

eSourcing Supplier FAQ's

Q. Can my company have multiple Ariba accounts?

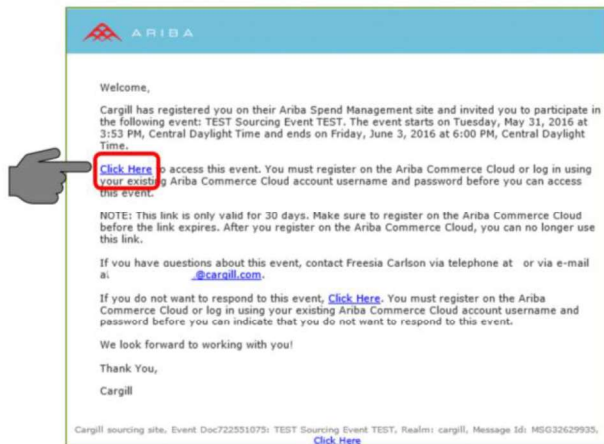
A. Your company can have multiple Ariba accounts for each user, but same users should not have multiple accounts for Cargill as it can lead to errors and lack of possibility to open events or submit responses to them.

If you have an existing Ariba account for other Clients, but you haven't participated in a Cargill sourcing event, you will need to **register** and **create a new account**. Afterwards you will be able to merge both accounts and access them with one username and password.

Q. How do I register as new user to participate in a Sourcing event?

A. You will receive an email invitation from Cargill, indicating who from your company has been invited to participate in the bidding event.

You must click the link "Click Here" to enter the event.



Click on the "Sign up" button.

Set a Password and fill out all mandatory fields in the registration form (marked with an *).

Review and accept the Terms of Use and the Privacy Statement at the bottom of the page.

Click "Create account and continue."

Please note that if you have not yet received an invitation and are expecting one, you will have to contact your customer.

Alternately, you may view the video/audio registration tutorial available on our eSourcing Supplier Central page.

Q. How to retrieve forgotten Username?

A. If you have forgotten your username, click "**Having trouble logging in?**" on the login page.

- Choose "**I forgot my username**"
- Enter the email address you used when you registered your SAP Ariba account.
- Click **Submit**.
- You will receive an email with username in your registered email ID.

If you are not able to perform the above yourself, request Buyer to send email with Username.

Q. Can I combine two separate accounts with different AN IDs

A. It is not possible to merge two accounts that have different Ariba Network IDs. Instead, you can create an account hierarchy. While this does not combine the two accounts into one, it allows you to better manage multiple accounts.

Q. When I try to sign in to view a sourcing event, I get the following error message:

"Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) than the one you are trying to log into. To connect with this buyer company, you need to log into the already connected account. Please contact your company's account administrator and request that they create you as a new user under ANID (ANID)."

A. If you already have a username associated with the connected ANID, please refer internally to your company's account administrator to confirm the correct username to use.

If you do not have a username associated with the connected ANID, follow these steps to create a new username and access the event:

1. In the invitation email from your customer click the **Click here** link.
2. Click **Sign Up**.
3. **Untick** the box next to **Use my email as my username**.
4. Create a username that is different than any existing username.
Usernames are not required to be a valid email address, but they must be formatted as one. Ex: If your email is first.lastname@company.com, use first.lastname1@company.com.
5. Enter a new password in the **New Password** and **Confirm Password** fields.
Passwords must contain a minimum of eight characters including upper and lower case letters, numeric

digits, and special characters.
You can use the same password as your existing account.

6. Review the **Terms of Use** and **SAP Ariba Privacy Statement** and tick the box next to each indicating your acceptance.
7. Click **Create Account**, then click **Skip review** on the box that says **Possible existing accounts**.

Q. When trying to create a new account through an invitation email sent by the buyer, the below warning message appears: “We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account.”

A. To check for accounts you or someone in your company may have already registered, follow these steps:

1. Click **Review accounts** on the pop-up warning message.
2. Review the existing accounts. You can view the details of each account by clicking ... > **View profile**.
 1. If you find an existing account that you want to use, click **Contact administrator** to send a message to the account administrator requesting access. Then click **Send email**.
Once the administrator of the existing account adds you as a user, you will be able to log in through the invitation using that account.
 2. If none of the displayed accounts are relevant, click **Continue account creation** to create a new account. Once the account is created and you have signed in, you will be linked to the buyer and any documents/ events they have sent you.

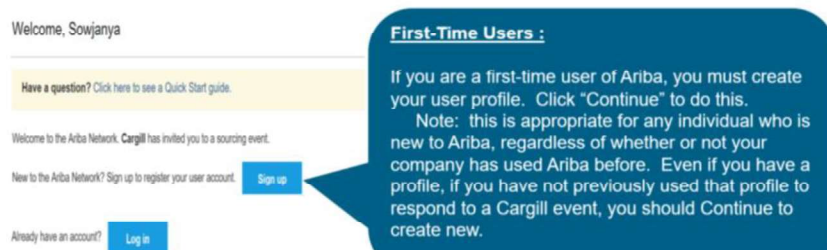
Q. How do I access a sourcing event?

A. You can access a sourcing event to which you have been invited in two different ways:

1. By registering as a new user via the invitation email that the buyer sends

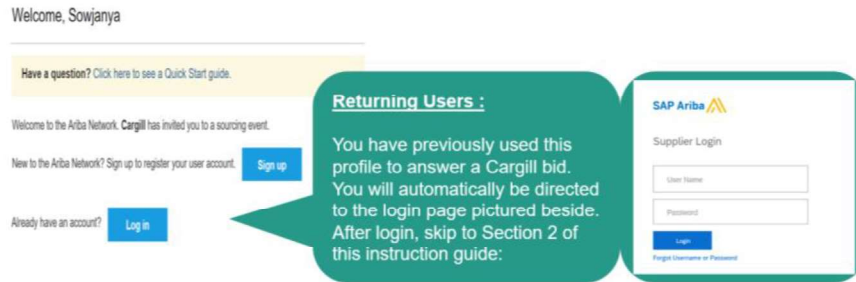
You will receive an email invitation from Cargill, indicating who from your company has been invited to participate in the bidding event.

You must click the link **“Click Here”** to enter the event.



OR

2. Logging into your account as a returning user



Navigate to the Ariba **Proposals & Questionnaires** by clicking the app dropdown menu in the upper-left corner of the application and select Ariba Proposals & Questionnaires

If the event you are looking for is not listed on the Ariba Proposals & Questionnaires page, please see [Why can't I find an event?](#) for troubleshooting steps.

Keep in mind that to participate in a sourcing event, you must be invited by a buyer. If you have not been invited, please reach out to the buyer to request an invitation.

Q. The link in my event invitation notification is not working.

A. If you can't click the link in the notification or if the link is not working, copy and then paste the URL in your web browser.

Alternately, you may login via <http://proposals.seller.ariba.com>

If you still can't use the link to access the event, contact the buyer directly.

Q. Unable to enter price/ Ariba not accepting price entered by supplier.

A. Check if the Item/Lot you are trying to bid on has been selected and confirmed.

Check the price that you are trying to submit including decimal sign which may differ based on your PC settings. You may also check whether ceiling/initial price has been set for the line item.

If you have been invited to an auction, there are various options:

- the Price field may be empty, allowing you to submit a pre-bid
- the Price field may contain an initial price which you can verify and submit
- the Price field may contain an initial price in a read-only format, which will become editable once the auction opens for live bidding

Q. Which languages does SAP Ariba support?

A. SAP Ariba supports the following languages (allows the creation of sourcing events in):

Japanese, Spanish, Danish, French, Brazilian Portuguese, Finnish, Hungarian, Norwegian, English, Dutch, Turkish, Korean, Traditional Chinese, Russian, Greek, Polish, Simplified Chinese, Italian, Romanian, German, Swedish, Bulgarian., Croatian, Czech, Thai.

Additional Information: The language displayed on SAP Ariba is the language of your browser. To change the language displayed on SAP Ariba, change the default language setting on your browser.

Phone support in a language other than English: When requesting a callback or support in another form via the Ariba Help Center, you can select your preferred language. Please note that if support in this language is not available immediately, translation services may be used, or a delay in the response time can be expected.

Best Practices for Participating in an event.

<input type="checkbox"/>	<p>Verify your company profile and your contact information is up-to-date and correct.</p> <p>Ensure that your company profile and your email and phone number is up-to-date, so if needed, the buying organization can reach you during the event.</p>
<input type="checkbox"/>	<p>Complete all customer requested profile information early.</p> <p>Buyers may require that you complete all requested profile information before you can participate in their events. In some cases, buyers may also require your additional profile information to go through a review and approval process before you can participate in their events. Completing requested profile information as early as possible ensures that the buyer has an opportunity to review and if necessary, approve your organization to participate in the event. For more information, see Completing Buyer-Requested Company Profile Information.</p>
<input type="checkbox"/>	<p>View event details</p> <p>Check the information on the RFX Info, Items, and Rules tabs for the RFX, and on the Description and Rules tabs for each line item. Make sure you read all attachments.</p>
<input type="checkbox"/>	<p>Consider submitting a pre-bid, if pre-bidding is allowed</p> <p>The event might require or allow you to submit a bid before the bidding event begins. This feature is useful if you will not be available for the event, or if you will be late to the event.</p> <p>Note: You cannot submit a pre-bid for an RFI.</p>
<input type="checkbox"/>	<p>Ask questions</p> <p>Ask questions as soon as possible, to give the buying organization enough time to provide a complete answer. For more information about communicating with buying organizations, see Communication with Buyers.</p>
<input type="checkbox"/>	<p>Prepare a price range for all items.</p> <p>Decide on an initial bid price, middle bid price, and bottom bid price for all items in the event. Make these decisions before the bidding event begins, especially in situations where the sales decision-makers are not available during the event.</p> <p>Note: In case of auction you may prepare prices . Not necessary for an RFI/ RFP</p>

<input type="checkbox"/>	<p>Prepare responses for negotiable terms and questions.</p> <p>The event might require you to supply information other than price and quantity, such as answers to questions and values for negotiable terms. An example of a negotiable term is a proposed initial delivery date. An example of a question is a request for customer references. Be ready to respond to all negotiable terms and questions.</p>
<input type="checkbox"/>	<p>Prepare for an extended bidding event.</p> <p>A bidding event might extend past the nominal end time if a bid is placed in the last few minutes. This feature gives you time to respond to last-minute bids. Check the Bidding Rules section on the Review Event Details page to see if this feature is enabled and be prepared if an extension occurs.</p>