Q1 Can the suppliers connect two Vendor profiles/ID to one SAP Ariba account?

A No, the suppliers cannot link two vendor ID/CR to one SAP Ariba account, every supplier profile must be linked to one SAP Ariba account.

Q2 Can the suppliers connect with multiple buyers using one SAP Ariba account?

A Yes, the suppliers can link multiple buyers to one Ariba account by logging into the SAP Ariba registration invitation with the same SAP Ariba account.

Q3 Can the suppliers register with SATORP without receiving the invitation request from SATROP?

A No, for the suppliers to register with SATORP on SAP Ariba, the suppliers must receive the invitation request. Also, the supplier (will receive the invitation in waves) and SATORP will communicate with all suppliers on when to expect to receive the request.

Q4 Can the suppliers use a username that is not the same as the email address?

A Yes, the suppliers have the option to choose any username as long as other users do not use it on the Ariba network.

Q5 Can the supplier use their personal email address in SATORP Supplier registration questionnaires?

A No, the suppliers are required to add their business email and they are not allowed to use their personal email in their registration response

Q6 Is there a way to review duplicate accounts on the Ariba network without going through the registration process?

A Potential duplicate accounts will be visible to the suppliers after the Ariba registration is submitted.

Q7 Should the suppliers have different Ariba accounts/registrations for each CR with SATORP?

A Yes, every supplier profile/CR must be linked to one Ariba account

Q8 Should the suppliers with overseas manufacturers register as out of kingdom suppliers or in kingdom suppliers?

A If the supplier has a CR inside the kingdom, he needs to register as in-kingdom supplier.

الأفراد
People
الشراكة
Partnership
الإعتزاز
Pride
الإعتزاز
Professionalism

SATORP-Company General Use

Q9 What is the recommended browser to use with SAP Ariba?

A Please visit (supplier.ariba.com) to check the supported browsers.

Q10 Can the suppliers send messages to SATORP on SAP Ariba?

A Yes, the suppliers can use the event messages feature to communicate with SATORP inside the event.

Q11 Is it possible for suppliers to find buyers on the SAP Ariba network?

A No, buyers will be able to find the suppliers using the SAP Ariba discovery based on the information in their public profile.
The buyer then can send leads to the found suppliers and connect with them.

Q12 Is it required for the suppliers to have an enterprise SAP Ariba account to work with SATORP on the supplier registration and proposals?

A No, the suppliers can use either standard or enterprise accounts to view and work with SATORP on the supplier registration and proposals.

Q13 Can the suppliers use the mobile phone to access the SAP Ariba Network?

A Yes, the suppliers can download the Ariba supplier application from Apple Store or Google Play.

Q14 Is it required for the suppliers to pay to use SAP Ariba?

A No, they can join the SAP Ariba Network by default with a standard account that is free of charge.

Q15 Are there any fees associated with the suppliers to receive or submit RFP/RFQ with SATORP?

A No, working on the proposals and questionnaires is free of charge on SAP Ariba regardless of the type of the account.

Q16 Can the suppliers reject submitting the proposal from SATORP?

A Yes, the suppliers can accept or reject any bidding from SATORP.

Q17 What are the conditions for the SAP Ariba supplier user to view the RFP sent by SATORP

A The suppliers must be approved and they must be invited to the Proposal event by SATORP.

Q18 Where does the supplier find the proposal request on SAP Ariba?

A The suppliers can locate all of the invited events in the Proposal and Questionnaires application from the SAP Ariba Network.

Q19 What is D-U-N-S Id?

A It's a unique nine-digit identifier for businesses, this is only applicable for US suppliers.

Q20 Can the suppliers update the registration questionnaires after its submission?

A Yes, the suppliers can revise their response, as long the duration of the event is not expired.

Q21 What is the document type/size that is allowed as an attachment in the supplier registration questionnaires?

A Any document type can be attached as long its less than 100 Mb.

Q22 Whom the suppliers should contact in case they faced any issue?

A For business related questions, the suppliers can contact SATORP on VRG@SATORP.com and for the technical SAP Ariba related questions, the suppliers can log SR by clicking on the "?" from their SAP Ariba user.

Q23 Will the submitted questionnaires by the suppliers be visible to everyone on the SAP Ariba network?

A No, only the buyer who invited the supplier to the registration/event will be able to see the information submitted by the supplier.

Q24 Can the supplier's admin assign different permissions for the users such as Proposal or Invoice access?

A Yes, the administrator SAP Ariba user can create users and roles.

Q25 Can the suppliers have multiple users under the same SAP Ariba account?

A Yes, the SAP Ariba account can have multiple users assigned to it and each user can have a different role based on the business need.

Q26 Can the supplier propose an amendment to the code of conduct?

A No, the code of conduct is part of the registration requirement.

Q27 How many admin users the SAP Ariba account can have?

A Only one Administrator user can be available for every SAP Ariba account.

Q28 What should be the role that should be assigned to a user so the user can access the Proposal from SATORP?

A The role is Access Proposals and Contracts.

Q29 What should the suppliers do if the admin of the supplier SAP Ariba account is leaving or left the company?

A The supplier admin should re-assign the administration role to one of the existing users.
If not, then the supplier can create SR with the SAP Ariba Support team.

Q30 Will the supplier receive a notification on Ariba if the supplier lost the proposal bid?

A Yes, the notification will be sent through the system.

Q31 Will, the supplier`s user receive notifications to the email under their username?

A As long as the supplier SAP Ariba user is approved by SATORP, then all notifications will be sent to the email defined in the SAP Ariba account settings.

Q32 Will the suppliers be considered as registered with SATROP if they are registered with Aramco?

A No, every registration request/process is different between the different buyers.

Q33 Can a supplier register with SATORP if the supplier registration status with a different buyer is not approved yet?

A Yes, every registration request/process is different between the different buyers.

Q34 How long it will take for SATORP to approve the submitted registration questionnaires?

A Normal registration may take 15 days, but if SATORP request an additional prequalification from the suppliers, it may take up to 30 days.

Q35 What are the different statuses the supplier can have on their registration questionnaires?

A Invited – the supplier is invited.
In Registration – the supplier started filling the questionnaires.
Pending Approval – the supplier submitted the questionnaires and waiting for buyer approval.
Pending Re-Submission – the supplier is requested to resubmit their response.
Registered – the supplier questionnaire is approved.

Q36 What if the suppliers couldn't complete the questionnaire before the deadline?

A The initial duration of the supplier registration is 30 Days, and the suppliers should contact the buyer if the duration of the event is expired.

Q37 What are the supplier's evaluation criteria?

A Price + Delivery + Service.

Q38 What would the process of receiving RFQ before SATORP goes live with the SAP Ariba Modules?

A Same ongoing practice, no changes until SATORP goes live. All suppliers will be notified ahead of the go live date.

Q39 Will the existing suppliers receive a new vendor ID once they complete the registration?

A For the existing supplier, Vendor ID will be the same vendor code with SATORP.

Q40 Will the suppliers receive a notification once the registration is approved by SATORP?

A Yes, all notifications will be sent to the email is defined in the SAP Ariba account settings.

Q41 What are the mandatory Documents/Certificates that are required from the suppliers during the registration?

A All mandatory certificates will be highlighted with "*" and must be added before the submission of the response

Q42 will SATORP send advance alerts for the registration certificates due for expiry?

A Yes, but it is the supplier responsibility to keep their profile updated so he can avoid (INACTIVE) account.

Q43 Can the supplier add their bank information in 2 different currencies?

A Yes.

Q44 Is it mandatory for the suppliers to complete the registration questionnaires sent by SATORP?

A Yes, all suppliers are required to complete their registration questionnaires with SATORP.

Q45 What is the difference between registration questionnaires and qualification questionnaires?

A In the registration questionnaires, the suppliers required to provide all of the information related to their Company information, address, contact information and applicable certificates…..etc.
In the Qualification questionnaires, the suppliers are required to provide information related to Safety and Finance if the supplier is applicable.

Q46 What is the process to register with SATORP on the SAP Ariba Network for the new Suppliers?

A SATORP will add for the suppliers a link to register as a new supplier on SATORP Portal.

Q47 When SATORP is expected to go live with the SAP Ariba modules

A SATORP is expected to go live with the SAP Ariba modules in Q2 or Q3 of 2021.

Q48 When the suppliers are expected to receive the registration invitation from SATORP?

A SATORP is expected to go live with the SAP Ariba registration module in Q2 or Q3 of 2021.
The invitation request will be sent to the suppliers based on a wave approach, SATORP will send a communication to the suppliers ahead of the invitation date.

Q49 Will the suppliers receive the registration invitation to their registered Email on SATORP Portal?

A Yes, the invitation request will be sent to the suppliers based on a wave approach, SATORP will send a communication to the suppliers ahead of the invitation date.

Q50 Is it required for foreign suppliers to have a local presence in Saudi Arabia to do business with SATORP?

A We encourage all suppliers to have a local presence in Saudi Arabia, but it's not mandatory in order to do business with SATORP.

Q51 Can the suppliers register their local and foreign branches at the same time?

A Yes, but every supplier profile must be linked to one SAP Ariba account.

Q52 What should the suppliers do in case they are unable to view the RFP from SATORP?

A The suppliers can check with their buyer if their user is invited to the event, otherwise they can request support from the SAP Ariba help center.

Q53 How often the suppliers need to update the registration questionnaires?

A For local suppliers, it's required to update the certificates such as GOSI every 30 days, Saudization every 3 months, Zakat every 1 year.

Q54 Is it possible for the suppliers to select multiple commodities in the registration questionnaires?

A Yes, the suppliers can select multiple commodities based on their business profile.

Q55 What are the different requirements for registering in-Kingdom suppliers and out-of-Kingdom suppliers?

A All mandatory fields are marked with "*" in the supplier registration questionnaires.
Depending on the suppliers selection, more or less fields/requirements will be requested to be filled.
Example: Zakat certificate is a mandatory field for in-Kindom suppliers but its not visible for out of Kindom suppliers.

Q56 What should the suppliers do if their products or services are not part of the commodities proposed by SATORP?

A The suppliers can contact VRG@satorp.com asking for support.

Q57 What should the supplier do if they don't know what is their Vendor ID number?

A The suppliers can request their Vendor ID by contacting SATORP on VRG@satorp.com

Q58 How the supplier can learn more about SAP Ariba?

A Click here to participate in additional training provided by Ariba Customer Support including a wide range of topics from Source to Settle.

Q59 Are suppliers expected to receive purchase orders from SATORP and submit their invoices on SAP Ariba?

A No, as of today the suppliers will not receive any purchase orders from SATORP on the SAP Ariba, SATORP has not gone live with the transaction module yet.