

# Supplier Onboarding FAQ

SAP ARIBA @ AHLSTROM

ANSWERS AND SOLUTIONS FOR SUPPLIERS

## Introduction

The purpose of this guide is to provide answers to the most common questions suppliers have regarding our onboarding through SAP Ariba. With this guide you can troubleshoot issues that you might be facing and learn more about the different steps of our onboarding process.

Please reach out to your local Ahlstrom contact if you have more questions or can not find the answer in this guide.

You can also send non-urgent general inquiries to the following address:

[smartbuy@ahlstrom.com](mailto:smartbuy@ahlstrom.com)

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## General instructions and information

Ahlstrom is using SAP Ariba for different procurement activities of which one is supplier management. We require that all our existing and new suppliers complete our onboarding process, which is done via the platform. As part of the registration questionnaire, we ask that suppliers provide certain documents such as bank certificate and accept our Supplier Code of Conduct.

SAP Ariba can be used with an internet browser and accessed either via a computer or a mobile device. Recommended browsers are Google Chrome and Microsoft Edge.

## *Why should I complete the registration questionnaire ?*

Ahlstrom requires all its suppliers to go through the supplier onboarding process, regardless of country, region or goods and services. All our new suppliers will be registered and onboarded through SAP Ariba, which will contribute to transparency in our business interactions and a better exchange of information.

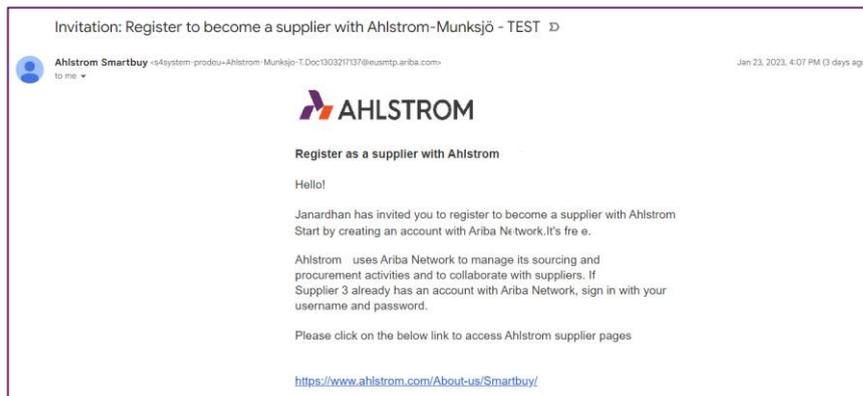
Supplier onboarding also plays a critical part in creating and maintaining Ahlstrom specific master data requirements. Our ultimate aim is to have all our supplier details up-to-date and consistent across all our business systems, in order to provide the needed level of security transactions between vendors and Ahlstrom.

**Could I send you the requested documents by email instead of completing the questionnaire ?**

No. In order to provide the needed level of security for transactions between vendors and Ahlstrom, it is not possible for Ahlstrom to upload or edit supplier information (such as bank details, bank certificate, tax certificate ... ).

# I have received an invitation to register, what should I do now?

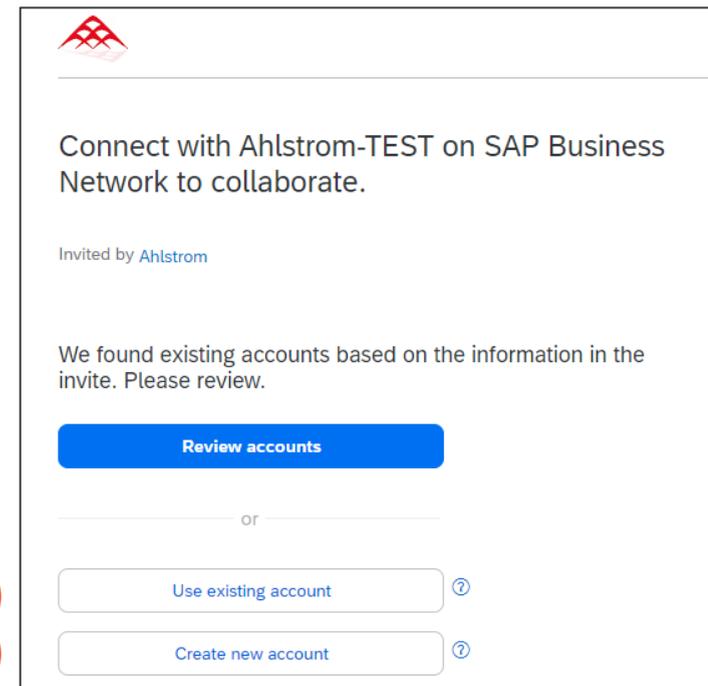
After receiving the registration invitation, please 1) use the link in the e-mail. You will be redirected to the SAP Ariba page where you can either a) create a new SAP Business Network account for free or b) login with your existing credentials.



In case you have initially used the link to create your SAP Business Network Account (AN ID), you can always log in at <http://supplier.ariba.com>

If your link has expired, please contact your Ahlstrom contact so that we can send you a new link.

1) [Click Here](#) to create account now



After creating the SAP Business network account, you will be redirected to Ahlstrom's registration questionnaire. Please note that in addition of creating the SAP Business Network account you need to complete and submit the Ahlstrom supplier registration questionnaire as well.



## ***I was informed that I will receive a registration invitation, but I can not find the invitation in my e-mail, what should I do?***

Please start by checking your junk mail / spam folder. In some cases, your server might be blocking the registration invitation from coming through. You can choose to whitelist the sender in your e-mail settings. The sender is one of the following addresses, depending on your region:

@smtp.mn1.ariba.com

@smtp.mn2.ariba.com

@ansmtp.ariba.com

@eusmtp.ariba.com

Please reach out to your local Ahlstrom contact if you would like us to re-send the invitation or have the invitation sent to another e-mail address. If the invitation does not come through after multiple attempts or whitelisting the sender, we recommend that you provide us an e-mail with another domain, such as a personal Gmail, and we will send the invitation there. After receiving the invitation, you will be able to create a unique username and password + give your correct company e-mail address.



## ***Why is the link in the registration invitation not working?***

The link in the registration invitation is valid for 60 days from the day it has been sent.

If you have used the link and created your SAP Business Network account or logged in to an existing account, the link will no longer work. Once you have used the link to create the connection, you can always access your information by logging in at <http://supplier.ariba.com>

If the link has expired, please reach out to your local Ahlstrom contact so that we can send you a new link.

In case you are concerned by the qualification questionnaire, please note that the validity of the qualification questionnaire link is 30 days.

## ***My company already has an SAP Business network account (AN ID), can I use that account to register with Ahlstrom?***



If your company already has an SAP Business Network account (AN ID), you can choose to login with these credentials after using the link in our registration invitation. This will create the connection between our companies, and you will then be redirected to complete the Ahlstrom registration questionnaire.

We do not have the possibility to establish a connection with only your AN ID. You are still required to use the link in our invitation, create the connection through that and complete our Ahlstrom supplier registration questionnaire.



## ***My company already has an SAP Business network account (AN ID), can I provide you the AN ID and establish a connection in that way?***

Unfortunately, we can not currently establish a relationship by using the AN ID alone. Furthermore, as we are using SAP Ariba as a supplier management tool, we ask that you complete our onboarding which includes completing the registration, for some suppliers, qualification questionnaires. Please use the link in the registration invitation to access the supplier login page and use your existing credentials to login.

If you do not know the credentials to your company's existing account, please ask internally within your company. You can also always create a new account free of charge.

## *I am experiencing difficulties when trying to create a new account, what should I do?*

**Duplicate username:** You can access your existing account or create a new user account with a unique username by deselecting the *Use my email as my username* box under the Email field. Your username does not need to match your email address.

**Account already merged when registering with an existing account:** This occurs when you try to link your account to Ahlstrom with an account that is already existing on Ahlstrom's side of SAP Ariba. You can contact Ahlstrom to find the linked account and deactivate any duplicate account(s). Alternatively, you can create a new account.

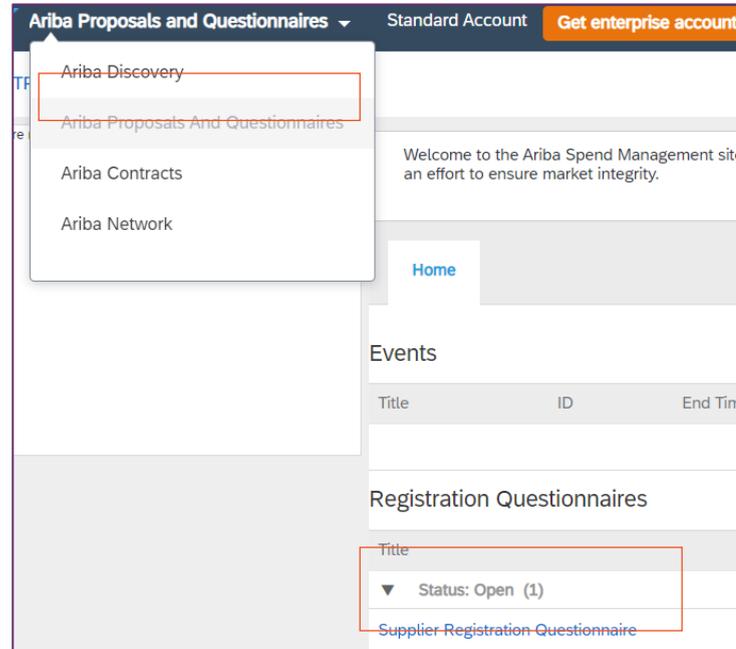
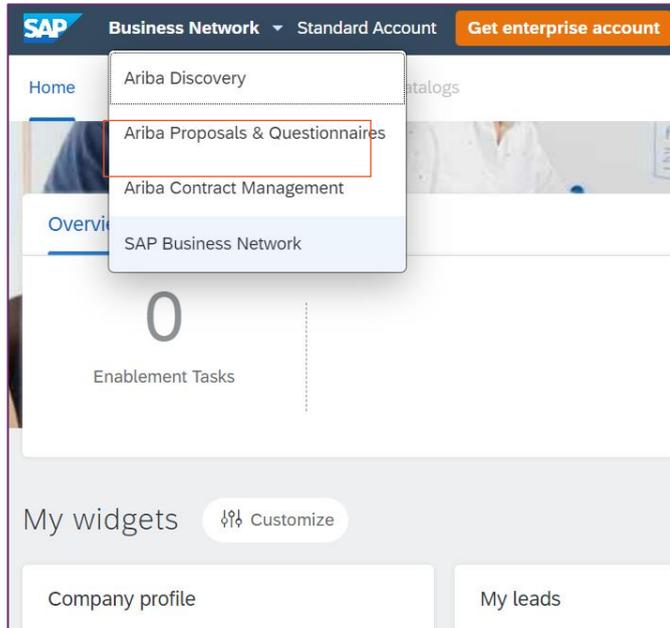
**Different username and password expected when registering with an existing account:** This occurs when you try to link your account to Ahlstrom with an account that is different from the accounts used by others in your own company. You can try to find the existing account by contacting your colleagues and/or Ahlstrom. Alternatively, you can create a new account.

# I received the invitation and used to link create an SAP Business Network account, am I now done with the registration?



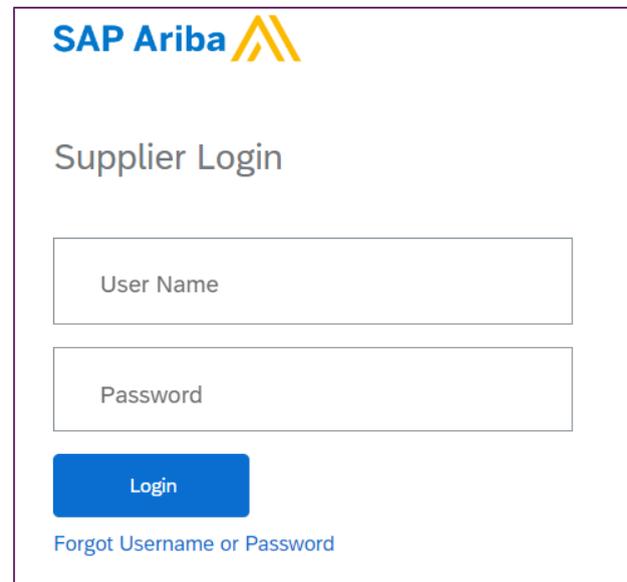
After using the link in the invitation and creating you SAP Business network account or logging into your existing account, you will still need to complete our registration and, for some suppliers, qualification questionnaires. If you are concerned by the qualification questionnaire you will first complete the registration and once it has been processed/approved, you will receive a new link for the qualification questionnaire.

If you are not redirected to our registration questionnaire after creating your account / logging in, you can always access the questionnaire from the Proposals & Questionnaires section of your SAP Ariba page.

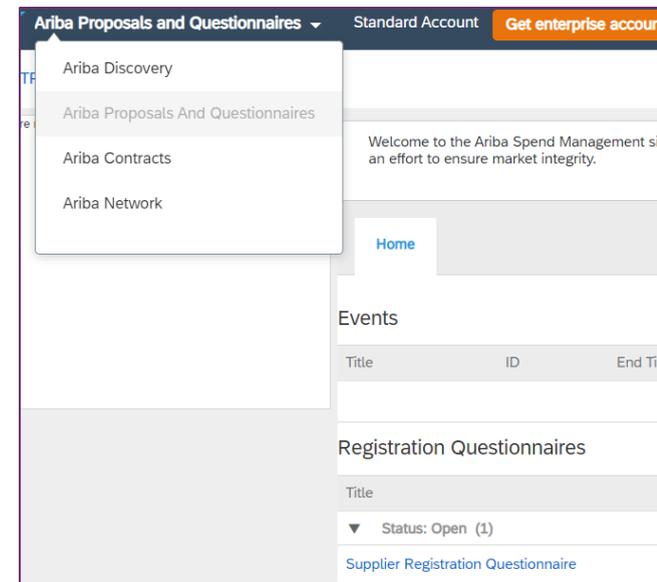


# *I used the link to register an SAP Business network account, but I am not able to access or finalize my registration as the link in the invitation does not work. What should I do?*

The link in the invitation only works once and if you have used it, you will no longer be able to access your account via the link. Instead, we ask that you go to <http://supplier.ariba.com> and login with your SAP Business Network credentials. You can then access the questionnaires from the Proposals and Questionnaire section.



The screenshot shows the SAP Ariba Supplier Login page. At the top left is the SAP Ariba logo. Below it, the text "Supplier Login" is centered. There are two input fields: "User Name" and "Password". Below the password field is a blue "Login" button. At the bottom, there is a link that says "Forgot Username or Password".



The screenshot shows the Ariba Proposals and Questionnaires page. At the top, there is a navigation bar with "Ariba Proposals and Questionnaires" (with a dropdown arrow), "Standard Account", and a "Get enterprise account" button. A dropdown menu is open, showing options: "Ariba Discovery", "Ariba Proposals And Questionnaires", "Ariba Contracts", and "Ariba Network". The main content area includes a welcome message: "Welcome to the Ariba Spend Management site. an effort to ensure market integrity." Below this is a "Home" button. There is an "Events" section with a table header: "Title", "ID", "End Time". Below that is a "Registration Questionnaires" section with a "Title" header and a dropdown menu showing "Status: Open (1)". A link "Supplier Registration Questionnaire" is visible at the bottom.

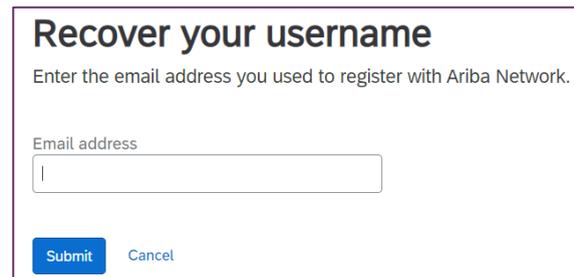
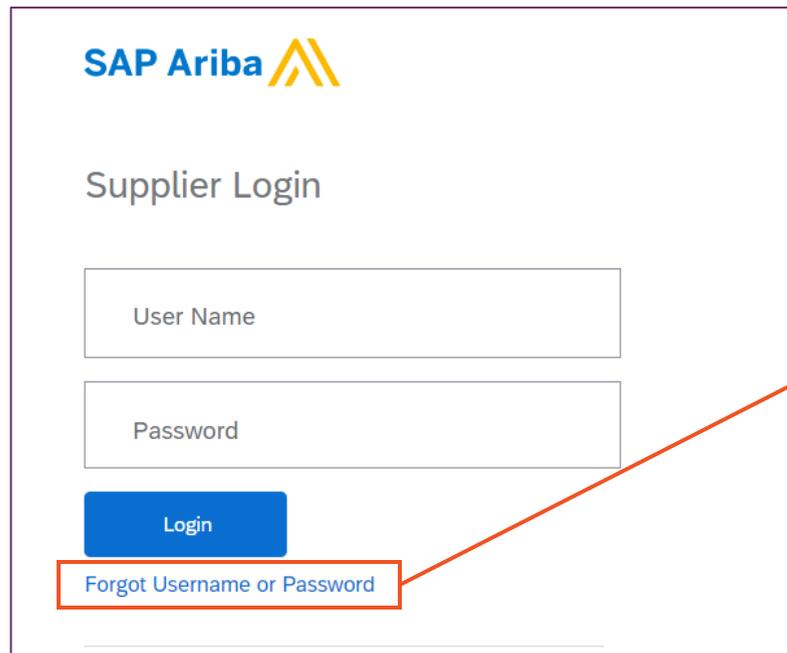
In case you have used the link but not yet created your SAP Business Network account, please reach out to your local Ahlstrom contact and we will send you a new link.



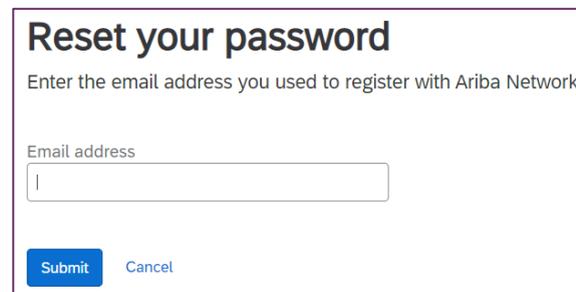
# I have forgotten my username / password, where can I get support?

If you have forgotten your username or your password, you can retrieve them by using SAP Ariba's "Forgot Username or Password" function.

Open the supplier login page at <http://supplier.ariba.com> and click on either "Username" or "Password".



*Please insert the e-mail address you used to register and click on Submit*



*Follow the instructions sent to your e-mail address.*

# I am experiencing issues logging into my SAP Business Network account, what should I do?



The recommended browser for SAP Ariba is Google Chrome. Please try using Google Chrome for logging into your account. Microsoft Edge and other browsers are also supported. For best experience, please update your Google Chrome or Microsoft Edge browser to version 94 or higher.

If you still experience issues, please try clearing your cookies and logging in again:

[Clearing cookies in Google Chrome](#)

[Clearing cookies in Microsoft Edge](#)

[Clearing cookies in Mozilla Firefox](#)

[Clearing cookies in Mobile Safari](#)

## BROWSER/PLUG-IN SUPPORT

### Supported Browsers

- Microsoft Edge 32-bit
- Chrome 54+ 64-bit
- Mozilla Firefox 49+ 64-bit
- Safari 9+ 64-bit
- Mozilla Firefox 17+
- Safari 5
- Mobile Safari on iPad (iOS 6 or above)
- Microsoft Edge Chromium 79+ 32-bit and 64-bit

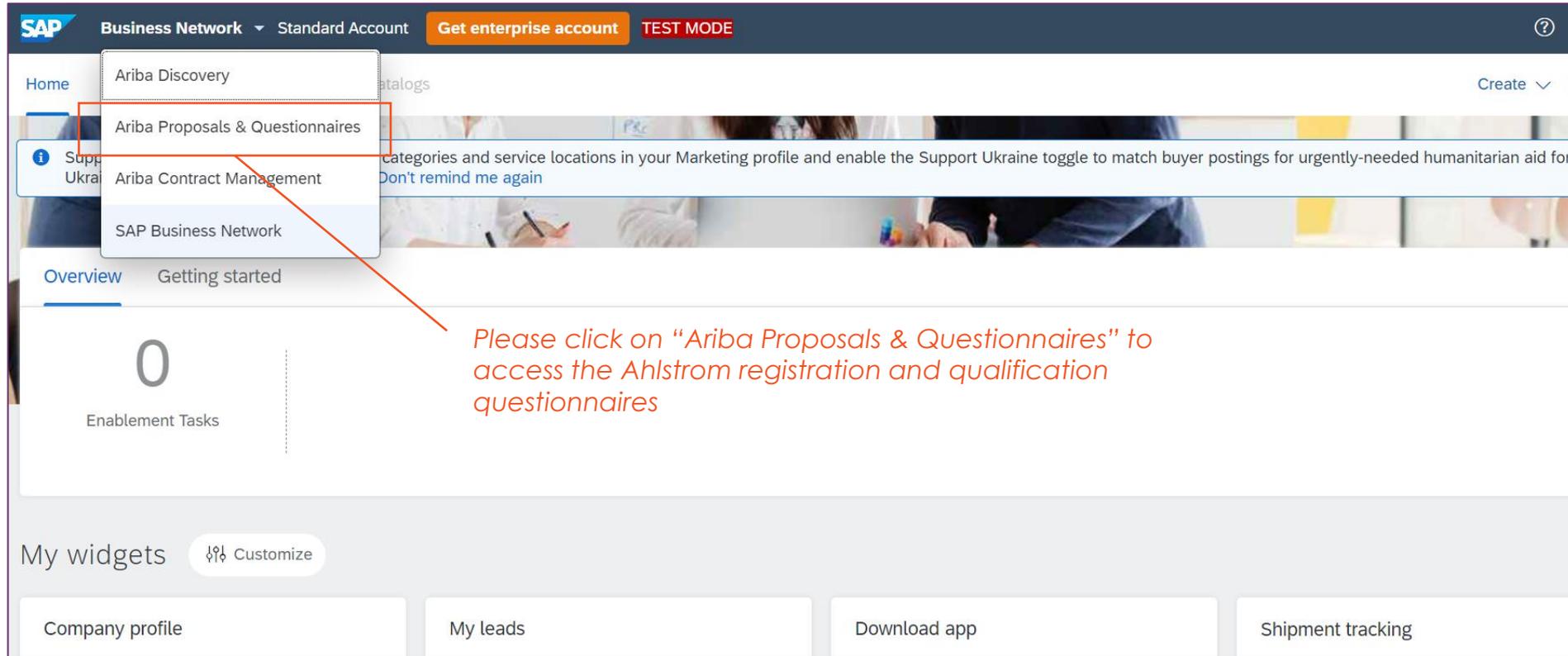
*Please note that Microsoft Internet Explorer is no longer supported as it has been replaced by Microsoft Edge.*

*If after clearing cookies you still cannot login into your account, please contact support or you local Ahlstrom contact.*



# I have logged into my account, where can I find the Ahlstrom questionnaires that I need to complete?

Ahlstrom's registration and qualification questionnaires can be found from the Proposals and Questionnaires section.

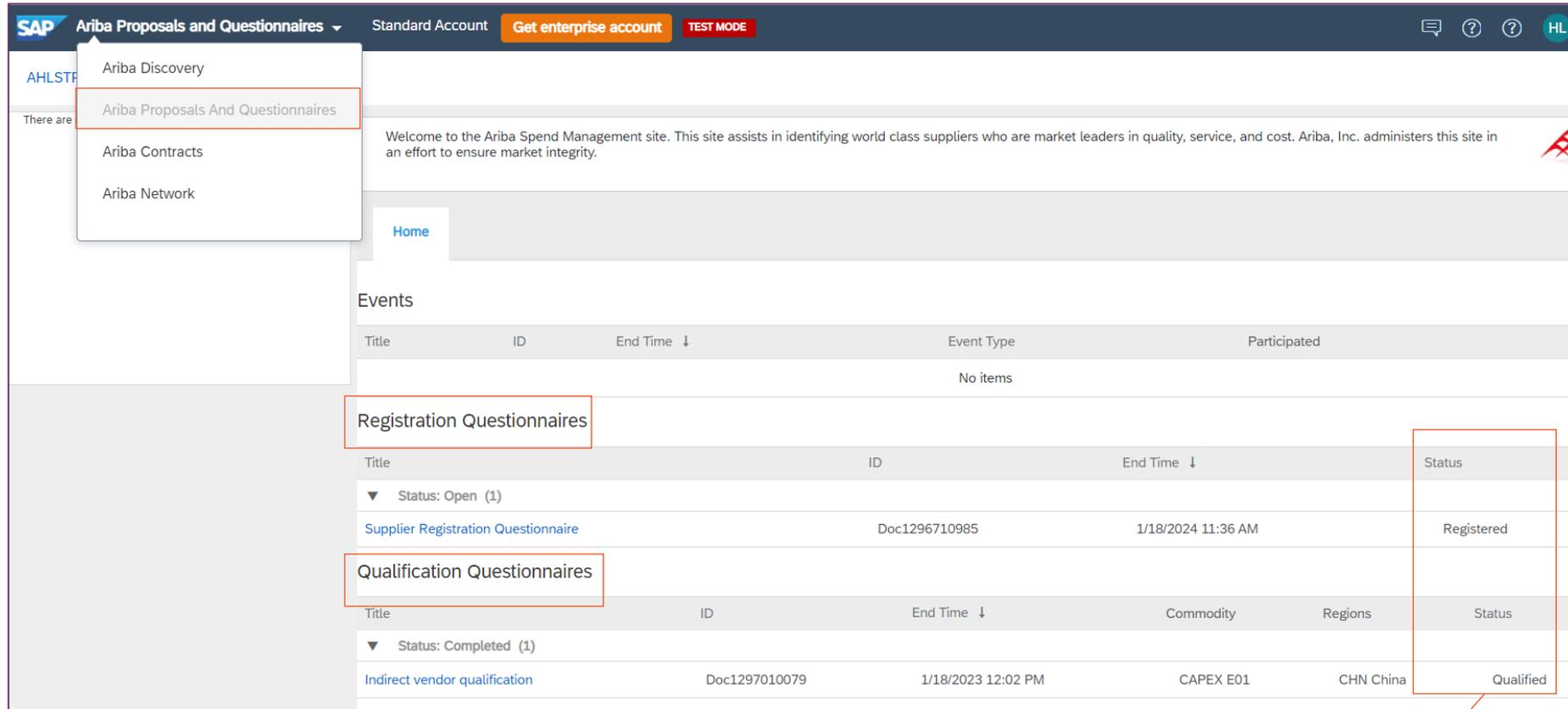


The screenshot shows the SAP Business Network user interface. At the top, there is a navigation bar with 'SAP Business Network', 'Standard Account', 'Get enterprise account', and 'TEST MODE'. Below this is a main navigation menu with 'Home' and 'Create' options. A dropdown menu is open, showing 'Ariba Discovery', 'Ariba Proposals & Questionnaires' (highlighted with a red box), 'Ariba Contract Management', and 'SAP Business Network'. Below the navigation menu, there is a section for 'Enabling Tasks' with a large '0' and the text 'Enabling Tasks'. At the bottom, there is a 'My widgets' section with a 'Customize' button and four widget cards: 'Company profile', 'My leads', 'Download app', and 'Shipment tracking'. A red arrow points from the highlighted menu item to a text box.

*Please click on "Ariba Proposals & Questionnaires" to access the Ahlstrom registration and qualification questionnaires*

# Where is the list of all questionnaires?

Ahlstrom's registration and qualification questionnaires can be found from the Proposals and Questionnaires section.



The screenshot shows the SAP Ariba Proposals and Questionnaires interface. A navigation menu on the left includes 'Ariba Discovery', 'Ariba Proposals And Questionnaires' (highlighted), 'Ariba Contracts', and 'Ariba Network'. The main content area displays a welcome message and two tables:

**Registration Questionnaires**

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
<a href="#">Supplier Registration Questionnaire</a>	Doc1296710985	1/18/2024 11:36 AM	Registered

**Qualification Questionnaires**

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (1)					
<a href="#">Indirect vendor qualification</a>	Doc1297010079	1/18/2023 12:02 PM	CAPEX E01	CHN China	Qualified

You can see the current status of the questionnaires here



## *I am not able to edit the questionnaire, what should I do?*

The Supplier Registration questionnaire is active for 60 days from the time the invitation was sent. If the questionnaire has expired, please reach out to your local Ahlstrom contact to have the questionnaire validity time extended. The qualification questionnaires are active for 30 days.

You can see the time remaining at the top of the questionnaire page.

Doc1315390801 - Supplier Registration Questionnaire

 Time remaining  
58 days 23:18:52

*Time remaining to answer questionnaire  
can be seen by opening the questionnaire*

## ***Can I change the language of the questionnaires?***

The questionnaires' language is dependent on the language settings of your browser. Please change your browser settings if you want to display the questionnaires in another language. After you have changed your settings, you will need to log out from your Ariba account, possibly clear your cookies, and then log back in again.

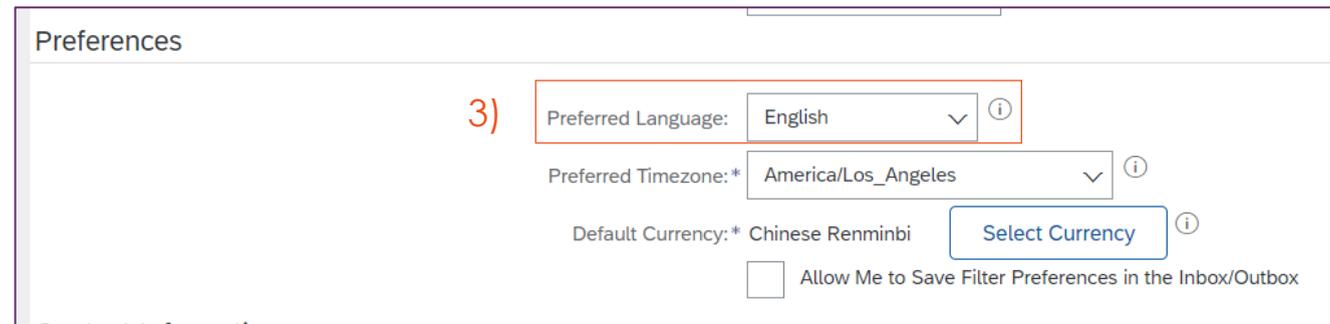
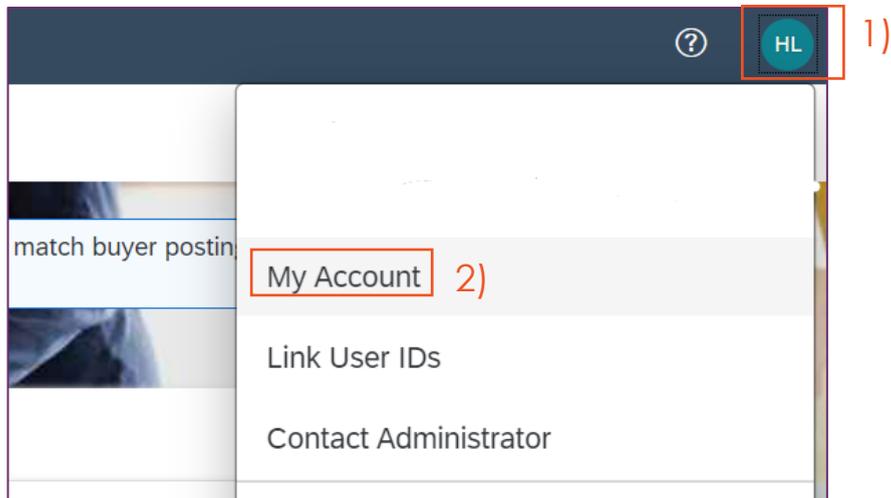
[Instructions for changing your language settings in Google Chrome](#) (Language can be changed on bottom of page)

[Instructions for changing your language settings in Microsoft Edge](#)

The questionnaires are currently available in the following languages: *Portuguese (Brazil), Chinese, English, Finnish, French, German, Italian, Korean, Spanish, and Swedish.*

## How do I change the SAP Ariba system language?

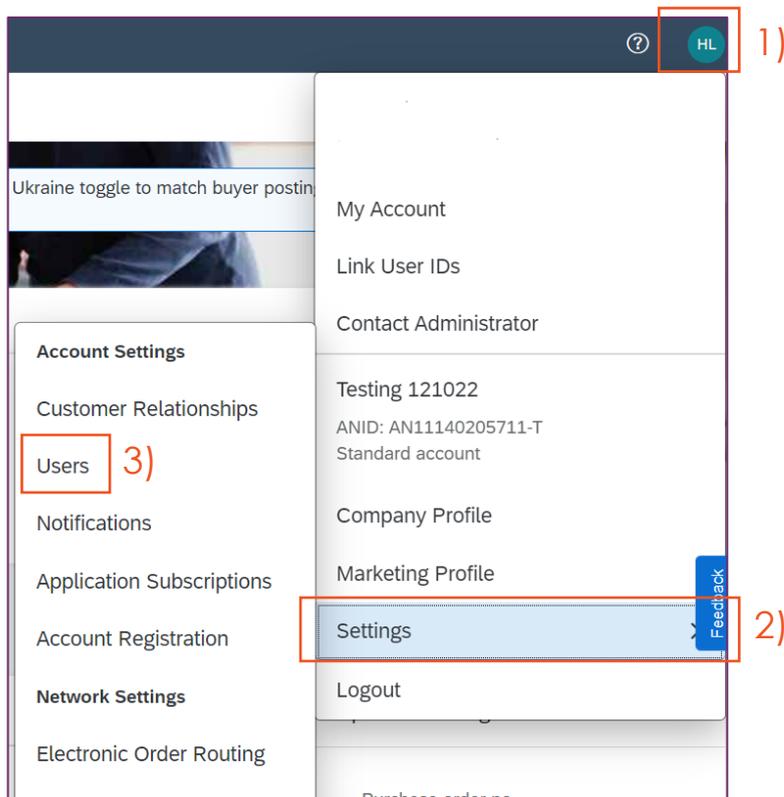
Your SAP Ariba system language settings can be changed by accessing your settings from the 1) icon with your initials, at the top right-hand corner of your dashboard. Select 2) My Account and changed your 3) Preferred Language



# Can I give other people in my organization access to this SAP Business Network account?

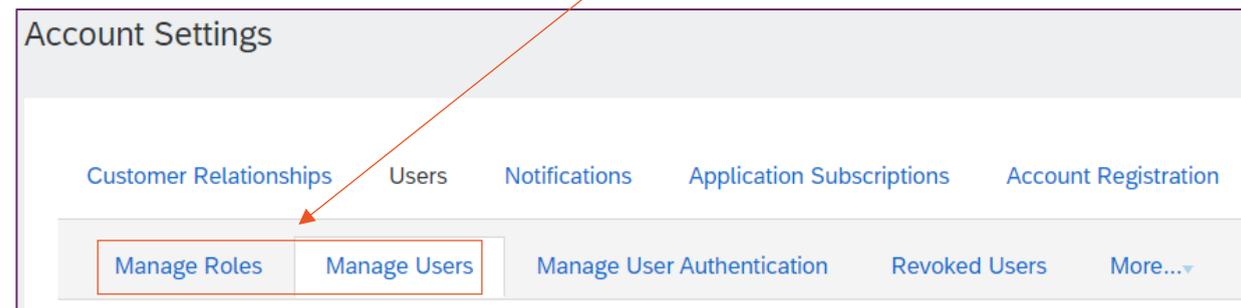
There can be 1 account administrator per SAP Business Network account, but access can be given to multiple users by the account administrator. Users will have their own username and password for the account.

Please login to your account and click on the 1) initials icon and select 2) *Settings* → 3) *Users*.



You can create new users by selecting *Manage Users*.

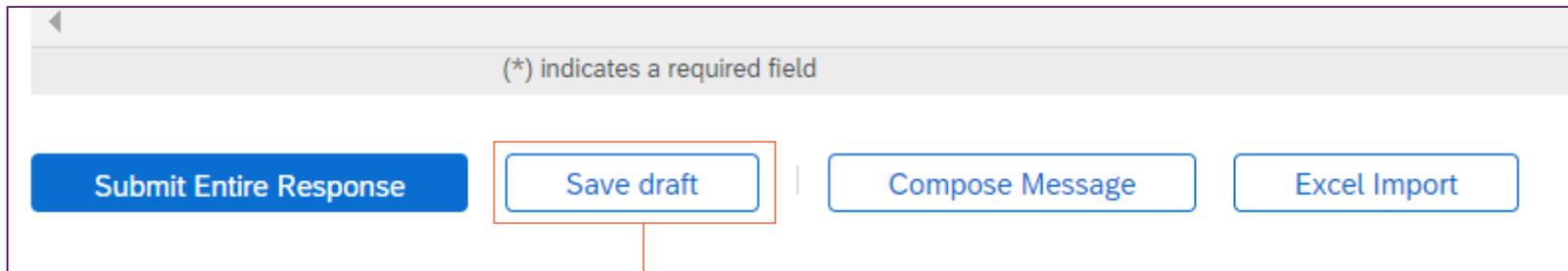
From the *Manage Roles* section you can also assign roles to all Users.



## *I must pause the registration process; can I save my answers and continue later?*

If you need to pause completing a questionnaire, you can always save the draft and come back to it at a later time.

You will find the *Save draft* button at the bottom of the page, below the questionnaire.



*Click here to save a draft that you can access later*

# My company is unable to accept Ahlstrom's Supplier Code of Conduct, what should I do?

If your company for some reason is unable to accept Ahlstrom's Supplier Code of Conduct, you will be required to provide an explanation for why you can not accept our document and attach other evidence of compliance. Your evidence, such as your company's own Code of Conduct, will be evaluated by our trade compliance team. This will delay the onboarding process slightly.

1.4 Ahlstrom Supplier Code of Conduct in ENGLISH  <a href="#">References</a> 	
1.14 Do you accept the Ahlstrom Supplier Code of Conduct? Please review the code of business conduct attached above, review, sign and attach the document back in the next question.	* <input type="text" value="No"/>  <span>Optional attachment</span>
1.16 Please state why you are not willing to accept Ahlstrom Supplier Code of Conduct 	* <input type="text"/> 
1.17 Please attach your company's documentation as evidence to support the compliance to Ahlstrom policies (please open the info box for additional details) 	* <input type="button" value="Attach a file"/> 

*Please click here for more information on the requirements*

*Mandatory attachment such as your own code of conduct*

Please attach your own Code of Conduct or other evidence of your company's policies which will confirm the requirements set forth in Ahlstrom Supplier Code of Conduct. Your attachments should preferably have a reference/mention following requirements for compliance:

- Compliance with national and international laws and regulations
- Human Rights, no child labour, No forced or compulsory labour, wages & benefits according the law, freedom of association, right to collective bargaining, Fair & equal treatment
- Commitment to occupational health & safety
- Corruption
- Compliance with environmental requirements
- Compliance with applicable laws & regulations
- Responsibly sourced raw materials or other goods
- Accept customer audits & disclosure of all potential sources of primary origins

*Please note that you are not allowed to modify or revise Ahlstrom's Supplier Code of Conduct, you must provide your own evidence.*



## Where can I find more instructions for each question in the questionnaires?

The registration questionnaire includes an Onboarding Guide that you can download and use as a supporting material while answering the questions.

▼ 1 Supplier code of conduct & registration instructions	
1.1 Please use the instructions in the document which will act as a guide to fill in this Ahlstrom questionnaire. <a href="#">Supplier guide.pdf</a>  <a href="#">Ahlstrom Registration Questionnaire Step-by-Step</a>	
1.2 Please select a language in which you want to review the Ahlstrom Supplier Code of Conduct	* Unspecified 
1.14 Do you accept the Ahlstrom Supplier Code of Conduct? Please review the code of business conduct attached above, review, sign and attach the document back in the next question.	* No 

Download Onboarding Guide here

# What do I need to complete the bank information?

Please use section 3 *Bank information* to add your bank information. You will be required to answer all the questions.

3 Bank Information	<a href="#">Add Bank Information (1)</a> <span style="color: red;">Please click here to add Bank information</span>
4 Preferred payment method (pls specify if you wish the payment to be made via cheque, wire/ACH transfer etc)	<input type="text"/>

A detailed bank key instruction guide can be downloaded at the bottom of the Bank Information section :

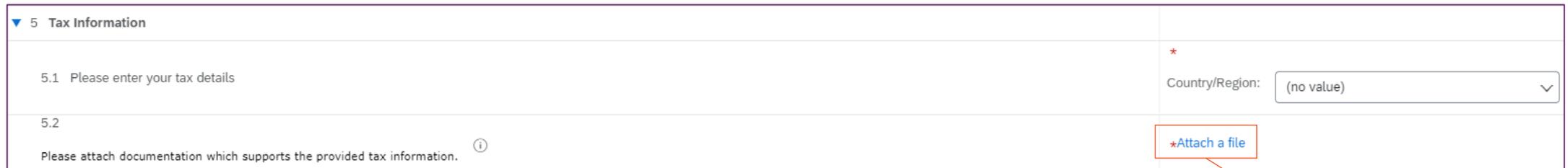
Please attach a bank certificate for the indicated bank account This document should be signed/stamped by your bank & confirm the bank details you have entered to Ahlstrom registration questionnaire (e.g. IBAN number, BIC, address, bank name)	<span>ⓘ</span> <a href="#">*Attach a file</a>
Please use the instructions in the document which will act as a guide to fill in the banking information.	<a href="#">References</a> <span>▼</span>

*Banking information instruction can be downloaded here. Contains detailed instructions for Bank Key field*



# What tax ID documentation is required for the registration?

In section *5 Tax Information*, where we are asking for your tax number(s), you will also be required to attach documentation that supports the information you have provided.



5 Tax Information

5.1 Please enter your tax details

Country/Region: (no value) ▾

5.2

Please attach documentation which supports the provided tax information. ⓘ

\*Attach a file

Attach documentation supporting your tax number(s)

The type of document can vary from country to country, but your company's registration certificate typically contains your tax information in relation to your company name and address.

Some examples of document below:

France: KBIS or Attestation Fiscale

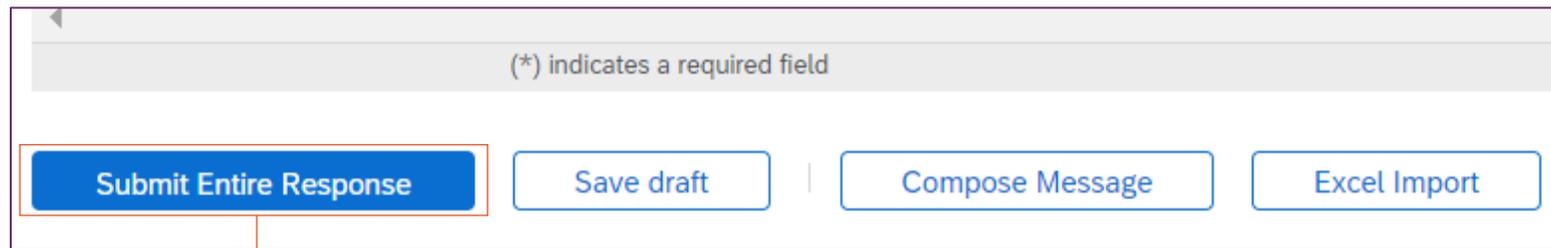
United States of America: W-9

Italy: Chamber of commerce company registration



## I have completed the questionnaire; how can I make sure it has been sent for Ahlstrom's review?

Please remember to use the Submit Entire Response button at the bottom of the questionnaire. This will send the questionnaire for our review.



*Click here to send your questionnaire for our review.*

Once you have submitted your questionnaire you will see the following message at the top of the page:



You can also see the status of the questionnaire from the Proposals and Questionnaires page.

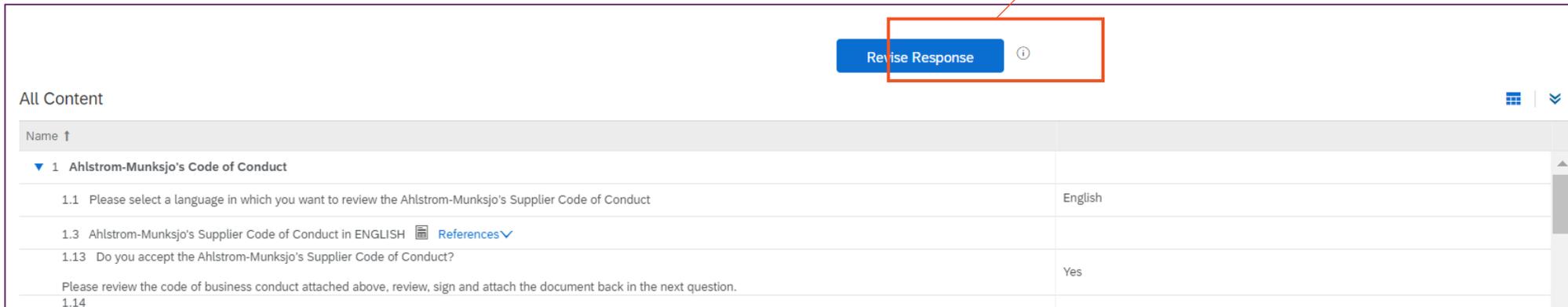
Registration Questionnaires			
Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Supplier Registration Questionnaire	Doc1315390801	4/2/2023 1:27 PM	Invited



## *I have received a message saying that I need to revise my response. What does this mean and how do I do it?*

As part of our review process, we might send the registration questionnaire back to you for revision. You will receive an e-mail notifying you that you need to provide additional information. You can follow the link in the e-mail or login at <http://supplier.ariba.com> in order to revise your response. Please refer to [this guide](#) which details the steps on how to revise your response.

*Use the revise response button in order to edit the questionnaire*



All Content	
Name ↑	
▼ 1 Ahlstrom-Munksjo's Code of Conduct	
1.1 Please select a language in which you want to review the Ahlstrom-Munksjo's Supplier Code of Conduct	English
1.3 Ahlstrom-Munksjo's Supplier Code of Conduct in ENGLISH  <a href="#">References</a> ▼	
1.13 Do you accept the Ahlstrom-Munksjo's Supplier Code of Conduct?	Yes
Please review the code of business conduct attached above, review, sign and attach the document back in the next question.	
1.14	

The most common reasons for needing to modify your questionnaire are related to attachments such as the Bank certificate or Tax document. By using the **Revise response** button, you can upload new attachments.



## *I have already completed the registration questionnaire, why I am required to complete another questionnaire?*

If you have received an invitation to complete the Qualification questionnaire, this means that your Goods or Services Category is concerned by the Qualification questionnaire. You need to complete this Qualification questionnaire and submit it for us to successfully integrate your company in our systems.

The standard qualification questionnaire only consists of a few questions and you have the opportunity to upload ISO certificates. If you are a contractor that will enter any of Ahlstrom's premises, you will also have to answer health and safety questions. The questions in the questionnaire will depend on what category you are supplying.

You can access the qualification questionnaire by either 1) following the link in the qualification invitation e-mail or by 2) logging in at <http://supplier.ariba.com> and accessing the questionnaire through the [Proposals and Questionnaires section](#).

## *Can I update the information in the registration questionnaire?*

Once your registration questionnaire has been reviewed and approved, you can update it at any point in time. If your company wants to add new banking information or update your address, you can easily do it by accessing the registration questionnaire via <http://supplier.ariba.com> through the [Proposals and Questionnaires](#) section and revising your response.

If you update your information, we will receive a notification of this and we will review the changes you have made. In case you are concerned by the qualification questionnaire this will not trigger a new qualification provided you have completed the initial qualification.

## *I see a security warning error message, what should I do?*

If you receive the following message after logging in at <http://supplier.ariba.com>,

*“Ariba had to terminate your current session for security reasons because we have identified a discrepancy in your current IP address from the IP address used in previous requests. Please return to the Ariba Login page and log in again to reset your session credentials.”*

Please start by clearing your history and cookies and attempt to login again. You can also try to use another browser for logging in. If you are connected to a VPN network, please turn off the VPN as this might interfere with the login.

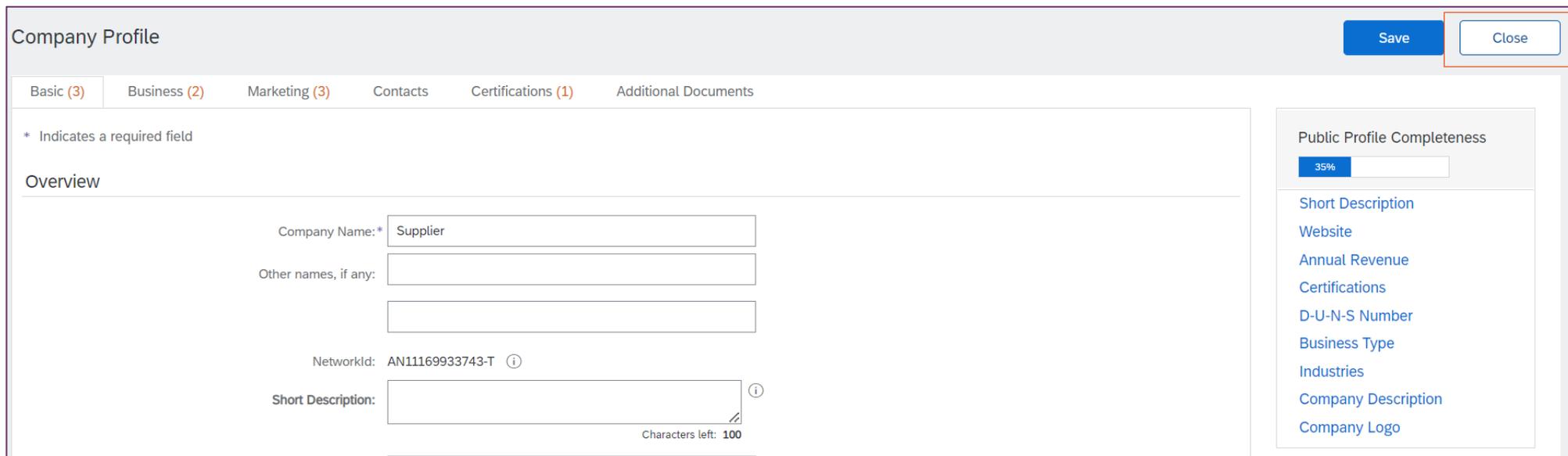
Please refer to this [SAP Ariba help page](#) for more support.

# I am receiving an Ariba Network error (ANERR), how can I resolve this?

Please refer directly to this [SAP Ariba help page](#) for more information on Ariba Network Errors

# I am experiencing issues with “Company logo” and/or D-U-N-S when registering, what should I do?

The Ahlstrom registration questionnaire does not ask for your company logo. If you are facing issues with this, it is related to the creation of your SAP Business network account profile. The same applies to D-U-N-S number, even though we do have it as an optional field in our questionnaire as well. You can leave this page and go directly to the Proposals and Questionnaires section instead. You can always complete your SAP Business network profile later.



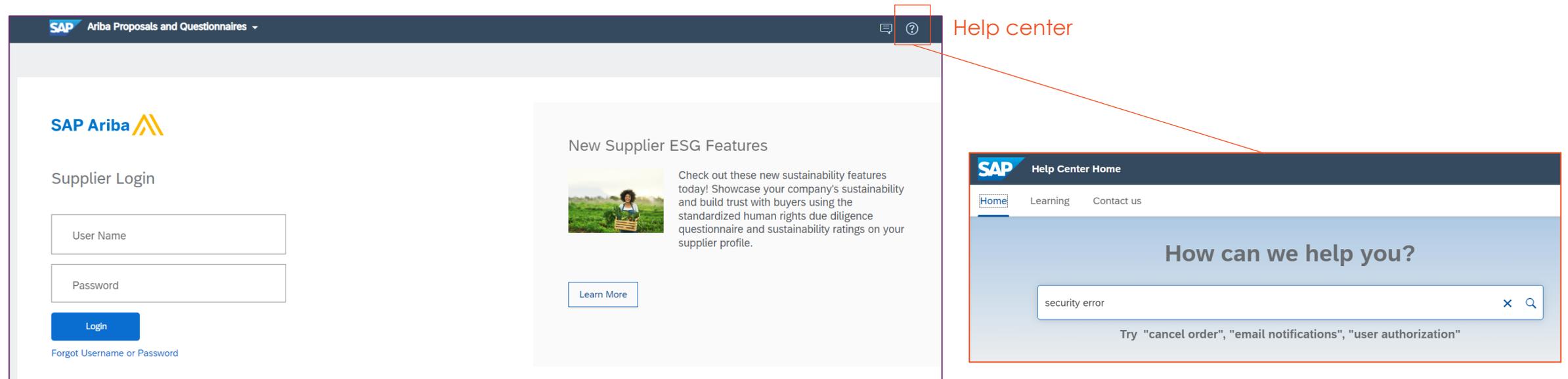
Click here to close the company profile if you wish to go directly to the Ahlstrom registration questionnaire

Click [here](#) for instruction on how to navigate to the Proposals and Questionnaires section



# I can not find the answer to my question in this FAQ, what should I do?

SAP Ariba provides a Help center for supplier. You can access it from the supplier login page (<http://supplier.ariba.com>)



The image shows two screenshots from the SAP Ariba supplier interface. The left screenshot is the 'Supplier Login' page, featuring a 'User Name' and 'Password' input field, a 'Login' button, and a 'Forgot Username or Password' link. A 'Help center' icon (a question mark in a circle) is highlighted in the top right corner of the page header. An orange arrow points from this icon to the right screenshot. The right screenshot is the 'Help Center Home' page, which has a search bar with the text 'security error' and a magnifying glass icon. Below the search bar, there are suggestions: 'Try "cancel order", "email notifications", "user authorization"'. The 'Home' link in the top navigation is highlighted with a blue box.

*Please use the search bar to troubleshoot the issue you are facing*

You can also access the supplier Help center from [this link](#) or contact your local Ahlstrom contact who will be able to guide you through the process.

