Supplier Guide-
All you need to know about bidding through Synergy's Ariba e-Procurement System

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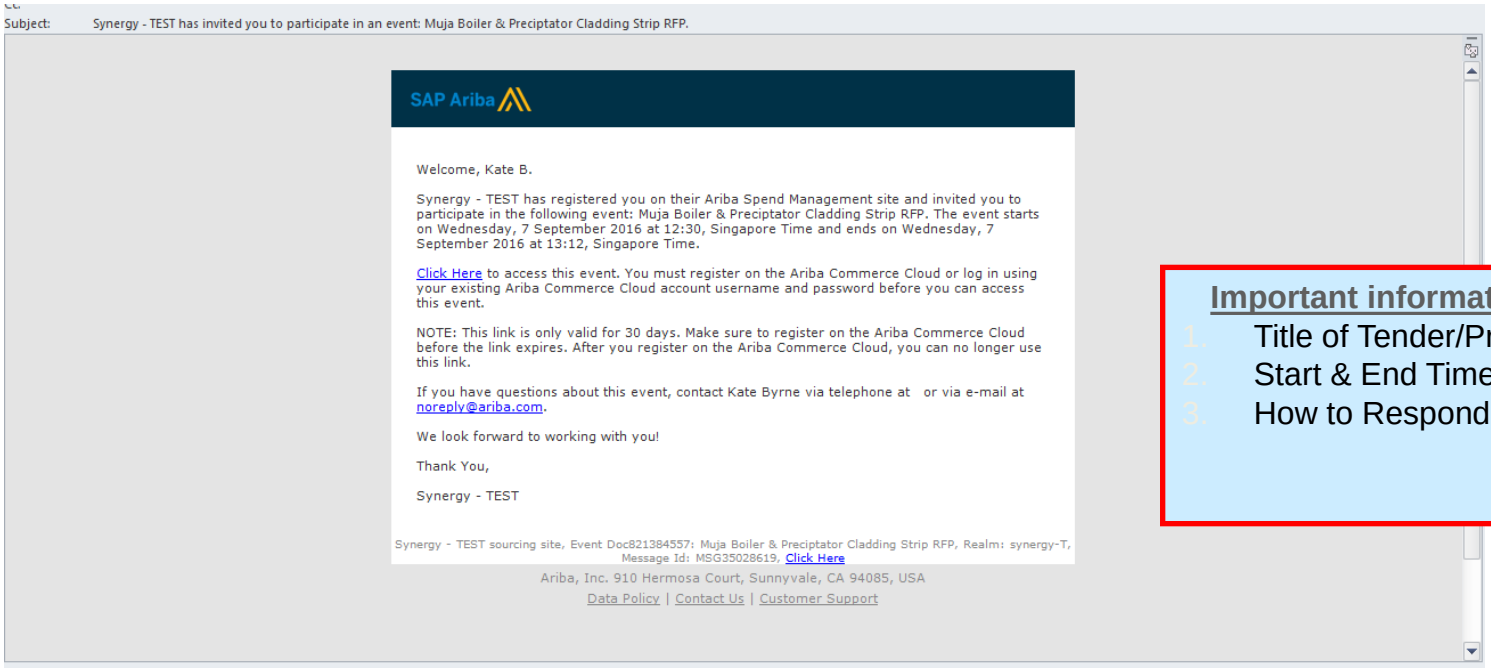
New User Invitation Email

What It Looks Like



Important information to note

1. Title of Tender/Proposal
2. Start & End Times
3. How to Respond

Note: Make sure you access the Ariba Login page by clicking the 'Click Here' link in the event invitation email you received

About Ariba and Ariba Commerce Cloud

What is the Ariba Commerce Cloud?

Ariba is a business commerce network that allows buyers to store contracts; submit and evaluate tenders; and for suppliers to complete the Synergy accreditation pack online. It is a worldwide company that is part of the SAP Company, with over 1,300 buyers and 700,000 sellers using and transacting worldwide.

As a respondent to a Synergy tender, you will be asked to register for the Ariba Commerce Cloud, to be able to submit your tender response via Ariba.

The Ariba Commerce Cloud is a website that allows you to submit your tender responses online. You will have one login and one account that will allow you to submit tenders online with all of your customers transacting through Ariba.

If you already have an Ariba Commerce Cloud, Ariba Network or Ariba Discovery account, you can link your sourcing events to your existing Ariba user ID.

Ariba Commerce Cloud Profiles

Sellers now have a single company profile in the Ariba Commerce Cloud, shared across all Ariba On-Demand solutions and visible to all their potential and existing buyer relationships. Ariba Commerce Cloud profiles include company account and configuration settings, company profile information, and user information. Ariba Commerce Cloud profiles allow you to maintain a single company profile, from one account, for all your customer relationships.

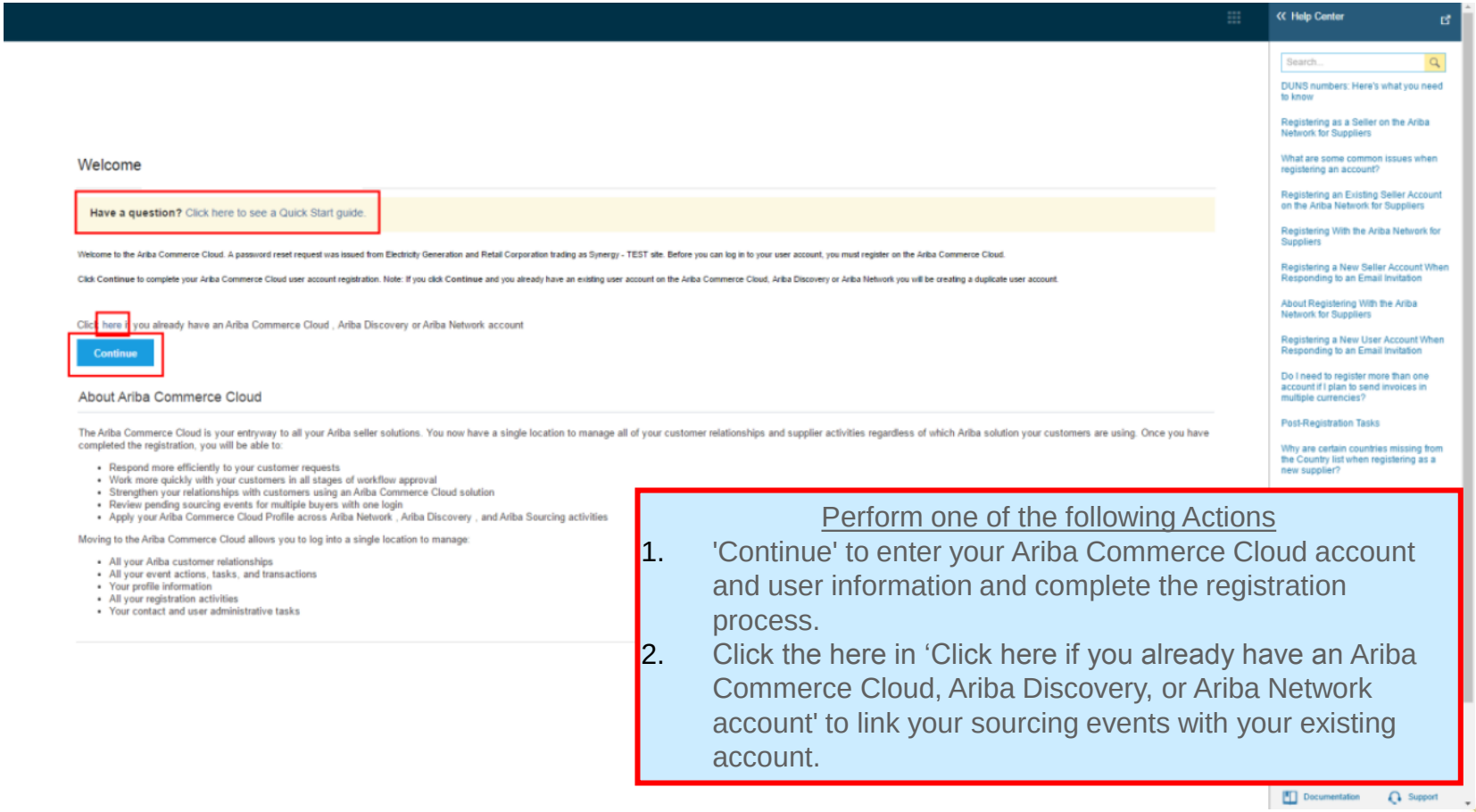
Registering on the Ariba Commerce Cloud

How to register: please see the information on slides 5 & 6 for instructions on how to register for the Ariba Commerce Cloud

How to Access Sourcing Events the First Time You Receive an Email Invitation

After clicking the link in the event email invitation, Ariba displays the welcome to Ariba Commerce Cloud page as below.

What It Looks Like



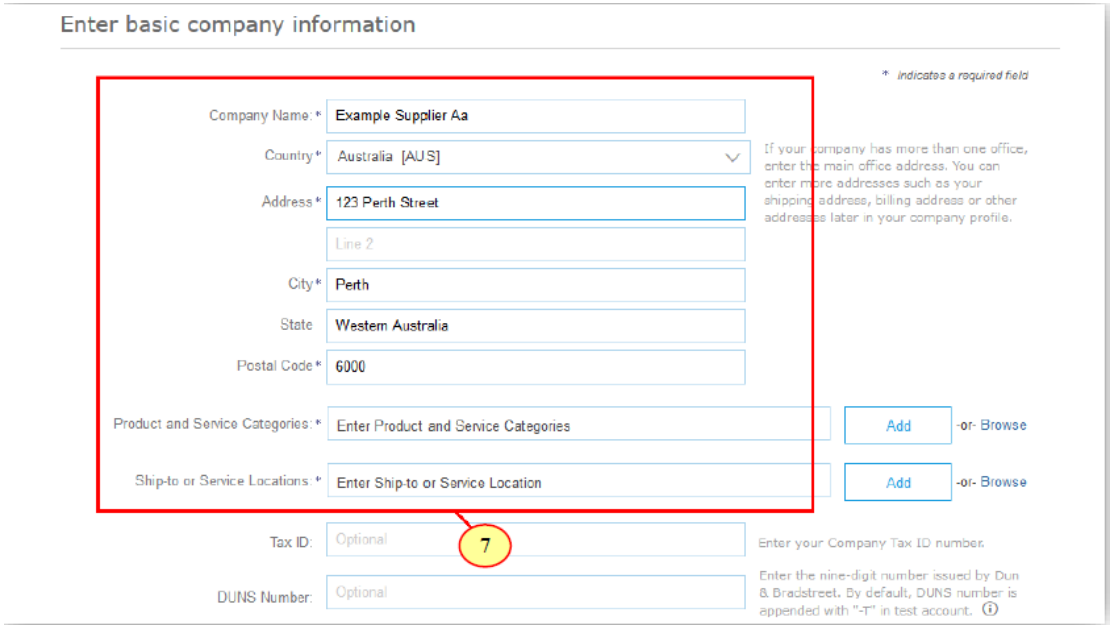
Perform one of the following Actions

1. 'Continue' to enter your Ariba Commerce Cloud account and user information and complete the registration process.
2. Click the here in ‘Click here if you already have an Ariba Commerce Cloud, Ariba Discovery, or Ariba Network account' to link your sourcing events with your existing account.

Complete Registration (First Time User Only)

After clicking **Continue**, the Ariba Commerce Cloud Registration Page will be displayed:

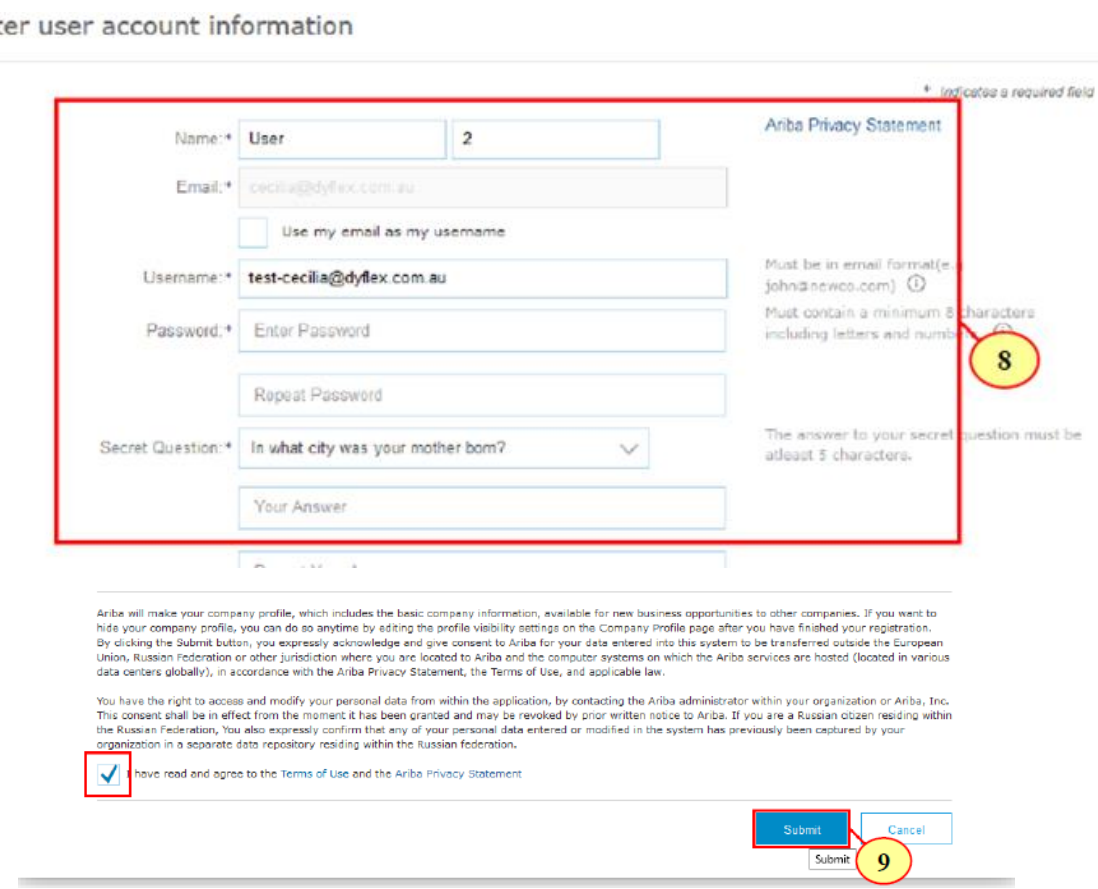
What It Looks Like



What It Means

- Enter your basic company information and your user account information. Keep the following in mind:
  - The Products and Service Categories fields are required to be filled in, in order to complete registration. However, you can change these values at any time in your Company Profile.
  - Note: If you cannot find the commodity that best represents your business please select the next best alternative.
  - The Tax ID and Dun and Bradstreet Number (DUNS) fields are optional and can also be updated at any time in your Company Profile.
  - If you require further explanations on specific fields consult the relevant information icons

Registering a User



What It Means

- Enter your desired user account details.
- **Note**: The **Username** field must be in email format
- The person whose name is entered in the user account information section becomes the account administrator automatically. Account administrators can transfer the Administrator role to another user later.
- Read the Terms of Use and Privacy Statement and click the check box if you agree to the terms.
- Click Submit.
- If you require further explanations on specific fields consult the relevant information icons

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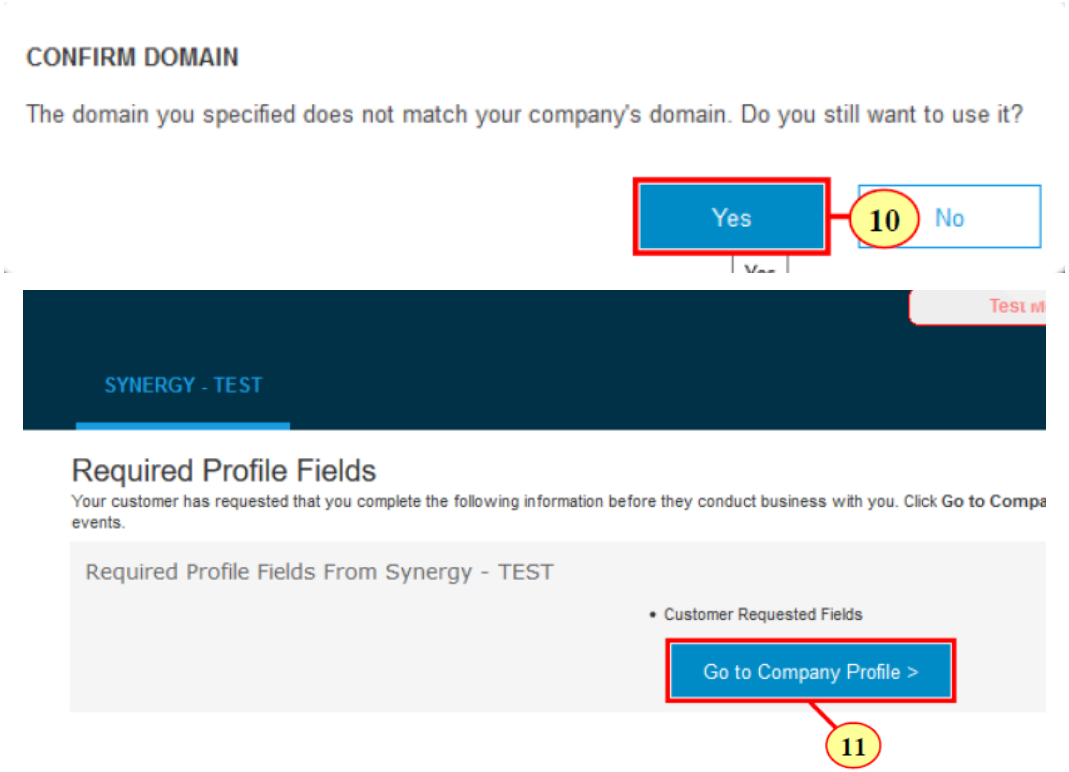
Completing Registration

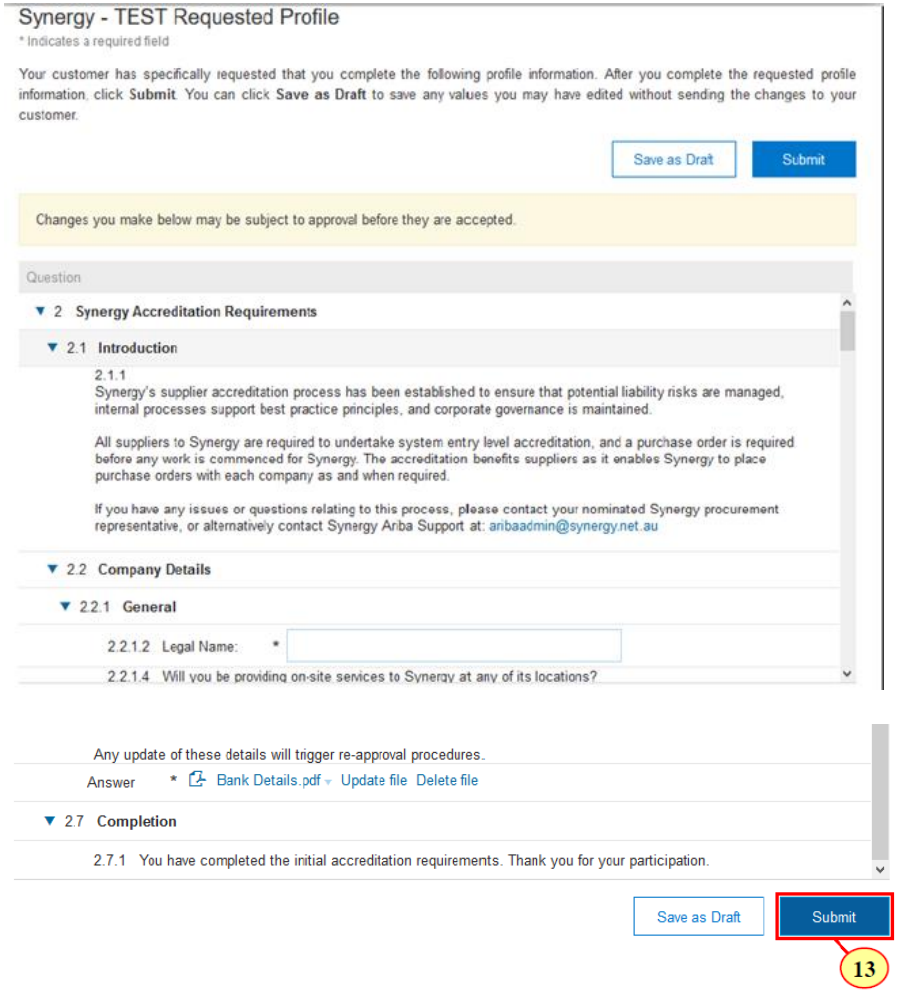


What It Means

- You may receive the **Confirm Domain** prompt if your email address does not match your business name. Click on the **Yes** button to proceed.
- Then click on **Go to Company Profile**

- **Tip**: Use the **down arrow** button to collapse a section once you have finished those questions.

Synergy Accreditation Requirements



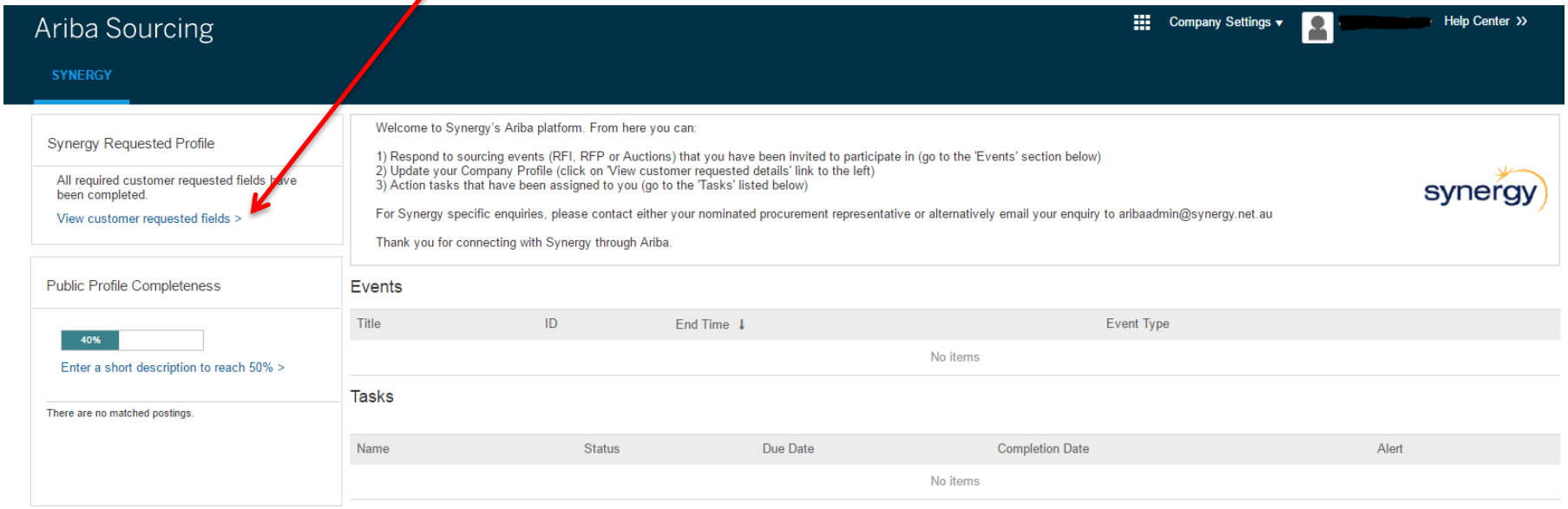
What It Means

- The **Synergy Requested Profile** input screen is displayed. Please answer the questions provided. Be sure to **Save as Draft** if you are leaving your computer for an extended period to ensure you do not lose information
- Once you have completed the initial accreditation requirements, click on **Submit**
- If you have missed any information you will receive an error message advising what you have missed.

Updating your Synergy Accreditation Requirements

What It Means

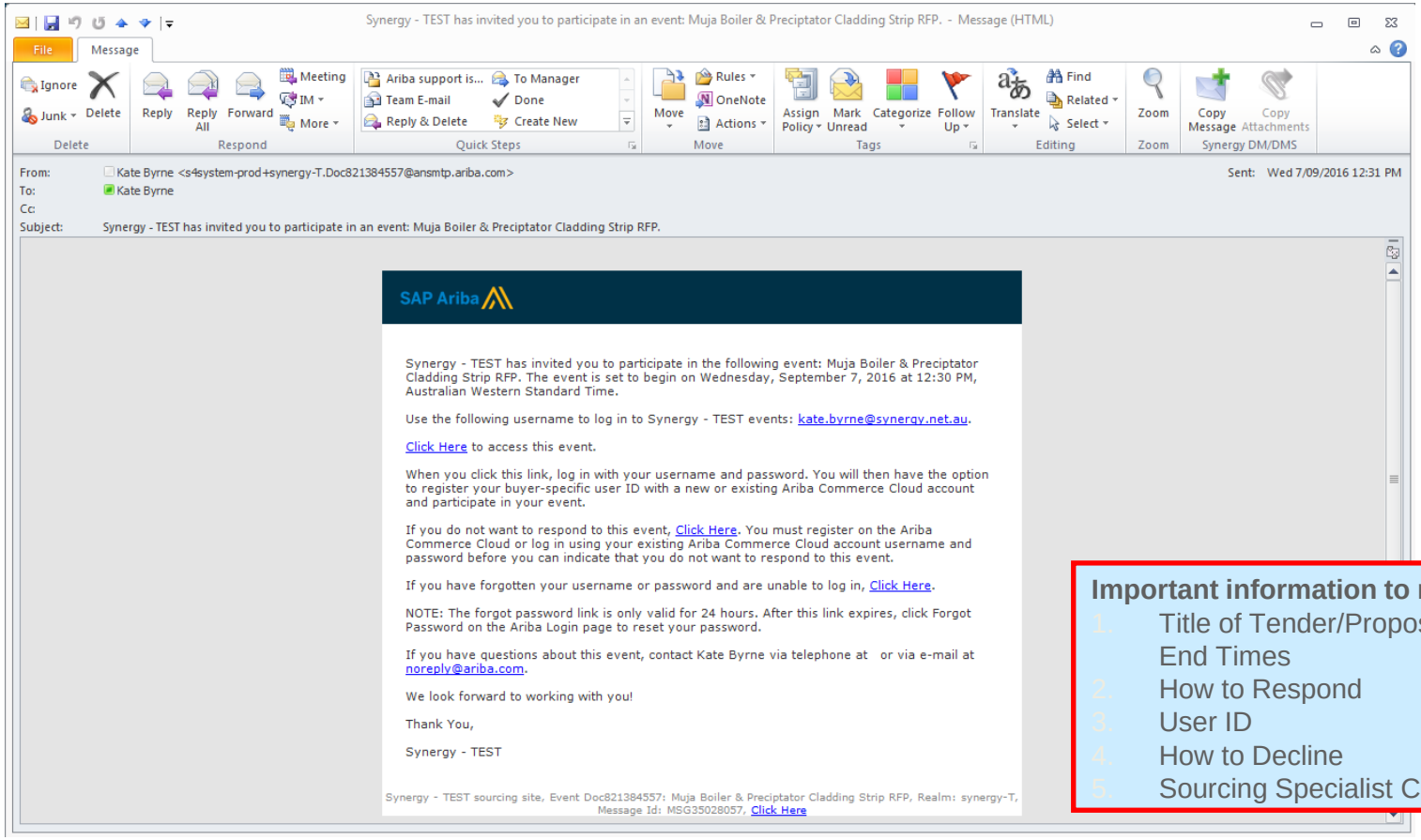
- You may need to update your Synergy information such as bank details or address or insurance information.
- To go back into these fields click on 'View customer requested fields'. Once updated hit 'Submit'.



Invitation Email to Suppliers Already Registered on Ariba Commerce Cloud

If you have previously registered on Ariba Commerce Cloud and you are invited for another event, you will receive an invitation email as follows.

What It Looks Like



Important information to note includes:

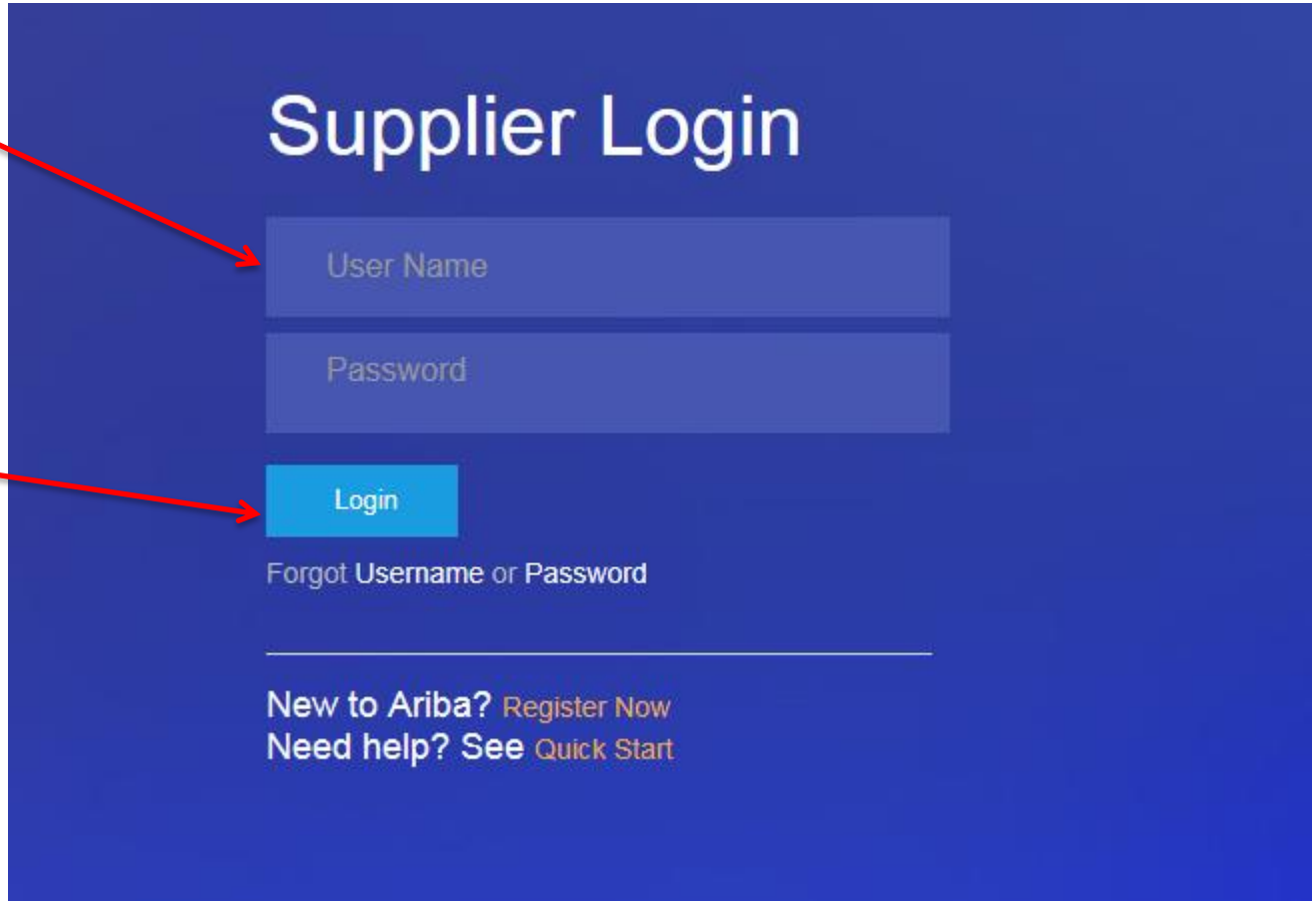
1. Title of Tender/Proposal inc. Start and End Times
2. How to Respond
3. User ID
4. How to Decline
5. Sourcing Specialist Contact Details

Logging in to Ariba

What It Looks Like

Enter your existing Ariba Commerce Cloud or Ariba Network username and password. Click ‘Login’

If you do not remember your username or password, follow the 'Forgot Username’ or ‘Forgot Password', Find the steps in the following slide.



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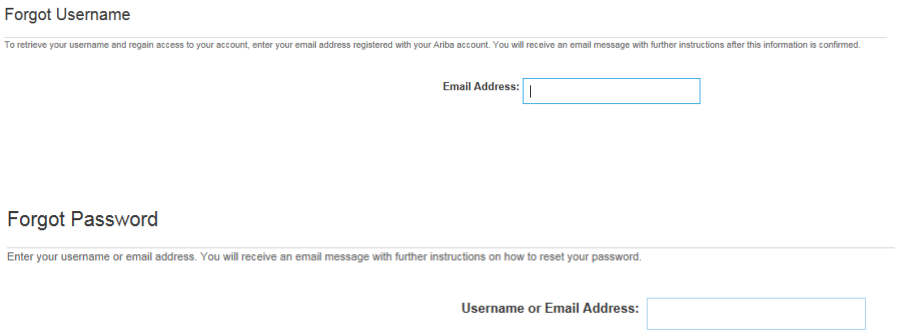
How to Reset Your Password or Retrieve Your Username

If you forget your password or username, you can now have your username sent to your e-mail and reset your password without contacting Ariba Customer Service.

What It Looks Like



What It Means

- Select 'Forgot Password' or ‘Forgot Username’ on the login page
- For username, type in your e-mail address and your username will be sent to the e-mail address on record. If you do not receive an e-mail immediately, check your spam filter
- For password, you will be taken through the password reset wizard, where you will be asked to answer the secret question you set up in your user profile
- After you answer correctly, type in your new password and confirm.

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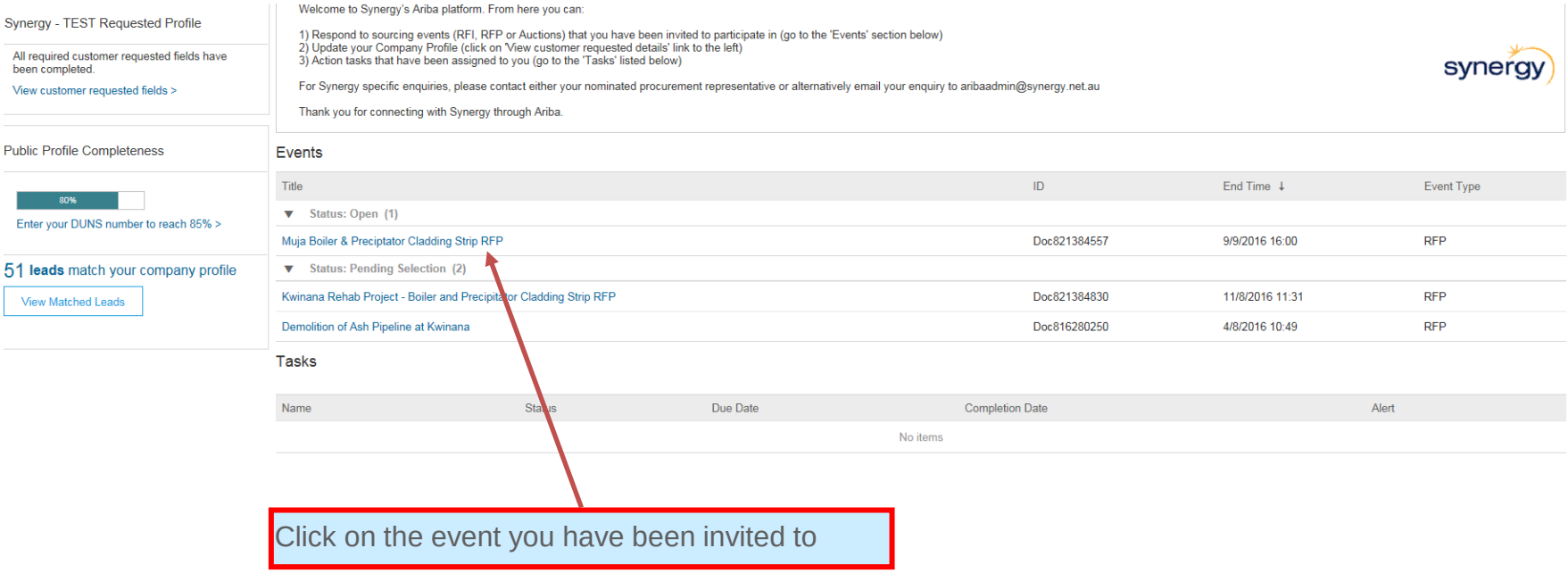
Accessing Bid Event/s

After successfully logging into Ariba, your home screen will look as below.

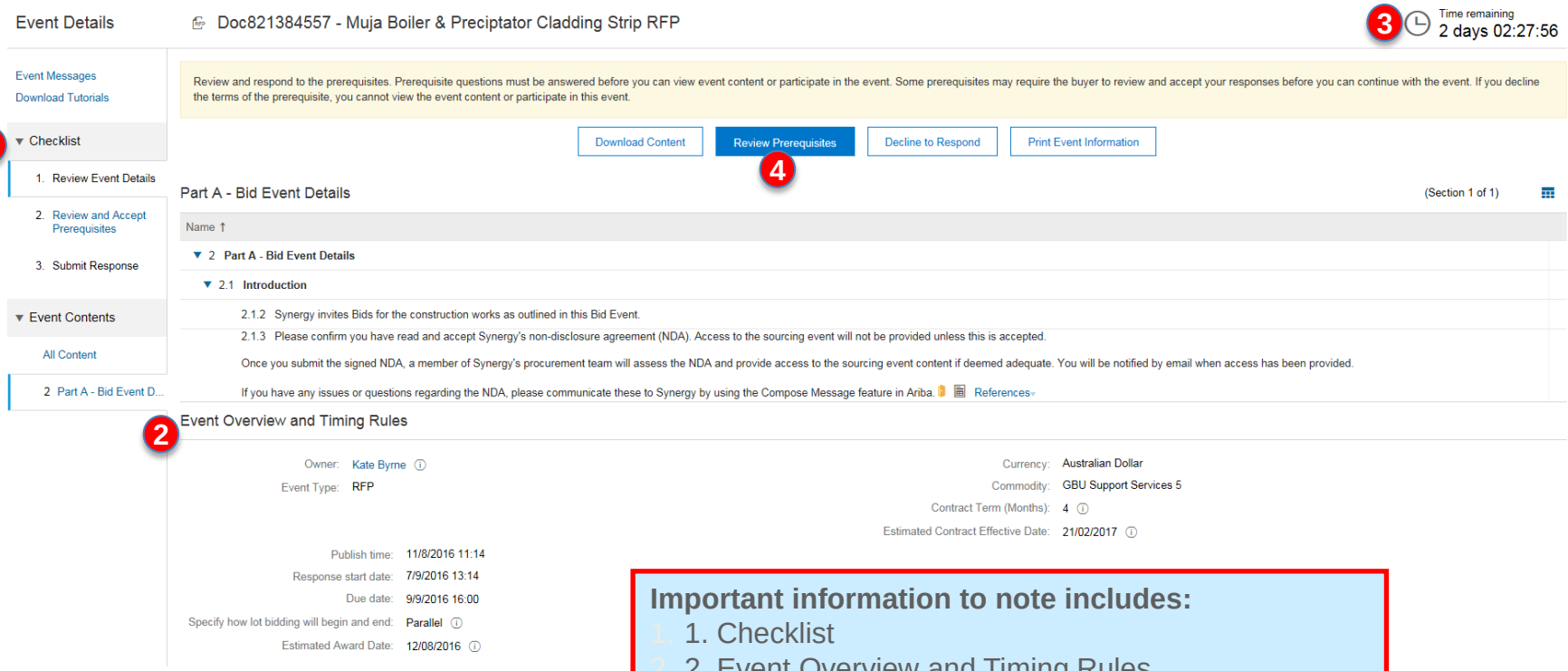
What It Looks Like



Review Event Details

This is the Home screen for the RfX event you have been invited to participate in.

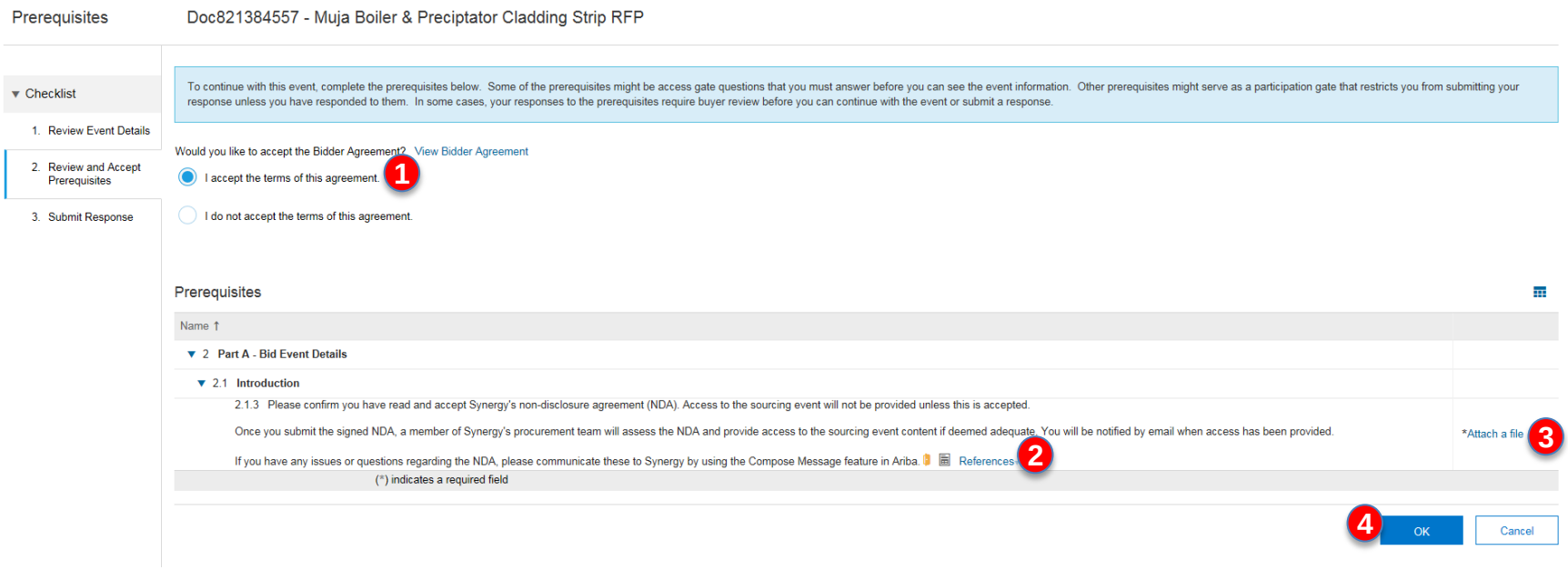
What It Looks Like



Important information to note includes:

1. 1. Checklist
2. 2. Event Overview and Timing Rules
3. 3. Time Remaining
4. 4. Review Prerequisites button

Accepting the Pre-requisites



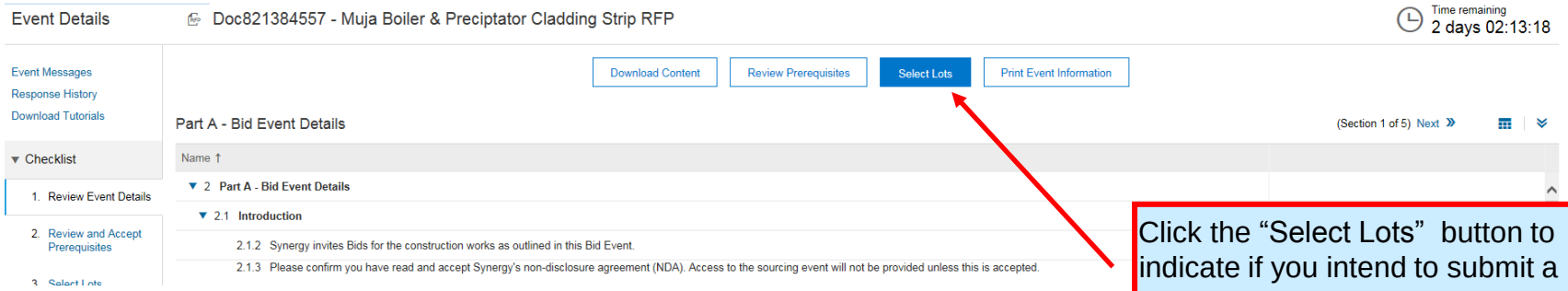
Important information to note includes:

1. 1. In order to bid you must Accept the Bidder Agreement.
2. 2. If there is an NDA Requirement you must download the Reference document and complete it.
3. 3. Attach the completed NDA
4. 4. Click ‘OK’

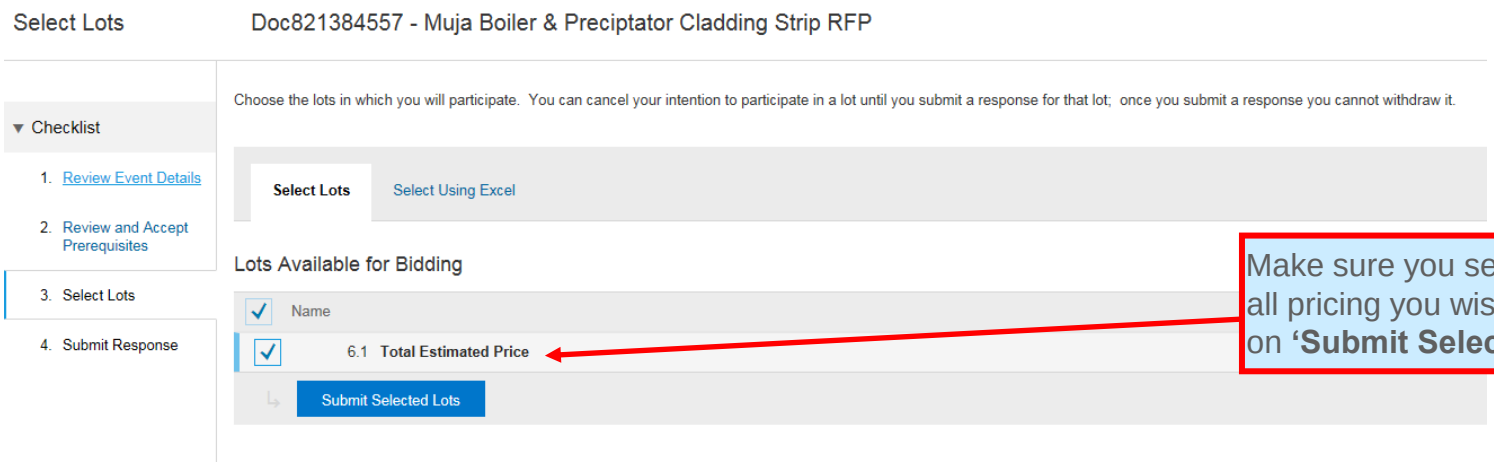
Intend to Participate

This is the Home screen for the RfX you have been invited to participate in.

What It Looks Like



Click the "Select Lots" button to indicate if you intend to submit a tender response.

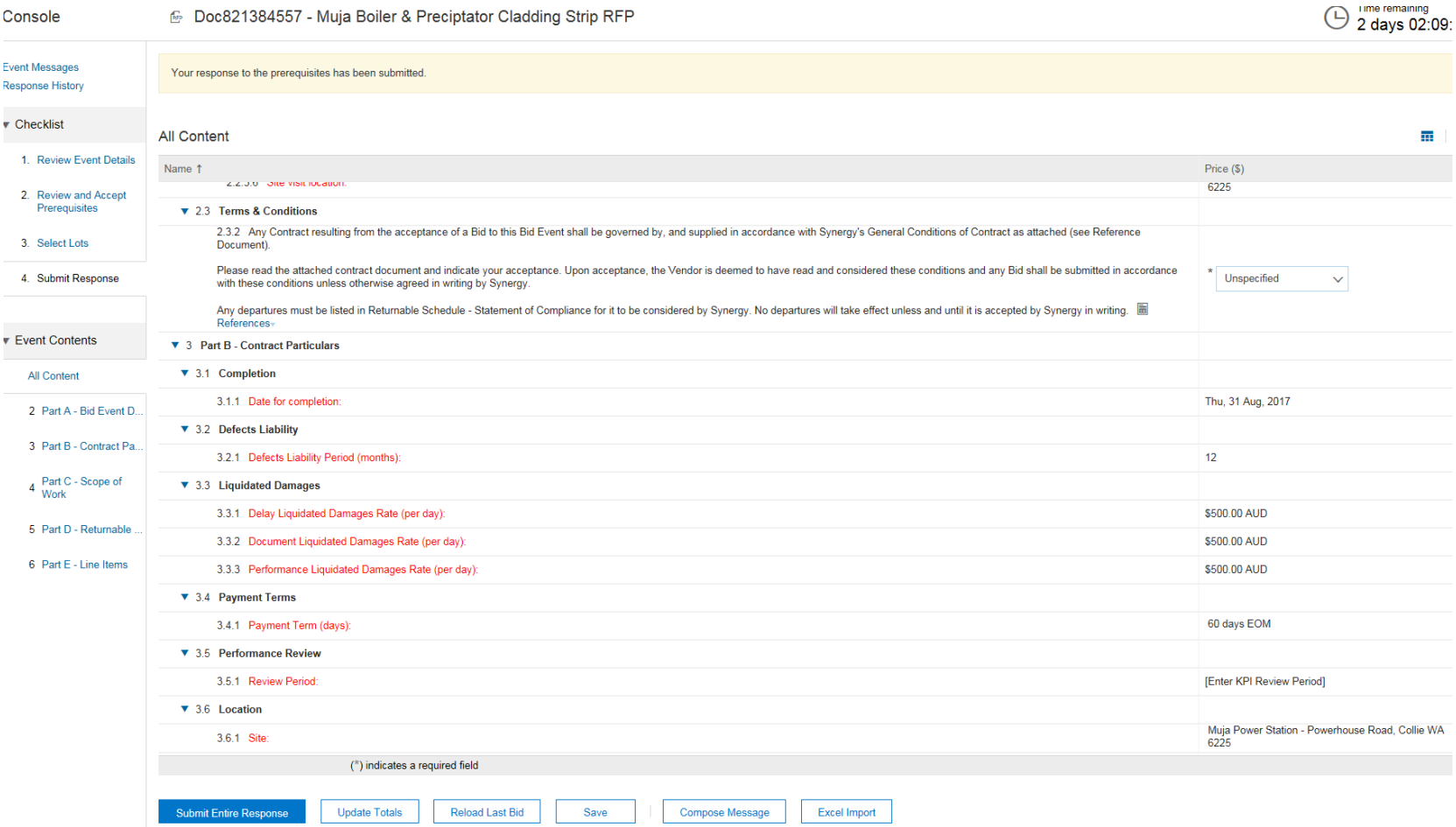


Make sure you select the box next to all pricing you wish to bid for and click on **'Submit Selected Lots"**

Response Screen

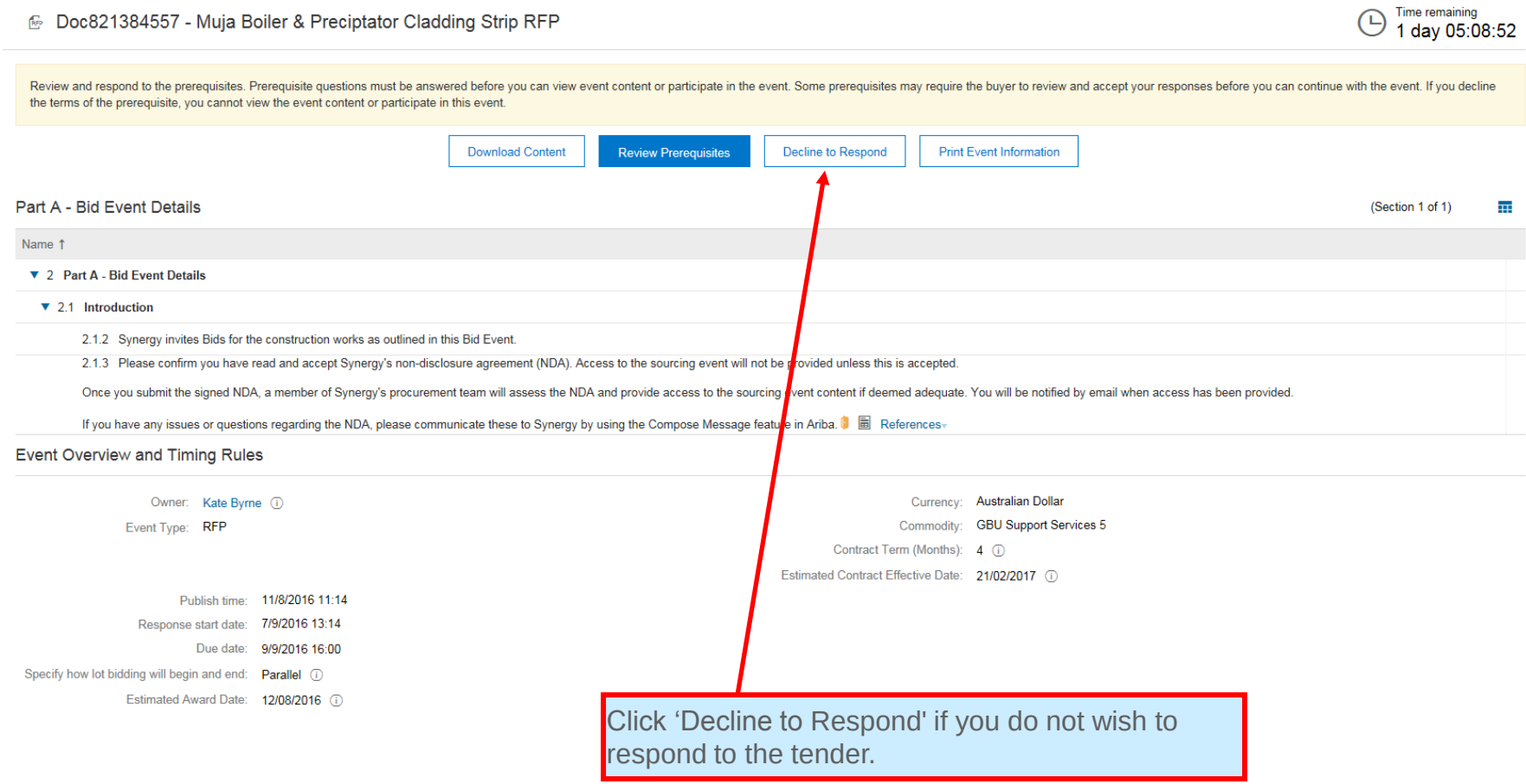
This is the Response Screen that you will see once you are in the “Submit Response” stage of the Checklist.

What It Looks Like



Decline to Respond

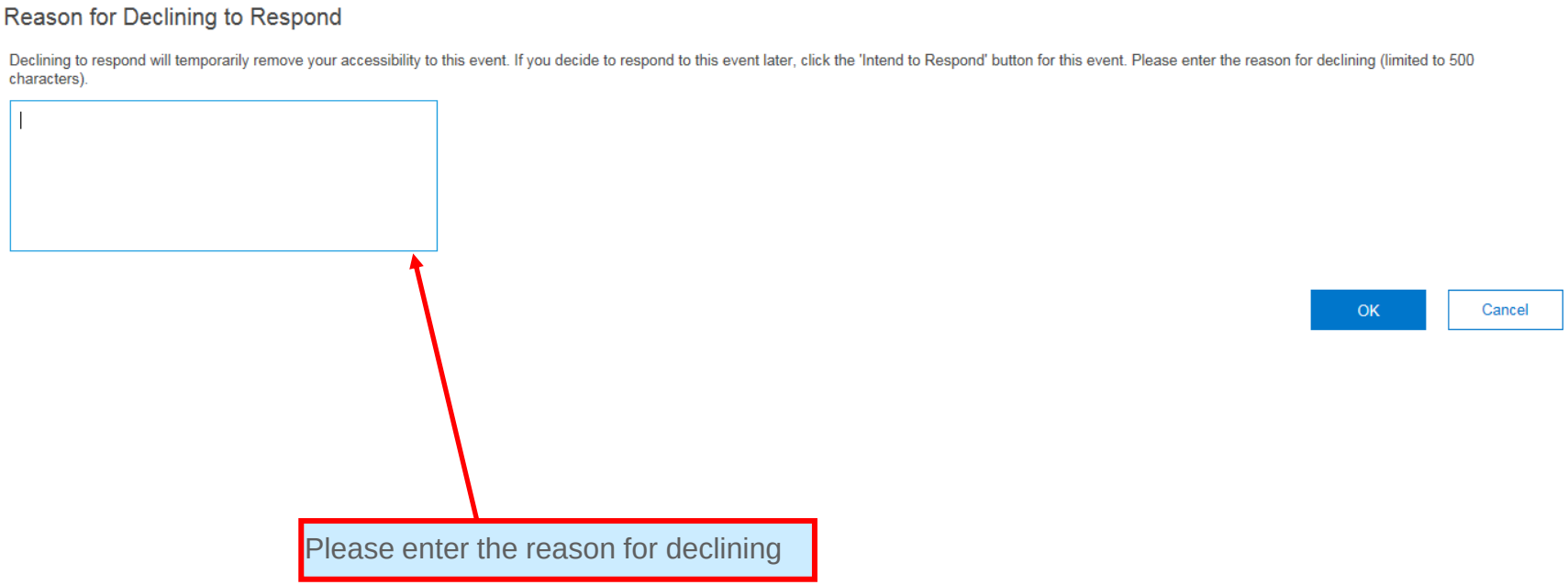
What It Looks Like



Click ‘Decline to Respond' if you do not wish to respond to the tender.

Decline to Respond cont.

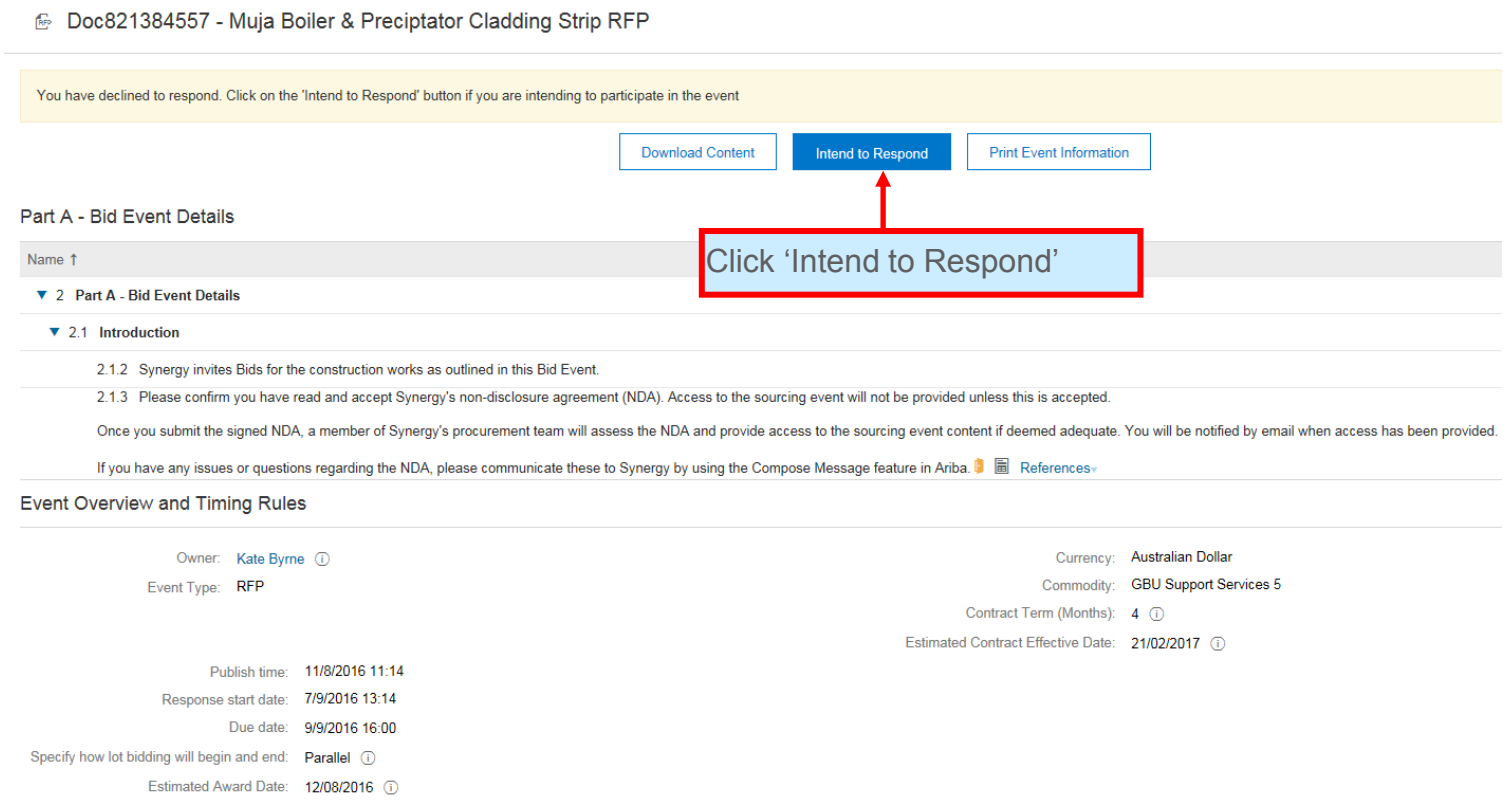
What It Looks Like



Deciding to Respond After Initially Declining

Once you have declined to respond your access to the event will be temporarily removed. If you decide to respond to this event later, click the '**Intend to Respond**' button for this event.

What It Looks Like

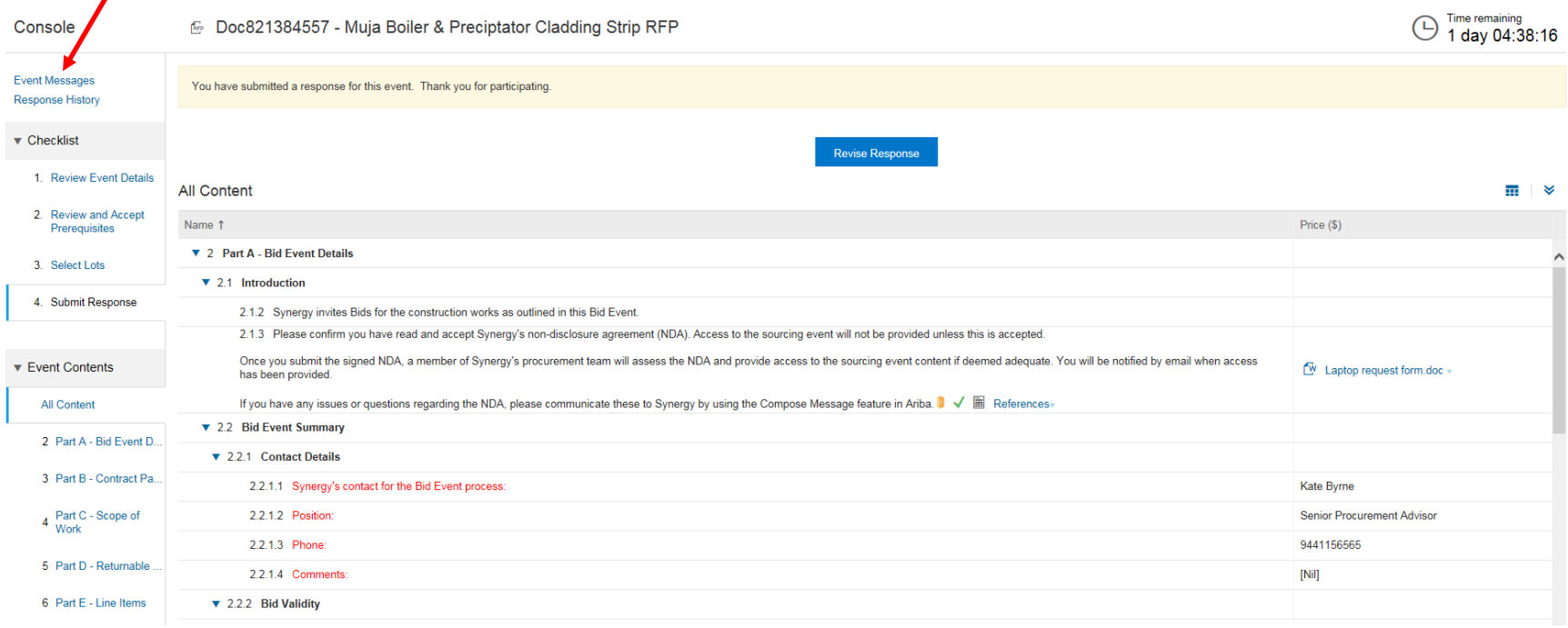


Ariba Message Inbox

All event-specific messages sent to and from you are stored in your Ariba Message Inbox.
Note: Messages with attachments sent to users from Synergy can be downloaded from the relevant message in 'Event Messages'.

What It Looks Like

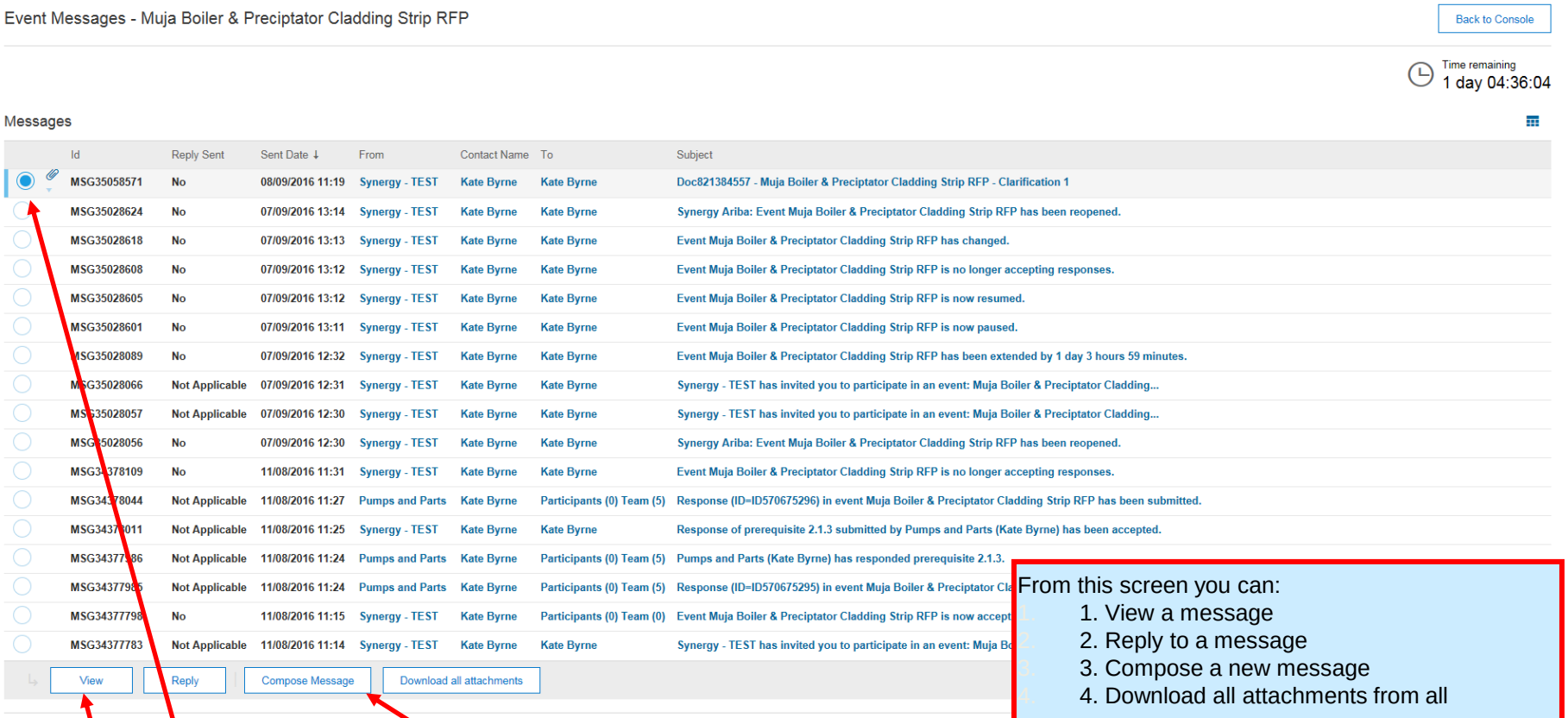
To view this inbox click the 'Event Messages' link in the top left hand corner of the screen.



Ariba Message Inbox

Here you will find all the messages relating to this specific Tender/Proposal.

What It Looks Like



To view a message, click on the radio button to the left of the chosen message, and click the 'View' button.

You can send a new message to the Sourcing Specialist in charge of the event at any time by simply clicking the 'Compose' Message button at the bottom of the screen.

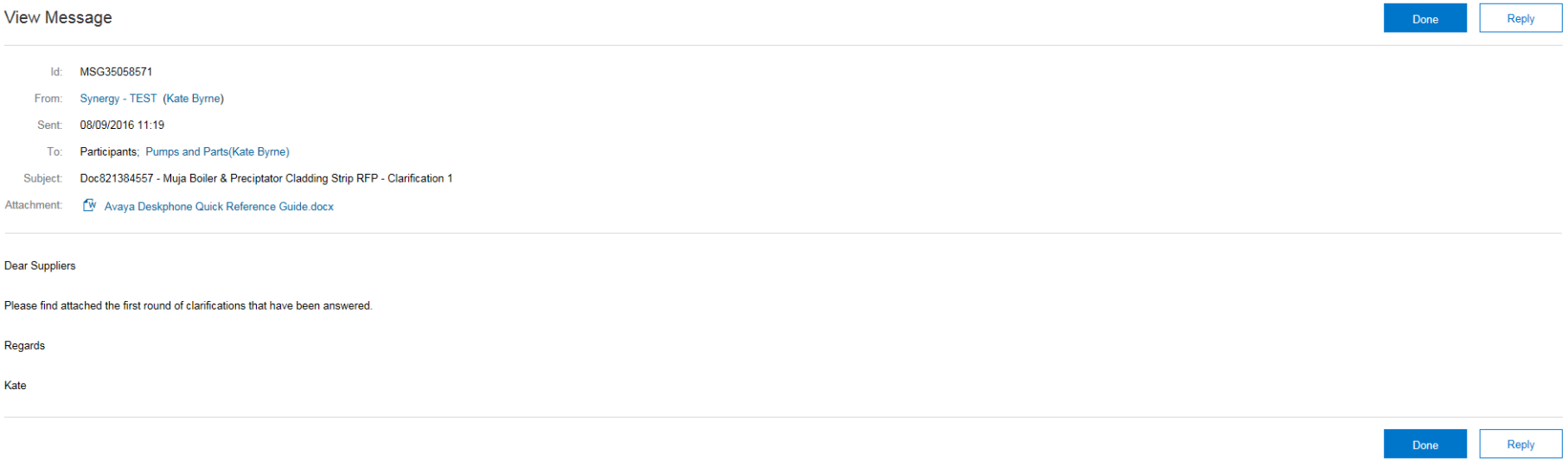
From this screen you can:

1. View a message
2. Reply to a message
3. Compose a new message
4. Download all attachments from all messages
5. Go back to the event home screen "Back to Console"

Ariba Message Inbox

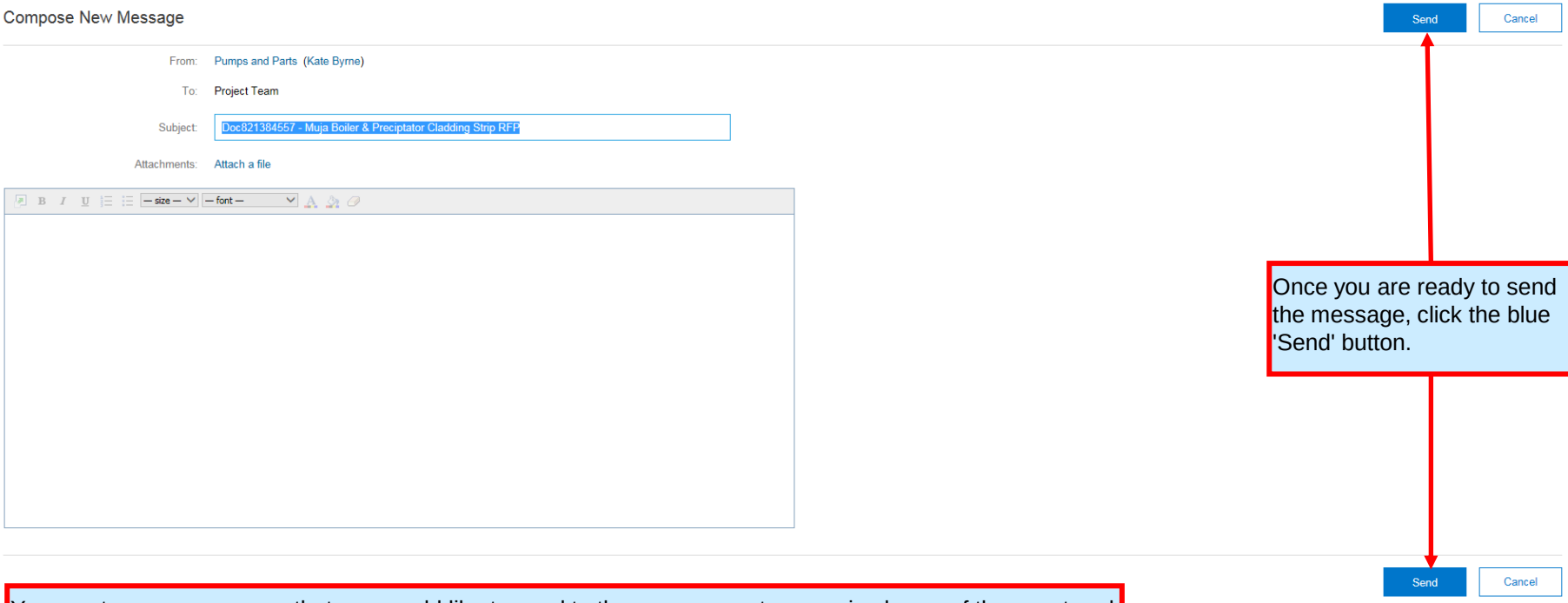
Here you can see the details and content of the message. You also have the opportunity to reply to the message by clicking the ‘Reply’ button.

What It Looks Like



Compose Message

What It Looks Like



Once you are ready to send the message, click the blue 'Send' button.

You can type any message that you would like to send to the procurement person in charge of the event and attach any file where appropriate. The 'Subject' field is automatically filled, but feel free to edit the Subject to notify the Sourcing Specialist about what the message is related to.

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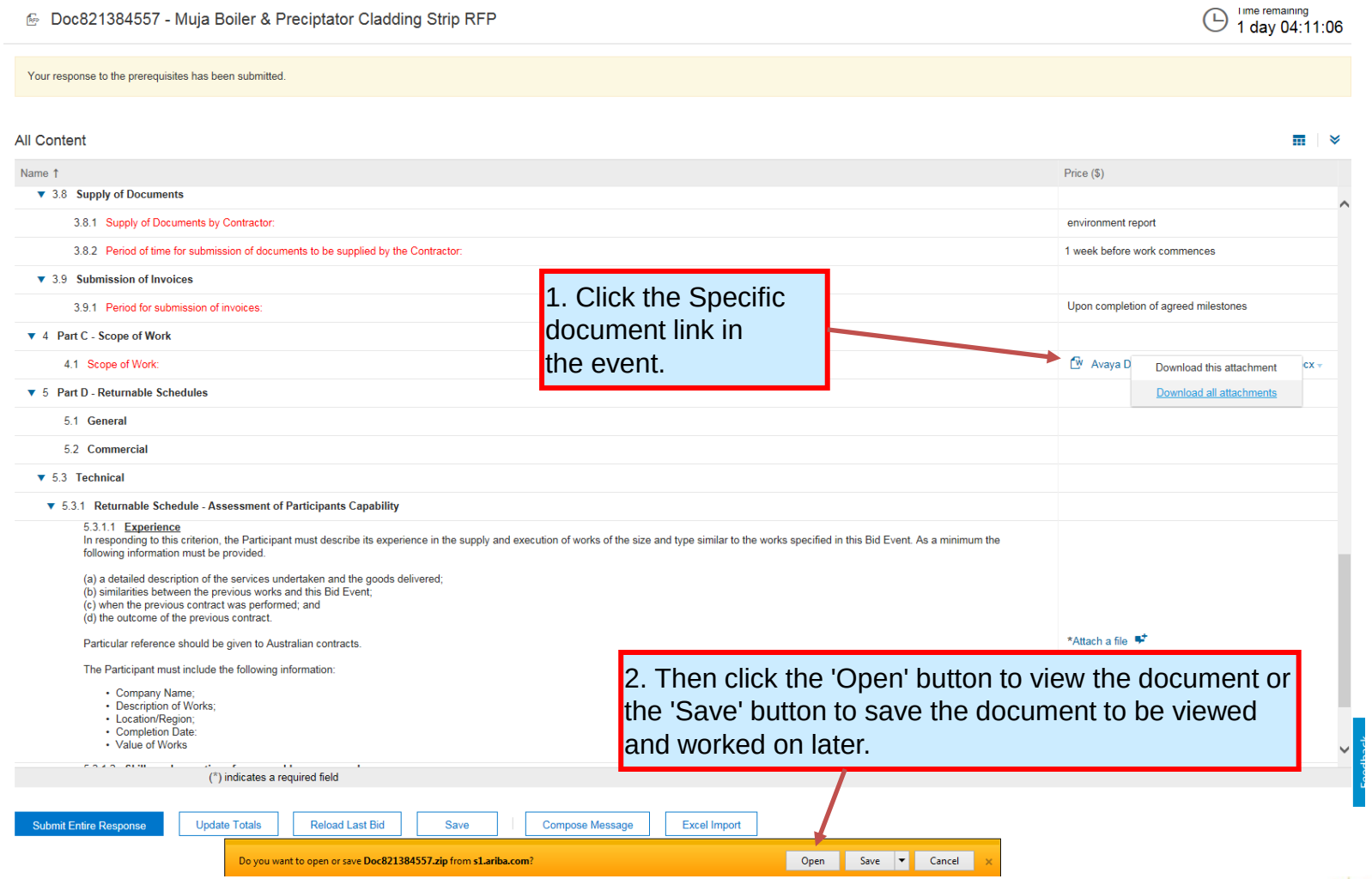
Download an Attachment

For some sections you may be required to download reference files either solely for your information or for editing and submission.

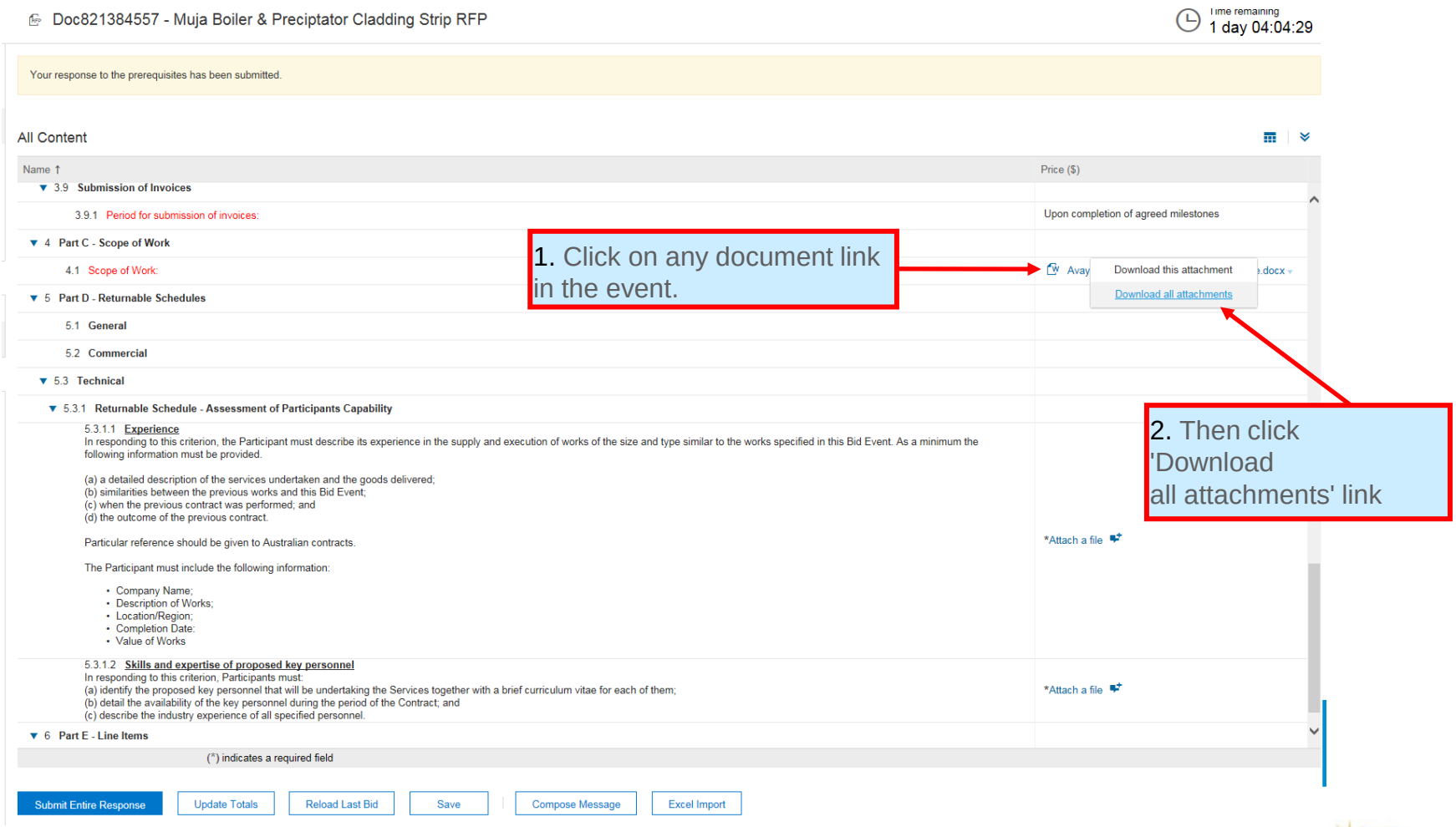
What It Looks Like



Download All Attachments

An easy way to look through all the Tender/Proposal documents and save them to your PC is to Download All Attachments. Note: Using this option you can also download specific documents.

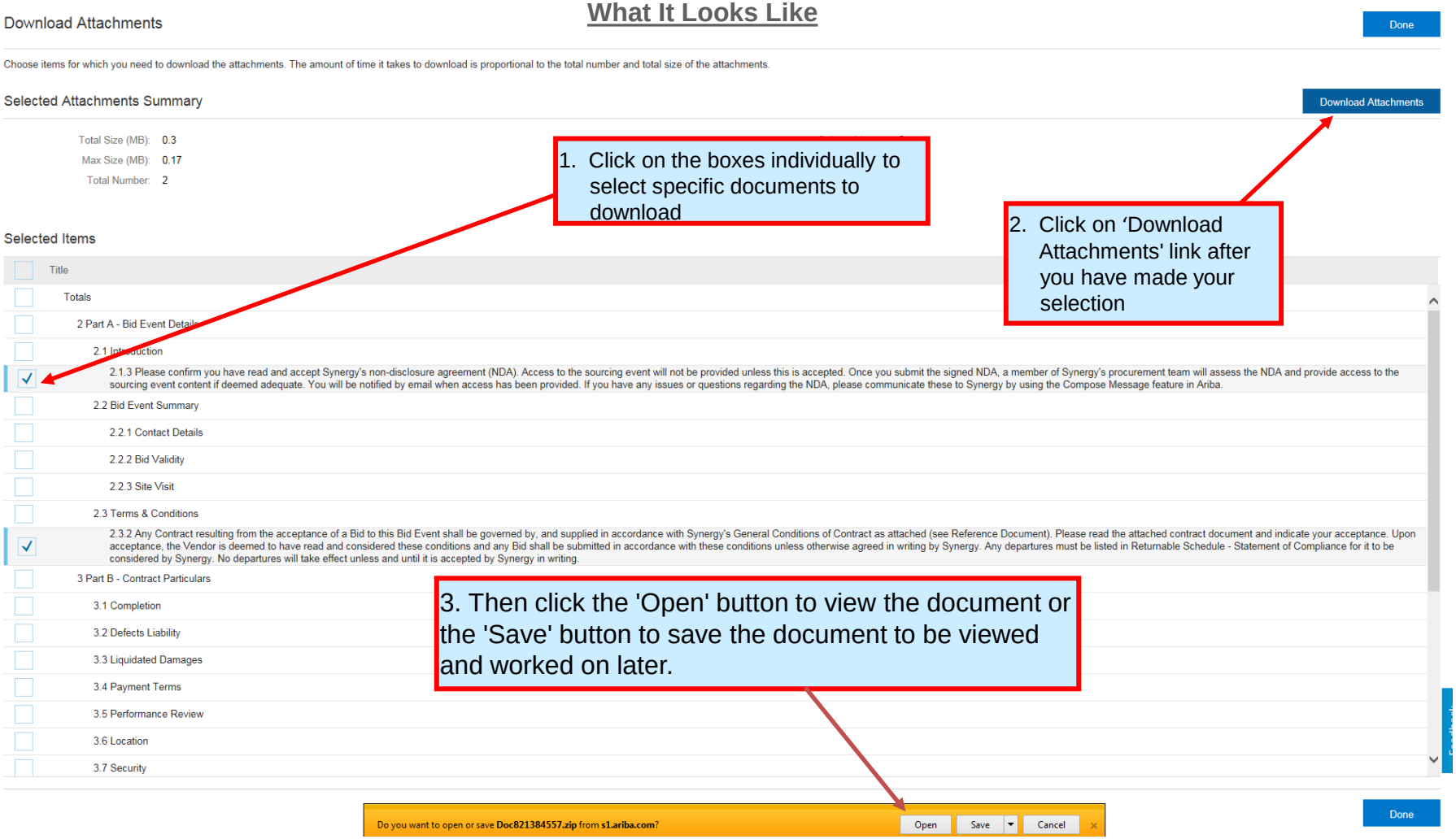
What It Looks Like



Download All Attachments

After clicking on 'Download all attachments' you will arrive at the following screen

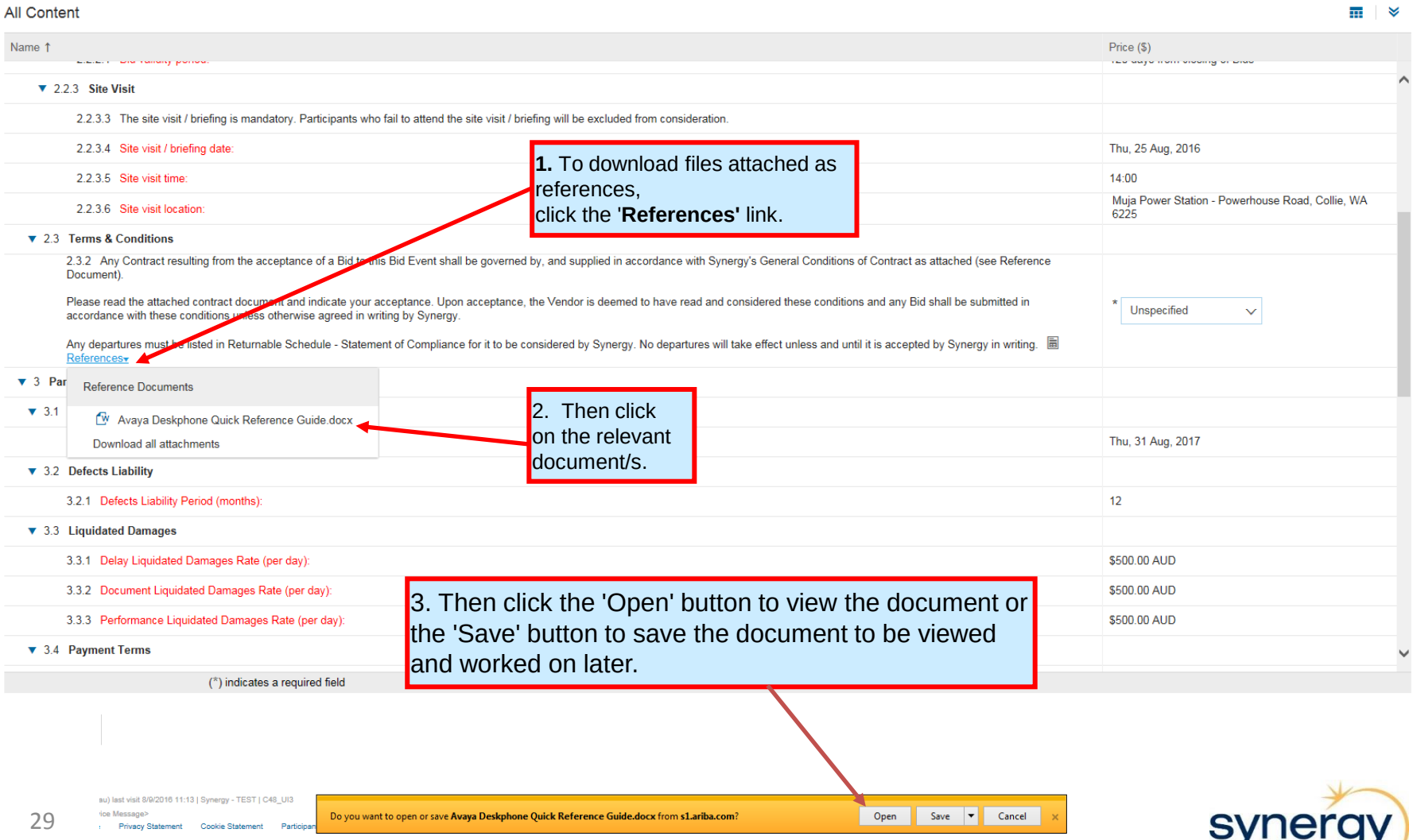
What It Looks Like



Download Reference File

For some sections you may be required to download an individual attached file either solely for your information or for editing and submission.

What It Looks Like

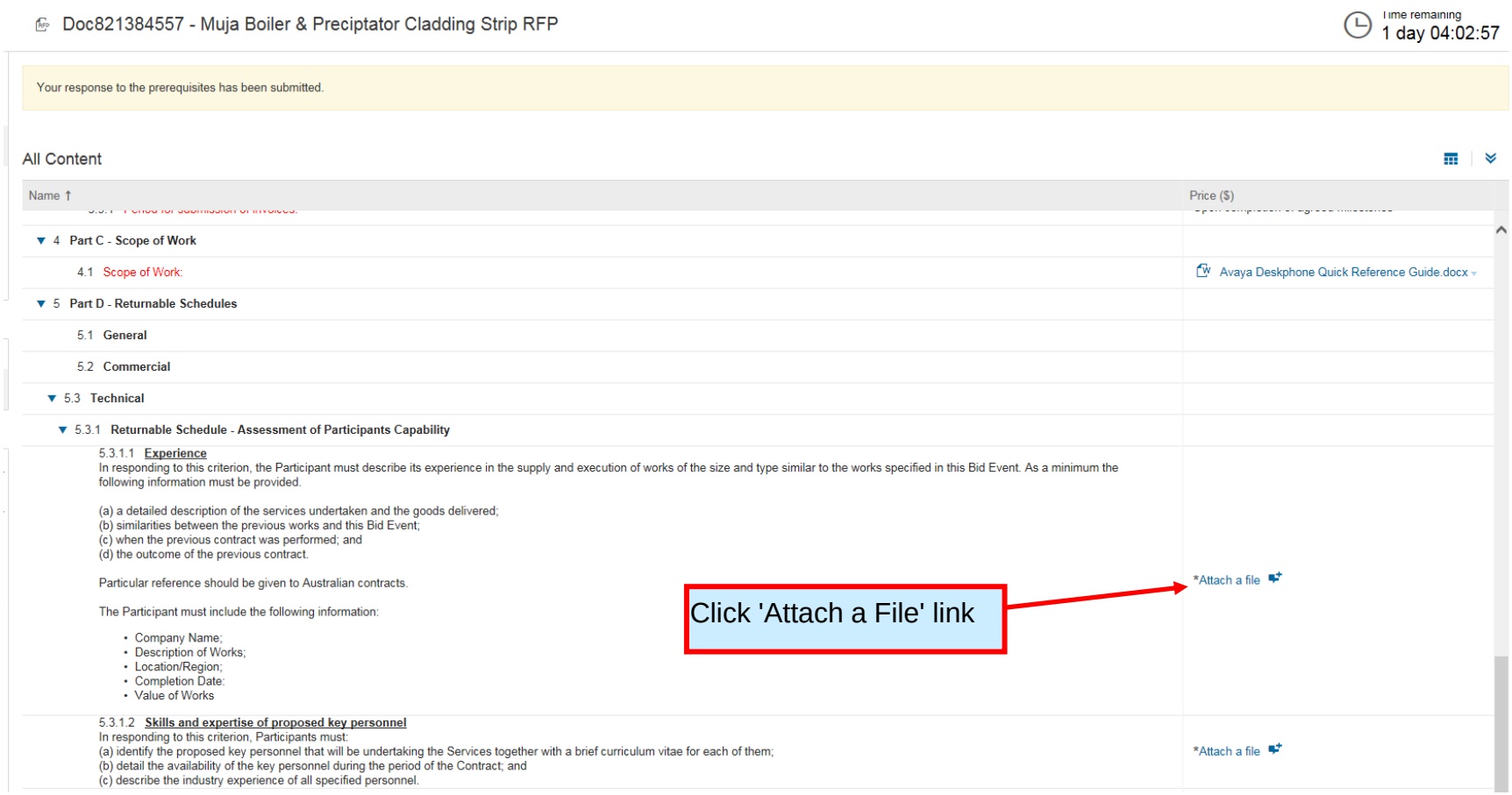


Attach a File

For some sections you may be required to attach files supporting your response.

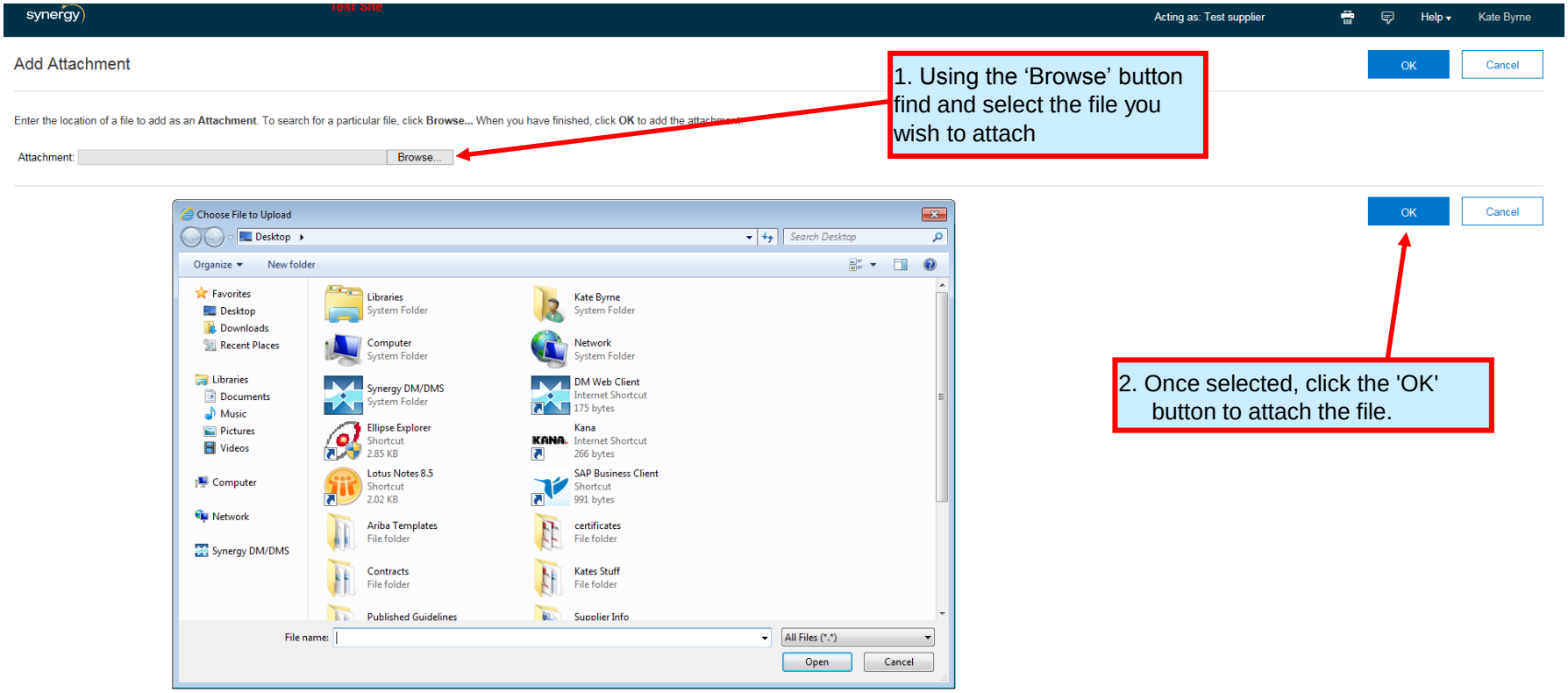
Note: To attach multiple files, create a folder on your computer with all of your documents in it and zip this folder. The zipped folder can then be attached in Ariba.

What It Looks Like



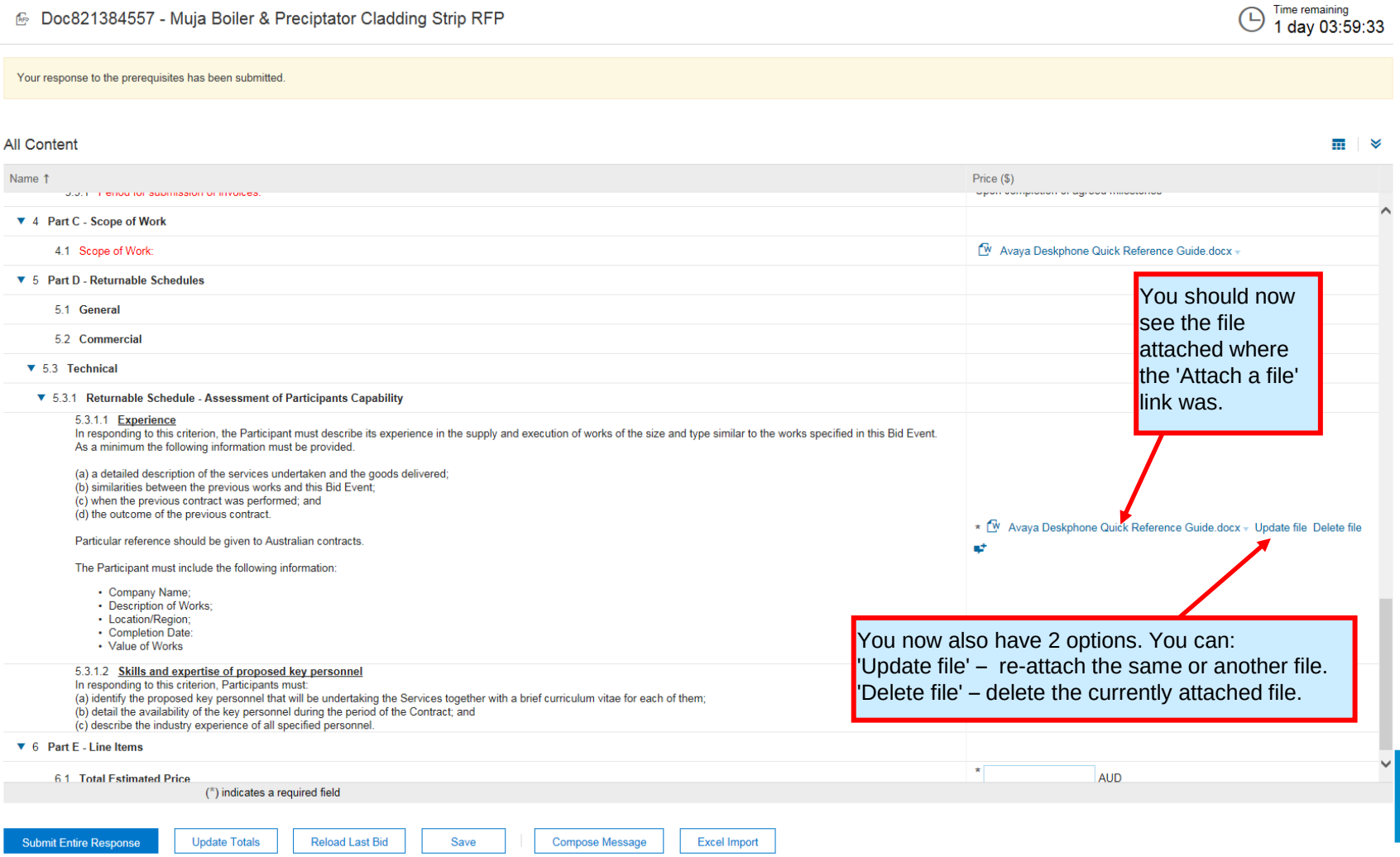
Attach a File

What It Looks Like



Attach a File

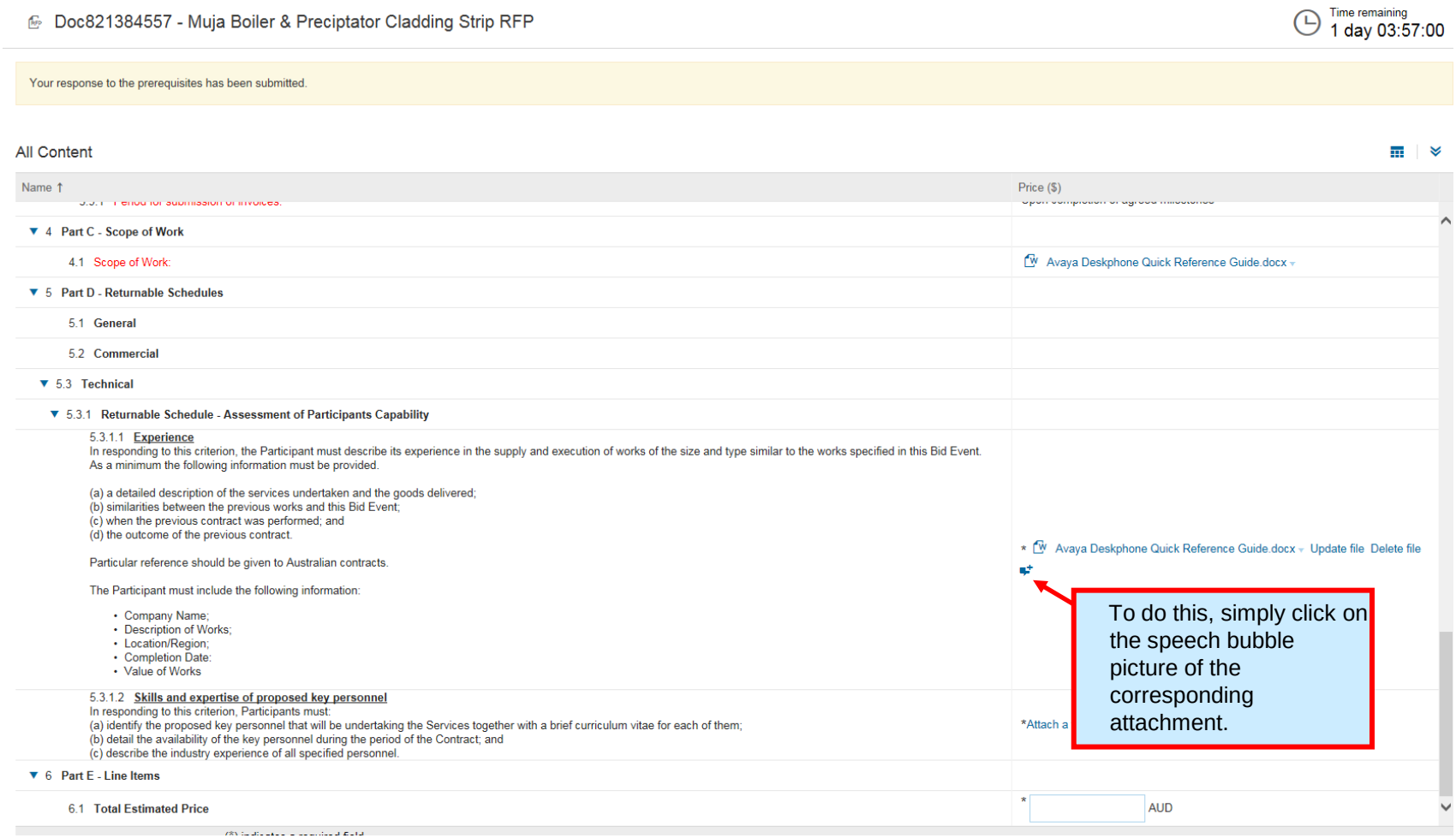
What It Looks Like



Adding Comments

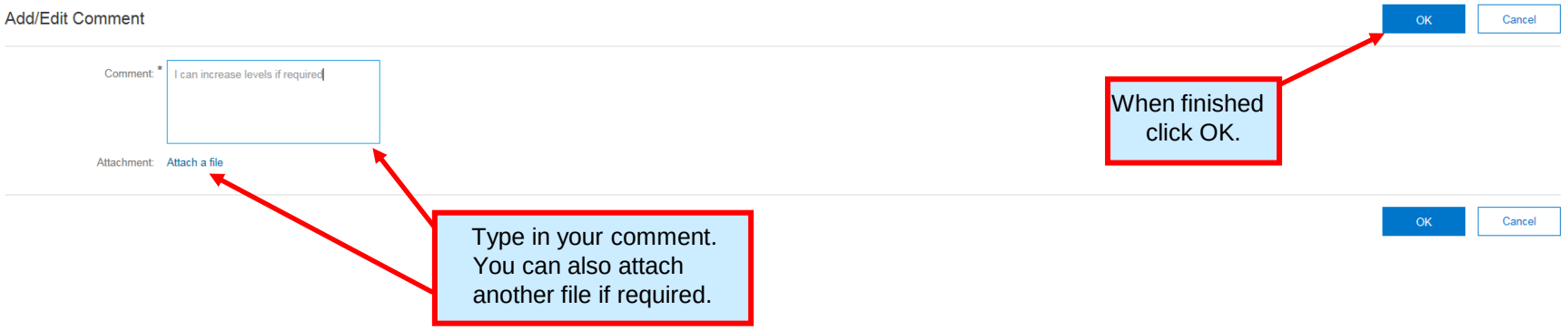
When responding to the Tender/Proposal, you can also add additional comments to attached files within Ariba.

What It Looks Like



Adding Comments continued

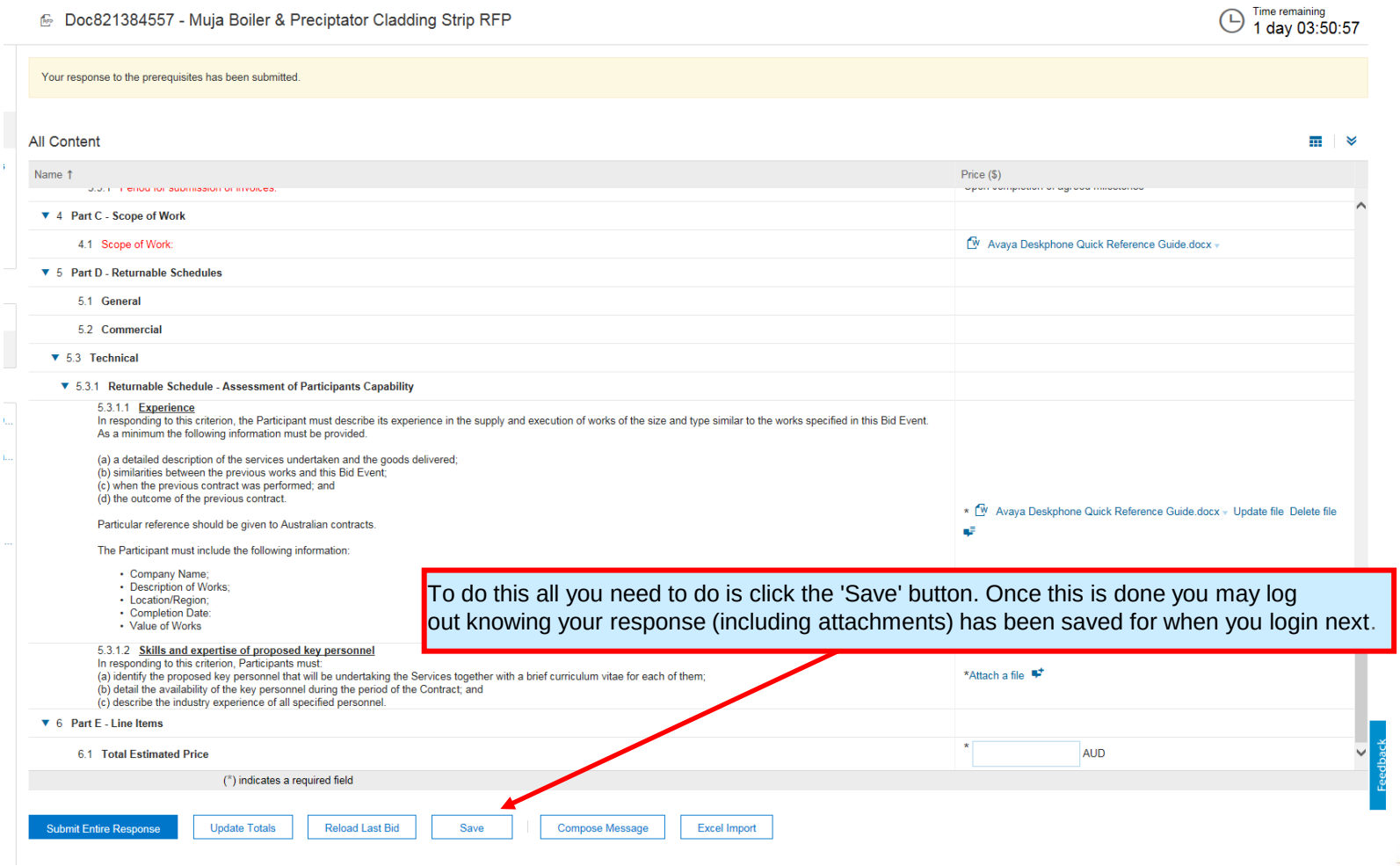
What It Looks Like



Save Work in Progress

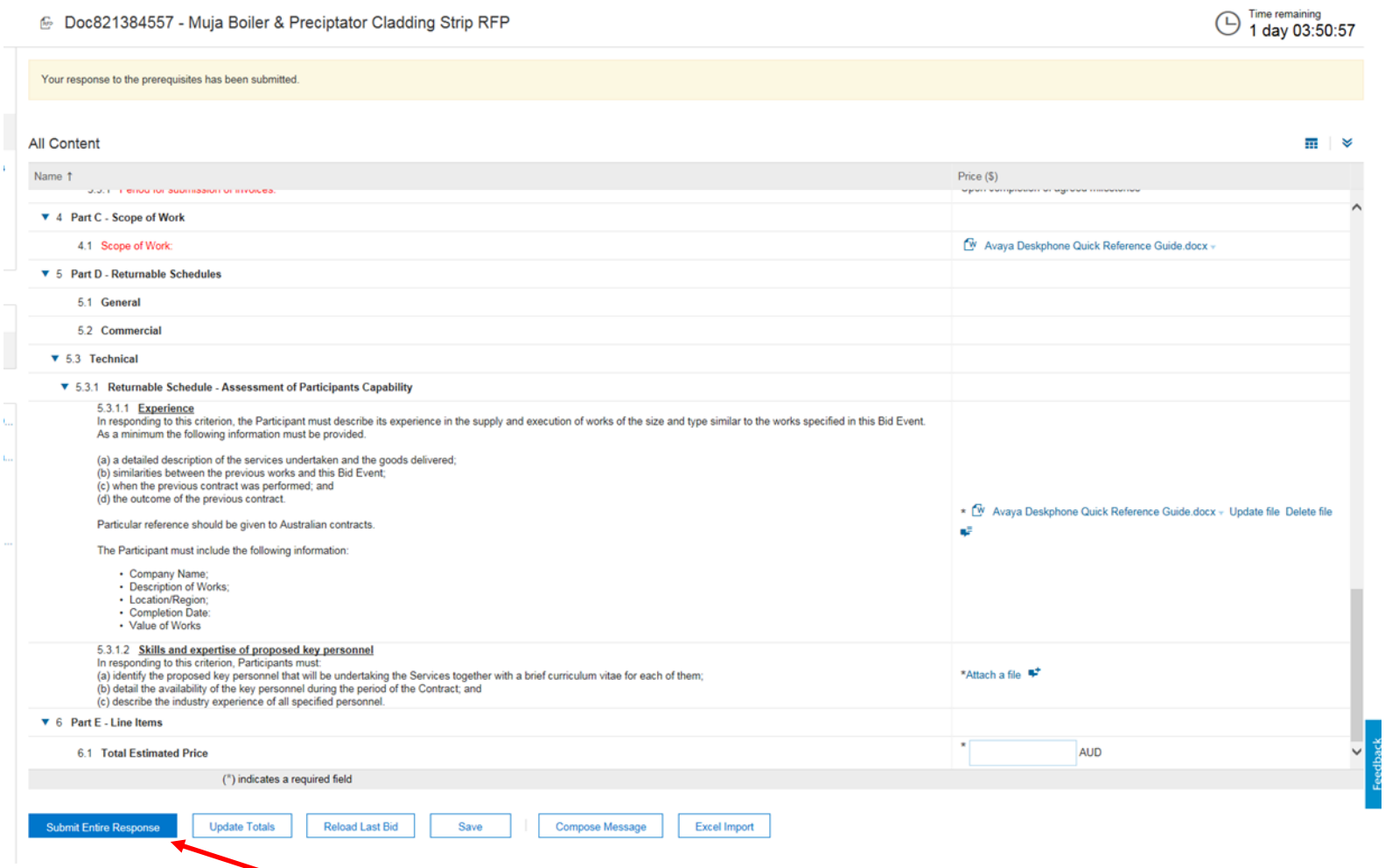
At any stage you can Save your response so that you can work on it at a later date. If you don't click save before leaving the system, or if you leave it for too long without any activity you will lose any work unless you hit 'Save'.

What It Looks Like



Submit Response

What It Looks Like

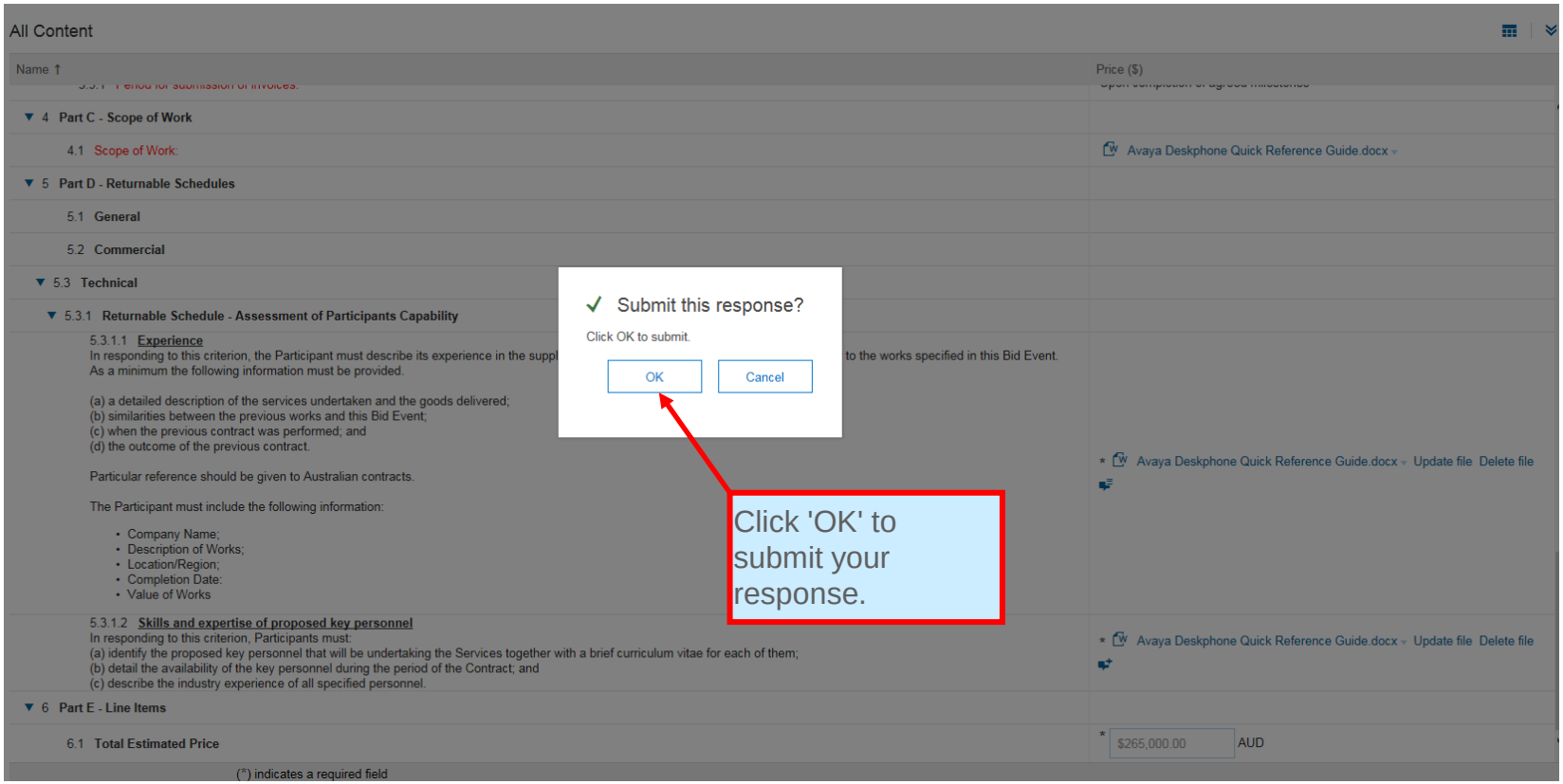


When you are ready to Submit your Response you can click on the blue 'Submit Entire Response' button at the bottom of the screen.

Submit Response

If your response is complete and there are no errors, a popup box will appear asking you to confirm your submission.

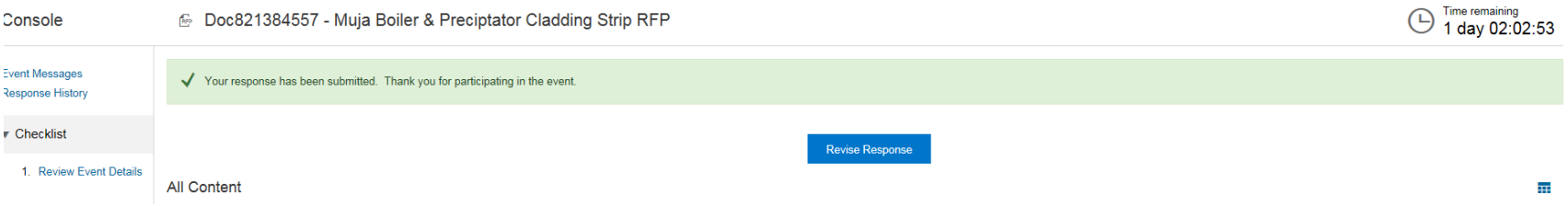
What It Looks Like



Submit Response

If your response has been submitted correctly you will see a green bar at the top stating that “You have submitted a response for this event.”

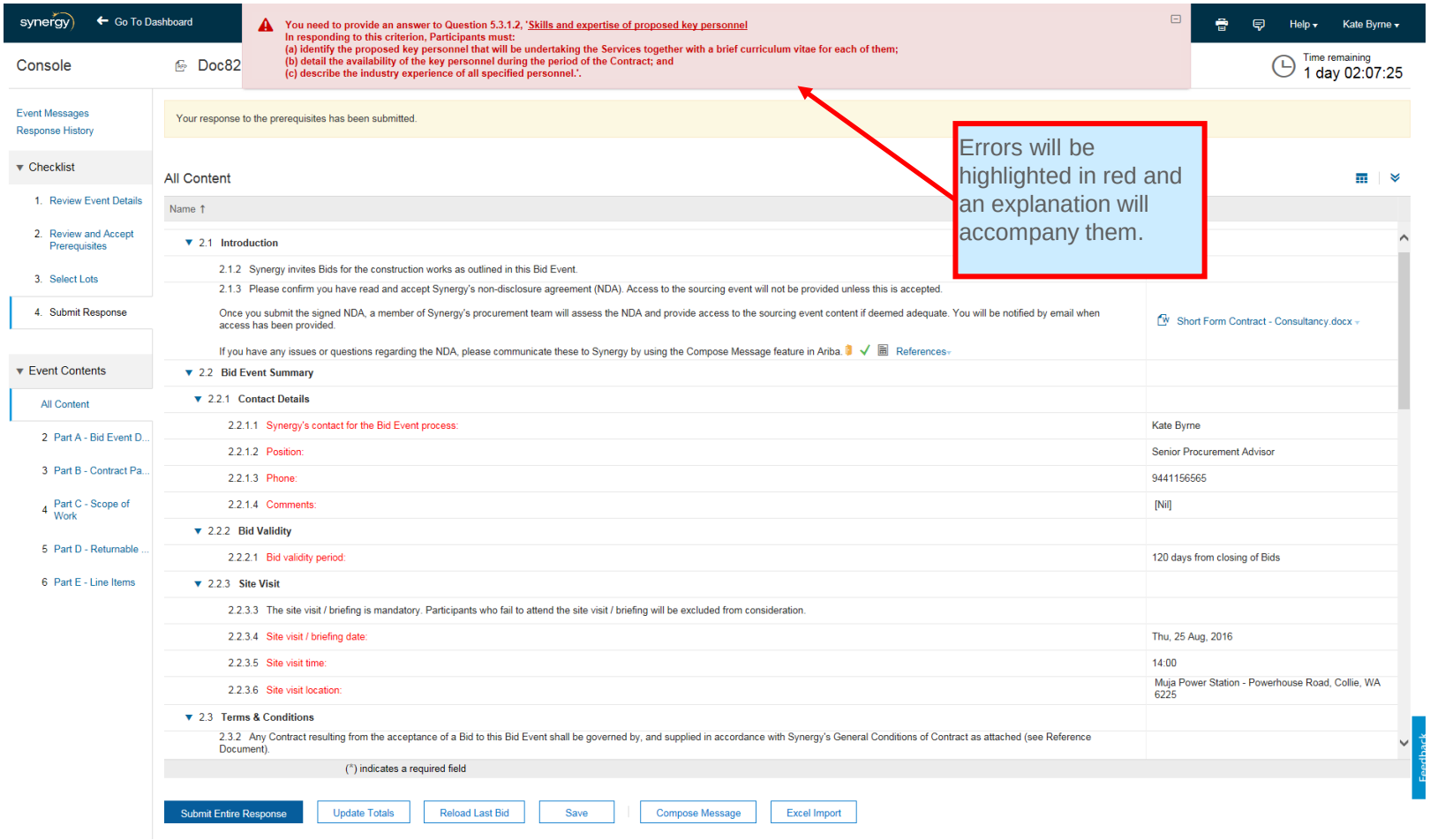
What It Looks Like



Submission Errors

If you have failed to answer any of the questions or attach documents where required you will be notified of each error. **Please ensure you allow time to check you have filled all fields in correctly so you can submit your response before the due date/time.**

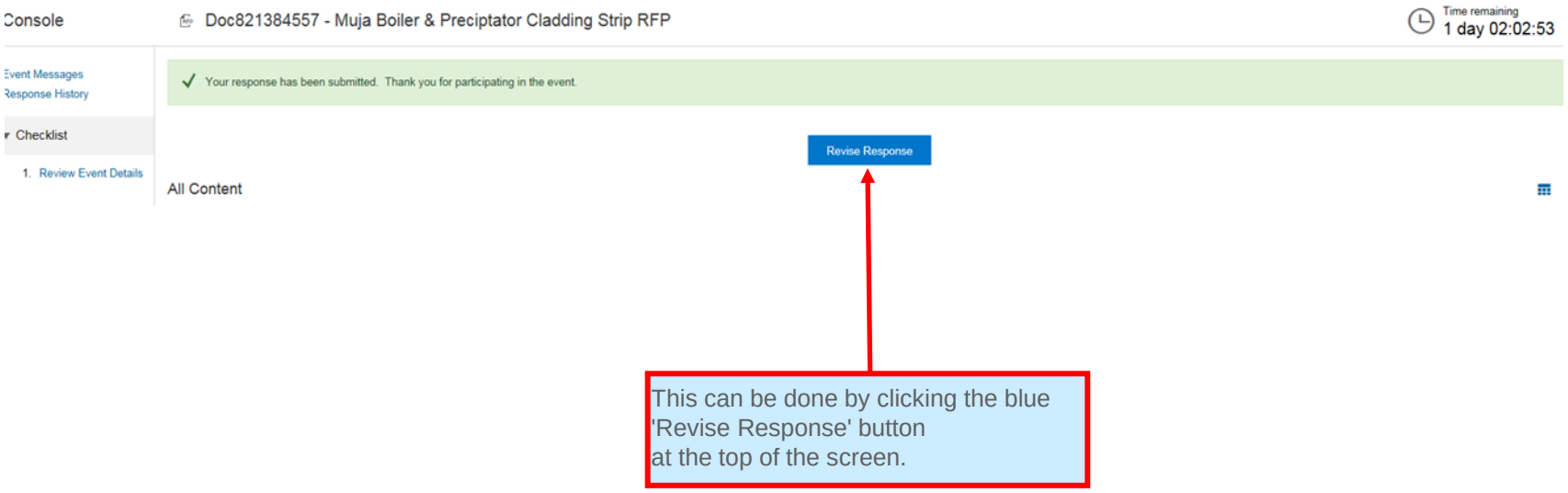
What It Looks Like



Revise Response

After submitting your response you can go back and revise your response, provided the event has not yet closed.

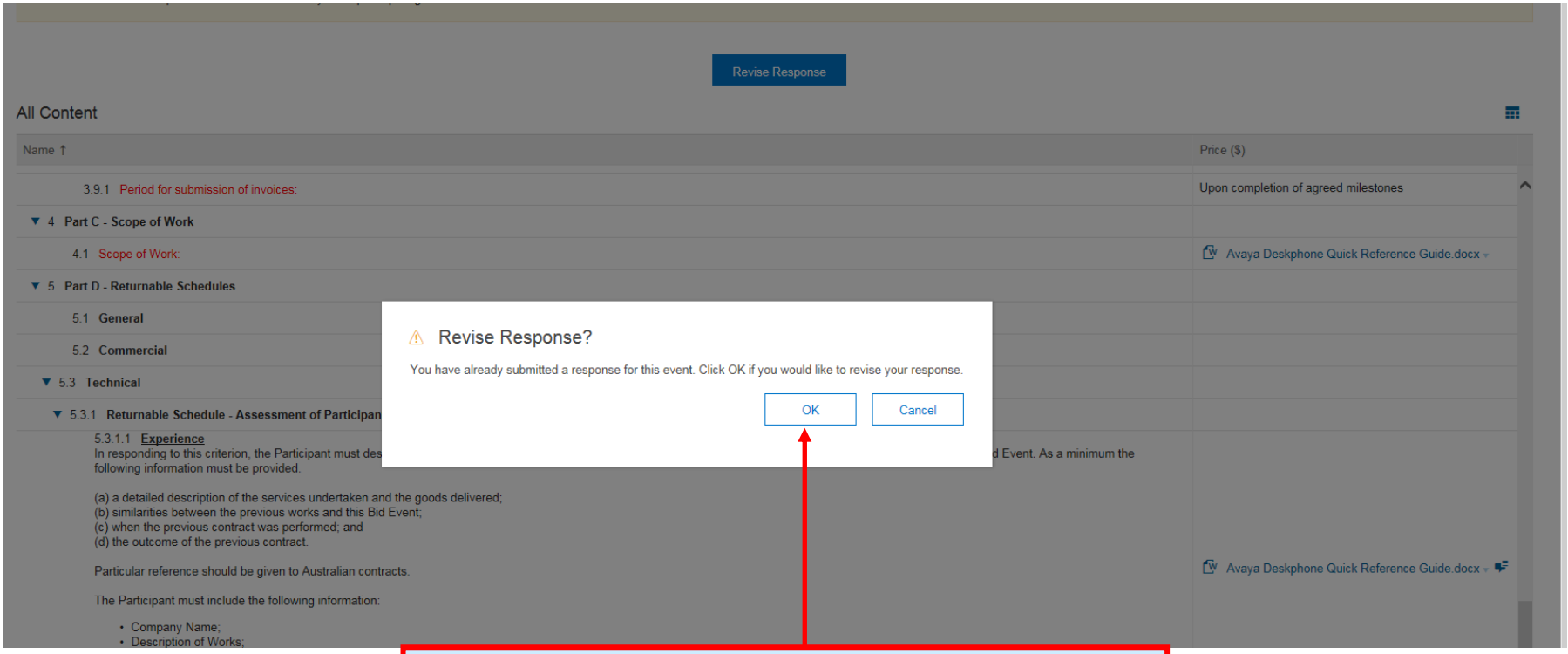
What It Looks Like



Revise Response

You will then be asked to confirm whether you would like to revise your response or not.

What It Looks Like



If you still wish to proceed, click the 'OK' button.

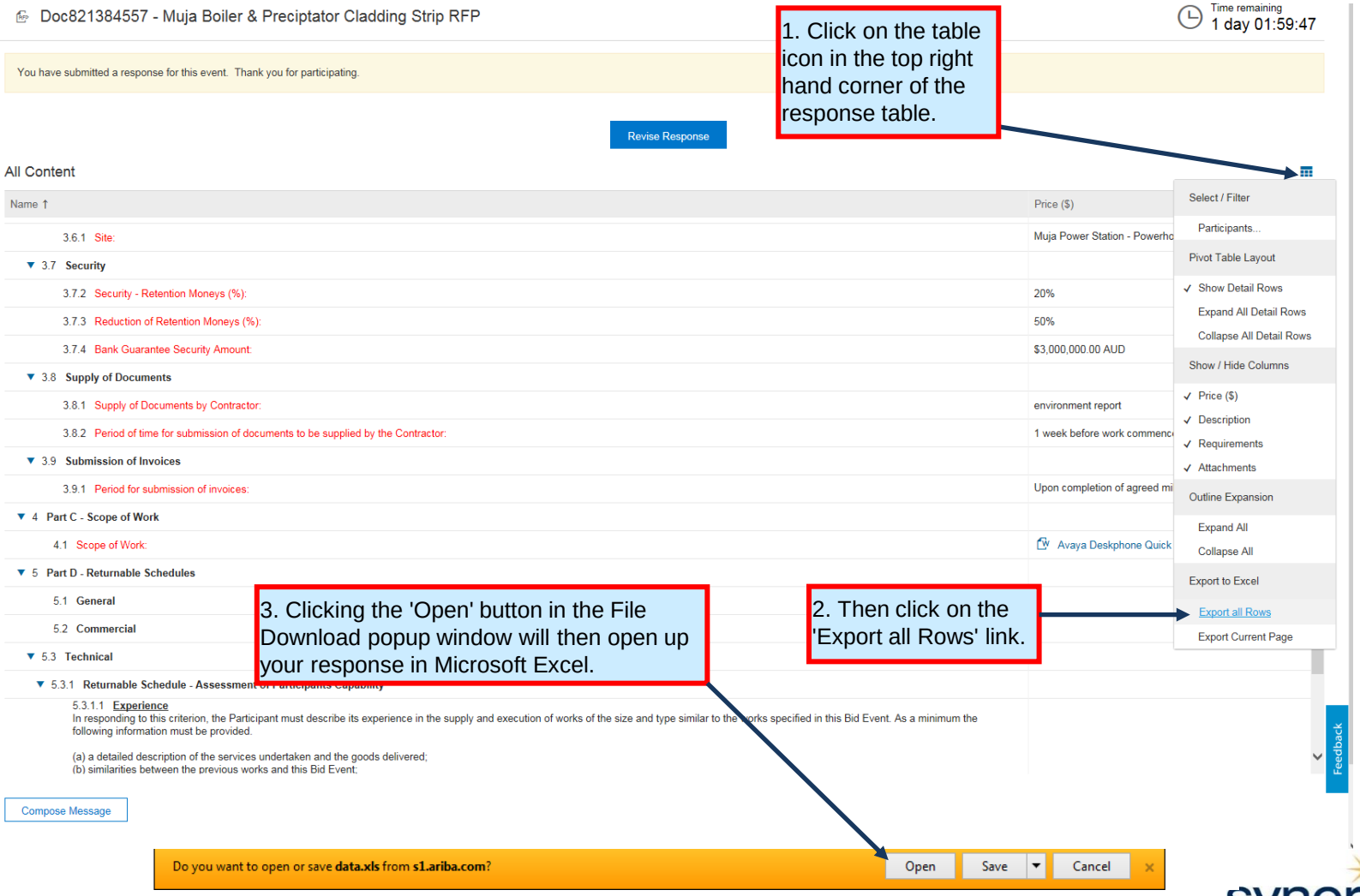
You will be then shown your Response Screen and all answer fields will be unlocked and available for editing.

Do not forget to select ‘Submit your entire Response’ again once complete.

Printing Your Response

If you wish to keep a hard copy of your response it can be exported from Ariba and printed.

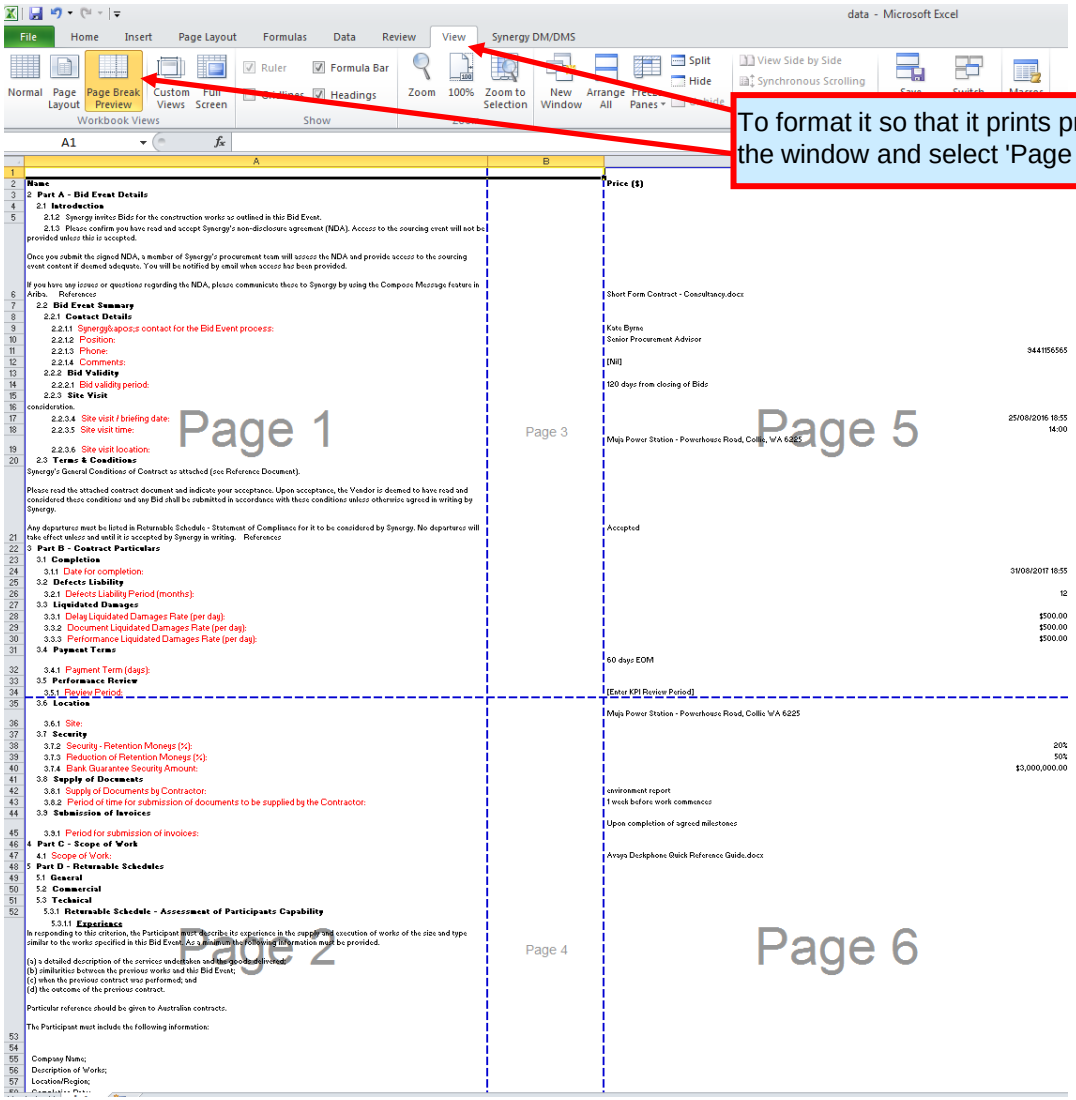
What It Looks Like



Printing Your Response

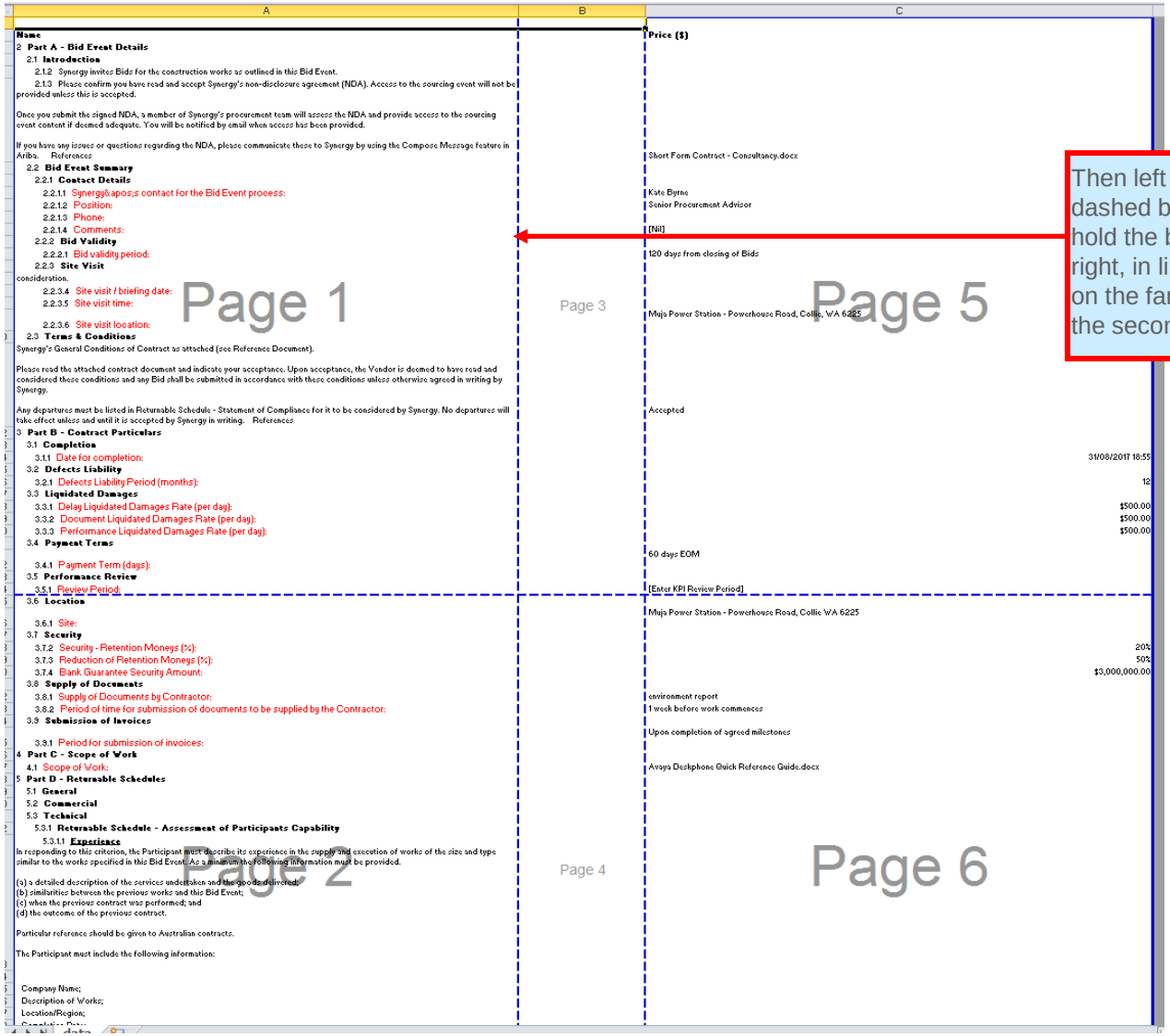
Here you will see the whole response

What It Looks Like



Printing Your Response

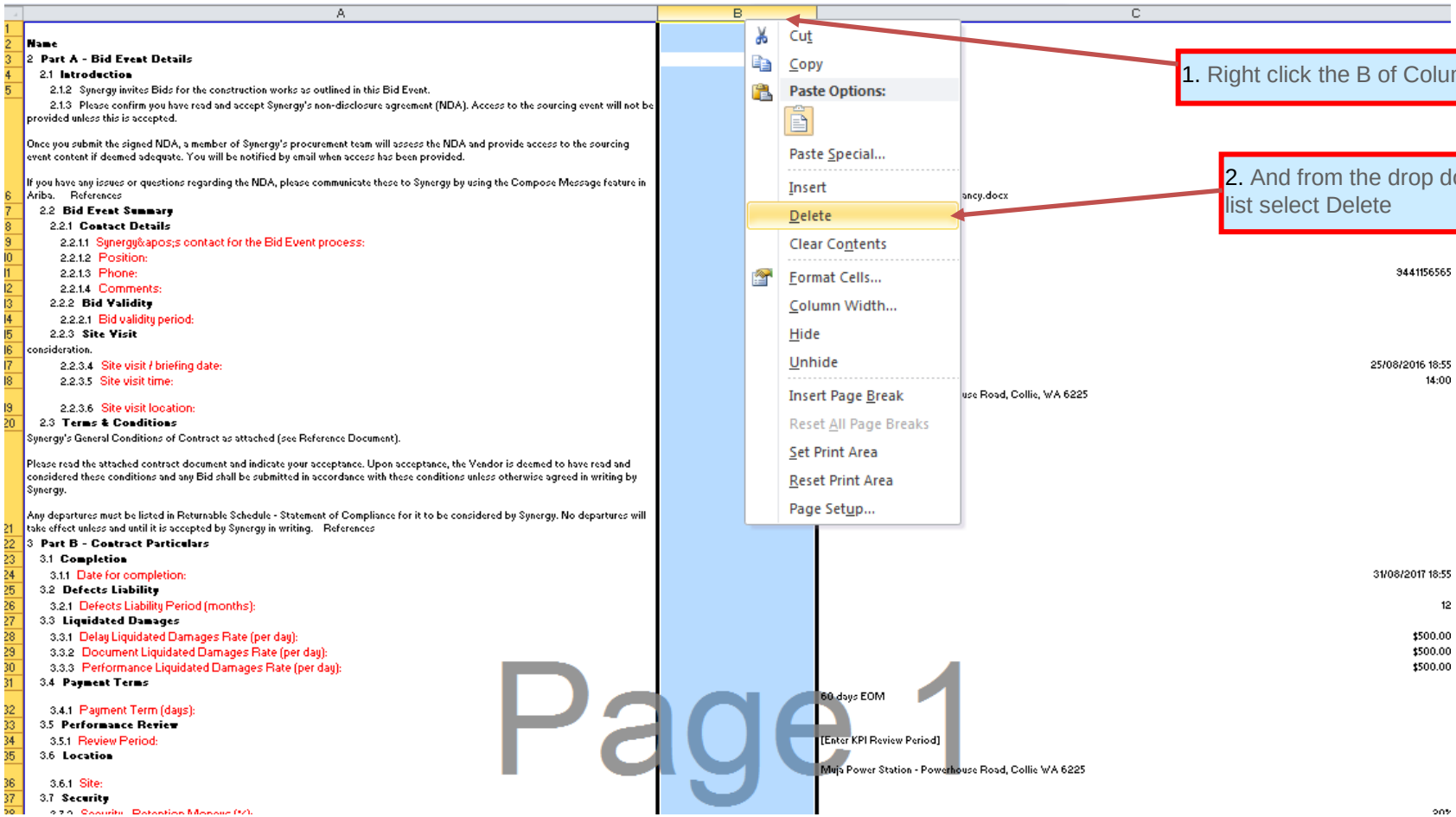
What It Looks Like



Then left click the first vertical dashed blue line from the left and hold the button as you drag it to the right, in line with the solid blue line on the far right. Do the same with the second vertical dashed blue line

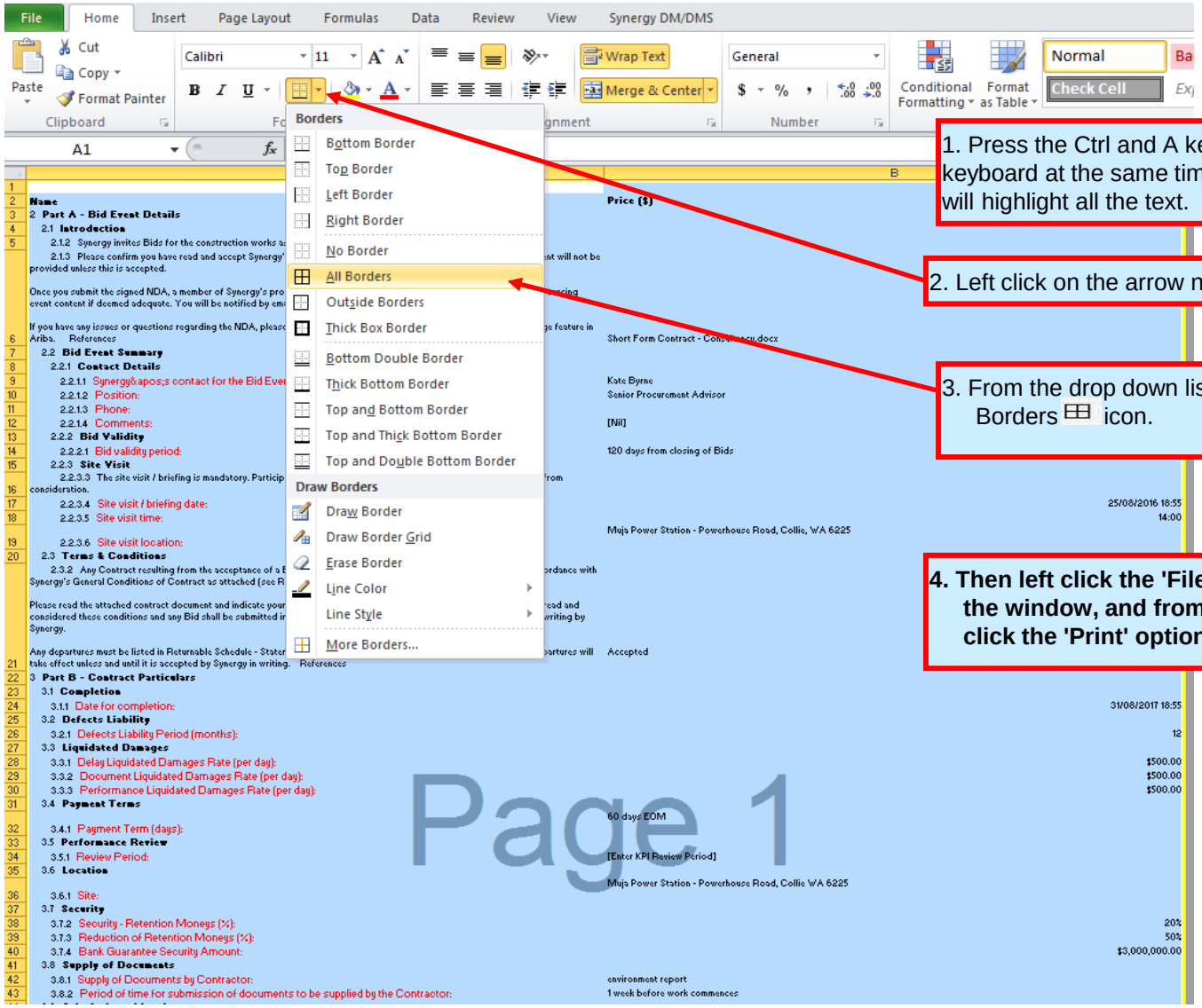
Printing Your Response

What It Looks Like



Printing Your Response

What It Looks Like



1. Press the Ctrl and A keys on your keyboard at the same time (Ctrl+A). This will highlight all the text.

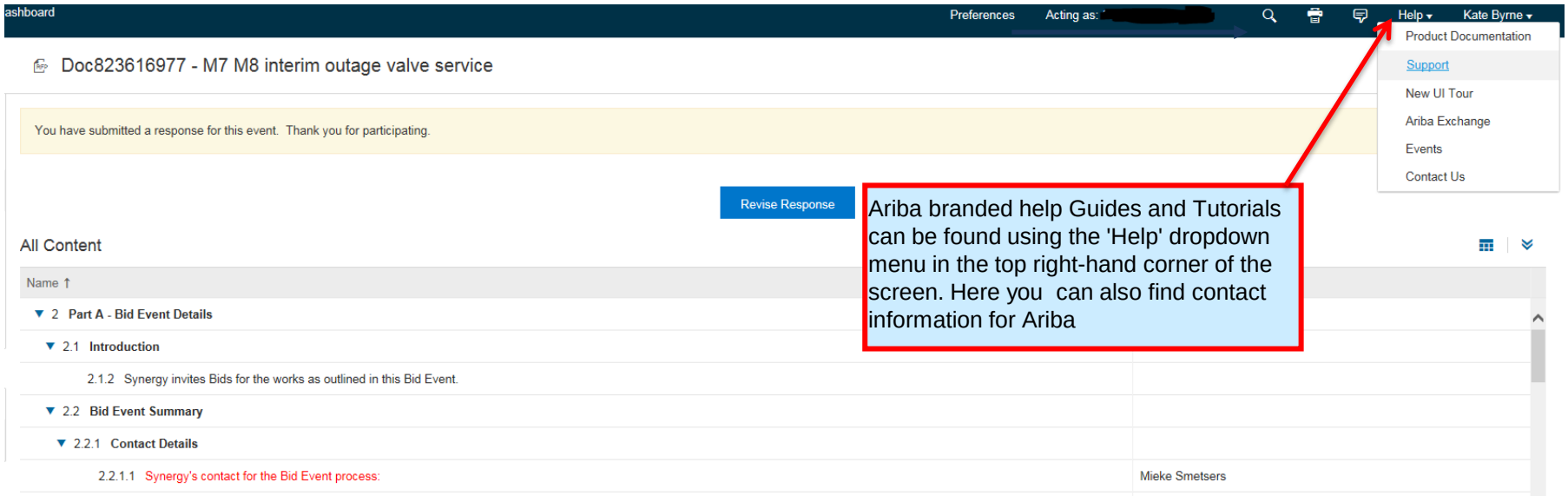
2. Left click on the arrow next to the icon.

3. From the drop down list select the All Borders icon.

4. Then left click the 'File' menu at the top of the window, and from the drop down list click the 'Print' option.

Ariba Help

What It Looks Like



Ariba branded help Guides and Tutorials can be found using the 'Help' dropdown menu in the top right-hand corner of the screen. Here you can also find contact information for Ariba

For Ariba related issues you can contact Synergy at ariba.admin@synergy.net.au.

Alternatively you can contact Ariba directly on 1800 766 694