Fonterra Procurement

Sourcing Event
Frequently Asked Questions

Sourcing Event Information

For step-by-step instructions on how to participate in a RFI or RFX Event, or sign documents using DocuSign please refer to the detailed **User Guides**.

This guide provides some additional questions and answers as well as basic trouble shooting around participating in Fonterra Sourcing Events.

Where can I find the Event that I am invited to?

You can access the Fonterra Sourcing Event you have been invited to in two ways:

- Via the Sourcing Invitation email that Fonterra sent

- By going to the Proposals Page and clicking the drop-down menu in the upper-left corner and select Ariba Proposals and Questionnaires

- From the Dashboard, you can find the event that you have been invited. It will show as Status Open.

Why can't I find the Sourcing Event?

There are several reasons you may not see a Sourcing Event your organisation was invited to. Below are various scenarios that may apply:

SCENARIO	WHAT TO DO
Did you receive a Fonterra Sourcing Event in your email inbox? • Fonterra invites vendors to events by selecting each participant, so there is a chance that only one person from your organisation received an invitation. • Only those who are invited to the event will have access.	• If you would like to request a sourcing invite for yourself or additional people from your organisation, you will need to contact the Fonterra sourcing project owner via the event messaging board in Ariba. • It is also a common user error to have a typo in the email address field. So doublecheck the email address and if there is a typo the Fonterra Sourcing Event owner will need to edit it and the sourcing event can be resent.
Did you log into the correct account? You may have more than one SAP Ariba account.	• If you have multiple accounts, make sure you are logged into the account that was invited.
Do you have permissions to see the page? You must have the right permission to Access Proposals and Contracts assigned in your organisation to view your organisation's Ariba Sourcing events.	• Check your permissions by contacting your own organisation's account administrator. • You can find the administrator's contact information by clicking your initials in the upper-right corner of the page and selecting Contact Administrator.
Are you on the SAP Ariba Business Network solution? Check that you are using the SAP Business Network and not accessing another SAP application as you will not see the event there.	• Click the app drop-down in the upper-left corner of the application and select Ariba Proposals & Questionnaires. • This will take you to the SAP Business Network platform and show any events to which you have been invited. • You may need to Click on 'More' to find the Fonterra Sourcing Events

Is the Event in Open Status?	• Go to the top right corner of your screen the status will be displayed. If there is a countdown timer, then the event is published/open. • If it is Closed, Paused, Pending Selection then you must contact the Fonterra sourcing event owner via the event messaging board and raise any questions you may have.
Are you locked out of the Event? You will not see the Event on your Dashboard if the buyer has locked your account from the Event.	• Check your email to see if you were notified of being locked out of the event. • Please contact the Fonterra Sourcing Event owner to gain access using the event messaging board. • Or email us at Purchasing.Helpdesk@Fonterra.com
Are you directed to a blank page when you click on an event within your account? Security features on your computer might cause a blank page when accessing an Event.	Use the following steps to resolve this issue: • Check the URL on the blank or black page. • If the URL starts with http, change this to htpps • Navigate to the new page. • Accept any security warnings that appear in your browser. • Ad Blockers can also cause this issue: Check to see if an ad blocker is installed, • If one is installed, disable it, and load the page again • If neither of these options help, try to log in using a different browser

The link in the Fonterra invitation does not work, what shall I do?

If the link in the e-mail inviting you to register on the SAP Business Network does not work, please try the following:

• Check that you are logged out of all Ariba systems and sites.
• Clear your browsing history before opening the link.
• Try opening the link in another browser (Internet Explorer, Google Chrome, Mozilla Firefox etc.
• Copy the link from the e-mail and open it again in an incognito window (Google Chrome), an InPrivate window (Microsoft Edge) or similar.

Ask your IT department to check whether internal network settings are preventing access.

If you still cannot access the SAP Ariba login/registration page despite following these steps, please contact Purhasing.Helpdesk@Fonterra.com

I received an email from Fonterra to register with the SAP Business Network. What should I do if someone else in my organisation is responsible for the account registration?

Please contact Purchasing.Helpdesk@Fonterra.com so we can resend a new invitation and provide us with the following:

- Full name of the new sourcing contact
- Their email address
- Sourcing event information

What information does Fonterra see in the vendor's profile?

Fonterra can preview the full profile of any vendor that responds to a Fonterra Sourcing Event. Furthermore, vendors are required to update contact details within their profiles.

How do I view messages from the Fonterra Sourcing Event owner?

1. **Log in** to your account
2. Click on the solution navigator in the **upper right corner** of your screen and **select Proposals** if you don't automatically see your events listed
3. Click on the **Event** you want to access
4. After you see your event, **click Event Messages** in the upper-left corner under the Event Details section
5. Click the **subject** to view each message and reply to your customer

After I saved our response, can I go back in and change the price?

The system allows you to save your work and revise your response up until when you submit your final bid prior to closing.

Is there any size limitation when attaching a file?

Yes, the maximum size allowed to attach is 100mb per file. If the file size is more than 100mb, kindly compress the file size and upload as a zipped folder.