



FAQ when responding to an SSAB RFP*

*(*RFP: Request for Proposal)*

Instructions for suppliers

Last update: November 2021

SSAB

Content

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1. How to contact Ariba Support

► Problems logging in to Ariba? (password, username, registration questions...)

1. Go to <http://ssab.supplier.ariba.com>



2. Click on the question mark symbol

SAP Ariba

Supplier Login

ssab_testsupplier_se@ssab.com

Login

[Forgot Username or Password](#)

Search...

- FAQ How do I complete my Customer Requested Profile?
- FAQ Why can't I find an event?
- FAQ Can't find what you are looking for? Try these search tips.
- FAQ How do I navigate through the checklist to submit my response?
- FAQ Why can't I see my task on the Proposals tab?
- Participating in events (4:53)

[View more](#)

Can't log in? Let us help you!

[Documentation](#) [Support](#)

3. Click "Support"

2. I forgot my username or password

SAP Ariba Proposals and Questionnaires ▾

Make sure it says up here
Ariba Proposals and Questionnaires

SAP Ariba

Supplier Login

User Name

Password

Login

[Forgot Username](#) or [Forgot Password](#)

From the login page: **Ssab.supplier.ariba.com**
You can reset your username and/or password.

This is only valid if you have already logged in to Ariba in connection with SSAB via the registration process or an RFP participation.

If you already have an Ariba account that you are using with other customers but not SSAB yet, this option will not work.

- Please refer the guide "How to register on Ariba as a supplier and connect with SSAB"

The above links are 2 separate links:

- If you forgot your username click on "**Username**"
- If you forgot your password click "**Password**"

SSAB

3. I receive the error The username and password pair you entered was not found

► Question

- Why do I receive the error The username and password pair you entered was not found when trying to sign in to a sourcing event I was invited to?
- Why can I not use my existing username and password to accept an event invitation?

► Answer

- The invitation link you are clicking may have expired. If you have already connected your account to SSAB, please log in <https://ssab.supplier.ariba.com>.
 - A functioning link that has never been used before will bring you to a screen that gives you the two options to either **Sign Up** for a new user account or **Login** with an existing one. **Sign Up** and **Login** are blue buttons and very noticeable.
- If you determine that the link needs to be replaced, please contact your SSAB buyer for a new invitation email.

4. The link in the e-mail does not work anymore

GOOD TO KNOW

The link in the e-mails only works for accessing the event for the first time.

SSAB

example

Dear supplier,

SSAB has invited you to participate in the following sourcing event: **SSAB - RFP - Conveyor Belts - Jan-Mar 2022 - 1.10**

- The RFP will begin Friday, October 1, 2021 at 11:54 AM, Central European Summer Time
- The RFP will **end** Monday, October 11, 2021 at 4:00 PM, Central European Summer Time
- The above indicated time zone is linked to your Ariba account settings, login to modify it.

- For commercial questions about this inquiry, contact:

- Hans Petersson via telephone at +46 155 134 234 or
- via e-mail at hans.petersson@ssab.com.

- Your username to log in to Ariba SSAB : myusername@ssab.com
Your username is **case-sensitive**.

[Click Here](#) to access the RFP

- Forgotten 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 <http://ssab.supplier.ariba.com> to reset your password or contact Ariba Support.
- **SSAB cannot help with resetting passwords unfortunately.**

1. Access events In your address bar, enter "ssab.supplier.ariba.com".
2. When entering the address "ssab.supplier.ariba.com", do not add "www" or "https".
3. Log in with your SSAB username and password.
4. Once logged in, click the table icon on the top and then Proposals tab.
5. Click on the SSAB customer tab.
 - This page has the RFP available for access.

This is **your username** as defined for SSAB, please use this one to login.

- **⚠ Be careful** you might have an other username connected to another Ariba account

If the link has expired, please contact the SSAB buyer who sent you this RFP and request that he/she resends you the RFP invitation email.
The RFP link is typically valid for 30 days.

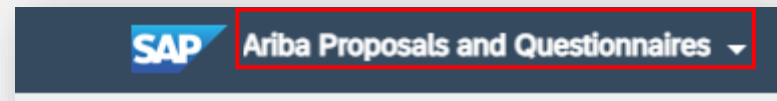
SSAB

5. I cannot see the event when I'm logged in

GOOD TO KNOW

There are a number of reasons you may not be seeing a sourcing event your company was invited to. Here we listed the most common reasons.

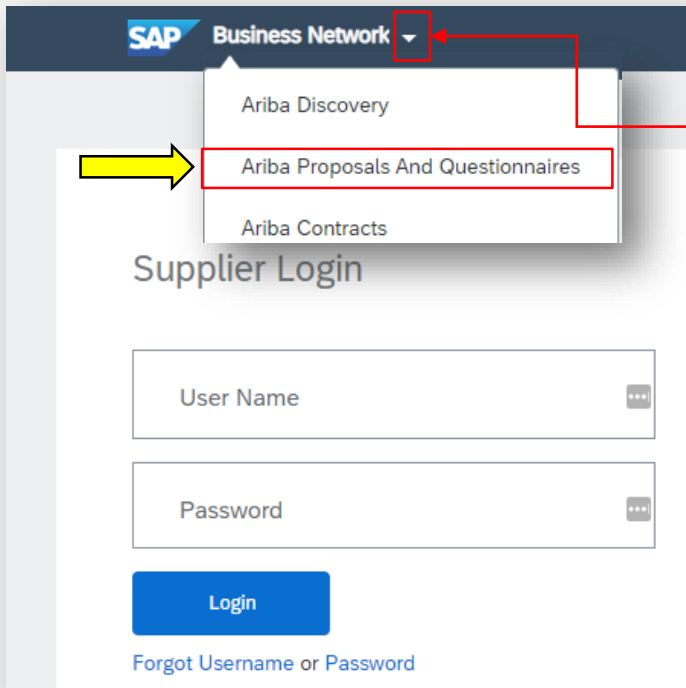
- ▶ **1. Did you receive an event invitation?**
 - Buyers invite suppliers to events by selecting each participant, so there is a chance that only one person from the company received an invitation. Only those who are invited to the event will have access.
- ▶ **2. Did you log in to the correct account?**
 - You might have more than one Ariba account. If you have multiple accounts, make sure you are logged into the account that was invited by SSAB.
- ▶ **3. Are you on the Ariba Sourcing platform?**
 - If you see Ariba Network, Ariba Discovery, or Ariba Contracts in the upper left corner, you are currently accessing another platform within your Ariba Commerce Cloud account and will not see the event here. (see next slide).



5a. I cannot see the event when I'm logged in

► You are not on the Sourcing login page

- If you see **Business Network** at the top of the login page and you log in, you won't see the RFP SSAB has sent to you, because you are in the wrong module.



If you would see **Business Network**,

1. Click on the arrow
2. Then change to **Ariba Proposals and Questionnaires**.

The **Business Network** SAP Ariba module is for companies that send POs to their suppliers via Ariba which SSAB does not do.

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5b. I cannot see the RFP when logged in

Some reasons

▶ Did you log in to the correct Ariba account?

- You might have more than one SAP Ariba account. If you have multiple accounts, make sure you are logged into the account that was invited.

▶ Do you have permissions to see the page?

- To view your organization's Ariba Sourcing events, questionnaires, and Ariba Contract Management contracts, documents, and tasks, sub users need to have the permission **Access Proposals and Contracts** assigned. If you do not have the correct permissions, please contact your administrator. You can find the administrator's contact information by clicking your initials in the upper-right corner of the page and selecting **Contact Administrator**.

▶ Is your user activated?

- It is possible that your user or organization profile is deactivated which will restrict your access to Ariba.
- If your organization profile on the buyer's site is **Rejected** you will not be able to register.

▶ Are you directed to a blank page when you click on an event within your account?

- Security features on your computer might cause a blank page when accessing an event. Use the following steps to resolve this issue:
 - Check the URL on the blank or black page.
 - If the URL starts with HTTP, change this to HTTPS.
 - Navigate to the new page.
 - Accept any security warnings that appear in your browser.
- Ad Blockers can also cause this issue:
 - Check to see if an ad blocker is installed, such as Adblock Plus and uBlock.
 - If one is installed, disable it and load the page again.
- If neither of these options help, try to log in using a different browser.

6. I see a questionnaire but not the RFP, why?

- ▶ If you see the below screen, it means you **must first** provide some information before you can access the RFP.
- ▶ This is not uncommon nor a mistake from SSAB.
 - SSAB might have created new questions since the time your company was registered.
 - Complete the **Customer Requested Profile**:
 - Complete all fields marked with an asterisk (*).
 - Click **Submit**.


SAP Ariba Proposals and Questionnaires ▾ Standard Account

SSAB

Required Profile Fields
Your customer has requested that you complete the following information before they conduct business with you. Click **Go to Company Profile** and complete the required fields. After you provide the requested information, you can begin participating in events.

Required Profile Fields From SSAB

- Customer Requested Fields

 [Go to Company Profile >](#)

7a. Where do I answer the RFP?

1. How to get started

1. **Open the email** you got from your SSAB buyer **via Ariba** with subject line “SSAB has invited you to participate in RFP”

2. Click the “Click Here” link in the e-mail to login to Ariba & access the RFP.

2. How to accept or decline an RFP invitation?

3. Review the RFP information published by the SSAB Buyer.

SSAB

Dear supplier,

SSAB has invited you to participate in the following sourcing event: **SSAB - RFP - Conveyor Belts - Jan-Mar 2022 - 1.10.2021 - Doc3181005568**

- The RFP will **begin Friday, October 1, 2021 at 11:54 AM, Central European Summer Time**
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- For commercial questions about this inquiry, contact:

- Hans **Petersson** via telephone at +46 155 134 234 or
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[Click Here](#).

- NOTE: The forgot password link is only valid for 24 hours.
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- **SSAB cannot help with resetting passwords unfortunately.**

Event Details Doc2813404822 - SSAB - RFP for

Event Messages

Download Tutorials

Response Team

▼ Checklist

1. Review Event Details

2. Submit Response

▼ Event Contents

All Content

1 Introduction

2 RFP documents

Contacts and

4. Click “Intend to Participate” if you want to prepare & submit an offer for this tender.

You must decide whether or not you intend to participate in this event.

Download Content

Intend to Participate

Decline to Participate

Print Event Information

Introduction

(Section 1 of 7) Next »

Name ↑

▼ 1 Introduction

▼ 1.1 SSAB Presentation

1.1.1

SSAB is a highly-specialized global steel company driven by close customer relationships. SSAB develops high-strength steels and provides services for better performance and sustainability.

The company is a leading producer on the global market for Advanced High-Strength Steels (AHSS) and Quenched & Tempered Steels (Q&T), strip, plate and tubular products, as well as construction solutions. SSAB's steels and services help to make end products lighter and increase their strength and lifespan.

SSAB has a cost-efficient and flexible production system. SSAB's production plants in Sweden, Finland and the US have an annual steel

» Next Section: RFP documents

7b. Where do I answer and upload documents?

3. How to submit your RFP offer via SAP Ariba

- ▶ Step 2: Submit Response (if no line items)
- ▶ Step 3: Submit Response (if line items)

Event Messages
Response History
Response Team

▼ Checklist

1. Review Event Details
2. Submit Response

▼ Event Contents

- All Content
- 1 Introduction
- 2 RFP documents
- 3 Contacts and Support
- 4 SSAB's General Terms...
- 5 Submit Your proposal...

SSAB's General Terms and Conditions (Section 4 of 7) < Prev. | Next >

Name ↑	
▼ 4.6 Terms of Delivery	
4.6.1 IBT2010 (English) IBT2010 (English vers August 2020).pdf ✓	
4.7 Sustainability	
The supplier agrees that it will perform the work under any order from SSAB in conformity with the principles expressed in SSABs Code of Conduct and SSABs Environmental and Sustainability Policy (each of which can be found on SSAB's website www.SSAB.com). SSAB actively supports the UN Global Compact's principles and we encourage our suppliers to align with the same principles (available at www.unglobalcompact.org).	
SSAB, or a third party assigned by SSAB, reserves the right to conduct reviews of our suppliers or on-site audits to ensure compliance with the principles mentioned above. Supplier agrees to cooperate in order to facilitate such reviews or audits. SSAB also expects the supplier, within its sphere of influence, to monitor its own suppliers for commitment to environmental and social responsibility.	

(*) indicates a required field

* Unspecified ▼

Submit Entire Response Update Totals Save draft Compose Message Excel Import

Answer any mandatory questions with a red star

SSAB

7c. Where do I answer and upload documents?

Console Doc2813404822 - SSAB - RFP for Identity Governance and Admin... Time remaining 1 day 08:48:15

Event Messages
Response History
Response Team

▼ Checklist

1. Review Event Details

2. Submit Response

▼ Event Contents

All Content

1 Introduction

2 RFP documents

3 Contacts and Support

4 SSAB's General Terms...

5 Submit Your proposal...

Submit Your proposal here (Section 5 of 7) < Prev. | Next >

Name ↑

▼ 5 Submit Your proposal here

5.1 Please answer the following question

5.2 What are your terms of payments? * 60 dagar netto ▾

▼ 5.3 Submit Your proposal here

5.3.1 Please submit Your proposal in zip-file. * Attach a file

(*) indicates a required field

Submit Entire Response Update Totals Save draft Compose Message Excel Import

To upload your offer you may be asked to upload a file.
If you have several files please use a zip file.
Click "Attach a file"

8. I get an error when submitting my RFP offer

The screenshot displays the SSAB RFP submission interface. At the top, a red banner indicates: "There are 3 problems that require completion or correction in order to complete your request. Mouse over the red icons to learn more. Use the **Next** and **Previous** links to step through the errors as needed." A yellow arrow points to the "Checklist" section on the left, specifically to item 2, "Submit Response".

The main content area shows the "All Content" section of the RFP. A red box highlights a mandatory field labeled "60 dagar netto" with a dropdown arrow. Below it, there is an "Attach a file" link and another mandatory field labeled "Unspecified" with a dropdown arrow. A red arrow points from the error message banner to this highlighted area.

At the bottom, there are buttons for "Submit Entire Response", "Update Totals", "Save draft", "Compose Message", and "Excel Import". A yellow box at the bottom right states: "To upload your offer you must answer all mandatory fields with an *".

[Go back to the start](#)

Thank you for Participating!

SSAB



*A stronger,
lighter and more
sustainable world*

See more about SSAB Procurement www.ssab.com/procurement