

# How to revise or update your response

SAP ARIBA @ AHLSTROM

A guide for suppliers on how to revise or update their response



# Introduction

As part of the Ahlstrom onboarding process, suppliers are required to fulfil our registration and qualification questionnaires through SAP Ariba and submit them for our review and approval.

In some cases suppliers might need to revise their response if we have found that the registration or qualification answers are missing information or the required attachments.

In these cases, we will send the questionnaire back to you and you will get an e-mail informing you of this. You will then have the possibility to follow the link in the e-mail or to access the questionnaire by logging in at [supplier.ariba.com](https://supplier.ariba.com) with the Ariba credentials you have created after receiving our initial invitation.

The most common cases are that the bank certificate is missing a signature or a stamp, or bank details are incorrectly completed.

Suppliers can always update their answers in the questionnaires and the process is the same as when revising the response on our request. If updates are made, they will also go through our internal approval processes. Typical cases include bank account updates.



# Accessing the questionnaires

You can access the questionnaires either via a) the link in the e-mail or b) via [supplier.ariba.com](https://supplier.ariba.com) at any time.

a) Action needed: Provide additional registration information to Ahlstrom



Ariba Administrator <no-reply@eusmtp.ari>



Hello Michael Smith,

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

Comments:  
Please input the revised bank account

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

[Click Here](#)

Sincerely,  
Ahlstrom

b)



Supplier Login

Login

[Forgot Username or Password](#)

*Please click on the link to revise the questionnaire*



# Revising the response / Updating information

If the link in the e-mail has been followed, you will be redirected to the questionnaires. If the Ariba account is accessed via the login page, the questionnaires can be found under “Proposals & Questionnaires”.

The screenshot shows the SAP Ariba Proposals and Questionnaires interface. The navigation menu on the left includes 'Ariba Discovery', 'Ariba Proposals And Questionnaires' (highlighted), 'Ariba Contracts', and 'Ariba Network'. The main content area displays a welcome message and two tables: 'Registration Questionnaires' and 'Qualification Questionnaires'.

Title	ID	End Time ↓	Status
▼ Status: Completed (1)			
<a href="#">Supplier Registration Questionnaire</a>	Doc1098520777	8/15/2022 12:09 PM	Registered

  

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (1)					
<a href="#">Supplier Qualification</a>	Doc1099537286	8/3/2022 1:07 PM	PACKAGING D	EMEA Europe	Qualified



# Revising the response / Updating information

Please open the questionnaire by selecting it from the list. Once the questionnaire is open, modifications can be made by first selecting “**Revise Response**”, which is available if status of the questionnaire is either *Pending Resubmission* or *Registered*. Attachments can be deleted, and new attachments can be added.

The screenshot shows a questionnaire titled "Doc2160765003 - Supplier Registration Questionnaire" with a timer indicating 59 days 22:39:33 remaining. A yellow message bar states: "You have submitted a response for this event. Thank you for participating." Below this, a blue button labeled "Revise Response" is highlighted with a red box. The main content area is titled "All Content" and contains a table with instructions. A dialog box titled "Revise Response?" is overlaid on the table, with the text: "You have already submitted a response for this event. Click OK if you would like to revise your response." The dialog has "OK" and "Cancel" buttons, both highlighted with red boxes.

Name ↑	
1 Please use the instructions in the document which will act as a guide to fill in this Ahlstrom questionnaire. <a href="#">Ahlstrom Registration Questionnaire 2023.pdf</a>	
2 Supplier code of conduct & registration instructions	
2.1 Please use this link to access Ahlstrom website where you can find the Supplier Code of Conduct in your own language: <a href="https://www.ahlstrom.com/customers/">https://www.ahlstrom.com/customers/</a>	
2.2 We have read Ahlstrom's Supplier Code of Conduct and commit to adhering to the principles of Ahlstrom's Supplier Code of Conduct, which outlines the non-negotiable minimum standard Ahlstrom requires of its Suppliers and sub-tier supplier.	No
2.3 Please state why you are not willing to accept Ahlstrom Supplier Code of Conduct ⓘ	test

The screenshot shows a form titled "6 Contact person" with four input fields: "6.1 First Name", "6.2 Last Name", "6.3 Telephone", and "6.4 Email address". A note at the bottom of the form states: "(\*) indicates a required field". Below the form, two buttons are visible: "Submit Entire Response" (highlighted with a red box) and "Reload Last Bid".

Once all changes have been made it is important to click on **Submit Entire Response** button.



## Special case: Questionnaire has become inactive

The questionnaires are active only for a certain number of days from the time they have been sent out. (60 days for registration, 30 days for qualification)



If you find that a questionnaire has become inactive or “Revise response” button is not available, please contact your local Ahlstrom contact who can relay the information to the Ariba support team. The questionnaire can then be re-activated.



# Common requests for additional information

- Bank certificate not stamped or signed by bank

*Supplier needs to delete the old attachment and add a new one containing signature or stamp from bank.*

- Bank key incorrect

*Supplier should refer to the instructions in the bank details section and insert the bank key accordingly. This is crucial for the integration to work, and the supplier being created in our ERP system.*

- Supplier Code of Conduct inconformity

*If your company cannot accept Ahlstrom Code of Conduct, please attach the relevant documentation as agreed with your Ahlstrom local contact.*

