How to update / revise your response

A GUIDE FOR SUPPLIERS WHO NEED TO EDIT THEIR REGISTRATION INFORMATION

AHLSTROM MUNKSJÖ

Introduction

As part of the Ahlstrom onboarding process, suppliers are required to fulfil our registration and qualification questionnaires through SAP Ariba and submit them for our review and approval.

In some cases suppliers might need to revise their response if we have found that the registration or qualification answers are missing information or the required attachments.

In these cases, we will send the questionnaire back to the supplier and they will get an e-mail informing them of this. They will then have the possibility to follow the link in the e-mail or to access the questionnaire by entering **supplier.ariba.com** in their browser and logging in with the Ariba credentials they have created after receiving our initial invitation.

The most common cases are that the bank certificate is missing a signature or a stamp. We also require our suppliers to attached our full Supplier Code of Conduct with signature. Attaching only the last page is not accepted, nor are any changes made to our Supplier Code of Conduct.

Our suppliers can always update their answers in the questionnaires and the process is the same as when revising the response on our request. If updates are made, they will also go through our internal approval processes. Typical cases include bank account updates.

Accessing the questionnaires

Suppliers can access their questionnaires either via a) the link in the e-mail or b) via **supplier.ariba.com** at any time.

Revising the response / Updating information

Once the link in the e-mail has been followed, suppliers are redirected to the questionnaires. If the Ariba account is accessed via the login page, the questionnaires can be found under "Proposals & Questionnaires".

Revising the response / Updating information

Suppliers can open the questionnaire by selecting it from the list. Once the questionnaire is open, modifications can be made by first selecting "Revise Response", which is available if status of the questionnaire is either *Pending Resubmission* or *Registered*. Attachments can be deleted, and new attachments can be added.
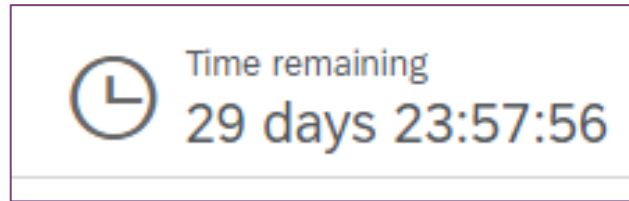

Once all changes have been made it is important to select *Submit Entire Response.*

Special case: Questionnaire has become inactive

The questionnaires are active only for a certain number of days from the time they have been sent out. (60 days for registration, 30 days for qualification)

Time remaining
29 days 23:57:56

If suppliers find that their questionnaires have become inactive, they should contact their contact at Ahlstrom, who can relay the information to the Ariba team. The questionnaire can then be re-activated.

Common requests for additional information

- Bank certificate not stamped or signed by bank

Supplier needs to delete the old attachment and add a new one containing signature or stamp from bank.

- Bank key incorrect

Supplier should refer to the instructions in the bank details section and insert the bank key accordingly. This is crucial for the integration to work, and the supplier being created in our ERP system.

- Supplier Code of Conduct inconformity

Supplier needs to delete old attachment and upload <u>signed</u> Supplier Code of Conduct in its <u>entirety.</u>