



Supplier Registration Guide

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NB! All print screens used in this guide are from Ariba TEST environment

New Registration as a supplier with CCHBC

Invitation

1. When you are invited to register through Ariba as vendor of Coca-Cola Hellenic Bottling Company (whether you are existing or new supplier) you will receive the following notification:

Register as a supplier with Coca-Cola Hellenic Bottling Company - TEST

Hello!

 has invited you to register to become a supplier with Coca-Cola Hellenic Bottling Company - TEST. Start by creating an account with Ariba Network. It's free.

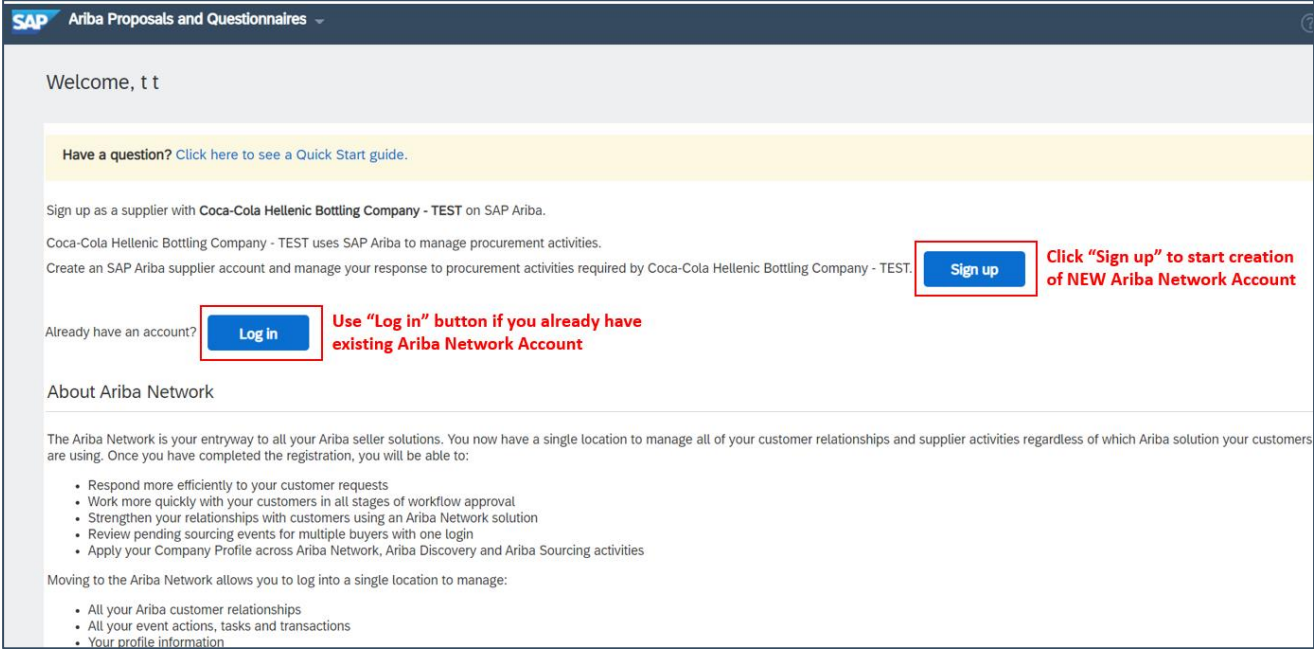
Coca-Cola Hellenic Bottling Company - TEST uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If Supplier Registration already has an account with Ariba Network, sign in with your username and password.

[Click Here](#) to create account now

You are receiving this email because your customer, Coca-Cola Hellenic Bottling Company, based on the correspondence with you, has identified you as the appropriate contact person for any communications and actions in relation to the Coca-Cola Hellenic Bottling Company supplier portal "SAP Ariba". In the event you are not the appropriate contact person or there is a change in the contact person, please immediately inform Coca-Cola Hellenic

2. Click the link to **create an account in Ariba network** or **login with an already existing one**. This way you will be able to manage your responses to procurement activities required by CCHBC.

The link leads to following page to choose an option:



Please note! The email invitation might be delivered in your **Spam** or **Promotions** folder.

New Registration as a supplier with CCHBC

Creating an account or Login with an existing one

If you will create **new** Ariba Network account, after you select “Sign Up” in start page, you will be redirected to the “Create account” section, where **first you need to register on Ariba Network**

SAP Ariba Proposals and Questionnaires

Create account Create account and continue Cancel

First, create an SAP Ariba supplier account, then complete questionnaires required by Coca-Cola Hellenic Bottling Company - TEST.

TEST.

Company information * Indicates a required field

Company Name:*

Country/Region:*

Address:*

City:*

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

If you **already have Ariba Network account**, after you choose “Log in” in start page, **you will need to log in with your credentials**

SAP Ariba Proposals and Questionnaires

Enter Your Account Information * Indicates a required field

You are using an Ariba Sourcing test account to register on the Ariba Commerce Cloud. Enter your existing Ariba Commerce Cloud, Ariba Discovery or Ariba Network test account username and password. After you successfully log in, your existing Ariba Commerce Cloud test account profile will become your Ariba Sourcing supplier test account profile.

Username:*

Password:*

[Forgot Username](#)
[Forgot Password](#)

Continue Cancel

IMPORTANT!

Your Login Username and Password must be kept confidential at all times!

Please do not share this information with not authorized persons and people outside of your organization!

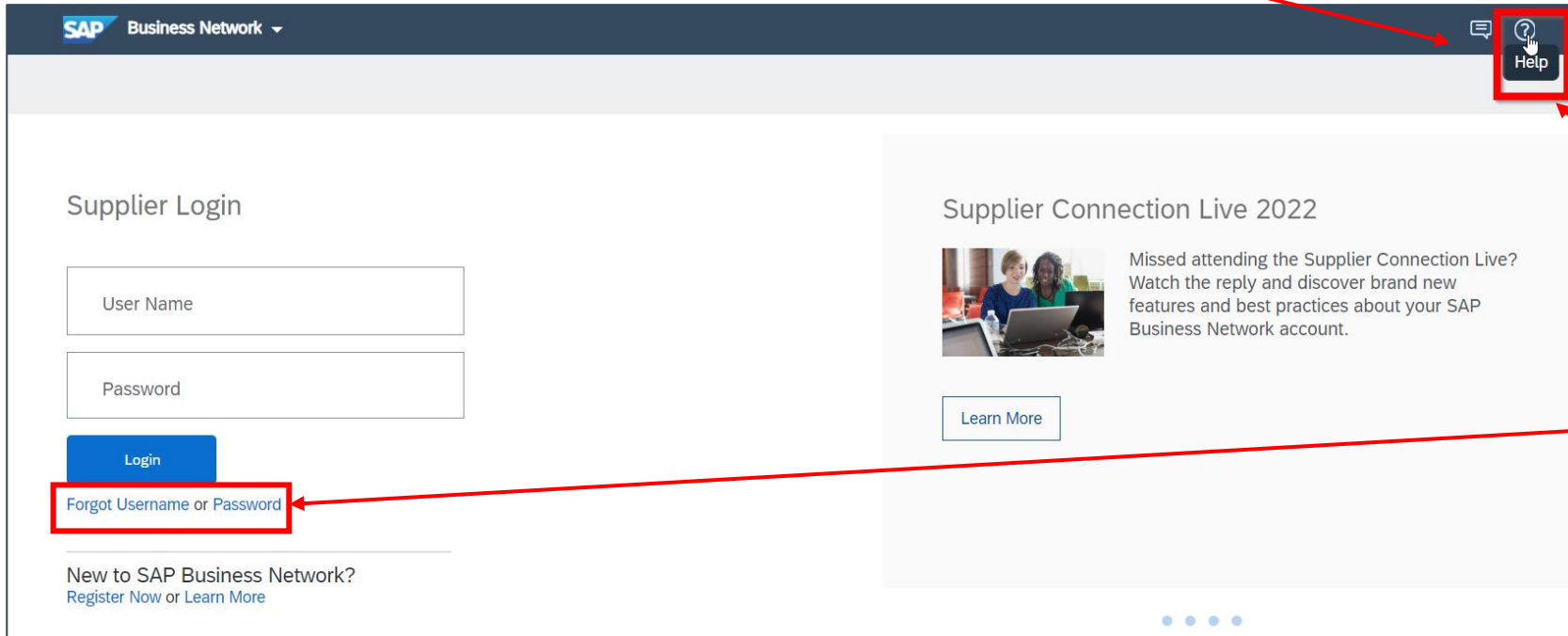
New Registration as a supplier with CCHBC

Creating an account or Login with an existing one

IMPORTANT!

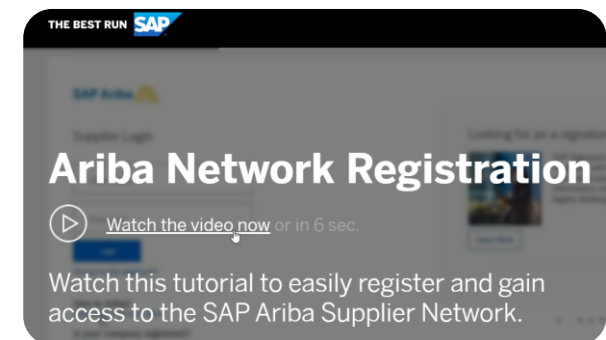
In case of any issues during your **Ariba Network** account creation or login, please contact

SAP Ariba Support on <http://supplier.ariba.com/> using **HELP** button.



If you forgot your Username or Password, please select option [Forgot Username or Password](#). If you still experience any issues, please use the “**HELP**” button.

For more guidance how to create an Ariba Network Account, please see the dedicated **video** following this [LINK](#) or clicking on the video



New Registration as a supplier with CCHBC

CCHBC Supplier Registration Questionnaire

Once you have successfully registered your new Ariba Network account or accessed your existing one, you will be redirected to the [CCHBC Supplier registration questionnaire](#). You need to provide all the required mandatory information and attach the relevant documents.

NB! If you are not redirected to the questionnaire, please check slide 16 to check how to navigate to it through your Ariba account

Doc1499585978 - Supplier registration questionnaire

Time remaining: 29 days 23:58:06

All Content

Name 1

1. General Information

1.1. Supplier Legal Consent

1.1.1. I confirm that I am fully authorized to provide CCH required information and update it for any subsequent changes

1.3 Please select the country where you will operate with us

(*) indicates a required field

Submit Entire Response Save draft Compose Message Excel Import

Please note! The Supplier Registration Questionnaire will be available only for specific time, which can be tracked from “Time remaining” – upper right corner of the page. You need to provide all information and Submit Entire questionnaire within the remaining time. If the time has expired questionnaire will become inactive. Please address such cases to your CCHBC contact person.

New Registration as a supplier with CCHBC

CCH Supplier registration questionnaire - General Information

Section 1 - "General Information"

In order CCHBC to review the information provided in the Supplier registration questionnaire, the answer to "1.1.1 I confirm that I am fully authorized to provide CCH required information and update it for any subsequent changes" should be "Yes":

All Content	
Name ↑	
▼ 1 General Information	
▼ 1.1 Supplier Legal Consent	
1.1.1 I confirm that I am fully authorized to provide CCH required information and update it for any subsequent changes	* Unspecified ▼

On question 1.3., please select the country/countries you will operate with us:

1.3 Please select the country where you will operate with us	<input checked="" type="checkbox"/> Austria <input type="checkbox"/> Bosnia and Herzegovina <input type="checkbox"/> Bulgaria <input type="checkbox"/> Croatia <input type="checkbox"/> Cyprus <input type="checkbox"/> Czech Republic <input type="checkbox"/> Estonia <input type="checkbox"/> Greece <input type="checkbox"/> Hungary <input type="checkbox"/> Italy <input type="checkbox"/> Kosovo <input type="checkbox"/> Latvia <input type="checkbox"/> Lithuania <input type="checkbox"/> Montenegro <input type="checkbox"/> Netherlands <input type="checkbox"/> Nigeria <input type="checkbox"/> North Macedonia <input type="checkbox"/> Northern Ireland <input type="checkbox"/> Poland <input type="checkbox"/> Republic of Ireland <input type="checkbox"/> Romania
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New Registration as a supplier with CCHBC

CCH Supplier registration questionnaire - General Information

Section 1 - "General Information"

It is mandatory to provide information on **Full Legal Name, Legal Address, Legal Form, Tax/VAT number and General Contact Email Address:**

1.4 Supplier Full Legal Name	* <input type="text"/>
1.5 Legal address	* Show More Street: <input type="text"/> ⓘ House Number: <input type="text"/> ⓘ Street 2: <input type="text"/> ⓘ Street 3: <input type="text"/> ⓘ District: <input type="text"/> ⓘ Postal Code: <input type="text"/> ⓘ City: * <input type="text"/> ⓘ Country/Region: (no value) ▾ ⓘ State/Province/Region: (no value) ▾ ⓘ
1.6 Legal Form of the Supplier	* Unspecified ▾
1.7 Tax/VAT number.	* <input type="text"/>
1.8 Dun & Bradstreet number	<input type="text"/>
1.9 General Contact Email	* <input type="text"/>
1.10 The provided General contact should receive Purchase orders, Payment advices and is authorized to confirm Bank account changes?	* No ▾
1.11 Purposes for collection and processing of above mentioned personal data: contact to initiate process to update the provided personal data, managing and improving the quality of the services/products provided to CCHBC, assessment of the quality of the support provided by CCHBC's personnel to the Vendor	

New Registration as a supplier with CCHBC

CCH Supplier registration questionnaire - Additional Contact Persons

Section 2 - "Additional Contact Persons"

The mandatory Yes/No question 1.10 "The provided General contact should receive Purchase orders, Payment advices and is authorized to confirm Bank account changes?" controls whether the section "Additional Contact Persons" will appear or not.

1.9 General Contact Email	*	<input type="text"/>
1.10 The provided General contact should receive Purchase orders, Payment advices and is authorized to confirm Bank account changes?	*	No <input type="button" value="v"/>

- If selected answer is "Yes", the general email address that has been selected in 1.9 will serve for all purposes;
- If selected answer is "No", section "Additional Contact Persons" will appear providing the opportunity to select different users from the General one for receiving purchase order, payment advices and person, which will be authorized to make any BA changes. Please see steps below:

Step 1 Click on "Add Additional Contact Persons".

2 Additional Contact Persons	Add Additional Contact Persons (0) Less... <input type="button" value="-"/>
The above is general e-mail address of your company. Please add any dedicated e-mails related to Purchase Order receiving, Accounting contact, Change of Bank Details in section "Additional Contact Persons". Otherwise we will use the Generic contact for all type of communication.	

Step 2 Click on the dedicated button to add a section:

Additional Contact Persons (0)
Name <input type="text"/>
<input type="button" value="Add Additional Contact Persons"/>

Section 2 - "Additional Contact Persons"

Step 3 Fill in the all the needed information such as Contact Name, Email Address, Type of Contact and Country/Countries, which the contact is applicable for:

Additional Contact Persons (2)

Name ↑	
Additional Contact Persons #1	If you need to delete a section, this is done with the "Delete" Button → Delete
Contact Person Name	<input type="text"/>
Contact Person Email	* <input type="text"/>
Type of Contact Person	<input type="checkbox"/> Receive Purchase Order Contact person that should be contacted for purchase order related topics and will receive CCHBC Purchase Orders <input type="checkbox"/> Accounting Contact Contact person that should be contacted for accounting related topics and will receive Payment Advice documents from CCHBC <input type="checkbox"/> Change of Bank Details Authorized person that is responsible for any bank details chnages
	* <input type="checkbox"/> Armenia <input type="checkbox"/> Austria <input type="checkbox"/> Bosnia and Herzegovina <input type="checkbox"/> Bulgaria <input type="checkbox"/> Croatia <input type="checkbox"/> Cyprus <input type="checkbox"/> Czech Republic <input type="checkbox"/> Egypt <input type="checkbox"/> Estonia <input type="checkbox"/> Greece <input type="checkbox"/> Hungary <input type="checkbox"/> Italy <input type="checkbox"/> Kosovo <input type="checkbox"/> Latvia <input type="checkbox"/> Lithuania <input type="checkbox"/> Moldova
Please choose for which countries	
If you need to add additional Contact Person, please select this option → Add an additional Additional Contact Persons	

(*) indicates a required field

Step 4 Once all information is filled in, please press "Save" in the upper right corner to save your changes and return to Registration questionnaire:

[Save](#)

New Registration as a supplier with CCHBC

CCH Supplier registration questionnaire - Bank details

Section 3 - "Bank details"

Step 1 Click on "Add Bank Details".

2 Additional Contact Persons	Add Additional Contact Persons (0) Less... <input type="button" value="-"/>
The above is general e-mail address of your company. Please add any dedicated e-mails related to Purchase Order receiving, Accounting contact, Change of Bank Details in section "Additional Contact Persons". Otherwise we will use the Generic contact for all type of communication.	
3 Bank Details	Add Bank Details (0)

Step 2 You will be redirected to the section where "Add Bank details" button should be selected.

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 > 3 Bank Details


Bank Details (0)

Name ↑

No items

(*) indicates a required field

Once bank details were added, the button transforms to "Add an additional Bank details" and this way you can add more than one bank account, if required:



<input type="button" value="Add an additional Bank Details"/>

New Registration as a supplier with CCHBC

CCH Supplier registration questionnaire - Bank details

Section 3 - "Bank details"

Step 3 Bank Details #1 section is loaded and you can provide all required information. After it is filled in press "Save" to go back to Registration questionnaire

All Content > 3 Bank Details

Bank Details (1)

Name ↑

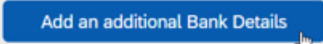
Bank Details #1		Delete
Bank Name	<p>* Bank Type: No Choice ▾</p> <p>Country/Region: (no value) ▾</p> <p>Account Holder Name: <input type="text"/></p> <p>Bank Key/ABA Routing Number: <input type="text"/></p> <p>Account Number: <input type="text"/></p> <p>IBAN Number: <input type="text"/></p> <p>SWIFT Code: <input type="text"/></p> <p>Bank Control Key: No Choice ▾</p>	
Currency	* Unspecified ▾	
Confirmation of bank statement/print screen from respective authority (Opten, ARES website, etc.) certifying the bank details / Bank account verification form References ▾		<p>*Attach a file</p>

New Registration as a supplier with CCHBC

CCH Supplier registration questionnaire - Bank details

Section 3 - "Bank details" - Useful information

If you need to add more than 1 bank account, use the sequence



You can collapse or expand the different bank details through the triangle button



button and new sections for bank data will appear below each other as a

If needed, you can delete the bank account from "Delete":

All Content > 3 Bank Details

Bank Details (3)

Name	
▶ Bank Details #1	Delete
▶ Bank Details #2	Delete
▼ Bank Details #3	Delete

Bank Type: No Choice

Country/Region: (no value)

Please note!

Although they are not marked initially as required fields, it is mandatory to provide combination of Bank account and Bank key OR IBAN number OR all of them.

System will return the following error if you do not fill in any of the required information



Either Account number and Bank Key are mandatory or IBAN number is mandatory.

Bank Key/ABA Routing Number: *

Account Number: *

IBAN Number: *

New Registration as a supplier with CCHBC

CCH Supplier registration questionnaire – Bank details

Section 3 - “Bank details” - Useful information

In bank data section there is a requirement to attach bank confirmation document:

Confirmation of bank statement/print screen from respective authority (Opten, ARES website, etc.) certifying the bank details / Bank account verification form References ⓘ *Attach a file
For verification of bank account you can provide: <ul style="list-style-type: none">• Print Screen from Online Banking/App• Austrian Suppliers - Please sign and upload the Bank Account Verification Form (EN and DE version attached)• Hungarian Suppliers - Print Screen from Opten• Czech and Slovak Suppliers - Print Screen from ARES• Serbian Suppliers - Print Screen from Narodna Banka Srbije• Switzerland suppliers – please attach bank statement if you cooperate with us not only in Switzerland. If you cooperate only with Switzerland legal entity you could attach empty document
<small>*) Please enter Bank Details (eighter IBAN or Bank Key and Bank Account Number)</small>

Please note!

For verification of bank account you can provide:

- Print Screen from Online Banking/App
- Austrian Suppliers - Please sign and upload the Bank Account Verification Form (EN and DE version attached)
- Hungarian Suppliers - Print Screen from Opten
- Czech and Slovak Suppliers - Print Screen from ARES
- Serbian Suppliers - Print Screen from Narodna Banka Srbije
- Switzerland suppliers – please attach bank statement if you cooperate with us not only in Switzerland. If you cooperate only with Switzerland legal entity you could attach empty document

Confirmation of bank statement/print screen from respective authority (Opten, ARES website, etc.) certifying the bank details / Bank account verification form References ⓘ * TEST DOCUMENT.png Update file Delete file
--

In case you need to change or delete a file you have already uploaded, you can use the 2 options available next to the document:



Your uploaded document

If you want to replace the existing document use “Update file”

To delete a document use “Delete file”

New Registration as a supplier with CCHBC

CCH Supplier registration questionnaire - Legal Entity Specific Requirements

Section 4 - "Legal Entity Specific Requirements"

Depending on the country selected in question 1.3 (Please select the country where you will operate with us) , there will be country specific information listed in Section 4:

1.3 Please select the country where you will operate with us

- Austria
- Bosnia and Herzegovina
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Estonia
- Greece
- Hungary
- Italy
- Kosovo
- Latvia
- Lithuania
- Montenegro
- Netherlands
- Nigeria

4 Legal Entity Specific Requirements:

4.1 You acknowledge and confirm that you have accepted and shall comply with Supplier Guiding Principles (SGP) [References](#)

4.3 Austria:

4.3.1 You acknowledge and confirm that you have accepted and shall comply with our General Terms and Conditions (GTC):

German: <https://at.coca-colahellenic.com/de/about-us/gtc-policies-and-guidelines>
English: <https://at.coca-colahellenic.com/en/about-us/gtc-policies-and-guidelines>

4.3.2 Starting pack - Attachment for vendor acknowledgement - Coca-Cola HBC Austria, RMQ Liegenschaftverwaltung and RMQ Beteiligungsgesellschaft [References](#)

4.3.4 For information about processing your personal information, please read our Privacy Notice

English: <https://at.coca-colahellenic.com/en/privacy-notice>
German: <https://at.coca-colahellenic.com/de/privacy-notice>

4.5 Switzerland:

4.5.2 Starting pack - Attachment for vendor acknowledgement - (CO) Coca Cola HBC AG [References](#)

4.5.3 For information about processing your personal information, please read our Privacy Notice (German)

<https://ch.coca-colahellenic.com/de/privacy-notice>

4.5.4 For information about processing your personal information, please read our Privacy Notice (English)

<https://ch.coca-colahellenic.com/en/privacy-notice>

4.5.5 For information about processing your personal information, please read our Privacy Notice (French)

You should read and confirm you will comply with the **CCHBC Supplier Guiding principles**

Depending on the country you cooperate with there will be dedicated section with listed mandatory questions and documents that you need to acknowledge or attach.

Most common requirements on CCHBC side is to review and acknowledge **CCH Starting Pack** for the specific Legal entity, read **CCH Privacy Notice**, acknowledge the **General Terms and Conditions** etc.

Depending on the CCHBC country and legal requirements **there might be additional answers or attachments that need to be provided from your side.**

Please follow each question from this section and provide any required information.

New Registration as a supplier with CCHBC

CCH Supplier registration questionnaire - Supplier Code of Conduct

Section 6 - "Supplier Code of Conduct"

Please get familiar with all the information in this section

To finalize your registration, you need to press "Submit Entire Response" and confirm the submission in the next pop-up screen

▼ 5 Supplier Code of Conduct
5.1 You will promptly update and keep updated your data in case of future changes
5.2 The Vendor declares that he/she understands and accepts his/her obligation and assumes full responsibility to inform his/her employees about the collection and processing of their personal data as a "contact person" and / or "Contact person at the site" and to request their explicit written consent to this (where applicable).
5.3 The Vendor confirms that: 1) the Vendor is obliged to immediately update and properly maintain the data provided here throughout the existence of business relations with CCHBC and 2) the only person who may change/update the information provided here is the legal representative by contacting the CCHBC employee who is point of contact
5.4 The Vendor declares that he/she fully understands and is informed that until the update of the information provided here, CCHBC has the right to use it as provided for the purposes stated here and is not responsible for violations of personal data based on outdated information.
5.5 CCHBC collects and processes personal data and may also do so through other companies of the CCHBC group, suppliers, subcontractors in the countries where CCHBC operates and abroad, and at any time ensures and monitors (a) compliance with the requirements the General Data Protection Regulation 2016/679 (GDPR) of the European Union and any other applicable laws and regulations (Data Protection Legislation); and (b) technical and organizational measures to protect personal data from accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access, providing a level of security and corresponding to the risk posed by the processing and the nature of the data to be protected.
5.6 For information about processing your personal information, please read our Privacy Notice: https://coca-colahellenic.com/en/privacy-and-cookie-notice
5.7 By submitting this questionnaire you acknowledge and confirm that you have accepted and shall comply with all the above.

(*) indicates a required field

Submit Entire Response | Save draft | Compose Message | Excel Import

Your questionnaire will be submitted to CCHBC for validation and further processing.

✓ Submit this response?

Click OK to submit.

OK Cancel

New Registration as a supplier with CCHBC

CCH Supplier registration questionnaire - More information required

Please note! In case of any missing or incorrect/not clear information the questionnaire will be **returned to you for more information or corrections**. You will receive notification with explanation on the additional information required in the “Comments” and link to the system.

You need to access your account and then navigate to the Supplier registration questionnaire – Questionnaire will be available in “Ariba Proposals and Questionnaires” as per below:

The screenshot shows the SAP Ariba user interface. At the top, the 'Ariba Proposals and Questionnaires' menu is highlighted with a red box. Below it, the user is logged in as 'COCA-COLA HELLENIC BOTTLING COMPANY - TEST'. The main content area shows a message: 'There are no matched postings.' Below this, there are sections for 'Events' and 'Risk Assessments', both showing 'No items'. At the bottom, the 'Registration Questionnaires' section is expanded, and the 'Supplier registration questionnaire' link is highlighted with a red box. A red arrow points from the 'Please note!' text to the 'Supplier registration questionnaire' link.

The email notification is from 'Coca-Cola Hellenic Bottling Company - TEST'. It starts with 'Hello Vendor name', where 'Vendor name' is highlighted in yellow. The body of the email states: 'Coca-Cola Hellenic Bottling Company - TEST has reviewed the updates to Supplier registration questionnaire submitted by Vendor name on Fri, 06 Aug, 2021 and requires additional information about the update.' Below this, there is a 'Comments:' section with the text 'Additional info required' highlighted in a red box. A blue link 'Click Here' is provided to access the questionnaire. The email ends with 'Best Regards, SAP Ariba team'.

In the questionnaire click on “**Review Response**” in order to activate change mode and **make all necessary changes/provide missing information**, then “Submit Entire response” again:

The screenshot shows the SAP Ariba questionnaire interface. A yellow banner at the top says 'You have submitted a response for this event. Thank you for participating.' Below this, there is a 'Revise Response' button highlighted with a red box. The interface also shows a 'Console' on the left with options like 'Event Messages', 'Event Details', 'Response History', and 'Response Team'. The main content area is titled 'All Content' and shows a list of items under 'General Information'.

New Registration as a supplier with CCHBC

CCH Supplier registration questionnaire - Future supplier information changes

After the successful registration in CCHBC system the Supplier registration questionnaire will become **active on your side**.

This way, in case of any changes in your company's information (e.g. company name, address, contacts, bank data), **you are able at any time to access the questionnaire**, execute required updates and **Submit** the changed version to CCHBC, so this important data updates to be reflected in your CCHBC master data profile.

Please note! In case of change in VAT/Tax information, please address this directly to your CCHBC contact and they will confirm further steps

To perform changes in already submitted and approved questionnaire, please access your Ariba account and in "Ariba Proposals and Questionnaires" you can find the CCHBC Supplier registration questionnaire.

After you access the questionnaire:

To activate questionnaire press

Revise Response

After all changes are done go to

Submit Entire Response

The screenshot shows the SAP Ariba interface for 'COCA-COLA HELLENIC BOTTLING COMPANY - TEST'. The top navigation bar includes 'SAP Ariba Proposals and Questionnaires', 'Standard Account', 'Get enterprise account', and 'TEST MODE'. The main content area displays a list of 'Registration Questionnaires' with columns for Title, ID, End Time, and Status. One entry is highlighted: 'Supplier registration questionnaire' with ID 'Doc1008637546' and status 'Invited'. A red box highlights this entry, and a red arrow points from a text box on the left to it. Another red arrow points from a text box at the bottom to the help icons in the top right corner of the interface.

Please note! In case of any issues, please address them to SAP Ariba Support through the HELP buttons

New Registration as a supplier with CCHBC

Ariba Network - Useful links

Thank you for working with us! We truly appreciate your partnership and look forward to continuing our business relationship with you via the Ariba Network.

For additional information and support you may visit <https://www.ariba.com/support/supplier-support> then click the “contact us” option.

In case “**Ariba Proposals and Questionnaires**” is not loading properly, it may be caused due to enabled browser ad-blocking extensions. Please find an article providing information how to remove such ad – blocking extensions depending on the different browser:

<https://support.ariba.com/item/view/KB0407053>

Some other useful information for suppliers can be found at:

<https://www.ariba.com/support/customer-hub>

<https://uex.ariba.com>

<https://www.ariba.com/ariba-network/ariba-network-for-suppliers>

[https://support.ariba.com/Adapt/Ariba Network Supplier Training/](https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/)