



KÄRCHER

SUPPLIER GUIDE

SAP Ariba

2021

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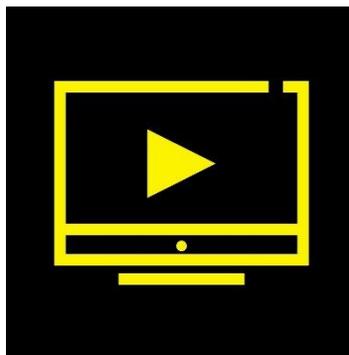
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Why is this change occurring?

ARIBA GENERAL INFORMATION

Why is this change occurring?

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



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.

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)

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.

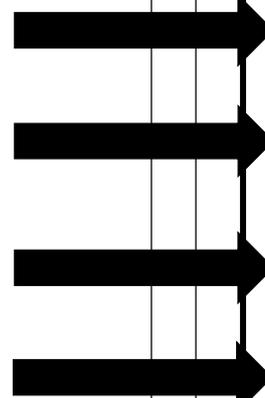
SAP Ariba 

SLP

Sourcing

Contract

Supply Chain
Collaboration*



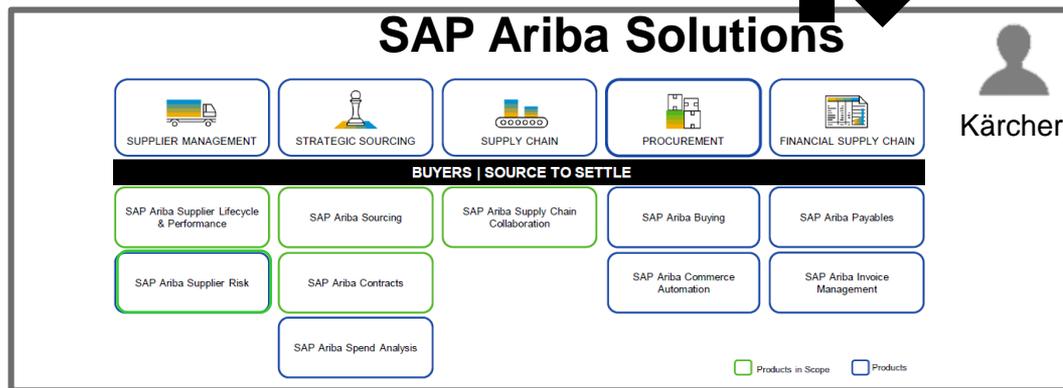
ARIBA GENERAL INFORMATION

What is Ariba Network?



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

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 platform



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

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.

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.

HOW TO REGISTER TO Ariba NETWORK

Step by Step Instruction

1

KÄRCHER

Register as a supplier with KÄRCHER

Hello!

Marionette Kosiwka has invited you to register to become a supplier with KÄRCHER - TEST. Start by creating an account with Ariba Network. It's free.

KÄRCHER - TEST uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If [christina.lehmann_0500221](#) already has an account with Ariba Network, sign in with your username and password.

[Click Here](#) to create account now

You are receiving this email because your customer, KÄRCHER - TEST, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact KÄRCHER - TEST.

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

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

2

Have a question? [Click here](#) to see a Quick Start guide.

Sign up as a supplier with KÄRCHER - TEST on SAP Ariba.

KÄRCHER - TEST uses SAP Ariba to manage procurement activities.

Create an SAP Ariba supplier account and manage your response to procurement activities required by KÄRCHER - TEST.

2.1

Sign up

Already have an account?

Log in

2.2

About Ariba Network

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.

HOW TO REGISTER TO ARIBA NETWORK

Company and User Account Information

3

Company information

* Indicates a required field

Company Name: *

Country/Region: * 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.

Address: *

Postal Code: *

City: *

State:

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

4

User account information

* Indicates a required field

Name: *

Email: * [SAP Ariba Privacy Statement](#)

Use my email as my username

Username: * Must be in email format (e.g. john@newco.com)

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

Language:

Email orders to: * 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.

HOW TO REGISTER TO Ariba NETWORK

Business Details and Completion

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Tell us more about your business

Product and Service Categories: * -or- [Browse](#)
 x

Ship-to or Service Locations: * -or- [Browse](#)
 x

Tax ID: Enter your Company Tax ID number.

Vat ID: Enter your company's five to twelve-digit value added tax identification number. Do not enter dashes.

DUNS Number: Enter the nine-digit number issued by Dun & Bradstreet. By default, DUNS number is appended with "-1" in test account. ⓘ

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

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration. By clicking the Create account and continue button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, you also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian Federation.

I have read and agree to the [Terms of Use](#)

I have read and agree to the [SAP Ariba Privacy Statement](#)

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

HOW TO REGISTER TO Ariba NETWORK

Review potential accounts

7

 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](#)

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

If **not**, continue with step 11.

 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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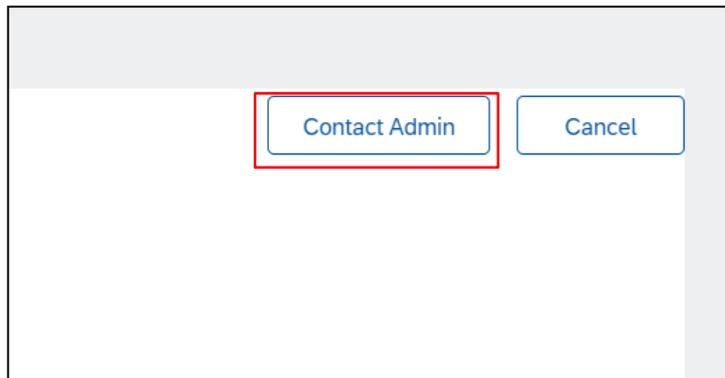
20 search results found					
SUPPLIER NAME	COUNTRY	STATE	DUNS	SUPPLIER AND	ACTIONS
test-MK20201102	-	Badakhshan	-	AN01592027898	*** View profile <small>Please see profile</small> <small>you have 01</small> ***
MK_2020-08-13	DEU	Baden-Württemberg	-	AN01553679211	
Test123	DEU	-	-	AN01591984220	***

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

HOW TO REGISTER TO Ariba NETWORK

Contacting the Admin of an Existing Account

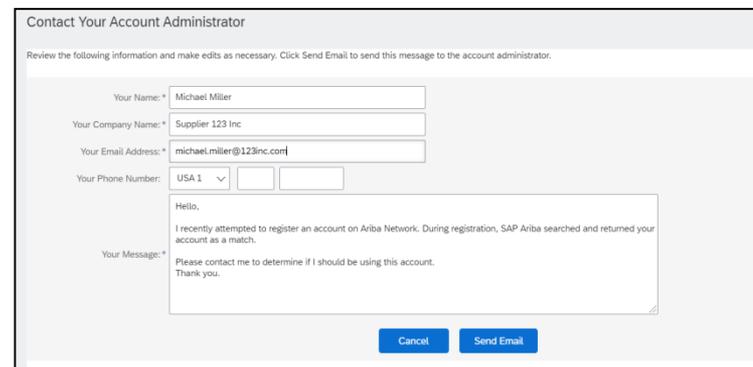
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A screenshot of a web interface showing a dialog box. The dialog box has a white background and a light gray border. It contains two buttons: "Contact Admin" and "Cancel". The "Contact Admin" button is highlighted with a red rectangular border.

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

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A screenshot of a web form titled "Contact Your Account Administrator". The form has a light gray background and a white border. It contains the following fields and elements:

- Your Name:** * Michael Miller
- Your Company Name:** * Supplier 123 Inc
- Your Email Address:** * michael.miller@123inc.com
- Your Phone Number:** USA 1 [] []
- Your Message:** *
Hello,
I recently attempted to register an account on Ariba Network. During registration, SAP Ariba searched and returned your account as a match.
Please contact me to determine if I should be using this account.
Thank you.

At the bottom right of the form, there are two buttons: "Cancel" and "Send Email".

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.

REGISTER TO KÄRCHER ARIBA

General Company Information

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The screenshot shows a web-based registration questionnaire titled "Doc602965524 - Supplier registration questionnaire". The interface includes a sidebar with navigation options like "Event Messages", "Event Details", "Response History", and "Response Team". The main content area is titled "All Content" and shows a form for "Supplier 123 Inc". The form is divided into sections: "1. General Information", "2. Financial Information", and "3. Terms of Use". The "1. General Information" section is expanded, showing fields for "1.1 Supplier Full Legal Name" (filled with "Supplier 123 Inc"), "1.2 Supplier Name 2" (filled with "I"), and "1.3 Address (in Latin letters)". The address fields include "Street" (filled with "longstreet"), "House Number" (filled with "5"), "Street 2", "Street 3", "District", "Postal Code" (filled with "70276"), "City" (filled with "Stuttgart"), "Country" (filled with "Germany (DE)"), and "Region" (filled with "Baden-Württemberg (DE)"). A "Show More" link is visible below the address fields. A footer note states "(*) indicates a required field".

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 general 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	<input type="text"/>
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.

REGISTER TO KÄRCHER ARIBA

Tax Number

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2 Financial Information

2.1 Tax Question

Country:

Tax Name	TaxType	Tax Number
Germany: Tax Number	Organization	<input type="text"/>
Germany: VAT Registration Number	Organization	<input type="text" value="DE123456789"/>
Germany: Income Tax Number (§48)	Organization	<input type="text"/>

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 * [?](#)

3 Comments

Bank Name:
SWIFT:
Account Holder Name:
Bank Key/ABA Routing Number:
Account Number:
IBAN:
Additional Info:

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

REGISTER TO KÄRCHER ARIBA

General Terms and Conditions

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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.

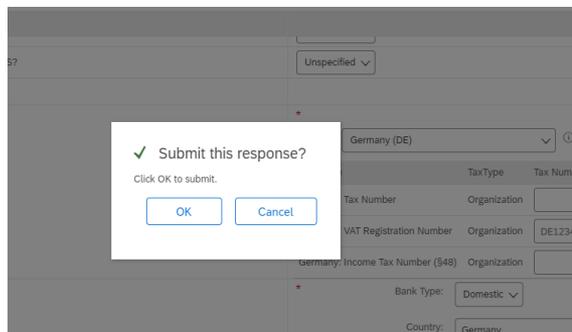
Hint:

Question 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



A screenshot of a web application interface showing a questionnaire submission dialog box. The dialog box is white with a green checkmark icon and the text "Submit this response?". Below this, it says "Click OK to submit." There are two buttons: "OK" and "Cancel". The background is a blurred form with various fields like "Unspecified", "Germany (DE)", "Tax Type", "Tax Number", "Organization", "VAT Registration Number", "Germany, Income Tax Number (548)", "Bank Type: Domestic", and "Country: Germany".

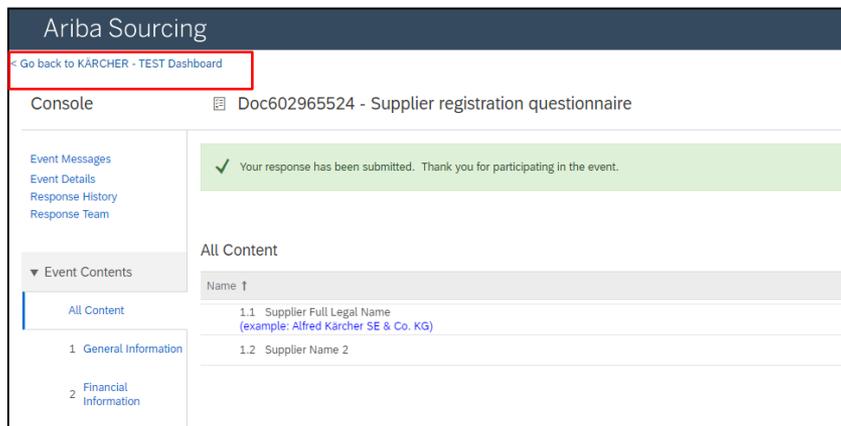
Once you completed the questionnaire, you can submit it.

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

REGISTER TO KÄRCHER ARIBA

Ariba Dashboard

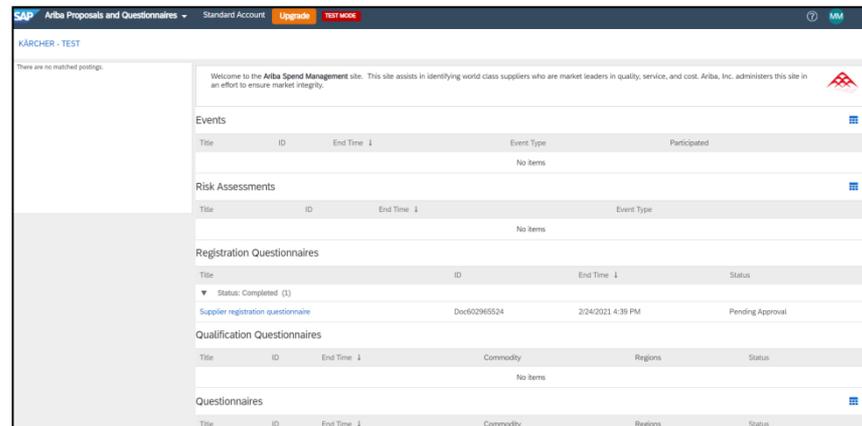
18



The screenshot shows the 'Ariba Sourcing' dashboard. At the top, there is a navigation bar with the text 'Ariba Sourcing' and a link '< Go back to KÄRCHER - TEST Dashboard' highlighted with a red box. Below the navigation bar, the main content area displays 'Doc602965524 - Supplier registration questionnaire'. A green confirmation message states: 'Your response has been submitted. Thank you for participating in the event.' On the left side, there is a sidebar menu with options like 'Event Messages', 'Event Details', 'Response History', and 'Response Team'. Under 'Event Contents', there are two items: '1 General Information' and '2 Financial Information'. The main content area also shows 'All Content' with a list of items: '1.1 Supplier Full Legal Name (example: Alfred Kärcher SE & Co. KG)' and '1.2 Supplier Name 2'.

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

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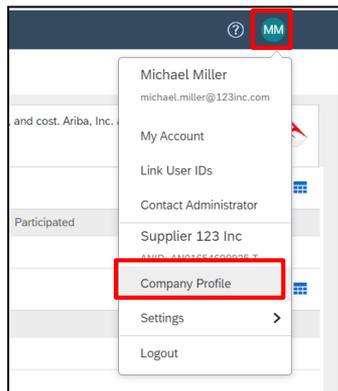
The screenshot shows the 'SAP Ariba Proposals and Questionnaires' dashboard. At the top, there is a navigation bar with the text 'SAP Ariba Proposals and Questionnaires' and a link 'Go back to KÄRCHER - TEST Dashboard' highlighted with a red box. Below the navigation bar, the main content area displays 'KÄRCHER - TEST'. A green confirmation message states: 'Your response has been submitted. Thank you for participating in the event.' On the left side, there is a sidebar menu with options like 'Event Messages', 'Event Details', 'Response History', and 'Response Team'. Under 'Event Contents', there are two items: '1 General Information' and '2 Financial Information'. The main content area shows a list of tasks: 'Events', 'Risk Assessments', 'Registration Questionnaires', 'Qualification Questionnaires', and 'Questionnaires'. Each task has a table with columns for Title, ID, End Time, and Status. The 'Registration Questionnaires' table shows one item: 'Supplier registration questionnaire' with ID 'doc602965524' and status 'Pending Approval'.

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

How to configure your Ariba Network Account?

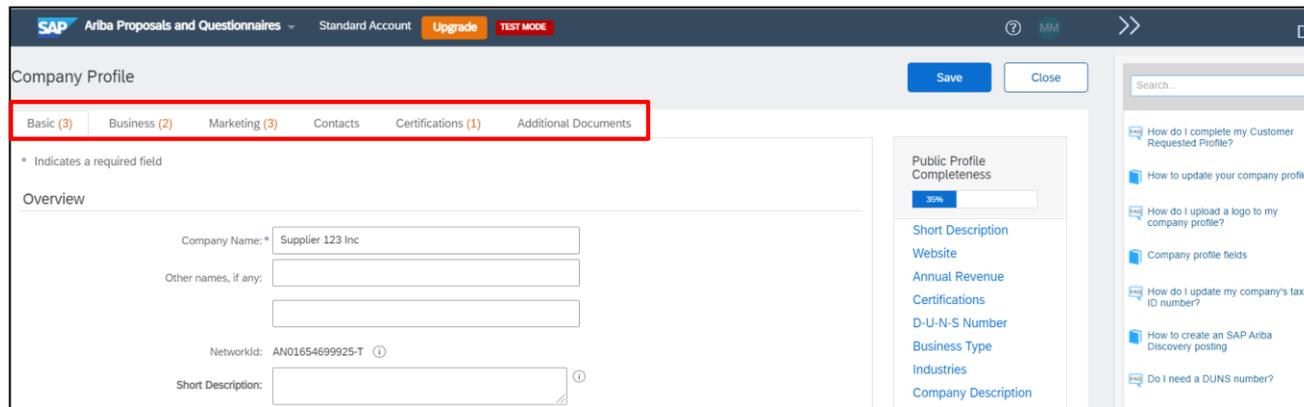
HOW TO CONFIGURE YOUR ARIBA PROFILE

Company Profile Configurations



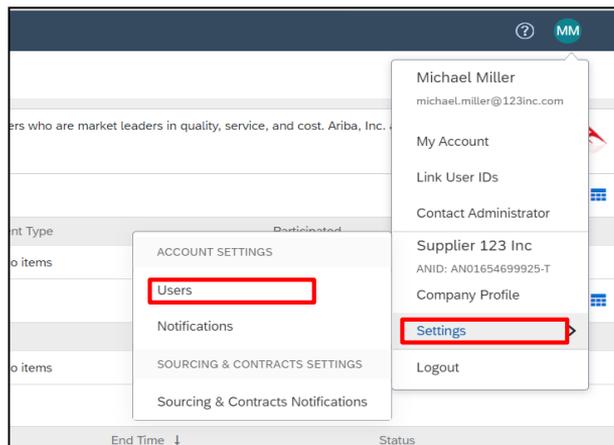
Click on your profile icon: Here you can see various settings and further actions to be made. Start with **'Company Profile'**

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.

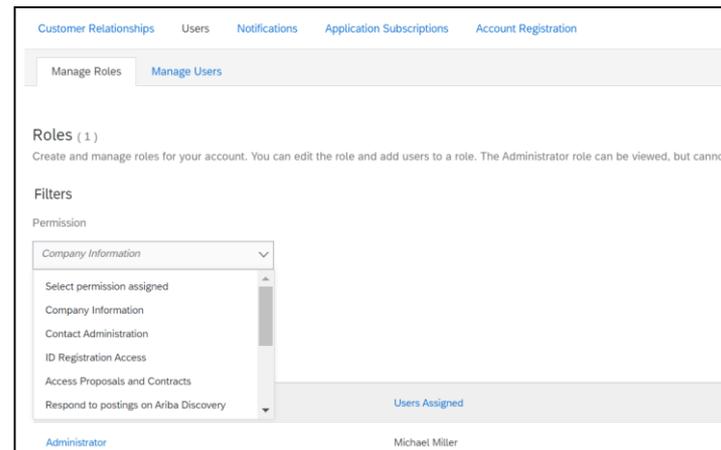


HOW TO CONFIGURE YOUR ARIBA PROFILE

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

Filter
Users (You can only search on one attribute at a time)

Email Address +

Apply Reset

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	Actions
No items									

Save Close

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

New User Information

Username: ?
Invalid username format

Email Address: ?
Invalid email address format

First Name:
Required field

Last Name:
Required field

Do not allow the user to resend invoices to the buyer's account. ?

This user is the Ariba Discovery Contact ?

Limited access ?

Office Phone: Country: USA 1 Area: Number:

Complete the necessary contact details.

HOW TO CONFIGURE YOUR ARIBA PROFILE

Add Users to the Profile

Company Information

Customer Assignment

Assign to Customer: All Customers Select Customers

Customers

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.

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	Actions
<input type="checkbox"/>	susan.johnson@123inc.com	susan.johnson@123inc.com	Susan	Johnson	No	Company Information		All(0)	Actions ▾

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**.

PARTICIPATING IN AN RFP EVENT

Event Invitation

1

KÄRCHER - TEST has invited you to participate in the following event: RFP_DOMA_17022021. The event is set to begin on Wednesday, February 17, 2021 at 8:42 AM, Pacific Standard Time.

Use the following username to log in to KÄRCHER - TEST events: test-magnus.dorn@de.kaercher.com.

[Click Here](#) to access this event.

When you click this link, log in with your username and password. You will then have the option to register your buyer-specific user ID with a new or existing Ariba Commerce Cloud account and participate in your event.

If you do not want to respond to this event, [Click Here](#). You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can indicate that you do not want to respond to this event.

If you have forgotten your username or password and are unable to log in, [Click Here](#).

NOTE: The forgot password link is only valid for 24 hours. After this link expires, click Forgot Password on the Ariba Login page to reset your password.

If you have questions about this event, contact Magnus Dorn via telephone at [redacted] or via e-mail at Magnus.Dorn@de.kaercher.com.

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

→ Press ,**Click here**'

2

Have a question? [Click here to see a Quick Start guide.](#)

Sign up as a supplier with KÄRCHER - TEST on SAP Ariba.

KÄRCHER - TEST uses SAP Ariba to manage procurement activities.

Create an SAP Ariba supplier account and manage your response to procurement activities required by KÄRCHER - TEST

Already have an account?

Log in

Sign up

About Ariba Network

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.

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

Event Details Doc597746812 - RFP_DOMA_17022021 Time remaining 13 days 23:51:52

Event Messages
Download Tutorials
Response Team

1 Checklist

- 1. Review Event Details
- 2. Review and Accept Prerequisites
- 3. Submit Response

Event Contents

- All Content
- 1. Prerequisites

Prerequisites (Section 1 of 1)

1 Prerequisites

Name 1

- 1.1

1. I hereby confirm that I am duly authorized to conclude legally binding agreements for the contracting supplier.
2. Do you accept our Terms of Use and our Data Protection Statement for Suppliers?
<https://www.kaercher.com/int/inside-kaercher/company/supplier-area/purchasing-terms-conditions.html>
3. Do you accept the Bidder Agreement?
<https://www.kaercher.com/int/inside-kaercher/company/supplier-area/purchasing-terms-conditions.html>

If you do not accept, you will not be able to proceed with the bidding process.

Event Overview and Timing Rules

Owner: Magnus Dom	Currency: European Union Euro
Event Type: RFP	Commodity: Cables ED1
Publish time: 17/2/2021 17:42	Regions: ARW Alfred Kärcher SE & Co. KG
Due date: 3/3/2021 17:42	

SAP Ariba

PARTICIPATING IN AN RFP EVENT

Accept or Decline the invitation

Review Event Details:

1 If you plan to participate in the event click **‘Review Prerequisites’**

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

Event Details Doc597746812 - RFP_DOMA_17022021 Time remaining 13 days 23:51:52

Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.

Download Content Review Prerequisites Decline to Respond Print Event Information

Checklist

- 1. Review Event Details
- 2. Review and Accept Prerequisites
- 3. Submit Response

Event Contents

- All Content
- 1 Prerequisites

Prerequisites

Name
1.1
1. I hereby confirm that I am duly authorized to conclude legally binding agreements for the contracting supplier.
2. Do you accept our Terms of Use and our Data Protection Statement for Suppliers? https://www.kaercher.com/nt/inside-kaercher/company/supplier-area/purchasing-terms-conditions.html
3. Do you accept the Bidder Agreement? https://www.kaercher.com/nt/inside-kaercher/company/supplier-area/purchasing-terms-conditions.html

If you do not accept, you will not be able to proceed with the bidding process.

Event Overview and Timing Rules

Owner: Magnus Dom
Event Type: RFP
Publish time: 17/2/2021 17:42
Due date: 3/3/2021 17:42
Currency: European Union Euro
Commodity: Cables E01
Regions: AKW Alfred Kärcher SE & Co. KG

SAP Ariba

PARTICIPATING IN AN RFP EVENT

Accept the Event Prerequisites

If you have clicked **Review Prerequisites** you should be at **Review and Accept Prerequisites**

1

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

2

Submit your response by clicking on **OK**

Prerequisites Doc597746812 - RFP_DOMA_17022021

To continue with this event, complete the prerequisites below. Some of the prerequisites might be access gate questions that you must answer before you can see the event information. Other prerequisites might serve as a participation gate that restricts you from submitting your response unless you have responded to them.

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Submit Response

Prerequisites

Name 1

▼ 1 Prerequisites

1.1

1. I hereby confirm that I am duly authorized to conclude legally binding agreements for the contracting supplier.
2. Do you accept our Terms of Use and our Data Protection Statement for Suppliers?
<https://www.kaercher.com/mt/inside-kaercher/company/supplier-area/purchasing-terms-conditions.html>
3. Do you accept the Bidder Agreement?
<https://www.kaercher.com/mt/inside-kaercher/company/supplier-area/purchasing-terms-conditions.html>

If you do not accept, you will not be able to proceed with the bidding process.

(*) indicates a required field

Unspecified ▼
Yes
No
Unspecified

OK Cancel

✓ Submit this response?
Click OK to submit.

OK Cancel

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

The screenshot shows the 'Select Lots' interface for document Doc597746812 - RFP_DOMA_17022021. On the left, a checklist has '3. Select Lots' highlighted with a red box. In the main area, under 'Lots Available for Bidding', the lot '5.1 Tank' is selected with a checkmark. A red box highlights the 'Confirm Selected Lots' button. A black box with the number '1' is placed over the 'Reason for not bidding' field.

The screenshot shows the same 'Select Lots' interface. The '3. Select Lots' item in the checklist is highlighted with a red box. The 'Reason for not bidding' dropdown menu is open, showing options: '(no value)', '(no value)', 'Machines-park not available', 'ROHS/Reach cannot be maintained', 'No capacity left', 'Missing/Lack of information provided', and 'No interest in submitting an offer'. A red box highlights the dropdown menu. A black box with the number '2' is placed over the dropdown menu.

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

Console Doc597746812 - RFP_DOMA_17022021 Time remaining 13 days 23:48:13

Event Messages
Response History
Response Team

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots
4. Submit Response

▼ Event Contents

All Content

1 Prerequisites

2 Introduction

3 Project information

4 Commodity Specific C...

5 Pricing

All Content

Name 1 Price Quantity Extended Price

▼ 2 Introduction

2.1 Company specific content about Kärcher.
https://www.kaercher.com/inside-kaercher/company/about-kaercher.html

2.2 In the supplier portal you can find the terms and conditions of purchasing and delivery, the product conformity and the quality management, that give you a detailed look into the supplier management at Kärcher.
https://www.kaercher.com/inside-kaercher/company/supplier-area.html

2.3 ARIBA-Portal: https://www.kaercher.com/int/

▼ 3 Project information

3.1 General description about the project

3.2 Project related attachment

more information about the project

▼ 4 Commodity Specific Content

4.1 Similar parts in production?

4.2 Question no. 2?

(*) indicates a required field

Submit Entire Response Update Totals Save draft Import cost groups Compose Message Excel Import

Unspecified ▼

Yes

No

Unspecified

▼ 5 Pricing

5.1 Tank ▼ Less - €1,000.00 EUR 1 each €1,000.00 EUR

Tank

Lead Time: []

Drawing of item master: Text_drawing.pdf ▼

Order Unit: []

(*) indicates a required field

Submit Entire Response Update Totals Save draft Import cost groups Compose Message Excel Import

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'**

The screenshot shows a web interface for an RFP event. At the top, it says 'Console' and 'Doc597746812 - RFP_DOMA_17022021'. In the top right corner, there is a clock icon and the text 'Time remaining 13 days 23:45:21'. On the left side, there is a sidebar with a 'Checklist' section containing four items: '1. Review Event Details', '2. Review and Accept Prerequisites', '3. Select Lots', and '4. Submit Response'. The main content area has a yellow banner that says 'You have submitted a response for this event. Thank you for participating.' Below this banner, there is a blue button labeled 'Revise Response' with a red border, and a black square with the number '1' next to it. Below the button, there is a section titled 'All Content' with a table. The table has columns for 'Name', 'Price', 'Quantity', and 'Extended Price'. The table contains three rows of data: '2.2 In the supplier portal you can find the terms and conditions of purchasing and delivery, the product conformity and the quality management, that give you a detailed look into the supplier management at Kärcher. https://www.kaercher.com/int/inside-kaercher/company/supplier-area.html', '2.3 ARIBA-Portal: https://www.kaercher.com/int/', and '3 Project Information'.

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

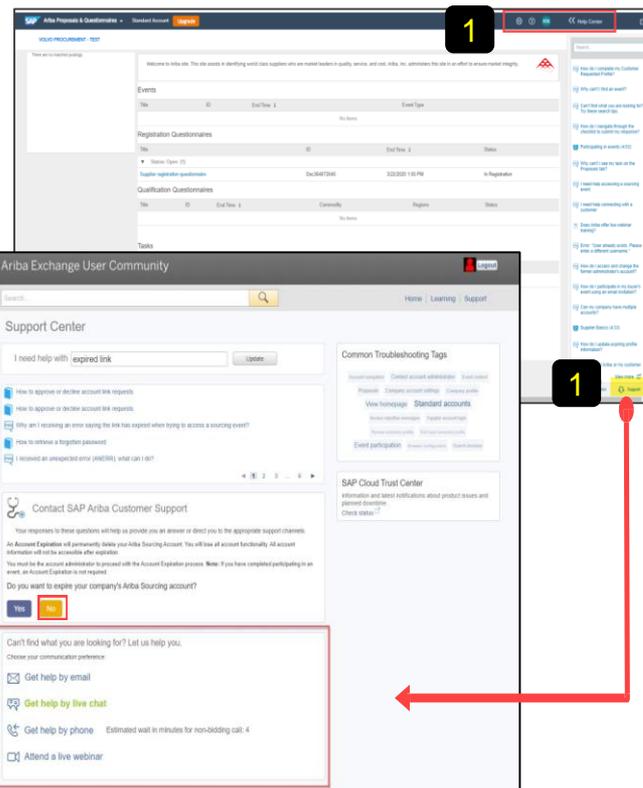


Live chat, Email or Phone Support

- 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

What if I did not receive the link to register?

A

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

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

A

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.

FAQS

The following questions and answers may help you

Q

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

A

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 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

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

A

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.

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.

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.

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.