شركة أرامكو السعودية توتال للتكرير والبتروكيماويات (ساتورب)
SAUDI ARAMCO TOTAL Refining and Petrochemical Company (SATORP)

ساتورب
satorp

الأفراد People | الشراكة Partnership | الإعتزاز Pride | المهنية Professionalism

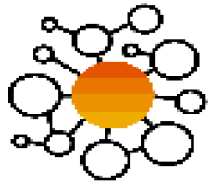
Ariba Network

Supplier Registration Guide

SATORP-Company General Use

Table of Contents

Ariba Network Overview


Registering as an existing supplier

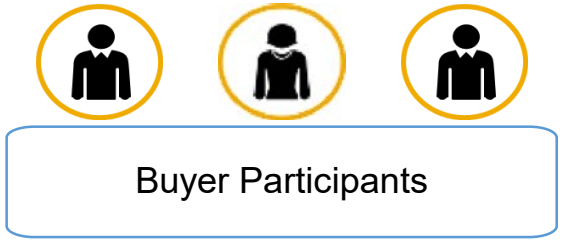
Account Configuration

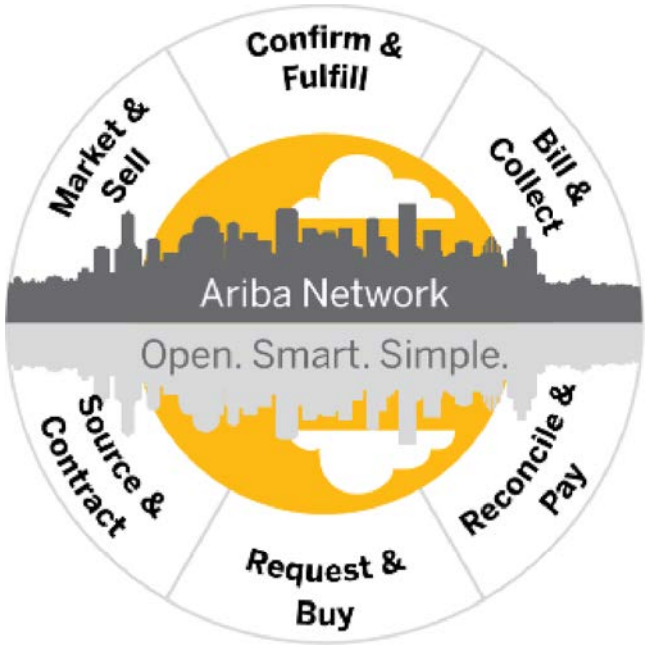
Ariba help Resources & Support

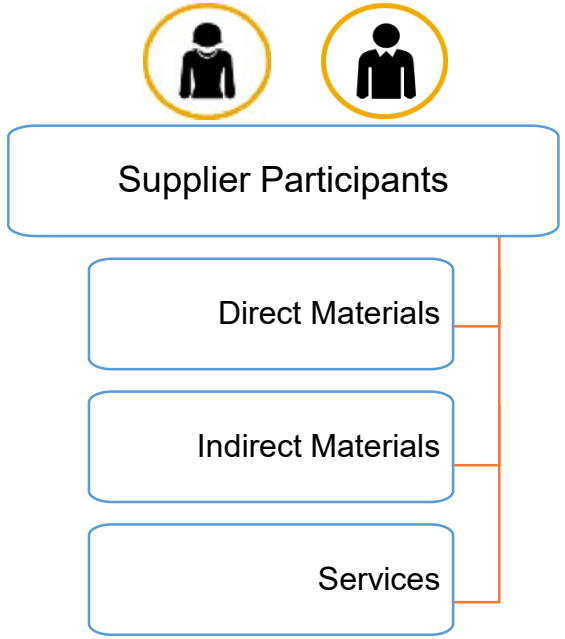
SATORP Company General Use

What is Ariba Network?

SATORP has selected Ariba Network as their electronic transaction provider. As a preferred supplier, you have been invited by your customer to join Ariba Network and start transacting electronically with them.







SATORP-Company General Use

SAP Ariba Can Help You With...

Enhanced collaboration and the ability to manage your commercial relationship with us via one single digital platform

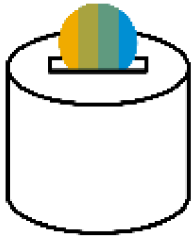
The ability to create, own and manage your digital Supplier Profile - enabling electronic trade with us and potentially other buyer organisations that are Ariba Network enabled

Greater **visibility and transparency of the status of business transactions** (e.g. Supplier Communications, Notifications), **sourcing events and opportunities**

Greater visibility of our **end-to-end** procurement process

SATORP Company General Use

Cost Implications



In order for a Supplier to conduct business with us via the 3 new SAP Ariba Modules, they will need the following :

A device that can access the internet via a browser (Desktop, Laptop, Tablet or Smart Phone)

Suppliers incur no costs to:
create their supplier profile
create a new SAP Ariba Network Standard Account
participate in any sourcing event (including Registration and Qualification Questionnaires)

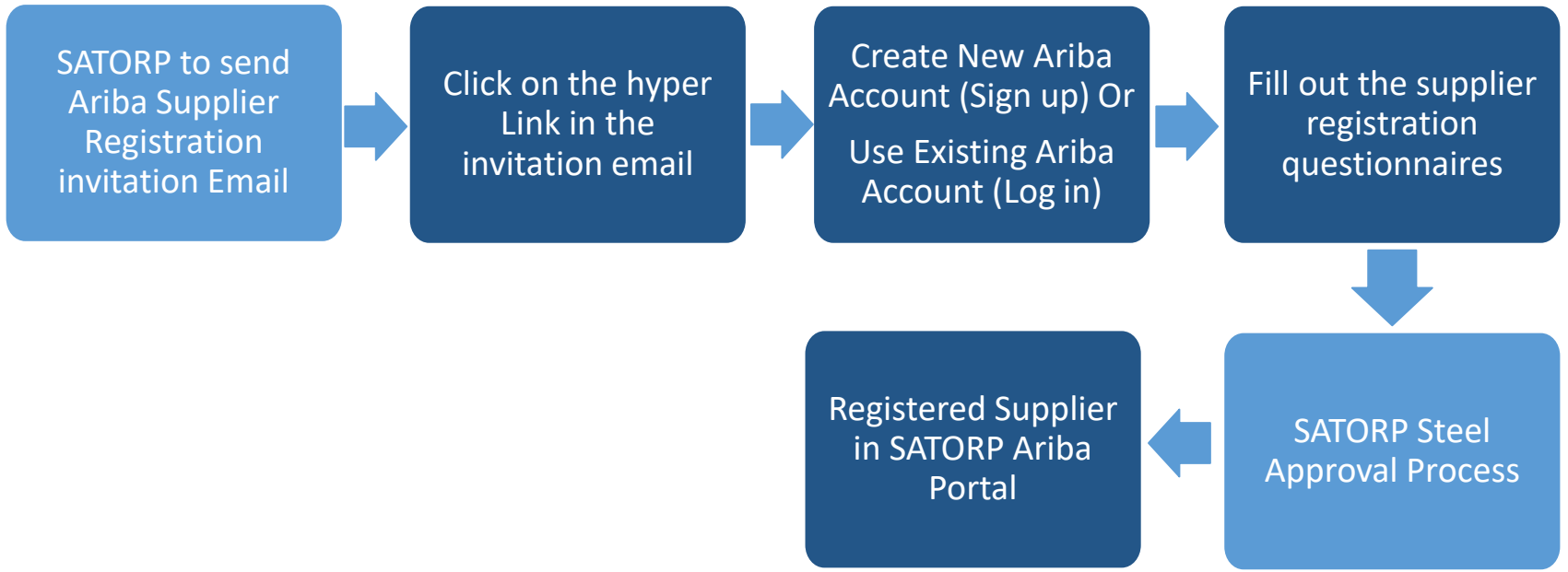
SATORP Company General Use

Registering as an Existing Supplier

Supplier Registration

SATORP-Company General Use

Existing Supplier Registration – Process Flow



Supplier registration Status

- **Invited –** Supplier is invited.
- **In Registration –** Supplier started filling the questionnaires.
- **Pending Approval –** Supplier Submitted the questionnaires and awaiting Buyer Approval.
- **Pending Re-Submission –** The initial Submission is rejected or missing some information and the supplier is requested to resubmit their response.
- **Registered –** Supplier questionnaire is approved

SATORP-Company General Use

Existing Supplier Registration

If you are an existing supplier for your customer, you will receive an email notification informing you to register on Ariba Network.

Click on “Click here”

Invitation: Register to become a supplier with SATORP - TEST

GA Gau ystem-prodksa+satorp-T.Doc36550616@smtp.mn2.ariba.com>
To

ساتورب satorp

Register as a supplier with SATORP - TEST

Hello!

Gaurav Ail has invited you to register to become a supplier with SATORP - TEST. Start by creating an account with Ariba Network. It's free.

SATORP - TEST uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If Damons RECRUITMENT SOLUTIONSdef already has an account with Ariba Network, sign in with your username and password.

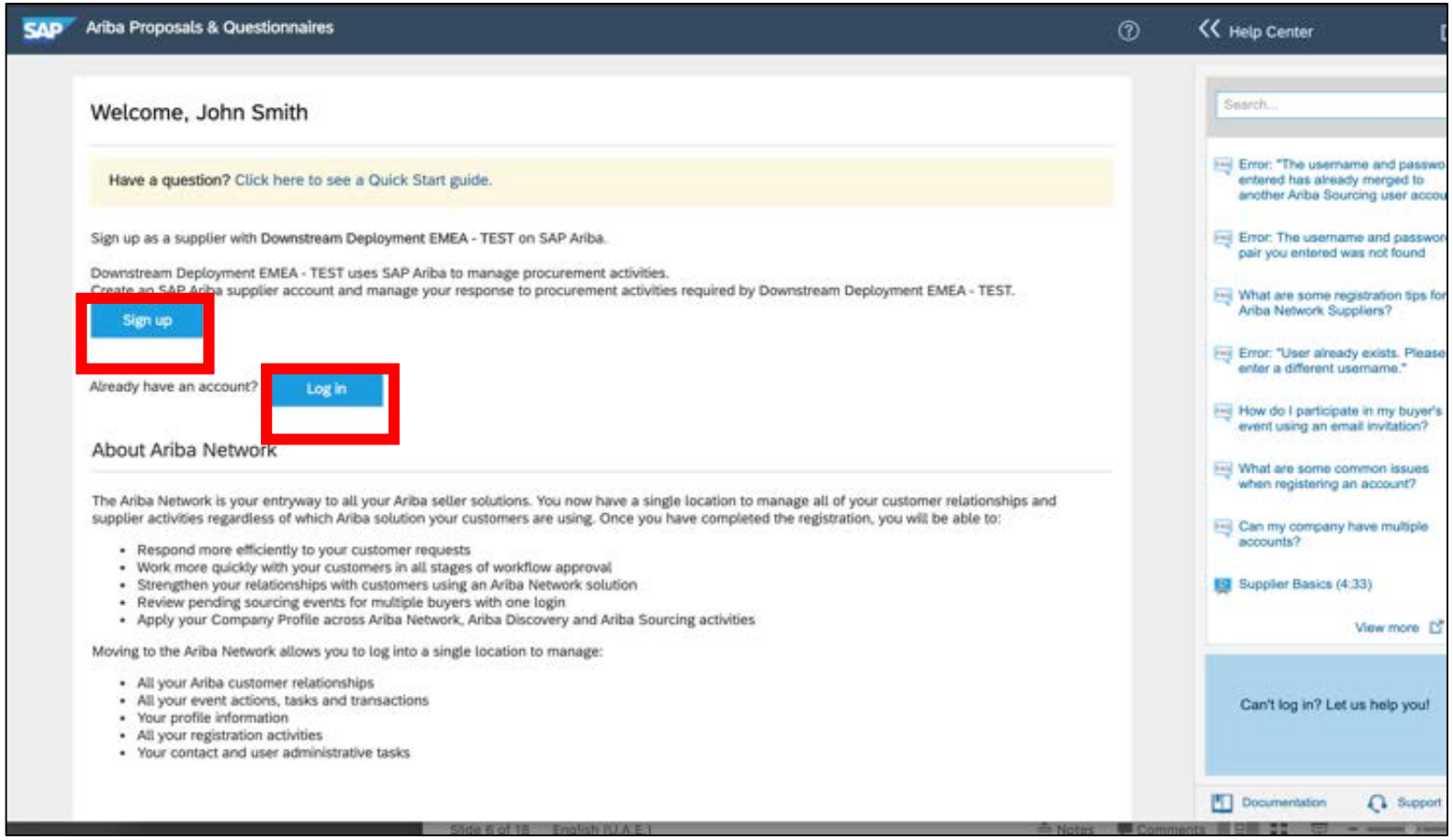
Cli Here to create account now

You are receiving this email because your customer, SATORP - TEST, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact SATORP - TEST.

SATORP-Company General Use

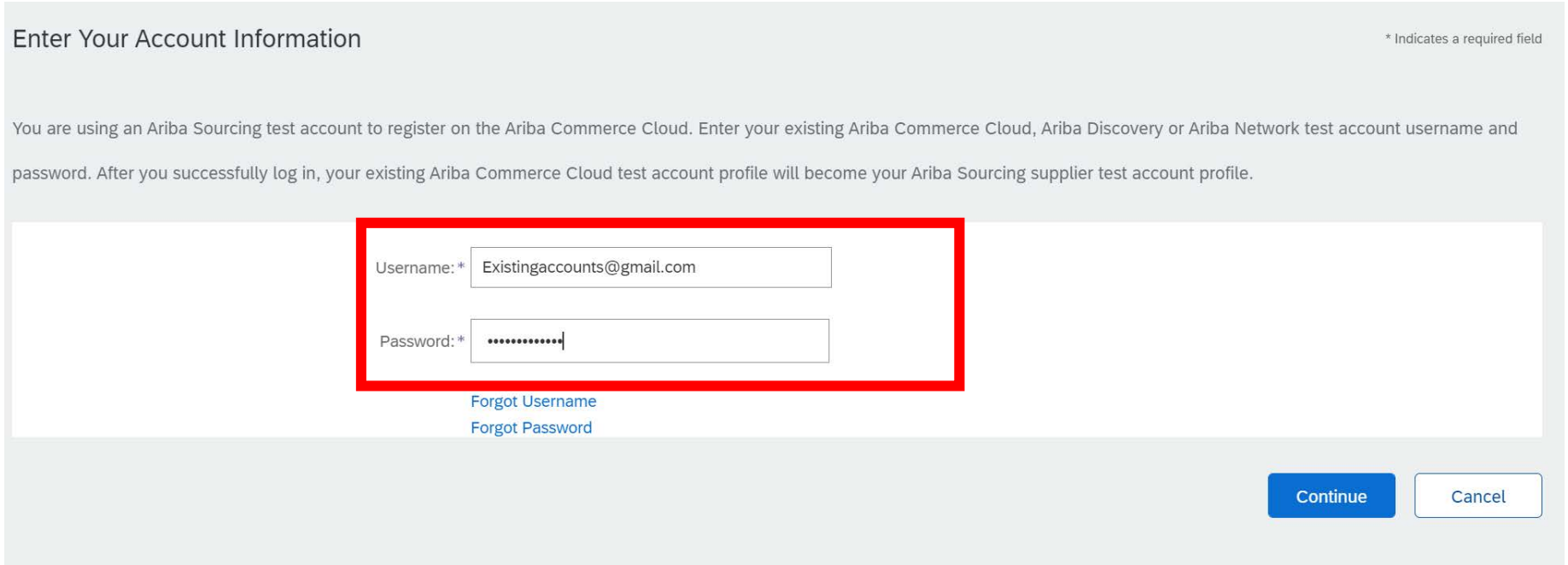
Existing Supplier Registration

Click Sign up if you don’t have an Ariba Network Account, or Log In if you already have an Ariba Network Account



Existing Supplier Registration

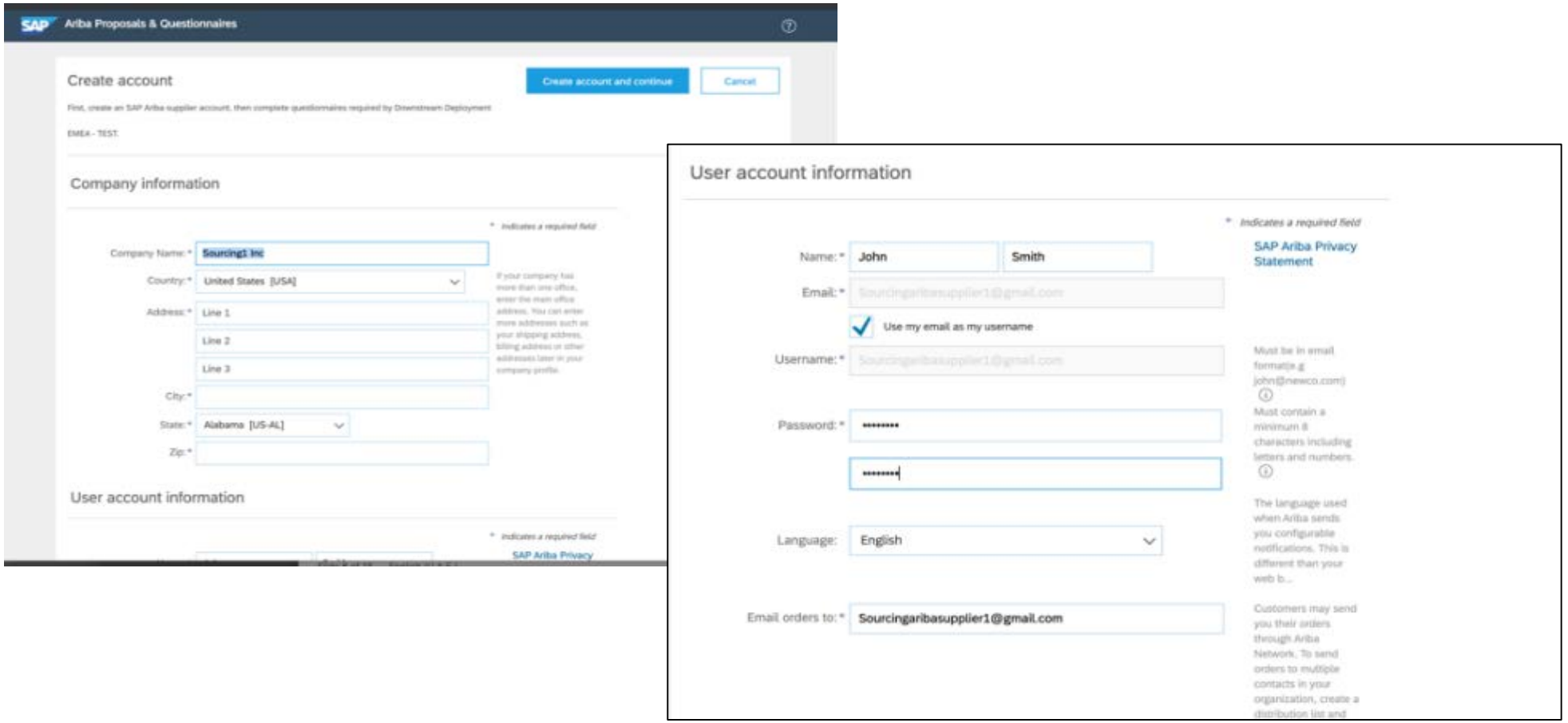
If you have an existing account, Log in with your username and password.



SATORP-Company General Use

Existing Supplier Registration

If you don’t have an account, create one by signing up and fill in all required fields and click ‘create account and continue’

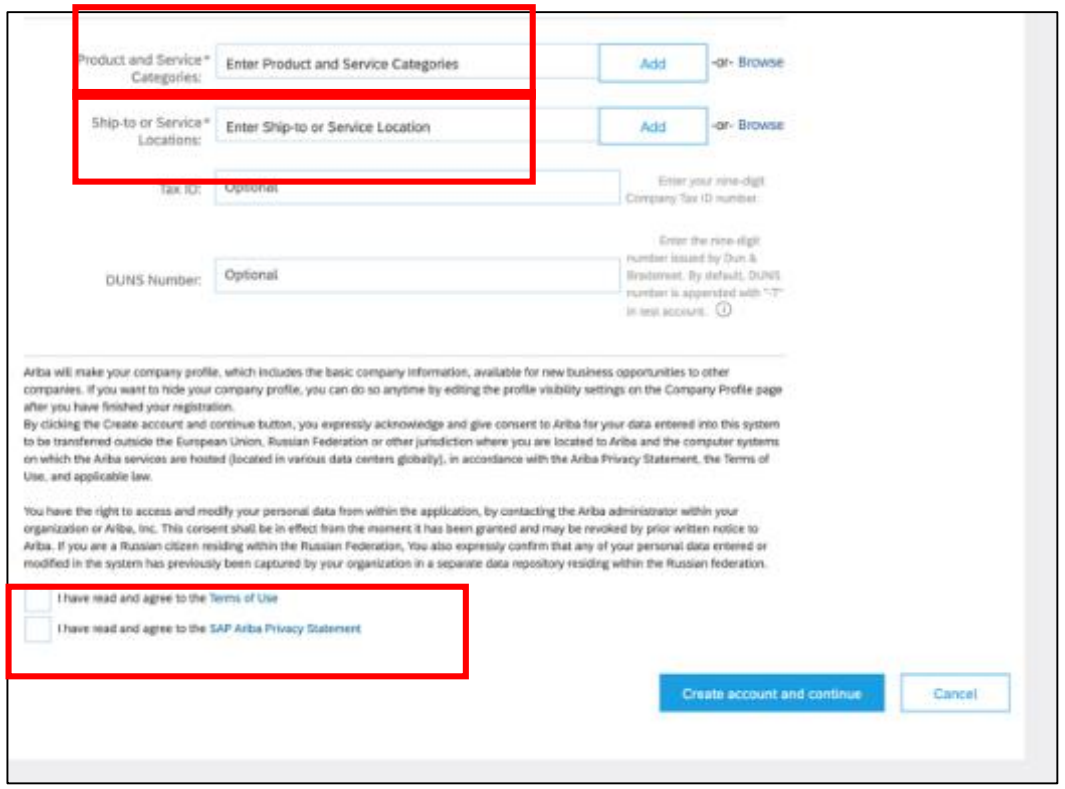


SATORP Company General Use

Existing Supplier Registration

Enter Products and Services and Ship to Locations. (enter at least one and then you can complete your profile further after registration)

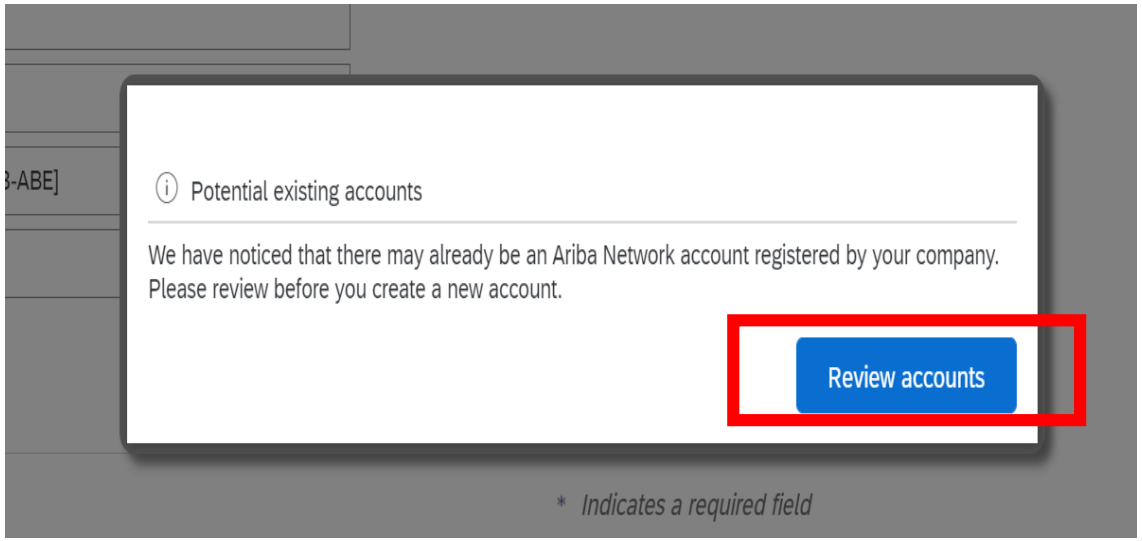
Accept terms and conditions and click ‘create account and continue’

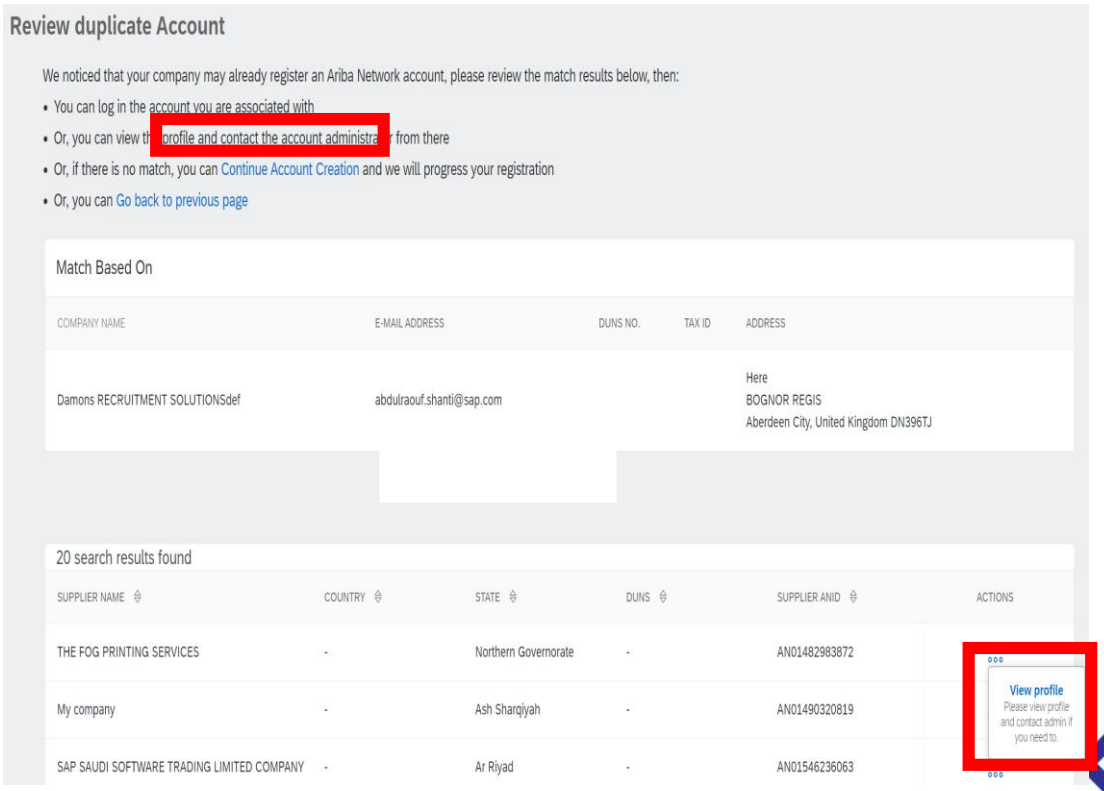


SATORP-Company General Use

Existing Supplier Registration

In case Ariba detected a potential existing account based on a matched email address. Click Review accounts to check all of the potential accounts, you can either click on the 3 dots to contact the administrator to avoid creating a new account or you can proceed with the account creation by clicking Continue Account Creation



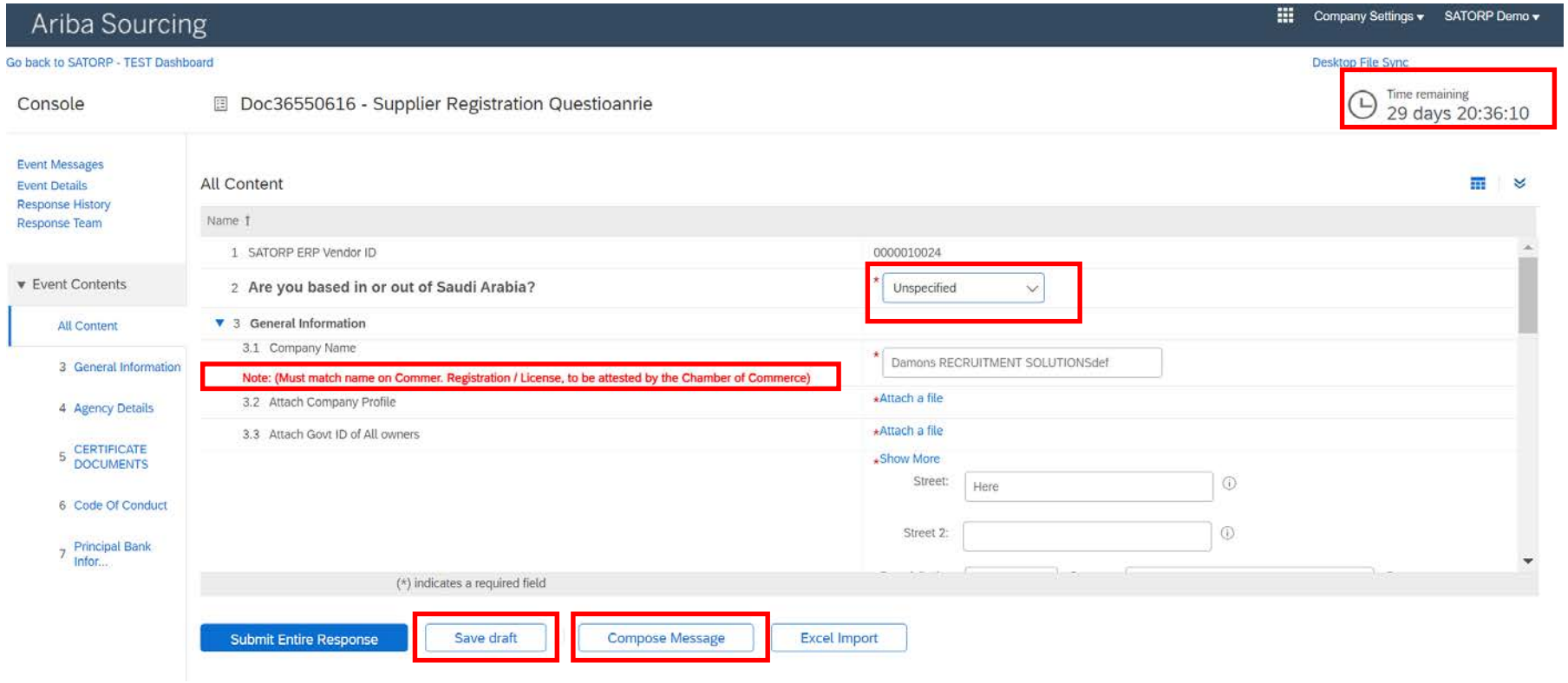


SATORP Company General Use

Existing Supplier Registration

Complete the Supplier registration questionnaire and enter all the mandatory fields marked with an asterisk
You may save draft and complete the form within the time remaining
You may also compose a message to the Buyer incase you require any clarification
Depending on the answer for the multiple choices question (Yes/No), a new set of questions will be added

Note: You will find Instruction/Notes written in Red as a guide to help in completing your registration

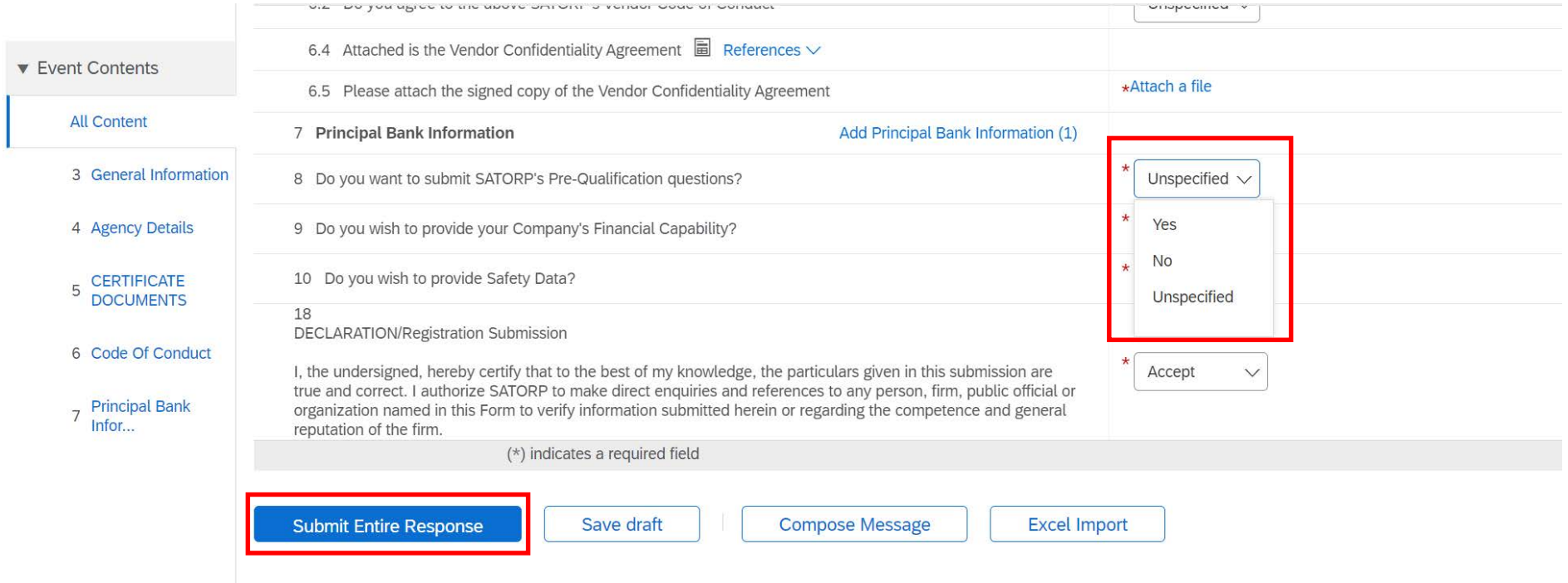


SATORP Company General Use

Existing Supplier Registration

Click on Submit Entire Response once you have completed the questionnaire

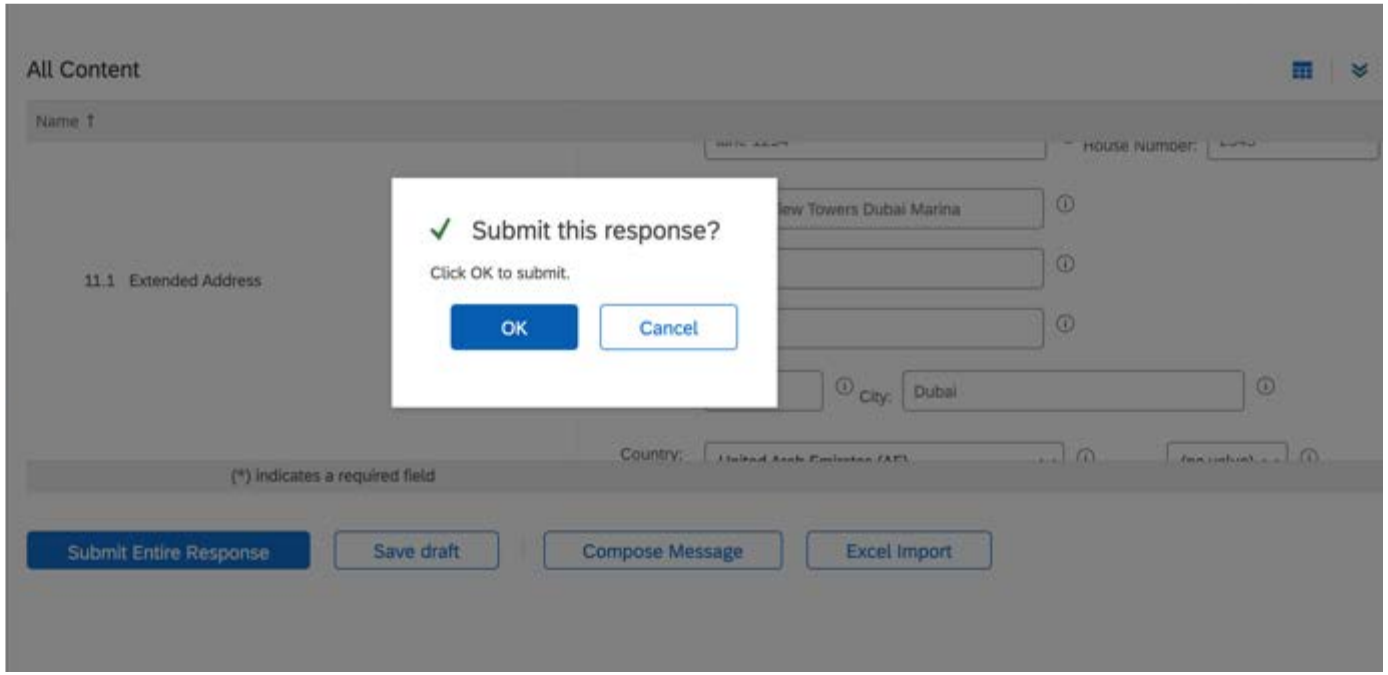
- Note: Depending on your answer for the multiple choices questions (Yes/No), a new set of questions will be added



SATORP-Company General Use

Existing Supplier Registration

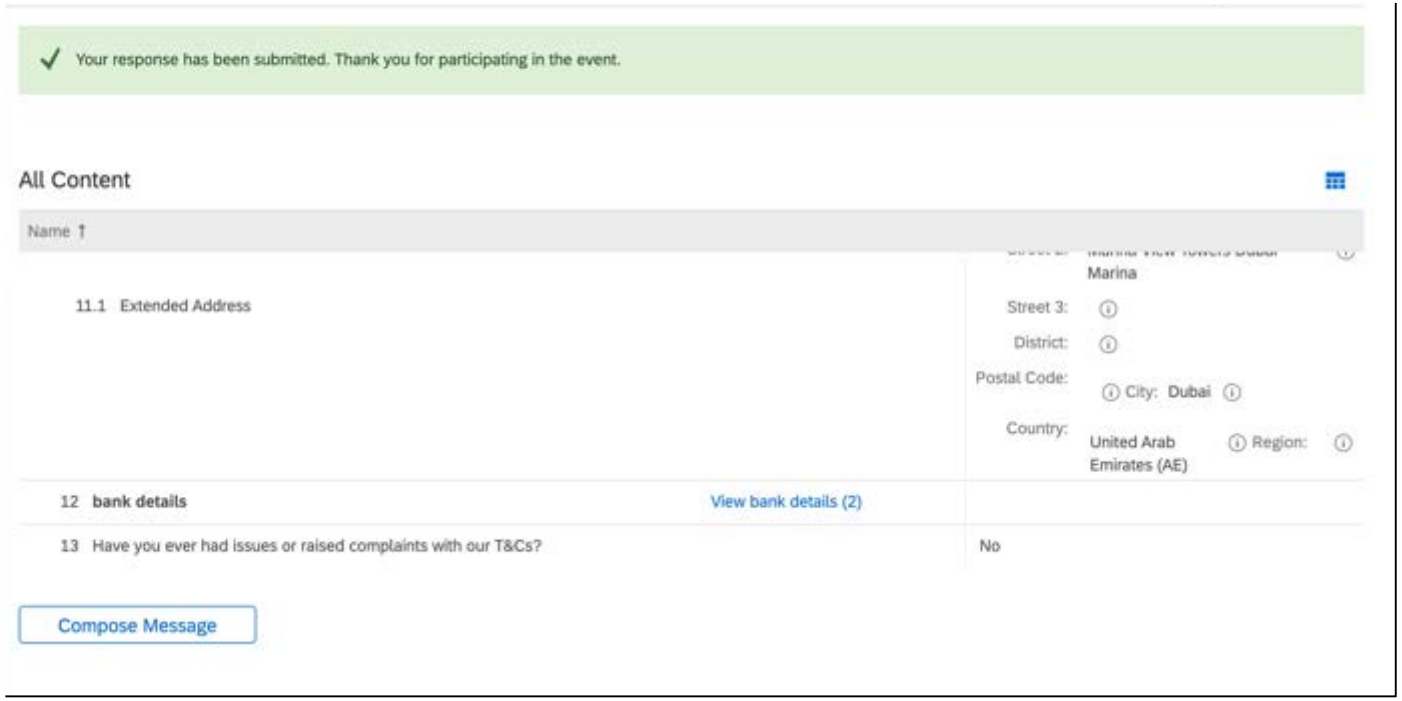
Click on OK to Submit



SATORP Company General Use

Existing Supplier Registration

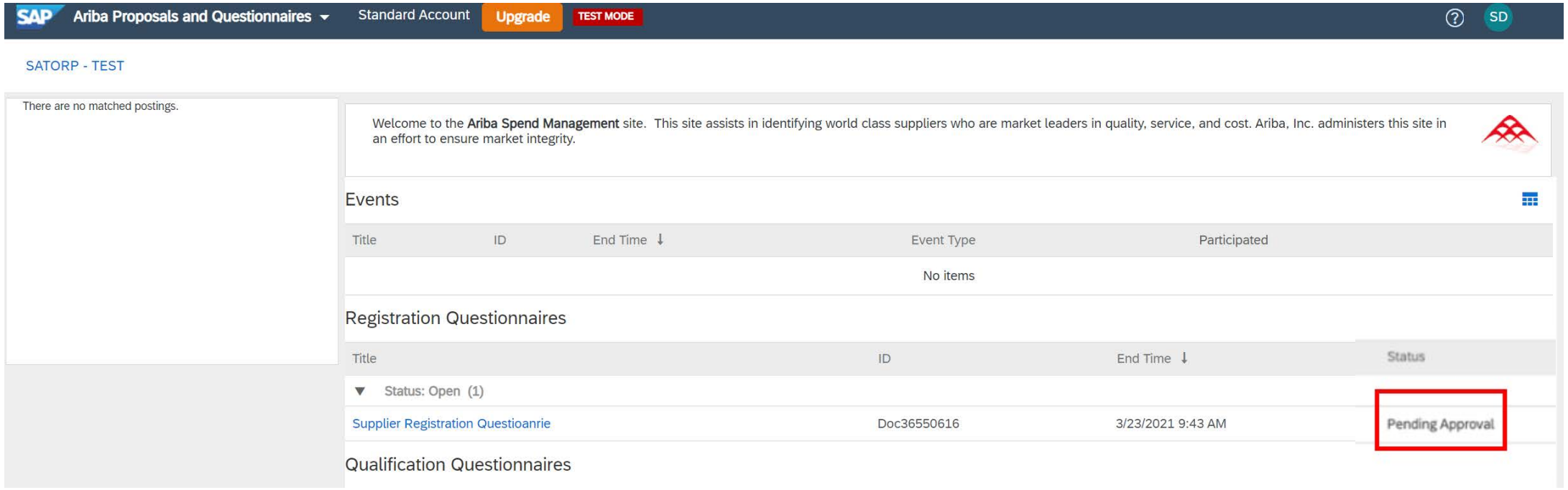
Your response has been successfully submitted



SATORP Company General Use

Existing Supplier Registration

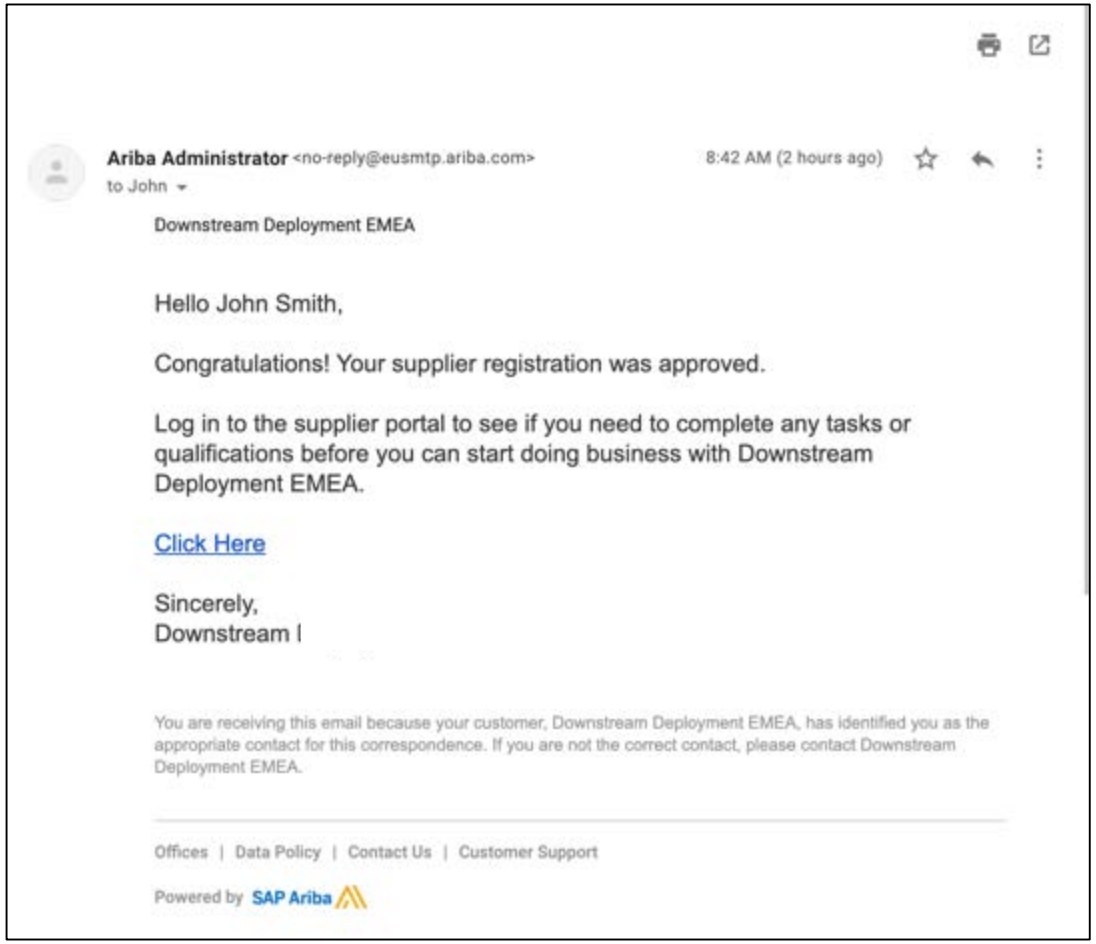
Your registration will be pending approval while it is being reviewed by your customer



SATORP Company General Use

Existing Supplier Registration

Once your registration is approved, you will receive an email informing you that your response is approved



Ariba Administrator <no-reply@eusmtp.ariba.com> 8:42 AM (2 hours ago)
to John

Downstream Deployment EMEA

Hello John Smith,

Congratulations! Your supplier registration was approved.

Log in to the supplier portal to see if you need to complete any tasks or qualifications before you can start doing business with Downstream Deployment EMEA.

Click Here

Sincerely,
Downstream I

You are receiving this email because your customer, Downstream Deployment EMEA, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact Downstream Deployment EMEA.

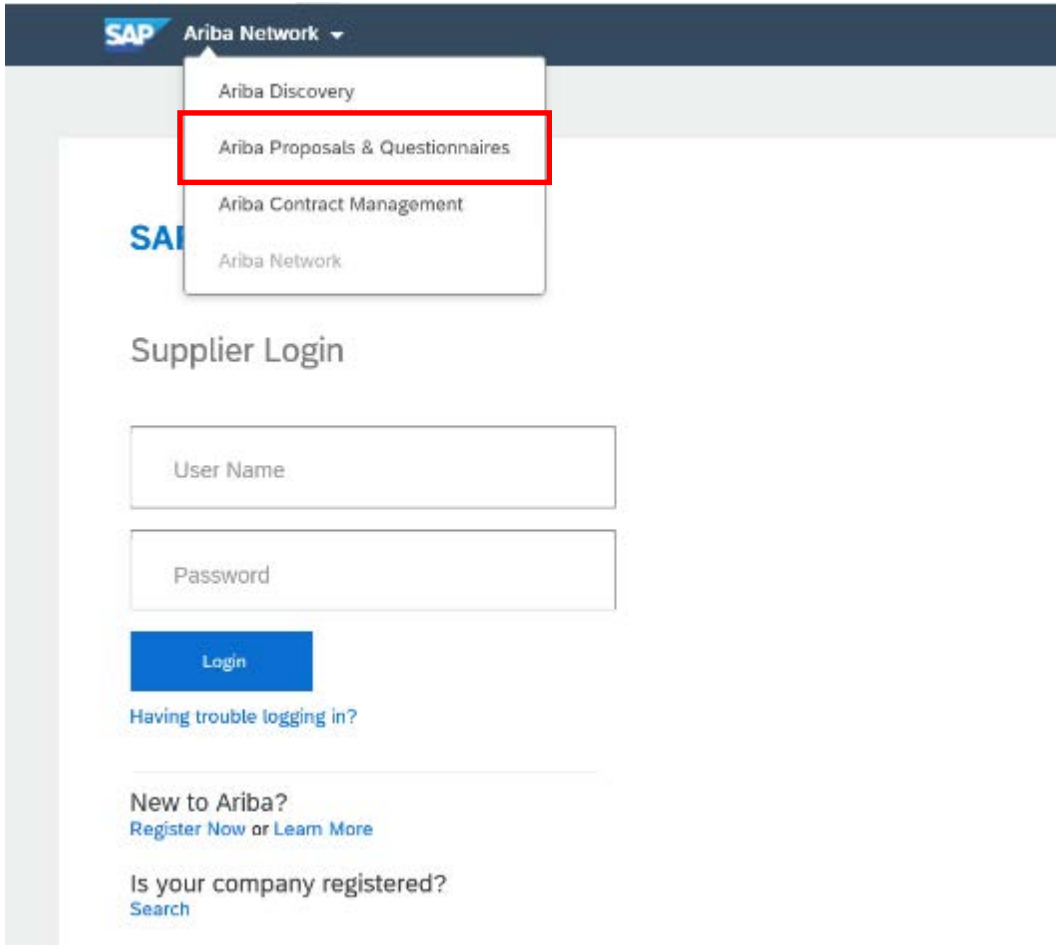
Offices | Data Policy | Contact Us | Customer Support

Powered by SAP Ariba

SATORP-Company General Use

Existing Supplier Registration

To log back in and see your questionnaire, go to supplier.ariba.com
Click ‘Ariba Network’ in the upper left hand corner and choose ‘Proposals and Questionnaires’



SATORP Company General Use

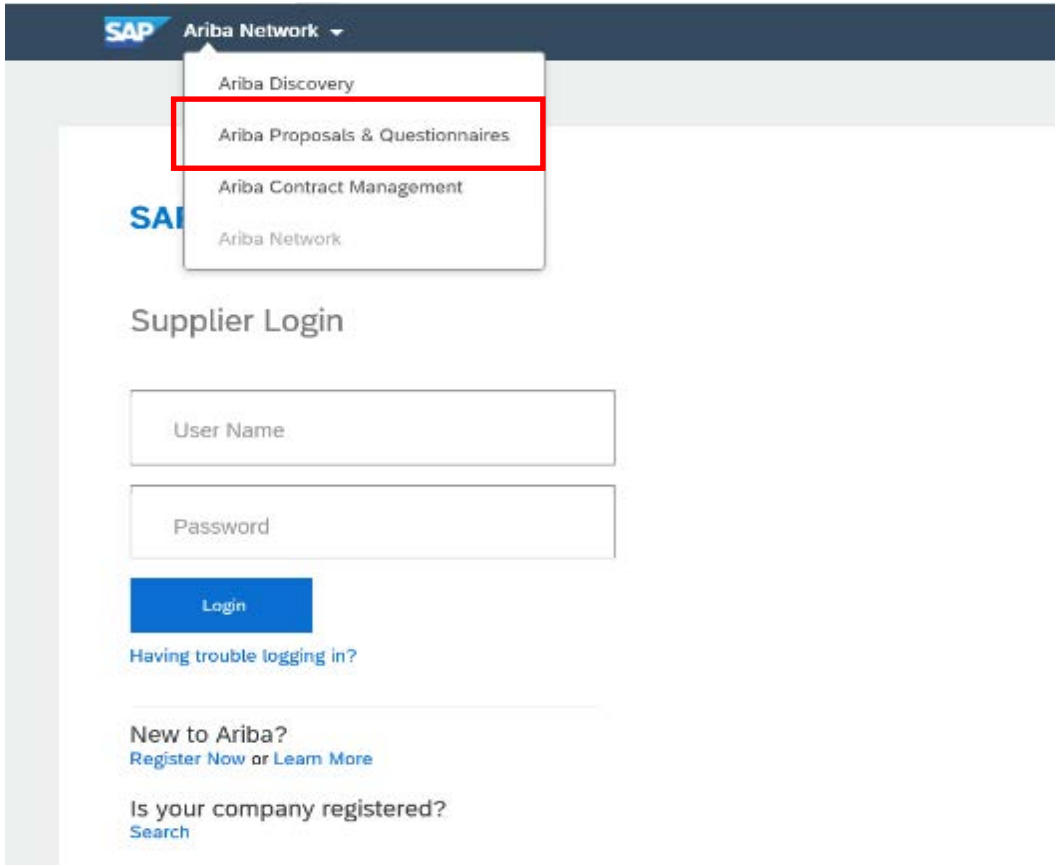
Ariba Account Configuration

Account Configuration & User Setup

SATORP-Company General Use

Account Configuration - Navigating To Your Account

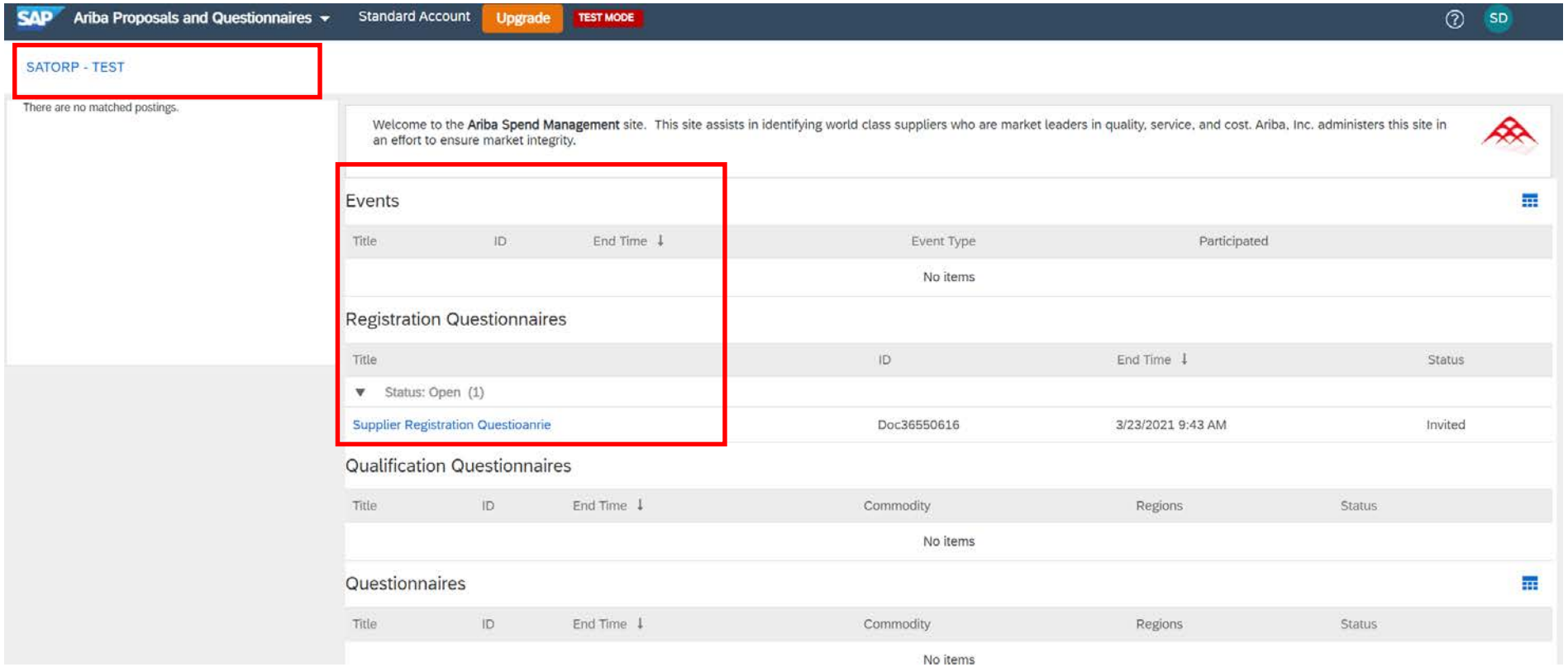
Go to supplier.ariba.com
Click on Ariba Network, then choose *Proposals and Questionnaires* and enter your login credentials



SATORP Company General Use

Account Configuration - Navigating To Your Account

You will be able to see all of your sourcing events and the registration questionnaire and their statuses. If you have more than one customer, they will be in separate tabs.



SATORP Company General Use

Account Configuration – Creating Users and Roles

In SAP Ariba, **administrators** and **users** have different roles:

- **Administrators** have the following responsibilities:
  - Account configuration & management – registering new accounts in the SAP Ariba Network
  - Handle account login issues and act as primary contact for their company's Ariba Network users
  - Create new roles in Ariba system
  - **The individual that creates / registers a new Ariba Network account automatically becomes the account administrator. All notifications will be sent to the email address that they capture for that account.**

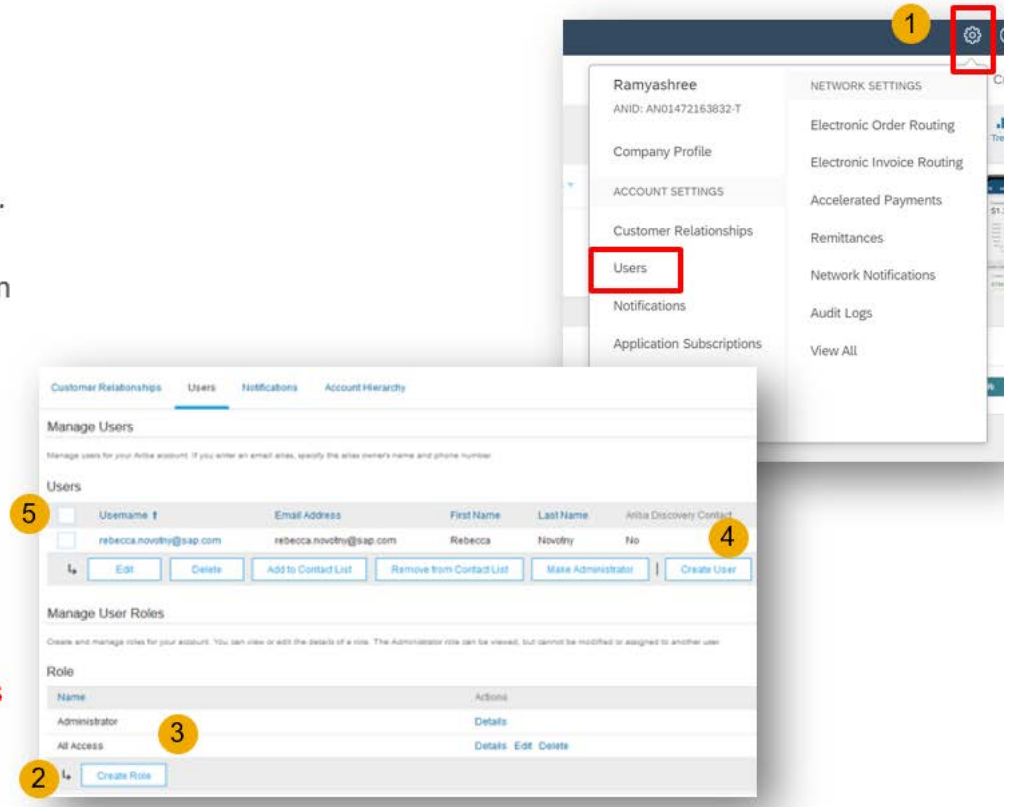
- A **user** has the following attributes in SAP Ariba :
  - Users can have different roles concerning procurement and supply chain processes
  - Users can update their profile in Ariba
  - Configuring notifications and workflows based on roles and responsibilities that the administrator assigns to them

SATORP-Company General Use

Account Configuration - Creating Users and Roles

1. **Click** on the Users tab under the **Company Settings** options. The Users page will load.
2. **Click** on the **Create Role** button in the Manage Roles section and type in the Name and a Description for the Role.
3. **Add** Permissions **to the Role** that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.

   Note: For Proposal and contract access role, Buyers must approve the request

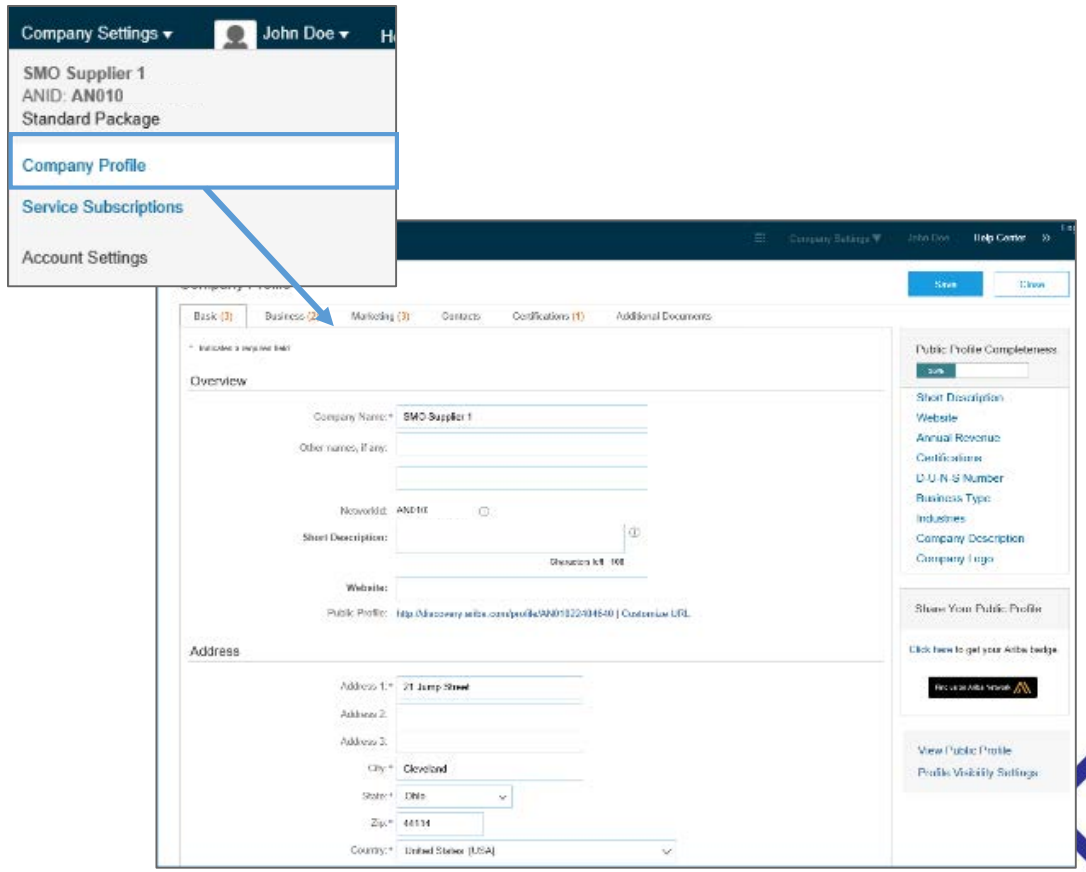


4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done. You can add up to 250 users to your Ariba Network account

SATORP Company General Use

Account Configuration – Completing the Public Profile

You can complete your Ariba Cloud public company profile. The information you update in this section can be seen by other buyers on the Ariba Network. The information you completed in the previous section (Supplier Registration) can only be viewed by the customer that requested the information from you.



1. Select Company Profile from the Company Settings dropdown menu.

2. Complete all suggested fields within the tabs to best represent your company.

3. Fill the Public Profile Completeness meter to 100% by filling in the information listed below it.

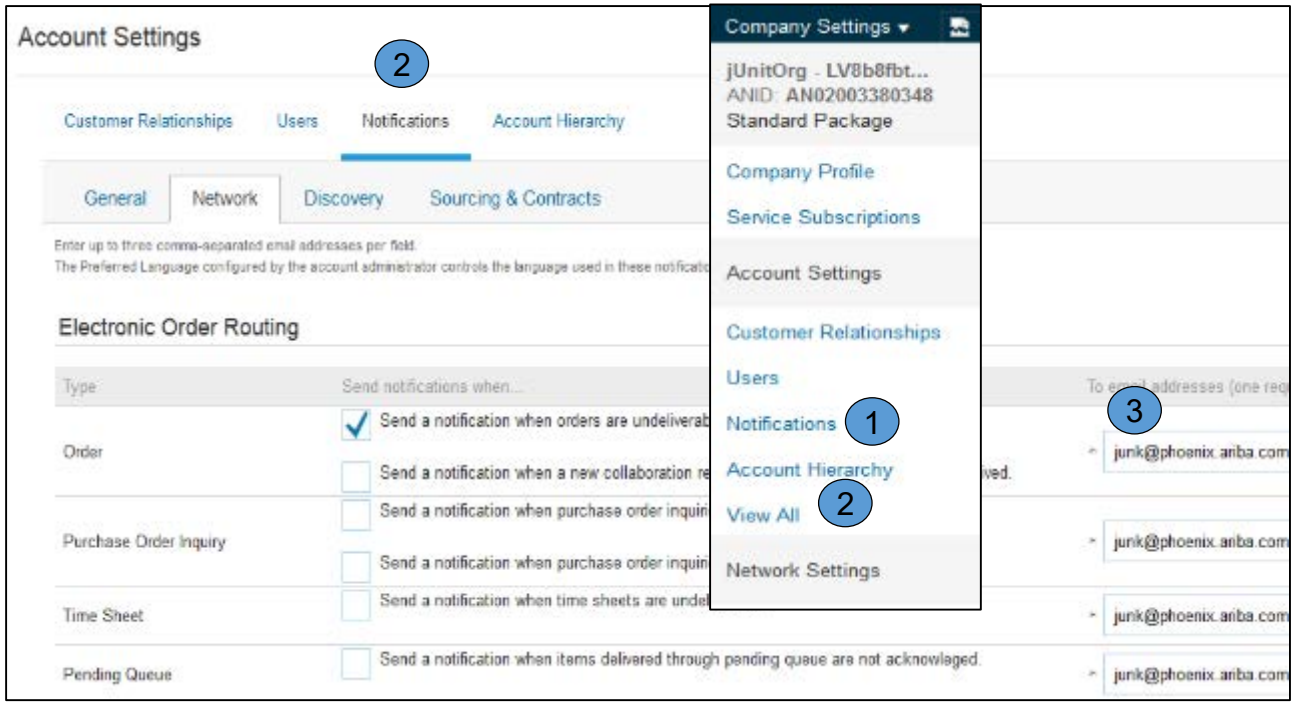
Note: The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.

SATORP Company General Use

Account Configuration - Configure Your Email Notifications

1. **Click** on Notifications under Company Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.



Note: If you are out of the office, make sure to include in your auto-reply messages one of the following phrases. This will prevent Ariba Network from failing orders sent to mailboxes responding using an auto-reply feature: *Out of office, OOTO, On vacation, on holiday, out of town, away from the office, away until, out of the country, an off site meeting.*
When Ariba Network detects an auto-reply containing one of these phrases, it indicates that it received the auto-reply in the order history log and does not fail the order.

SATORP-Company General Use

Ariba Network Help Resources

Customer Support → Sign up for Additional Training → Additional Resources

SATORP Company General Use

Customer Support

Supplier Support

Ariba Network Registration or Configuration Support

- Account configuration
- Ariba Help Desk " ? "

Enablement Business Process Support

- Business-Related Questions
- Email: VRG@Satorp.com

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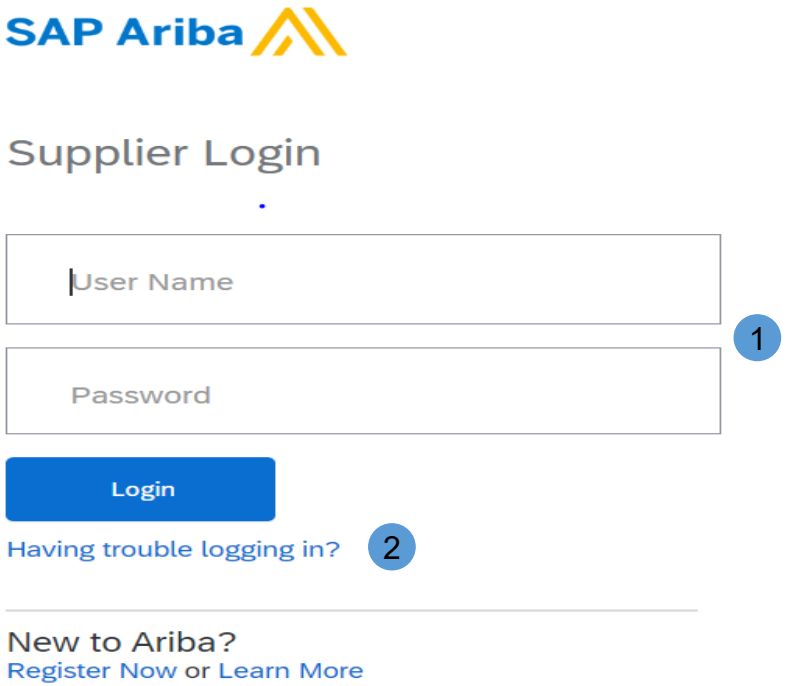
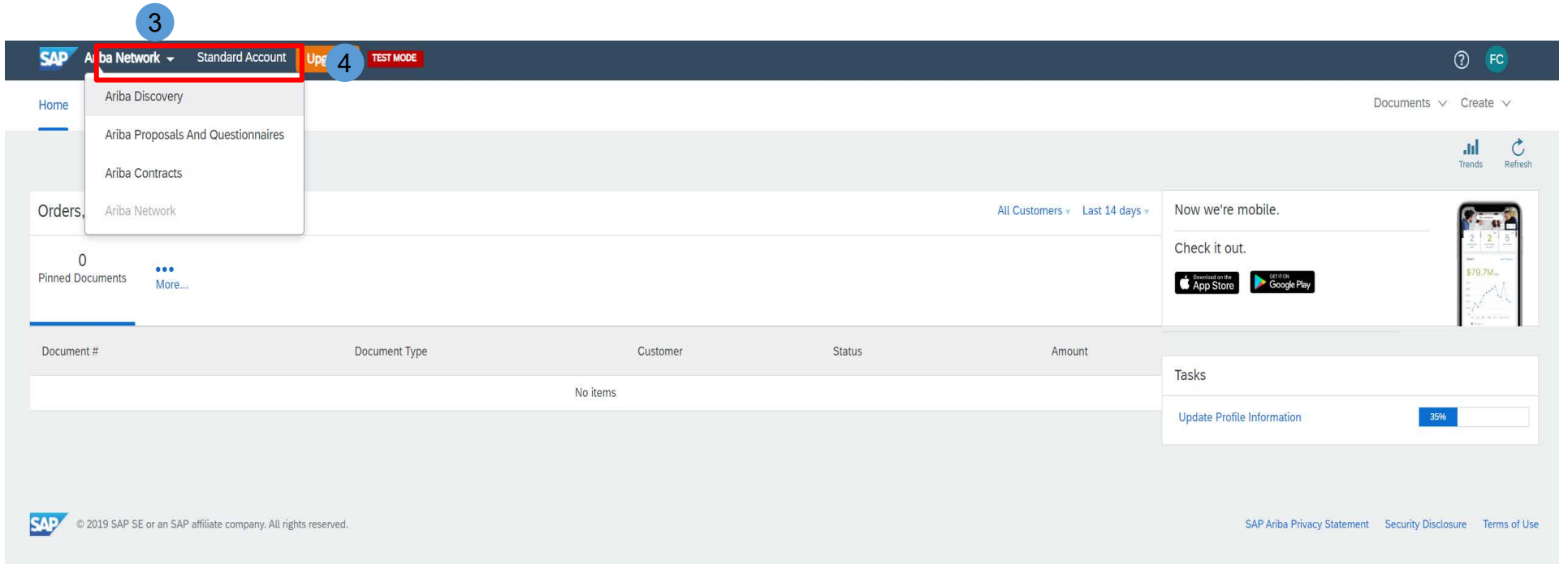
Customer Support – Ariba Help Center

1. **Go** to http://supplier.ariba.com and **log in.**
2. In the case you *forgot your credentials* **click on the link**



SATORP-Company General Use

Customer Support – Ariba Help Center



3. Click on the **Menu drop-down menu**.

4. *Click on **Ariba Proposal and Questionnaires**.*

Customer Support – Ariba Help Center

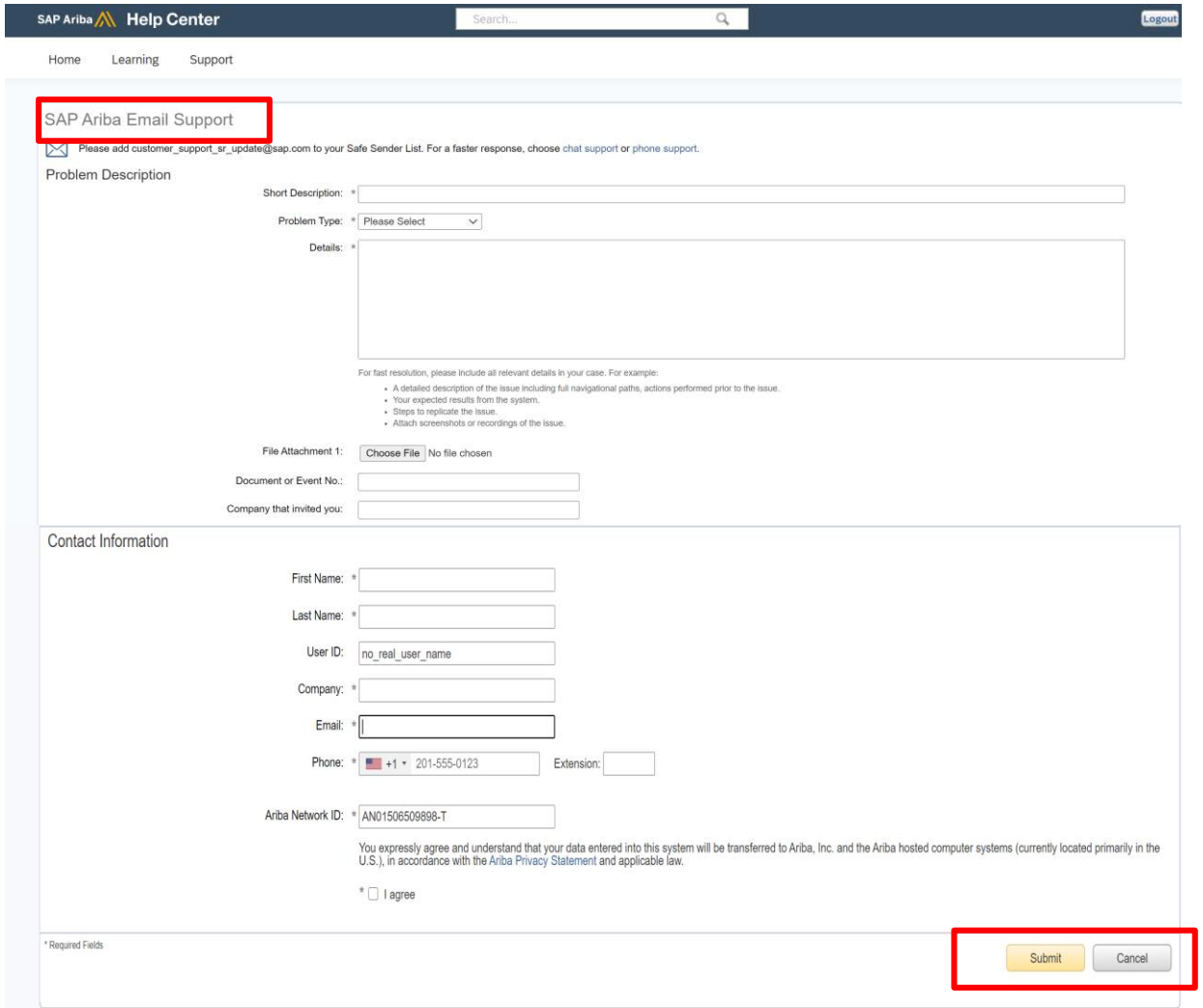
5. Click on the **"?"** Icon.

6. *Click on* ***Support***

SATORP Company General Use

Customer Support – Ariba Help Center

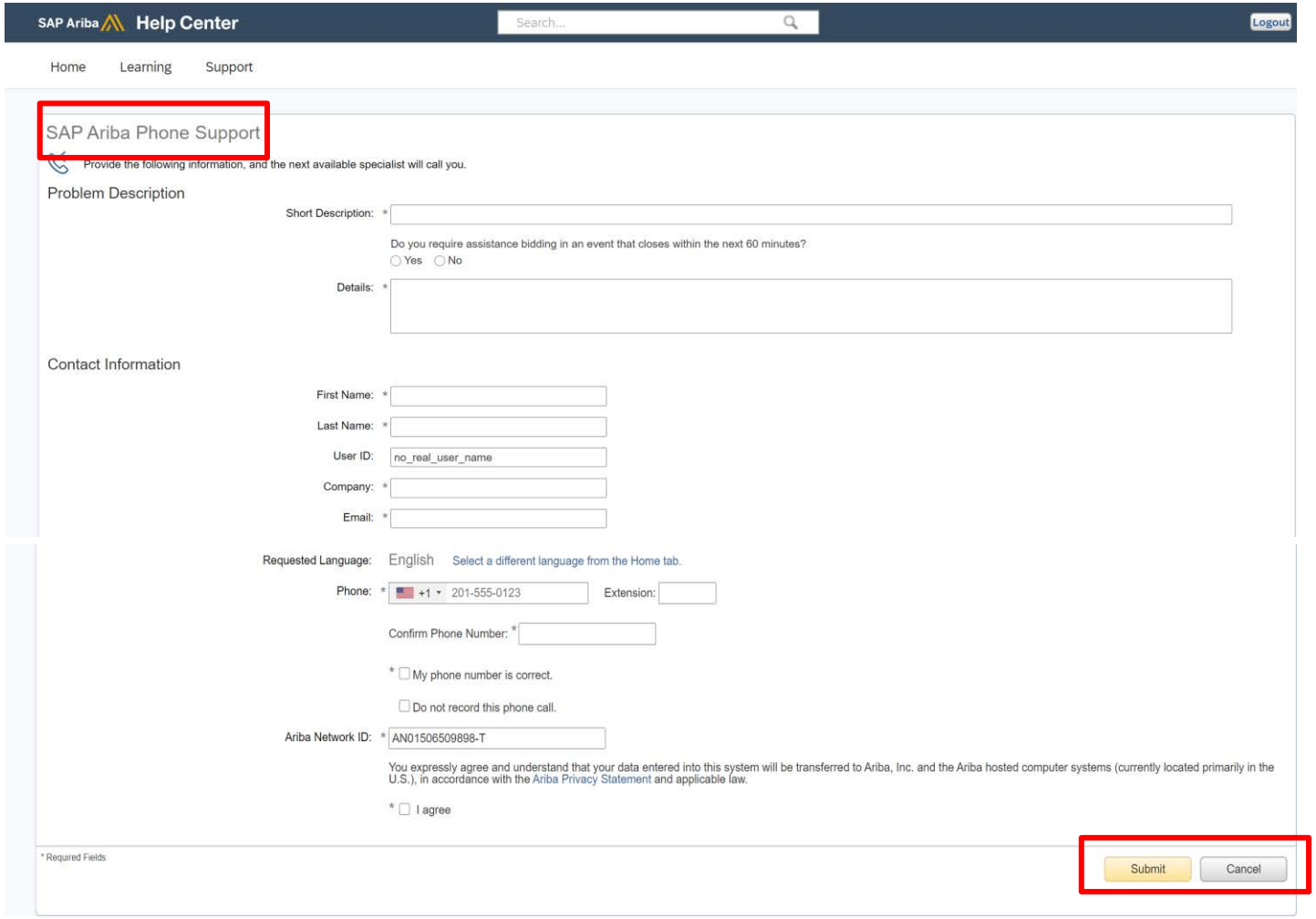
- If you chose to get help by email, you need to fill in all mandatory fields marked as “*” in below form then press submit.
- You will receive an email shortly to assist you with your issue.



SATORP Company General Use

Customer Support – Ariba Help Center

- If you chose to get help by Phone, you need to fill in all mandatory fields marked as “*” in below form then press submit.
- Please use a mobile number that you are available on, as the call back will be within 2-4 minutes.



SATORP-Company General Use

Customer Support – If your mail exchange is not receiving Ariba Notifications

Please refer back to IT for the following:

White list the domain/IP addresses given below from the firewall and mail exchange.

157.133.92.0/24
157.133.78.0/24

@smtp.mn1.ariba.com
@smtp.mn2.ariba.com
@ansmtp.ariba.com
@eusmtp.ariba.com

Make sure the TLS (Transport Layer Security) version is 1.2 and above.

SATORP Company General Use

Sign Up for Additional Training from Ariba Support

Sourcing Webinars

Suppliers can participate in additional training provided by Ariba Customer Support including a wide range of topics from Source to Settle:

SATORP Company General Use

Additional Resources

Useful Links

- **Ariba Network Hot Issues and FAQs** - https://connect.ariba.com/anfaq.htm
- **Ariba Cloud Statistics** – http://trust.ariba.com
  - Detailed information and latest notifications about product issues and planned downtime - if any - during a given day
- **Ariba Discovery** - http://www.ariba.com/solutions/discovery-for-suppliers.cfm
- **Ariba Network Notifications** - http://netstat.ariba.com
  - Information about downtime, new releases and new features

SATORP Company General Use

الأفراد People
الشراكة Partnership
الإعتزاز Pride
المهنية Professionalism

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Thank you

Thank you for joining Ariba Network!

SATORP-Company General Use