

# Ariba Network: processing RFQ requests from UPM

Guideline for UPM's suppliers  
2022

UPM **BIOFORE-BEYOND** FOSSILS



# What is Guided Buying RFQ?



## What changes?

- UPM has earlier taken SAP Ariba into use for head office purchases (including research and development units),
- Now SAP Ariba usage is extended to sending out requests for quotations/ offers (RFQ) to suppliers

## What does NOT change?

- Sourcing contact people in UPM head office and business units.
- Registration, Sourcing, Contracting and Ordering via SAP Ariba

# Ariba Network for suppliers



## What is Ariba Guided Buying RFQ?



Allows UPM personnel to request offers from suppliers in an easy manner



After supplier selection UPM will create Purchase Order based on the supplier offer



Supplier is notified by email when UPM has sent the RFQ request



RFQ is additional functionality and do not change any existing processes



Supplier creates offer in Ariba Network

# Steps for the suppliers



Supplier registration in Ariba (completed)

Ariba Network account settings and creation of new users (completed)

Guided Buying RFQ processing in Ariba Network

Guidelines in this document

The image shows three overlapping screenshots of documents related to supplier registration. The top document is a 'User guide for Supplier registration' with a UPM logo. The middle document is an email titled 'Dear Valued Supplier,' from UPM BIOFORE BEYOND FOSSILS, detailing the benefits of digital procurement and providing instructions for registration. The bottom document is another email titled 'Register as a supplier with UPM - TEST', which includes a 'Hello!' and instructions on how to create an account with Ariba Network.

[Supplier instructions at UPM.com](#)

Information that you have received previously by email

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# RFQ processing



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# Supplier journey during RFQ (Request for quotation)





# 1. RFQ invitation and logging in to Ariba Network

1. When there is a new RFQ from UPM, the recipients defined in Ariba Network account receive an email notification from Ariba Network [Ariba network account settings](#)
2. Open the email and click on [Click Here](#). Ariba login page opens.
3. Log in to Ariba Network with your username and password (created when you registered in Ariba Network)

**1**  
UPM - TEST has invited you to participate in an event: RFQ424-UPM Facility Mgnt is requesting offer



Dear Test Supplier T0S

We invite you to participate in the following Request for Quotation (RFQ) event: RFQ424-UPM Facility Mgnt is requesting offer for painting. The event is set to begin on Tuesday, March 8, 2022 at 12:04 AM, Pacific Standard Time and you can submit your offer by Sunday, March 20, 2022 at 2:59 PM, Pacific Standard Time.

Use the following username to log in to UPM events:  
[testsupliert0s@gmail.com](mailto:testsupliert0s@gmail.com).

**2**  
[Click Here](#) to access this event. When you click this link, log in with your username and password. There you can choose to accept or decline the event.



**3**  
Supplier Login

[Forgot Username or Password](#)

## 2. Participate to the RFQ event



- After logging in, you will be directed to the Request for Quotation (RFQ) event
- You can see the basic information of the event in this view: dates and description
- You can process the event in two different ways:
  - A. Intend to Participate
  - B. Decline to Participate

A screenshot of the Ariba Sourcing web application. The header shows "Ariba Sourcing" and navigation links like "Company Settings", "Test Supplier TOS", "Feedback", and "Help". Below the header, there's a breadcrumb "Go back to UPM - TEST Dashboard" and a "Desktop File Sync" link. The main content area is titled "Event Details" and shows the document ID "Doc923859913 - RFQ424-UPM Facility Mgmt is requesting offer ...". A yellow banner contains the text "You must decide whether or not you intend to participate in this event." Below this banner are three buttons: "Intend to Participate" (highlighted with a red box), "Decline to Participate", and "Print Event Information". A "Time remaining" clock shows "12 days 13:03:27". On the left, there's a sidebar with "Event Messages", "Download Tutorials", "Response Team", and a "Checklist" with items: "1. Review Event Details", "2. Select Lots/Line Items", and "3. Submit Response". The main content area also displays "Event Overview and Timing Rules" with fields for Owner, Event Type, Description, Currency, Commodity, Regions, Publish time, Response start date, and Due date. At the bottom, there's a footer with copyright information and links to "SAP Business Network Privacy Statement", "Security Disclosure", and "Terms of Use".

## 2A Intend to Participate (1/3)



1. When you create your offer, click first “Select lots”
2. Click the tickbox on the correct row(s).
3. To finalize the selection, click “Confirm Selected Lots/Line Items”.

Doc923859913 - RFQ424-UPM Facility Mgmt is requesting offer ...

Download Content Select Lots Print Event Information

All Content  
Ariba Sourcing

< Go back to UPM - TEST Dashboard

Select Lots Doc923859913 - RFQ424-UPM Facility Mgmt is requesting offer for painting

Choose the lots in which you will participate. You can cancel your intention to participate in a lot until you submit a respo

▼ Checklist

1. Review Event Details
2. Select Lots/Line Items
3. Submit Response

Select Lots/Line Items Select Using Excel

Lots Available for Bidding

<input checked="" type="checkbox"/>	Name
<input checked="" type="checkbox"/>	1.1 Facility Maintenance Services RFQ

Facility Maintenance Services RFQ: UPM requesting offer for facility maintenance services.

Confirm Selected Lots/Line Items

## 2A Intend to Participate (2/3)

4. Update at least mandatory fields (marked with red asterisks\*) e.g. Price and Quote validity Date. Mandatory fields may vary depending on the RFQ.
5. You can expand (+) and collapse (-) the row data. When you expand (+) the row data you can also add an attachment.
6. When you are ready to send your offer, click “Submit Entire Response”.
7. Then confirm by clicking “OK”.

All Content

Name	Price	Quantity
1 Items 1.1 Facility Maintenance Services RFQ	More... + * €1,800.00 EUR	1 each
2 Terms 2.1 Ship To 2.2	Dynamo Business Park - Hatanpää Valtatie 24 Tampere, FIN 33100 Finland Quote Validity Date: * Thu, 31 Mar, 2022	

(\*) Indicates a required field

Submit this response?  
 Click OK to submit.

Price

More... + \* €1,800.00 EUR



## 2A Intend to Participate (3/3)

8. You have submitted a response. You can click "Done" or "Revise Response" if needed. By selecting "Revise Response" you can still edit your offer and submit the final version.
9. Find the newly created offer in the list of Open Events until it is possible to submit the RFQ response.

The screenshot shows the SAP Ariba interface. At the top, a yellow message box states: "You have submitted a response for this event. Thank you for participating." Below this message are two buttons: "Done" and "Revise Response", both highlighted with an orange box and a circled number 8. Below the message box is the text "All Content".

The main interface shows the SAP Ariba logo and navigation menu. The user is logged in as "Standard Account" with an "Upgrade" button and "TEST MODE" indicator. The page title is "UPM - TEST".

Below the navigation bar, there is a section titled "Events" with a table of events. A circled number 9 points to the first row of the "Status: Open (8)" section. The table has columns for Title, ID, End Time, Event Type, and Participated.

Title	ID	End Time	Event Type	Participated
► Status: Completed (33)				
▼ Status: Open (8)				
RFQ424-UPM Facility Mgmt is requesting offer for painting	Doc923859913	3/20/2022 11:59 PM	RFP	Yes
RFQ421-Test	Doc921560102	3/12/2022 12:59 AM	RFP	Yes
RFQ419-Test	Doc921208396	3/12/2022 12:59 AM	RFP	Yes
RFQ417-Marketing selfservice AB 2	Doc920942328	3/11/2022 11:59 PM	RFP	Yes
RFQ418-UPM Marketing is requesting offer for new product ASD	Doc920942343	3/11/2022 11:59 PM	RFP	No
RFQ420-Marketing AB low touch xxxx	Doc921488740	3/11/2022 11:59 PM	RFP	Yes
RFQ412-Test	Doc920350512	3/11/2022 12:59 AM	RFP	No
RFQ413-Test	Doc920350525	3/11/2022 12:59 AM	RFP	No
► Status: Pending Selection (17)				

### 3 Summary of Email notifications related to RFQs



UPM informs suppliers during the RFQ event by email, you will get by at least the following emails:

1. Invitation to RFQ (see example)
2. Information when "Respond by"-date for the RFQ event has been passed, and UPM is no longer accepting responses.
3. Information when supplier selection has been done
  - A. The company giving the winning RFQ will be notified by email and later UPM will send a purchase order.
  - B. Also other participants will notified by email after the awarding has been done.



Dear Test Supplier T0S

We invite you to participate in the following Request for Quotation (RFQ) event: RFQ442-Extra Elevator Maintenance. The event is set to begin on Wednesday, March 23, 2022 at 2:26 AM, Pacific Daylight Time and you can submit your offer by Wednesday, April 6, 2022 at 2:59 PM, Pacific Daylight Time.

Use the following username to log in to UPM events:

[testsupliert0s@gmail.com](mailto:testsupliert0s@gmail.com).

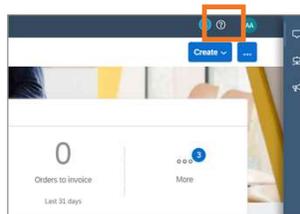
[Click Here](#) to access this event. When you click this link, log into Ariba Network with your username and password. There you can choose to participate or decline the event.

# Support and guidance



## SAP Ariba support

- [UPM - SAP Ariba information portal](#)
  - [Guidelines for using Ariba Network Standard account](#)
- Ariba Help & Support Center:  
Click on the "?" symbol on the upper right corner of your Ariba Network account



## UPM support and ways of working

- Check support material from
  - [Join UPM on the Ariba Network](#)
  - [Ariba Network account settings](#)
- Ask by email about UPM RFQs, orders and order processing: [contactsops@upm.com](mailto:contactsops@upm.com)

**Please note:** UPM uses [Basware system for electronic invoicing](#). Invoicing in Ariba is not available for UPM suppliers.

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