



Ariba Supplier Manual

Department: Procurement and Supply Chain

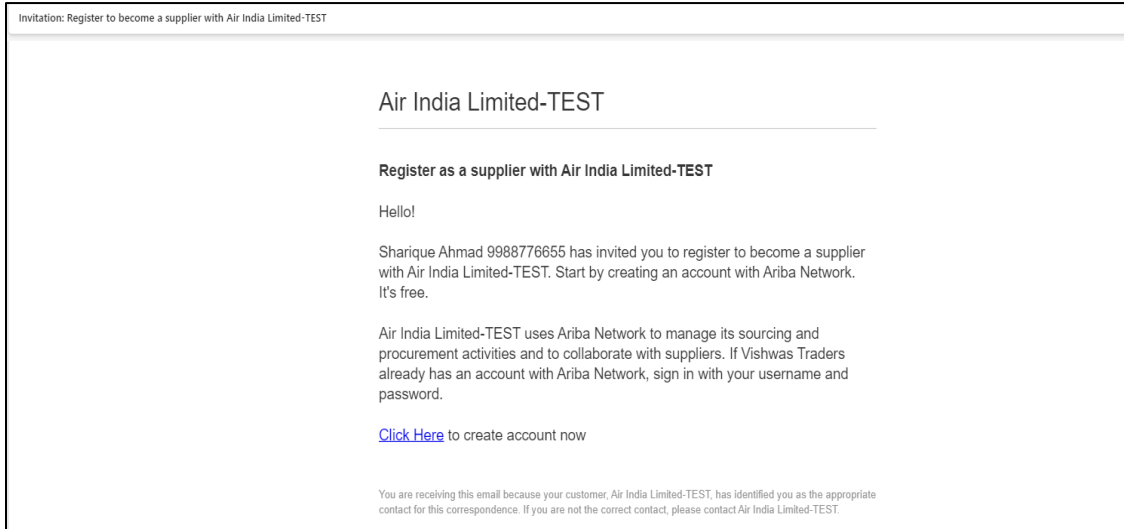
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Version No.	
Effective From	
Date of Last Revision	

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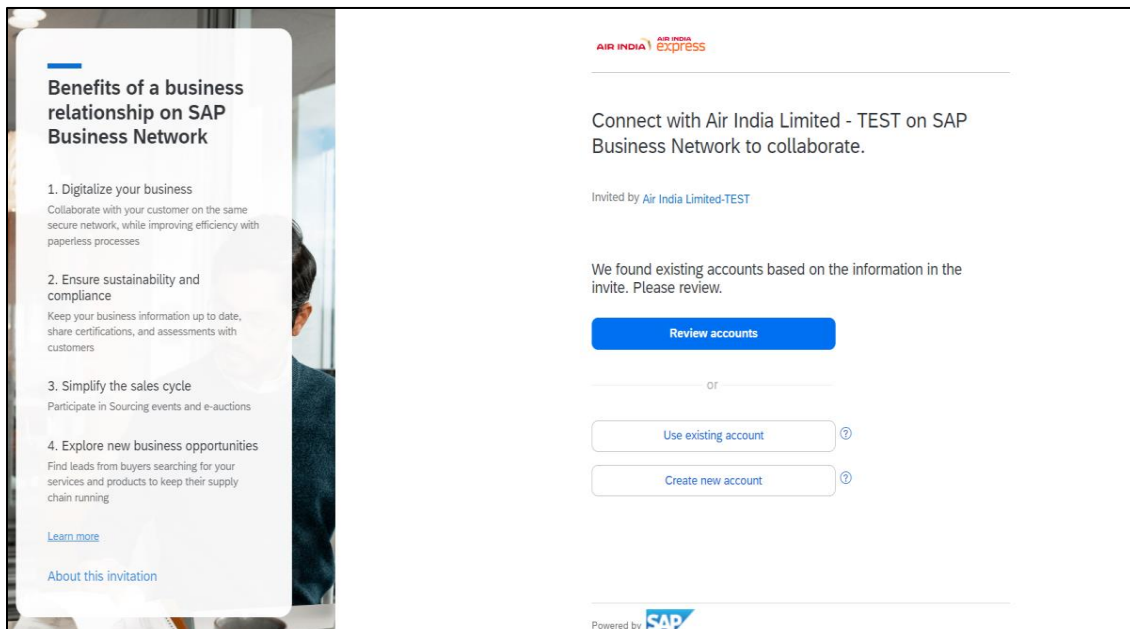
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1. Supplier Login/Signup

- The supplier will receive this type of mail notification having link for registering as a supplier for Air India/Air India Express in Ariba portal.



- The supplier can either click on “Review accounts” and “Use existing accounts” for login with older credentials or they can click on “Create new account” for creating new account in Ariba.



1.1 Supplier Login

- When supplier clicks “**Review accounts**” it will take them to this below page and within this page they can select their earlier account by clicking “Use this account” and then they have to fill credentials for the selected account and then supplier’s new account will linked with selected account.

[< Back](#)

Review matched accounts

Your company may already have an account. Please review the accounts in the table below.

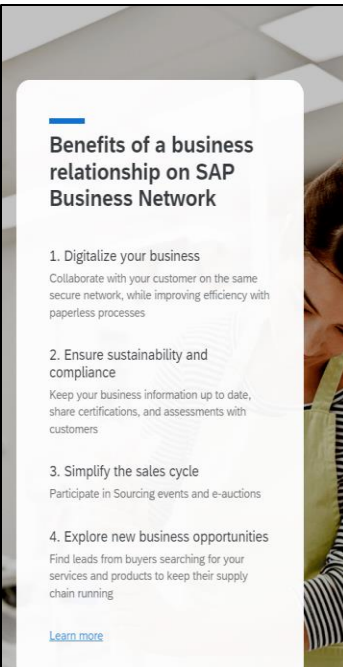
Search Criteria [Edit](#)

Company Name	E-mail address
Vishwas Traders	sharique.ahmad@pwc.com

Search results (20) | ★ Means you are a user of this account **Bold font:** Matched values

Company name	Email domain matched	Country	State	DUNS number	Action ?
★ Dummy1	Yes	India	Delhi		Use this account


[< Back](#)



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](#)



Sign in to connect with Air India Limited - TEST

Please login to the account: [Dummy1](#)


Username*

[Forgot username?](#)

Password*

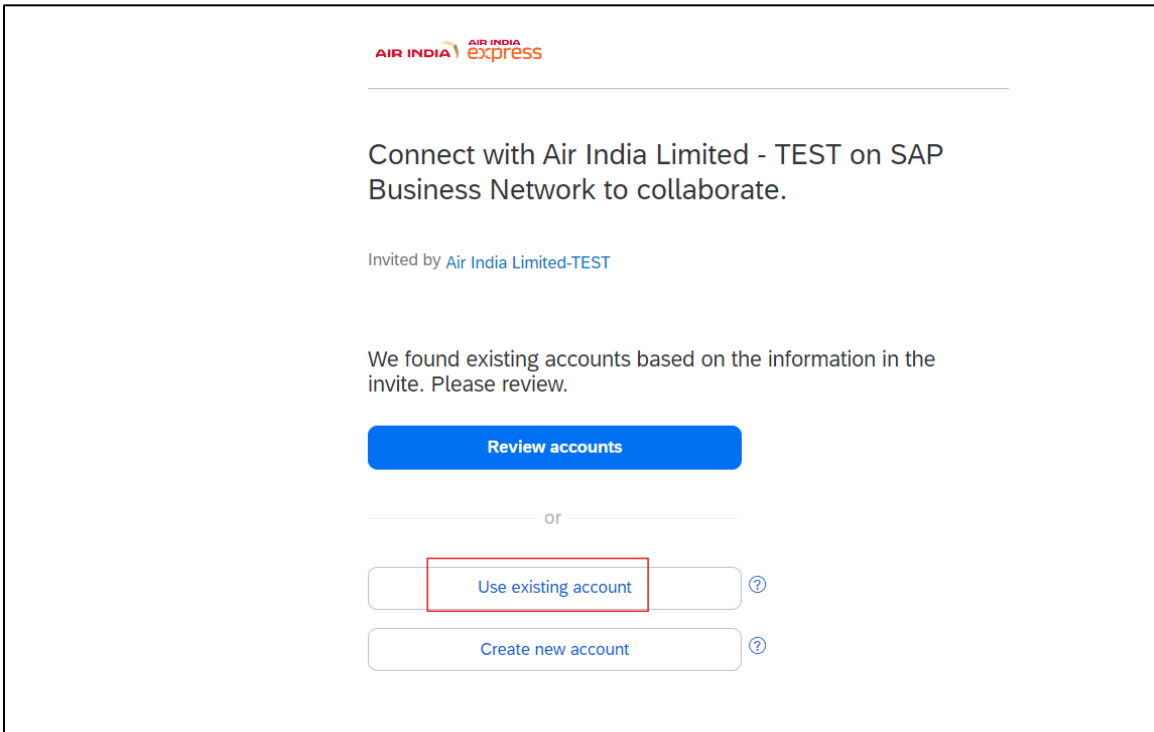
[Forgot password?](#)

[Connect](#)

Powered by 

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[Privacy Statement](#) [Security Disclosure](#) [Terms of Use](#)

- Another way supplier can login using their existing credentials is that they have to click “Use existing account”.



AIR INDIA AIR INDIA express

Connect with Air India Limited - TEST on SAP Business Network to collaborate.

Invited by [Air India Limited-TEST](#)

We found existing accounts based on the information in the invite. Please review.

[Review accounts](#)

or

[Use existing account](#) ?

[Create new account](#) ?

- It will take them to this below page and within this page they have to fill credentials for the older account and then clicking on “**Connect**” option supplier’s new account will linked with the selected account.



AIR INDIA AIR INDIA express

Sign in to connect with Air India Limited - TEST

Username*

[Forgot username?](#)

Password*

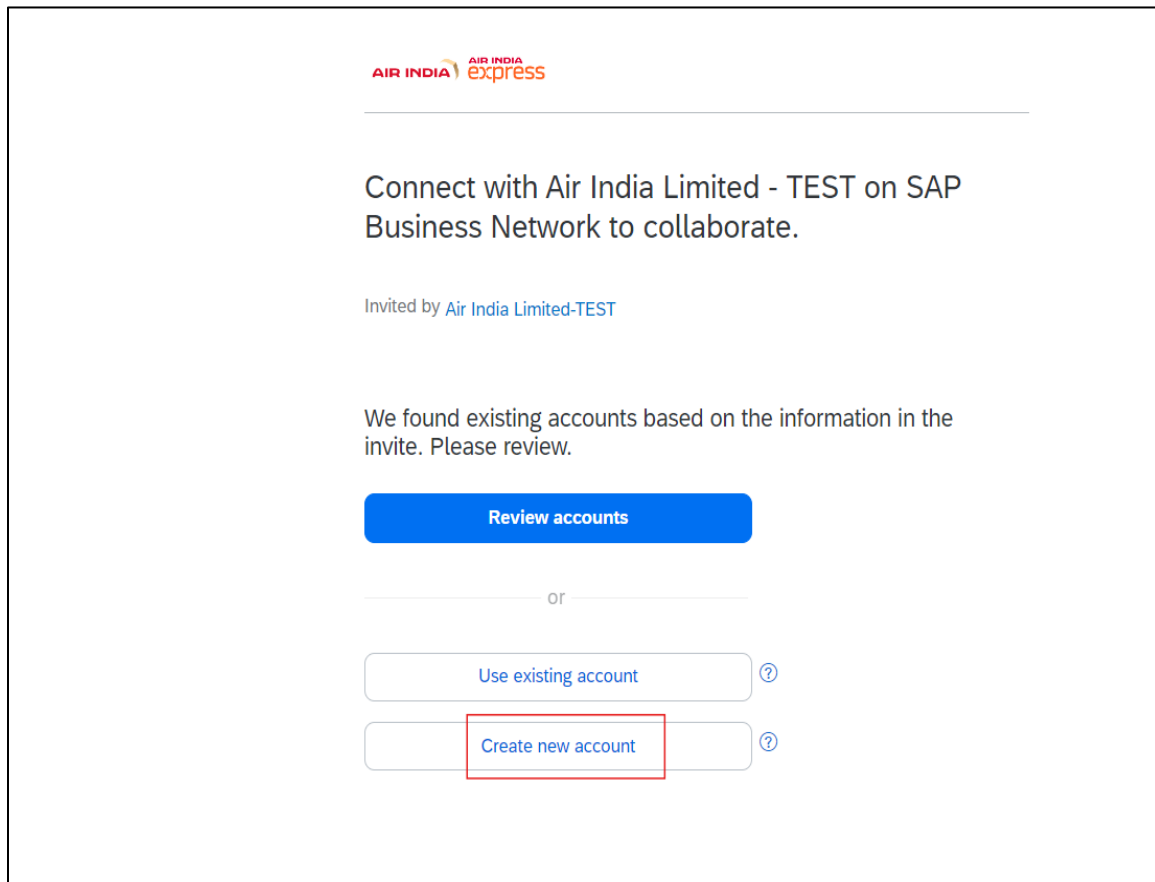


[Forgot password?](#)

[Connect](#)

1.2 Supplier Signup

- If the supplier wants to create a new account on Ariba Network, the supplier have to follow below steps.
- Suppliers have to click **“Create new account”**.



The screenshot shows a web interface for connecting with Air India Limited - TEST on SAP Business Network. At the top, the Air India Express logo is displayed. Below the logo, the text reads "Connect with Air India Limited - TEST on SAP Business Network to collaborate." and "Invited by Air India Limited-TEST". A message states, "We found existing accounts based on the information in the invite. Please review." Below this message is a blue button labeled "Review accounts". Underneath the button is a horizontal line with the word "or" in the center. Below the line are two buttons: "Use existing account" and "Create new account". The "Create new account" button is highlighted with a red rectangular border. Both buttons have a question mark icon to their right.

- It will redirect supplier to below page where they have to fill all details like, Country, Address etc. After filling all the details, they have to click “Create Account” option.

Create an account to connect and collaborate with Air India Limited - TEST on SAP Business Network

Company information

DUNS number



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

Company (legal) name *

Country/Region *

Address line 1 *

Address line 2

Address line 3

State *

Zip *

Administrator account information

First name *

Last name *

Email *

☒ Use my email as my username

Password *

Repeat password *

☐

I have read and agree with the [Terms of Use](#).

☐

I hereby agree that SAP Business Network will make parts 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.

Please see the [Privacy Statement](#) to learn how we process personal data.

☐

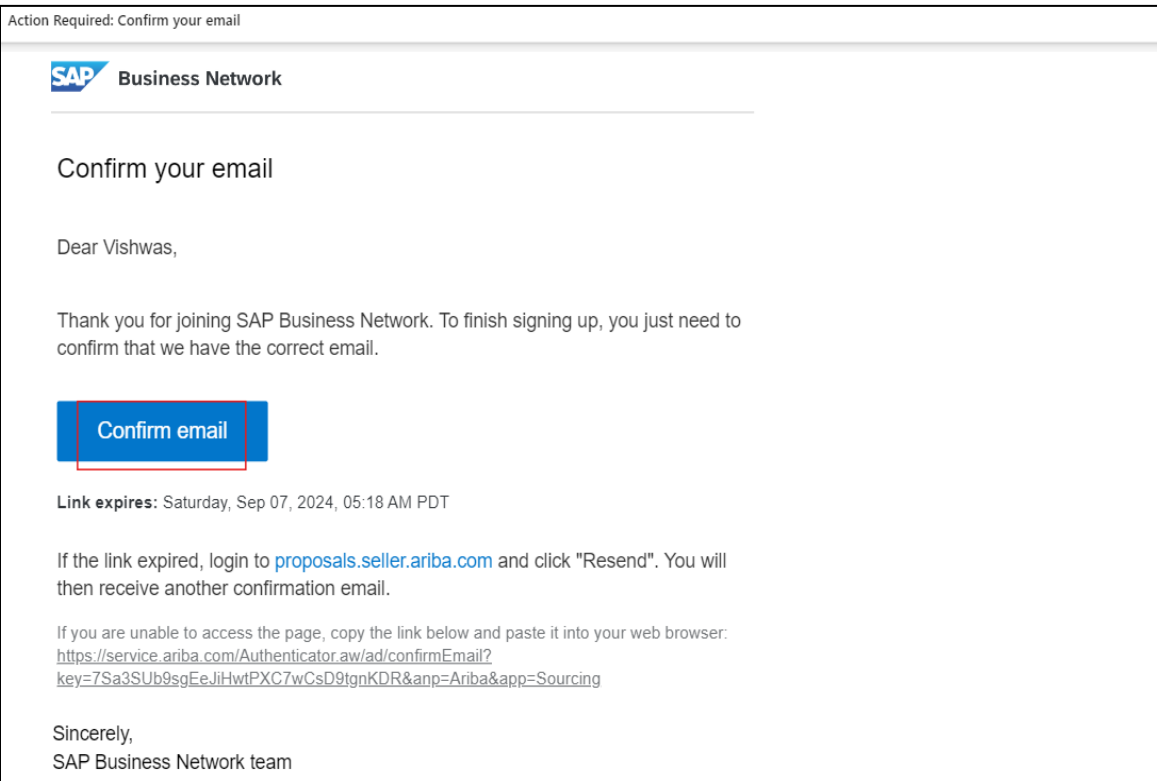
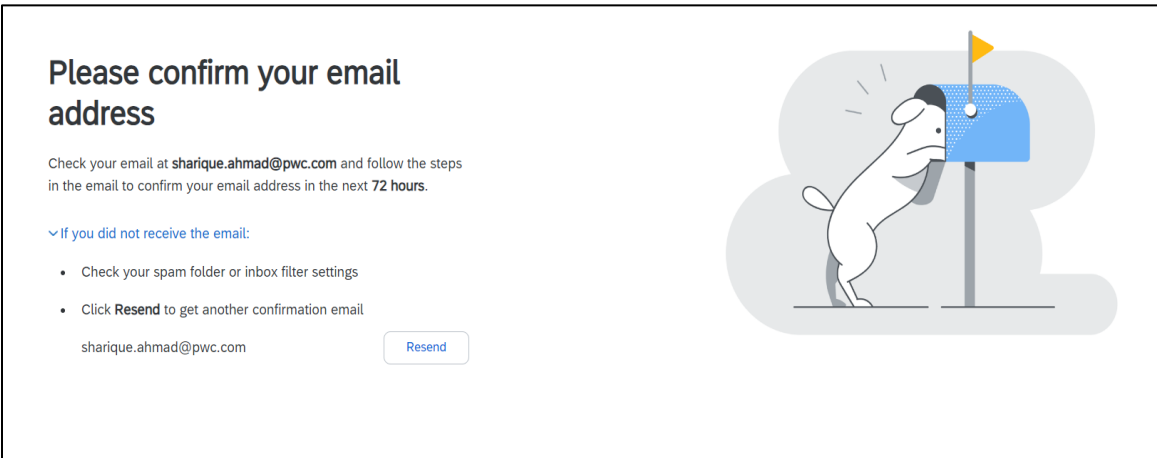
I'm not a robot



reCAPTCHA
[Privacy](#) · [Terms](#)

Create account

- After clicking “Create Account” below page will open where you can see supplier have to give confirmation for their email ID. For giving the confirmation, they will receive one mail and within that mail they have to click “Confirm Email” option.



- After giving confirmation, they will reach to below page where they can either fill these details or they can skip using “Remind me later” as these fields are not mandatory.

Almost done! We just need a little bit more information.

Please provide the information below and you will be discovered by more customers looking for companies like yours.

Product and Service Categories

[Add](#)

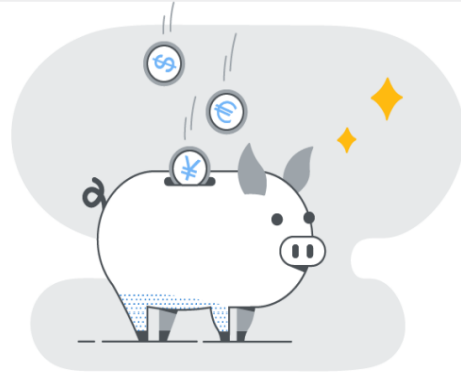
or

[Browse](#)

Ship-to or Service Locations

[Add](#)

or

[Browse](#)[Submit](#)[Remind me later](#)[Don't show this to me again](#)

- After this for filling Supplier Registration Form, they have to go to “External Supplier Registration Form” within Registration questionnaires and where they will fill all details related to their company.

SAP Ariba Proposals and Questionnaires **TEST MODE**

AIR INDIA LIMITED-TEST

There are no matched postings.

Welcome to the Ariba Spend Management site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

AIR INDIA **AIR INDIA express**

[Home](#)

Events

Title	ID	End Time	Event Type	Participated
No items				

Risk Assessments

Title	ID	End Time	Event Type
No items			

Registration Questionnaires

Title	ID	End Time	Status
▼ Status: Open (1)			
External Supplier Registration Form	Doc2162394544	10/4/2024 5:29 PM	Invited

Qualification Questionnaires

2. Supplier Registration Form

- The supplier or the internal user will fill up the supplier registration questionnaire.
- The top right-hand corner designates the time remaining to fill in the details.
- On the left-hand side, the dashboard shows the various tabs of the questionnaire content.

The screenshot shows the 'Doc1893684229 - External Supplier Registration Form' dashboard. On the left, a sidebar contains links for 'Event Messages', 'Event Details', 'Response History', 'Response Team', and 'Event Contents'. The 'Event Contents' section is expanded, showing a list of tabs: 'All Content', '1 General Details', '2 Contact Details', '3 Taxation details (A...', '4 Bank Currency', '5 Banking Information', '6 Business Details', and '7 General Details'. The 'All Content' tab is selected, displaying a table with one entry, 'Name 1'. The entry is expanded to show '1 General Details'. The form fields are as follows:

Field	Value
1.1 Registration requested for	<input checked="" type="checkbox"/> [1000] Air India Ltd. <input type="checkbox"/> [1100] Air India Express Ltd
1.2 Vendor Name	Green Metaliks
1.3 Vendor Name 2	
1.4 Address	<p>Street: <input type="text"/> House Number: <input type="text"/></p> <p>Street 2: <input type="text"/></p> <p>Street 3: <input type="text"/></p> <p>District: <input type="text"/></p>

2.1 General details

The screenshot shows the 'General Details' section of the form. The top right corner indicates '(Section 1 of 8) Next >>'. The form fields are as follows:

Field	Value
1.1 Registration requested for	<input checked="" type="checkbox"/> [1000] Air India Ltd. <input type="checkbox"/> [1100] Air India Express Ltd
1.2 Vendor Name	Green Metaliks
1.3 Vendor Name 2	
1.4 Address	<p>Street: Jessore Rd House Number: 204</p> <p>Street 2:</p> <p>Street 3:</p> <p>District:</p> <p>Postal Code: 700120 City: Kolkata</p> <p>Country/Region: India (IN) State/Province/Region: West Bengal (25)</p>
1.5 Vendor Category	Domestic/Indian
1.6 Type of Firm	[ZA] Private Ltd Com
1.8 Product Type	Non-Aviation
1.11 Product	[0015] Building

(*) indicates a required field

2.2 Contact Details

Console

Doc1893684229 - External Supplier Registration Form

Time remaining
29 days 23:00:58

Event Messages

Event Details

Response History

Response Team

▼ Event Contents

All Content

1 General Details

2 Contact Details

3 Taxation details (A...

4 Bank Currency

5 Banking Information

6 Business Details

7 Compliances

8 Declaration

Contact Details

(Section 2 of 8) ◀ Prev | Next ▶

Name 1

▼ 2 Contact Details

2.1 Email IDs

Add Email IDs (0)

2.2 Contact No.

Add Contact No. (0)

2.3 Company Website (if applicable)

2.4 Contact Person Name*

2.5 Designation of Contact Person*

2.6 Contact Person Mobile Number*

2.7 Contact Person Email Address*

2.8 Alternate Contact Person Name

2.9 Alternate Contact Number

(*) indicates a required field

Save

Cancel

Clicking Save will only **save** your Repeatable Section answers. To **submit** your response, you will need to click Save and then click **Submit Entire Response** on the main screen.

All Content > 2.1 Email IDs

Email IDs (0)

Name 1

No items

Add Email IDs

(*) indicates a required field

Save

Cancel

Clicking Save will only **save** your Repeatable Section answers. To **submit** your response, you will need to click Save and then click **Submit Entire Response** on the main screen.

All Content > 2.1 Email IDs

Email IDs (1)

Name 1

▼ Email IDs #1

Delete

Email ID*

priya.sharma@green.com

Add an additional Email IDs

(*) indicates a required field

Doc1893684229 - External Supplier Registration Form

Time remaining

29 days 22:46:00

Contact Details

(Section 2 of 8) < Prev. | Next >

Name *

2 Contact Details

2.1 Email IDs

Add Email IDs (1)

2.2 Contact No.

Add Contact No. (1)

2.3 Company Website (if applicable)

2.4 Contact Person Name

* Priya

2.5 Designation of Contact Person

* Head

2.6 Contact Person Mobile Number

* 4594689283

2.7 Contact Person Email Address

* priya@green.com

2.8 Alternate Contact Person Name

2.9 Alternate Contact Number

(* indicates a required field)

2.3 Taxation details

3 Taxation details (As applicable)

3.2 Corporate Identification No.

3.4 Certificate of Incorporation

Attach a file

3.5 GST Vendor Class

* Not Registered (0) ▾

3.7 GST No.

3.8 GST RC or Declaration

Attach a file

3.9 Permanent Account Number (PAN)

* AAAAA1234A

3.10 Please Attach PAN Card

* Attachment.docx ▾ Update file Delete file

3.11 MSME Applicable?

* Yes ▾

3.12 Udyam Certificate ID

* [INMED] Medium ▾

3.13 Udyam Certificate No.

* UDYAM-WB-19-1234567

3.14 Udyam Valid From

* Fri, 1 Mar, 2024 📅

3.15 Udyam Valid To

* Sat, 16 Mar, 2024 📅

3.16 Udyam Registration City

* KOLKATA

3.17 Udyam Certificate ⓘ

Attach a file

3.18 CST Applicable?

* No ▾

3.21 VAT No.

3.22 VAT Certificate

Attach a file

3.23 ECC Applicable?

* No ▾

3.30 ESIC Certificate

Attach a file

3.31 EPFO Certificate

Attach a file

2.4 Bank Currency

Bank Currency

(Section 4 of 8) < Prev. | Next >

Name ↑

▼ 4 Bank Currency

4.1 Bank Currency

(*) indicates a required field

Submit Entire Response

Save draft

Compose Message

Excel Import

INR

INR

Others

Bank Currency

(Section 4 of 8) < Prev. | Next >

Name ↑

▼ 4 Bank Currency

4.1 Bank Currency

4.3 Enter currency

(*) indicates a required field

Submit Entire Response

Save draft

Compose Message

Excel Import

Others

Unspecified

Unspecified

[ADP] Andoran Peseta

[AED] United Arab Emirates Dirham

[AFA] Afghani Old

[AFN] Afghani

[ALL] Albanian Lek

[AMD] Armenian Dram

2.5 Banking Information

Banking Information

(Section 5 of 8) < Prev. | Next >

Name ↑

5 Banking Information

Add Banking Information (0)

(*) indicates a required field

Save

Cancel

Clicking Save will only **save** your Repeatable Section answers. To **submit** your response, you will need to click Save and then click **Submit Entire Response** on the main screen.

All Content > 5 Banking Information


Banking Information (0)

Name ↑

No items

Add Bank Details

(*) indicates a required field

Banking Information (1) 

Name ↑

▼ Bank Details #1

Delete

Supporting bank document (e.g., Cancelled Cheque/ KYC / Bank mandate form)

Attach a file

Bank Information

* Bank Type: Domestic ▾

Country/Region: India ▾

Account Holder Name:

Bank Key/ABA Routing Number: HDFC0000060

Account Number: 1234567890

IBAN Number:


SWIFT Code:

Bank Control Key: Savings [10] ▾

Add an additional Bank Details

(*) indicates a required field

2.6 Business Details

Business Details (Section 6 of 8) [<< Prev.](#) | [Next >>](#) 

Name ↑

▼ 6 Business Details

6.1 Have you previously worked with the Tata Group? *

No ▾

6.3 Are you a Group Company (Related Party) of the Air India or Tata groups as per AS (Accounting Standard)? *

[Z1] Yes ▾

6.4 Type of Related Party *


HOLDING ▾

6.5 Business profile (eg. Product / Service catalogue, company brochure)

Attach a file

(*) indicates a required field

2.7 Compliances

Compliances (Section 7 of 8) [<< Prev.](#) | [Next >>](#) 

Name ↑

▼ 7 Compliances

7.1 Type of Business *

Agent ▾

7.5 FSSAI License number

7.6 FSSAI Certificate

Attach a file

7.7 Trade Mark Certificate

Attach a file

7.8 Shop & Estd. Certificate

Attach a file

(*) indicates a required field

2.8 Declaration

The screenshot shows a web form titled "Declaration" with a sub-header "(Section 8 of 8) < Prev.". Below the title is a search bar labeled "Name". The main content area is titled "8 Declaration" and contains four questions:

- 8.1 Have you read the TCOC document? (Required field, marked with a red asterisk) with a dropdown menu showing "Yes".
- 8.2 Have you read the SCOC document? (Required field, marked with a red asterisk) with a dropdown menu showing "Yes".
- 8.3 Signed copy of SCOC (Optional field) with a link "Attach a file".
- 8.4 I, solemnly declare that the information furnished in this form is true, complete, and precise to the best of my knowledge and belief. I am aware that any misrepresentation, falsification, or omission may lead to disqualification. (Required field, marked with a red asterisk) with a dropdown menu showing "Yes".

At the bottom, there is a note: "(*) indicates a required field".

2.9 Submission

- After filling all these details, the supplier clicks on "Submit Entire response" to submit his/her registration form details. If any error shows up, necessary corrections must be made before re-submission.

The screenshot shows a row of four buttons: "Submit Entire Response" (blue), "Save draft" (light blue), "Compose Message" (light blue), and "Excel Import" (light blue).

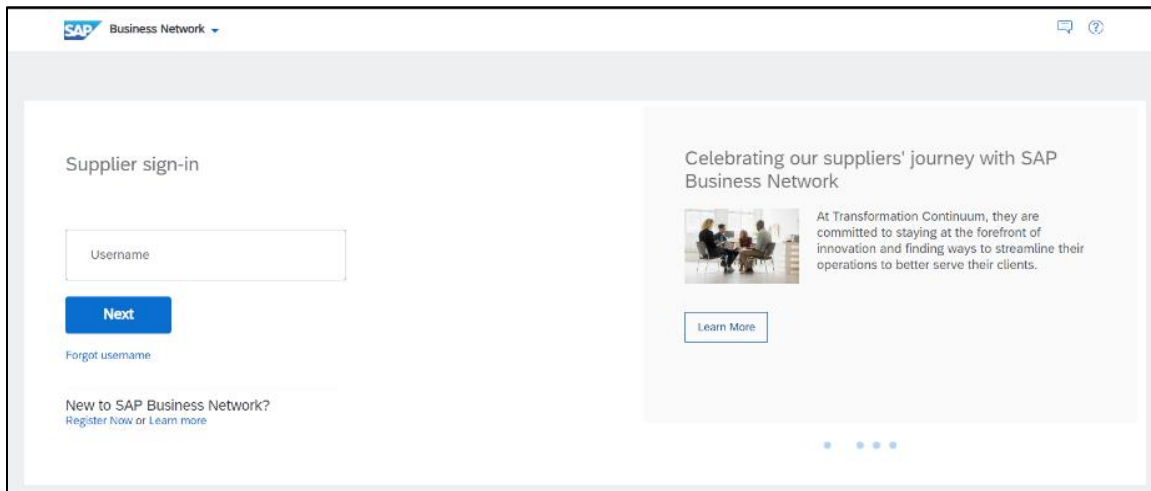
- Compose Message – If there is any message that the supplier wants the buyer to know, and the information is not being captured in the registration form, the supplier can click on "Compose Message" and submit his/her message. It gets reflected on buyer portal when the supplier registers with the buyer site.
- Excel Import – The supplier, instead of filling the above details online, can also download the Ariba excel format, make necessary edits and additions offline, and re-upload it. If the necessary fields are filled correctly, all the data gets imported in the form.

The screenshot shows a confirmation message on a dashboard. The header includes "ST Dashboard" and "Desktop File Sync". The main content area displays "Doc303042701 - Supplier Registration Questionnaire" and a clock icon with "Time remaining 29 days 20:49:17". Below this, a green banner with a checkmark icon states: "Your response has been submitted. Thank you for participating in the event."

- When all fields are correctly filled and the supplier submits his/her response, the supplier details are successfully submitted for the buyer to review and verify on his portal.

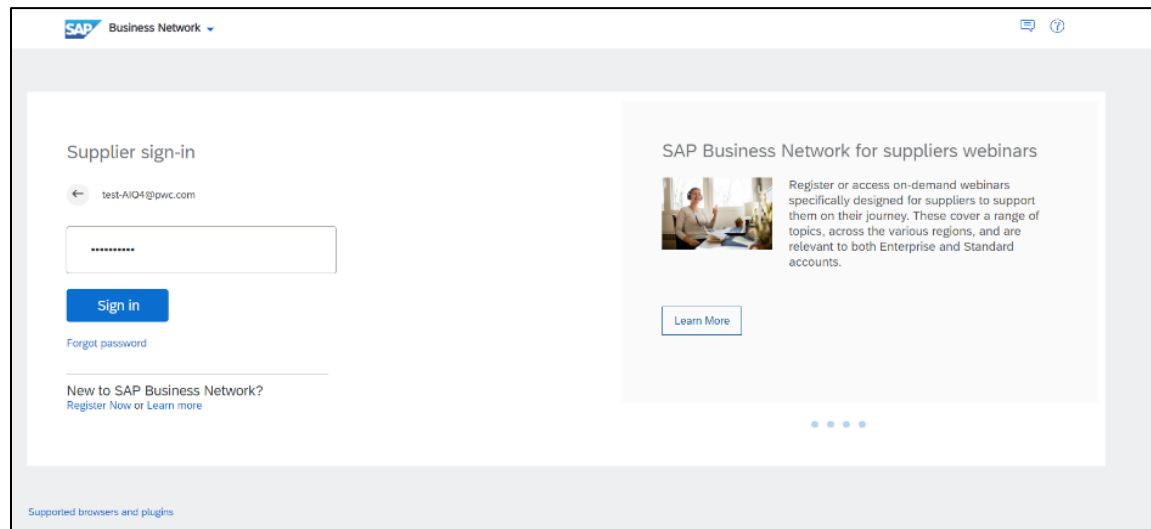
3. Change in Supplier Registration Form

- Click on the link - [Supplier Network](#)



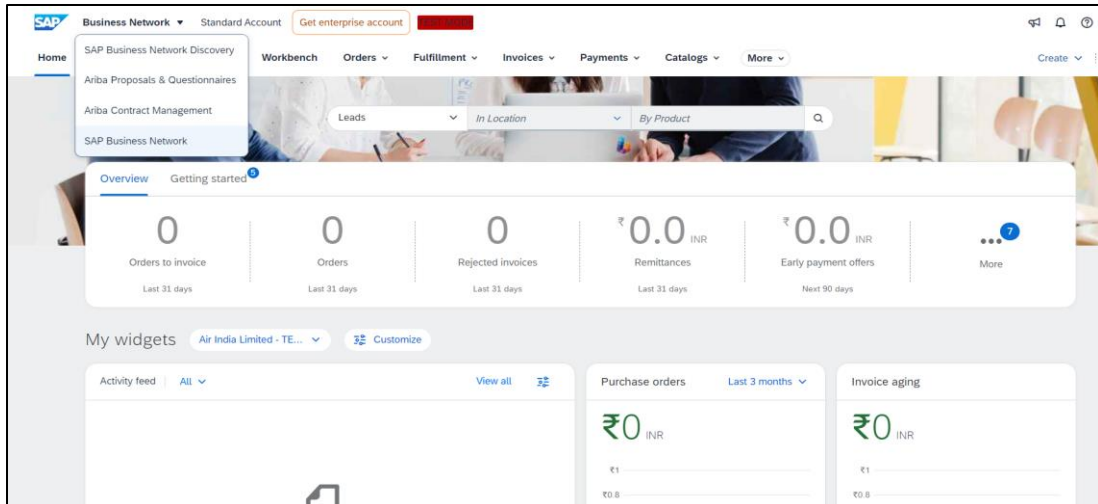
The screenshot shows the SAP Business Network Supplier sign-in page. The header includes the SAP logo and 'Business Network' with a dropdown arrow. On the left, under 'Supplier sign-in', there is a 'Username' input field, a blue 'Next' button, a 'Forgot username' link, and a section for 'New to SAP Business Network?' with 'Register Now' and 'Learn more' links. On the right, a promotional banner titled 'Celebrating our suppliers' journey with SAP Business Network' features an image of people in a meeting and text about 'Transformation Continuum'. A 'Learn More' button is at the bottom of the banner. A progress indicator with four dots is at the bottom right.

- Enter your credentials (user ID and password)

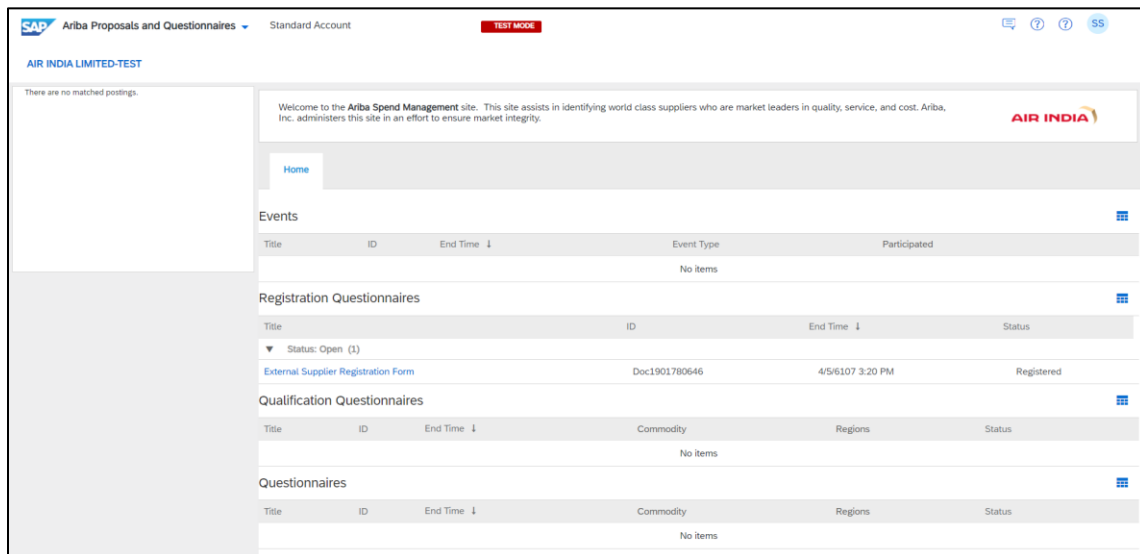


This screenshot shows the same SAP Business Network Supplier sign-in page, but with credentials entered. The 'Username' field now contains 'test-AIQ4@pwc.com' with a back arrow icon to its left. The password field is masked with '*****'. The blue button is now labeled 'Sign in'. The 'Forgot password' link is visible below the button. The right-side promotional banner has changed to 'SAP Business Network for suppliers webinars', featuring an image of a person at a desk and text about on-demand webinars. A 'Learn More' button is present. The progress indicator at the bottom right now shows the first dot as filled.

- Click on "Sign in".
- Click on "Business Network" and then click on "Ariba Proposals and Questionnaires".



- Go to “Registration Questionnaires” and click on “External Supplier Registration Form”.



- Click on “Revise Response”.

Console

Event Messages

Event Details

Response History

Response Team

▼ Event Contents

All Content

1 General Details

2 Contact Details

3 Taxation details (A...

4 Bank Currency

5 Banking Information

6 Business Details

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

Revise Response

All Content

Name ↑

▼ 1 General Details

1.1 Registration requested for

1.2 Vendor Name

1.3 Vendor Name 2 ⓘ

Show More

Street: KOLKATA ⓘ

House Number: ⓘ

Street 2: ⓘ

- Click on “OK”.

Console

Event Messages

Event Details

Response History

Response Team

▼ Event Contents

All Content

1 General Details

2 Contact Details

3 Taxation details (A...

4 Bank Currency

5 Banking Information

6 Business Details

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

Revise Response?

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

OK

Cancel

- Make the necessary changes and click on “Submit Entire Response”.

Console

Event Messages

Event Details

Response History

Response Team

▼ Event Contents

All Content

1 General Details

2 Contact Details

3 Taxation details (A...

4 Bank Currency

5 Banking Information

6 Business Details

All Content

Name ↑

▼ 1 General Details

1.1 Registration requested for

1.2 Vendor Name

1.3 Vendor Name 2 ⓘ

Show More

Street: KOLKATA ⓘ

House Number: ⓘ

(*) indicates a required field

Submit Entire Response

Reload Last Bid

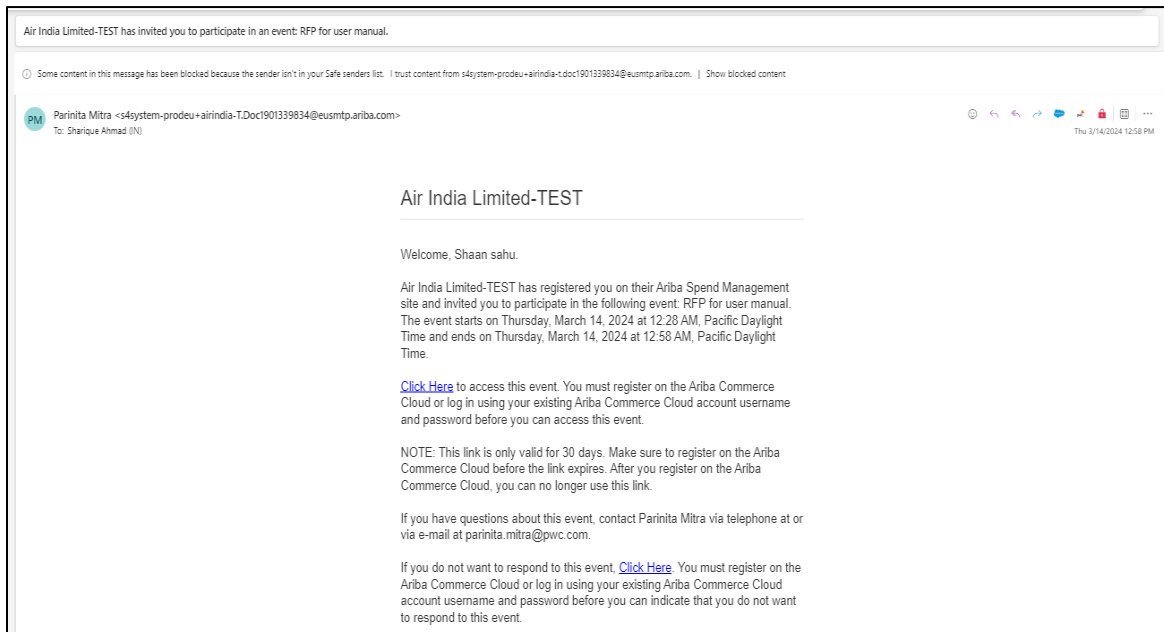
Save draft

Compose Message

Excel Import

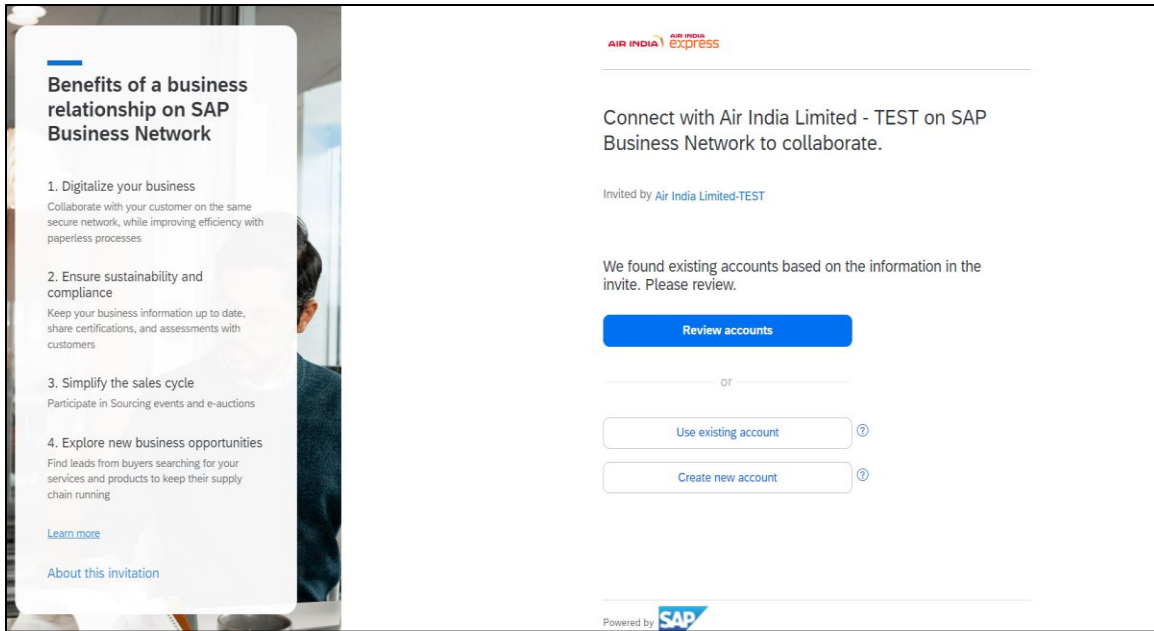
4. Supplier Response : RFP

- All invited suppliers will receive an email notification for accessing the event.

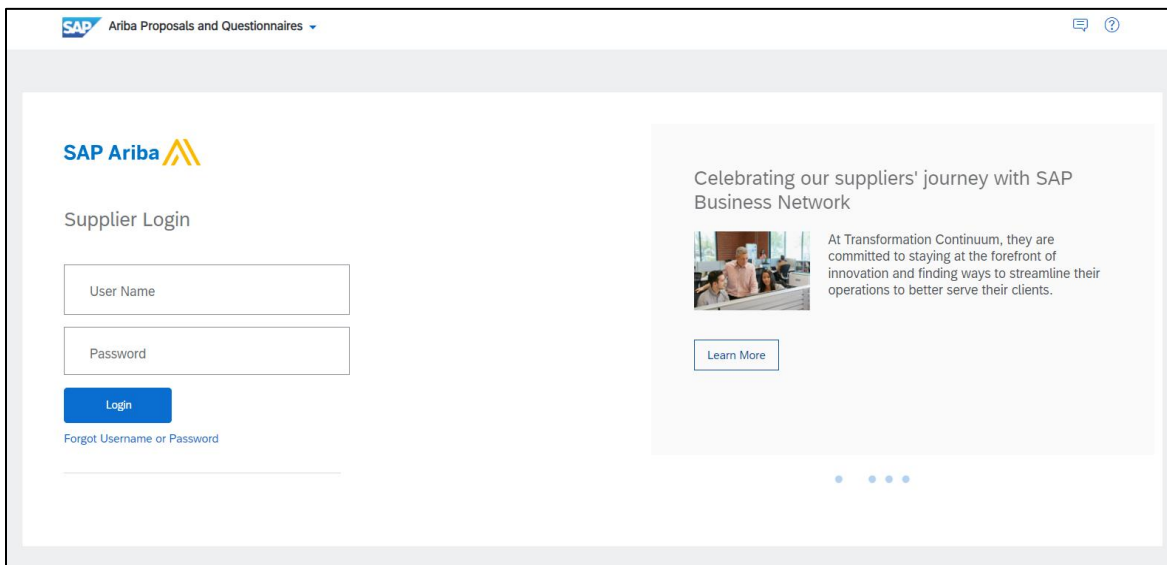


They will click on the “Click Here” option and this link will redirect the supplier to the Login or Signup page.

- Case 1 (No account in Ariba for AI)- If the supplier has no account in Ariba for Air India/Air India Express, they will get this below screen. They can either click on “Create New Account” for creating an Ariba account for Air India/Air India Express or if they have account in Ariba for other company they can click on “Use Existing Account” and put in their credentials and click on login, this will merge AI profile on their existing Ariba profile.



- Case 2 (Already registered in Ariba for AI)- In this case, the supplier will be redirected to the below login page, where they have to put the credentials and login into the system.



- After login into the Ariba portal, supplier will see below dashboard in which all the events will show within different sections as per there current status like Completed, Open or Pending selection.
- Supplier can open any event details by just clicking on the events name.

SAP Ariba Proposals and Questionnaires Standard Account TEST MODE

AIR INDIA LIMITED-TEST

There are no matched postings.

Welcome to the Ariba Spend Management site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

AIR INDIA

Home

Events

Title	ID	End Time	Event Type	Participated
▼ Status: Completed (5)				
RFP- PBXX testing	Doc1888433401	3/4/2024 1:15 PM	RFP	Yes
0060000090-0011000070- multi PR merging RA testing	Doc1885323176	3/1/2024 3:06 PM	Auction	Yes
RFP-0060000090-0011000070- multi PR merging	Doc1885010408	3/1/2024 11:25 AM	RFP	Yes
RFP- 0060000089-0011000068 all pricing terms testing	Doc1883626920	2/29/2024 4:53 PM	RFP	Yes
RFP-0060000034-0011000022	Doc1870219766	2/21/2024 12:46 PM	RFP	No
▼ Status: Open (1)				
RFP for user manual	Doc1901339834	3/14/2024 1:28 PM	RFP	No
▼ Status: Pending Selection (3)				
Auction-testing standalone	Doc1897573269	3/10/2024 9:56 PM	Auction	No
Auction- testing scenario 7	Doc1892237404	3/6/2024 2:01 PM	Auction	No
BEP-0060000070-0011000031	Doc1870154751	2/21/2024 11:36 AM	BEP	No

- For live event details supplier have to navigate to the open status events and click on the name of the event to participate and see all the details.

▼ Status: Open (1)
RFP for user manual
Doc1901339834
3/14/2024 1:28 PM
RFP
No

Now for participation in the event supplier have to follow below steps:

After clicking on the event name, the below page will open in which we can see the “Time remaining” on right top screen. On left side of the screen there is “Checklist” and within that checklist part 4 steps are given which supplier have to follow one by one for participating in the event. Also, supplier can download all the content related to event by clicking on “Download Content” option.

- This page is already in the “Review Event Details” tab where supplier can see all the details related to the event and this page is not editable. Supplier can only review all the details here.

Ariba Sourcing Company Settings Enrique Iglesias Feedback Help Messages

Go back to Air India Limited-TEST Dashboard Desktop File Sync

Event Details Doc1901339834 - RFP for user manual Time remaining 00:09:18

Event Messages
Download Tutorials

Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots/Line Items
4. Submit Response

Event Contents
All Content
1 AI SAP ERP Fields

Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.

Download Content Review Prerequisites Decline to Respond Print Event Information

All Content

Name 1	Price	Quantity	Extended Price	Total Cost
1 AI SAP ERP Fields				
1.1 Payment Term				
1.2 Incoterm				
1.3 Incoterm Location				
3 Braid-Gold Cellophane	Less...	10 meter		
Braid-Gold Cellophane				

Event Overview and Timing Rules

Owner: Parinita Mitra
Event Type: RFP
Currency: Indian Rupee
Commodity: Carts M01001

- After reviewing the details, supplier will have to click on the second step “Review and Accept Prerequisites”. The page below opens, in which SAP Ariba online events bid agreement will appear. Suppliers have to accept the terms for participating in the event.

Prerequisites Doc1901339834 - RFP for user manual

Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots/Line Items
4. Submit Response

Prerequisites must be completed prior to participation in the event.

In consideration of the opportunity to participate in on-line events ("On-Line Events") held and conducted by the company sponsoring this On-Line Event ("Sponsor") on the web site (this "Site") hosted by Ariba, Inc. ("Site Owner"), your company ("Participant" or "You") agrees to the following terms and conditions ("Bidder Agreement"):

- Bids.** If you are invited to participate in the On-Line Event, Sponsor reserves the right to amend, modify or withdraw this On-Line Event. Sponsor reserves the right to accept or reject all or part of your proposal. Submission of a bid does not create a contract or any expectation by Participant of a future business relationship. Rather, by submitting a bid, you are making a firm offer which Sponsor may accept to form a contract, subject to section 2 below. Sponsor is not liable for any costs incurred by Participant in the preparation, presentation, or any other aspect of Participant's bid.
- Price Quotes.** Except to the extent Sponsor allows a non-binding bid, all Bids which Participant submits through the On-Line Events are legally valid quotations without qualification, except for data entry errors.
- Procedures and Rules.** Participant further agrees to be bound by the procedures and rules established by the Site and Sponsor.
- Confidentiality.** Participant shall keep all user names and passwords, the On-Line Event content, other confidential materials provided by the Site and/or Sponsor, and all bids provided by You or another participating organization in confidence and shall not disclose the foregoing to any third party.
- Bids through Site only.** Participant agrees to submit bids only through the on-line bidding mechanism supplied by the Site and not to submit bids via any other mechanism including, but not limited to, post, courier, fax, E-mail, or orally unless specifically requested by Sponsor.
- Ethical Conduct.** All parties will prohibit unethical behavior and are expected to notify the Site Owner by contacting the appropriate project team if they witness practices that are counter-productive to the fair operation of the On-Line Event. If Participant experiences any difficulties during a live On-Line Event, Participant must notify Site Owner immediately.
- Export Control.** All parties who use this Site hosted by Ariba, Inc. agree to comply with all applicable export control and sanctions laws, including the laws of the US, EU and Germany.
- Survival.** The terms and conditions of this Bidder Agreement shall survive completion of the On-Line Event.

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- In this step supplier has to select “I accept the terms of this agreement” and then click on “OK” to submit this agreement.

☐ I accept the terms of this agreement.

☒ I do not accept the terms of this agreement.

OK Cancel

- Next step will be selecting the lots and bidding currency (if selected by buyer in rules)
 1. Select the event bidding currency from the drop-down list.
 2. The supplier must select and confirm the lots he can provide and bid for by clicking on “Confirm Selected Lots”.

Select Lots Doc1901339834 - RFP for user manual Cancel

Select the bidding currency at event level. You place bids using the bidding currency. This is the default currency assigned to all lots below. [More](#)

Event Bidding Currency

Select event bidding currency: Indian Rupee 1

☐ Use a different currency [Select Currency...](#)

US Dollar

Australian Dollar

Indian Rupee

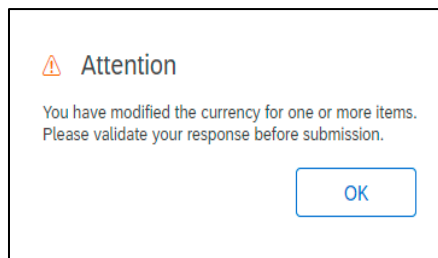
[Select Lots/Line Items](#)

Lots Available for Bidding

2	Name	Quantity
<input type="checkbox"/>	3 Braid-Gold Cellophane	Braid-Gold Cellophane
<input type="checkbox"/>	4 PI-Cycle counting	PI-Cycle counting

[Confirm Selected Lots/Line Items](#)

- The supplier might get this message that the currency for one or more items has been modified. Validate the message and select OK.



Console Doc1901339834 - RFP for user manual Time remaining: 00:00:48

Event Messages
Response History

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots/Line Items
4. Submit Response

▼ Event Contents

All Content

1 AI SAP ERP Fields

Submit Entire Response Update Totals Save draft Compose Message Excel Import

Name 1	Price	Quantity	Extended Price	Total Cost
Freight in Value (f):	3 USD all units			
Packing & Forwarding % (f):	2 per unit			
Packing & Forwarding (Hf):	3 USD per unit			
Additional Charges % (f):	2 per unit			
Additional Charges V (f):	3 USD per unit			
Item Text:	Item text line 2			

(*) Indicates a required field

- The next section is the “Submit Response”. The supplier must answer all the mandatory questions under Pricing and Commercial terms.
- Once the supplier fills in all details, click on “Submit Entire Response”.

Console Doc1901339834 - RFP for user manual Pending Selection

Event Messages
Response History

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots/Line Items
4. Submit Response

▼ Event Contents

All Content

1 AI SAP ERP Fields

The bid shown is your last successfully submitted bid.

Name 1	Price	Quantity	Extended Price	Total Cost
▼ 1 AI SAP ERP Fields				
1.1 Payment Term	[A006]			
1.2 Incoterm	FOR			
1.3 Incoterm Location	Delhi			
3 Braid-Gold Cellophane	More... \$50.00 USD	10 meter	\$500.00 USD	\$670.45 USD
4 PI-Cycle counting	More... \$40.00 USD	10 each	\$400.00 USD	\$554.46 USD

Compose Message

- Select OK to submit the response.

Submit this response?

Click OK to submit.

OK Cancel

View Message

Done

Reply

Id: MSQ222940318

From: DC Suppliers (Enrique Iglesias)

Sent: 03/14/2024 01:34 PM

To: Project Team; Air India Limited-TEST(Parinita Mitra); Air India Limited-TEST(aribasystem)

Subject: Doc1901339834 - RFP for user manual

I have submitted my bid in USD

Done

Reply

- The supplier can carry out the “Excel import” procedure to import bids as would be shown below.

Step 1.

Click "Download Content" to download and review your event in an Excel Spreadsheet. Skip this step if you wish to import a previously downloaded file. If you want to start over, click "Download Original Excel Bid Sheets".

Download Content

Download Attachments

Step 2.

Declare your intention to respond and enter your response in the Excel spreadsheet and save the file to your computer.

Step 3.

Locate the saved Excel file on your computer using the Browse button.

Choose File

No file chosen

Or drop file here

Step 4.

Click Upload to import the contents of the Excel file to your event.

Note: Values in the Excel file will overwrite and delete any values you may have entered in your saved response.

Upload

- Go to import excel -> download content -> update the excel file -> re-upload the file.
- The supplier can revise the response till the event is open. Click on “Revise Response”, make the necessary changes, and click on “Submit Entire Response”.

Doc1901339834 - RFP for user manual

✓

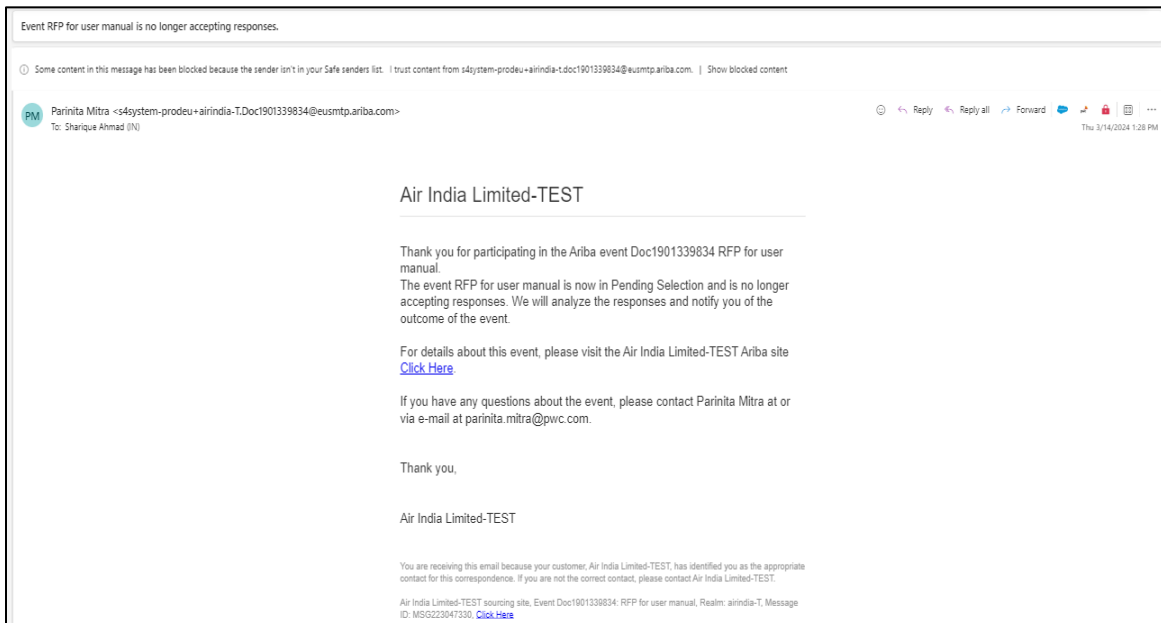
Your response has been submitted. Thank you for participating in the event.

Revise Response

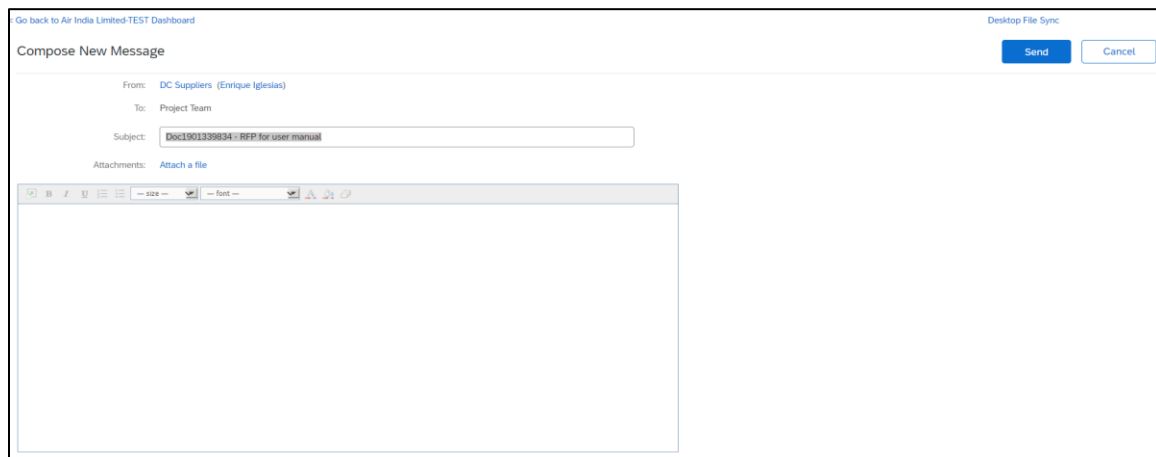
All Content

Name ↑	Price	Quantity	Extended Price
1 AI SAP ERP Fields			
1.1 Payment Term	[A006]		
1.2 Incoterm	FOR		
1.3 Incoterm Location	New Delhi		
3 Braid-Gold Cellophane	More... + 1,000.00 INR	10 meter	10,000.00 INR
4 PI-Cycle counting	More... + 1,000.00 INR	10 each	10,000.00 INR

- As long as the timer is on, the supplier can revise response.



- Supplier will get email notification for successful participation in the event.



- The supplier can click on “Compose Message” to send messages/queries to the buyer.

Event Messages - RFP for user manual

Back to Console

Pending Selection

Messages

	Id	Reply Sent	Sent Date & Time	From	Contact Name	To	Subject
<input type="radio"/>	MSG222940318	No	03/14/2024 01:34 PM	DC Suppliers	Enrique Iglesias	Participants (0) Team (2)	Doc1901339834 - RFP for user manual
<input type="radio"/>	MSG223047330	No	03/14/2024 01:28 PM	Air India Limited-TEST	Parinita Mitra	Enrique Iglesias	Event RFP for user manual is no longer accepting responses.
<input type="radio"/>	MSG222940313	Not Applicable	03/14/2024 01:28 PM	DC Suppliers	Enrique Iglesias	Participants (0) Team (2)	Response (ID=D1951896563) in event RFP for user manual has been submitted.
<input type="radio"/>	MSG223047328	Not Applicable	03/14/2024 12:58 PM	Air India Limited-TEST	Parinita Mitra	Enrique Iglesias	Air India Limited-TEST has invited you to participate in an event: RFP for user manual.

View

Reply

Compose Message

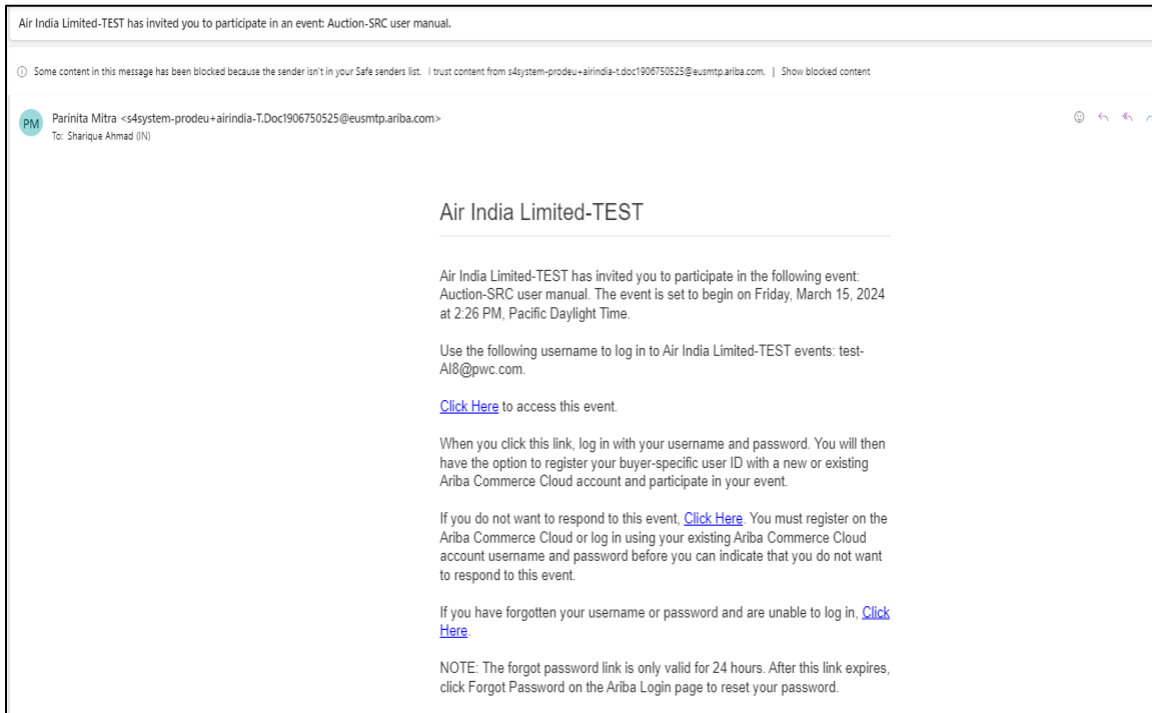
Download all attachments

Back to Console

- Suppliers can check event related messages by clicking on the “Event Messages.”
- Suppliers can see event status on the top right corner of the screen within the event.

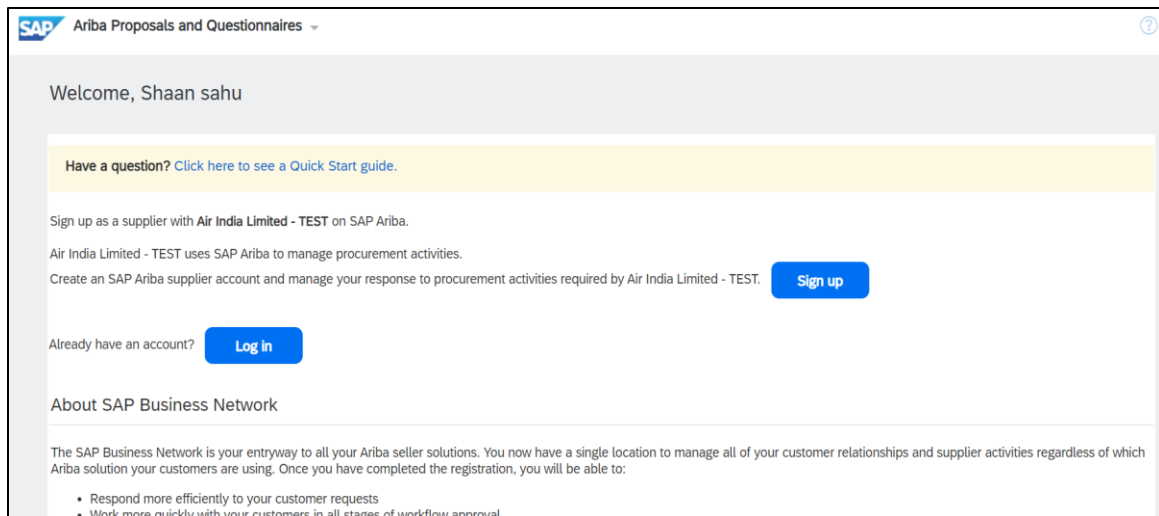
5. Supplier Response : Auction

- All invited suppliers will receive an email notification for accessing the event.

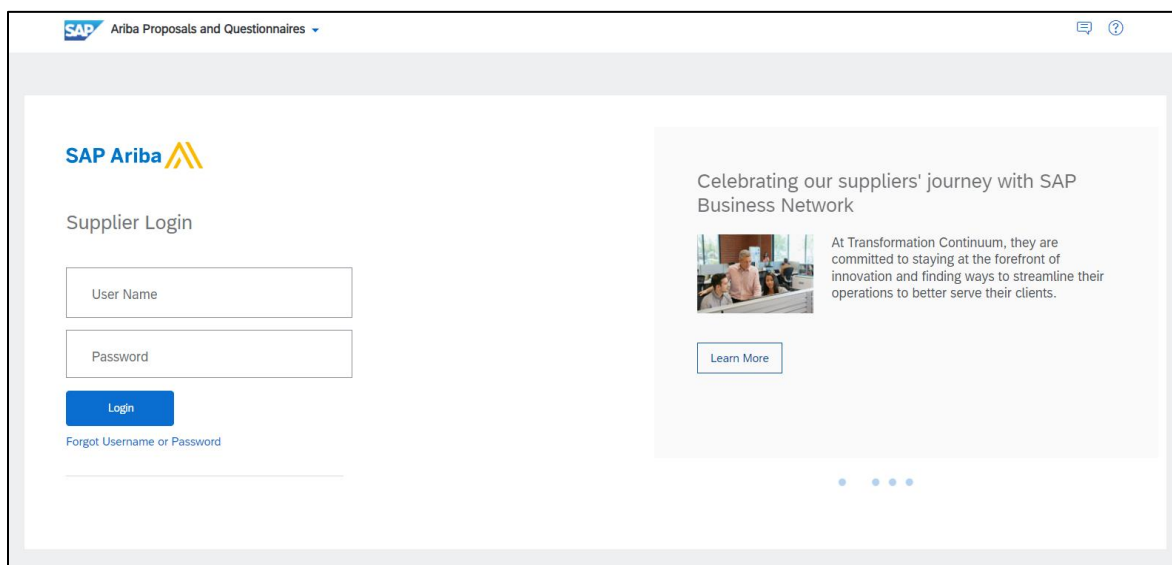


They will click on the “Click Here” option and this link will redirect the supplier to the Login or Signup page.


- Case 1 (No account in Ariba for AI)- If the supplier has no account in Ariba for Air India/Air India Express, they will get this below screen. They can either click on “Signup” and create an Ariba account for Air India/Air India Express or if they have account in Ariba for other company they can click on “Login” and put in their credentials and click on login. This will merge AI profile to their existing Ariba profile.



- Case 2 (Already registered in Ariba for AI)- In this case, the supplier will be redirected to the below login page, where they have to put the credentials and login into the system.



- After login into the Ariba portal Supplier will see below dashboard in which all the events will show within different sections as per there current status like Completed, Open or Pending selection.
- Supplier can open any event details by just clicking on the events name.

Home				
Welcome to the Ariba Spend Management site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.				
Events 				
Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (1)				
Auction-SRC user manual	Doc1906750525	3/16/2024 3:56 AM	Auction	No
▼ Status: Pending Selection (1)				
RFP for user manual	Doc1901339834	3/14/2024 1:28 PM	RFP	No


- For live events details supplier have to navigate to the open status events and click on the name of the event to participate and see all the details.

▼ Status: Open (1)				
Auction-SRC user manual	Doc1906750525	3/16/2024 3:56 AM	Auction	No

Now for participation in the event supplier have to follow below steps:

After clicking on the event name, the below page will open in which the supplier can see the “Time remaining” on right top screen. On left side of the screen there is “Checklist” and within that checklist, 4 steps are given which supplier has to follow one by one for participating in the event. Also, supplier can download all the content related to event by clicking on “Download Content” option.

- This page is already the “Review Event Details” page in which supplier can see all the details related to event and this page is not editable. Supplier can only review all the details here.

Event Details		Doc1906750525 - Auction-SRC user manual		Time remaining in open bidding 00:45:00																																																																		
Event Messages Download Tutorials		Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.																																																																				
▼ Checklist		Download Content Review Prerequisites Decline to Respond Print Event Information																																																																				
1. Review Event Details 2. Review and Accept Prerequisites 3. Select Lots/Line Items 4. Submit Bids		All Content 																																																																				
▼ Event Contents All Content 1 AI SAP ERP Fields		<table border="1"> <thead> <tr> <th>Name ↑</th> <th>Price</th> <th>Quantity</th> <th>Extended Price</th> <th>Total Cost</th> </tr> </thead> <tbody> <tr> <td>▼ 1 AI SAP ERP Fields</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>1.1 Payment Term</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>1.2 Incoterm</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>1.3 Incoterm Location</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>3 Braid-Gold Cellophane ▼</td> <td>Less... 1,000.00 INR</td> <td>10 meter</td> <td>10,000.00 INR</td> <td>10,000.00 INR</td> </tr> <tr> <td>Braid-Gold Cellophane</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Discount Percentage:</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Shipping Cost:</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Discount Amount:</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Freight per Unit:</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Freight Percentage: 0% per unit</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="5">Requested Delivery Date: Wed, 17 Apr, 2024</td> </tr> </tbody> </table>				Name ↑	Price	Quantity	Extended Price	Total Cost	▼ 1 AI SAP ERP Fields					1.1 Payment Term					1.2 Incoterm					1.3 Incoterm Location					3 Braid-Gold Cellophane ▼	Less... 1,000.00 INR	10 meter	10,000.00 INR	10,000.00 INR	Braid-Gold Cellophane						Discount Percentage:					Shipping Cost:					Discount Amount:					Freight per Unit:					Freight Percentage: 0% per unit				Requested Delivery Date: Wed, 17 Apr, 2024				
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Requested Delivery Date: Wed, 17 Apr, 2024																																																																						

- After reviewing the details supplier will have to click on the second step “Review and Accept Prerequisites”. By clicking on this option below page will appear in which ideal SAP Ariba online events bid agreement will appear in which supplier have to accept the terms for participating in the event.

Prerequisites Doc1906750525 - Auction-SRC user manual

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots/Line Items
4. Submit Bids

Prerequisites must be completed prior to participation in the event.

In consideration of the opportunity to participate in on-line events ("On-Line Events") held and conducted by the company sponsoring this On-Line Event ("Sponsor") on the web site (this "Site") hosted by Ariba, Inc. ("Site Owner"), your company ("Participant" or "You") agrees to the following terms and conditions ("Bidder Agreement"):

- 1. Bids.** If you are invited to participate in the On-Line Event, Sponsor reserves the right to amend, modify or withdraw this On-Line Event. Sponsor reserves the right to accept or reject all or part of your proposal. Submission of a bid does not create a contract or any expectation by Participant of a future business relationship. Rather, by submitting a bid, you are making a firm offer which Sponsor may accept to form a contract, subject to section 2 below. Sponsor is not liable for any costs incurred by Participant in the preparation, presentation, or any other aspect of Participant's bid.
- 2. Price Quotes.** Except to the extent Sponsor allows a non-binding bid, all Bids which Participant submits through the On-Line Events are legally valid quotations without qualification, except for data entry errors.
- 3. Procedures and Rules.** Participant further agrees to be bound by the procedures and rules established by the Site and Sponsor.
- 4. Confidentiality.** Participant shall keep all user names and passwords, the On-Line Event content, other confidential materials provided by the Site and/or Sponsor, and all bids provided by You or another participating organization in confidence and shall not disclose the foregoing to any third party.
- 5. Bids through Site only.** Participant agrees to submit bids only through the on-line bidding mechanism supplied by the Site and not to submit bids via any other mechanism including, but not limited to, post, courier, fax, E-mail, or orally unless specifically requested by Sponsor.
- 6. Ethical Conduct.** All parties will prohibit unethical behavior and are expected to notify the Site Owner by contacting the appropriate project team if they witness practices that are counter-productive to the fair operation of the On-Line Event. If Participant experiences any difficulties during a live On-Line Event, Participant must notify Site Owner immediately.
- 7. Export Control.** All parties who use this Site hosted by Ariba, Inc. agree to comply with all applicable export control and sanctions laws, including the laws of the US, EU and Germany.
- 8. Survival.** The terms and conditions of this Bidder Agreement shall survive completion of the On-Line Event.

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- In this step Supplier have to select “I accept the terms of this agreement” and then click on “OK” to submit this agreement.

☒ I accept the terms of this agreement.

☐ I do not accept the terms of this agreement.

OK Cancel

- Next step will be selecting the lots and bidding currency (if selected by buyer in rules)
 1. Select the event bidding currency from the drop-down list.
 2. The supplier must select and confirm the lots he can provide and bid for by clicking on “Confirm Selected Lots”.

Select Lots Doc1906750525 - Auction-SRC user manual Cancel

Select the bidding currency at event level. You place bids using the bidding currency. This is the default currency assigned to all lots below. [More](#)

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots/Line Items
4. Submit Bids

Event Bidding Currency

Select event bidding currency: Select Currency... 1

☐ Use a different currency

[Select Lots/Line Items](#)

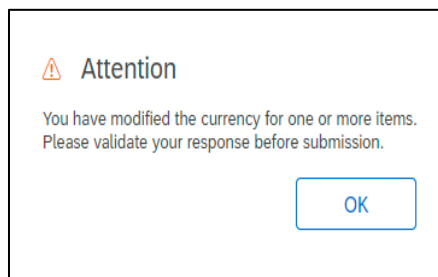
US Dollar
Australian Dollar
Indian Rupee

Lots Available for Bidding

<input checked="" type="checkbox"/>	Name	Status
<input checked="" type="checkbox"/>	3 Braid-Gold Cellophane	Open
	Braid-Gold Cellophane	
<input checked="" type="checkbox"/>	4 PI-Cycle counting	Open
	PI-Cycle counting	

[Confirm Selected Lots/Line Items](#) 2

- The supplier might get this message that the currency for one or more items has been modified. Validate the message and select OK.



- The supplier can enter his initial and following bids here. The supplier can see ceiling value above after entering initial bid. The following bids are accepted only if they are below ceiling price.
- The supplier can set a certain percentage or amount of decrement on basic price at every bid and submit.
- The supplier can click on "Update Totals" to view updated total without submitting the bid.
- The supplier can compose message and send to buyer.
- The supplier has to click on "Submit entire response" to enter his/her bid.
- Below are some screenshots of participation or submission of bids.

Console Doc1906750525 - Auction-SRC user manual Time remaining in open bidding 00:35:51

Event Messages
Response History

✓ Your response has been submitted.

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots/Line Items
4. Submit Bids

▼ Event Contents

All Content

1 AI SAP ERP Fields

1.1 Payment Term *

1.2 Incoterm *

1.3 Incoterm Location *

3 Braid-Gold Cellophane + INR 10 meter

4 PI-Cycle counting + INR 10 each

Decrement for selected items by value (*) indicates a required field

View all lots

2.0 Braid-Gold Cellophane

- Suppliers can go to specific lots and submit bids by selecting lots by clicking lot name on the left bottom of the screen just within “choose lot” section.
- Suppliers can expand the lots data by clicking on “more +” option.

Console Doc1906750525 - Auction-SRC user manual Time remaining in open bidding 00:34:23

Ceiling Value: 1,000.00 INR Leading Bid: Bid decrement: 50.00 INR

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots/Line Items
4. Submit Bids

▼ Event Contents

All Content

1 AI SAP ERP Fields

▼ Choose Lot

View all lots

2.0 Braid-Gold Cellophane

3.0 PI-Cycle counting

3 Braid-Gold Cellophane + INR 10 meter

Decrement by value (*) indicates a required field

Period:

Price - Braid-Gold Cellophane

Bid History

Participant	Price	Submission Time
No items		

- Above screenshot shows prebid submission screen of supplier. It includes ceiling value and bid decrement on the top of table.
- Below is the screenshot of after bid submission screen which includes Leading bid, Rank and including other two also.

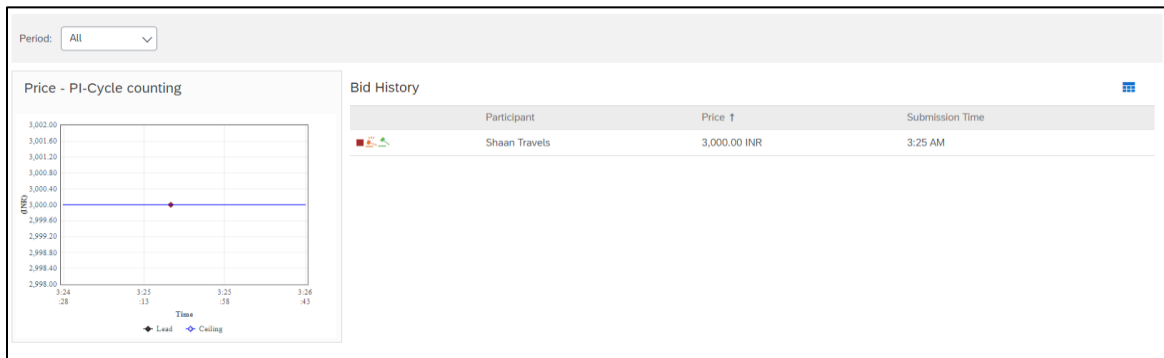
Doc1906750525 - Auction-SRC user manual Time remaining in open bidding: 00:27:46

My Bid Rank : 1 Ceiling Value: 1,000.00 INR Leading Bid: 940.00 INR Bid decrement: 50.00 INR

Name ↑	Rank	Price	Quantity	Extended Price	Total Cost
3 Braid-Gold Cellophane Less...	1	* 940.00 INR	10 meter	9,400.00 INR	11,353.19 INR

Braid-Gold Cellophane

- Graphical representation of bidding with respect to time.



Doc1906750525 - Auction-SRC user manual Time remaining in open bidding: 00:29:42

Ceiling Value: 1,000.00 INR Leading Bid: Bid decrement: 50.00 INR

Your value for Item 3, 'Price' must be equal to or lower than the ceiling value 1,000.00 INR.

Name ↑	Rank	Price	Quantity	Extended Price	Total Cost
3 Braid-Gold Cellophane Less...	1	* 1,100.00 INR	10 meter	11,000.00 INR	13,261.82 INR

Braid-Gold Cellophane

- Above screenshot is about restricting supplier from submitting bid greater than ceiling value.
- Below screenshots are related to a different supplier which selected USD as a bidding currency.

Doc1906750525 - Auction-SRC user manual Time remaining in open bidding: 00:27:46

My Bid Rank : 1 Ceiling Value: 1,000.00 INR Leading Bid: 940.00 INR Bid decrement: 50.00 INR

Name ↑	Rank	Price	Quantity	Extended Price	Total Cost
3 Braid-Gold Cellophane Less...	1	* 940.00 INR	10 meter	9,400.00 INR	11,353.19 INR

Braid-Gold Cellophane

Console

Doc1906750525 - Auction-SRC user manual

Time remaining in open bidding
00:25:24

Event Messages

Response History

Checklist

1. Review Event Details

2. Review and Accept Prerequisites

3. Select Lots/Line Items

4. Submit Bids

Event Contents

All Content

1 AI SAP ERP Fields

Choose Lot

View all lots

2.0 Braid-Gold Cellophane

3.0 PI-Cycle counting

✓ Your response has been submitted.

All Content

Name ↑		Rank	Price	My Response			Leading
				Quantity	Extended Price	Total Cost	Price
▼ 1 AI SAP ERP Fields							
1.1 Payment Term			* [A006] ▼				
1.2 Incoterm			* CFR ▼				
1.3 Incoterm Location			* New york				
3 Braid-Gold Cellophane ▼		More... +					
4 PI-Cycle counting ▼		More... +					
Decrement P&F Value ▼ for selected items by			value ▼	Apply			
(*) indicates a required field							

Submit Entire Response

Take Lead ▼

Update Totals

Reload Last Bid

Save draft

Compose Message

Excel Import

Console

Doc1906750525 - Auction-SRC user manual

Time remaining in open bidding
00:23:24

Event Messages

Response History

Checklist

1. Review Event Details

2. Review and Accept Prerequisites

3. Select Lots/Line Items

4. Submit Bids

Event Contents

All Content

1 AI SAP ERP Fields

Choose Lot

View all lots

2.0 Braid-Gold Cellophane

3.0 PI-Cycle counting

My Bid Rank : 2

Ceiling Value: \$11.69 USD

Leading Bid: \$10.99 USD

Bid decrement: \$0.59 USD

Name ↑	Rank	Price	Quantity	Extended Price	Total Cost
3 Braid-Gold Cellophane ▼	More... +				
	2	* \$11.69 USD	10 meter	\$116.90 USD	\$137.78 USD

Decrement P&F Value ▼ by

value ▼

Apply

(*) indicates a required field

Submit Current Lot

Take Lead

Update Totals

Reload Last Bid

Save draft

Compose Message

Period: All ▼

Price - Braid-Gold Cellophane

Bid History

Participant	Price ↑	Submission Time
AIR TEST 1	\$11.69 USD	3:32 AM

- The acceptable bid has been submitted. The bid is often not allowed when the lead bid is not surpassed or the protection buffer is not kept, depending on the settings kept by buyer.
- The lead bid is surpassed and bid rank is 1.
- The updated basic price, total cost, extended price and net price is indicated here.
- The supplier receives a notification that overtime has been triggered and time has been extended to 2 mins. This happens when the lead bid is surpassed in the last moments of auction.

Submit Current Lot

Update Totals

Reload Last Bid

Save draft

Notification (2)

4

1. Pratham Mani - Event Auction - O&M - S3 - Lot 2.1 - Motor has been extended due to a last minute bid (overtime).

2. Pratham Mani - Event Auction - O&M - S3 - Lot 2.1 - Motor has been extended due to a last minute bid (overtime).

- The initial bid entered by supplier is 1000 INR. The second time supplier tries to submit the same value, he gets an error as duplicate bids are not allowed.
- The bid rank shown is 2, indicating that there is someone with a better bid. The supplier keeps on bidding till his rank is 1, i.e., he is winning the auction, or his margin is exhausted.
- Once the supplier fills in all details, click on “Submit Entire Response”.

Console Doc1906750525 - Auction-SRC user manual Pending Selection

The bid shown is your last successfully submitted bid.

Event Messages
Response History

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots/Line Items
4. Submit Bids

▼ Event Contents

All Content

1 AI SAP ERP Fields

Compose Message

All Content

Name	Rank	Price	Quantity	Extended Price	Total Cost	Leading Price
▼ 1 AI SAP ERP Fields						
1.1 Payment Term	[A006]					
1.2 Incoterm	FOR					
1.3 Incoterm Location	Delhi					
3 Braid-Gold Cellophane	More...	1	890.00 INR	10 meter	8,900.00 INR	10,756.75 INR
4 PI-Cycle counting	More...	2	3,000.00 INR	10 each	30,000.00 INR	33,126.94 INR

- Above screenshot is showing participants screen after completion of bidding time.
- The supplier can also participate in the event using the excel import option during the live event time.

Step 1. Click "Download Content" to download and review your event in an Excel Spreadsheet. Skip this step if you wish to import a previously downloaded file. If you want to start over, click "Download Original Excel Bid Sheets".

[Download Content](#) [Download Attachments](#)

Step 2. Declare your intention to respond and enter your response in the Excel spreadsheet and save the file to your computer.

Step 3. Locate the saved Excel file on your computer using the Browse button.

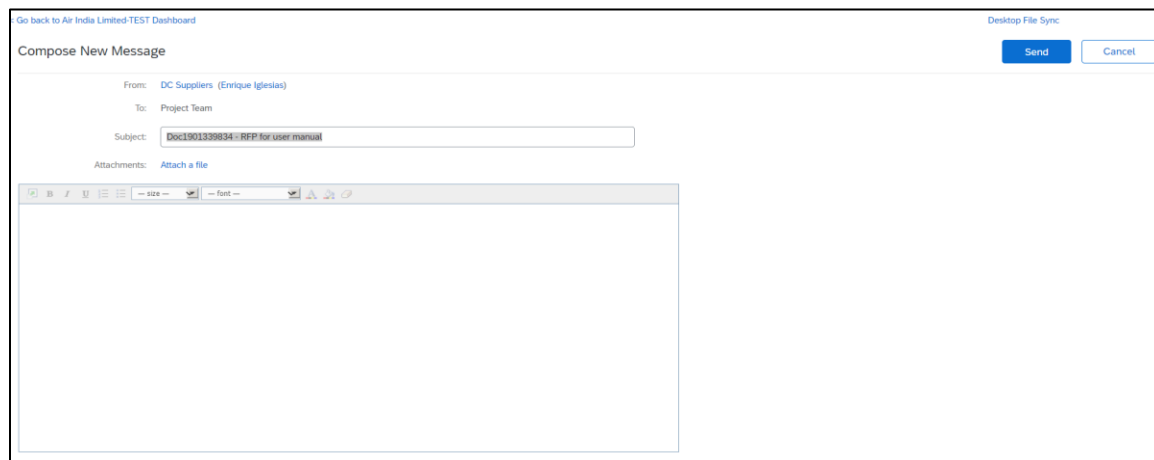
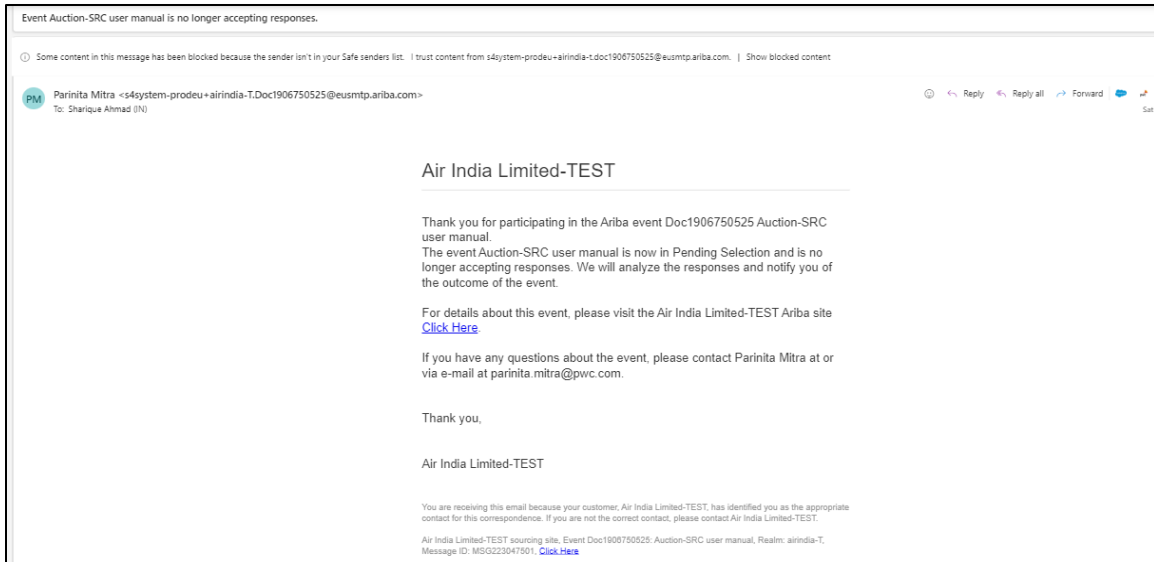
[Choose File](#) No file chosen

Or drop file here

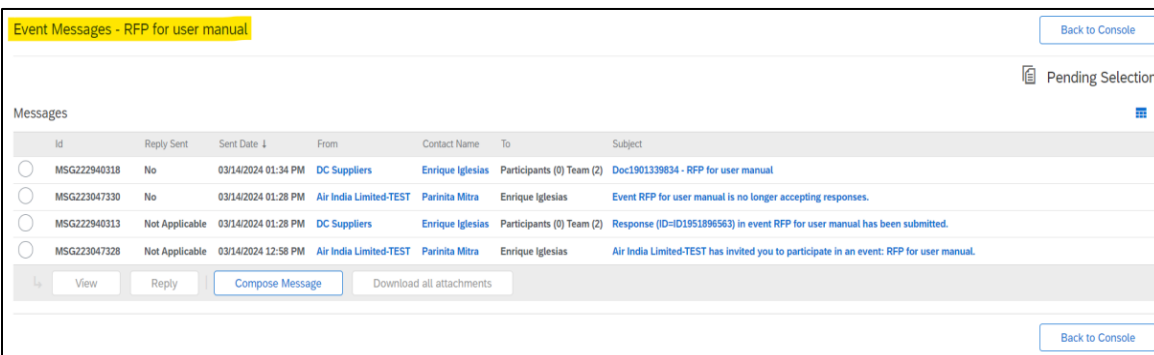
Step 4. Click Upload to import the contents of the Excel file to your event. Note: Values in the Excel file will overwrite and delete any values you may have entered in your saved response.

[Upload](#)

- Go to import excel -> download content -> update the excel file -> re-upload the file.
- Supplier will get email notification for successful participation in the event.



- The supplier can click on “Compose Message” to send messages/queries to the buyer.



- Suppliers can check event related messages from clicking on the “Event Messages.”
- Suppliers can see event status on right top of the screen within the event.
- The supplier will also get mail notification with the message from the buyer.