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

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
@cnsmtp.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.

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 Questionaires" (**1**) / Optional for multiple customers: Click on "MIELE" (**2**) / Click on "Supplier Registration Questionaire" (**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**)

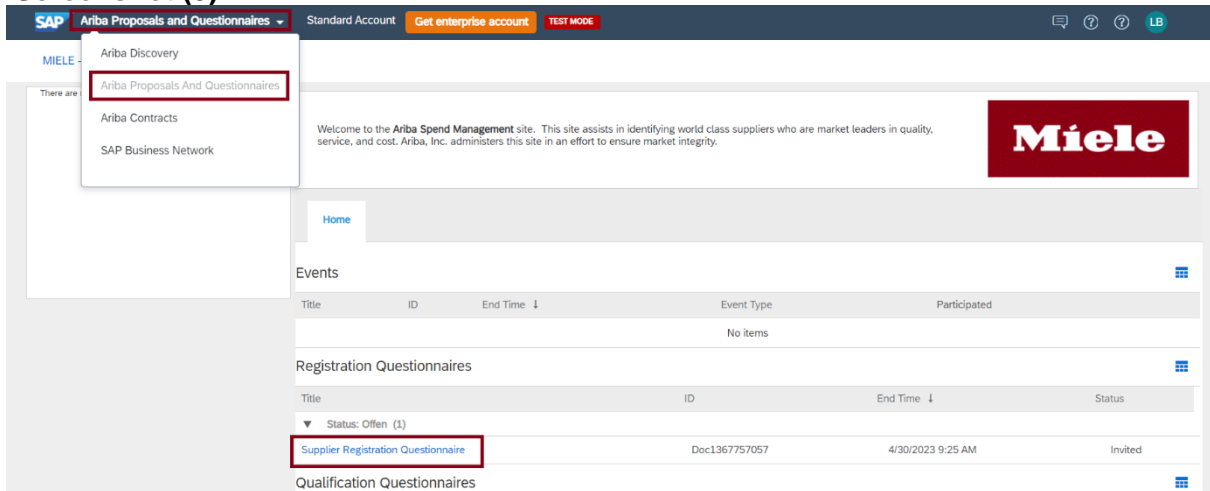Only user accounts that have a role with the "Access Proposals and Contracts" permission can be added.

Screenshot (1)
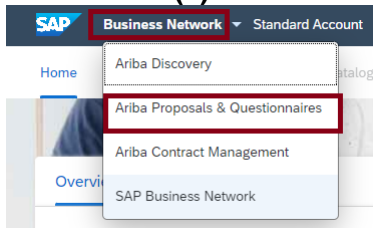
Screenshot (2)
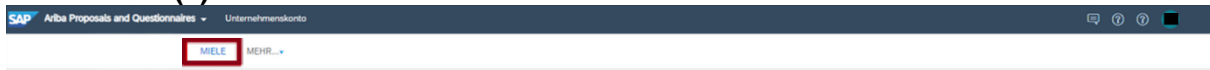
Screenshot (3)

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Screenshot (4)

Ariba Sourcing

< 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

Name ↑	
▼ 1 **General Supplier Information**	
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)

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 & Questionaires" (**1**) / Optional for multiple customers: Click on "MIELE" (**2**) / Click on "Supplier Registration Questionaire" (**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)

Screenshot (2)

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Screenshot (3)

Screenshot (4)

Screenshot (5)

Screenshot (6)

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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.

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