



Supplier Lifecycle Performance 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.

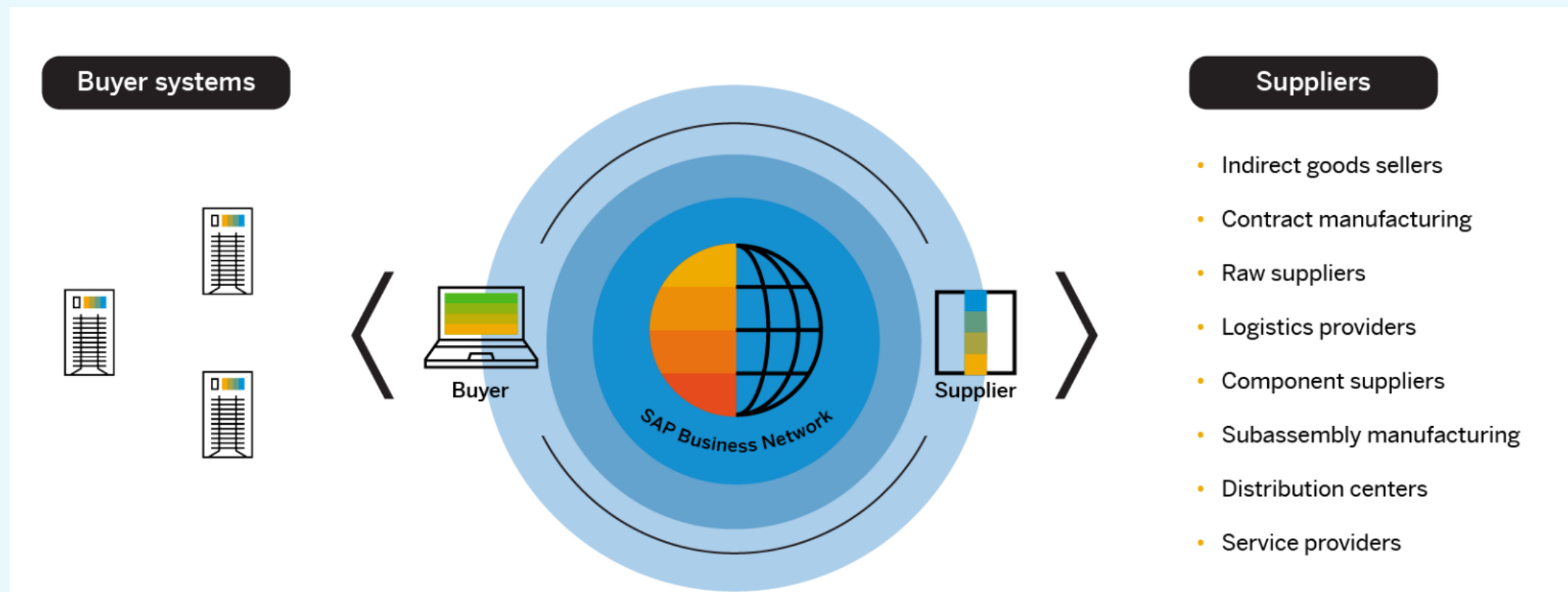
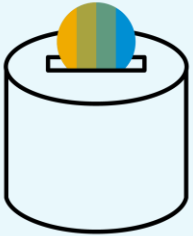


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Cost Implications



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)

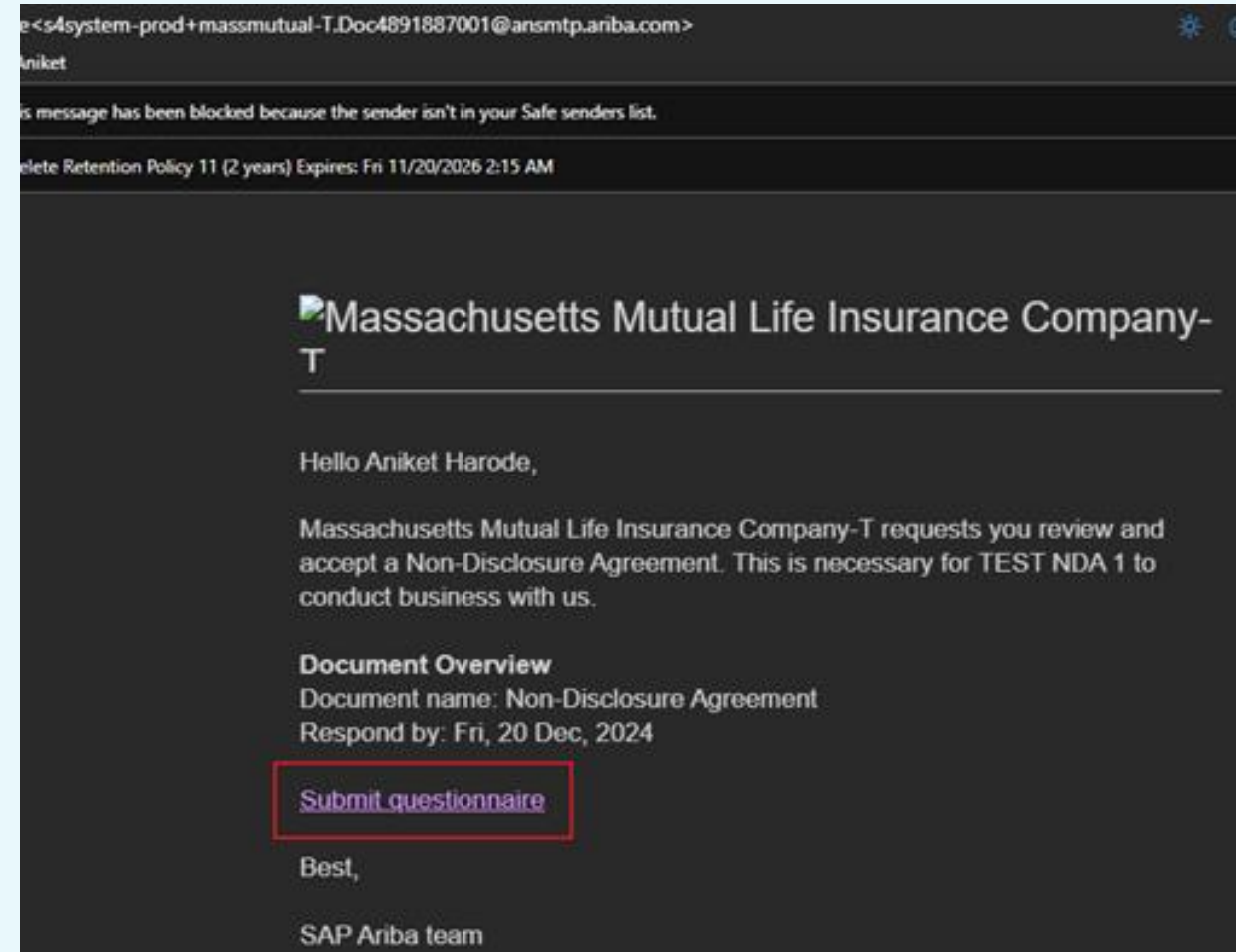
In order for a Supplier to conduct business with MassMutual, they will need the following: **a device that can access the internet via a browser** (Desktop, Laptop, Tablet or Smart Phone)

Non-Disclosure Agreement



Non-Disclosure Agreement Request

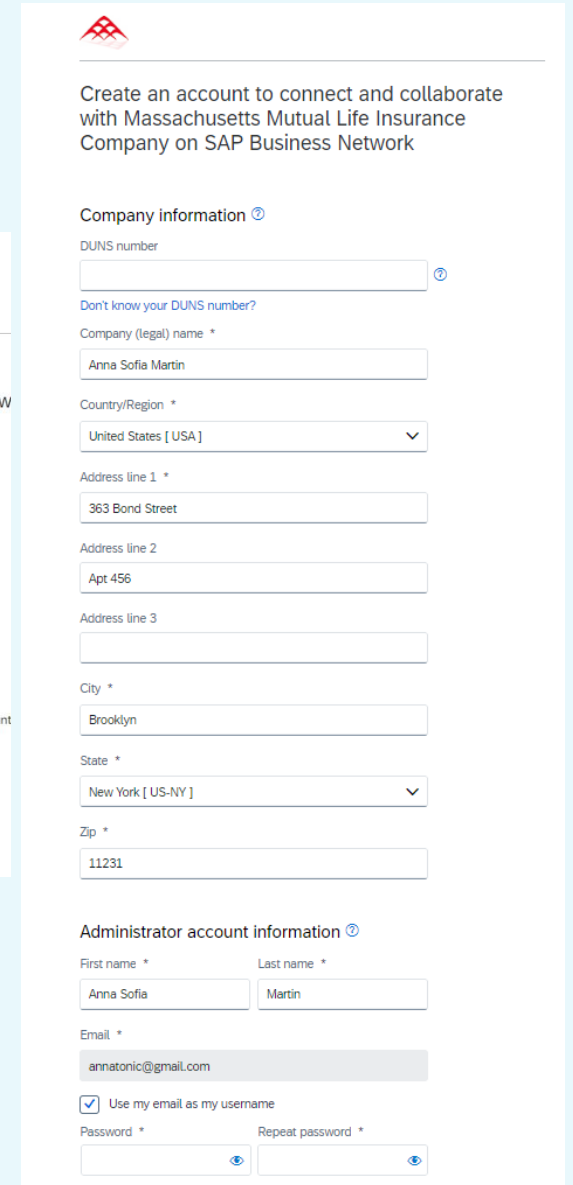
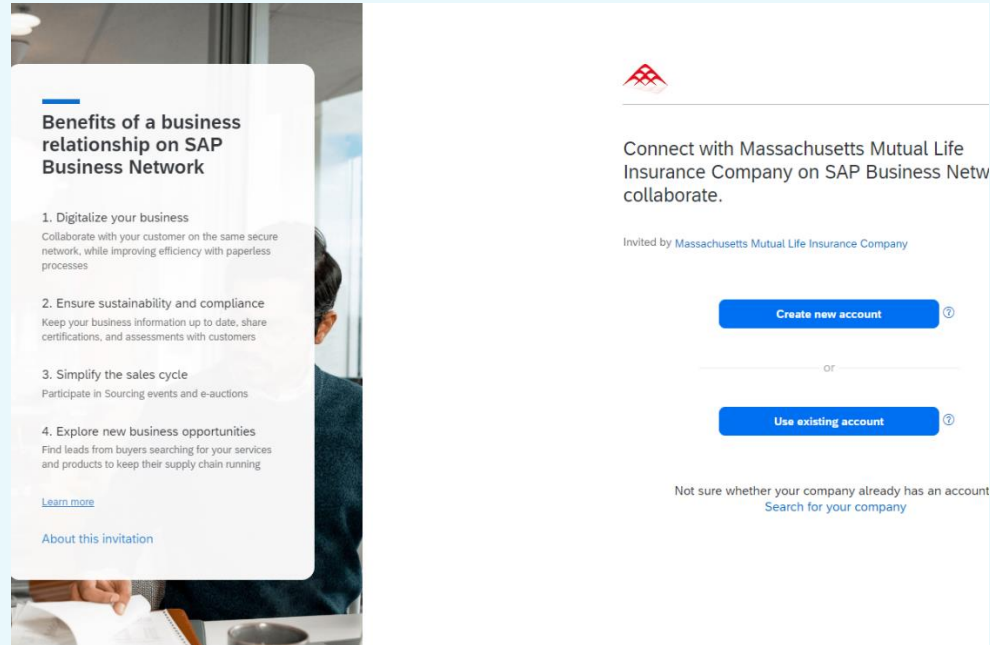
As part of MassMutual's Supplier Onboarding Process, you will receive an email requesting you review and accept a Non-Disclosure Agreement. This will come in the form of an Ariba Questionnaire, to proceed and review the agreement please click on "Submit Questionnaire"



Non-Disclosure Agreement Access

If your organization does not already have an SAP Business Network account ANID, click on “Create New Account” and complete 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.

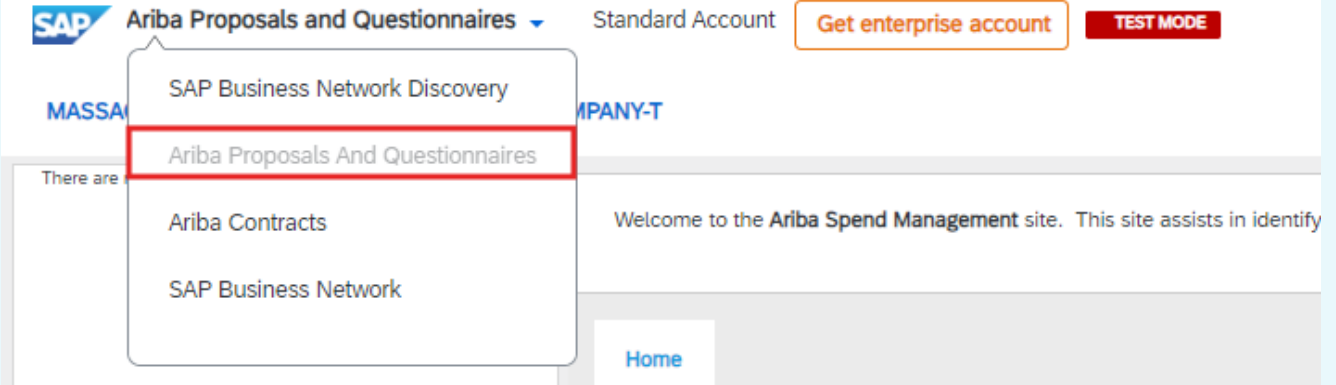


Non-Disclosure Agreement Location

To locate your Non-Disclosure Agreement, navigate to your organization's SAP Business Network Account and click on "Business Network"

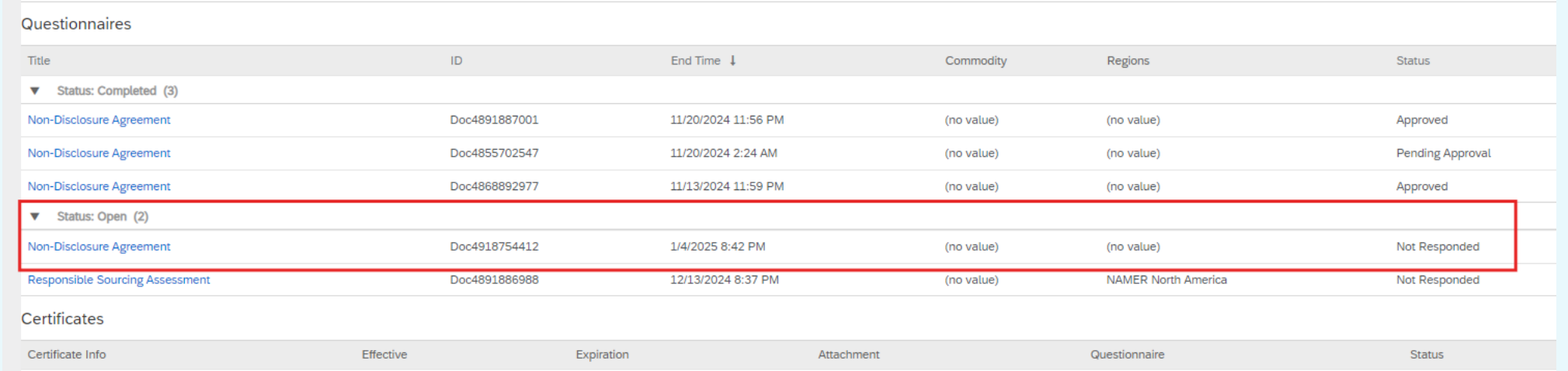
Select "Ariba Proposals & Questionnaires" from the drop-down menu

1



The screenshot shows the SAP Business Network interface. At the top, there is a header with the SAP logo, the text 'Ariba Proposals and Questionnaires', and a dropdown arrow. To the right of the header, there is a 'Standard Account' label, a 'Get enterprise account' button, and a 'TEST MODE' button. Below the header, a dropdown menu is open, showing four options: 'SAP Business Network Discovery', 'Ariba Proposals And Questionnaires' (highlighted with a red box), 'Ariba Contracts', and 'SAP Business Network'. The background of the page shows a welcome message and a 'Home' button.

2



The screenshot shows the 'Questionnaires' table in the SAP Business Network interface. The table has columns for Title, ID, End Time, Commodity, Regions, and Status. There are two sections: 'Status: Completed (3)' and 'Status: Open (2)'. The 'Status: Open (2)' section is highlighted with a red box, and the row for 'Non-Disclosure Agreement' is also highlighted with a red box.

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (3)					
Non-Disclosure Agreement	Doc4891887001	11/20/2024 11:56 PM	(no value)	(no value)	Approved
Non-Disclosure Agreement	Doc4855702547	11/20/2024 2:24 AM	(no value)	(no value)	Pending Approval
Non-Disclosure Agreement	Doc4868892977	11/13/2024 11:59 PM	(no value)	(no value)	Approved
▼ Status: Open (2)					
Non-Disclosure Agreement	Doc4918754412	1/4/2025 8:42 PM	(no value)	(no value)	Not Responded
Responsible Sourcing Assessment	Doc4891886988	12/13/2024 8:37 PM	(no value)	NAMER North America	Not Responded

Certificates

Certificate Info	Effective	Expiration	Attachment	Questionnaire	Status
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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.

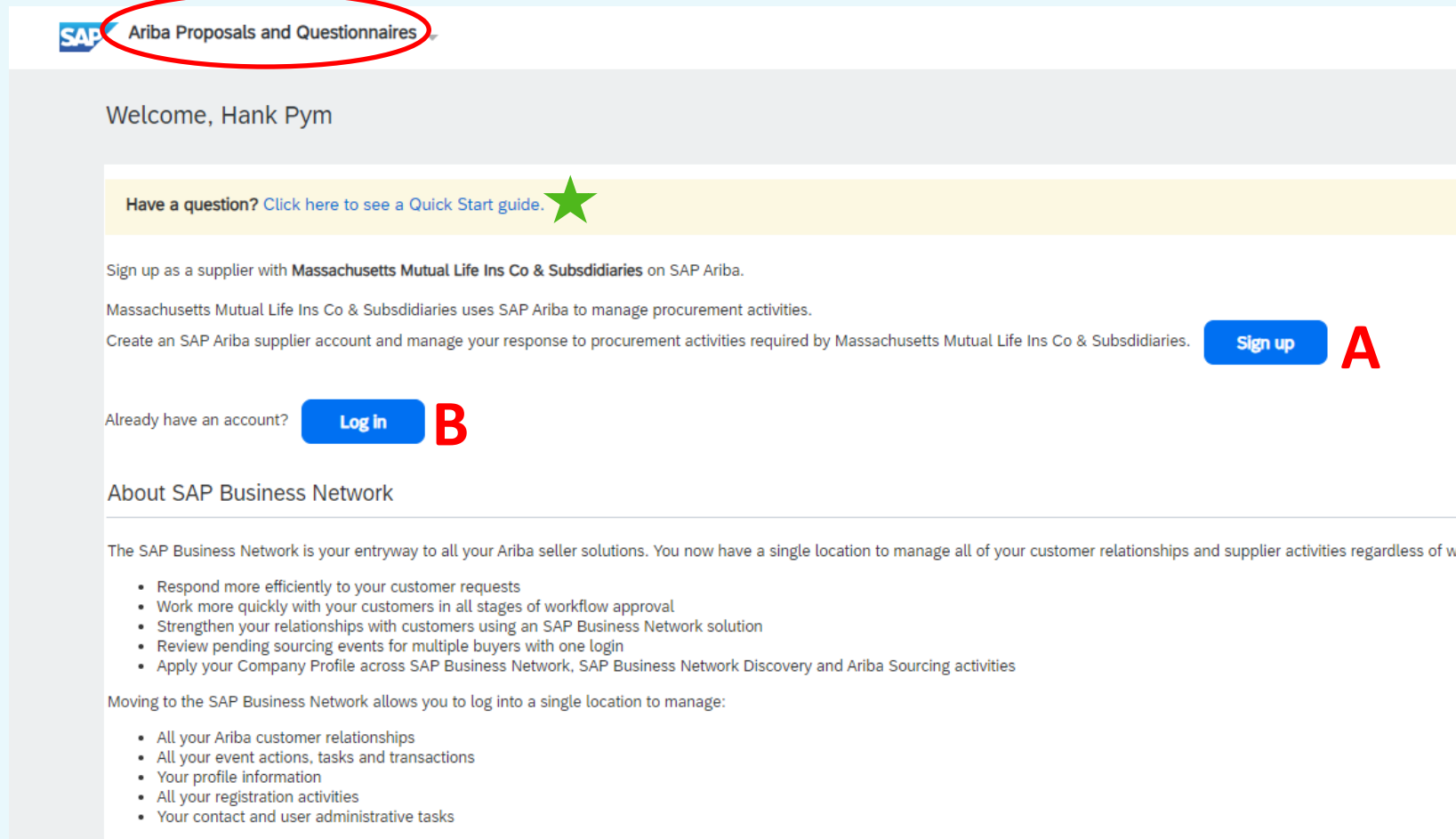
Offices | Data Policy | Contact Us | Customer Support

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: * Russia

Country: * United States

Address: * 345

Line 1

Line 2

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.



Supplier Login

Login

[Having trouble logging in?](#)

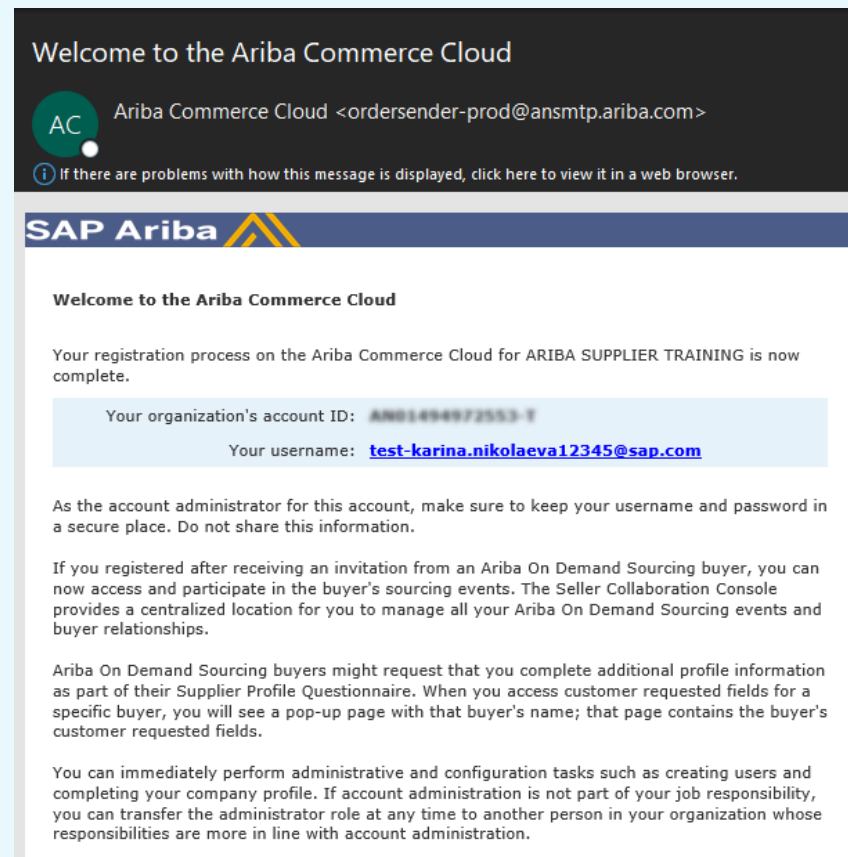
New to Ariba?
[Register Now](#) or [Learn More](#)

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 Registration Questionnaire

Console

Doc2464785608 - Supplier Registration Questionnaire

Time remaining
364 days 23:58:36

Event Messages

Event Details

Response History

Response Team

▼ Event Contents

1 General Supplier Inf...

2 Bank Information

3 Tax Information

All Content

Name ↑

▼ 1 General Supplier Information

1.1 Do you accept the <Customer> code of business conduct?

*

Unspecified ▼

1.2 Supplier full name

*

1.3 Country code (main and mobile telephone numbers)

*

Unspecified ▼

1.4 Main telephone number

*

1.5 Mobile telephone number

*

1.6 Main address

*

Show More

Street: 345 Ocean Drive ⓘ House Number: ⓘ

Street 2: ⓘ

Street 3: ⓘ

District: ⓘ

Postal Code: 08204 ⓘ City: Cape May ⓘ

Country: United States (US) ▼ ⓘ Region: New Jersey (NJ) ▼ ⓘ

(*) indicates a required field

Submit Entire Response

Save draft

Compose Message

Excel Import

Supplier Registration

Once all questions have been answered, click the “OK” to submit button

Doc2464785608 - Supplier Registration Questionnaire

Time remaining
364 days 23:56:17

All Content

Name ↑

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

3 Tax Information

Country: United States (US)

Tax Name	TaxType	Tax Number
USA: Social Security Number	Organization	
USA: Employer ID Number	Organization	23-2344563
USA: Unique Firm Identifier	Organization	

(*) indicates a required field

Submit Entire Response

Save draft

Compose Message

Excel Import

✓ Submit this response?

Click OK to submit.

OK

Cancel

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

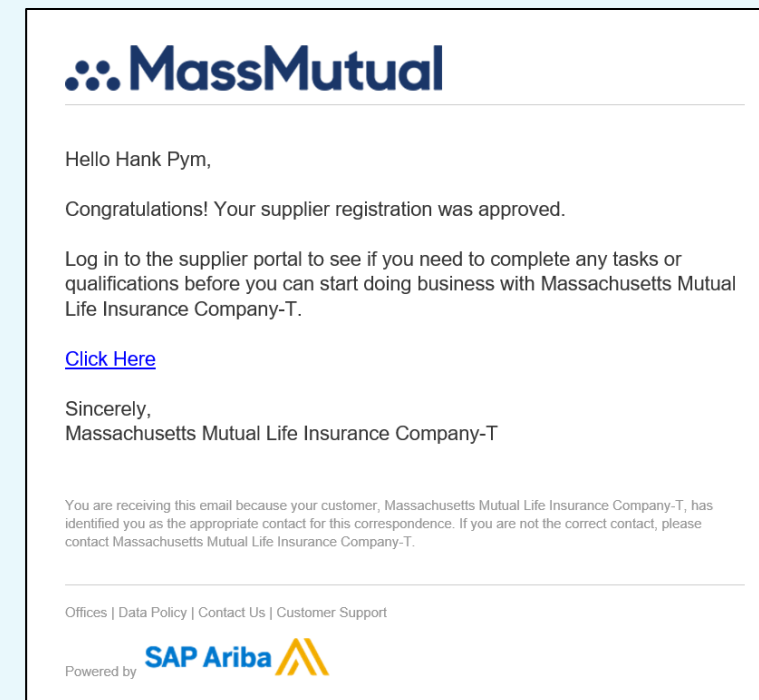
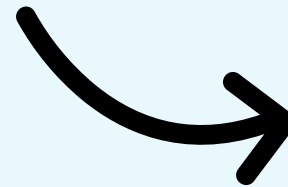
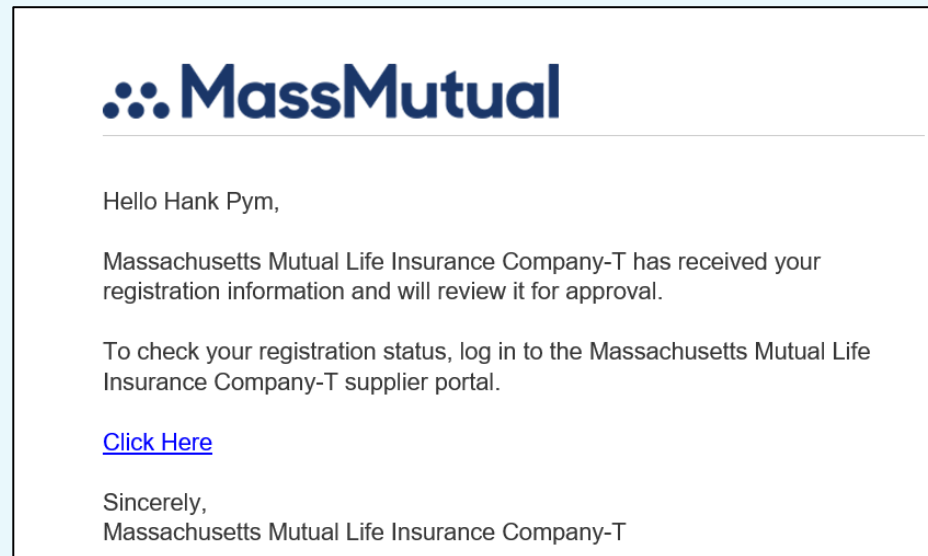
Compose Message

Supplier Registration

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

- **Next step:** MassMutual 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.

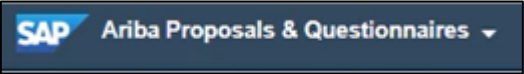
You can also navigate directly to <http://proposals.seller.ariba.com> to login. We recommend bookmarking this page to easily access the SAP Business Network moving forward.

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.

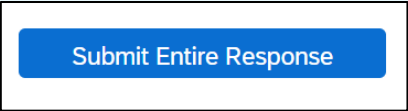
Revise Response ⓘ

⚠ Revise Response?

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

OK Cancel

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-TCTest	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					

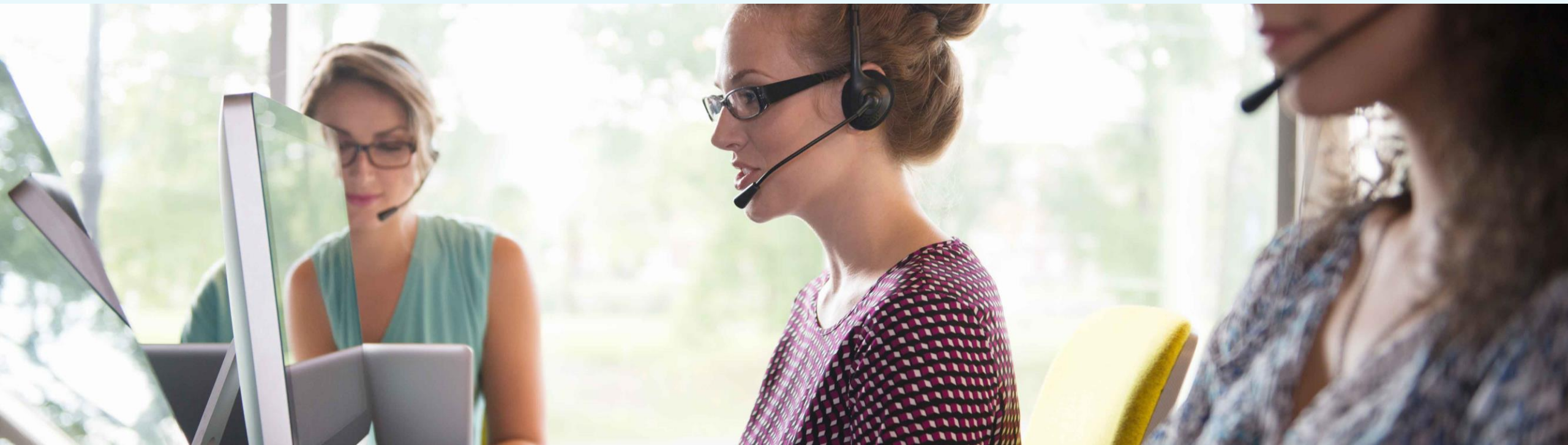
Questionnaires

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

SAP Business Network Trading Relationship Request



SAP Business Network Trading Relationship Request

The final step of the Supplier Onboarding Process is establishing a connection (trading relationship) between your new MassMutual supplier record, and your SAP Business Network account (also known as an ANID)

If your organization already uses the SAP Business Network (SAPBN) to transact with other customers, we will initiate a trading relationship with the ANID provided to us on the Registration Questionnaire

If no ANID is provided, then we will initiate a trading relationship request that you are welcome to accept with any ANID of your choice (if your organization does not already have one, we recommend using the standard account ANID created to access the registration questionnaire). MassMutual's preferred method of invoice submission is via the SAP Business Network. Expect to receive regular follow up until the invitation is accepted.

For Questions/Assistance Connecting with MassMutual on the SAPBN: supplieraribasupport@massmutual.com
The [Supplier Information Portal](#) is a great resource for more information on the SAPBN and its benefits

SAP Business Network Trading Relationship Follow Up

If you receive this email, it means there is an unaccepted trading relationship invitation for your organization to connect with MassMutual on the SAPBN (which is important for PO and Contract transmission, and invoice submission).

Please navigate to your trading relationship request email (or reply to this message for assistance) and either accept with credentials for an existing SAPBN account (such as the one created to complete registration) or create a new account to connect.

Please be advised that the recommended method of connecting is with a free standard account (enterprise accounts are subject to fees)

SAPBN Trading Relationship Registration Reminder

Thank you for submitting your MassMutual Supplier Registration Questionnaire! There is one last step to complete your vendor record set-up, please accept the SAP Business Network (SAPBN) trading relationship request.

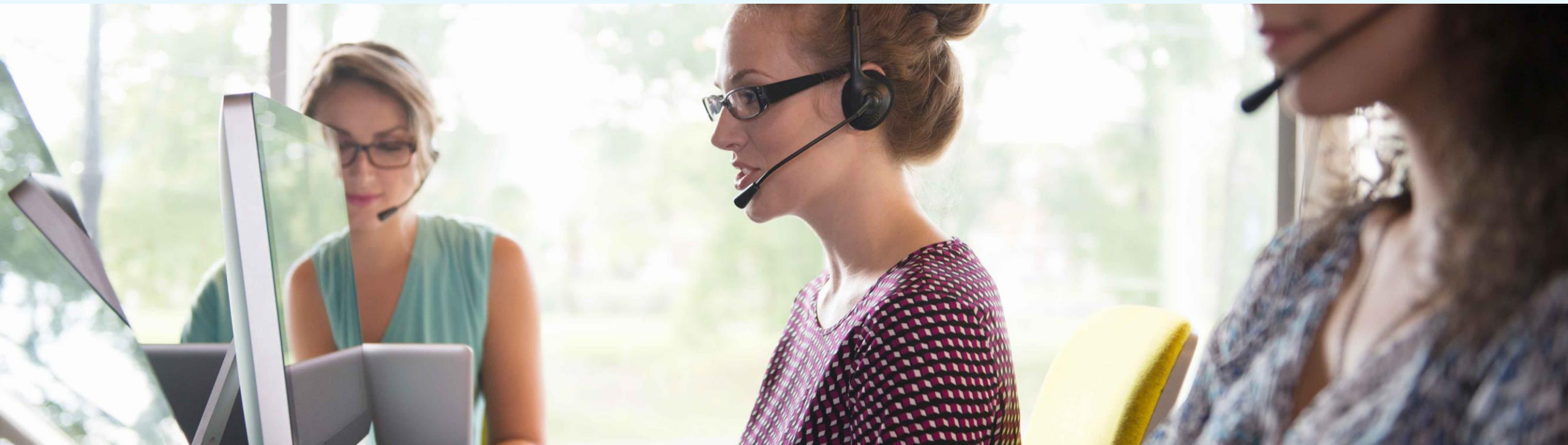
MassMutual utilizes the SAP Business Network (SAPBN) to increase transparency with all third-party suppliers and allows real time purchase orders delivery and invoice automation. To be considered for **new** procurement opportunities with MassMutual, you **must** maintain a profile on SAPBN. Please visit the [Supplier Information Portal](#) for more information

You should have already received the trading relationship request email. Please check your spam or junk folder, as it would be coming from email domain @ansmtp.ariba.com.

Action Required

Please accept the SAPBN trading relationship request that was sent. If you have any questions or can't locate the trading relationship invitation, please contact supplieraribasupport@massmutual.com.

Supplier Support & FAQs



SAP Customer Support for Suppliers

The following support tools are available to suppliers:

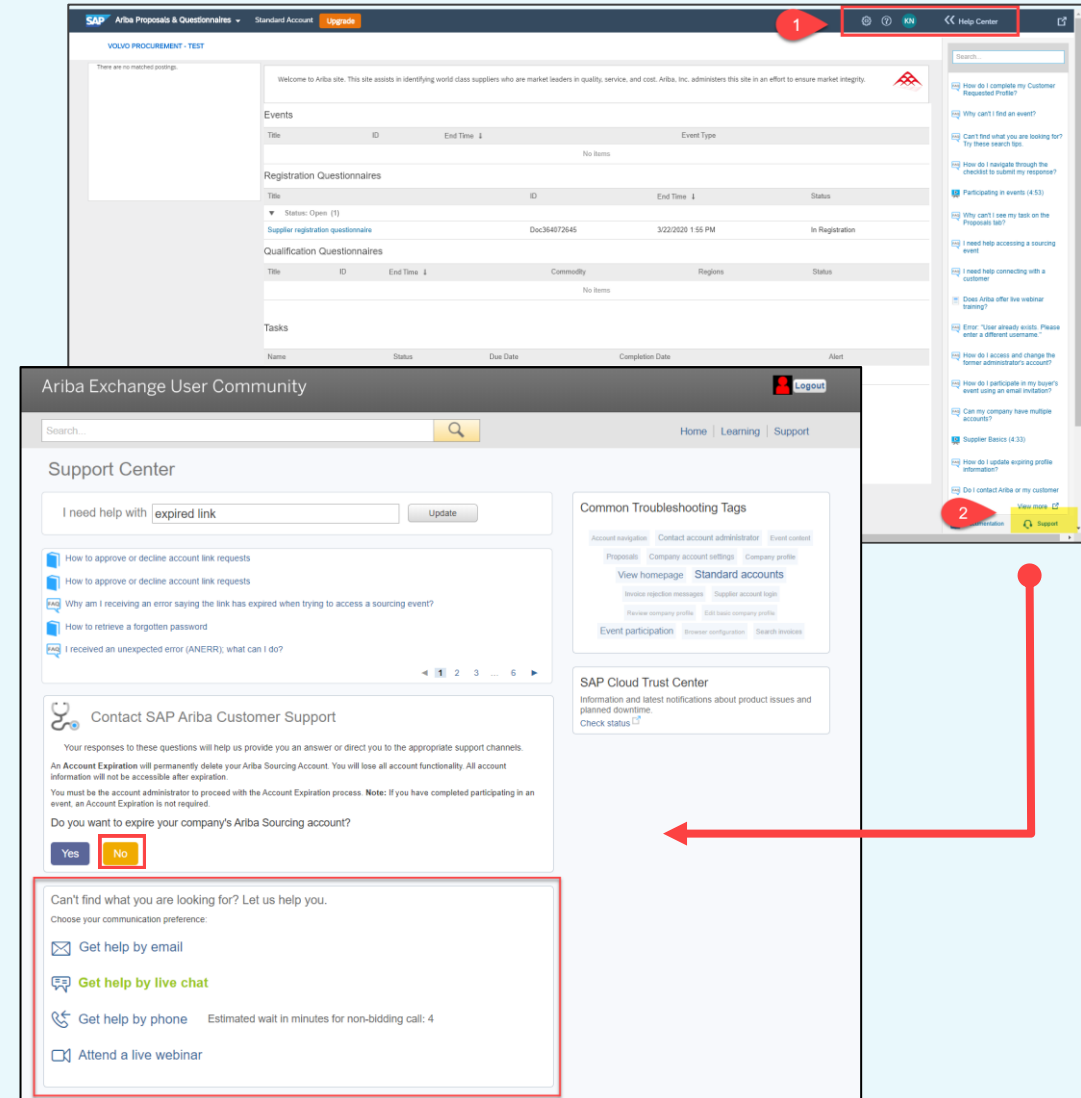
- SAP Help Center
 - Accessible directly from Supplier account upon login
 - *Help* sign is displayed in the upper right corner
 - Click on *Help* to see the panel on the right side
 - Popular topics and search bar become available for review



- 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. If you are experiencing an error when clicking through an emailed questionnaire link, log in through <https://supplier.ariba.com> instead. You should be able to view the questionnaire by clicking on the "Proposals and Questionnaires" module in the left upper corner

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 request a trading relationship

MMSupplierEnablement@massmutual.com

For MassMutual specific SAP Business Network Questions

SupplierAribaSupport@massmutual.com