OneBuy Carrefour:

FAQ Onboarding suppliers

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1-How do I accept an invitation/request for a business relationship from Carrefour?

A business relationship invitation begins with an email from a buyer to a supplier who already has an account on the ARIBA Network (identified by their Ariba Network ID) OR to a supplier who has not yet registered on the ARIBA Network with a link for the supplier to set up a new account. This email is an invitation to log in to a buyer to begin receiving orders and/or submitting invoices on the SAP Business Network. Only the ARIBA Network account administrator at the supplier level can click to use an existing account when establishing a business relationship.

Inscrivez-vous comme fournisseur auprès de OneBuy - TEST

Bonjour !

UAT_FR_Buyer Manager_HP vous a invité à vous inscrire pour devenir un fournisseur qualifié auprès de OneBuy - TEST. Commencez par créer un compte Ariba Network. C'est gratuit !

OneBuy - TEST utilise Ariba Network pour gérer sers activité de sourcing et d'approvisionnement, et pour collaborer avec ses fournisseurs. Si UAT_FR_Supplier3 dispose déjà d'un compte Ariba Network, connectez-vous avec votre nom d'utilisateur et votre mot de passe.

Cliquez ici pour créer un compte maintenant.

Bienvenue, jean dupont

Vous avez des questions ? Cliquez ici pour consulter le guide de démarrage rapide.

Inscrivez-vous en tant que fournisseur de **Carrefour - TEST** sur SAP Ariba.

Carrefour - TEST utilise SAP Ariba pour gérer les activités d'approvisionnement.

Créez un compte fournisseur SAP Ariba et gérez vos réponses aux activités d'approvisionnement demandées par Carrefour - TEST

S'inscrire

Vous possédez déjà un compte ? **Connexion**

À propos de Ariba Network

Ariba Network vous permet d'accéder à toutes les solutions Ariba destinées aux fournisseurs. Vous pouvez maintenant gérer l'ensemble de vos relations clients et emplacement, quelle que soit la solution Ariba utilisée par vos clients. Une fois le processus d'inscription terminé, vous pourrez effectuer les opérations suivantes

- Répondre plus facilement aux demandes de vos clients
- Travailler plus rapidement avec vos clients à toutes les étapes du processus d'approbation
- Renforcer les relations avec les clients utilisant une solution Ariba Network
- Consulter, via une seule connexion, les événements de sourcing publiés par différents acheteurs
- Appliquer votre profil à toutes vos activités Ariba Network, Ariba Discovery et Ariba Sourcing

La migration vers un compte Ariba Network vous permet de vous connecter à un seul emplacement afin de gérer :

- L'ensemble de vos relations clients Ariba

To accept the business relationship request:

1. Click on the link in the e-mail: **Getting started**.

2. The invitation link then prompts you to **Use an existing account** or **Create a new account**. Select the option that suits you best.

    - If you see a message about existing accounts, you can click **Check** Accounts to check for accounts your company may have already created and find the contact information of the account owners.
    - If you are registering with a new account, be sure to click on the activation link in the email that was sent to you to verify your email address.

3. Once you are logged in, in the upper right corner of the application, click on **[User Initials] > Settings** and select **Customer Relationships**.

4. If necessary, select **Pending** business relationships and click **Approve**.

To have current and future business relationships accepted automatically, make sure this preference is selected at the top of the page.

Informations sur le compte utilisateur

* Indique un champ obligatoire

Déclaration de confidentialité de SAP Business Network

Nom :*	jean	dupont

E-mail :* Supp3FRcrfsuppliertest@gmail.com

☐ Utiliser mon adresse e-mail comme nom d'utilisateur

Nom d'utilisateur :* test-Supp3FRcrfsuppliertest@gmail.com

Doit être au format d'une adresse e-mail (par exemple, jean@entreprise.com). ⓘ

Mot de passe :* •••••••••••••••

Les mots de passe doivent comporter au moins huit caractères, dont des lettres en minuscule et en majuscule, des chiffres et des caractères spéciaux. ⓘ

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Langue : Français ▾

Langue utilisée lorsque Ariba vous envoie des notifications configurables. Ceci est différent du par...

Commandes par e-mail à :* Supp3FRcrfsuppliertest@gmail.com

Les clients peuvent vous envoyer leurs commandes via Ariba Network. Pour envoyer des commandes à plusieurs contacts au sein de votre organisation, créez une liste de distribution, puis saisissez l'adresse e-mail ici. Vous pouvez apporter des modifications à tout moment.

Numéro DUNS : Facultatif

Bradstreet. Par défaut, le numéro DUNS comporte le suffixe "-T" dans un compte de test. ⓘ

☑ J'ai lu et j'accepte les termes des Conditions d'utilisation

☑ J'accepte que SAP Business Network rende certaines de mes informations (société) accessibles aux autres utilisateurs et au public selon mon rôle dans SAP Business Network et selon les paramètres de visibilité du profil qui s'appliquent. Consultez la Déclaration de confidentialité de SAP Business Network pour en savoir plus sur la manière dont nous traitons les données personnelles.

[Créer un compte et continuer] [Annuler]

Acceptance of the **SAP Business Network Terms of Use** and **Privacy Statement is** required.

Console	🗒 Doc812399748 - CFR - Questionnaire d'inscription externe	🕐 Temps restant 9 jours 23:51:51

Messages de l'événement
Détails de l'événement
Historique des réponses
Équipe de réponse

Intégralité du contenu

Nom ↑

▼ Contenu de l'événement

Intégralité du contenu

1 Informations générales

2 Contact principal du...

3 Informations transac...

4 Informations général...

▼ 1 Informations générales

1.7 Nom complet du fournisseur

* UAT_FR_Supplier3

1.8 Région

CFR [Sélectionner]

(*) indique un champ obligatoire

[Soumettre l'intégralité de la réponse] [Enregistrer comme ébauche] | [Composer un message] [Importer depuis Excel]

Fill in all the supplier fields

A countdown timer will appear in the upper right corner of the page to show you how much time is left on your registration.

2-The invitation to register was sent to the wrong contact in my company?

The supplier should not forward the invitation, but rather contact the buyer listed on the invitation and request that the invitation be returned to the correct user.

Send an email request to: **mdm_ariba@carrefour.com** indicating the name, first name, email and phone number of the sales contact

3-I received the Error: "The username and password entered have already been merged into another Ariba Sourcing user account."

You are receiving this error message because the username you are attempting to use is already associated with an existing user on the buyer's Sourcing site and a duplicate user has been created and invited to this sourcing event by the buyer.

To solve this problem:

Ask the event's project owner to invite the user associated with your existing account. Provide the buyer with the AN ID (Ariba Network ID) number and username you wish to use.

OR

Create another username by clicking **Register** from the event invitation. Your new username must be different from any username that currently exists in the Ariba system.

4-Why do I see the message "The Username/Password pair you entered cannot be found" on my SAP Ariba login page?

You have entered an incorrect username or password. You may also receive this message in the following cases:

- Your password contains part of your username.
- Your password does not contain at least one upper case letter, one lower case letter and one number.
- You have entered a username or password that is not currently valid for your account.

If you have forgotten your login information or need to reset your password, click on the link Trouble logging in? link on the login page.
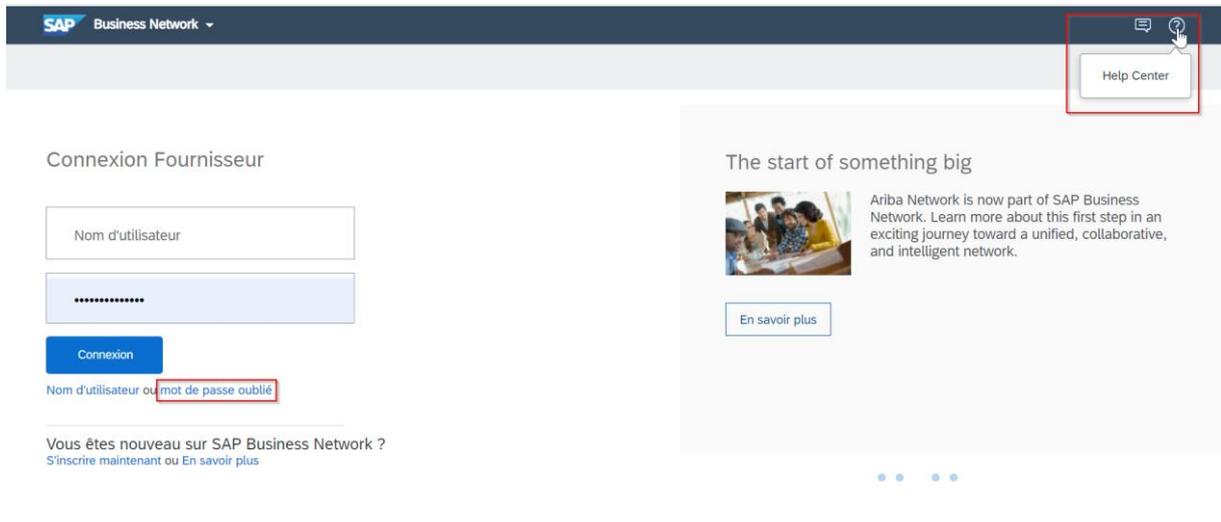
5-What should I do if I get the error message "This user already exists. Enter another name?" Can I sign up even if I see a message that my username is currently in use?

You are receiving this message because the username you are entering is already associated with an Ariba Network, Ariba Discovery or Ariba Sourcing supplier account. You can still register a new user account, but the new user name must be unique to meet the requirements of the Ariba system.

SAP Ariba requires all usernames to be in the form of an email address, but the email address does not have to be valid. For example, if your example@ariba.com username is not accepted, you can try using example1@ariba.com.

6-How to merge an invitation account with an existing account?

Some customers send email invitations to their suppliers with a link to register an account on the Ariba Network. If you already have an account with another customer, you can merge the two accounts so that you can manage all your customer relationships in one account. The following steps must be performed by an account administrator.

To merge your accounts, proceed as follows:

1. Click on the link in the customer invitation email.

2. Enter the Ariba Network ID (ANID) from the invitation email in the Temporary ID field.

3. Enter the security code in the Security Code field.

4. Click Use Existing Account.

5. Log in with the administrator username and password of the existing account.

6. Click OK to log in to your existing account.

Order forms from the invitation account are added to your inbox. If orders do not appear, log out and then log back in to your account

7-The link shows me "Session expired":

The initial invitation expires 90 days after receipt.

In order to obtain an extension of time after the 90 days, please contact the buyer or applicant and request an extension of time or end an email to mdm_ariba@carrefour.com

The buyer will send you a new invitation to register.

8-The questionnaire is no longer active to continue my registration:

Check "Ariba Proposals and Questionnaires" on the menu in your Ariba Network account interface - if the questionnaire is not available:

- If you are using an existing account, you must either be an administrator of that account or have been authorized to use "Ariba Proposals and Questionnaires" for Carrefour. You may have multiple SAP Ariba accounts. If so, make sure you are logged into the account that received the invitation.

- If you have chosen the option to create an account, the chosen user code must be used for the first time.

9-I get error notifications when I try to log in?

If you are unable to log in or create an account (error message), it is necessary to clear your browser history. You can also open a browser window in a private mode. (CTRL+SHIFT+N)

Also, make sure you are using a browser that is compatible with the Ariba solution (at the bottom of the Supported Browsers and Plug-ins screen).

If this still does not work, please provide your AN ID to the buyer for verification in our system.

10-I already have an ARIBA account. Do I need to register?

Yes, registration and qualification are *essential steps* to join the Carrefour Supplier Panel. Without these two steps, your account will not be linked to your supplier account within Carrefour.

11-I already have an ARIBA Network account. Can I use my existing account?

Yes, it is not necessary to create an ARIBA Network account for each customer.
Log in with your username and password to link your Ariba Network account with our system.

12-I have already responded to a tender for Carrefour via eRFX. Do I need to register?

Yes, by bidding for Carrefour via eRFX, you create an individual access that only allows you to bid on RFPs/RFPs.

This does not mean that the supplier account is created within Carrefour and that the company joins the Carrefour supplier panel.

Registration and qualification are *essential steps* to join the Carrefour supplier panel. Without these steps, your account will not be linked to your supplier account within Carrefour.

13-I want to change my registration information?

You can change your registration information at any time in your account. Changing your information will restart an approval cycle.

14-I do not have one of the requested but mandatory attachments (e.g. EcoVadis)

Instead of the requested document, attach a statement on your honor indicating the reason and confirming the impossibility of presenting the requested document.

15-I do not have a DUNS ID number:

If there is no DUNS, a sequence of 9 zeros "000000000" must be entered for the changes to be applied.

16-I am a foreign supplier and I do not have a SIRET number:

For the SIRET zone, all suppliers who are not French or registered in France must contact the Carrefour buyer to obtain the identifier to be put in this zone.

17-I do not have a VAT number:

To fill in the VAT field :

1. For **French** or **foreign suppliers registered in France**: It is mandatory to enter in the tool the intra-community VAT number for all suppliers with a siren or a siret (including self-employed and associations)
Attention: French suppliers who are self-employed or associations with an active SIREN can retrieve their intra-community VAT number on the site [Numéro TVA Intracommunautaire](#) by indicating their SIREN or SIRET.

2. For suppliers who are members of the **European Union** (including France): It is mandatory to indicate the intra-community VAT number.

3. For suppliers **outside the European Union**: You must put FR with 11 times 0.

18-How will I know if I have registered with Carrefour?

Once the registration is done, you will receive a confirmation email. In this mail, you have two important information to keep:

1.   Your ASN account ID
2.   Your username

Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>
À Supp3FRcrfsuppliertest ▾

Bienvenue sur Ariba Commerce Cloud

Votre inscription sur Ariba Commerce Cloud pour UAT_FR_Supplier3 est maintenant terminée.

ID du compte de votre organisation :	**AN01911943611-T**
Votre nom d'utilisateur :	test-Supp3FRcrfsuppliertest@gmail.com

En qualité d'administrateur de ce compte, assurez-vous de conserver votre nom d'utilisateur et votre mot de passe dans un endroit sécurisé. Ne partagez pas ces informations.

Si vous vous êtes inscrit après avoir reçu une invitation d'un acheteur Ariba Sourcing On Demand, vous pouvez maintenant accéder aux événements de sourcing de ce dernier et y participer. La console de

Sometimes when you first log in, Ariba will ask you questions about your business role, category and delivery location. These questions are not high stakes. Try to choose the delivery location, role and category that is most like you.
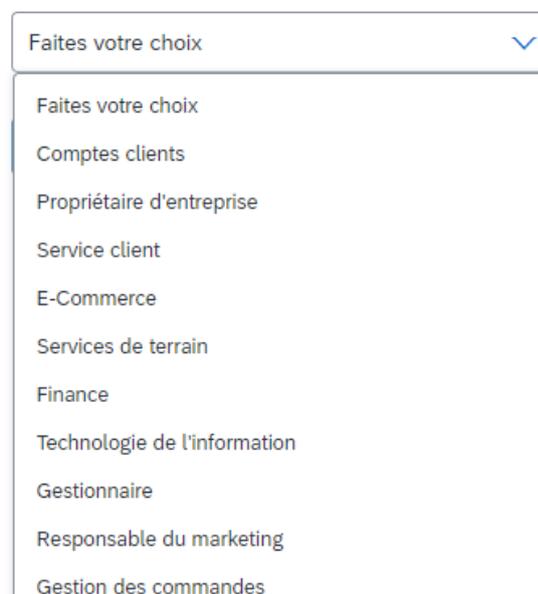
19-Do you have any contacts that we can contact?

First of all, we strongly invite you to read the FAQ. It answers most of your questions.

If you have specific questions about the registration process, the registration deadline and the documents required, please contact **mdm_ariba@carrefour.com**

20- What is the Ariba email address that sends me invitations or RFX

Ariba will send you the contact information for the contracts via this address: no-reply@eusmtp.ariba.com

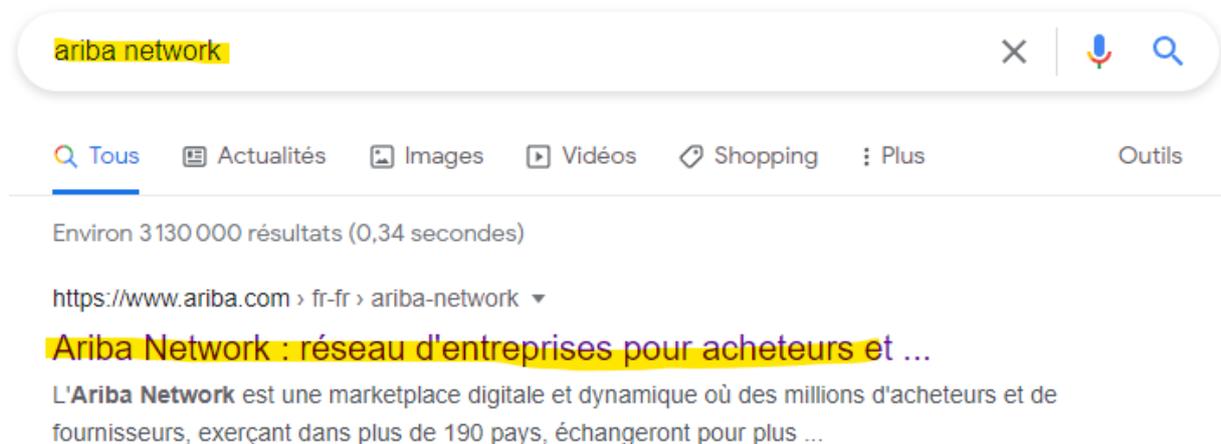For RFP: s4system-prodeu+carrefour.@eusmtp.ariba.com

You can search for the domain name only: **eusmtp.ariba.com**

If you are not receiving Ariba emails, please check your **SPAM**

21 How to recover your login details or need to reset your lost password

connect to ARIBA NETWORK

- On your Webcrawler : Type Ariba Network

- click on the link ARIBA NETWORK : : https://supplier.ariba.com

Log in

Connexion Fournisseur

Nom d'utilisateur

Mot de passe

Connexion

Nom d'utilisateur ou mot de passe oublié

Vous êtes nouveau sur SAP Business Network ?
S'inscrire maintenant ou En savoir plus

En faisant Mot de passe oublié (Forgot your password)
with the email address provided to Carrefour to create the account

Recover and store your Username and Password

22- How to update my data? (adress/ Mail/phone number etc…)

If you want to update your company data, you can do it directly from your ARIBA space connected with Carrefour. The registration questionnaire is still open, you just need to log in and follow these steps:

SAP   Ariba Proposals and Questionnaires ⌄   Standard Account   **Upgrade**

Ariba Discovery

Ariba Proposals And Questionnaires

Ariba Contracts

Ariba Network

Sour

Respo   ne sourcing events and submit sales proposa
profile   ntial trading partner and invite you to particip
Ariba S

You can immediately perform administrative and configuration tasks such as creating users and co
Access to the seller-facing capabilities of Ariba Sourcing will be made available when a buying org
sourcing event.

To learn how to participate in sourcing events, click here to view the documentation.

Welcome to the **Ariba Spend Management** site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost.
Ariba, Inc. administers this site in an effort to ensure market integrity.

Events

Title	ID	End Time ↓	Event Type	Participated
▼ Status: En attente de sélection (1)				
Modèle RFP - Tour 1	Doc924080397	22/3/2022 13:00	Demande de proposition (RFP)	No

Registration Questionnaires

Title	ID	End Time ↓	Commodity	Regions		Status
▼ Status: Open (1)						
Supplier Registration - External Questionnaire	Doc940936889	20/6/2022 14:26	(no value)	CBR-RET Carrefour Brazil ...	View more	Invited

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Console

Event Messages
Event Details
Response History
Response Team

You have submitted a response for this event. Thank you for participating.

Revise Response ⊕

▼ Event Contents

All Content

All Content

Name ↑
1 General Supplier	▼ 1 General Supplier Information
Inf...	
	1.4 Supplier Full Legal Name
2 Primary Supplier	
Con...	1.5 Region