



Supplier Lifecycle Performance

India Supplier Registration Quick Start Guide and FAQ

2023 INTERNAL – SAP, Partner & Customer

SAP Business Network Overview

MassMutual has selected SAP Business Network as their electronic transaction provider, and you have been invited to join SAP Business Network and start transacting electronically with us.

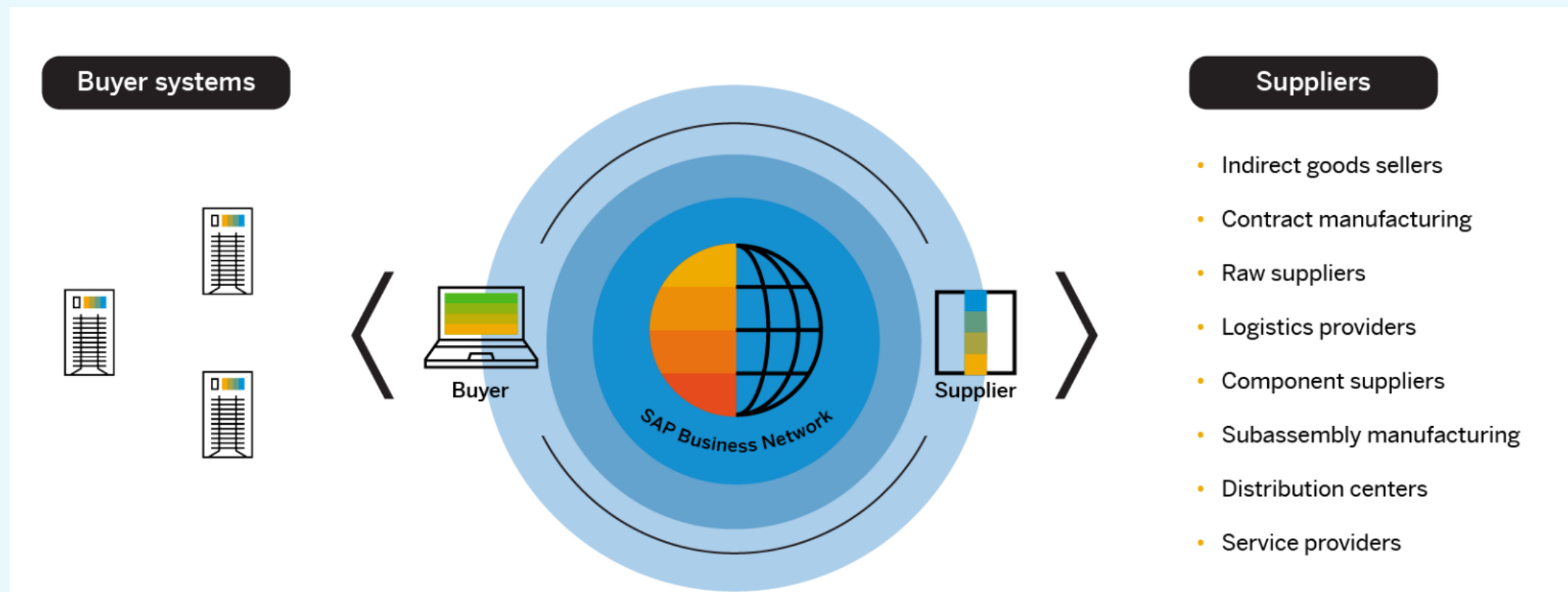
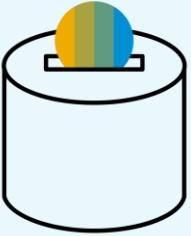


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Cost Implications



Suppliers incur **no costs** to:

- create their supplier **profile**
- create a new SAP Business Network **Standard** Account
- participate in any **sourcing** event (including Registration and Qualification Questionnaires)

In order for a Supplier to conduct business with MassMutual, they will need the following: **a device that can access the internet via a browser** (Desktop, Laptop, Tablet or Smart Phone)

Supplier Pre-Registration



New Supplier Pre-Registration

As part of MassMutual's Supplier Onboarding process, you will receive an email inviting you to complete the Pre-Registration questionnaire.

Click on the "CLICK HERE" link to continue.

From: Ariba Administrator <no-reply@ansmtp.ariba.com>
Date: Thu, Jun 13, 2024 at 7:08 PM
Subject: Massachusetts Mutual Life Insurance Company invites you to participate in this process: Pre-registration
To: Anna Sofia Martin <annatonic@gmail.com>

Massachusetts Mutual Life Insurance Company

Hello Anna Sofia Martin,

Please fill out the listed questionnaires and return them by the specified dates. These questionnaires are necessary to complete the Pre-registration process. Thank you for taking the time to respond to each one.

Process Overview
Process: Preregistration
Category: All Commodities
Region: North America
Process owner: Aniket Harode
Message:

Questionnaire Overview

Name	Assigned To	Respond By
[REDACTED]	[REDACTED]	[REDACTED]
Compliance & Ethics and Supplier Code of Conduct	Anna Sofia Martin	June 13, 2025 at 9:07 AM

[Click Here](#) to view the process.

Best Regards,
SAP Ariba team

Pre-Registration Questionnaire

If your organization does not already have an SAP Business Network account ANID, click on “Create New Account” and complete all the required fields. Please note the standard account is always free, and providing a DUNS number is optional.

If your organization already has an ANID then click on “Use Existing Account” and enter your login credentials.

Benefits of a business relationship on SAP Business Network

- 1. Digitalize your business**
Collaborate with your customer on the same secure network, while improving efficiency with paperless processes
- 2. Ensure sustainability and compliance**
Keep your business information up to date, share certifications, and assessments with customers
- 3. Simplify the sales cycle**
Participate in Sourcing events and e-auctions
- 4. Explore new business opportunities**
Find leads from buyers searching for your services and products to keep their supply chain running

[Learn more](#)

[About this invitation](#)

Connect with Massachusetts Mutual Life Insurance Company on SAP Business Network collaborate.

Invited by Massachusetts Mutual Life Insurance Company

[Create new account](#)

or

[Use existing account](#)

Not sure whether your company already has an account
[Search for your company](#)

Create an account to connect and collaborate with Massachusetts Mutual Life Insurance Company on SAP Business Network

Company information

DUNS number

[Don't know your DUNS number?](#)

Company (legal) name *

Anna Sofia Martin

Country/Region *

United States [USA]

Address line 1 *

363 Bond Street

Address line 2

Apt 456

Address line 3

City *

Brooklyn

State *

New York [US-NY]

Zip *

11231

Administrator account information

First name * Last name *

Anna Sofia Martin

Email *

annatonic@gmail.com

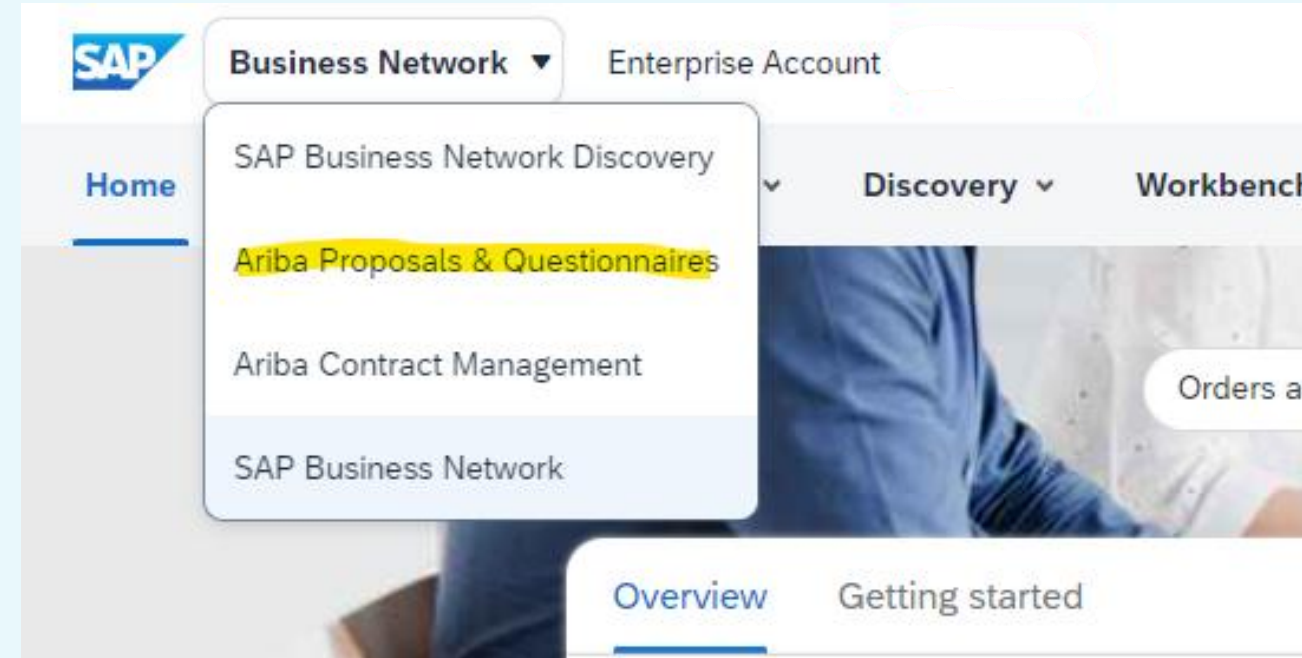
☒ Use my email as my username

Password * Repeat password *

Questionnaire Location

To locate your Pre-Registration Questionnaire, navigate to your SAP Business Network Account and click on “Business Network”.

Select “Ariba Proposals & Questionnaires” from the drop-down menu.



Supplier Pre-registration questionnaire – Supplier Code of Conduct

Review the Code of Conduct and show the acceptance.

Click on Submit Entire Response to submit the pre-registration questionnaire.

Doc5269543440 - Compliance & Ethics and Supplier Code of Con...

All Content

Name 1

1 This questionnaire has been provided so that MassMutual can develop a broad understanding of your company's compliance activities.

▼ 2 Compliance

2.1 Do you have a corporate compliance program (typically comprised of a code of conduct, company policies, compliance education and a reporting hotline)?

2.3 Have you been subject to any significant litigation or regulatory/enforcement actions, or the subject of any significant customer complaints filed with regulators?

3 Supplier Code of Conduct

4 Please review MassMutual's Code of Conduct for Suppliers. [References](#)▼

5 Do you accept MassMutual's code of conduct?

8 Name:

9 Date:

(*) indicates a required field

Submit Entire Response | Save draft | Compose Message | Excel Import

Supplier Registration



Existing Suppliers – Registration

You will receive an **invitation by email** to register with us.

Click on the “CLICK HERE” link to register.



Register as a supplier with Massachusetts Mutual Life Insurance Company-T

Hello!

Responsible Sourcing has invited you to register to become a supplier with Massachusetts Mutual Life Insurance Company-T. Start by creating an account with Ariba Network. It's free.

Massachusetts Mutual Life Insurance Company-T uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If Pym's Packaging already has an account with Ariba Network, sign in with your username and password.

[Click Here](#) to create account now

You are receiving this email because your customer, Massachusetts Mutual Life Insurance Company-T, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact Massachusetts Mutual Life Insurance Company-T.

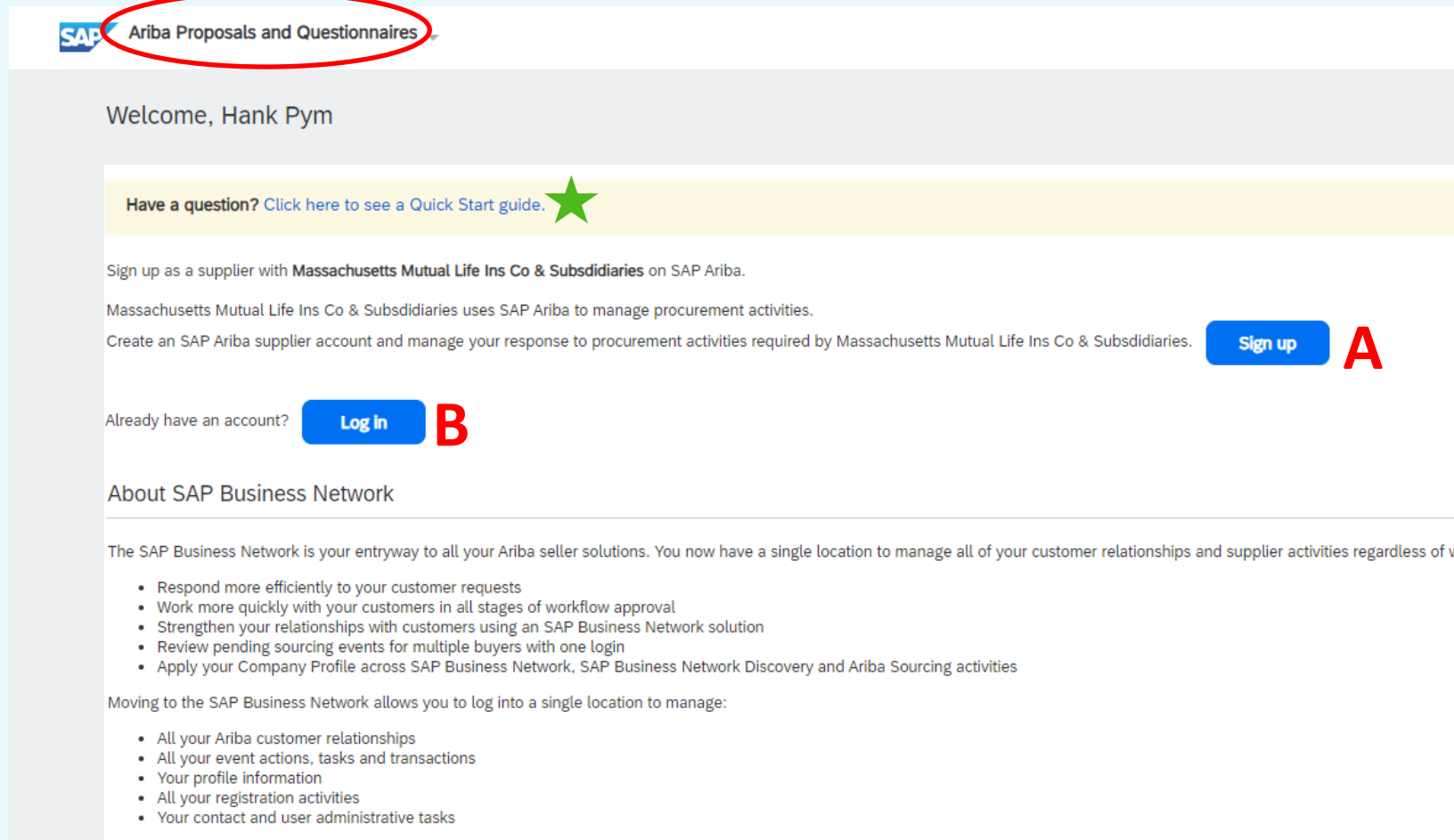
Offices | Data Policy | Contact Us | Customer Support

Powered by 

Supplier Registration

You will be directed to the **Welcome page – Ariba Proposals & Questionnaires** with two ways to proceed:

- A. Click **Sign up**, if you don't have an SAP Business Network Account
- B. Click **Log In**, if you already have an SAP Business Network Account



★ Notice the Quick Start Guide, that links to FAQs, and other help information available to you directly in the [Network Portal](#).

Supplier Registration – Sign Up

To create a new account, fill in all required fields and click “Create account and continue”.

The screenshot displays the SAP Ariba Supplier Registration form, titled "Create account". The form is divided into two main sections: "Company information" and "User account information".

Company information section:

- Company Name:** ARIBA SUPPLIER TRAINING
- Country:** United States [USA]
- Address:** Line 1, Line 2, Line 3
- City:**
- State:** Alabama [US-AL]
- Zip:**

User account information section:

- Name:** Karina Nikolaeva
- Email:** karina.nikolaeva@sap.com
- Use my email as my username:** ☐
- Username:** test-karina.nikolaeva@sap.com
- Password:** Enter Password
- Repeat Password:**
- Language:** English
- Email orders to:** karina.nikolaeva@sap.com

Tell us more about your business section:

- Product and Service Categories:** Enter Product and Service Categories
- Ship-to or Service Locations:** Sweden
- Tax ID:** Optional

The "Create account and continue" button is highlighted with a red circle. The "Cancel" button is also visible.

Supplier Registration – Sign Up

The Network might notice that your company already has an account on the SAP Business Network. If potential duplicates are flagged, they should be reviewed. Many suppliers choose to manage all of their SAP Business Network activities with all of their suppliers under one account. Some suppliers choose to manage in a more de-centralized way. After reviewing the potential duplicate accounts, you can choose to:

A: Continue to Account Creation, or

B: Go back to the previous page to choose to log in with your existing credentials for an existing account

If you think one of the flagged accounts looks like it does belong to your company, but you do not have login credentials for this account, get in touch with your Account Administrator and ask them to set you up with access to Proposals & Questionnaires.

Information

* Indicates a required field

Company Name: * Ru

Country: * Un

Address: * 345

Line 1

Line 3

City: * Cape May

State: * New Jersey [US-NJ] ▼

ⓘ Potential existing accounts

We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account.

Review accounts

SAP Ariba Proposals and Questionnaire

Review duplicate Account

We noticed that your company may already register an Ariba Network account, please review the match results below, then:

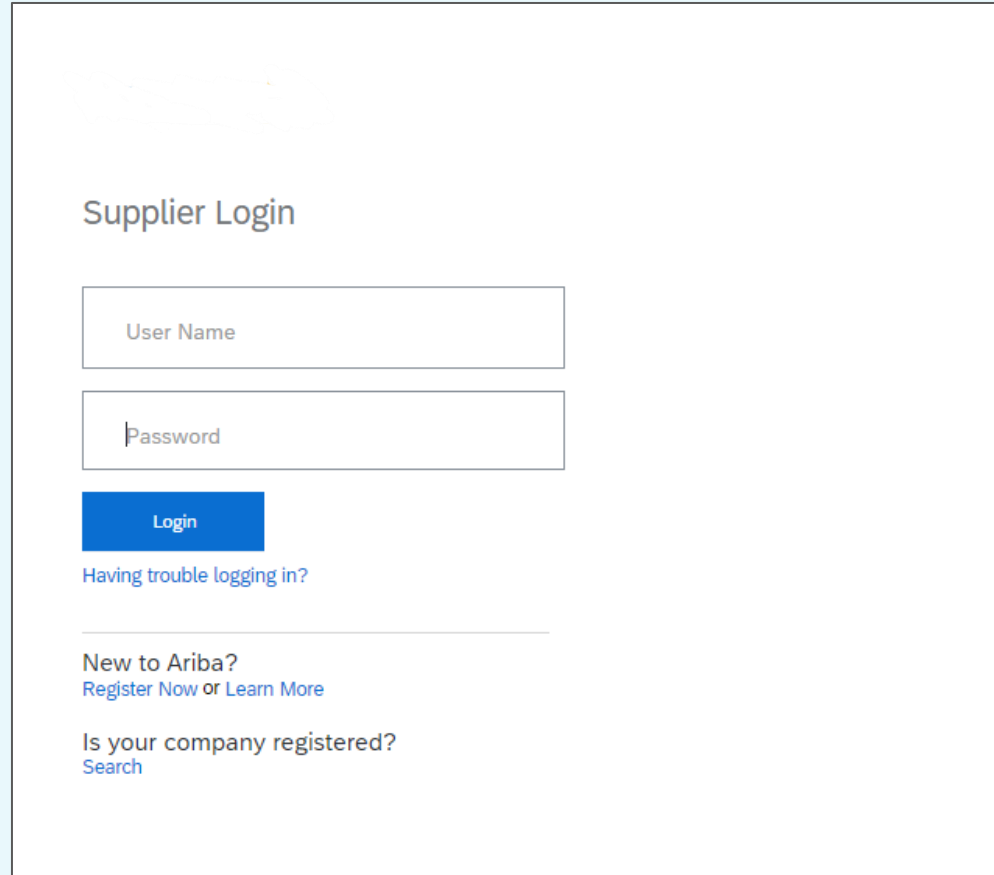
- You can log in the account you are associated with
- Or, you can view the profile and contact the account administrator from there
- Or, if there is no match, you can [Continue Account Creation](#) and we will progress your registration
- Or, you can [Go back to previous page](#)

Match Based On

COMPANY NAME	E-MAIL ADDRESS	DUNS NO.	TAX ID
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Supplier Registration – Log In

If you have an account, log in with your existing account credentials.



The image shows a screenshot of the 'Supplier Login' page. At the top left is the SAP logo. Below it, the text 'Supplier Login' is centered. There are two input fields: 'User Name' and 'Password'. Below the 'Password' field is a blue 'Login' button. Under the button is a link 'Having trouble logging in?'. A horizontal line separates this section from the next. Below the line, the text 'New to Ariba?' is followed by links 'Register Now' and 'Learn More'. At the bottom, the text 'Is your company registered?' is followed by a 'Search' link.

Supplier Login

User Name

Password

Login

[Having trouble logging in?](#)

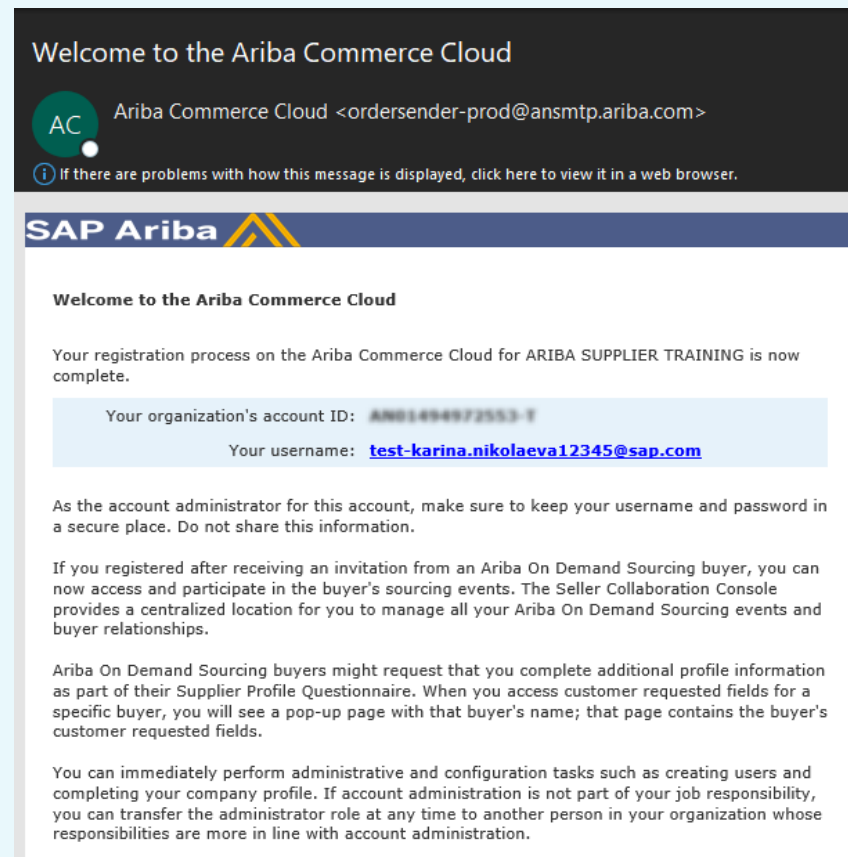
New to Ariba?
[Register Now](#) or [Learn More](#)

Is your company registered?
[Search](#)

Supplier Registration

IMPORTANT: Upon clicking “Create account and continue” you will receive below auto-email confirming a new account created on the Ariba Commerce Cloud for your supplier organization. If you have completed Pre-Registration, the same SAPBN ANID needs to be used to complete Registration as well.

This confirmation does not indicate completion nor approval of your Supplier Registration Questionnaire for MassMutual (see slide 14).



Supplier Registration

Fill in all required fields marked with an asterisk to complete the MassMutual India Registration Questionnaire.

1 Supplier Information

1.1 Legal Entity Name: * ⓘ India Test 3

1.2 Name, continued or alternate name (2) ⓘ

1.3 Name, continued or alternate name (3) ⓘ

1.4 Legal Entity Phone Number: * ⓘ

1.5 Mailing Address *

Street *
7th Floor, Block I, BSR IT SEZ

Line 2

Line 3

City *
Hyderabad

Country/Region *
India

State/Province/Region *
Telangana (36)

1.6 Which MassMutual Entity will you be providing goods and/or services to? * ⓘ

MassMutual India
MassMutual
MassMutual India
MassMutual Romania

1.7 Are you a foreign supplier (located outside India)? *
☐ Yes ☒ No

1.8 Are you the supplier registered for GST? *
☒ Yes ☐ No

1.9 Nature of services or description of goods? *

Enter your organization's legal entity name.

Provide both the phone number and address.

Important: Please select “MassMutual India” from the dropdown, as you are providing goods or services to MassMutual India. If any other entity is selected, the submission will be rejected.

1.7 If you are **not a foreign supplier**, please select “No.” This will direct you to question 1.8, which asks whether you are **registered for GST**.

1.9 Provide a **brief description** of the goods or services you offer.

Supplier Registration

Fill in all required fields marked with an asterisk to complete the MassMutual India Registration Questionnaire.

All Content

Name ↑	
2.4 Company Name as per PAN	*
2.5 PAN No: ⓘ	*
2.6 Proof of PAN ⓘ	* Attach a file
2.7 Business Incorporation Certificate: ⓘ	* Attach a file
2.8 MSMED Registration Code:	*
2.9 MSMED Attachment ⓘ	* Attach a file

▼ 5 SAP Business Network

5.1 MassMutual utilizes the SAP Business Network to transact with suppliers. If your organization already has an SAP Business Network ID (ANID) please provide it here so a trading relationship can be configured. For more information visit www.massmutual.com/contact-us/supplier-information-portal	
5.2 Please provide the email address of your SAP Business Network contact for Trading Relationship Request Acceptance and Account Configuration. ⓘ	*

▼ 6 - Business Capabilities

Please attach copies of your PAN Card and Business Incorporation Certificate (BIC). If you do not have a BIC, kindly state this in a blank Word document and attach it. This will allow our Finance team to proceed with the review.

If you are registered under MSMED, please enter your **MSMED registration code** and attach the **valid supporting documents**. If Not, kindly state this in a blank Word document and attach it. This will allow our Finance team to proceed with the review.

If you are already having with the SAP Business Network, please enter your **ANID** in **Section 5.1**. Else leave it.
5.2: Please enter the email address where we can send the **Trading Relationship Request (TRR)**. This **TRR** will enable you to **connect with MassMutual on SAPBN** and submit invoices electronically based on the **purchase order or contract**.

Supplier Registration

Fill in all required fields marked with an asterisk to complete the MassMutual India Registration Questionnaire.

How to Submit the Tax Document in Section 7.

All Content

Name ↑

6.4 Do you have complete e-business system? ⓘ

7 Tax IDs 1 [Add Tax IDs \(0\)](#)

Tax IDs (1)

Name ↑

Country/Region: 2 India (IN) ⓘ

Tax ID ⓘ	Tax Name	Tax Type	Tax Number
	India: Tax Identification Number (TIN)	Organization	
	India: GST Identification Number(GSTIN)	Organization	

Attach Valid Tax Documentation ⓘ 3 [*Attach a file](#)

W9, GST Certificate, etc.

[Add an additional Tax ID](#) (*) indicates a required field

1. Click on “Add Tax IDs (0)”
2. **Enter the Country/Region** — for example, if you are an India-based supplier, enter “**India**” as the Country/Region.
3. If you hit the cursor on ⓘ you find the short description.
4. If you are located in **India**, please **attach your GST Certificate**. If you are based in the **United States** or any other country, kindly **attach the relevant tax document**, and then click **Submit**.

Supplier Registration

Fill in all required fields marked with an asterisk to complete the MassMutual India Registration Questionnaire.

How to Submit Banking Information.

All Content

Name ↑	
▼ 10 Account Information	Less... -
Complete the Bank Information section & enclose a voided check OR Bank letter. Please inform the banking institution that MassMutual Accounts Payable may reach out to validate the information if r	
10.1 Voided Check or Bank Letter	*Attach a file +
10.2 Email address for ACH remittance:	

Please attach either a bank letter signed by the bank on official letterhead or a voided cheque.

Entre Bank Account Details:

All Content

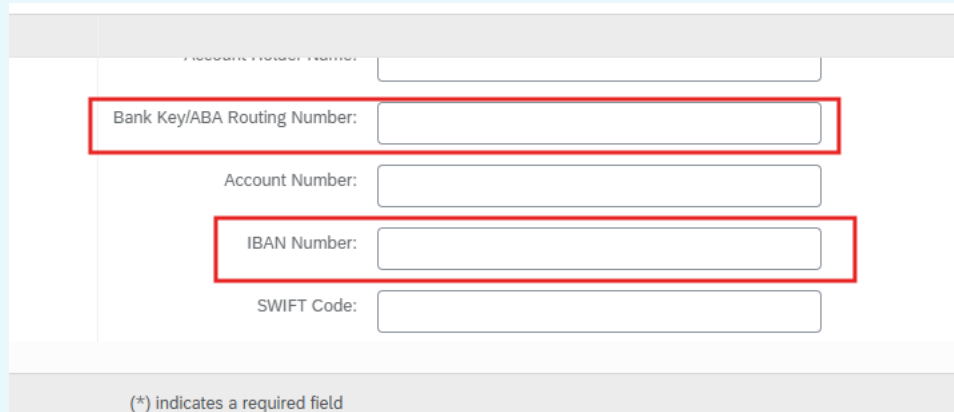
Name ↑
11 Bank accounts
12 Confirmation

Add Bank accounts (0)

Click on Add Bank Accounts.

Supplier Registration

Fill in all required fields marked with an asterisk to complete the MassMutual India Registration Questionnaire.



The screenshot shows a portion of a registration form. At the top, there is a field for 'Account Holder Name'. Below it, four fields are listed: 'Bank Key/ABA Routing Number:', 'Account Number:', 'IBAN Number:', and 'SWIFT Code:'. The first three fields are enclosed in red rectangular boxes, indicating they are required. A red arrow points from the 'IBAN Number' field to a text box on the right. At the bottom of the form section, a note states: '(*) indicates a required field'.

Enter all mandatory banking details, including **Bank Type, Bank Name, Country, Account Holder Name, Account Number, IFSC Code**

Note: For India-based suppliers, enter the **IFSC Code** in both the **IBAN** and **Bank Key/ABA Routing Number** fields.

For Indian Domestic Supplier transacting within India, kindly enter the IFSC code in the IBAN number and Bank key/ABA routing number.

Supplier Registration

Once all questions have been answered, click the **Submit Entire Response** and “OK” to submit button

Doc5334405117 - Supplier registration questionnaire

All Content

Name ↑	
▼ 12 Confirmation	
12.1 We hereby confirm that : We /any of the key leadership / employee / representative has not been an employee of MassMutual in past 1 year ⓘ	* Unspecified ▾
12.2 We hereby confirm that: We /our organization have no relations with anybody currently working in MassMutual as an employee ⓘ	* Unspecified ▾
12.7 I hereby confirm that the above information is accurate and true and any future changes will be updated directly on this questionnaire and resubmitted for review by MassMutual.	* Unspecified ▾
12.8 Type Name: ⓘ	*
12.9 Confirmation Date:	* 
12.10 Place ⓘ	*

(*) indicates a required field

Submit Entire Response

Save draft

Compose Message

Excel Import

Supplier Registration

Your response has been successfully submitted!

The status of the questionnaire is changed to “Pending Approval” while the questionnaire is routed for approvals. At this stage, you no longer can amend your response or revisit the draft, however you can “Compose Message” to MassMutual. After it is approved, the registration will open again to allow for further updates.

Doc2464785608 - Supplier Registration Questionnaire

Pending Approval

You have submitted a response to the questionnaire.

All Content

Name ↑	
and Invoices, electronically via the Ariba Network?	yes
1.10 Are you willing and able to provide electronic catalog content via the Ariba Network?	No
1.11 Are you open to transacting with us using Recipient Created Tax Invoices?	No
1.12 Transaction Information	
1.12.1 E-mail address for purchase orders	test@po.com
1.12.2 E-mail address for accounts receivable	test@ar.com
2 Bank Information	View Bank Information (1)
3 Tax Information	
Country: United States (US) ⓘ	
Tax Name	TaxType Tax Number
USA:	
Social Security Number	Organization

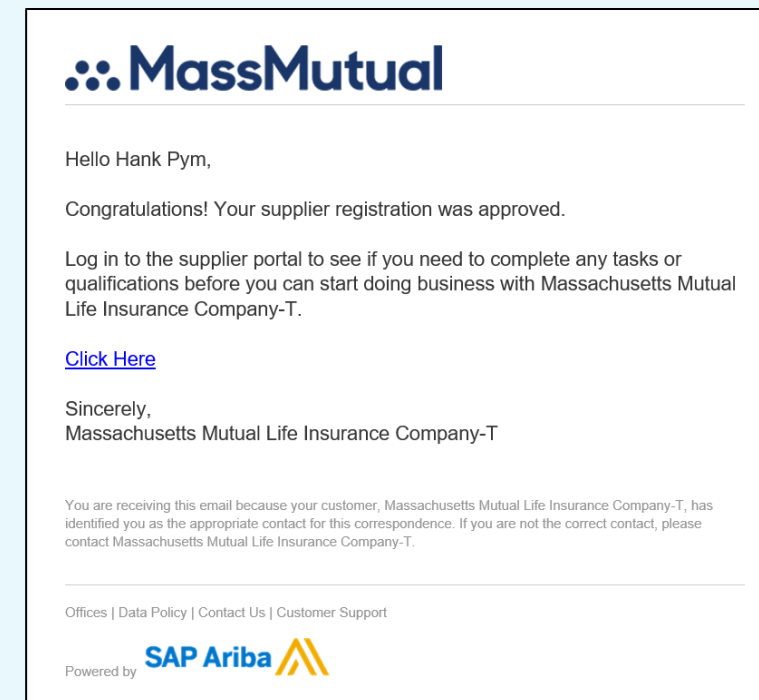
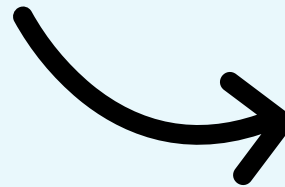
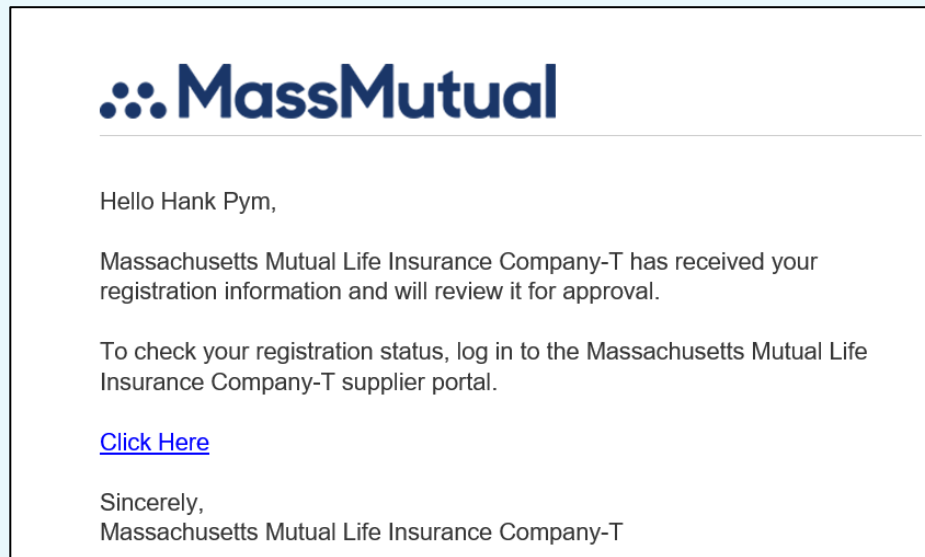
Compose Message

Supplier Registration

Upon response submission, you will receive an automated email informing you the request is sent for MassMutual approval.

- **Next step:** MassMutual India to review the registration information.
- Once your registration is approved, you will receive a confirmation of approval.

This confirmation indicates completion and submission of your supplier registration questionnaire for MassMutual. The approval email indicates that MassMutual approved the information provided on the registration questionnaire.



Self-Managing Your Supplier Details

One of the mutual benefits to using the SAP Business Network for supplier management is that it allows suppliers to self-maintain their data.

After the supplier registration questionnaire is approved by MassMutual it will reopen to allow for updates. If at any time your company's information changes, you should log into the SAP Business Network and update the registration questionnaire to reflect the change.

Keeping the registration questionnaire up to date with accurate details at all times will ensure your company is paid on time, accurately, and considered for potential business opportunities.

To update your registration questionnaire, log into the Network, click on the link to open the questionnaire, click “**revise response**”, make necessary updates, then click “**submit**”.

Changes will be subject to approval.

Logging Back Into the SAP Business Network



Please note that once you've successfully registered through the invitation email, the invitation link can be reused to redirect you to the login screen.

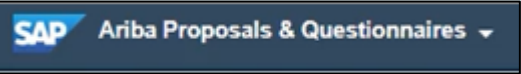
You can also navigate directly to <http://proposals.seller.ariba.com> to login. We recommend bookmarking this page to easily access the SAP Business Network moving forward.

If you cannot remember your credentials/login details, use the “**forgot username or password**” link to recover them.

If for some reason that does not work, you can contact SAP Support to retrieve your account. In such case, please have ready the ANID delivered to you in the automated email confirming a new account created on the SAP Business Network for your supplier organization. This will help the support agent identify your account to reset your password.

Updating the Registration Questionnaire

Once logged into your Network account, ensure you are on the “Questionnaires & Proposals” tab and under the correct customer tab.



Navigate to the Registration Questionnaires section. You will see the registration questionnaire. Notice the status of the questionnaire. If it is in a “Registered” status, you will be able to update it. If in a different status than Registered, you will not be able to make an update. Click on the questionnaire to open it.

Registration Questionnaires						
Title	ID	End Time ↓	Commodity	Regions	Status	
▼ Status: Open (1)						
Supplier registration questionnaire	Doc1900396153	4/3/2021 10:29 AM	Building and Construction... View more	ALL ALL	Registered	

Once you open the questionnaire, you will see that you’ve already submitted a response, but you have an opportunity to Revise Response. Confirm you would like to revise your response, then, the questionnaire will open for editing.

You have submitted a response for this event. Thank you for participating.

Revise Response ⓘ

⚠ Revise Response?

You have already submitted a response for this event. Click OK if you would like to revise your response.

OKCancel

After you’ve made the necessary updates, click “Submit Entire Response”. The updates will route to MassMutual for approval.



Other Events - Modular Questionnaires, Sourcing Events

You may be contacted by MassMutual outside of the registration & qualification to provide additional information. For example: this could be in the form of a Sourcing event, or Modular Questionnaire

For any event or questionnaire that needs to be filled out, you will receive an automated email with a link to login to the Network to participate/complete the questionnaire. While different events and questionnaires can be sent to different supplier contacts, they will all need to be responded to under the same organization ANID.

Events

Title	ID	End Time	Event Type	Participated
▼ Status: Completed (2)				
RFQ93-Test 1	Doc2334951211	3/24/2020 4:15 PM	RFP	Yes
RFQ95-Employee Recognition Sourcing Project	Doc2334951248	3/24/2020 3:46 PM	RFP	No
▼ Status: Pending Selection (5)				
RFQ116-Test	Doc2365710391	4/13/2020 1:56 PM	RFP	No
RFQ110-Test0410	Doc2363506334	4/10/2020 12:27 PM	RFP	No
RFQ99-a_012_1_ah Test	Doc2337155901	3/25/2020 5:47 PM	RFP	No
RFQ98-TC-Test	Doc2337155879	3/25/2020 5:16 PM	RFP	No
RFQ97-Test IK	Doc2336266730	3/25/2020 12:33 PM	RFP	No

Risk Assessments

Title	ID	End Time	Event Type
No Items			

Registration Questionnaires

Title	ID	End Time	Commodity	Regions	Status
▼ Status: Completed (1)					
Supplier Registration Questionnaire	Doc2333158508	4/6/2020 3:13 PM	Building and Construction... View more	GLOBAL Global	Registered

Qualification Questionnaires

Title	ID	End Time	Commodity	Regions	Status
No Items					

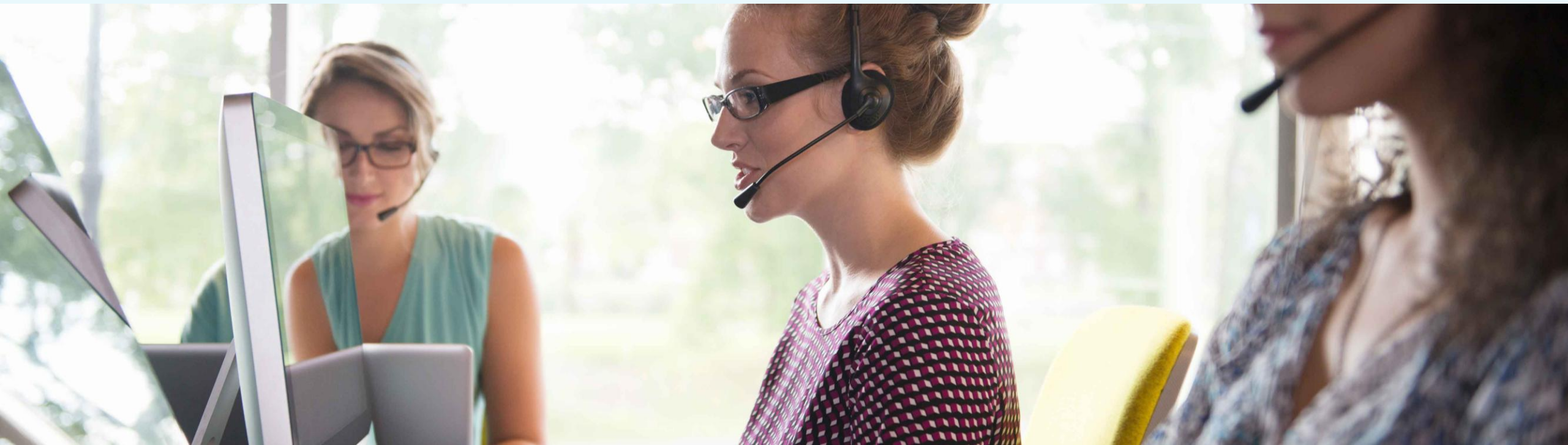
Questionnaires

Title	ID	End Time	Commodity	Regions	Status
▼ Status: Open (6)					
Supplier Self-Certification Form	Doc2366909227	4/14/2021 9:56 AM	(no value)	GLOBAL Global	Approved
Supplier Financial Risk Assessment	Doc2367111954	5/14/2020 8:40 AM	(no value)	(no value)	NotResponded
SAQ	Doc2367111940	5/14/2020 8:40 AM	(no value)	(no value)	NotResponded
GREEN Fleet Supplier Sustainability Standard	Doc2366909260	5/14/2020 8:36 AM	(no value)	(no value)	NotResponded
GREEN Fleet and Rental Car Survey	Doc2366909244	5/14/2020 8:36 AM	(no value)	(no value)	NotResponded
Privacy	Doc2366909214	5/14/2020 8:36 AM	(no value)	(no value)	NotResponded

Certificates

Certificate Info	Effective	Expiration	Attachment	Questionnaire	Status
Woman-Owned Business Enterprise	4/2/2019	4/21/2022	test.docx	Supplier Self-Certification Form	Valid

Supplier Support & FAQs



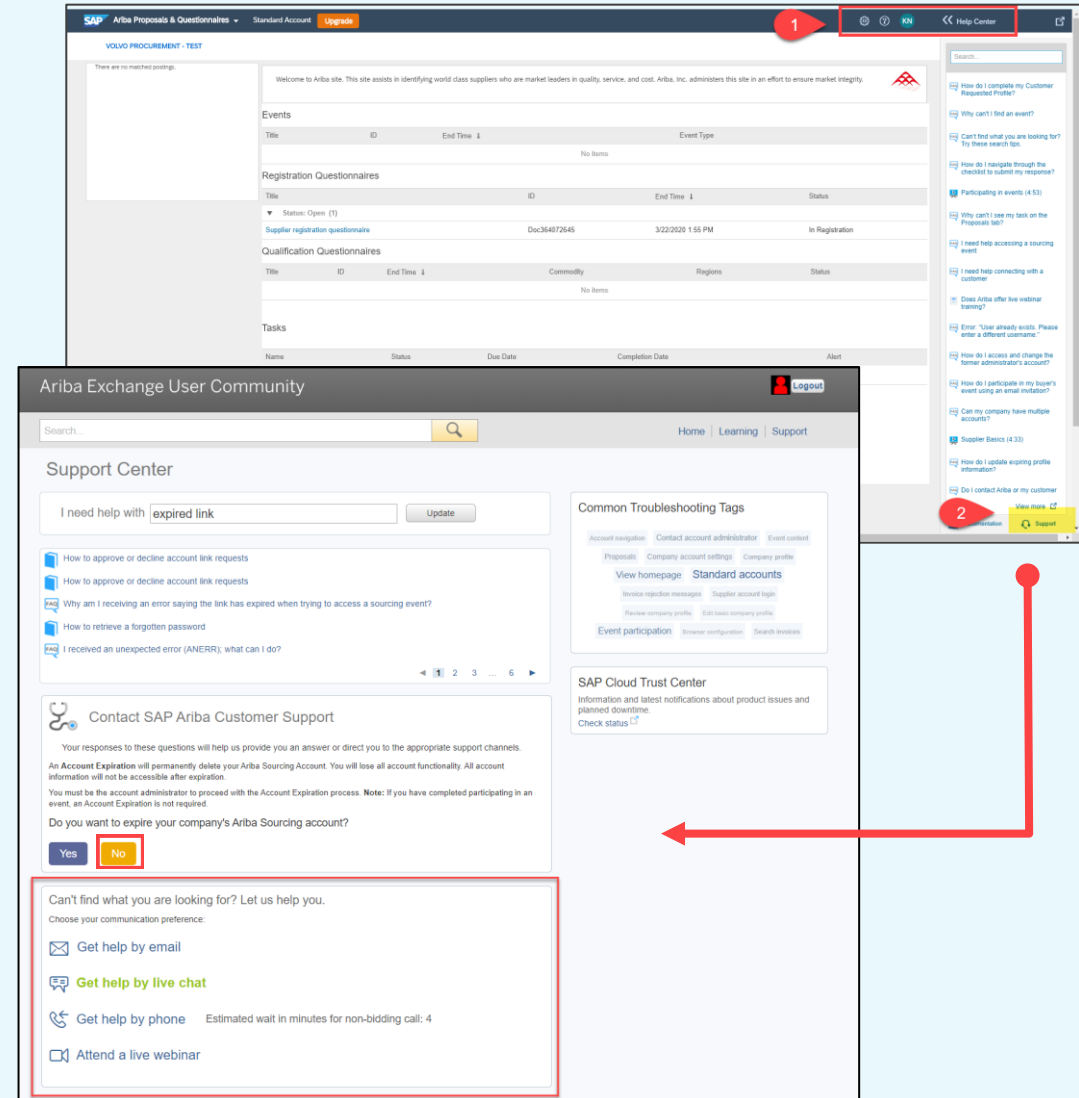
SAP Customer Support for Suppliers

The following support tools are available to suppliers:

- SAP Help Center
 - Accessible directly from Supplier account upon login
 - *Help* sign is displayed in the upper right corner
 - Click on *Help* to see the panel on the right side
 - Popular topics and search bar become available for review
- Live chat, Email or Phone Support
 - Accessible directly from Supplier account upon login
 - *Support* sign is displayed in the lower right corner of Help Center panel
 - Click on *Support* to open a new window
 - Fill in the topic you would like to get help with
 - Answer *Yes* or *No* in the “Contact SAP Ariba Support” section
 - Depending on the answer, you will be directed to the appropriate support channel



In 2019, approx. 88% of Customer Support Service Requests were self-served with the user finding the answer to their query quickly, easily and at a time that is suitable to them.



Supplier FAQ – Part 1

Q

If we are already doing business with MassMutual as a Supplier, do we need to Register again?

A

No, suppliers only need to register once when they go through the onboarding process.

Q

What if I cannot see the Questionnaire?

A

- If you log into your existing SAP Business Network account, toggle to the “Proposals and Questionnaires” module in the left upper corner to see your questionnaires and other forms.
- If you do not see the questionnaire, the questionnaire may not have been sent to your account. Please contact supplieronboardingoperations@massmutual.com to have the link re-sent and then log in with your existing credentials. Note: you must log in to your account via the invitation link in the email in order to see the questionnaire.

Q

What happens once I have completed the Registration Questionnaire?

A

Once you have completed and submitted the questionnaire, wait for a confirmation message stating it has been approved.

Q

Will all of my current information be migrated to the SAP Ariba Supplier Lifecycle Performance module for MassMutual’s view?

A

If you are an existing supplier of MassMutual some of your already entered information may be migrated into the registration questionnaire so you need only confirm it for accuracy rather than starting new. However, you may need to re-enter some information or provide additional information. This will ensure MassMutual has all of the most accurate, up to date information they need to do business with your company moving forward.

Supplier FAQ – Part 2

Q

I received more than one system generated invitation to Register? Are these duplicates?

A

If you have more than one business that is actively trading with the SAP Business Network, you will receive a system generated invitation to register per organization or legal entity. You will need to re-register and re-qualify each one separately.

IMPORTANT! When registering or qualifying multiple companies, please do so **one at a time**. Please do not have any other SAP Business Network related invitations to register open in different tabs of your browser. Doing so may result in the details for one company accidentally being saved or linked to another company's questionnaire.

Q

Why do we need to join?

A

MassMutual is implementing new standards, processes and implementing SAP modules to improve the way we interact with our suppliers. The benefits of this include eliminating manual ways of working, and duplication of effort for both parties. It will also ensure that our supplier details are current and accurate.

Q

What happens if an existing Supplier does not complete the onboarding process?

A

Completing the onboarding process via the SAP Supplier Lifecycle Performance (SLP) Module is mandatory. Not completing it on time could result in non-compliance, delayed payments, and impact our existing trade relationship.

Q

What if I did not receive the link to Register?

A

The issue could be related to your email inbox settings– make sure the domain *ariba.com* is a trusted sender. Before requesting to re-send the invitation, check the following:

- search your mailbox for an email with the following email subject: Invitation: Register to become a supplier with MassMutual
- search for the invitation across all your folders, such as your Inbox, Junk or Spam Folders
- confirm if one of your colleagues received the invitation instead of you.

Supplier FAQ – Part 3

Q

If I already have an existing SAP Business Network Account, why am I being asked to create a new one?

A

You do not need to create a new network account to respond to questionnaires or participate in events with MassMutual. You can use your existing account to:

- respond to registration and qualification questionnaires for MassMutual and other customers
- respond to future sourcing events
- potentially manage contracts.

However, some of our suppliers may want to create an additional SAP Business Network account, to manage these three processes and modules separately from your transactional account or from your account used to manage other customers.

Q

What will it cost me to use the SAP Business Network?

A

There is no cost associated with creating a **standard** network account. Suppliers can use a **standard** account to:

- Respond to questionnaires
- Participate in sourcing events
- Manage contracts
- PO/Invoicing via email/standard account
- At any time suppliers are able to upgrade from their standard account to an enterprise account. **Costs may be incurred when upgrading to an Enterprise account to transact with buyers.**

Q

What if the Invitation to Register was sent to the wrong person?

A

If you or someone else in your organization received the SAP system generated Invitation to Register email, and it should have been sent to another person in your organization, do not simply forward it on. Contact supplieronboardingoperations@massmutual.com to have the email with the link re-sent to the relevant contact.

Supplier FAQ – Part 4

Q

I'm struggling to login with my existing SAP Business Network Account credentials. What do I do?

A

If you are experiencing this problem, it could be one of the scenarios below:

1. You have already logged into your existing account and then also clicked on the link in the email for the first time.

IMPORTANT: The system will view this as an attempt to log in twice at the same time. You must either click on the link and log in from there or log into your existing account and navigate to the Ariba Sourcing screen. You cannot do both.

2. If you have another SAP Business Network or Ariba site open in another browser tab, please close that other tab and try to login again.

3. If you received a certificate error in your browser when trying to access the SAP Business Network login page at <https://supplier.ariba.com>, please clear your browser cache, cookies and search history. Close the browser and then try open the page again.

Sign Up for Additional Training from SAP Support

Suppliers can participate in additional training provided by SAP Ariba Customer Support including a wide range of topics from Source to Settle:

Sourcing Webinars



Thank you.

[Ariba Supplier Information Portal – MassMutual.](#)

To Any Onboarding Related queries

supplieronboardingoperations@massmutual.com

To request a trading relationship

MMSupplierEnablement@massmutual.com

For MassMutual specific SAP Business Network Questions

SupplierAribaSupport@massmutual.com