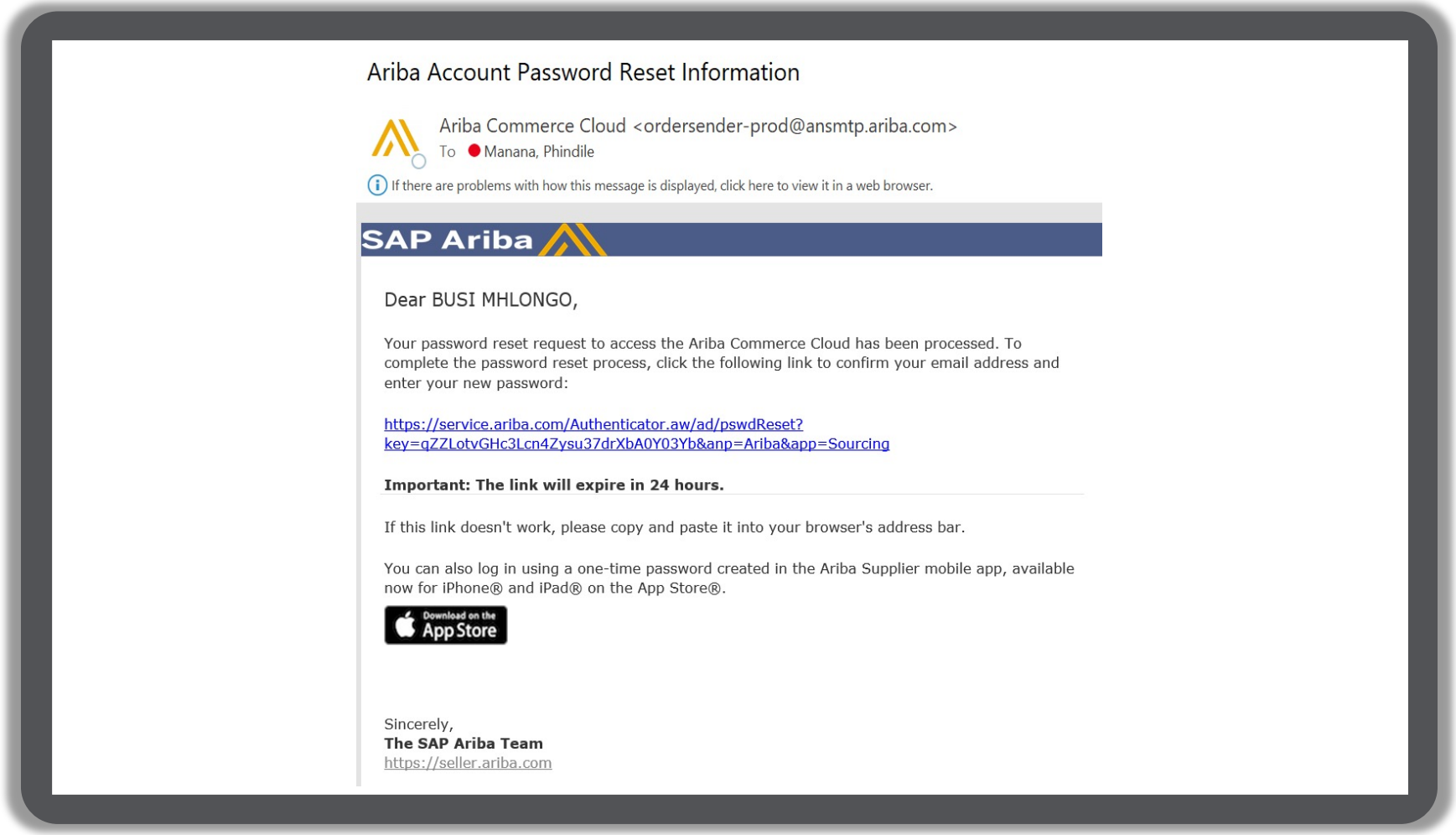
RESETTING YOUR USERNAME AND PASSWORD

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

   Click on the link to reset your password.

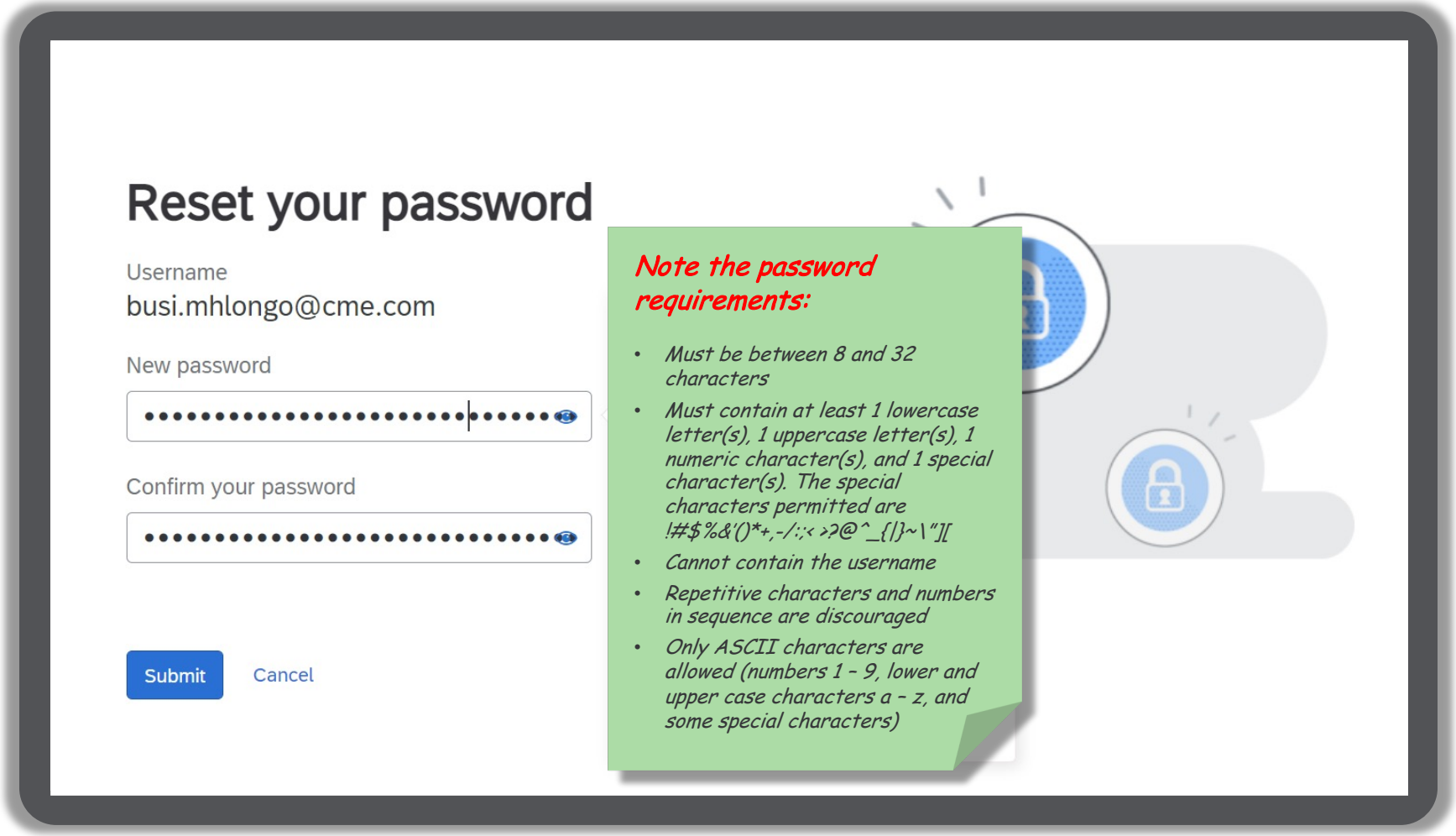


RESETTING YOUR USERNAME AND PASSWORD

5. Enter your desired password.

6. Confirm password by re-entering your new password.

7. Click **“Submit”**.



IMPLATS
EXCELLENCE IN PGMs

6

GETTING HELP

OVERVIEW

A IMPLATS SAP ARIBA SUPPLIER SUPPORT

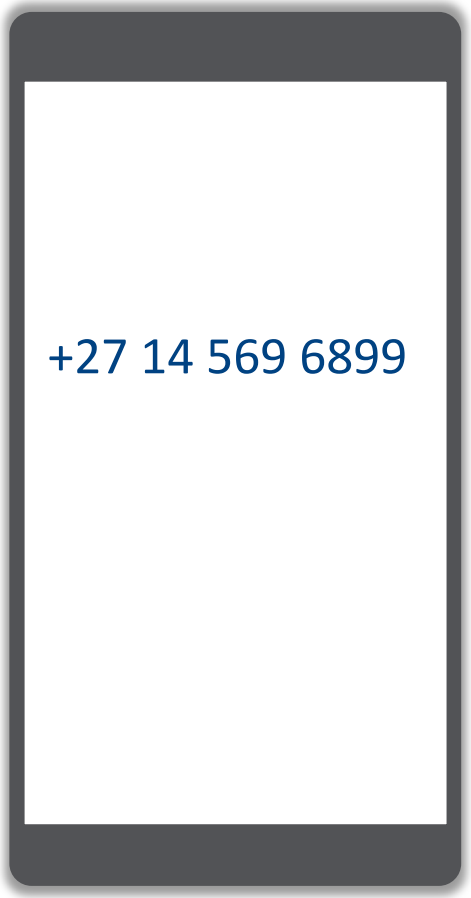
B CONTACTING SAP ARIBA DIRECTLY – WITH USER CREDENTIALS

C CONTACTING SAP ARIBA DIRECTLY – WITH NO USER CREDENTIALS

IMPLATS SUPPORT AND HELP LINES

A

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.



OVERVIEW

A IMPLATS SAP ARIBA SUPPLIER SUPPORT

B CONTACTING SAP ARIBA DIRECTLY – WITH USER CREDENTIALS

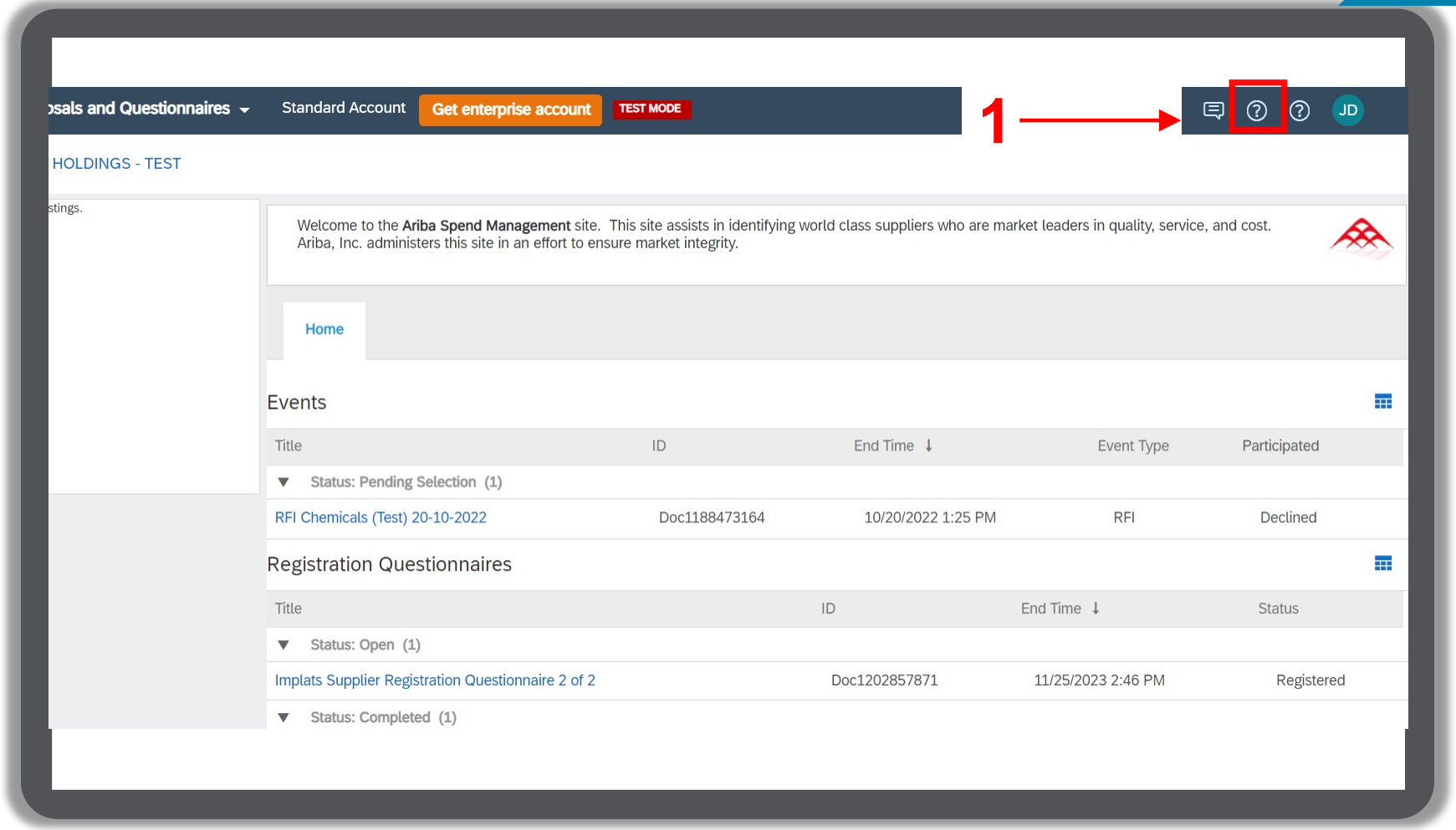
C CONTACTING SAP ARIBA DIRECTLY – WITH NO USER CREDENTIALS

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

B

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

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



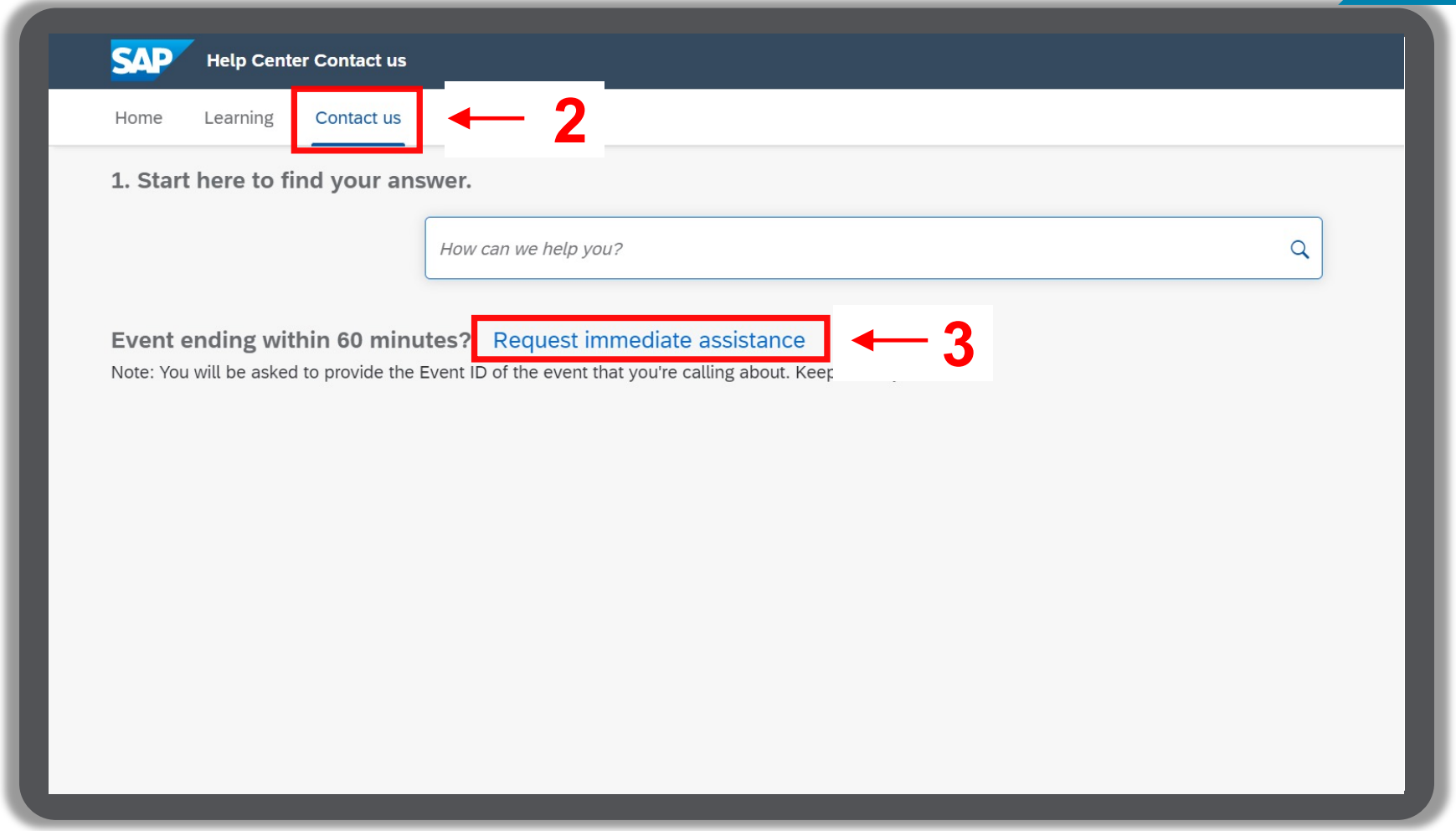
CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

B

You will then be redirected to the following screen

2. Select the “**Contact us**” tab

3. Click on the “**Request immediate assistance**” link

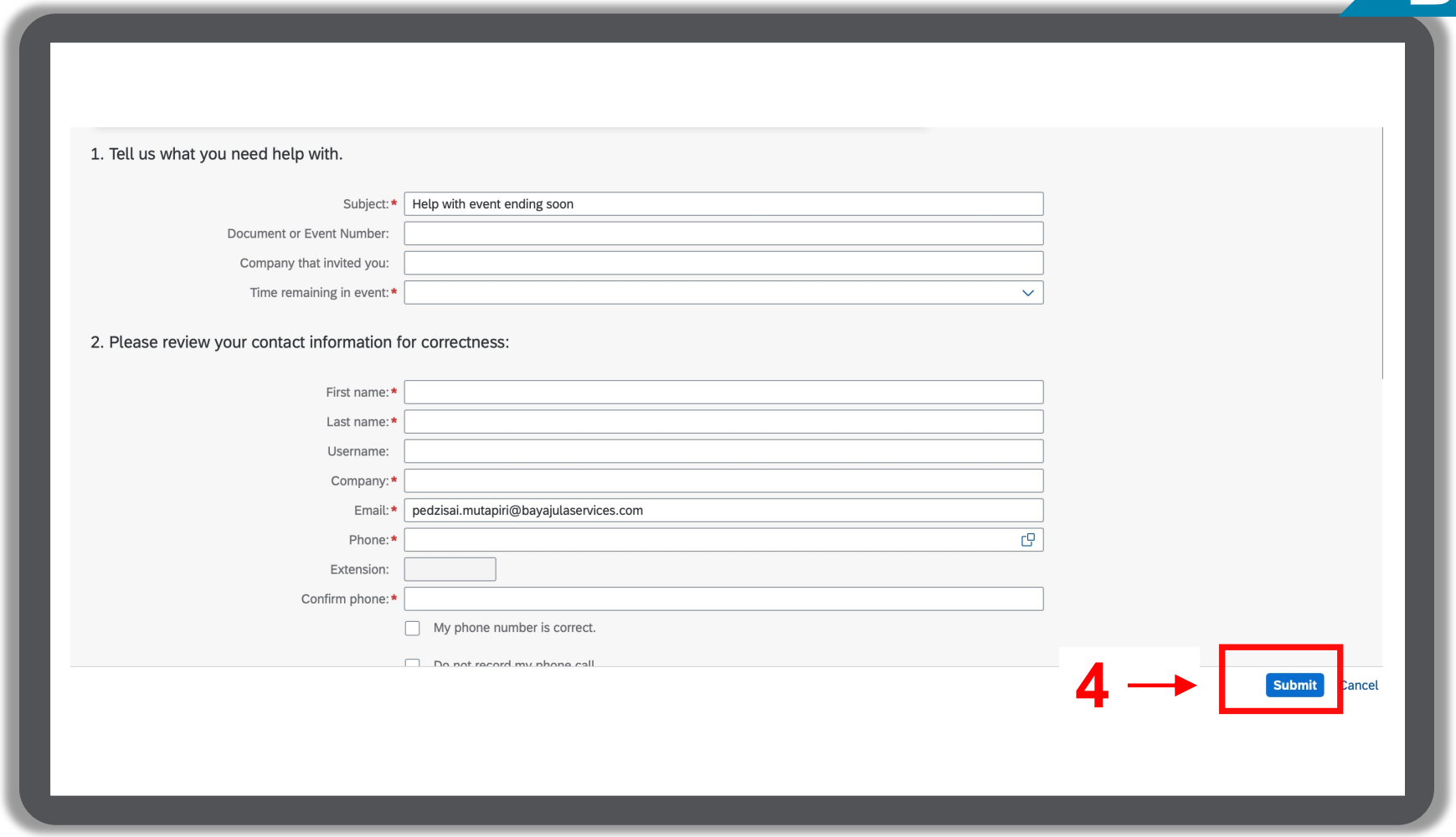


CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

B

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

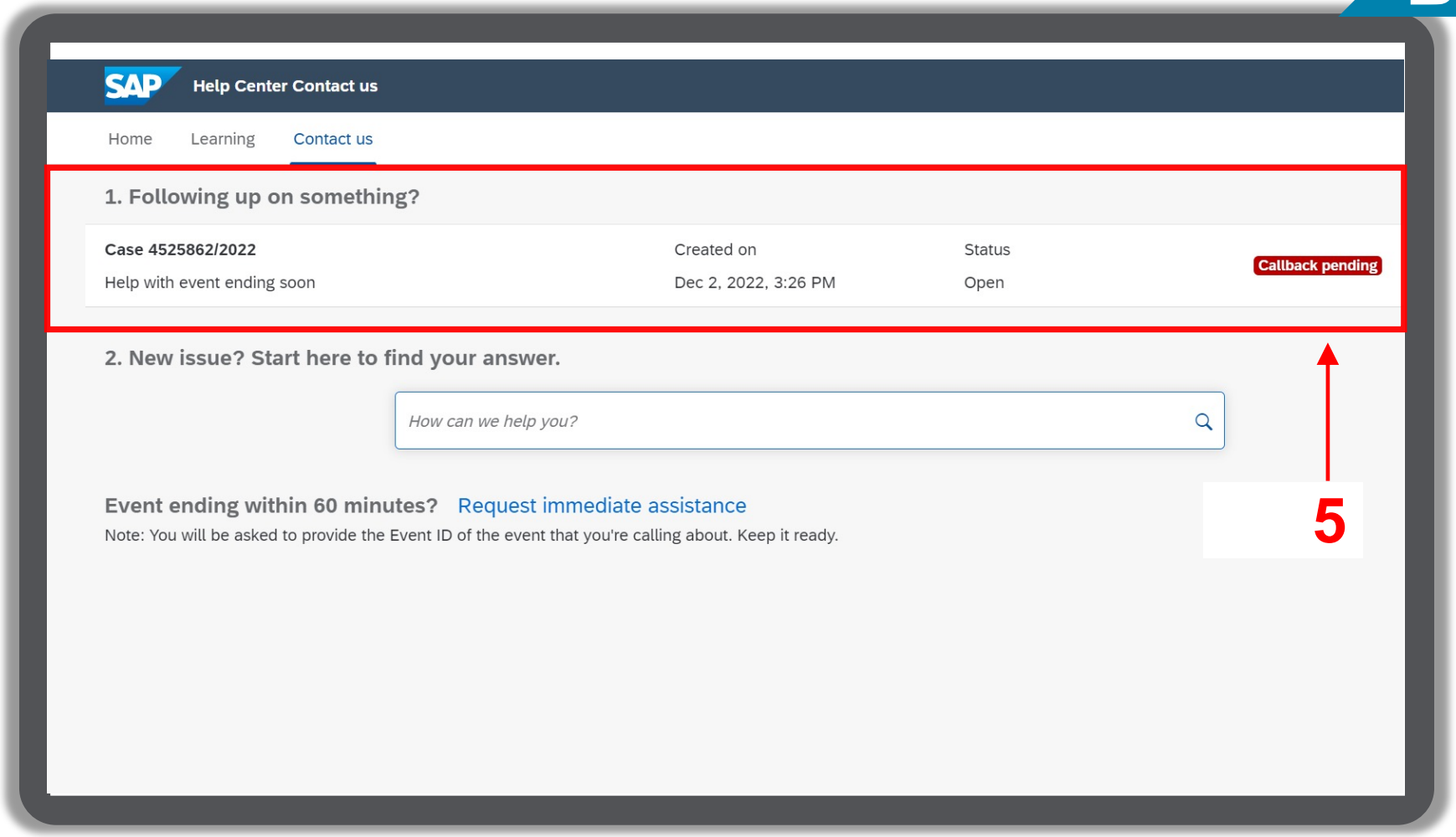
4. Once you have completed filling in your required ticket fields, Click on the **“Submit”** button.



CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

B

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



OVERVIEW

A IMPLATS SAP ARIBA SUPPLIER SUPPORT

B CONTACTING SAP ARIBA DIRECTLY – WITH USER CREDENTIALS

C CONTACTING SAP ARIBA DIRECTLY – WITH NO USER CREDENTIALS

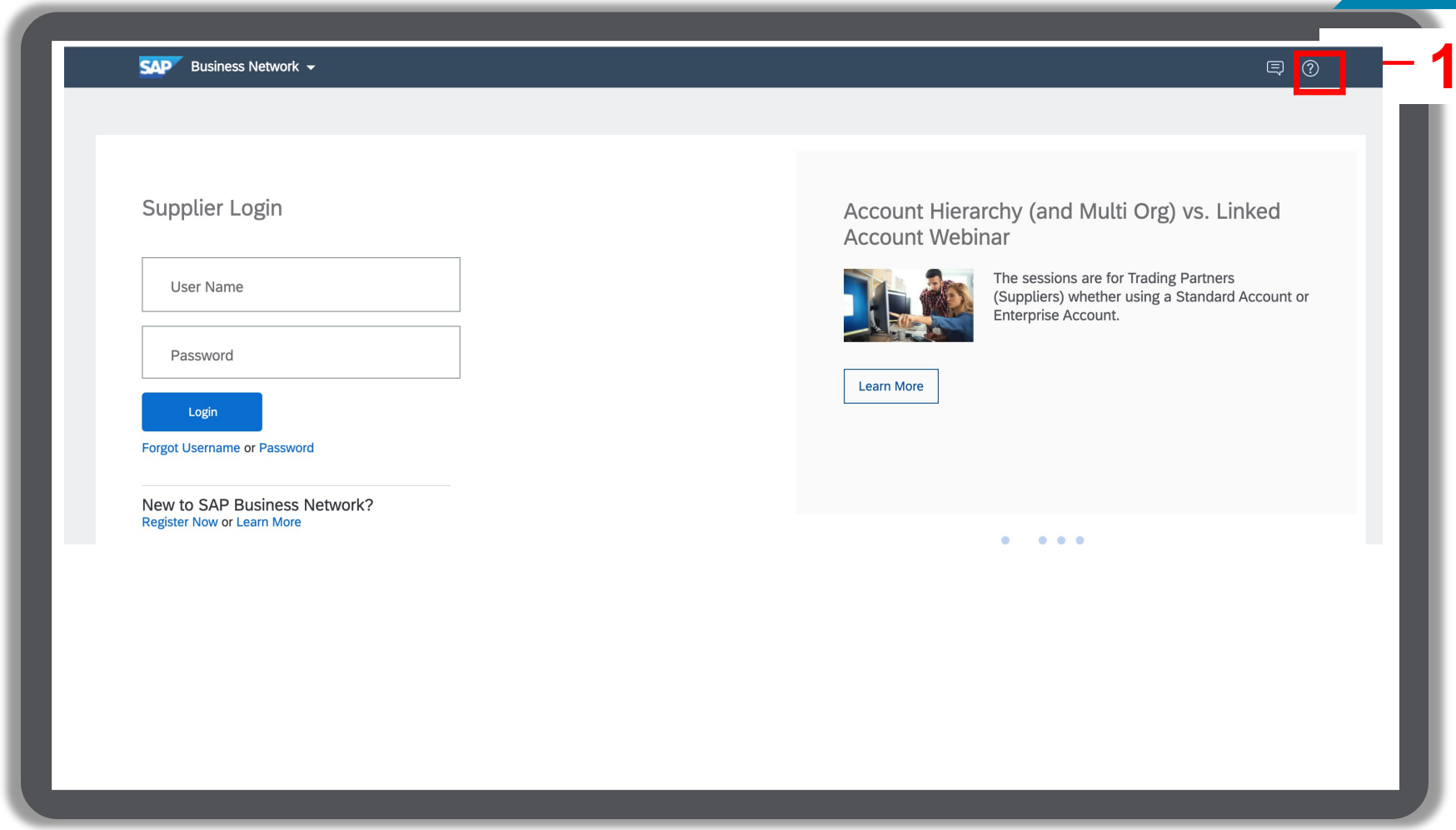
CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

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

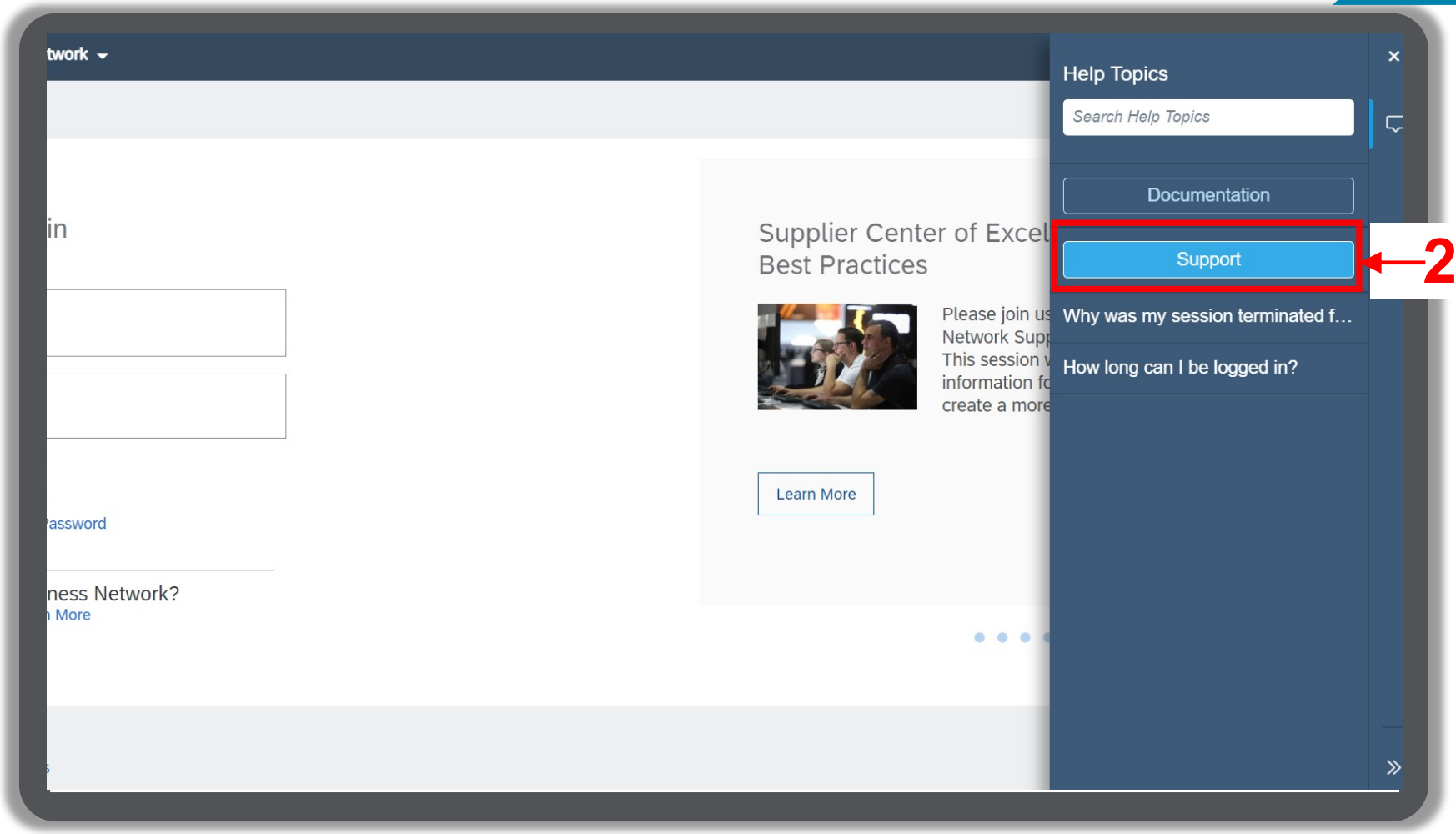
   Then Click on the "**?**" **Help** icon



CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

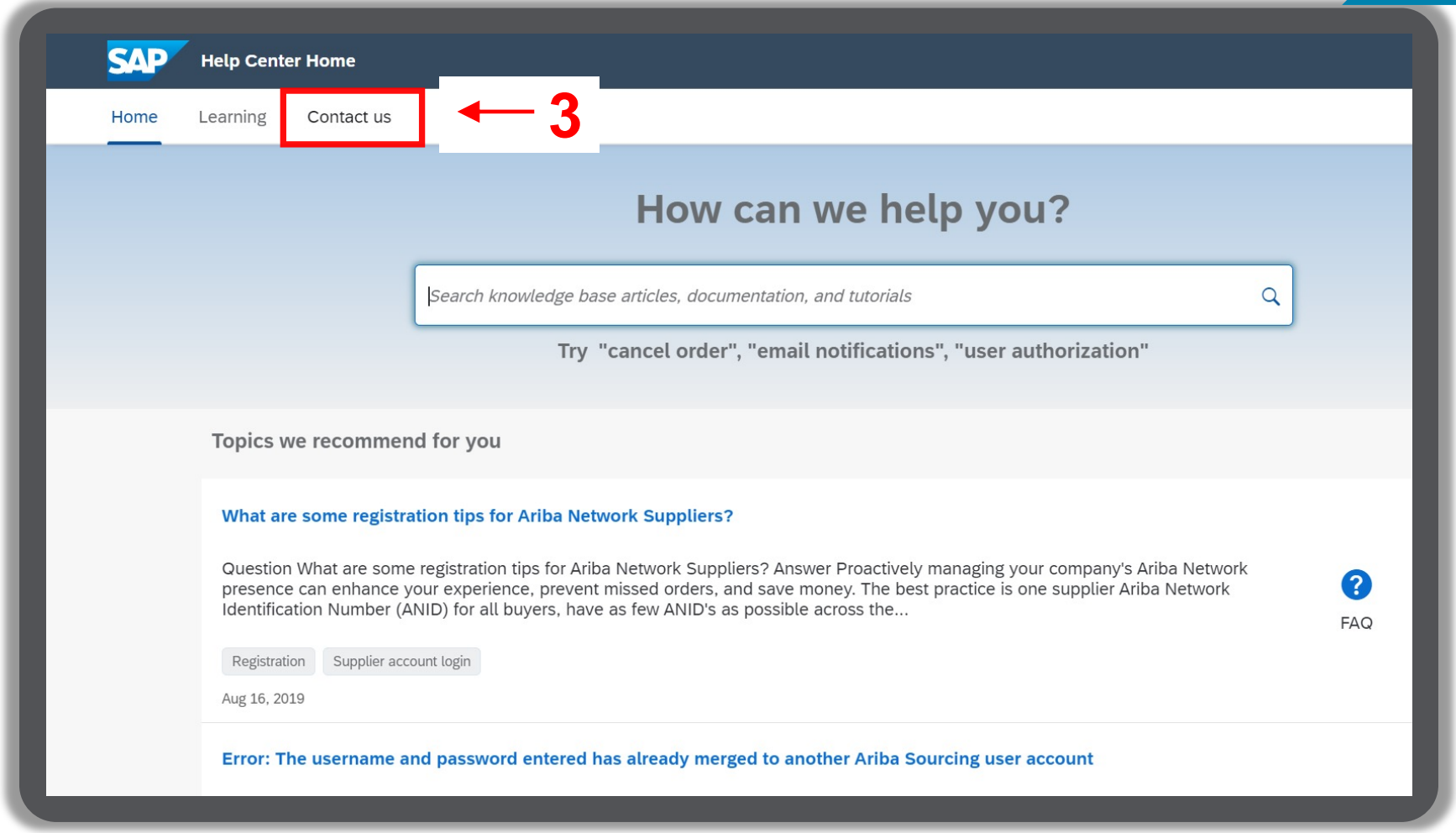
2. Click on “**Support**”



CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

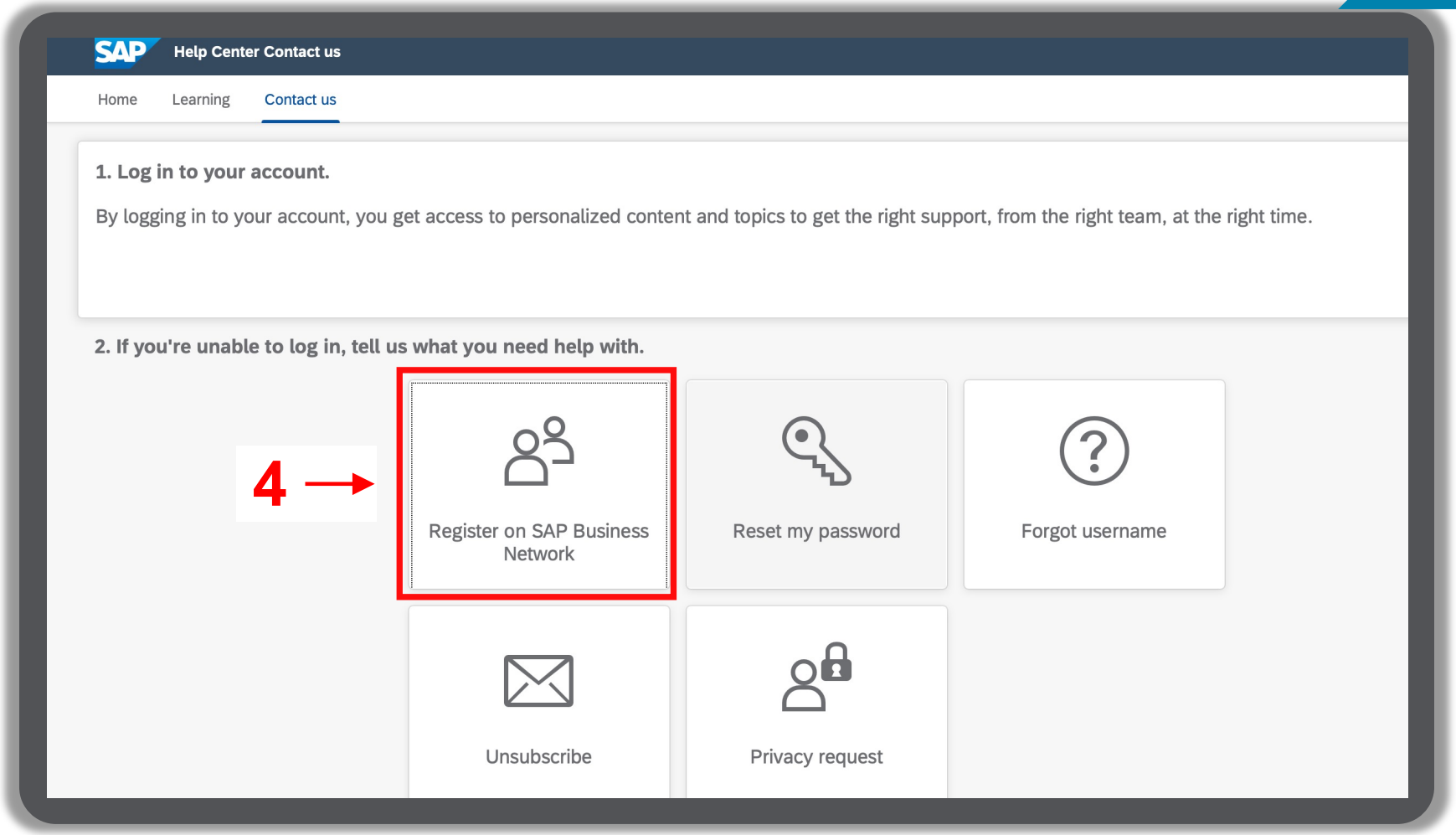
3. Click on “**Contact us**”



CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

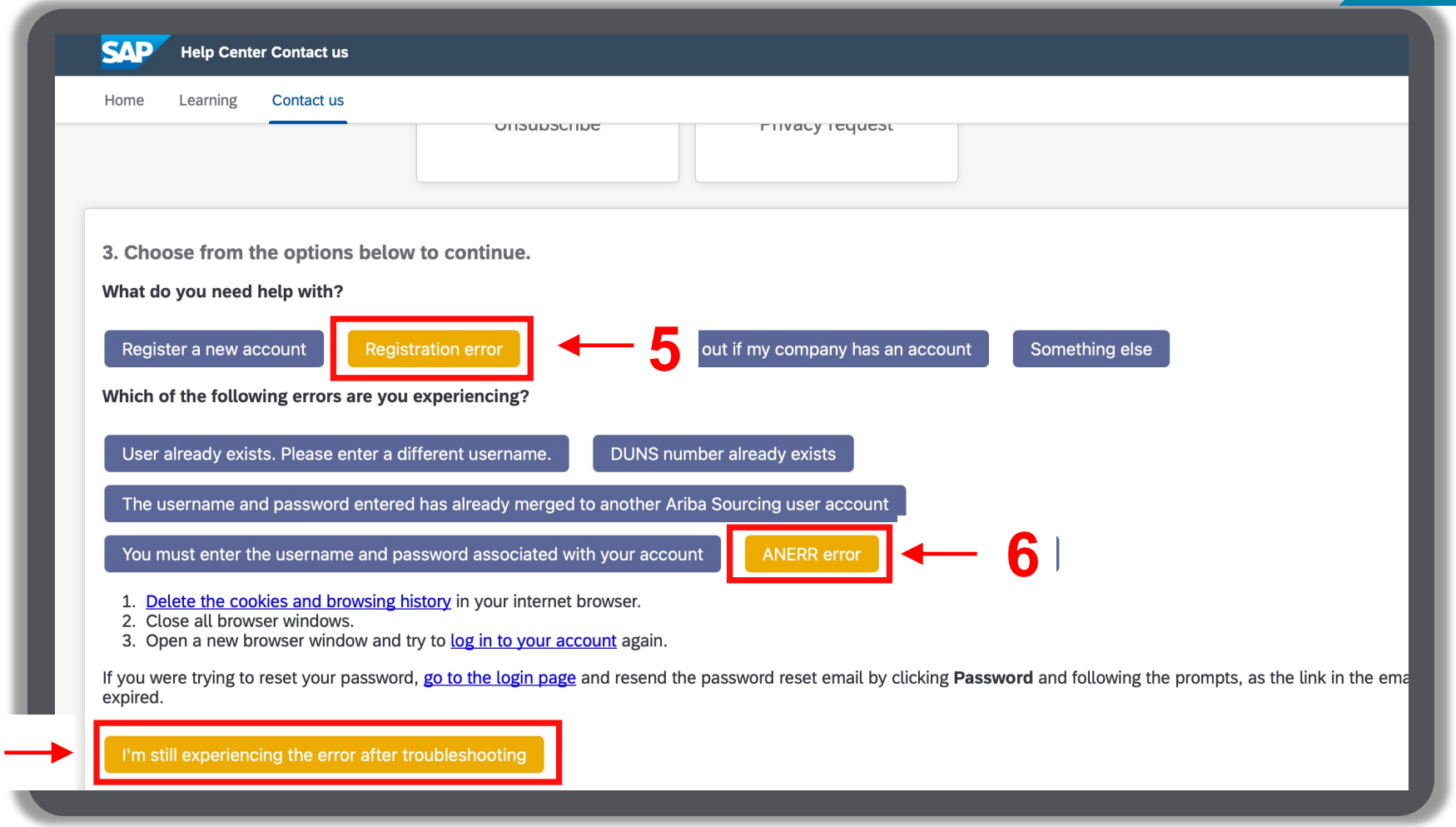
4. Click on “**Register on SAP Business Network**”



CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

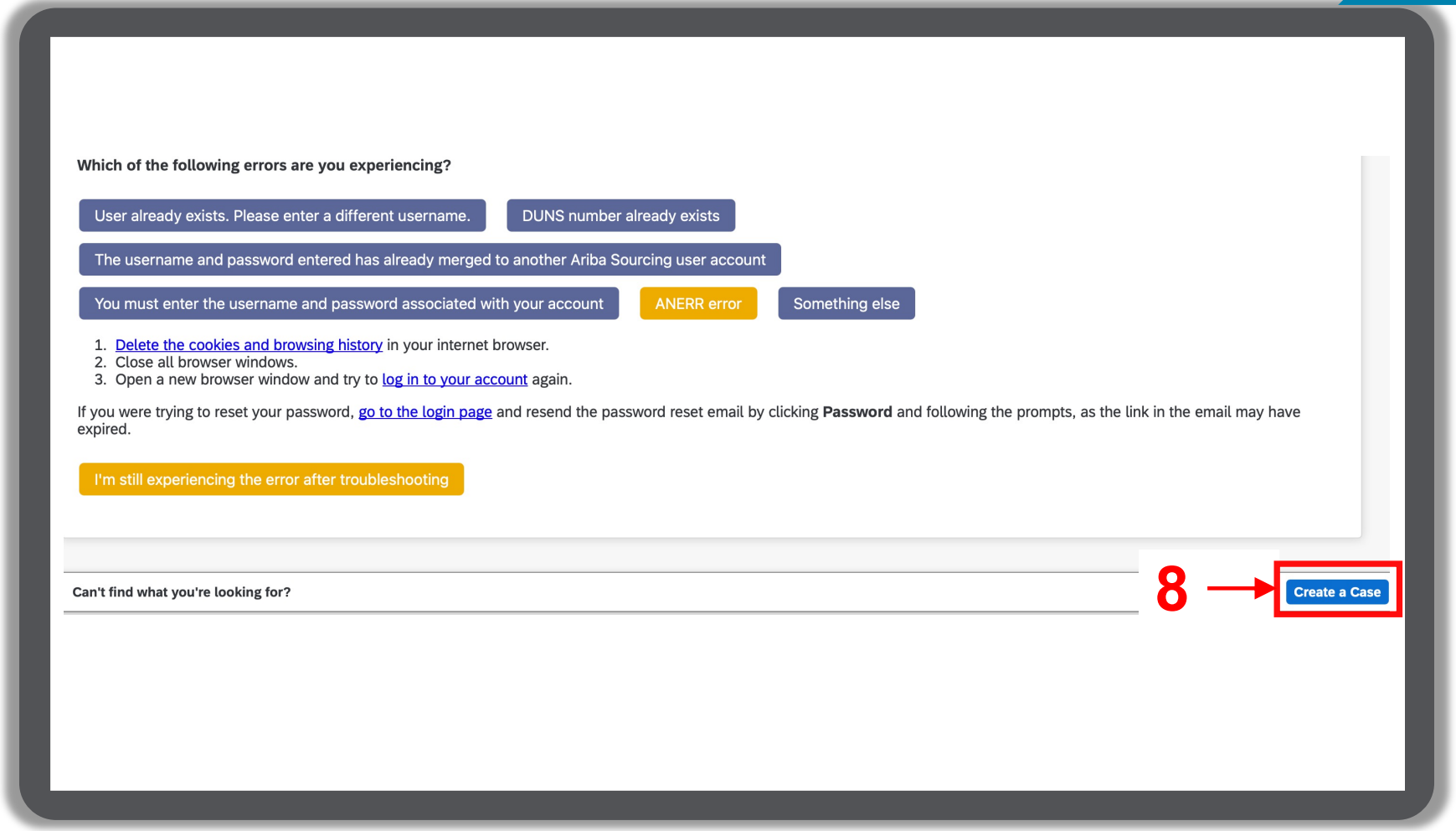
5. Click on “**Registration error**”
6. Click on “**ANERR error**”
7. Click on “**I’m still experiencing the error after troubleshooting**”



CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

8. After clicking "**I'm still experiencing the error".** You will see a pop up at the bottom of your screen. Click on "**Create a Case**"



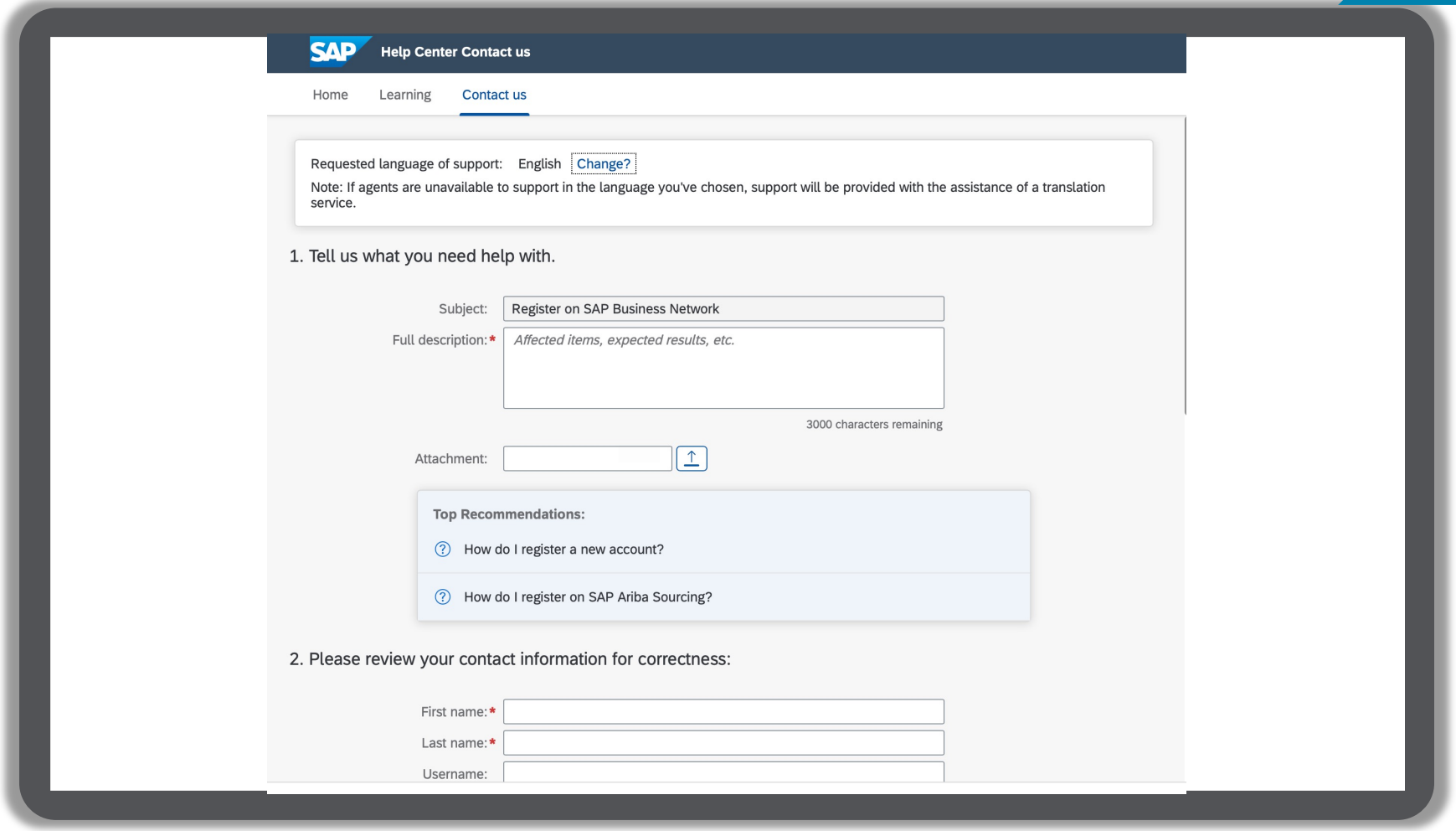
CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

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

To have you 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 ARIBA SUPPLIER LIFECYCLE AND PERFORMANCE

Supplier Training Guide

RESPECT, CARE
AND DELIVER

IMPLATS
EXCELLENCE IN PGMs