

Supplier Information Management (SIM)

Frequently Asked Questions (FAQs)

1. What Is Ariba?

Ariba is an SAP company involved in providing online procurement services for companies in various industries. Founded in 1996, Ariba is considered one of the pioneers in internet business to business transactions. Through Ariba's software technology, companies are basically given an easier way to purchase things over the internet.

2. What Is Ariba SIM or Ariba SPQ?

Ariba Supplier Information Management (SIM) is an Ariba solution that enables Sasol to invite prospective suppliers to complete all supplier related registration documentation online. Once a supplier has registered, Sasol internal workflow is triggered which leads to the supplier either being approved, rejected or marked for development.

The Supplier Profile Questionnaire (SPQ) inside SIM is the electronic detailed questionnaire that replaces the current paper supplier application forms. Suppliers need to keep this up to date to ensure that Sasol can at any time report on supplier latest available information.

3. What does it cost for me to use SIM?

Usage of Ariba SIM is free to all suppliers. Please note this is different to the Ariba Network VDI/EDI offering (hosted on Quadrem). EDI offers functionality through which suppliers can exchange transactional documents such as purchase orders and purchase order confirmations with Sasol directly. Functionality currently being expanded and implemented through the VDI Project is to include goods receipts notifications, service entry submissions, service entry acceptance notification, invoice submission and payment notifications.

4. What are the benefits to Sasol in using Ariba Supplier Information Management?

- Facilitates improved supplier relationships due to accurate and up to date visibility of information
- Reducing paper work and automated supplier onboarding process
- Automated internal work-flow to ensure forms don't go missing and get to the correct people for processing
- Eliminating paper and thus reducing costs
- Reducing cycle time in getting vendors vetted and approved
- Reducing errors of recapturing manually
- Promotes compliance and helps mitigate risks
- Improves data integrity and security

5. What are the benefits to me, a supplier, in using Ariba Supplier Information Management?

The Sasol Supplier Portal will benefit our Suppliers in the following ways:

- Facilitates and streamlines inter-company communication
- Reduces manual and paper-based re-work, costs and is environmentally friendly
- Reduces errors
- Serves as a single point of access
- Improves data integrity, management and storage security
- Improves turn-around time
- Automates email notifications and expiry warnings on important documents

6. Benefits of the Ariba Network to me as a supplier

Ariba gives you the opportunity to drive new revenues and exposure through optional programs and FREE programs such as Ariba Network Discovery, which provide suppliers with exposure to more than 1,000 buyers currently using Ariba. International Suppliers on the Ariba Supplier Network have reported 15 to 32% increases in sales. In addition, Ariba offers suppliers the opportunity to develop their B2B eCommerce capabilities, which gives them an opportunity to differentiate their offerings.

7. Can any supplier sign up to become an approved Sasol Supplier?

Yes. Although anyone can register and apply to become a Sasol vendor, either from the Sasol website or via invitation, each application will be evaluated on a needs basis and will be subject to approval.

8. How can I go about to become an approved Sasol Supplier? A supplier will be invited if a need is identified for a new supplier and this need is communicated to Supplier Application Management. Supplier Application will action the request by entering basic contact details within SIM and invite the prospective supplier via email. This email will contain a hyperlink which will enable the supplier to first register on the Ariba public domain and thereafter will follow the link to the Sasol profile questionnaire. Otherwise if you are a prospective supplier, you can apply to become a Sasol Supplier by registering on Ariba from Sasol's website and your application will be subject to Sasol approval.

9. I forgot the link to Ariba for Suppliers

<http://supplier.ariba.com>

10. Can I register on the Ariba Network if I am not yet Sasol Supplier?

Yes, anyone can register at <http://supplier.ariba.com>

11. What are the Connectivity requirements I need to connect to Ariba?

Internet Browser

- Apple Safari 4
- Apple Safari 5
- Microsoft Internet Explorer 11 (32-bit)
- Microsoft Internet Explorer 10 (32-bit)
- Microsoft Internet Explorer 9 (32-bit)
- Microsoft Internet Explorer 8 (32-bit)
- Microsoft Internet Explorer 7 (32-bit)
- Google Chrome 26, 32
- Mozilla Firefox 24 ESR, 27 ESR

Email

- Valid e-mail address

Internet Access

12. Who should I contact if I am having technical difficulties?

Ariba support can be contacted on the toll-free number: **0800 981 709** for any of the following issues:

- Password or connectivity issues
- Forgotten URL
- Not sure how to use Ariba
- Need help to upload a document or complete any tasks in Ariba

For any Sasol specific questions and clarification please contact the Sasol Contact Centre at the following number: **0860 10 4 777**

13. What are the sections in the SPQ that I would need to complete?

Depending on type of business entity the following information can be expected:

- Basic Company Information
- Banking Information
- Commodity Information
- Contact Information
- Trade References
- BEE Information
- Safety information

14. What documentation do I need to have available?

Company registration documents (as applicable)

- Company Registration Name and Number
- Partnership Agreement
- CK1 & CK2 or COR 18/COR 18.3
- CM1 / COR 15.1
- CM9 / COR 15.2
- CM22 / COR21
- CM4
- Deed of trust
- VAT certificate

Proof of ownership (as applicable)

- Identity documents of business owners
- CM29 /COR 39

Company profile

- Document describing core business and capabilities of entity

BBBEE Certification and % Breakdown Information

- Code of good practice (2007/2013)
- BBBEE type

- Empowering Supplier
- Town of primary operations
- Municipality of primary operations
- Province of primary operations
- Narrow Base

15. I am a Sasol supplier and I have not yet received an email to complete my profile on SIM?

Current Sasol supplier will be on boarded in the next few months. In the meantime, look out for a communication from Sasol followed by an automated Ariba email. Check spam/ junk folders.

16. I was logged out of Ariba unexpectedly?

Remember to save data regularly as this can happen from time to time and unsaved data will be lost.

17. How long before the login invite to SIM expires?

Suppliers have 30 days to login after being invited

18. Can a supplier edit answers to the supplier profile questions once submitted?

Yes, a supplier can at any time update the supplier profile questionnaire.

19. How long does a supplier have before a session times out?

Approximately 20 min.

20. How can a supplier ensure that he does not lose any work?

Click the Save button often (after each section) or after a file is uploaded.

21. When is the due date for completion of supplier registration on the Sasol Supplier Portal?

This will be communicated per supplier as part of the invitation and quick reference guide.

22. Can a supplier save a partially completed online form for completion at a later stage?

Yes. Save your profile before you close the browser.

23. How do I diversify my service offering to Sasol?

Suppliers can request approval for additional categories but this will extend the approval timeline.

24. How does a company with different branches and different banking account details register online?

This will be determined by Sasol. A single profile can accommodate up to 10 bank accounts.

25. How do I know if my registration process has been completed?

After you click the Submit button, there will be a message to confirm successful submission.

26. What happens after I have submitted the online form?

A series of tasks, approvals and evaluations at Sasol will be triggered. Some tasks will be performed by third parties, such as credit checks. Please allow a considerable amount of time.

27. Why did I receive another request to complete a different supplier questionnaire when I have already completed it previously?

If you receive more than one request to update your profile and the profile answers are exactly the same, please contact the contact center. Contact details in question 12.

28. What if my service offerings do not fit into any categories listed in the Sasol Supplier Categorisation?

Contact the contact center for further advice. Details in question 12.

29. I am not sure who my designated contact is that is allowed to update the SPQ?

Contact the contact center. Details in question 12.

30. Who can I contact, should I want to appeal any decisions made by Sasol?

Contact the contact center for any status updates. Please give at least one month before following up

31. Can an existing Supplier update their information on Ariba through the link provided on the Sasol Supplier Management website?

No, existing Sasol suppliers SHOULD NOT access ARIBA via the link on the Sasol Supplier Management Website. Kindly wait for a formal invitation from Sasol to update your information on ARIBA Please contact the Sasol Contact Centre on: +27 860 10 4777 should you urgently require to update your information on our system.

32. Can any Supplier apply to become a Supplier at Sasol?

Yes, to apply as a new prospective Supplier please go the Sasol.com Supplier Management website and access the link via the Overview or Application and Accreditation sites.