Vendor Training Document

Agenda

- Executive summary – what to do now?
- What is the outcome and could be done next?
- FAQ

© 2017 SAP SE or an SAP affiliate company. All rights reserved.

Executive summary – what do I have to do now?

1) **Register/log in to Ariba**

2) **Complete the Data Protection Questionnaire (DPQ)**

3) **Process the Master Data Protection Agreement (MDPA):**

   a) **Download the template from the DPQ;**
   b) **Fill in the second page and sign it (3 times);**
   c) **Attach the scan to the questionnaire**

© 2017 SAP SE or an SAP affiliate company. All rights reserved.

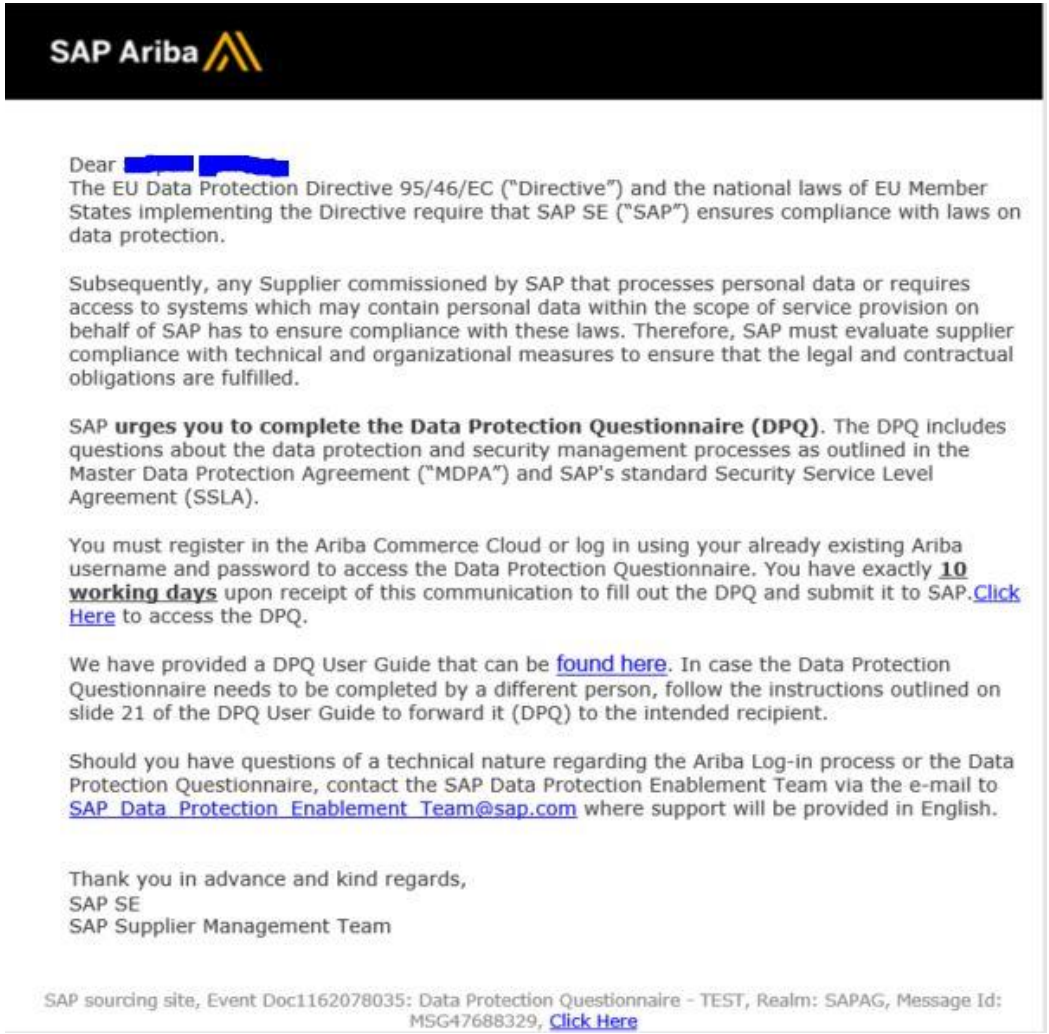
1. Receive invitation

You have been invited!

- This is the email that you will receive when you are invited to answer the **Data Protection Questionnaire (DPQ)**

- Click on the hyperlink ("Click Here") to access the Ariba user registration page or (in case you are already registered) - the DPQ

- If you didn't receive your invitation, check your junk email folder, corporate junk filter, and/or reach out to your SAP contact person



SAP Ariba

Dear [redacted]

The EU Data Protection Directive 95/46/EC ("Directive") and the national laws of EU Member States implementing the Directive require that SAP SE ("SAP") ensures compliance with laws on data protection.

Subsequently, any Supplier commissioned by SAP that processes personal data or requires access to systems which may contain personal data within the scope of service provision on behalf of SAP has to ensure compliance with these laws. Therefore, SAP must evaluate supplier compliance with technical and organizational measures to ensure that the legal and contractual obligations are fulfilled.

SAP **urges you to complete the Data Protection Questionnaire (DPQ)**. The DPQ includes questions about the data protection and security management processes as outlined in the Master Data Protection Agreement ("MDPA") and SAP's standard Security Service Level Agreement (SSLA).

You must register in the Ariba Commerce Cloud or log in using your already existing Ariba username and password to access the Data Protection Questionnaire. You have exactly **10 working days** upon receipt of this communication to fill out the DPQ and submit it to SAP.Click Here to access the DPQ.

We have provided a DPQ User Guide that can be found here. In case the Data Protection Questionnaire needs to be completed by a different person, follow the instructions outlined on slide 21 of the DPQ User Guide to forward it (DPQ) to the intended recipient.

Should you have questions of a technical nature regarding the Ariba Log-in process or the Data Protection Questionnaire, contact the SAP Data Protection Enablement Team via the e-mail to SAP_Data_Protection_Enablement_Team@sap.com where support will be provided in English.

Thank you in advance and kind regards,
SAP SE
SAP Supplier Management Team

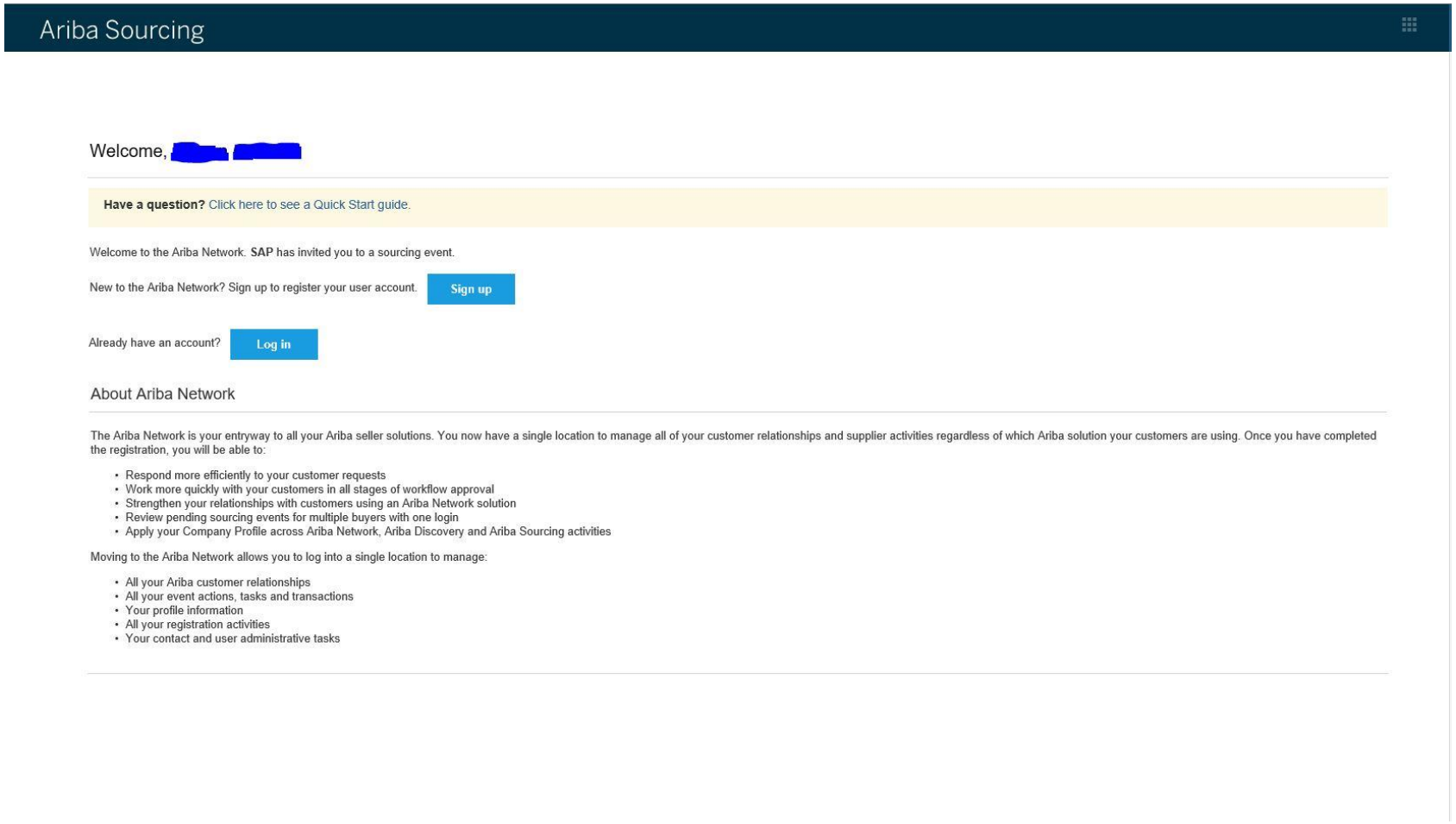
SAP sourcing site, Event Doc1162078035: Data Protection Questionnaire - TEST, Realm: SAPAG, Message Id: MSG47688329, Click Here

© 2017 SAP SE or an SAP affiliate company. All rights reserved.

1. Ariba Registration, if not registered (1/2)

- When you click on the link provided in the E-mail, you will be redirected to the Welcome Page (Ariba Sourcing), from which you can begin the Ariba registration process

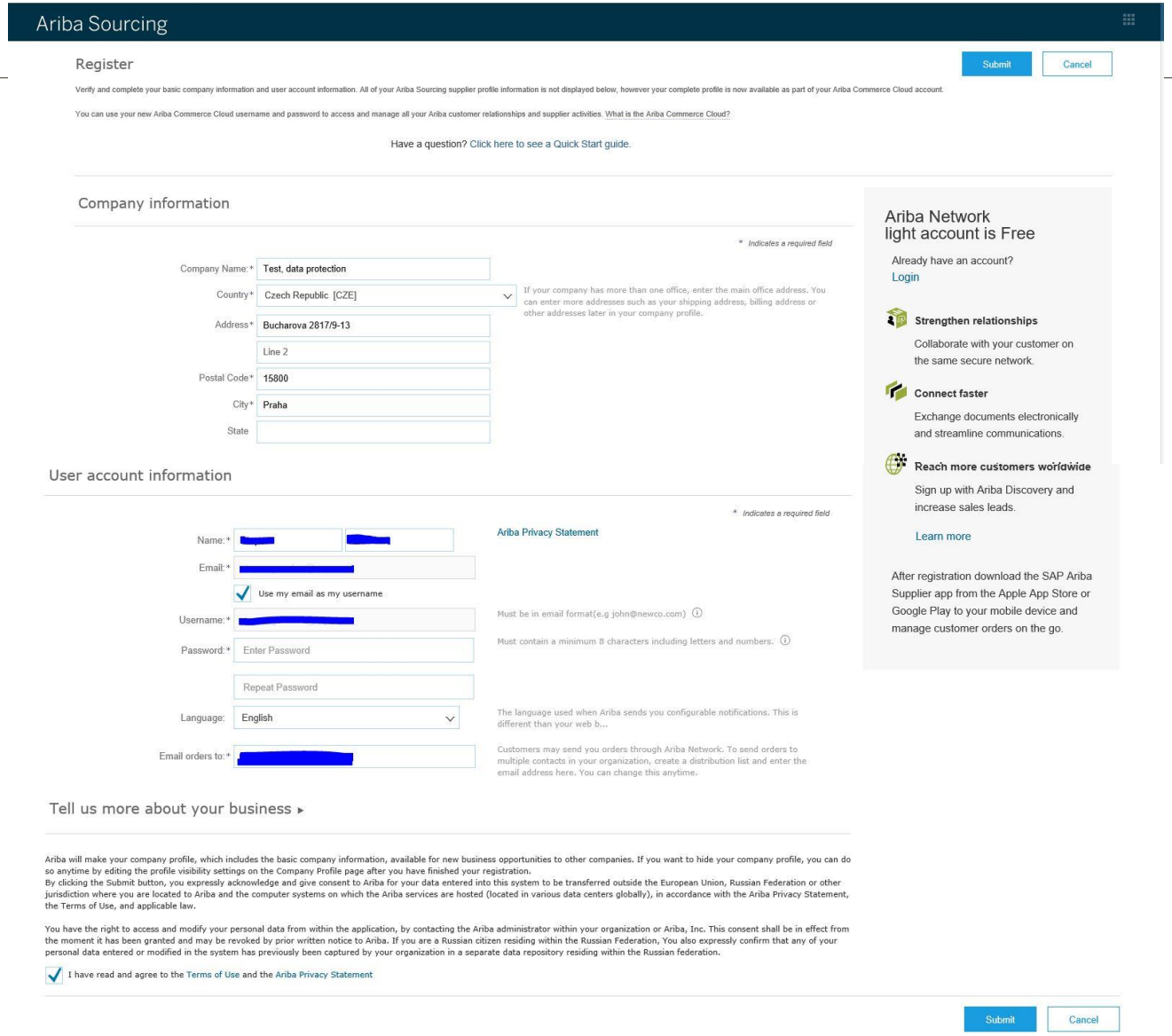
- Click on the **Sign up** button to start registration process
- If you already have an account, click **Log in** to proceed



© 2017 SAP SE or an SAP affiliate company. All rights reserved.

1. Ariba Registration, if not registered (2/2)

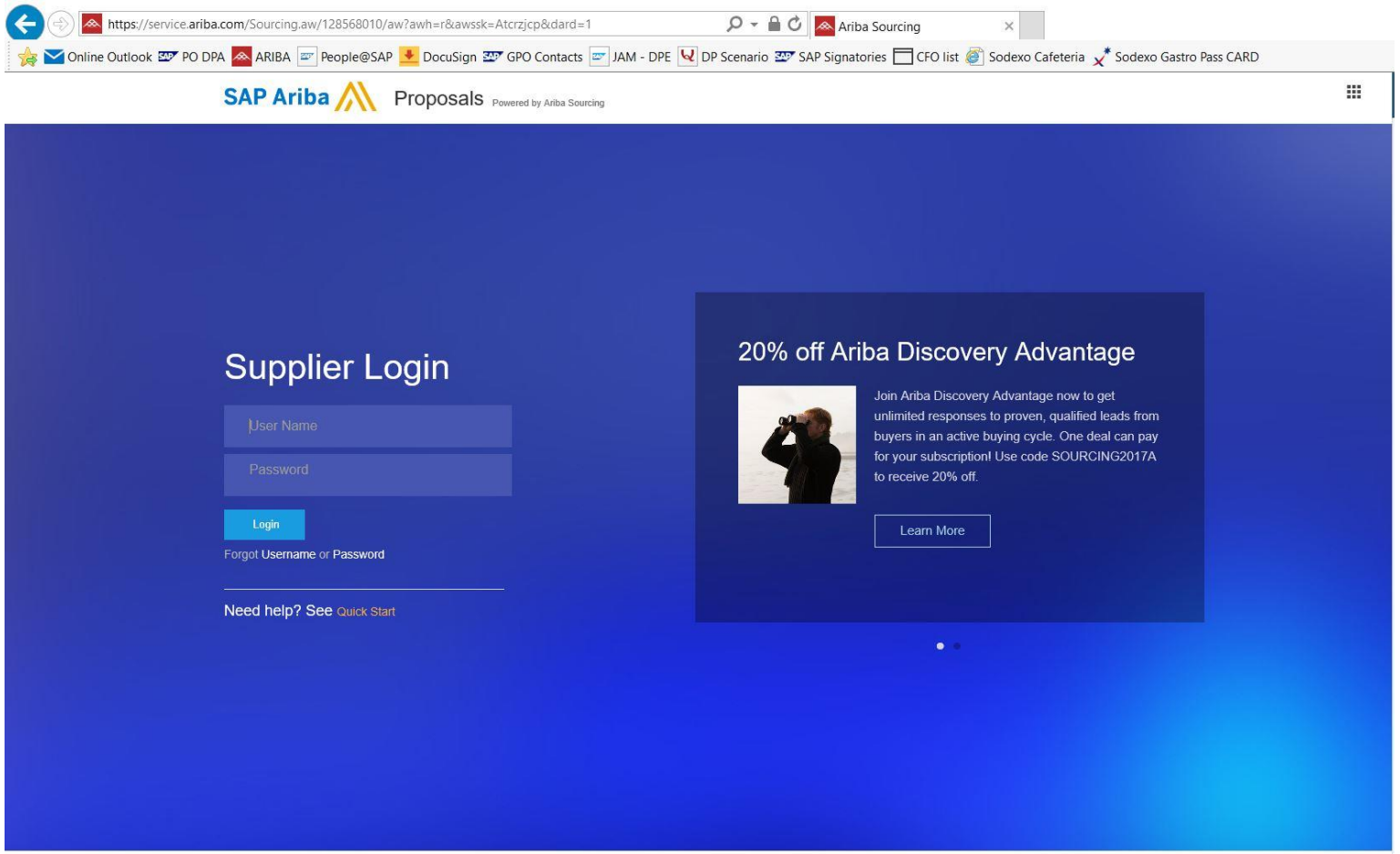
- Fill in your company and personal details for Ariba Commerce Cloud
- Required fields are marked with asterisk (*)
- Once done, click on **Submit** to continue



© 2017 SAP SE or an SAP affiliate company. All rights reserved.

1. Ariba Login, if already registered

- When you click on the link, provided in the E-mail, you will be redirected to the Ariba Login page
- Once you logged in, you will be redirected to the DP Questionnaire



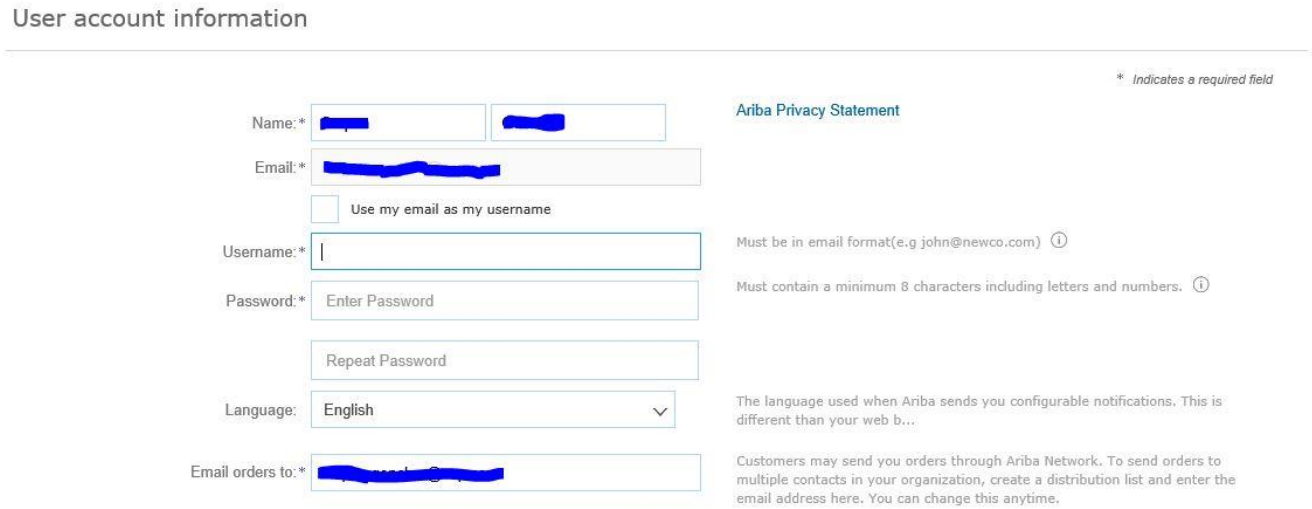
© 2017 SAP SE or an SAP affiliate company. All rights reserved.

1. Possible issues

- It may happen, that you are unable to log in/register or locate the questionnaire:

➢ Error message “User already exists. Please enter a different username” - This error occurs because the ID (your email) has been pre-created before the invitation had been sent to your email address. To avoid this, please untick the option “Use my email as my username”. Here is step-by-step manual as to how finish your registration**:

- Click on the link contained in the email sent by Ariba to move your account to the cloud
- Click on "Continue"
- Please untick the box that says "use my email as my username"
- Enter as username something different than EMAIL ADDRESS you could use EMAILADDRESS1 (the username does not need to be a valid email address, it just needs to have the format of it)

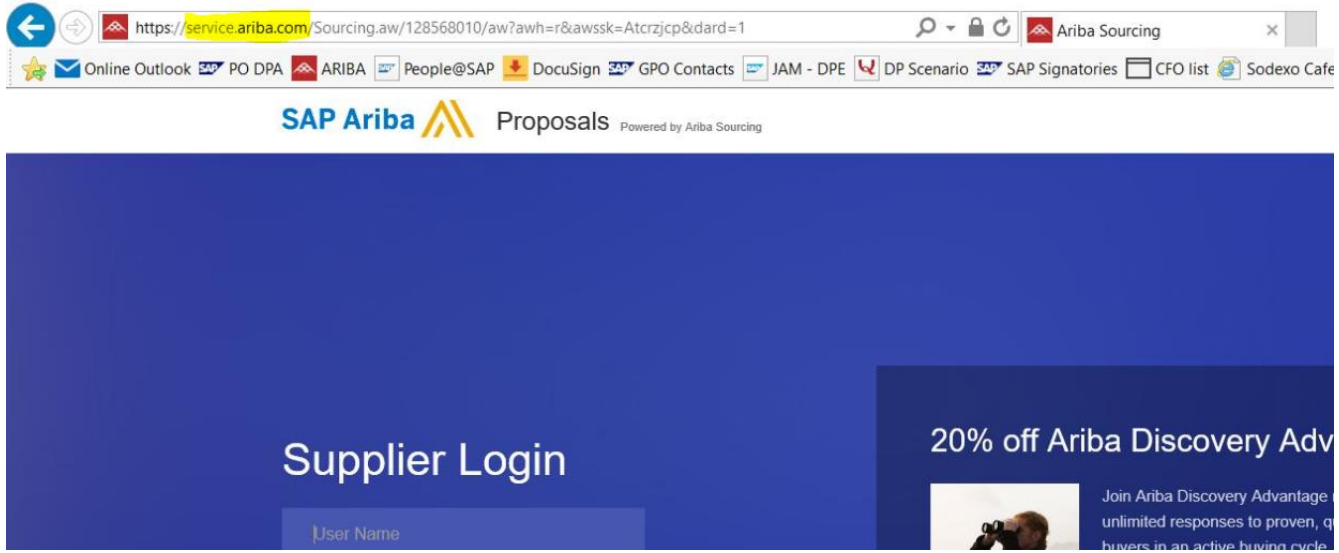


**Ariba is sensitive on capital and small letters, you need to use exact the same user name (your email) that has been generated for you (we usually use small letters, if the problem persists, see the all the points or contact our team).

© 2017 SAP SE or an SAP affiliate company. All rights reserved.

1. Possible issues

- Logged in, but no Proposal tab* – most likely you are in the wrong profile, we suggest you to connect to Ariba on seller.ariba.com (then you will be redirected to the right profile as below) using Internet Explorer 11 (to avoid cookies/certificates issues)



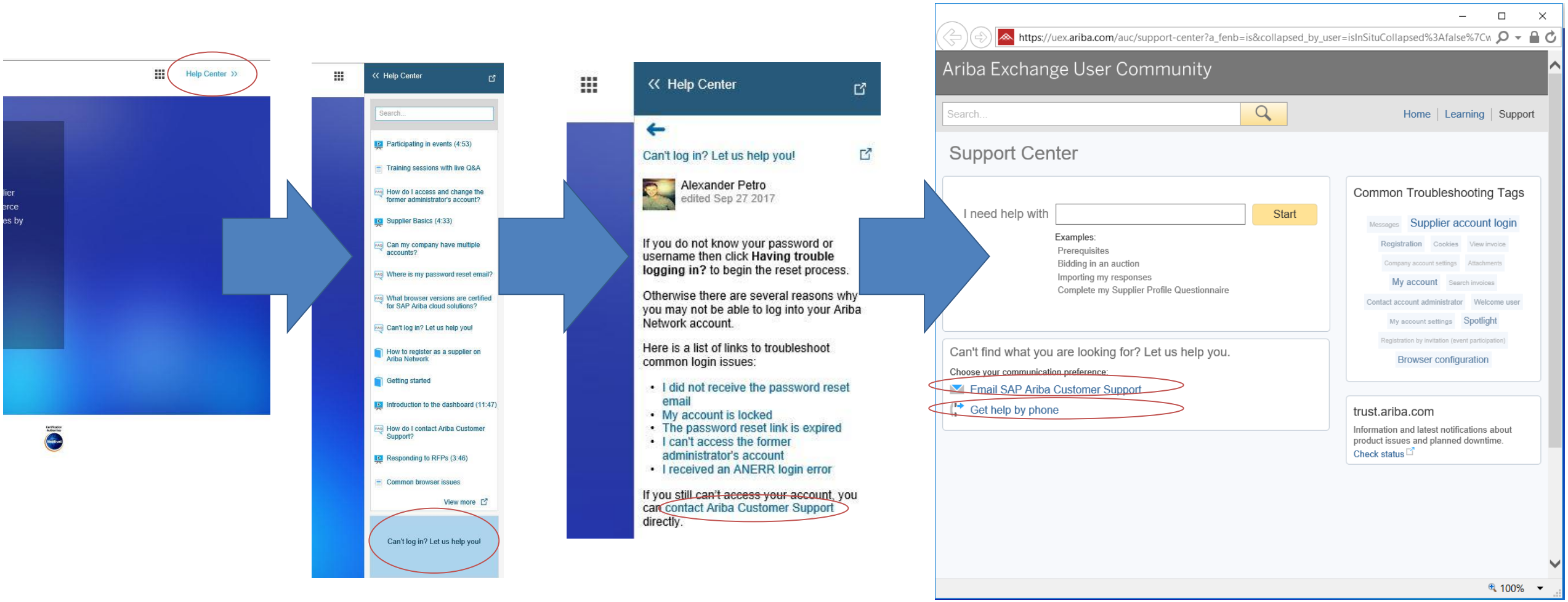
- Invalid user name/password or any other unsolved issue –kindly contact our team at SAP_Data_Protection_Enablement_Team@sap.com with a screenshot

*The Proposal tab is a part of Ariba interface, that leads you to the questionnaire. It is usually located in the upper part (nine little squares) – after clicking on it, you should see an option “Proposals”, where the DPQ is located.

© 2017 SAP SE or an SAP affiliate company. All rights reserved.

1. When Help is needed…

- If you need any help with this application, go to Help Center in top right corner, then choose the option you need (for contacting Ariba support click then “Cant log in…”, then “contact Ariba customer Support”, as shown below):

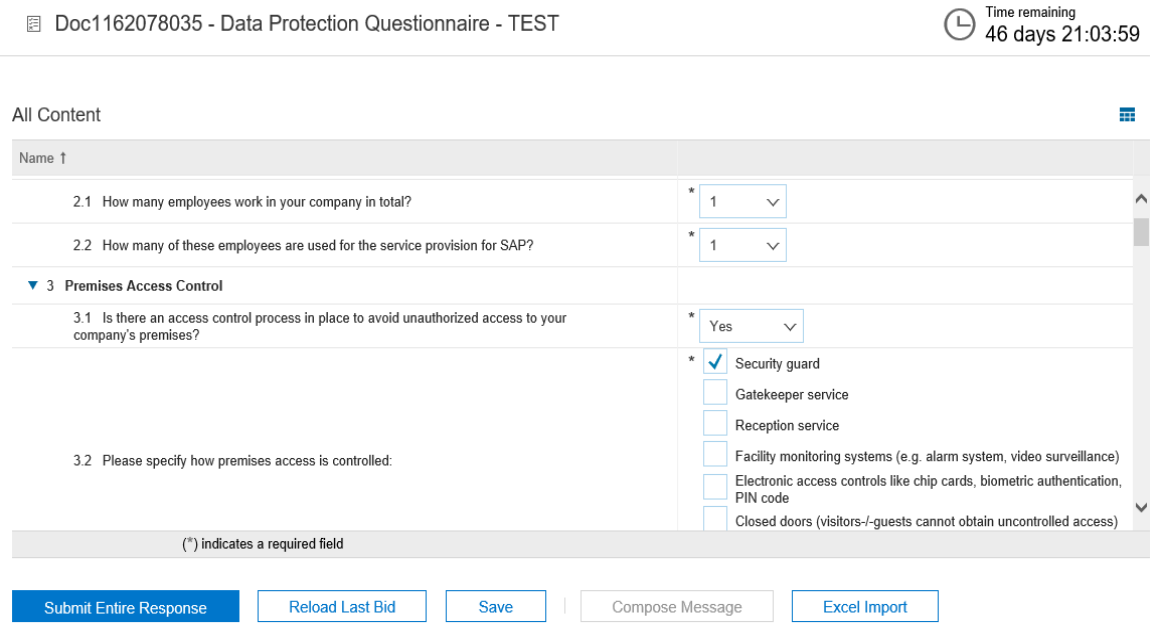


© 2017 SAP SE or an SAP affiliate company. All rights reserved.

2. Complete the Data Protection Questionnaire

The supplier has to fill out the **Data Protection Questionnaire**. The objective of the DPQ is to evaluate the technical and organizational Data Protection measures that have been setup by the supplier(s)

- Data Protection Questionnaire is an electronic form only, which has to be filled out and submitted in the Ariba portal. It represents a set of questions, regarding the general service provision for a specific data protection scenario and the data protection measures in place
- The request to fill in the DPQ in Ariba will be sent to a supplier by the Data Protection Enablement Team
- If a supplier is not registered in Ariba, he will have to register at no extra cost in order to fill out the DPQ

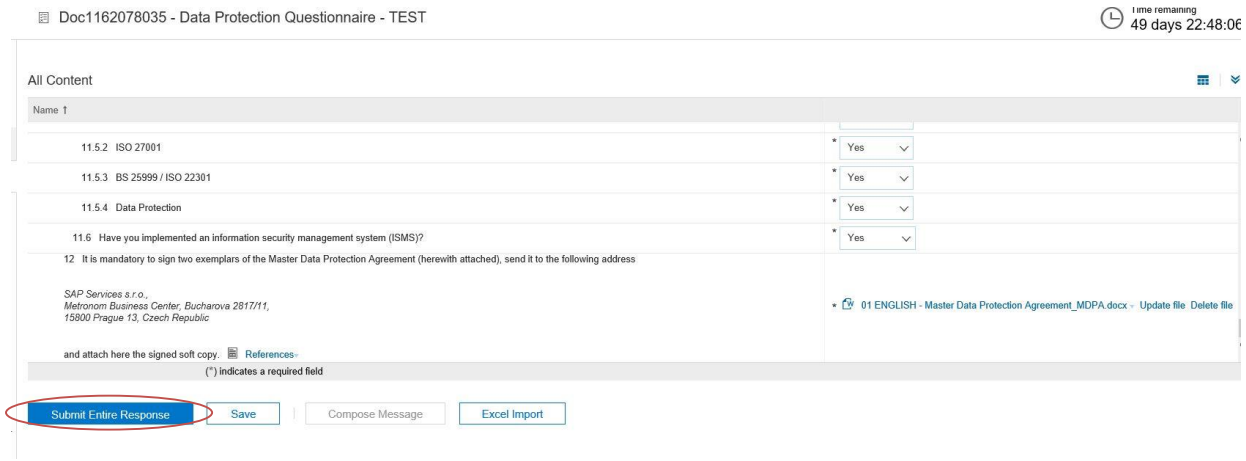


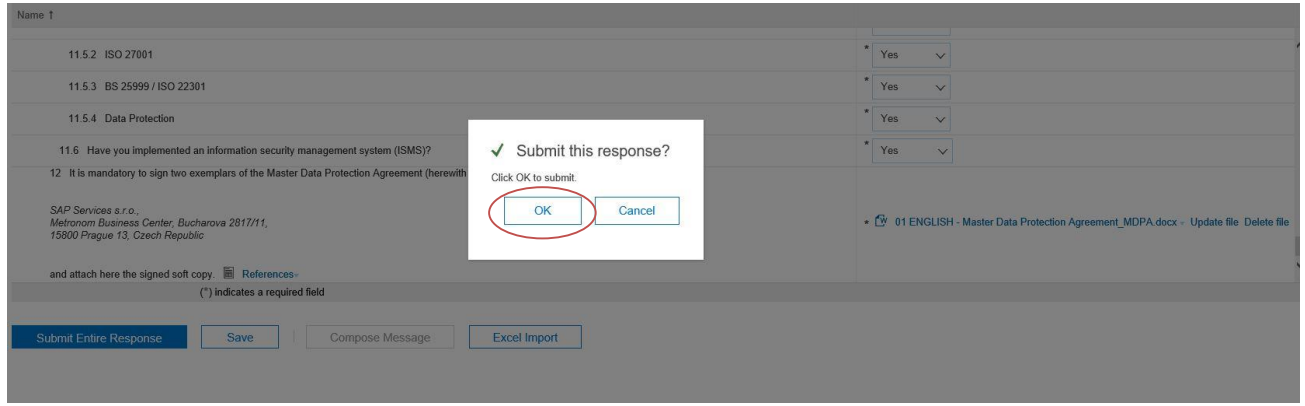
- **If the DPQ was not completed, was filled incorrectly or failed to pass SAP's quality check, no data sensitive service will be provisioned from the supplier. Furthermore, negative responses will lead to termination of the relationship between SAP and the Third Party/Partner at global/local levels.**

017 SAP SE or an SAP affiliate company. All rights reserved.

2. Complete the Data Protection Questionnaire

- The system automatically shows the DP Questionnaire that you must complete (see the Proposals tab)
- The option to change language is available when one changes the language settings of the browser
- After completion click on "**Submit Entire Response**"
- In case you need more time to answer, click on the "**Save**" button to save your answer and return later to the questionnaire
- You have **10 working days** to complete the DP Questionnaire
- If your initial user and/or password has expired please contact: SAP_Data_Protection_Enablement_Team@sap.com



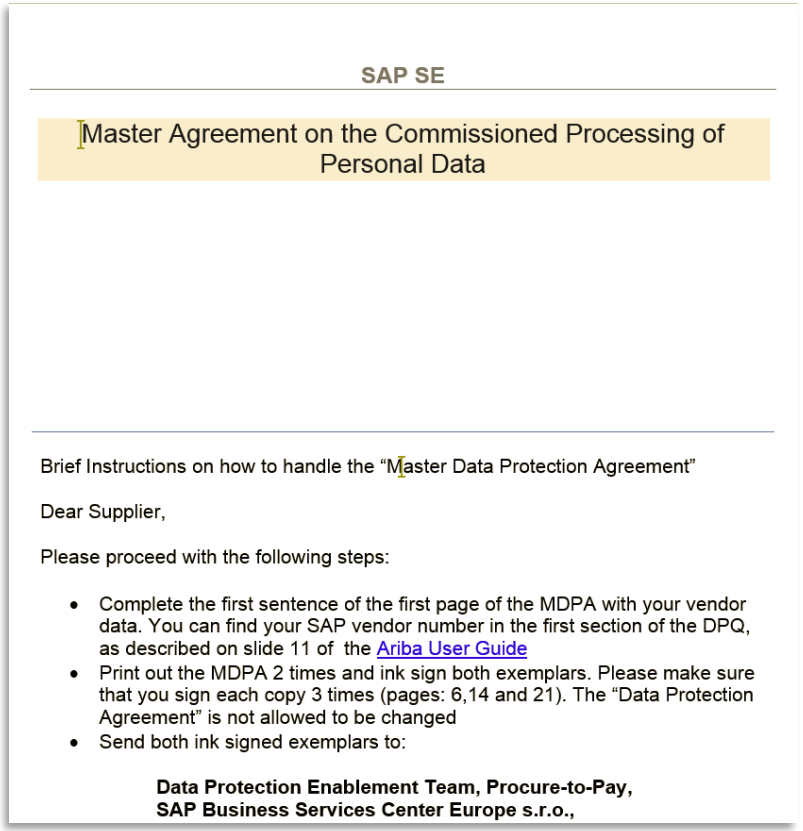


© 2017 SAP SE or an SAP affiliate company. All rights reserved.

3. Process the Master Data Protection Agreement (MDPA):

Each supplier that works with personal data from SAP or its customers, must have a **Master Data Protection Agreement (MDPA)** signed with SAP SE

- MDPA defines the general terms and conditions that a supplier and/or subcontractor delivers a service, when the delivery of the service requires an access to customer's personal data.
- MDPA also defines the possible scenarios of data protection as well as data protection requirements and procedures under the MDPA
- The detailed instructions on how to handle the MDPA are provided on the first page of the MDPA
- The MDPA template can be access by the link, provided with the request to fill in the DPQ



SAP SE

Master Agreement on the Commissioned Processing of Personal Data

Brief Instructions on how to handle the "Master Data Protection Agreement"

Dear Supplier,

Please proceed with the following steps:

- Complete the first sentence of the first page of the MDPA with your vendor data. You can find your SAP vendor number in the first section of the DPQ, as described on slide 11 of the Ariba User Guide
- Print out the MDPA 2 times and ink sign both exemplars. Please make sure that you sign each copy 3 times (pages: 6,14 and 21). The "Data Protection Agreement" is not allowed to be changed
- Send both ink signed exemplars to:

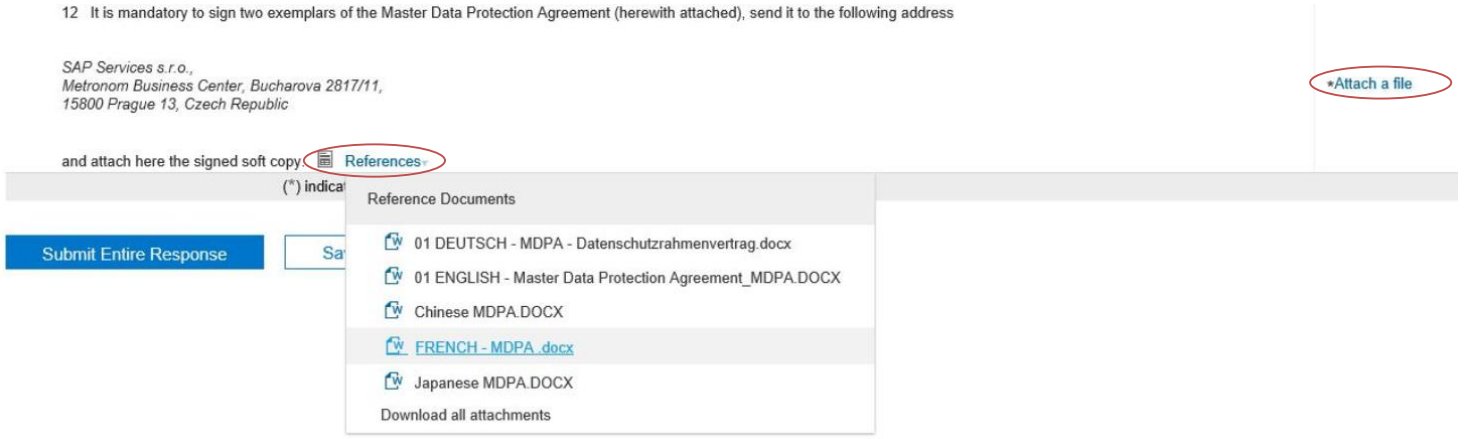
Data Protection Enablement Team, Procure-to-Pay,
SAP Business Services Center Europe s.r.o.,

- MDPA is not changeable and has to be signed only once
- If the MDPA is not signed between SAP and a supplier, no data sensitive service will be rendered by the supplier

© 2017 SAP SE or an SAP affiliate company. All rights reserved.

3. Process the Master Data Protection Agreement (MDPA):

- If the MDPA is not yet signed between SAP SE and a supplier, the MDPA is embedded to the DPQ in the following Section (question 12)
- Use the link provided (Refferences) to access the MDPA template and follow the instructions, given on the MDPA cover page
- The MDPA is accessible in multiple languages



- IMPORTANT! What we expect is a soft copy (scanned, in PDF) of filled in (the first page) and an INK signed Agreement on all 3 signature pages (in the beginning (p.7), middle (p.15) and the end (p.22) of the document)

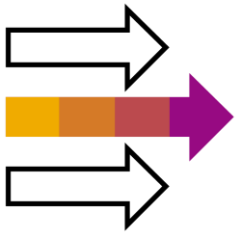
- After the MDPA has been uploaded, our team downloads it, checks and in case it is correct, shares our premises address to send hardcopies by post. We kindly ask you NOT TO SEND HARDCOPIES BEFORE WE CONFIRM THE SOFT IS CORRECT. This will help to avoid unnecessary documents' transfers. Thank you

© 2017 SAP SE or an SAP affiliate company. All rights reserved.

What is the outcome and could be done next?

Data Protection Questionnaire

Master Data Protection Agreement



Enablement in SAP systems

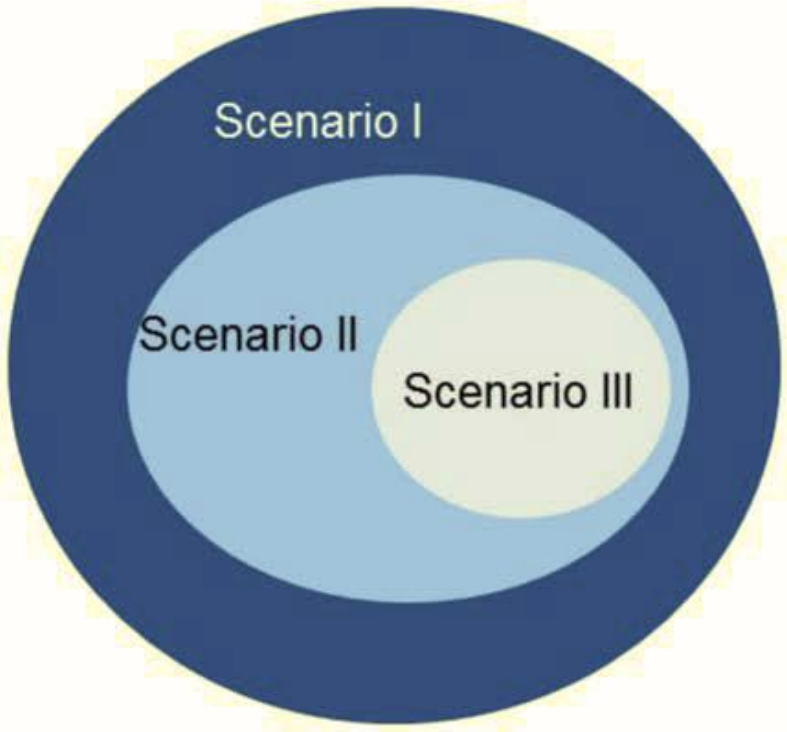
- When the DPQ is evaluated as compliant for the required data protection scenario (see the following page), we can enable your company in our systems and starting from that moment, you **are able to** provide SAP with data protection relevant services

- However, each service to be ordered, requires another type of document – the *Data Protection Annex* (explained in the following pages)

© 2017 SAP SE or an SAP affiliate company. All rights reserved.

Data Protection Scenarios

There are 3 basic scenarios regarding data protection, used across the entire service provision process:



Scenario I

- Location of work: Also in own/rented premises of suppliers/subcontractor
- IT-Infrastructure of work: Also in systems/ IT infrastructure of suppliers/subcontractor

Scenario II

- Location of work: Also in own/rented premises of suppliers/subcontractor
- IT-Infrastructure of work: Only SAP IT infrastructure or IT infrastructure of customers

Scenario III

- Location of work: Only in SAP offices and/or offices of SAP customers
- IT-Infrastructure of work: Only SAP IT infrastructure or IT infrastructure of SAP customers

© 2017 SAP SE or an SAP affiliate company. All rights reserved.

Key steps in the supply of data protection relevant services

1 **Data Protection Questionnaire**

Filled out once for a specific data protection scenario, under which a supplier is able to provide a service.

2 **Master Data Protection Agreement**

Signed once before or together with DPQ

3 **Data Protection Annex**

Signed for a specific service when requested by SAP

The negative outcome of Data Protection Questionnaire (being sent our via Ariba link) and missing signature of MDPA will automatically lead to immediate termination of relationship with SAP and Third Party/-or Partner.

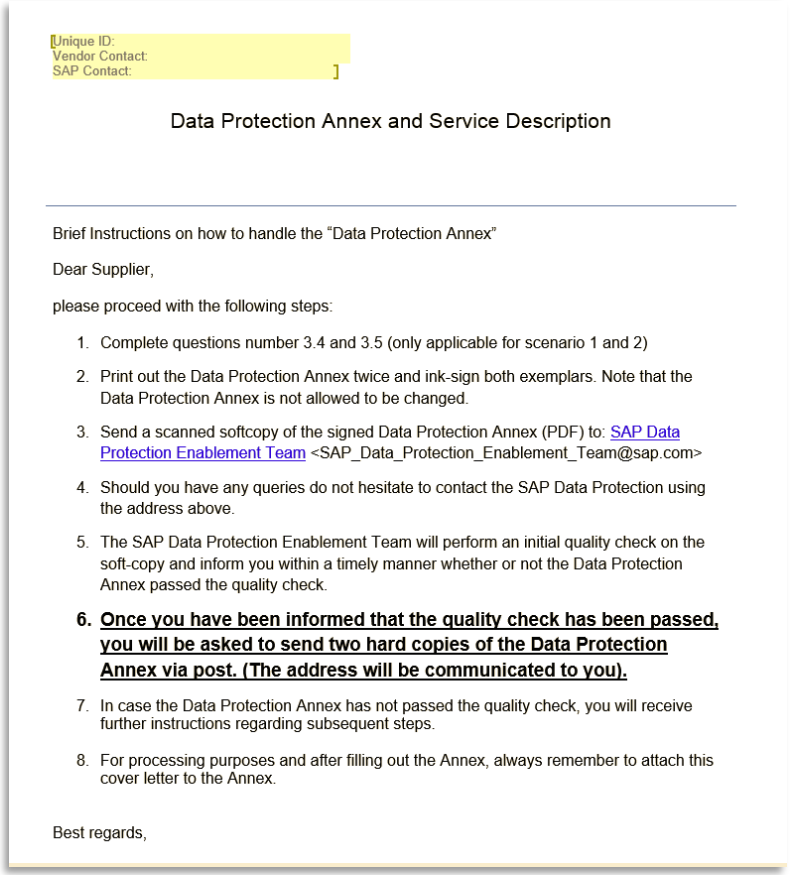
© 2017 SAP SE or an SAP affiliate company. All rights reserved.

Data Protection Annex

For each data protection relevant service under one of the data protection scenarios, a supplier is asked to fill out and sign the **Data Protection Annex (DP Annex)** before service ordering and delivery

- DP Annex is a mandatory part of a service provisioning, signed by SAP and a supplier, before the service gets provisioned and delivered. It defines the data protection setup of the specific service delivery. DP Annex goes as standalone document or as part of Statement of Work for the service to be provisioned
- Follow the instructions, given on the first page of the DP Annex, to avoid time consuming iterations
- DP Annex will be sent to the supplier by Data Protection Enablement Team
- IMPORTANT! Please sign only the forms, that our team has sent to you. If you are being asked to complete, sign and send the form to our team, please redirect the requestor to us

- **If the DP Annex hasn't been completed or hasn't passed the quality check carried out by the SAP Data Protection Enablement Team, the service will not be provisioned from the supplier**



[Unique ID:
Vendor Contact:
SAP Contact:]

Data Protection Annex and Service Description

Brief Instructions on how to handle the "Data Protection Annex"

Dear Supplier,

please proceed with the following steps:

1. Complete questions number 3.4 and 3.5 (only applicable for scenario 1 and 2)
2. Print out the Data Protection Annex twice and ink-sign both exemplars. Note that the Data Protection Annex is not allowed to be changed.
3. Send a scanned softcopy of the signed Data Protection Annex (PDF) to: SAP Data Protection Enablement Team <SAP_Data_Protection_Enablement_Team@sap.com>
4. Should you have any queries do not hesitate to contact the SAP Data Protection using the address above.
5. The SAP Data Protection Enablement Team will perform an initial quality check on the soft-copy and inform you within a timely manner whether or not the Data Protection Annex passed the quality check.
6. **Once you have been informed that the quality check has been passed, you will be asked to send two hard copies of the Data Protection Annex via post. (The address will be communicated to you).**
7. In case the Data Protection Annex has not passed the quality check, you will receive further instructions regarding subsequent steps.
8. For processing purposes and after filling out the Annex, always remember to attach this cover letter to the Annex.

Best regards,

© 2017 SAP SE or an SAP affiliate company. All rights reserved.

Frequently Asked Questions

1. How to proceed, if I am not responsible for DPQ?
2. How to create a new user?
3. Do I pay for Ariba, if I have to fill out DPQ?
4. How to resend the DPQ to another user?
5. What to do, if I forgot or lost my username?
6. What to do, if I forgot or lost my password?

© 2017 SAP SE or an SAP affiliate company. All rights reserved.

How to proceed, if I am not responsible for DPQ?

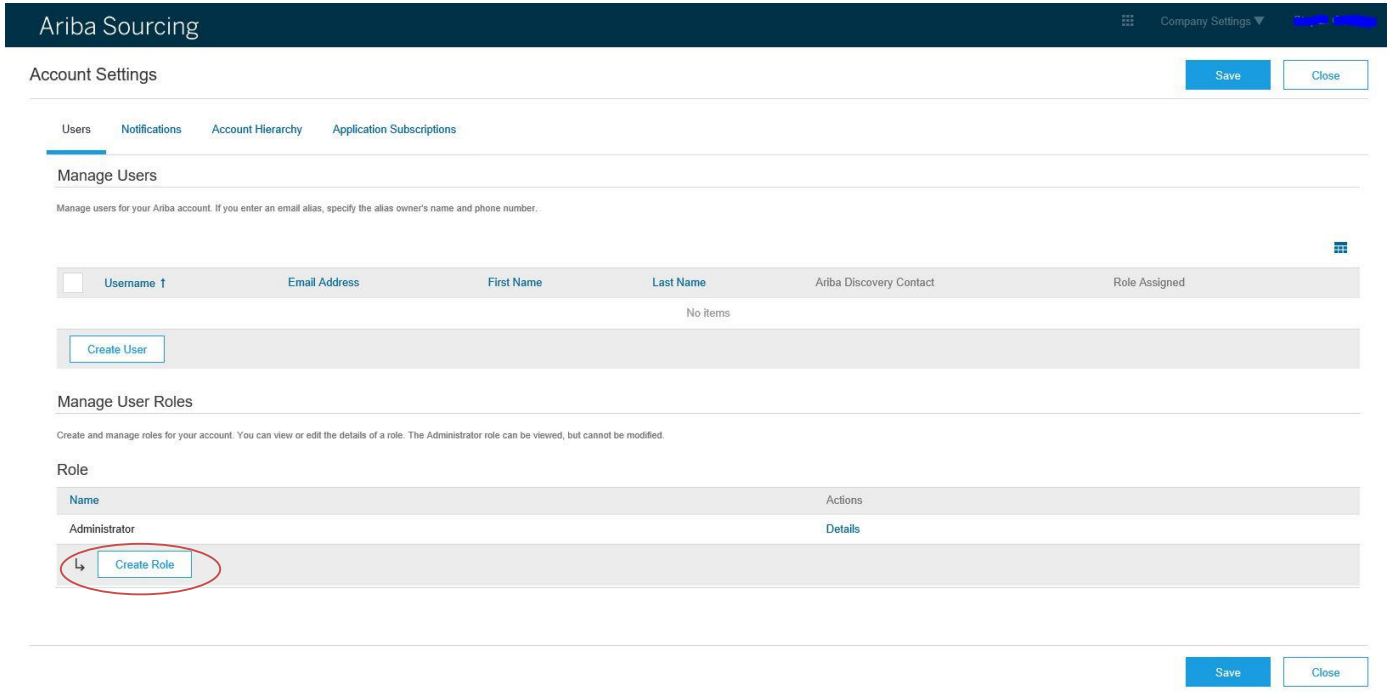
If you are not the person responsible to complete the DPQ and you want to change the respondent, there are two possible alternatives:

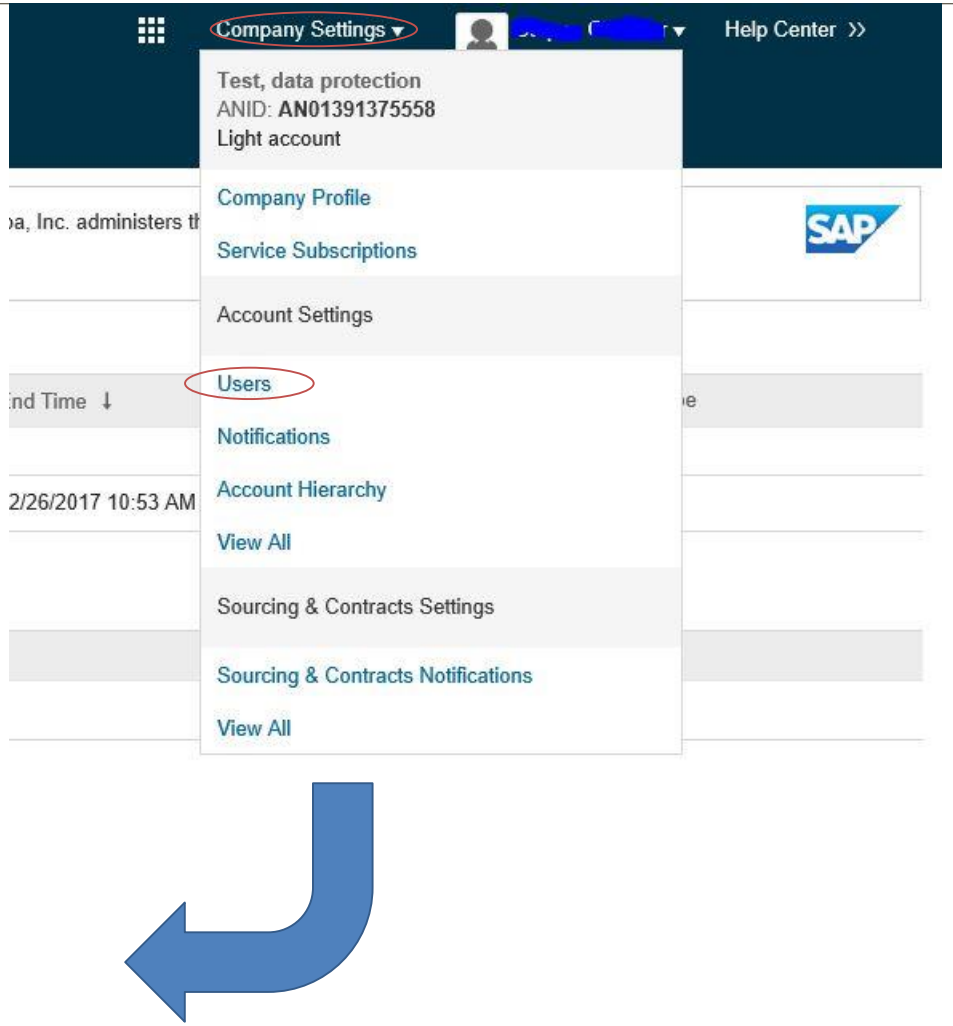
1. If your company doesn´t have a supplier profile in the Ariba Cloud, please forward the invitation email to the person responsible;
2. If your company has a supplier profile in the Ariba Cloud, please create a new user in the supplier profile and ask SAP (SAP_Data_Protection_Enablement_Team@sap.com) to invite the new user to the DPQ (see the next question)

© 2017 SAP SE or an SAP affiliate company. All rights reserved.

How to create a new user (1/3)

1. Click on the triangle near your Company's name to open the menu
2. Click on **Users** in the expanded Menu list
3. Click on **Create a Role**

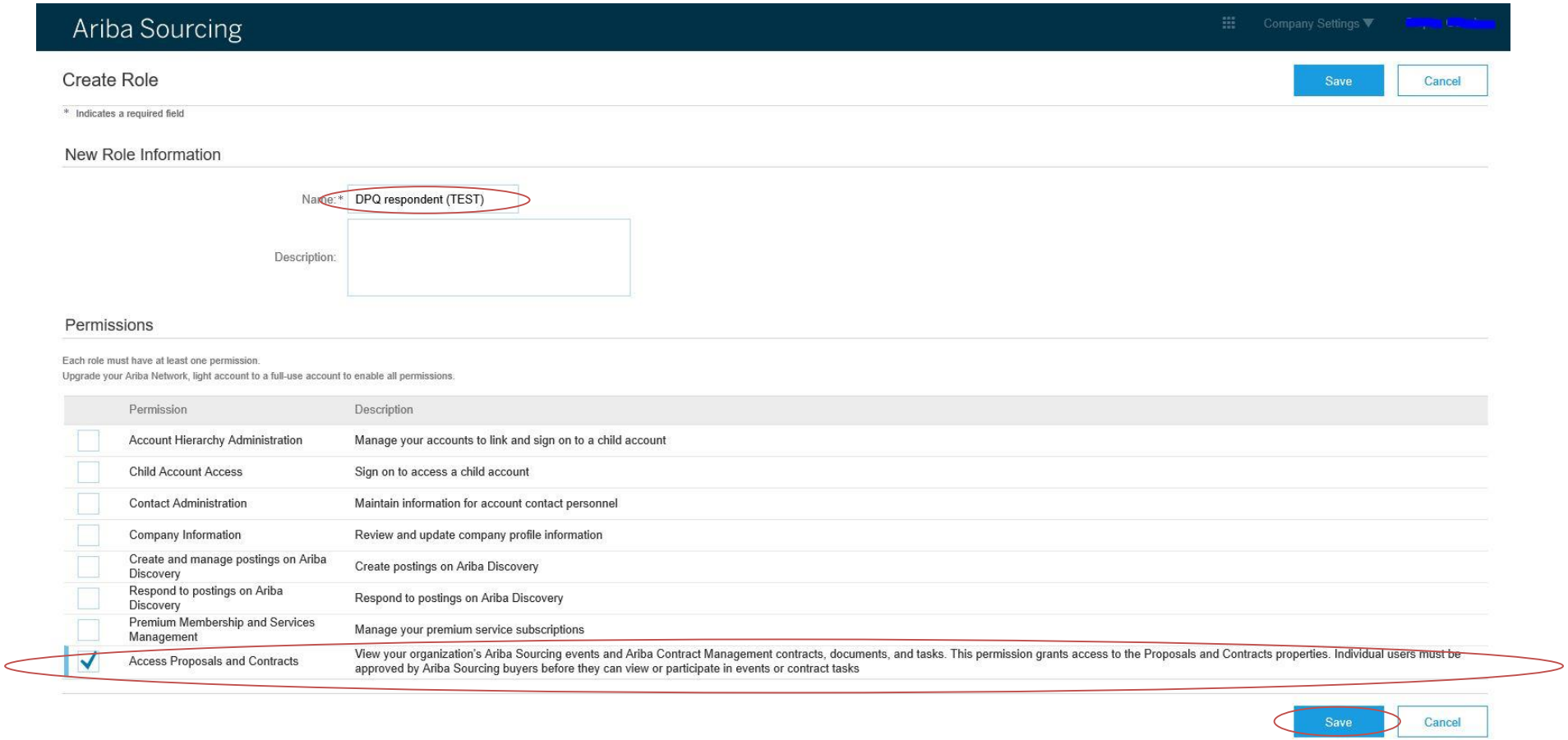




© 2017 SAP SE or an SAP affiliate company. All rights reserved.

How to create a new user (2/3)

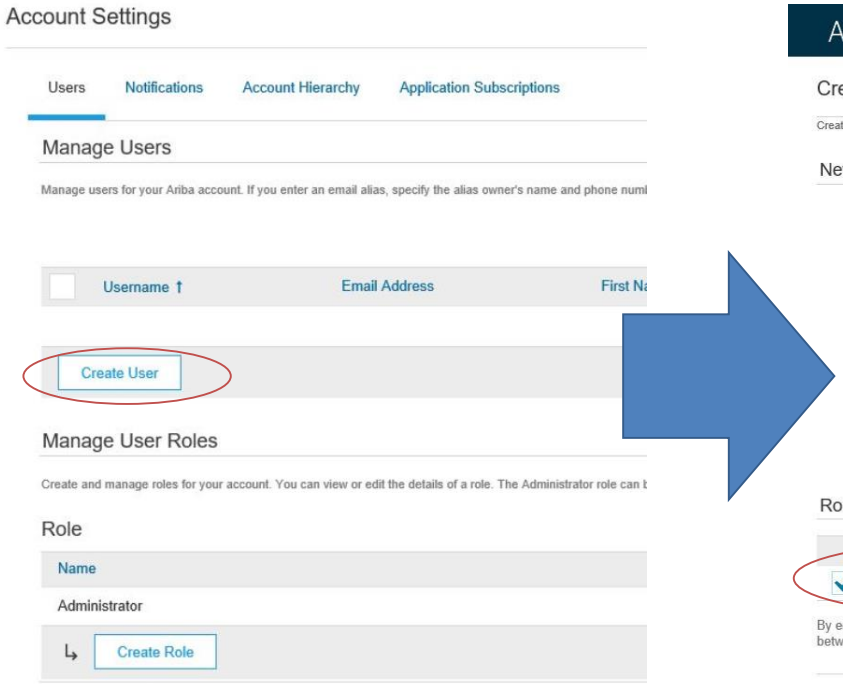
4. Provide a **Role Name** (in the example “DPQ respondent”) and select Permissions “**Access Proposals and Contracts**” When done click on **Save**

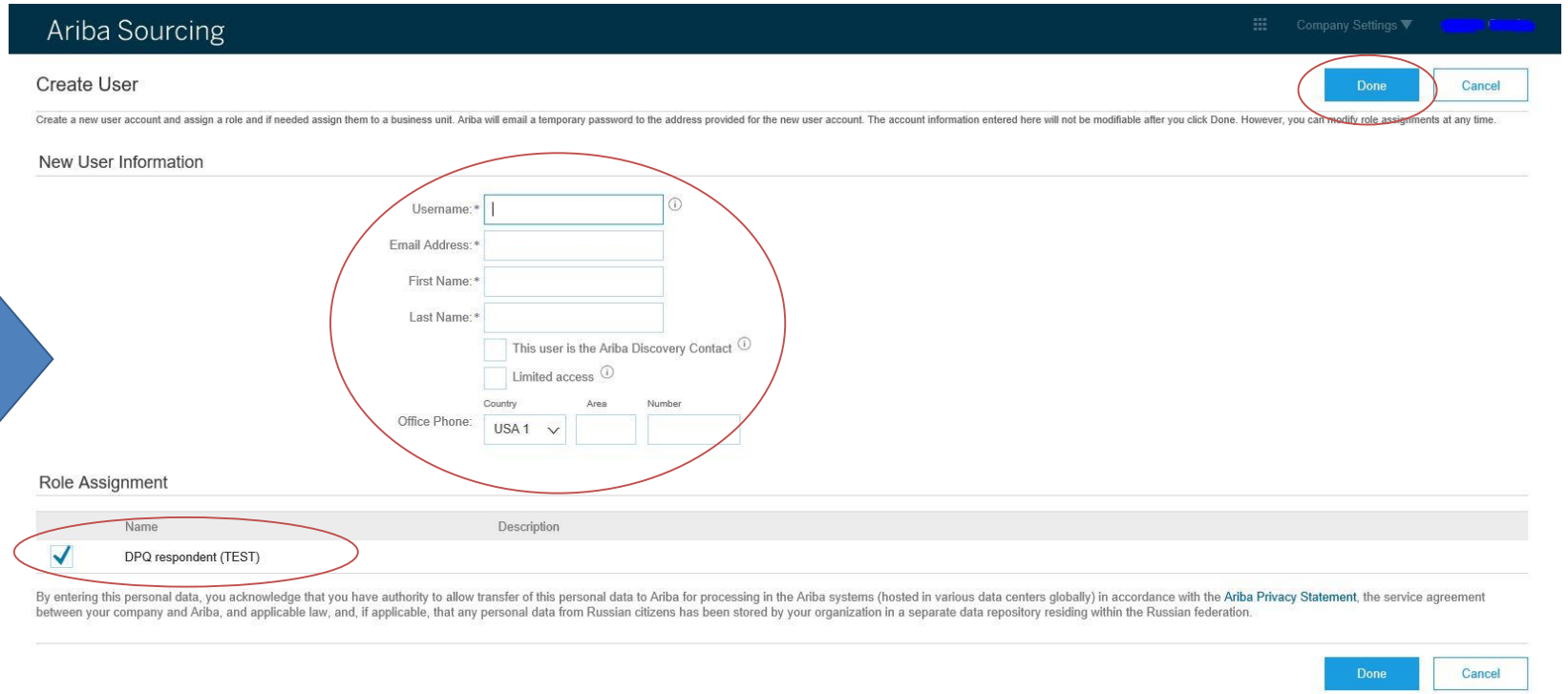


© 2017 SAP SE or an SAP affiliate company. All rights reserved.

How to create a new user (3/3)

5. Once you got back to Account Settings page, click on **Create User**
6. **Enter** a new user relevant information (Username, E-mail, First and Last Names and etc.)
7. **Assign** the Role, you created in the step 4, and **Save** the new user
8. Send an e-mail to SAP_Data_Protection_Enablement_Team@sap.com, asking to add the additional user to the data protection questionnaire survey





© 2017 SAP SE or an SAP affiliate company. All rights reserved.

Do I pay for Ariba, if I have to fill out DPQ?
How to resend the DPQ to another user?

Do I have to pay a fee to register in Ariba and access the Data Protection Questionnaire (DPQ)?

No. Charges shall not be levied against you unless you are using Ariba for invoicing purposes.

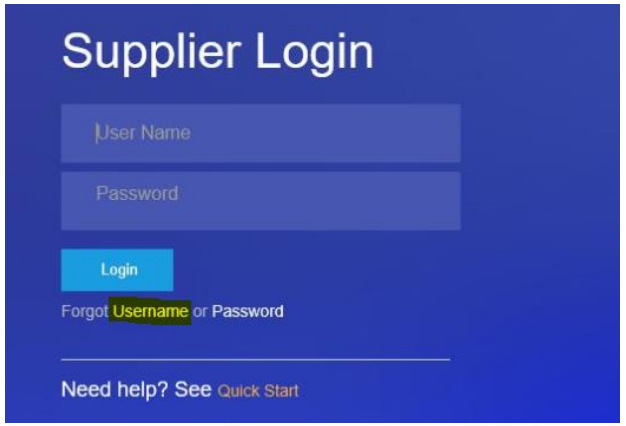
The Ariba DPQ mail was sent to the wrong person (or e-mail address), how do I have it resent to another user e.g. responsible manager or account executive?

Send an email to SAP_Data_Protection_Enablement_Team@sap.com and provide the details of the person who should receive the DPQ e-mail.

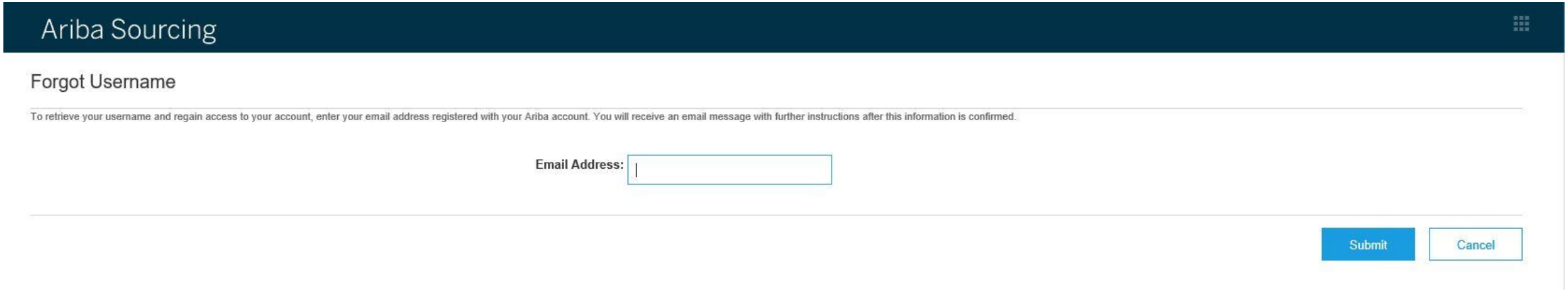
© 2017 SAP SE or an SAP affiliate company. All rights reserved.

What to do, if I forgot or lost my username?

If our company has a supplier profile in the Ariba Cloud, but the **username** has been lost. How do we proceed?



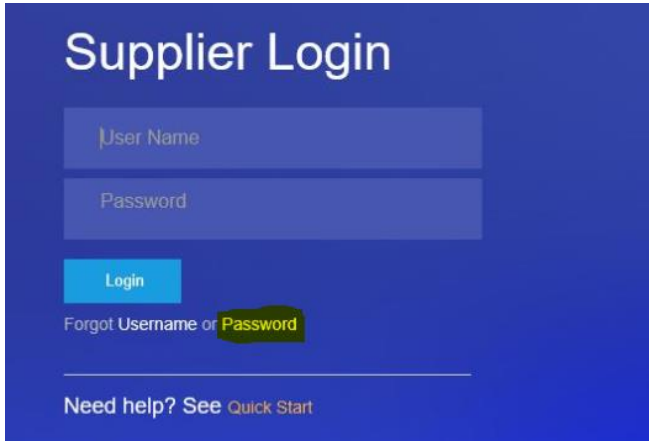
1. Go to the web-page https://seller.ariba.com/
2. Click **Forgot Username** link
3. Enter your **E-mail** address and **Submit.**
4. Once you have submitted the request, you will get the remainder with your username.



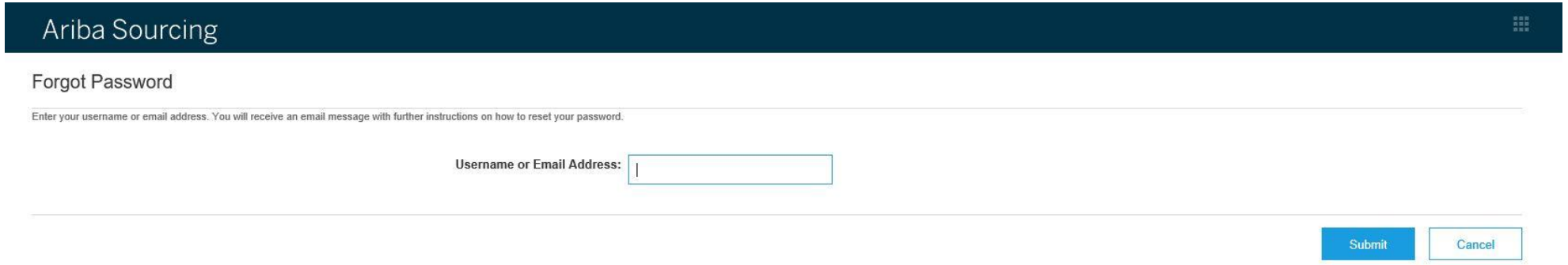
© 2017 SAP SE or an SAP affiliate company. All rights reserved.

What to do, if I forgot or lost my password?

If our company has a supplier profile in the Ariba Cloud, but the **password** cannot be retrieved. How do we proceed?



1. Go to the web-page https://seller.ariba.com/
2. Click **Forgot Password** link
3. Enter your **Username** and **Submit.** Please, note that Username is case sensitive
4. Once you have submitted the request, you will get the e-mail with the link to the Reset Password page.
5. On the **Reset Password Page**, answer your secret question, set up and confirm your new account password. The password is case sensitive as well.
6. Click **Submit** button.



© 2017 SAP SE or an SAP affiliate company. All rights reserved.

Thank you

© 2017 SAP SE or an SAP affiliate company. All rights reserved.