e-Marketplace for Saudi Aramco

Suppliers Guide

10/1/2023
# Table of Contents

**Become a Supplier**

- Step 1 - Complete Registration Request .......................................................... 3
- Step 2 - Complete Ariba Account Creation ....................................................... 7
- Step 3 - Complete Aramco Registration Questionnaire ...................................... 9

- Welcome to Aramco e-Marketplace .................................................................. 11
- Supplier Code of Conduct .............................................................................. 11
- Company Profile .............................................................................................. 12
- In Kingdom Questionnaire ............................................................................. 12
- Commercial Registration Details ................................................................... 13
- Ministry of Industry - Industrial Details (for Manufacturers only) .................. 14
- General Organization for Social Insurance (GOSI) Details ............................... 14
- Ministry of Human Resource and Social Development - Saudization Details ................................. 14
- Zakat, Tax and Customs Authority - Zakat Details ....................................... 14
- Value Added Tax (VAT) Registration Details ................................................. 15
- Chamber of Commerce and Industry Membership Details .......................... 15
- Additional Government Permits and Licenses .............................................. 16
- Financial Requirement .................................................................................. 16
- Out of Kingdom Questionnaire ..................................................................... 16
- Addresses and Contacts ................................................................................ 17
- Ownership Questionnaire ............................................................................ 17
- Authorized Signatory ..................................................................................... 19
- Saudi Aramco Declaration ............................................................................ 19
- Cybersecurity Requirements ........................................................................ 20
- Submit the Questionnaire ............................................................................. 20
- Step 4 - Aramco Review and Approval ......................................................... 21

**Existing Suppliers** ......................................................................................... 22

- STEP 1: Navigation to Aramco e-Marketplace .............................................. 22
- STEP 2: Submit Profile Management Update Request ..................................... 25
  - Complete Profile Update ........................................................................... 25
  - Registration Extension ................................................................................. 28
  - Update Owners ............................................................................................. 31
  - Contact and Address .................................................................................... 36
  - Add a Warehouse ........................................................................................ 39
  - Link Agent .................................................................................................. 42
  - Supplier Deactivation .................................................................................. 45
  - Certifications Management ....................................................................... 47
STEP 3: Aramco Review and Approval ................................................................. 50
Supplier Support ................................................................................................. 51
SAP Ariba Help Desk .......................................................................................... 51
  Tutorials ........................................................................................................... 56
Saudi Aramco Help Desk .................................................................................... 57
  Tutorials ........................................................................................................... 57
Become a Supplier

All companies supplying goods and services for Saudi Aramco are required to be registered.

Saudi Aramco’s Dhahran office is responsible for the registration of companies located in Saudi Arabia (In-Kingdom), Gulf Cooperation Council (GCC) Region, Iraq, Jordan, Lebanon, Egypt, Sudan, Somalia, Pakistan, Afghanistan, Bangladesh, or Kenya.

Supplier can register through Aramco e-Marketplace Platform by completing the four steps outlined below:

Step 1 - Complete Registration Request

To start the registration with Saudi Aramco, potential suppliers are requested to go to the Saudi Aramco website (www.aramco.com). Navigation screens below will guide you to reach the hyperlink for new registration.

The following steps are for those suppliers who do not have Saudi Aramco vendor IDs.

Go to the Saudi Aramco website page, and hover over Partnering with us.
Click on Supplier → Become a supplier → Become a supplier

Click on IN-KINGDOM BASED SUPPLIER REGISTRATION
Fill out the Supplier Self-Registration Request Form. Then, click “Submit”

After submitting the request for registration, the supplier will see the above confirmation message and receive the following email notification.
Upon approval, the below email will be sent to continue the registration process.

Aramco e-Marketplace - DEV

Register as a supplier with Aramco e-Marketplace - DEV

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

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

**Click Here** to create account now

Click on “Click Here” to create an account.
Step 2 - Complete Ariba Account Creation

Here the supplier creates the Sap Ariba account, and receives a user name and password for future access. Upon accepting SAP Ariba Network terms and conditions, the supplier will be redirected to the Aramco registration questionnaire.
Fill out all required fields to create your account:

- **Company information:**
  1. Input your company name
  2. Select your company’s main office location
  3. Input your company address
  4. Input the name of the city where your company is located
  5. Input the postal code
  6. Select the state where your company is located

- **User Account Information**
  7. Input your first and last name
  8. The email should be retrieved by the system
  9. Input your username (you will be using the username to login to your account later on)
  10. Input a password to your account
  11. Input email addresses of whoever you want to receive notifications by the system regarding any update request

- **Tell us more about your business**
  12. Select your product or service type by clicking on “browse”
  13. Select the location of where you will provide this product or service
14. Check both boxes, then click on “create an account and continue”. The Saudi Aramco supplier’s registration questionnaire page will open, as shown in the next step.

**Step 3 - Complete Aramco Registration Questionnaire**

The below screen is the landing page for the Aramco supplier registration questionnaire. The following instructions will help suppliers navigate the questionnaire.

1. This activity is time boxed, therefore the supplier must fill the questionnaire within the given time limit. After that time expires the page will lock, suppliers will not be able to fill the questionnaire.
2. Click on the arrow button to maximize/minimise the table, tile button to see the other table menu
3. Go back to the main page
4. The supplier has four options:
   - “Save” - Save the questionnaire at any time and resume from there when ready
   - “Compose Message” - When the supplier needs information form, or has a question for Saudi Aramco
   - “Excel Import” - Supplier can export/import the document/attachment
   - “Submit Entire Response” - After completion of the questionnaire, submit the response
5. See other details
   - Event Messages
   - Event Details
   - Response History
   - Response Team
6. In this section, the supplier can see all of the questionnaire categories

As soon as the supplier selects “Yes” in the code of conduct #7, the supplier will be able to see the below screen with all questionnaire sections showing up.
8. Event Contents - Depending on supplier type, location, and other factors, the supplier will be able to see the following questionnaire categories:
   (1) Welcome to Aramco e-Marketplace
   (2) Saudi Aramco Supplier Guidelines & Code of Conduct
   (3) Company profile
   (4) In Kingdom Questionnaire (for in Kingdom suppliers only)
   (5) Out of Kingdom Questionnaire (for out of Kingdom suppliers only)
   (6) Addresses and Contacts
   (7) Service Provider Questionnaire (for service providers only)
   (8) Ownership Questionnaire
   (9) Authorized Signatory
   (11) Saudi Aramco Declaration
   (23) Cybersecurity Requirements
Welcome to Aramco e-Marketplace

Select your company location and Aramco registration office.

Supplier Code of Conduct

Download, accept and fill the Supplier Code of Conduct details

Disclaimer: SCOC Form must be signed by an authorized company representative, certified with the supplier business stamp, and authenticated by the Chamber of Commerce of the respective country or equivalent government authority.
Company Profile

Fill out the company profile information. Please note that you can find your Ariba Network ID by clicking on company setting, as highlighted above in the top right.

In Kingdom Questionnaire

9. To help complete the questionnaire, please prepare the following supporting documents:

- A valid copy of the Commercial Registration (CR) Certificate. Companies based on a Branch CR shall provide a valid copy of their main (Parent) CR Certificate.
- A valid copy of the Industrial License Certification issued by the Ministry of Energy, Industry, and Mineral Resources. A Temporary Industrial License or SAGIA Industrial License is not an acceptable substitute for the Final Industrial License.
- A valid copy of the Saudi Arabian General Investment Authority (SAGIA) Certification for entities owned full or partially by a foreign investor(s) or a foreign organization(s).
- A valid copy of the Zakat Certification issued by the General Authority of Zakat & Tax (GAZT).
- A valid copy of the Value Added Tax (VAT) Certification showing VAT ID issued by the General Authority of Zakat & Tax (GAZT).
- A valid copy of the Civil Defence License or an equivalent government license. For example, a Work Permit issued by MODON would substitute for Manufacturers Plants located in an industrial city.
- A valid copy of the Chamber of Commerce & Industry Membership Certification.
- A letter from the bank with which the supplier does business, stating the type of service that the bank normally provides to your company and relationship status.
- A valid copy of the Owner’s Government ID (Saudi National ID or Iqama ID) for an individual owner (Establishment) or the up-to-date Company’s Article of Association (Organization).
- A valid copy of Cybersecurity Compliance Certificate (CCC)

**Commercial Registration Details**

Fill out your company Commercial Registration (CR) Details.

1. Select No if you are registering a branch CR and then fill out the main CR details.
2. Select Yes if your company is owned fully or partially by a foreign organization or individual and then fill out investment license details.
Ministry of Industry - Industrial Details (for Manufacturers only)

Fill out your company’s Industrial Details.

General Organization for Social Insurance (GOSI) Details

Fill out your company’s GOSI details

Ministry of Human Resource and Social Development - Saudization Details

Fill out your company’s Saudization details.

Zakat, Tax and Customs Authority - Zakat Details

Fill out your company’s Zakat details.
Value Added Tax (VAT) Registration Details

The VAT section is designed to be dynamic, capable of accommodating multiple scenarios.

1. Select No if your company is not registered in VAT and then attach the unregistered VAT certificate.
2. Select Yes if your company is registered in VAT, select VAT type and then attach the VAT registration certificate.

Chamber of Commerce and Industry Membership Details

Fill out your company’s CoCI Membership details.
Additional Government Permits and Licenses

Fill out your company’s additional Government Permits and Licenses as applicable.

Financial Requirement

Attach a letter from the bank with which the company does business, stating the type of services that the bank normally provides to your company and relationship status.

Out of Kingdom Questionnaire
The moment you select other than Saudi Arabia country in “country of registration” questionnaire in the company profile section, you will be able to see the “Out of Kingdom questionnaire”

**Addresses and Contacts**

Fill the boxes for the addresses and contact details, and upload any requested documents and certificates. The address details must match the address in your company CR.

**Ownership Questionnaire**

Ownership Details Guidelines:

- For establishments, add the individual owner of the Commercial Registration.
- For companies, the supplier must add and identify all of its owners. Repeat step until all individual owners have been identified and added in the ownership details.

**Examples #1:**

**Type:** Establishment  
**Number of Owners:** 1 direct owner  
**Ownership Type:** Individual  
**Direct Owner**
In this example, the supplier must fill out one Ownership Questionnaire

Examples# 2:

Type: Company  
Number of Owners: 1 direct owner  
Ownership Type: Organization  
Direct Owner

In this example, the supplier must fill out two Ownership Questionnaires as shown above.
After completion of ownership information, save it and complete filling other information.

**Authorized Signatory**

Download, fill and Attach authenticated Authorized Signatory letter.

**Saudi Aramco Declaration**

Accept and acknowledge the Saudi Aramco Supplier Declaration.
Cybersecurity Requirements

Fill out all required details and upload the certificates.

Submit the Questionnaire

Submit the response then supplier will see the successful submission popup
Step 4 - Aramco Review and Approval

System Validation

Dear Supplier,

This is to inform you that your company new registration request has been submitted successfully.

Approval Process Details:
- System Validation: Under Processing
- SRMD Analyst Evaluation: Under Processing
- Final Approval: Under Issuing

Note: Your request will be processed to SRMD Analyst evaluation upon completing the System Validation, if it is found acceptable. Otherwise, it will be returned back to you with clear instructions.

For further information or assistance please contact the Saudi Aramco Supplier Help Desk by forwarding a request to SupplierHelpDesk@aramco.com or via the unified call center 800-116-1168.

Regards,
Aramco Supplier Relationship Management (SRM)

SRMD Analyst Evaluation

Dear Supplier,

This is to inform you that your company new registration request has been processed successfully to the next approval step.

Approval Process Details:
- System Validation: Completed
- SRMD Analyst Evaluation: Under Processing
- Final Approval: Under Issuing

Note: your request will be processed to Final Approval upon completing the SRMD Analyst Evaluation, if it is found acceptable. Otherwise, it will be returned back to you with clear instructions.

For further information or assistance please contact the Saudi Aramco Supplier Help Desk by forwarding a request to SupplierHelpDesk@aramco.com or via the unified call center 800-116-1168.

Regards,
Aramco Supplier Relationship Management (SRM)

Final Approval

Dear Supplier,

Final Approval Request Attachment

Please find your approval letter for XX attached.

IMPORTANT INSTRUCTIONS:
Please be aware of the following steps:

Manufacturer:
- Be familiar with ERTQA that provides you with guidelines of qualification process and requirements. You can find ERTQA by visiting this webpage: https://www.aramco.com/en/workingswithus/suppliers/resources
- Visit the responsible account manager to initiate the qualification process by sending you qualification questionnaires for the requested PCAs in SAP ARPA.
- Fill out the qualification questionnaire(s) and submit within 5-10 days.
- You should find the qualification questionnaire(s) under Qualification section that’s under Aruba Proposals and Questionnaires.

Service Providers:
- Visit https://www.aramco.com/en/contracting
- Explore Saudi Aramco Service Opportunities and follow the instructions to request qualification
- Upon receiving your company’s request, the designated team will review your request
- Your company will receive an invitation to Aruba to complete the relevant qualification questionnaire
- It is important to note that not all services have advance qualification as many services have qualification only at the time of procurement. Therefore, Suppliers shall maintain their Aruba profiles up to date.

Regards,
Saudi Aramco Registration Team

Congratulations

You have completed all supplier registration steps. Your company is now registered in the Saudi Aramco Supplier Management system.
In case your request was missing some information, it will be returned back to you with clear comments that need to be addressed, as shown below.

**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.

---

**Existing Suppliers**

It is the responsibility of the supplier to stay active in Aramco e-Marketplace by completing the three steps outlined below:

**STEP 1: Navigation to Aramco e-Marketplace**

To access your company profile, existing suppliers are requested to go to the Saudi Aramco website ([www.aramco.com](http://www.aramco.com)). Navigation screens below will guide you to reach the hyperlink for existing suppliers.
The following steps are for suppliers that have Saudi Aramco Vendor IDs.

Go to the Saudi Aramco website page, and hover over the Partnering with us button.

Click on Supplier → Existing suppliers
Click on LOG IN HERE under the Saudi Aramco e-Marketplace Platform. Login by using user name and password. **Login Page**

After login, the following page will open. Click on the business Network button, then click on Ariba Proposals & Questionnaires to access your registration questionnaires.
After clicking on Ariba Proposals & Questionnaires, Aramco e-Marketplace page will open.

From the above page, you will see the following sections:

1. Events
2. Risk Assessments
3. Registration Questionnaires
4. Qualification Questionnaires
5. Questionnaires
6. Certificates
7. Tasks

You will be invited to one or more sections. You can access them in two different ways:

- By registering via the invitation email that Aramco sends
- By going to the Ariba Proposals & Questionnaires page (log into your account and click the app dropdown menu in the upper-left corner of the application and select Ariba Proposals & Questionnaires)

**STEP 2: Submit Profile Management Update Request**

**Complete Profile Update**
To submit, complete the supplier profile update request, and click on the Supplier Registration Questionnaire, under the Registration Questionnaires Section.

Click on Revise Response → OK
Click on section 3 “Company Profile” → Chang the answer to questions 3.4 to “General Supplier Profile Update” → Chang the answer to questions 3.5 to “Complete Supplier Profile Update”

Then, update all content as necessary, making sure to update the required questions on all company profile content → Click on Submit Entire Response.

Submit the response and the supplier will see the successful submission popup.
Registration Extension

To submit the registration extension request, click on the Supplier Registration Questionnaire under the Registration Questionnaires Section.

Click on Revise Response → OK
1. Click on section 3 “Company Profile”
2. Update your company product by adding from the list.
3. Update your company supplier type
4. Change the answer to questions 3.4 to “General Supplier Profile Update”
5. Change the answer to questions 3.5 to “Extend Registration to Materials Vendor/Manufacturer or Extend Registration to Service Provider” as desired.

6. Click on section 4 “Company Profile”
7. Update commercial Registration Details and attach updated CR certificate.
8. Update any other sections as needed.
9. And then, click on Submit Enter Response.
Submit the response and the supplier will see the successful submission popup.
Update Owners

To submit the Owners update request, click on the Supplier Registration Questionnaire under the Registration Questionnaires Section.

Click on Revise Response → OK
Click on section 3 “Company Profile” → Change the answer to question 3.5 to “update Owners”

Click on section 4 “In Kingdom Questionnaire” → Update Organization Type → Attach updated ownership profile → update company legal status as desired.
Click on section 8 “Ownership Questionnaire” → Click on Add ownership Questionnaire

Do Changes

Add Owners

Change existing ownership information as desired → Click on Add an additional Owner if supplier wants to add additional owners.
Owners #2 questionnaire add → fill owners #2 Questionnaire → Continue adding additional owners until the net percentage ownership of the supplier company reaches 100% → Click Save

Click Submit Entire Response
The Supplier will see the successful submission popup
Contact and Address

To submit the Contact Information/Address update request, click on the Supplier Registration Questionnaire under the Registration Questionnaires Section.

Click on Revise Response → OK
Click on Address and Contacts Section → Update contact information and address as desired → Click on Submit Entire Response
Submit the response and the supplier will see the successful submission popup.
Add a Warehouse

To add a new warehouse, click on Supplier Registration Questionnaire under Registration Questionnaires Section

Click on Revise Response → OK
Click on section 3 “Company Profile” → Change the answer to question 3.5 to “Add a Warehouse”

Click on section 6 “Address and Contacts” → Change the answer to question 6.1.11 to “No” → Fill out “Warehouse Address Details” section
Click Submit Entire Response

Supplier will see the successful submission popup
To link your company vendor ID as an agent to Saudi Aramco Approved source(s), click on the Supplier Commercial Agency (CAR) Certificate Questionnaire under Questionnaires Section.
Click on the Add Commercial Agency Registration (CAR) Certificate

Fill out the Commercial Agency Registration (CAR) Questionnaire → click on Add additional commercial Registration Agency Registration (CAR) Certificate to request another agency linkage in one request
Fill out the second Commercial Agency Registration (CAR) Certificate Questionnaire, Save and submit the entire response.

Suppliers will see the successful submission popup.
Supplier Deactivation

To deactivate (delete) your company profile, click on the Supplier Registration Questionnaire under the Registration Questionnaires Section

Click on Revise Response → OK

Click on section 3 “Company Profile” → Change answer to question 3.4 to “Deactivate Supplier Profile” → Select your deactivation request type → Attach deactivation official request letter.
Click Submit Entire Response

The Supplier will see the successful submission popup
Certifications Management
To update your company certificate, go to the certificates section after login.

Pay attention to the certificate expiration dates and update any that have expired.

To update an expired certificate, click on certificate under questionnaire.
Click on Revise Response → OK

Update certificate details, attach new files and then click on Submit Enter Response.
Click OK to submit.

The supplier will see the successful submission popup.
Congratulations

You have completed all supplier profile management steps. Your company profile is now active in the Saudi Aramco Supplier Management System.
Supplier Support

Saudi Aramco has setup a supplier support system to help and assist suppliers connected to the SAP Ariba network.

For support (questionnaires, link not working, timeline, additional info, documents, certificates etc.), please contact the Saudi Aramco Help Desk by phone or email.

Seeking help for technical support (access, browser, user name & password, performance etc.), please contact the Saudi SAP Ariba Help Desk by filling up and submitting an online form for phone call and/or email.

The Supplier Support System will also provide self-service options, such as a Technical Guide, Tutorials or an FAQ section to empower suppliers to find solutions on their own.

SAP Ariba Help Desk

A Supplier connected to the SAP Ariba network can receive technical support from within that network through the SAP Ariba Help Center Home.
To access the help center, hover over the question mark icon → Click on help → Support

By logging in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time.

User your credentials to access your account
Start by using the search box to find your answer

Example: Support related to account administrator

Browse AI-based recommendations or choose from the available options below to continue

If required, the supplier has the option to create a case “Support Request”
Complete the required fields and click on the One Last step button.

Choose the preferred contact method and click on the submit button.
Click on the OK Button

Submit the request and the supplier will see the successful submission popup

SAP Application Support

Hello,

This email is being sent to confirm the receipt of your request for "AUC2XX (Call Request) account administrator". Case XXX has been created for you.

If you would like to provide additional information in the interim, please respond to this email. The case will automatically be updated with your response.

Thank you and a member of our team will respond to your case as soon as possible.

Best regards,

[Signature]

The supplier will receive a successful submission confirmation email
If you are unable to log in, click on one of the help options as desired till you find the help that you need.

**Tutorials**

**Introduction to the Dashboard**

Here is the SAP Ariba provided video link to guide you on how to access and use leads, proposals, contracts, orders and invoices, inbox, outbox, catalog, account setting, change password, link user Id and company profile, etc.

**Introduction to the Dashboard (11:47)**

**Supplier Basics**

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

**Supplier Basics (4:33)**

**Forget Password**

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

**Having Trouble Logging In (2:03)**
Saudi Aramco Help Desk

In case the question or inquiry is a business question, the supplier may connect Saudi Aramco Supplier help Desk by email or phone call.

e-mail: SupplierHelpDesk@aramco.com

Phone: 800-116-1168 for in-Kingdom Suppliers
Or +966-11-290-8950 for out-of-Kingdom Suppliers

Tutorials

New Supplier Registration

For guidance on how to register with Saudi Aramco, including submitting a registration questionnaire through Saudi Aramco e-Marketplace Platform, please watch a short tutorial on how to register with Saudi Aramco.

New Supplier Registration Tutorial

Supplier Profile activation

For guidance on how to activate your migrated profile on the Saudi Aramco e-Marketplace Platform, please watch a short tutorial on how to activate your profile.

Migrated Supplier Activation Tutorial

Supplier Profile Update

For guidance on how to maintain and update the supplier profile on the Saudi Aramco e-Marketplace Platform, please watch a short tutorial on how to update your profile.

Supplier General Registration Update Tutorial