

Agenda

1	Create Ariba Account	5	Supplier qualification with TTS
2	Initial login and account setup	6	Ariba Support – Create SAP Ticket
3	User administration & authorisations	7	<u>FAQs</u>
4	Supplier registration with TTS	_	-

Link to the Ariba homepage for suppliers:

https://service.ariba.com/Supplier.aw

→ If you already have an Ariba account for your company, proceed to step 2.

Click on "Create Ariba Account" on our Homepage:

Our primary focuses related to purchasing

Supplier Portal



Fill out TTS Questionnaire

Our supplier portal offers centralized access to different kind of information and applications of Festool to a selected number of suppliers

Fill out TTS Questionnaire



Manuals for registration process

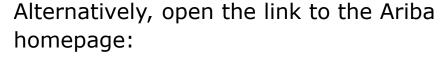
Supplier registration Ariba SLP for Suppliers

Supplier qualification Ariba SLP for Suppliers

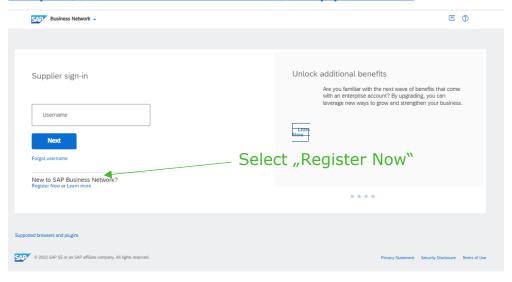
Create Ariba Account

Our mission is to meet the needs of our customers and to provide them with perfect quality products. Accordingly, the demands on our suppliers are high. We seek to build long-term and fair relationships with our suppliers, who are goal oriented as we are and have the same values: competitive prices, a consistently high quality level as well as reliability, flexibility and innovation.

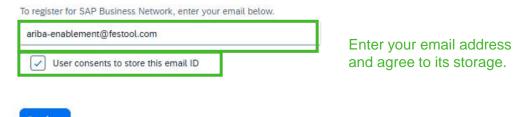
Create Ariba Account

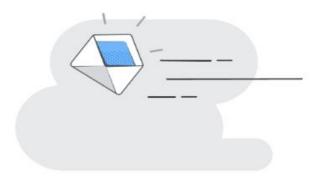


https://service.ariba.com/Supplier.aw

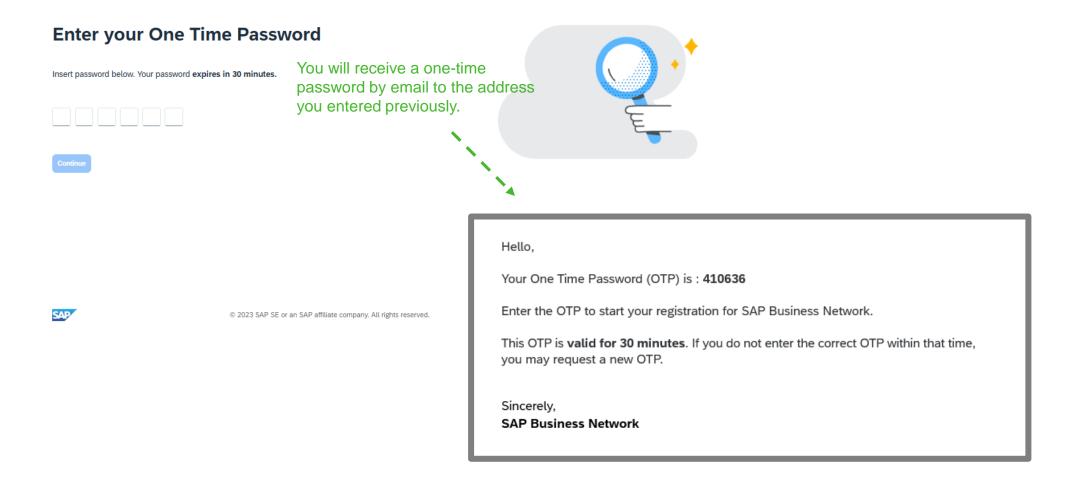


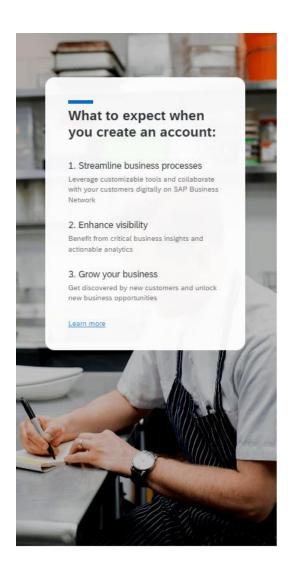
Please provide your email address

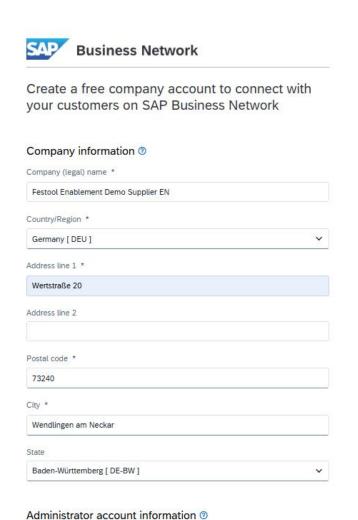








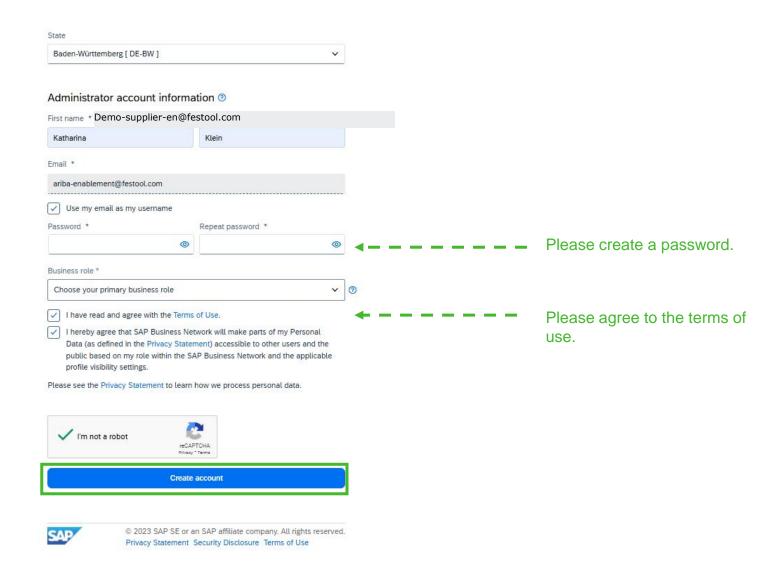




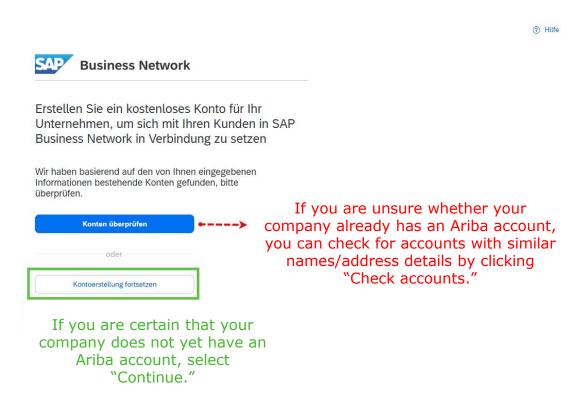
Please enter your company information.

Help









© 2023 SAP SE oder ein SAP-Konzernunternehmen. Alle Rechte vorbehalten. Vertraulichkeitserklärung Sicherheitsrichtlinien Nutzungsbedingungen

Your registration is being processed. Once your account has been created, you will receive a confirmation email.





Dear Demo-supplier-en@festool.com,

Please find your account information below.

Your account:

Company name: Festool Enablement Demo Supplier EN

Username: <u>Demo-supplier-en@festool.com</u>
Business Network ID: **BNO-100000145670914**

ANID: **AN11237211646**

Administrator email: ariba-enablement@festool.com

Sign in and Explore:

Increase your visibility

Your account requires no additional resources. Simply complete your profile.

Respond to Purchase orders

Manage e-mail notifications of purchase orders.

Send Order Confirmations and Invoices

View and maintain your orders and invoices.

Contract Collaborations

Manage terms and conditions with your customers in legally binding agreements.

Sign in

Sincerely,

SAP Business Network

Link to the Ariba home page for suppliers:

https://service.ariba.com/Supplier.aw

Click on "Create Ariba Account" on our Homepage: Our primary focuses related to purchasing. Please select "Sign-in".

Supplier Portal



Fill out TTS Questionnaire

Our supplier portal offers centralized access to different kind of information and applications of Festool to a selected number of suppliers

Fill out TTS Questionnaire



Manuals for registration process

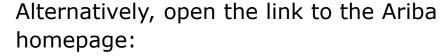
Supplier registration Ariba SLP for Suppliers

Supplier qualification Ariba SLP for Suppliers

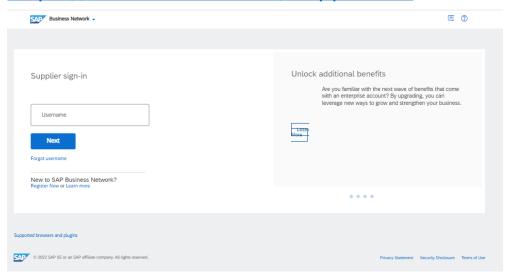
Create Ariba Account

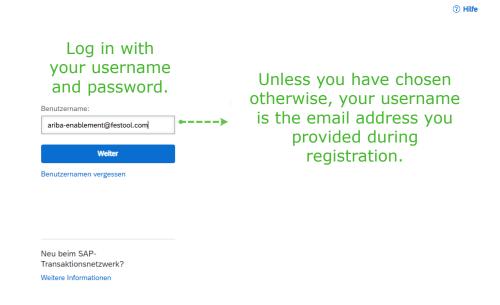
Our mission is to meet the needs of our customers and to provide them with perfect quality products. Accordingly, the demands on our suppliers are high. We seek to build long-term and fair relationships with our suppliers, who are goal oriented as we are and have the same values: competitive prices, a consistently high quality level as well as reliability, flexibility and innovation.

Create Ariba Account



https://service.ariba.com/Supplier.aw





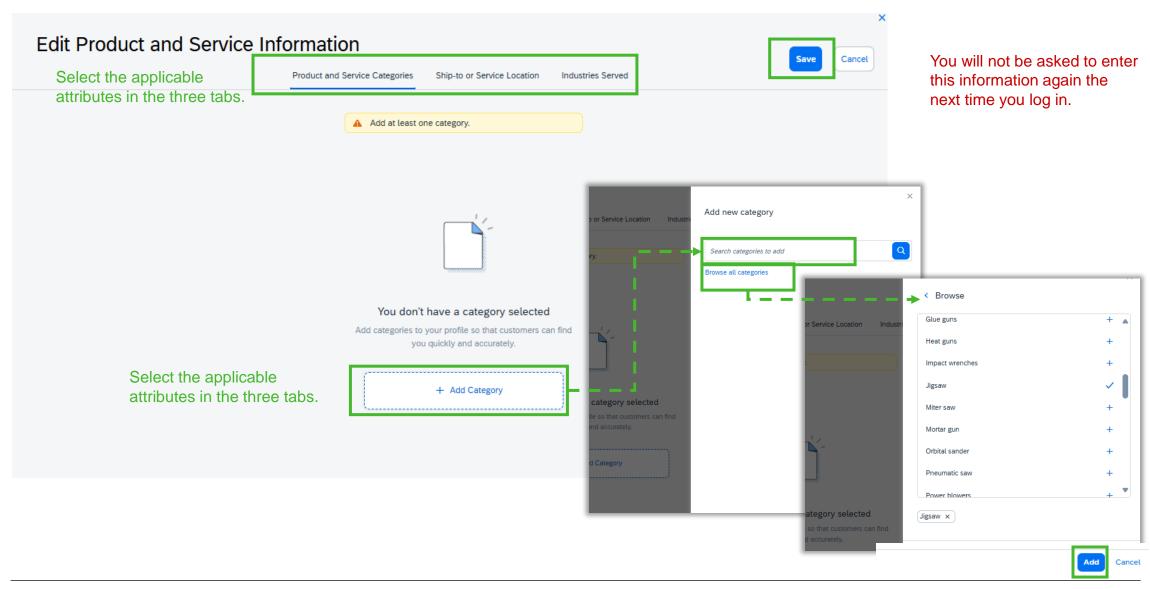


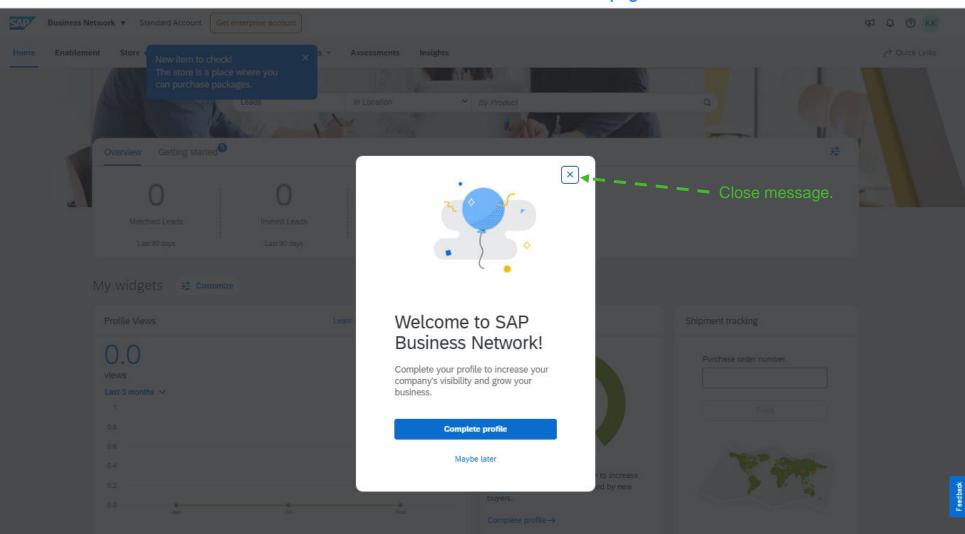
Update your company profile

You must provide your products and service categories and ship-to or service locations so that you can be discovered by customers searching for companies like yours.



You will be asked for further account details, such as industry and delivery region.





You will now be forwarded to the next page.

Link to the Ariba home page for suppliers:

https://service.ariba.com/Supplier.aw

As the administrator of your Ariba Network account, you can add additional users from your company and assign them different permissions depending on their role.

This section provides instructions on the following topics:

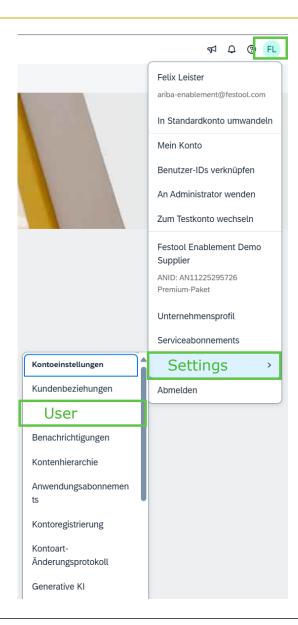
- 1. Creating permission roles
- 2. Creating new users for people in your company and assigning roles
- 3. Registering as a new user for your Ariba account
- 4. <u>Transferring the administrator role to another user</u>

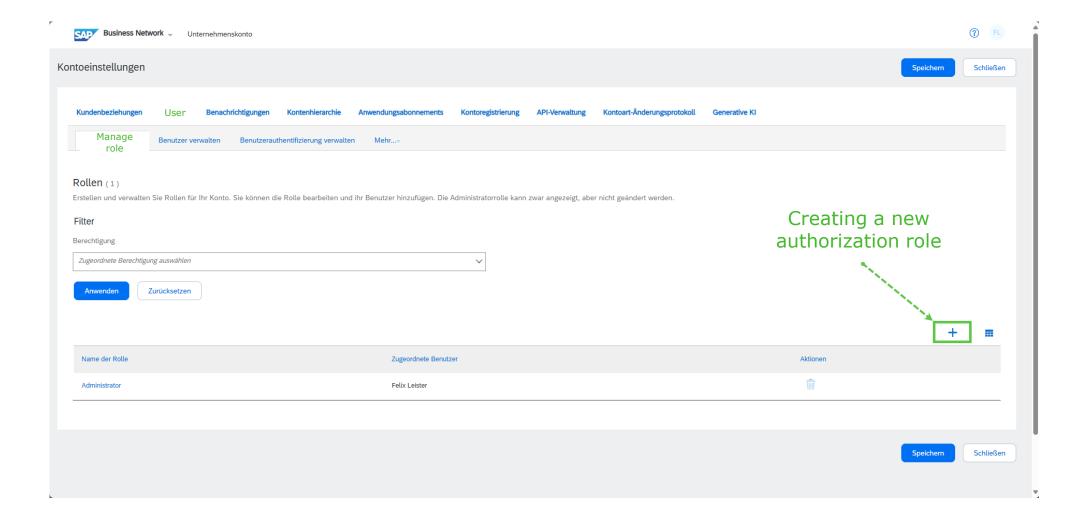
Ariba offers you the option of freely defining authorization roles and thus restricting the range of functions for certain users (groups).

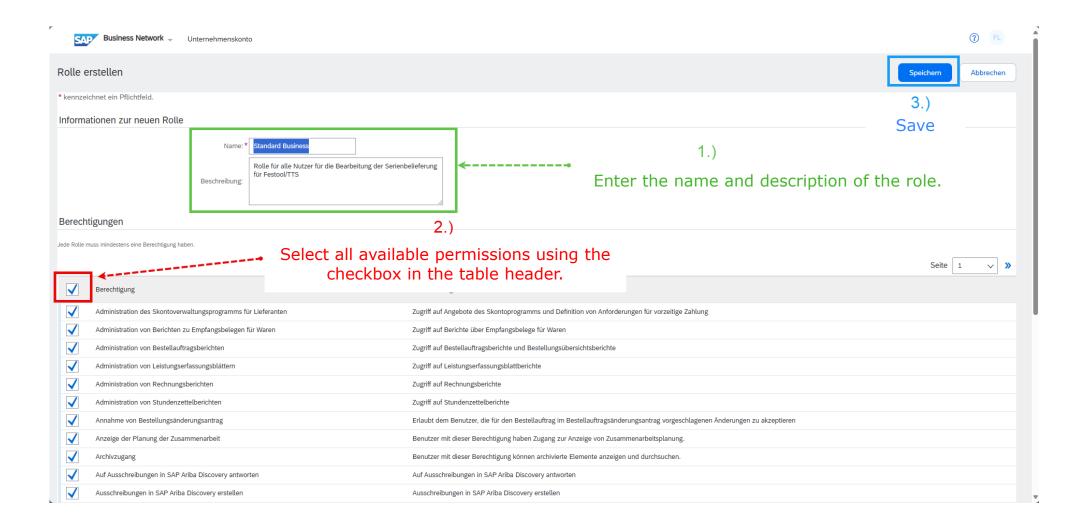
This section describes how to set up the "Standard Business" authorization role, which will be required later for performing the process steps with Festool/TTS.

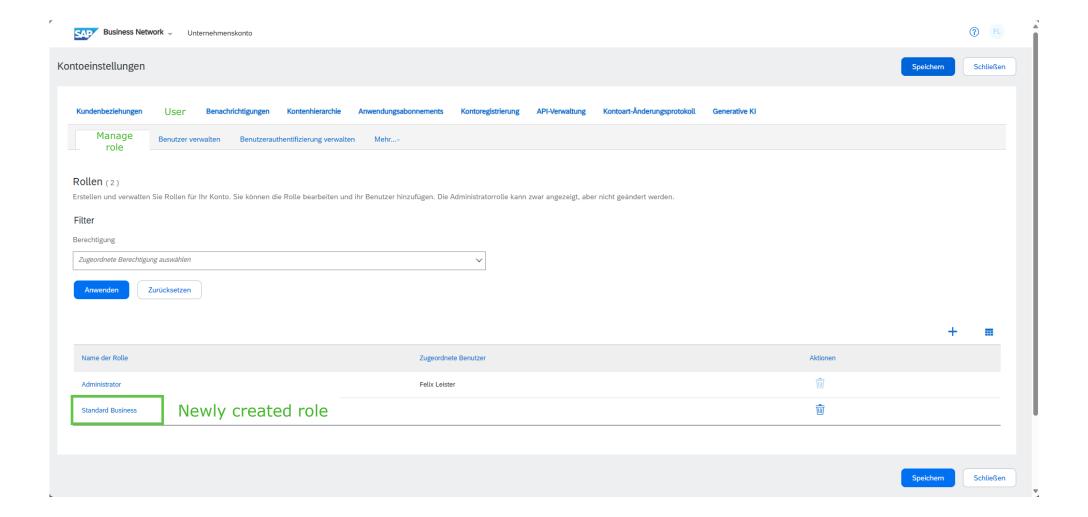
Access user and authorization management:

- 1. Open account settings via the user icon
- 2. Settings
- 3. Users









Every employee in your company who is required to perform tasks in Ariba should be assigned their own user account. Separate user accounts allow you to implement both functional separations and supplier-specific separations. Example: Employee 1 can only see information about Supplier A, while Employee 2 can only see information about Supplier B.

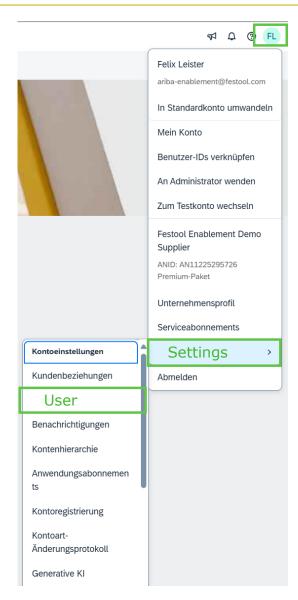
→Example: Employee 1 can only see information about Supplier A, while Employee 2 can only see information about Supplier B.

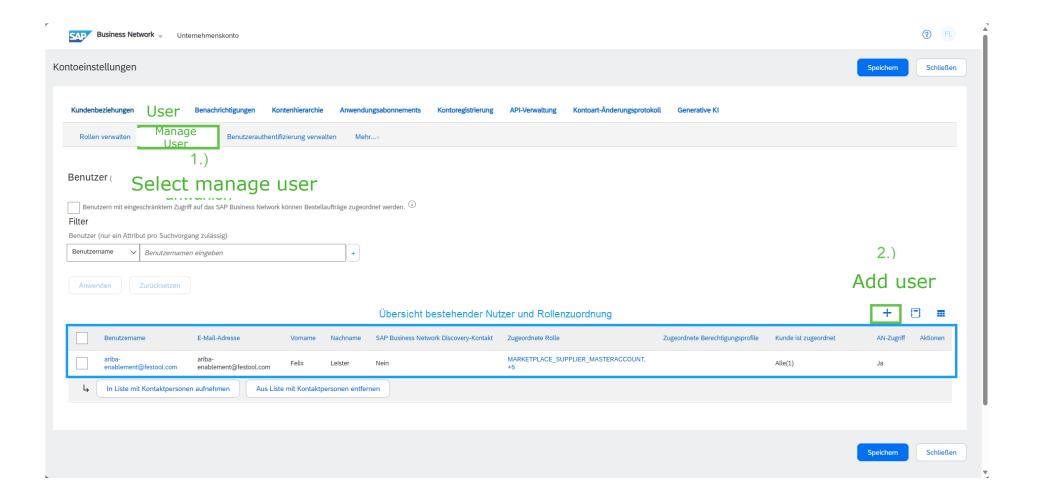
In addition, at least one other user should be created in your Ariba account alongside the administrator user to ensure access to your Ariba account in the event of employee changes, resignations, or illness.

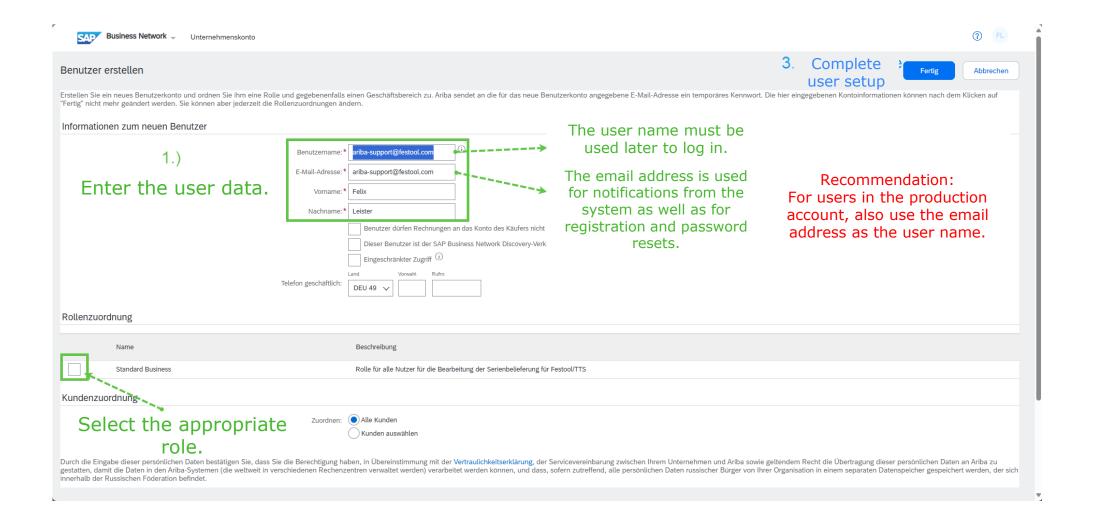
→ Only one user can be authorized as the administrator for your Ariba account at any given time.

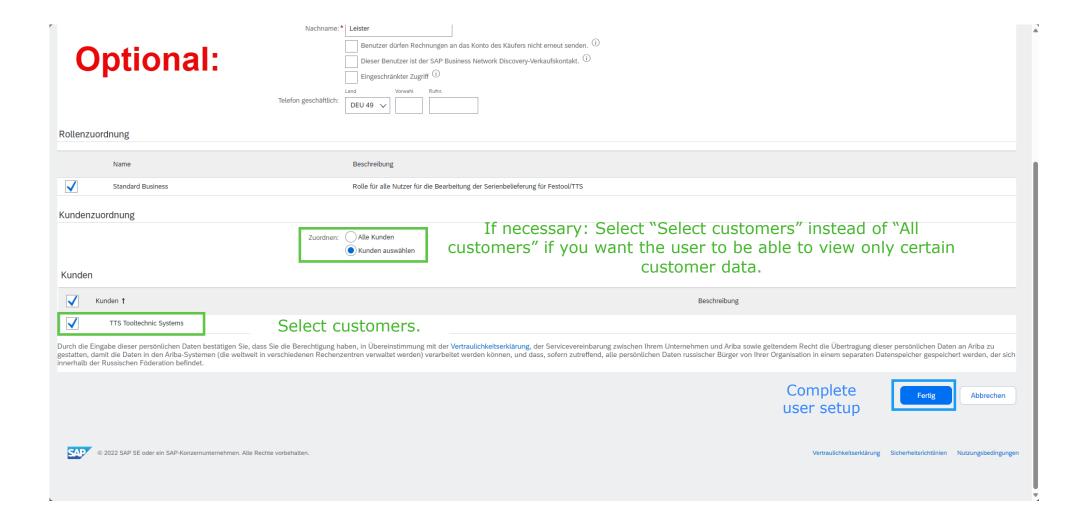
Access user and authorization management:

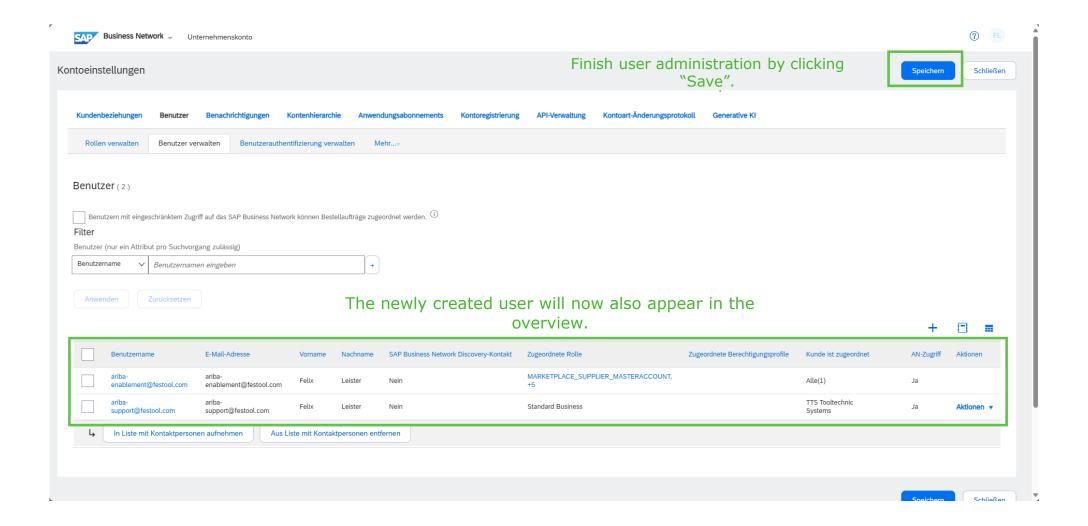
- 1. Open account settings via the user icon
- 2. Settings
- 3. Users





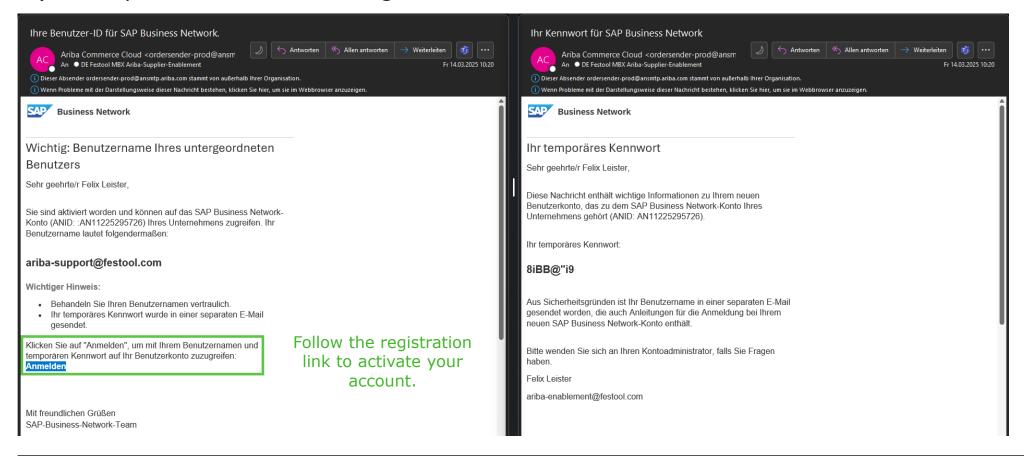




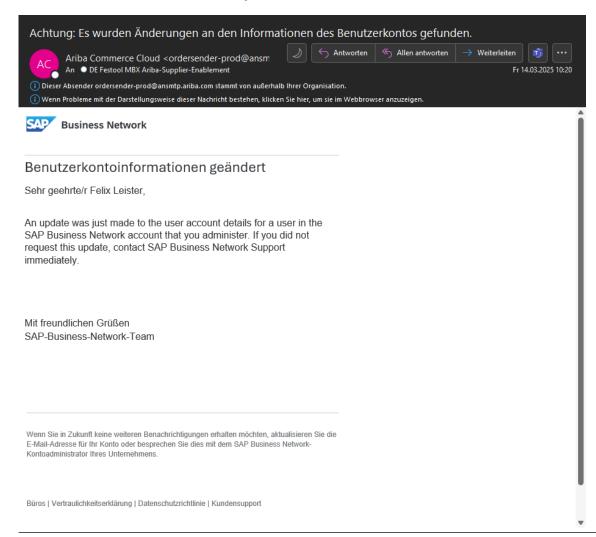


The employee for whom the user was created will now receive two emails with information:

- 1.) Notification about the user creation
- 2.) Initial password for the first login

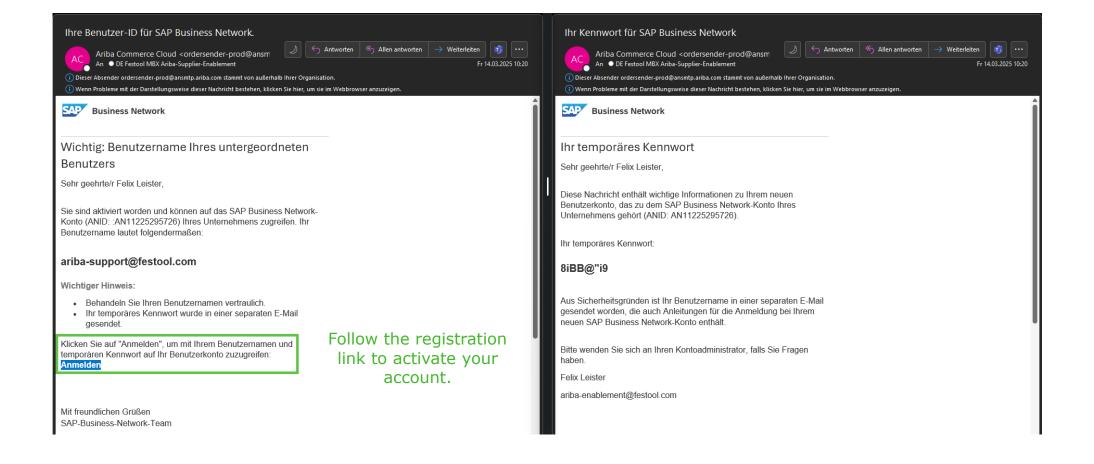


As an administrator, you will also receive an email notification about the user creation:

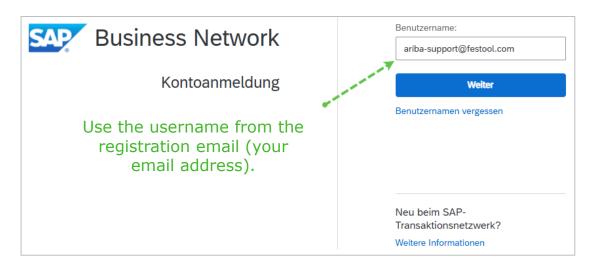


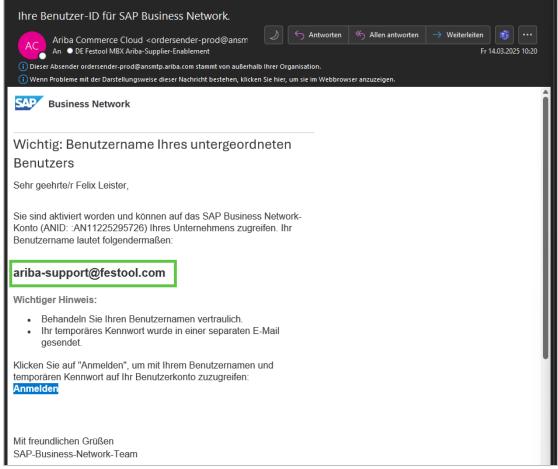
3.3 Registering as a new user for your Ariba account

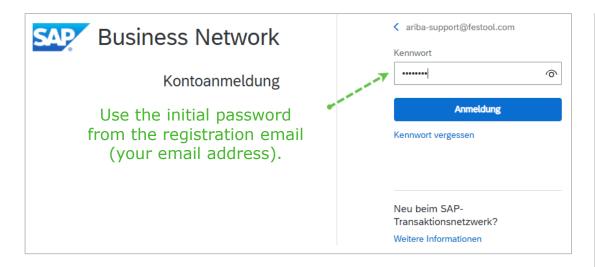
3.3 Registering as a new user for your Ariba account

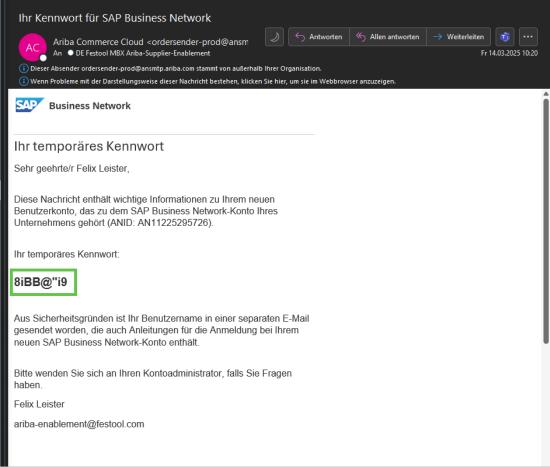


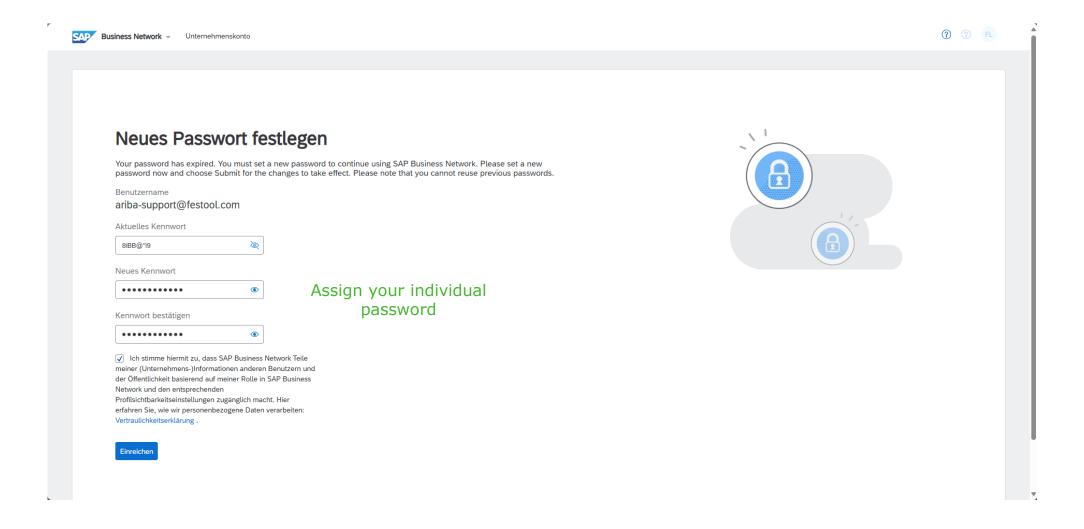
3.3 Registering as a new user for your Ariba account

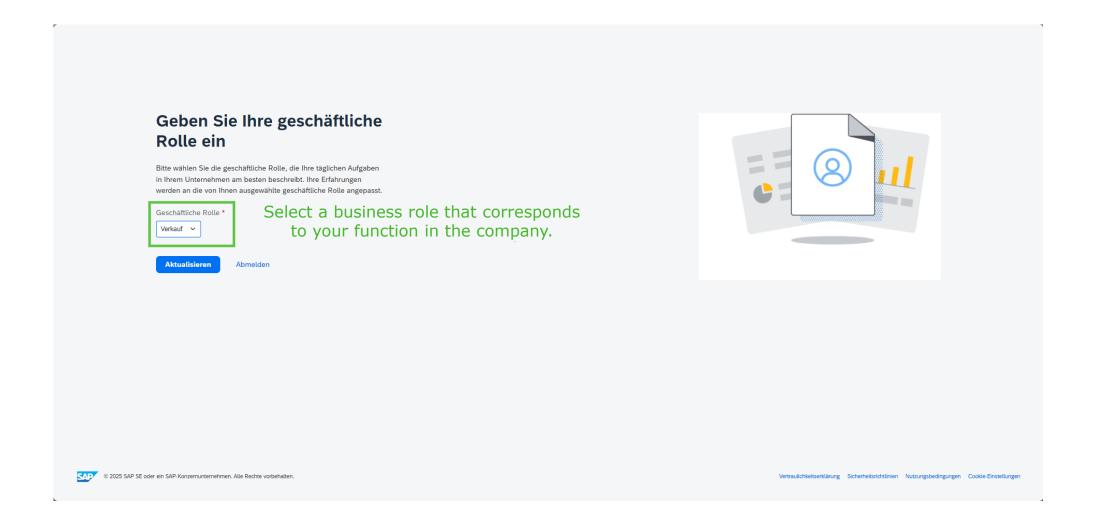


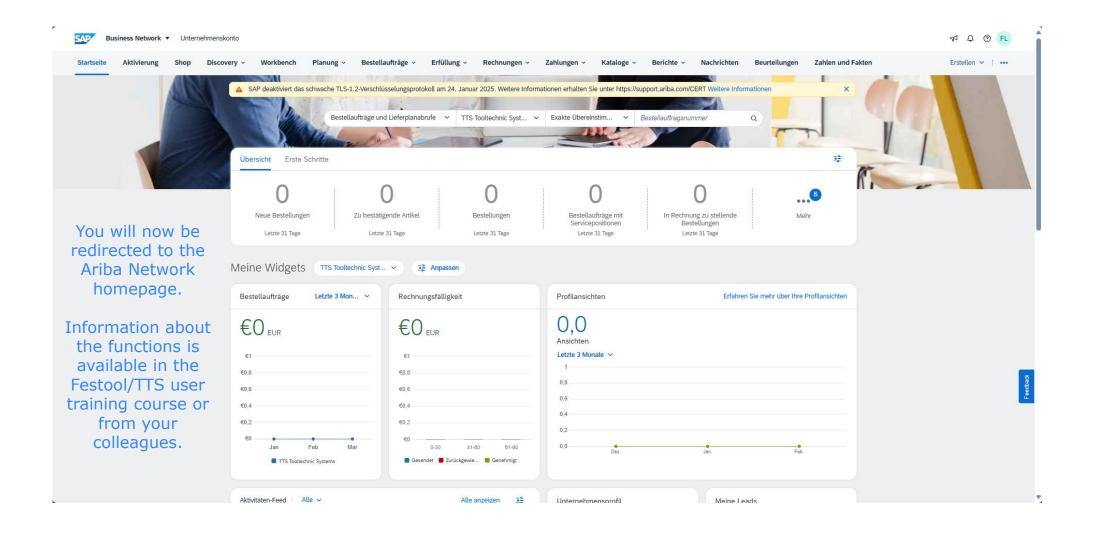












3. User administration & authorisations

The user who created your Ariba account is also the administrator by default.

In certain cases, it may be necessary to transfer the administrator role for your account to another user.

- →The account was initially created by a person who is not supposed to be/does not want to be the administrator.
- →The administrator of the account is leaving your company.
- →The administrator role is being transferred within your company.

Please note:

- → If access to the administrator user is no longer possible, reassignment or access to your account can only be regained by submitting a ticket to SAP and confirming your company identity!
- → Only one user can be authorized as the administrator for your Ariba account at any given time!

The user who created your Ariba account is also the administrator by default.

In certain cases, it may be necessary to transfer the administrator role for your account to another user.

- →The account was initially created by a person who is not supposed to be/does not want to be the administrator.
- →The administrator of the account is leaving your company.
- →The administrator role is being transferred within your company.

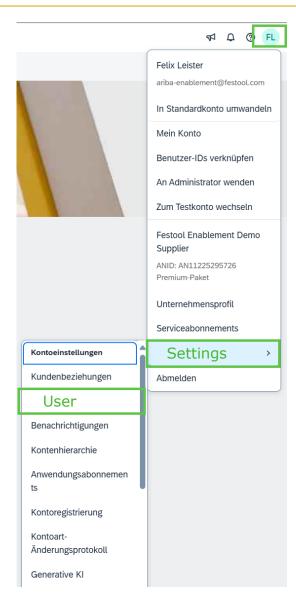
Please note:

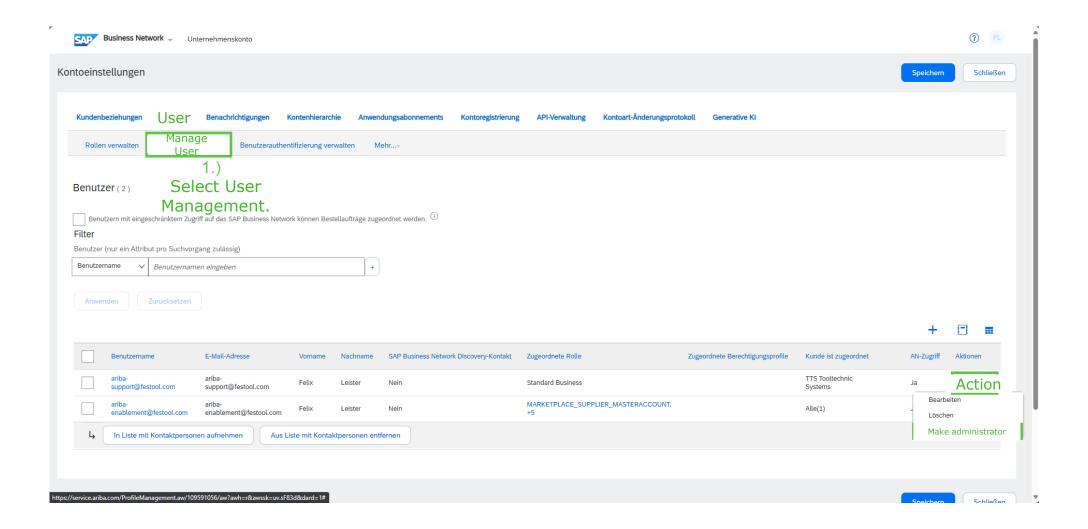
- →The administrator role can only be transferred by the current administrator user!
- →Only one user can be authorized as the administrator for your Ariba account at any given time!
- →If access to the administrator user is no longer possible, reassignment or access to your account can only be regained by submitting a ticket to SAP and confirming your company identity!

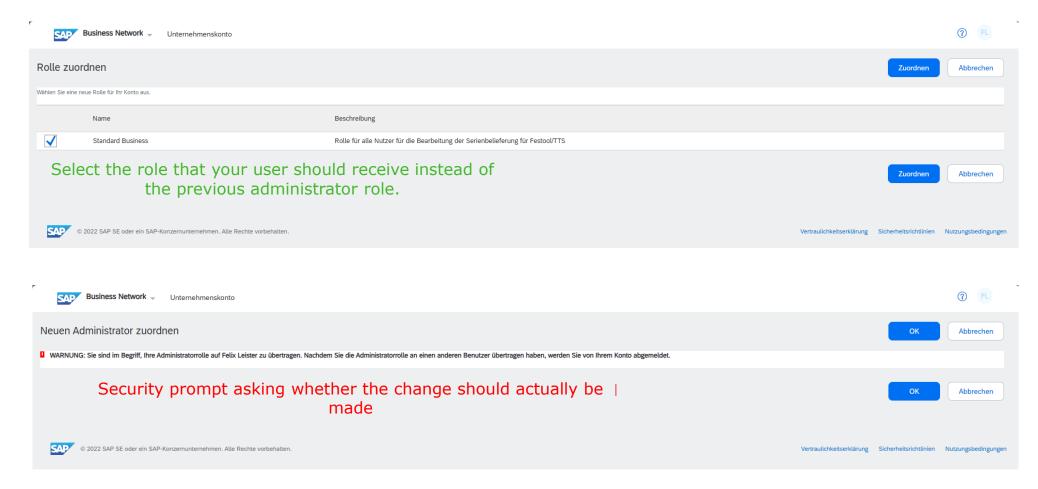
In this case, all of the following steps must be performed by the current administrator!

Access user and authorization management:

- 1. Open account settings via the user icon
- 2. Settings
- 3. Users

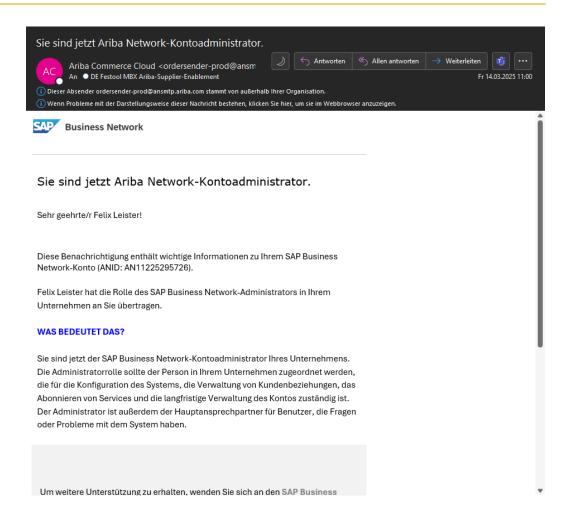






- → You will then be automatically logged out.
- → When you use the application again, you will find your user with the selected permissions.

- → The new administrator will receive a notification by email
- → From the next login onwards, the new administrator will be able to perform all necessary functions



Link to the Festool/TTS homepage for suppliers:

https://www.festool.com/suppliers#supplierportal

In this section, you will find instructions for the following topics:

- 1. <u>Initiative Registration with TTS Tooltechnic Systems</u>
- 2. <u>Invitation to register with TTS Tooltechnic Systems</u>

4.1 Initiative Registration with TTS Tooltechnic Systems

4.1 Initiative Registration with TTS Tooltechnic Systems

You are welcome to register as a supplier with TTS Tooltechnic Systems. :

Our primary focuses related to purchasing

Supplier Portal



Fill out TTS Questionnaire

Our supplier portal offers centralized access to different kind of information and applications of Festool to a selected number of suppliers

Fill out TTS Questionnaire



Create Ariba Account

Our mission is to meet the needs of our customers and to provide them with perfect quality products. Accordingly, the demands on our suppliers are high. We seek to build long-term and fair relationships with our suppliers, who are goal oriented as we are and have the same values: competitive prices, a consistently high quality level as well as reliability, flexibility and innovation.

Create Ariba Account



Manuals for registration process

Supplier registration Ariba SLP for Suppliers

Supplier qualification Ariba SLP for Suppliers

4.1 Initiative Registration with TTS Tooltechnic Systems

After submitting your registration request, you will see this message.

Below the message, you can view your entered data and, if necessary, download it for your records using the "Print" function.



You will also receive a confirmation email.

TTS Tooltechnic Systems prüft Ihre Registrierungsanforderung Antworten Allen antworten → Weiterleiten Hallo TTS Tooltechnic Systems hat Ihre Registrierungsanforderung erhalten. Vor der Genehmigung wird Ihre Anforderung einer Prüfung unterzogen. Die Antwort wird per E-Mail an geschickt. Falls Sie Fragen haben, antworten Sie bitte nicht auf diese E-Mail, sondern wenden Sie sich direkt an TTS Tooltechnic Systems Diese E-Mail wurde Ihnen im Namen von TTS Tooltechnic Systems durch SAP Ariba geschickt. Sent by Ariba Supplier Lifecycle and Performance (SLP)

4.1 Initiative Registration with TTS Tooltechnic Systems

The first step has now been taken – we have received your company profile.

Buyers will then review your registration request and, if necessary and if they are interested, the complete registration form will be sent to you by email (description on the following slides). Once you have returned the completed registration form, it will be approved. Only then will your registration be complete and you will receive "Registered" status in our system. Only then can our buyers consider you in future qualification processes and inquiries.

4.2 Invitation to register with TTS Tooltechnic Systems

To accept the invitation to register with TTS Tooltechnic Systems, please follow the link in the email with the subject line "Invitation to register."

Einladung zur Registrierung als Lieferant bei TTS Tooltechnic Systems



← Antworten

(i) Dieser Absender s4system-prodeu+TTS.Doc1635054578@eusmtp.ariba.com stammt von außerhalb Ihrer Organisation.

(i) Sie haben diese Nachricht am 21.09.2023 08:54 weitergeleitet.

Teile des Inhalts dieser Nachricht konnten nicht heruntergeladen werden, weil Sie offline arbeiten oder nicht mit einem Netzwerk verbunden sind.



Registrierung als Lieferant von TTS Tooltechnic Systems

Hallo!

hat Sie eingeladen, sich als Lieferant bei TTS Tooltechnic Systems registrieren zu lassen. Beginnen Sie damit, ein kostenloses Konto im Ariba Network zu erstellen.

TTS Tooltechnic Systems verwendet das Ariba Network, um seine Beschaffungs- und Bestellabwicklungsaktivitäten zu verwalten und mit Lieferanten zusammenzuarbeiten. Wenn sie bereits ein Ariba Network-Konto hat, melden Sie sich mit Ihrem Benutzernamen und Ihrem Passwort an.

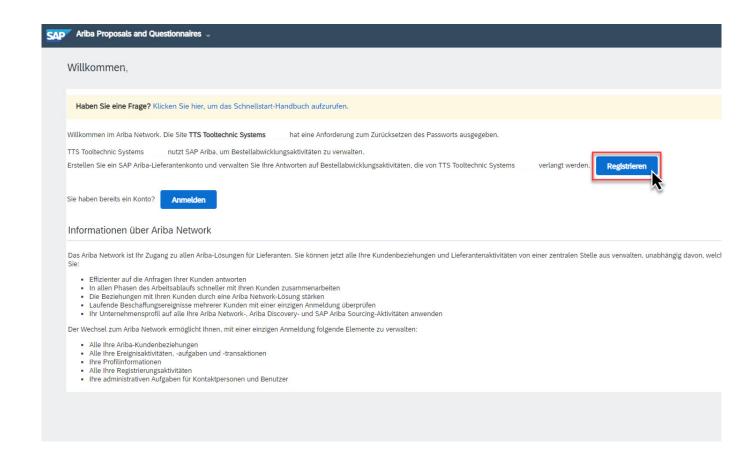
Klicken Sie hier, um Ihr Konto jetzt zu erstellen.

Sie erhalten diese E-Mail, weil Ihr Kunde TTS Tooltechnic Systems Sie als die richtige Kontaktperson für diese Korrespondenz identifiziert hat. Sollten Sie nicht die zuständige Kontaktperson sein, wenden Sie sich bitte an TTS Tooltechnic Systems.

TTS Tooltechnic Systems AG & Co. KG

If you do not yet have an Ariba account, please click on "Register." Please refer to the first slides for instructions on creating an Ariba account. Then follow the instructions on the subsequent slides.

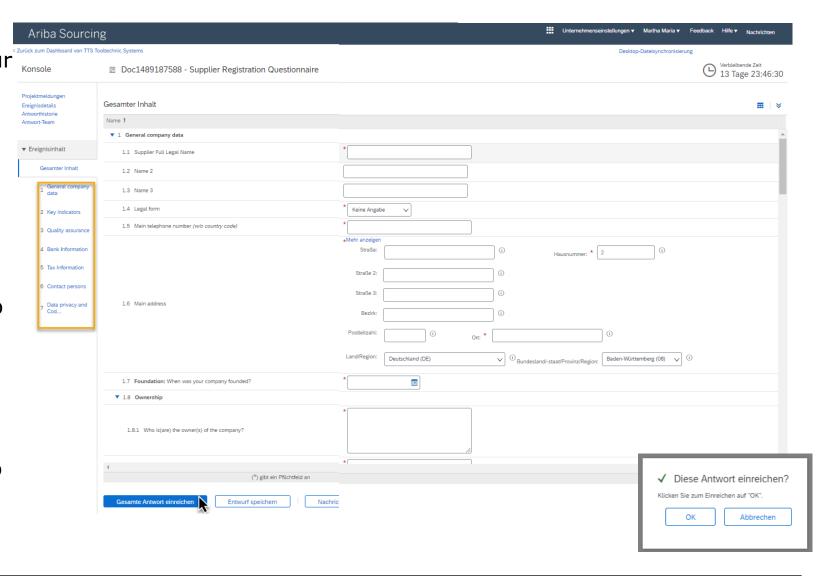
If you already have an Ariba account, click on the "Log in" button. After logging in, please follow the instructions on the subsequent slides.



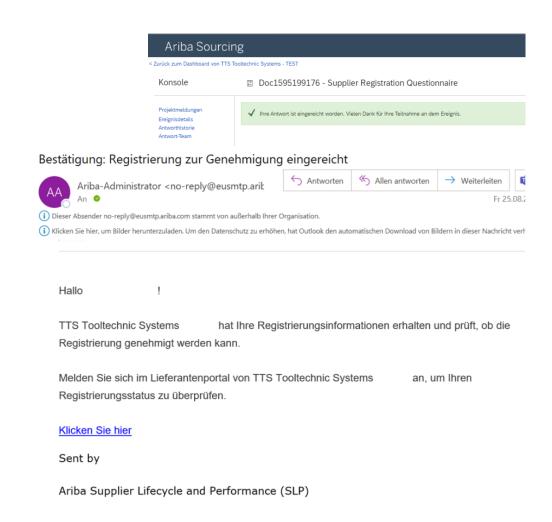
After creating your account, you will be taken directly to our TTS Tooltechnic Systems-specific registration questionnaire.

Please fill out the individual sections and note the instructions provided. Then send the questionnaire back to us by clicking on "Submit entire response."

You can save your progress at any time, export it, and add to it later.



After you have submitted the questionnaire, you will receive confirmation of submission in the Ariba Business Network and by email.



Once the relevant buyers have confirmed your registration, you will receive a notification by email.

Your status in our system will be "registered." From this point on, our buyers will be able to consider you in future qualification processes and requests.

Genehmigt: Lieferantenregistrierung bei TTS Tooltechnic Systems



- i Dieser Absender no-reply@eusmtp.ariba.com stammt von außerhalb Ihrer Organisation.
- i Klicken Sie hier, um Bilder herunterzuladen. Um den Datenschutz zu erhöhen, hat Outlook den automatischen Download von Bildern in dieser Nachricht verhindert.

Hallo

Herzlichen Glückwunsch! Ihre Lieferantenregistrierung ist genehmigt worden und somit abgeschlossen.

Sie können sich jederzeit an Ihrem Ariba Account anmelden und Ihre Fragebögen nochmals einsehen.

Klicken Sie hier

Sind weitere Aktionen Ihrerseits notwendig, wird unser Einkauf mit Ihnen Kontakt aufnehmen oder Sie erhalten eine Qualifizierungseinladung.

Wir bitten Sie von zwischenzeitlichen Rückfragen zu Ihrem Registrierungsstatus abzusehen.

Sent by

Ariba Supplier Lifecycle and Performance (SLP)

Link to the Festool/TTS homepage for suppliers:

https://www.festool.com/suppliers#supplierportal

After you have successfully registered with TTS Tooltechnic Systems, you can receive an invitation for supplier qualification. This invitation is started by the responsible purchaser.

Data on certificates and information on the product category or your products are requested here. With this information the purchaser can check if a cooperation should be started.

To accept the invitation to participate in the qualification process from TTS Tooltechnic Systems, please follow the link in the email with the subject ".. from TTS Tooltechnic Systems invites you to participate in the following process: Qualification".

von TTS Tooltechnic Systems lädt Sie zur Teilnahme an folgendem Prozess ein: Qualification.

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

(i) Dieser Absender no-reply@eusmtp.ariba.com stammt von außerhalb Ihrer Organisation.

(i) Teile des Inhalts dieser Nachricht konnten nicht heruntergeladen werden, weil Sie offline arbeiten oder nicht mit einem Netzwerk verbunden sind.

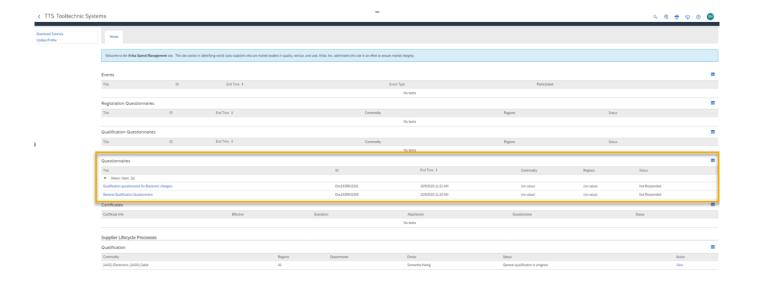
×	
allo ,	
er Lieferantenqualifizierungsprozess wurde von ystems gestartet. itte füllen Sie die Fragebogen, die wir Ihnen an 1 aben, aus und senden Sie diese an uns zurück.	der TTS Tooltechni Ihr Ariba Network Account gesend
licken Sie hier	
ent by	
riba Supplier Lifecycle and Performance (SLP)	

← Antworte

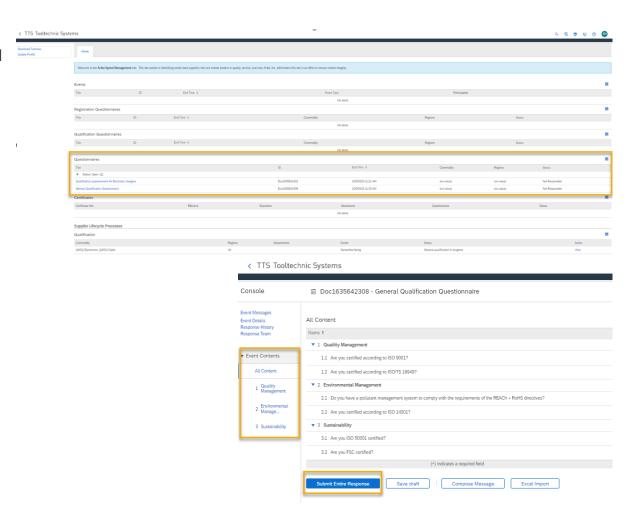
After logging in to Ariba SLP, you will see the received questionnaires for qualification in the Questionnaires area.

There are always at least 2 questionnaires sent for qualification:

- 1. Questionnaire: General qualification questionnaire
- 2. Questionnaire: Specific product category questionnaire
- → Depending on how many product categories have been specified by you in the registration, several specific product category questionnaires may be provided.

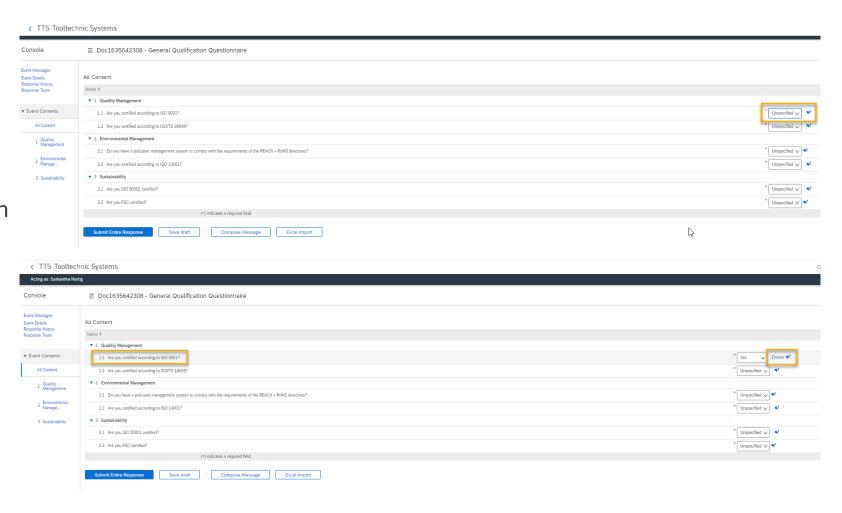


Open the general qualification questionnaire. Several certificates are checked here, which you can directly deposit as an attachment.



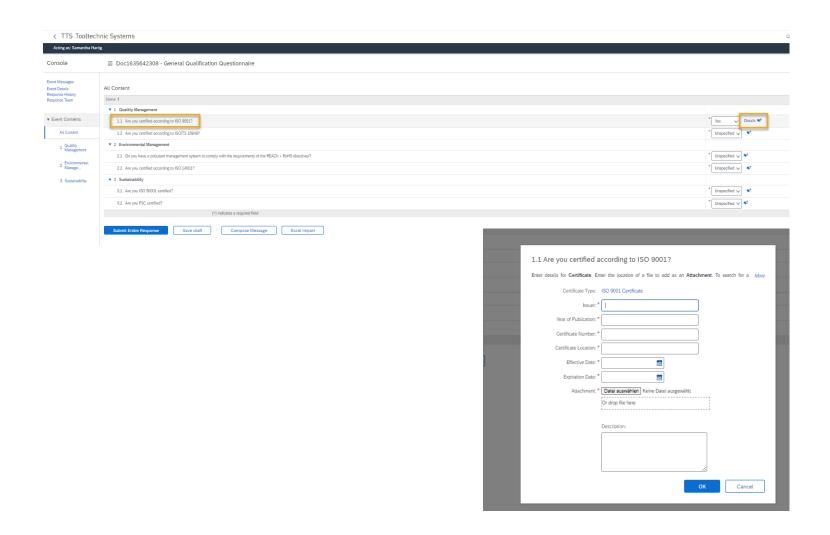
Please note the possibility that the certificate can be deposited in the attachment.

As soon as you select "Yes" for the question, "Details" will appear behind it. Click on "Details" to store the certificates as an attachment.



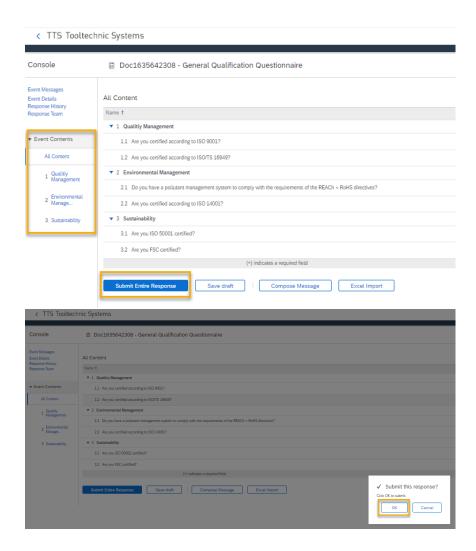
As soon as you have clicked on "Details", a window will open. Here you can enter further details about the certificate and upload the certificate.

Confirm these details and the attachment with "OK" afterwards.

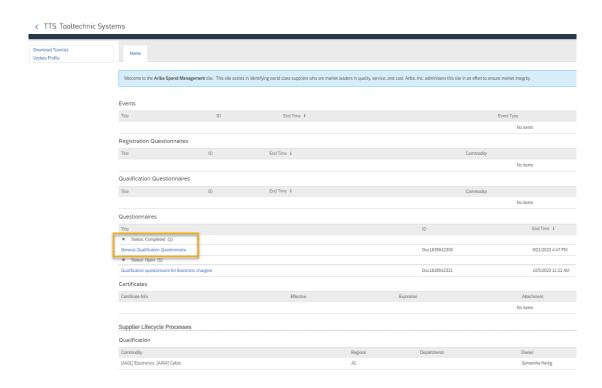


After you have answered all sections of the questionnaire, you can save it as a draft and edit it later.

If the questionnaire has been completed in full, you can return the answers to us via "Submit entire response".



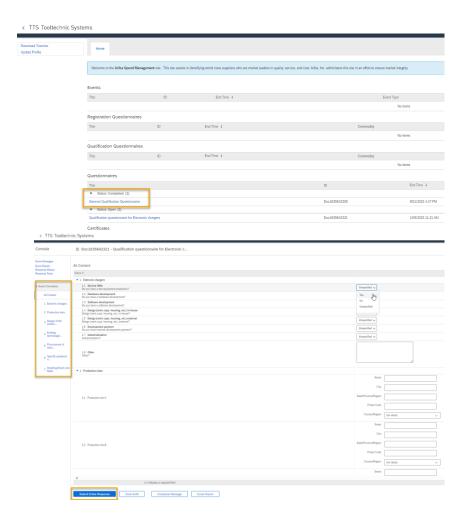
After you have submitted a questionnaire, so you sent it back to TTS Tooltechnic Systems, the questionnaire is displayed with the status "Completed".



Open the specific product category questionnaire. Here you will be asked several questions about the specified product category.

After you have answered all sections of the questionnaire, you can save it as a draft and edit it further later.

If the questionnaire has been completed in full, you can return the answers to us via "Submit entire response".



After you submit the completed questionnaires for qualification, the responsible purchaser can check the data.

If the questionnaire: General Qualification Questionnaire is approved by TTS Tooltechnic Systems you will receive the e-mail with the subject "Approved: General Qualification Questionnaire has been sent to TTS Tooltechnic Systems".

If you click on the "Qualification" link in the email, you will enter the questionnaire to view your answers again.

Genehmigt: Allgemeiner Qualifizierungsfragebogen wurde an TTS Tooltechnic Systems gesendet



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



i Dieser Absender no-reply@eusmtp.ariba.com stammt von außerhalb Ihrer Organisation

1) Teile des Inhalts dieser Nachricht konnten nicht heruntergeladen werden, weil Sie offline arbeiten oder nicht mit einem Netzwerk verbunden sind.

Hallo

TTS Tooltechnic Systems hat den von Ihnen ausgefüllten Fragebogen genehmigt.

Fragebogenübersicht

Name des Fragebogens: Allgemeiner Qualifizierungsfragebogen

Sie werden benachrichtigt, falls weitere Aufgaben Ihre Aufmerksamkeit erfordern.

Dieser Fragebogen ist Teil der folgenden Prozesse:

Prozessname	Prozessart	Material	Ware	Region	Abteilung	Eigentümer
Qualification	General Qualification		[AA04] Cable, [AA01] Electronics			

Mit freundlichen Grüßen,

Ihr SAP Ariba-Team

Sie erhalten diese E-Mail, weil Ihr Kunde TTS Tooltechnic Systems Sie als die richtige Kontaktperson für diese Korrespondenz identifiziert hat. Sollten Sie nicht die zuständige Kontaktperson sein, wenden Sie sich bitte an TTS Tooltechnic Systems.

TTS Tooltechnic Systems AG & Co. KG Wertstraße 20 73240 Wendlingen

After you submit the completed questionnaires for qualification, the responsible purchaser can check the data.

If the Questionnaire: Specific Product Category Questionnaire is approved by TTS Tooltechnic Systems you will receive the e-mail with the subject "Approved: Qualification Questionnaire for ... has been sent to TTS Tooltechnic Systems".

Clicking the "Qualification" link in the email will take you to the questionnaire to view your answers again. Genehmigt: Qualifizierungsfragebogen für Elektronik Ladeeräte wurde an TTS Tooltechnic Systems gesendet



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

← Antworten

- (i) Dieser Absender no-reply@eusmtp.ariba.com stammt von außerhalb Ihrer Organisation.
- 1 Teile des Inhalts dieser Nachricht konnten nicht heruntergeladen werden, weil Sie offline arbeiten oder nicht mit einem Netzwerk verbunden sind.

Hallo

TTS Tooltechnic Systems hat den von Ihnen ausgefüllten Fragebogen genehmigt.

Fragebogenübersicht

Name des Fragebogens: Qualifizierungsfragebogen für Elektronik Ladeeräte

Sie werden benachrichtigt, falls weitere Aufgaben Ihre Aufmerksamkeit erfordern.

Dieser Fragebogen ist Teil der folgenden Prozesse:

Prozessname	Prozessart	Material	Ware	Region	Abteilung	Eigentümer
Qualification	General Qualification		[AA04] Cable, [AA01] Electronics			

Mit freundlichen Grüßen.

Ihr SAP Ariba-Team

Sie erhalten diese E-Mail, well Ihr Kunde TTS Tooltechnic Systems Sie als die richtige Kontaktperson für diese Korrespondenz identifiziert hat. Sollten Sie nicht die zuständige Kontaktperson sein, wenden Sie sich bitte an TTS Tooltechnic Systems.

TTS Tooltechnic Systems AG & Co. KG Wertstraße 20 73240 Wendlingen

Your supplier status will now be changed to "qualified" in our system. You will receive an email about this with the subject "Process update: TTS Tooltechnic Systems has changed status for Qualification". From this point on, we will be able to consider you in future requests.

Prozessaktualisierung: TTS Tooltechnic Systems hat den Status für Qualification geändert



← Antworte

i Dieser Absender no-reply@eusmtp.ariba.com stammt von außerhalb Ihrer Organisation.

🚺 Klicken Sie hier, um Bilder herunterzuladen. Um den Datenschutz zu erhöhen, hat Outlook den automatischen Download von Bildern in dieser Nachricht verhindert.

Hallo

auf der Seite mit den Prozessdetails (<u>Klicken Sie hier</u>) können Sie die Informationen überprüfen.

Wenden Sie sich an den Prozessverantwortlichen, falls Sie Fragen haben.

Prozessüberblick

Prozess: General Qualification

Kategorie: [AA04] Cable, [AA01] Electronics

Region:

Geschäftsbereich:

Material: Nicht anwendbar

Neue Entscheidung: General qualification approved

Prozessverantwortlicher:

Mit freundlichen Grüßen, Ihr SAP Ariba-Team

Sie erhalten diese E-Mail, weil Ihr Kunde TTS Toollechnic Systems Sie als die richtige Kontaktperson für diese Korrespondenz identifiziert hat. Sollten Sie nicht die zuständige Kontaktperson sein, wenden Sie sich bitte an TTS Toollechnic Systems.

TT\$ Tooltechnic Systems AG & Co. KG Wertstraße 20 73240 Wendlingen

5. Supplier qualification with TTS

As soon as a certificate has expired, you and the responsible purchaser will receive an e-mail with the subject "Your certificate of type ... at TTS Tooltechnic Systems has expired".

By clicking on "Click here" you can jump directly to the questionnaire with the corresponding certificate and update it. Ihr Zertifikat der Art "ISO 9001 Certificate" bei TTS Tooltechnic Systems ist abgelaufen.



← Antworter

- i Dieser Absender no-reply@eusmtp.ariba.com stammt von außerhalb Ihrer Organisation.
- 🚺 Klicken Sie hier, um Bilder herunterzuladen. Um den Datenschutz zu erhöhen, hat Outlook den automatischen Download von Bildern in dieser Nachricht verhindert.

Hallo

Bitte klicken Sie auf <u>Klicken Sie hier</u>, um das Zertifikat in den Fragebogen "Allgemeiner Qualifizierungsfragebogen" hochzuladen.

Mit freundlichen Grüßen,

Ihr SAP Ariba-Team

Sie erhalten diese E-Mail, weil Ihr Kunde TTS Tooltechnic Systems Sie als die richtige Kontaktperson für diese Korrespondenz identifiziert hat. Sollten Sie nicht die zuständige Kontaktperson sein, wenden Sie sich bitte an TTS Tooltechnic Systems.

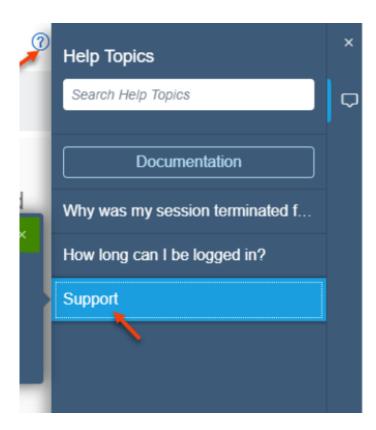
TT\$ Tooltechnic Systems AG & Co. KG Wertstraße 20 73240 Wendlingen

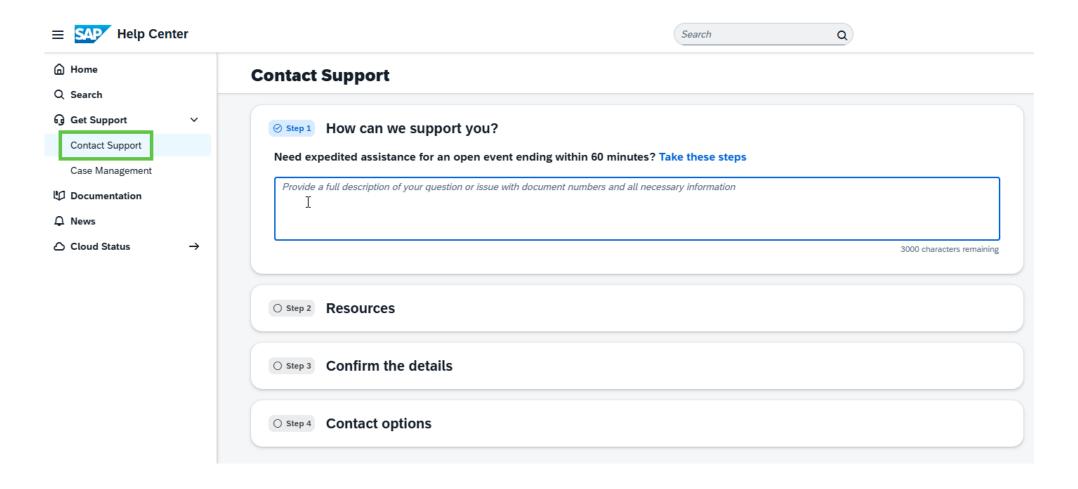
Link to the Ariba homepage for suppliers:

https://service.ariba.com/Supplier.aw

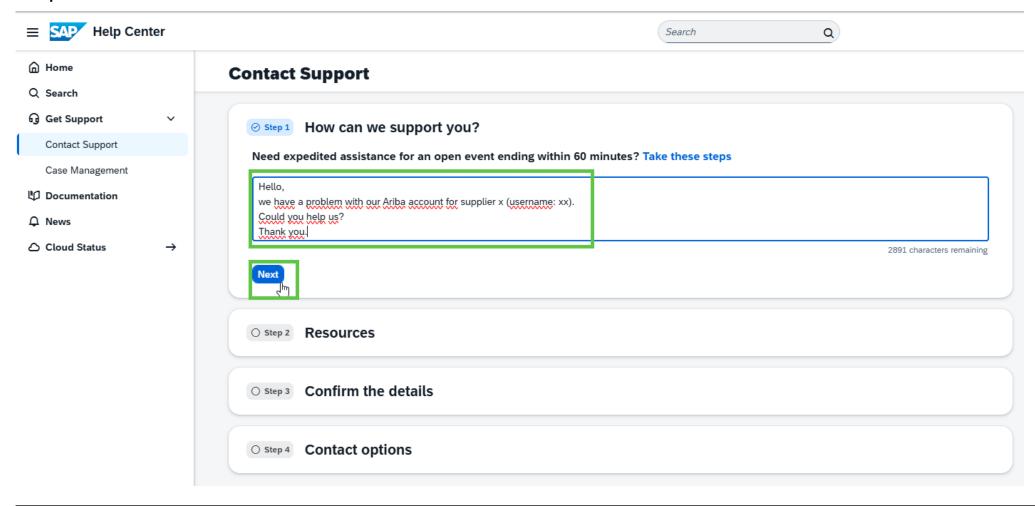
Ariba offers support so that you can get help immediately if you encounter problems, such as log-in issues.

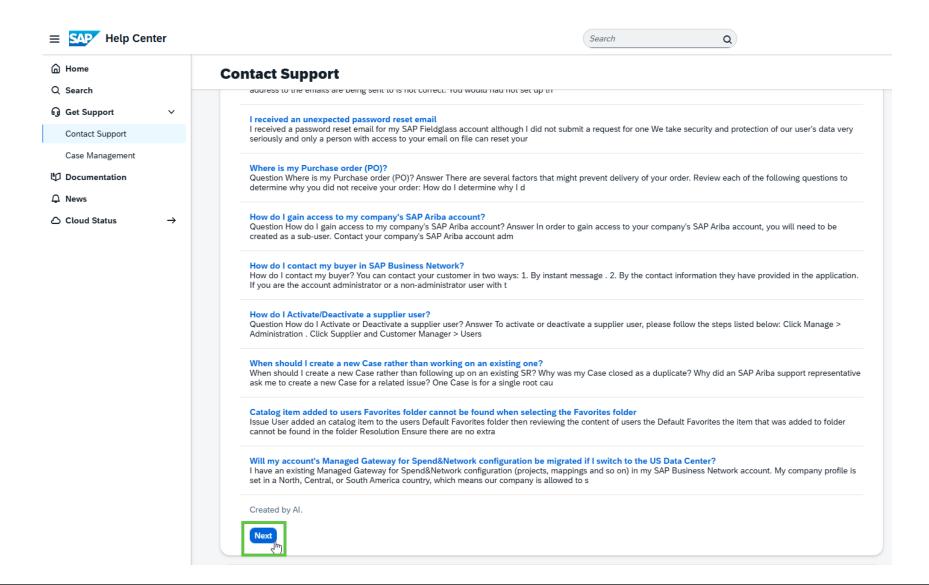
Please click on the question mark icon in the top right corner.

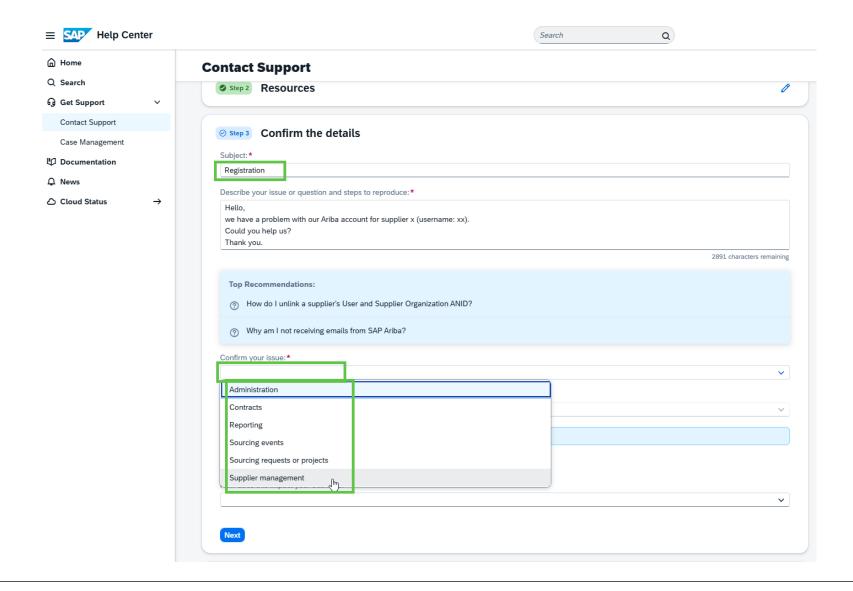


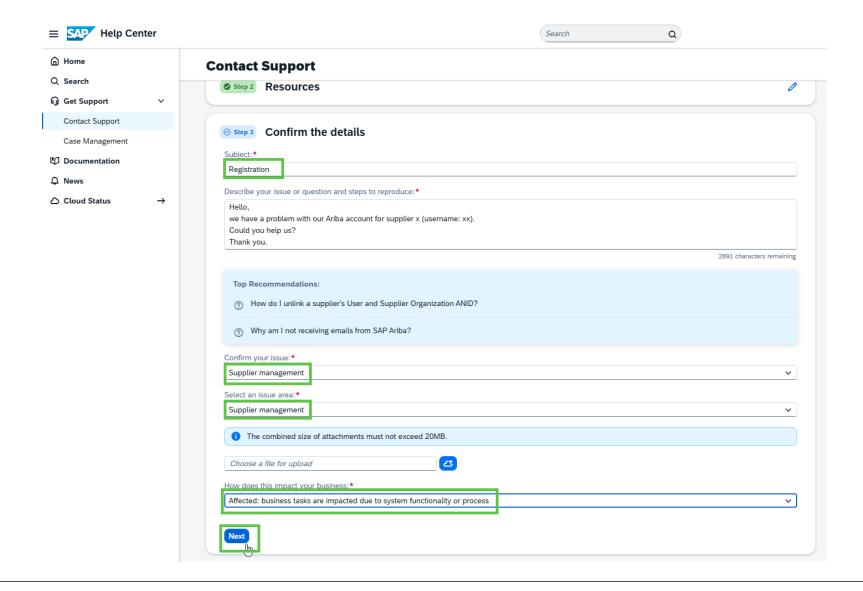


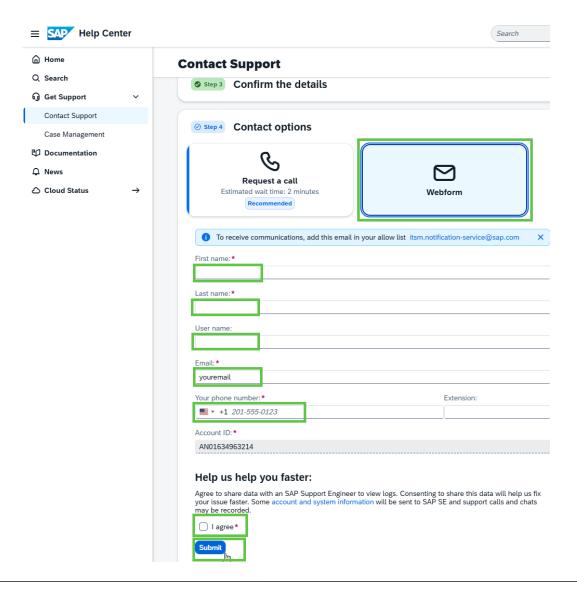
Ariba offers support in English, so describing your problem in English will result in a faster response.











Link to the Ariba homepage for suppliers:

https://service.ariba.com/Supplier.aw

This section provides instructions on the following topics:

- Why am I not receiving the registration link?
- Do I need to create a new SAP Ariba account when I already have one?
- Why can't I log in to my existing Ariba account?
- Why am I receiving the error message "The username and password combination you entered was not found"?
- Why am I receiving the message "The username and password you entered have already been merged with another Ariba user account"?
- Why can't I see the TTS questionnaire?
- I have been added to our Ariba account why can't I see the TTS content?
- How can I update my data in Ariba?

Why am I not receiving the registration link?

The problem may be related to your email settings. Please ensure that emails from "@ariba.com" are allowed.

Please check the following:

- Search your inbox for the subject line "Invitation to register".
- Search all folders, such as your junk or spam folder.
- Check whether colleagues have received the invitations.

Do I need to create a new SAP Ariba account when I already have one?

You can use your existing Ariba account. Please select "Log in" instead of "Register".

You can create an additional Ariba account for different branches and plants. Please check your internal business requirements for this.

Why can't I log in to my existing Ariba account?

There could be several reasons for this:

- You have already logged into your Ariba account and then opened the link in the email invitation.
 - → The system recognizes the same login twice, which means that the login no longer works. Please close your Internet browser and only click on the link in the email invitation from TTS. You can now log in as usual.
- You have already opened an Ariba page in your Internet browser.
 - → Please close your internet browser and log in again.
- You are receiving a certificate error in your browser.
 - → Please delete your cookies, search history, and browser cache. Please close your internet browser and log in again.

Why am I receiving the error message "The username and password combination you entered was not found"?

This message can have various causes:

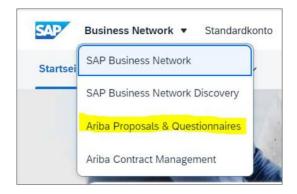
- Incorrect username and/or password.
- The password contains part of your username.
- The browser automatically enters an invalid password or username.
- The username is not valid for your account.
- Your browser is not certified.
- · Corresponding cookies have been stored and must be deleted first.

Why am I receiving the message "The username and password you entered have already been merged with another Ariba user account"?

Please create an alternative username. The username must be different from all existing usernames.

Why can't I see the TTS questionnaire?

After logging in, please switch to the "Proposals & Questionnaires" module (top left via "Business Network").



If the TTS questionnaire is not displayed, please contact Ariba Support.

I have been added to our Ariba account – why can't I see the TTS content?

The administrator is automatically the person who originally created the Ariba account. <u>The administrator can add new users.</u>

But this does not mean that all users can view all content. Only users who have received an email invitation to register can view and edit TTS content. Please contact the responsible purchasers so that they can send you an invitation to register.

How can I update my data in Ariba?

The data can be updated at any time:

- 1. Open the link to the Ariba homepage for suppliers: https://service.ariba.com/Supplier.aw
- 2. Click on "Business Network" in the top left corner and select "Proposals & Questionnaires".
- 3. Click on the relevant TTS questionnaire to open it.
- 4. You can now click on "Revise Response" and update the data.
- 5. Please submit the data via "Submit Entire Response".
- 6. The buyers can now check and approve the data.