



Frequently-Asked-Questions (FAQs)

v.2.0

Frequently Asked Questions (FAQs)

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Introduction

This Frequently Asked Questions (FAQ) document provides information about the Supplier Onboarding and Sourcing Event system that JPG is currently using, SAP Ariba. This document also provides information to you on what SAP Ariba is as well as how to access and utilize the system. Please review this FAQ document thoroughly to understand and learn more.

Thank you.

1. General Questions

1.1. What is SAP Ariba?

SAP Ariba is a cloud-based innovative solution that allows suppliers and buyers to connect and conduct transactions via a single platform – through the SAP Business Network (*formerly known as the Ariba Network*).

1.2. What does it mean to be a JPG Supplier?

As a registered supplier, you will begin transacting on Ariba through the SAP Business Network in the following areas:

1. Registration
2. Updating your company details and information.
3. Sourcing (i.e., Responding to Sourcing Events)

All transactions via SAP Ariba will require you to register and/or login into the SAP Business Network.

1.3. What are the benefits of using SAP Ariba?

There are multiple benefits in using SAP Ariba, including:

1. **Lower cost:** Reduced time and paper usage
2. **Increase your revenue:** Become searchable customers using the SAP Business Network worldwide
3. **Satisfy your customers:** Simplify the communication process

1.4. How do I login into SAP Ariba?

You may login via the following page: [Supplier Login](https://service.ariba.com/) [https://service.ariba.com/]

1.5. Will I get updates from SAP Ariba?

Yes, SAP Ariba will alert you via email to update the status of your transactions.

Note: Please enable alerts in settings within your user profile.

Notifications are triggered during:

- Supplier Profile Updates (*i.e. Qualification, Disqualification, Approval/Rejection*)
- Sourcing Event Updates (*i.e. Invitation, Award, sourcing event timings update*)

1.6. Is there a cost for using the SAP Business Network?

For Standard Accounts, there are no applicable fees.

1.7. Can we use the same account in SAP Ariba for different customers?

Yes, you may use the same account for different customers in SAP Ariba.

1.8. Can I receive and view Purchase Orders and submit Invoices using SAP Business Network?

While SAP Ariba offers this functionality in SAP Business Network; for the time being we only enable Supplier Registration and Sourcing Event are available.

2. Registration with SAP Ariba

2.1. I receive a notification stating that I have yet to complete my registration questionnaire.

Registering your company on the SAP Business Network only creates an account for your company on the SAP Ariba platform. However, your company will need to submit the Registration Questionnaire in order to complete the registration process in SAP Ariba.

2.2. If the registration link has expired, what should I do?

The Registration Questionnaire link is valid for 30 days. If the link has expired, please send an email to **vmr@johorplantations.com** in order for a new invitation link to be sent.

2.3. What should I do if I did not receive my registration link?

If you did not receive a registration link in your inbox, kindly check your "Junk Mail" or "Spam" folder. We make every effort to ensure that these emails are delivered. If you did not receive a registration link, please refer to Question 3.1 for support.

2.4. Can I update my supplier registration response?

Yes, once your Registration Questionnaire is approved, you may edit your response at your discretion. This action will require approval in SAP Ariba to verify the changes. You are not allowed to make any changes if your status is in "In Registration".

2.5.If there are any changes to the Primary Contact, what should I do?

You may contact vmr@johorplantations.com to update the primary contact details for you and subsequently re-invite you to respond to the Registration Questionnaire.

2.6.How frequently do I need to update my Registration Questionnaire?

The Registration Questionnaire needs to be updated whenever there is any change in any of your basic information.

3. Responding to an Event

3.1.I have been invited to participate in a sourcing event and I am New to Ariba. How do I get started?

In the Sourcing invitation email send out by Johor Plantations Group Berhad's Ariba system, click on the hyperlink and you will be redirect to SAP Business Network website. Select sign-up option to register a SAP Business Network account and once registration is completed, you will be able to participate in the Johor Plantations Group Berhad's sourcing event.

3.2.What do I do if I am invited to a Johor Plantations Group Berhad's sourcing event, but decided not to participate?

The first time you log into Johor Plantations Group Berhad's sourcing event, you will be presented with a Decline to Respond button. Proceed to click this button if you do not intend to participate the event.

3.3.How do I get invited to a Johor Plantations Group Berhad's sourcing event?

Once you have been selected by Johor Plantations Group Berhad as one of the supplier to participate in Johor Plantations Group Berhad sourcing event, you will receive an email from Johor Plantations Group Berhad. This email will contain a hyperlink that will take you directly to the sourcing event you have been invited to participate in. (Prerequisite is a SAP Business Network account)

3.4.How do I submit my online responses (e.g. RFP or Auction) using SAP Ariba?

Please refer to the supplier training manual. You may also visit the Help Centre on SAP Business Network for tutorials.

3.5. How can I view my Event List?

After you have login to SAP Business Network, select "Tab" Ariba Proposal and Questionnaires. You will be able to view the event list. The list of events under Status : Open are the one that currently active.

4. JPG Support

4.1. Who do I contact for any Supplier Registration related inquiries?

For any Supplier Registration inquiries, please email us at vmr@johorplantations.com, and we will respond as soon as possible.

4.2. Who do I contact for any SAP Ariba Account inquiries? (i.e. password reset, unable to login to SAP Business Network, etc.)

Please contact the Ariba Help Centre. [<https://helpcenter.ariba.com/>]

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