

## FAQ Suppliers (short) - English

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### 1 Registration invitation

- 1.1 The registration invitation email address is not the same as the email address for my SAP Business Network account or is not the email address I want to create my account with.  
How do I proceed?**

Stop!

Do not perform any further activities. Forwarding to other colleagues leads to errors!  
Notification of the desired e-mail address to [supplier.enablement@miele.com](mailto:supplier.enablement@miele.com)

### **1.2 Why does the registration invitation email not reach me or is detected as SPAM?**

Please contact the IT department in your company.

The following SMTP domains must be activated in the SPAM whitelisting:

@rusmtp.ariba.com  
@ansmtp.ariba.com  
@eusmtp.ariba.com  
@smtp.mn2.ariba.com  
@smtp.mn1.ariba.com  
@cnsntp.sapariba.cn

## 2 General information about the SAP Business Network account

### **2.1 Can I use my existing SAP Business Network account in the collaboration with Miele Group?**

Yes.

However, it is important that the registration invitation was sent to any email address stored with the SAP Business Network account. In case of any discrepancies, please let us know at [supplier.enablement@miele.com](mailto:supplier.enablement@miele.com).

However, you can only connect an SAP Business Network account to Miele Group once. If AN ID has already been used for your account to connect to Miele, you cannot use this again.

### **2.2 When do I need multiple SAP Business Network accounts for my company?**

Only in the case of multiple locations and different company units with separate customer relationships to the Miele Group (separate invoicing).

**Note: In all other cases you should use the existing SAP Business Network account for your company and avoid creating additional accounts!**

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### 3 SAP Business Network Account Management

#### 3.1 Why should I connect different SAP Business Network accounts?

The login process and the administration process are simplified.

- One username and password for all SAP Business Network accounts for your company
- Simple account change

#### 3.2 How do I connect multiple SAP Business Network accounts?

##### [Video tutorial](#)

##### Administrator authorization for SAP Business Network account exists:

Log in as administrator of your SAP Business Network account / Click on your initials / Click on "Settings" / Click on "Link User IDs" / Enter "Username" and "Password" / Click on "Link accounts"

##### No administrator authorization available for SAP Business Network account:

Log in as administrator of your SAP Business Network account / click on your initials / click on "Settings" / click on "Link User IDs" / enter "Username" / click on "Send link request"

Note: Once the link request is approved by the other SAP Business Network account, the two accounts are linked.

#### 3.3 Who can add additional users to an SAP Business Network account?

Only the administrator of the SAP Business Network account can add additional users.

#### 3.4 How can I create a new role so that I can create additional user accounts to my SAP Business Network account?

##### [Video tutorial](#)

Log in as administrator of your SAP Business Network account / Click on your initials / Click on "Settings" / Click on "Users" / Click on "Manage Roles" / Click on button "+" / Enter role name in field "Name:" / Select the desired "Permissions" / Click on button "Save"

Note: Access to questionnaires from Miele is controlled by the "Access to proposals and contracts" permission.

#### 3.5 How can additional users be added to an SAP Business Network account?

##### [Video tutorial](#)

Note: Before creating additional user accounts, a new role must first be created (see also question 3.4) and you must be logged in as administrator of your SAP Business Network account!

Log in as administrator of your SAP Business Network account / click on your initials / click on "Settings" / click on "Users" / click on "Manage users" / click on button "+" / enter data "Username" (in e-mail address format), "E-mail address", "First name", "Last name" and optionally "Office" phone" / select the desired role / click on button "Done".

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### 4 Questionnaire from the Miele Group

#### 4.1 What requirements do I need to be able to answer Miele's questionnaire if I have not been contacted directly?

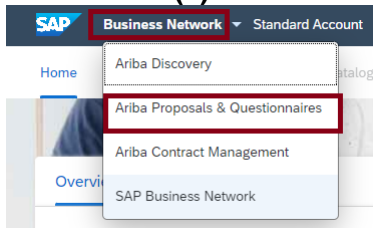
Access to the connected SAP Business Network account, a role with the "Access Proposals and Contracts" permission must be assigned to my user and my user is a member of the "Response Team".

#### 4.2 How can I give my colleagues the opportunity to also answer Miele's questionnaire?

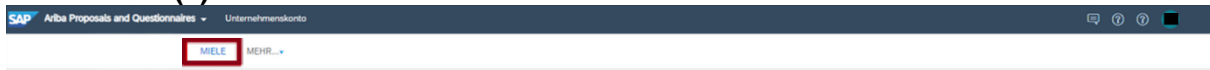
Login with the SAP Business Network account / Click on "Business Network" (1) / Click on "Ariba Proposals and Questionnaires" (1) / Optional for multiple customers: Click on "MIELE" (2) / Click on "Supplier Registration Questionnaire" (3) / Click on "Response Team" (4) / Click on "Add" button (5) / Select desired user account and confirm via "OK" button (6) / Click on "OK" button (7)

Only user accounts that have a role with the "Access Proposals and Contracts" permission can be added.

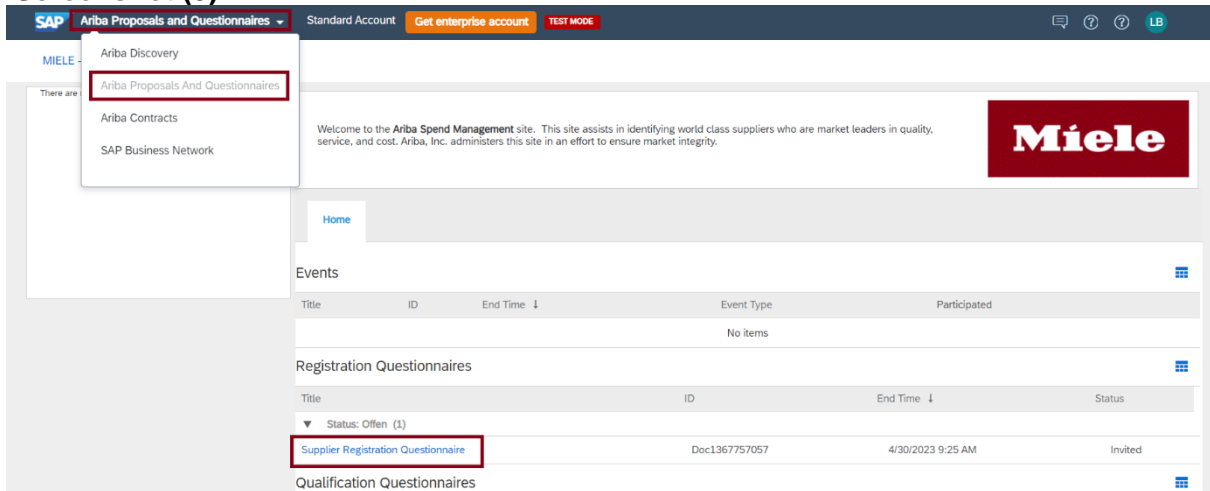
#### Screenshot (1)



#### Screenshot (2)



#### Screenshot (3)



## FAQ Suppliers (short) - English Screenshot (4)

Ariba Sourcing Company Settings

< Go back to Miele - TEST Dashboard

Console Doc1367757057 - Supplier Registration Questionnaire

Event Messages  
Event Details  
Response History  
Response Team

Event Contents

All Content

1 General Supplier Inf...  
2 Contact Person Data

All Content

1.1 Please enter the name of the supplier including the legal form, i.e. "Miele & Cie. KG".

1.2 Company Name 1 \*

1.3 Company Name 2

1.4 Company Name 3

## Screenshot (5)

Response Team - Supplier Registration Questionnaire

OK

Cancel

Review the list of members from your organization who can participate in this event with you. You may add team members to this list as needed.

Name ↓ Email Address

█ █

Add

OK Cancel

## Screenshot (6)

Add Team Members

Name ↑ Email Address

█ █

OK Cancel

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### Screenshot (7)

Ariba Sourcing

< Go back to Miele - TEST Dashboard

Desktop File Sync

Response Team - Supplier Registration Questionnaire

Review the list of members from your organization who can participate in this event with you. You may add team members to this list as needed.

Name ↓	Email Address
[Redacted]	[Redacted]
[Redacted]	[Redacted]

Add

OK Cancel

### 4.3 How do I change the answers and already uploaded documents in the questionnaire?

Login to SAP Business Network (<https://supplier.ariba.com>) / Click on "Business Network" (1) / Click on "Ariba Proposals & Questionnaires" (1) / Optional for multiple customers: Click on "MIELE" (2) / Click on "Supplier Registration Questionnaire" (3) / Click on button "Revise Response" (4) / Click on button "OK" (5) / Make desired changes / Click on button "Submit Entire Response" (6) / Click on button "OK".

Note: While the questionnaire is available for review at Miele, you cannot make any changes to the questionnaire!

### Screenshot (1)

SAP Business Network Standard Account

- Ariba Discovery
- Ariba Proposals & Questionnaires
- Ariba Contract Management
- SAP Business Network

### Screenshot (2)

SAP Ariba Proposals and Questionnaires Unternehmenskonto

MIELE MEHR...

## FAQ Suppliers (short) - English Screenshot (3)

The screenshot shows the SAP Ariba interface. At the top, there is a navigation bar with 'SAP Ariba Proposals and Questionnaires', 'Standard Account', 'Get enterprise account', and 'TEST MODE'. A dropdown menu is open under 'Ariba Proposals and Questionnaires', listing 'Ariba Discovery', 'Ariba Proposals And Questionnaires' (highlighted with a red box), 'Ariba Contracts', and 'SAP Business Network'. Below the menu, there is a 'Miele' logo and a welcome message. The main content area shows a 'Home' button and a table of 'Supplier Registration Questionnaires'.

Title	ID	End Time ↓	Status
Supplier Registration Questionnaire	Doc1367757057	4/30/2023 9:25 AM	Invited

## Screenshot (4)

The screenshot shows the 'Supplier Registration Questionnaire' form. At the top, there is a 'Doc1237281567 - Supplier Registration Questionnaire' header and a 'Time remaining: 19 days 23:57:00' indicator. A yellow message bar states: 'You have submitted a response for this event. Thank you for participating.' Below this, there is a 'Revise Response' button (highlighted with a red box). The form content includes a table of 'General Supplier Information' with fields for company name and address.

Name 1	Name 2
1.1 Please enter the name of the supplier including the legal form, i.e. "Miele & Cie. KG"	
1.2 Company Name 1	
1.3 Company Name 2	
1.4 Company Name 3	
1.5 Company Name 4	

## Screenshot (5)

The screenshot shows a dialog box titled 'Revise Response?'. The text inside reads: 'You have already submitted a response for this event. Click OK if you would like to revise your response.' There are two buttons: 'OK' (highlighted with a red box) and 'Cancel'.

## Screenshot (6)

The screenshot shows the bottom of the SAP Ariba interface. There is a 'Submit Entire Response' button (highlighted with a red box) and other buttons: 'Reload Last Bid', 'Save draft', 'Compose Message', and 'Excel Import'.

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### 4.4 What do I do if my answers in the questionnaire were rejected by Miele and I have to revise the questionnaire again?

In this case, you will receive an e-mail from Miele with a corresponding request for change. The link it contains will take you directly to the questionnaire after you have logged in with your SAP Business Network account credentials. Now follow the steps in question 4.3 from screenshot (4). Now you can revise the questions on the comments in the email.



Hello ,

Miele - TEST reviewed your registration and needs additional information before approval. Please provide the information described in the following comments.

Comments:

Please add all requested information.

To provide this information, go to the registration questionnaire and update your answers.

[Click Here](#)

Sincerely,  
Miele - TEST

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

Offices | Data Policy | Contact Us | Customer Support

Powered by 

## 5 Help

### 5.1 How do I find help on other topics?

[Video tutorial Standard Account](#)

[Video tutorial Enterprise Account](#)

### 5.2 What should I do in case of technical problems with my SAP Business Network account?

Creation of a ticket.

[Video tutorial Standard Account](#)

[Video tutorial Enterprise Account](#)