WORK INSTRUCTIONS FOR SUPPLIERS

Ariba Work Instructions for Suppliers

ARIBA SLP - SAP

Revision Number	Description of Change	Effective Date	Author	Approver
00	Initial Document Creation	Feb 20, 2026	Lauren Craft	Karina Cuadra/Rosalia Hidalgo
01	Revision	July 31, 2026	Lauren Craft/Evan MacFarlane	Rosalia Hidalgo
02	Document restructured into a step-by-step guide that follows the questionnaire in form order. Screenshots kept on the same page as their instructions.	Nov 1st, 2026	Evan MacFarlane	Rosalia Hidalgo

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

Contents

SCOPE **3**
TERMINOLOGY **3**
1. BEFORE YOU START **5**
1.1 Have these documents ready 5
1.2 How to use this guide 5
1.3 Where to start 5
2. ACCESS SAP BUSINESS NETWORK (ARIBA) **6**
2.1 Open the registration invitation 6
2.2 Choose how to sign in 6
2.3 Review existing accounts (optional) 7
2.4 Create a new account 9
2.5 Log in with an existing account 16
3. UPDATE YOUR COMPANY PROFILE (ONLY IF SAP ASKS) **19**
4. OPEN AECON'S SUPPLIER REGISTRATION QUESTIONNAIRE **26**
4.1 Find the questionnaire 26
4.2 Get to know the form 28
4.3 How to attach a file (used throughout the form) 29
5. COMPLETE THE QUESTIONNAIRE **30**
Section 1 – General Supplier Common Information 30
1.1 Jurisdiction 30
1.2 Request Type 30
1.3 Legal Supplier Name 30
1.4 Supplier Contact Email 31
1.5 Business Contact Name 31
1.6 Phone Number 31
1.7 Website 31
Section 1.8 – Tax Information 31
1.8.1 Does Your Company Have a Government Tax Identification Number? 31
1.8.3 Tax Number(s) – Add Each Tax Number 32
1.8.4 Business ID Number 32
1.8.5 Attach Supporting Tax Documentation 32
1.8.6 Will You Perform Subcontracted Work on an Aecon or Aecon JV Site? 32
1.8.7 Tax Registration Status 32
Sections 1.9–1.11 – Company Address 33
1.9 Main Address 33
1.10 Upload Supporting Document for Address 33
1.11 Is This an Address Change? 33
Sections 2–3 – Industry Classification 33
2.1 Select Classification That Best Describes Your Business (NAICS Industry Key) 33
3 NAICS 6-Digit Code (if available) 34
Sections 4–6 – Payment and Banking 35
4.1 Payment Method (EFT, Cheque, Wire) 35
5.1.1 Bank Details – Enter Your Banking Information 35
Canadian Bank Accounts 38
U.S. Bank Accounts 40
International Bank Accounts (IBAN / SWIFT) 42
5.1.2 Email for EFT Remittance 42
5.1.3 Bank Document Attached 43
6 Is This an Update to the Bank Details? 44
Section 7 – Company Profile Questions (shown on the form as "New Remit to") 44
7.2 Conflict of Interest 44
7.2.1 Are You an Aecon Employee, Relative, or in a Conflict of Interest? 44

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

7.2.5 Total Job Value in $Dollars....45
7.3 Classification and Other Supplier Information....45
7.3.1 Revenue Monetary Threshold....45
7.3.2 How Many People Do You Employ?....45
7.3.3 How Many Customers Do You Have?....45
7.3.4 Location / Geographic Areas You Serve....45
7.3.5 Are You in Good Legal Standing?....45
7.3.6 Is Your Company Headquartered in Ontario?....45
7.3.7 Sustainability (7.3.7.1–7.3.7.14)....46
7.3.8 Inclusive Procurement....46
7.3.9 Indigenous / Tribal Procurement....47
7.3.12 Quality....48
7.3.12.6 Modern Slavery – Are Your Goods or Services Imported Into Canada?....48
7.3.13 Fighting Against Forced Labour and Child Labour in Supply Chains....48
Sections 9–15 – Final Questions....49
9 Other Comments....49
10 Supplier Acknowledgment....49
12 ISN (ISN Number, Grade, Insurance, Supplier Name)....49
14 and 15 Additional Attachments....50
6. SUBMIT YOUR REGISTRATION....51
6.1 Check before you submit....51
6.2 Submit Entire Response....51
6.3 If an Error Message Appears....52
7. AFTER YOU SUBMIT....53
7.1 What happens next....53
7.2 Fix and resubmit a returned registration....53
7.3 Return to the questionnaire later....56
8. TROUBLESHOOTING AND HELP....57
8.1 Get help....61
8.2 Contact SAP Support....62

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

SCOPE

This document shows, step by step, how to sign up on SAP Business Network (Ariba) and how to complete and submit Aecon's Supplier Registration Questionnaire. Submitting the questionnaire starts your onboarding as an Aecon supplier.

It is written for anyone completing the registration, including people who do not use computers often. Most steps have a picture of the screen you should see, and the instruction for each step is printed on the same page as its picture.

TERMINOLOGY

Account administrator: The person at your company who controls your company's SAP Business Network account. Only they can change some account settings.
ACH: Automated Clearing House. The U.S. version of EFT.
Aecon buyer: The Aecon person who asked you to register. Their name is shown in your invitation email. Contact them with questions about Aecon's questionnaire.
ANID: Ariba Network ID, in the format AN00000000000. It is your company's account number in Ariba. It links your account to Aecon and helps SAP Support find your account.
Ariba Network: Previous name for SAP Business Network.
Ariba SLP: Ariba Supplier Lifecycle and Performance. The part (module) of SAP Ariba that Aecon uses for supplier onboarding.
Bank key: The number that identifies your bank and branch. In Canada it is the institution number + transit number. In the U.S. it is the ABA routing number.
DBA: "Doing business as". A trade or operating name that is different from the company's legal name.
EFT: Electronic Funds Transfer. Payment sent electronically from Aecon's bank account to yours.
IBAN / SWIFT: International bank numbers used to pay suppliers whose bank is outside Canada and the U.S.
ISN (ISNETWORLD): Enterprise software used for prequalification to manage subcontractors with a contract value of $100,000 or greater and/or performing High Risk Works.
Mandatory questions: Questions that must be answered. They are marked with a red asterisk (*). If one is left blank, the system shows an error when you try to submit.
NAICS code: North American Industry Classification System code (pronounced "nakes"). A six-digit number that describes your type of business.
Ordering address: The address materials are shipped from. It prints on the Purchase Order. It is not used for payment.
Registration: There are two registrations: (1) registration to SAP Business Network (your login account), and (2) registration with Aecon as a supplier, by submitting the Supplier Registration Questionnaire. The questionnaire is found inside SAP Business Network.
Remit-to address: The address where payments are sent. It may be different from your mailing address.
SAP Business Network: A website where buyers and suppliers do business online. It was formerly called the SAP Ariba Network. Suppliers can work with many companies on it, not only Aecon. **To be onboarded in Aecon's system, you must register on this platform to access and complete Aecon's Supplier Registration Questionnaire.**
Save draft: A button that saves your answers. The form has a 5-minute time limit, so click Save draft often so you do not lose your work.
Subcontract Agreement: A subcontract is a contract between a party to a prime contract (prime contractor) and another party (subcontractor) for a subset of the prime contract scope.
Subcontractor: Any counter party to a subcontract that is not Aecon. A subcontractor is an individual, partnership, trust, or corporation that provides construction services bound by a subcontract agreement with Aecon. i.e.: Erection, excavation, installation, alteration, modification, repair, improvement, demolition of any part of a building/structure.
Submit Entire Response: The button that sends your completed questionnaire to the Aecon buyer for review.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

1. BEFORE YOU START

1.1 Have these documents ready

Save these documents on your computer before you begin. You will attach them to the questionnaire. Files must be easy to read and must not be editable (PDF or picture).

☐	**Tax document** that shows your company name and tax number. Canada: CRA GST/HST confirmation. U.S.: W-9. Other countries: a government tax or business registration document.
☐	**Proof of address** that shows your company name and remit-to address. A blank invoice is best. Letterhead, a pricing agreement, official website, a void cheque or a bank letter are also accepted.
☐	**Proof of banking**: Banking document. For example, a void cheque or a letter from your bank showing your company name, account number and bank numbers. (Not needed if you are paid by cheque.)
☐	**Proof of your SWIFT code**, if you are paid by Wire or SWIFT and your bank document does not show it.
☐	**Your ISN number**, if your work requires one. Check with your buyer
☐	**A government document that links two names**, if the name on your invoices is different from the name on your tax or bank document.

1.2 How to use this guide

When you see…	It means…
A grey box with a **STEP** number	Do this action. The picture in the same box shows the screen you should see.
A red box or red arrow in a picture	This is where to click or what to fill in. (On a black-and-white printout, look for the outlined box or the arrow.)
Bold italic words	The name of a button or link exactly as it appears on the screen.
A yellow **IMPORTANT** box	A common mistake that causes your registration to be sent back.

1.3 Where to start

Your situation	Start at
You received the Aecon invitation email and have **never** used SAP Business Network	Section 2.1, then 2.4 (create a new account)
Your company **already** has an SAP Business Network account	Section 2.1, then 2.5 (log in with an existing account)
You are already logged in and need to find Aecon's form	Section 4
Aecon sent your registration back to you to fix or update	Section 7.2

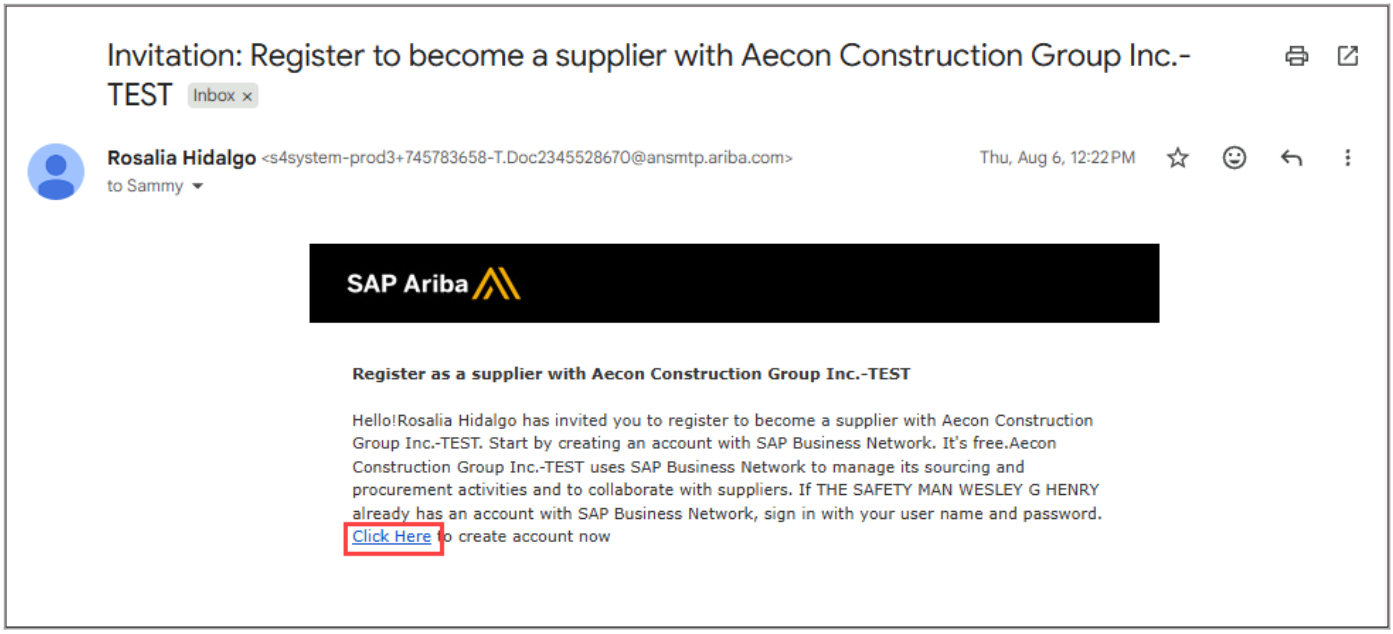
Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

2. ACCESS SAP BUSINESS NETWORK (ARIBA)

2.1 Open the registration invitation

STEP 1 Open the invitation email from Aecon and select ***Click Here***.

- The email shows the Aecon buyer's name, but the sender address ends in **@ansmtp.ariba.com**. This is normal.
- If you cannot find the email, check your junk or spam folder.



What you see: The invitation email. The Click Here link is outlined in red near the bottom.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

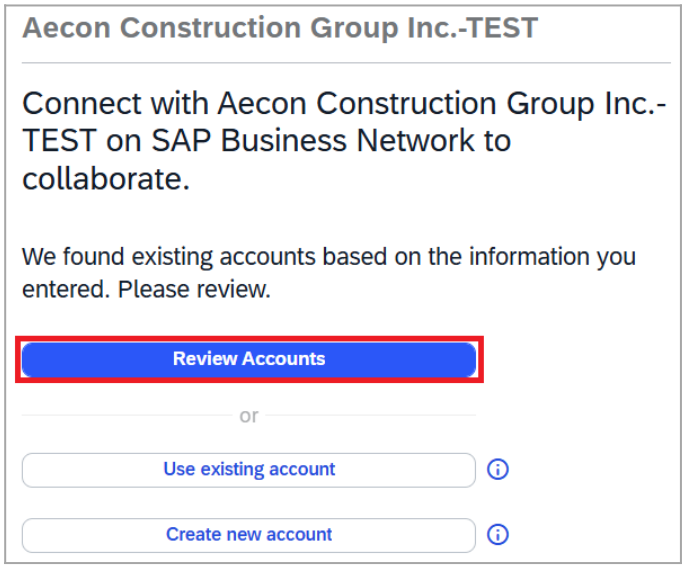
2.2 Choose how to sign in

After you click the link, you will see three buttons. Use this table to choose:

Button	Choose it when…	Go to
Create new account	Your company has no SAP Business Network account, or nobody can give you access to the existing one. **This is the most common choice.**	Section 2.4
Use existing account	You (or a co-worker) already have a username and password for your company's account.	Section 2.5
Review Accounts	Optional – Not recommended. SAP found accounts that may belong to your company, and you want to look at them.	Section 2.3

2.3 Review existing accounts (optional)

STEP 1 If you see the message "We found existing accounts…", you can click ***Review Accounts*** to see possible matches.

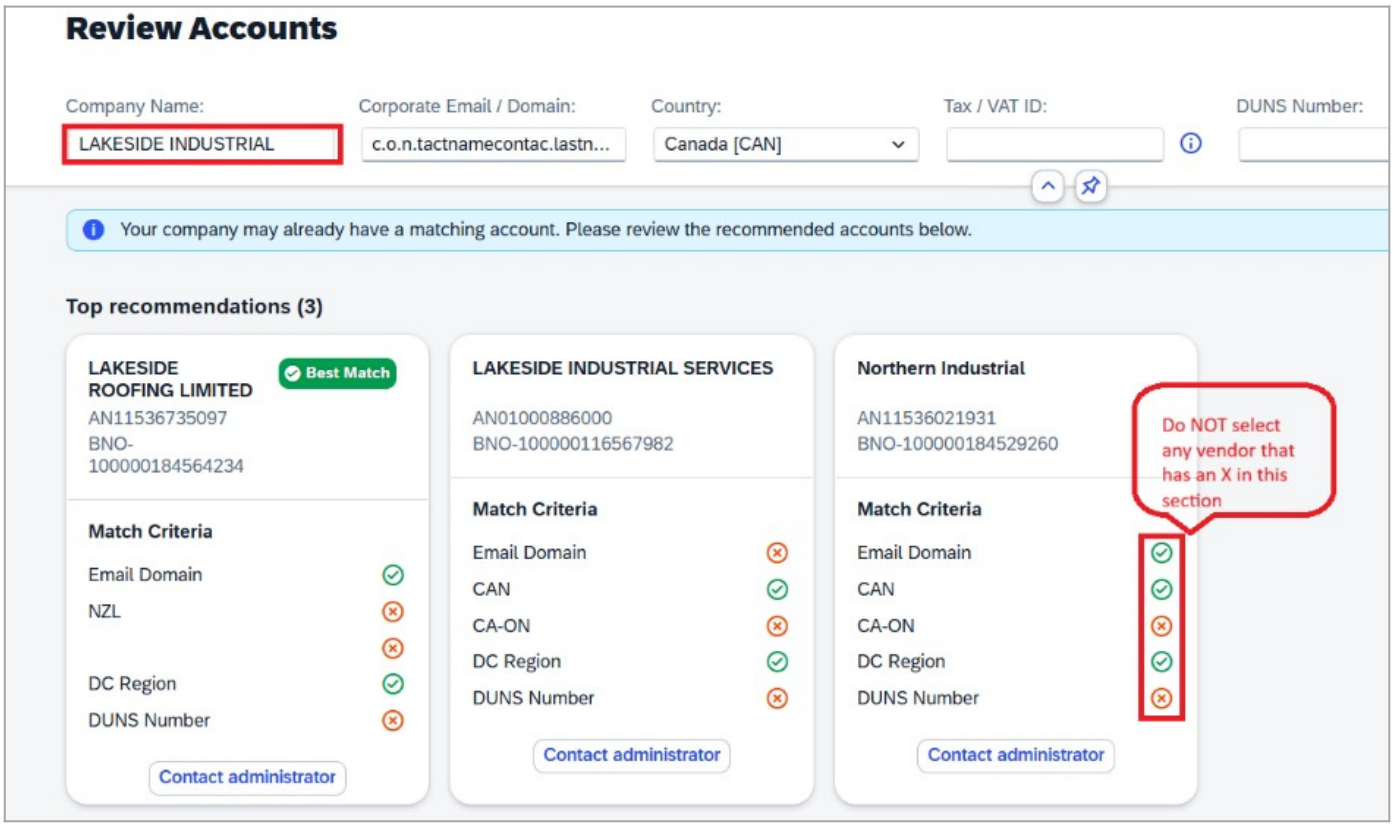


What you see: The Review Accounts button is outlined in red.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 2 Look at the matched accounts under **Top recommendations**. Check the **Match Criteria** list for each account.

- **Do not select an account that has a red X in its Match Criteria section.**
- If an account is clearly your company's, click ***Contact administrator***, then ***Send*** to ask for access.
- If the administrator adds you as a user, you can then log in through the invitation with that account.



What you see: Three possible matches. The red note shows an account with red X marks that should not be selected.

IMPORTANT: We do not recommend waiting for an administrator to reply. They may miss the email or may no longer work at your company. If your company truly has an existing account, someone should have access to it. Ask your co-workers or manager. If you are given credentials, use them to log into Ariba. Click ***Back*** and use ***Use existing account*** (Section 2.5).

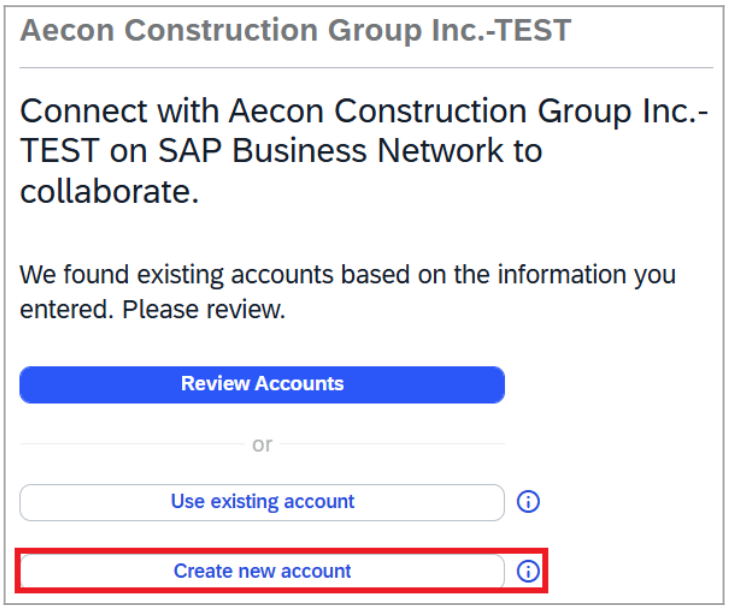
If none of the accounts belong to your company, click ***Back*** and use ***Create new account*** (Section 2.4).

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

2.4 Create a new account

If your company already has an account, skip to Section 2.5.

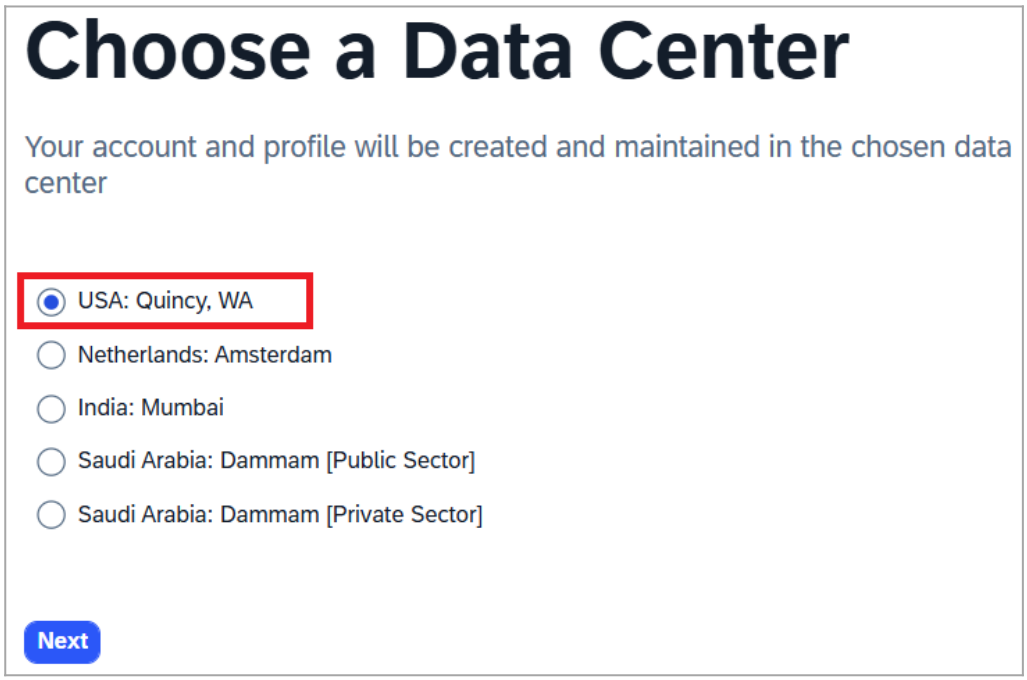
STEP 1 Click ***Create new account***.



What you see: The Create new account button is outlined in red at the bottom.

STEP 2 Select **USA: Quincy, WA** and click ***Next***.

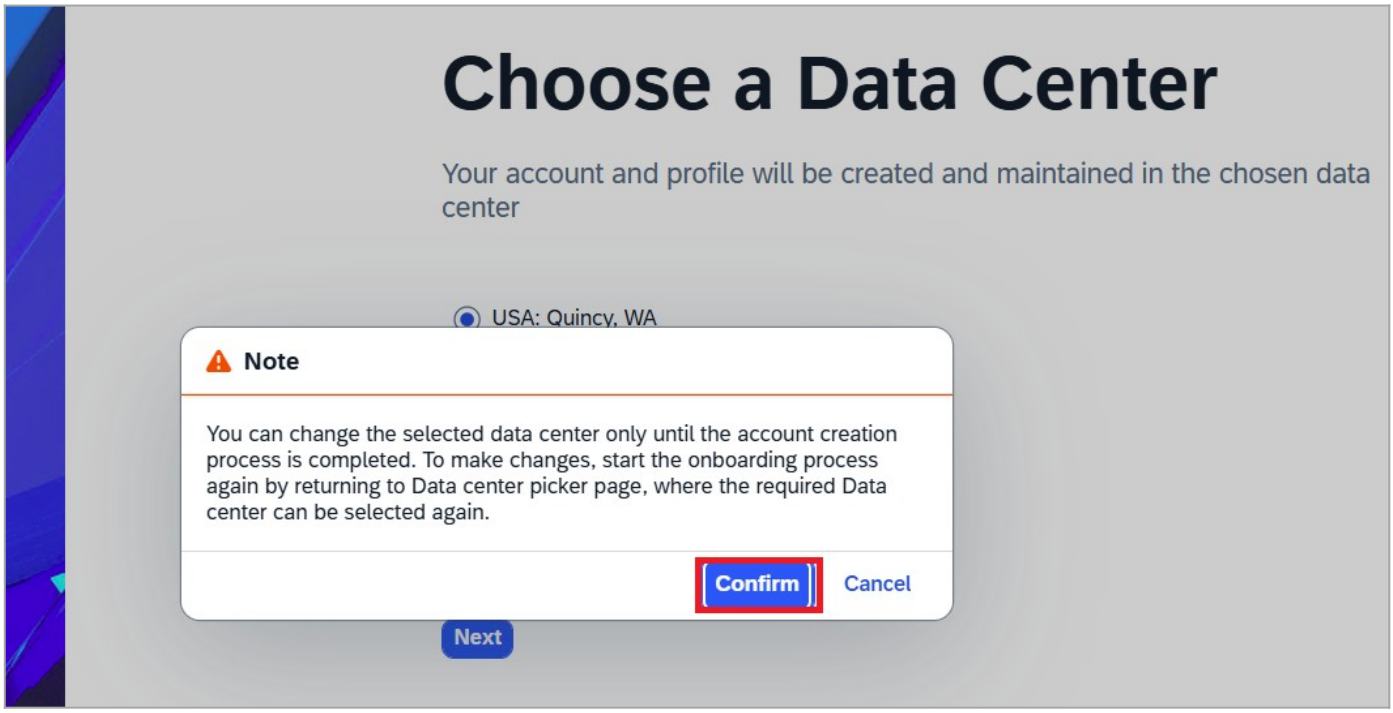
- Always choose USA: Quincy, WA — even if your company is in Canada or another country.



What you see: The data centre list with USA: Quincy, WA selected and outlined in red.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

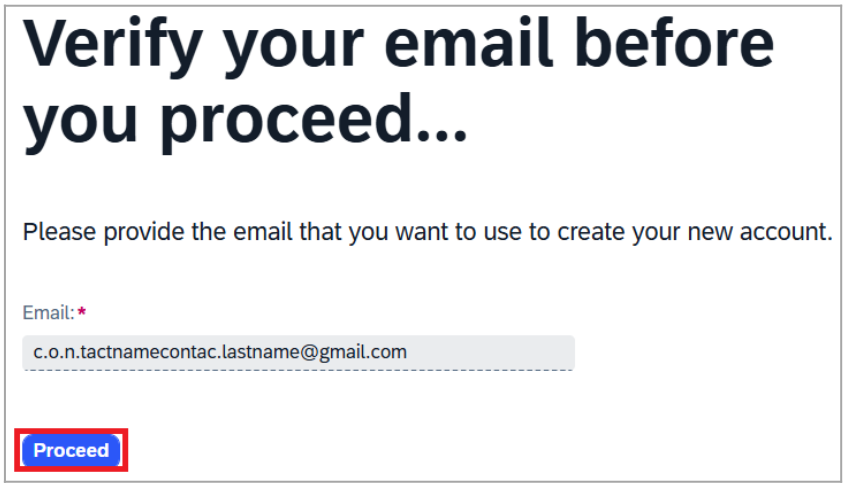
STEP 3 A note appears. Click ***Confirm***.



What you see: The Note window. The Confirm button is outlined in red.

STEP 4 Check that the email address shown is **your** email address. Click ***Proceed***.

- If it is not your email, stop and contact your Aecon buyer.

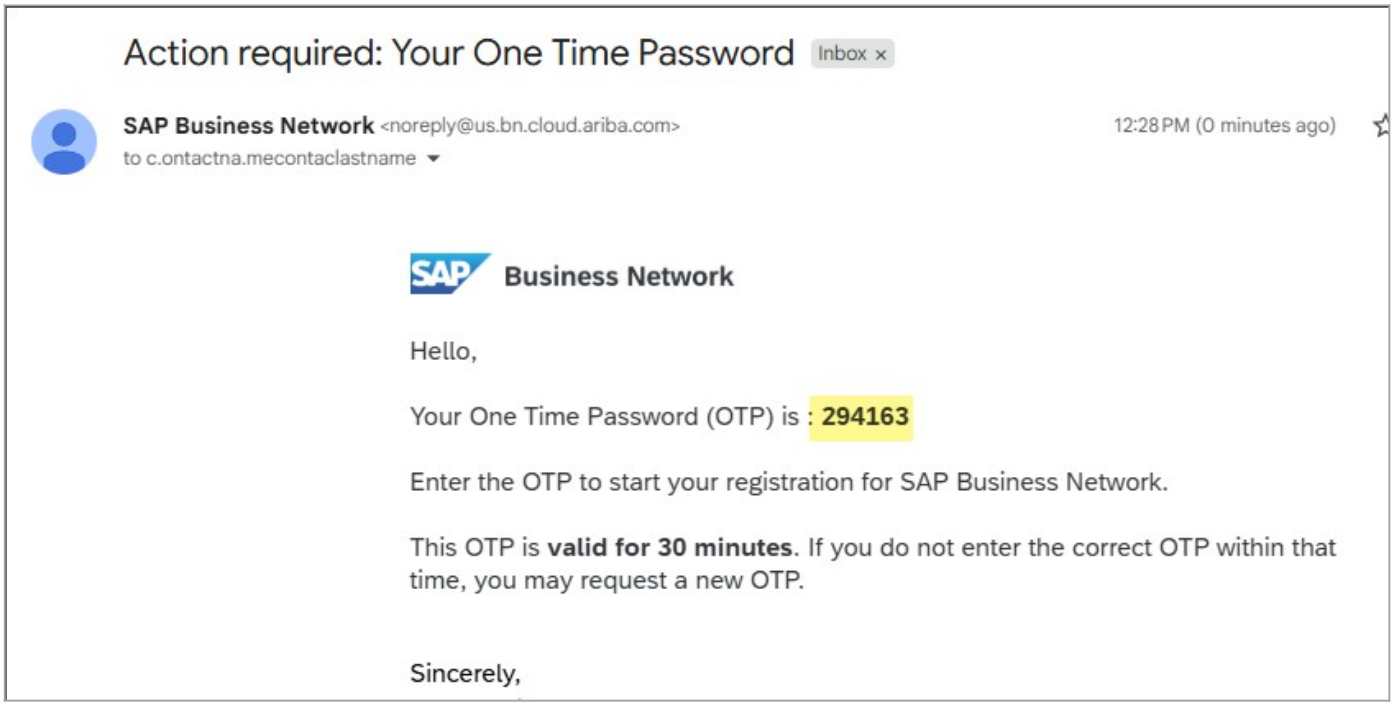


What you see: The Verify your email screen. Proceed is outlined in red.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

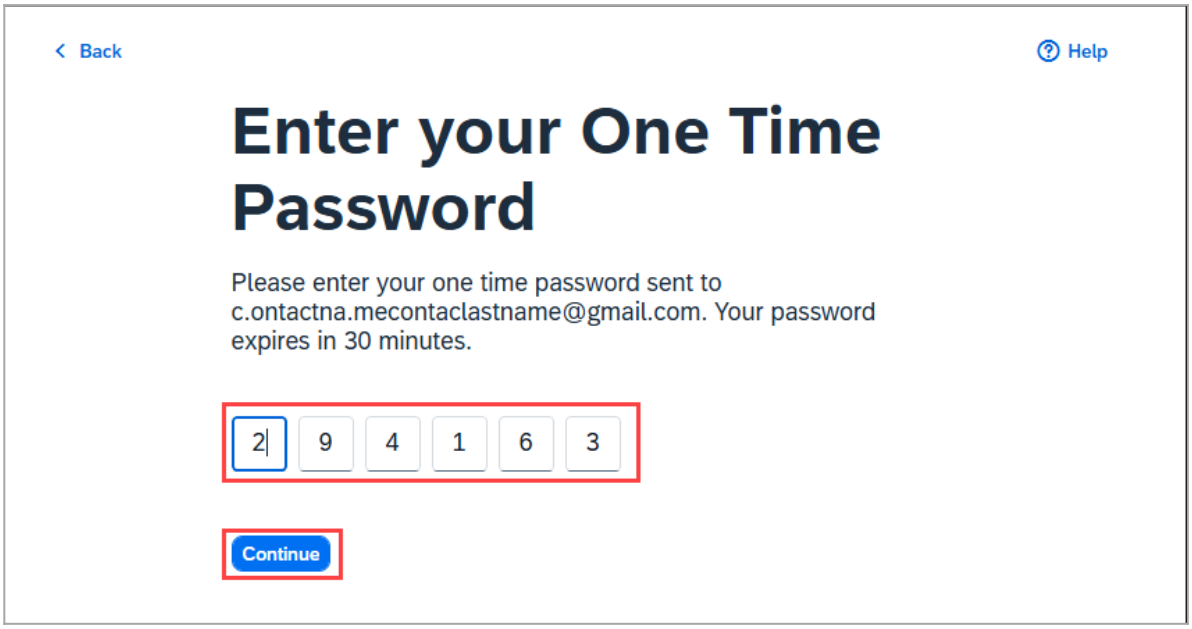
STEP 5 Open your email inbox. Find the email **"Action required: Your One Time Password"** and note the 6-digit number.

- Check your spam folder if it does not arrive.
- The number works for 30 minutes only.



What you see: The One Time Password email. The 6-digit number is highlighted in yellow.

STEP 6 Go back to Ariba. Type the 6-digit number into the boxes and click ***Continue***.

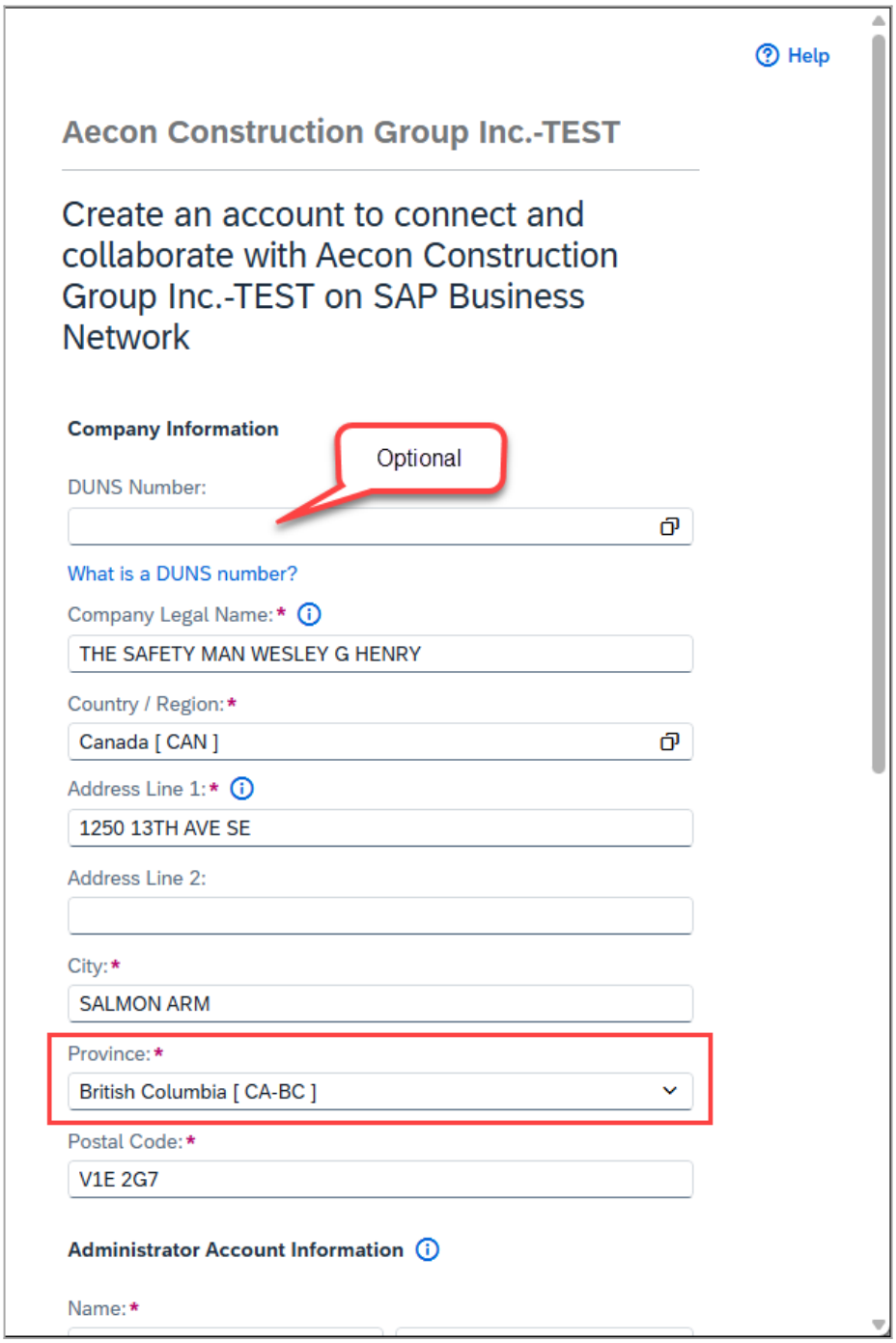


What you see: The Enter your One Time Password screen with the six boxes and the Continue button outlined in red.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 7 Check your company information. Most fields are already filled in. Select your **Province / State** — this is the only field you must fill in yourself.

- A DUNS number is **not** required. Leave it blank.

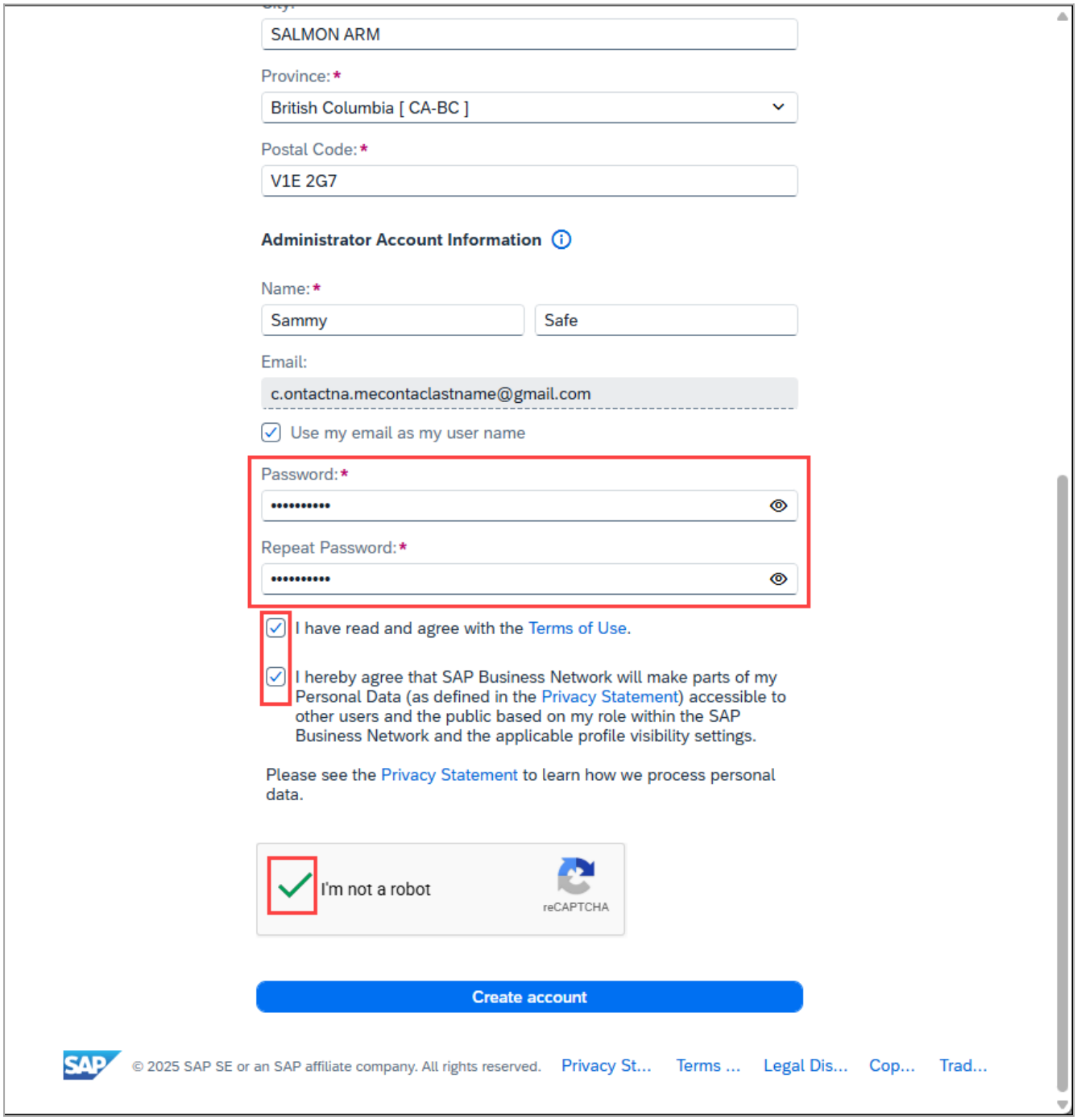


What you see: The company information form. The Province field is outlined in red.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 8 Scroll down. Create a **Password** and type it again in **Repeat Password**. Tick both agreement boxes and the **I'm not a robot** box. Click ***Create account***.

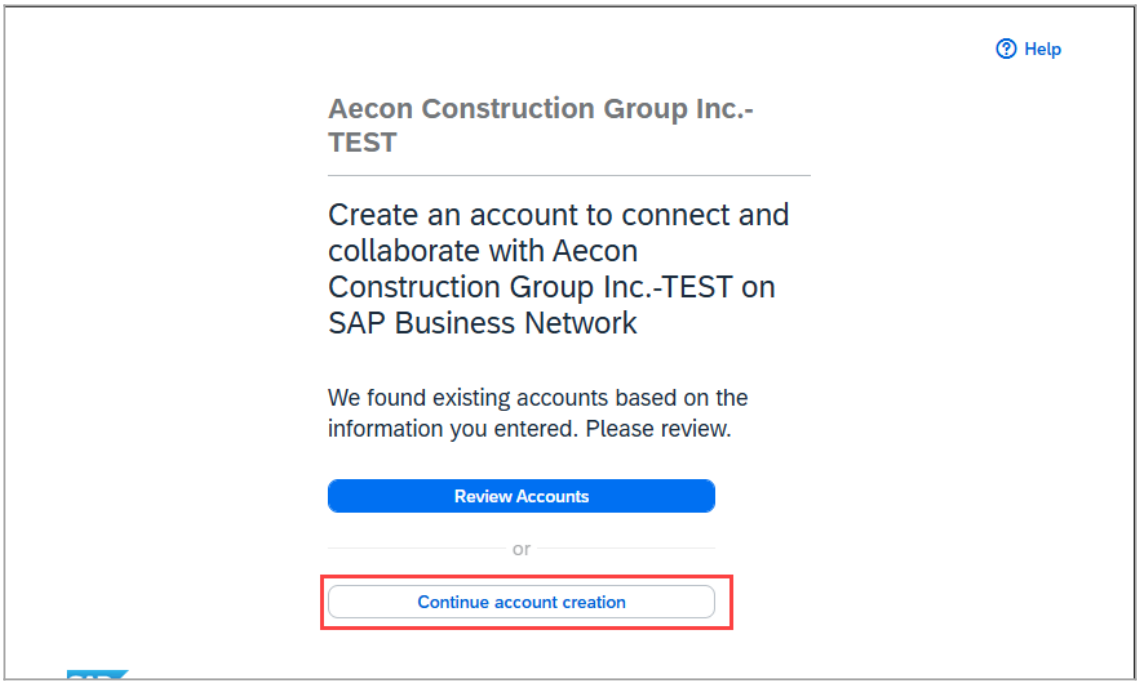
- Write down your username (your email) and password and keep them somewhere safe.



What you see: The bottom of the form. The password fields and the three tick boxes are outlined in red.

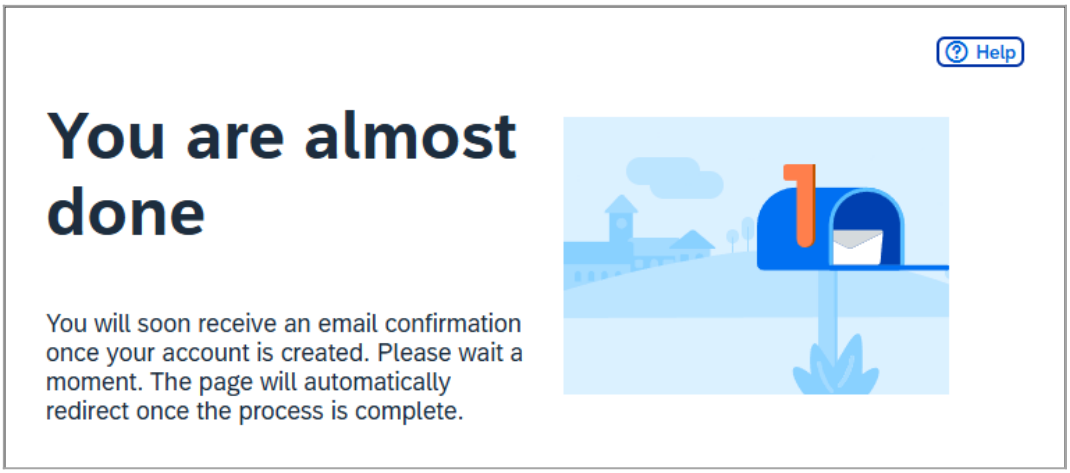
Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 9 If you see the message about existing accounts again, click ***Continue account creation***.



What you see: Continue account creation is outlined in red at the bottom.

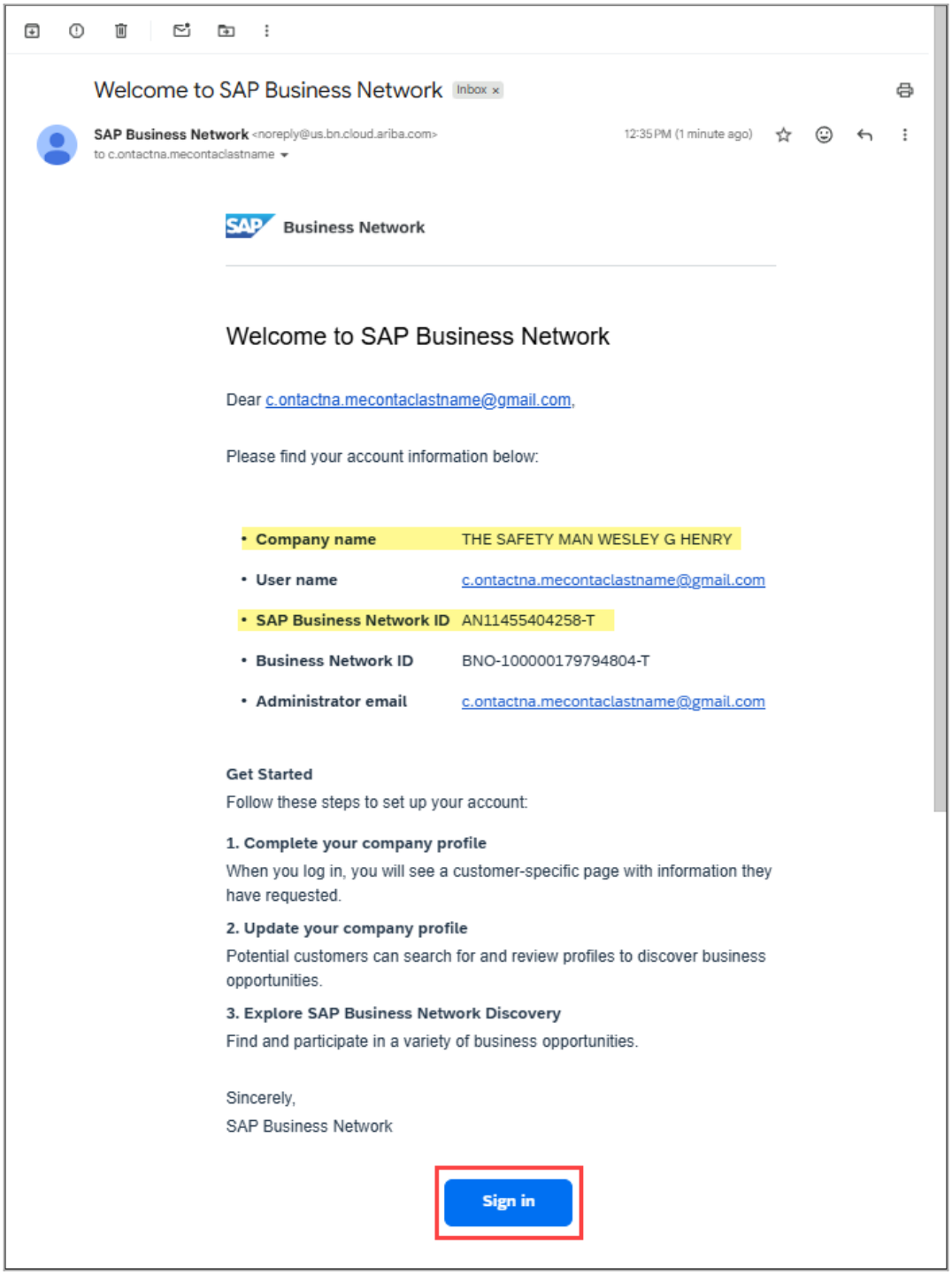
STEP 10 You will see “You are almost done”. Wait. The page will change by itself after a few moments.



What you see: The “You are almost done” screen. No action is needed.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 11 You will receive a **Welcome to SAP Business Network** email. Keep it. It shows your username, your ANID and a link to sign in.

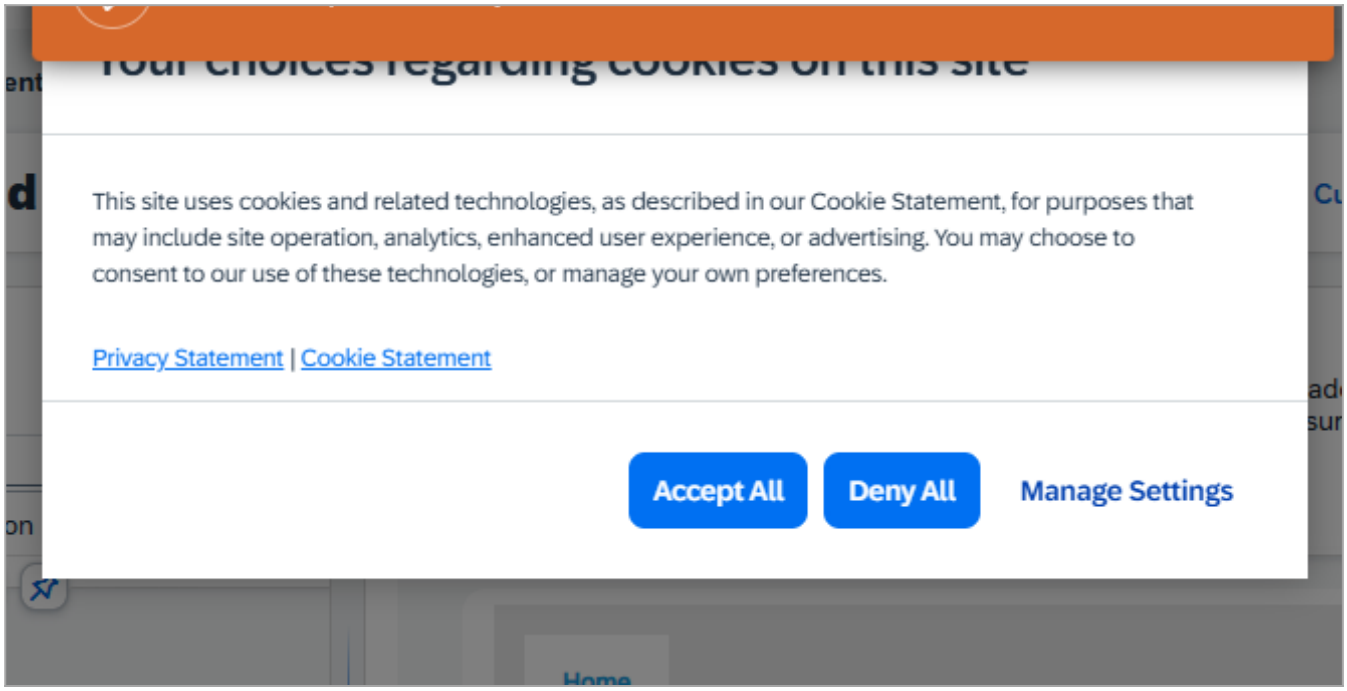


What you see: The welcome email. Your company name, username and SAP Business Network ID (ANID) are highlighted.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

IMPORTANT: This email does **not** mean you are registered with Aecon. You must still complete and submit Aecon's Supplier Registration Questionnaire (Section 5).

STEP 12 Back in Ariba, you are now logged in. Choose your cookie setting (for example ***Accept All***).



What you see: The cookie window with the Accept All, Deny All and Manage Settings buttons.

Next: If you see a screen titled "Update your company profile", go to Section 3. Otherwise go to Section 4.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

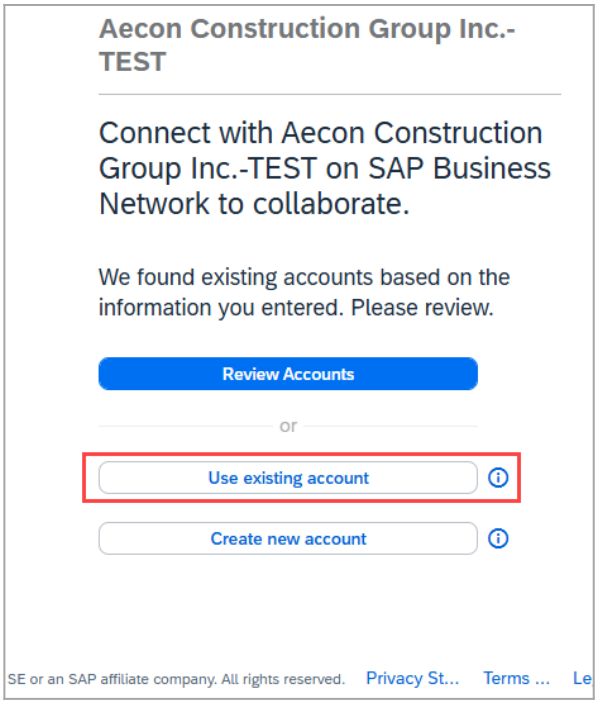
2.5 Log in with an existing account

Use this section if your company already has an SAP Business Network account and you know the username and password.

Have ready: your SAP Business Network username and password.

> **NOTE:** Your account must be active for the invitation link to work. If you have not logged in for a long time, first make sure you can sign in to your account, then click the link in the invitation email.

STEP 1 Click ***Use existing account***.

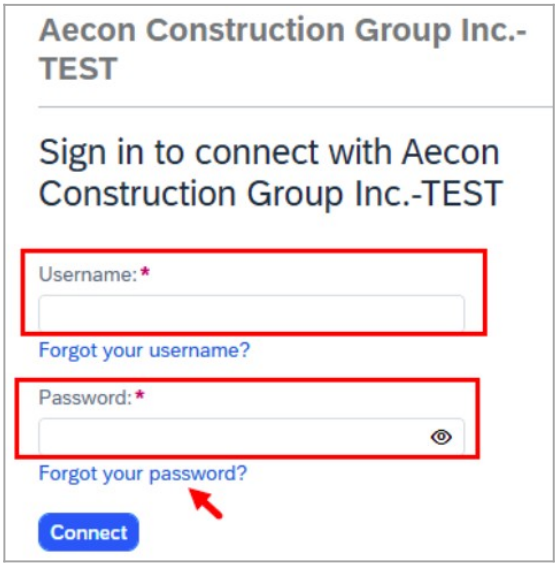


What you see: Use existing account is outlined in red in the middle of the screen.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 2 Type your **Username** and **Password**, then click ***Connect***.

- Forgot your password? Click ***Forgot your password?*** under the password box.



What you see: The sign-in screen. The Username and Password fields are outlined in red.

Next: If you see a screen titled “Update your company profile”, go to Section 3. Otherwise go to Section 4.

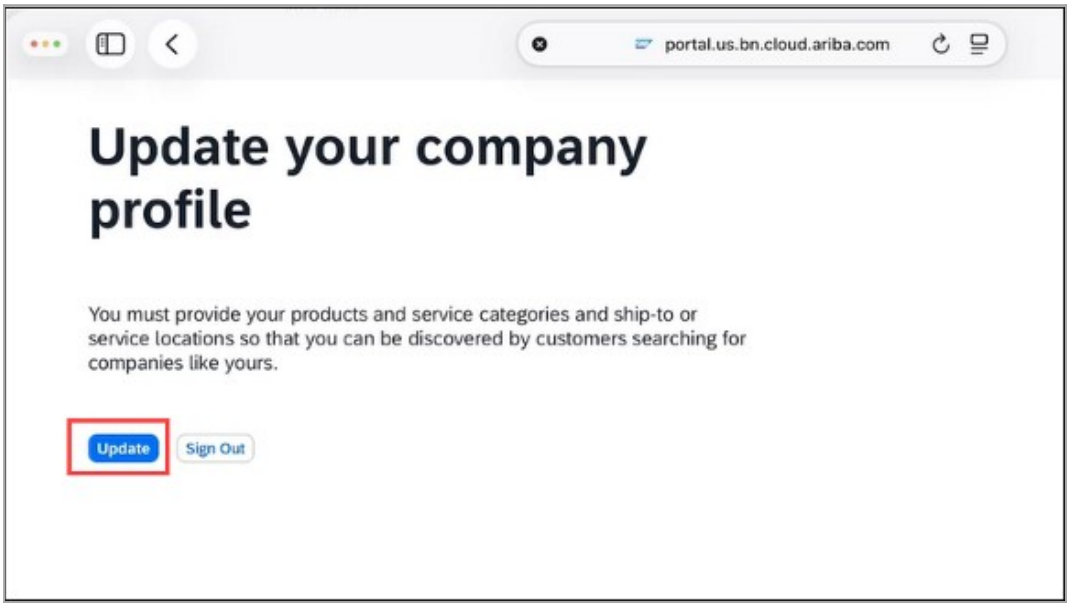
Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

3. UPDATE YOUR COMPANY PROFILE (ONLY IF SAP ASKS)

Some accounts must update their SAP Business Network profile right after logging in. If you do not see the “Update your company profile” screen, skip to Section 4.

> **NOTE:** This is an SAP Business Network requirement, not an Aecon requirement. Aecon cannot see the information in your SAP company profile. It is **not** Aecon’s questionnaire.

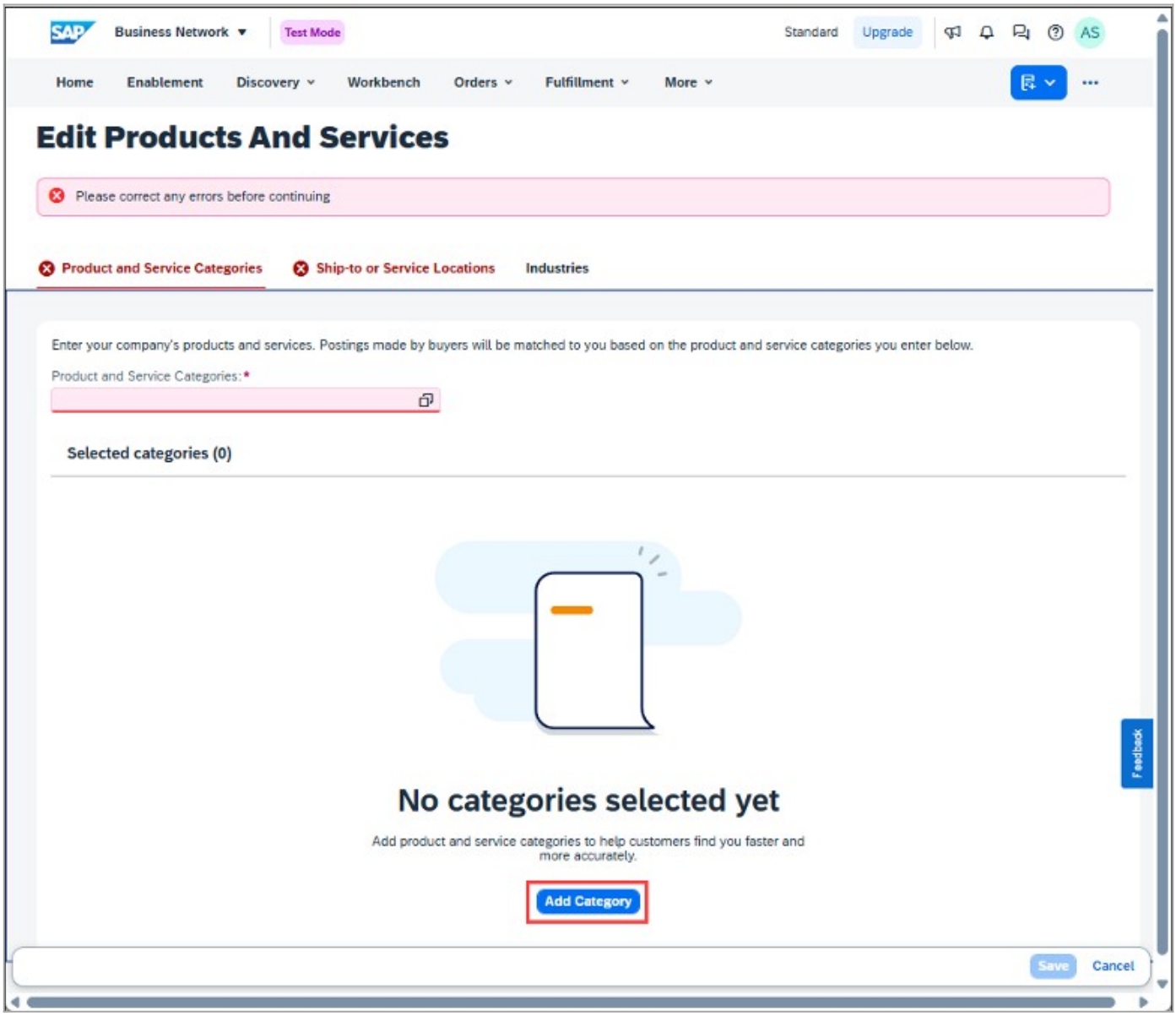
STEP 1 Click ***Update***.



What you see: The “Update your company profile” screen. The Update button is outlined in red.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

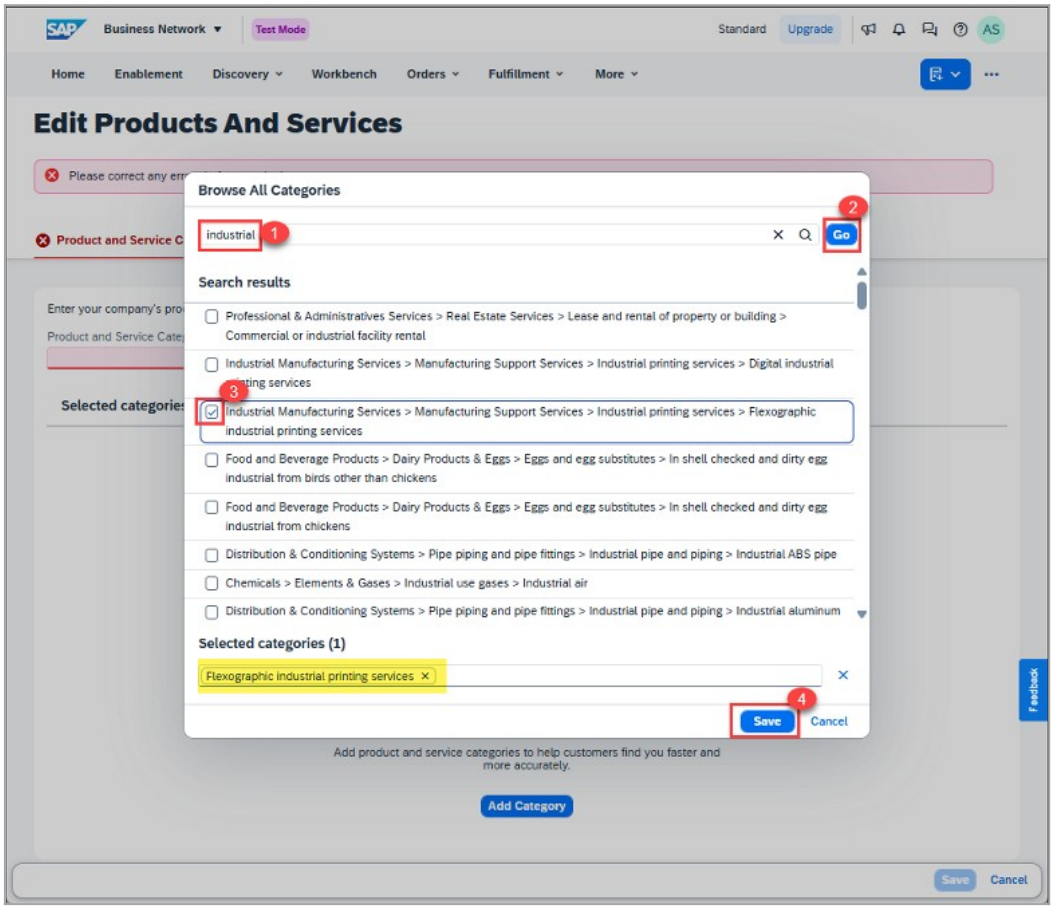
STEP 2 On the **Product and Service Categories** tab, click ***Add Category***.



What you see: The Edit Products And Services screen. Add Category is outlined in red in the middle.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

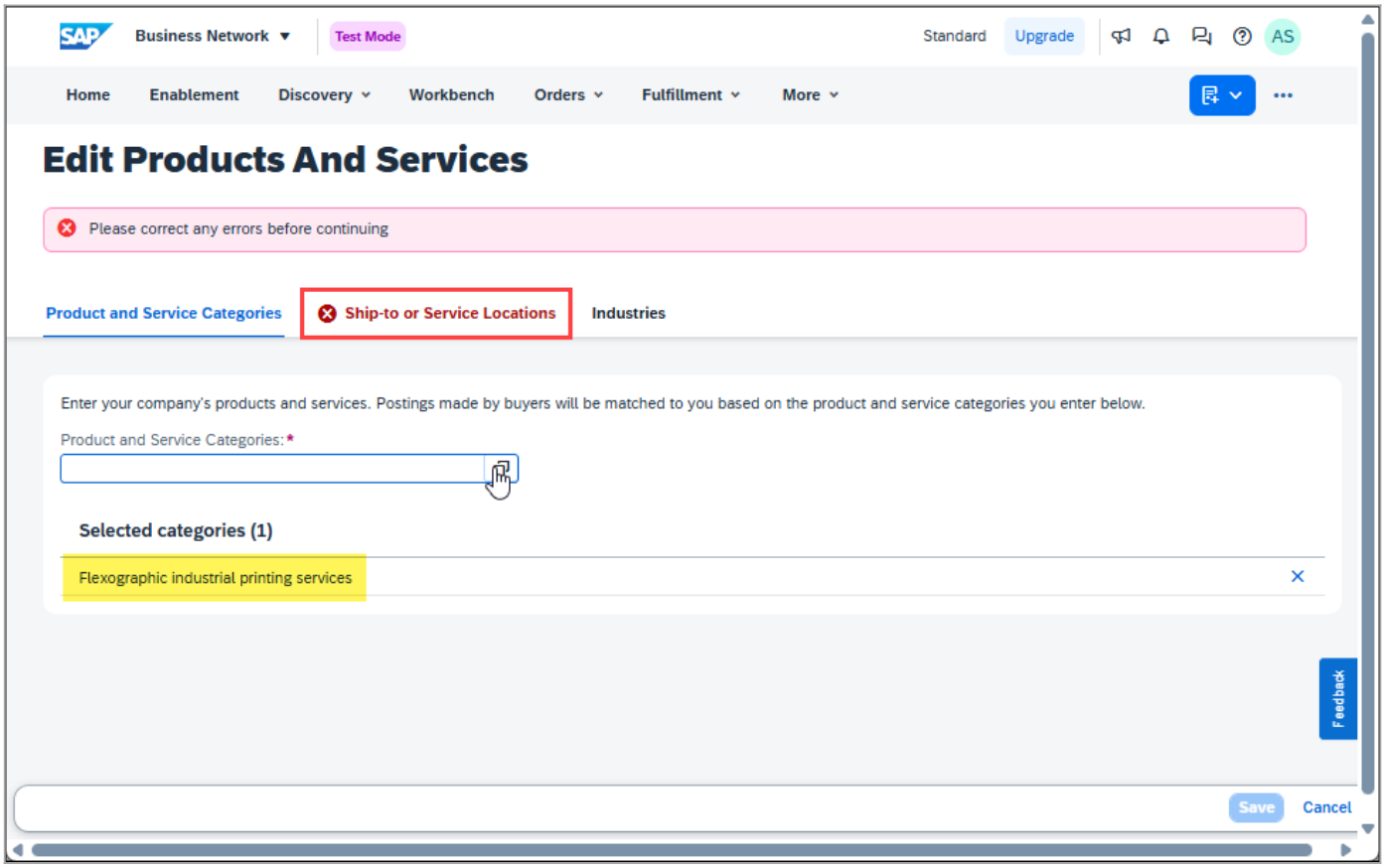
STEP 3 Type a word that describes what your company sells or does (1). Click ***Go*** (2). Tick at least one result (3). When it shows under **Selected categories**, click ***Save*** (4).



What you see: The Browse All Categories window. The numbers 1 to 4 show the order of the clicks.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

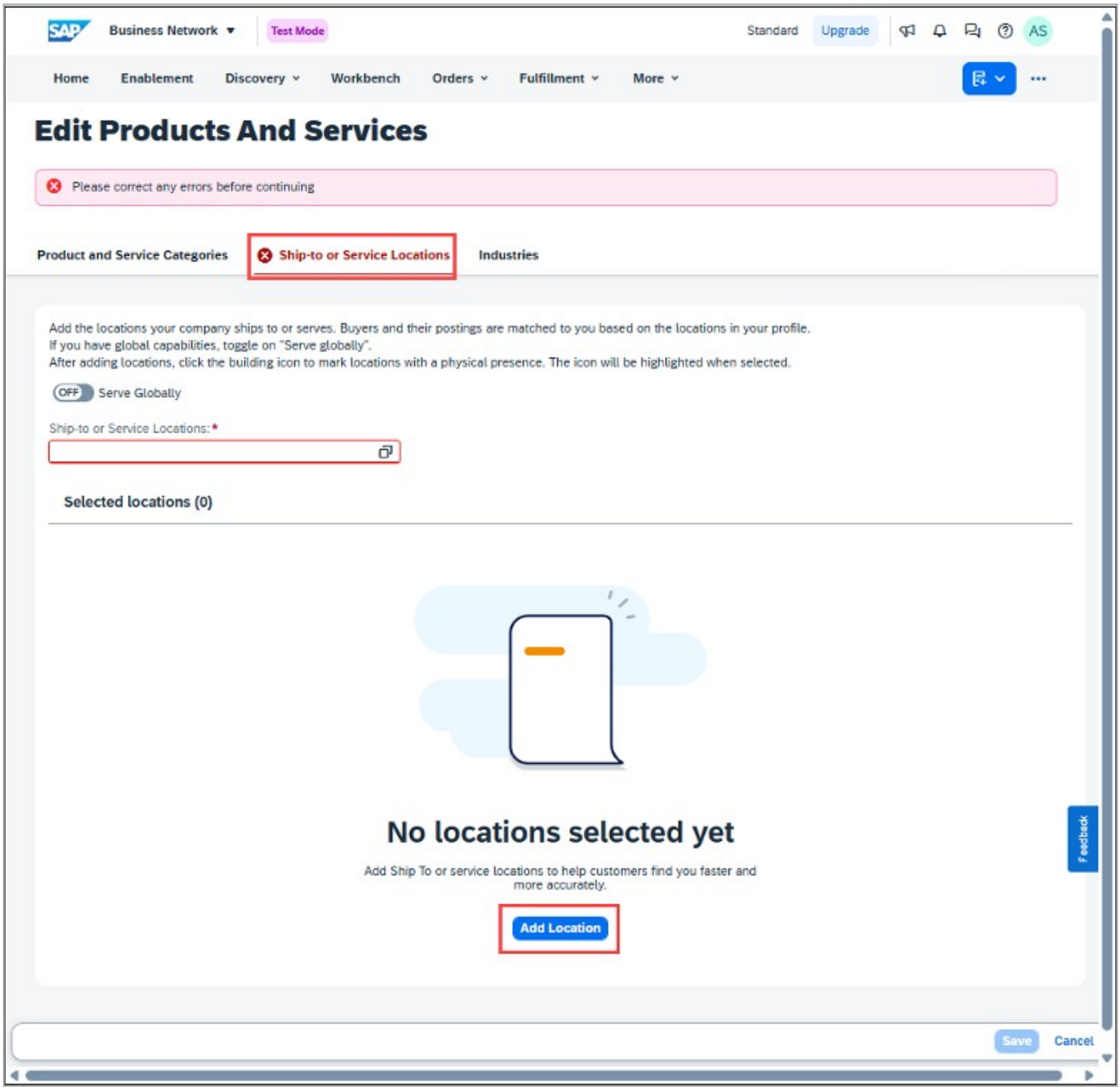
STEP 4 Click the ***Ship-to or Service Locations*** tab.



What you see: The category chosen in Step 3 (Flexographic printing services) now shows under Selected categories. The Ship-to or Service Locations tab is outlined in red.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

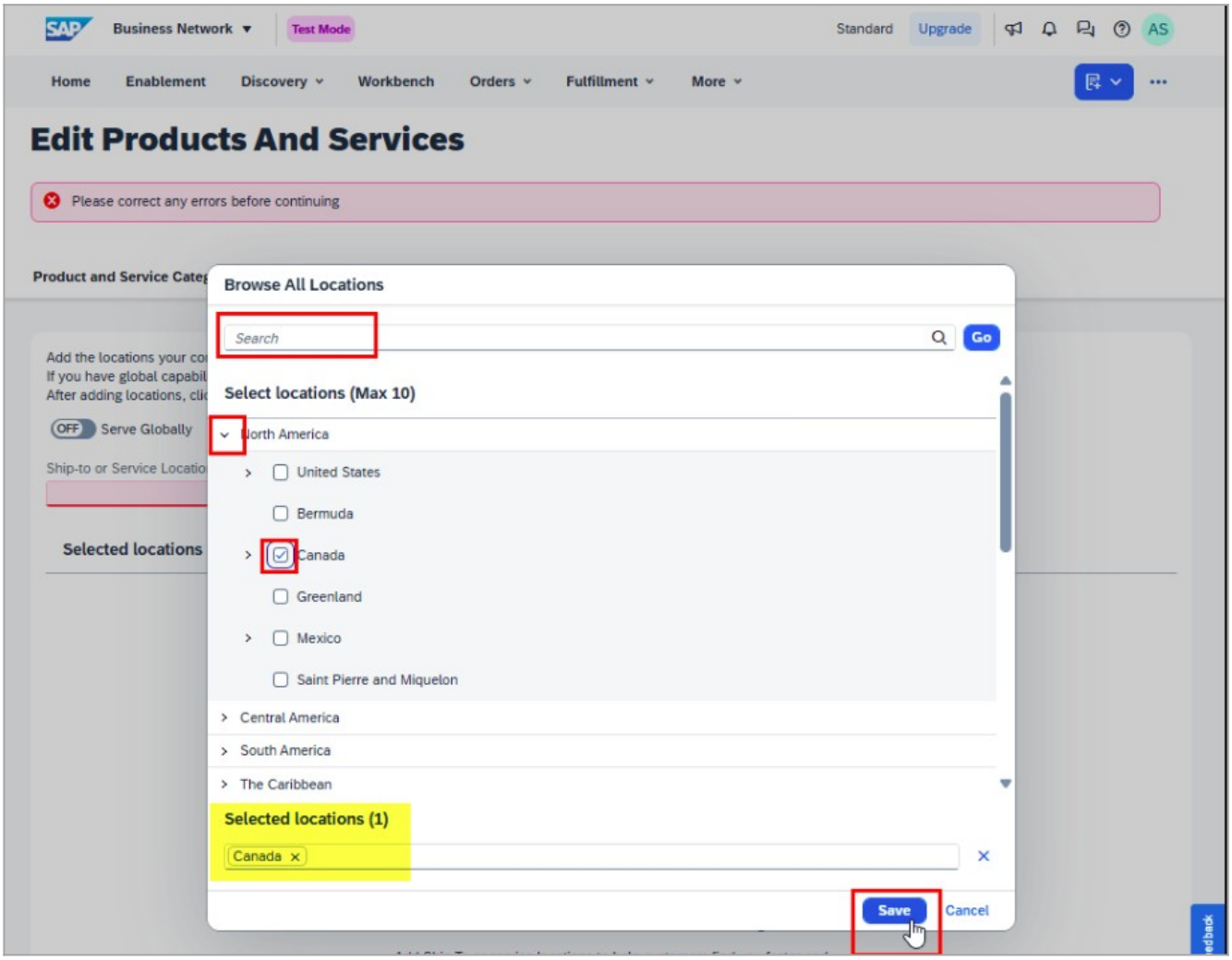
STEP 5 Click ***Add Location***.



What you see: Add Location is outlined in red near the bottom.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 6 Search for, or open the list and tick, at least one place where you sell or provide services. When it shows under **Selected locations**, click ***Save***.

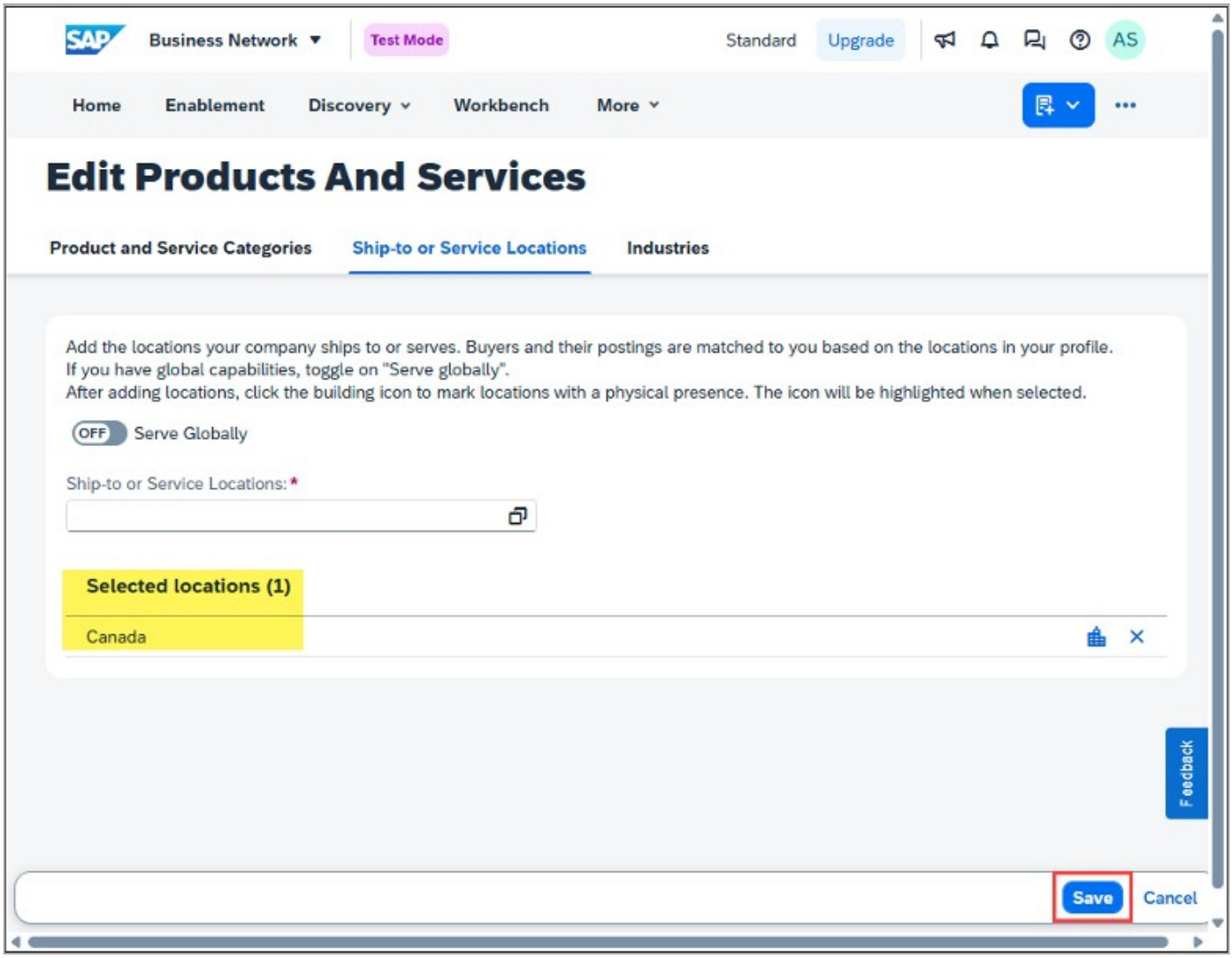


What you see: The Browse All Locations window. Canada is ticked and shows under Selected locations (highlighted in yellow).

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 7 Click ***Save*** at the bottom right of the page.

- You will be taken to your company profile page. Continue to Section 4.



What you see: The location now shows under Selected locations. The Save button at the bottom is outlined in red.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

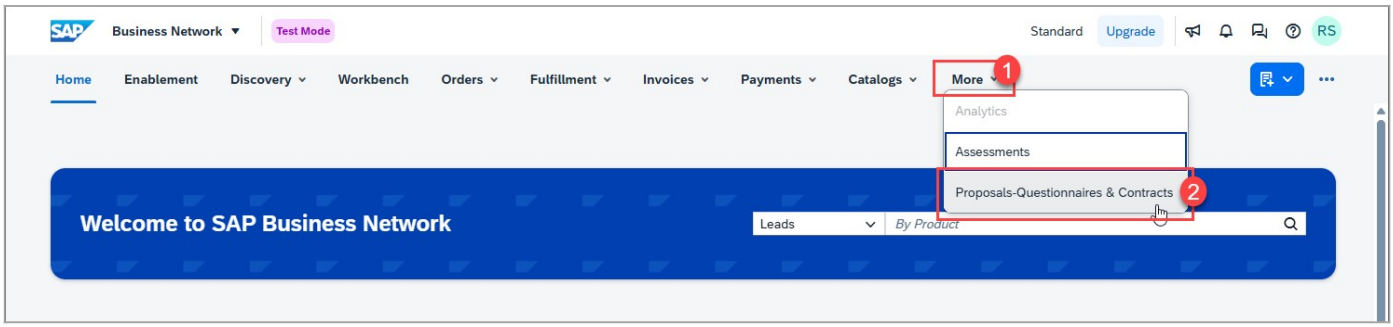
4. OPEN AECON'S SUPPLIER REGISTRATION QUESTIONNAIRE

4.1 Find the questionnaire

You may be taken to the questionnaire automatically. If not, you will land on the **Home page** or your **company profile**. Follow these steps from either page.

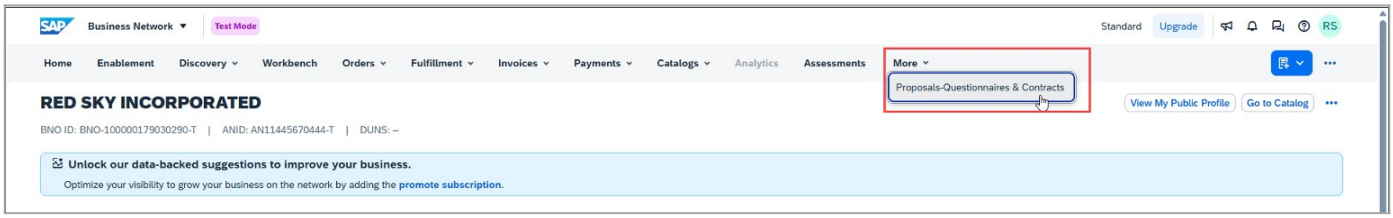
STEP 1 At the top of the page, click ***More*** (1), then click ***Proposals-Questionnaires & Contracts*** (2).

- If you can already see **Proposals-Questionnaires & Contracts** at the top, click it directly. You do not need More.



What you see: The Home page. More is marked 1 and Proposals-Questionnaires & Contracts is marked 2.

SAME STEP FROM YOUR PROFILE From your company profile page, it looks like this. Click ***More***, then ***Proposals-Questionnaires & Contracts***.

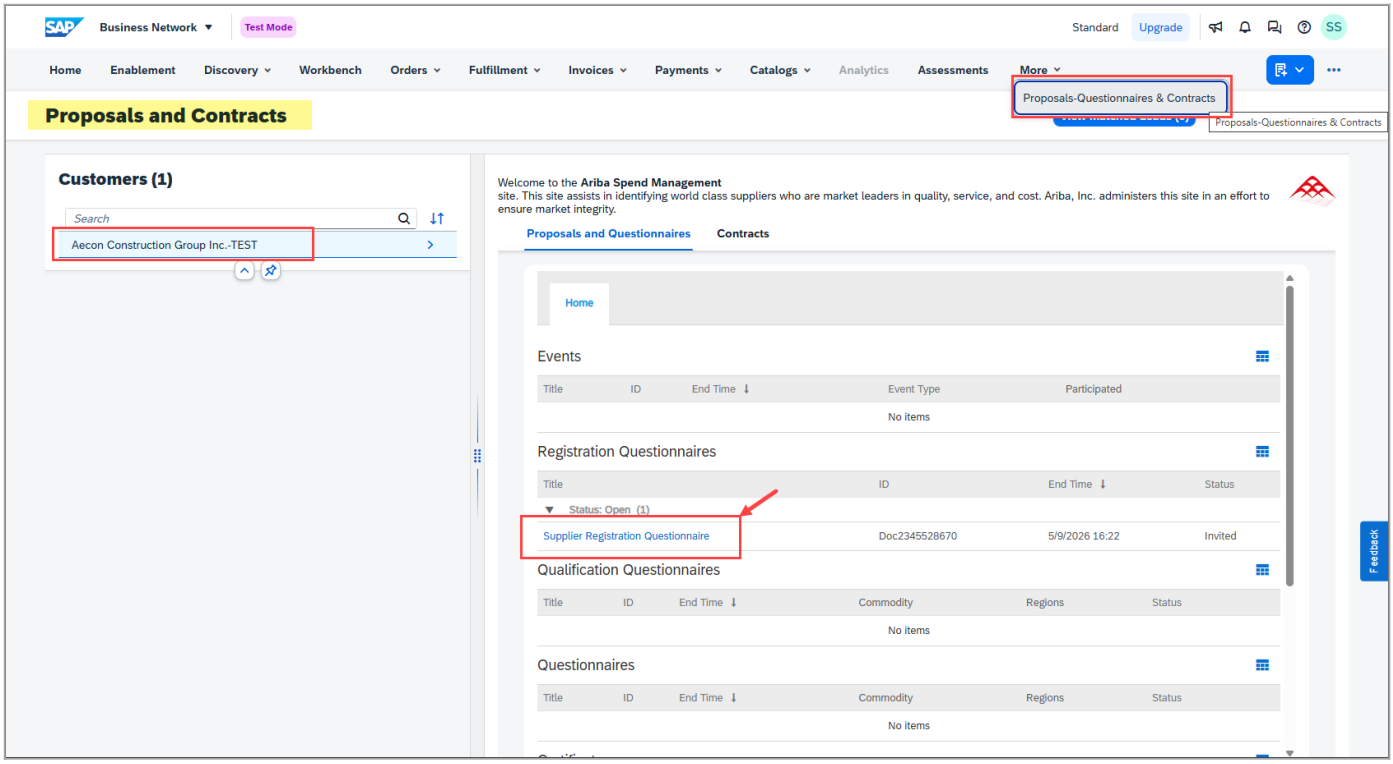


What you see: The company profile page with the menu item outlined in red at the top right.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 2 Under **Registration Questionnaires**, click ***Supplier Registration Questionnaire***.

- Make sure **Aecon Construction Group Inc.** is selected under Customers on the left.
- This is the only form you need to complete for Aecon.



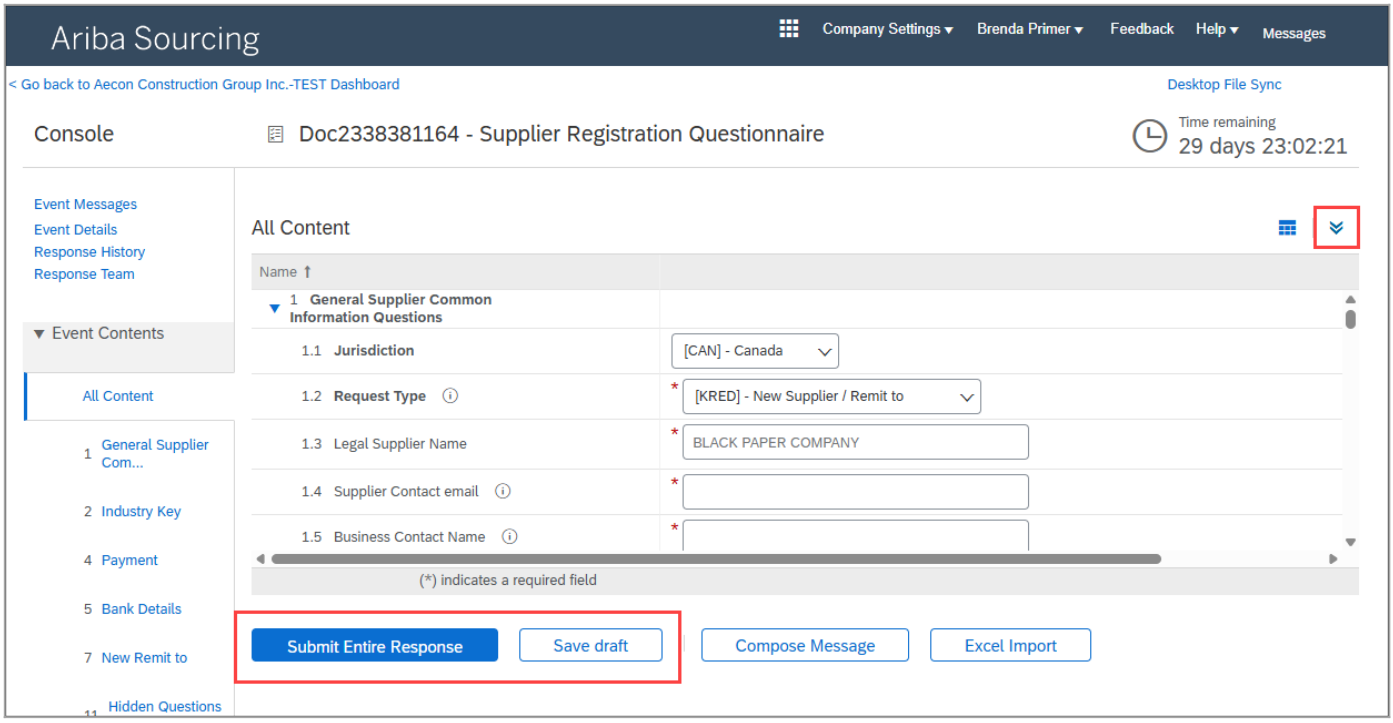
What you see: The Proposals and Contracts page. The Supplier Registration Questionnaire link is outlined in red with an arrow.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

4.2 Get to know the form

TIP Click the **double down-arrow** in the top-right corner to make the form bigger.

- ***Save draft*** (bottom of the page): click it every few minutes. The form logs you out after 5 minutes without saving.
- ***Submit Entire Response***: click it only when every question is answered (Section 6).
- The list on the left (1 General Supplier…, 2 Industry Key, 4 Payment, 5 Bank Details, 7 New Remit to…) lets you jump to a section. Not every section is listed there; scroll to reach the others.
- A red asterisk (*) means the question must be answered.



What you see: The questionnaire. The double down-arrow (top right) and the Submit Entire Response / Save draft buttons (bottom) are outlined in red.

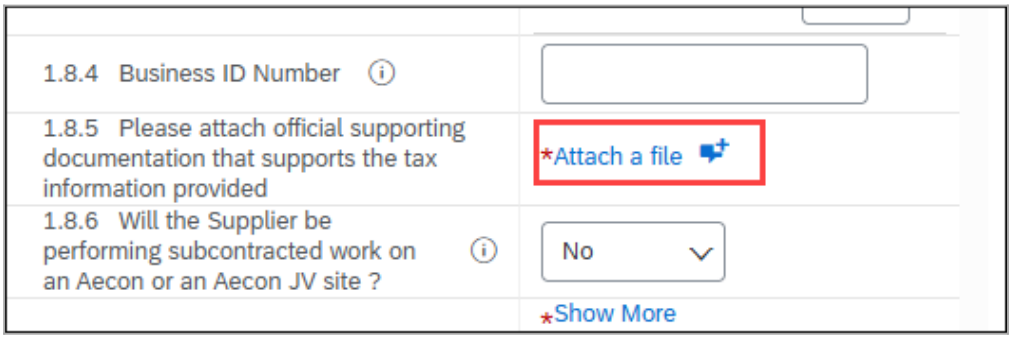
NOTE: Some questions appear only after you answer an earlier question. If a question on your screen is not covered in this guide, answer it if it has a red asterisk (*), or ask your Aecon buyer.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

4.3 How to attach a file (used throughout the form)

Several questions ask you to attach a document. Attaching works the same way every time:

STEP 1 Click the ***Attach a file*** link beside the question.



What you see: The Attach a file link beside Question 1.8.5 is outlined in red.

STEP 2 Click ***Choose File*** (1) and select the document on your computer. (You can also drag the file onto the dotted box.) Click ***OK*** (2).



What you see: The Add Attachment screen. Choose File is marked 1 and OK is marked 2.

STEP 3 You are taken back to the form. The file name now shows beside the question in blue.

- To replace the file, click ***Update file***. To remove it, click ***Delete file***.



What you see: A file attached to Question 1.10. The file name is shown in blue with Update file and Delete file links.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

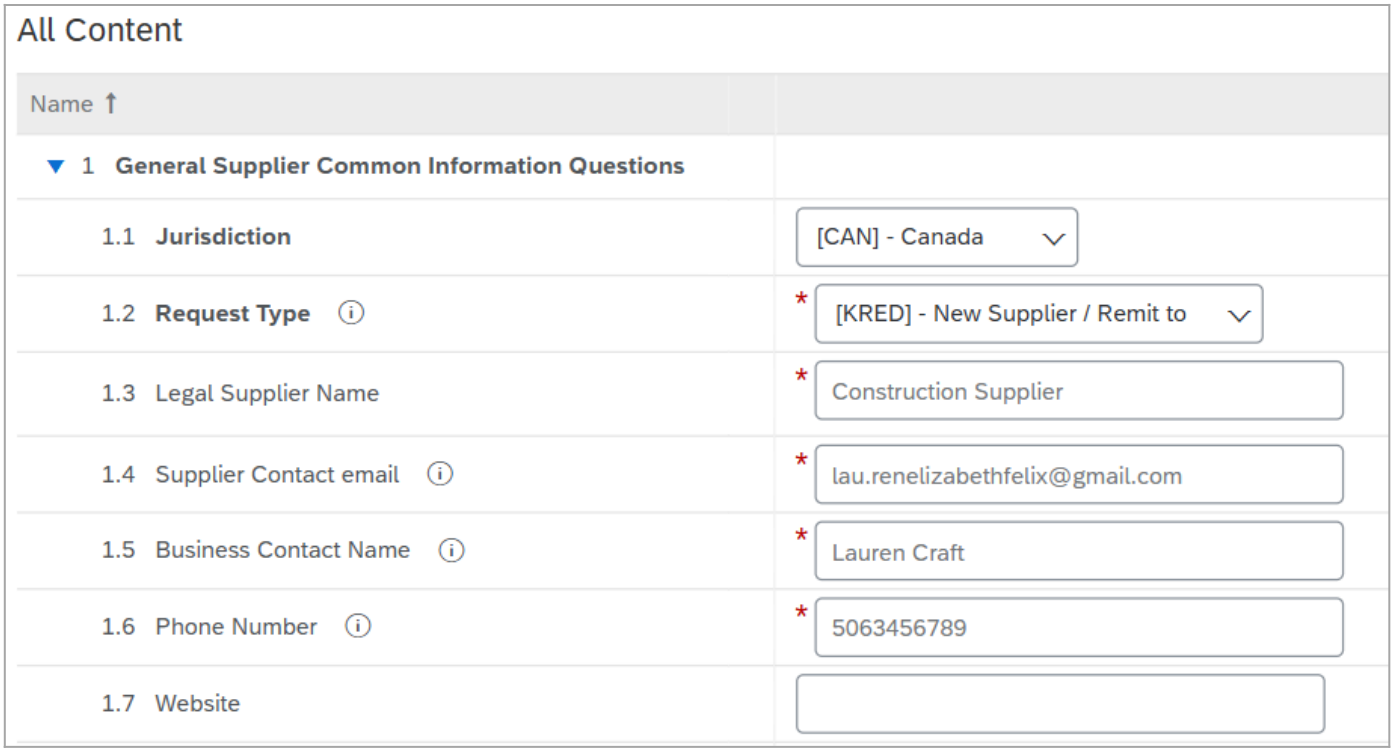
5. COMPLETE THE QUESTIONNAIRE

This section follows the form from top to bottom. **The question numbers below are the same numbers you see on your screen.** Work through them in order and click ***Save draft*** often.

Section 1 – General Supplier Common Information

Where: The top of the form, under **1 General Supplier Common Information Questions**.

YOUR SCREEN This is what Questions 1.1 to 1.7 look like. Fill them in using the instructions below.



What you see: Questions 1.1 Jurisdiction to 1.7 Website. Some answers are already filled in by Aecon.

1.1 Jurisdiction

This refers to the location country of your remit-to (payment) address. It is usually filled in already. **If it is filled in, do not change it without asking your Aecon buyer**.

1.2 Request Type

If it is already filled in, **do not change it.** The most common answer is **New Supplier / Remit to**, even if you already supply Aecon. **If it is empty, ask your Aecon buyer what to select.**

> **IMPORTANT:** Choosing the wrong Request Type causes delays because your registration will be sent back to you at the end of the review, and it will have to go through all the approvals again.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

1.3 Legal Supplier Name

- This is filled in with the name you provided to the buyer or the name we already have in our system. Check that it matches the name on your **tax document** exactly, including endings such as Ltd., Inc. or LLC.
- If you invoice under a different trade name (DBA), you must insert it before the legal name, in the same box. Then attach a document linking both names in Question 14 or 15.
- Remove accents and special characters (for example, type “e” instead of “é”). Most banks cannot process them.
- If the prepopulated name is very different from your company’s name, contact your buyer before you continue.

IMPORTANT: If the name here does not match the name on your invoices, your invoices will not be processed.

1.4 Supplier Contact Email

Your company email address. Do not use an Aecon email address.

1.5 Business Contact Name

The person Aecon can contact about this registration. Aecon may call this person to confirm the details.

1.6 Phone Number

A working phone number for that person.

1.7 Website

Your company website. Leave it blank if you do not have one.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

Section 1.8 – Tax Information

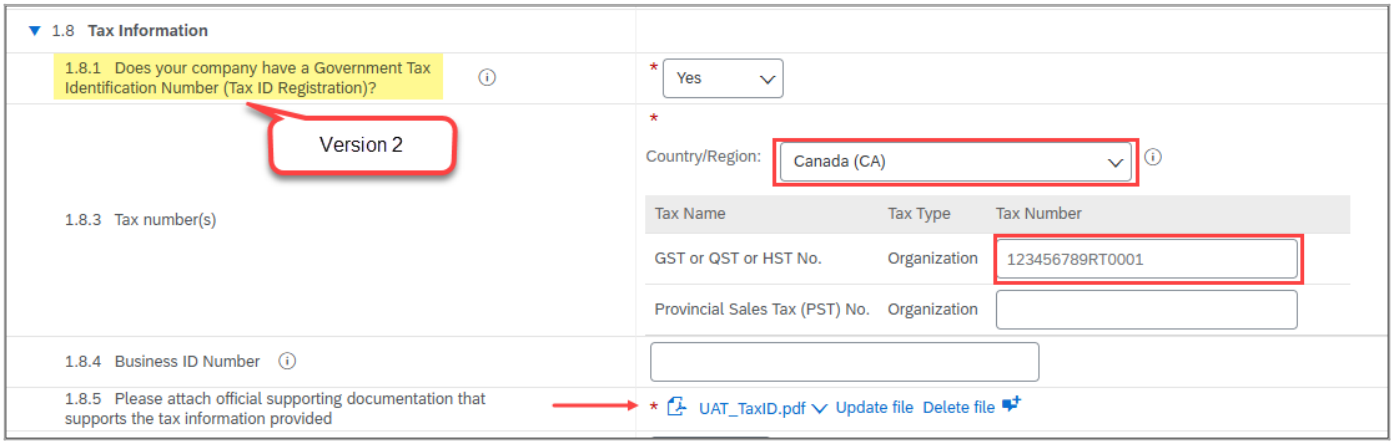
Where: Still in Section 1, under **1.8 Tax Information**. **Have ready:** your tax document.

1.8.1 Does Your Company Have a Government Tax Identification Number?

Your form shows one of two versions of this question. Answer the version you see:

If your screen asks…	Answer
Version 1: "Are you Tax exempt?"	**No** if you have a federal or national tax ID (this is the usual answer). **Yes** only if you do not have a government tax ID. This question is not about U.S. tax-exemption certificates.
Version 2: "Does your company have a Government Tax Identification Number (Tax ID Registration)?"	**Yes** if you have a federal or national tax ID. **No** if you do not.

EXAMPLE Version 2 of the tax questions, filled in for a Canadian supplier.



What you see: 1.8.1 answered Yes. 1.8.3 shows Country/Region Canada (CA) and the GST number 123456789RT0001. 1.8.5 shows the attached file.

1.8.2 – Reason for Tax exemption

This appears only if you said you have no tax ID. Explain why you cannot provide a federal or national government tax ID. (This question is not about U.S. tax-exemption certificates)

1.8.3 Tax Number(s) – Add Each Tax Number

First select the **Country/Region**. Then type your tax number in the **Tax Number** box. It must match your tax document.

Where your company is	What to enter
Canada	GST/HST number in this exact format: 123456789**RT**0001 (9 digits + **RT** + 4 digits). Aecon collects and remits GST/HST, which uses the CRA program code RT, so use this format only. If you have a PST or QST number, enter it in its own row.
United States	Your TIN (Taxpayer Identification Number) from your W-9. Do not enter state business numbers.
Other countries	Your national tax ID or government business number (for example, VAT number).

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

1.8.4 Business ID Number

Enter your business or corporation registration number if you have one. Enter it only if different from your Tax ID number.

1.8.5 Attach Supporting Tax Documentation

Click ***Attach a file*** and attach your tax document (see Section 4.3 for how to attach).

Where your company is	Document to attach
Canada	A document from the CRA (Canada Revenue Agency) showing your GST/HST number, or a screenshot of a positive result from the CRA GST/HST Registry Search (search online for "CRA GST/HST Registry"). The tax number you enter must also match the tax number printed on your invoices.
United States	Your W-9.
Other countries	A similar document from your government tax agency.

IMPORTANT: The document must show the **same tax number** and the **same company name** (legal name or DBA) that you entered. If your DBA is not on the tax document, attach a government document linking both names in Question 14 or 15.

1.8.6 Will You Perform Subcontracted Work on an Aecon or Aecon JV Site?

Answer **Yes** or **No**. If you already have a supplier ID with Aecon, ask your buyer whether your account is set up as a subcontractor (SUB) before you answer. Changing this answer will overwrite the SUB settings in Aecon's system.

1.8.7 Tax Registration Status

This appears only after certain answers to the previous question. If it appears, select the type of business you are (for example, Incorporated Entity).

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

Sections 1.9–1.11 – Company Address

Have ready: your proof of address (a blank invoice is best).

1.9 Main Address

WHAT TO DO Enter your **remit-to address exactly as it is printed on your invoices** — even if you want to be paid electronically.

- Fill in Street, City, Postal Code, Country/Region and State/Province/Region.
- Aecon uses this address to help post your invoices to your account automatically.
- Avoid the use of Street 2 box. It does not print on cheques.
- U.S. suppliers: enter the full 9-digit ZIP code (for example 12345-6789).
- The address must match your proof of address exactly.



What you see: The Main address fields filled in for a Toronto supplier. The red note explains that this is the remit-to address.

NOTE: If your Request Type (Question 1.2) is **Ordering Address**, enter the address that should print on the Purchase Order instead. Ask your buyer if you are not sure. For any other Request Type, enter the address printed in the remit to instructions of your invoices, or where the payments should go, even if you want to be paid electronically.

1.10 Upload Supporting Document for Address

- Click ***Attach a file*** and attach your proof of address. The company name and the full address must be visible. The file must be easy to read and must not be editable.
- Accepted documents: blank invoice (best), letterhead, pricing agreement, void cheque, bank letter, your official website, or a government website.
    1. If a different company name appears on the document, attach a government document linking both names in Question 14 or 15.
- U.S. suppliers: if the proof of address document does not show the full 9-digit ZIP code, attach an additional screenshot from the USPS.COM Look Up a ZIP Code in Question 14 or 15.

1.11 Is This an Address Change?

Leave it as **No** if you are working with Aecon for the first time. Answer **Yes** only if you already have a supplier ID with Aecon and are giving us a different address.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

Sections 2–3 – Industry Classification

2.1 Select Classification That Best Describes Your Business (NAICS Industry Key)

WHAT TO DO Open the list and select the industry that best matches the work you will do for Aecon.



What you see: The Industry Key list with "[0023]-Construction" selected.

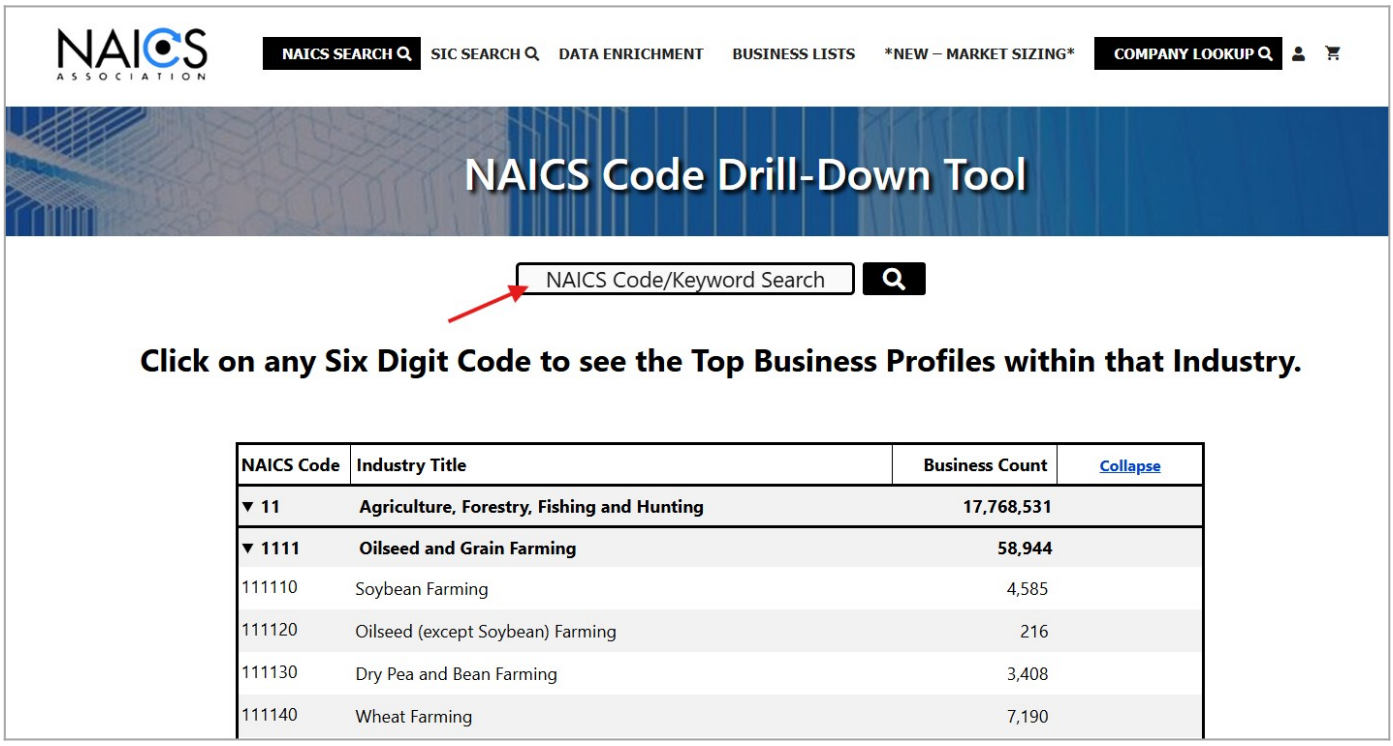
3 NAICS 6-Digit Code (if available)

WHAT TO DO Type your 6-digit NAICS code in the box.



What you see: The NAICS 6 digits code box (Question 3).

HOW TO FIND IT To find your code, go to **www.naics.com/six-digit-naics**. Type a word that describes your business in the search box and click the magnifying glass. Copy the 6-digit code that best fits the work you do for Aecon.



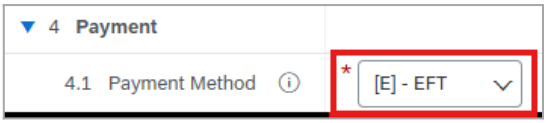
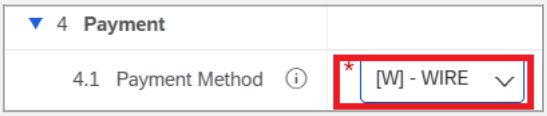
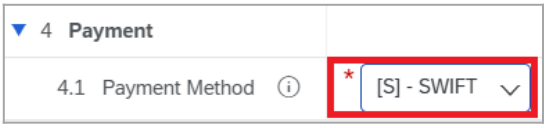
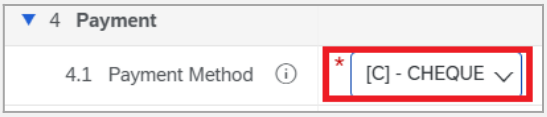
What you see: The NAICS Code Drill-Down Tool website. The red arrow points to the search box.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

Sections 4–6 – Payment and Banking

4.1 Payment Method (EFT, Cheque, Wire)

Open the list and choose how Aecon will pay you. **Aecon prefers electronic payments.** Your choice decides what you enter in Form Section 5 (Bank Details). Ask your buyer **before** you choose Wire or SWIFT.

Choose…	When	What it looks like
[E] - EFT (called ACH in the U.S.)	Your remit-to address is in Canada, and you will be paid by an Aecon Canadian company. Your remit-to address is in US, and you will be paid by an Aecon US company.	
[W] - WIRE	Your remit-to address cannot be paid via EFT by Aecon. Check with your buyer. Most cross border and international suppliers.	
[S] - SWIFT	Your remit-to address cannot be paid via EFT by Aecon. Check with your buyer. Only for specific Aecon Companies that have this functionality setup	
[C] - CHEQUE	If you are a JV supplier for which the JV required cheque payment. Do not enter bank details. Skip Form Section 5 and go to Form Section 6 (Is this an update to the bank details?). Cheques use the legal name in Question 1.3 and the address in Question 1.9.	

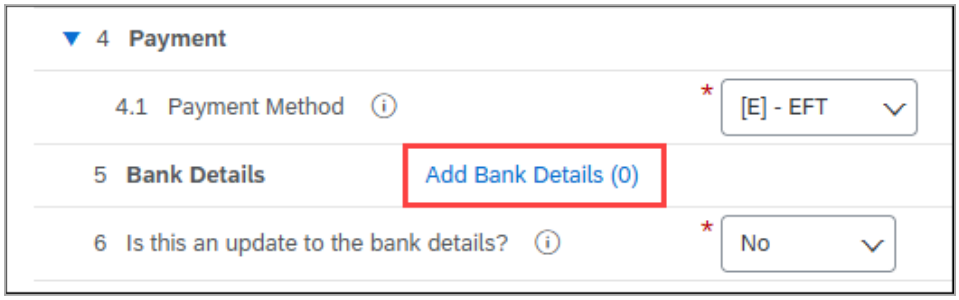
5.1.1 Bank Details – Enter Your Banking Information

Have ready: your bank document, for example void cheque or bank letter. **Skip this section if you chose Cheque.**

> **IMPORTANT:** Only fill in a bank field if your bank document shows that information. Aecon must have proof of every bank detail you enter.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 1 Under **5 Bank Details**, click the link ***Add Bank Details (0)***. A new screen opens.



What you see: Section 4 Payment with [E] - EFT selected, and the Add Bank Details (0) link outlined in red.

STEP 2 On the new screen, click ***Add Bank Information***.

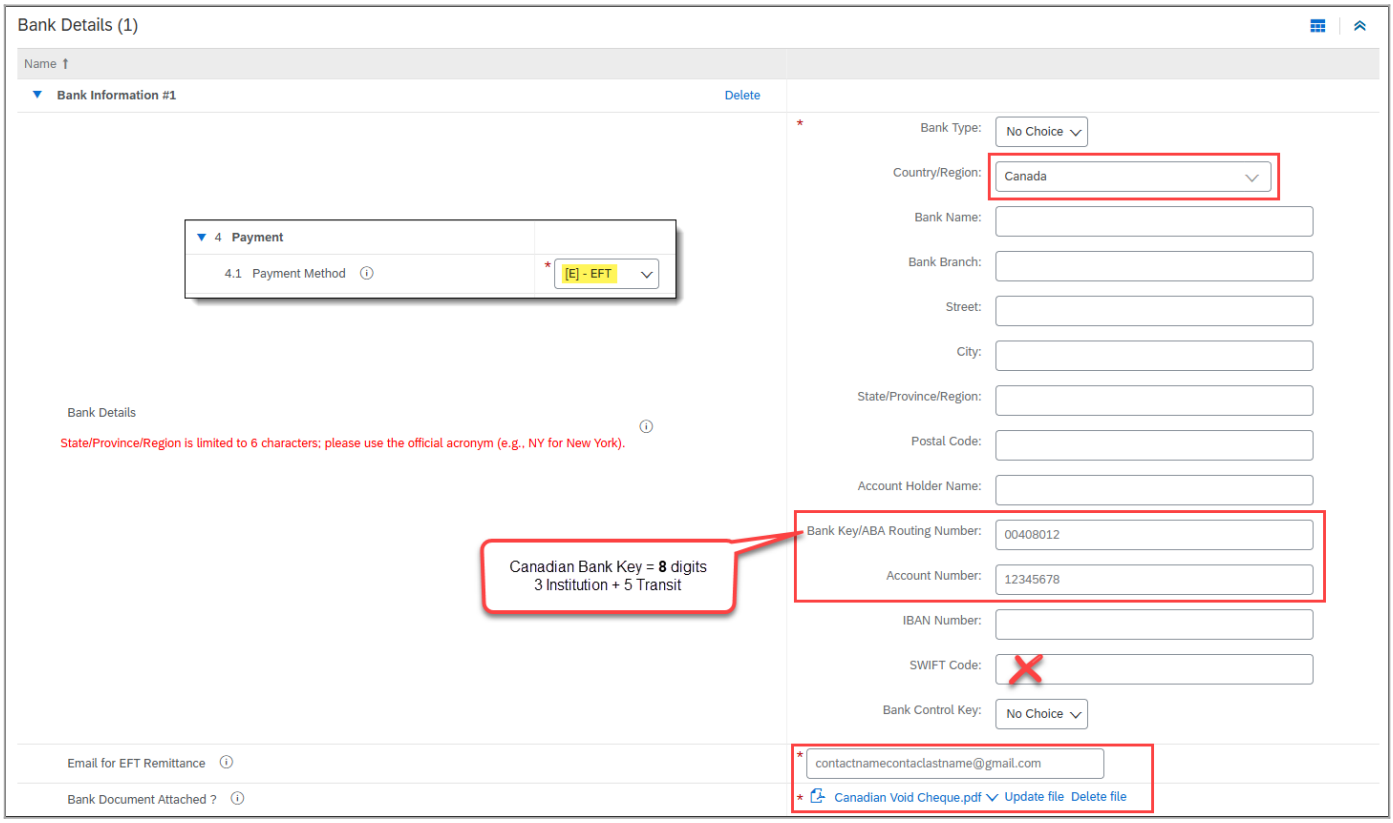


What you see: The Bank Details (0) screen. Add Bank Information is outlined in red at the bottom left. Note the Save button at the top right — you will use it in Step 6.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 3 Select the **Country/Region** of your bank (should match the Country/Region of your remit-to address). Then fill in the bank fields for your payment method (see the table below).

- For EFT/ACH, the required fields are **Country/Region**, **Bank Key/ABA Routing Number**, **Account Number**, **Email for EFT Remittance** and **Bank Document Attached**. You may fill in other fields if your bank document shows them. SWIFT Code should not be entered.
- Bank outside Canada and the U.S.: enter the bank code used in your country. If you are not sure of the format, check with your bank before you submit. Follow any warning messages on the screen.



What you see: An EFT example for a Canadian bank. Country/Region, Bank Key/ABA Routing Number (00408012) and Account Number are outlined. The note beside them says the Canadian bank key is 8 digits: 3 institution + 5 transit. The SWIFT Code box is crossed out because EFT does not use it.

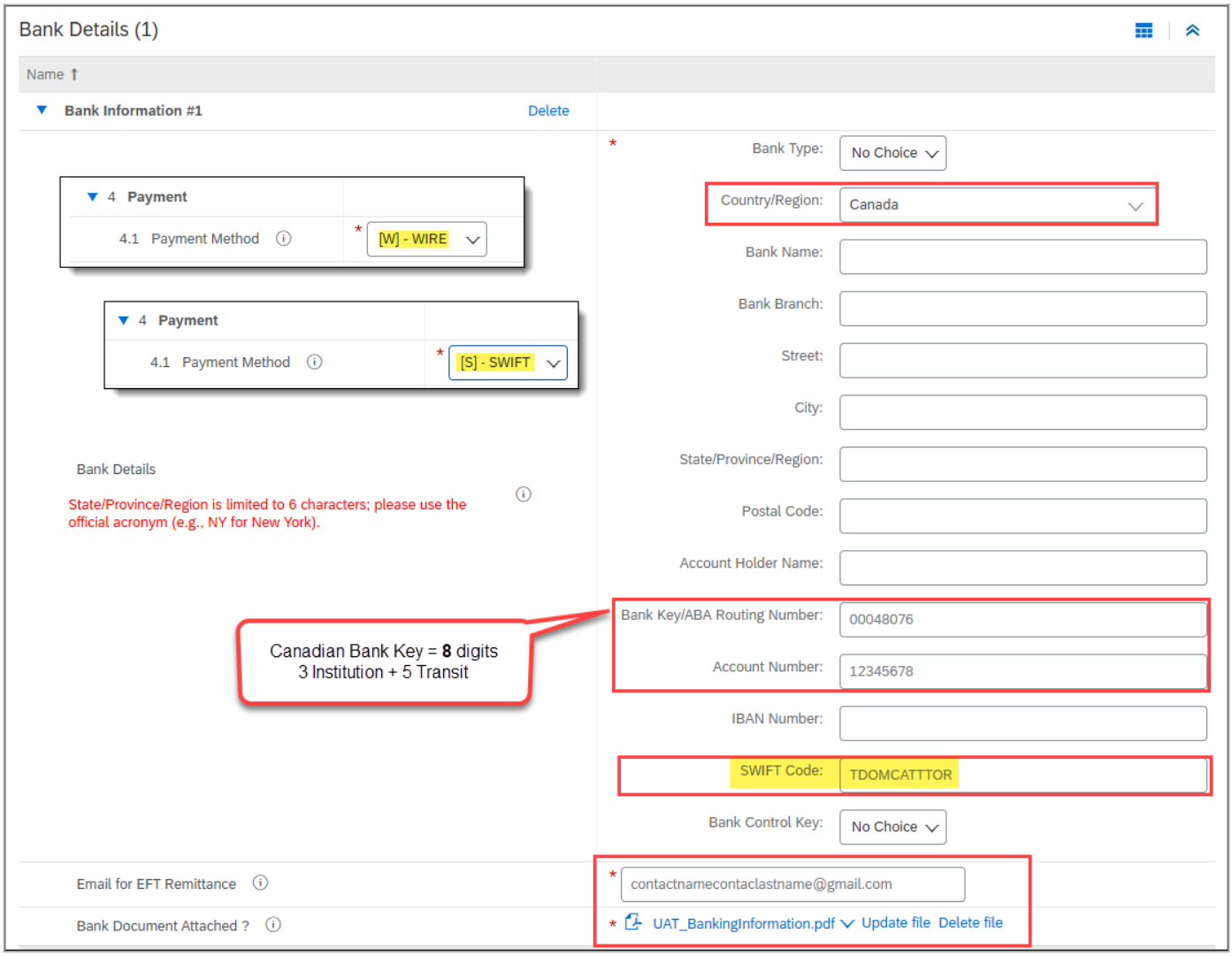
Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

Canadian Bank Accounts

Field on screen	EFT	WIRE or SWIFT
Bank Key/ABA Routing Number	**8 digits:** 3-digit institution number, then 5-digit transit number (e.g. 004 + 08012 = 00408012)	**Same as EFT** (8 digits)
Account Number	Required	Required
SWIFT Code	— leave blank	**Required**
IBAN Number	— leave blank	— leave blank
Account Holder Name	Optional	Optional
Bank Name, Branch, Street, City, Postal Code	Optional	Optional
State/Province/Region	Optional. Max. 6 characters – use the short code (e.g. ON, BC, NY)	Optional. Max. 6 characters – use the short code (e.g. ON, BC, NY)

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

EXAMPLE WIRE or SWIFT for a Canadian bank: the same fields as EFT, plus the SWIFT Code.



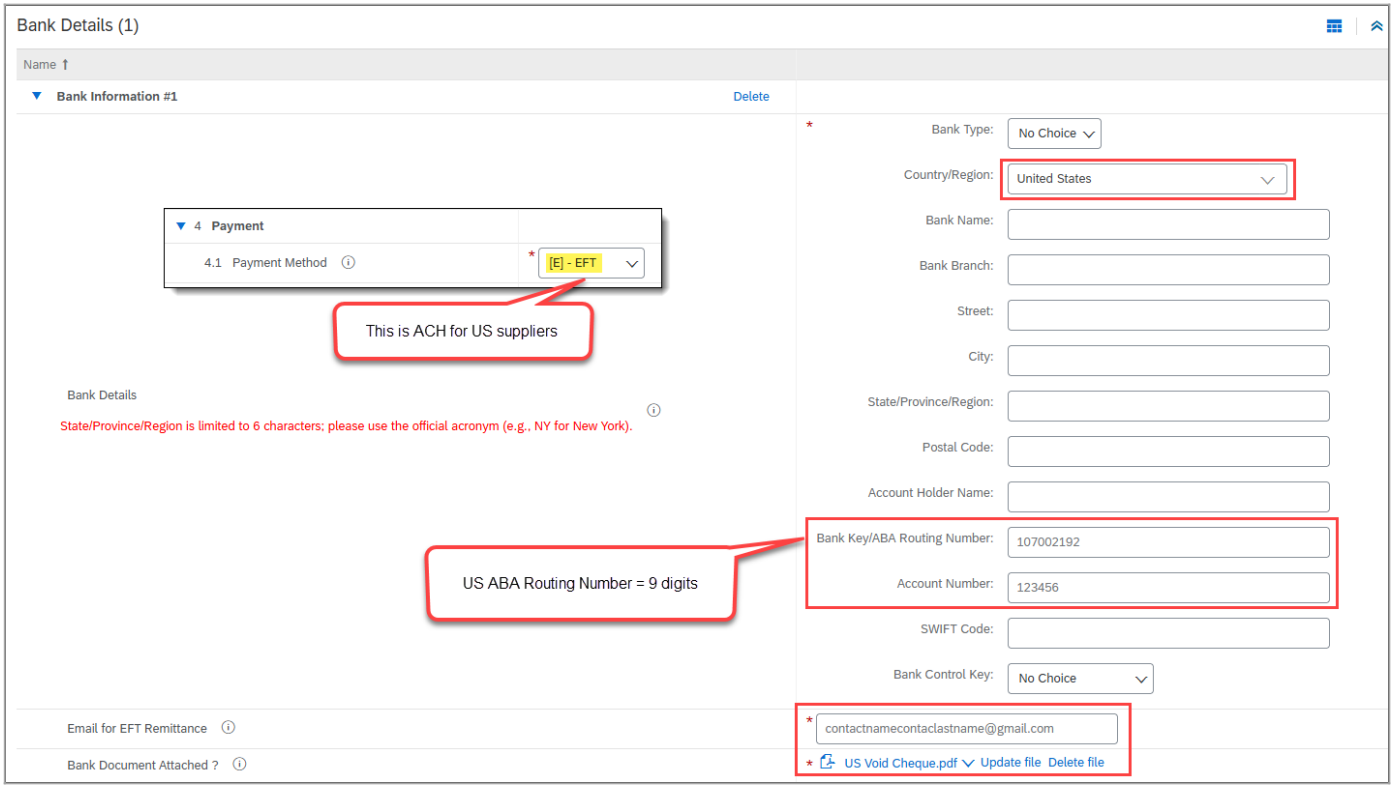
What you see: Payment Method [W] - WIRE or [S] - SWIFT. Country/Region Canada, the 8-digit bank key, the account number and the SWIFT Code (highlighted) are outlined. The remittance email and attached bank document are outlined at the bottom.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

U.S. Bank Accounts

Field on screen	ACH (EFT)	WIRE or SWIFT
Bank Key/ABA Routing Number	**9-digit** ABA routing number	**Same as ACH** (9 digits)
Account Number	Required	Required
SWIFT Code	— leave blank	**Required**
IBAN Number	— leave blank	— leave blank
Account Holder Name	Optional	Optional
Bank Name, Branch, Street, City, Postal Code	Optional	Optional
State/Province/Region	Optional. Max. 6 characters – use the short code (e.g. ON, BC, NY)	Optional. Max. 6 characters – use the short code (e.g. ON, BC, NY)

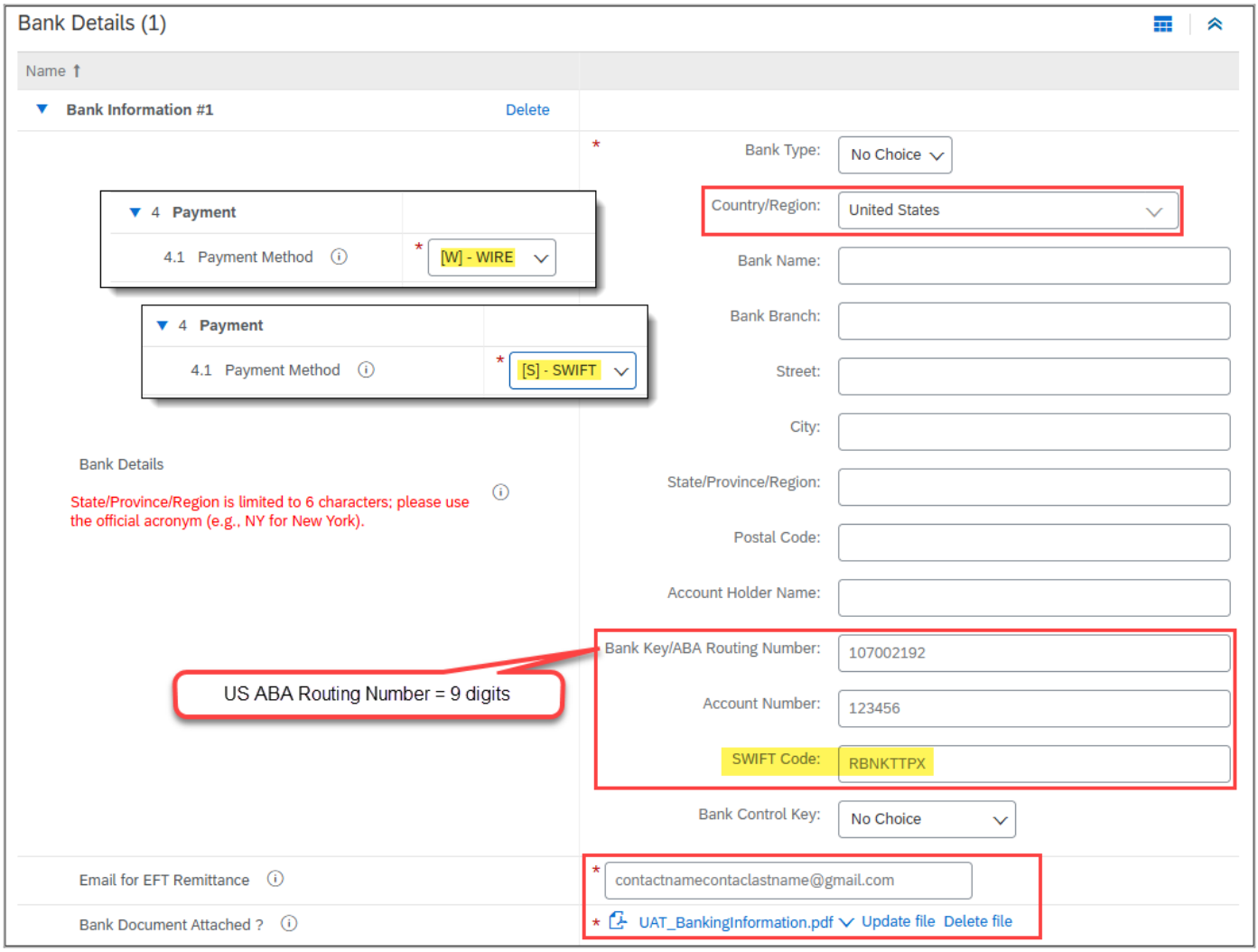
EXAMPLE ACH (EFT) for a U.S. bank.



What you see: Payment Method [E] - EFT, with a note that this is ACH for U.S. suppliers. Country/Region United States, the 9-digit ABA routing number and the account number are outlined. The SWIFT Code box is empty. The remittance email and attached bank document are outlined at the bottom.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

EXAMPLE WIRE or SWIFT for a U.S. bank: the same fields as ACH, plus the SWIFT Code.



What you see: Payment Method [W] - WIRE or [S] - SWIFT. Country/Region United States, the 9-digit ABA routing number, the account number and the SWIFT Code (highlighted) are outlined. The remittance email and attached bank document are outlined at the bottom.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

International Bank Accounts (WIRE / SWIFT)

Field on screen	WIRE	SWIFT
Bank Key/ABA Routing Number	Your country's bank or routing code, if your country uses one	Your country's bank or routing code, if your country uses one
Account Number	Required	Required
SWIFT Code	Required	Required
IBAN Number	Depends on the country	Depends on the country
Account Holder Name	Optional	Optional
Bank Name, Branch, Street, City, Postal Code	Optional	Optional
State/Province/Region	Optional. Max. 6 characters – use the short code (e.g. ON, BC, NY)	Optional. Max. 6 characters – use the short code (e.g. ON, BC, NY)

EXAMPLE IBAN: enter both the Account Number and the IBAN Number if your bank document shows them.



What you see: The Account Number and IBAN Number boxes on the bank screen.

DO NOT: Do not use the **cheque number** as the account number.
Do not remove **leading zeros** (for example, keep 004).
Do not enter a SWIFT code for EFT/ACH.

5.1.2 Email for EFT/ACH Remittance

STEP 4 Scroll to the bottom of the bank screen. In **Email for EFT Remittance**, type the email address where you want payment notices or remittance advices sent.



What you see: The question about Email for EFT Remittance (box) outlined in red.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

5.1.3 Bank Document Attached?

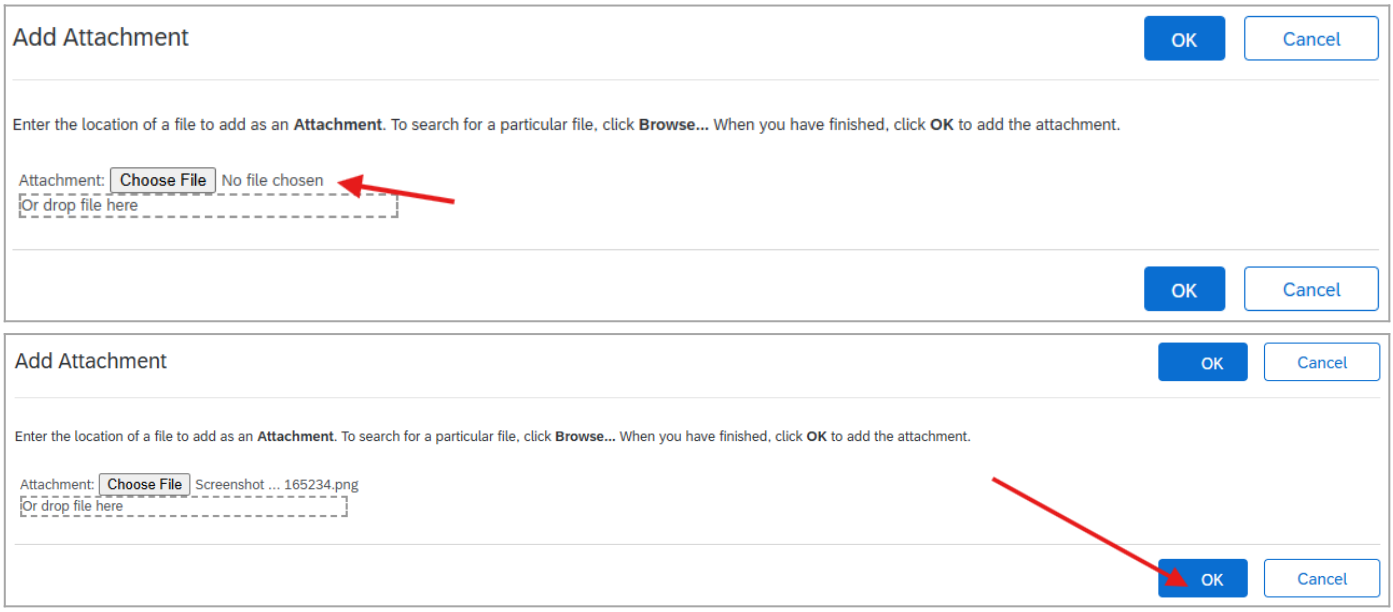
STEP 5 Then click the ***Attach a file*** link beside **Bank Document Attached?** to attach your bank document, for example, void cheque or bank letter



What you see: The question about Bank Document Attached? (Attach a file link, outlined in red).

- The bank document must show your company's legal name or DBA.
- If the bank document shows a different account holder name, then a government document that links the two names must be attached to question 14 or 15.
- An invoice, or a payment notice your company made itself, is not acceptable proof of banking.

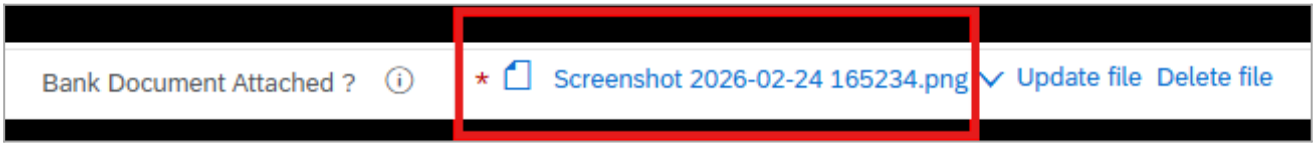
Click ***Choose File***, select your bank document, then click ***OK***.



What you see: Top: the Add Attachment screen with an arrow pointing at Choose File. Bottom: the file has been chosen and an arrow points at OK.

STEP 6 Check that the file name now shows beside **Bank Document Attached?** Then click ***Save*** at the **top right** of the bank screen to go back to the main form.

- Back on the main form, the link now says **Add Bank Details (1)**.
- Clicking Save here does not submit your form. You still need Submit Entire Response at the end.



What you see: The attached bank document shows as a blue file name.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

IMPORTANT: If a different account holder name than your company's legal name appears on your bank document, attach a government document linking both names in question 14 or 15.

If the account holder is in an owner's personal name (sole proprietor), also attach official government proof linking the person and the business.

If your payments go to a factoring company (you outsource your accounts receivable), attach the agreement linking both companies and your written permission for Aecon to pay them in question 14 or 15.

6 Is This an Update to the Bank Details?

WHAT TO DO Select **No** if this is your first time setting up with Aecon.

- Select **Yes** only if you are an **existing** supplier who provided Aecon with **different** banking information, than the one you entered in this form, or if you are attempting to change banking details after having been registered with Aecon in the past.



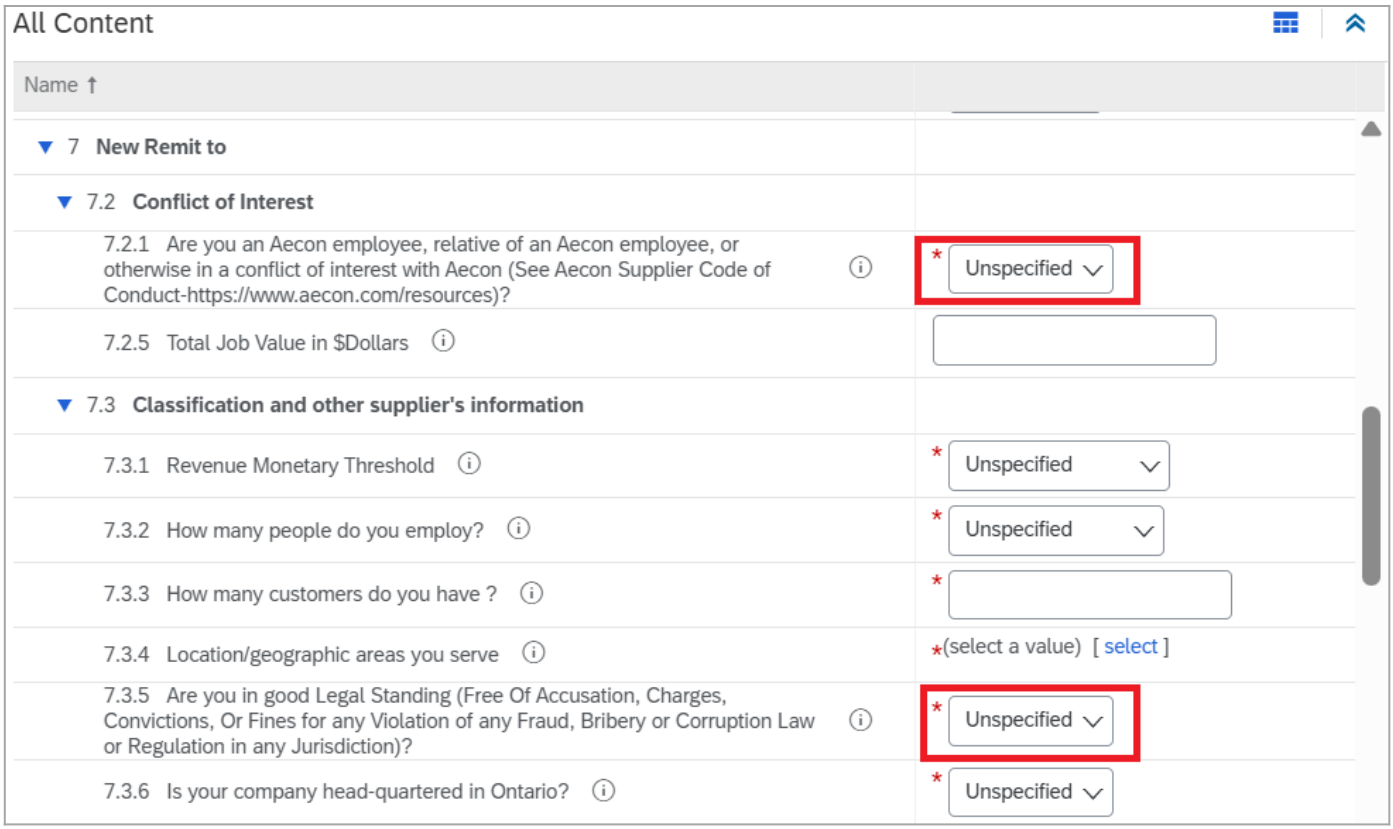
What you see: Question 6 with No selected.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

Section 7 – Company Profile Questions (shown on the form as "New Remit to")

These questions tell Aecon more about your company. Answer every question with a red asterisk (*). **If something does not apply to your company, answer No.** Your answers are voluntary disclosures and are not used for quotas. You must still give an answer to each required question, but "No" is an acceptable answer.

YOUR SCREEN This is the start of Section 7. The questions outlined in red are especially important.



What you see: Section 7 New Remit to, showing 7.2 Conflict of Interest and 7.3 Classification and other supplier's information. Questions 7.2.1 and 7.3.5 are outlined in red.

7.2 Conflict of Interest

7.2.1 Are You an Aecon Employee, Relative, or in a Conflict of Interest?

Answer **Yes** or **No** honestly. See the Aecon Supplier Code of Conduct at aecon.com/resources. If Yes, provide an explanation on question ***7.2.3 Please provide explanation of Conflict*** as it appears.

7.2.5 Total Job Value in $Dollars

If this box appears, enter the expected total value of your work with Aecon.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

7.3 Classification and Other Supplier Information

7.3.1 Revenue Monetary Threshold

Select your company's yearly revenue range.

7.3.2 How Many People Do You Employ?

Select the range.

7.3.3 How Many Customers Do You Have?

Type a number.

7.3.4 Location / Geographic Areas You Serve

Click ***select*** and follow the steps below.

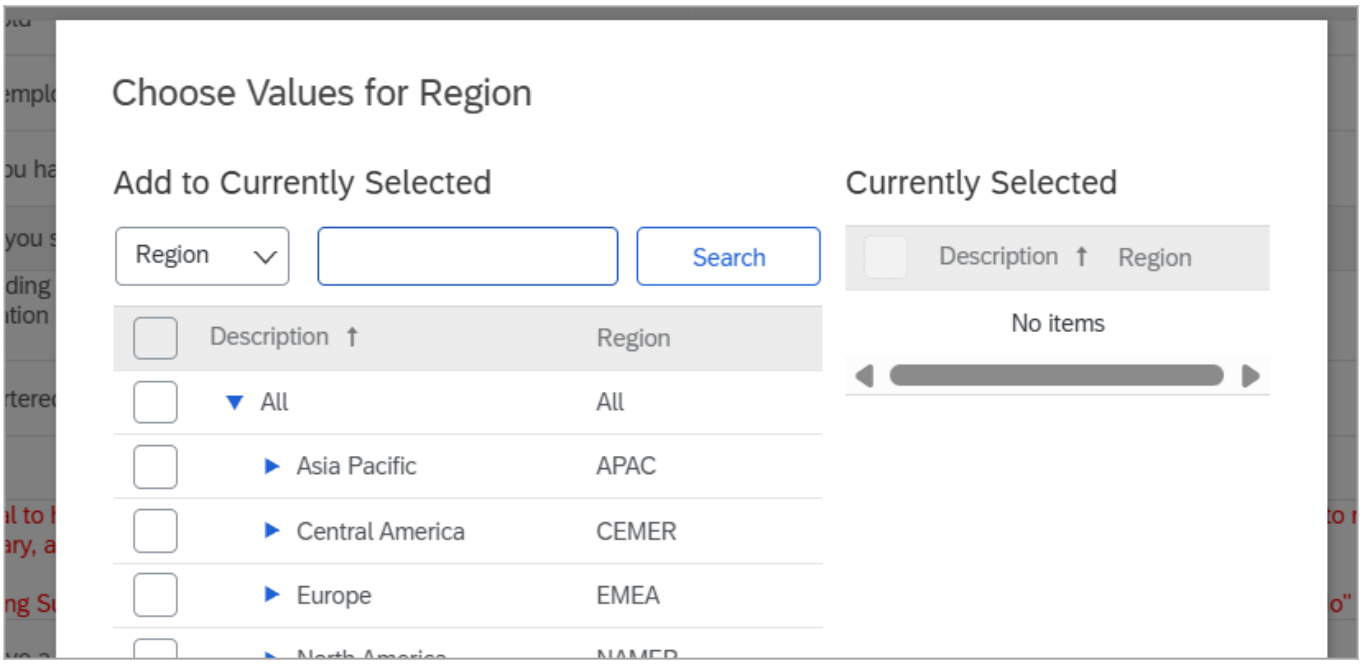
7.3.5 Are You in Good Legal Standing?

Answer **Yes** if your company has no accusations, charges, convictions or fines for fraud, bribery or corruption in any jurisdiction.

7.3.6 Is Your Company Headquartered in Ontario?

Answer **Yes** or **No**.

HOW TO SELECT For Question 7.3.4, click ***select***. In the window, tick the region(s) you serve (click the small arrow to see countries), then click ***Done***.

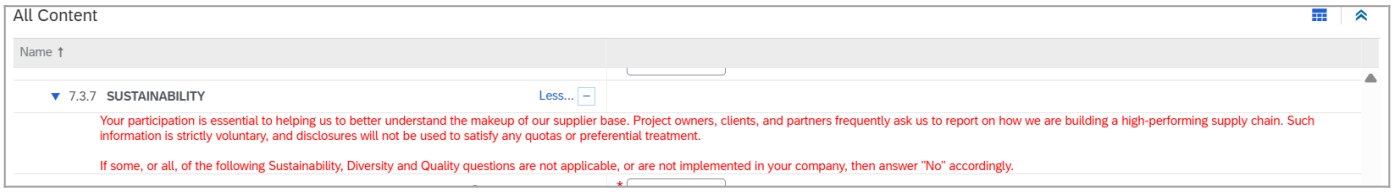


What you see: The Choose Values for Region window with tick boxes for Asia Pacific, Central America, Europe, North America and South America, and the Done button.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

7.3.7 Sustainability (7.3.7.1–7.3.7.14)

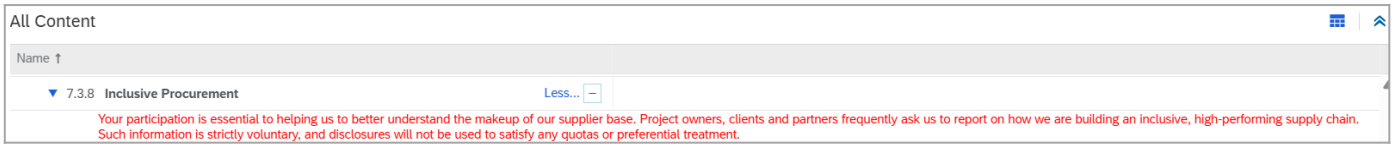
WHAT TO DO Answer each sustainability question (7.3.7.1 to 7.3.7.14). If something does not apply to your company, answer **No**. If a question asks for a document (for example, a policy or certificate), attach it if you have one.



What you see: The red message at the top of the Sustainability section explains that answers are voluntary and to answer No if a question does not apply.

7.3.8 Inclusive Procurement

WHAT TO DO Answer whether your company belongs to a diverse category. If you answer Yes, more questions appear asking which category and whether you have a certification. Answer them.



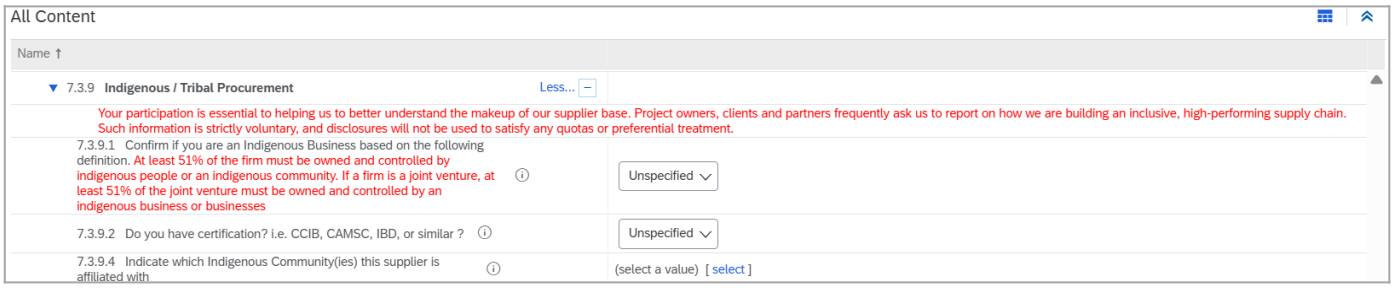
What you see: The top of the Inclusive Procurement section with its red explanation message.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

7.3.9 Indigenous / Tribal Procurement

CANADIAN SUPPLIERS: Aecon is proud to support Indigenous / aboriginal businesses. If your business is at least **51% owned and controlled** by Indigenous people or an Indigenous community, answer **Yes** to 7.3.9.1, then answer the certification question and (optional) select your community in 7.3.9.4 (click ***select***).

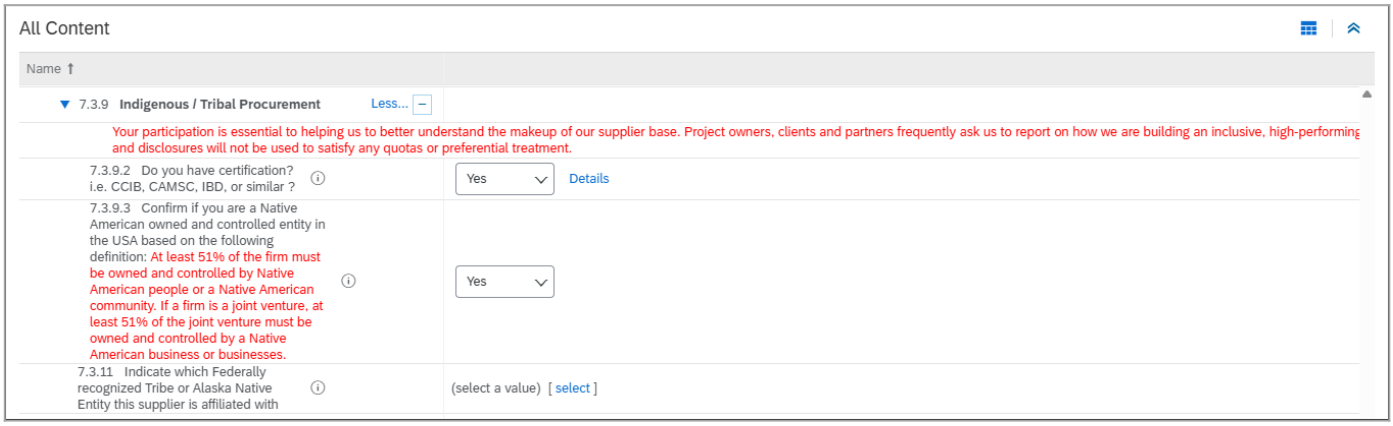
- If this does not apply to your company, answer **No** and leave the other questions blank.



What you see: Questions 7.3.9.1 (Indigenous business definition in red), 7.3.9.2 (certification) and 7.3.9.4 (select your community).

U.S. SUPPLIERS: Answer **7.3.9.3** to confirm whether your company is a Native American owned and controlled entity (at least 51% owned and controlled by Native American people or a Native American community). Then, in **7.3.11**, click **select** and choose the Federally recognized Tribe or Alaska Native Entity your company is affiliated with (optional).

- If this does not apply to your company, answer **No** and leave the other questions blank.

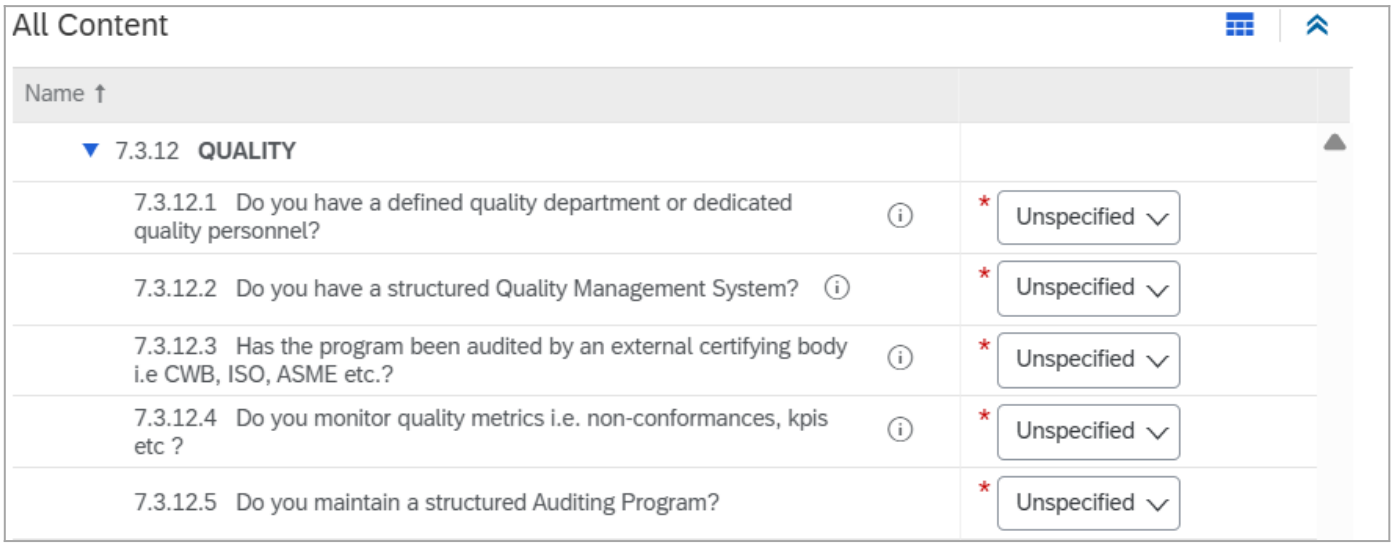


What you see: The U.S. version of the section. Question 7.3.9.2 (certification), 7.3.9.3 (Native American owned and controlled definition in red) and 7.3.11 (select the Federally recognized Tribe or Alaska Native Entity).

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

7.3.12 Quality

WHAT TO DO Answer each quality question (7.3.12.1 to 7.3.12.5) based on what your company actually has in place.



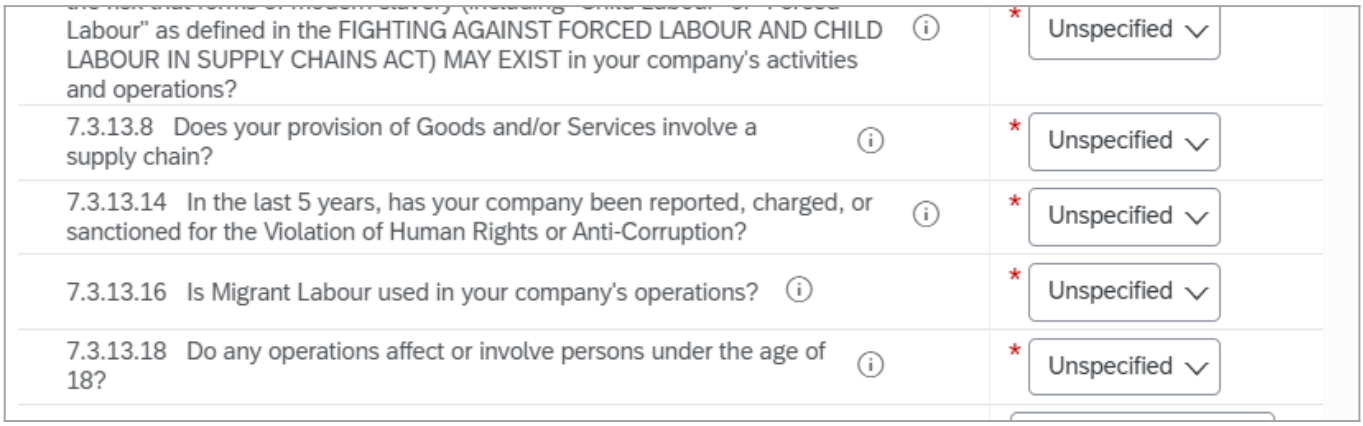
What you see: Quality questions 7.3.12.1 to 7.3.12.5, each with a Yes/No list showing "Unspecified".

7.3.13 Fighting Against Forced Labour and Child Labour in Supply Chains

Canada's Fighting Against Forced Labour and Child Labour in Supply Chains Act (Bill S-211) requires Aecon to report on the steps it takes to prevent forced labour and child labour in its supply chain. Your answers help Aecon meet this requirement.

WHAT TO DO Answer **every** question in this section. More questions may appear depending on your answers. If a **Please explain** box appears, describe your situation in one or two sentences.

- Example: if you answer Yes to "Do any operations involve persons under the age of 18?", you might explain "We hire summer students."



What you see: Some of the forced labour and child labour questions (7.3.13.8 to 7.3.13.18), each marked with a red asterisk.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

Sections 9–15 – Final Questions

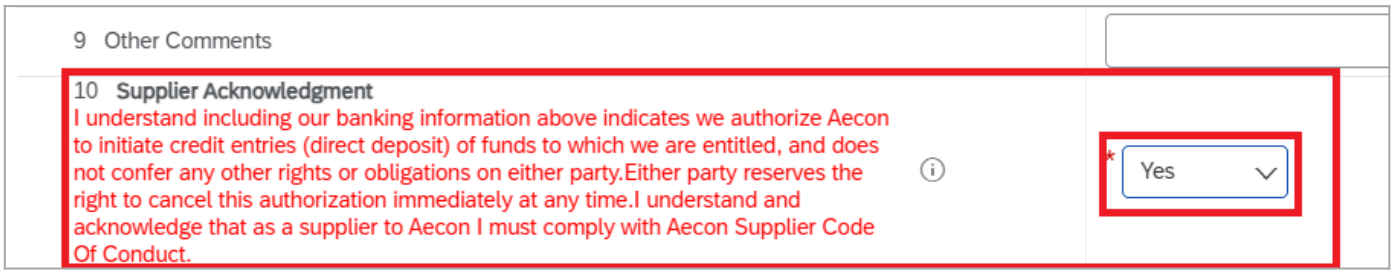
9 Other Comments

Optional. Use it to explain anything unusual — for example, why two different company names appear on your documents. Key comments on this box might reduce back and forth on your registration with Aecon.

10 Supplier Acknowledgment

WHAT TO DO Read the statement and select **Yes**. This question is **required** — Aecon cannot set you up without it as this is a confirmation that you accept Aecon's payment to the banking details you provided, and that you agree with Aecon Supplier Code Of Conduct.

- If you select No, your registration will be sent back to you.



What you see: Question 10 Supplier Acknowledgment with Yes selected (outlined in red). Question 9 Other Comments is just above it.

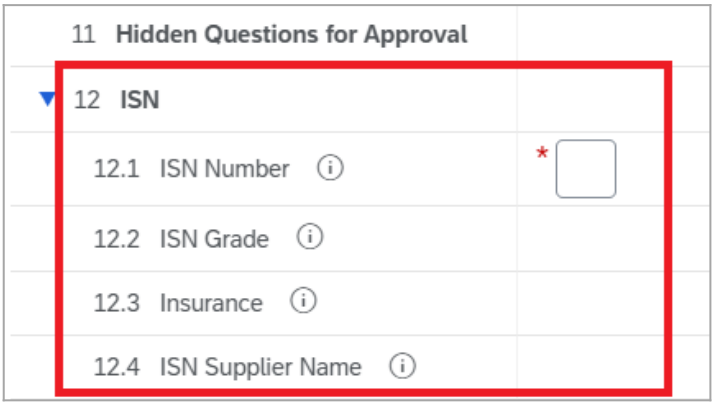
Question **11 – Hidden Questions for Approval**

No action needed. This section is used by Aecon, and you may ignore it if you see it on your screen.

12 ISN (ISN Number, Grade, Insurance, Supplier Name)

WHAT TO DO This section applies **only if** you are a subcontractor with a contract value over $100,000 (CAD or USD), or you perform high-risk work. See definition section for more details.

- If the above applies to you, answer question 12.1 with your ISN account Number following format 400-123456. If it does not apply, enter "NA"
- If you need ISN but do not have an ISN account, contact your Aecon buyer. Do not type NA**.**
- You may attach your ISN scorecard in Question 14 or 15.



What you see: Section 12 ISN with its four questions outlined in red.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

14 and 15 Additional Attachments

WHAT TO DO Use ***Attach a file*** beside **14 Additional Attachment 1** or **15 Additional Attachment 2** to add any extra documents, as needed. For example:

- A government document linking two company names
- Proof of additional tax or business numbers
- Proof of your SWIFT code
- USPS screenshot showing your 9-digit ZIP code
- Sole proprietors: official government proof linking the owner's name and the business name
- Factoring company: the agreement linking both companies and your written permission for Aecon to pay them



What you see: Questions 14 and 15, each with an Attach a file link.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

6. SUBMIT YOUR REGISTRATION

6.1 Check before you submit

☐	The legal name (1.3) matches your tax document.
☐	The tax number (1.8.3) matches your tax document, and the tax document is attached (1.8.5).
☐	The address (1.9) matches your proof of address, and the proof is attached (1.10). Street 2 is empty.
☐	Bank Details shows **(1)**, the bank key and account number match your void cheque or bank letter, and the bank document is attached. Account holder name matches the Legal Name (1.3) (Not needed for Cheque.)
☐	If more than one name shows across documents, an additional government document linking both names must be attached to question 14 or 15.
☐	Question 10 Supplier Acknowledgment is **Yes**.
☐	Every question with a red asterisk (*) has an answer.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

6.2 Submit Entire Response

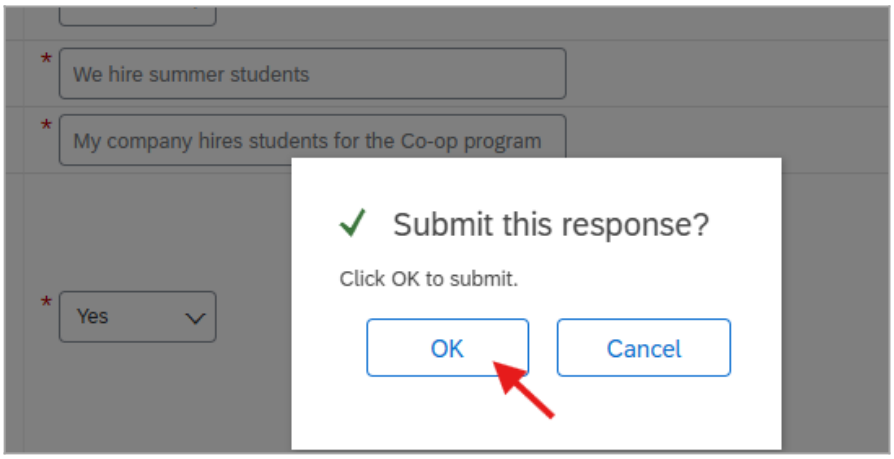
STEP 1 Click ***Submit Entire Response*** at the bottom of the form.



What you see: The buttons at the bottom of the form. A red arrow points at Submit Entire Response.

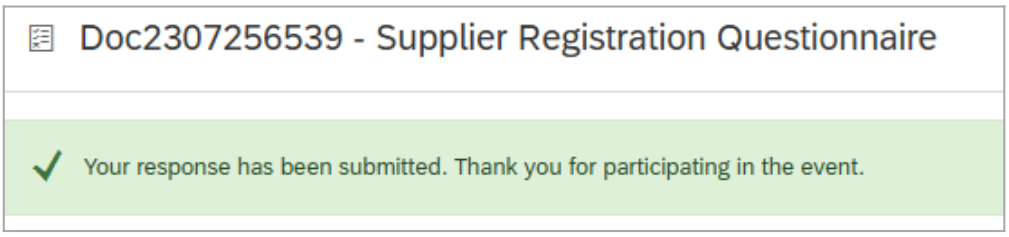
STEP 2 A box asks "Submit this response?". Click ***OK***.

- If an error message appears instead, go to Section 6.3.



What you see: The "Submit this response?" box. A red arrow points at OK.

STEP 3 You will see the message "Your response has been submitted. Thank you for participating in the event." You are done.



What you see: The green confirmation message at the top of the questionnaire.

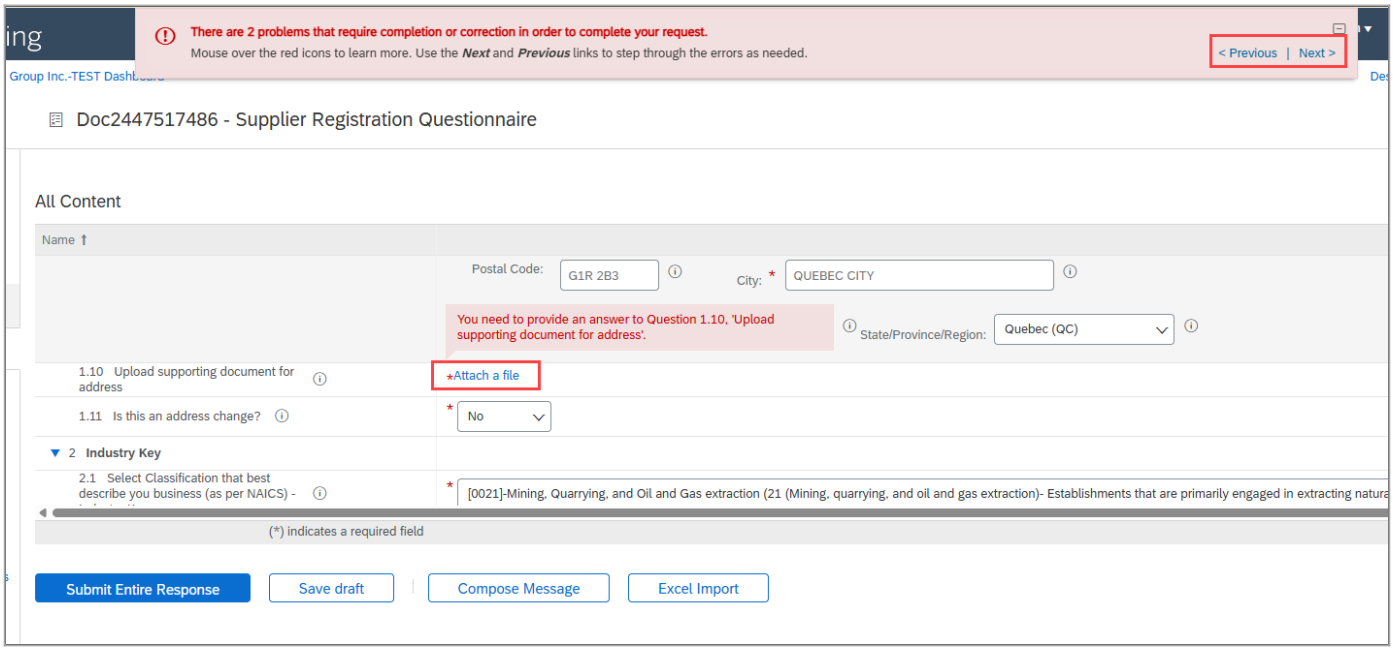
Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

6.3 If an Error Message Appears

If an error message appears after you click ***Submit Entire Response***, your response was **not** submitted. The red message at the top of the form tells you how many problems need to be fixed.

WHAT TO DO Fix each problem, then submit again.

- Read the error message, then scroll to the question it names.
- Correct or complete the answer, then click ***Submit Entire Response*** again.
- If there are multiple errors, use the ***< Previous*** and ***Next >*** links at the top right of the error message to move between them.



What you see: The error message at the top of the form says there are 2 problems to fix. The < Previous | Next > links are outlined in red at the top right. Below, a red note says an answer is needed for Question 1.10, and its Attach a file link is outlined in red.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

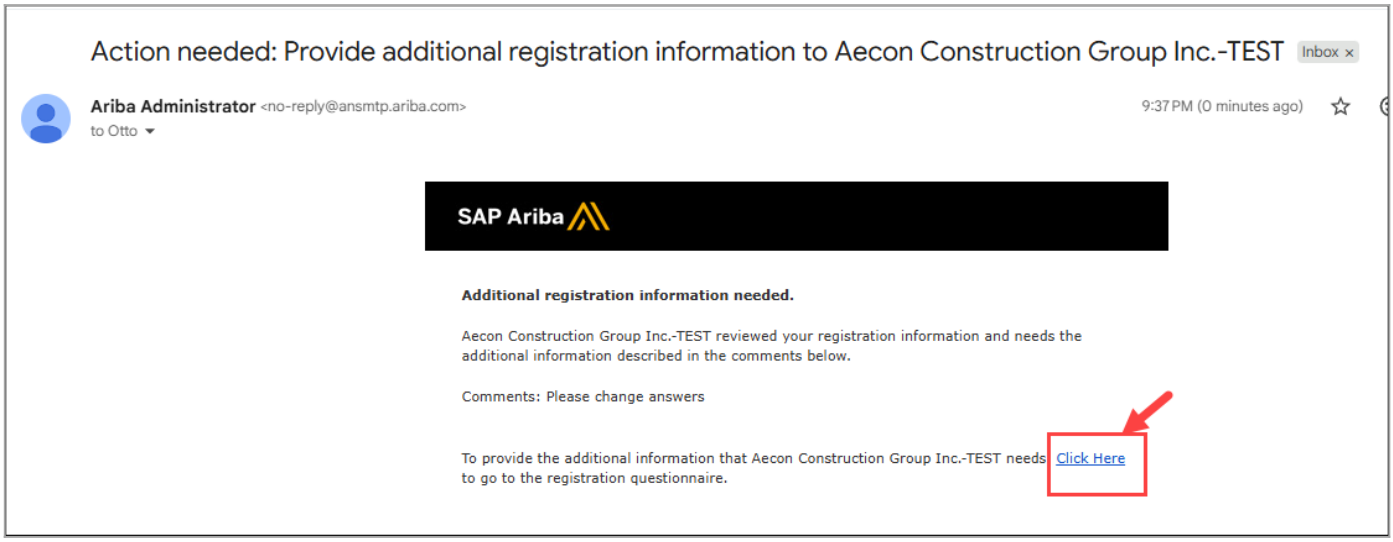
7. AFTER YOU SUBMIT

7.1 What happens next

Your Aecon buyer reviews your registration. Aecon may call your business contact to confirm the details. If something needs to be fixed, you will receive an email titled **"Action needed: Provide additional registration information to Aecon Construction Group Inc."** with comments explaining what to change.

7.2 Fix and resubmit a returned registration

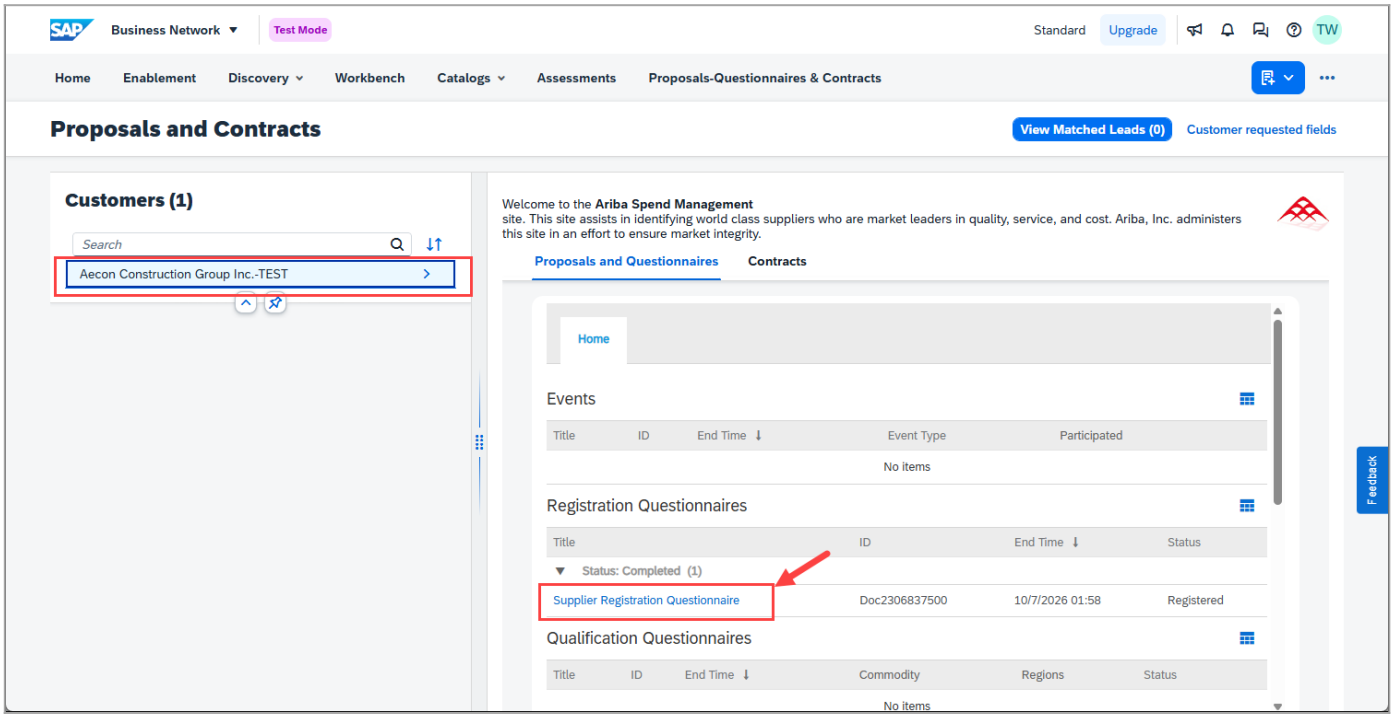
STEP 1 Open the "Action needed" email, read the comments, and click ***Click Here***.



What you see: The Action needed email. The comments from Aecon are in the middle and the Click Here link is outlined in red.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

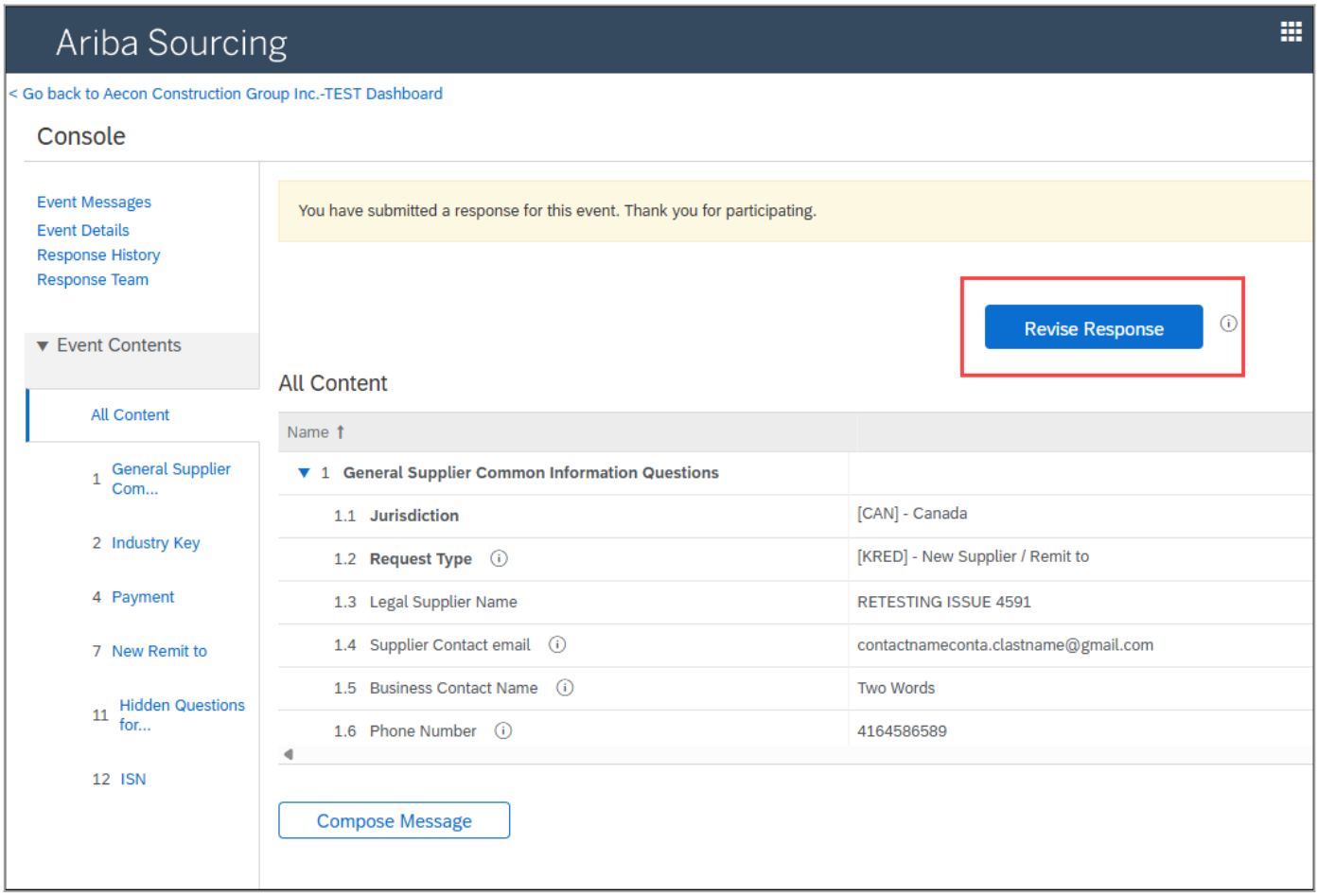
STEP 2 Sign in with your existing credentials. Under Customers, select **Aecon Construction Group Inc.**, then click ***Supplier Registration Questionnaire***.



What you see: The Proposals and Contracts page. Aecon is outlined on the left and the questionnaire link is marked with an arrow.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

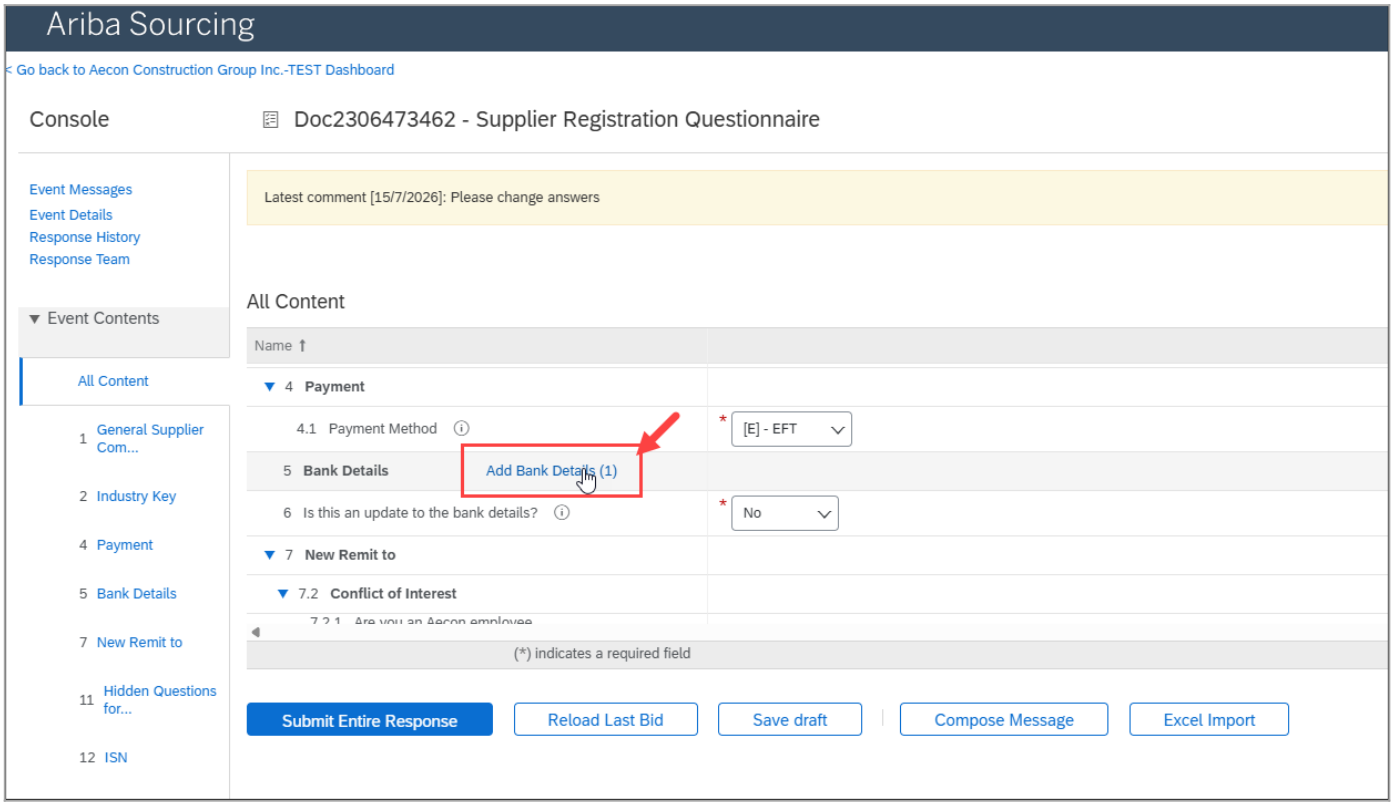
STEP 3 Click ***Revise Response***.



What you see: Your submitted questionnaire. Revise Response is outlined in red at the top right.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 4 Change the answers Aecon asked for. To change bank details, go to **5 Bank Details** and click ***Add Bank Details (1)***.

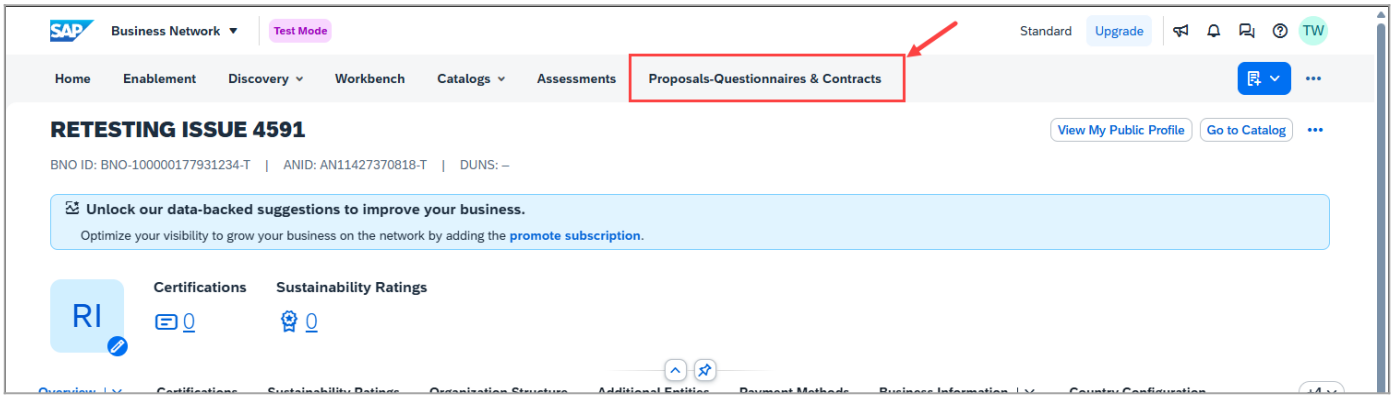


What you see: The form in edit mode. Aecon's latest comment shows at the top. The Add Bank Details (1) link is outlined in red.

STEP 5 Click ***Save draft***, then click ***Submit Entire Response*** and ***OK*** (Section 6.2).

7.3 Return to the questionnaire at a later time

HOW TO Sign in using the link in your invitation email or your SAP welcome email. If you land on your company profile or your home page, click ***Proposals-Questionnaires & Contracts*** at the top (you may need to click ***More*** first).



What you see: The company profile page. Proposals-Questionnaires & Contracts is outlined in red at the top.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

8. TROUBLESHOOTING AND HELP

What you see	What it means	What to do
Your answers disappeared	The form logged you out after 5 minutes without saving.	Sign in again and re-enter the answers. Click Save draft every few minutes.
You cannot find Aecon's form	You are on the Home page or profile page.	Click More > Proposals-Questionnaires & Contracts (Section 4.1).
"Update your company profile" screen	SAP needs categories and locations. It is not Aecon's form.	Follow Section 3, then go to Section 4.
Red message "Please correct any errors before continuing" on the profile screen	A category or location was not actually selected before saving.	Make sure it shows under Selected categories / Selected locations, then click Save (see pictures below).
"Your Sign In Request is Denied"	Only your company's SAP account administrator can update the profile.	Contact your account administrator and ask them to complete their Profile (Section 3) and let your Aecon buyer know you are blocked.
Aecon's questionnaire is not listed under Proposals-Questionnaires & Contracts	There might be a problem with the link between your SAP Business Network account and Aecon's	Contact your Aecon buyer.
Aecon Construction Group Inc is not listed under your customers list	There might be a problem with the link between your SAP Business Network account and Aecon's	Contact your Aecon buyer.
Cannot receive One Time Password to finish Registration on SAP Business Network	You will not be able to create an account until you receive the verification code	See Section 8.2
A question in this guide is not on your screen	It only appears after certain answers.	Ensure your previous answers are correct. If the question still does not appear, then skip it in this document.
The bank screen will not save	A field is in the wrong format.	Use a short code (max. 6 characters) for State/Province (e.g. ON). Check the bank key length.
You cannot submit	A required question is empty.	Look for the red message and answer every question with a red asterisk (*).
You cannot create a new account in SAP Business Network	You are receiving any error not listed on this table, or you cannot proceed further	Contact SAP Support. See following Section

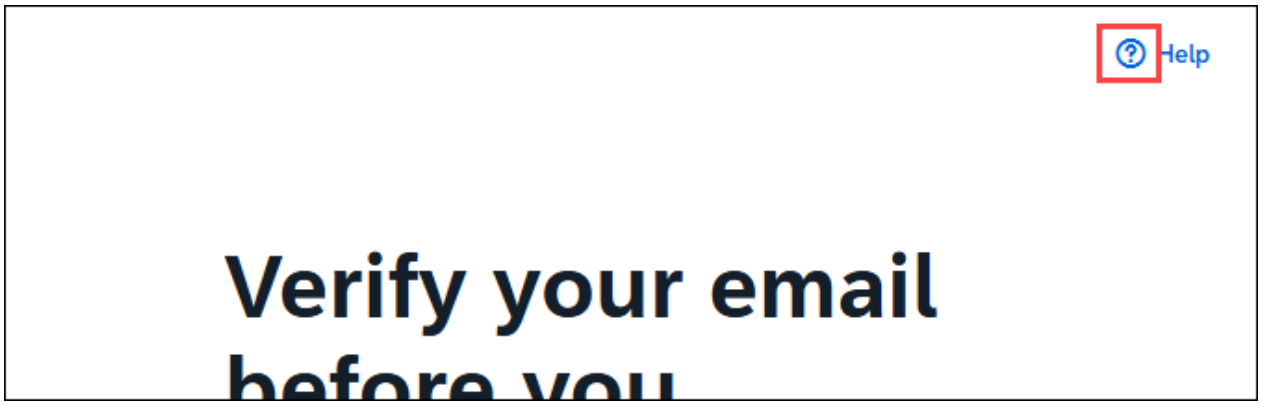
Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

8.1 Get help

- **Questions about Aecon's questionnaire:** contact your Aecon buyer.
- **Problems before or after creating your SAP Business Network account or profile:** contact SAP using the (Support) icon at the top right of any Ariba page.

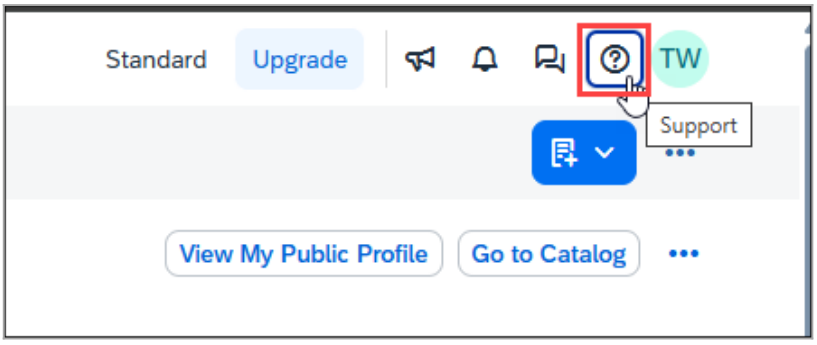
SAP SUPPORT Click the icon to open SAP Support. See Section 8.2 for the full steps.

Before creating an SAP Business Network Account: The help icon is located near the top right corner of the page.



What you see: The Support (?) icon outlined in red at the top right of the page.

After creating an SAP Business Network Account: If you are logged it, the help icon it is located beside your initials.



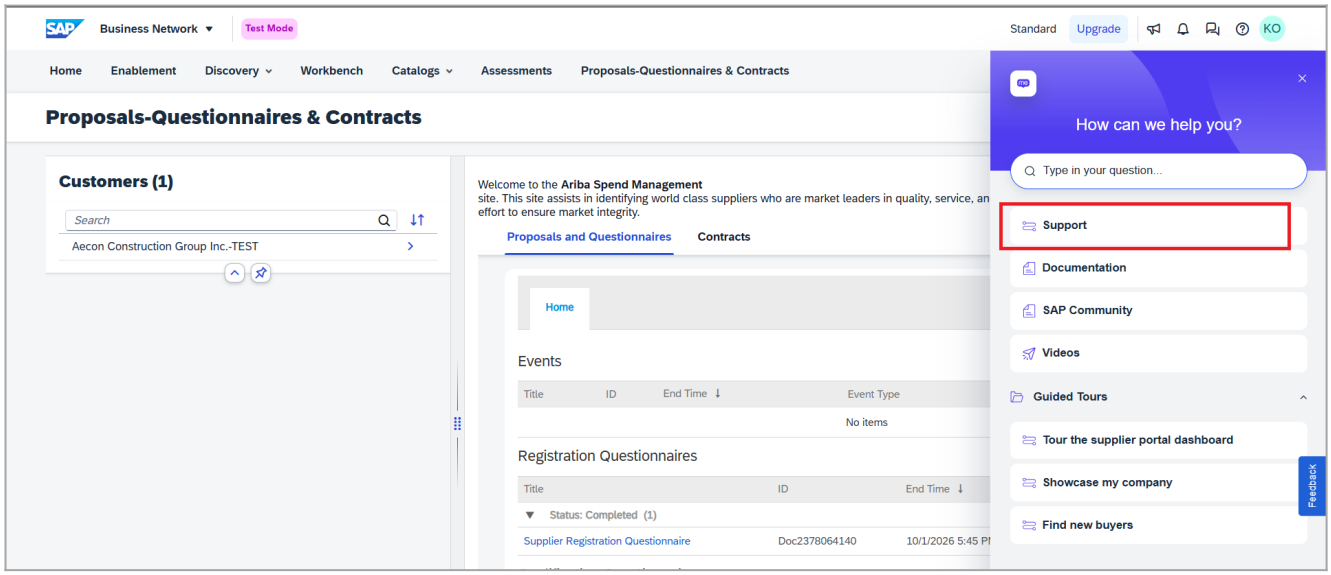
What you see: The Support (?) icon outlined in red at the top right, beside the user's initials.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

8.2 Contact SAP Support

If this guide does not solve a problem with your SAP Business Network account, you can ask SAP for help through the SAP Help Center. Start by clicking the (Support) icon at the top right of any page (see the picture in Section 8.1).

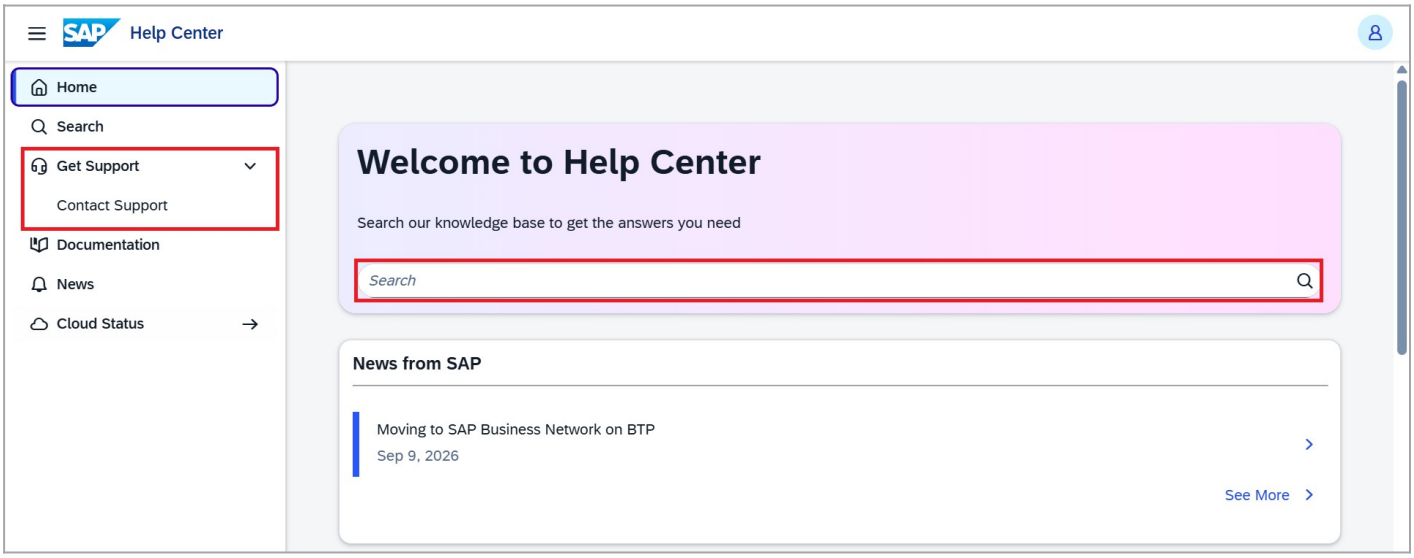
STEP 1 In the **How can we help you?** panel on the right, click ***Support***.



What you see: The Proposals-Questionnaires & Contracts page with the How can we help you? panel open on the right. Support is outlined in red near the top of the panel.

STEP 2 The **SAP Help Center** opens in a new page.

- **To find answers to common questions:** click the **Search** box and type your problem. Use very specific wording. The search does not always understand general questions.
- **For more help:** click ***Get Support***, then ***Contact Support***.

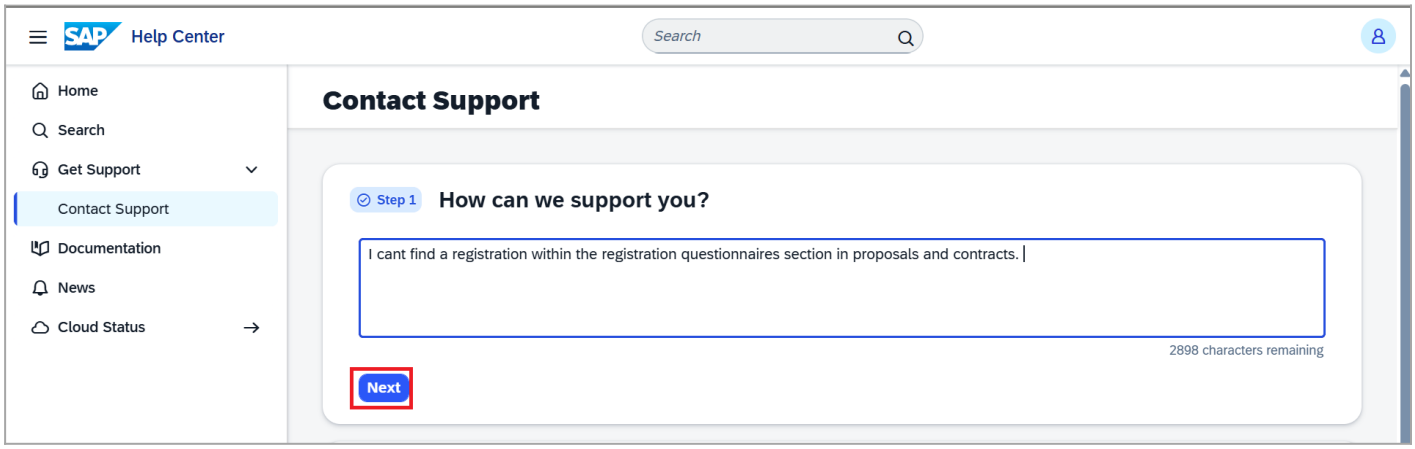


What you see: The SAP Help Center home page. Get Support and Contact Support are outlined in red on the left, and the Search box is outlined in red in the middle.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

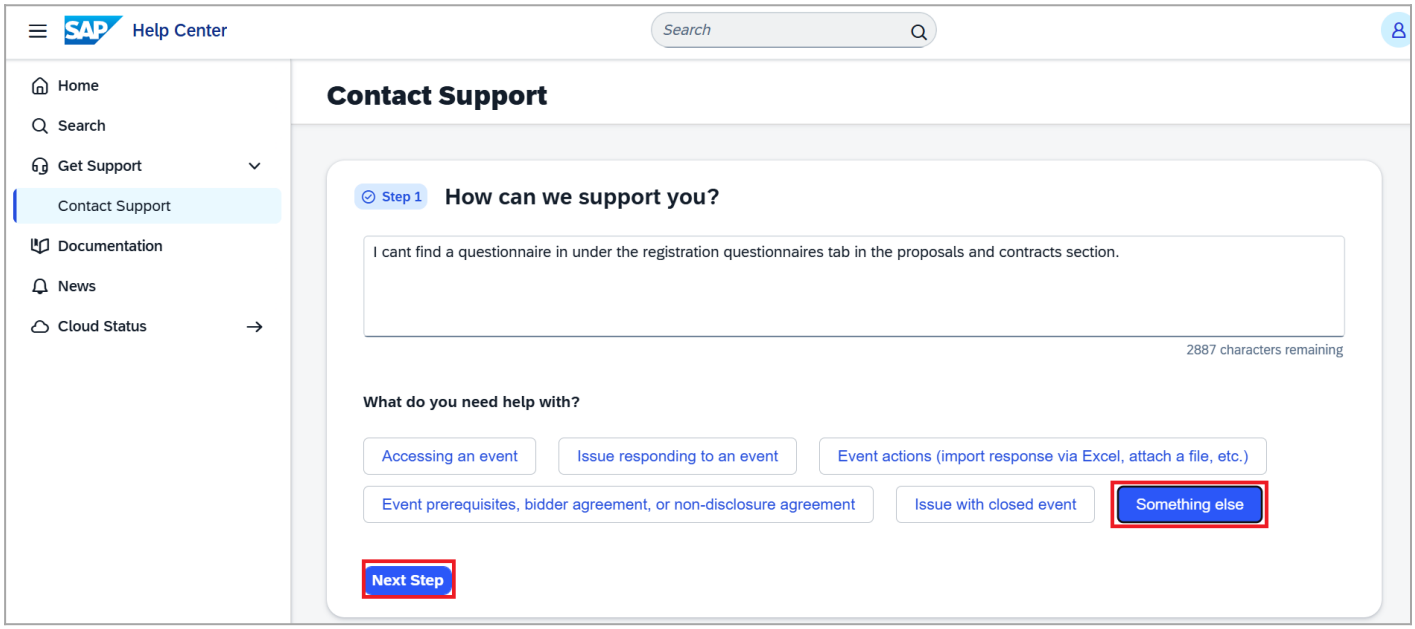
STEP 3 Under **How can we support you?** type your question, then click ***Next***.

- Be very specific. Clear wording gives you better results.



What you see: Contact Support, Step 1. A question is typed in the box, and the Next button is outlined in red.

STEP 4 Under **What do you need help with?**, click the option that best fits your problem, then click ***Next Step***.

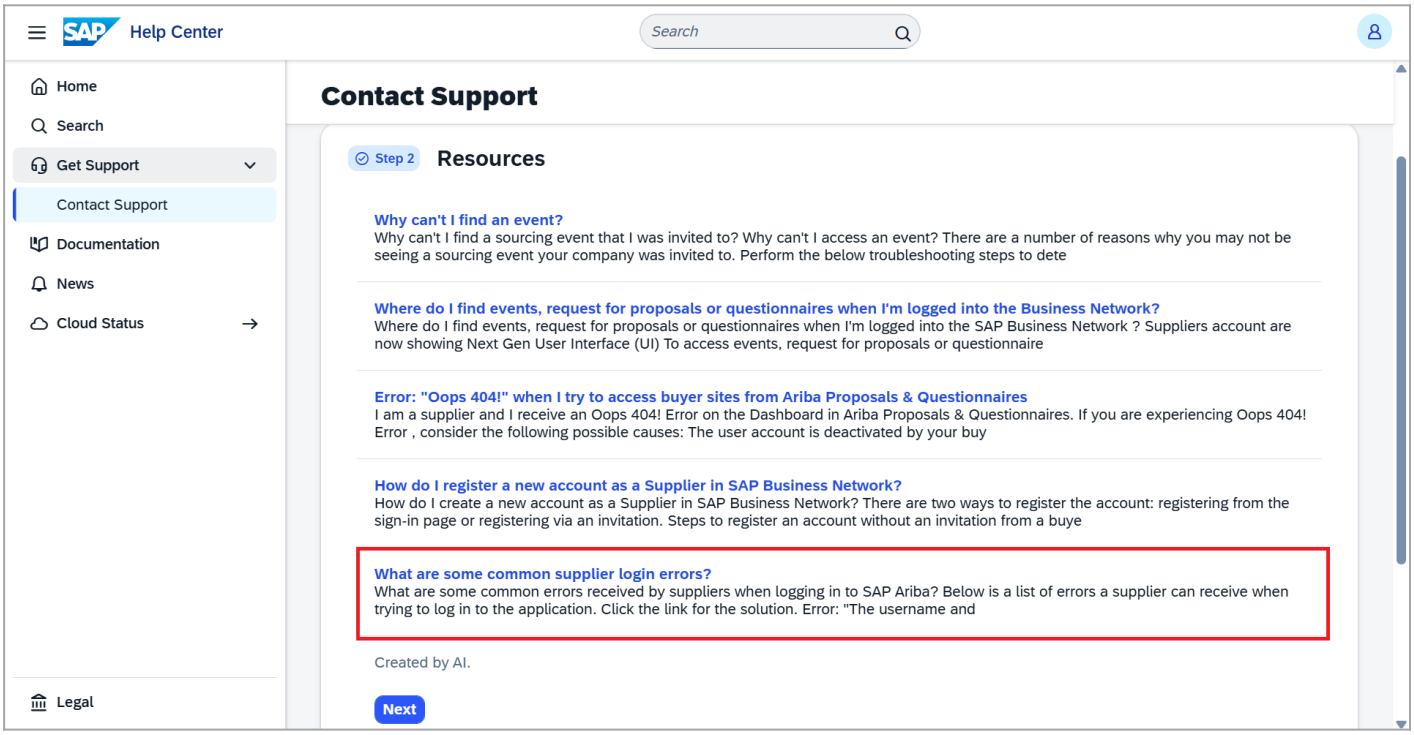


What you see: The list of help topics. In this example, Something else is selected and Next Step is outlined in red.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 5 SAP shows a list of help articles (**Resources**). Read any article that matches your problem. If none of them help, click ***Next***.

- These articles can help with common problems, but if you are having real difficulty, continue to the next step.

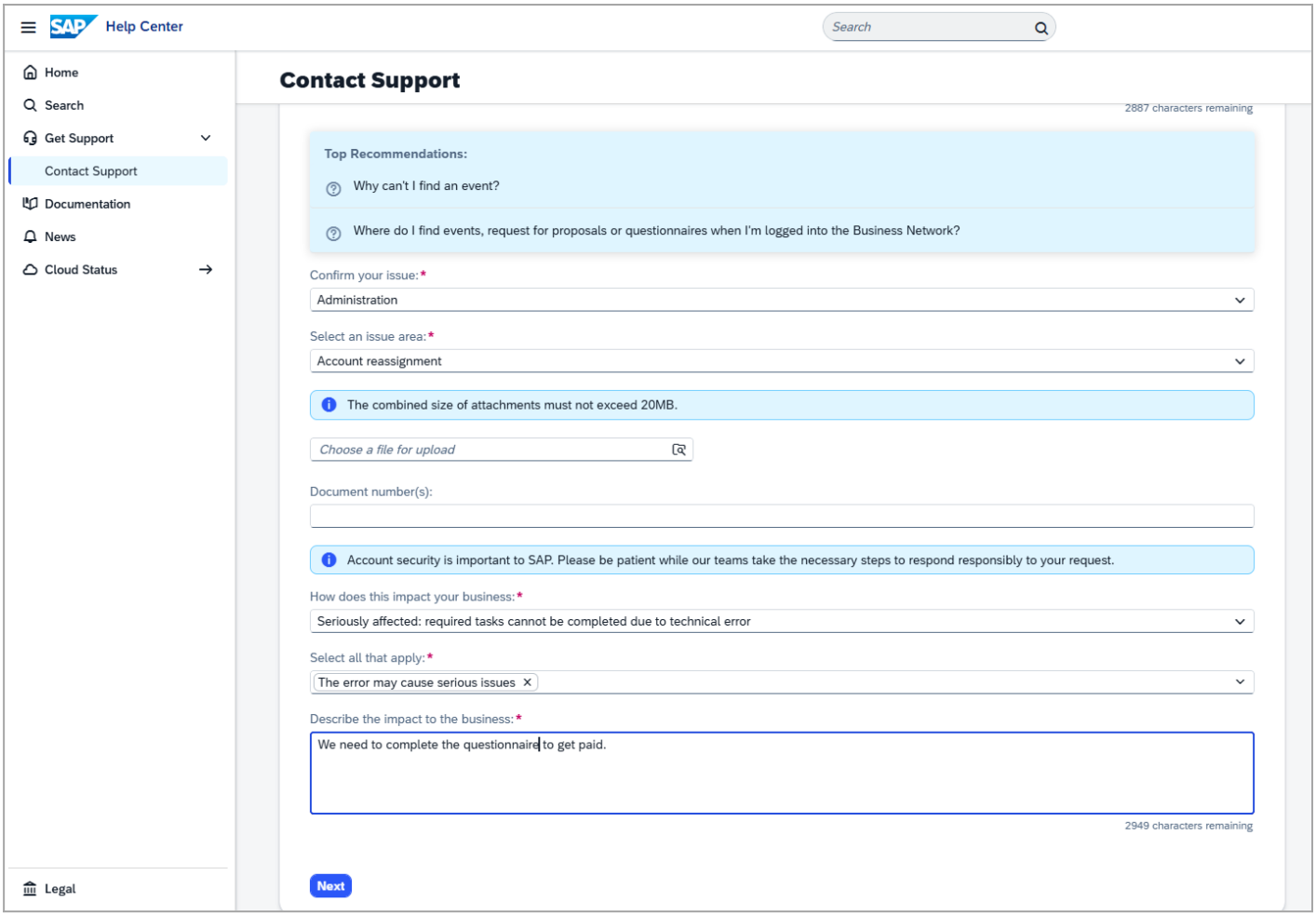


What you see: Contact Support, Step 2 Resources. A list of help articles, with one article (common supplier login errors) outlined in red. The Next button is at the bottom.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 6 Fill in the form as completely as you can, then click ***Next***.

- Questions with a red asterisk (*) must be answered.
- Describe how the problem affects your business (for example, “We need to complete the questionnaire to get paid.”).

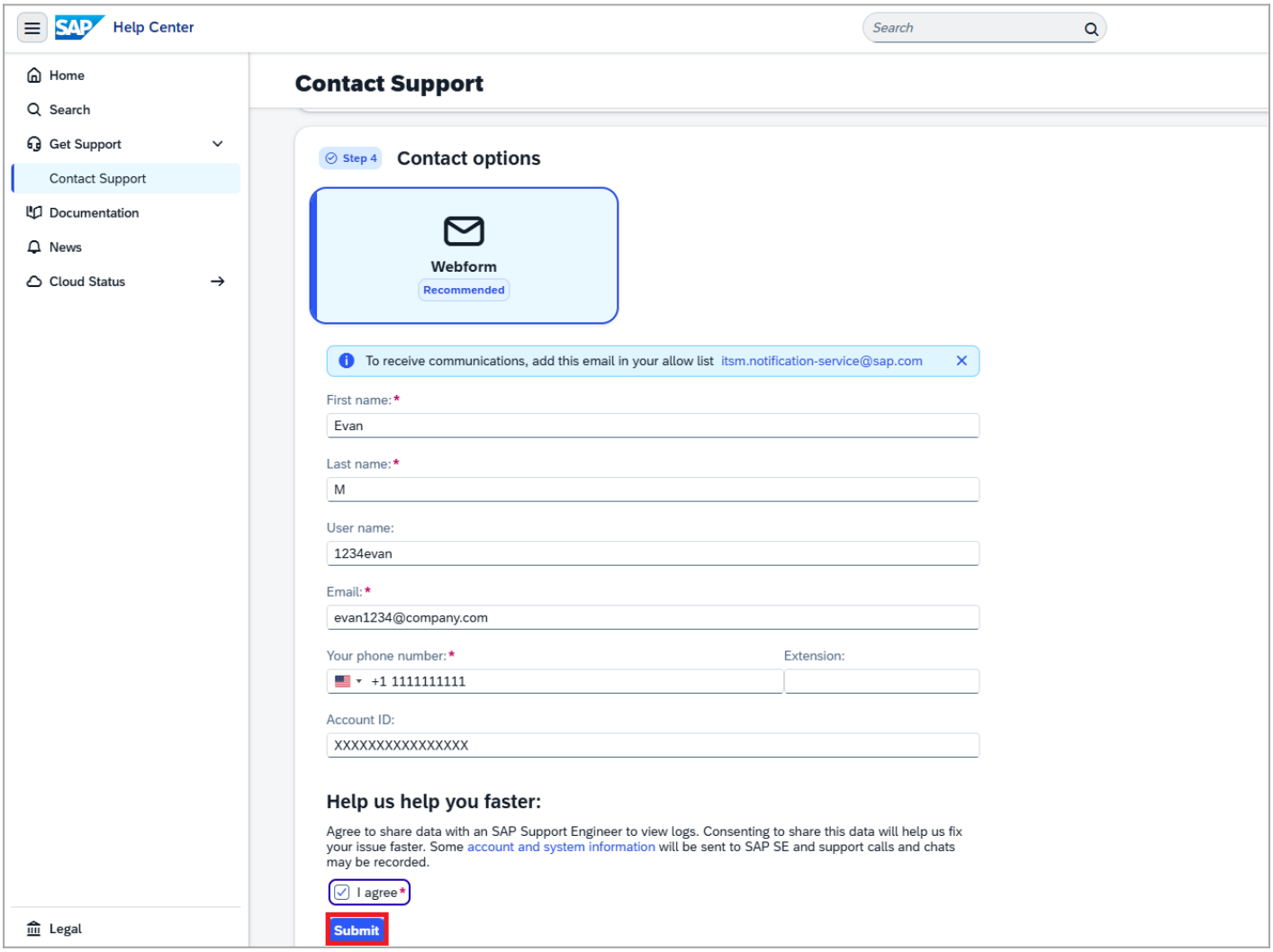


What you see: The support request form, with Confirm your issue, Select an issue area, How does this impact your business and Describe the impact to the business filled in.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 7 This is the last form before your request is added to the SAP support queue. Fill in your contact details, tick **I agree**, then click ***Submit***.

- An SAP representative will contact you. We recommend asking for a phone call for the best results.

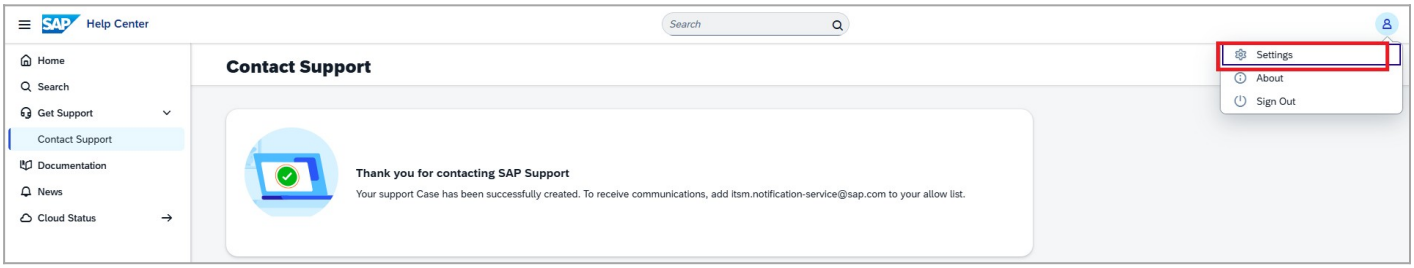


What you see: Contact Support, Step 4 Contact options. The contact details form with the I agree tick box and the Submit button outlined in red.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.

STEP 8 Read the confirmation message. Make sure your company email accepts messages from SAP: add **itsm.notification-service@sap.com** to your email allow list (safe senders).

- If SAP's emails are blocked, you will not receive their reply.



What you see: The "Thank you for contacting SAP Support" message, confirming that your support case was created. Settings is outlined in red in the profile menu at the top right.

Copyright © Aecon Group Inc. All rights reserved. If printed, this document is uncontrolled.