



Supplier guidelines

Participation in RFI's & RFP's

20 March 2023



| Table of content

SAP Ariba Sourcing helps buyers **create** and **run events** in which **they exchange business information** with companies like yours. Depending on the type of information buyers want to collect, they create different types of events using SAP Ariba Sourcing.

Request for information (RFI)

Belfius uses RFI's to gather data or comments from suppliers so they can qualify participants for a follow-up event.

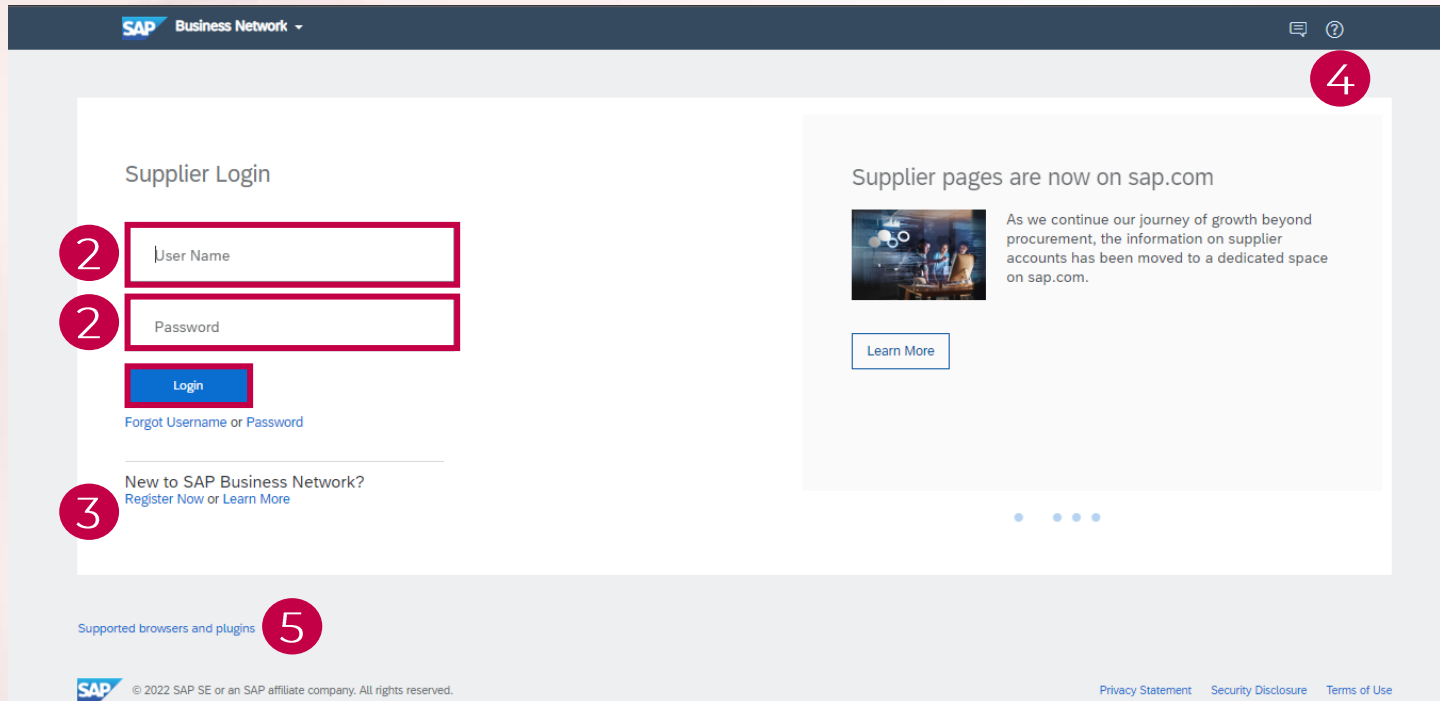
Request for proposal (RFP)

The request for proposal (RFP) is a key step in our sourcing process. Belfius will attach documents explaining the business needs and ask and ask how you can address them. An RFP is used to captured detailed information on the services and/or goods you offer including prices.

Free of charge

Suppliers are **not charged** when **participating in an RFI or RFP** event, initiated by Belfius via the SAP Ariba platform.

Log in on the SAP Ariba Network



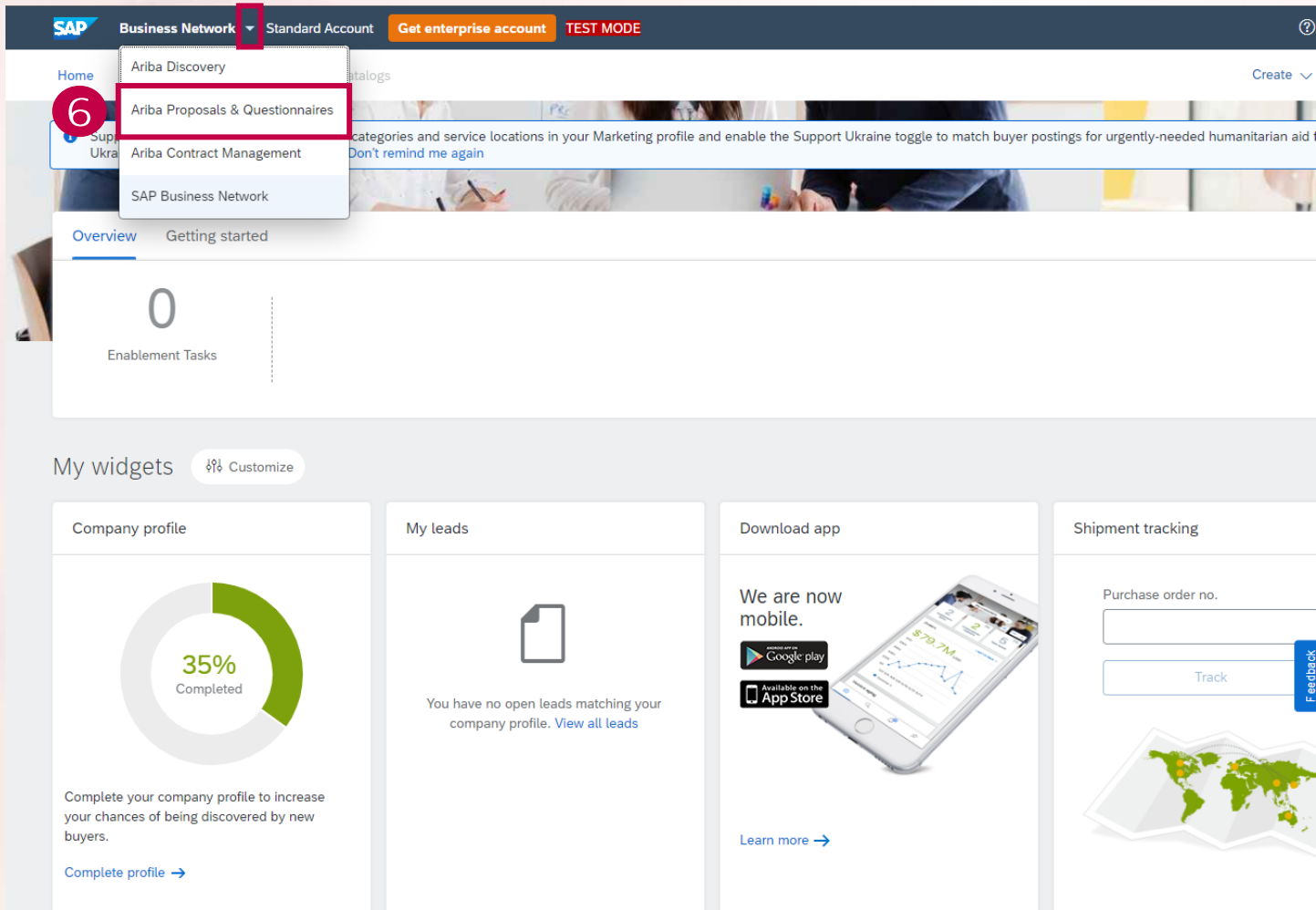
You will receive a mail notifying you that you have been invited to participated in an RFX event for Belfius.

- 1 Browse to <http://supplier.ariba.com>
- 2 After completing User Name and Password, click on the Login button.

Login difficulties

- 3 If you are new to SAP Business Network, follow the registration steps first.
- 4 In case of technical issues with the login procedure, please contact the SAP Ariba Helpdesk by clicking on the question mark at the top right corner.
- 5 Click on Supported browsers and plugins, to check your compatibility.

Navigate to proposals



6 After logging in, click on the small triangle next to Business Network and select Ariba Proposals & Questionnaires to be redirected to the page of events for which your company has been invited.



Select event

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.

Home

7 Events

Title	ID	End Time ↓	Event Type	Participated
▶ Status: In afwachting van selectie (23)				
▼ Status: Open (16)				
RFP Templates	Doc1356815558	3/15/2023 9:40 AM	RFP	No
RFP Templates	Doc1356797322	3/15/2023 9:33 AM	RFP	No
testcust	Doc1349496991	3/9/2023 4:14 PM	RFP	No
no item rfp	Doc1349418574	3/9/2023 3:07 PM	RFP	No
GS2secondary	Doc1349384784	3/9/2023 2:48 PM	RFP	No
test rfp cm	Doc1349336654	3/9/2023 2:19 PM	RFP	No
Complexe RFP	Doc1349308367	3/9/2023 2:08 PM	RFP	No
Prof services	Doc1348800942	3/9/2023 10:49 AM	RFP	No
RFP Templates	Doc1340600442	Not Available	RFP	No
RFP Templates	Doc1337825242	Not Available	RFP	No
Surrogate bid	Doc1341212559	Not Available	RFP	Yes
RFP Templates	Doc1345631572	Not Available	RFP	No
RFP Templates	Doc1349285716	Not Available	RFP	Yes
RFP Templates	Doc1340317500	Not Available	RFP	No

8 Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Supplier Registration Questionnaire	Doc1322837254	3/2/6106 11:24 AM	Registered

7 The Events section contains all RFI's and RFP's that are created by Belfius and where you've been invited to. An event can have three statuses:

- Completed: the RFX is completed and awarded, closed or cancelled.
- Open: the RFX is currently ongoing.
- Pending selection: the due time of the RFX has been reached and supplier proposals to the RFX are being analyzed before awarding.

8 Click on the event title to go to the dedicated event page to view the event details.



Review and respond to prerequisites

Ariba Sourcing Company Settings Angelo Baert Feedback Help

Go back to Belfius Group-TEST Dashboard Desktop File Sync

Event Details Doc1367973818 - RFP CG 08.03.2023 Round: 1 Time remaining: No Limit

You must decide whether or not you intend to participate in this event.

Download Content **Intend to Participate** Decline to Participate Print Event Information

9

All Content

Name ↑	Price	Quantity	Extended Price
1 Introduction			
1.1 Belfius Bank and Insurance , known as Dexia Bank Belgium up until 1 March 2012. Belfius emerged from the dismantling of the Dexia group, of which it was part until 10 October 2011. Belfius Bank and Insurance is an integrated -bank-insurer owned by the Belgian federal government, which is anchored in all segments of the Belgian economy and society. Belfius is the partner of 3.7 million private individuals, self-employed and SMEs, a major player in the large corporate market and a reference bank in the public and non-profit sectors.			
Thanks to a multi-brand and multi-channel approach, which is unique on the Belgian market, Belfius Insurance can offer all its customers highly differentiated products and services and provide them with the solutions that best meet their needs.			
2 Help Desk			
2.1 Contacting Help Desk / Product Support Please use the following information to contact the SAP Ariba Helpdesk for technical and product support: US Toll Free: 1 866 218 2155 US: 1 412 222 6153 Europe: 44 20 7187 4144 Asia: 65 6311 4745			
Webform 1. Log into the site 2. Click "Help Center" > Support at the bottom 3. Click "Get help by live chat"			

Event Overview and Timing Rules

Owner: testUserBelfiusBuyers3 ⓘ Currency: European Union Euro
Event Type: RFP Commodity: Office supplies 4412
Anticipated Contract Effective Date: 03/20/2023 ⓘ

Publish time: 3/8/2023 10:35 AM
Due date: Not Available

Bidding Rules

Allow Pricing Conditions: No ⓘ

9 In order to participate in an event, you will need to review and accept the prerequisites. Do this by clicking on Review Prerequisites.

Additional information:

In case your company doesn't want to participate, please click on Decline to notify Belfius.



Select lots

Ariba Sourcing

< Go back to Belfius Group-TEST Dashboard Desktop File Sync

Select Lots Doc1367973818 - RFP CG 08.03.2023 Cancel

Choose the lots in which you will participate. You can cancel your intention to participate in a lot until you submit a response for that lot; once you submit a response you cannot withdraw it.

Select Lots/Line Items Select Using Excel

Checklist

- Review Event Details
- Select Lots/Line Items
- Submit Response

Lots Available for Bidding

<input type="checkbox"/>	Name	Reason for not bidding
<input checked="" type="checkbox"/>	9 Item 1	(no value) ▼
<input checked="" type="checkbox"/>	10 Item 2	(no value) ▼

Confirm Selected Lots/Line Items Cancel

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As a supplier, you have the option to select the items/lots for which you would like to provide a quote. Lots refer to a collection of items.

10 Select the lots or line items for which you wish to provide an answer. If you do not bid for an item/lot, select an appropriate reason. Click on Confirm Selected Lots/Line Items.

Provide answers

Ariba Sourcing Company Settings Angelo Baert Feedback Help Messages

< Go back to Belfius Group-TEST Dashboard Desktop File Sync

Console Doc1367973818 - RFP CG 08.03.2023 Round: 1 Time remaining No Limit

Event Messages Response History Response Team

Checklist

- Review Event Details
- Select Lots/Line Items
- Submit Response

Event Contents

- All Content
- 1 Introduction
- 2 Help Desk
- 3 Event Information
- 4 Consolidated File : Answer of Suppliers Questions
- 5 Documents
- 6 Contract Documents
- 7 Belfius Questionnaires

Name ↑	Price	Quantity	Extended Price
1 Introduction			
2 Help Desk			
3 Event Information			
4 Consolidated File : Answer of Suppliers Questions			
5 Documents			
6 Contract Documents			
7 Belfius Questionnaires			
8 What is discount you are willing to give if both items are allocated to you?			
9 Item 1 ↓	€200.00	150 each	
10 Item 2 ↓	€350.00	200 each	

(*) indicates a required field

Submit Entire Response Update Totals Save draft Compose Message Excel Import

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RFX events are usually split in different sections. Supplier responses will be collected by using multiple SAP Ariba answer capturing functionalities. In the next slides, we will focus on the 2 most used functionalities for Belfius: pricing information and attachments.

10 Questions marked with an asterisk “*”, are mandatory.

11 Provide pricing information in the input boxes.

12 Use the Update Totals button to make sure that your prices are formatted correctly. This feature will also automatically calculate the total prices for all items and lots combined.



Provide answers

The screenshot shows the Ariba Sourcing interface for a procurement event. The header includes 'Ariba Sourcing', user information (Angelo Baert), and navigation links. The main content area is titled 'All Content' and displays a table with columns for Name, Price, Quantity, and Extended Price. The table lists various items, including 'Introduction', 'Help Desk', 'Event Information', 'Consolidated File : Answer of Suppliers Questions', 'Documents', 'Contract Documents', and 'Belfius Questionnaires'. Red boxes and the number 13 highlight the 'References' and 'Attach a file' actions for specific items. A dropdown menu for 'References' is open, showing a file named 'RFQ C&C_20220412.doc'. At the bottom of the interface, there are buttons for 'Submit Entire Response', 'Update Totals', 'Save draft', 'Compose Message', and 'Excel Import'.

Name	Price	Quantity	Extended Price
1 Introduction			
2 Help Desk			
3 Event Information			
4 Consolidated File : Answer of Suppliers Questions			
5 Documents			
5.1 RFQ content and contact management			
6 Contract Documents			
6.1 Services Agreement Belfius Bank			
6.2 Access to building			
6.3 Software and Maintenance contract Belfius Bank			
6.4 General Terms and Conditions of Purchase			
7 Belfius Questionnaires			
7.1 Please fill in the Questionnaires.			
7.2 Questionnaire RFQ			
7.3 Please fill in the Pricing template			

Attachment

- 13 Some questions will require you to download a reference file, complete the reference file and upload the attachment. Click on **References**, click on the file and upload the completed file by clicking **Attach a file**.

Provide answers

Ariba Sourcing

< Go back to Belfius Group-TEST Dashboard Desktop File Sync

Console Doc1367973818 - RFP CG 08.03.2023 Round: 1 Time remaining: No Limit

Event Messages
Response History
Response Team

Checklist

- Review Event Details
- Select Lots/Line Items
- Submit Response

Event Contents

- All Content
- 1 Introduction
- 2 Help Desk
- 3 Event Information
- 4 Consolidated File : ...
- 5 Documents
- 6 Contract Documents
- 7 Belfius Questionnaires

Name ↑	Price	Quantity	Extended Price
▶ 1 Introduction			
▶ 2 Help Desk			
▶ 3 Event Information			
▶ 4 Consolidated File : Answer of Suppliers Questions			
▼ 5 Documents			
5.1 RFQ content and contact management References			*Attach a file
▼ 6 Contract Documents			
6.1 Services Agreement Belfius Bank Refer RFQ C&C_20220412.doc			*Attach a file
6.2 Access to building References			*Attach a file
6.3 Software and Maintenance contract Belfius Bank References			*Attach a file
6.4 General Terms and Conditions of Purchase References			*Attach a file
▼ 7 Belfius Questionnaires			
7.1 Please fill in the Questionnaires.			
7.2 Questionnaire RFQ References			*Attach a file
7.3 Please fill in the Pricing template References			*Attach a file

(*) Indicates a required field

Submit Entire Response Update Totals Save draft Compose Message **Excel Import**

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Excel import

14 If you prefer working in Excel, you can download the content of an RFX to a spreadsheet. You can then provide your answers in the spreadsheet and re-upload the content to the Ariba event. In order to use this feature, click on the Excel Import button.

Provide answers

Ariba Sourcing Company Settings Angelo Baert Help

< Go back to Belfius Group-TEST Dashboard Desktop File Sync

Import Response from Excel

This page allows you to export and import event content and submit bids. It is not intended to add attachments. To add attachments, return to the previous page and click the link to browse for an attachment.

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".

15 [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.
16 [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.

17 [Upload](#)

Required Action [Done](#)

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Submit the answers to the questions.

Instructions
Proceed through each worksheet using the tabs at the bottom of the window and fill out the required information. When complete, save the file to your computer desktop and upload it to the application.

General Guidelines and Cell Legend
Some of the cells in the following sheets require that you enter data, some can optionally be edited, and some are read-only. This is indicated by the color and border

- Header and System ID Information: Do not modify this cell or the import may fail.
- Help Information. Do not modify this cell or the import may fail.
- Bidding data. These cells are required. The column heading for these cells also has an asterisk (*) in it.
- Optional data
- Without the border, read only data

Text Format Help: Please prefix an apostrophe (') if you want to format data in a cell as text rather than a number or a date. For example, if you want to enter 50000000 as text then you need to enter '50000000 in the cell. Another workaround is to first change the cell format type to 'Text' within Excel and then enter the values.

Excel import

15 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.

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

16 Located the saved Excel file on your computer using the **Choose file** button.

17 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.

Note: It is not intended to add attachments in the Excel. To add attachments, return to the previous page and click the link to browse for an attachment.



Provide answers

Ariba Sourcing

< Go back to Belfius Group-TEST Dashboard Desktop File Sync

Console Doc1367973818 - RFP CG 08.03.2023 Round: 1 Time remaining: No Limit

Event Messages
Response History
Response Team

Checklist

1. Review Event Details
2. Select Lots/Line Items
3. Submit Response

Event Contents

- All Content
- 1. Introduction
- 2. Help Desk
- 3. Event Information
- 4. Consolidated File : ...
- 5. Documents
- 6. Contract Documents
- 7. Belfius Questionnaires

Name ↑	Price	Quantity	Extended Price
▶ 1 Introduction			
▶ 2 Help Desk			
▶ 3 Event Information			
▶ 4 Consolidated File : Answer of Suppliers Questions			
▼ 5 Documents			
5.1 RFQ content and contact management References			RFQ C&C_20220412.doc Update file Delete file
▼ 6 Contract Documents			
6.1 Services Agreement Belfius Bank References			RFQ C&C_20220412.doc Update file Delete file
6.2 Access to building References			RFQ C&C_20220412.doc Update file Delete file
6.3 Software and Maintenance contract Belfius Bank References			RFQ C&C_20220412.doc Update file Delete file
6.4 General Terms and Conditions of Purchase References			RFQ C&C_20220412.doc Update file Delete file
▼ 7 Belfius Questionnaires			
7.1 Please fill in the Questionnaires.			
7.2 Questionnaire RFQ References			RFQ C&C_20220412.doc Update file Delete file
7.3 Please fill in the Pricing template References			RFQ C&C_20220412.doc Update file Delete file
8 What is discount you are willing to give if both items are allocated to you?		<input type="text" value="2"/>	
9 Item 1 ▾	<input type="text" value="€200.00"/> EUR		
10 Item 2 ▾	<input type="text" value="€350.00"/> EUR		

(*) indicates a required field

18

19

Submit this response? Click OK to submit.

Submitting your response

18 Once you have provided your responses, click on the Submit Entire Response button.

All questions marked with an asterisk "*" are mandatory.

19 Click on OK to confirm that you would like to submit your responses.

20 You will receive a confirmation note, highlighted in green, once the responses have been submitted successfully.

Provide answers

Ariba Sourcing

Company Settings Angelo Baert Feedback Help Messages

< Go back to Belfius Group-TEST Dashboard Desktop File Sync

Console Doc1367973818 - RFP CG 08.03.2023 Round: 1 Time remaining: No Limit

Event Messages
Response History
Response Team

▼ Checklist

1. Review Event Details
2. Select Lots/Line Items
3. Submit Response

▼ Event Contents

- All Content
- 1. Introduction
- 2. Help Desk
- 3. Event Information
- 4. Consolidated File : ...
- 5. Documents
- 6. Contract Documents
- 7. Belfius Questionnaires

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

21 Revise Response

Name ↑	Price	Quantity	Extended Price
▼ 1 Introduction			
1.1 Belfius Bank and Insurance, known as Dexia Bank Belgium up until 1 March 2012. Belfius emerged from the dismantling of the Dexia group, of which it was part until 10 October 2011. Belfius Bank and Insurance is an integrated -bank-insurer owned by the Belgian federal government, which is anchored in all segments of the Belgian economy and society. Belfius is the partner of 3.7 million private individuals, self-employed and SMEs, a major player in the large corporate market and a reference bank in the public and non-profit sectors.			
Thanks to a multi-brand and multi-channel approach, which is unique on the Belgian market, Belfius Insurance can offer all its customers highly differentiated products and services and provide them with the solutions that best meet their needs.			
▼ 2 Help Desk			
2.1 Contacting Help Desk / Product Support Please use the following information to contact the SAP Ariba Helpdesk for technical and product support: US Toll Free: 1 866 218 2155 US: 1 412 222 6153 Europe: 44 20 7187 4144 Asia: 65 6311 4745			
Webform 1. Log into the site 2. Click "Help Center" > Support at the bottom 3. Click "Get help by live chat"			
▼ 3 Event Information			
3.1 First you'll find a summary of all the answered questions. You can download this document and take a look at all questions received by suppliers.			

Compose Message

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

22 OK Cancel

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Revising your response

- 21 You can change your response until the status of the event changes to Pending Selection (in the main Proposals & Questionnaires menu). Click on **Revise Response**, to update your answer.
- 22 Confirm your intent for revision by clicking **OK** on the pop-up screen.

Provide answers

Ariba Sourcing Company Settings Angelo Baert Feedback Help Messages

< Go back to Belfius Group-TEST Dashboard Desktop File Sync

Console Doc1367973818 - RFP CG 08.03.2023 Round: 1 Time remaining: No Limit

Event Messages
Response History
Response Team

Checklist

- Review Event Details
- Select Lots/Line Items
- Submit Response

Event Contents

- All Content
- Introduction
- Help Desk
- Event Information
- Consolidated File : ...
- Documents
- Contract Documents
- Belfius Questionnaires

All Content

Name ↑	Price	Quantity	Extended Price
6 Contract Documents			
6.1 Services Agreement Belfius Bank	* RFQ C&C_20220412.doc		
6.2 Access to building	* RFQ C&C_20220412.doc		
6.3 Software and Maintenance contract Belfius Bank	* RFQ C&C_20220412.doc		
6.4 General Terms and Conditions of Purchase	* RFQ C&C_20220412.doc		
7 Belfius Questionnaires			
7.1 Please fill in the Questionnaires.			
7.2 Questionnaire RFQ	* RFQ C&C_20220412.doc		
7.3 Please fill in the Pricing template	* RFQ C&C_20220412.doc		
8 What is discount you are willing to give if both items are allocated to you?	* <input type="text" value="2"/>		
9 Item 1	* <input type="text" value="€200.00"/> EUR 150 each		
10 Item 2	* <input type="text" value="€350.00"/> EUR 200 each		

(*) indicates a required field

Submit Entire Response Update Totals Reload Last Bid Save draft Compose Message Excel Import

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Belfius

Revising your response

- 23 *Optional* – In case you would like to undo your changes and reset to the answers form the latest submitted bid, click on Reload Last Bid.
- 24 Once you have adjusted your response, click on Submit Entire Response.
- 25 You will get a notification that your bid has been resubmitted successfully.

Event communication

26

The screenshot displays the Ariba Sourcing interface for a specific event. At the top, the header includes 'Ariba Sourcing', user information (Angelo Baert), and navigation links. Below the header, a console bar shows the event ID 'Doc1367973818 - RFP CG 08.03.2023' and 'Round: 1'. A green notification banner states: 'Your revised response has been submitted. Thank you for participating in the event.' Below this, a 'Revise Response' button is visible. The main content area is titled 'All Content' and contains a table with columns for Name, Price, Quantity, and Extended Price. The table lists various documents and questionnaires, including 'Consolidated Suppliers Questions', 'RFQ content and contact management', 'Services Agreement Belfius Bank', 'Access to building', 'Software and Maintenance contract Belfius Bank', 'General Terms and Conditions of Purchase', 'Belfius Questionnaires', and 'Questionnaire RFQ'. A 'Compose Message' button is located at the bottom of the table. The left navigation pane is highlighted, with 'Event Messages' selected. The footer contains copyright information and links to SAP Business Network Privacy Statement, Security Disclosure, and Terms of Use.

Name ↑	Price	Quantity	Extended Price
4.1 Consolidated Suppliers Questions References ↓			
▼ 5 Documents			
5.1 RFQ content and contact management References ↓	RFQ C&C_20220412.doc ↓		
▼ 6 Contract Documents			
6.1 Services Agreement Belfius Bank References ↓	RFQ C&C_20220412.doc ↓		
6.2 Access to building References ↓	RFQ C&C_20220412.doc ↓		
6.3 Software and Maintenance contract Belfius Bank References ↓	RFQ C&C_20220412.doc ↓		
6.4 General Terms and Conditions of Purchase References ↓	RFQ C&C_20220412.doc ↓		
▼ 7 Belfius Questionnaires			
7.1 Please fill in the Questionnaires.			
7.2 Questionnaire RFQ References ↓	RFQ C&C_20220412.doc ↓		
7.3 Please fill in the Pricing template References ↓	RFQ C&C_20220412.doc ↓		
8. What is discount you are willing to give if both items are allocated to you?	?		

Event messages

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Instead of communicating via email, SAP Ariba supports sending direct messages over the platform via Event messages. Event messages can be viewed and composed by clicking in the left navigation pane on Event Messages.

Event communication

Ariba Sourcing

< Go back to Belfius Group-TEST Dashboard Desktop File Sync

Event Messages - RFP CG 08.03.2023 [Back to Console](#)

Time remaining: No Limit

Messages

Id	Reply Sent	Sent Date ↓	From	Contact Name	To	Subject
<input type="radio"/> MSG150683472	Not Applicable	03/08/2023 01:18 PM		Angelo Baert	Participants (0) Team (20)	Reactie (ID=ID1371651030) bij gebeurtenis RFP CG 08.03.2023 is ingediend.
<input type="radio"/> MSG150683468	Not Applicable	03/08/2023 01:06 PM		Angelo Baert	Participants (0) Team (20)	Reactie (ID=ID1371651024) bij gebeurtenis RFP CG 08.03.2023 is ingediend.
<input type="radio"/> MSG150682459	Not Applicable	03/08/2023 10:36 AM		testUserBelfiusBuyers3	Angelo Baert	Belfius Group-TEST heeft u uitgenodigd om deel te nemen aan gebeurtenis: RFP CG 08.03.2

[View](#) [Reply](#) **Compose Message** [Download all attachments](#)

[Back to Console](#)

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Event messages

27 If you have any type of questions or need clarification for this specific event from your buyer, please click on the **Compose Message** button and submit your question.

Once the respective buyer has answered, his/her reply will show up in the event messages sections.

