

# HOW TO RESPOND TO RFIs

**A** HIGH LEVEL RFI PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS  
REQUEST FOR INFORMATION (RFIs)

**C** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

**D** HOW TO REVISE A SUBMITTED  
RFI RESPONSE

**E** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT

**F** SUMMARY OF COMMON RFI  
ISSUES

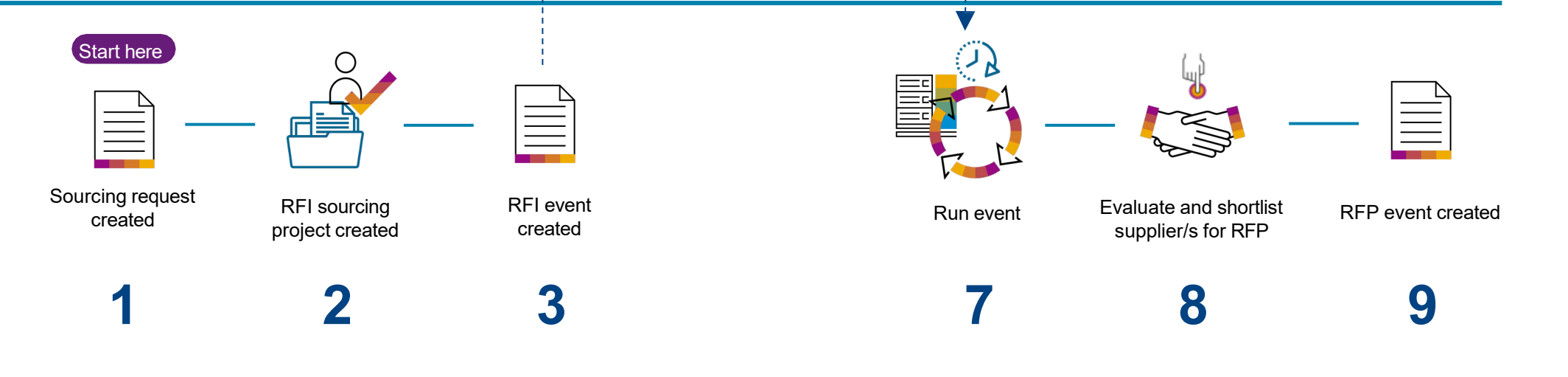
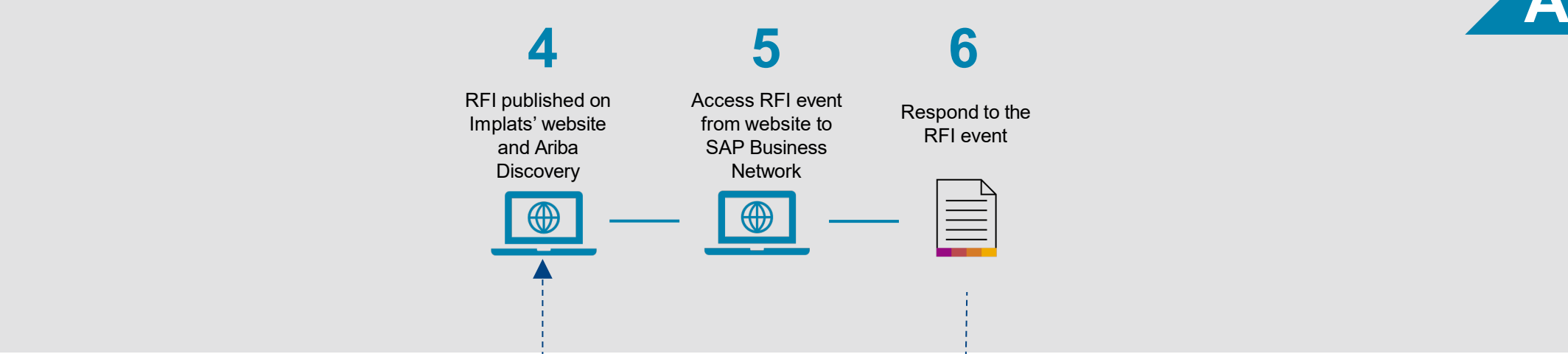
# HIGH LEVEL RFI PROCESS FLOW

**A**

**Suppliers**

**SAP Business Network**

**SAP Ariba SLP**



**A** HIGH LEVEL RFI PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS  
REQUEST FOR INFORMATION (RFIs)

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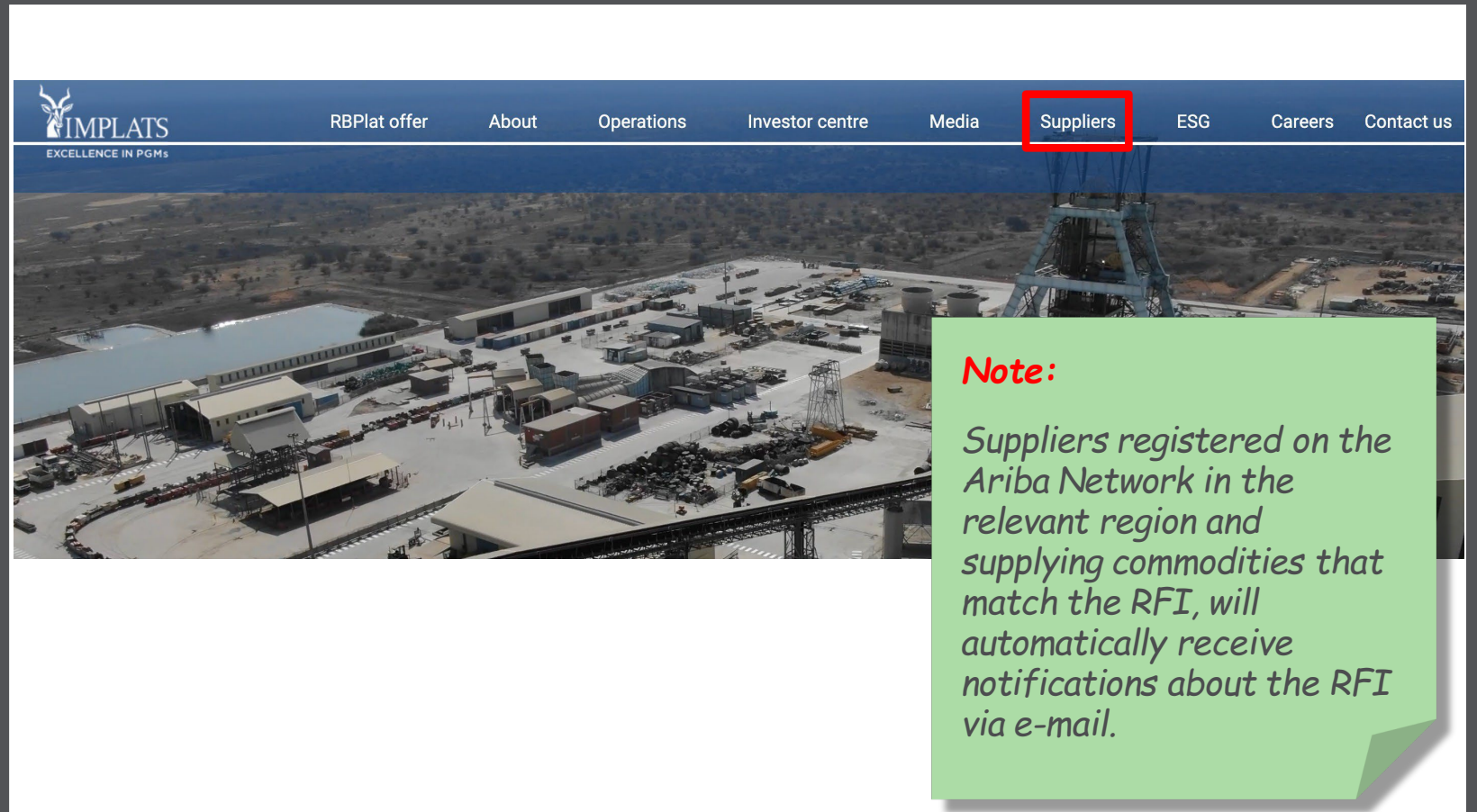
# HOW TO RESPOND TO RFIs

B

1. Implats RFIs are published on Implats' website.

Registered and non-registered suppliers can respond to these RFIs.

Access the Implats website on [www.implats.co.za](http://www.implats.co.za) and select the "Supplier" menu option to access RFIs.



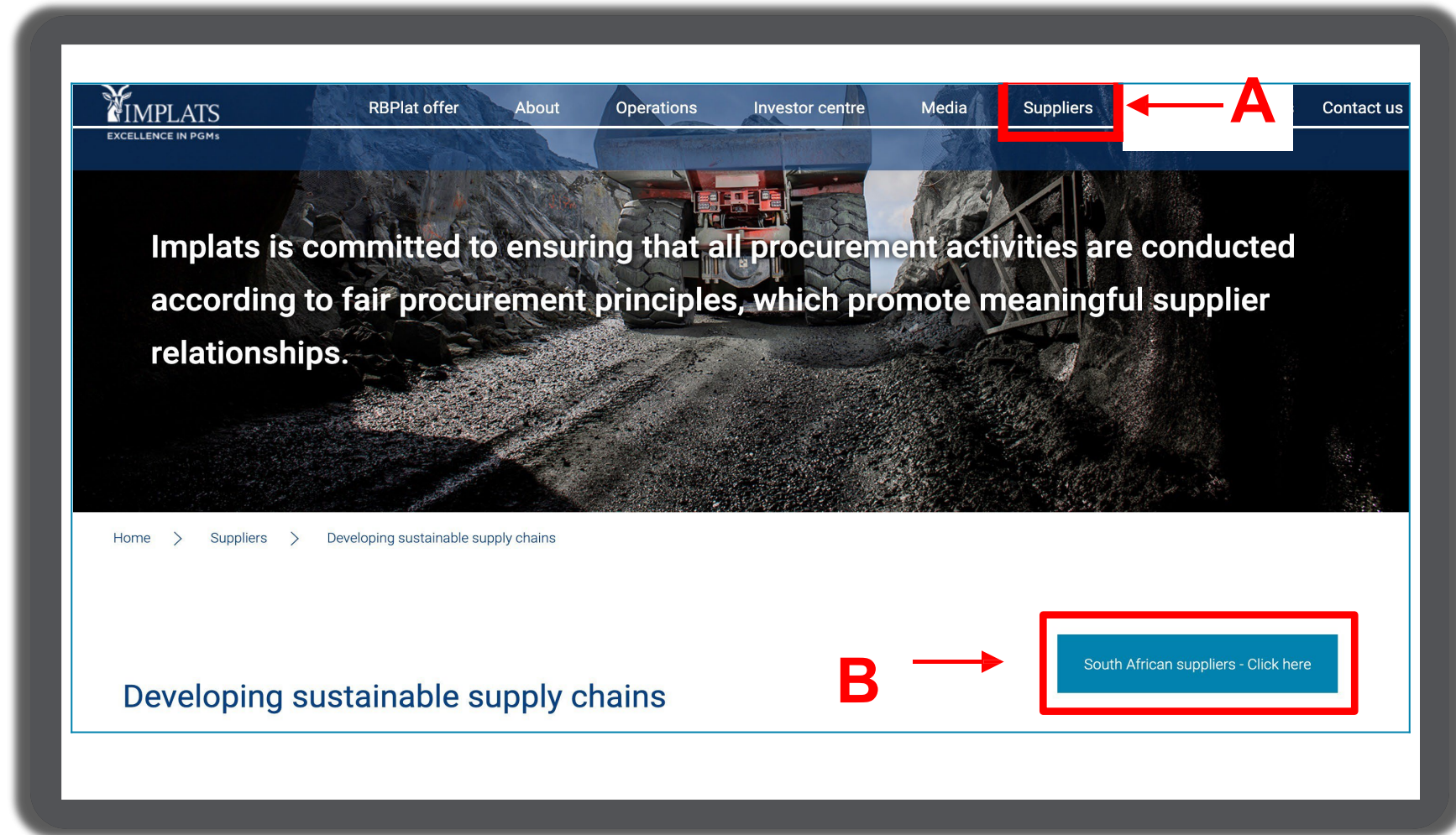
RBPlat offer About Operations Investor centre Media **Suppliers** ESG Careers Contact us

**Note:**

*Suppliers registered on the Ariba Network in the relevant region and supplying commodities that match the RFI, will automatically receive notifications about the RFI via e-mail.*

# HOW TO RESPOND TO RFIs

2. When the supplier page has opened, click on the “**South African Suppliers**” button

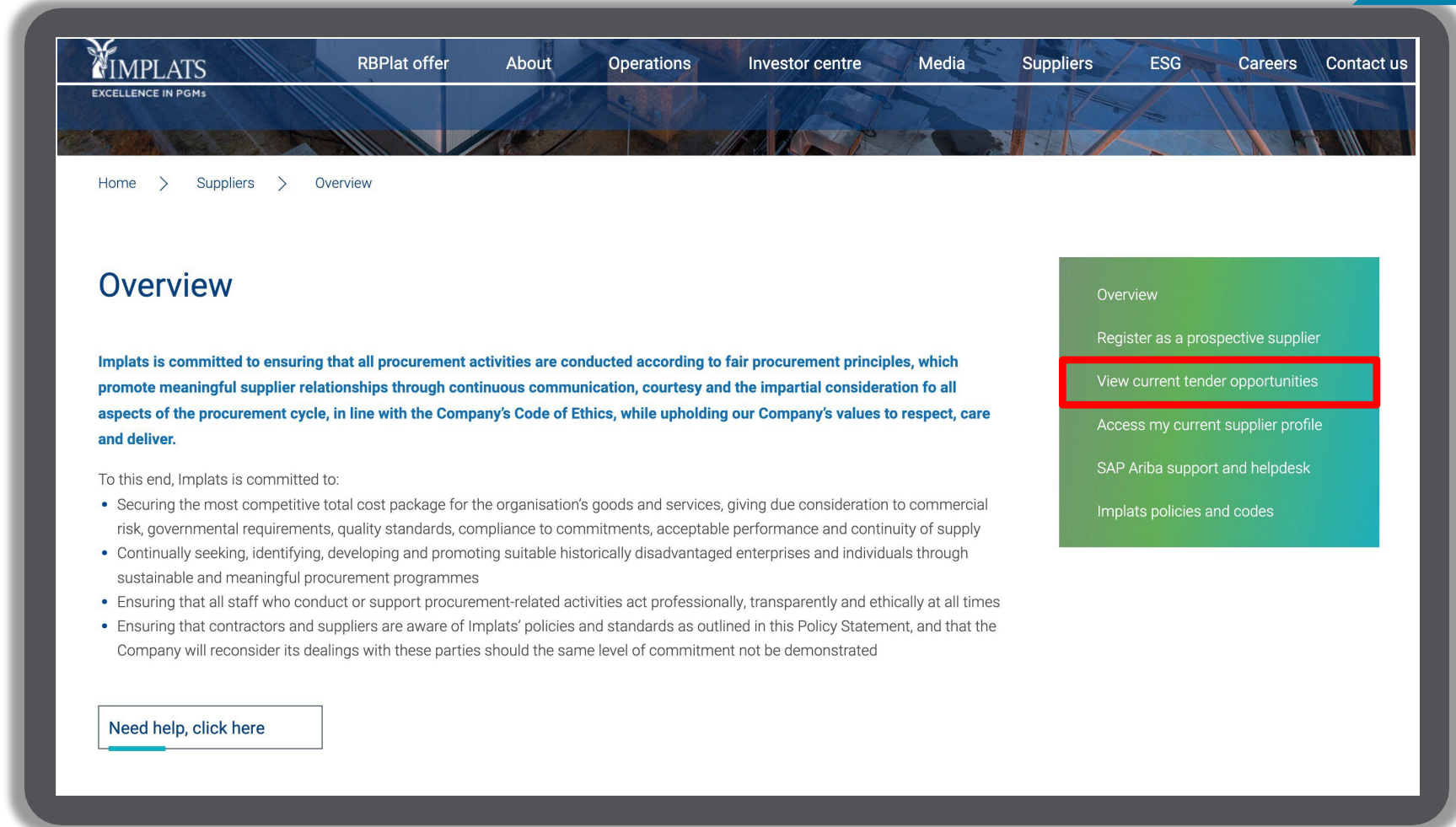


# HOW TO RESPOND TO RFIs

B

3. Read through the Overview information.

Then click “**View Current tender opportunities**”.



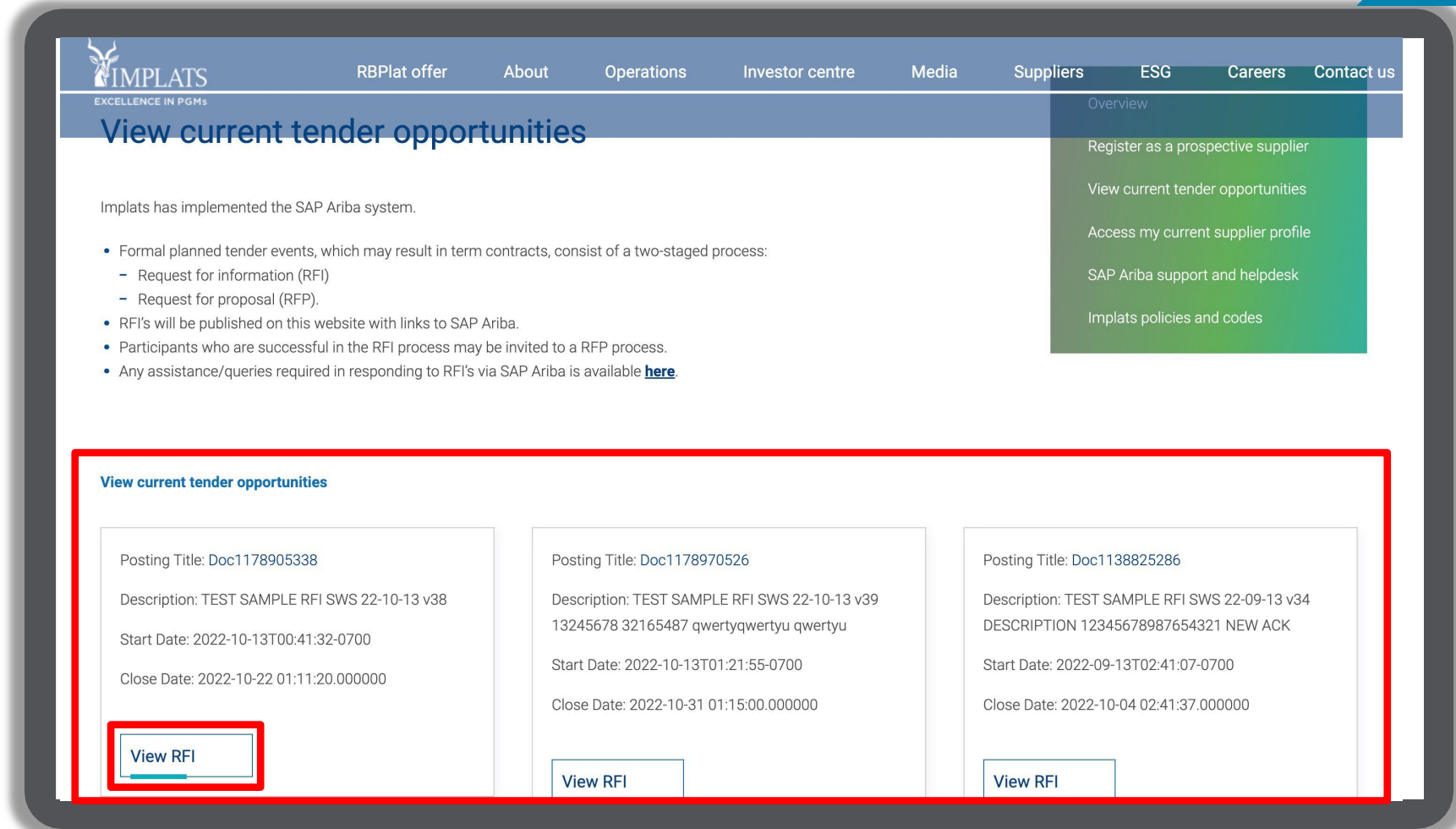
The screenshot shows the IMPLATS website interface. At the top, there is a navigation menu with links: RBPlat offer, About, Operations, Investor centre, Media, Suppliers, ESG, Careers, and Contact us. Below the menu is a breadcrumb trail: Home > Suppliers > Overview. The main heading is 'Overview'. A blue text block states: 'Implats is committed to ensuring that all procurement activities are conducted according to fair procurement principles, which promote meaningful supplier relationships through continuous communication, courtesy and the impartial consideration for all aspects of the procurement cycle, in line with the Company's Code of Ethics, while upholding our Company's values to respect, care and deliver.' Below this, it says 'To this end, Implats is committed to:' followed by a bulleted list of commitments. On the right side, there is a vertical menu with several options: Overview, Register as a prospective supplier, View current tender opportunities (highlighted with a red box), Access my current supplier profile, SAP Ariba support and helpdesk, and Implats policies and codes. At the bottom left, there is a button that says 'Need help, click here'.

# HOW TO RESPOND TO RFIS



4. Implats RFIs are shown in the **“View current tender opportunities”** section.

Click **“View RFI”** to see more RFI details.



The screenshot shows the IMPLATS website interface. At the top, there is a navigation menu with links: RBPlat offer, About, Operations, Investor centre, Media, Suppliers, ESG, Careers, and Contact us. A dropdown menu is open under 'Suppliers', listing: Overview, Register as a prospective supplier, View current tender opportunities, Access my current supplier profile, SAP Ariba support and helpdesk, and Implats policies and codes. The main content area is titled 'View current tender opportunities' and contains the following text:

Implats has implemented the SAP Ariba system.

- Formal planned tender events, which may result in term contracts, consist of a two-staged process:
  - Request for information (RFI)
  - Request for proposal (RFP).
- RFI's will be published on this website with links to SAP Ariba.
- Participants who are successful in the RFI process may be invited to a RFP process.
- Any assistance/queries required in responding to RFI's via SAP Ariba is available [here](#).

Below this text is a section titled 'View current tender opportunities' containing three cards. Each card displays the following information:

- Posting Title: Doc1178905338
- Description: TEST SAMPLE RFI SWS 22-10-13 v38
- Start Date: 2022-10-13T00:41:32-0700
- Close Date: 2022-10-22 01:11:20.000000

The first card has a 'View RFI' button highlighted with a red box. The other two cards also have 'View RFI' buttons.

# HOW TO RESPOND TO RFIs



- Click the link shown in the tab “**How to respond**” to start a response to the RFI.

Suppliers already registered on the Ariba Network will be taken to a screen where they can start responding.

Suppliers new to Ariba Network must register before they can respond to the RFI.

### Tender details

Request for information (RFI)	
RFI number:	QU4wMTA0MTcxMTc4MTpEb2MxMTc40TcwNTI2
RFI title:	Doc1178970526
RFI short description:	TEST SAMPLE RFI SWS 22-10-13 v39 13245678 32165487 qwertyqwertyu qwertyu
Issued date and time:	2022-10-13T01:21:55-0700
Closing date and time:	2022-10-31 01:15:00.000000
How to respond:	Interested parties to click on the link below to respond: <a href="http://discovery.ariba.com/rfx/14352020?extsite=MTQzNTIwMjBfQU4xMTA2NTM0MTU0NQ==">http://discovery.ariba.com/rfx/14352020?extsite=MTQzNTIwMjBfQU4xMTA2NTM0MTU0NQ==</a>

- Overview
- Register as a prospective supplier
- View current tender opportunities
- Access my current supplier profile
- Implats policies and codes

# HOW TO RESPOND TO RFIs



If there is no link under **“How to respond”** please contact the Implats Ariba Support Helpdesk.

The contact details for the Ariba Support Helpdesk can be found on the next slide

### Tender details

Request for information (RFI)	
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RFI title:	Doc1178970526
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Issued date and time:	2022-10-13T01:21:55-0700
Closing date and time:	2022-10-31 01:15:00.000000
How to respond:	

- Overview
- Register as a prospective supplier
- View current tender opportunities
- Access my current supplier profile
- Implats policies and codes

# IMPLATS ARIBA SUPPORT HELP LINES

B

Implats' **Supplier Support Helpdesk** is open **Monday to Friday from 07:30 to 15:30**, excluding all South African Public Holidays.

If you need assistance outside Helpdesk operating hours, please send us an email with your request, and an agent will respond within 24 hours.



+27 14 569 6899



[aribasupport@implats.co.za](mailto:aribasupport@implats.co.za)

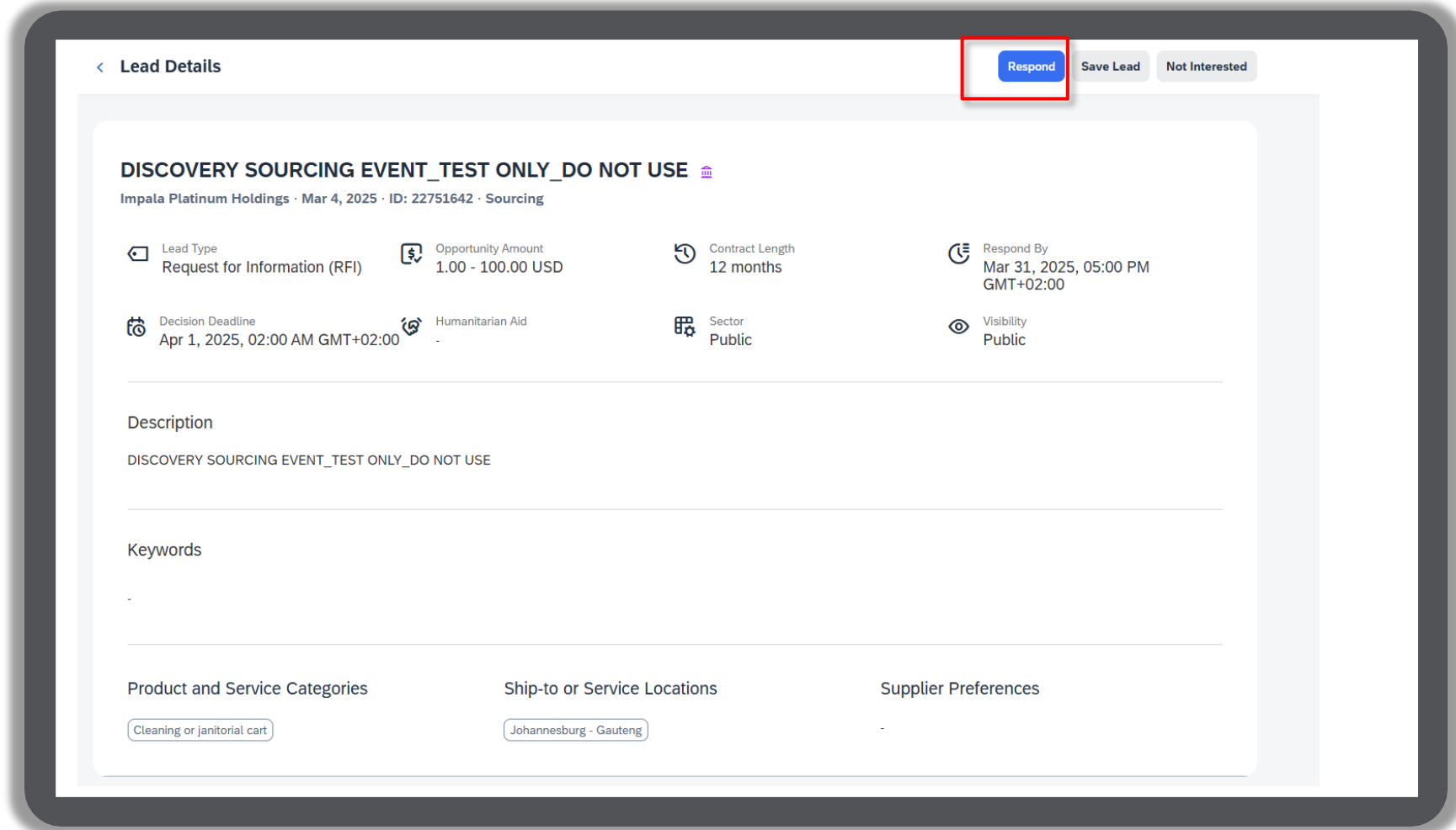
# HOW TO RESPOND TO RFIS

Let's continue.

- Registered suppliers will be able to start responding.

Suppliers new to Ariba Network must register before they can respond to the RFI.

Click **“Respond”**.



**Lead Details**

**Respond** Save Lead Not Interested

**DISCOVERY SOURCING EVENT\_TEST ONLY\_DO NOT USE**

Impala Platinum Holdings · Mar 4, 2025 · ID: 22751642 · Sourcing

Lead Type Request for Information (RFI)	Opportunity Amount 1.00 - 100.00 USD	Contract Length 12 months	Respond By Mar 31, 2025, 05:00 PM GMT+02:00
Decision Deadline Apr 1, 2025, 02:00 AM GMT+02:00	Humanitarian Aid -	Sector Public	Visibility Public

Description

DISCOVERY SOURCING EVENT\_TEST ONLY\_DO NOT USE

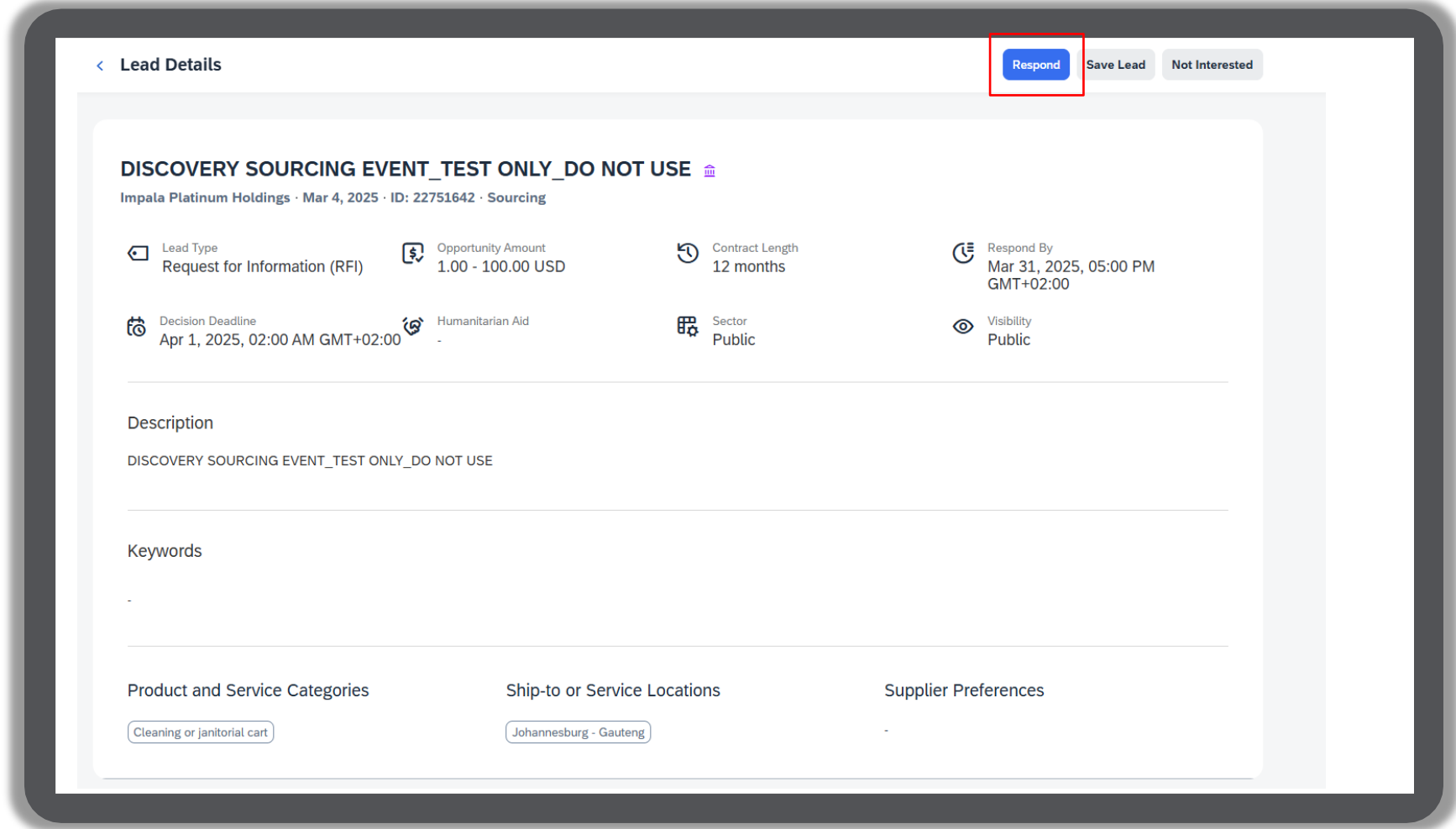
Keywords

-


Product and Service Categories Cleaning or janitorial cart	Ship-to or Service Locations Johannesburg - Gauteng	Supplier Preferences -
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# HOW TO RESPOND TO RFIs









**Note:**  
 You may also experience an error when clicking on the Respond Button



**Lead Details** Respond Save Lead Not Interested

**DISCOVERY SOURCING EVENT\_TEST ONLY\_DO NOT USE** 

Impala Platinum Holdings · Mar 4, 2025 · ID: 22751642 · Sourcing

 Lead Type Request for Information (RFI)	 Opportunity Amount 1.00 - 100.00 USD	 Contract Length 12 months	 Respond By Mar 31, 2025, 05:00 PM GMT+02:00
 Decision Deadline Apr 1, 2025, 02:00 AM GMT+02:00	 Humanitarian Aid -	 Sector Public	 Visibility Public

**Description**  
DISCOVERY SOURCING EVENT\_TEST ONLY\_DO NOT USE

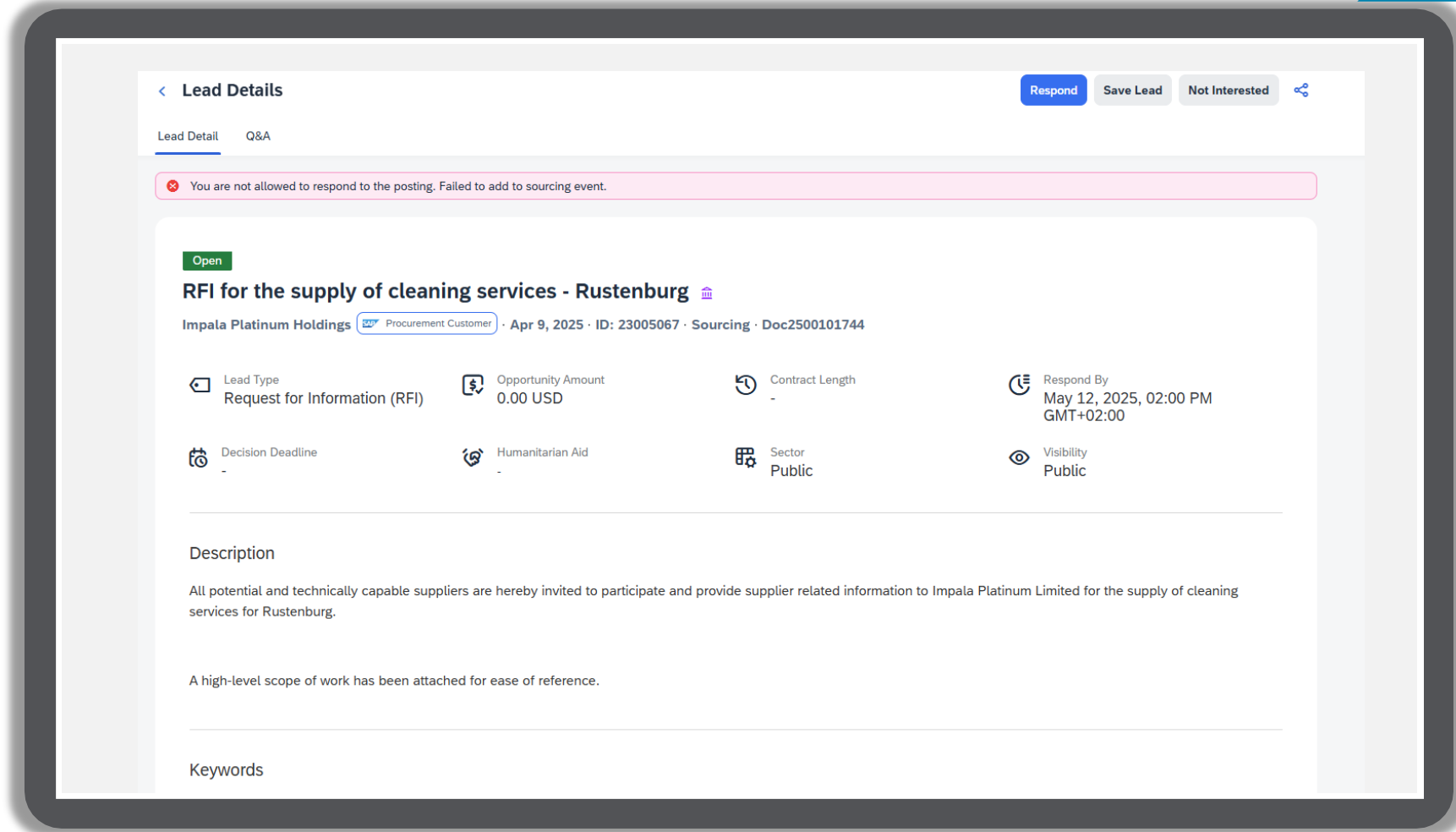
**Keywords**  
-

<b>Product and Service Categories</b> Cleaning or janitorial cart	<b>Ship-to or Service Locations</b> Johannesburg - Gauteng	<b>Supplier Preferences</b> -
--	---	----------------------------------

# MAXIMUM NUMBER OF SUPPLIERS ERROR



7. After clicking on Respond button, the following error message will be displayed – You are not allowed to respond to the posting. Failed to add to sourcing event.
  
8. The next step is to log the issue with our Ariba support helpdesk



# IMPLATS ARIBA SUPPORT HELP LINES

B

You can also log the issue with our Ariba Support Helpdesk via phone or email and an agent will assist you

Implats' **Supplier Support Helpdesk** is open **Monday to Friday from 07:30 to 15:30**, excluding all South African Public Holidays.

If you need assistance outside Helpdesk operating hours, please send us an email with your request, and an agent will respond within 24 hours.



+27 14 569 6899



[aribasupport@implats.co.za](mailto:aribasupport@implats.co.za)

# RFI CLOSED FOR RESPONSE

**B**

If an RFI has closed, the following message will be shown.

9. After the Discovery page loads, you will see a message popup that says **“Unable to fetch posting”**



**Unable to fetch posting.**

The posting you are trying to access is closed.

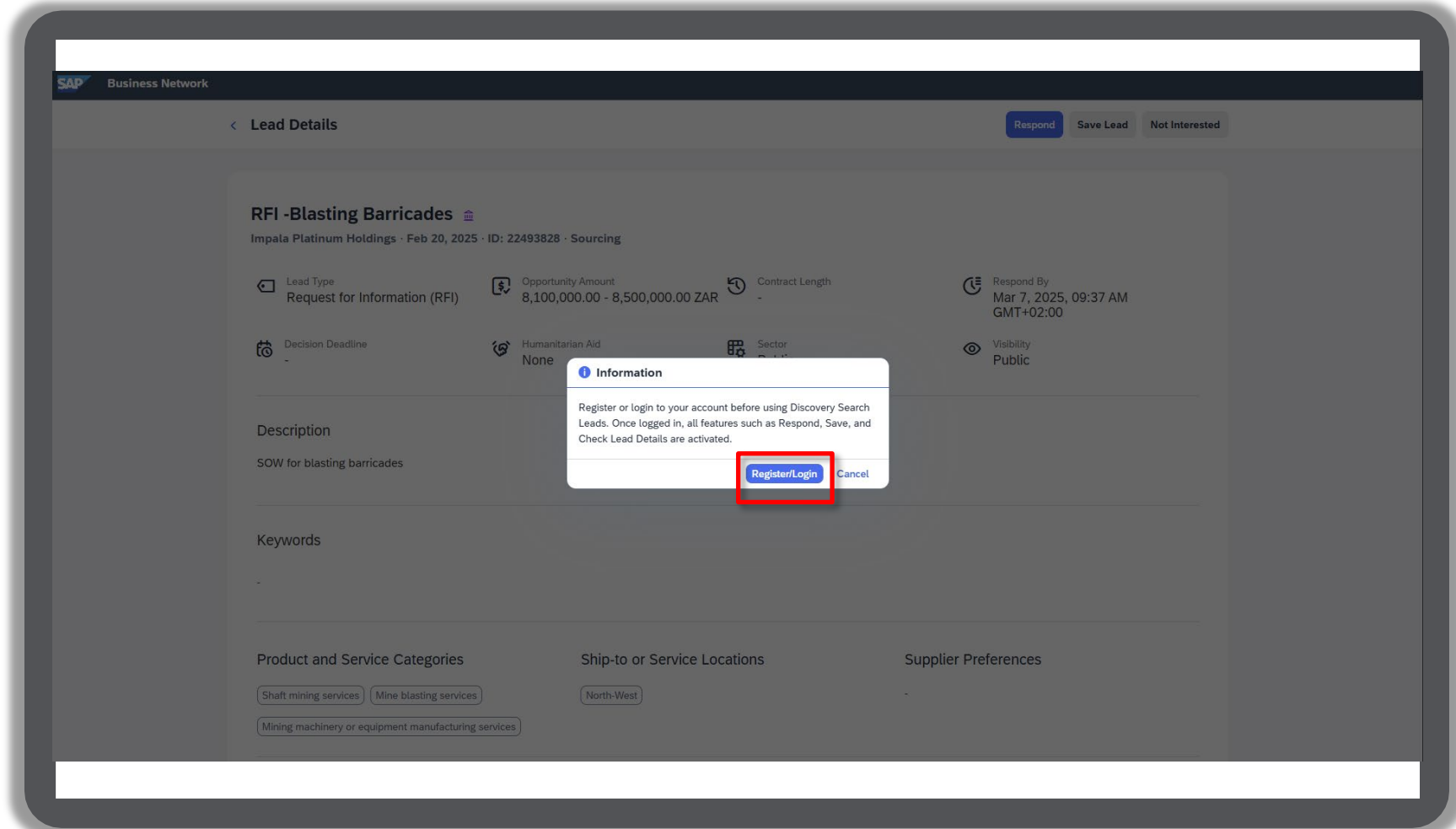
# HOW TO RESPOND TO RFIS

Let's continue.

- Registered suppliers should login to the Ariba Network by entering their Username and Password.

They will be taken to the RFI where they can respond.

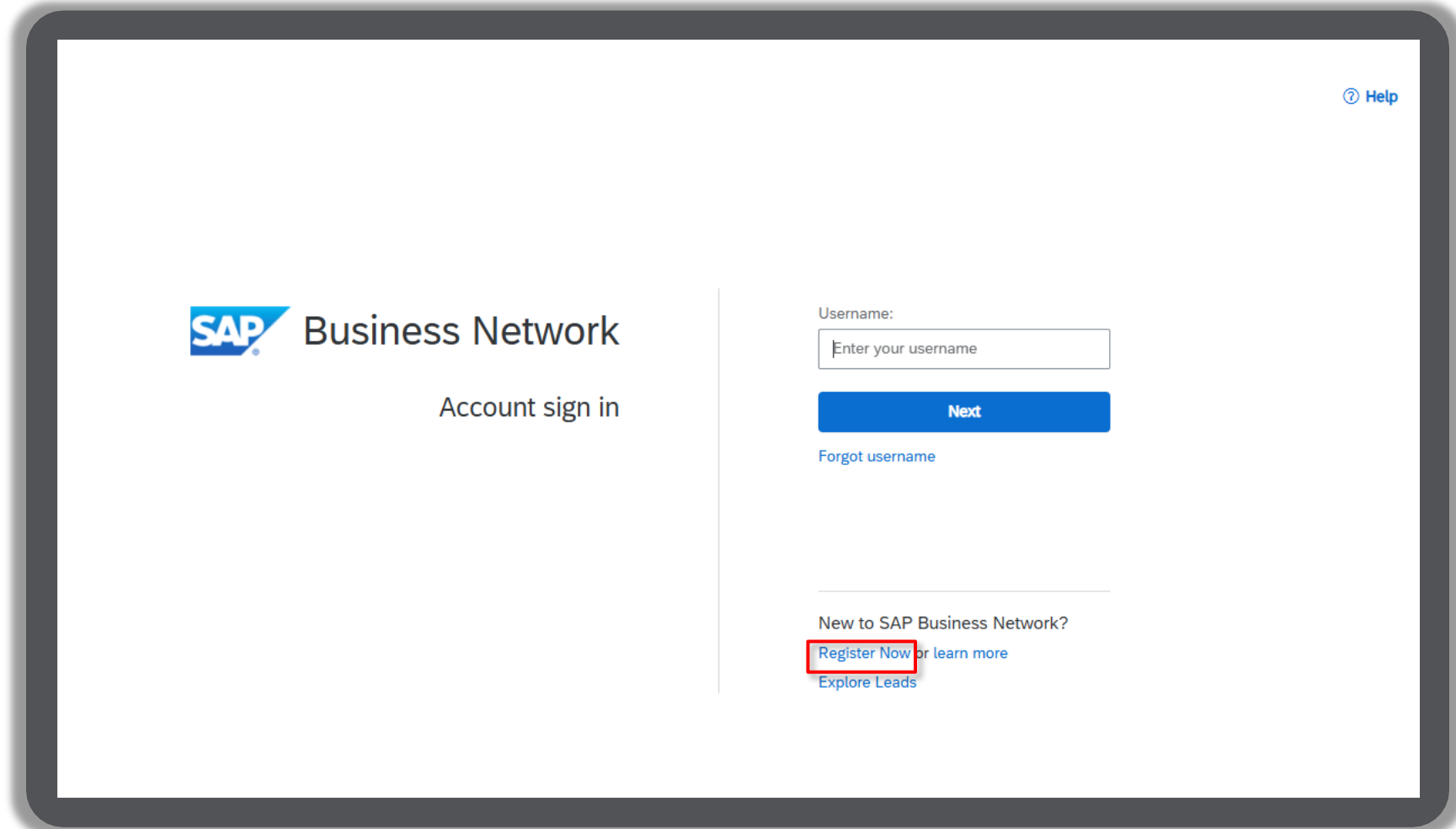
New suppliers must register on the Ariba Network by clicking **“Register/Login”** before they can respond to the RFI. By clicking on this button supplier will be led to a page where they can register.



# HOW TO REGISTER TO ARIBA BUSINESS NETWORK

Suppliers new to Ariba Network must register before they can respond to the RFI.

Click **“Register Now ”**.



Account sign in

Username:  
Enter your username

Next

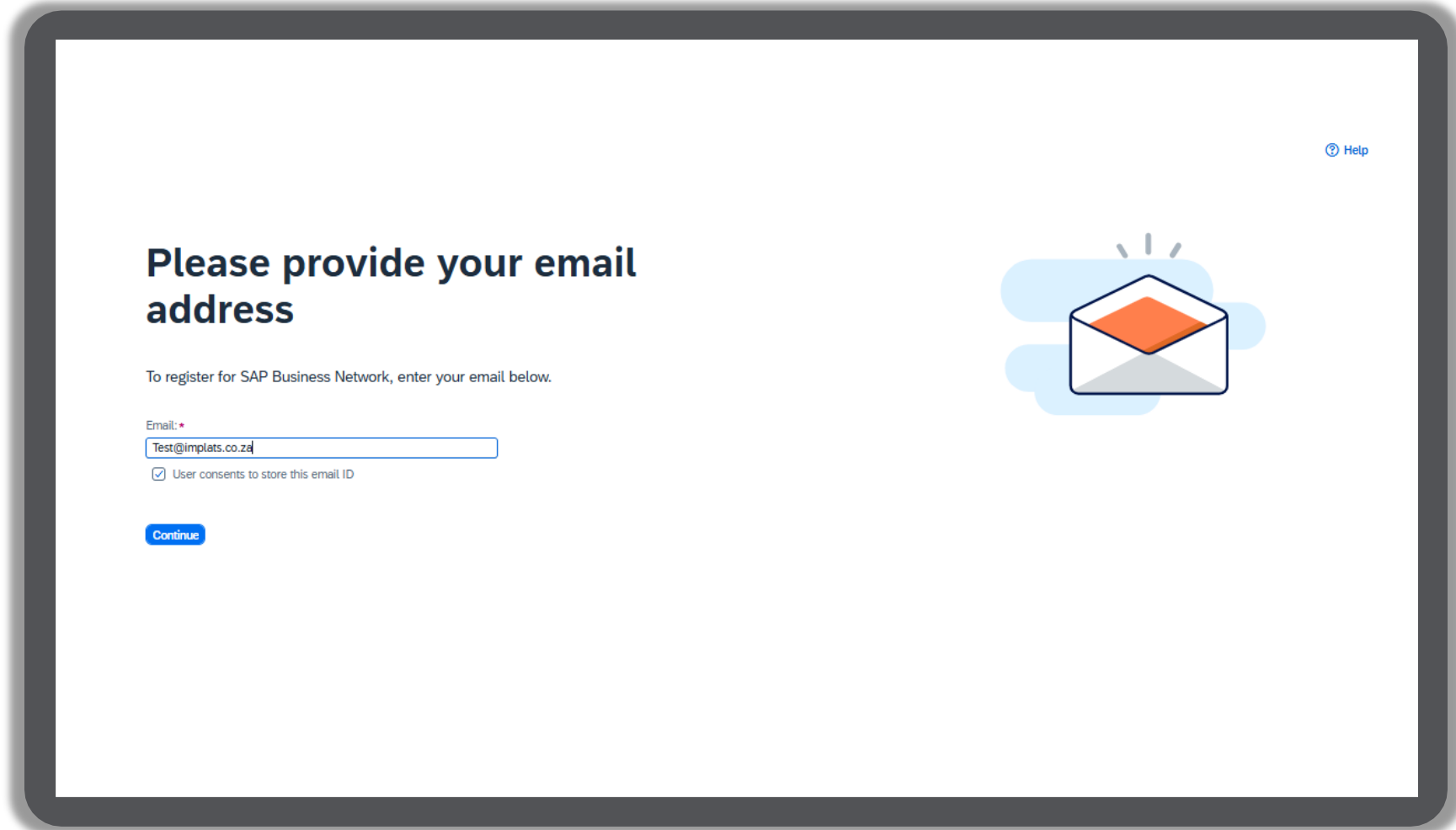
[Forgot username](#)

New to SAP Business Network?  
[Register Now](#) or learn more  
[Explore Leads](#)

[Help](#)

# HOW TO REGISTER TO Ariba BUSINESS NETWORK

Supplier must enter the email address which account will be linked. Check the box next to User consents to store this email ID.



[Help](#)

## Please provide your email address

To register for SAP Business Network, enter your email below.

Email: \*

User consents to store this email ID

[Continue](#)

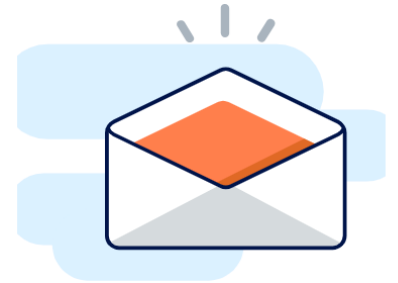
# HOW TO REGISTER TO Ariba NETWORK

A one-time password (OTP) will be sent to the email address provided. **Enter this password** and click **Continue**.

## Enter your One Time Password

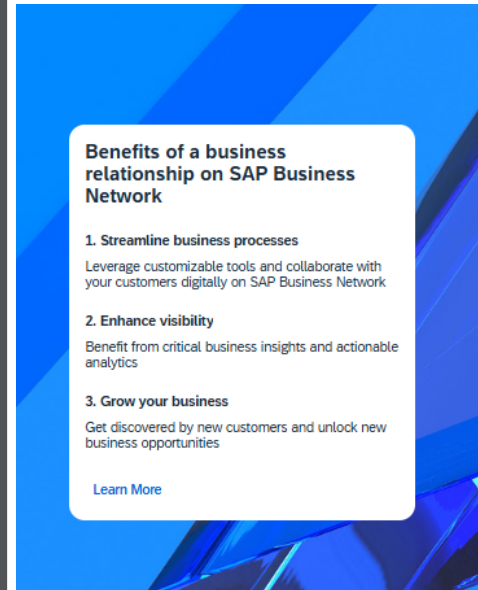
Please enter your one time password sent to Test@implats.co.za. Your password expires in 30 minutes.

Continue



# HOW TO REGISTER TO ARIBA NETWORK

Select the **Data Center** from the available options . It is recommended to choose the “Netherlands:Amsterdam” data center



**Benefits of a business relationship on SAP Business Network**

- 1. Streamline business processes**  
Leverage customizable tools and collaborate with your customers digitally on SAP Business Network
- 2. Enhance visibility**  
Benefit from critical business insights and actionable analytics
- 3. Grow your business**  
Get discovered by new customers and unlock new business opportunities

[Learn More](#)

## Choose a Data Center

Your account and profile will be created and maintained in the chosen data center

- USA: Quincy, WA
- Netherlands: Amsterdam
- Saudi Arabia: Dammam

[Next](#)

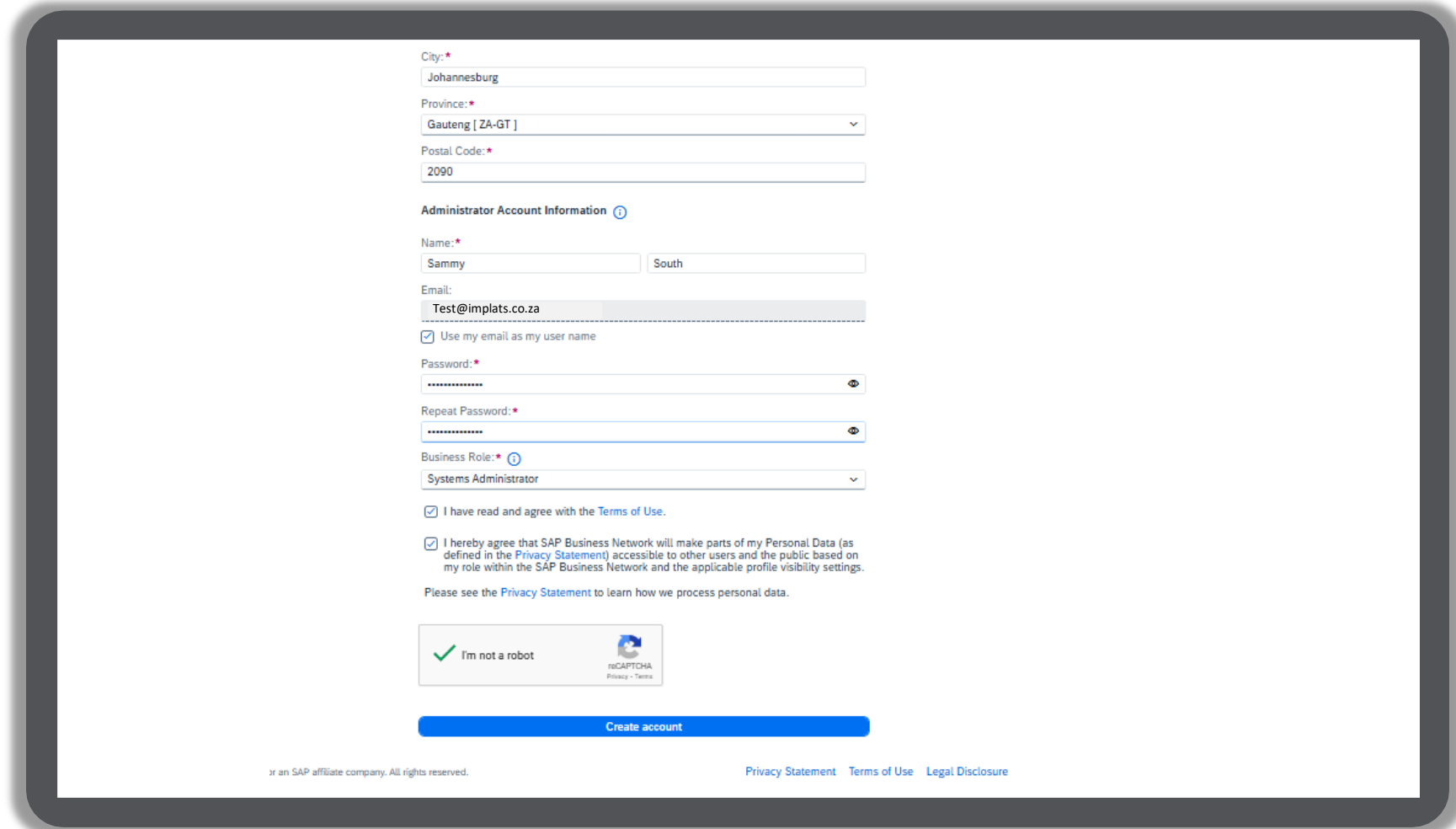
[Help](#)

# HOW TO REGISTER TO Ariba NETWORK

Fill out all mandatory fields in the registration form (marked with an \*).

Review and accept the Terms of Use and the Privacy Statement at the bottom of the page.

Click **“Create account”**



The screenshot shows a registration form for the Ariba Network. The form is titled "Administrator Account Information" and includes the following fields and options:

- City:** \* Johannesburg
- Province:** \* Gauteng [ ZA-GT ]
- Postal Code:** \* 2090
- Name:** \* Sammy South
- Email:** Test@implats.co.za
- Use my email as my user name
- Password:** \* [masked]
- Repeat Password:** \* [masked]
- Business Role:** \* Systems Administrator
- I have read and agree with the [Terms of Use](#).
- I hereby agree that SAP Business Network will make parts of my Personal Data (as defined in the [Privacy Statement](#)) accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings.

Please see the [Privacy Statement](#) to learn how we process personal data.

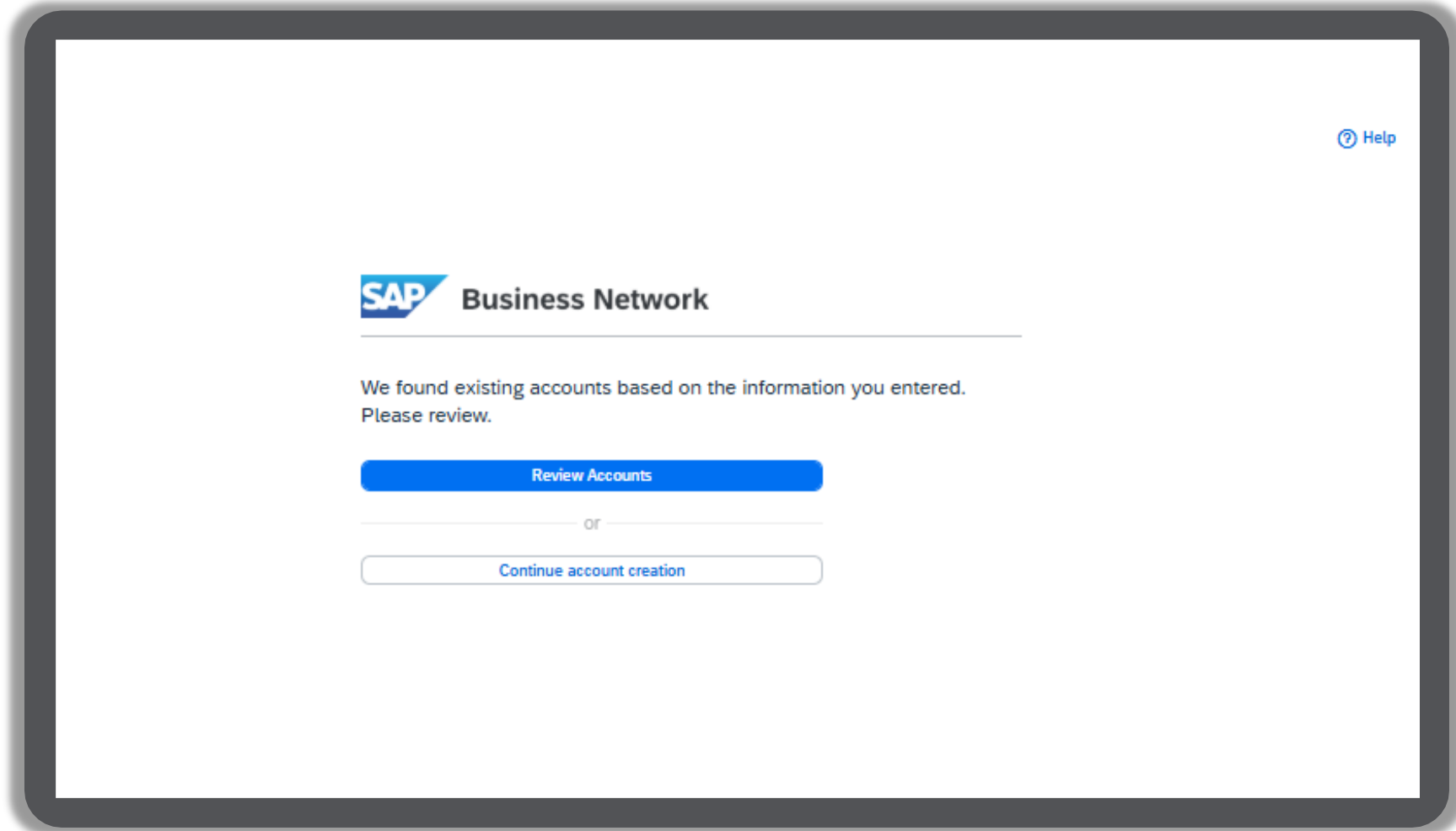
At the bottom of the form, there is a reCAPTCHA widget with the text "I'm not a robot" and a "Create account" button.

At the very bottom of the page, there is a small disclaimer: "an SAP affiliate company. All rights reserved." and links for [Privacy Statement](#), [Terms of Use](#), and [Legal Disclosure](#).

# HOW TO REGISTER TO ARIBA NETWORK

If a message about existing accounts appears, click **Review accounts** to check for accounts you or someone in your company may already have registered.

Noted: In the review accounts process, it is not mandatory to have access to those accounts; those accounts are a match reference. If you are not familiar with them and wish to create a new one, this page can be skipped.

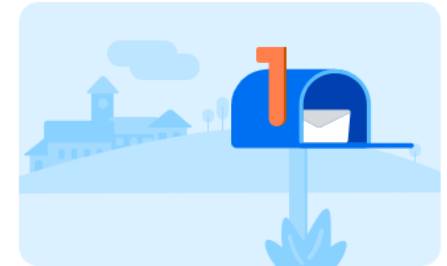


# HOW TO REGISTER TO ARIBA NETWORK

After finishing the registration, SAP will send an email to confirm account.

## You are almost done

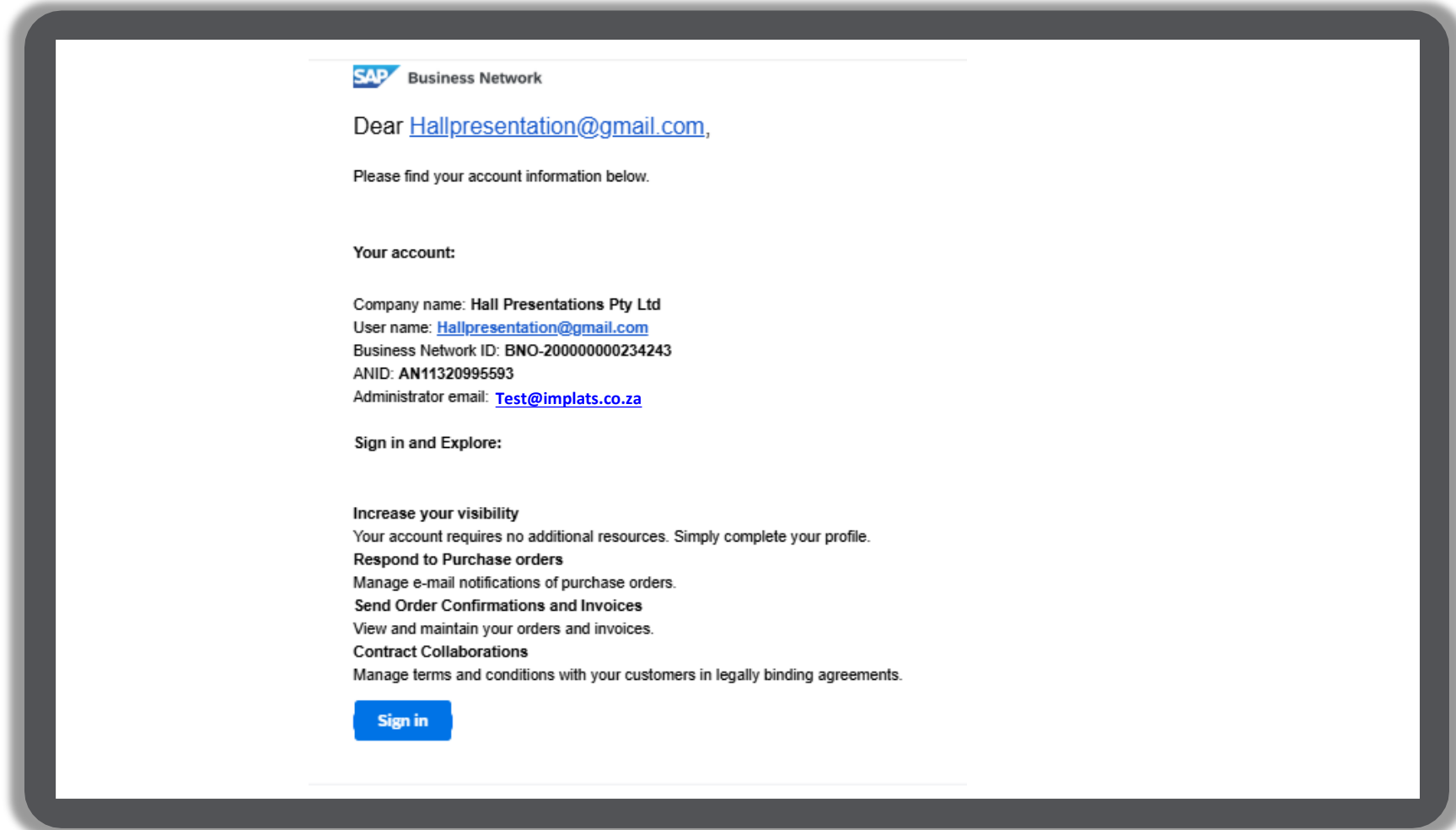
You will soon receive an email confirmation once your account is created. Please wait a moment. The page will automatically redirect once the process is complete.



[Help](#)

# HOW TO REGISTER TO ARIBA NETWORK

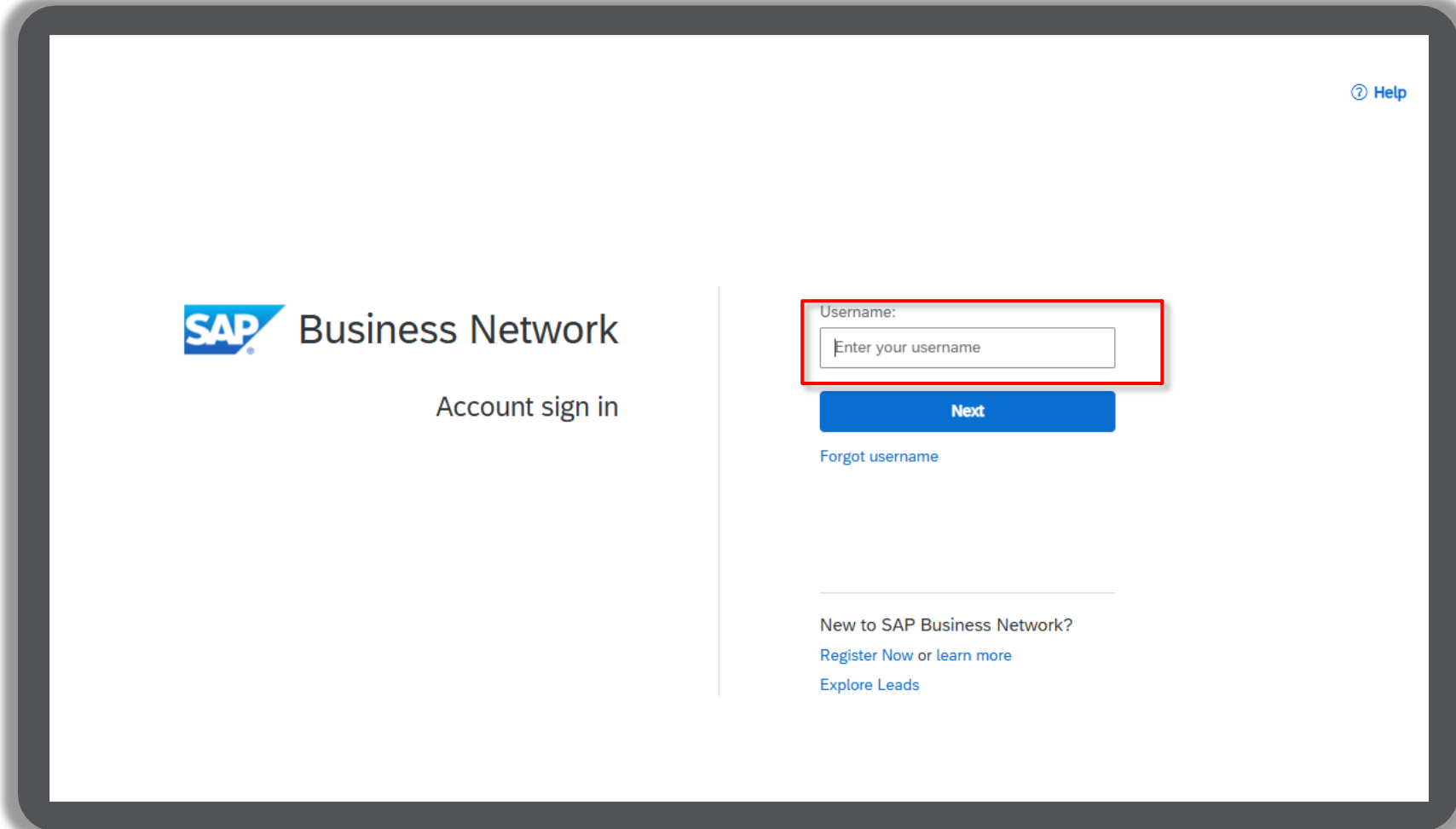
Once account is confirmed, a welcome email will be received containing the Business Network ID(ANID) and Account Username.



# HOW TO REGISTER TO Ariba BUSINESS NETWORK

Let's continue.

Enter Ariba Network Username and Password



Account sign in

Username:  
Enter your username

Next

[Forgot username](#)

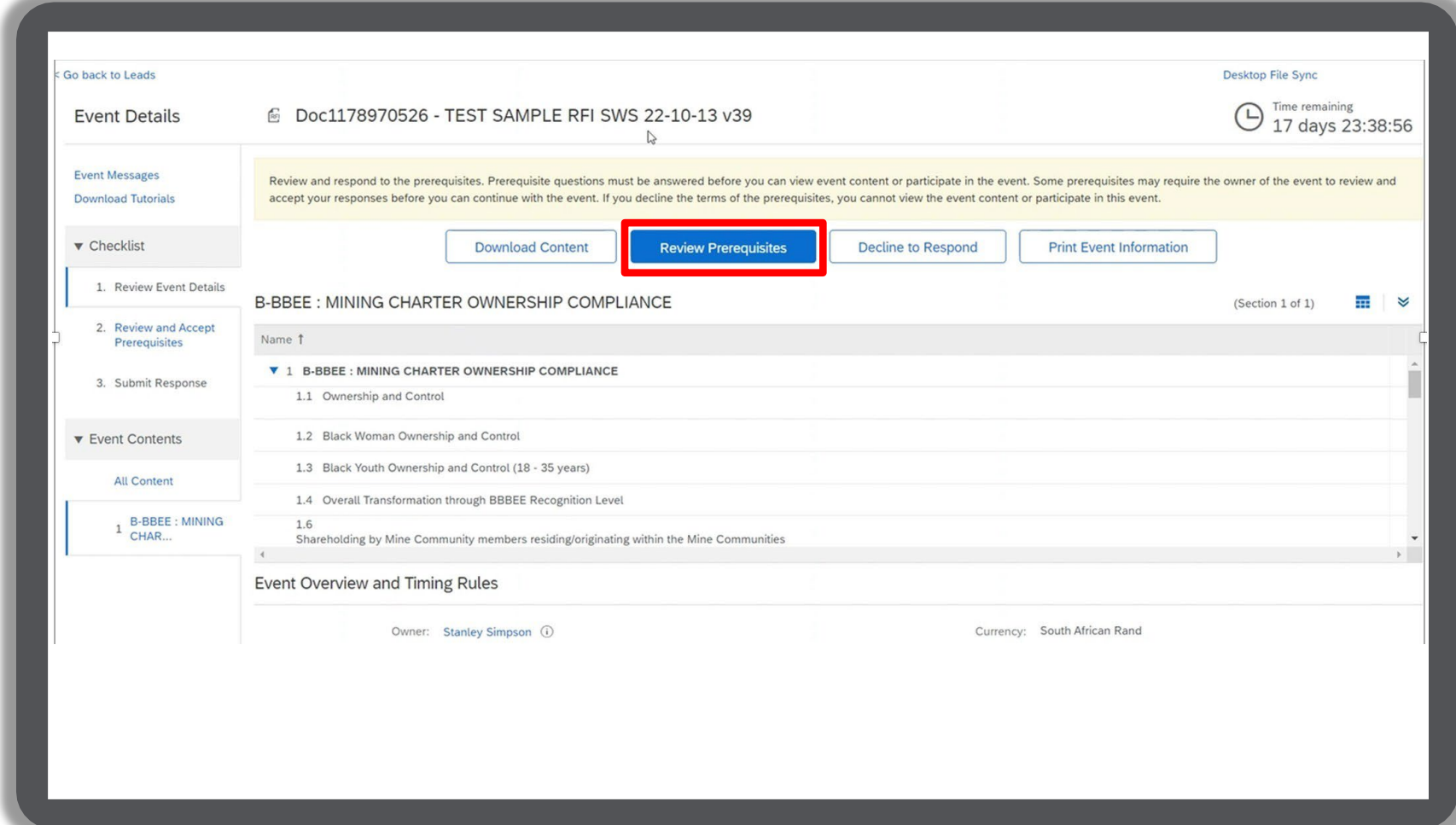
New to SAP Business Network?  
[Register Now or learn more](#)  
[Explore Leads](#)

[Help](#)

# HOW TO RESPOND TO RFIs

11. Once logged the supplier will be able to view the RFI event.

To start responding, click **“Review Prerequisites”**.



The screenshot displays the SAP ARIBA RFI event interface. At the top, it shows 'Event Details' for 'Doc1178970526 - TEST SAMPLE RFI SWS 22-10-13 v39' with a 'Time remaining' of 17 days 23:38:56. A yellow banner contains instructions: 'Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.' Below this banner are four buttons: 'Download Content', 'Review Prerequisites' (highlighted with a red box), 'Decline to Respond', and 'Print Event Information'. The main content area is titled 'B-BBEE : MINING CHARTER OWNERSHIP COMPLIANCE (Section 1 of 1)'. It lists several prerequisites: 1.1 Ownership and Control, 1.2 Black Woman Ownership and Control, 1.3 Black Youth Ownership and Control (18 - 35 years), 1.4 Overall Transformation through BBBEE Recognition Level, and 1.6 Shareholding by Mine Community members residing/originating within the Mine Communities. At the bottom, it shows 'Event Overview and Timing Rules' with 'Owner: Stanley Simpson' and 'Currency: South African Rand'.

# HOW TO RESPOND TO RFIs

B

12. Review the prerequisites and accept the terms of agreement.

Click **“I accept the terms of this agreement”**, then click **“OK”**.

Prerequisites must be completed prior to participation in the event.

5. Bids through Site only. The Participant agrees to submit Bids only through the on-line bidding mechanism supplied by the Site and not to submit Bids via any other mechanism including, but not limited to, post, courier, hand-delivery, fax, email, or verbally, unless specifically requested by the PRINCIPAL.

6. Ethical conduct. All parties will prohibit unethical behaviour and are expected to notify the PRINCIPAL's Whistle Blowing Hotline if they witness or experience practices that are viewed to be counter-productive to the fair operation of the On-Line Event. Whistle Blowing Hotline number: 0800 005 314. All calls are toll-free, available 24 hours and anonymous. All PARTICIPANTS are therefore required to agree, adhere to and be bound by the Implats Code of Ethics, the Fraud, Corruption and Whistleblowing Policy, Anti-bribery and anti-corruption Policy and Supplier Code of Conduct which are available on the Implats website at://www.implats.co.za/supplier-development.php and as may be amended from time to time.

7. Technical Difficulties. If the Participant experiences any technical difficulties during a live On-Line Event, the Participant should notify the Site Owner immediately either by contacting the Site owner's toll free number on 0800 981 709 or by emailing the Implats Ariba support helpdesk: ariba.support@implats.co.za.

8. Continued applicability. The terms and conditions of this Bidder Agreement will continue to apply even after expiry or termination of the On-Line Event.

9. DATA PROTECTION AND THE SOUTH AFRICAN PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013.  
The PRINCIPAL maintains the confidentiality of your personal information and complies with the Protection of Personal Information Act 4 of 2013 ('POPIA') whilst processing the same.  
When you provide such personal information it is regarded as consent for the PRINCIPAL to process the information which will be strictly in accordance with POPIA.  
The PRINCIPAL as a responsible party will process the PARTICIPANTS (the 'data subject') Personal Information, as defined in terms of POPIA, lawfully and responsibly.

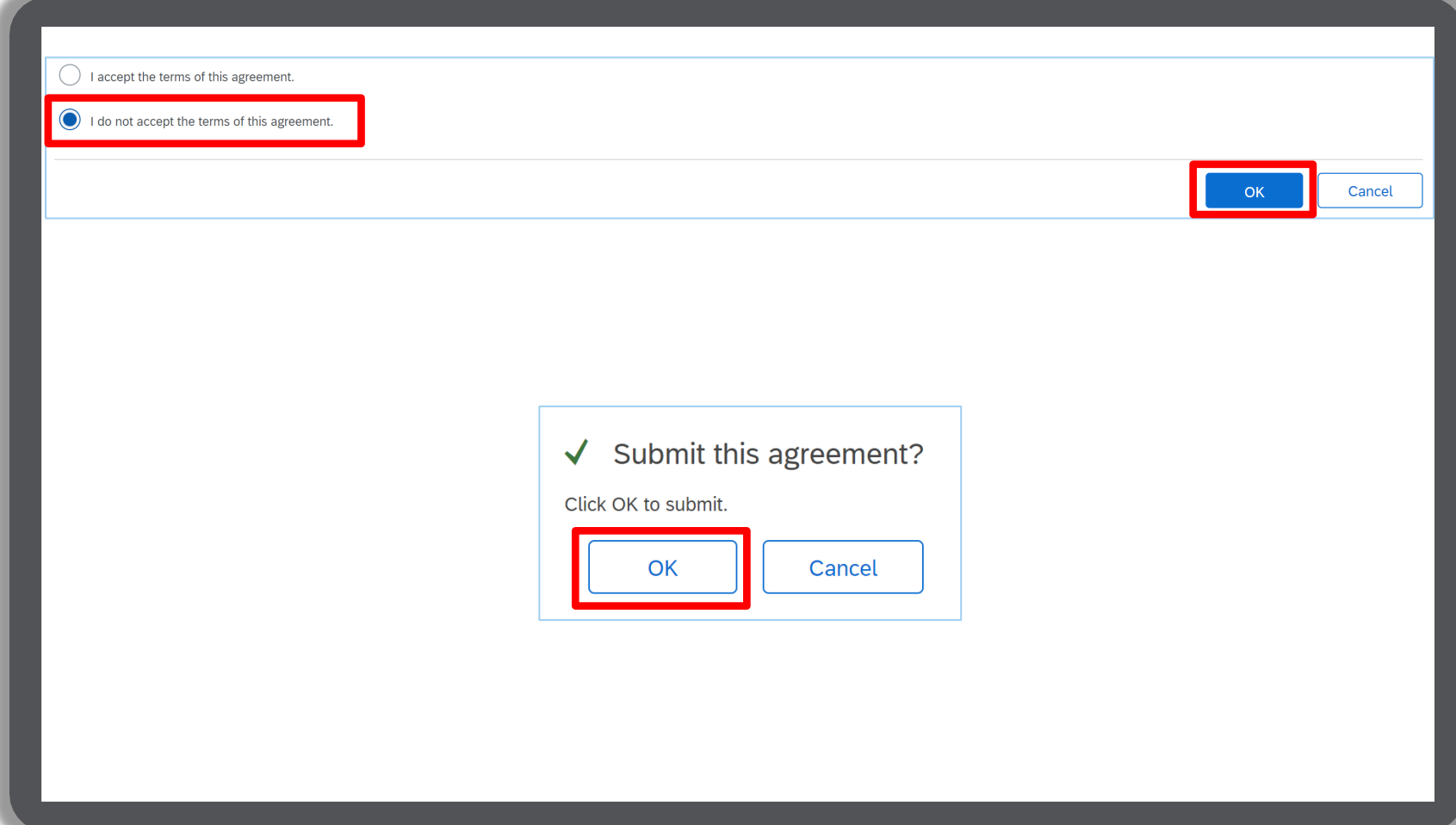
I accept the terms of this agreement.

I do not accept the terms of this agreement.

# HOW TO RESPOND TO RFIs

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13. If you do not agree with the terms of agreement, click **“I do not accept the terms of this agreement”** and click **“OK”**.
14. Click **“OK”** to submit the agreement.



The screenshot displays a web form for accepting or declining terms. At the top, there are two radio button options: "I accept the terms of this agreement." and "I do not accept the terms of this agreement." The second option is selected and highlighted with a red box. Below the options, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red box. In the center of the screen, a confirmation dialog box is shown with a green checkmark and the text "Submit this agreement?". Below this, it says "Click OK to submit." and has two buttons: "OK" and "Cancel". The "OK" button in this dialog is also highlighted with a red box.

# HOW TO RESPOND TO RFIs

B

## Completing the RFI

15. There are several sections that require completion to ensure successful submission of your event/proposal

Name ↑

- ▶ 1 INTRODUCTION
- ▶ 2 HOW TO GET HELP/SUPPORT
- ▶ 3 SCOPE OF WORK
- ▶ 4 SUBMISSION DETAILS
- ▶ 5 QUERIES / CLARIFICATIONS
- ▶ 6 COMPANY DOCUMENTATION FROM PARTICIPANT
- ▶ 7 ADDITIONAL COMPANY DOCUMENTATION
- ▶ 8 B-BBEE : MINING CHARTER OWNERSHIP COMPLIANCE
- ▶ 9 TECHNICAL INFORMATION
- ▶ 10 NON-DISCLOSURE AGREEMENT
- ▼ 11 IMPALA POLICIES AND PROCEDURES

**Note:**

*All fields marked with \* are mandatory fields and must be completed.*

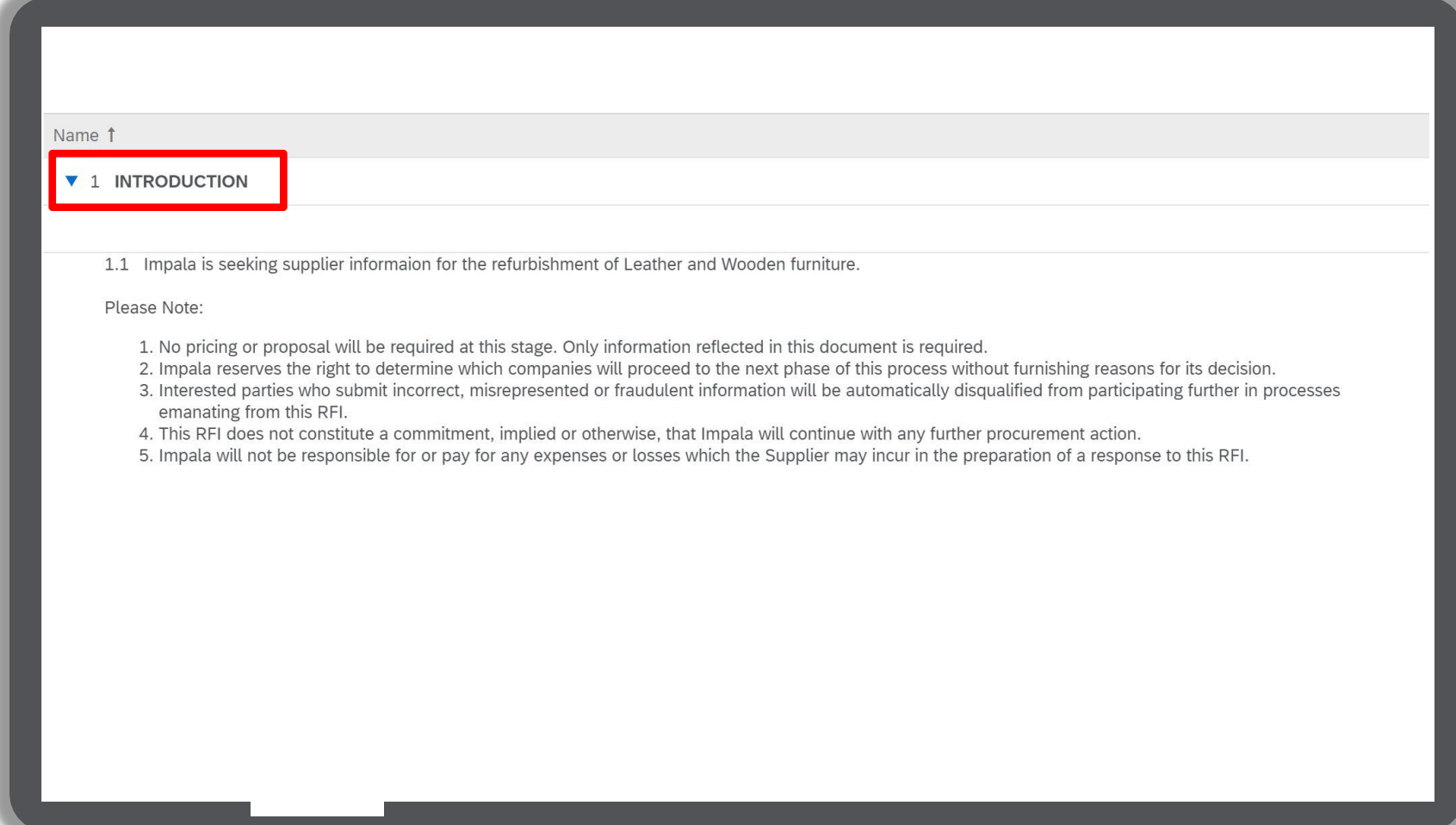
*Make sure you have completed all sections and uploaded all the required supporting documentation.*

# HOW TO RESPOND TO RFIs

B

## Completing the RFI

16. Review the “**Introduction**” section of the event to ensure you understand the requirements.



Name ↑

▼ 1 INTRODUCTION

1.1 Impala is seeking supplier informaion for the refurbishment of Leather and Wooden furniture.

Please Note:

1. No pricing or proposal will be required at this stage. Only information reflected in this document is required.
2. Impala reserves the right to determine which companies will proceed to the next phase of this process without furnishing reasons for its decision.
3. Interested parties who submit incorrect, misrepresented or fraudulent information will be automatically disqualified from participating further in processes emanating from this RFI.
4. This RFI does not constitute a commitment, implied or otherwise, that Impala will continue with any further procurement action.
5. Impala will not be responsible for or pay for any expenses or losses which the Supplier may incur in the preparation of a response to this RFI.

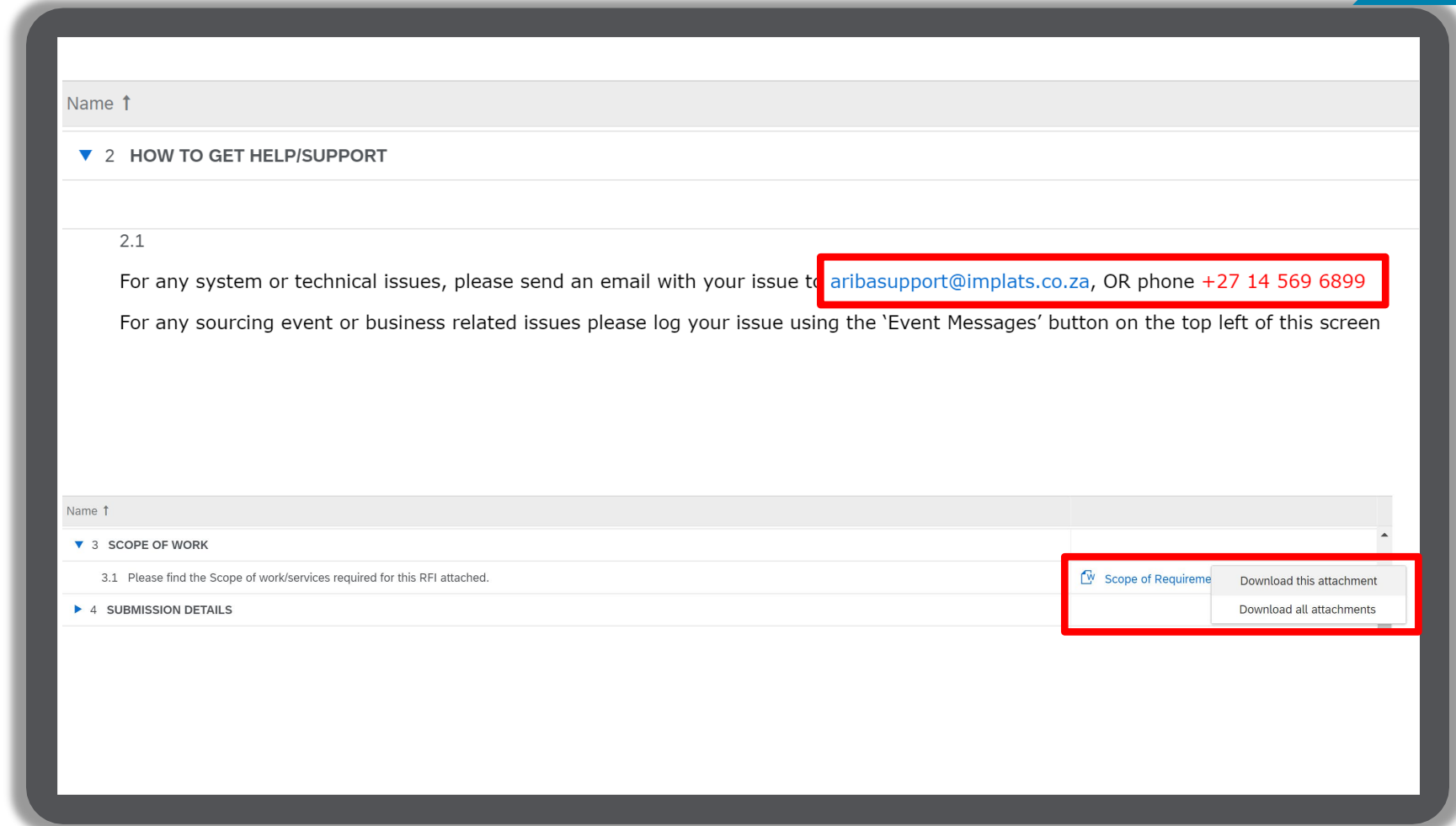
# HOW TO RESPOND TO RFIs

B

## Completing the RFI

17. Review section 2 of the event to understand where to get help and support.

18. Read the “Scope of Work” by downloading the document.



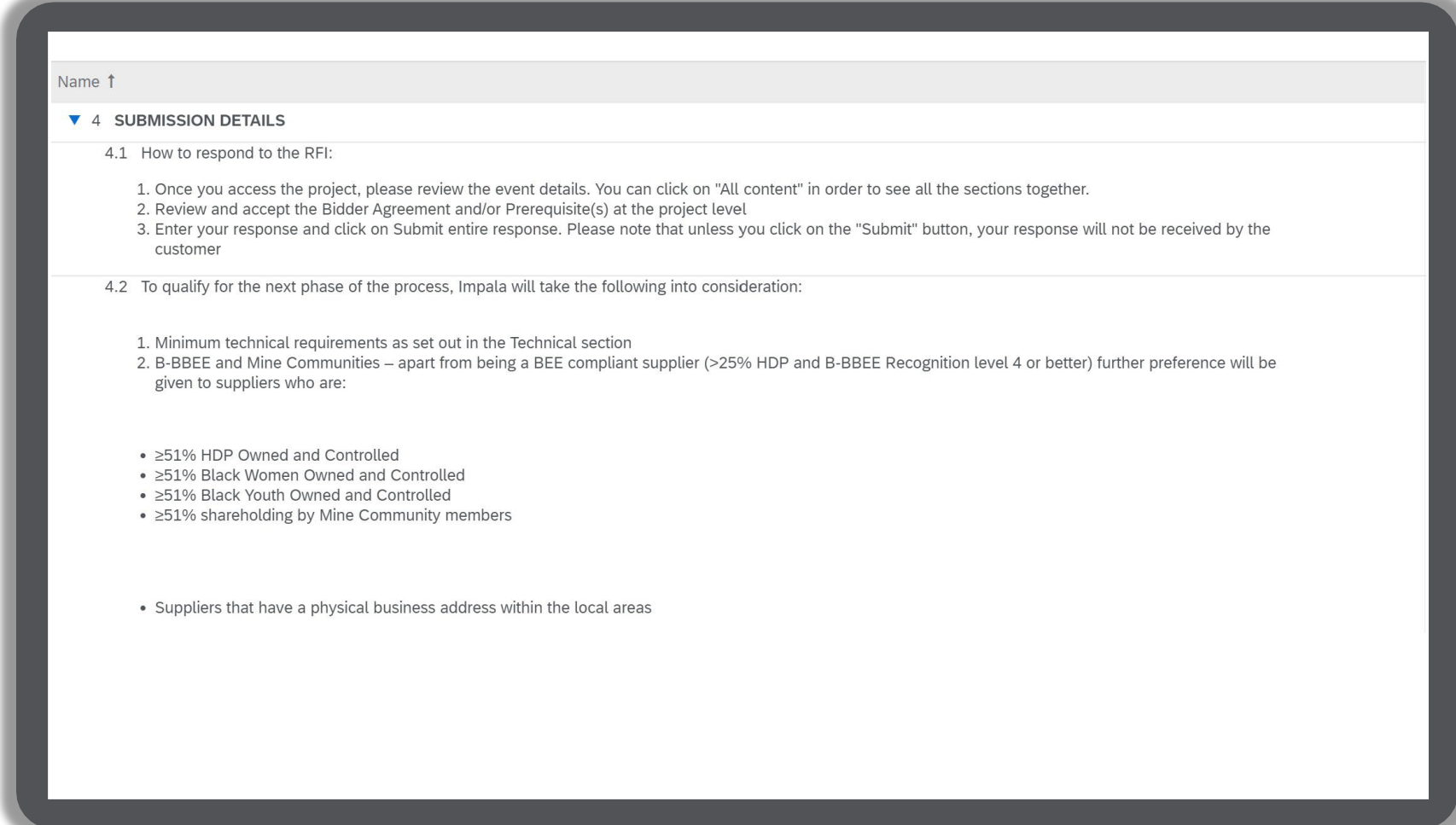
The screenshot displays the SAP Ariba RFI interface. At the top, there is a header 'Name ↑'. Below it, a section titled '2 HOW TO GET HELP/SUPPORT' is expanded. Under this section, item '2.1' contains the following text: 'For any system or technical issues, please send an email with your issue to [aribasupport@implats.co.za](mailto:aribasupport@implats.co.za), OR phone +27 14 569 6899'. Below this, it says 'For any sourcing event or business related issues please log your issue using the 'Event Messages' button on the top left of this screen'. The email address and phone number are highlighted with a red box. Below the help section, another section titled '3 SCOPE OF WORK' is expanded. Item '3.1' contains the text 'Please find the Scope of work/services required for this RFI attached.'. To the right of this text, there is a button labeled 'Scope of Requirement' with a download icon, and a dropdown menu with two options: 'Download this attachment' and 'Download all attachments'. Both the button and the dropdown menu are highlighted with a red box. Below the scope of work section, a section titled '4 SUBMISSION DETAILS' is partially visible.

# HOW TO RESPOND TO RFIs

**B**

## Completing the RFI

### 19. Review the “Submission Details” section.



Name ↑

▼ 4 SUBMISSION DETAILS

4.1 How to respond to the RFI:

1. Once you access the project, please review the event details. You can click on "All content" in order to see all the sections together.
2. Review and accept the Bidder Agreement and/or Prerequisite(s) at the project level
3. Enter your response and click on Submit entire response. Please note that unless you click on the "Submit" button, your response will not be received by the customer

4.2 To qualify for the next phase of the process, Impala will take the following into consideration:

1. Minimum technical requirements as set out in the Technical section
2. B-BBEE and Mine Communities – apart from being a BEE compliant supplier (>25% HDP and B-BBEE Recognition level 4 or better) further preference will be given to suppliers who are:
  - ≥51% HDP Owned and Controlled
  - ≥51% Black Women Owned and Controlled
  - ≥51% Black Youth Owned and Controlled
  - ≥51% shareholding by Mine Community members

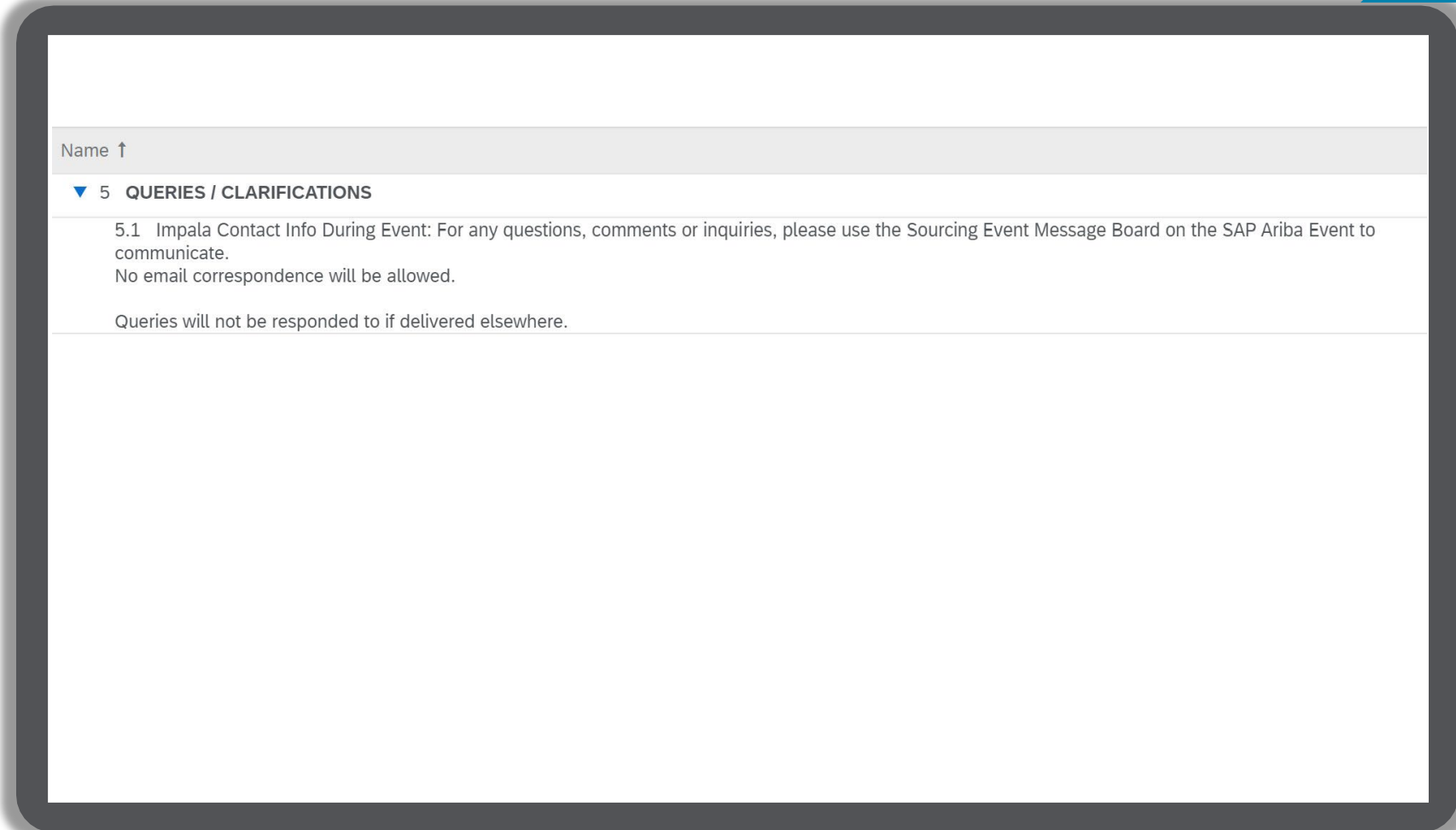
- Suppliers that have a physical business address within the local areas

# HOW TO RESPOND TO RFIs

**B**

## Completing the RFI

20. Review the **“Queries/Clarifications”** sections in section 5.



The screenshot displays a user interface for an RFI. At the top, there is a header bar with the text "Name ↑". Below this, a section titled "5 QUERIES / CLARIFICATIONS" is expanded, indicated by a downward-pointing triangle. Underneath, there is a sub-section "5.1 Impala Contact Info During Event: For any questions, comments or inquiries, please use the Sourcing Event Message Board on the SAP Ariba Event to communicate. No email correspondence will be allowed." followed by a line of text stating "Queries will not be responded to if delivered elsewhere."

# HOW TO RESPOND TO RFIs



## Completing the RFI

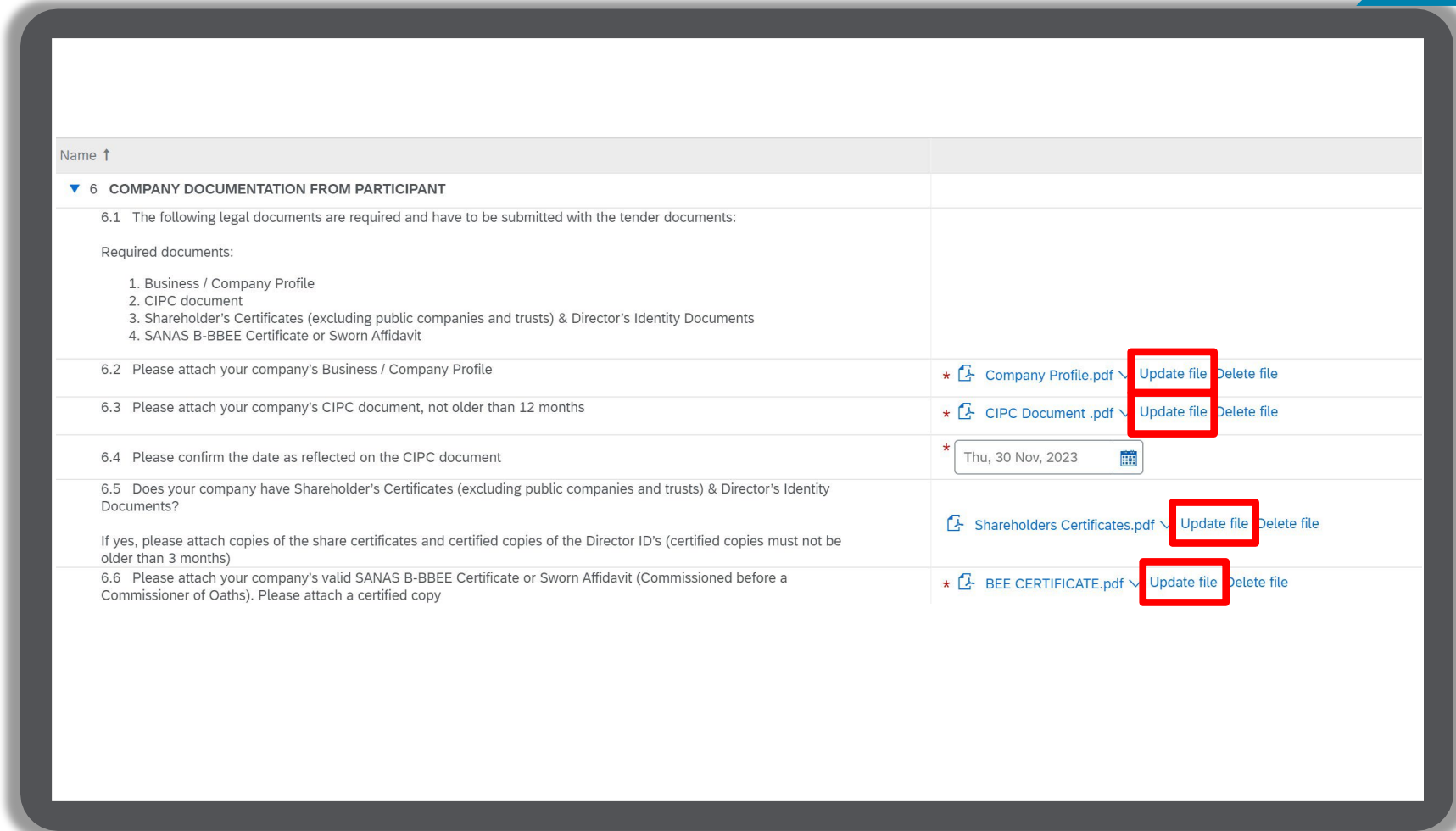
21. Complete the “**Company Documentation From Participant**” section.

Upload all the required documents by clicking on “**Update file**” under each section.

**Note:**

*All fields marked with \* are mandatory fields and must be completed.*

*Make sure you have completed all sections and uploaded all the required supporting documentation.*



Name ↑	
▼ 6 COMPANY DOCUMENTATION FROM PARTICIPANT	
6.1 The following legal documents are required and have to be submitted with the tender documents:  Required documents: 1. Business / Company Profile 2. CIPC document 3. Shareholder's Certificates (excluding public companies and trusts) & Director's Identity Documents 4. SANAS B-BBEE Certificate or Sworn Affidavit	
6.2 Please attach your company's Business / Company Profile	*  Company Profile.pdf \ Update file Delete file
6.3 Please attach your company's CIPC document, not older than 12 months	*  CIPC Document .pdf \ Update file Delete file
6.4 Please confirm the date as reflected on the CIPC document	* Thu, 30 Nov, 2023
6.5 Does your company have Shareholder's Certificates (excluding public companies and trusts) & Director's Identity Documents?  If yes, please attach copies of the share certificates and certified copies of the Director ID's (certified copies must not be older than 3 months)	Shareholders Certificates.pdf \ Update file Delete file
6.6 Please attach your company's valid SANAS B-BBEE Certificate or Sworn Affidavit (Commissioned before a Commissioner of Oaths). Please attach a certified copy	*  BEE CERTIFICATE.pdf \ Update file Delete file

# HOW TO RESPOND TO RFIs



## Completing the RFI





### 22. Complete the “Additional Company Documentation” section.

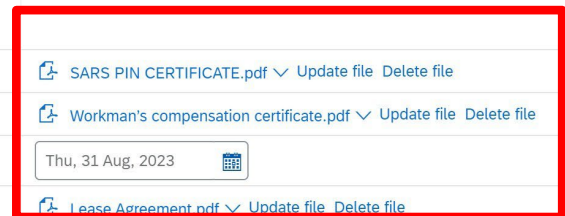
Upload the required documents by clicking “**Update file**” in each section.

**Note:**

*All fields marked with \* are mandatory fields and must be completed.*

*Make sure you have completed all sections and uploaded all the required supporting documentation.*

Name ↑	
<p>▼ 7 ADDITIONAL COMPANY DOCUMENTATION</p> <p>7.1 Impala reserves the right to request the below information at a later stage of the commercial process. You are welcome to provide it now already.</p> <p>Additional documents (see next Section)</p> <ol style="list-style-type: none"> <li>SARS pin letter</li> <li>Workmen's Compensation Certificate (COIDA certificate) (Letter of good standing from Compensation Commissioner): Department of Labour OR Rand Mutual Assurance</li> <li>Utilities Bill, municipal rates and taxes, Lease agreement, Telecoms/mobile Account, or Bank statement not older than 3 months so as to substantiate proof of physical business address</li> </ol>	
7.2 Please attach a copy of your SARS pin letter as proof that you are in a compliant status at SARS	<p> SARS PIN CERTIFICATE.pdf ▼ Update file Delete file</p>
7.3 Please attach a valid Workmen's Compensation Certificate (COIDA certificate) (Letter of good standing from Compensation Commissioner): Department of Labour OR Rand Mutual Assurance	<p> Workman's compensation certificate.pdf ▼ Update file Delete file</p>
7.4 Please state the issue date of the Workmen's Compensation Certificate (COIDA certificate) (Letter of good standing from Compensation Commissioner): Department of Labour OR Rand Mutual Assurance letter	<p>Thu, 31 Aug, 2023 </p>
7.5 Please attach any one of the following: Utilities Bill, municipal rates and taxes, Lease agreement, Telecoms/mobile Account, or Bank statement not older than 3 months so as to substantiate proof of physical business address	<p> Lease Agreement.pdf ▼ Update file Delete file</p>



# HOW TO RESPOND TO RFIs



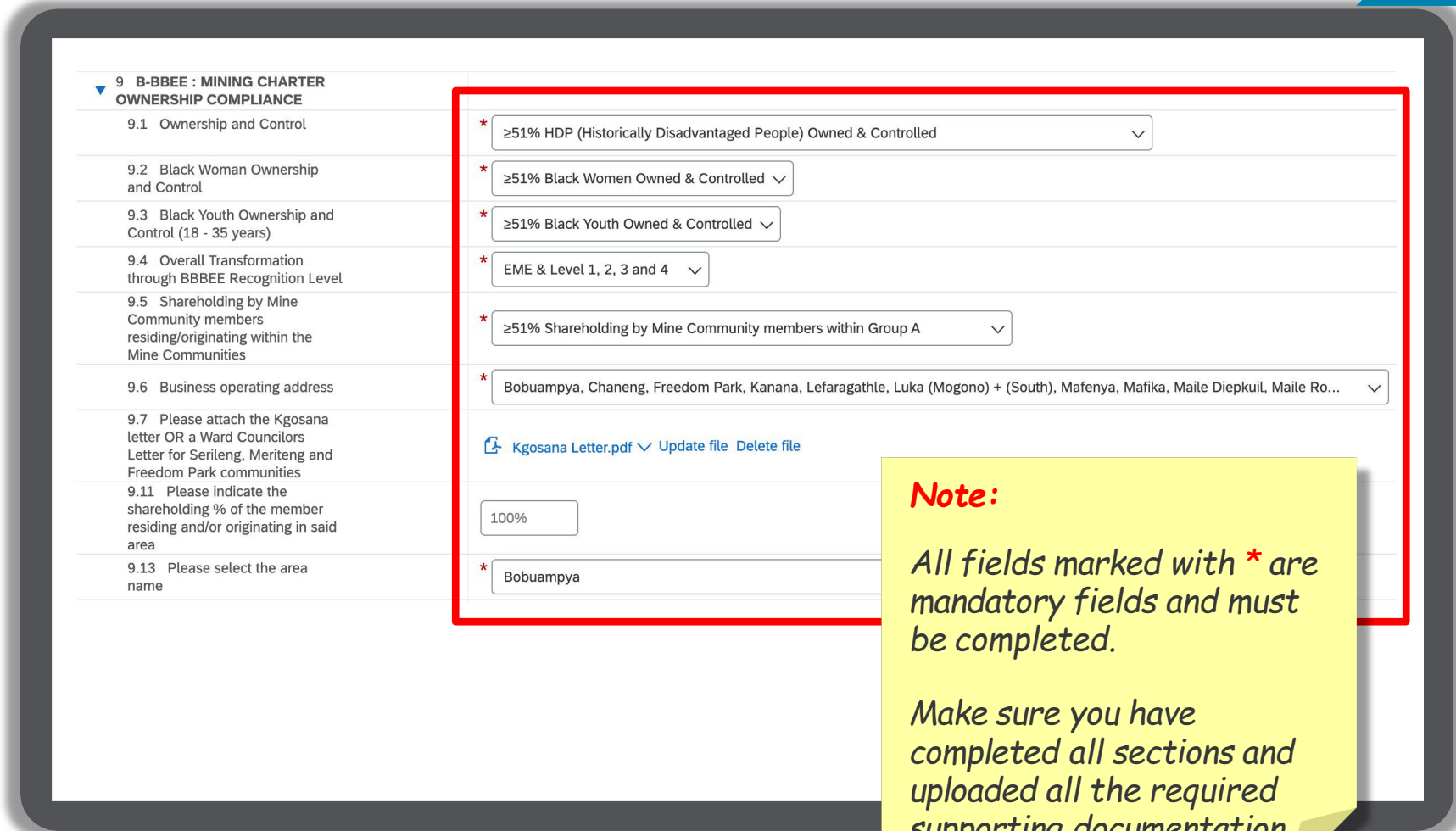
## Completing the RFI

### 23. Complete the “B-BBEE Mining Charter Ownership Compliance” section.

Select the most appropriate information pertaining to your company’s BBEE status from the drop-down menu.

Select your correct communities if you have shareholders residing / originating from Mine Communities

Upload the required documents by clicking on “Update file” in each section.



9 B-BBEE : MINING CHARTER OWNERSHIP COMPLIANCE	
9.1 Ownership and Control	* ≥51% HDP (Historically Disadvantaged People) Owned & Controlled
9.2 Black Woman Ownership and Control	* ≥51% Black Women Owned & Controlled
9.3 Black Youth Ownership and Control (18 - 35 years)	* ≥51% Black Youth Owned & Controlled
9.4 Overall Transformation through BBEE Recognition Level	* EME & Level 1, 2, 3 and 4
9.5 Shareholding by Mine Community members residing/originating within the Mine Communities	* ≥51% Shareholding by Mine Community members within Group A
9.6 Business operating address	* Bobuampya, Chaneng, Freedom Park, Kanana, Lefaragathle, Luka (Mogono) + (South), Mafenya, Mafika, Maile Diepkuil, Maile Ro...
9.7 Please attach the Kgosana letter OR a Ward Councilors Letter for Serileng, Meriteng and Freedom Park communities	<a href="#">Kgosana Letter.pdf</a> Update file Delete file
9.11 Please indicate the shareholding % of the member residing and/or originating in said area	100%
9.13 Please select the area name	* Bobuampya

**Note:**

All fields marked with \* are mandatory fields and must be completed.

Make sure you have completed all sections and uploaded all the required supporting documentation.

# HOW TO RESPOND TO RFIs

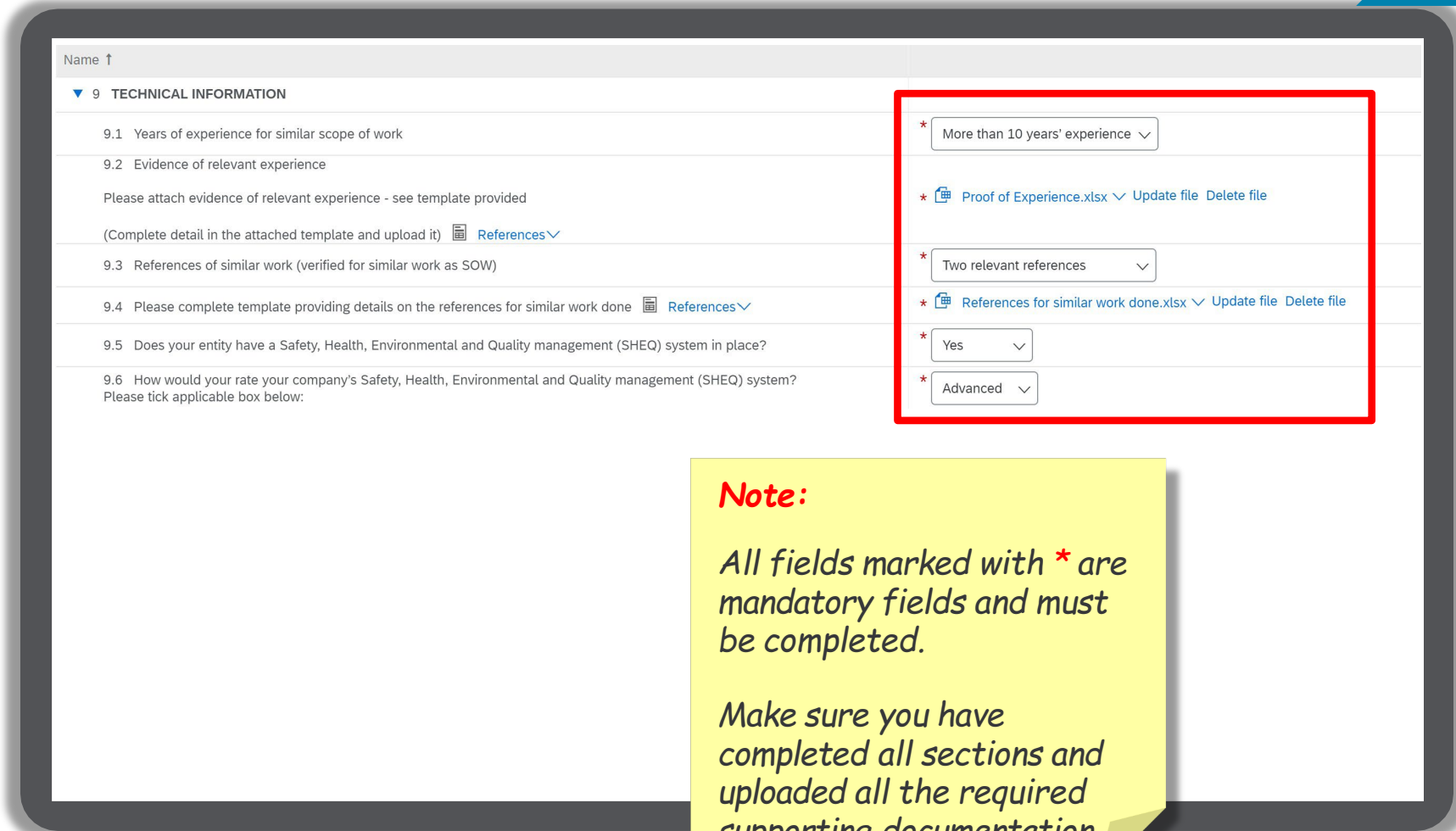


## Completing the RFI

### 24. Complete the “**Technical Information**” section.

Select the most appropriate information from the drop-down menu from Section 9.1 to 9.6.



Upload the required documents by clicking on “Update file” in each section.





Name ↑

▼ 9 TECHNICAL INFORMATION

9.1 Years of experience for similar scope of work  
\* More than 10 years' experience ▾

9.2 Evidence of relevant experience  
Please attach evidence of relevant experience - see template provided  
(Complete detail in the attached template and upload it)  [References](#) ▾  
\*  [Proof of Experience.xlsx](#) ▾ [Update file](#) [Delete file](#)

9.3 References of similar work (verified for similar work as SOW)  
\* Two relevant references ▾

9.4 Please complete template providing details on the references for similar work done  [References](#) ▾  
\*  [References for similar work done.xlsx](#) ▾ [Update file](#) [Delete file](#)

9.5 Does your entity have a Safety, Health, Environmental and Quality management (SHEQ) system in place?  
\* Yes ▾

9.6 How would you rate your company's Safety, Health, Environmental and Quality management (SHEQ) system?  
Please tick applicable box below:  
\* Advanced ▾

**Note:**

*All fields marked with \* are mandatory fields and must be completed.*

*Make sure you have completed all sections and uploaded all the required supporting documentation.*

# HOW TO RESPOND TO RFIs



## Completing the RFI

25. Complete the “**Non-Disclosure Agreement**” and “**Impala Policies and Procedures**” sections.

Download the reference documents

Upload the required documents by clicking “**Update file**” in each section.

**Note:**

*All fields marked with \* are mandatory fields and must be completed.*

*Make sure you have completed all sections and uploaded all the required supporting documentation.*

The screenshot displays the RFI response interface with the following sections and actions:

- Section 10: NON-DISCLOSURE AGREEMENT**
  - 10.1 Please find the Non-Disclosure Agreement to be completed and uploaded as part of the RFI response. **References** \* [CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT.pdf](#) Update file Delete file
- Section 11: IMPALA POLICIES AND PROCEDURES**
  - 11.1 The following Impala policies and procedures are applicable to this RFI.
    - Supplier Code of Conduct
    - Group Procurement Policy
    - Privacy Policy
    - Anti-bribery and corruption policy

These policies can be found and downloaded from the Implats website. Please familiarize yourselves with the content.

11.2 ETHICS, FRAUD, CORRUPTION AND POPI ACT

All suppliers to Impala are required to act in accordance with and adhere to the Implats Code of Ethics as well as its Fraud, Corruption and Whistleblowing Policy. It is a requirement that all Interested Parties will be required to acknowledge the abovementioned documents and it is a requirement that the Interested Parties review and accept the Implats Code of Ethics, and the Implats Fraud, Corruption and Whistleblowing Policy.

The accepted documents shall be returned as part of this submission. Further to this, Interested Parties are required to review the POPI Act and shall accept application of the POPI Act requirements by returning the consent form attached.

11.3 Please attach the completed Implats Code of Ethics \* [Code of Ethics .pdf](#) Update file Delete file

**References**

11.4 Please attach the completed Implats Fraud, Corruption and Whistleblowing Policy **References** \* [Fraud and corruption policy - 1 August 2018.pdf](#) Update file Delete file

11.5 Please attach the completed Consent in terms of the POPI Act **References** \* [CONSENT IN TERMS OF THE POPI ACT.pdf](#) Update file Delete file

# HOW TO RESPOND TO RFIS

**B**

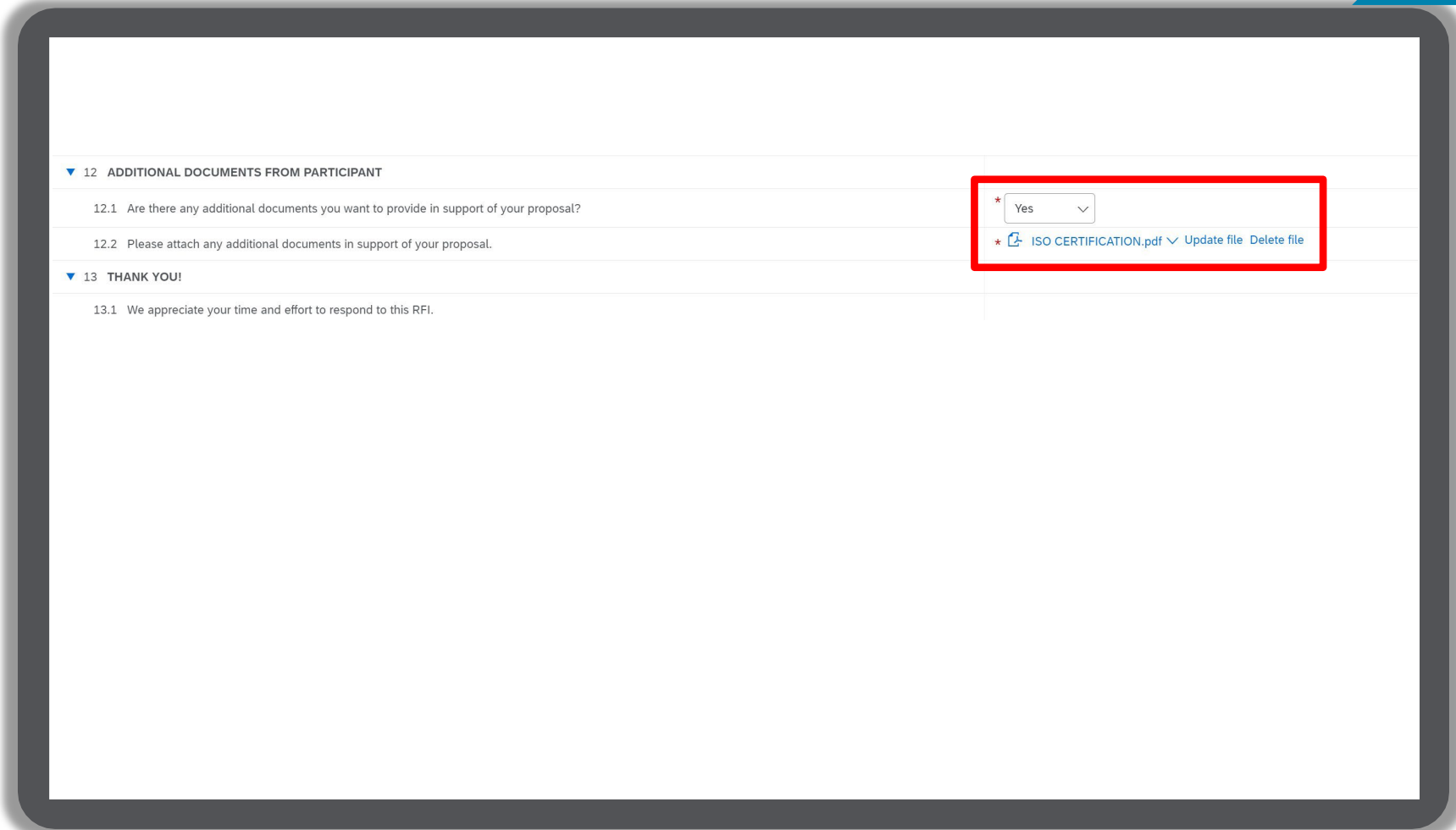
## Completing the RFI

26. Complete the **“Additional Documents From Participant”** section if this applies to you.

**Note:**

*All fields marked with \* are mandatory fields and must be completed.*

*Make sure you have completed all sections and uploaded all the required supporting documentation.*



▼ 12 ADDITIONAL DOCUMENTS FROM PARTICIPANT

12.1 Are there any additional documents you want to provide in support of your proposal? \*

12.2 Please attach any additional documents in support of your proposal. \*

▼ 13 THANK YOU!

13.1 We appreciate your time and effort to respond to this RFI.

\* Yes

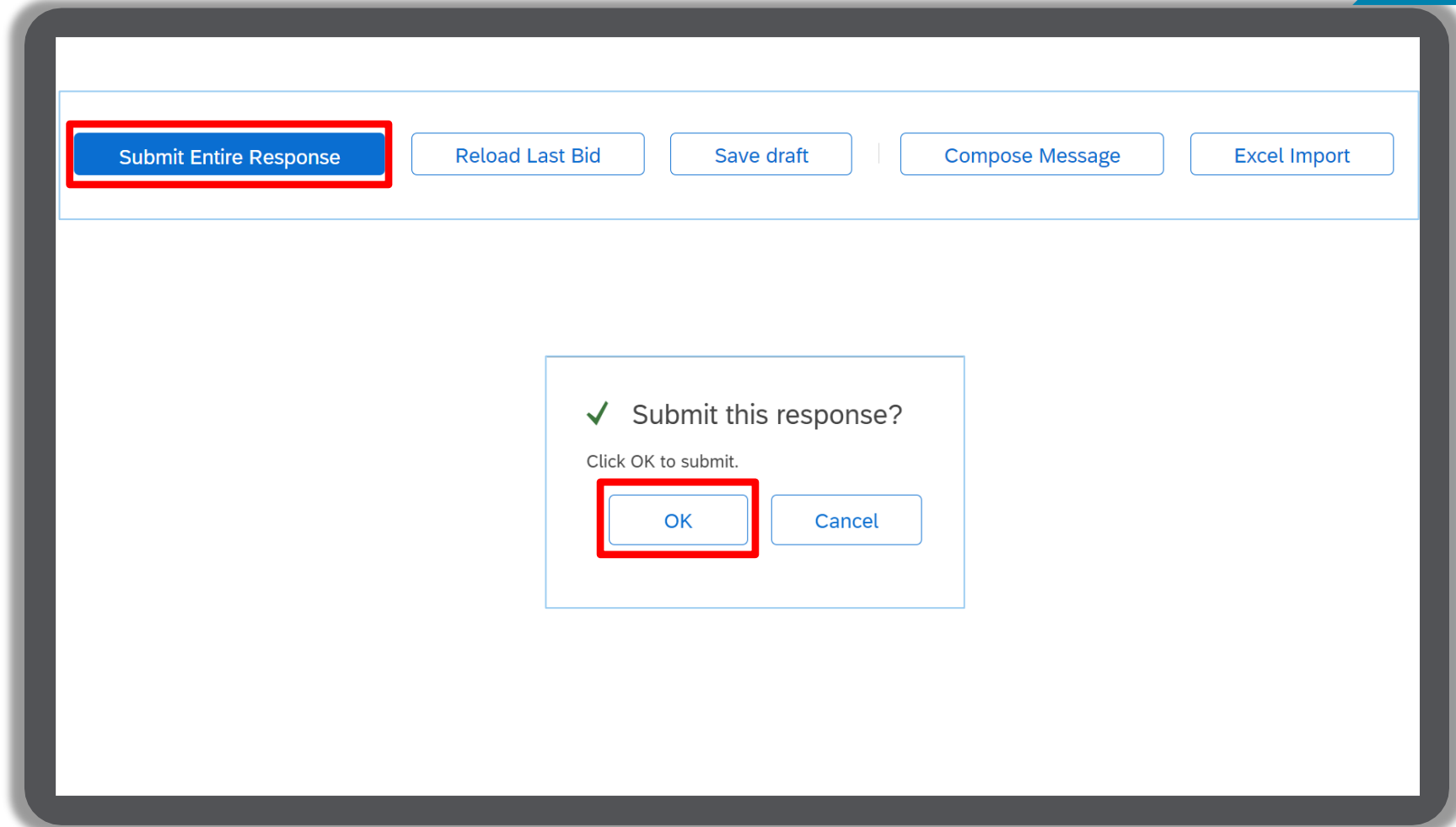
\* ISO CERTIFICATION.pdf Update file Delete file

# HOW TO RESPOND TO RFIS

B

## Completing the RFI

27. Once completed and satisfied with your responses, click **“Submit Entire Response”**.
28. Click **“OK”** to confirm the submission of your response to Implats.



# HOW TO RESPOND TO RFIS



## Completing the RFI

- 29. Click **“Go back to Impala Platinum Holdings”** to go back to the dashboard or home page.
  
- 30. The participation status of the event will reflect as **“Yes”**.

**Note:**

*Implats will review your submitted bid and revert to you via e-mail to confirm whether you have succeeded or lost the bid.*

Ariba Sourcing

Go back to Impala Platinum Holdings - TEST Dashboard

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Pending Selection (3)				
RFI Template	Doc1227711803	12/7/2022 10:48 AM	RFI	Yes

**A** HIGH LEVEL RFI PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS  
REQUEST FOR INFORMATION (RFIs)

**C** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

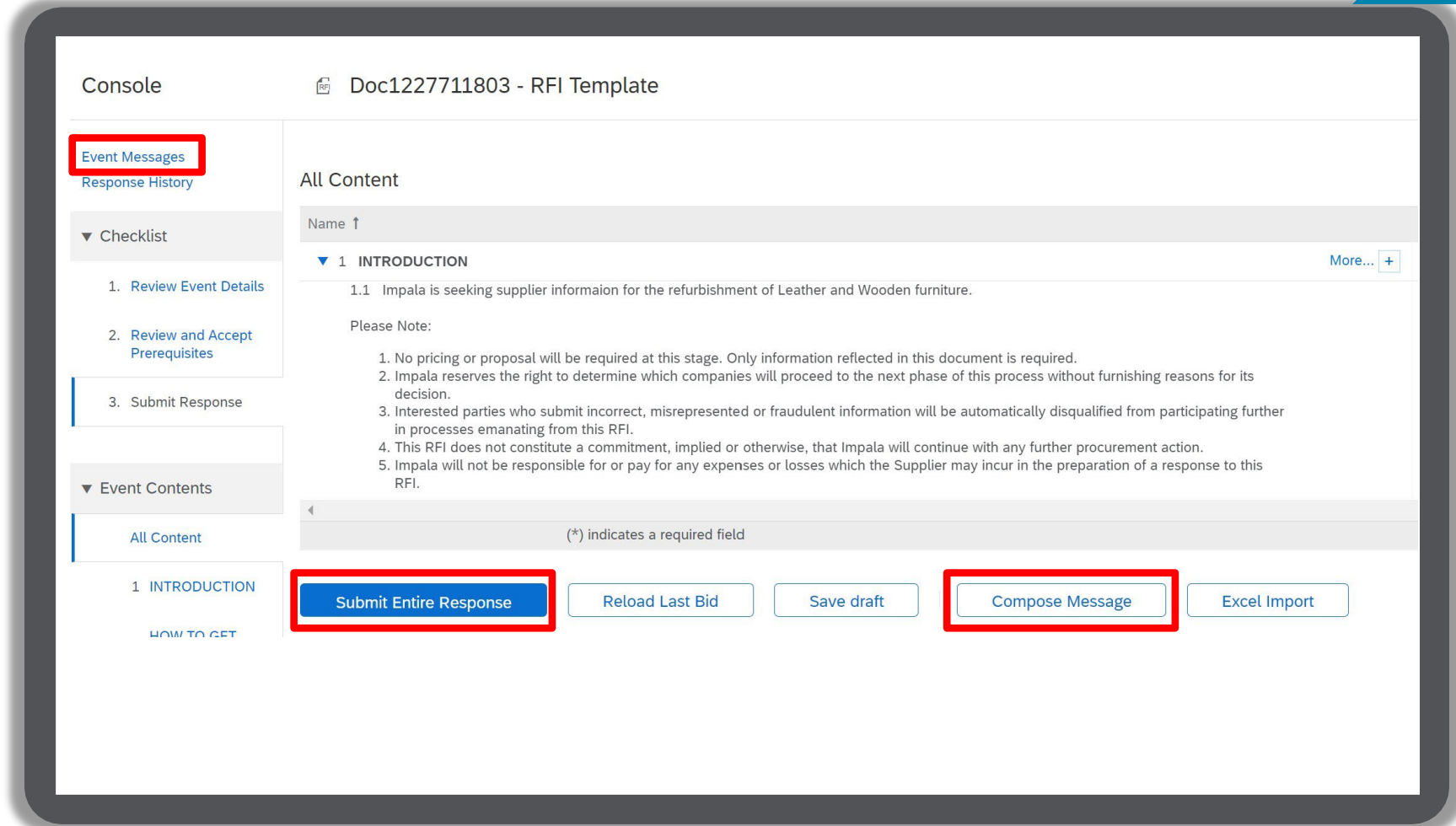
**D** HOW TO REVISE A SUBMITTED  
RFI RESPONSE

**E** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT

**F** SUMMARY OF COMMON RFI  
ISSUES

# HOW TO COMPOSE A MESSAGE TO YOUR IMPLATS SOURCING SPECIALIST

1. Implats could send you important messages during the course of the event providing further information and updates about the event. Find these messages by clicking on **“Event Messages”**, which can be found in the menu bar on the left hand side of your screen.
2. Should you need to contact Implats during the course of the event, do so by clicking on **“Compose Message”**.



Console Doc1227711803 - RFI Template

Event Messages  
Response History

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Submit Response

▼ Event Contents

All Content

1 INTRODUCTION

1.1 Impala is seeking supplier informaion for the refurbishment of Leather and Wooden furniture.

Please Note:

1. No pricing or proposal will be required at this stage. Only information reflected in this document is required.
2. Impala reserves the right to determine which companies will proceed to the next phase of this process without furnishing reasons for its decision.
3. Interested parties who submit incorrect, misrepresented or fraudulent information will be automatically disqualified from participating further in processes emanating from this RFI.
4. This RFI does not constitute a commitment, implied or otherwise, that Impala will continue with any further procurement action.
5. Impala will not be responsible for or pay for any expenses or losses which the Supplier may incur in the preparation of a response to this RFI.

(\*) indicates a required field

Submit Entire Response Reload Last Bid Save draft Compose Message Excel Import

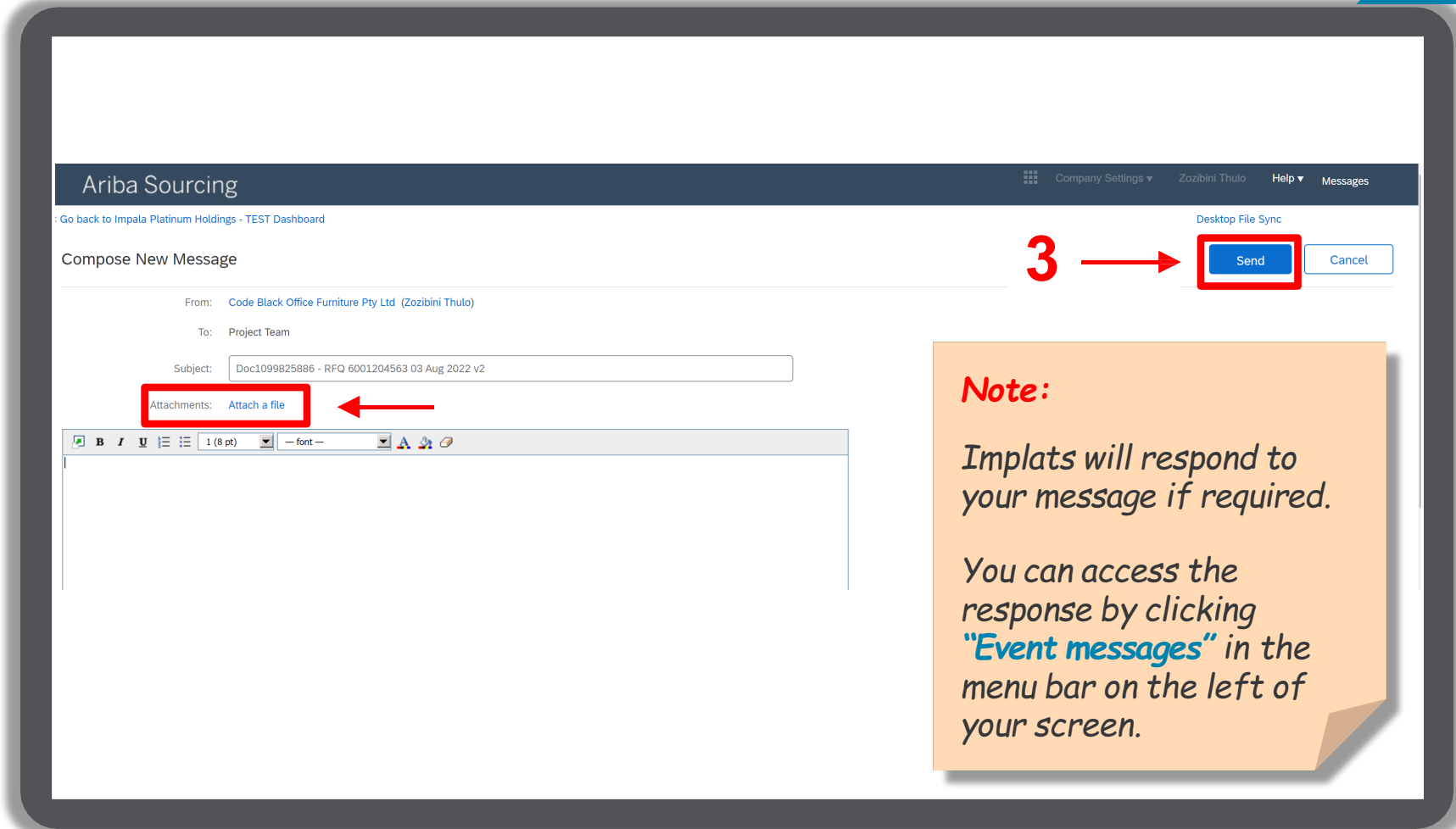
# HOW TO COMPOSE A MESSAGE TO YOUR IMPLATS SOURCING SPECIALIST

3. When the message screen opens, write your message. When finished, click **“Send”**.

**Note:**

*Attachments can also be added if need.*

*Just click **“Attach a file”** to do so.*



**Note:**

*Implats will respond to your message if required.*

*You can access the response by clicking **“Event messages”** in the menu bar on the left of your screen.*

**A** HIGH LEVEL RFI PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS  
REQUEST FOR INFORMATION (RFIs)

**C** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

**D** HOW TO REVISE A SUBMITTED  
RFI RESPONSE

**E** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT

**F** SUMMARY OF COMMON RFI  
ISSUES

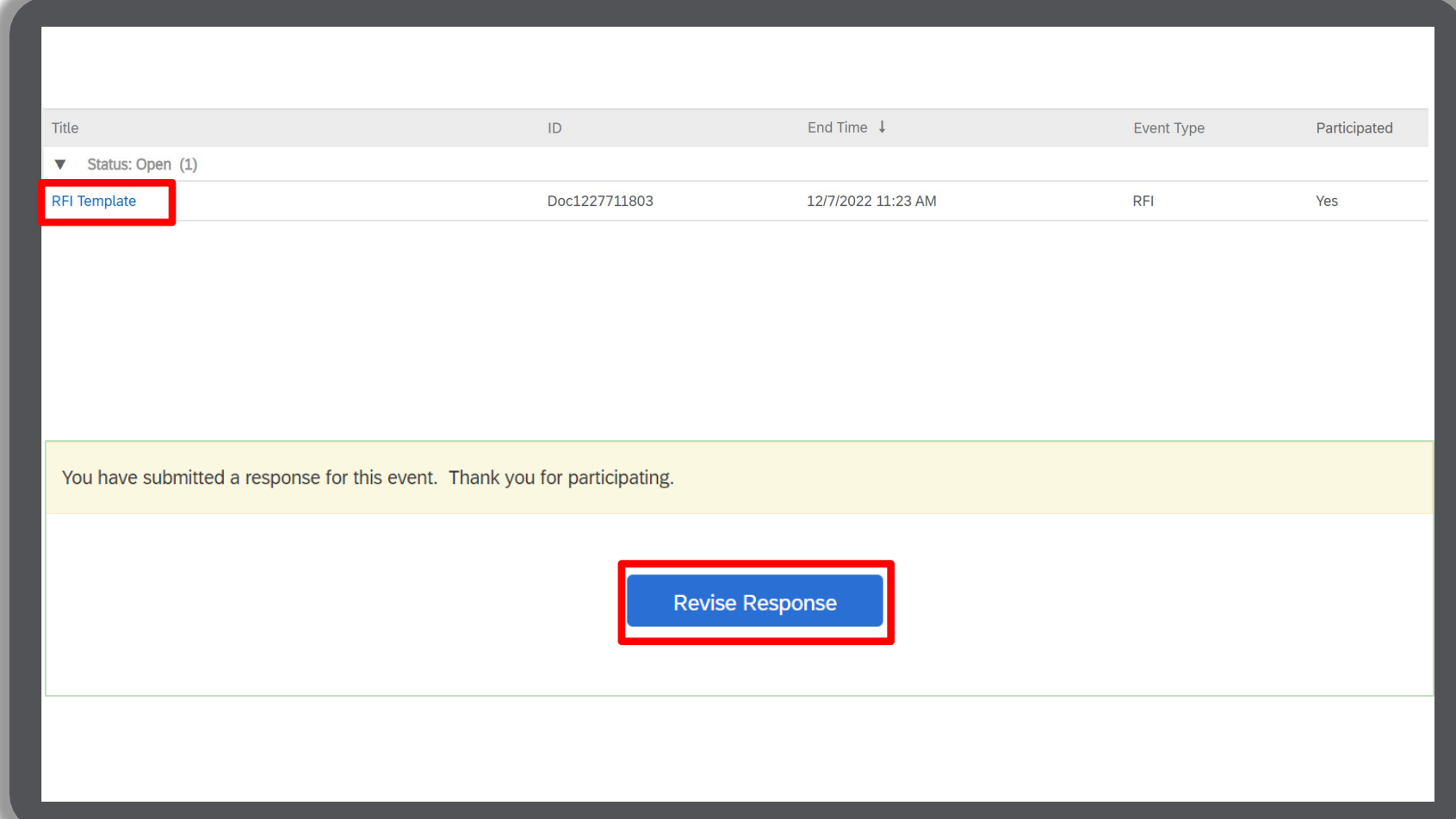
# HOW TO REVISE A SUBMITTED RFI

D

1. You may need to revise your submitted response

Login to your SAP Business Network Account and click on the event you want to revise.

2. Click “**Revise Response**” to change or update your response.



The screenshot displays a table with the following columns: Title, ID, End Time ↓, Event Type, and Participated. A dropdown menu is open under the 'Status' column, showing 'Open (1)'. The table contains one row with the following data:

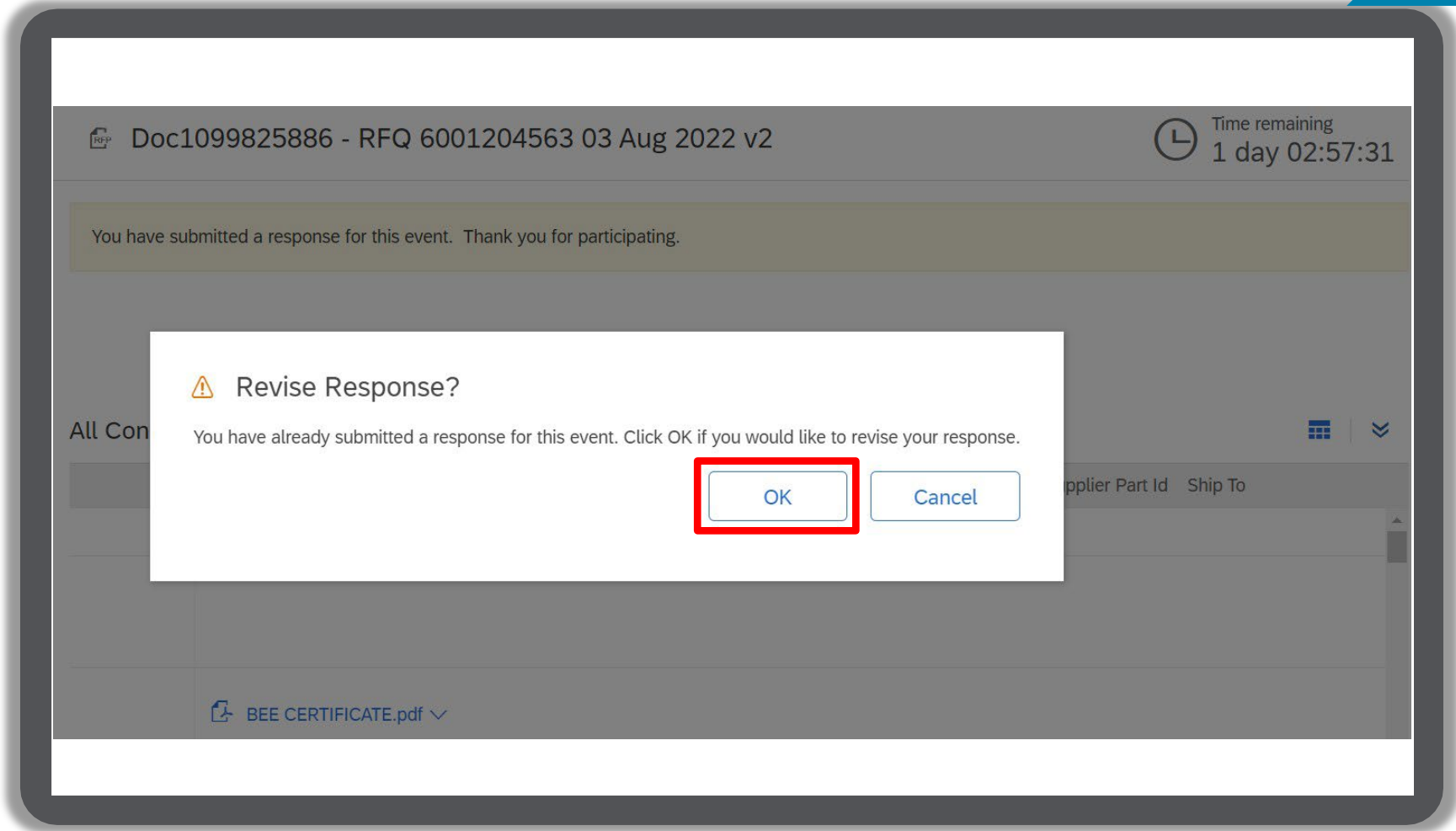
Title	ID	End Time ↓	Event Type	Participated
RFI Template	Doc1227711803	12/7/2022 11:23 AM	RFI	Yes

Below the table, a yellow message box states: "You have submitted a response for this event. Thank you for participating." A blue button labeled "Revise Response" is positioned below the message box.

# HOW TO REVISE A SUBMITTED RFI



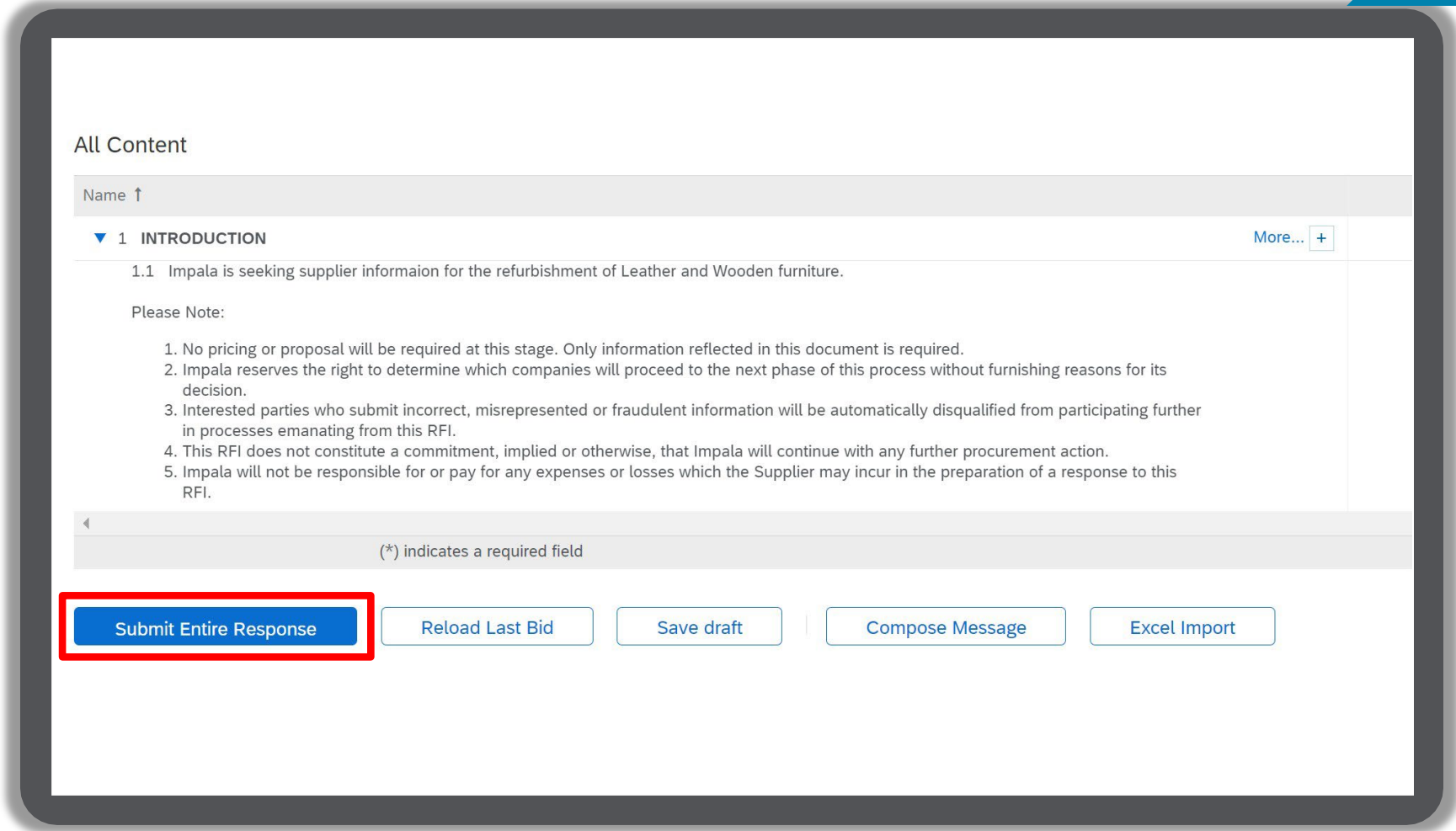
3. A pop-up will warn you that you have already submitted a response.  
If you are certain that you want to revise your response, click **“OK”**.



# HOW TO REVISE A SUBMITTED RFI



- 4. Make your updates/changes  
Once competed, click **“Submit Entire Response”** to send to Implats.



The screenshot shows a web interface for submitting an RFI response. At the top, it says 'All Content'. Below that is a table with a header 'Name ↑'. The first row is expanded to show '1 INTRODUCTION' with a 'More... +' button. Underneath, there is a section titled '1.1 Impala is seeking supplier informaion for the refurbishment of Leather and Wooden furniture.' followed by 'Please Note:' and a list of five instructions. At the bottom of the interface, there is a row of buttons: 'Submit Entire Response' (highlighted with a red box), 'Reload Last Bid', 'Save draft', 'Compose Message', and 'Excel Import'. A footer note states '(\*) indicates a required field'.

**A** HIGH LEVEL RFI PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS  
REQUEST FOR INFORMATION (RFIs)

**C** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

**D** HOW TO REVISE A SUBMITTED  
RFI RESPONSE

**E** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT

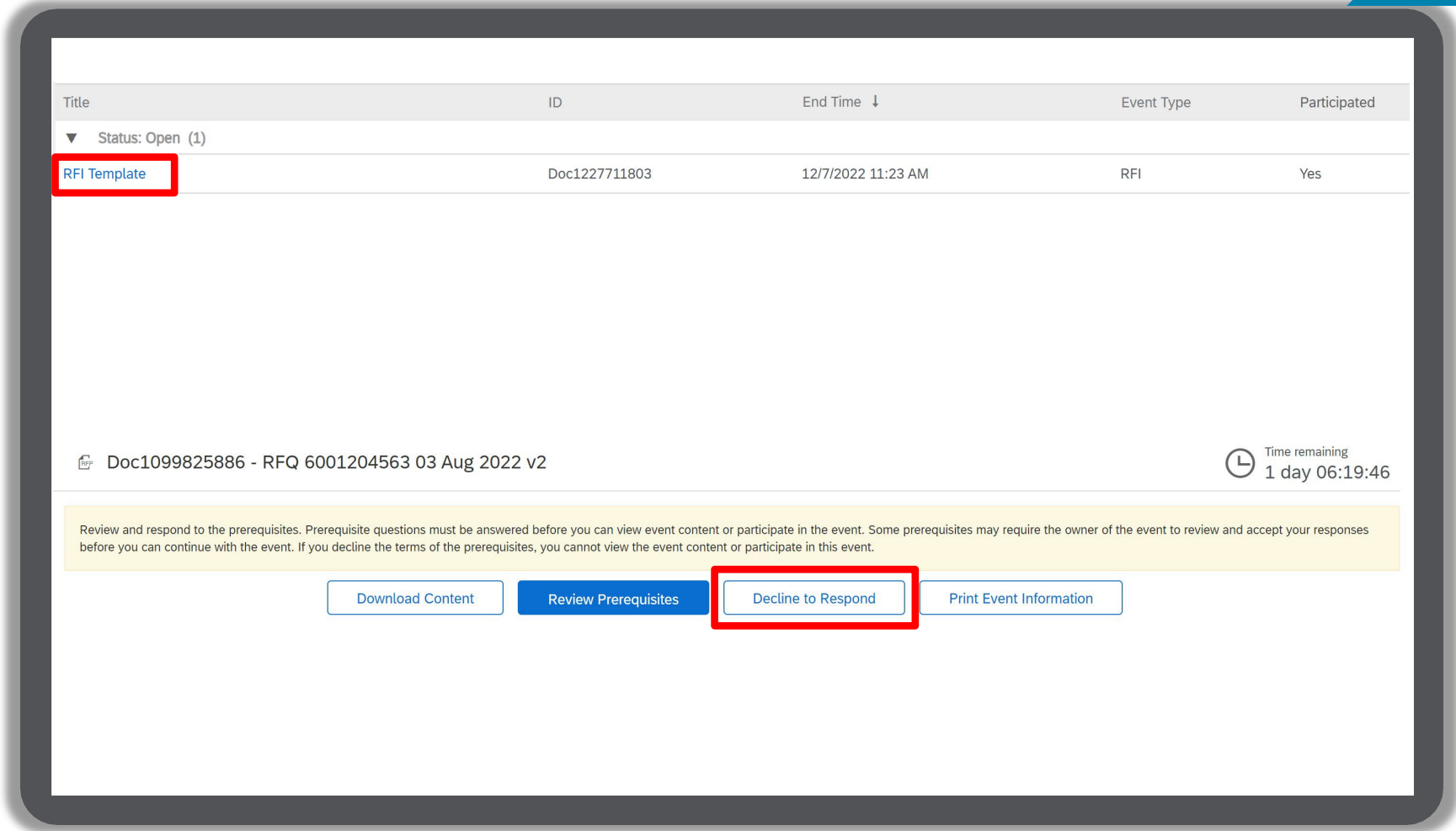
**F** SUMMARY OF COMMON RFI  
ISSUES

# HOW TO DECLINE RESPONDING TO AN RFI



1. Login to your SAP Business Network and click on the Event you want to decline.

Click **“Decline to Respond”**.



Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (1)				
<a href="#">RFI Template</a>	Doc1227711803	12/7/2022 11:23 AM	RFI	Yes

Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2 Time remaining  
1 day 06:19:46

Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.

Download Content
Review Prerequisites
Decline to Respond
Print Event Information

# HOW TO DECLINE RESPONDING TO AN RFI

E

2. Please provide a reason for declining to participate in the free text box area on your screen.
- Click “OK”.

## Reason for Declining to Respond

Declining to respond will temporarily remove your accessibility to this event. If you decide to respond to this event later, click the 'Intend to Respond' button for this event. Please enter the reason for declining (limited to 500 characters).

We cannot meet your current requirement and looking forward to participating in any future events.

OK Cancel

### Note:

*Your reason for not participating should be limited to **500 characters** - please be brief and to the point.*

# HOW TO DECLINE RESPONDING TO AN RFI



3. Your event participation status will be updated to **“Declined”**.

Events

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (1)				
<a href="#">RFQ 6001204563 03 Aug 2022 v2</a>	Doc1099825886	11/16/2022 6:30 PM	RFP	Declined

Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Open (2)			
<a href="#">Implats Supplier Registration Questionnaire 1 of 2</a>	Doc1203008247	11/2/2023 11:18 AM	Registered
<a href="#">Implats Supplier Registration Questionnaire 2 of 2</a>	Doc1203008251	11/2/2023 10:15 AM	Registered

**A** HIGH LEVEL RFI PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS  
REQUEST FOR INFORMATION (RFIs)

**C** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

**D** HOW TO REVISE A SUBMITTED  
RFI RESPONSE

**E** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT

## SUMMARY OF COMMON RFI ISSUES

**A** MAXIMUM NUMBER OF  
SUPPLIER ERROR

**B** ANERR EXCEPTION

**C** RFI CLOSED FOR  
RESPONSE

**D** RFI LINK IS NOT  
AVAILABLE

# GETTING HELP

**A** **IMPLATS SAP ARIBA SUPPLIER SUPPORT**

**B** **CONTACTING SAP ARIBA DIRECTLY – WITH USER CREDENTIALS**

**C** **CONTACTING SAP ARIBA DIRECTLY – WITH NO USER CREDENTIALS**

# IMPLATS SUPPORT AND HELP LINES

A

Implats' **Supplier Support Helpdesk** is open **Monday to Friday from 07:30 to 15:30**, excluding all South African Public Holidays.

If you need assistance outside Helpdesk operating hours, please send us an email with your request, and an agent will respond within 24 hours.



+27 14 569 6899



[aribasupport@implats.co.za](mailto:aribasupport@implats.co.za)

**A** IMPLATS SAP ARIBA SUPPLIER  
SUPPORT

**B** CONTACTING SAP ARIBA  
DIRECTLY – WITH USER  
CREDENTIALS

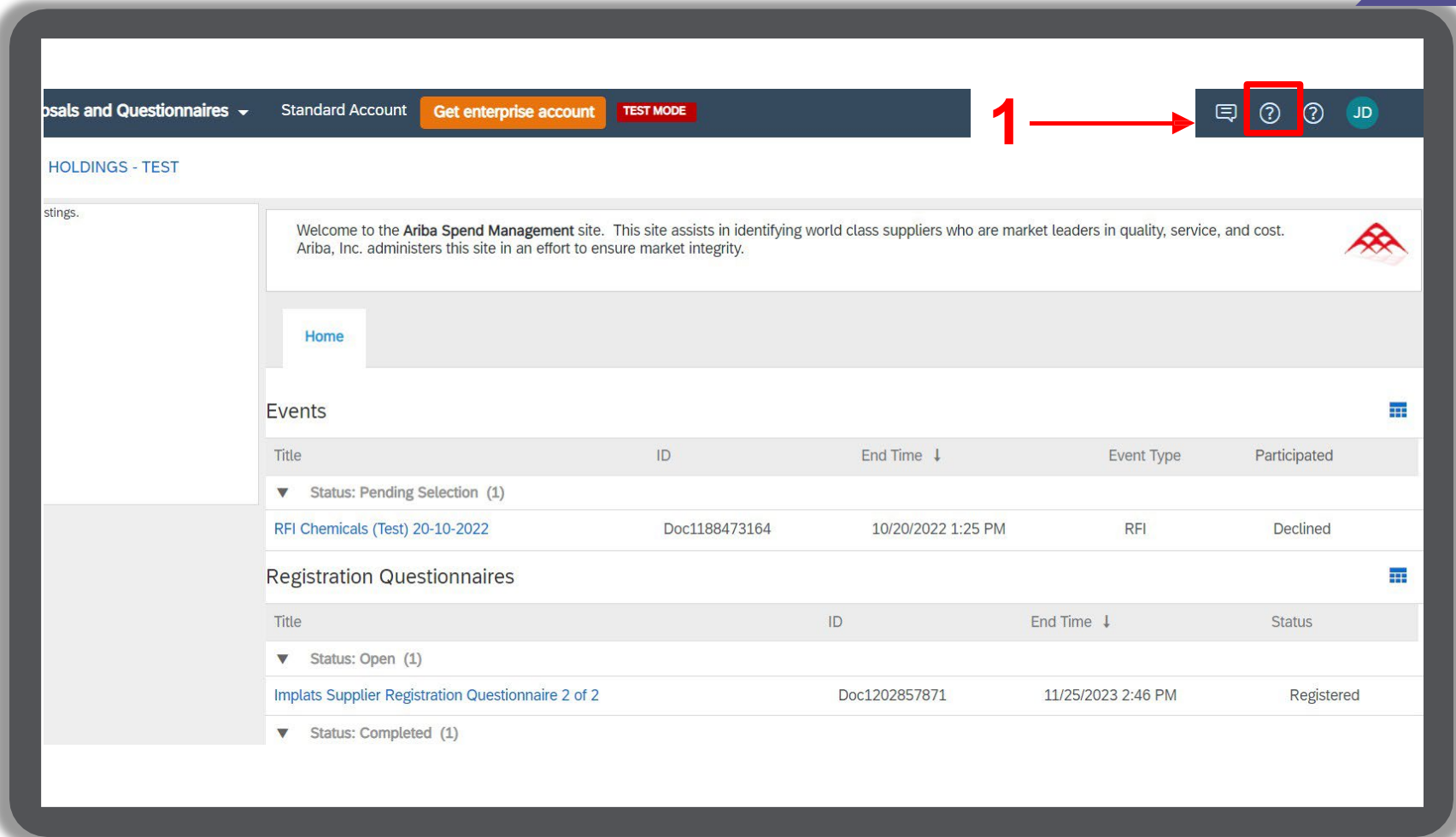
**C** CONTACTING SAP ARIBA  
DIRECTLY – WITH NO USER  
CREDENTIALS

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)



To contact SAP Ariba Support directly, when you are already logged in follow these steps:

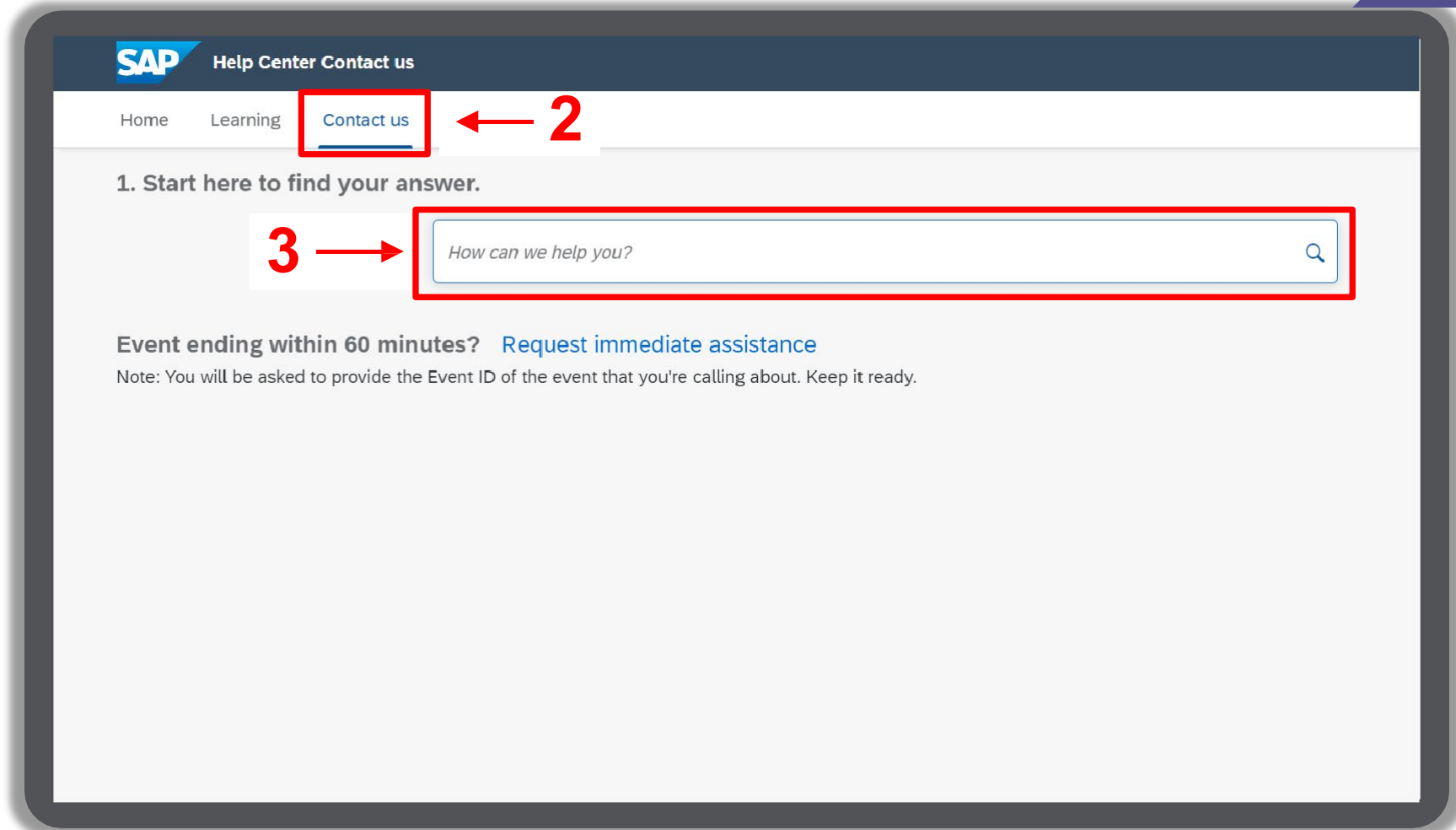
- 1. Login to the **SAP Business Network**, and from the Home page Click on the first “?” help icon.



# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

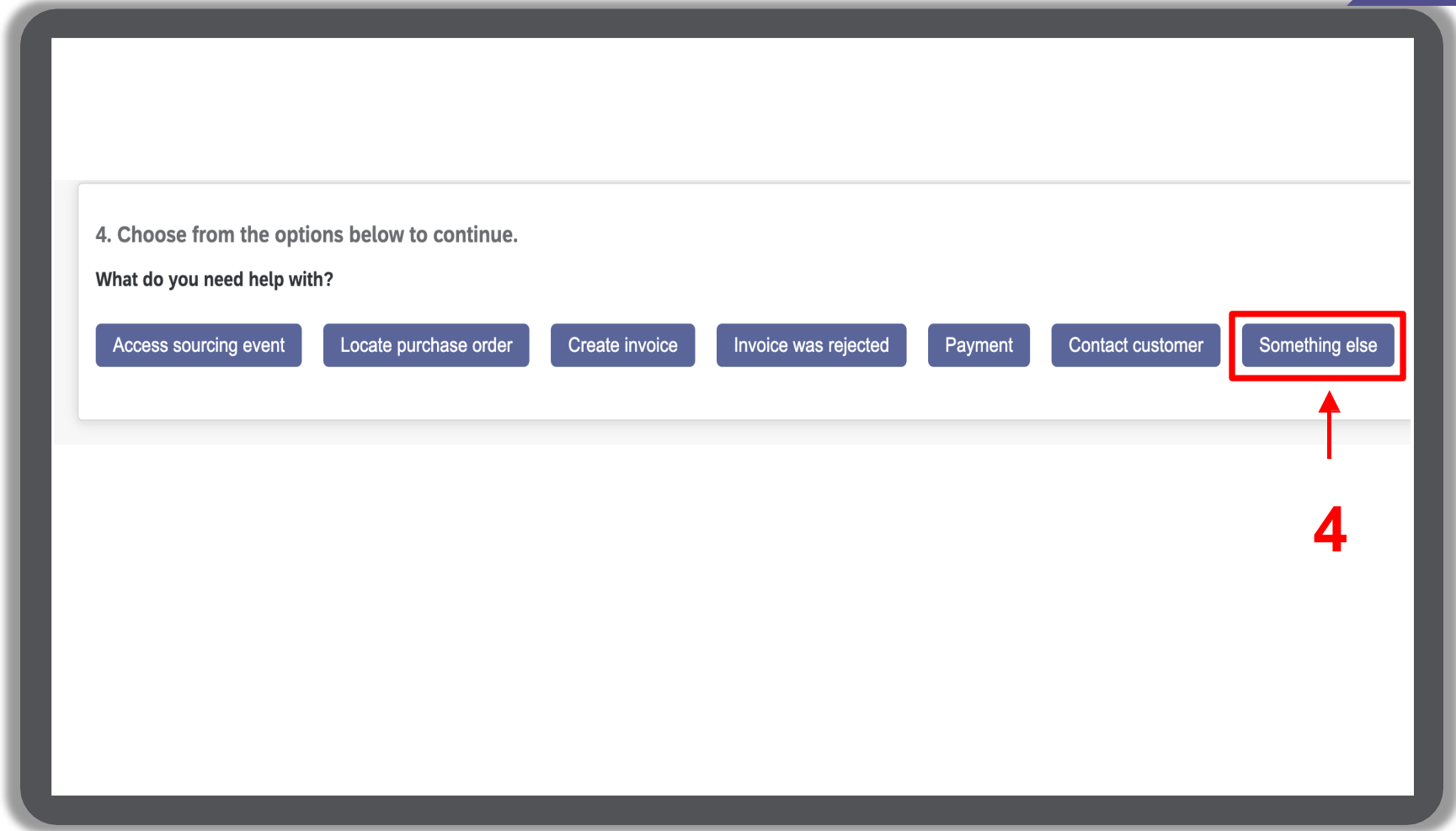
You will be redirected to this screen

2. Select the **“Contact us”** tab.
3. Enter a brief description of what you need help with and click **“Search”**.



# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

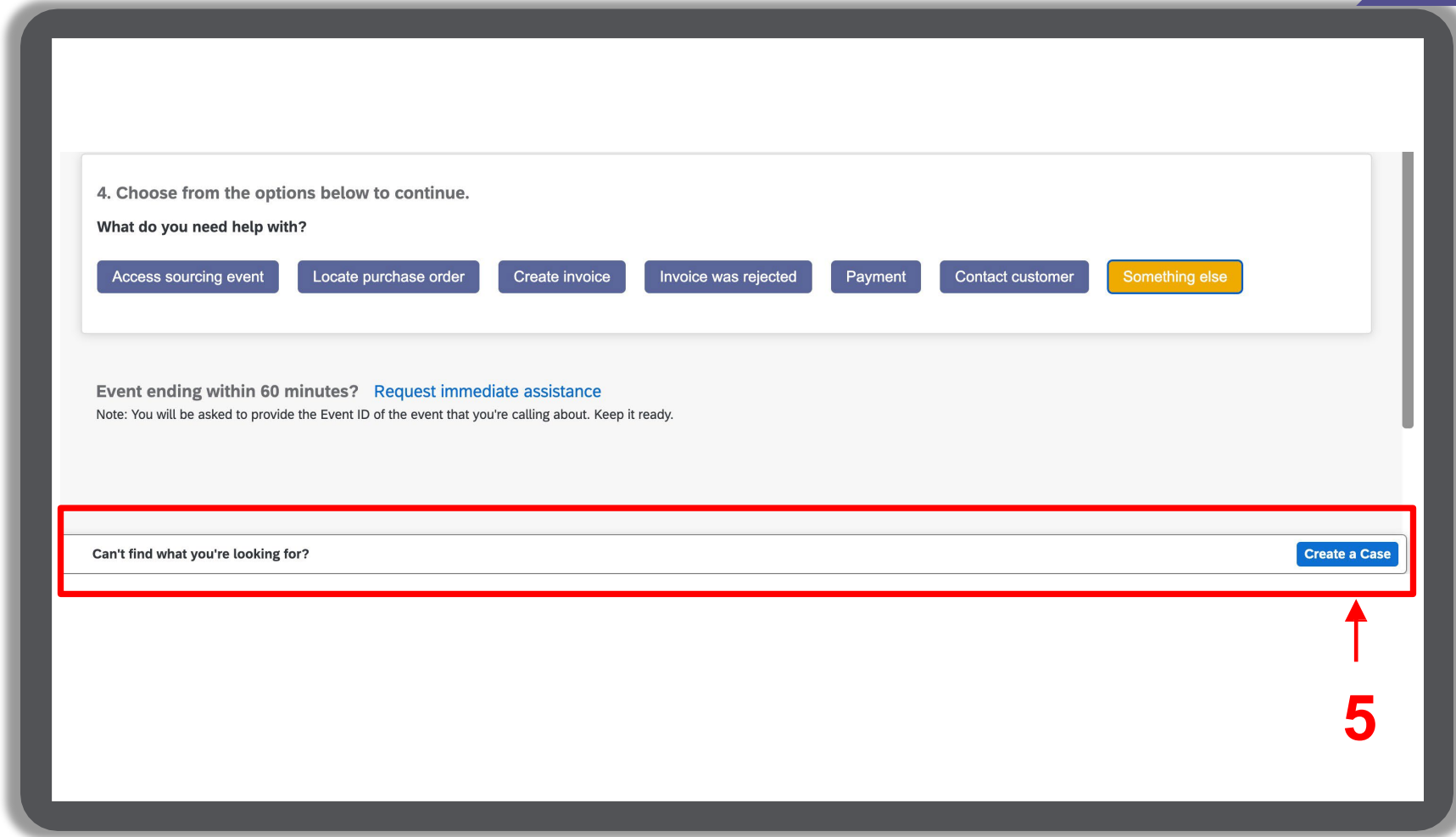
4. Should you not find an option, scroll down the screen and click **“Something Else”**.



# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

**B**

5. A bar will appear at the bottom of the screen. Click **“Create a Case”**.



4. 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**

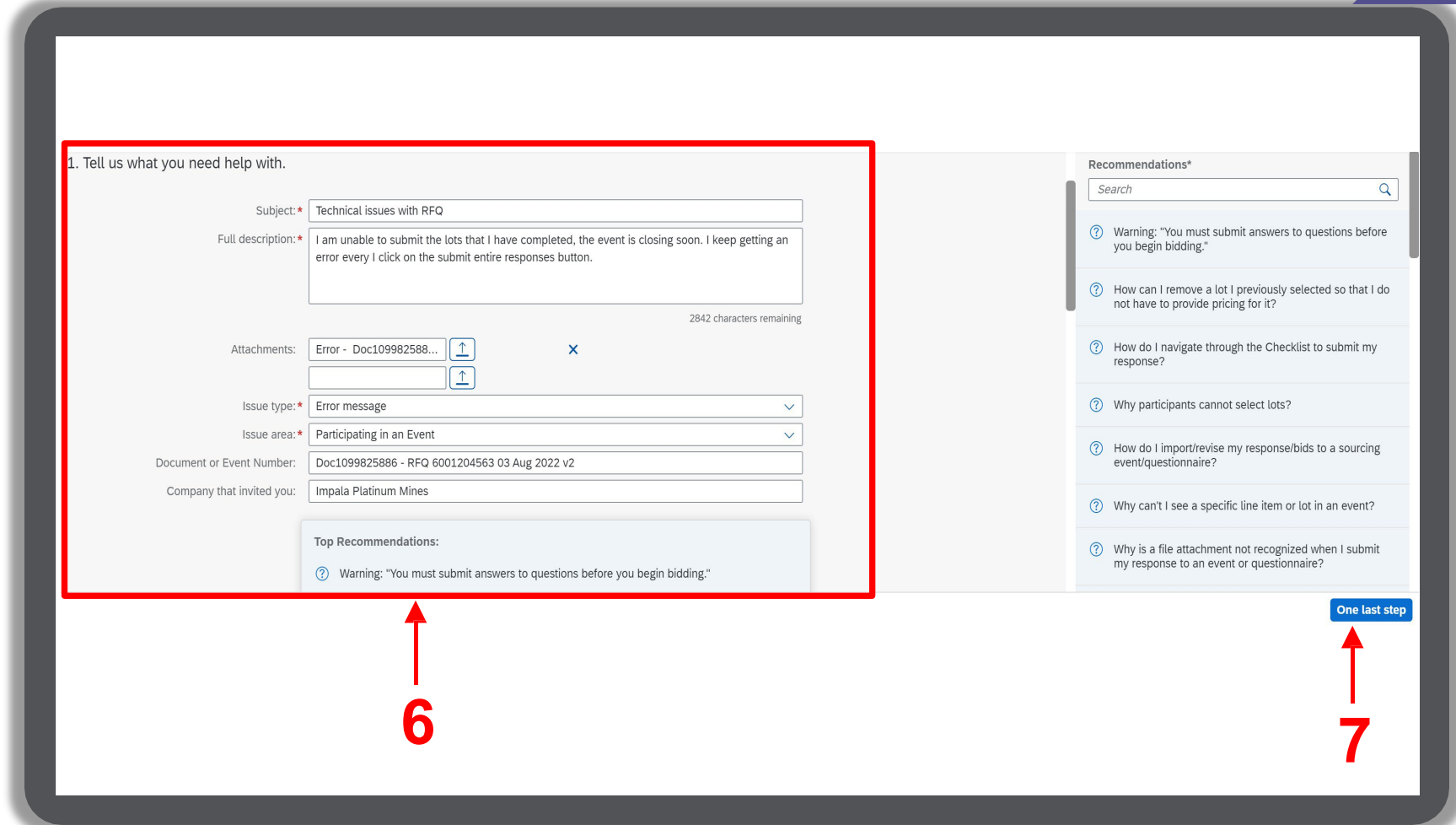
Event ending within 60 minutes? [Request immediate assistance](#)  
Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.

Can't find what you're looking for **Create a Case**

↑  
5

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

6. Complete the form with as much detail on the issue as possible. Attach screenshots of the error if possible.
7. Click **“One Last Step”**.



1. Tell us what you need help with.

Subject: \* Technical issues with RFQ

Full description: \* I am unable to submit the lots that I have completed, the event is closing soon. I keep getting an error every I click on the submit entire responses button. 2842 characters remaining

Attachments: Error - Doc109982588...

Issue type: \* Error message

Issue area: \* Participating in an Event

Document or Event Number: Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2

Company that invited you: Impala Platinum Mines

Top Recommendations:

- Warning: "You must submit answers to questions before you begin bidding."

Recommendations\*

Search

- Warning: "You must submit answers to questions before you begin bidding."
- How can I remove a lot I previously selected so that I do not have to provide pricing for it?
- How do I navigate through the Checklist to submit my response?
- Why participants cannot select lots?
- How do I import/revise my response/bids to a sourcing event/questionnaire?
- Why can't I see a specific line item or lot in an event?
- Why is a file attachment not recognized when I submit my response to an event or questionnaire?

**One last step**

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

8. Review your contact information for correctness.
9. Click **“One Last Step”**.

3. Please review your contact information for correctness:

First name: *	<input type="text" value="Zozibini"/>
Last name: *	<input type="text" value="Thulo"/>
Username:	<input type="text" value="zozibini.thulo@codeblack.com"/>
Company: *	<input type="text" value="Code Black Office Furniture Pty Ltd"/>
Email: *	<input type="text" value="phindile.manana@sap.com"/>
Phone: *	<input type="text" value="+27 11 656 0000 South Africa"/>
Extension:	<input type="text"/>
Confirm phone: *	<input type="text" value="0116560000"/>
	<input checked="" type="checkbox"/> My phone number is correct.
Ariba Network ID: *	<input type="text" value="AN11149198792-T"/>

To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

8 →

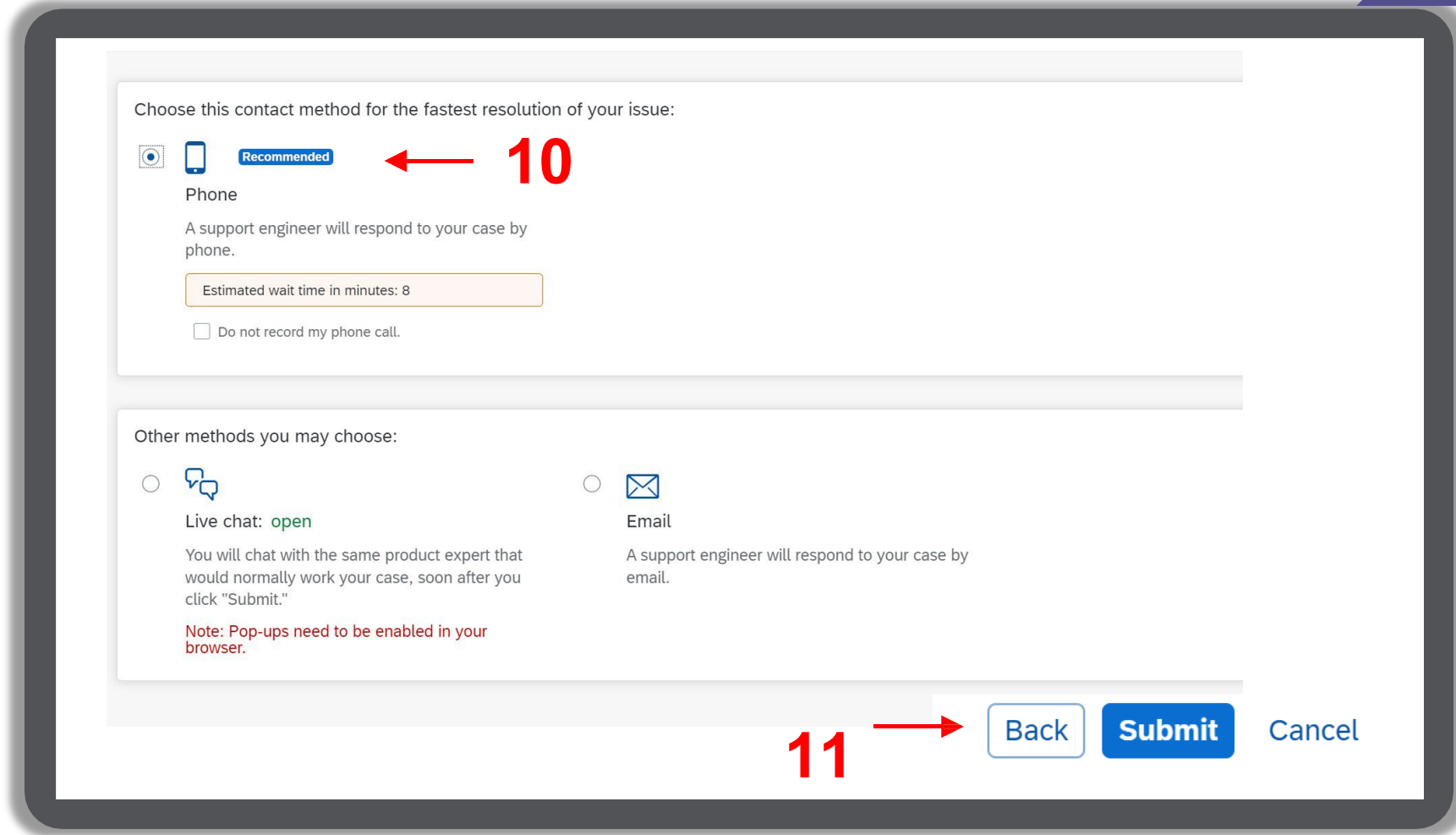
9 → **One last step**

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)


**B**

10. Select your preferred method of contact.

11. Click **“Submit”**.



Choose this contact method for the fastest resolution of your issue:

 **Recommended** ← **10**


Phone

A support engineer will respond to your case by phone.

Estimated wait time in minutes: 8


Do not record my phone call.

Other methods you may choose:

 Live chat: [open](#)

You will chat with the same product expert that would normally work your case, soon after you click "Submit."

**Note: Pop-ups need to be enabled in your browser.**

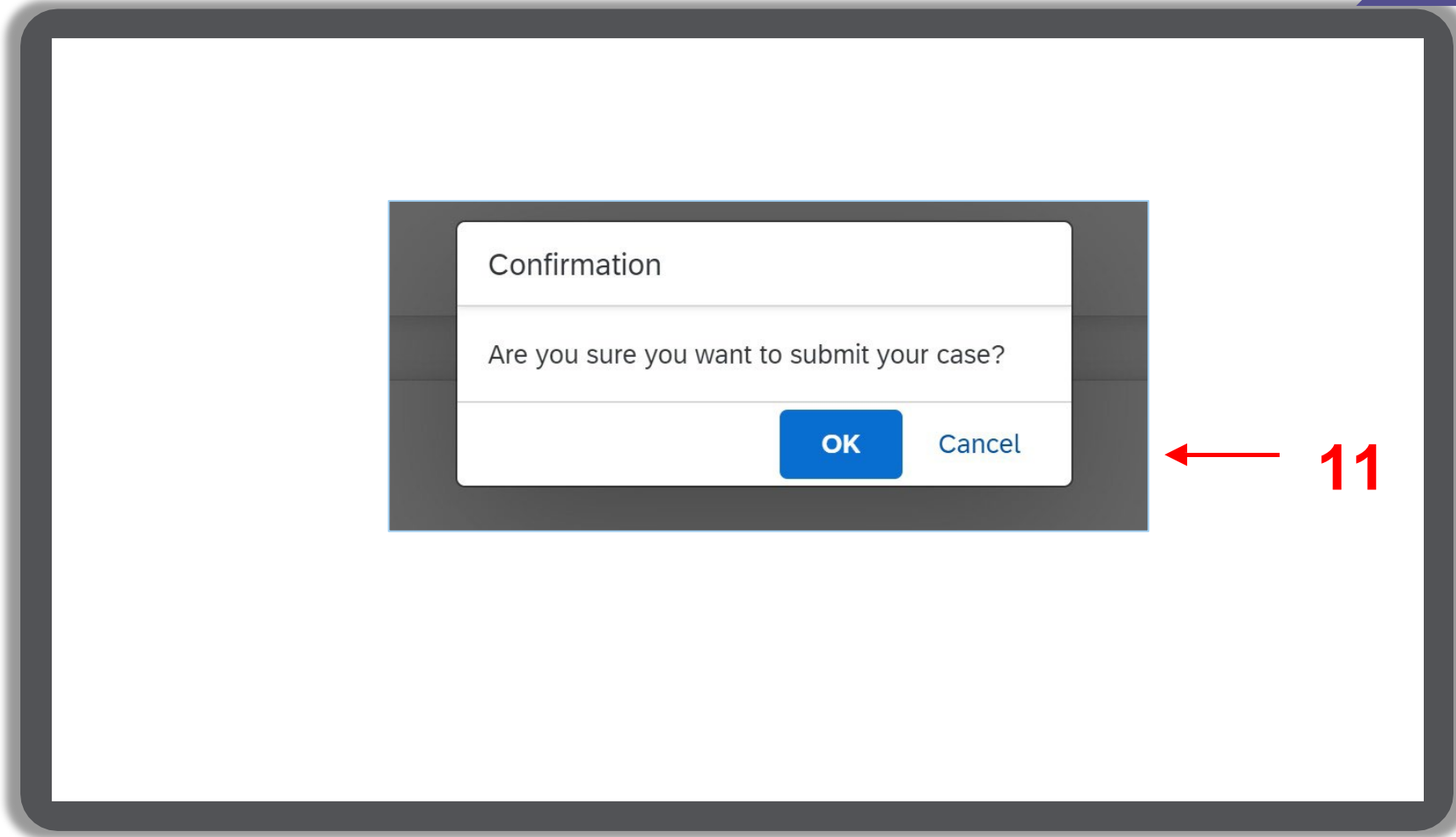
 Email

A support engineer will respond to your case by email.

**11** →

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

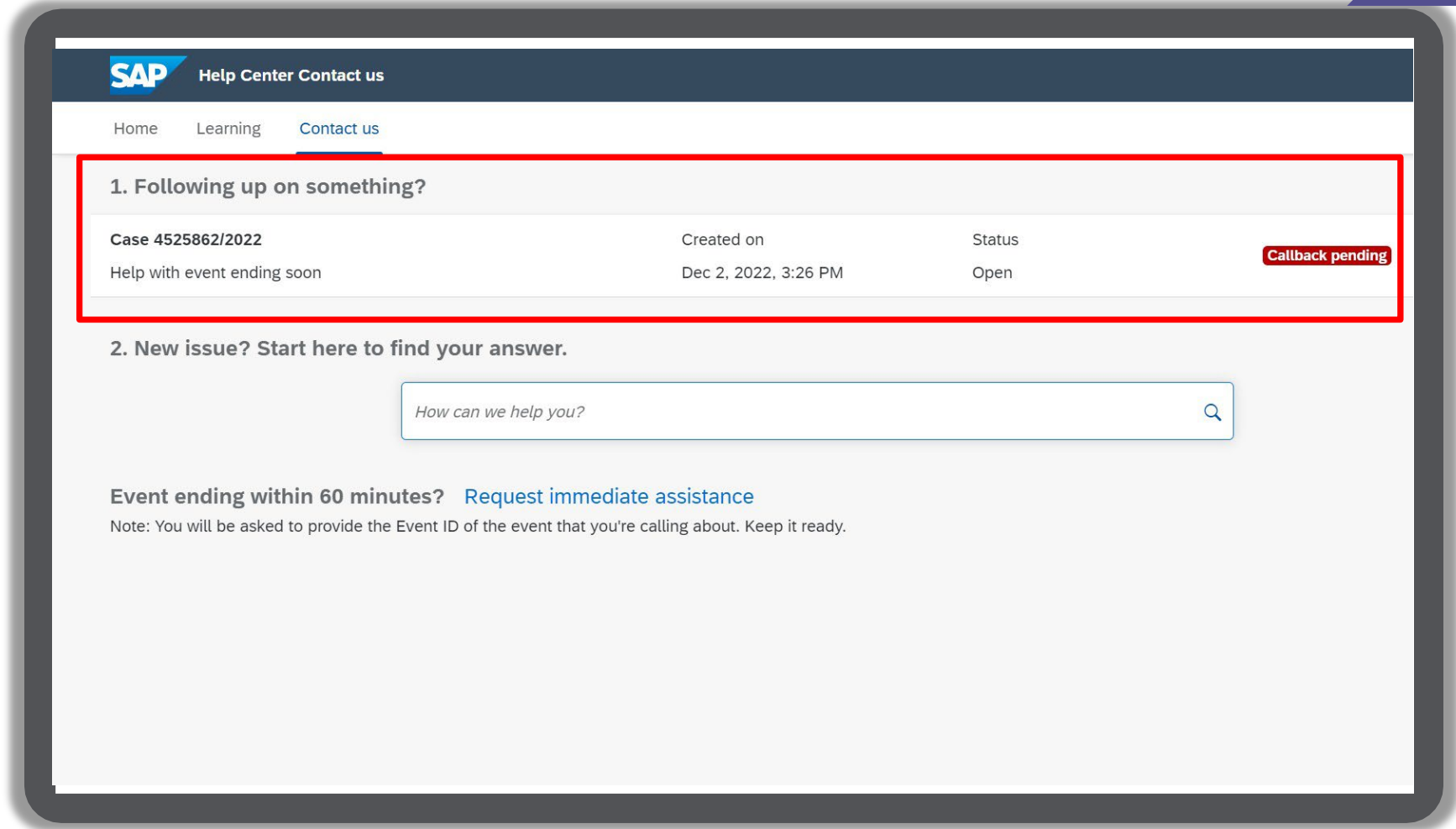
11. Confirm your intention to submit by clicking **OK**. You will receive an e-mail notification advising you of your ticket details.



# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)



12. Once submitted the following screen shows the status of your query.



**A** IMPLATS SAP ARIBA SUPPLIER  
SUPPORT

**B** CONTACTING SAP ARIBA  
DIRECTLY – WITH USER  
CREDENTIALS

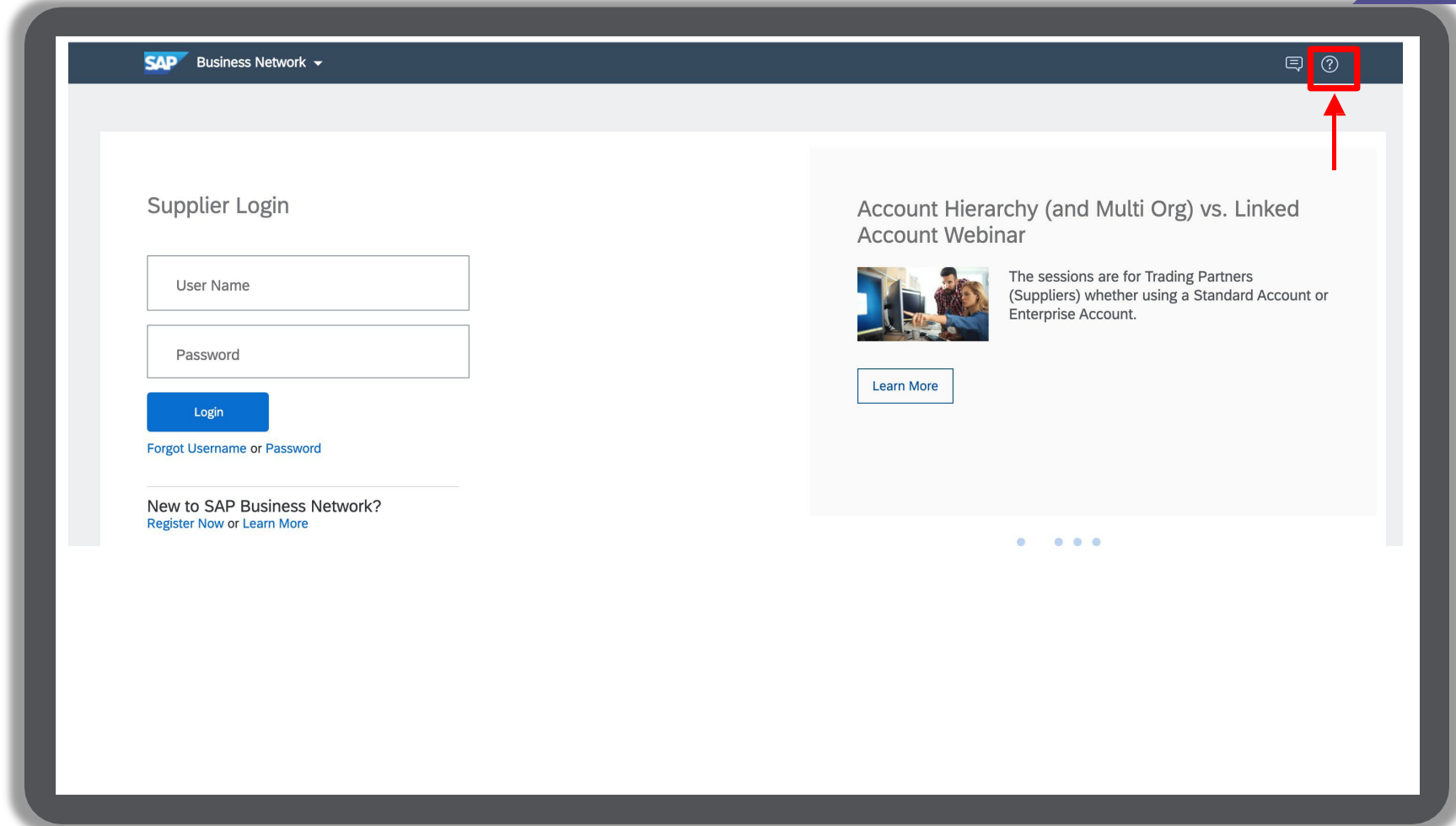
**C** CONTACTING SAP ARIBA  
DIRECTLY – WITH NO USER  
CREDENTIALS

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

To contact SAP Ariba Support directly, when you do not have any login credentials to your account, follow these steps:

1. Access the **SAP Business Network** Supplier login page.

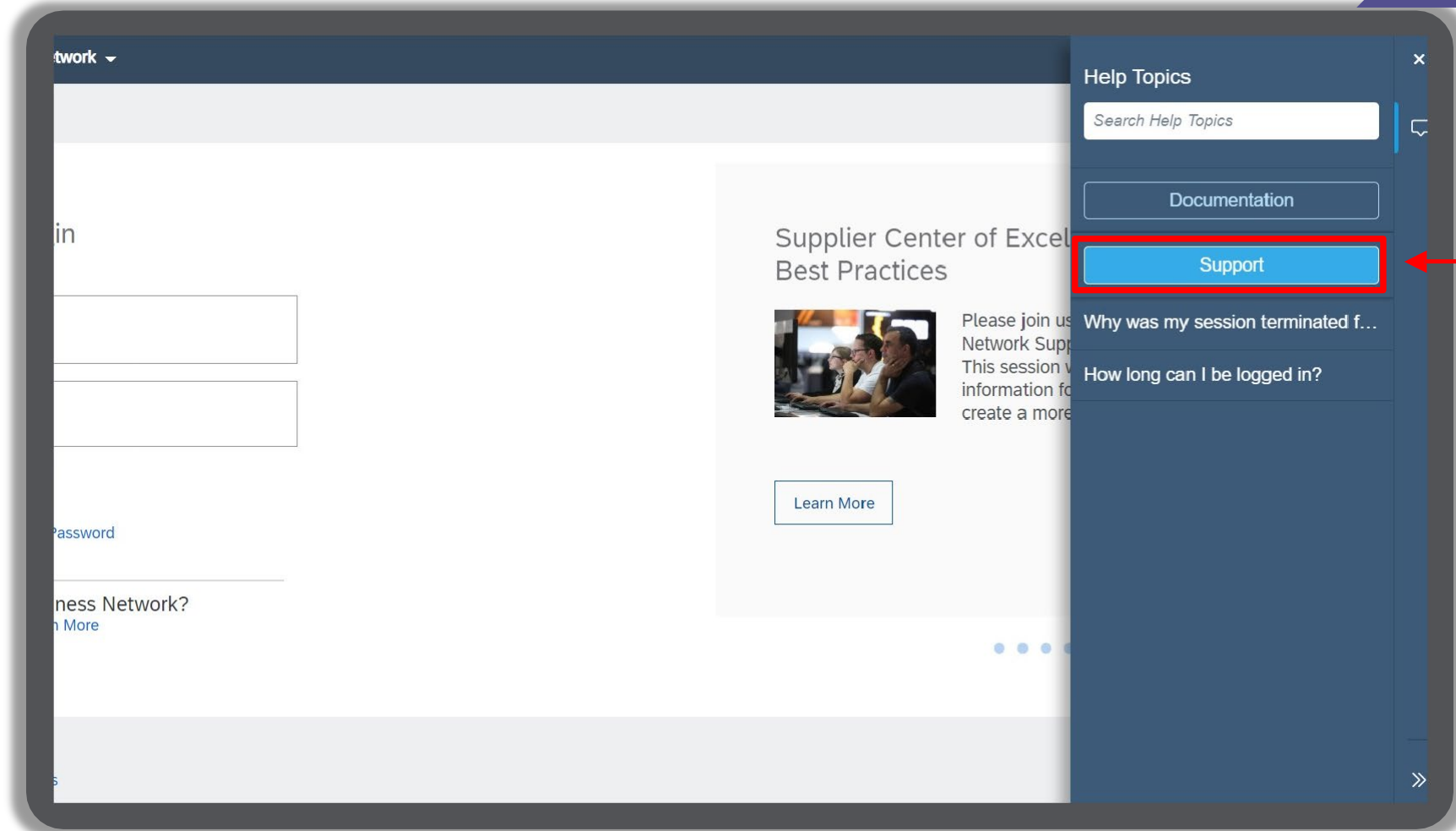
Click the “?” help icon



# CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

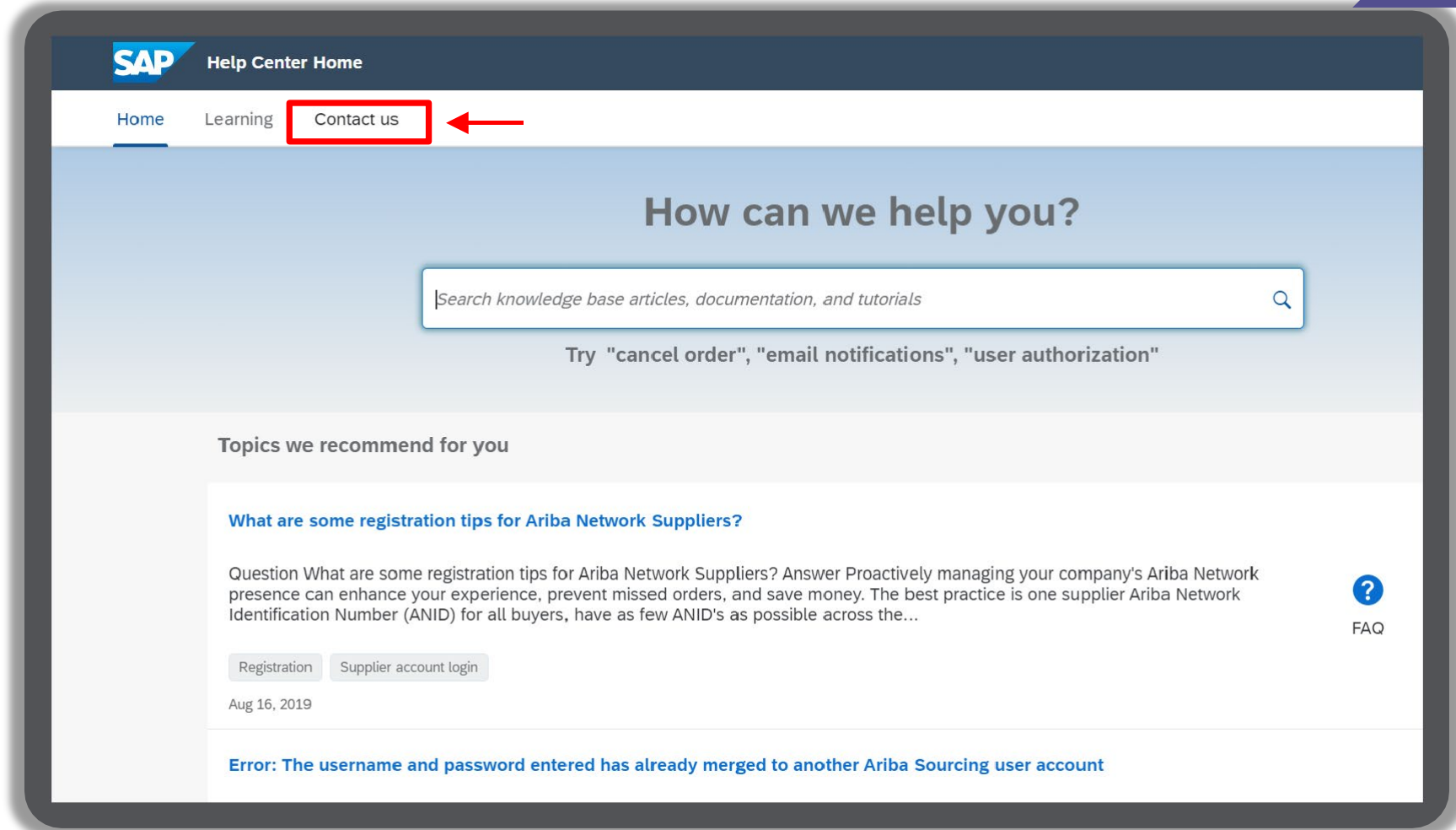


2. Click **“Support”**



# CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

3. Click “Contact us”.



SAP Help Center Home

Home Learning **Contact us**

## How can we help you?

Search knowledge base articles, documentation, and tutorials

Try "cancel order", "email notifications", "user authorization"

### Topics we recommend for you

[What are some registration tips for Ariba Network Suppliers?](#)

Question What are some registration tips for Ariba Network Suppliers? Answer Proactively managing your company's Ariba Network presence can enhance your experience, prevent missed orders, and save money. The best practice is one supplier Ariba Network Identification Number (ANID) for all buyers, have as few ANID's as possible across the...

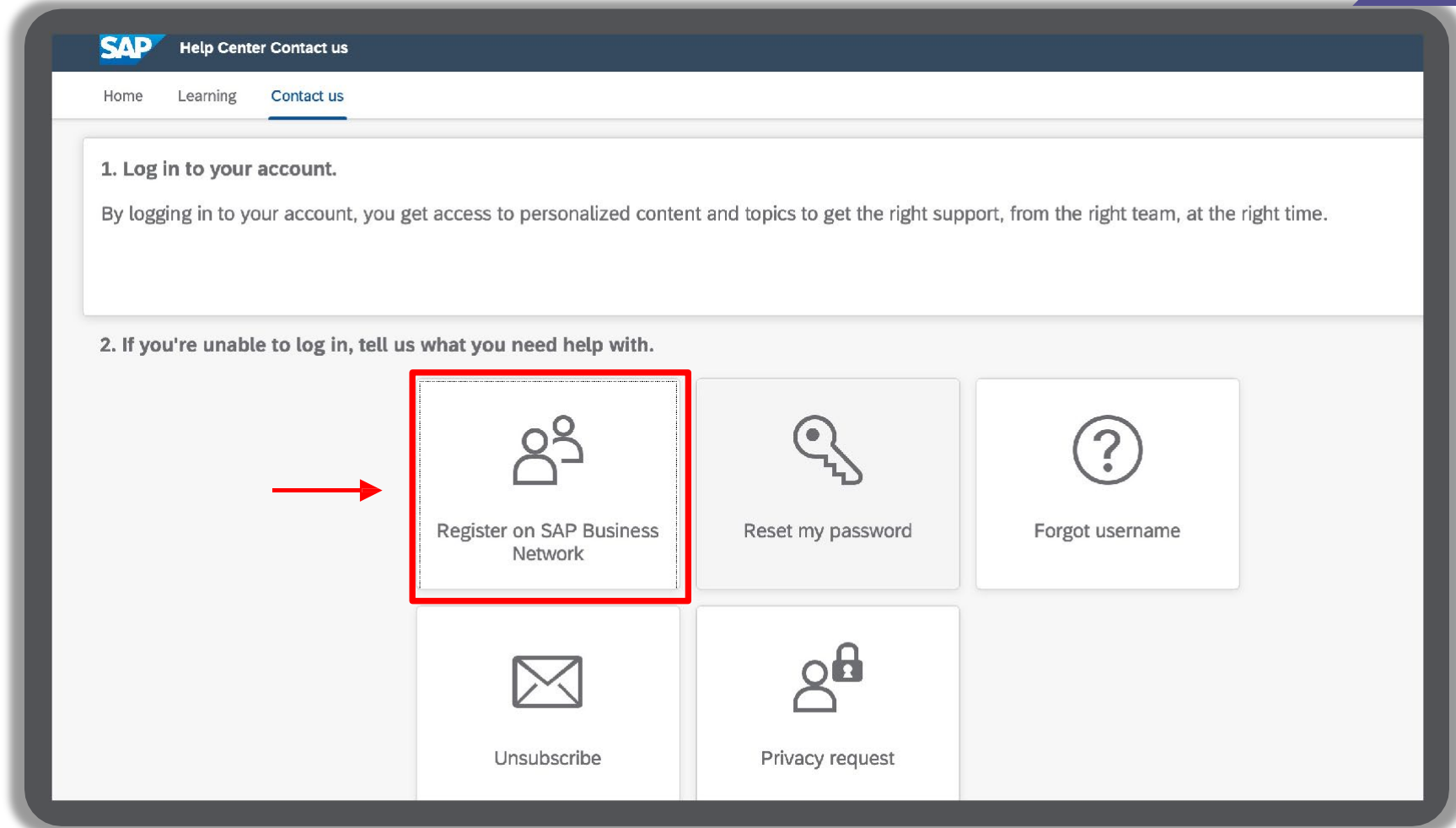
Registration Supplier account login

Aug 16, 2019

Error: The username and password entered has already merged to another Ariba Sourcing user account

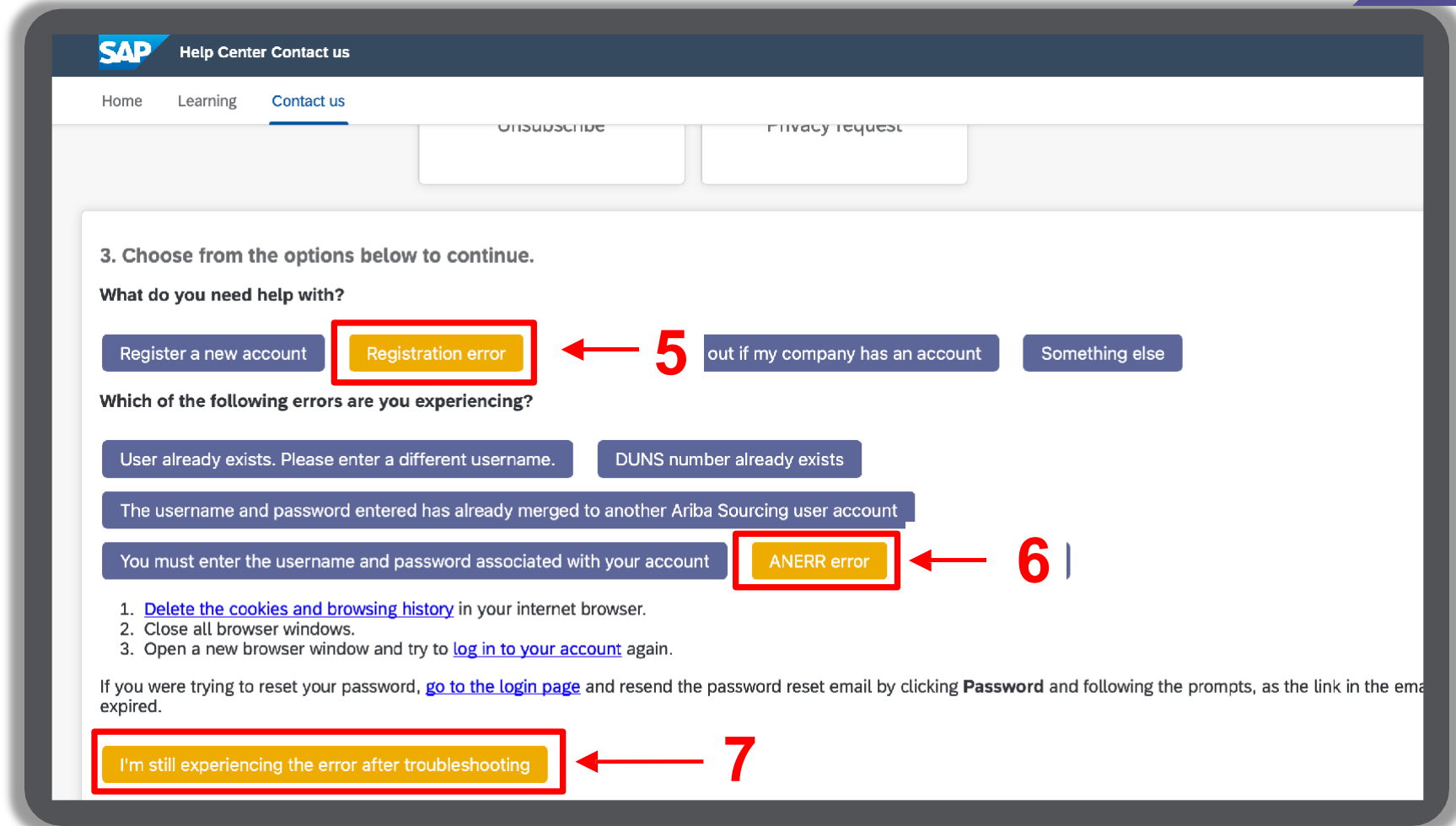
# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

4. Click **“Register on SAP Business Network”**.



# CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

5. Click “Registration error”.
6. Click “ANERR error”.
7. Click “I’m still experiencing the error after troubleshooting”.



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3. Choose from the options below to continue.

What do you need help with?

Register a new account **Registration error** ← 5 out if my company has an account Something else

Which of the following errors are you experiencing?

User already exists. Please enter a different username. DUNS number already exists

The username and password entered has already merged to another Ariba Sourcing user account

You must enter the username and password associated with your account **ANERR error** ← 6

1. [Delete the cookies and browsing history](#) in your internet browser.
2. Close all browser windows.
3. Open a new browser window and try to [log in to your account](#) again.

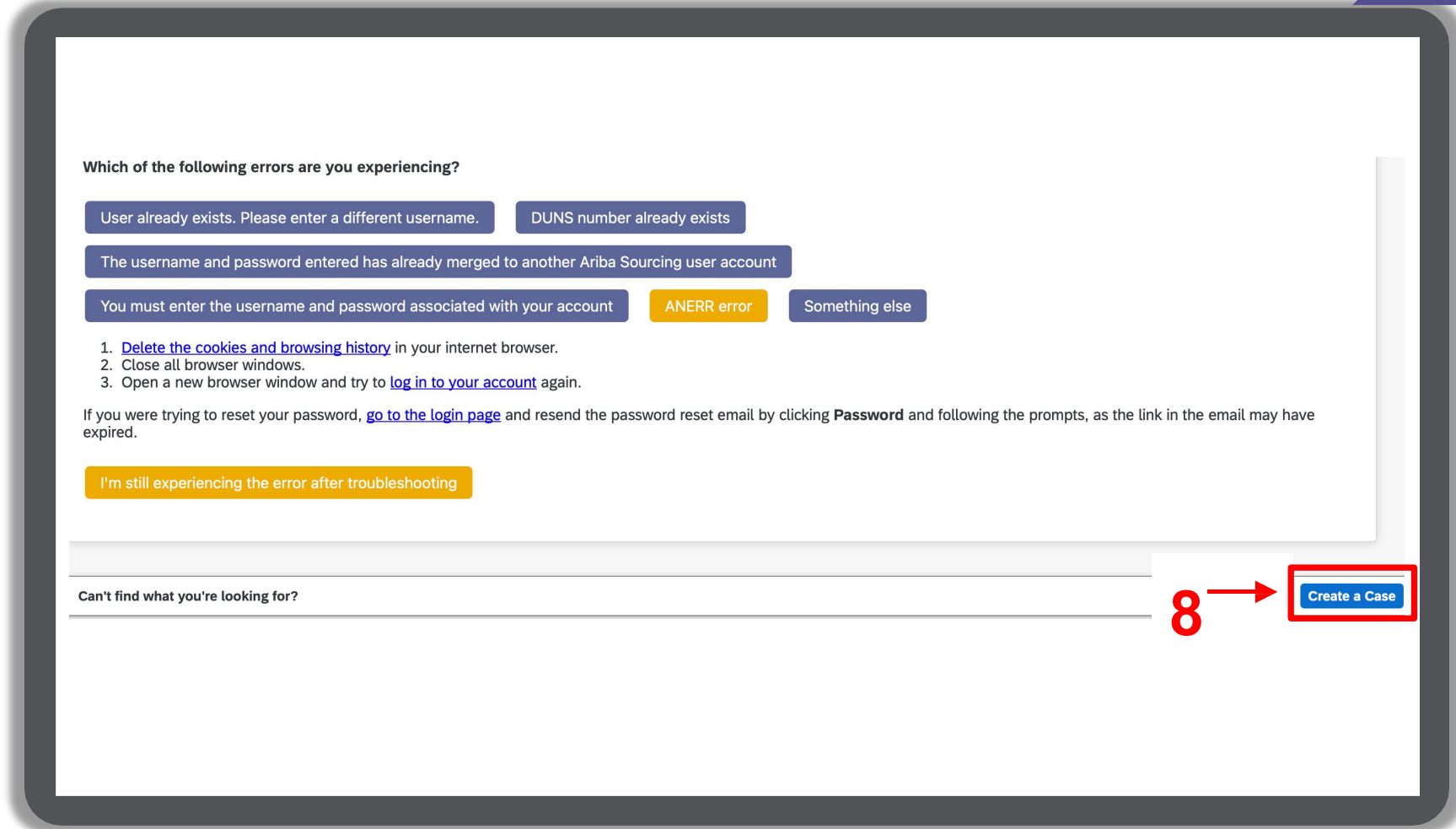
If you were trying to reset your password, [go to the login page](#) and resend the password reset email by clicking **Password** and following the prompts, as the link in the email has expired.

**I'm still experiencing the error after troubleshooting** ← 7

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

8. After clicking “I’m still experiencing the error” a pop up will appear at the bottom of your screen.

Click “**Create a Case**”.



Which of the following errors are you experiencing?

User already exists. Please enter a different username.    DUNS number already exists

The username and password entered has already merged to another Ariba Sourcing user account

You must enter the username and password associated with your account    **ANERR error**    Something else

1. [Delete the cookies and browsing history](#) in your internet browser.
2. Close all browser windows.
3. Open a new browser window and try to [log in to your account](#) again.

If you were trying to reset your password, [go to the login page](#) and resend the password reset email by clicking **Password** and following the prompts, as the link in the email may have expired.

**I'm still experiencing the error after troubleshooting**

Can't find what you're looking for?

**8** → **Create a Case**

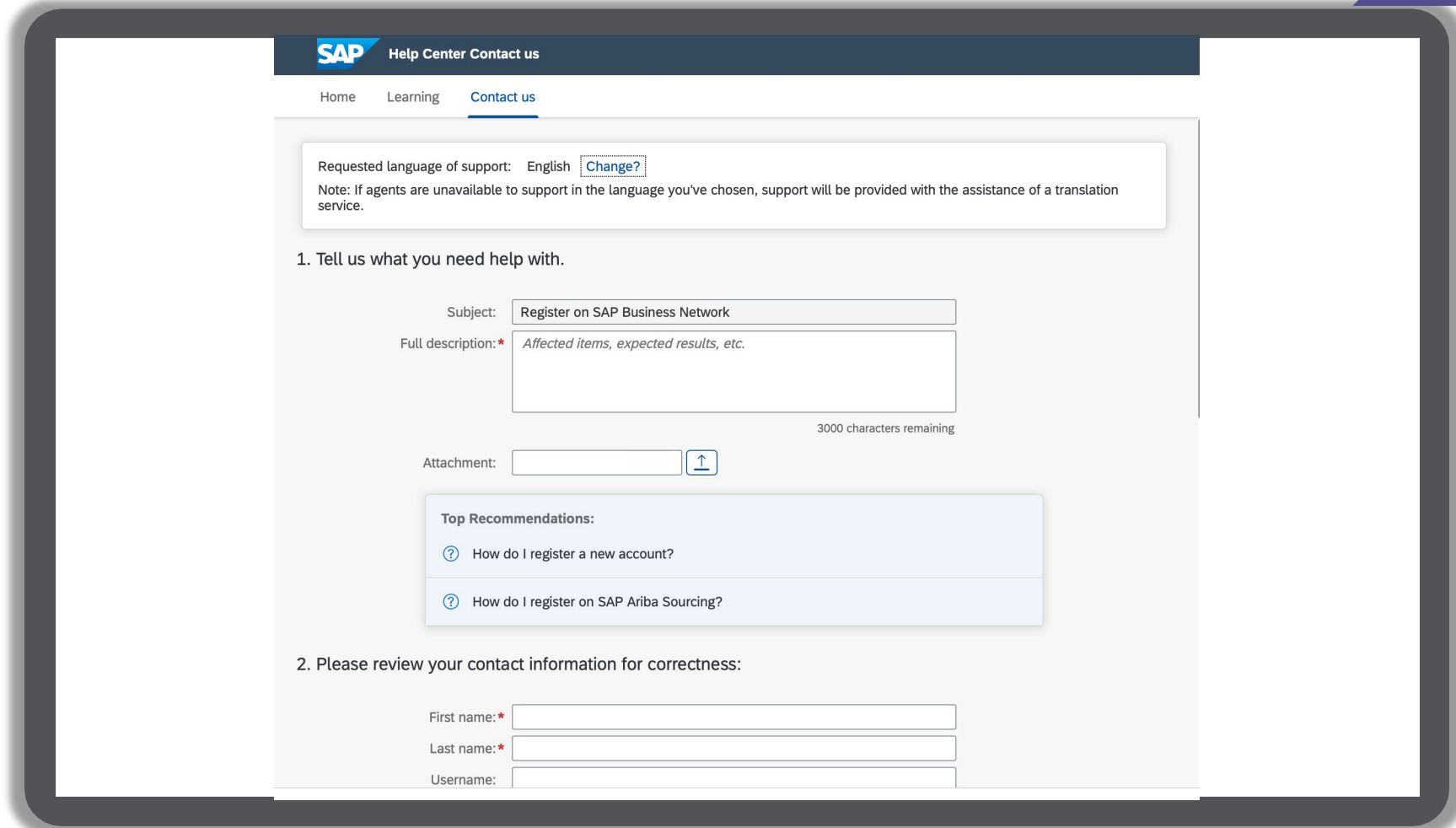
# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

9. Complete the form and submit your **SAP Ariba Support case ticket.**

## Note:

To change your user **Administrator** in SAP Ariba, you are required to provide the following information:

- **ANID** (Ariba Network Identification number) of your supplier account. The Implats Helpdesk will assist you with this number if you do not have it.
- Previous administrator's **full name**.
- Previous administrator's **e-mail address**.
- Name and e-mail address of a sub-user (if the account has sub-users)



**SAP** Help Center Contact us

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Requested language of support: English [Change?](#)


Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject: Register on SAP Business Network

Full description: \* Affected items, expected results, etc.

3000 characters remaining

Attachment:  

**Top Recommendations:**

- [? How do I register a new account?](#)
- [? How do I register on SAP Ariba Sourcing?](#)

2. Please review your contact information for correctness:

First name: \*

Last name: \*

Username: