

## Ariba FAQ for Suppliers

1. *Q: I have created an Ariba account; why am I still prompted to register with Swarovski as a supplier?*

**A:** This is because your registration is not complete. Full registration consists of two parts: 1) Creating an Ariba Network account and 2) responding to Swarovski Supplier Registration Questionnaire (this can be accessed via the front page after logging in to Ariba). The actual content of the 'Swarovski Registration Questionnaire' appears only upon accepting 'General Terms of Use for the Swarovski Procurement Suite' (further referred to as 'Terms of Use') and 'Swarovski Code of Conduct for suppliers' (further referred to as 'Code of Conduct'). The Swarovski registration form is much more detailed than the Ariba registration form. You must submit responses to the 'Swarovski Registration Questionnaire' to complete the full registration process. Please refer to the manual available here, in the Registration Process section:

<https://procurement.swarovski.com/en/index.php>

2. *Q: I did not receive an invitation link from Ariba, even though I was assured it had been sent to me?*

**A:** Please search your mailbox for keywords 'Invitation: Register to become a supplier with Swarovski' – this is the email title. You will recognize the email by a large Swarovski logo in the header. If this does not return results, please check your spam and junk filters and validate with your contact person from Swarovski the email address to which the invitation was sent.

3. *Q: I have the 'submit button' but I do not see the Swarovski questionnaire*

**A:** To access the main Swarovski Registration questionnaire, make sure 'Terms of Use' and 'Code of Conduct' are accepted (select relevant option from dropdown list).

4. *Q: I have created an account on Ariba, but cannot find Swarovski questionnaire under the square icon and proposals?*

**A:** Please make sure you are accessing Ariba from the link within the invitation email – it will take you directly to the registration form. Do not attempt to create an account on your own by going directly to the Ariba website – due to security reasons, such registration will not be linked to Swarovski documents. Under certain circumstances, if an account merger is

required (your company already has presence in Ariba) the standard method will not provide our questionnaire, please use this link:

<https://service.ariba.com/Supplier.aw/125009088/aw?awh=r&awssk=01KBaTGf&dard=1>

5. *Q: Why must I accept the 'Terms of Use' and 'Code of Conduct'?*

**A:** These are mandatory in order to be a supplier of Swarovski. Swarovski reserves the right to not engage in commercial relationships with suppliers not compliant with the "Term of Use" and "Code of Conduct". Furthermore, the registration will not proceed unless aforementioned documents are accepted.

6. *Q: The user interface of Ariba is confusing for me, can I obtain an in-depth user manual?*

**A:** Yes! Although we are striving to provide the best user experience for our tools, sometimes additional guidance is required to make things go swiftly. A manual is available on <https://procurement.swarovski.com/en/index.php> in Registration Process section. If more detailed information is still required, please do not hesitate to contact your contact person from Swarovski. We are also very happy to receive your feedback to further improve the tool.

7. *Q: I am unable to log in to Ariba, even if I remove the cookies and accessed the website through one of the recommended browsers?*

**A:** Please ask your contact person at Swarovski whether your Ariba account is visible for them, in the case of successful account creation they should be able to see your "ANID" number. If not, please try to register once again.

8. *Q: It was confirmed that my Ariba account has been successfully created, but I am still unable to log in, how should I proceed?*

**A:** Try using password or login recovery - please refer to detailed instruction <https://uex.ariba.com/auc/node/7949>. Also make sure you have not forwarded the email invitation to register to someone else – the registration, for security reasons should only use the email address of the invited person from start to completion. This can be adjusted later, when the process is complete. If you haven't started the registration yet but would like to hand it over to someone else, please provide their contact information, so we can invite them instead.

9. *Q: Why do I need to register on Ariba to trade with Swarovski?*

**A: Ariba provides you the opportunity to perform document operations directly in Swarovski systems. Paper document or standard emailing are no longer required, while still enabling all essential features of posting order confirmations, shipment notifications and invoicing. Since everything is done within one system, your operations with Swarovski are secured by state-of-art security standards of Ariba. Also, because both you and Swarovski are working on the same document, there is no chance of discrepancies.**

**Ariba ultimately will be employed as the only tool for Registration, (Dis-)Qualification, Sourcing, Contracting, Supplier Evaluation and Risk Management and Document Exchange , and as such is required by Swarovski's corporate policy.**