

# **How to reply to Questionnaires as an Ingka (IKEA) Supplier**

# Hej! We now collaborate via SAP Business Network.

To support us at Ingka in our digital transformation journey, we want to inform you of the following:

- At Ingka we are digitizing our procurement processes, and we conduct our sourcing, risk assessments and other procurement activities in the system SAP Ariba
- This means that you as a supplier to Ingka need to create an account (or use your existing account if you have one) on SAP Business Network to participate in our activities
- The account on SAP Business Network for risk assessment activities is free of charge and you can sign up via the invitation email you receive when you are invited to answer a questionnaire
- Please note that if your company already have an account on SAP Business Network, sign in with your existing account instead of creating a new one!
- The account registration is described in the guide ["How to Register an Account from an email?"](#).
- If you need any further information, you will find useful documents and FAQ available on our supplier support portal **[Ingka Supplier Portal | Ingka Group](#)**

# How to reply to Questionnaires

- Once you have created/logged in to your account on SAP Business Network you will get directed to your dashboard. Make sure to be on the tab **"Ariba Proposals and Questionnaires"**, under **"Questionnaires"** you will find the assessments you have been invited to.
- To participate, click on the **title** (link) of the assessment.

The screenshot shows the Ariba Spend Management dashboard. At the top, the navigation bar includes "Ariba Proposals and Questionnaires" (highlighted with a red box) and a "TEST MODE" button. The main content area displays several sections: "Events", "Risk Assessments", "Registration Questionnaires", and "Qualification Questionnaires", each with a table of items (all currently empty). At the bottom, the "Questionnaires" section is expanded, showing a list of assessments. The "Questionnaires" section header and its filter dropdown are highlighted with a red box.

Title	ID	End Time	Commodity	Regions	Status
▼ Status: Completed (1)					
<a href="#">IWAY Risk Assessment</a>	Doc2527850710	4/30/2025 2:31 PM	(no value)	(no value)	Approved
▼ Status: Open (2)					
<a href="#">ISDP Risk Assessment</a>	Doc2532509368	5/26/2025 10:40 AM	(no value)	(no value)	Pending Submission

# How to reply to Questionnaires


- You have two different ways of providing the responses to Ingka
1. To answer all dropdown questions and enter the required answers **directly on the screen** for the assessment – [continue on this slide](#)
  2. To create an **excel export** and send to someone else to provide the answers in the offline excel file. Later you would need to upload the same excel file with the answers included – [continue to this slide](#)

The screenshot displays the 'ISDP Risk Assessment' questionnaire interface. The top bar shows the document ID 'Doc2532509368' and a timer for '20 days 23:56:19'. The left sidebar contains navigation links: 'Event Messages', 'Event Details', 'Response History', 'Response Team', and 'Event Contents'. The main area is titled 'All Content' and lists questions under 'New test section' and 'Information Security and Data Privacy (ISDP)'. Question 1.1 is 'Will you handle AI tools in your delivery?'. The answer area for this question is highlighted with a red box and a circled '1', showing a dropdown menu with 'No' selected. At the bottom of the interface, there are buttons for 'Submit Entire Response', 'Save draft', 'Compose Message', and 'Excel Import'. The 'Excel Import' button is highlighted with a red box and a circled '2'.

# How to reply to Questionnaires

## Option 1

- Remember to add specific **attachments** to the **\*Attach a file** answers
- When all answers are provided you click **Submit Entire Response**

 **There are 8 problems that require completion or correction in order to complete your request.**  
Mouse over the red icons to learn more. Use the **Next** and **Previous** links to step through the errors as needed.

Acting as: One Contact < Previous | Next > Stop

Console Doc2532588322 - ISDP Risk Assessment Time remaining 20 days 23:49:53

Event Messages  
Event Details  
Response History  
Response Team

▼ Event Contents

All Content

1 New test section

1.1 Will you handle AI tools in your delivery? \* Yes

1.2 I am using this AI tool for my work \* CoPilot

▼ 2 Information Security and Data Privacy (ISDP)

2.1 Is your company externally certified, for the scope of services provided to Ingka, to recognized information security and data privacy (ISDP) standards, such as ISO 27001, ISO27701, BS1012, ISAE 3000, ISAE3402, SOC Type 2, PCI-DSS, etc.? \* Yes

2.2 If yes to the above, please attach a copy of your most recent valid certifications and the most recent audit/certification report or its summary. \* **Attach a file**

2.3 Does your company have a documented ISDP management system (framework, policies, procedures, etc.), including ISDP risk management program, that has been approved by your company's management and communicated to all employees? Yes, both

2.4 Has your company formally appointed an Information Security Officer/Manager (or equivalent) and a Data Protection Officer (or equivalent)? \* Yes, Data Protection Officer

2.5 Does your company have a documented security incident and data breach management procedure/plan requiring proactively informing your customers, including Ingka, about such incidents and data breaches? \* No

2.6 In the past 12 months, has your company had any major information security incidents and data breaches and/or been subjected to the investigation in the ISDP area by the competent supervisory authorities (e.g., data protection authorities)? \* No

2.7 Does your company have a business continuity program/plan in place to ensure continuity and recovery of your operations and associated services offered to the client in the event of a major security incident? \* Yes

(\*) Indicates a required field

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

# How to reply to Questionnaires

## Option 1

- Click **OK** to confirm that you want to submit your response.
- You will get a **confirmation** that your response have been submitted.
- If you need any support – you can find information [here](#)

Console Doc2532588322 - ISDP Risk Assessment Time remaining 20 days 23:47:53

Event Messages  
Event Details  
Response History  
Response Team

Event Contents

All Content

2.17 If yes to the above, please list all the countries where your company or your company's sub-contractors (e.g., sub-processors) will be processing personal data entrusted to you by Ingka.

2.18 If yes, are your company or your subcontractors adhering to the EU-US Data Privacy Framework?

2.19 Please provide the link and scope.

2.21 Does your company or any of your suppliers qualify as an 'electronic communication service provider' within the meaning of 50 U.S.C. § 1881(b)(4), or are subject to 50 U.S.C. § 1881a (FISA 702)?

2.23 Is it possible for your company and your suppliers to store personal data entrusted to you by Ingka only in the EU/EEA (for EU markets), or local jurisdiction (for non-EU markets)?

2.24 To comply with different regional requirements, is it possible for your company to manage multiple retention periods for the same category of personal data within the product or service you are offering?

(\*) indicates a required field

Submit Entire Response Save draft Compose Message Excel Import

Doc2532588322 - ISDP Risk Assessment Time remaining 20 days 23:47:37

✓ Your response has been submitted. Thank you for participating in the event.

# How to reply to Questionnaires

## Option 2

### ▪ Excel export/import

Click **Download Content** to get all questions in an excel file which can be filled offline and imported again with the answers

### Import Response from Excel

Done

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. Some questions may not appear in the exported event content due to visibility conditions.

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".  

Download ContentDownload 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.  

Valij filIngen fil vald  
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.  

Upload

Done

# How to reply to Questionnaires

## Option 2

- In the excel file one section equals one sheet. **Make sure to answer all sheets**

**Required Action**

**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.

Submit Response Instructions | 1 New test section | 3 Information Security and D... | Other Content | +



# How to reply to Questionnaires

## Option 2

- Fill in all **answers** in the **yellow marked** fields. Some fields might be prompted with dropdown values to choose from, and some are basic text fields where you can enter the answer.
- **Save the file** locally

The screenshot shows a spreadsheet-style questionnaire form. The first part of the form has a red box around the 'Answer' column, which contains the text 'n/a'. A red arrow points from this box to a zoomed-in view of the form below. The zoomed-in view shows the following data:

Number	Name	Answer
1.1	Will you handle AI tools in your delivery?	Yes
1.2	I am using this AI tool for my work	CoPilot

The bottom of the screenshot shows a navigation bar with the following tabs: 'Submit Response Instructions', '1 New test section', '2 Information Security and D...', and a plus sign for additional tabs.

# How to reply to Questionnaires

## Option 2

- When the file is ready choose **Excel Import** to upload the answers to SAP Ariba
- Go directly to Step 3 on the screen and select a file by clicking the grey box, or drag and drop the file to the dotted area
- Click Upload

Console Doc2532509368 - ISDP Risk Assessment Time remaining 20 days 23:56:19

Event Messages  
Event Details  
Response History  
Response Team

▼ Event Contents

All Content

1 New test section

1.1 Will you handle AI tools in your delivery? No

2 I am using this AI tool for my work n/a

▼ 3 Information Security and Data Privacy (ISDP)

3.1 Is your company externally certified, for the scope of services provided to Ingka, to recognized information security and data privacy (ISDP) standards, such as ISO 27001, ISO27701, BS1012, ISAE 3000, ISAE3402, SOC Type 2, PCI-DSS, etc.? Unspecified

3.2 Does your company have a documented ISDP management system (framework, policies, procedures, etc.), including ISDP risk management program, that has been approved by your company's management and communicated to all employees? Unspecified

3.4 Has your company formally appointed an Information Security Officer/Manager (or equivalent) and a Data Protection Officer (or equivalent)? Unspecified

3.5 Does your company have a documented security incident and data breach management procedure/plan requiring proactively informing your customers, including Ingka, about such incidents and data breaches? Unspecified

3.6 In the past 12 months, has your company had any major information security incidents and data breaches and/or been subjected to the investigation in the ISDP area by the competent supervisory authorities (e.g., data protection authorities)? Unspecified

3.7 Does your company have a business continuity program/plan in place to ensure continuity and recovery of your operations and associated services offered to the client in the event of a major security incident (such as a virus outbreak or DDoS attack)? Unspecified

3.8 Is your company's ISDP maturity/ compliance regularly internally or externally assessed by means of internal self-assessment, internal or external audits? Unspecified

3.11 What will be your company's legal role when processing personal data entrusted to you by Ingka (in the scope of the engagement)? Unspecified

(\*) indicates a required field

Submit Entire Response Save draft Compose Message Excel Import

Import Response from Excel Done

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. Some questions may not appear in the exported event content due to visibility conditions.

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".  
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.  
Val fil Ingen fil vald  
ISDP Risk Assessment.xls

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.  
Upload

Done

# How to reply to Questionnaires

## Option 2

- The **uploaded answers** will now be shown in the overview on the right
- Remember to add specific **attachments** to the **\*Attach a file** answers
- You can then click **Submit Entire Response**

The screenshot displays the IKEA ISDP Risk Assessment questionnaire. At the top, a red banner indicates "There are 8 problems that require completion or correction in order to complete your request." The interface is divided into a left sidebar with navigation links (Event Messages, Event Details, Response History, Response Team) and a main content area. The main content area shows a list of questions under the heading "All Content". The questions are numbered 1.1 through 2.7. Question 2.2, "If yes to the above, please attach a copy of your most recent valid certifications and the most recent audit/certification report or its summary.", has a red box highlighting the "Attach a file" link. At the bottom of the form, there are four buttons: "Submit Entire Response" (highlighted with a red box), "Save draft", "Compose Message", and "Excel Import".

# How to reply to Questionnaires

## Option 2

- Click **OK** to confirm that you want to submit your response.
- You will get a **confirmation** that your response have been submitted.

The screenshot shows the 'Doc2532588322 - ISDP Risk Assessment' interface. A modal dialog box is displayed in the center with the title 'Submit this response?' and the instruction 'Click OK to submit.' Below the text are two buttons: 'OK' (highlighted with a red box) and 'Cancel'. The background shows a list of questionnaire items (2.17 to 2.24) with various input fields and dropdown menus. At the bottom of the form, there are buttons for 'Submit Entire Response', 'Save draft', 'Compose Message', and 'Excel Import'.

The screenshot shows the same 'Doc2532588322 - ISDP Risk Assessment' interface, but now a green confirmation message is displayed at the top: '✓ Your response has been submitted. Thank you for participating in the event.' The 'Time remaining' is shown as '20 days 23:47:37'.

# Support for you as our Supplier

- Supplier facing information on [Ingka Supplier Portal | Ingka Group](#) list important documents referred to in our Agreements and/or Purchase Orders.
- For issues to log into SAP Business Network, questions around SAP Business Network account etc. contact [SAPs support](#) directly.

# Thank you!

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