

SUPPLIER FREQUENTLY ASKED QUESTIONS (FAQ'S)

Question #	Question Classification	Question / Answer
#1	Help/Assistance	<p>How do I contact Ariba / get help from Ariba?</p> <p>Navigate to the "HELP" menu (located in the top right hand corner of e-sourcing screen/tool), and select "CONTACT US".</p> <p>For help, United States and Canada (toll-free): 1 866 218 2155 United Kingdom (Freephone): 0800 358 3556 Europe: +44 20 7187 4144; Asia: +65 6311 4745 All other locations, call +1 412 222 6153.</p> <p>Ariba provides Supplier support 24 hours per day/5 days per week.</p>
#2	Help/Assistance	<p>I am new to this tool and been invited to participate in a SaskTel event. How do I get started/know what to do?</p> <p>Located under "HELP" (top right hand corner of e-sourcing tool), Suppliers will find numerous Ariba TUTORIALS and GUIDES which SaskTel encourages new users to read. On average, the tutorials take less than 3 minutes to view and provide new users with very helpful information.</p> <p>In addition, within each event, SaskTel has endeavoured to provide instructions to assist Suppliers with how to participate in the event.</p>
#3	Response Team	<p>How do I set up/work as a Response Team when I have been invited to an event by SaskTel</p> <p>Response Teams should be set up by SaskTel at the time the event is published.</p> <p>If more than one individual from your organization will be participating in an event, BEFORE COMMENCING YOUR EVENT RESPONSE, please contact the SaskTel Buyer responsible for the event and provide them with the contact information of each participant from your organization. Once set up by SaskTel, each participant will be provided with their own log-in and password)</p> <p>Suppliers can have up to 10 people added as a part of your response team. It is very important that these be set up before you begin your response. Although a response team can be created after the Supplier has begun their response, SaskTel would have to delete the Supplier and then re-invite them to the event. If the Supplier has already begun their response, this action would cause their original response to be deleted from the system. Therefore, please ensure that all intended participants have been provided to the SaskTel Buyer PRIOR TO COMMENCING YOUR RESPONSE.</p> <p>Without SaskTel's written approval/direction to Ariba, Suppliers should note that Ariba is NOT able to set up response teams on the Supplier's behalf due to segregation of duties between SaskTel and Ariba. Therefore, it is important that you contact SaskTel to establish your response team PRIOR to beginning your response to the event.</p>

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#4	Notice of Intent to Participate	<p>I was invited to the procurement event by SaskTel, but DO NOT intend to respond. I keep getting updates from regarding the event from SaskTel. How do I let SaskTel know that I don't want to participate so that I don't get anymore alerts for this event?</p> <p>The first time you log into the SaskTel event, you will be presented with a 'DECLINE TO RESPOND' button. This option goes away, once the Supplier begins to participate (by completing the NDA requirements, etc.)</p> <p>If after completing the prerequisite questions, you do not intend to submit a response, please contact the SaskTel Buyer and advise them that you do not intend to respond.</p> <p>At this point, SaskTel MAY remove the Supplier from the Event Supplier List OR may leave the Supplier on. If SaskTel leaves you on the Supplier list, even though you have indicated that you do not intend to respond, you will continue to receive any updates that SaskTel makes to the event until the event closes.</p>
#5	General	<p>How do I get to invited to a SaskTel procurement opportunity?</p> <p>SaskTel posts/announces all of our procurement opportunities to SaskTenders. The posting/announcement on SaskTenders will provide instructions to suppliers on how to request participation in an event.</p> <p>Once you have been invited to a SaskTel procurement event, you will receive an event invitation e-mail from SaskTel. Embedded within this e-mail will be a hyperlink, which once clicked upon, will take you directly to the procurement event you have been invited to participate in. Suppliers are encouraged to bookmark the Ariba e-sourcing site as a "favourite" in your browser so that you may readily access the SaskTel e-Sourcing tool and/or the event.</p> <p>Suppliers may also "self-register" without being invited to a SaskTel event. Please visit SaskTel.com website for further instructions/information on how to self-register.</p>
#6	General	<p>How do I get into Ariba Sourcing, create a password, accept the Terms of Use, and configure my company profile?</p> <p>See also item #5 above.</p> <p>See also SaskTel.com website for further information/instructions.</p> <p>Navigate to the "HELP" menu (located in the top right hand corner of e-sourcing tool), select "TUTORIAL" and then click on the "SUPPLIER BASICS" powerpoint presentation. This presentation takes approximately 3 minutes to view and will provide Suppliers with the "basics" of utilizing Ariba Sourcing.</p>

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#7	Login, ID & Password	<p>I forgot my password. How do I get a new one?</p> <p>Suppliers may (1) re-set their password from the SaskTel.com website, (2) contact Ariba (see contact information provided in Item #1 above) to re-set their password, (3) contact SaskTel buyer responsible for the procurement event</p> <p>Suppliers are, however, encouraged to record their user name/passwords in a secure/readily accessible location to ensure that they have ready access to Ariba E-sourcing on an ongoing basis.</p>
#8	Supplier Profile Questionnaire	<p>I have already completed SaskTel's Supplier Profile Questionnaire (SPQ) prior to participating in a procurement event, but now I am being requested to review and re-submit it. Why?</p> <p>If you are a returning Supplier who has previously completed the SPQ, any changes made by SaskTel in the ensuing period between when you first completed the SPQ and the current event, you will be required to provide new and/or changed information.</p> <p>From time to time, SaskTel may UPDATE their SPQ. If you are a new supplier to SaskTel you would not have completed the SPQ previously and therefore completion of the SPQ will be a mandatory requirement.</p> <p>Suppliers should note that once they have registered and completed the SPQ, they always have access to view/edit their SPQ with new/updated information. As well, Suppliers are encouraged to keep information on your SPQ as current as possible. It is from the SPQ that SaskTel is able to view company contact information (for purposes of inviting participants to a new event), source suppliers within our supplier database based on the supplier service and/or product offerings as identified via UNSPSC codes within their SPQ, etc.).</p>
#9	Supplier Profile Questionnaire (SPQ)	<p>How do I update my SPQ as and when information changes?</p> <p>Log in to the supplier home screen, in the top top left hand of the screen, click on button that reads "UPDATE PROFILE", make changes/edit profile.</p> <p>SaskTel will not need to re-approve the updated Supplier Profile Questionnaire. A notification generated by Ariba will be sent to SaskTel notifying SaskTel that the Supplier has updated their SPQ.</p>

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#10	Supplier Profile Questionnaire (SPQ)	<p>How do I know whether I have been approved as a vendor after completing the SPQ? Do I get some kind of notification from SaskTel or Ariba?</p> <p>Essentially there are three ways in which the Supplier may complete a SPQ. Suppliers should note that SaskTel does NOT have a list of prequalified suppliers. All SaskTel purchasing above our internal purchasing thresholds are posted to SaskTenders. Any Supplier who expresses an interest in participating in an event will be provided the opportunity to do so. Suppliers are encouraged to bookmark SaskTenders in their website to see all of SaskTel's current procurement opportunities. Suppliers are also encouraged to read the information posted to the SaskTel.com procurement opportunities for further information on how to do business with SaskTel.</p>
		<p>Scenario #1: SaskTel has Invited you to a SaskTel Event (either (a) because you expressed an interest in participating in an event posted on SaskTenders and have been invited to the supplier list for the event, OR (b) because SaskTel had previous knowledge of your organization and has invited you to an event): New Supplier/Participating in a SaskTel Event to which you have been invited. If you have not previously completed SaskTel's Supplier Profile Questionnaire (SPQ), the Supplier will be required to complete the SPQ before being granted access to the SaskTel event. In this event, the invitation e-mail you receive to the event will take you directly to the Ariba system. Within the SPQ, there are some mandatory questions (identified in red) and non-mandatory items (identified in black). Completion of the SPQ may take up to 20 minutes to complete.</p>
		<p>For Scenario #1: You will know your SPQ has been accepted/reviewed by SaskTel because once you have completed the SPQ, you will be given access to the procurement event. Elements of the completed SPQ will be utilized by SaskTel in evaluating the procurement event.</p>
		<p>Supplier has Self-Registered via the SaskTel.com External website: Any Supplier may register as a new supplier and fill out the Supplier Profile Questionnaire. Upon completion of the SPQ by the Supplier, SaskTel may (a) review and approve, OR (b) request further information be provided prior to approval. In Scenario (a) Suppliers WILL NOT see notification of approval from the Ariba system. The Supplier will not see that they have been approved UNTIL they are invited to participate in a SaskTel event. At their option, the SaskTel Buyer MAY send notification to Suppliers who have self-registered advising them of their approval status. At that time SaskTel may also provide the Supplier with a username and temporary password after which the Supplier would be required to log into Ariba and change their password to a desired permanent password.</p>

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		Supplier Invited to Event. If you have been invited to an event, you will know you have been approved when you are invited. If you are a new supplier, or a recently approved supplier, you may see different invitation e-mails generated through Ariba. Please follow the instructions identified in the invitation e-mail.
		Returning Supplier: For those Suppliers who have already completed their SPQ in Ariba, upon being invited to a SaskTel event may be required to update their SPQ. This will be required if SaskTel changed their SPQ between the last time the Supplier responded to an event and the current event. The returning Supplier will NOT be required to complete the entire SPQ again; but will only be required to complete the new information requested by SaskTel.
#11	Prerequisites	How do I accept bidder agreements and respond to event prerequisite questions? Navigate to the "HELP" menu (located in top right hand corner of e-sourcing tool), select "TUTORIAL" and then click on the " RESPONDING TO PREREQUISITE QUESTIONS " powerpoint presentation. This presentation takes approximately 3 minutes to view and will provide with Suppliers an overview of how to respond to prerequisite questions.
		Note that when you are in the Guides/Tutorials, you may also utilize the SEARCH menu, where users can type in the specific item they are trying to locate; the search response will provide a listing of all items found in response to your specific word search.
		See also above Item #1 above for Ariba customer support. Ariba provides Supplier support 24 hours per day/5 days per week.
		Within the event, navigate to the "PREREQUISITE" requirements section to complete all prerequisites. See also #12 below.
#12	Prerequisites	I see a gate in the event, but I can't get by it to see or answer the other questions and/or the rest of the event. Why? What do I do? SaskTel often sets gates and/or prerequisites within certain events (e.g., requirement for completion of a Non-Disclosure Agreement due to the proprietary and/or confidential nature of the SaskTel event, etc.)
		If you have completed the prerequisite requirements and you now see a triangle with an exclamation point next to the gate, this means that the Supplier must wait for SaskTel to review/approve the information submitted PRIOR to the Supplier being permitted to move further in the event.
		Once the prerequisite has been approved by the SaskTel Buyer, the Supplier will see a green circle with a check mark next to it and will then be permitted to view other event content.

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#13	RFP Procedures	<p>How do I use Ariba Sourcing to submit online responses to RFPs (Request for Proposal)?</p> <p>Navigate to the "HELP" menu (located in top right hand corner of e-sourcing tool), select "TUTORIAL" and then click on the "RESPONDING TO RFPs" powerpoint presentation. This presentation takes approximately 5 minutes to view and will provide Suppliers with an overview of how to respond to RFP's.</p> <p>This presentation provides very useful information for new users or as a refresher for users who have not participated in an event for a period of time.</p>
#14	Navigation	<p>I have been invited to a SaskTel procurement event, but when I enter the event I do not see a place where I can enter my response. The event shows the question only. How do I respond?</p> <p>Upon entering the SaskTel event, you will see a MENU located down the LEFT HAND side of your screen (with four steps)</p> <p>Item #1 - Review Event Details - this view will allow you to read ONLY the questions, and will NOT allow you to enter a response.</p> <p>Item #4 - Submit a Response - from this view you will be able to see BOTH the question AS WELL AS the answering field.</p> <p>To begin your response, navigate to ITEM #4 - SUBMIT A RESPONSE.</p>
#15	Navigation	<p>How can I view my Event List?</p> <p>Navigate to the "HELP" menu (located in top right hand corner of e-sourcing tool), select "TUTORIAL" and then click on the "PARTICIPATING IN EVENTS" powerpoint presentation. This presentation takes approximately 5 minutes to view and will provide Suppliers with information on how to participate in an event.</p> <p>Whenever the Supplier logs into Ariba, the system will take you to the Supplier Dashboard. This is the Supplier's home screen. If you are not on the home screen, click on "HOME" to get to the home screen. From the home screen you will see a series of headers, separated by statuses from which you will be able to navigate from.</p>

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#16	Communicate with SaskTel	<p>How do I communicate with the SaskTel buyer?</p> <p>Navigate to the "HELP" menu (located in top right hand corner of e-sourcing tool), select "TUTORIAL" and then click on the "PARTICIPATING IN EVENTS" powerpoint presentation. This presentation takes approximately 5 minutes to view and will provide Suppliers with information on how to participate in an event.</p> <p>Within an event, Suppliers may click on "COMPOSE A MESSAGE" at any time to ask a question or communicate with the SaskTel Buyer.</p> <p>Typically within specific SaskTel events, SaskTel identifies the rules regarding communications. Within a specific event, SaskTel also identifies the dates/times for Supplier questions and SaskTel's response.</p>
#17	Exporting to Excel	<p>How do I export the event to Excel?</p> <p>This would depend on why you are exporting to Excel and for what purpose.</p> <p>If your intent is to export to allow you to READ only the event, click on "TABLES" option, then click on "EXPORT ALL ROWS".</p> <p>If you want to export to Excel in order to COMPLETE the event offline and then re-upload, please review the following. Exporting to Excel (with the intent to complete off-line and IMPORT back into Ariba) may NOT always be an option, and will depend on how SaskTel set the event up to begin with.</p> <p>In order for you to COMPLETE the event off-line and then re-upload, SaskTel would have been required to enable the "ENABLE CUSTOM OFF-LINE OPTION" which would allow Suppliers to export to Excel, complete off-line and then import back into Ariba. If SaskTel has enabled this OFF-LINE OPTION, Suppliers would see a button which reads "DOWNLOAD CONTENT". If this button is not visible, SaskTel did NOT enable the OFF-LINE OPTION.</p> <p>SaskTel may choose NOT to ENABLE CUSTOM OFF-LINE OPTION as Supplier's often experience difficulties in uploading the Excel spreadsheet back into Ariba.</p> <p>If SaskTel has enabled the "ENABLE CUSTOM OFF-LINE OPTION" and you are experiencing difficulties in uploading your response, please contact Ariba (see Item #1 above for Ariba contact information). Ariba will be able to assist you through the process.</p>

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#18	Attachments	<p>I see within the event that there are attachments that I am supposed to download, but I don't know how to download/view these. What do I do?</p>
		<p>Some Supplier systems MAY have POP-UP BLOCKERS that prevent them from downloading documentation that has been attached to a SaskTel event. The procedures for turning off the POP-UP BLOCKER may be different from Supplier to Supplier and is based on the type of operating system being utilized by the Supplier. Please contact Ariba for instructions to turn off POP-UP BLOCKERS.</p>
		<p>See Item #1 for Ariba contact information.</p>