



# **Supplier Guidance**

## Supplier Registration via Ariba

**2/9/2026 - Version 1.0**

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## 1. Process Introduction

### 1.1. Introduction

This document describes how suppliers create or access an Ariba Network account and complete the Sunrise Supplier Registration Questionnaire so Sunrise can perform identity, legal, banking, compliance, financial, and regulatory checks prior to supplier activation.

**Who should use this guide:** This guide is intended for suppliers who have received a Sunrise invitation to register in Ariba, suppliers who need to complete the Sunrise Supplier Registration Questionnaire, and suppliers who have been asked to update or correct registration details.

**Estimated time to complete:** The registration usually takes around 15–30 minutes if all required information and documents are available before you start.

### 1.2. Scope

This guidance applies to all external suppliers invited by Sunrise to register in Ariba Network and submit the Sunrise Supplier Registration Questionnaire. It details the following steps:

- Create an Ariba Standard Account or log in to your existing account
- Complete and submit the questionnaire from within your profile
- Communication within Ariba

### 1.3. High level process overview

The supplier registration process starts with the invitation email from Sunrise and ends when the supplier receives the approval notification. Completing the questionnaire correctly the first time helps avoid clarification loops and reduces the overall onboarding time.

| Step                      | Supplier action                                                                                 | Sunrise / Ariba action                                         | Outcome                                                      |
|---------------------------|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------------------------------------|
| 1. Receive invitation     | Open the invitation email from Sunrise and click the Ariba registration link.                   | Sunrise sends the registration invitation via Ariba.           | Supplier accesses the registration process.                  |
| 2. Access Ariba account   | Create a new Ariba Standard Account or log in with an existing account.                         | Ariba verifies account access and email ownership.             | Supplier can access the Sunrise questionnaire.               |
| 3. Open questionnaire     | Go to Proposals and Questionnaires and open the Supplier Registration Questionnaire.            | Ariba displays the questionnaire assigned by Sunrise.          | Supplier starts the registration process.                    |
| 4. Prepare information    | Collect company, contact, tax, banking, compliance, and supporting documents before submitting. | Required fields and attachments are checked during completion. | Risk of missing or inconsistent information is reduced.      |
| 5. Complete questionnaire | Enter all required information and attach the required PDF documents.                           | Ariba checks mandatory fields before submission.               | Questionnaire is ready for submission.                       |
| 6. Submit questionnaire   | Click Submit Entire Questionnaire.                                                              | Sunrise internal teams review the submitted information.       | Status changes to Pending Approval.                          |
| 7. Respond if needed      | If requested, revise the response and submit the updated questionnaire.                         | Sunrise may request corrections or additional information.     | Supplier avoids delays by responding quickly and completely. |



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|                     |                                     |                                                                  |                                       |
|---------------------|-------------------------------------|------------------------------------------------------------------|---------------------------------------|
| 8. Receive approval | Wait for the approval notification. | Sunrise completes internal checks and approves the registration. | Supplier is registered and onboarded. |
|---------------------|-------------------------------------|------------------------------------------------------------------|---------------------------------------|

### 1.4. Before you start

Preparing the required information and documents before starting the questionnaire helps avoid correction loops and supports faster supplier onboarding.

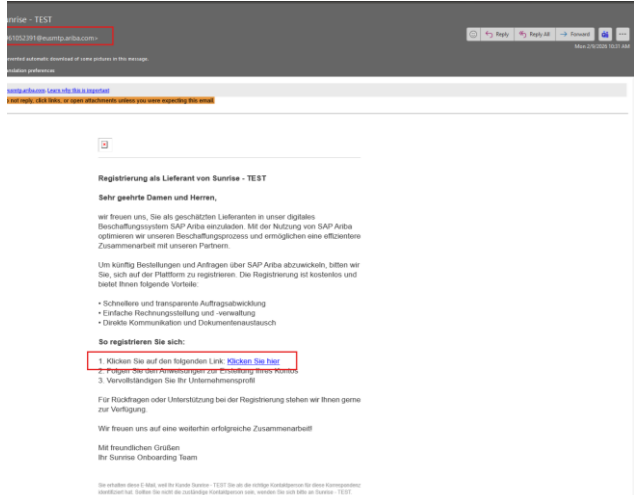
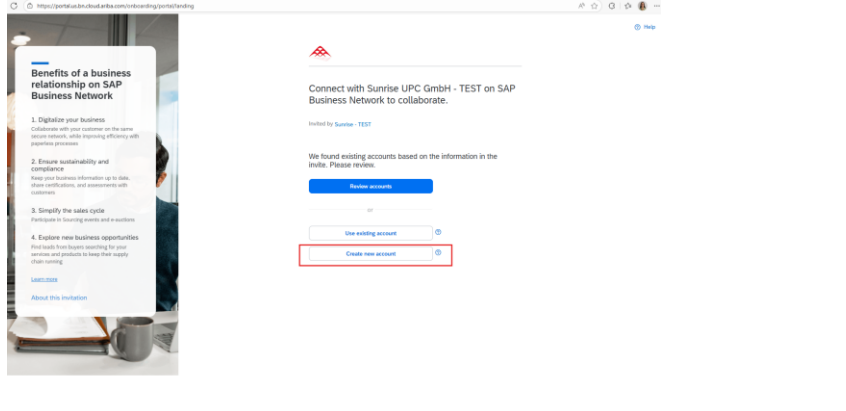
| Before you start checklist              | Why it matters                                                              |
|-----------------------------------------|-----------------------------------------------------------------------------|
| Invitation email access                 | You need the invitation link to access the registration.                    |
| Correct Ariba account                   | Using the correct account avoids access issues and duplicate registrations. |
| Company, tax, bank, and contact details | Complete and consistent data helps Sunrise review the registration faster.  |
| PDF supporting documents                | Readable PDF documents reduce clarification requests.                       |

- You have access to the email inbox that received the Sunrise invitation.
- You know whether your organization already has an Ariba Network account.
- If an existing Ariba account is used, it is linked to the same email address that received the invitation.
- Your legal company name is correct and matches your official registration and banking documents.
- Your main company address, contact details, tax information, and bank account details are available.
- The IBAN entered in Ariba matches the IBAN shown on the supporting document.
- The bank account holder name matches the supplier name used for registration.
- You have an official document confirming IBAN ownership, such as a recent bank statement, an official bank confirmation letter, or an invoice showing the relevant banking details.
- All supporting documents are valid, readable, up to date, and saved in PDF format.
- You have your DUNS number available, if your organization is a registered company.
- You have enough time to complete the questionnaire in one session, or you know how to return to it later.
- You understand that incomplete or inconsistent information may lead to clarification requests and delay the approval.

**Source of truth:** This document is a support material and does not replace Ariba Help. The official and most up-to-date guidance is available on the Ariba Help pages.

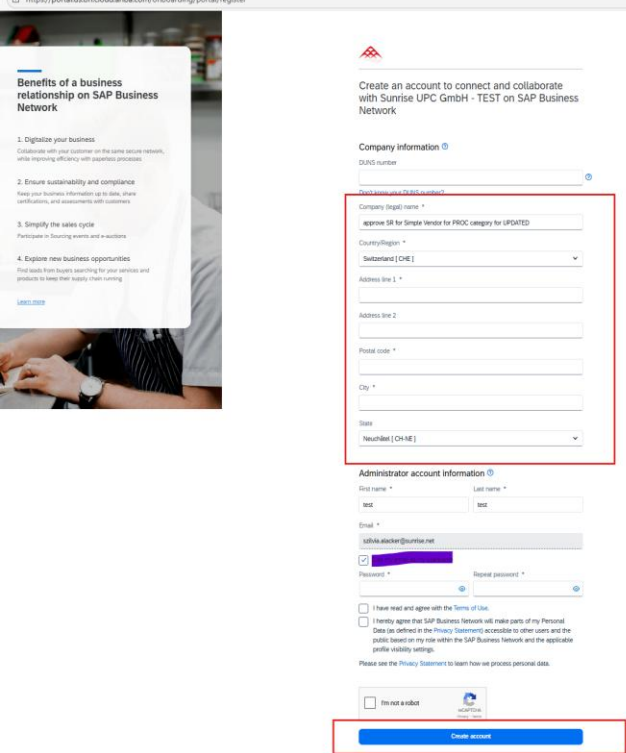
## 2. Supplier Guidance

### 2.1. Invitation Link from Sunrise

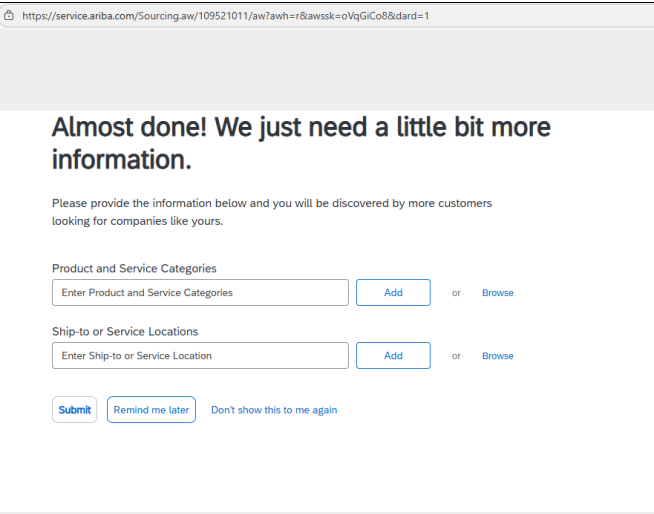
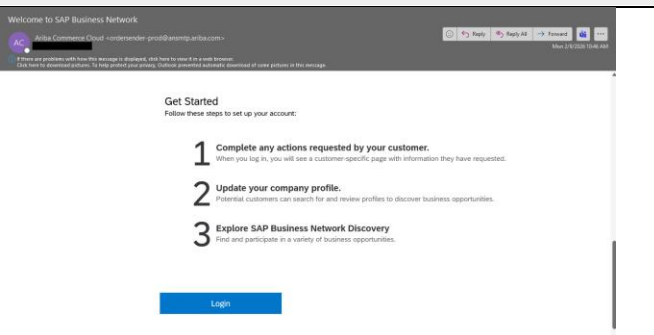
| Description                                                                                                                                                                                                                                                                                                                                | Screenshot                                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <p>You will receive an email from Sunrise P2P team from the following email address; <a href="mailto:s4system-prodeu+upc-T.Docxxxxxxx@eusmtp.ariba.com">s4system-prodeu+upc-T.Docxxxxxxx@eusmtp.ariba.com</a></p> <p>To access the Ariba Network and commence the onboarding process, please click on the link (red box in screenshot)</p> |   |
| <p>Once you click the link, you will be taken to the Ariba Network page. Here, you can either create a new Ariba account or use an existing one to complete your onboarding with Sunrise.</p> <p>Please follow the steps below based on the option you selected.</p>                                                                       |  |

## Supplier Guidance – Supplier Registration via Ariba

### 2.1.1. Creating new account

| Description                                                                                 | Screenshot                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Complete all required fields marked with an asterisk (*), then click Create account.</p> |  <p>The screenshot displays the Ariba Supplier Registration portal. On the left, there is a section titled 'Benefits of a business relationship on SAP Business Network' with four points: 1. Digitalize your business, 2. Ensure sustainability and compliance, 3. Simplify the sales cycle, and 4. Explore new business opportunities. On the right, the registration form is shown. It includes a header 'Create an account to connect and collaborate with Sunrise UPC GmbH - TEST on SAP Business Network'. The form is divided into two main sections: 'Company information' and 'Administrator account information'. The 'Company information' section includes fields for 'Company legal name', 'Country/Region' (set to Switzerland [CHE]), 'Address line 1', 'Address line 2', 'Postal code', 'City', and 'State' (set to Neuchâtel [CH-NE]). The 'Administrator account information' section includes fields for 'First name', 'Last name', 'Email' (set to sblm@sunrise.net), 'Password', and 'Repeat password'. There are checkboxes for 'I have read and agree with the Terms of Use' and 'I hereby agree that SAP Business Network will make part 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'. A red box highlights the 'Create account' button at the bottom of the form.</p> |

## Supplier Guidance – Supplier Registration via Ariba

|                                                                                                                                                                                                                                 |                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <p>A verification email will be sent to the email address you provided above.</p> <p>Once you have verified your email address, the link will open a new tab and take you to the final steps to complete the account setup.</p> |   |
| <p>Once your account has been created, you will receive a confirmation email.</p>                                                                                                                                               |  |

### 2.1.2. Use existing account

If you already have an active Ariba account registered with the same e-mail address that received the invitation e-mail, please sign in to your existing account and proceed to step 2.2.

### 2.1.3. Review accounts

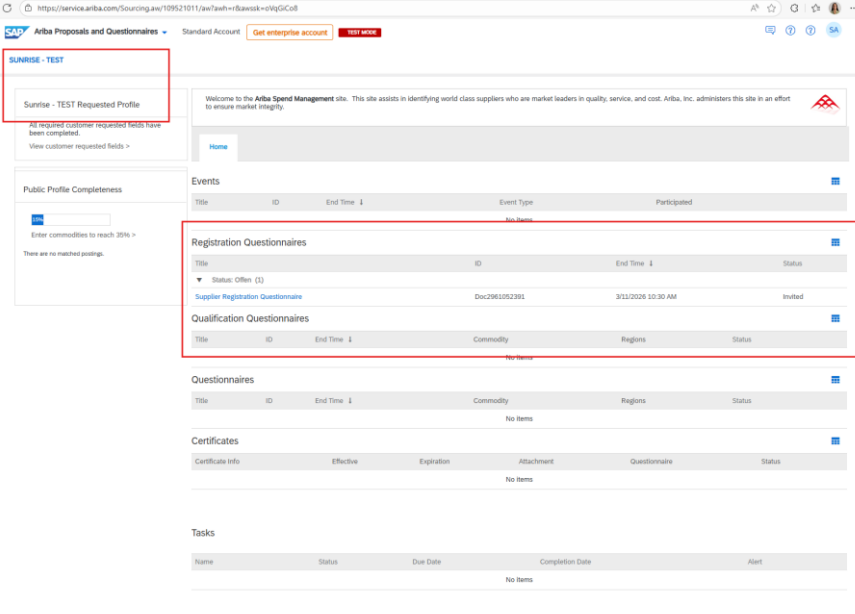
Under 'Review accounts', you can check whether any existing Ariba accounts may match your organization. If you find a match and need access to be reviewed, click the displayed button to contact your Ariba Admin.

## 2.2. Registering as a Supplier with Sunrise

| Description | Screenshot |
|-------------|------------|
|-------------|------------|

## Supplier Guidance – Supplier Registration via Ariba

Go to the Ariba Proposals and Questionnaires tab in your profile to find the Questionnaire from Sunrise. Click 'Supplier Registration Questionnaire' to open it.



The screenshot shows the Ariba Spend Management portal. On the left sidebar, the 'Ariba Proposals and Questionnaires' tab is selected. The main content area displays a 'Registration Questionnaires' table with the following data:

| Title                               | ID            | End Time           | Status  |
|-------------------------------------|---------------|--------------------|---------|
| Supplier Registration Questionnaire | Doc2961052361 | 3/12/2026 10:30 AM | Invited |

### 2.2.1. Registration Questionnaire Statuses

| Status               | Description                                                                                                                |
|----------------------|----------------------------------------------------------------------------------------------------------------------------|
| Invited              | The buyer has sent the invitation, but the supplier has not yet started the questionnaire.                                 |
| In Registration      | The supplier has started filling out the questionnaire but has not yet submitted it.                                       |
| Pending Approval     | The questionnaire has been submitted and is currently being reviewed by the buyer.                                         |
| Registered           | The buyer has approved the registration questionnaire.                                                                     |
| Pending Resubmission | The buyer has requested that the supplier correct or provide more information. Please refer to 2.4.1 for more information. |
| Denied               | The buyer has rejected the questionnaire.                                                                                  |

### 2.2.2. Data & Document Requirements

| Requirements                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Complete all required banking fields accurately.</li> <li>Your registered company name must match the name on your banking records and supporting documents.</li> <li>Supporting banking documents must be valid and up to date.</li> </ul> |

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- The IBAN entered in Ariba must match the IBAN shown on the supporting document; QR-IBAN or different IBANs will not be accepted.
- Your supplier name must be consistent across all registration documents.
- IBAN ownership must be confirmed by official documentation. Bank cards or photos of PDF documents are not accepted.
- Please attach the required IBAN confirmation documents. Acceptable documents typically include:
  - A recent bank statement
  - An official bank document confirming the account holder name and IBAN
  - An invoice showing the relevant banking details
- All attachments must be provided in PDF format.
- If your organization is a registered company, you will need to provide your DUNS number, a unique business identifier used globally by large corporations to assess businesses. You can search for it using the links below:
  - For Swiss organisations: <https://dunsnumberlookup.dnb.com/en-ch/home>
  - For all organisations: <https://www.dnb.com/de-de/upik-en.html>
  - Your organisation does not have a DUNS number? Request one free of charge: <https://www.dnb.com/en-ch/duns-request.html>

Please note that if any of the above requirements are not met, you may not be able to submit the questionnaire, or our support team may contact you to request correction and resubmission.

### **2.2.3. Common mistakes to avoid**

Using a legal company name that does not match the official registration or bank document.

Entering an IBAN in Ariba that is different from the IBAN shown on the supporting document.

Uploading screenshots, photos, bank cards, or unreadable files instead of PDF documents.

Starting the process with the wrong Ariba account or an email address that did not receive the invitation.

Submitting incomplete information and waiting for Sunrise to request corrections.

### *2.2.4. Completion of Registration Questionnaire*

Once you have entered all information and attached the required documents, click 'Submit Entire Questionnaire'.

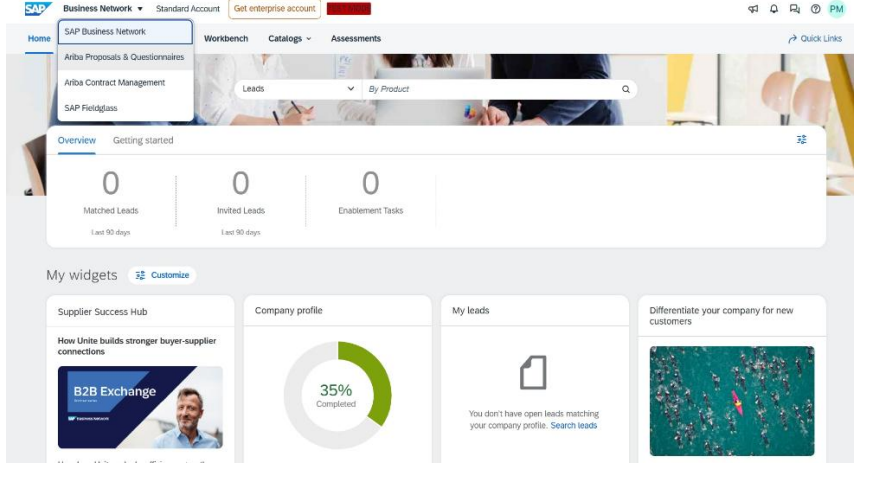
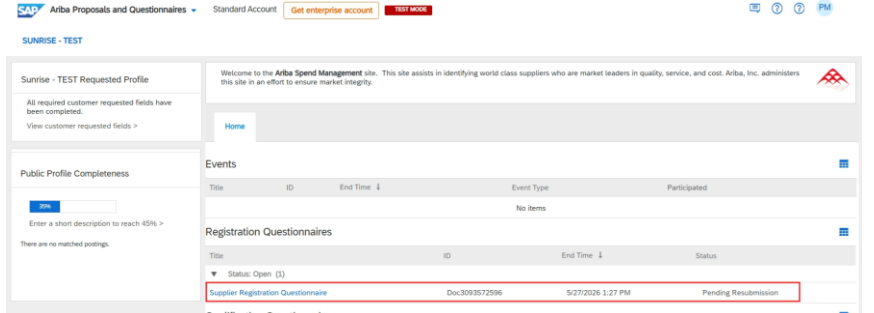
The details you submit will be reviewed by Sunrise internal control teams. The review may take a few business days, depending on the completeness of the submitted information and whether additional checks are required. Please do not submit duplicate tickets during the review period

## Supplier Guidance – Supplier Registration via Ariba

unless your information changes or you are specifically asked to provide additional details. If additional information is needed, the teams may contact you for clarification. For more information, please refer to **2.4.1. Additional Information Required**.

### 2.3. Monitoring a Submission

#### 2.3.1. Accessing Registration Submission

| Description                                                                                                             | Screenshot                                                                           |
|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| To access your registration questionnaires, sign in to your Ariba account and go to Ariba Questionnaires and Proposals. |   |
| You will then be taken to the page where you find your questionnaire.                                                   |  |

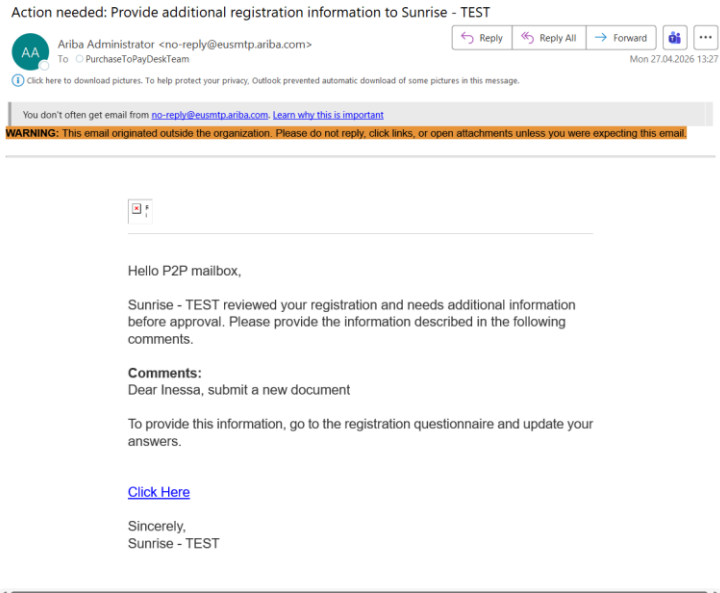
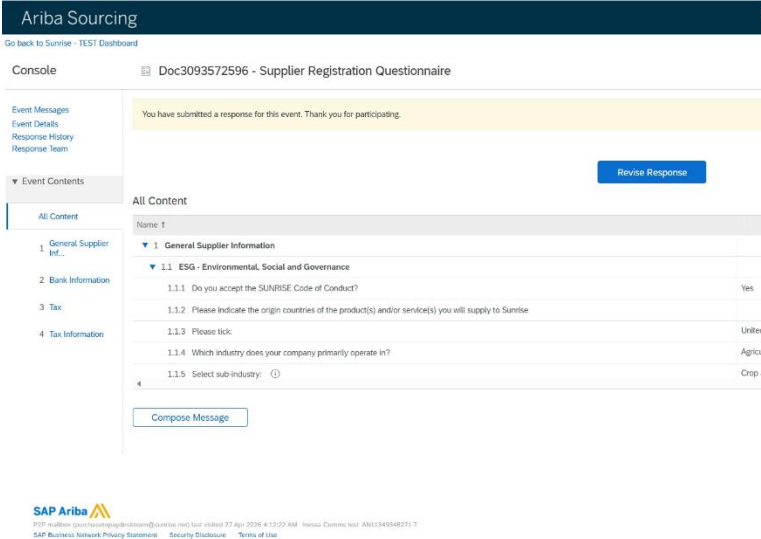
#### 2.3.2. Expired Status

If the initiation link has expired and you cannot open it, please raise a ticket via the chatbot using this [link](#). In your ticket, please confirm the correct email address so the invitation link can be resent.

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### 2.4. Registration Notifications

#### 2.4.1. Additional Information Required

| Description                                                                                                                                             | Screenshot                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <p>If further information is required, you will receive an email notification. Click the link in the email, to open the registration questionnaire.</p> |   |
| <p>Click 'Revise response' and provide the required additional information.</p>                                                                         |  |



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## Supplier Guidance – Supplier Registration via Ariba

Once you have entered all requested information, click 'Submit entire response'.

Submitted responses will then go through internal approval.

### 2.4.2. Approval Notification

| Description                                                                                                                                  | Screenshot |
|----------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Once all internal approvals are complete, you will receive a notification email confirming that you are now onboarded as a Sunrise supplier. |            |

After approval, your supplier registration is active in Sunrise systems. This confirms that the supplier onboarding registration has been completed and allows Sunrise to continue the relevant procurement and supplier processes, such as purchase order communication or further

## Supplier Guidance – Supplier Registration via Ariba

business interactions where applicable. Approval of the registration does not automatically guarantee an immediate purchase order, contract award, or business transaction.

Depending on the supplier risk profile and engagement type, Sunrise may request additional privacy, security, or compliance checks separately via SwissGRC, Sunrise's platform for managing risk and compliance assessments.

### 3. Escalation and Clarification

If you need support during the registration process, please use the correct support channel based on the type of question.

#### 3.1. Questions about the questionnaire content

If you have questions about the content of the Sunrise Supplier Registration Questionnaire, required information, required documents, or clarification requests, please raise a chatbot ticket via the Sunrise supplier page or contact your Sunrise business contact.

#### 3.2. Technical Ariba account support

If you have technical issues with your Ariba account, login, password, account access, or Ariba Network functionality, please contact SAP Ariba Support directly.

| Support topic                                                                                         | Recommended channel                                                                            |
|-------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| Questionnaire content, required documents, clarification requests, or expired Sunrise invitation link | Raise a chatbot ticket via the Sunrise supplier page or contact your Sunrise business contact. |
| Ariba login, password, account access, account administrator, or technical Ariba functionality        | Contact SAP Ariba Support directly.                                                            |

#### 3.3. Troubleshooting

| Issue                                               | What to do                                                                                                                   |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Invitation link expired                             | Raise a chatbot ticket and confirm the correct email address so the invitation can be resent.                                |
| Verification email not received                     | Check your spam or junk folder and confirm that the email address was entered correctly.                                     |
| Cannot find the questionnaire                       | Go to Proposals and Questionnaires in Ariba and make sure you are logged in with the account linked to the invitation email. |
| Cannot submit the questionnaire                     | Check that all mandatory fields are completed and all required PDF documents are attached.                                   |
| Existing Ariba account belongs to another colleague | Contact your internal Ariba account administrator or SAP Ariba Support for account access support.                           |

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### 3.4. Data handling note

The information and documents submitted during registration are used for supplier onboarding, internal verification, and compliance checks. Please only submit documents that are required for the registration process.

### 3.5. Closing note

Thank you for completing your registration accurately. Complete and consistent information helps Sunrise review and approve your supplier onboarding faster.

Please include enough detail in your request, such as your company name, the email address used for registration, and a short description of the issue. This helps the support team review your request faster.