

# Supplier Guideline FAQ

Version 1.0 – February 2024



**Royal  
Swinkels**

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## I. General

### What is Ariba?

SAP Ariba is a cloud-based innovative solution that allows suppliers and buyers to connect and do business on a single platform. It improves the overall vendor management system of an organization by providing less costly ways of procurement and making business simple. Ariba acts as supply chain, procurement service to do business globally. SAP Ariba digitally transforms your supply chain, procurement and contract management process.

### What is the SAP Business Network?

Formerly known as Ariba Network.

SAP Business Network is a dynamic, digital marketplace where buyers and suppliers collaborate on procurement and supply chain transactions. The more users and more connections a network has, the more value it provides. SAP Business Network is the world's largest B2B network, connecting millions of companies in 190 countries around the globe.

### Is Ariba really free for me?

SAP Business Network distinguishes between two account types: the Standard Account and the Enterprise Account. In order to receive orders from us in the future, conclude contracts with us, exchange documents and make catalogs available, the free standard account is sufficient. The use of SAP Ariba for your collaboration with Royal Swinkels is therefore free of charge for you.

When you register on the SAP Business Network you'll get a Standard Account. Later on you have the possibility to upgrade to an Enterprise Account. Only if you want to use additional functions such as ERP integration, payment and shipment tracking, e.g. via the SAP Business Network, or if you need SAP's help in creating and managing catalogs, you'll need a paid Enterprise Account.

[You can find more information about the Standard Account here](#)

[You can find more information about the Enterprise Account here](#)

## II. SAP Business Network

### Which data does Ariba need from me to register on the SAP Business Network?

In the registration process on the SAP Business Network you will be asked to enter standard company information (such as the company address) and user account information. This user becomes the account administrator and will receive the notifications.

After entering the company information you have to give some more information about your business. This information is about the industry you operate in as a supplier and what your delivery area is. This information is used for the SAP Business Network's supplier search capability for buyers. Completion is mandatory, but not relevant to doing business with Royal Swinkels. You can fill in something here that best suits your business.



### What if I don't want to register on the SAP Business Network?

Royal Swinkels' company policy requires you as a supplier to register on the SAP Business Network in order to maintain a digital business relationship. Not registering on the network can have consequences for the way in which this relationship is maintained.

### What if I already have an SAP Business Network account?

You can use an SAP Business Network account for multiple clients. When you use your existing SAP Business Network account to log in to Royal Swinkels' request for registration, your account will be linked to that of Royal Swinkels. This means you can skip the second step of the Registration & Qualification process as defined in Royal Swinkels' Supplier Guideline (Create your SAP Business Network account) and start filling in the Royal Swinkels' supplier registration questionnaire directly after logging into the SAP Business Network.

### What if someone else within my company has already an SAP Business Network account?

If your company has an SAP Business Network account for another customer but you don't have your own login details, ask the account administrator within your company to add you as a user to this account so that you can also use it for Royal Swinkels.

### How can I, as an account administrator, add new users to our SAP Business Network account?

As an account administrator log in on the SAP Business Network and perform the following steps:

1. Click on your initials (on the right corner), go to "Settings" and click on "Users"
2. Go to the tab "Manage Users" and click on the plus-icon (on the bottom)
3. Fill in the New User Information
4. Assign a role to the user, assign a customer to the user (all or only selected ones) and click on "Done"

If you have not created any roles yet, you have to perform the following steps:

1. Click on "Create Role"
2. Give the role a name and select the permissions of this role
3. Click on "Save"

The user will receive an email with his/her user account and password.

### Why am I not receiving invitations by email?

Invitations are sent to the email addresses that are on file in your account. If they are not in your inbox, please check the spam folder of your email account. To receive emails in your inbox in the future, please set your inbox so that emails from these two addresses are not considered spam and are considered safe senders:

@ansmtp.ariba.com  
@eusmtp.ariba.com



**I have problems logging in with my SAP Business Network account.**

Please try logging in in a different browser, e.g. Google Chrome.

**I can no longer find the invitation email for an event. How can I log in to the SAP Business Network?**

Please click on this [link](#) and log in with your username and password if you already use an SAP Business Network account for Royal Swinkels. If you do not have an account yet, please ask your buyer to resend the invitation email.

### III. Registration Process

**Why do I have to complete the registration process?**

We ask all new suppliers to register with us. The registration questionnaire is to gather all the information needed to have a transactional relation with you as a supplier.

**Do you inform me about my registration status?**

After you've completed the registration questionnaire, your answers will be reviewed by responsible people within Royal Swinkels. After they've approved your questionnaire you'll be informed about this via email.

When the reviewers need more information about your answers, you'll be informed about this via email. Via the email you can open the questionnaire again and make the necessary changes in the questionnaire.

### IV. Qualification Process

**Why do I have to complete the qualification process?**

We as Royal Swinkels believe it's important to qualify our suppliers to ensure company continuity, quality, safety and sustainability.

Depending on the product or services you will be providing us, you will receive one or multiple qualification questionnaires to complete.

**Do you inform me about my qualification status?**

After you've completed the required qualification questionnaire(s), your answers will be reviewed by responsible people within Royal Swinkels.

When the reviewers need more information about your answers, you'll be informed about this via email. Via the email you can open the questionnaire again and make the necessary changes.

## V. Others

### I still have questions, who can I contact?

#### Ariba Help Center

For substantive questions about how Ariba works, the Ariba help center is available. You can access the help center via the question mark icon (in the right corner). Here you can find more information about using Ariba. In the Knowledge Base you can search by topic and in the Learning section you can find instructional videos of a number of topics.

#### Customer Support SAP Ariba

SAP Ariba provides additional support only to vendors with an Enterprise account. You can request this support through the Ariba Help Center via the Support section. When you enter your details, SAP Ariba will contact you. With a Standard account you can only report technical failures.

Do you have a Standard account and still want to contact customer support for SAP Ariba? Then go to the login page of the SAP Business network, but do not log into your account. Go to the Help Center and choose the Support tab. When you enter your information, SAP Ariba will contact you.

#### Further questions

For any further questions you can contact Royal Swinkels' operational purchase department via [inkoop.nl@swinkels.com](mailto:inkoop.nl@swinkels.com).

