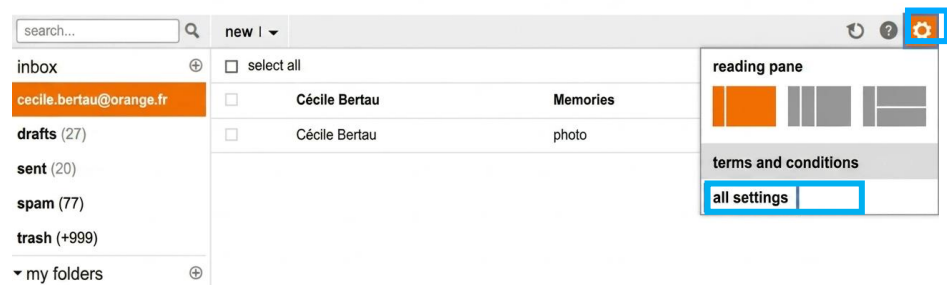


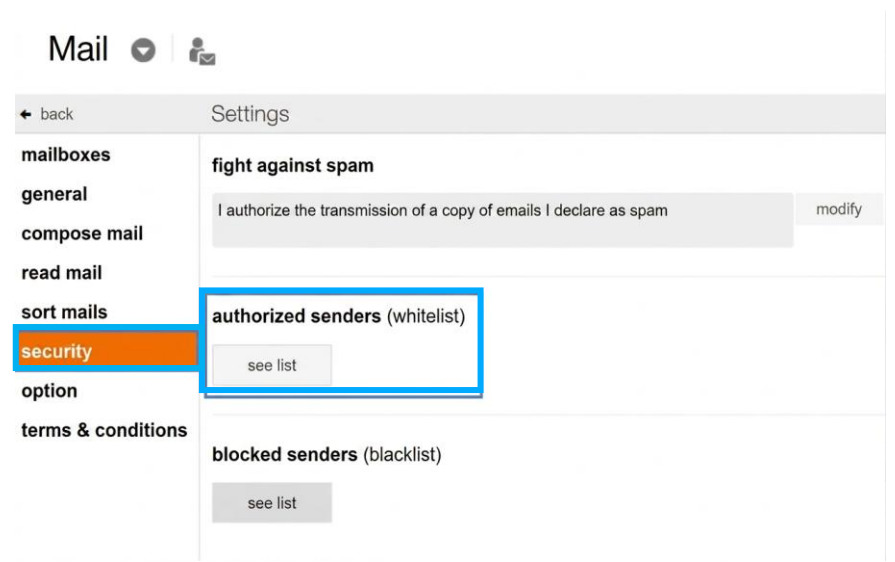
# How can I make sure to receive ENGIE emails sent via SAP Business Network? (Orange account)

As suppliers, to ensure that you receive ENGIE emails sent through SAP Business Network, you must add the domain name to a list also called an **allow list**. It legitimizes the sender's status as **non-spam**. This will allow you to ensure that you receive emails containing ENGIE purchase orders in your inbox.

**1** If you have an Orange mailbox, here are the steps to follow. On your mailbox, click on the settings icon at the top right. Then select "**all settings**". »



**2** Click Security. In the Authorized **Senders** section, select **View List**.

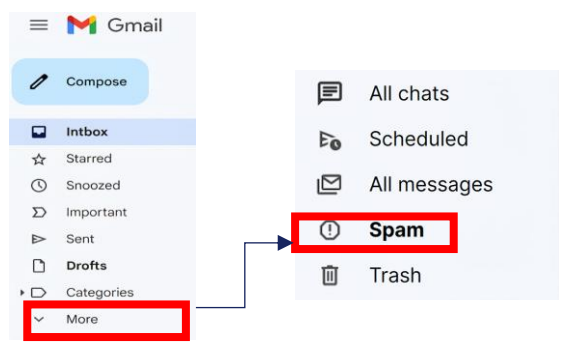


**3** Enter the domain name of the ENGIE sender you want to authorize: [@ansmtp.ariba.com](mailto:@ansmtp.ariba.com) [@eusmtp.ariba.com](mailto:@eusmtp.ariba.com). Click **Add**.

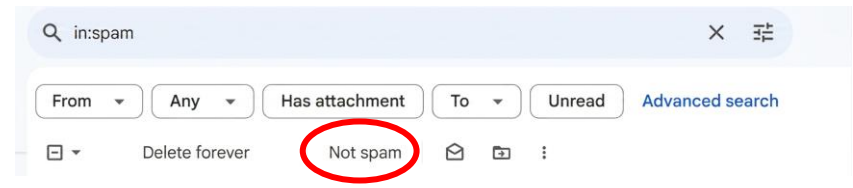


# How can I make sure to receive ENGIE emails sent via SAP Business Network? (Gmail account)

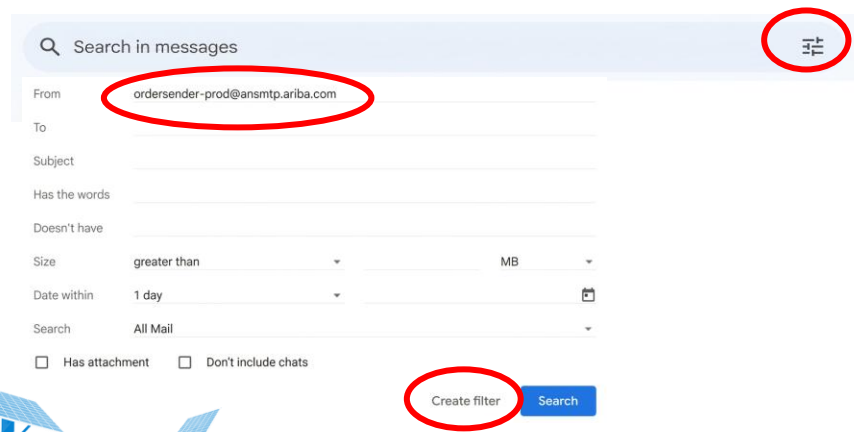
**1** To remove the message from spam: in the main menu of your mailbox, on the left, click on **More > Spam**



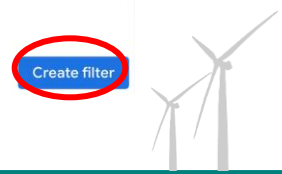
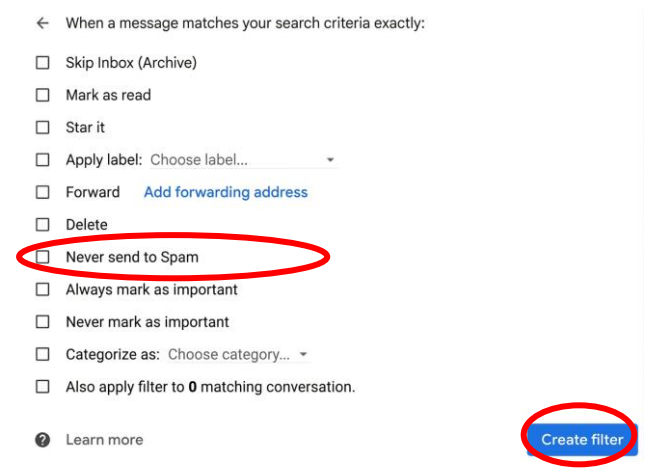
**2** Check the box next to the email from the ENGIE sender you want to remove from spamming, to select it. At the top, click **No spam**.



**3** In the search bar, click the **Search option icon**. On the "From:" line, type the domain name of the ENGIE contact [@ansmtp.ariba.com](mailto:@ansmtp.ariba.com) and [@eusmtp.ariba.com](mailto:@eusmtp.ariba.com). Select **Create filter**.



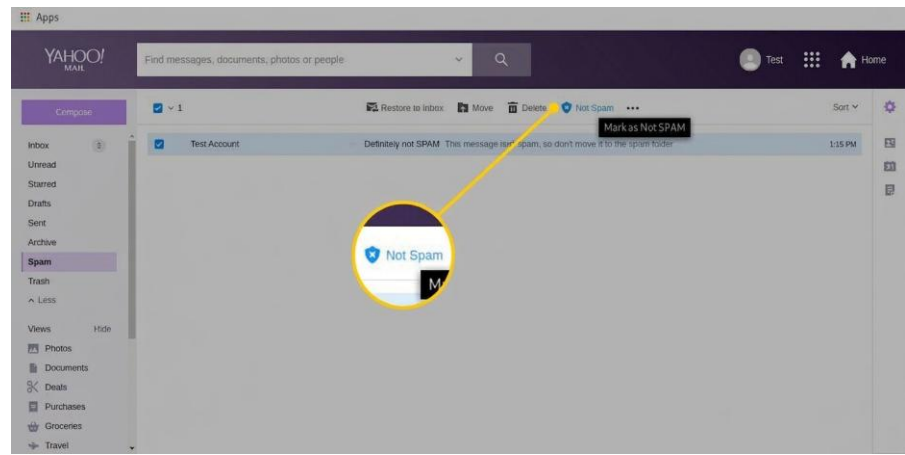
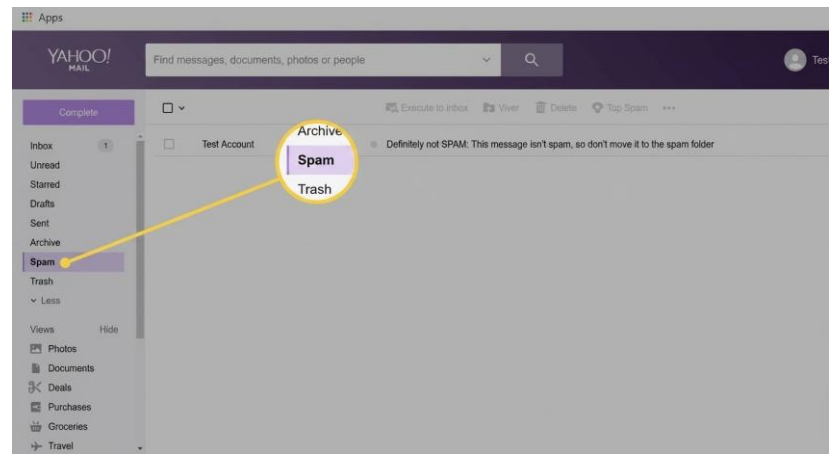
**4** Check the **"Never send to Spam folder"** box. Click on **"Create Filter"** again



# How can I make sure to receive ENGIE emails sent via SAP Business Network? (Yahoo account)

**1** If you have a YAHOO mailbox, here are the steps to follow. Open the **Spam folder**. If you don't see it, click **More** under the **Sent** folder.

**2** Select the email sent by the sender ENGIE [@ansmtp.ariba.com](mailto:@ansmtp.ariba.com) and [@eusmtp.ariba.com](mailto:@eusmtp.ariba.com). Click **No Spam** to place the message in your inbox.



Upcoming messages from the sender should no longer be classified as spam!

