



Coles Sourcing

Supplier Information Pack

Goods not for resale

June 2019

Version 1.0

coles

Good things are happening

Good things are happening at Coles for suppliers

At Coles, we believe in engaging transparently and ethically with our suppliers, taking pride in the relationships we have built over the years.

We are fundamentally changing the way in which we do business with our goods not for resale suppliers, with the implementation of SAP Ariba. This will digitise and unify the end to end processes of sourcing, contracting, buying and paying for goods and services.

SAP Ariba will help:

- Streamline our sourcing process
- Facilitate electronic collaboration for document creation and exchange
- Promote integrity by providing visibility to both Coles and our suppliers
- Provide a secure environment to share commercially sensitive information

“Our suppliers are critical to our success. As we drive excellence through our end-to-end procurement processes for goods not for resale, it will help us to build enduring, trusted and mutually beneficial relationships with our suppliers.”

Ian Finlay
General Manager, Procurement
Coles Group

Overview of the Ariba Network

● What is the Ariba Network?

The Ariba Network is a dynamic, digital global marketplace for buyers and sellers. Suppliers will transact electronically with Coles in the major Source-to-Contract procurement processes which include strategic sourcing and contracting activities; and the roll-out of transactional procurement processes, scheduled for late 2019.

● What are the benefits of the Ariba Network?

Transparency: All suppliers have full visibility of the end-to-end sourcing process.

Security: Event information can be shared in a secure environment.

Efficiency: All collaboration occurs via the Ariba Network providing for a streamlined process and quicker response times.

Consistency: Coles' requirements are presented to suppliers in a consistent format based on system templates.

Unlock Opportunities: suppliers can gain access to a global marketplace.

Common event types we conduct through Ariba

Request for Information (RFI)

Typically used to obtain general information about products, services or suppliers.

This document is used to capture preliminary information to help further refine the RFX approach and can be used as a tool to pre-qualify and short-list potential suppliers for further participation in the RFX process.

Request for Proposal (RFP)

Typically used to obtain pricing and other important information from suppliers in the form of a proposal.

This document is used to gather detailed information regarding a third-party provider's products, services, solutions, pricing and capabilities which is used to support the evaluation process.

Request for Quote (RFQ)

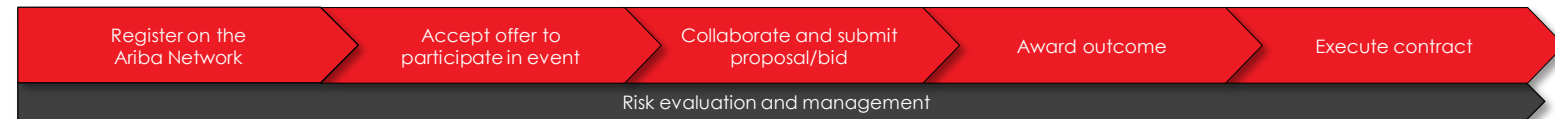
Typically used to obtain pricing for a specified product or service from pre-qualified or preferred suppliers.

Reverse Auction

A competitive event where pre-qualified suppliers bid for the supply of products or services which is awarded to the lowest bidder.

A simple and efficient process

Collaborating with Coles via the Ariba Network is simple. You will be able to participate in sourcing events, send and receive emails, receive real-time notifications and alerts, and monitor the progress of your participation.



You will receive a system generated email from Coles inviting you to register on the Ariba Network.

The email will contain a link to a registration form on the Ariba Network and you will be asked to provide some basic information about your company and complete a risk questionnaire.

When you complete the registration process, you will be able to participate in sourcing activities, initiated by Coles.

Coles will send out an invitation to participate in sourcing activities including RFI's, RFP's, RFQs and Auctions.

You must accept the invitation to be able to participate in the event.

You must submit a compliant bid and conduct all other communication via the Ariba Network.

Please remember that all submissions must be made by the due date.

Coles will formally advise successful suppliers via the system.

This will be in the form of a notification of award.

Contract negotiations and finalisation will occur in Ariba, however execution of the contract will occur electronically in DocuSign.

Once the contract has been signed, Coles will then countersign the contract using DocuSign.

Once the contract has been executed, you will receive a link to the final document.

Source-to-Contract

*** Note:** Participants only need to register once on the Ariba Network, it's free for sourcing and can be used across multiple customers.

Our value proposition to our suppliers

What experience can you expect when we collaborate via the Ariba Network?

In the past

“I find it difficult to collaborate with Coles on tenders that we have been invited to participate in“

- In some instances the structure and format of tenders varies significantly
- Coles typically reach out to me and share documentation via email
- I'm sure Coles responds to similar questions from participants and changes to the tender process, multiple times
- Document sharing with Coles can be challenging, especially with large files
- Response times vary

Now

“Collaborating with Coles via the Ariba Network is much easier. We have full visibility of the end-to-end process, and it is much more streamlined“

- Event information is more consistent and easier to respond to
- I'm notified of new events through the system which contains a direct link to event information
- I can post questions on the message board which are responded to in a prompt manner and I am notified instantly of any changes to the event
- I can see the status of the event at each stage and document sharing is much easier
- Response times are much faster

Where to go for support?



To **access support**:

- Reach out to your Coles event administrator
- Check the self-help resources and access the following support channels from the **Help Centre** within the Ariba Network:
 - Request a call-back by completing a web form
 - Chat with a 'Live Agent'
 - Contact event support by phone (*only available within the last 60 minutes of an event*)

Note: The Help Centre is available whenever you visit or login to the Ariba Network. Access it via the panel on the right side of your screen when you first open the Ariba Network page.

Additional resources

● For more information on Ariba:

Visit www.ariba.com

[A suppliers Perspective: A Day in the Life of....](#)

A quick overview of supplier engagement on the Ariba Network.

[Participating in an RFI or RFP on the Ariba network](#)

A step-by-step tutorial on participating in sourcing events.

Frequently asked questions

Do I need to join the Ariba Network to participate in a Coles tender?

All Coles' tenders will be conducted electronically via the Ariba Network. Suppliers will need to register on the Ariba Network and be invited to participate in an event. Coles will only accept proposals or bids submitted via Ariba.

What are the hours of operation for support?

Suppliers can access 24/7 support by raising a request via the Help Centre within the Ariba Network.

Is there a cost to register on the Ariba Network?

There are no costs to register on the Ariba Network or participate in an eRFx or Auction.

I already have an existing Ariba Network account. Do I need to register again?

No. If you already have an Ariba Network account you won't need to register again to use the Ariba Network with Coles.

Frequently asked questions

I have responded to Coles tenders in the past through Neogrid. What happens to this?

The Ariba Network replaces NeoGrid.

How secure is the Ariba Network?

To find out more about how SAP Ariba protects the integrity, confidentiality, and availability of your information, click [here](#).

What web browsers are compatible with the Ariba Network?

Whilst the Ariba Network should operate on most web browsers, it is recommended that you download the latest version of Chrome, Internet Explorer or Mozilla Firefox for optimal performance.

What is the maximum file size I can upload?

The maximum size for an individual file in a project is 100 megabytes (MB).

Please reach-out to the Coles GNFR [Procurement Team](#) with any questions or feedback

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group