SUPPLIER REGISTRATION GUIDE FOR SUPPLIERS WITH NON-ABU DHABI DED LICENSE
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PURPOSE

This document is a user guide to enable Suppliers with Non-Abu Dhabi Department of Economic Development License to complete their registration to Department of Government Support through SAP Ariba.

Supplier Registration is performed using the SAP Ariba Supplier Lifecycle and Performance Management module and SAP Ariba Network. Suppliers must follow the process outlined in this document to register in the SAP Ariba system.

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 does not have 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>
</tbody>
</table>
Registered: The supplier registration has been approved.

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 Request

Contact the entity user

You need to request the entity to which goods/services will be provided to create Supplier Request on your behalf in SAP Ariba.

Once you receive an email notification that your Supplier Request Form is approved by the Government Procurement Office (GPO) Supplier Registration team, you can follow the Supplier Registration steps.
STEP 2. Supplier Registration

1. Create or use existing SAP ARIBA Account

2. Fill & Submit General Registration Questionnaire

3. Fill & Submit Payment & Bank Questionnaire

4. Provide additional information (if requested)

STEP 2.1. Create an Ariba Network account

Once your Supplier Self-Request Form 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.

Please do not reply to the auto-generated emails. Replies to this email is not received by the Department of Government Support.

1. Once the email notification is received, follow the “Click Here” link.
2. Click “Sign up” to create an account or Login if supplier already have an existing account.

Government Support.
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 Request form.

**Company information**

Create account

First, create an SAP Ariba supplier account, then complete questionnaires required by Department of Finance Abu - TESS.

Company information

* indicates a required field

<table>
<thead>
<tr>
<th align="left">Company Name:</th>
<th align="left">STONECORP CORPORATION</th>
</tr>
</thead>
<tbody>
<tr>
<td align="left">Country:</td>
<td align="left">United States (USA)</td>
</tr>
<tr>
<td align="left">Address 1:</td>
<td align="left">Line 1</td>
</tr>
<tr>
<td align="left">Address 2:</td>
<td align="left">Line 2</td>
</tr>
<tr>
<td align="left">Address 3:</td>
<td align="left">Line 3</td>
</tr>
<tr>
<td align="left">City:</td>
<td align="left"></td>
</tr>
<tr>
<td align="left">State:</td>
<td align="left">Alabama</td>
</tr>
<tr>
<td align="left">Zip:</td>
<td align="left"></td>
</tr>
</tbody>
</table>

3. Update the Country, Address, City, State and Zip Code.

**User account information**

User account information

* indicates a required field

| Name: | Jonathan Yu |
| Email: | jonathanyu@stonocorporation.com |
| Username: | jonathanyu@stonocorporation.com |
| Password: | ********** |
| Language: | English |
| Email orders to: | jonathanyu@stonocorporation.com |

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

**Reminders:**

3. Update the Country, Address, City, State and Zip Code.

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

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 will 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. Fill out all required questions.

Click on the section name located at the left section of the page to fill out the form by section.

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 step 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.

In 10.2, select the identified Goods & Services. You can select multiple Goods & Services by clicking on ‘Add Goods and Services’ button.

Please click on the ‘Reference’ in question 10.1 to download and view the list of all available Goods & Services to select from.
Note – System allows ‘saving’ the questionnaire. It is a good practice to save the questionnaire periodically when adding the details.

3. Click on **Submit Entire Response** button once completed.

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

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.

An error message will be displayed in Payment and Bank Questionnaire if the General Registration Questionnaire is not yet submitted.

Please click on the ‘Reference’ in question #4 to download and view the guide on filling out the Primary Bank Details.

1. Fill out all required questions.

Click on Add Primary Bank Details.
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.

2. Click on Submit Entire Response button once completed.
3. Click OK when prompted.

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.awy](https://service.ariba.com/Sourcing.awy). Once Registered, the Registration Questionnaires are open indefinitely.
STEP 3. Supplier Qualification

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.

1. Click on "Click Here" in the email notification.

2. Input supplier credentials then click Login.
You are redirected to the Supplier Qualification Questionnaire page.

3. Fill out all required questions.

3. Once completed, click on “Submit Entire Response”.

5. Click OK when prompted.

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/.

---

1. Status: Open
   - Payment and Bank Questionnaire
   - General Registration Questionnaire

2. Status: Qualified
   - Supplier Qualification Questionnaire
   - Supplier Qualification Questionnaire
   - Supplier Qualification Questionnaire
   - Supplier Qualification Questionnaire
   - Supplier Qualification Questionnaire

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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”.

Console

Event Messages
Event Details
Response History
Response Team

Event Contents
All Content

1. Instructions
2. Existing or New Supplier
3. General Information
4. Authority Represented
5. Supplier License Information
6. Supplier Tax Information

Compose Message

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

Revise Response

Before proceeding to fill the below questionnaire, kindly read the following important points:

1. Supplier Registration Questionnaire is divided into 2 parts - 'General Registration Questionnaire' and 'Payment & Bank Questionnaire'. You need to submit the 'General Registration Questionnaire' first before submitting the 'Payment & Bank Questionnaire'; in case your registration will be delayed.

During the overall registration process, you are encouraged to follow the below instructions to ensure successful cooperation with the Supplier Registration Team. - Upload all attachments in PDF and JPEG formats only.
- Be diligent in providing the information as incorrect or incomplete entries will be rejected.
- Check emails regularly for notifications from the Supplier Registration Team sent through SAP Ariba system.

Revise Response?

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

OK

Submit Entire Response
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 Supplier Registration team require additional information, you will be notified via a system-generated email.

Kindly re-submit the responses to ‘Registration Questionnaires’ after making necessary changes/corrections based on the above comments. You only need to review and update responses to the questions/sections highlighted in the above comment.


The process is sequential, i.e. any supplier cannot skip or proceed to next stage without successfully passing previous stages. Supplier is notified via email about progress of its registration at each stage.

You are currently at 3.

During the overall registration process, ensure successful completion:
- Upload all attachments.
- Be diligent in providing the information as incorrect or incomplete entries will be rejected.
- Check emails regularly for notifications from the Supplier Registration Team sent through Arba system.

You will be directed to the Registration Questionnaire in which the approver requested for additional info.

1. Follow the “Click Here” link in the email
2. Click “Revise Response”.
Revise Response?

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

3. Click "OK".

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".
D. REQUIRED DOCUMENTS TO COMPLETE SUPPLIER REQUEST AND SUPPLIER REGISTRATION

Suppliers with Non-Abu Dhabi DED License

D.1 Supplier Request

N/A

D.2 Supplier Registration

- Valid tax registration and/or business license and/or commercial certificate
- Copy of Articles of Association / Partnership Agreement
- Authorization Letter on Company Letterhead for the Person Authorized to provide Supplier Information for Registration
- Bank confirmation account letter issued from the bank
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 Abu Dhabi Government.

2. What happens next after I submit my Supplier Request?
   Your request goes to Abu Dhabi Government 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 are able to 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 will 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 DGS 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 DGS 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 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