

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



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Ariba Network Supplier Registration Guide



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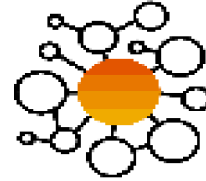
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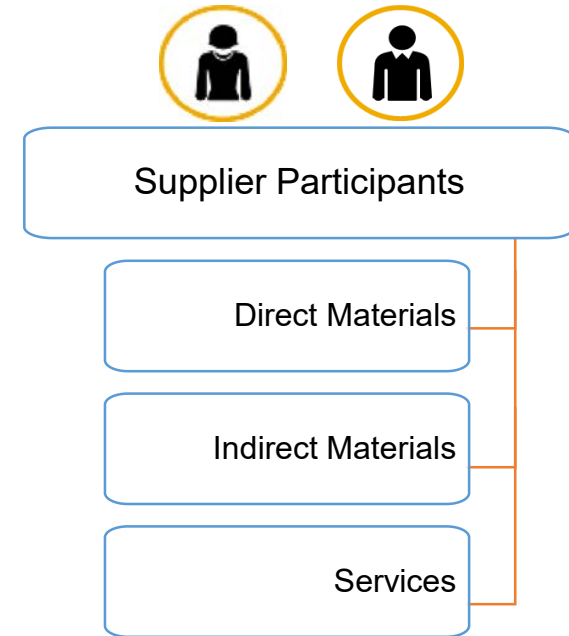
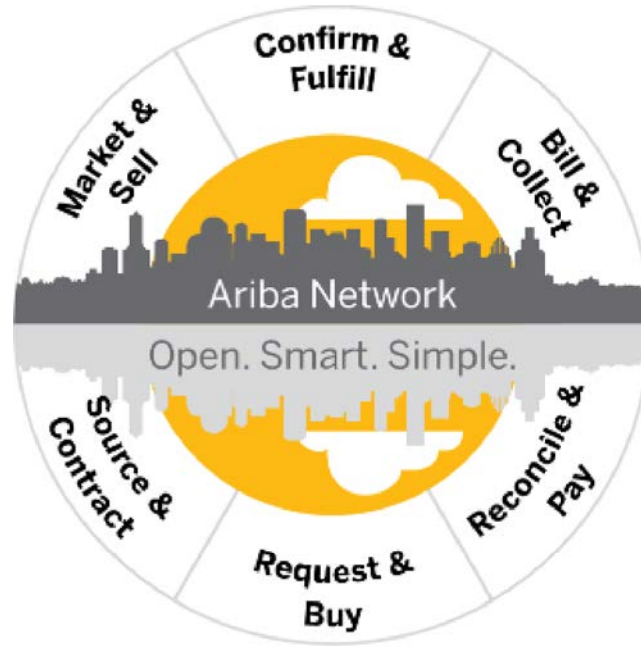
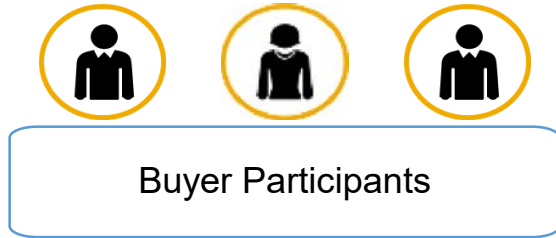


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What is Ariba Network?

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.





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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



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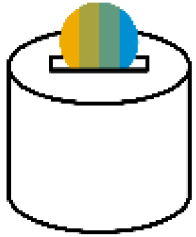


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Cost Implications

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)



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Registering as an Existing Supplier

Supplier Registration



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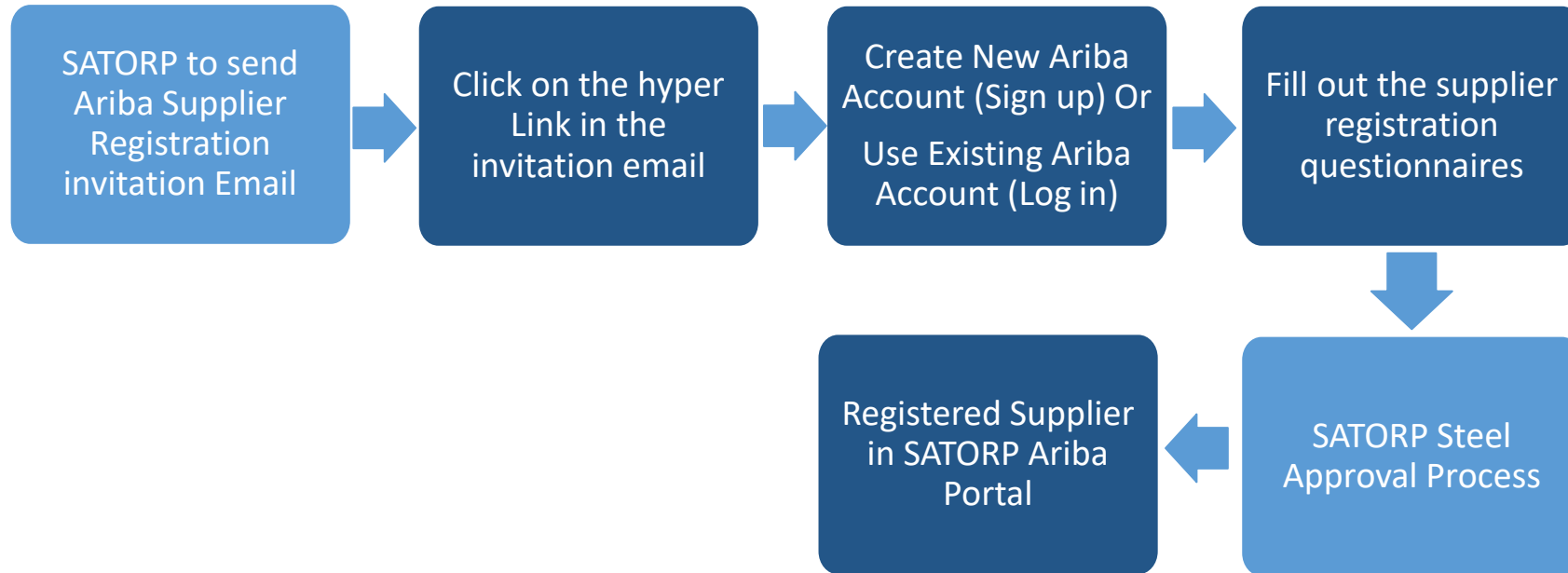
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Existing Supplier Registration – Process Flow



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



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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



Gaurav Ail
To

system-prodksa+satorp-T.Doc36550616@smtp.mn2.ariba.com>



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.

[Click 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.



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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

The screenshot shows the SAP Ariba Proposals & Questionnaires interface. At the top, it says 'Welcome, John Smith'. Below this, there is a yellow banner with the text 'Have a question? Click here to see a Quick Start guide.' Underneath, it says 'Sign up as a supplier with Downstream Deployment EMEA - TEST on SAP Ariba.' and 'Downstream Deployment EMEA - TEST uses SAP Ariba to manage procurement activities. Create an SAP Ariba supplier account and manage your response to procurement activities required by Downstream Deployment EMEA - TEST.' Two buttons are highlighted with red boxes: 'Sign up' and 'Log in'. Below these buttons, it says 'Already have an account?'. The 'About Ariba Network' section follows, describing the network as an entryway to all Ariba seller solutions and listing benefits like responding more efficiently, working more quickly, strengthening relationships, and applying company profiles across different Ariba solutions. At the bottom, it lists tasks that can be managed in a single location, such as customer relationships, event actions, profile information, registration activities, and user administrative tasks. On the right side, there is a search bar and a list of help center articles, including error messages and registration tips. At the bottom right, there is a 'Can't log in? Let us help you!' button and links for 'Documentation' and 'Support'.



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Existing Supplier Registration

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

Enter Your Account Information

* Indicates a required field

You are using an Ariba Sourcing test account to register on the Ariba Commerce Cloud. Enter your existing Ariba Commerce Cloud, Ariba Discovery or Ariba Network test account username and password. After you successfully log in, your existing Ariba Commerce Cloud test account profile will become your Ariba Sourcing supplier test account profile.

Username: * Existingaccounts@gmail.com

Password: *

[Forgot Username](#)

[Forgot Password](#)

Continue

Cancel



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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'

SAP Ariba Proposals & Questionnaires

Create account Create account and continue Cancel

First, create an SAP Ariba supplier account, then complete questionnaires required by Downstream Deployment

EMEA - TEST

Company information

Company Name* * indicates a required field

Country* * indicates a required field

Address* * indicates a required field

City*

State* * indicates a required field

Zip*

User account information

[SAP Ariba Privacy](#)

User account information

Name* * indicates a required field

Email* * indicates a required field

Use my email as my username

Username* * indicates a required field

Password* * indicates a required field

Language: * indicates a required field

Email orders to* * indicates a required field

[SAP Ariba Privacy Statement](#)

Must be in email format (e.g. john@newco.com)

Must contain a minimum 8 characters including letters and numbers.

The language used when Ariba sends you configurable notifications. This is different than your web browser.

Customers may send you their orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and



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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'

The screenshot shows a registration form with the following elements:

- Product and Service* Categories:** A text input field with the placeholder "Enter Product and Service Categories" and an "Add" button next to it. A red box highlights this field.
- Ship-to or Service* Locations:** A text input field with the placeholder "Enter Ship-to or Service Location" and an "Add" button next to it. A red box highlights this field.
- Tax ID:** An optional text input field with the placeholder "Optional".
- DUNS Number:** An optional text input field with the placeholder "Optional".
- Company Tax ID number:** A text input field with the placeholder "Enter your nine-digit Company Tax ID number".
- DUNS number:** A text input field with the placeholder "Enter the nine-digit number issued by Dun & Bradstreet. By default, DUNS number is appended with 'T' in test accounts." and a help icon.
- Terms and Conditions:** A section containing legal text and two checkboxes:
 - I have read and agree to the Terms of Use
 - I have read and agree to the SAP Arriba Privacy Statement
 A red box highlights these checkboxes.
- Buttons:** "Create account and continue" and "Cancel" buttons are located at the bottom right.



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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

3-ABE]

i Potential existing accounts

We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account.

Review accounts

** Indicates a required field*

Review duplicate Account

We noticed that your company may already register an Ariba Network account, please review the match results below, then:

- You can log in the account you are associated with
- Or, you can view the **profile and contact the account administrator** from there
- Or, if there is no match, you can [Continue Account Creation](#) and we will progress your registration
- Or, you can [Go back to previous page](#)

Match Based On

COMPANY NAME	E-MAIL ADDRESS	DUNS NO.	TAX ID	ADDRESS
Demons RECRUITMENT SOLUTIONSdef	abduhraouf.shanti@sap.com			Here BOGNOR REGIS Aberdeen City, United Kingdom DN396TJ

20 search results found

SUPPLIER NAME	COUNTRY	STATE	DUNS	SUPPLIER ANID	ACTIONS
THE FOG PRINTING SERVICES	-	Northern Governorate	-	AN01482983872	View profile Please view profile and contact admin if you need to.
My company	-	Ash Sharqiyah	-	AN01490320819	
SAP SAUDI SOFTWARE TRADING LIMITED COMPANY	-	Ar Riyad	-	AN01546236063	



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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

Ariba Sourcing

Go back to SATORP - TEST Dashboard

Company Settings SATORP Demo

Desktop File Sync

Time remaining 29 days 20:36:10

Console Doc36550616 - Supplier Registration Questionnaire

Event Messages
Event Details
Response History
Response Team

Event Contents

- All Content
- 3 General Information
- 4 Agency Details
- 5 CERTIFICATE DOCUMENTS
- 6 Code Of Conduct
- 7 Principal Bank Infor...

All Content

Name	Value
1 SATORP ERP Vendor ID	0000010024
2 Are you based in or out of Saudi Arabia?	* Unspecified
3 General Information	
3.1 Company Name	* Damons RECRUITMENT SOLUTIONSdef
Note: (Must match name on Commer. Registration / License, to be attested by the Chamber of Commerce)	
3.2 Attach Company Profile	* Attach a file
3.3 Attach Govt ID of All owners	* Attach a file
	* Show More
Street:	Here
Street 2:	

(* indicates a required field)

Submit Entire Response Save draft Compose Message Excel Import



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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

▼ Event Contents

All Content

3 General Information

4 Agency Details

5 CERTIFICATE DOCUMENTS

6 Code Of Conduct

7 Principal Bank Infor...

6.2 Do you agree to the above SATORP's Vendor Code of Conduct? Unspecified ▾

6.4 Attached is the Vendor Confidentiality Agreement [References ▾](#)

6.5 Please attach the signed copy of the Vendor Confidentiality Agreement [*Attach a file](#)

7 **Principal Bank Information** [Add Principal Bank Information \(1\)](#)

8 Do you want to submit SATORP's Pre-Qualification questions? * Unspecified ▾

9 Do you wish to provide your Company's Financial Capability? * Yes

10 Do you wish to provide Safety Data? * No

18 DECLARATION/Registration Submission * Unspecified

I, the undersigned, hereby certify that to the best of my knowledge, the particulars given in this submission are true and correct. I authorize SATORP to make direct enquiries and references to any person, firm, public official or organization named in this Form to verify information submitted herein or regarding the competence and general reputation of the firm. * Accept ▾

(*) indicates a required field

Submit Entire Response

Save draft

Compose Message

Excel Import



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Existing Supplier Registration

Click on OK to Submit

All Content

Name *

House Number:

11.1 Extended Address

City: Dubai

Country: United Arab Emirates (AE)

(* indicates a required field)

Submit Entire Response Save draft Compose Message Excel Import

✓ Submit this response?

Click OK to submit.

OK Cancel



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Existing Supplier Registration

Your response has been successfully submitted

✓ Your response has been submitted. Thank you for participating in the event.

All Content

Name ↑	
11.1 Extended Address	<p>Street 3: Marina</p> <p>District: Marina</p> <p>Postal Code: City: Dubai</p> <p>Country: United Arab Emirates (AE) Region: Dubai</p>
12 bank details	View bank details (2)
13 Have you ever had issues or raised complaints with our T&Cs?	No

[Compose Message](#)



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Existing Supplier Registration

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

SAP Ariba Proposals and Questionnaires Standard Account Upgrade TEST MODE ? SD

SATORP - TEST

There are no matched postings.

Welcome to the **Ariba Spend Management** site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

Events

Title	ID	End Time ↓	Event Type	Participated
No items				

Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Supplier Registration Questionnaire	Doc36550616	3/23/2021 9:43 AM	Pending Approval

Qualification Questionnaires



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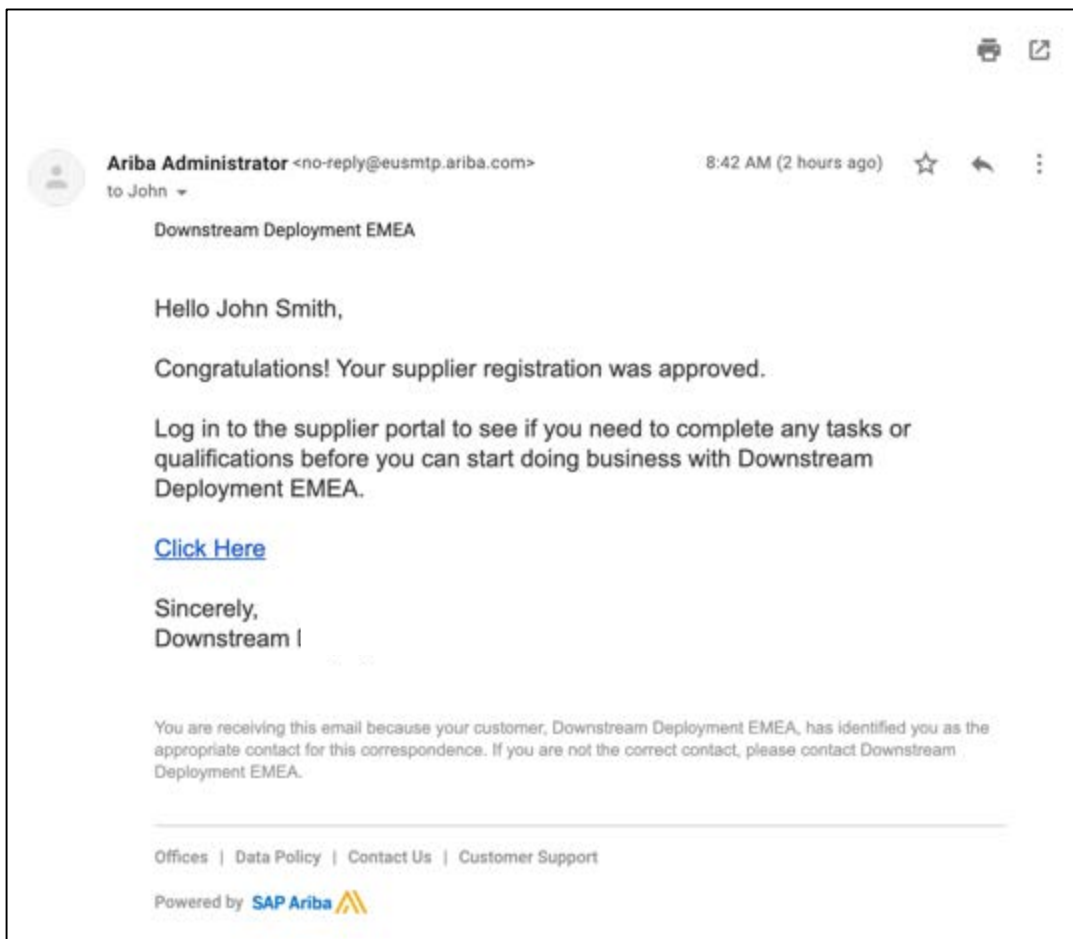


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Existing Supplier Registration

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





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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'

SAP Ariba Network ▾

- Ariba Discovery
- Ariba Proposals & Questionnaires**
- Ariba Contract Management
- Ariba Network

SAI

Supplier Login

User Name

Password

Login

[Having trouble logging in?](#)

New to Ariba?
[Register Now](#) or [Learn More](#)

Is your company registered?
[Search](#)



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Ariba Account Configuration

Account Configuration & User Setup



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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

SAP Ariba Network

- Ariba Discovery
- Ariba Proposals & Questionnaires**
- Ariba Contract Management
- Ariba Network

Supplier Login

User Name

Password

Login

[Having trouble logging in?](#)

New to Ariba?
[Register Now](#) or [Learn More](#)

Is your company registered?
[Search](#)



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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.

SAP Ariba Proposals and Questionnaires Standard Account Upgrade TEST MODE

SATORP - TEST

There are no matched postings.

Welcome to the Ariba Spend Management site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

Events

Title	ID	End Time ↓	Event Type	Participated
No items				

Registration Questionnaires

Title	ID	End Time ↓	Status
Status: Open (1)			
Supplier Registration Questionnaire	Doc36550616	3/23/2021 9:43 AM	Invited

Qualification Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
No items					

Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
No items					



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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



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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

The screenshot shows the Satorp system interface. At the top right, a settings gear icon is highlighted with a red box and the number 1. Below it, a dropdown menu is open, showing various settings options. The 'Users' option is highlighted with a red box. In the main content area, there are two sections: 'Manage Users' and 'Manage User Roles'. The 'Manage Users' section contains a table with columns for Username, Email Address, First Name, Last Name, and Ariba Discovery Contact. A 'Create User' button is highlighted with a red box and the number 4. The 'Manage User Roles' section contains a table with columns for Name and Actions. The 'Administrator' role is highlighted with a red box and the number 3. A 'Create Role' button is highlighted with a red box and the number 2. A 'Create User' button in the 'Manage Users' section is highlighted with a red box and the number 4. A 'Create Role' button in the 'Manage User Roles' section is highlighted with a red box and the number 2. A 'Create User' button in the 'Manage Users' section is highlighted with a red box and the number 4. A 'Create Role' button in the 'Manage User Roles' section is highlighted with a red box and the number 2.

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



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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.

The screenshot displays the Ariba Cloud user interface for configuring a company profile. At the top, a 'Company Settings' dropdown menu is open, showing options for 'SMO Supplier 1', 'Company Profile', 'Service Subscriptions', and 'Account Settings'. The 'Company Profile' option is selected. Below the menu, the main page shows a form for 'SMO Supplier 1'. The form includes several tabs: 'Business', 'Marketing', 'Contacts', 'Certifications', and 'Additional Documents'. The 'Overview' tab is active, showing fields for 'Company Name', 'Other names, if any', 'Neworld', 'Short Description', 'Website', and 'Public Profile'. The 'Address' section includes fields for 'Address 1', 'Address 2', 'Address 3', 'City', 'State', 'Zip', and 'Country'. On the right side of the page, there is a 'Public Profile Completeness' meter showing a progress bar. Below the meter, there are sections for 'Short Description', 'Website', 'Annual Revenue', 'Certifications', 'D-U-N-S Number', 'Business Type', 'Industries', 'Company Description', and 'Company Logo'. There is also a 'Show Your Public Profile' section with a 'Click here to get your Ariba badge' button and a 'View Public Profile' button.



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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.

The screenshot shows the 'Account Settings' page with the 'Notifications' tab selected. A dropdown menu is open, showing options like 'Company Profile', 'Service Subscriptions', 'Account Settings', 'Customer Relationships', 'Users', 'Notifications' (1), 'Account Hierarchy' (2), and 'View All'. The main content area shows the 'Electronic Order Routing' section with a table of notification types and checkboxes. The 'Order' row has a checked checkbox. Below the table, there is a text input field for email addresses, which is highlighted with a '3'.

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.



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Ariba Network Help Resources

Customer
Support



Sign up for
Additional
Training



Additional
Resources



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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**

SAP Ariba 

Supplier Login

User Name

Password

Login

Having trouble logging in?

New to Ariba?

[Register Now](#) or [Learn More](#)



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Customer Support – Ariba Help Center

3

SAP Ariba Network Standard Account Upg 4 TEST MODE

Home Ariba Discovery Ariba Proposals And Questionnaires Ariba Contracts Ariba Network Documents Create

Orders, All Customers Last 14 days

0 Pinned Documents More...

Document #	Document Type	Customer	Status	Amount
No items				

Now we're mobile. Check it out. Download on the App Store GET IT ON Google Play

Tasks Update Profile Information 35%

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3. Click on the **Menu drop-down menu**.
4. Click on **Ariba Proposal and Questionnaires**.



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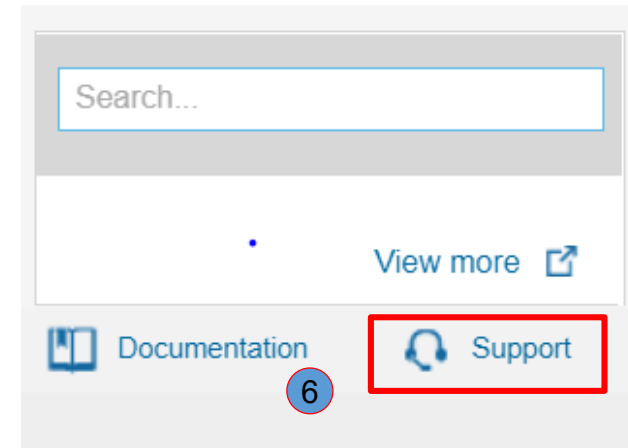


Customer Support – Ariba Help Center



5. Click on the “?” Icon.

6. Click on **Support**





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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.

SAP Ariba Help Center [Logout](#)

[Home](#) [Learning](#) [Support](#)

SAP Ariba Email Support

Please add customer_support_sr_update@sap.com to your Safe Sender List. For a faster response, choose chat support or phone support.

Problem Description

Short Description: *

Problem Type: *

Details: *

For fast resolution, please include all relevant details in your case. For example:

- A detailed description of the issue including full navigational paths, actions performed prior to the issue.
- Your expected results from the system.
- Steps to replicate the issue.
- Attach screenshots or recordings of the issue.

File Attachment 1: No file chosen

Document or Event No.:

Company that invited you:

Contact Information

First Name: *

Last Name: *

User ID:

Company: *

Email: *

Phone: * Extension:

Ariba Network ID: *

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the Ariba Privacy Statement and applicable law.

* I agree

* Required Fields



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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.

SAP Ariba Help Center

Search... Logout

Home Learning Support

SAP Ariba Phone Support

Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Details: *

Contact Information

First Name: *

Last Name: *

User ID: no_real_user_name

Company: *

Email: *

Requested Language: English Select a different language from the Home tab.

Phone: * +1 201-555-0123 Extension:

Confirm Phone Number: *

My phone number is correct.
 Do not record this phone call.

Ariba Network ID: * AN01506509898-T

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the Ariba Privacy Statement and applicable law.

I agree

* Required Fields

Submit Cancel



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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.



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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:

Ariba Sourcing

<p>Supplier Success Sessions Participating in an Auction</p> <p>May 31, 2018 04:00 PM EDT SAP Ariba: Participatin...</p>	<p>Supplier Success Sessions Participating in an Auction</p> <p>Jun 01, 2018 10:00 AM JST SAP Ariba: Participatin...</p>	<p>[S3] Sesión de éxito de proveedores Cómo participar en las subastas</p> <p>May 31, 2018 02:00 PM EDT SAP Ariba: Cómo partic...</p>	<p>Supplier Success Sessions Participating in a RFIRFP</p> <p>May 30, 2018 04:00 PM EDT SAP Ariba: Participatin...</p>
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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



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Thank you

Thank you for joining Ariba Network!