How do I update my data, including my bank details?

As a supplier, do you want to change your data, especially your bank details?
This practical sheet is designed to help you in this process and explain the steps to follow.
Keeping your data up to date is essential to ensure that your invoices are processed correctly.

Has

I already have an SAP BN account

I have already completed the Engie registration questionnaire

→ ⚠ **Have you already received the email and filled in the registration questionnaire and would you like to update it?**
You can return to the registration questionnaire available at any time on your SAP Business Network (Ariba Network) dashboard and edit the necessary information.

B

I already have an SAP BN account

I have never completed the Engie registration questionnaire

→ **The supplier informs ENGIE**
The supplier informs its ENGIE contact point of its willingness to update its data

→ **The ENGIE buyer sends the questionnaire to the supplier**
The ENGIE buyer sends an email containing the registration questionnaire to the supplier

→ **The supplier is redirected to SAP**
in order to **update their data via the questionnaire.** He must have an account, if he is not the case he will have to create it before following the update procedure

→ **The supplier updates its data**
The supplier updates its data, in particular its bank details **via the questionnaire**

C

I don't have an SAP BN account

I have never completed the Engie registration questionnaire

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If you encounter any difficulties, send an email to:
engieonboardingproject@engie.com

How do I update my data, including my bank details?

The **registration questionnaire email** you will receive will come from an address ending by: "@ansmtp.ariba.com" or "@eusmtp.ariba.com". The domain name corresponds to this part located after the "@" and allows you to identify the sender of the message.
Be sure to add these email addresses to **your allow list** to make sure you receive emails. You can consult the procedure to follow in the document "**How to make sure I receive ENGIE emails sent through SAP Business Network?** available on the supplier information portal.
Also remember to check **your spam regularly.**

You **should NOT** create an SAP Business Network (Ariba Network) account independently of the invitation email to complete the qualification questionnaire. Indeed, if you do not already have an SAP Business Network (Ariba Network) account, you will have the option to create one from the link in the invitation.
You can consult the **practical sheet: "*how to set up your account* "** available on the supplier information portal.
IMPORTANT : it is the questionnaire you receive from ENGIE that allows you to update your data and the SAP account is required to be able to answer it.
You **DO NOT need to** create an ENTERPRISE account (paid plan) to change your data and bank details (RIB), a **STANDARD account (free plan) is sufficient.**

Details on how to change your data can be found on pages 3 to 6.
If you have any **difficulties,** you can consult the supplier information portal.

FAQ - How do I update my data, including my bank details?

1 Do I need an SAP Business Network (Ariba Network) account to submit my data?

Yes, it is recommended. You must be registered with SAP Business Network (Ariba Network) to submit or change your information on your own, including your banking information. If you do not have an SAP Business Network (Ariba Network) account, you can contact your Buyer who will accompany you, based on your supporting documents.

You should NOT create an SAP Business Network (Ariba Network) account independently of the invitation email to complete the qualification questionnaire. Indeed, if you do not already have an SAP Business Network (Ariba Network) account, you will have the option to create one from the link in the invitation.

2 Why use SAP Business Network (Ariba Network)?

SAP Business Network (Ariba Network) is essential to work with us. It allows you to:

- Be referenced and qualified as an ENGIE supplier
- Responding to calls for tenders
- Receive and process purchase requisitions
- Manage and update your information (bank details, etc.)

Registration is essential for any changes to your data and to ensure smooth processing of your transactions. **IMPORTANT: it is the invitation email to fill in the questionnaire that allows you to submit or modify your information, your SAP Business Network account allows you to answer it.**

3 How do I create my SAP Business Network (Ariba Network) account?

If you do not yet have an SAP Business Network (Ariba Network) account, you must click on the link in the invitation email to complete the qualification questionnaire. You can consult the practical sheet: "*how to set up your account* " available on the supplier information portal.

4 Where can I find the steps to edit my data?

Details of the steps to follow are available on pages 5 to 8. This explains step by step how to update your data.

5 Do I need to create an SAP Business Network (Ariba Network) account to change my information, including my bank details?

Yes, it is mandatory if the Buyer wants me to change my data myself for certain transactions.

If I don't accept, I can't respond to RFPs, receive purchase requests, and update my data myself.

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FAQ - How do I update my data, including my bank details?

6 **I have already created an SAP Business Network (Ariba Network) account and have already entered my bank details there. Do I still have to fill out ENGIE's registration questionnaire?**

Yes, it is mandatory. Even if you have entered your data on your profile, the registration questionnaire sent by email is necessary to register your supplier profile in our database and be considered a qualified supplier. In addition, any update of your data must be done via email inviting you to fill in the qualification questionnaire.

7 **Who can change my SAP Business Network (Ariba Network) account information? What if the person who created the SAP Business Network (Ariba Network) account leaves the company?**

Only one administrator is responsible for account changes. It is essential to transfer administrative rights to another user before they leave. If the administrator has already left, you must contact SAP Business Network (Ariba Network) support to regain access.

8 **I have already been invited to complete the registration questionnaire and I have submitted it successfully. However, I want to update my bank details again, howdo I update them?**

You can return to **the registration questionnaire available at any time on** your SAP Business Network (Ariba Network) dashboard and modify the necessary information.

9 **I received an email and a call from Trustpair. Is it reliable?**

Yes, that's normal. Trustpair is our official bank details verification partner to secure payments and prevent fraud. After submitting the SAP Business Network (Ariba Network) registration questionnaire, your bank details must be validated before any payment. Trustpair may ask you for additional information or supporting documents. Our ENGIE teams can also complete this verification by contacting you.

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GET GLOBAL ENTERPRISE TRANSFORMATION

How do I update my data, including my bank details?

I have to go through a registration questionnaire sent by the ENGIE buyer to modify my data using my SAP Business Network (Ariba Network) account

1 I have asked my usual ENGIE contact to send me the registration questionnaire by email.

2 My ENGIE contact sent me an email containing the link to the registration questionnaire from an email address ending in "@ansmtp.ariba.com" or "@eusmtp.ariba.com".

Besure to add these email addresses to your allow list to make sure you receive the email. You can consult the procedure to follow in the document "How to make sure I receive ENGIE emails sent through SAP Business Network?". Also remember to check your spam regularly.

3 I click on the link in the "Click here" email.

Hello Supplier User XXXXX S2C,

Your company has been identified by an ENGIE employee, NEMRI Aboubakaer, to join our supplier repository. This requires mandatory collection of key information from your company. ENGIE has chosen to work with the SAP Business Network solution which will allow you to declare the expected information.

Please note that you may be contacted several times in this process:

- Emails inviting you to our questionnaires
- Telephone verifications of your bank details, via our partner Trustpair
- Upload of the related documents, via our partner Aprovall/e-Attestations

This invitation represents the first step to collect your basic administrative data before the launch of a possible qualification which will later on allow you to:

- Receive orders
- Send invoices
- Get awarded after sourcing events

PLEASE NOTE: the completion of this entire questionnaire is necessary to finalize your initial registration and before any potential collaboration with ENGIE.

To initiate this process, you must have an account on SAP Business Network: **Click Here**

NB: Please note that a free STANDARD account is sufficient to answer to ENGIE's requests:

ENGIE

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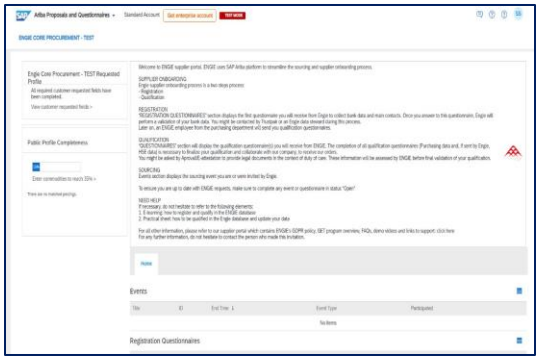
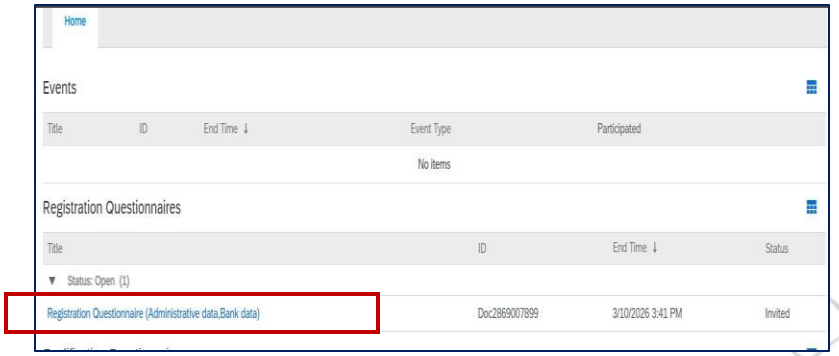
4 After clicking on the link in the email:

- If I already have an SAP Business Network (Ariba) account, I log in by clicking on the link I can directly fill in the questionnaire by following the steps below.
- If I don't have an SAP Business Network (Ariba) account, I need to create one. To do that, I need to click on the invitation link. I can follow the practical sheet "How to set up your account" available on the supplier information portal. I will go back to the steps below to change my data

5 I log in to my SAP Business Network account, using my credentials:

6 Under the Questionnaires section, I click on the registration questionnaire to complete it.





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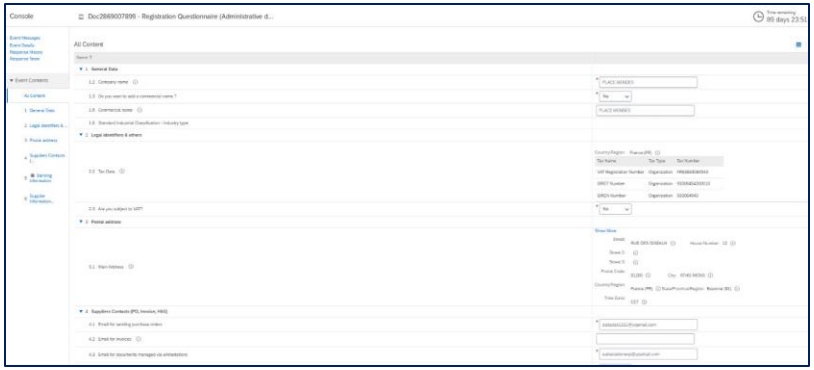
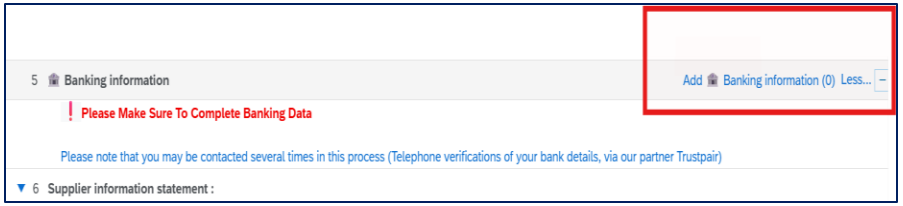
7 I fill in the required fields marked with asterisks (*)

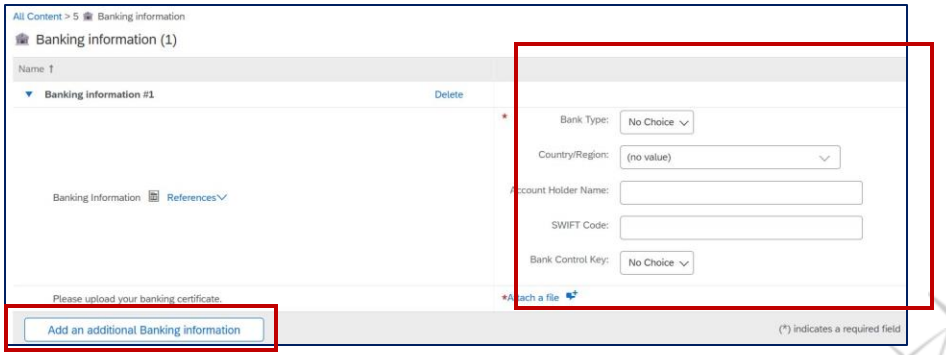


8 I can add my bank details in section 4 of the questionnaire by clicking on "Add bank details"



9 I click on "Add bank information" again

10 I fill in all the fields relating to the Banking Information section and download the bank certificate



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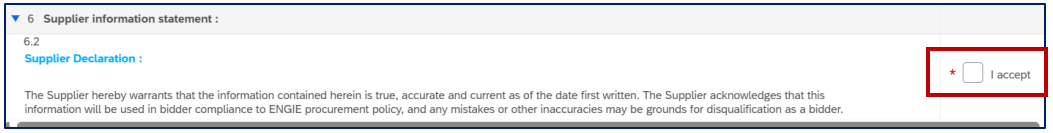
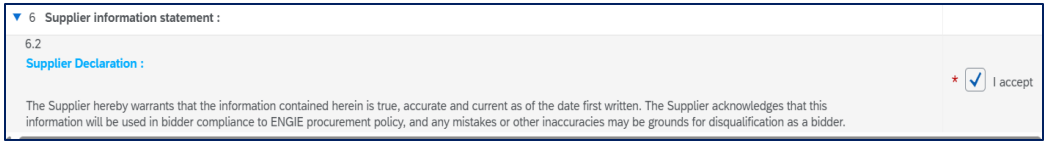
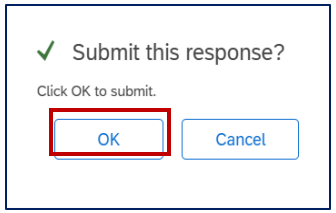
11 I accept the supplier's declaration





12 I click on the button at the top right "Save"

13 I validate the questionnaire data by clicking on "submit the entire answer" then "ok", a message appears on the screen indicating that you have sent your questionnaire to ENGIE



14 I receive an email confirming that the information has been taken into account after verification of my bank details via the Trustpair tool. I can be contacted by Trustpair to give additional information or by the ENGIE teams.

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