e-Marketplace Platform for Saudi Aramco

SAP Ariba Suppliers Technical Guide

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What is SAP Ariba?

SAP Ariba integrates the complete buying process across your entire organization. When you connect to Ariba Network, you connect to millions of suppliers across direct and indirect expense categories.

- SAP Ariba is open to all systems and all types of goods and services, giving you innovative ways to connect to the world’s largest network of buyers and suppliers, collaborate with the right business partners, and enhance your solution with targeted apps and extensions.

- SAP Ariba delivers the insight you need to create and manage lasting, trusted connections with partners who fit with your business, while ensuring your policies and preferences automatically guide efficient, error-free transactions.

- SAP Ariba offers an end-to-end automated system that removes complexity and allows buyers and suppliers to manage everything from contracts to payments all in one place.

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)

Vision

- 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.
New Supplier Registration

Supplier Registration

All companies supplying goods and services for Saudi Aramco are required to be registered. There are different registration and qualification processes depending upon your company’s location and the type of suppliers (vendor, manufacture and service provider). Saudi Aramco is looking for highly performed and qualified suppliers to provide best-in-class materials and services.

*Please note that application for, or acceptance of supplier registration does not guarantee any business with Saudi Aramco*

Navigation screens below will guide you through the new supplier registration process.

*Note, the steps below are for suppliers that did not have Saudi Aramco Vendor ID.*

Go to Saudi Aramco website page ([www.saudiaramco.com](http://www.saudiaramco.com)), and hover over “Working with us”.

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*Enabling opportunity*

_When we put our energy to work, we enable others to seize opportunities that can redefine our world._

*News & features*

*Supporting communities*
Click on “Register Here” under title “Become a supplier” to start the Supplier Registration process to Saudi Aramco.
The screen below is to Request Registration from Saudi Aramco. Please fill in all required data then submit your request for evaluation by Saudi Aramco. Note, this is not the registration questionnaire.
After submitting the Request for Registration, the Supplier will see the below confirmation message and receive the following email notification.

**Confirmation Message:**

![Confirmation Message Image]

**Confirmation Email:**

![Confirmation Email Image]

*EXTERNAL: This is an external email received from the Internet. Report this message to spam@aramco.com if the email contains any suspicious content.*
A second email will be sent shortly inviting new suppliers to register with Saudi Aramco. This email will link the Supplier’s SAP Ariba public profile to the Saudi Aramco registration questionnaire. Suppliers must follow the steps detailed below in order to access Saudi Aramco’s registration questionnaire.

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**Aramco e-Marketplace**

**Register as a supplier with Aramco e-Marketplace**

Hello!

Aribasystem has invited you to register to become a supplier with Aramco e-Marketplace. Start by creating an account with Ariba Network. It’s free.

Aramco e-Marketplace uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If habib17July already has an account with Ariba Network, sign in with your username and password.

[Click Here](#) to create account now

**Note:**

Approved Aramco suppliers with existing vendor ID shall perform the following steps to activate their account on Aramco e-Marketplace.

- Click the above link
- If you have an existing Ariba Network Account, please select **Log in**
- If you are new to the Ariba Network, please select **Sign up**
- Fill in the requested information and then select **Create account and continue**
- Verify basic information such as vendor ID, address, phone number etc.
- Select **Submit entire response**, to activate your account
- After that you will receive notification via email that the account is Registered

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Suppliers without SAP Ariba Account prior to this step are requested to click “Sign Up”.
Suppliers with SAP Ariba Account prior to this step are requested to click “Log In”.

Create SAP Ariba Network Account (Sign Up)

New Suppliers to SAP Ariba Network are required to create a Network Account. By creating a Network Account, the Supplier designated user is allowed to access the Supplier Profile at any time in the future by simply logging in.
Provide company information in all marked sections like:
- Country
- Address
- City
- Postal code
- Name
- Email id
- User ID
Saudi Aramco Supplier Registration Questionnaire (Supplier Profile)

The below screen is the landing page for Saudi Aramco’s supplier registration questionnaire. Instructions below are given to help suppliers navigate the questionnaire.

1. Questionnaire Timeframe: Supplier will have to complete their initial registration during a specific period of timeframe. If the application was not submitted before the end of the period, the Questionnaire will be “Closed”.
2. Click to maximize/minimise the Supplier Questionnaire.
3. Click to go back to main network page.
4. Supplier Action Tabs: the supplier has four action available:
   - “Save” - Save the questionnaire and resume later. Supplier should periodically save their work. Note, there is not Auto-save feature.
   - “Compose Message” - Email Saudi Aramco team for clarifications.
   - “Excel Import” - Supplier can export the questionnaire into excel file.
   - “Submit Entire Response” - Submit the questionnaire for Saudi Aramco evaluation.
5. The Supplier Questionnaire will start with Supplier acknowledging the Saudi Aramco Supplier Code of Conduct. One Suppliers accepting Saudi Aramco Supplier Code of Conduct are allowed to continue through with Saudi Aramco Registration. Click of "Reference" to download and read the Saudi Aramco Supplier Code of Conduct.

6. Supplier Questionnaire Sections: Supplier can navigate the questionnaire from a sectional perspective. The Supplier Questionnaire is mainly based on:
   a. General Guidelines
   b. Saudi Aramco Supplier Code of Conduct
   c. Company Profile
   d. Addresses and Contacts
   e. Ownership Questionnaire
   f. Designated System Users
   g. Saudi Aramco Declaration

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   c. Company Profile
   d. Addresses and Contacts
   e. Ownership Questionnaire
   f. Designated System Users
   g. Saudi Aramco Declaration
General Guideline Section
Please read through the general guidelines carefully before filling out the questionnaire. The guidelines provides important information that will benefit suppliers prior starting with Supplier Questionnaire. Once read, Supplier can hide the General Guidelines by clicking “less”.

[Image of Ariba Sourcing interface showing Supplier Registration Questionnaire]
Saudi Aramco Supplier Code of Conduct Section

Suppliers doing business with Saudi Aramco shall acknowledge and adhere to Saudi Aramco’s Supplier Code of Conduct. **Failure to accept the Saudi Aramco Code of Conduct could result in being rejected or removed as a Saudi Aramco Supplier.** Click “Yes” and attach the Saudi Aramco Supplier Code of Conduct signed by an authorized company representative, certified with Supplier business stamp, and authenticated by the appropriate regional Chamber of Commerce.
Company Profile Section

The Supplier Registration Questionnaire starts by filling up the Supplier profile information. One important field is the inputting the Ariba Network ID “ANxxxxxxxxxxx”, which can be located by clicking on “Company Settings”.

Select the “Country of Registration” based on your Commercial Registration Certification.
In Kingdom Supplier Section

Assuming the Supplier selected “Saudi Arabia” as the country of registration, the In-Kingdom Supplier Questionnaire will open. Suppliers have to submit the documents highlighted below to complete this section.
Out of Kingdom Supplier Section

If the “Country of Registration” is not Saudi Arabia, the Out of Kingdom Supplier Questionnaire will open.
Supplier Addresses and Contact Personnel Section

After completing all commercial requirements, the Supplier is required to identify their Sales Office address and Sales Personnel along with any other facility address or contract person.
Supplier Ownership Section

The Ownership section is the final section of the Supplier Questionnaire. All Suppliers shall identify their direct and indirect owners through the ownership section.
Saudi Aramco Supplier Declaration Section

Supplier is asked to certify that they read and accept the Saudi Aramco Supplier Declaration statement.
Submit the Saudi Aramco Supplier Questionnaire

Once the Supplier provided all registration requirements, click on “Submit Entire Response” to submit the questionnaire for Saudi Aramco evaluation. The Supplier Questionnaire will be closed and the response will be submitted, as seen below.
Closed Supplier Questionnaire

Closed Supplier Questionnaire has two meanings. 1) Supplier submitted their questionnaire and it is pending Saudi Aramco Evaluation & Approval or 2) Supplier did not complete and submit the questionnaire in the allowed timeframe period.

Supplier who did not submit the questionnaire on time can re-access their questionnaire by emailing Supplier Help Desk at SupplierHelpDesk@aramco.com and requesting a time extension. Note, Supplier will be granted a time extension only if they have gathered all missing requirements and are ready to upload and submit the questionnaire.
Returned Questionnaire for Additional Information

Incomplete questionnaires will be returned back to the Supplier either automatically or from a Saudi Aramco representative. The Supplier will receive the below email notification detailing the required additional information to be submitted.

Aramco e-Marketplace

**Additional registration information needed**

Aramco e-Marketplace reviewed your registration information and needs the additional information described in the comments below.

Comments: /PO Box is missing in section 6.1

To provide the additional information that Aramco e-Marketplace needs, [Click Here](#) to go to the registration questionnaire.

*You are receiving this email because your customer, Aramco e-Marketplace, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact Aramco e-Marketplace.*
Migrated Saudi Aramco Supplier Profiles

Previously approved Suppliers of Saudi Aramco have been migrated to SAP Ariba network. Existing Suppliers will receive the below invitation from SAP Ariba to access SAP Ariba and link their migrated Saudi Aramco Profile to their newly created SAP Ariba Network ID.

Aramco e-Marketplace

Register as a supplier with Aramco e-Marketplace

Hello!

aribasystem has invited you to register to become a supplier with Aramco e-Marketplace. Start by creating an account with Ariba Network. It's free.

Aramco e-Marketplace uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If habib17July already has an account with Ariba Network, sign in with your username and password.

Click Here to create account now

Note:
Approved Aramco suppliers with existing vendor ID shall perform the following steps to activate their account on Aramco e-Marketplace.

- Click the above link
- If you have an existing Ariba Network Account, please select Log in
- If you are new to the Ariba Network, please select Sign up
- Fill in the requested information and then select Create account and continue
- Verify basic information such as vendor ID, address, phone number etc.
- Select Submit entire response, to activate your account
- After that you will receive notification via email that the account is Registered
Suppliers **without** SAP Ariba Account prior to this step are requested to click “Sign Up”. Suppliers **with** SAP Ariba Account prior to this step are requested to click “Log In”.

**Create SAP Ariba Network Account (Sign Up)**

New Suppliers to SAP Ariba Network are required to create a Network Account. By creating a Network Account, the Supplier designated user is allowed to access the Supplier Profile at any time in the future by simply logging in.
Provide company information in all marked sections like:

- Country
- Address
- City
- Postal code
- Name
- Email id
- User ID

Create account

Company information

Company Name: *
Country: * Saudi Arabia [SAU]
Address:
City: *
Postal Code:
State:

User account information

Name: *
Email: *
Username: *
Password: *

Language: English

Tell us more about your business

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration.

To send orders to multiple contacts in your organization, create a distribution list and enter the email address field. You can also change this anytime.

- I have read and agree to the Terms of Use.
- I have read and agree to the SAP Ariba Privacy Statement.

Create account and continue
Cancel
After log in, the supplier will be redirected to his migrated data questionnaire. Suppliers are required to review the migrated data and submit the questionnaire in order to activate their account with Saudi Aramco.

Confirm the Migrated Data.
Then, Submit the Event Response to accept the migration of data and activate your company profile on SAP Ariba.

Once you have submitted your response to the migrated date, you have activated your migrated company profile on SAP Ariba. The status of your request will be changed to “Registered”.

All Migrated Suppliers must complete a mandatory full update to their profile on SAP Ariba. Therefore, please follow the steps detailed below under title “Update Existing Supplier Profile”.
Existing Saudi Aramco Suppliers

Supplier approved through SAP Ariba can access their SAP Ariba Saudi Aramco profile by following the steps below.

Go to Saudi Aramco website page (www.saudiaramco.com), and hover over “Working with us”.

Click on “Log in Here” under title “Existing suppliers” to access the Supplier Profile to Saudi Aramco.
Saudi Aramco existing suppliers can manage their daily business interactions with Saudi Aramco through the following systems:

**SAP Ariba**

SAP Ariba is a leading business-to-business e-commerce network. SAP Ariba integrates the entire buying process across your entire organization. When you connect to the Ariba Network, you connect to millions of suppliers across direct and indirect expense categories.

SAP Ariba provides Saudi Aramco an e-Marketplace platform with the objective of establishing a platform to promote online trading between Saudi Aramco and business partners. Any supplier 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 (TCM management)**

Note: Supplier with Vendor ID (previously approved) have been migrated to SAP Ariba. The listed contract persons in Saudi Aramco database have been invited to access their company’s supplier profile through SAP Ariba.

If you are registered supplier with Saudi Aramco on SAP Ariba, please log in here:

![Click here](image)

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**Supplier Portal login**

Saudi Aramco uses a portal through which registered suppliers approved users 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
- Supplier Performance

Material Suppliers should apply for Saudi Aramco Supplier Portal access by forwarding a request to portal-registration@aramco.com. The Supplier Portal is the main electronic business tool used between Saudi Aramco and its suppliers and serves to improve the flow and accuracy of key supply chain information.

To access the portal please login here:

![Click here](image)

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SAP Ariba Supplier Login
Upon clicking on link, supplier will directed to SAP Ariba Supplier Login website. Use your account details to login.

After login in, Supplier land on Ariba Network such as page below. To access the Saudi Aramco profile, click on the “Apps” button, click on “Proposals”.

Note, if “Proposals” is not available in the “Apps” list, then Supplier has landed in the “Proposals” App, as shown in the second screen.
In the “Proposals” app, Supplier will be able to access Saudi Aramco registration questionnaire by clicking on link “Supplier Registration Questionnaire”. Supplier is able to manage any other company registration from this screen as well.
Update Existing Supplier Profile

Once the Supplier opens up their Saudi Aramco Supplier Registration Questionnaire, they are able to edit any section of the questionnaire by simply clicking on “Revise Response”.

![Revise Response button in Ariba Sourcing](image1)

![Confirmation message for revising response](image2)
Supplier Registration Questionnaire Update - GOSI Update

Once the questionnaire is in edit format, Supplier can revise any section needed by simply locating the section needed. For Example, when the GOSI certification is near to expire or has expired, Suppliers can scroll down to section 4.4 titled “General Organization for Social Insurance (GOSI) Details” and based on the new GOSI certification, the supplier revise his response.

After revising the questionnaire, submit the new profile for Saudi Aramco approval.
In Kingdom Questionnaire

4.4 General Organisation for Social Insurance (GOSI) Details

4.4.1 GOSI Membership Number

4.4.2 Valid GOSI Certificate Attachment

4.4.3 GOSI Certificate Expiry Date

4.4.4 GOSI Certificate Expiry Date (SA)

4.4.5 Number of Saudi Employees

4.4.6 Number of Non-Saudi Employees

4.4.7 Total Number of Employees

4.4.8 Saudization Percentage (Number of Saudi Employees / Total Number of Employees)

4.5 Ministry of Labor Saudization Details

4.5.1 Ministry of Labor Registration Number

4.5.2 Valid Saudization Certificate (Decision 50) from the Labor Office

Submit this response?

OK Cancel
SAP Ariba Support

1) SAP Ariba Training and Tutorials

Supplier that do not feel confident with SAP Ariba platform can access SAP Ariba training materials and tutorials online through SAP Ariba Network Portal. The standard training materials and tutorials aim to educate suppliers about SAP Ariba system specifically, but not about Saudi Aramco Registration Questionnaire. However, Saudi Aramco advises those Suppliers facing difficulty adapting to SAP Ariba to register for SAP Ariba training. SAP Ariba customer support team is also available to assist suppliers in training registration.

Live webinars are available on various topics on how to use the software. You only need to register and select the topic, as per your requirement.
SAP Ariba also provides [online video link](#) to guide suppliers on how to access and use following topics:

- Having trouble logging in (forget password)
- Introduction to the dashboard
- Overview of Ariba Network
- Supplier Basics
- Add a new user
- Create a customer contact
- Create a catalog
- Change your account administrator

Online product documentation have technical support guidance, which can be access by clicking [here](#).
Example of SAP Ariba tutorial

Here is some of the examples of SAP Ariba online videos and tutorials.
2) Saudi Aramco - SAP Ariba Support Teams

Saudi Aramco has setup supplier support system to help and assist suppliers connected to the SAP Ariba network and facing any issue or need any support for smooth execution.

Saudi Aramco Help Desk

Seeking help for business support regarding Saudi Aramco Supplier Registration Questionnaire (Unclear questions, link not working, expired timeline, and additional information), please contact Saudi Aramco Supplier Help Desk.

Email: SupplierHelpDesk@aramco.com
Phone: +966 13 874 2222

SAP Ariba Help Desk

Supplier connected to the SAP Ariba network can receive technical support within the SAP Ariba network through filling and submitting an online form, or by emailing technical support.

SAP Ariba customer support is there to help Supplier with technical issues such as password reset, SAP Ariba basic training, navigation...etc. You can click on “Support” link to contact SAP Ariba Support.
SAP Ariba Customer support is available by email or phone.

Type “Support” in the search bar and the three options will appear:

1) Get help by email
2) Get help by phone
3) Attend a live webinar
Support Scenarios

Below we have shared quick links to different supplier tutorial topics. You can access the full list of topic introduced by the learning center by clicking here.

Introduction to the SAP Ariba Dashboard

Here is the SAP Ariba provided video link to guide you on how to access SAP Ariba Apps (Leads, Proposals, Contracts, and Orders & Invoices), inbox, outbox, catalog, account setting, change password, link user Id and company profile etc.

https://uex.ariba.com/auc/node/99973

Supplier Basics

Here is the SAP Ariba provided video link, this will give you guidance for registration, password reset, dashboard and link multiple accounts.

https://uex.ariba.com/auc/node/99957

Forget Password

Here is the SAP Ariba provided video link if you forget the password.

https://uex.ariba.com/auc/node/100321

Update SAP Ariba Network Profile

SAP Ariba Network Profile is the Supplier’s profile on the Ariba Network. This profile is visible to all Customers on the Ariba Network. Note, Saudi Aramco can view the Supplier’s Ariba Network profile, but will depend on their own Supplier Registration Questionnaire to create a tailored Saudi Aramco Supplier Profile.

After Logging into SAP Ariba, the supplier can access their Ariba Network Profile by clicking “Company Settings” > “Company Profile”.

The Navigation screens below illustrates how to access and update the Supplier Company Profile.
The Primary Contact person for the Company/Supplier can invite multiple users from their organization to access the SAP Ariba Network Profile and Saudi Aramco SAP Ariba Profile. The Primary Contact person can also limit permissions of those users based on their roles in the organization. To learn more about how to add secondary users and assign different roles, please see the video below.

https://uex.ariba.com/auc/node/100348