



# e-MarketPlace for Saudi Aramco Frequently Asked Questions

SAP ARIBA Supplier Technical Guide

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# Preface

The e-Marketplace for Saudi Aramco objective is to establish a platform to promote online trading between Saudi Aramco and business partners. The e-Marketplace will support establishing a business to business e-Commerce in Saudi Arabia and the region. The collaborative environment (e-Marketplace) will allow Saudi Aramco and its business partners meet to collaborate, negotiate, and carry out business transactions and exchange information.

The solution will enable a strategic partnership environment to identify and build partnerships with new suppliers worldwide, strengthen relationships and streamline sourcing and procurement processes with current business partners, and rapidly distribute information and specifications to business partners.

The project results will position Saudi Aramco as a leading organization in the Supply Chain area and it will serve the whole kingdom in terms of expanding industry best practice solutions to our jvs and Contractors, as well as, other National companies while integrating with e-Government Services.

# e-Marketplace Scope

## What is SAP ARIBA?

SAP ARIBA is a leading business to business e-commerce network. The following are facts that is making SAP ARIBA a leader in the cloud industry e-commerce solution:

1. 2.5+ Million Companies on the SAP ARIBA network
2. 200+ Million catalog items
3. 12 Million leads annually sent to sellers
4. A company joins the SAP ARIBA network every 1 minute
5. 120+ Million documents annually (Purchase Orders + Invoices)

Source: [www.ariba.com](http://www.ariba.com)

## Why is Saudi Aramco adopting an E-Marketplace solution?

SAUDI ARAMCO'S vision is to:

- Establish an e-Marketplace platform to promote online trading between Saudi Aramco and business partners.
- Position Saudi Aramco as a leading organization in the Supply Chain area.
- Serve the Kingdom in terms of expanding industry best practice solutions to our jvs, Business Partners and other National companies.

## What is scope of SAP ARIBA?

SAP ARIBA will cover:

- Supplier Registration,
- Supplier Qualification,
- Sourcing “e-bidding”,
- Contract Management,
- Negotiation,
- Job Ex,
- And, Supplier Performance.

The operational procurement activities will remain unchanged.

What are some of the reason to go with SAP ARIBA, 3-4 key highlights?

1. Integration (Material and Supplier)
2. Global Network
3. Eliminate duplicate system
4. Collaboration under one platform

What are the expected rollout dates for SAP ARIBA?

The Go Live for this project will be rolled out in stages:

1. Supplier Management (SLP) went live on May 1, 2018
2. Sourcing & Contract Management (S&C) is planned to Go Live on June 1, 2018
3. Spend Visibility is planned to Go Live on July 2, 2018

Will every process step be live by 1st june 2018, or few products or services?

By June 2018, supplier management included supplier registration and qualification will be live. Sourcing & contract lifecycle management is planned to go live in June 2018. However, sourcing & contract lifecycle management will take the gradual approach of implementation. For example, Saudi Aramco plans to gradually go live with the procurement of low value items and in an orderly manner approach procuring high value and strategic items.

Will the rollout cover both service and materials providers and procurement?

Yes, both Material & Service providers will be onboarded onto SAP ARIBA by May 1st, 2018. Yes, both Material & Service procurement will be covered in the rollout plan for sourcing & contract lifecycle management.

Will suppliers receive rollout notification email?

Yes, suppliers will be notified.

What would be the impact on running business/process (e.g. Payment/billing, bidding etc.), during suppliers profile update, migration and go live?

Existing contract(s) will not be impacted.

How many companies will have access to these systems?

Al Saudi Aramco approved & potential suppliers can access SAP ARIBA system. The SAP ARIBA network has millions of suppliers and open with no restrictions. Any supplier can sign up on the SAP ARIBA network.

Do you have plan to link the auction into this SAP ARIBA system in this release or future?

Material sales & auction is still under study by Saudi Aramco.

Do you have mobile app for SAP ARIBA for supplier access/usage?

Yes

Will suppliers face international competition post SAP ARIBA implementation?

No. SAP ARIBA will allow suppliers to have better networking opportunities.

Can suppliers sell their products and services to other buyers and jv post ariba implementation?

Yes, suppliers will have the ability to market their products and services through SAP ARIBA to other customers on the network.

Can suppliers integrate SAP ARIBA to their existing sap systems

A supplier will not implement SAP ARIBA. Suppliers will gain access to the ariba network by simply registering as a supplier on the network.

Suppliers that already exist on SAP ARIBA, will system be managed differently?

The platform will be the same. However, customer registration & qualification criteria is subjective to the customer's requirements. For example, companies such as petrorabigh would be having their own registration & qualification requirements different from Saudi Aramco's registration & qualification requirements.

Will SAP ARIBA cover logistics, delivery and operational activities?

No. Saudi Aramco's logistics systems are not part of this project scope.

Are suppliers covered here from ksa or ook?

Supplier's, based on geographic locations, will be handled by the appropriate Saudi Aramco offices / affiliates.

What is the difference between SAP ARIBA and snc?

Suppliers wanting to do business with Saudi Aramco must be registered with Saudi Aramco's supplier management system through SAP ARIBA. SAP ARIBA will offer suppliers the below functions:

- Supplier profile management
- Displaying/acknowledging/outputting requests for quotations (rfqs)
- Sourcing "e-bidding" and tendering
- Contract lifecycle management (t&c management)

Saudi Aramco uses a portal (snc) through which approved users of registered suppliers could interact to receive and maintain supply chain information.

Supplier portal (supplier network collaboration - snc) offers the below functions:

- Po confirmation and update
- Inventory and forecast collaboration
- Advanced shipping notice (asn) creation
- Goods collection confirmation
- Supplier self-service - to maintain purchase agreement items

Will Saudi Aramco maintain user ids and passwords for ecn and snc systems?

Saudi Aramco will continue to maintain ecn and snc user accounts post SAP ARIBA go-live, until further notice by Saudi Aramco.

Will ecn and snc user ids and passwords change?

No, it will remain the same.

Will invoicing be covered in this scope/release?

No, there will be no change in the invoicing process.

What would be the process for renewal of id, stickers etc.?

No change, same process will be followed.

Will Saudi Aramco jvs know who is registered with Saudi Aramco?

Yes. In the future.

## Supplier Registration

Why do suppliers need to register?

All companies supplying goods and services for Saudi Aramco are required to be registered with Saudi Aramco. Saudi Aramco will utilize SAP ARIBA to onboard potential suppliers.

Note, that application for or acceptance of supplier registration request does not guarantee any business with Saudi Aramco. Being registered as a supplier with Saudi Aramco only grant your company the opportunity, along with other registered sources, to respond to requests by Saudi Aramco for submitting proposals in accordance with Saudi Aramco's established policies and procedures.

What is the meaning of registration on SAP ARIBA?

Supplier registration on SAP ARIBA, in terms of Saudi Aramco, is submitting the Saudi Aramco's supplier registration questionnaire to Saudi Aramco for evaluation & approval. Suppliers are required, in order to submit the registration questionnaire, to obtain a username and password (SAP ARIBA network account) to access the system.

Is the registration process unified across different supplier?

Although suppliers will submit their registration questionnaires through SAP ARIBA for Saudi Aramco's evaluation, the registration requirements will depend on a number of factors, including but not limited to, supplier's location and the type (vendor, manufacture, or service provider).

What is the process for registration, when i am an international supplier, and present in ksa as well?

International organizations that have established presence in Saudi Arabia and have officially registered their business with the Saudi Arabian government, will follow the registration process of In Kingdom Suppliers.

How will suppliers products or services be maintained in SAP ARIBA?

The supplier registration questionnaire contains a “product catalog” section where suppliers will be responsible to maintain (add or remove) their products and/or services based on their applicable UNSPSC codes.

Saudi Aramco registration team will verify that all selected products and/or services are as per the supplier’s legally registered activities through the supplier’s commercial registration certification.

Upon approval, Saudi Aramco’s procurement planners and contract representatives will have the ability to search for suppliers based on their registered UNSPSC codes through SAP ARIBA.

If a supplier is already approved by another company on SAP ARIBA, does it require to be re-registered by Saudi Aramco?

SAP ARIBA will not share supplier’s registration information between different companies. Suppliers that were previously registered on SAP ARIBA and are not registered with Saudi Aramco must separately submit Saudi Aramco’s supplier registration questionnaire.

What is the difference between supplier self-registration and company registration?

Supplier self-registration is when the supplier is requesting to be registered with Saudi Aramco by submitting a request for registration application through Saudi Aramco’s website.

Company registration is when a Saudi Aramco’s registration team invites a specific supplier to be registered with Saudi Aramco.

Should the SAP ARIBA user be Saudi or can they be non-Saudi?

User can be of any nationality as long as they are an authorized employee of the company.

Is this registration for the company or a person?

Supplier registration is for the company. However, during the registration, the authorized/designated user of the company to complete and submit the supplier registration questionnaire will be required to sign up to SAP ARIBA in order to gain access to the company's information.

Do we have only one system (SAP ARIBA) post implementation, currently suppliers are using many aramco systems?

Suppliers will have one supplier management system (registration, qualifications, updates).

Will ariba replace existing registration system/process?

Yes, SAP ARIBA will gradually replace ecn and zycus onboarding systems.

Will the process/procedures/manual be changed with SAP ARIBA implementation?

Saudi Aramco will have minor adjustments to their processes and procedures in order to reflect the new e-marketplace platform. However, the e-marketplace project is not expected to alter the procurement result nor affect the existing policies.

How can a new supplier register with Saudi Aramco through SAP ARIBA?

The process of supplier registration starts by visiting Saudi Aramco's website [www.saudiaramco.com](http://www.saudiaramco.com). A complete guide for new supplier registration is shown in detail in the SAP ARIBA - supplier registration technical guide. The registration technical guide is available on Saudi Aramco's website for supplier use.

What is the registration process for new manufacturers?

Manufacturers, just as other types of suppliers, will have to submit a complete registration questionnaire via SAP ARIBA in order to register with Saudi Aramco. However, manufacturers are required to qualify their products and facilities in order to become a source of supply in Saudi Aramco's systems.

I have previously been approved with Saudi Aramco, do i have to register again?

Active Saudi Aramco suppliers, with Vendor Ids, will be migrated to SAP ARIBA on May 1st, 2018. Designated user of the company shall receive an invitation from SAP ARIBA to sign up on SAP ARIBA and access their company profile. The designated user will have the ability to review and accept the migrated data. Upon acceptance, the Saudi Aramco Vendor ID (100xxxxx) will be linked to SAP ARIBA Network ID (Anxxxxxxxxxx).

Once the designated user and the supplier profile have been onboarded onto SAP ARIBA, the designated user has the ability to update their registration profile, add additional users, and communicate with Saudi Aramco through SAP ARIBA.

Will Saudi Aramco migrate data, if gosi and/or zakat are expired?

Yes. However, suppliers must update their data and expired certificates by revising their supplier registration questionnaire.

Which supplier's user email id will be used for invitation notification?

Saudi Aramco will target valid and active users extracted from their snc or ecn portals. The invitation will be sent to designated users until one of the users signs up and accesses the SAP ARIBA system.

Will Saudi Aramco vendor id be changed after migration for both material and services?

No, Saudi Aramco vendor id will be migrated to SAP ARIBA and linked with ariba network id. Saudi Aramco vendor id will remain to be the sales id for any supplier of Saudi Aramco.

When a supplier is updating their profile, will SAP ARIBA ask for previous or existing details?

All supplier update requests aim to provide Saudi Aramco with the latest updated information along with proper supporting documentation.

Why do suppliers need to update their information when they are already approved Saudi Aramco suppliers?

Supplier information is dynamic. For example, government certification and supplier ownership information are subject to change. Therefore, Saudi Aramco requires their suppliers to maintain a valid supplier profile.

Will a supplier need to update the certificate etc. In SAP ARIBA?

Yes, suppliers updates require the latest valid certifications or supporting documentation to be attached.

How long will it take to register suppliers?

Supplier registration is subjective and is different from one supplier to the other. However, Saudi Aramco registration team will work diligently to review and approve supplier registration requests.

Are separate ids required for each location and each product? (ex. Company has 5 locations and 5 products).

Saudi Aramco's supplier registration questionnaire is based on the commercial registration (cr) of the company. Saudi Aramco will issue a vendor id for each cr number. Therefore, suppliers with multiple crs (ex. Due to multiple location) are required to submit multiple supplier registration questionnaires, one for each cr.

Will suppliers with multiple commercial registrations have to maintain one vendor id or multiple vendor ids.

Saudi Aramco's will issue a vendor id for a commercial registration (1:1). Suppliers are required to maintain all their supplier profiles with Saudi Aramco.

Note, SAP ARIBA allows one designated user to manage multiple ariba network ids, which in return allows one designated user to manage multiple vendor ids. SAP ARIBA provides designated users with tutorial on how to link multiple ariba network ids to one primary user.

What will happen to Saudi Aramco supplier's portal? Will it be used?

Saudi Aramco supplier portal (snc) will remain to be in use.

How many mobile users will be given to one supplier, whose number will be used? Is there any limitation?

SAP ARIBA supplier registration questionnaire requests supplier to add multiple company contact personnel based on their job function. Based on the different procurement scenarios, Saudi Aramco will contact the appropriate user based on that particular scenario.

### How will new suppliers get notifications?

Email notifications will be sent to the primary contact person registered in SAP ARIBA. Email id. The primary contact person will receive all status updates, notifications, or Saudi Aramco official letters based on the email registered at the time of registration.

Suppliers are able to maintain their primary contact person and other designated users roles via SAP ARIBA network. SAP ARIBA has tutorials specific for maintaining sap user roles.

### What is the process if vendor does not receive email notification for registration?

Suppliers who fail to receive SAP ARIBA invitations or email notifications should contact the Saudi Aramco supplier help desk to confirm the primary contact person information. Saudi Aramco registration team will be able to re-trigger invitation and email notifications, if the need arises.

Suppliers have international partnership, and they have Saudi Aramco id, what is the consideration for these cases?

All supplier information including agency linkages with international partners will be maintained in sap. There will be no changes that affect the procurement results.

### How will Saudi Aramco validate that information given by a supplier is true?

Saudi Aramco has a number of ways to validate supplier registration information. For example, SAP ARIBA has backend validation system will required government systems.

In addition, Saudi Aramco reserves the right to request for additional information and/or documentation from supplier in line with the supplier registration and qualification process. Saudi Aramco reserves the right to request the original supporting documentation such as, but not limited to, the commercial registration certification, Saudi Aramco supplier code of conduct acknowledgement...etc. From supplier to verify supplier submittals.

### The time for answering the questionnaire is over, the status is now closed. Can i extend the timeline?

Saudi Aramco will extend the questionnaire time to suppliers that have gathered all requirements and are ready to submit their registration questionnaire for evaluation. In order to get a time extension, please email [vendor-registration@aramco.com](mailto:vendor-registration@aramco.com) and request a time extension.

Why has my application been declined?

Saudi Aramco could decline supplier registrations for a many reasons. The reason<sub>(s)</sub> for decline will be emailed to the supplier in the same rejection email notification received. If a supplier wishes to discuss with Saudi Aramco the reason<sub>(s)</sub> of rejection, please contact the supplier help desk at [supplierhelpdesk@aramco.com](mailto:supplierhelpdesk@aramco.com).

When i click on the registration link, i land on the login screen. I cannot see the registration screen.

A previous user have accessed the link. If the supplier profile was not accesses yet, Saudi Aramco can reactivate the link by resending the invitation.

I cannot find the supplier registratioin questionnaire for Saudi Aramco.

Please refer to the supplier registration technical guide for SAP ARIBA in order to assist you with screen navigation.

I did not receive an invite to SAP ARIBA. How can i access SAP ARIBA?

Please email supplier helpdesk ([supplierhelpdesk@aramco.com](mailto:supplierhelpdesk@aramco.com)) in order to send a resend the invitation email for SAP ARIBA registration.

The invite was sent to a wrong user. How can i access SAP ARIBA?

Saudi Aramco sent the invitation email to designated user registered in Saudi Aramco supplier portal. The supplier must maintain their designated and authorized users in order to avoid sending email notification to obsolete users.

However, please email supplier helpdesk ([supplierhelpdesk@aramco.com](mailto:supplierhelpdesk@aramco.com)) in order to confirm designated user and resend the invitation email for SAP ARIBA registration to the authorized contact person.

What information should i input for po box?

P.O. box number is required by Saudi Aramco. The P.O. box number is used by Saudi Aramco to communicate official letters with their suppliers. Please input the P.O. box number used by your company under the address section of the supplier questionnaire.

Will gosi certificate be linked to the government system?

Saudi suppliers are required to submit their gosi certificates every time they expire. Government systems are used by Saudi Aramco to validate supplier submissions.

## Supplier Qualification

What is supplier qualification?

Supplier qualification is the process of linking suppliers directly to Saudi Aramco material numbers (9coms/9cats). The qualification process for suppliers are different based on multiple factors such as type of supplier, type of material or service, and sourcing requirements.

Do all material providers require qualification?

Supplier qualification is mandatory for manufacturers and stockists.

Do all service providers require qualification?

Service providers can submit a pre-qualification request with Saudi Aramco on a general bid slate (gbs). However, service provider qualification is conducted during the procurement development against a specific service.

What is a stockist?

A vendor who owns commercial warehouse facility that maintains stocks of a specified product, and complies with the requirements of quality management system requirements iso 9001:2008 can become an approved Saudi Aramco stockist.

Supplier shall review Saudi Aramco engineering procedure (saep-347) and comply with all the additional requirements.

The specified products\* are:

1. Pipes

2. Fittings
3. Flanges
4. Valves

\* the product limitations are listed in saep-347.

What is a qualification questionnaire?

The qualification process for manufacturers is based on technical & quality approvals. Technical qualification questionnaire are structured to gain additional insight on a manufacturer's production and product capabilities. Quality qualification questionnaire are structured to gain additional insight of a manufacturer's product and production quality standards and compliance to quality management system requirements iso 9001:2008.

The qualification process for stockists is based on quality approvals. Quality qualification questionnaire is structured to gain additional insight of a stockists quality standards and compliance to quality management system requirements iso 9001:2008.

If manufacturer is qualified for a commodity, do they need re-qualify through SAP ARIBA?

No, existing manufacturers and their qualified commodities will be migrated to SAP ARIBA.

Is there any timeline to update prequalification or any query?

Saudi Aramco are continuously updating the list of service opportunities for pre-qualification based on business requirements.

Is there a library for Saudi Aramco engineering standards and specification to be shared with suppliers?

Saudi Aramco engineering standards and specification can be shared by Saudi Aramco at its own discretion. Typically, Saudi Aramco srm account manager in charge of the manufacturer technical qualification will decide on sharing appropriate standards with manufacturer under qualification process.

Do we go through the same process to get approved as a manufacturer?

This process of manufacturer qualification was not changed.

9com and 9cat are not linked, will ariba solve it?

For material providers, 9coms and 9cat will be linked directly to manufacturers through the supplier qualification process.

Will contract prequalification be managed in ariba?

Yes, service provider pre-qualification is part of the scope of this projet.

How will SAP ARIBA help to get 9coms, as i don't have it?

SAP ARIBA will facilitate the supplier qualification process. Manufacturers who selected 9coms during registration will be evaluated and a seperate qualification process for each 9com will be intiated by Saudi Aramco's qualification team in order to assess the manufacturer capabilities.

Can a supplier create a 9com specifically for their products?

Saudi Aramco's 9coms represent a range of commodities. If a supplier is unable to locate a 9com close to their actual product, a supplier can approach Saudi Aramco through supplier helpdesk ([supplierhelpdesk@aramco.com](mailto:supplierhelpdesk@aramco.com)) to discuss the possibility of creating a new 9com.

Will qualified and approved Saudi Aramco suppliers be visible to other customers on SAP ARIBA network?

Other customers (companies) on SAP ARIBA will not have access to Saudi Aramco's registration or qualification statuses.

## Sourcing and Contract Management

For a long term contract with an approved vendor, how will it be managed in SAP ARIBA?

SAP ARIBA is applicable for all (long and short term contracts). The vendor will have to register themselves and update their profile. There will not be any impact on existing contracts.

I have multiple agent vendors, will aramco go to them directly or will i?

Saudi Aramco will migrate all active suppliers previously registered including agent vendors. Previously registered agents with sa will receive an SAP ARIBA invitation to access their migrated supplier profile. New agents will have to register with Saudi Aramco as a new supplier.

What type of contract will ariba cover (short, long etc.)

All types of contracts (lfc, mfc etc).

How will local suppliers get rfq from international customers?

Through the ariba network.

When is the rollout of e-bidding?

The rollout of e-bidding is starting in june 2018

Will all emails, tendering notifications and transactions be stored in SAP ARIBA?

Yes, all collaborations will be in SAP ARIBA.

Will registration and contracting be linked here in ariba?

Yes, both will be linked to ariba.

Are there any changes to the bidding process?

Saudi Aramco ariba sourcing platform will be used for bidding process. The bidding will be e-bidding using the SAP ARIBA cloud platform.

Will all the transactions between Saudi Aramco and suppliers be tracked in SAP ARIBA, while doing business with each other (like spend, purchase etc.)?

Yes, transactions will be tracked from a sourcing perspective.

What is the process to upload suppliers/bidders document?

Suppliers and bidders can upload the various documents in ariba.

Will e-bidding be removed? (current system is facing issues, new system should take care of it.)

The rollout of e-bidding is in June 2018

How will data be transferred to the new system (SAP ARIBA) because physical (bid box) is being used for invoicing, and this is a different system? Registration and sourcing in SAP ARIBA and invoicing in a different system

Effective 1st of June, 2018 onwards sourcing will start taking effect in SAP ARIBA. The process will start transitioning from manual to automated. Existing invoices and contracts will not be impacted.

What is e-bidding?

The process to submit bids online in the Arriba network. E-bidding will be in response to a sourcing project initiated by Saudi Aramco.

How will RFQ enquiry related issues be solved by SAP ARIBA?

This will be part of the new system, it will be tightly linked to SLA for vendors and Saudi Aramco.

## SAP ARIBA Support

Are tutorials/learning documents available online?

Yes, there are tutorials and learning documents available online on the SAP ARIBA site.

Who will handle business related queries and technical queries/questions?

The business questions will be handled by Saudi Aramco suppliers help desk. Technical questions will be handled in real time by the SAP ARIBA team.

How and who will interact with the thousands of suppliers?

Change management team is leading this activity. The process involves various stakeholders, plans to have many supplier awareness sessions, workshops, symposium, and support strategies.

Who will suppliers contact in case of any issues with the new system?

For technical questions, they may: contact SAP ARIBA help desk/conduct live chat/email support/access online tutorials all of which are available in the ariba system.

For business inquires, they may contact the Saudi Aramco suppliers help desk service.

What would be the communication channel for notification with suppliers?

Email is the preferred method of communication.

Who will take care of the logistics and financial issues?

Saudi Aramco supplier help desk will answer any inquiry. Suppliers do not have any fees to pay for conducting business with Saudi Aramco.

## Data Security and Administration

How will the data be moved from the current system to ariba?

The migration is completed by a Saudi Aramco team for all the approved suppliers. Data migration will be from the existing systems.

What kind of documents can be uploaded (pdf, xls, docx etc)?

All types of documents are accepted.

What is the provision for the security agreement, if the supplier does not want to share some information with other buyers? (e.x. If a company had an agreement with Saudi Aramco and must to share all company confidential information with Saudi Aramco but does not want to share it with another company)

All registration data requested by Saudi Aramco's supplier registration questionnaire will be confidential between the supplier and Saudi Aramco only. Other companies will not have access to Saudi Aramco's supplier information.

Who will do user management at supplier's end in SAP ARIBA?

The supplier's primary contact.

Will yearly account renewal and password change be managed by ariba?

Yes, all security matters of ariba will be managed by dedicated Saudi Aramco team.

What is the level of data privacy between Saudi Aramco and the supplier? How can you guarantee the privacy and security of our data?

The data will be hosted at the national level in Saudi Arabia. The SAP ARIBA data center is in Riyadh following the Saudi Aramco security standards as well as industry standards.

What is provision for supplier access management at different level, few are admin level (full access) and few at low level, modification, edit, change etc.?

Yes, supplier can control authorization through the ariba platform

How would you confirm that suppliers data is in Saudi Arabia (Riyadh), though SAP ARIBA is in a cloud system?

Saudi Aramco has a signed agreement with SAP ARIBA.

Which internet browser is compatible with SAP ARIBA?

SAP ARIBA is compatible with all internet browsers.