

Supplier Frequently Asked Questions (FAQ)

Establish and Manage Agreements (EMA)

1. **Will all suppliers transition from the current sourcing system to SAP Ariba and Icertis at once?**
 - a. No. This change will roll out one category unit at a time, starting Q4 2024 and throughout 2025. Suppliers connected to each roll-out will receive communications and support to adopt the change.

2. **I have lost the invitation email which contained the supplier registration invite link from Equinor. How can I access my Supplier Business Network account in the SAP Ariba Module Proposals and Questionnaires?**
 - a. Please contact your Equinor Procurement Responsible to have the invite link reset.

3. **I have received the invite email to become Equinor's supplier however I receive the error message "login details have expired" when trying to enter the initial login details provided.**
 - a. The invite link in the email is only valid for 72 hours. If 72 hours have elapsed since you first received the invite email, please contact your Equinor Procurement Responsible to have the invite link reset. Note: Only Equinor can reset the link. However if you have already activated the link received then you must contact SAP Ariba Support or use the option "I forgot my username/password".

4. **I have problems while using my account on SAP Ariba. Where can I find help?**
 - a. Please visit <https://support.ariba.com/help> directly and ensure you have selected the right module you would like to receive assistance.

5. **I already have an SAP Business Network Account. Do I need to create another one?**
 - a. This depends on what type of account you have and whether this is used with other buyers. You may use your existing SAP Business Network account connected to multiple customers. However, this may require further setup on your side. Please contact SAP Ariba Customer Support for guidance.

6. **I am being asked to update my Equinor Supplier Registration, or other questionnaire through an email such as "Equinor ASA has updated a questionnaire and requires your**

attention, Action needed: Provide additional registration information to Equinor ASA, Action needed: Submit a registration questionnaire for Equinor ASA". What do I do?

- a. Suppliers are responsible for maintaining their own company data on the Equinor Supplier Registration Questionnaire. Please follow the step by step instructions in the email notification, including clicking on the link within the email to ensure you access the correct supplier account.

7. How do I provide additional / requested information in Supplier Registration Questionnaire?

Please follow the steps below to provide additional information when asked by Equinor:

- a. You will receive an email notification from SAP Ariba mentioning the details of the additional /requested information to complete your registration.
- b. Login to SAP Business Network (<https://service.ariba.com/Sourcing.aw/>) using your credentials. You can also click the link in the email.
- c. Open the Supplier Registration Questionnaire. Click on **Revise Response** button to update your initially submitted responses.
- d. Once the responses are updated, please click on the '**Submit Entire Response**' at the bottom of the screen.
- e. You will receive a confirmation email notification once you have submitted your responses.


8. Can I skip any questions from the Equinor Supplier Profile Questionnaire?


- a. All mandatory questions need to be answered to update the questionnaire.

9. If I choose not to register on the SAP Ariba platform specifically for the SAP Ariba Module Proposals and Questionnaires, will I receive any sourcing events from Equinor?

- a. No. You will not receive any future sourcing events.

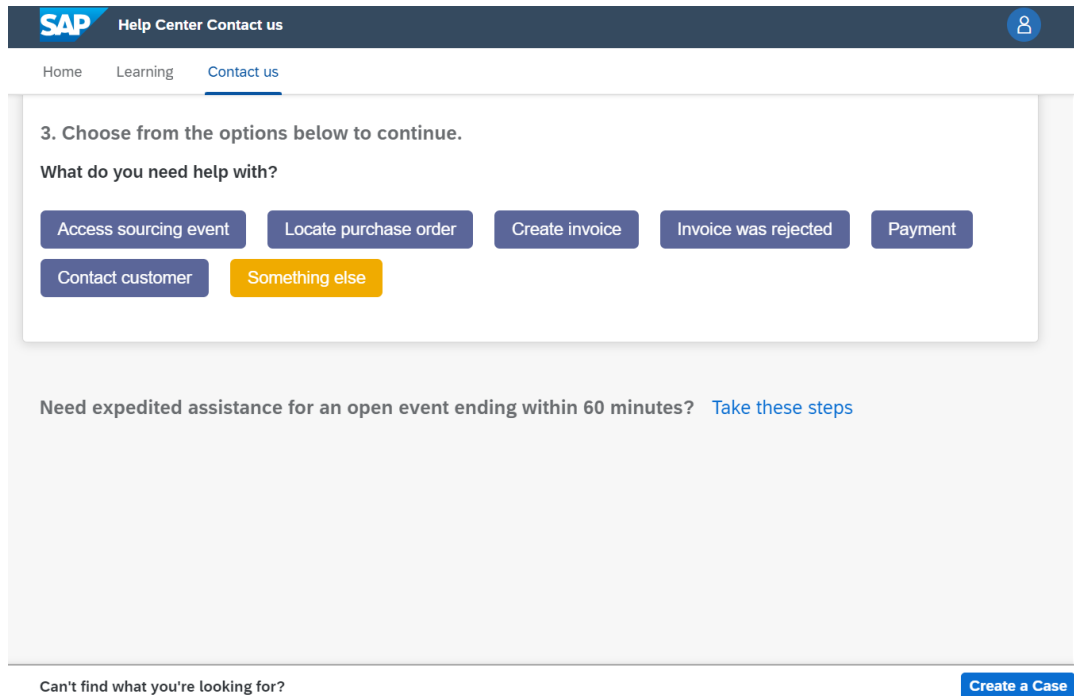
10. If I need help with my account, how do I request support or contact SAP Business Network Customer Support?

- a. After login in SAP Business Network, click the help  icon in the upper-right corner of the application.
- b. Click the **Contact us** tab.
- c. Enter a brief description of your question or issue in the **Start here to find your answer** field.

- d. Click the search  icon.

There will be topics displayed based on your questions entered. If you cannot find topics related to the issue, follow the steps below:

- a. In the options provided for **What do you need help with?** Click **Something else** at the bottom.



3. Choose from the options below to continue.

What do you need help with?

Access sourcing event Locate purchase order Create invoice Invoice was rejected Payment

Contact customer **Something else**

Need expedited assistance for an open event ending within 60 minutes? [Take these steps](#)

Can't find what you're looking for? [Create a Case](#)

- b. A bar on the bottom of the screen will appear **Can't find what you're looking for?** Click **Create a Case** on the right.
- c. Fill out the form with as much detail as possible.
- d. Click **One last step** in the bottom-right.
- e. Select your contact method and click **Submit**.

If you don't see a **Can't find what you're looking for? Contact us** button, the question / issue you are searching for may require you to click through other options to ensure Ariba can support your request.

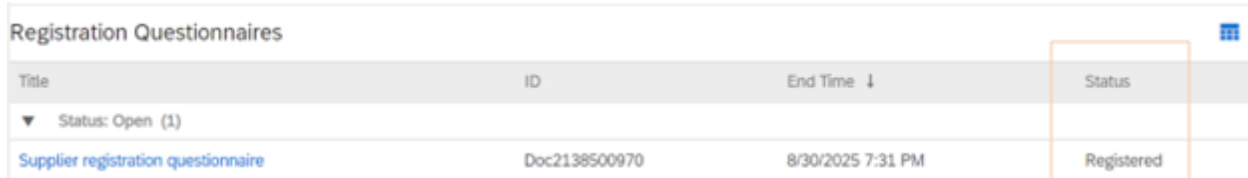
11. Is there a cost for suppliers to use SAP Business Network or Icertis?

- a. There is no cost for suppliers in collaboration with Equinor to establish and manage agreements.

12. How do I check my Registration Status in SAP Business Network?

Please follow the steps below on how you can check your current Registration Status in SAP Ariba:

- a. Login to SAP Business Network. Click from any of the links below:
 - i. <http://proposals.seller.ariba.com/>
 - ii. <https://service.ariba.com/Sourcing.aw/>
- b. Go to section Registration Questionnaires section. You can see the status of your registration on the right side of the screen as shown in the image below.



Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Supplier registration questionnaire	Doc2138500970	8/30/2025 7:31 PM	Registered

13. Why am I not receiving emails from SAP Ariba?

If you are not receiving emails from SAP Ariba, there are possible causes:

- a. The email address the emails are being sent to is incorrect.
- b. Your email notification settings are not configured properly.
- c. Your company's email server is blocking the emails from arriving.
- d. The email notification may be inside your Spam folder.

Please see the solution below for causes 1 and 2.

1. [How do I change or update my email address in SAP Business Network account?](#)
2. [How do I update my email notification preferences?](#)

Once it is confirmed that the email address is correct and your email notification settings are configured, you will need to contact your local IT department to check the issue related to your email server not allowing the emails to reach your inbox.

Your IT team will be able to whitelist the addresses below to ensure emails from SAP Ariba come through.

- Email domains @ansmtp.ariba.com, @eusmtp.ariba.com, @rusmtp.ariba.com, @ansmtp.ariba.com, @eusmtp.ariba.com, @smtp.mn2.ariba.com, @smtp.mn1.ariba.com, @cnsmtp.sapariba.cn.
- SAP Ariba's IP address range found in [this linked article](#).

Once these have been added to the allowed list, emails from SAP Ariba should arrive.

If all settings are correctly configured in both your SAP Business Network account and internal email server, you may check the attachments included in the notification. Too

large an attachment's size may prevent the email from being received. To resolve this, reach out to your local internal IT department to confirm file size limitations in your company.

14. Is there any size limitation when attaching a file?

- a. The maximum size for attachments is 10MB. All files larger than this will fail to upload.