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PURPOSE

In order to participate in Sourcing and Contract Processes of Abu Dhabi Government Entities, you must register in the SAP Ariba platform. Supplier Registration is performed using the SAP Ariba Supplier Lifecycle and Performance Management module and SAP Ariba Network.

This document guides the suppliers with Abu Dhabi Department of Economic Development License step by step in the registration process.

SUPPLIER CLASSIFICATION

Suppliers are classified with their License:

1. Suppliers with Abu Dhabi Department of Economic Development (AD-DED) License
2. Suppliers with Non-Abu Dhabi Department of Economic Development (Non-ADDED) License

PROCESS OVERVIEW FOR SUPPLIERS WITH ABU DHABI DED LICENSE

If the company has a valid Abu Dhabi DED License, suppliers should follow the process outlined below.

The process has 6 stages as shown below.
## SUPPLIER REGISTRATION STATUSES

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invited</td>
<td>The supplier has been invited to register.</td>
</tr>
<tr>
<td>In Registration</td>
<td>The supplier has started the registration but in progress for completing the Registration Questionnaires.</td>
</tr>
<tr>
<td>Pending Approval</td>
<td>The supplier has submitted the Registration Questionnaires for approval.</td>
</tr>
<tr>
<td>Pending Resubmit</td>
<td>The approver has asked the supplier for more information as a condition of approving the registration.</td>
</tr>
<tr>
<td>Registration Denied</td>
<td>The supplier's registration has been denied.</td>
</tr>
<tr>
<td>Registered</td>
<td>The supplier registration has been approved.</td>
</tr>
</tbody>
</table>

## SUPPLIER QUALIFICATION STATUSES

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualification not started</td>
<td>The supplier has been registered, but no qualification has been initiated.</td>
</tr>
<tr>
<td>Qualification Started</td>
<td>The qualification process has been initiated.</td>
</tr>
<tr>
<td>In Qualification</td>
<td>The supplier has started filling out the qualification questionnaire but has not yet submitted.</td>
</tr>
<tr>
<td>Pending Qualification Approval</td>
<td>The supplier has submitted the responses to the qualification questionnaire and it is in the approval process.</td>
</tr>
<tr>
<td>Qualification Rejected</td>
<td>The supplier's qualification has been rejected.</td>
</tr>
<tr>
<td>Qualified</td>
<td>The supplier’s qualification has been approved.</td>
</tr>
<tr>
<td>Qualified for Some</td>
<td>The supplier has multiple qualifications with different commodity, region or department.</td>
</tr>
<tr>
<td>Pending Resubmission</td>
<td>The approver has asked the supplier for more information as a condition of approving the qualification.</td>
</tr>
<tr>
<td>Qualification Expired</td>
<td>The supplier’s qualification has been expired.</td>
</tr>
</tbody>
</table>
A. STEPS ON HOW TO REGISTER TO SAP ARIBA

STEP 1. Supplier Self-Registration Request

STEP 1.1. Initiate Self-Registration Request

Please visit the below URL (Al Maqta’a Portal) and click on the Self-Registration Request Link. All information regarding supplier registration is published on this site.

https://almaqtaa.gov.ae/web/dgs-site/becoming-a-registered-supplier

NOTE: Only ONE request is required for registering to all Abu Dhabi Government Entities. Supplier must not submit multiple requests unless the previous request is rejected.
1. Only suppliers with valid Abu Dhabi DED License should submit self-registration request. If company has Non-Abu Dhabi DED License, please contact entity.

2. Please enter the exact Company Name in English as it appears in the Abu Dhabi DED license.

3. Provide contact person details. Please take note that the Contact Email Address receives all notifications, and this is required to complete the registration process. Make sure to provide the responsible person to fill out the registration and qualification questionnaires.

It is a best practice to assign a group email address instead of an individual one. This allows other users in the organization to access the notification emails if one user is unavailable.
4. Enter License Number and Tax Information as it appears in the Abu Dhabi DED license.

5. Once all required information is filled out, click Submit.

After clicking on Submit, the screen with confirmation of the submitted request appears for review.

Please do not submit another request unless your previous request is rejected.
A system-generated acknowledgment email is sent to the email address provided in the **Company Email Address** in the **Contact Person section** to notify you that the Supplier Self-Registration Request has been received and is awaiting review and approval by the Supplier Registration Team of Government Procurement Office (GPO), Department of Government Support.

Notification shows the stages of the registration process that supplier must complete. Ensure that the email address provided are correct before proceeding. For solutions on issues that supplier might encounter with the email notifications, check **FAQ #5**.
STEP 2. Supplier Registration

STEP 2.1. Create an Ariba Network Account

Once your Supplier Self-Registration Request is approved, you receive the email with Subject “Invitation: Register to become a supplier with Department of Government Support” at the email address provided in the Contact Person section inviting you to proceed with the registration in SAP Ariba Network portal.

Once the email notification is received, follow the “Click Here” link.
There are two sections in this page – **Company information** and **User account information**. The **Company information** contains the Company Name and Address. Company Name is pre-populated with the information from the Supplier Self-Request Form.

**Company information**

- **Company Name**: Pre-populated.
- **Country**: United States (USA).
- **Address**: Line 1, Line 2, Line 3.
- **City**:
- **State**: Alabama.
- **ZIP**:

**Steps**:
1. Click “Sign up” to create an account or Login if supplier already have an existing account.
2. Update the Country, Address, City, State and Zip Code.
User account information

Key Notes:

- Please take note of the **Username** and **Password** as this is your credentials to log into SAP Ariba Network Supplier Portal. The default username that you see is the Contact Email Address provided in the Supplier Self-Request Form.

- Email and Username are different fields and updating the Username to a new email will not update the email address of the account owner. You may update the email once account is created. For instructions, please check FAQ section.

- Product and Service Categories and Ship-to or Service Location details in the “Tell us more about your business” section is required.

- Read and acknowledge the Terms & Conditions and Privacy Statement of SAP Ariba.

4. Input the SAP Ariba Network credentials in the user account information section.

5. Populate Product and Service Categories and Ship-to or Service Locations.

6. Read and Agree to the Terms & Conditions of SAP Ariba by clicking on the check box.

7. Click “Create account and continue”.

Once the account is created, you receive an auto-generated email from Ariba Commerce Cloud with subject "Welcome to the Ariba Commerce Cloud" containing your SAP Ariba Network ID and username.

**STEP 2.2. Respond to the Registration Questionnaires**

Following Ariba Network account creation, you are required to complete two Supplier Registration Questionnaires ("General Supplier Registration Questionnaire" and "Payment and Bank Questionnaire"), providing all required details and documents.
**STEP 2.2.1. Respond to General Supplier Registration Questionnaire**

You are redirected to the General Registration Questionnaire page.

To add Certificate details on Question 3.6, please follow the steps below:

1. Click on Details beside the dropdown on question # 3.6.
2. Populate the required Certificate fields.
3. Click **OK** once complete.

To select country from **Business Locations**, please follow the steps below:

1. Click **Select** beside the Business Locations
2. Click > beside the region to expand the list.

3. Select the country from the list.

4. Click Done.
To add multiple contact person, please follow the step below.

### MSME Section

In MSME section, you may be classified as Micro, Small or Medium enterprise depending on the combination of response on Sector, Number of employees and Annual Revenues.

- **Sector**: 
- **Number of employees**: 
- **Annual Revenues**:

Please click on the 'Reference' in question 10.1 to download and view the list of all available Goods & Services to select from.
In 10.2, select the identified Goods & Services. You can select multiple Goods & Services by clicking on ‘Add Goods and Services’ button.

Note – System allows ‘saving’ the questionnaire. It is a good practice to save the questionnaire periodically when adding the details.

Please click on the ‘Reference’ in question 12.1 to download and review the Supplier Declaration. Please read the Supplier Declaration carefully.

3. Click on Submit Entire Response button once completed.

4. Click OK when prompted.
STEP 2.2.2. Respond to Payment and Bank Questionnaire

Following submission of “General Supplier Registration Questionnaire”, supplier has to provide the complete “Payment and Bank Questionnaire”.

NOTE: Payment and Bank Questionnaire should be filled only after completion of General Supplier Registration Questionnaire else, your registration request gets delayed.

Please enter the identified bank and branch information in the section below. You can select multiple Bank Accounts by clicking on ‘Add Primary Bank Account’ button.
To add **Bank Country**, please follow the steps below:

1. Click **Select** beside the Bank Country

2. Click > beside the region to expand the list.

3. Select the country from the list.
4. Click **Done**.

If you wish to provide ‘Intermediary Bank’ details, please select ‘yes’ to question 6. System opens another question like question 5 to add ‘Intermediary Bank’ details.

Note – System allows ‘saving’ the questionnaire intermittently. It is a good practice to save the questionnaire periodically when adding the details.

**Reminders:**

- You have 181 days for General Registration Questionnaire and 180 days for Payment and Bank Questionnaire to complete and submit these questionnaires. If you fail to do so within the given timeframe, you must contact the GPO Supplier Registration team to request a new registration invite.

- You can enter either a PO Box or Zip code in the Zip Code field.

- If you wish to attach more than one document in a single field, compress or zip the documents then upload.
Once the “General Registration Questionnaire” and “Payment and Bank Questionnaire” are submitted, reviewed and approved, the contact person receives an email notification informing you that the Supplier Registration process is completed.

Registration Status can also be seen in the Registration Questionnaires section upon logging in to SAP Ariba Network Supplier Portal - https://service.ariba.com/Sourcing.aw/. Once Registered, the Registration Questionnaires are open indefinitely.
STEP 3. Supplier Qualification

1. Receive Qualification Questionnaire
2. Fill & Submit Qualification Questionnaire
3. Provide additional information (if requested)

STEP 3.1. Respond to the Supplier Qualification

After the registration is approved, business user initiates a qualification process. Supplier contact receives a notification to respond to the qualification questionnaire.

You are redirected to the Supplier Qualification Questionnaire page.

2. Input supplier credentials then click Login.

3. Fill out all required questions.
Qualification status can also be seen in the Qualification Questionnaires section upon logging in to SAP Ariba Network Supplier Portal - https://service.ariba.com/Sourcing.aw/.
If status is Pending Resubmission as shown above, system sends a notification regarding the details to be updated. Kindly address these details and submit the questionnaire.

Reminders:

- Suppliers have 30 days to complete the qualification questionnaire.
B. REVISE/UPDATE SUPPLIER QUESTIONNAIRE RESPONSES

In some cases, you may need to revise or update your Supplier Questionnaire responses. You may also be asked to provide additional or supplementary information by the GPO Supplier Registration team. In such cases, follow the steps outlined below.

- Access Ariba Network site <https://service.ariba.com/Sourcing.aw/>

  1. Input supplier credentials then click Login.

  2. Click on the Registration Questionnaire in which the response to be revised is located.
3. Click “Revise Response”.

4. Click “OK”.

5. Revise/update the necessary information.

6. Once all revisions are made, click “Submit Entire Response”.

7. Click OK when prompted.
Once the revised Supplier Registration Questionnaire response is submitted, it undergoes another review and approval. A system-generated email is sent to notify you that the registration process is complete.
C. PROVIDING ADDITIONAL INFORMATION TO GPO SUPPLIER REGISTRATION TEAM

Should GPO Supplier Registration team require additional information, you will be notified via a system-generated email.

You will be directed to the Registration Questionnaire in which the approver requested for additional info.
4. Supplier users see the most recent approver comment.

5. Update the information specified in the comment from Supplier Registration team.

6. Once all revisions are made, click “Submit Entire Response”.

7. Click OK when prompted.
D. REQUIRED DOCUMENTS TO COMPLETE SUPPLIER REQUEST AND SUPPLIER REGISTRATION

Suppliers with Abu Dhabi DED License

D.1 Supplier Request

- Abu Dhabi DED License
- Tax Registration Certificate / Valid Justification on Company letterhead in case of non-applicability

D.2 Supplier Registration

- Department of Economic Development license
- Tax Registration Number Certificate
- Bank confirmation account letter issued from the bank
- Authorization Letter on Company Letterhead for the Person Authorized to provide Supplier Information for Registration
E. SAP ARIBA HELP CENTER – HOW TO RAISE A TICKET TO SAP ARIBA NETWORK SUPPORT

1. Input supplier credentials then click Login.

2. On the top right side, click on "?” icon

3. Click on Support.
4. Write what you need help within the search box.

5. Click “Start”.

If you can’t find what you are looking for, you can get help by email.
If you chose to get help by email, you need to fill in all mandatory fields marked as "*" in below form then press submit. You will receive an email shortly to assist you with your issue.

Click “Submit” once done.
F. FREQUENTLY ASKED QUESTIONS (FAQS)

1. How do I know the status of my Supplier Request?
   You will see a confirmation page once the request is submitted to Abu Dhabi Government. You will also receive an email notification that the request has been sent to Supplier Registration Team.

2. What happens next after I submit my Supplier Request?
   Your request goes to supplier registration team for approval. Once the team approves your request, you will receive an email notification asking you to register on SAP Ariba Network.

3. Is it mandatory to open an SAP Ariba Network account for registering as a supplier with Abu Dhabi Government?
   Yes, you can only access your registration questionnaires after creating an account in SAP Ariba Network. SAP Ariba Network is the new portal for suppliers.

4. Who will receive the email after my Supplier Request is approved?
   The contact person's email that was entered in the supplier request form will receive the email for registration. This user is the primary contact for the supplier registration.

5. Why am I not receiving email notifications from SAP Ariba?
   If you are not receiving the emails from SAP Ariba, reasons could be (1) the email address that you provided in the supplier request is incorrect; (2) email notification settings are not configured properly; or (3) your company’s email server is blocking the emails from external sources.

   To resolve these issues:
   For issue 1, please raise a new supplier request here.

   For issue 2, please see How do I change or update my email address or username? or How do I update my email notification preferences?. If you can confirm that the email address is correct and your notifications are configured properly, contact your local IT department to resolve the issue related to your email server not allowing the emails to reach your inbox.

   For issue 3, your IT team have to whitelist the addresses below to ensure that the emails from SAP Ariba is not being blocked – @smtp.mn1.ariba.com and @anssmtp.ariba.com. Until SAP Ariba domains are whitelisted in your organization, you will not be able to receive the notifications and will cause delay in the registration.

6. What if the contact person who raised the Supplier Request is no longer working for my company?
   In this case, you must contact Abu Dhabi Government supplier registration team to resend the registration invitation to the new contact person. The new contact will then receive the email for registration.

7. I already have an SAP Ariba Network account used for my other clients. Can I use the same account for Abu Dhabi Government?
   Yes, you can login with your existing SAP Ariba Network account. However, if you have an existing 'FULL' Ariba Network account with your other client, please immediately inquire with SAP Ariba if there would be an additional subscription fees on using the same account for Abu Dhabi Government. DGS, however, recommends you to have a new Ariba Network account for Abu Dhabi Government.

8. Is there a timeline to submit the Supplier Registration Questionnaires?
   The registration has two questionnaires that you need to complete – “General Registration Questionnaire” and “Payment and Bank Details”. You must submit both these questionnaires within 180 days after Supplier Request is approved.

9. What if I missed to submit the Supplier Registration Questionnaires within 180 days?
   In case you have missed the 180 days window, please contact the GPO Supplier Registration team to resend the questionnaires.
10. **How do I know the status of my registration?**
   Once all questionnaires are submitted, GPO Supplier Registration team and Government Accounts team will review and approve your questionnaires' responses. You can see the status in the "Registration Questionnaires" section when you log into Ariba Network. You will also receive an email once your registration is approved.

11. **Can I change my details in the Supplier Registration Questionnaire?**
   Yes, you can change the details. However, please note that every change is subject for approval.

12. **I received a request for qualification from GPO Supplier Registration team. What is the qualification process?**
   Qualification process is the next stage after registration. In the qualification stage, the DGS Supplier Registration team verifies the supplier’s experience in the categories they have registered for.

13. **How do I know if my company is qualified or not for a certain category?**
   You will receive an email from GPO Supplier Registration team confirming if you are qualified or not for that certain category.

14. **How can I update the contact person’s email address on my SAP Ariba Network Account?**
   Login to the SAP Ariba Network portal [https://service.ariba.com/Sourcing.aw/](https://service.ariba.com/Sourcing.aw/). Click on the account name located in the upper right corner ➔ My Account. Change the Email Address in the Account Information section. Confirm by clicking on the link in the email sent to the new email address.

15. **What do I do if the Revise Response button does not appear?**
   If supplier has submitted their responses for review and approval, Revise Response button is disabled to allow the respective team to review the changes made. During this time, supplier won't be able to perform any further updates. Once review is completed and Registration team has completed processing the update request, supplier may again update the questionnaires as necessary. If urgent update needs to be done, contact helpdesk hotline immediately.

16. **I have completed the registration process but received a notification requesting for me to update certain questions in the Registration Questionnaires. How should I proceed?**
   Department of Government Support has system changes on the questionnaires which requires for the suppliers to re-enter some of the responses that were removed from these changes. Kindly update the required information as necessary for us to have the latest information of the suppliers.
CONTACT US

In case of any queries / clarification in the supplier registration process, contact the Supplier Registration Team for assistance.

Email: srs@dgs.gov.ae