

A close-up photograph of two women with curly hair, smiling and looking towards the left. The woman in the foreground has dark curly hair and is wearing a dark blue top. The woman behind her has lighter brown curly hair and is also wearing a dark blue top. The background is a plain, light color.

# Frequently Asked Questions (FAQ) for the Supplier Onboarding Process in Ariba SLP

Welcome to the Essity Supplier Onboarding process. This document is designed to help new suppliers to Essity to navigate in the Ariba Supplier Lifecycle and Performance (SLP) system. Below are some frequently asked questions to assist you in the onboarding process. Please click on the questions to learn more:

## Contents

.....	1
<b>The Invitation E-mail .....</b>	<b>3</b>
I didn't receive the invitation email/registration questionnaire. Who should I contact for support? .....	3
Can you send the registration link outside of the invitation email? .....	3
Can you send the invitation email to multiple email addresses at the same time? .....	3
<b>Create / Log in to the Ariba Network Account.....</b>	<b>3</b>
How do I register on the Ariba Network? .....	3
Why am I seeing the message "The username and password pair you entered was not found?" .....	4
The system gives an error of "User already exists. Please enter a different username". What should I do? .....	4
The system suggests some possible Ariba Network accounts that could belong to my company. What should I do? .....	4
Why can't I log in to the system? How can I learn my username or reset my password? .....	4
We already have an existing Ariba Network account, but the owner (administrator) has left the company. What should I do? .....	5
When I click on the link inside the invitation email, I end up on the login page instead of the registration page. What should I do? .....	5
<b>The Essity Registration Questionnaire .....</b>	<b>5</b>
How do I complete a registration questionnaire in SLP? .....	5
Why can't I see the registration questionnaire in my Ariba Network account? .....	5
What is a DUNS number? .....	6
How can I find my DUNS number? .....	6
What is a VAT (Value Added Tax) Number and how should it be formatted? .....	6
What is an Organization Number and how should it be formatted? .....	6
What is an IBAN number? .....	7
How do I fill out the bank information field? .....	7
What is a bank certificate, and which information is necessary? .....	7
I haven't received the confirmation email after registering my company. What should I do? .....	7
Why can't I change my answer in the registration questionnaire? .....	7
<b>Training and Support .....</b>	<b>8</b>
Are there any training materials or resources available to help me navigate the Ariba SLP system? .....	8
Who can I contact for support from Essity? .....	8

## The Invitation E-mail

I didn't receive the invitation email/registration questionnaire. Who should I contact for support?

- **Check Spam/Junk folder:** Look for the email in the Spam/Junk folder of the email address provided to Essity.
- **Search by domain:** Search for the invitation email using the domain @eusmtp.ariba.com.
- **Contact Essity buyer:** If you still cannot find the email, contact the Essity buyer to resend the invitation.
- **If the email is still not received, check your company's email security policies.**
- If you need further assistance, email [supplier.onboarding@essity.com](mailto:supplier.onboarding@essity.com). **Always mention your company's legal entity name in communication with Essity.**

Can you send the registration link outside of the invitation email?

No, the registration link can only be sent to the provided email address via the Ariba system.

Can you send the invitation email to multiple email addresses at the same time?

No, the invitation email can only be sent to one email address at a time. To change the email address, contact your Essity buyer and provide the correct email.

## Create / Log in to the Ariba Network Account

How do I register on the Ariba Network?

For detailed instructions with screenshots, refer to the training materials:

["How to register as a Supplier to Essity - Video"](#)

["How to register as a Supplier to Essity - PDF"](#)

## Why am I seeing the message "The username and password pair you entered was not found?"

This error can occur in the following scenarios:

- The username you entered is not currently valid for your account. Please make sure you are using the correct username.
- You might be using a non-certified browser. Please check your browser.
- Your browser cookies have not been cleared. Please check them.

## The system gives an error of "User already exists. Please enter a different username". What should I do?

This error occurs when the username is already taken by another account. To resolve this:

- Set a different username: Deselect the "Use my email as my username" box and set a different username in email format (e.g., [yourname123@company.com](mailto:yourname123@company.com)).

## The system suggests some possible Ariba Network accounts that could belong to my company. What should I do?

- Verify the recommendations. If you believe the system recommendations might be feasible, try to obtain the credentials for that account by contacting the owner (administrator) of the Ariba Network account at your company.
- Ignore and create a new account: If unsure, ignore the recommendations and proceed with creating a new account.

## Why can't I log in to the system? How can I learn my username or reset my password?

- Check for an existing account: Ensure you have an Ariba Network account.
- Use correct credentials: Verify you are using the correct username and password.
- Forgot Username/Password: Use the "Forgot Username" or "Forgot Password" options to retrieve or reset your credentials.

We already have an existing Ariba Network account, but the owner (administrator) has left the company. What should I do?

Refer to the "Quick Guide – Change the administrator in AN" document. If you cannot access the existing account, contact the Essity buyer or email [supplier.onboarding@essity.com](mailto:supplier.onboarding@essity.com) for support.

When I click on the link inside the invitation email, I end up on the login page instead of the registration page. What should I do?

This happens because you have already created an account or registered to Ariba Network system. You can log in to your Ariba Network account at this step. If you forgot your username or password, please refer to [Why can't I log in to the system? How can I learn my username or reset my password?](#).

## The Essity Registration Questionnaire

How do I complete a registration questionnaire in SLP?

For detailed instructions with screenshots, refer to the training materials:

["How to register as a Supplier to Essity - Video"](#)

["How to register as a Supplier to Essity - PDF"](#)

Why can't I see the registration questionnaire in my Ariba Network account?

This issue occurs when suppliers try to log in to their existing Ariba Network account directly without using the link inside the invitation email sent by Essity. To resolve this:

- **Login using the invitation link:** Click the link inside the invitation email to log in. This connects Essity documents to your Ariba Network account and makes the registration questionnaire visible.
- **Check for reminders:** If you receive reminders from Essity indicating that you need to complete the registration questionnaire within 14 business days, please locate the initial invitation email we sent with the registration link. This link is necessary for you to log in or create an account in the Ariba Network system.
- **Select the correct customer page:** Ensure you are on the "**Ariba Proposals and Questionnaires**" page (located If you have already logged into your Ariba Network account but cannot see the questionnaire, make sure you are on the "Ariba Proposals and Questionnaires" page (located in the upper left of the webpage). Ensure that Essity is selected

as the customer. If Essity is not listed, click on "More" to find and select Essity. in the upper left of the webpage) and the correct customer page. If Essity is not listed, click "More" to find the correct page.

- If you still cannot see the registration questionnaire, contact the Essity buyer or email [supplier.onboarding@essity.com](mailto:supplier.onboarding@essity.com).

## What is a DUNS number?

A DUNS number, or Data Universal Numbering System number, is a unique **nine-digit identifier** for businesses assigned by Dun & Bradstreet. It establishes a business's credit file, which can be referenced by lenders and partners to predict financial stability. The DUNS number also identifies a company's hierarchical structure, aiding in managing supplier relationships. Additionally, it is used in various tools and systems, such as government databases and financial institutions, to facilitate business transactions and compliance checks.

## How can I find my DUNS number?

- You can find your DUNS number through your company's registration documents or by contacting your **local Dun & Bradstreet office**.
- **Local D-U-N-S Number Lookup Tools:** You can use the D-U-N-S Number Lookup Tools on the Dun & Bradstreet websites to find your company's DUNS number.
- If you do not have a DUNS number, you can leave this field blank as it is not mandatory.

## What is a VAT (Value Added Tax) Number and how should it be formatted?

- A VAT (Value Added Tax) Number is a unique identifier for businesses that are registered to pay VAT. It is used for tax purposes and is required for invoicing and tax reporting.
- **Format:** The format of a VAT number varies by country. For example, in the EU, it typically starts with the country code followed by a series of numbers (e.g., SE1234567890 for Sweden).

## What is an Organization Number and how should it be formatted?

- An Organization Number is a unique identifier assigned to a company by the national business registry. It is used for legal and administrative purposes.
- **Format:** The format of an Organization Number varies by country. For example, in Sweden, it is a 10-digit number (e.g., 5561234567).

## What is an IBAN number?

An IBAN (International Bank Account Number) is a standard international numbering system for bank accounts. It helps ensure that international transactions are processed correctly.

## How do I fill out the bank information field?

Provide accurate bank information to ensure a smooth onboarding process.

*If necessary, there are online tools, such as the IBAN Calculator, that could be used to validate your inputs before submitting them to Essity.*

## What is a bank certificate, and which information is necessary?

A bank certificate verifies your bank account details. **It must be a headed document issued by your bank and include:**

- **Bank Name:** The name of the bank where the account is held.
- **Supplier Name and Address:** The legal name and address of the supplier.
- **Supplier Bank Details:** The bank account number and other relevant details.
- **Supplier VAT (if applicable):** The VAT number of the supplier, if applicable.
- **Bank Key:** The key or code provided by the bank.
- **SWIFT Code:** The SWIFT code of the bank for international transactions.
- **IBAN (if applicable):** The International Bank Account Number, if applicable.
- **Bank Address:** The address of the bank branch where the account is held.

## I haven't received the confirmation email after registering my company. What should I do?

- **Wait for the email:** The confirmation email might take up to 72 hours but usually arrives within 24 hours.
- **Resend the confirmation email:** Try to resend it or check your company's firewall and email security policies.

## Why can't I change my answer in the registration questionnaire?

You can only change your answers at certain times. If the questionnaire is pending approval, changes are not allowed. To change your answers, click "Review Response" or "Revise Response". If you still cannot edit, contact the Essity buyer or email [supplier.onboarding@essity.com](mailto:supplier.onboarding@essity.com).

## Training and Support

Are there any training materials or resources available to help me navigate the Ariba SLP system?

Yes, Essity provides training materials such as videos and PDFs to help you navigate the Ariba SLP system. You can access these resources through Essity's webpage:  
[essity.com/company/for-suppliers/supplier-management/new-suppliers/](https://essity.com/company/for-suppliers/supplier-management/new-suppliers/)

Who can I contact for support from Essity?

For further questions, contact us via [supplier.onboarding@essity.com](mailto:supplier.onboarding@essity.com) . **Always mention your company's legal entity name in communication with Essity.**

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