



**SUPPLIER USAGE INSTRUCTION – « RFI/RFP »**

**Content**

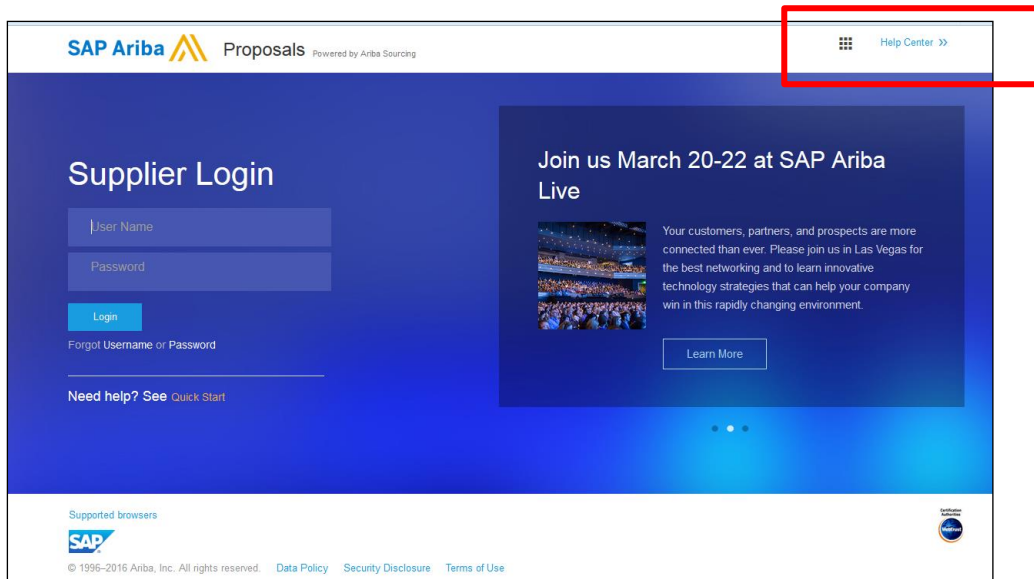
- URL & Support (initial) Login → see page 1
- RFI/RFP Response → see page 2
- RFI/RFP Response → see page 5
  
- Exceptions
  - Not able to bid → see page 7
  - Lost password → see page 8

**URL's**

- Ariba <http://supplier.ariba.com>
- Air France KLM <http://www.af-klm.com/procurement/en/ariba/ariba.html>

**Support**

On top of your Ariba homepage select '**Help >> Help-Center**', this will give access to the online 'Support Center' which provides email/chat and telephone options

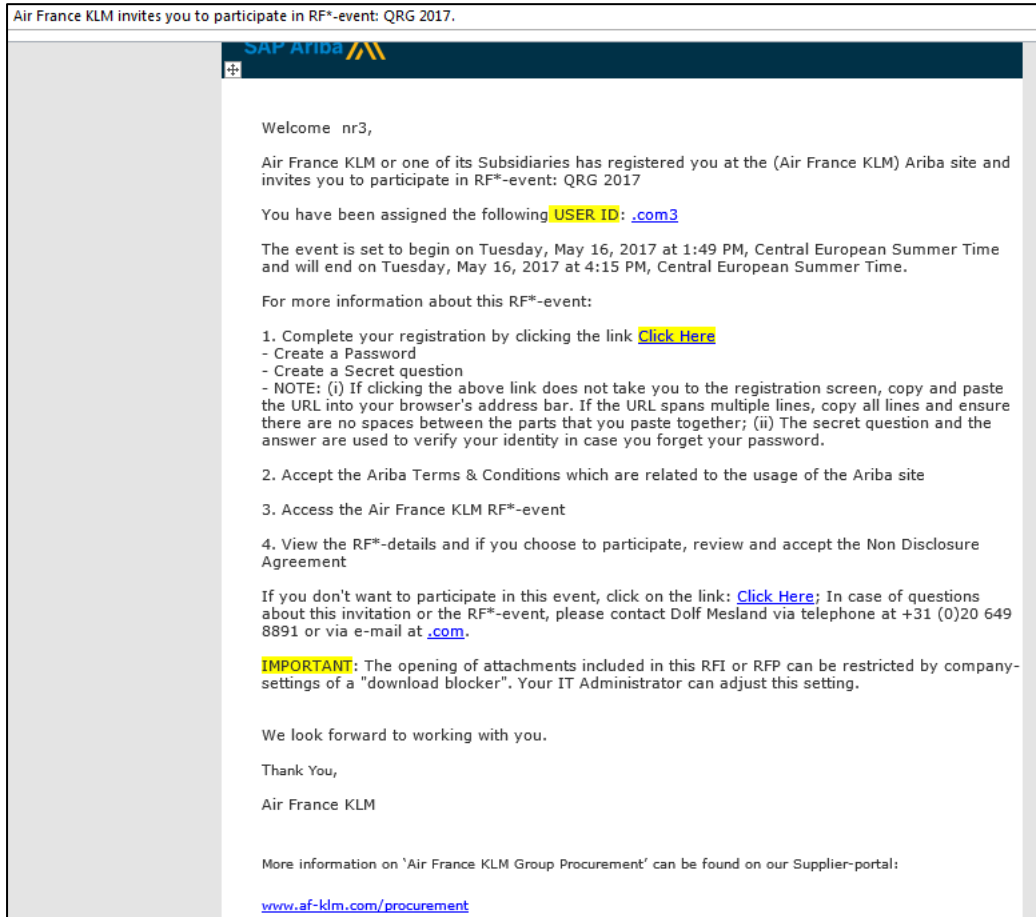




**SUPPLIER USAGE INSTRUCTION – « RFI/RFP »**

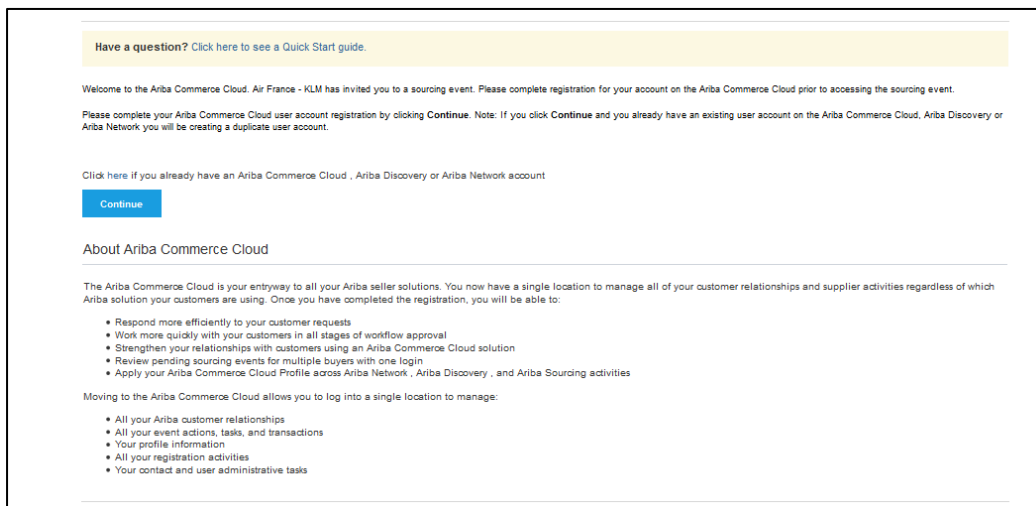
**(Initial) Login**

(1) an email invitation is send by the "Air France KLM Buyer" with the request to respond to an AIR FRANCE KLM Request for -Proposal or -Information (RFP/RFI).



(2) To activate your userid click on the "Click Here" hyperlink in the mail notification.

➔ **REMARK:** sometimes the invitation-mail is not accepted by the 'spam' filter of your company. To solve: allow email coming from "Ariba Administrator [no-reply@ansmtp.ariba.com]".





**SUPPLIER USAGE INSTRUCTION – « RFI/RFP »**

(3) Enter or adjust your user-details

→ **REMARK:** setup your password with **2 digits** (ie "victor23")

Register Submit Cancel

Verify and complete your user account information. You can use your new Ariba Commerce Cloud username and password to access all your Ariba customer relationships and supplier activities [What is the Ariba Commerce Cloud?](#)

Have a question? [Click here to see a Quick Start guide.](#)

---

\* Indicates a required field

Name:   Ariba Privacy Statement

Email:

Use my email as my username

Username:  Must be in email format(e.g john@newco.com) ⓘ

Password:  Must contain a minimum 8 characters including letters and numbers. ⓘ

Language:  The language used when Ariba sends you configurable notifications. This is different than your web b...

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration. By clicking the Submit button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian federation.

I have read and agree to the [Terms of Use](#) and the [Ariba Privacy Statement](#)

Submit Cancel

(4) Access the received Air France KLM RFI or RFP

< Go back to Air France KLM Dashboard Desktop

Event Details Doc 1020588993 - QRG 2017

Event Messages  
[Download Tutorials](#)

▼ Checklist Review Prerequisites Decline to Respond Print Event Information

1. Review Event Details
2. Review and Accept Prerequisites
3. Submit Response

Event Overview and Timing Rules

Owner: [Dolf Mesland](#) ⓘ Currency: European Union Euro

Event Type: **RFP**

Publish time: 5/16/2017 1:49 PM

Due date: 5/16/2017 4:15 PM

SAP Ariba

WAJ NR3 (dolf.mesland@klm.com) last visited 15 May 2017 4:57:15 AM Tropical Fruits test adjusted 21sep AN01010155745  
[Data Policy](#) [Security Disclosure](#) [Terms of Use](#) © 1999-2017



**SUPPLIER USAGE INSTRUCTION – « RFI/RFP »**

(5) Accept the “Air France KLM Bidder Agreement” which includes a general Air France KLM “Non Disclosure” language

(6) After accepting you will be directed to the RFP or RFI.

- **REMARK:** Selecting “Go back to Air France KLM Dashboard” will always bring you back to your ‘home’ page in which you have access to all your open and closed RFI’s/RFP’s
- **REMARK:** The clock at the right-hand-side reminds you the time available to provide your full proposal. Please keep in mind that any moment in time you can provide partial answers and that until the closing-moment you may adjust or update answers or “uploads”



AIRFRANCE



## SUPPLIER USAGE INSTRUCTION – « RFI/RFP »

### Preparing & Submitting a "RFP" or "RFI" response

(7) Prepare your proposal, enter your answers, upload supporting documents and/or complete applicable pricing

The screenshot shows the 'PRICING' section of a response form. The form is titled 'Doc1020588993 - QRG 2017'. The left sidebar contains a 'Checklist' with items: 1. Review Event Details, 2. Review and Accept Prerequisites, 3. Submit Response, 4. GENERAL QUESTIONS, 5. RFP Proposal, 6. PRICING (selected), 7. COMMERCIAL TERMS, and 8. ADDITIONAL DOCUMENTS... The main content area shows a table with columns for 'Name' and 'Value'. The table contains several rows, including '6 PRICING', '7 COMMERCIAL TERMS', '7.1 AIR FRANCE-KLM CONTRACT DOCUMENTS', '7.1.1 Terms and Conditions of Purchase, as attached', '7.1.2 Standard Contract, as attached', '7.2 Do you accept the GT&C document as attached to this RFP-section If "No", please provide your remarks in detail', '7.3 Do you accept the (KLM) 60 day or (Air France) 45-end-of-month Payment Terms', '8 ADDITIONAL DOCUMENTS or INFORMATION', '8.1 Insurance Certificate', and '9 Result of RFP'. The '9.1 AIR FRANCE KLM' section contains text: '-will inform the tenderers of the result of their tenders as soon as possible', '-particularly draws the attention of the invited suppliers to the fact that the RFP does not in any way commit AIR FRANCE-KLM', '-reserves the right to answer the proposal as it sees with regard to the proposals received', and 'Consequently, any tenderer whose proposal is not accepted may not claim any form of compensation or challenge the decision taken by AIR FRANCE-KLM for any reason whatsoever. (\*) indicates a required field'. At the bottom of the form, there are buttons: 'Submit Entire Response', 'Update Totals', 'Save', 'Compose Message', and 'Excel Import'.

→ **REMARK:** If required information is missing you will be notified

The screenshot shows the 'GENERAL QUESTIONS' section of a response form. The form is titled 'Doc1020588993 - QRG 2017'. The left sidebar contains a 'Checklist' with items: 1. Review Event Details, 2. Review and Accept Prerequisites, 3. Submit Response, 4. GENERAL QUESTIONS (selected), 5. RFP Proposal, 6. PRICING, 7. COMMERCIAL TERMS, and 8. ADDITIONAL DOCUMENTS... The main content area shows a table with columns for 'Name' and 'Value'. The table contains several rows, including '1.1 ARIBA Help Desk Phone Numbers', '1.2 General Company Information', '1.3 Scope for this RFP', '2 TENDER COMMITMENT', and '4 GENERAL QUESTIONS'. The '2 TENDER COMMITMENT' section contains text: 'I hereby promise to fight corruption in all its forms, and moreover in the case of this RFP, I forbid any member of my staff to solicit or to accept any form of personal compensation for themselves or their families, friends, associates or acquaintances of this RFP, at the prices stated in our proposal.' and 'I hereby certify that my Company has fully complied with all the obligations incumbent on it by the Tax Administration and Social Security organizations'. A red box highlights the 'Submit Entire Response' button. A red banner at the top of the form states: 'There are 4 problems that require completion or correction in order to complete your request. Mouse over the red icons to learn more. Use the Next and Previous links to step through the errors as needed.' A red tooltip over the '2 TENDER COMMITMENT' section says: 'You need to provide an answer to Question 2, TENDER COMMITMENT'. A red tooltip over the '4 GENERAL QUESTIONS' section says: 'Agreeing to this statement by " Yes " will allow you to submit a Proposal/Response'. At the bottom of the form, there are buttons: 'Submit Entire Response', 'Update Totals', 'Save', 'Compose Message', and 'Excel Import'.



**SUPPLIER USAGE INSTRUCTION – « RFI/RFP »**

➔ **REMARK:** As long as the end date of the event is not passed you will be able to **revise/update your response.**

The screenshot shows the 'Event Messages' and 'Response History' sections. A green banner at the top states: "Your response has been submitted. Thank you for participating in the event." Below this, a blue button labeled "Revise Response" is highlighted with a red rectangular box. The main content area displays the RFP details, including sections for "All Content", "PRICING", "COMMERCIAL TERMS", and "AIR FRANCE-KLM CONTRACT DOCUMENTS".

Event Messages: For all (other) communication to/from Air France KLM you can use "Event Messages"

Bid History: For an overview of your Bid History select "Response History". Your 'active' bid has status "Accepted"; you can move to the details by selecting the "Reference-number"

The screenshot shows the 'Console' for document 'Doc967904401 - TUE MAR 21 - REFRESHER'. The 'Event Messages' and 'Response History' menu items in the left sidebar are highlighted with a red box. The main content area shows the 'All Content' section with a table for 'Room - Availability & -Rates'. The table includes columns for 'Rank' and 'Price'.

Rank	Price
3.1.1	Total Available Rooms
3.1.2	Available Single/Double Rooms
3.1.3	Available Twin Rooms
3.1.4	Available Triple Rooms
3.1.5	Available Quatro Rooms
3.1.6	Available Rooms for "day-use"

The screenshot shows the 'Response History' table for document 'TUE MAR 21 - REFRESHER'. The first two rows are highlighted with a red box.

Reference Number	Submitted For	Submitted By	Status	Submission Time	Time Created
ID680924422	dolf Mesland	dolf Mesland	Accepted	03/20/2017 11:56:48 AM	03/20/2017 11:56:48 AM
ID680924419	dolf Mesland	dolf Mesland	Replaced	03/20/2017 11:56:28 AM	03/20/2017 11:56:28 AM
ID680067220	dolf Mesland	dolf Mesland	Replaced	03/17/2017 11:21:07 AM	03/17/2017 11:21:07 AM
ID67737428	dolf Mesland	dolf Mesland	Replaced	03/13/2017 11:24:40 AM	03/13/2017 11:24:40 AM
ID67737411	dolf Mesland	dolf Mesland	Replaced	03/13/2017 11:07:14 AM	03/13/2017 11:07:14 AM



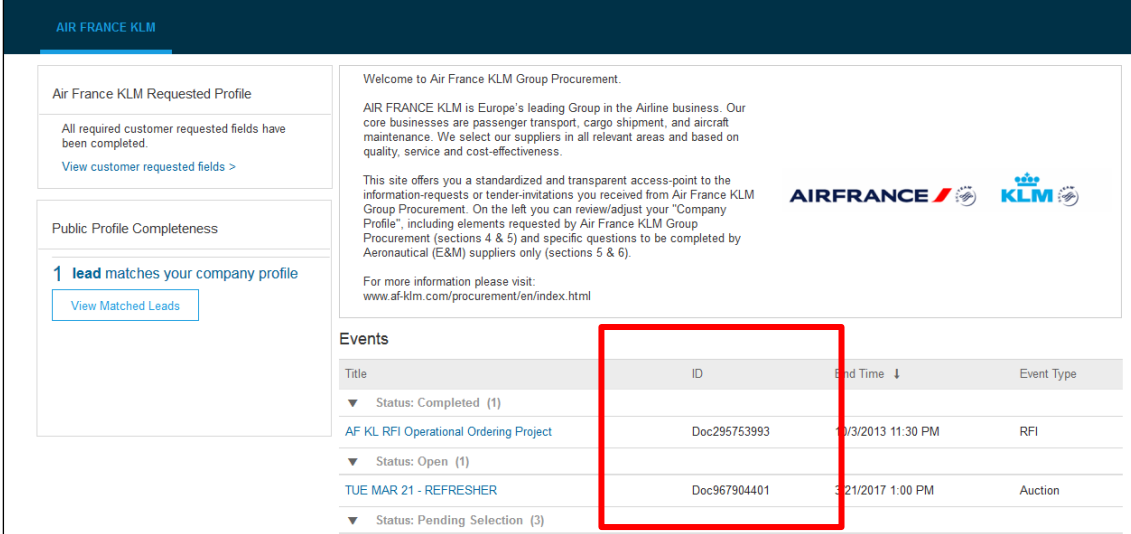
**SUPPLIER USAGE INSTRUCTION – « RFI/RFP »**

**APPENDIX I – NOT ABLE TO BID**

If you are not able to submit a bid or enter other information into the RFI or RFP you can contact the SAP Ariba Supportdesk, also see page 1 (section 'Support')

SAP Ariba is authorised By Air France KLM to submit a bid on behalf

And refer to the applicable "Event ID" (Doc.....); The "Event ID" can also be found in the invitation-mail



The screenshot shows the 'AIR FRANCE KLM' procurement portal. On the left, there are sections for 'Air France KLM Requested Profile' and 'Public Profile Completeness'. The main content area includes a welcome message and a list of 'Events'. A red box highlights the 'ID' column in the events table.

Title	ID	End Time ↓	Event Type
▼ Status: Completed (1)			
AF KL RFI Operational Ordering Project	Doc295753993	10/3/2013 11:30 PM	RFI
▼ Status: Open (1)			
TUE MAR 21 - REFRESHER	Doc967904401	3/21/2017 1:00 PM	Auction
▼ Status: Pending Selection (3)			

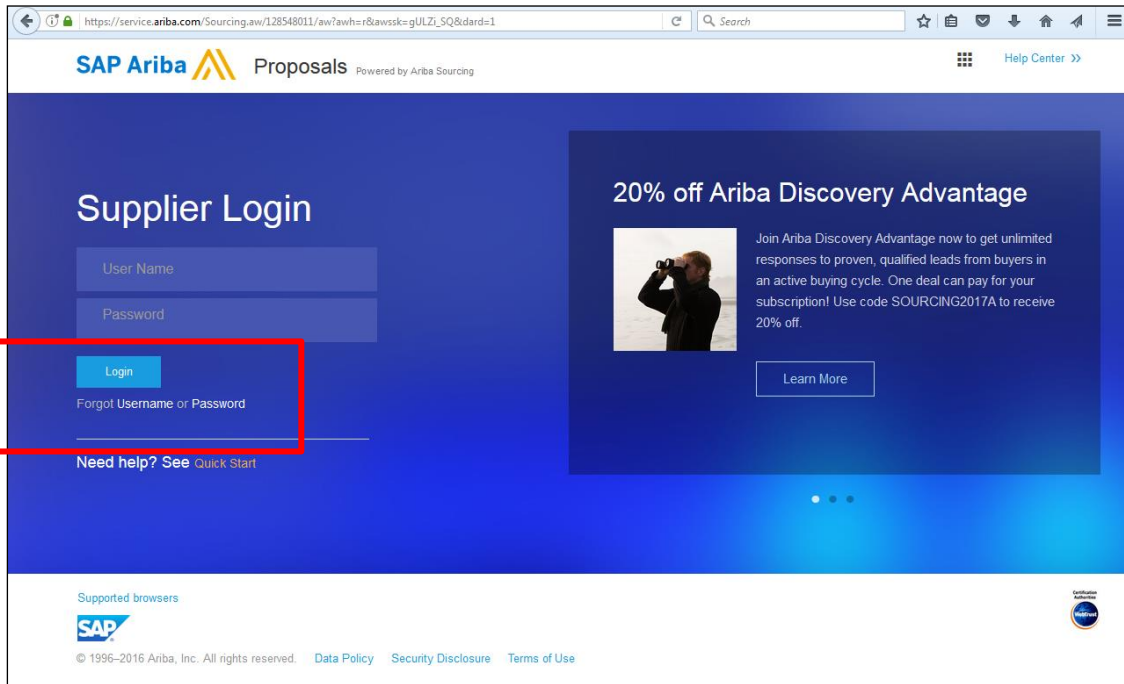


**SUPPLIER USAGE INSTRUCTION – « RFI/RFP »**

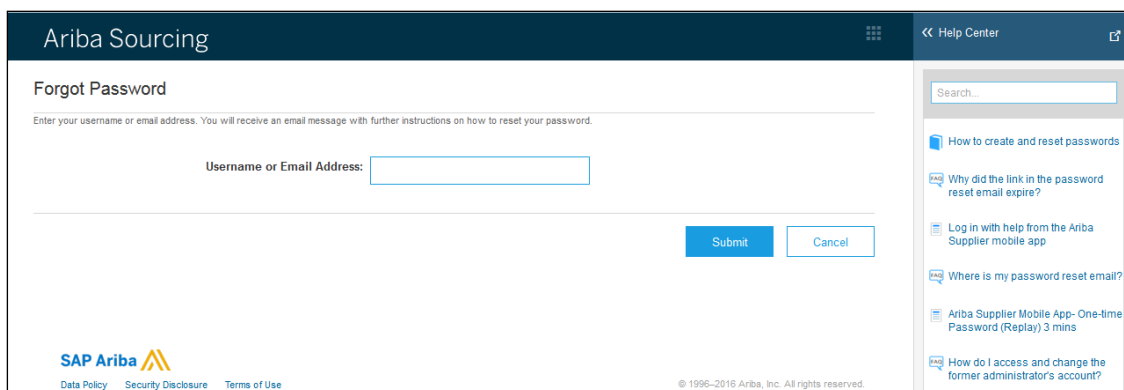
**APPENDIX II – “Lost” USERNAME or PASSWORD**

Procedure to retrieve a lost username and/or password

(1) Select “Forgot your username”



(2) Enter your user-name or email-address



(3) A mail will be send to your mailbox, including your log-in details

→ Normally it takes 1-15 minutes before you will receive the mail-notification