SUPPLIER GUIDE

SAP Ariba

2021

TABLE OF CONTENT

KÄRCHER

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Why is this change occurring?

ARIBA GENERAL INFORMATION
Why is this change occurring?

Please view the announcement of
Mr. Heiko Braitmaier – Executive Vice President Sourcing & Procurement
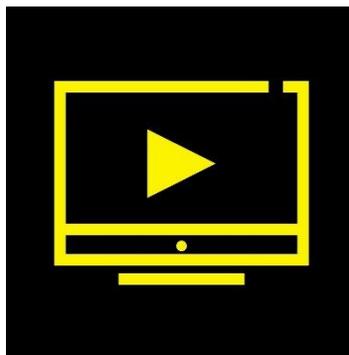
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ARIBA GENERAL INFORMATION

Kärcher Procurement Vision

We as Kärcher want to take the next step towards digitizing our source-to-contract and purchase-to-deliver processes.

Introduce **global** procurement tool with **transparent**, **compliant** and **standardized** processes

Consolidate the Kärcher **IT landscape**

Enhance the collaboration and communication with our suppliers throughout all supply chain processes (source-to contract to purchase-to-deliver)

For this, we have chosen **Ariba Network** as new e-procurement platform.

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Will this change be required?

ARIBA GENERAL INFORMATION

Will this change be required?

Yes! Kärcher is digitizing the end-to-end source-to contract and purchase-to-deliver processes, using the SAP Ariba cloud-based platform. The Ariba Network will be the only way to transact with Kärcher in the future.

Sourcing Events: You need to be registered on Ariba to be considered in future RFQs

Qualifications: Get qualified for additional plants and subsidiaries within the Kärcher Group as well as additional commodities

Contract Management: Take advantage of concluding contracts with Kärcher such as Framework Supply Agreements via Ariba

Operative Procurement Processes: Streamline purchase orders, scheduling agreements (expected beginning 2023)

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What is changing?

ARIBA GENERAL INFORMATION
What is changing?

So far

Fragmented IT landscape resulting in different entry points to collaborate with Kärcher.

Processes

| Supplier qualification, master data maintenance |
| RFQs |
| Contract negotiation and signing |
| Order processing |

Systems

| SAP SLC |
| E-Mail or 3rd party system |
| E-Mail, MS Office |
| E-Mail, SAP SNC |

As of Now

One system for multiple processes.

SAP Ariba

| SLP |
| Sourcing |
| Contract |
| Supply Chain Collaboration* |

*Available expected by beginning 2023

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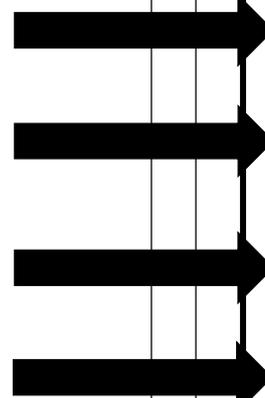
ARIBA GENERAL INFORMATION

What is Ariba Network?

Advance Shipment Notices
Invoices
Purchase Order Confirmations
Catalogs
Purchase Orders
Ariba Discovery
Ariba Network
Open. Smart. Simple.

Ariba Network

*SAP SE or an SAP affiliate company. All rights reserved

Supplier

SAP Ariba Solutions

| SUPPLIER MANAGEMENT | STRATEGIC SOURCING | SUPPLY CHAIN | PROCUREMENT | FINANCIAL SUPPLY CHAIN |

BUYERS | SOURCE TO SETTLE

SAP Ariba Supplier Lifecycle & Performance	SAP Ariba Sourcing	SAP Ariba Supply Chain Collaboration	SAP Ariba Buying	SAP Ariba Payables
SAP Ariba Supplier Risk	SAP Ariba Contracts		SAP Ariba Commerce Automation	SAP Ariba Invoice Management
	SAP Ariba Spend Analysis			

Products in Scope   Products

Kärcher

What is the Ariba Network?

- global platform for strategic cooperation between customers and suppliers
- more than 2.5 million companies from 190 countries are already represented there
- communication between the customer and the supplier will exclusively take place via the Ariba Network
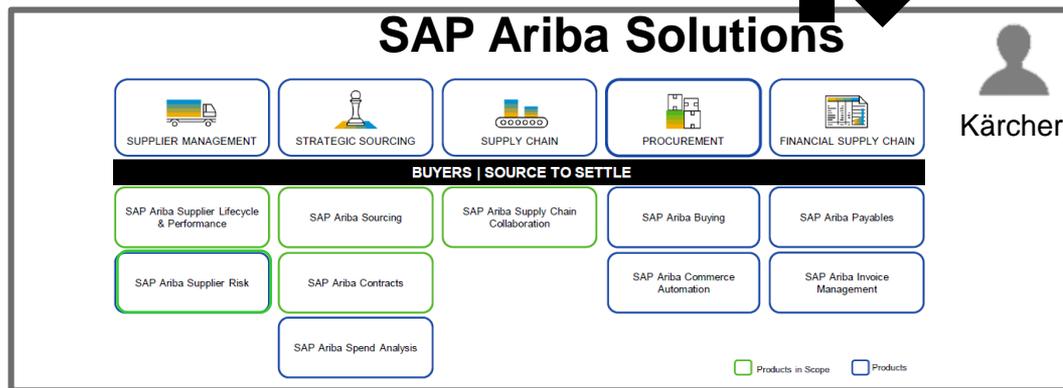
How do we use it at Kärcher?

- we will use the individual but mutually integrated Ariba modules for the different purchasing processes
- these cloud Ariba modules are connected with the Ariba Network
- we will start with the strategic sourcing suite and continue with the operative purchasing modules

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What are your benefits?

ARIBA GENERAL INFORMATION

What are your benefits?

Your General Benefits using Ariba Network

Find new customers and suppliers

Manage multiple trade relationships with one account

Easy access to the web-based plattform

Basic Functionalities which are included in the standard account to collaborate with Kärcher are free of charge

Your Benefits for collaborating with Kärcher on Ariba Network

Single platform to access

Greater visibility and transparency of the status of qualification status & sourcing events

Improved tendering processing cycles

Online communication between you and Kärcher including document sharing

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What are the next steps?

STEPS IN SUPPLIER ENABLEMENT
The first steps

STEP 1: Your responsible Kärcher purchaser will be contacting you and you will get an Ariba invitation via e-mail.

STEP 2: Once you have created your Ariba Network Account, you will be asked to check your registration data at Kärcher.

STEP 3: Now you are a registered supplier at Kärcher and collaboration on the Ariba platform can start.

STEP 4: You will receive qualification requests to qualify for commodities and plants within the Kärcher Group.

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How to register?

REGISTER TO ARIBA NETWORK

Introduction

The following steps will show you how to register to the business platform **‚Ariba Network'**.

In future you will receive all requests from Kärcher through your Ariba Network Account. But you don't have to go actively into the system – you will receive an e-mail notification for any updates.

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HOW TO REGISTER TO ARIBA NETWORK
Step by Step Instruction

1

The invitation via e-mail is the start of your Ariba account

→ follow the link under ‚**Click Here'**

2

2.1 If your company is new on Ariba Network click ‚**Sign Up'** and follow steps 3 to 11 in this guide.

2.2 If your company already has an Ariba Network Account, you can log in with your credentials and skip steps 3 to 11.

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HOW TO REGISTER TO ARIBA NETWORK
Company and User Account Information

3

Company information

\

* Indicates a required field

Company Name: *	Supplier 123 Inc
Country/Region: *	Germany [DEU]
Address: *	longstreet
	Line 2
Postal Code: *	70176
City: *	Stuttgart
State:	Baden-Württemberg [DE-BW]

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

In the first section, you have to provide your general company information.

4

User account information

* Indicates a required field

SAP Ariba Privacy Statement

Name: *	Michael Miller
Email: *	marianne.koslow@de.kaercher.com
	☐ Use my email as my username
Username: *	michael.miller@123inc.de
Password: *	••••••••••
	•••••••••• 👁
Language:	English
Email orders to: *	orders@123inc.de

Must be in email format(e.g john@newco.com) ⓘ

Passwords must contain a minimum of eight characters including upper and lower case letters, numeric digits, and special characters. ⓘ

The language used when Ariba sends you configurable notifications. This is different than your web b...

Customers may send you their orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

Please complete your user account information.

ⓘ **Hint:**
The Ariba Network requires an order address, however, it doesn't mean that you will receive orders via this mail as of now. It is just an technical account requirement at this step.

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HOW TO REGISTER TO ARIBA NETWORK
Business Details and Completion

5

Here you can provide more company information.
Other companies on the Ariba Network can find you based on your input.
You can choose from an extensive catalogue of products and services.
Either start to type or click **,Browse'**.

6

Please read and confirm the general Ariba Network Terms and Use and Privacy Statement.
Afterwards click **,Create account and continue'.**

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HOW TO REGISTER TO ARIBA NETWORK
Review potential accounts

7

> (i) Potential existing accounts
>
> We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account.
>
> **Review accounts**

8

20 search results found					
SUPPLIER NAME	COUNTRY	STATE	DUNS	SUPPLIER ANID	ACTIONS
test-MK:20201102	-	Badakhshan	-	AN01592027898	•••
MK_2020-08-13	DEU	Baden-Württemberg	-	AN01553679211	••• View profile
Test123	DEU	-	-	AN01591984220	•••

The system may suggest potential existing accounts based on your data input.
Click ‚**Review accounts‘.**

If not, continue with step 11.

You will see now the potential existing accounts. Click on the three dots and then ‚**view profile‘.**

> Please avoid to create unnecessary duplicate accounts. However, it may make sense for different legal entities with unique tax or DUNS number to create own accounts for better management of those.

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HOW TO REGISTER TO ARIBA NETWORK
Contacting the Admin of an Existing Account

9
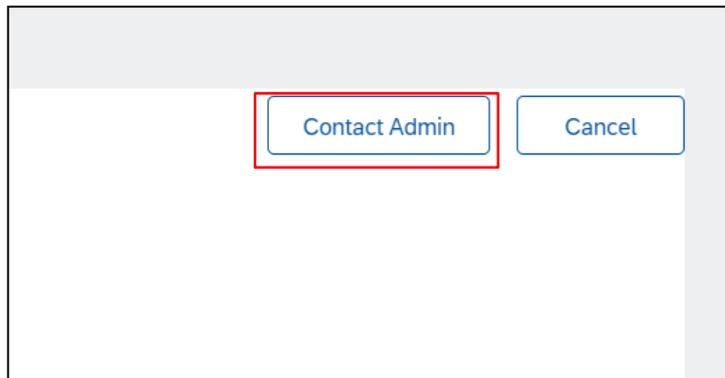
You can check for the account information and select „Contact Admin" to reach out for the person who created an account before.

10

You can send an e-mail to the Admin of the Account to double check if you could use it or to create another one.

You can pause now the registration and wait for the admin's answer.Then continue with step 11.

HOW TO REGISTER TO ARIBA NETWORK
Final step

11

Review duplicate Account

We noticed that your company may already register an Ariba Network account, please review the match results
- You can log in the account you are associated with
- Or, you can view the profile and contact the account administrator from there
- Or, if there is no match, you can Continue Account Creation and we will progress your registration
- Or, you can Go back to previous page

Match Based On

If you are sure to create your individual account click
‚**Continue Account Creation‘.**

> Congratulations! Your Ariba Network Account has been now created and you will be forwarded to the Kärcher Registration.

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REGISTER TO KÄRCHER ARIBA
General Company Information

12

Now you will be asked to complete the Registration to become a Kärcher supplier. Only if you are a registered supplier, Kärcher can communicate and transact via Ariba with you.

Please provide your generaly company information like name and address in the first step.

REGISTER TO KÄRCHER ARIBA

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1.4	Do you have a Chinese address?	Unspecified ⌄
1.6	DUNS Number	
1.7	Please upload your company presentation. It is your chance to share more information.	Attach a file
1.8	Are you an American supplier that wants to deliver to the US?	Unspecified ⌄
1.10	Are you an international supplier who wants to deliver to the US?	Unspecified ⌄

Please provide more information about your company.

You can attach your company presentation with the most important facts.

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REGISTER TO KÄRCHER ARIBA

Tax Number

14

Please choose the country of your company first.

Based on the country selected, you have to provide different tax numbers.

Hint:
There are validation checks behind every tax number field.

REGISTER TO KÄRCHER ARIBA
Bank Details

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2.2 Bank Question * ⓘ	Bank Name: SWIFT: Account Holder Name: Bank Key/ABA Routing Number: Account Number: IBAN: Additional Info:
3 Comments	

Please provide as many bank details as possible.

But at least provide:
A) Bank Key and Account Number
Or
A) IBAN number and SWIFT for European based companies

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REGISTER TO KÄRCHER ARIBA
General Terms and Conditions

16

4 Terms of Use

4.1 I hereby confirm that I am duly authorized to conclude legally binding agreements for the contracting supplier *   ● Yes   ○ No

4.2 Do you agree with the Kärcher Code of Conduct? * ⊘   ○ Yes   ○ No

4.4 Do you accept our Ariba Terms of Use? * ⊘   ○ Yes   ○ No

4.5 Do you accept the Kärcher Data Privacy Statement for Suppliers? * ⊘   ○ Yes   ○ No

4.6 I have read and understood the Information Security Policy for Suppliers * ⊘   ○ Yes   ○ No

Please confirm our general terms and conditions. Otherwise you cannot become a Kärcher Supplier.

Hint:
Quesiton 4.1 refers to your authorization to agree to the Code of Conduct, Terms and Use, Data Protection Statement, Information Security Policy for suppliers on behalf of your company (this is not referring to future contracts that may be concluded via Ariba).

REGISTER TO KÄRCHER ARIBA

Submission of Questionnaire

17
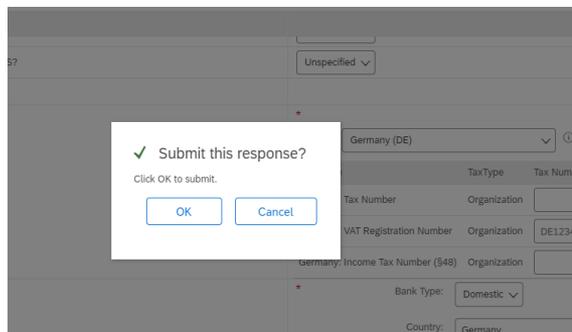
Once you completed the questionnaire,
you can submit it.

➤ Your data will be now transmitted and checked by the responsible purchaser. After approval you are a registered Kärcher supplier.

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REGISTER TO KÄRCHER ARIBA

Ariba Dashboard

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After you have submitted your response you can proceed to the general Kärcher Dashboard.

On this general Dashboard you have an overview of all the incoming or completed tasks with Kärcher such as questionnaires or RFQ events.

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How to configure your Ariba Network Account?

Kärcher Procurement | Ariba Supplier Guide | 2021

HOW TO CONFIGURE YOUR ARIBA PROFILE
Company Profile Configurations

You will see various tabs for adding content to you company profile. The more your profile is maintained, the better other companies can find and contact you.
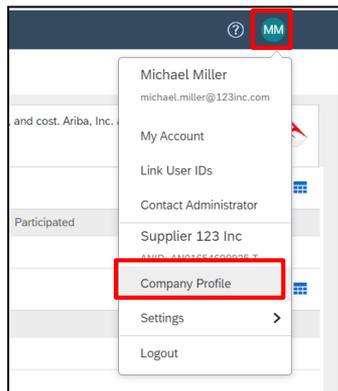
Click on your profile Icon: Here you can see various settings and further actions to be made. Start with ‚**Company Profile**'
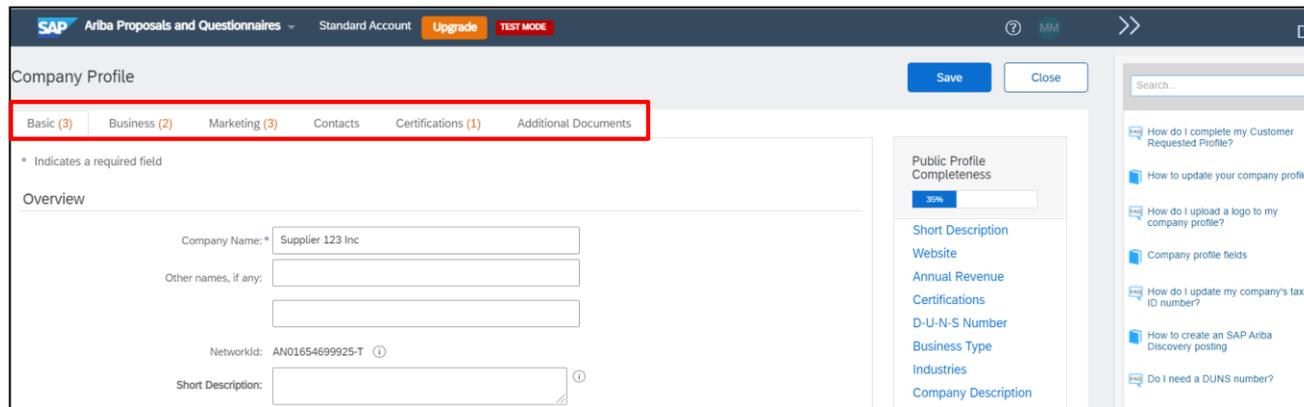
HOW TO CONFIGURE YOUR ARIBA PROFILE
Add Users to the Profile
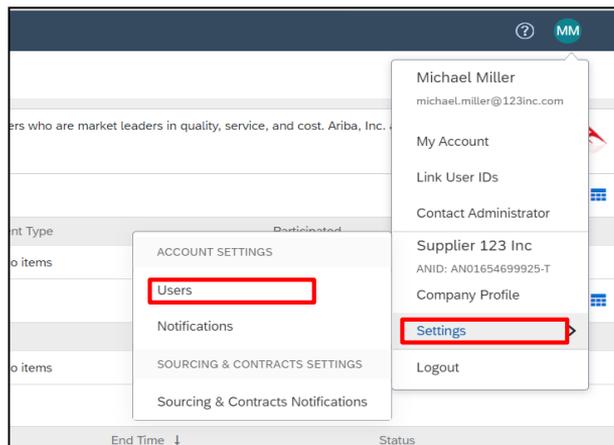
Click on your profile Icon:
Go to ‚**Settings**' → ‚**Users**'
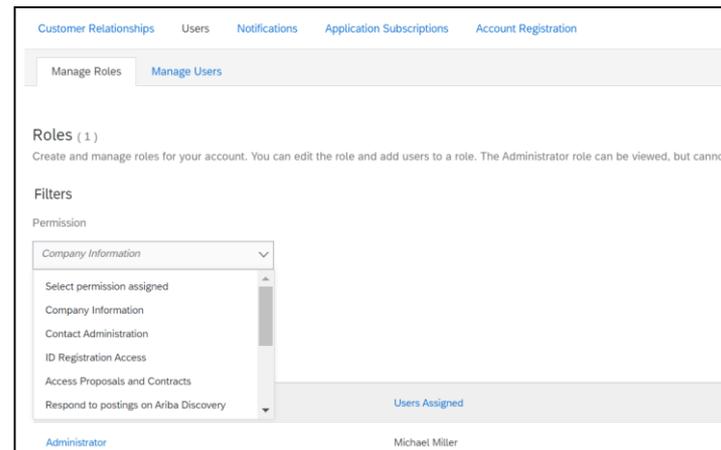
Define the permissions for the roles**.**

HOW TO CONFIGURE YOUR ARIBA PROFILE

Add Users to the Profile

Click on the plus sign to add more users to the account.

Complete the necessary contact details.

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HOW TO CONFIGURE YOUR ARIBA PROFILE
Add Users to the Profile

If your company is already connected with other customers, you can assign here internal users for individual customers. Then they can separately manage their customers via the account.

Click ‚**Save**' to add the the internal user.

What is Ariba Sourcing?

ARIBA SOURCING
Request for Proposal (RFP)

What is Ariba Sourcing?

❯ SAP Ariba Sourcing is used to offer our suppliers the opportunity to bid and compete fairly for Kärcher business.

❯ Kärcher uses SAP Ariba to support the entire sourcing process. The tool provides an online portal that allows purchasers and suppliers to collaborate on sourcing activities.

❯ The SAP Sourcing enables the sourcing process to be safe and transparent. It allows for a precise evaluation process with clearly defined requirements, and forms the basis for ensuring a competitive and fair environment for all suppliers.

The following explains how to participate in an **RFP Event.**

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PARTICIPATING IN AN RFP EVENT

Event Invitation

1

The invitation via e-mail is the start of your Ariba RFP Event

→Press ‚**Click here‘**

2

2.1 If your company is new on Ariba Network click ‚**Sign Up‘** and follow steps 3 to 11 in this guide.

2.2 If your company already as an Ariba Network Account, you can log in with your credentials, you can skip steps 3 to 11.

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PARTICIPATING IN AN RFP EVENT
Event Details

Event Details:

1 The checklist takes you through the steps required for participating in the event

2 On the right side is the countdown for the event

PARTICIPATING IN AN RFP EVENT
Accept or Decline the invitation

Review Event Details:

1 If you plan to participate in the event click **'Review Prerequisities'**

2 If you don't plan to participate in the event click **'Decline to respond'**

PARTICIPATING IN AN RFP EVENT

Accept the Event Prerequisities

If you have clicked
,Review Prerequisities'
you should be at ,2. Review and
Accept Prerequisities'

1 Accept the terms of use and the
data protection statement by
clicking on **,yes'**

2 Submit your response by clicking
on ,**OK'**

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PARTICIPATING IN AN RFP EVENT
Select Lots

1 Select the lots you want to bid for and click ,**Confirm Selected Lots'**

2 If you don't want to bid for a lot, give a reason for not bidding

PARTICIPATING IN AN RFP EVENT
Submit Response

1 Review all content and add responses as requested

2 ‚**Compose message**', here you can leave a message for the purchaser

3 Add pricing as requested

4 ‚**Update Totals**'

5 Use ‚**Submit Entire Response**' to submit your answer to the RFP

PARTICIPATING IN AN RFP EVENT
Revise Response

1 As long as the event hasn't finished you can make changes by clicking on ‚**Revise Response**'

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How can I get help?

SUPPLIER SUPPORT
The following support tools are available to suppliers

SAP Ariba Help Center

- Accessible directly from Supplier account upon login

- *Help* sign is displayed in the upper right corner

- Click on *Help* to see the panel on the right side

- Popular topics and search bar become available for review

Live chat, Email or Phone Support

- Accessible directly from Supplier account upon login

- *Support* sign is displayed in the lower right corner of Help Centre panel

- Click on *Support* to open a new window

- Fill in the topic you would like to get help with

- Answer *Yes* or *No* in the "Contact SAP Ariba Support" section

- Depending on the answer, you will be directed to the appropriate support channel

> In 2019, approx. 88% of Customer Support Service Requests were self-served with the user finding the answer to their query quickly, easily and at a time that is suitable to them.
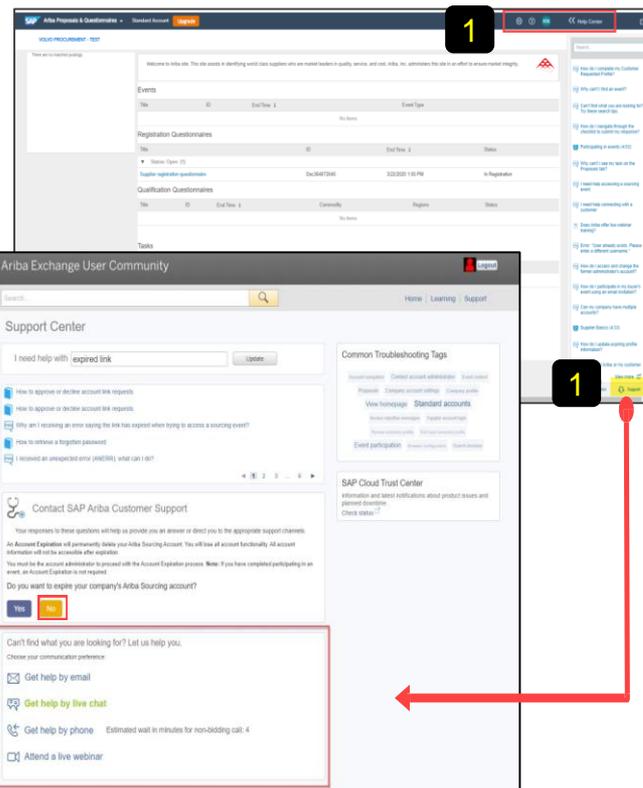
FAQS

Overview – Please click on the respective question to be directed to the answer

What if I did not receive the link to register?

If I already have an existing SAP Ariba Network Account, why am I being asked to create a new one?

I'm struggling to login with my existing Ariba Network account credentials. What do I do?

I tried to open the link but I am getting the following error: ERR_CONNECTION_TIMED_OUT Error. How to fix it?

Why do I get the below message on the SAP Ariba Login page?
"The username and password pair you entered was not found"

Why do I get the below message on the SAP Ariba Login page?
"Error: The username and password entered has already merged to another Ariba Sourcing user account"

What happens once I have completed the Registration Questionnaire?

What if I cannot see the Questionnaire?

My colleague has added me to Ariba but I still cannot see the Kärcher content.

How do I update my data?

Are the Kärcher Terms of Use available in languages other than English?

FAQS

The following questions and answers may help you

Q

A

What if I did not receive the link to register?

The issue could be related to your mail agent setting – make sure *ariba.com* is whitelisted. Before requesting to resend the invitation, check the following:
- search your mailbox for an email with the following email subject: Invitation to Register
- search for the invitation across all your folders, such as your Inbox, Junk or Spam Folders
- confirm if one of your colleagues received the invitation instead of you.

Q

A

If I already have an existing SAP Ariba Network Account, why am I being asked to create a new one?

You don't need to create a new one. You can use your existing one. Just choose "login" instead of "register" for the initial setup. However, you can also create an additional Ariba Network account to manage your different subsidiaries and plants separately. It depends on you business needs.

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FAQS

The following questions and answers may help you

Q

A

I'm struggling to login with my existing Ariba Network account credentials. What do I do?

If you are experiencing this problem, it could be one of the scenarios below:
- You have already logged into your existing account and then also clicked on the link in the email for the first time.

IMPORTANT: The system will view this as an attempt to log in twice at the same time. You must either click on the link and log in from there or log into your existing account and navigate to the Ariba Sourcing screen. You can not to do both.
- If you have another SAP Ariba site open in another browser tab, please close that other tab and try to login again.
- If you received a certificate error in your browser when trying to access the Ariba Network login page at https://supplier.ariba.com, please clear your browser cache, cookies and search history. Close the browser and then try open the page again.

Q

A

If I already have an existing SAP Ariba Network Account, why am I being asked to create a new one?

You don't need to create a new one. You can use your existing one. Just choose "login" instead of "register" for the initial setup. However, you can also create an additional Ariba Network account to manage your different subsidiaries and plants separately. It depends on your business needs.

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FAQS
The following questions and answers may help you

Q I tried to open the link but I am getting the following error: ERR_CONNECTION_TIMED_OUT Error. How to fix it?

A Typically, this is caused by slow network connection (common occurrence on busy public hotspots) or **firewall blocking the webpage**. To ensure that firewall is not rejecting Ariba web content, the below domains and IP range have to be **whitelisted**:

* The domain for Middle East: **@smtp.mn2.ariba.com**
* The domain for USA: **@ansmtp.ariba.com**
* The domain for Europe: **@eusmtp.ariba.com**
* SAP Ariba's **IP address range** found in the linked article

Q Why do I get the below message on the SAP Ariba Login page?
"The username and password pair you entered was not found"

A You entered an incorrect username or password. You might also receive this message in the following scenarios:
* Your password contains part of your username.
* Your browser is automatically filling in an invalid character or the incorrect username/password
* You entered a username that is not currently valid for your account.
* You entered an incorrect password.
* You are not using a certified browser.
* Your cookies have not been cleared.

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FAQS
The following questions and answers may help you

Q Why do I get the below message on the SAP Ariba Login page?
"Error: The username and password entered has already merged to another Ariba Sourcing user account"

A Create an alternate username by clicking **Sign Up** through the event invitation. Your new username will need to be different than any existing registered username. If not, you will face an user already exists error message.

Q What happens once I have completed the Registration Questionnaire?

A Once you have completed and submitted the Questionnaire, wait for the confirmation whether it has been approved. Upon approval, you will become eligible to be invited to a Sourcing event. Depending on the project scope, you might still need to complete the Qualification process.

Q What if I cannot see the Questionnaire?

A If you logged into your AN account, toggle to the "Proposals and Questionnaires" module in the left upper corner to see upstream forms and data.
You might have stopped the process before getting to the Kärcher Registration Questionnaire. Please contact your Buyer within Kärcherto have the link resent and then to log in with your existing credentials.

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FAQS
The following questions and answers may help you

Q My colleague has added me to Ariba but I still cannot see the Kärcher content

A The person who initially created the Ariba Network Account is the Administrator. He can add new users. See therefore section "How to configure your Ariba Network Account" in this supplier guide. However, it doesn't mean that the users will automatically see the content of Kärcher. Only if this added users get's an invitation link for registration, a questionnaire or and RFQ event from Kärcher he will be enabled for the Kärcher content in Ariba Network.

Q How do I update my data?

A You can update the content of the registration questionnaire at any time. Just enter your Ariba Network Account under supplier.ariba.com. Navigate to Questionnaires and Proposals on the left corner. Then go to the registration questionnaire. Once you have opened the are, you can click "revise response" and update your data therre and submit again.

Q Are the Kärcher Terms of Use available in languages other than English?

A The Kärcher Terms of Use are available in English (first section of the document) and German (second section of the document). Other languages are currently not available.

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