



WELCOME

**SUPPLIER GUIDE
FOR
'SAP Ariba NETWORK'**

Table of contents

Table of contents.....	2
Invitation email to participate in a RF*-event or response on a Questionnaire.....	3
Qualification questionnaire	3
Ariba Network login/user account creation.....	5
Login with existing Ariba Network account.....	6
Create a new account	7
Location of questionnaires/events.....	12
Errors.....	14
Contact SAP Helpdesk and open a ticket.....	14
Existing username.....	16
Change tab in Ariba Network.....	17
Wrong login page.....	18

Invitation email to participate in a RF*-event or response on a Questionnaire

Recently you have received an email like below, this email contains a link to login/register an account in SAP Ariba Network where you can access our Questionnaires or RF*-events.

Qualification questionnaire

Dear XXX YYY,

To become an accepted business partner of Air France KLM, especially considering current or upcoming commercial activities, we kindly invite you to complete one or more required questionnaires.

Air France KLM utilizes the SAP Ariba Business Network to register and pre-qualify business partners. Please note that there are no costs associated with using this system.

We request that you complete the questionnaires listed below and submit them at your earliest convenience, **but not later than 10 calendar days after receiving this message.**

If your company already has an SAP Ariba account, please sign in using your existing username and password. If not, please begin by creating a new account on the SAP Ariba Business Network.

To **create your account or to log in** to SAP Ariba: [Click here](#).

Questionnaire Overview:

Name	Assigned To	Respond By
SF-02 - ESG Information	test test	August 1, 2025 at 2:42 AM

SF-01 - Onboarding Information	test janos	August 1, 2025 at 2:42 AM
--------------------------------	------------	---------------------------

Support & Contacts

SAP Ariba Support: [SAP Business Network | Supplier Support](#)

Registration/Sign-in Help: [SAP Ariba Help Center](#) (click on Ariba Sourcing>>Contact us)

Air France KLM Support documentation : [Procurement - SupplierSpace](#)

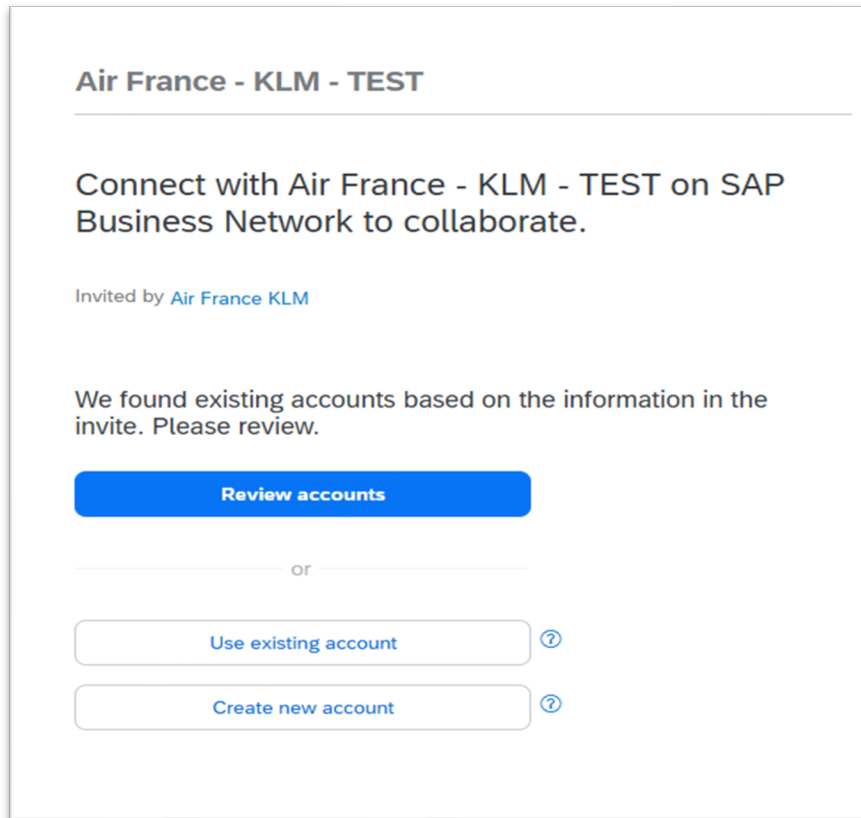
In case of questions or if you are not the correct contact in your company, please send an email to supplier.bud.bsc@klm.com

For general information you can visit: [Air France KLM - Procurement](#)

With kind regards,
Air France-KLM

Ariba Network login/user account creation

After clicking on the link, you should see this webpage, if not please go to [Click here](#).



The screenshot shows a web interface for connecting to SAP Business Network. At the top, it says "Air France - KLM - TEST". Below that, it says "Connect with Air France - KLM - TEST on SAP Business Network to collaborate." It then states "Invited by Air France KLM". A message follows: "We found existing accounts based on the information in the invite. Please review." There is a blue button labeled "Review accounts". Below this, separated by a horizontal line with the word "or" in the center, are two buttons: "Use existing account" and "Create new account". Both buttons have a small question mark icon to their right.

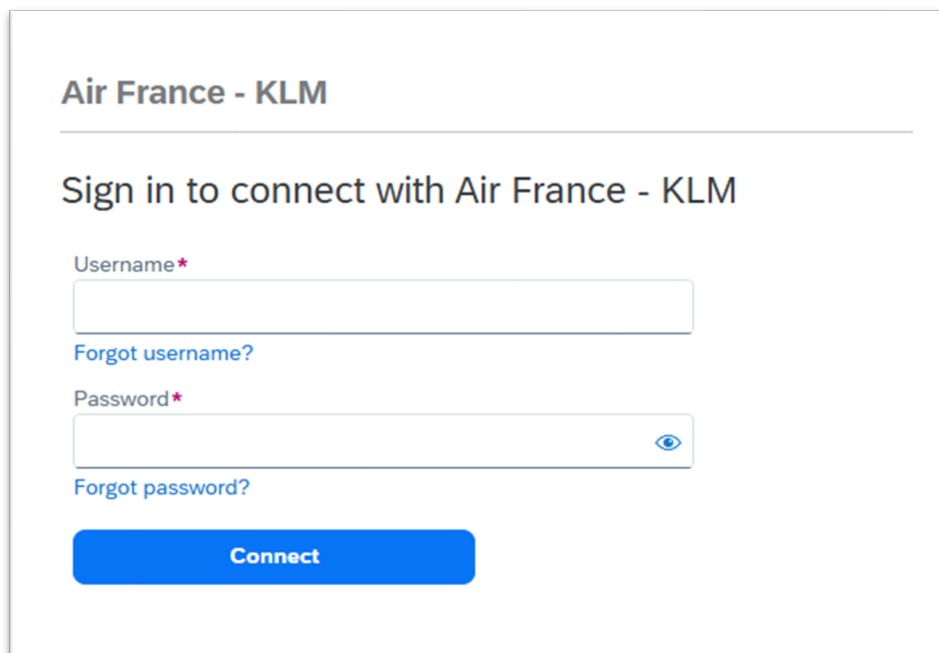
If you have an Ariba network account (ANID) please select **“Use existing account”**.

If you don't have an Ariba Network account, please select **“Create new account”**.

Important “Review accounts” is not advised option, although this way you can check if your company has an ANID, but you cannot create account which is linked to that account. This way you can contact the admin of this registration (**AFKL has no information about who your admin is**) or check the ANID of your company.

Login with existing Ariba Network account

In this page you have a possibility to request for information on a (forgotten) username or a (forgotten) password.

A screenshot of the Air France - KLM login page. The page has a white background with a light gray border. At the top, the text "Air France - KLM" is displayed in a bold, dark gray font. Below this, the heading "Sign in to connect with Air France - KLM" is shown in a bold, dark gray font. The form contains two input fields: "Username*" and "Password*", both with red asterisks indicating required fields. The "Username*" field is a simple text box. The "Password*" field is a text box with a blue eye icon on the right side, indicating a toggle for password visibility. Below the "Username*" field is a blue link "Forgot username?". Below the "Password*" field is a blue link "Forgot password?". At the bottom of the form is a blue button with the text "Connect" in white.

If you receive an error, please go to [Click here](#).

If the login was successful, please go to [Click here](#).

Create a new account

Using this form you can create an account.

Please check the prefilled information and if necessary, correct it.

Company information ?

DUNS number

[Don't know your DUNS number?](#)

Company (legal) name *

TESTIB

Country/Region *

Afghanistan [AFG]

Address line 1 *

dfdfg

Address line 2

City *

dsadas

Province *

Choose a state

Administrator account information [?](#)

First name *

Last name *

Email *

☐ Use my email as my username

Username *

Username uses different domain, make sure it is right

Password *

Repeat password *

☐ 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.

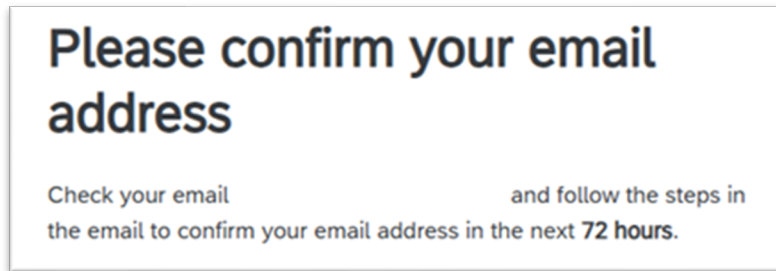
☐ I'm not a robot



Create account

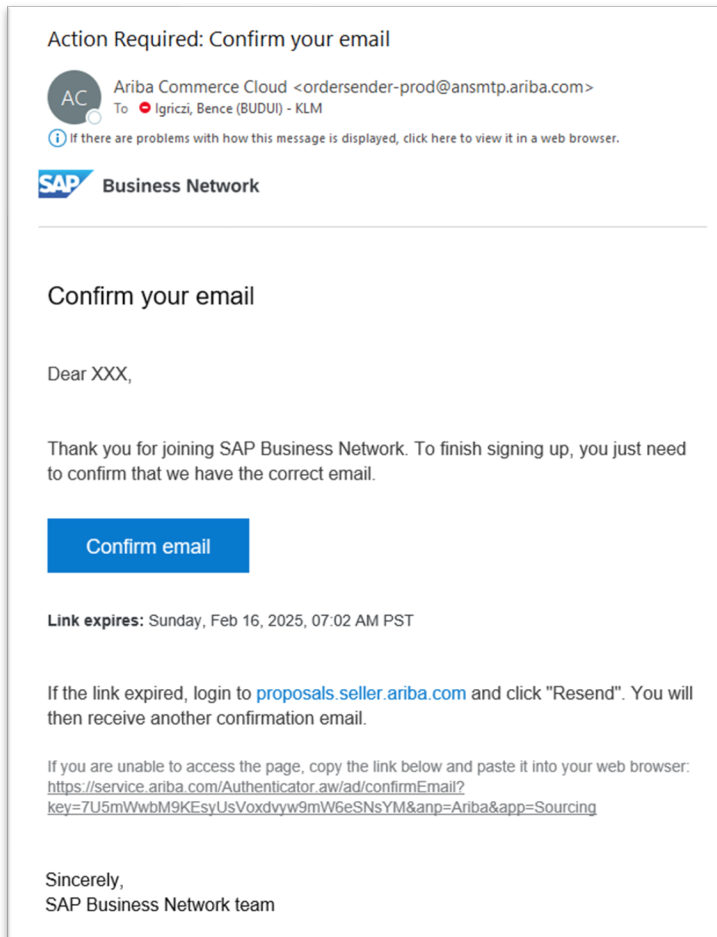
If you receive an error that this username is already in use, please go to [Click here](#).

Once the form is submitted you should see this message.



An email will arrive in your inbox.

Click on the **Confirm email** button.



After the confirmation as a first login, you have the possibility to fill out a form.

This form provides information on the SAP Ariba Network.

If you would like to skip it, please click on “Remind me later”.

Almost done! We just need a little bit more information.

Please provide the information below and you will be discovered by more customers looking for companies like yours.

Product and Service Categories

[Add](#)

- or -

[Browse](#)

Ship-to or Service Locations

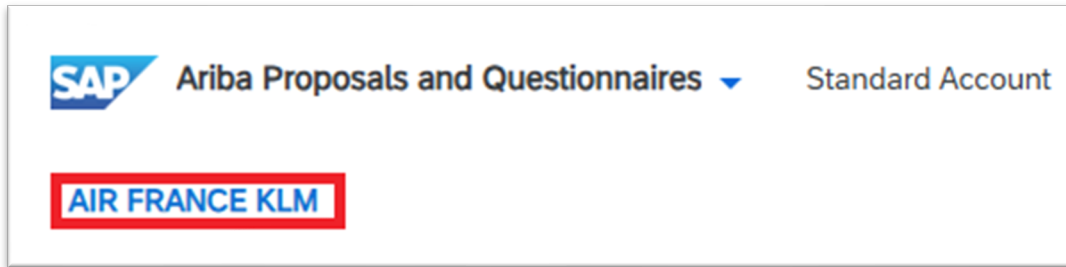
[Add](#)

- or -

[Browse](#)[Submit](#)[Remind me later](#)[Don't show this to me again](#)

Location of questionnaires/events

After the login, you land in the Ariba Proposals and Questionnaires tab (top left corner) where you should see “Air France KLM”



If you do not see Air France KLM, please go to [Click here](#).

If you land in a different tab, please go to [Click here](#).

You can find your RF*-Events in the first section while your Questionnaires below.

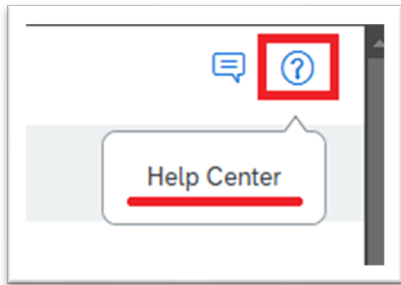
Title	ID	End
▼ Status: Pending Selection (3)		
Mon dd-mm-yyyy IN Hotel Event	Doc4930890491	12/
Doc3739378199 - Test	Doc4040336760	10/
Mon dd-mm-yyyy IN Hotel Event	Doc4072903664	6/2
Registration Questionnaires		
Title	ID	
▼ Status: Completed (2)		
To Collect Registration Information	Doc5013520055	
To collect Bank & tax information	Doc5013520056	

Errors

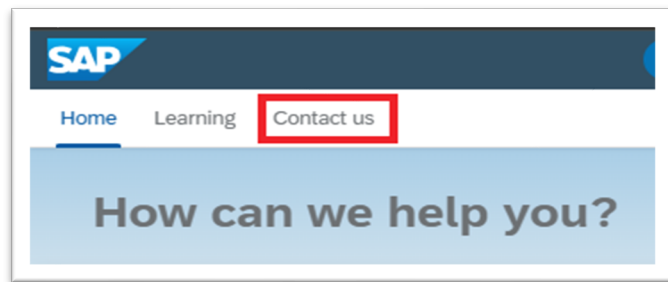
Contact SAP Helpdesk and open a ticket

Any type of errors please follow this instruction to open a ticket to SAP Helpdesk. They will help you to solve your problem.

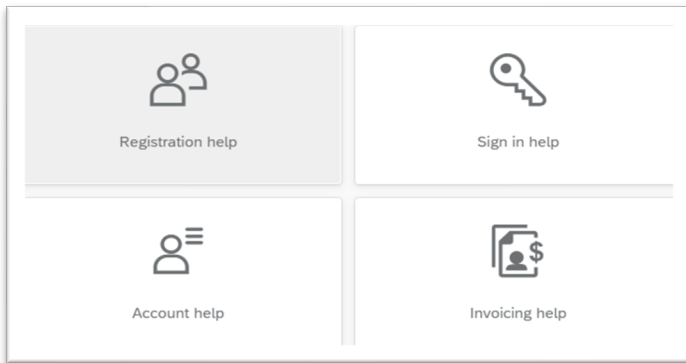
Please open this [LINK](#) and in the top right corner select Help Center.



This will open a new window where you need to navigate to Contact us



Here you have 4 tiles you can choose from, please select the one which the most likely fits your issue or question.



If you don't find anything like your problem, please use this combination.

2. Choose from the options below to continue.

What do you need help with?

Register a new account Error while registering **Issue logging in 1.**

Find existing account Access Sourcing event Something else

Log in to your account by going to the following links:

- <https://supplier.ariba.com> to see transaction documents (purchase orders, invoices, etc.)
- <https://proposals.seller.ariba.com> to see Sourcing events (RFPs, auctions, bids)
- <https://discovery.ariba.com> to see new business opportunities and leads

Receiving an error message?

The username and password pair you entered was not found

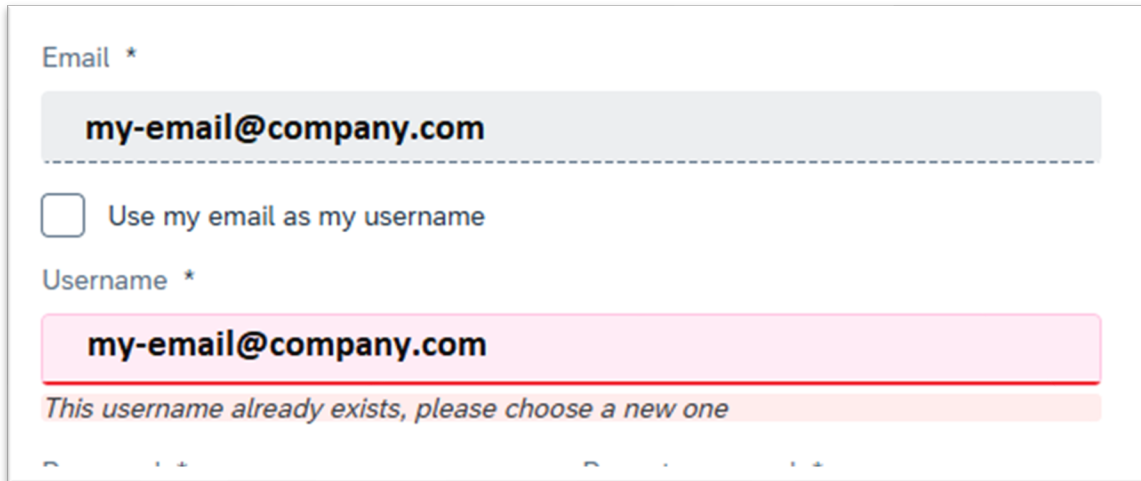
Your account is locked? Try again later... **Something else 2.**

Can't find what you're looking for? **3.** [Create a Case](#)

This way a new form is open where you can describe your issue and submit it.

Existing username

This issue happens if you already have an account. You have two options, either go back and select Login with existing user and then request forgotten username



The screenshot shows a registration form with two main sections: 'Email' and 'Username'. The 'Email' section has a label 'Email *' and a text input field containing 'my-email@company.com'. Below this is a checkbox labeled 'Use my email as my username'. The 'Username' section has a label 'Username *' and a text input field also containing 'my-email@company.com'. This field is highlighted with a red border, and a red error message is displayed below it: 'This username already exists, please choose a new one'. The form is set against a light gray background with a subtle grid.

Or you can create a new username.

Important: Do not change your company email suffix! (something@domain.com)

Email *

my-email@company.com

☐ Use my email as my username

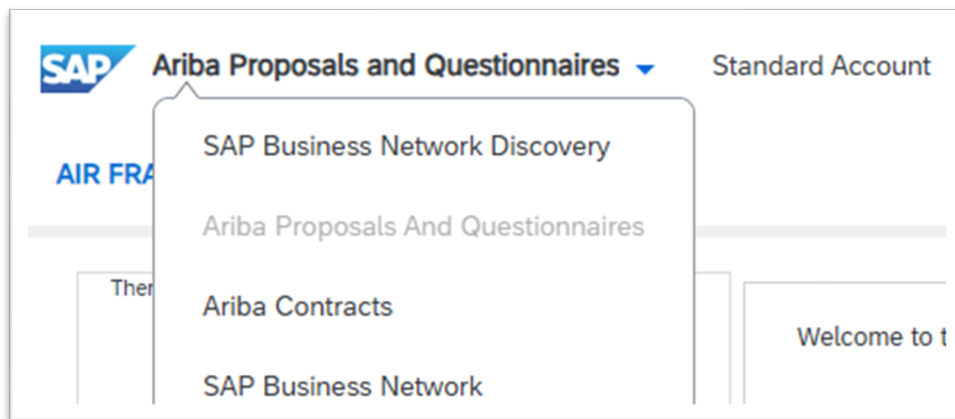
Username *

my-new-username@company.com

This username already exists, please choose a new one

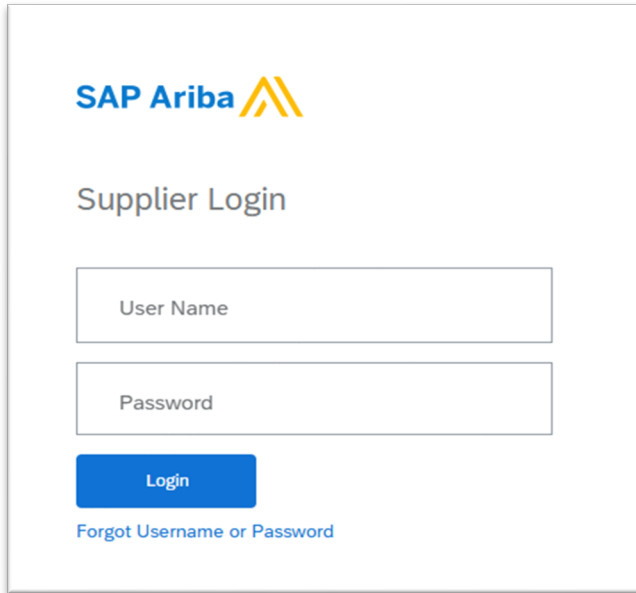
Change tab in Ariba Network

If you see Business Network, Ariba Contracts or Business Network Discovery please select Proposals and Questionnaires from the dropdown.



Wrong login page

In this type of issue, you land already the login page of SAP Ariba Network which looks like this:

The image shows a screenshot of the SAP Ariba Supplier Login page. At the top left is the SAP Ariba logo, consisting of the text "SAP Ariba" in blue and a yellow stylized mountain icon. Below the logo is the text "Supplier Login" in a grey font. There are two input fields: the first is labeled "User Name" and the second is labeled "Password". Below these fields is a blue "Login" button. At the bottom of the login area is a link that says "Forgot Username or Password" in blue text.

To solve this issue please go back to your email box and search for an invitation email.

This email arrived around the same time as the one that you opened this document and looks like this:

Welcome, XY XYY.

Air France KLM has registered you as a user on their Ariba Spend Management site. Before you can access Air France KLM's events, you must register on the Ariba Commerce Cloud.

[Click Here](#) to register on the Ariba Commerce Cloud and access your account.

If you are unable to launch a browser using this link, copy the link and paste it into the address bar of any of the supported Web browsers to form a single-line URL.

https://airfranceklm-T.supplier.ariba.com?awsso_tkn=26oKCbLTNx67ae0f68ad12435555

NOTE: This URL is only valid for 30 days. Make sure to register on the Ariba Commerce Cloud before the link expires. After you register on the Ariba Commerce Cloud, you can no longer use this link.

Thank you,
Ariba, Inc. Administrator

If you haven't received this email, please contact

- if you supposed to answer a questionnaire (bank/tax, certificates, General information, ESG): email to supplier.bud.bsc@klm.com
- if you supposed to participate in a RF*-event: email to procurement.support.bud.fssc@klm.com

with the request to re-send the invitation email.

Important: Include your company name.