ABU DHABI GOVERNMENT

Supplier Registration: 'New Supplier' User Guide

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1. Purpose

This document is a user guide to enable new suppliers of the Abu Dhabi Government to complete their registration in SAP Ariba.

Supplier Registration is performed using the SAP Ariba Supplier Lifecycle and Performance Management module together with Ariba Network. You must follow the process outlined below to register in the SAP Ariba system.

2. Supplier Category

Suppliers are categorized based on the location where they provide/intend to provide their goods or services to Abu Dhabi Government entities and not where they are located.

There are 2 categories of suppliers:

1- Suppliers who provide/intend to provide good or services 'inside' the UAE

2- Suppliers who provide/intend to provide good or services 'ONLY outside' the UAE

Identify the supplier category to which you belong and click the corresponding link to navigate to the registration process.

| Do you have an account in ADERP iSupplier Portal?	Do you deliver goods or services only outside UAE to Abu Dhabi Government entities?	How to Register in SAP Ariba
No	No	Click here to register
No	Yes	Click here to register

3. Process Overview for Suppliers That Provide Goods or Services Inside UAE

If you currently or planning to provide goods or services to Abu Dhabi Government entities inside and outside UAE, you should follow the process outlined below.

The process is broken into 6 stages as shown below.
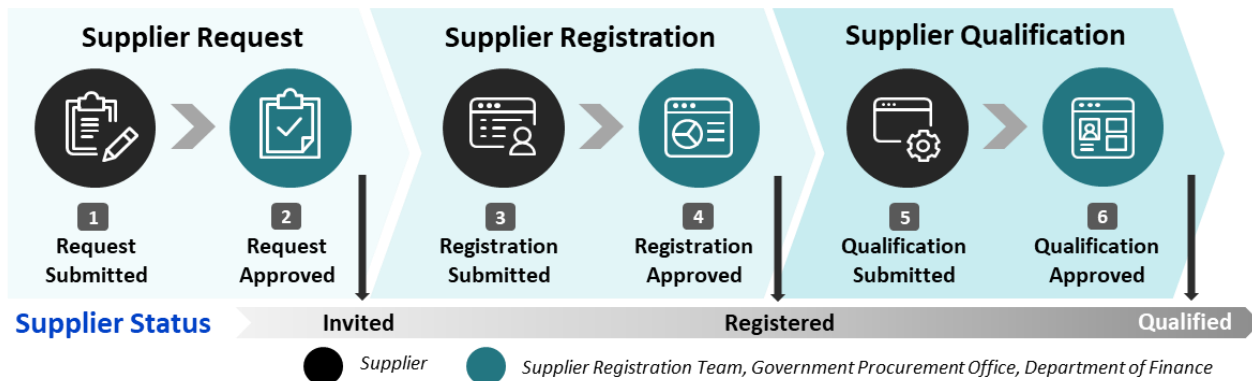
3.1: Supplier Request
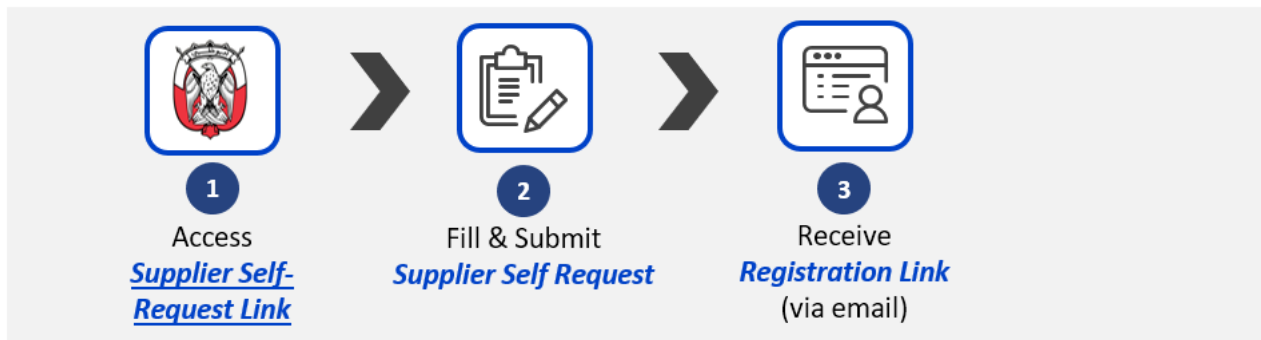
3.1.1. Create Supplier Self-Request

- **Access the Supplier Self-Request link:** http://dofad.supplier.mn1.ariba.com/ad/selfRegistration

    URL is published on the website.

- **Supplier Self-Request Form appears on the screen. Complete the form.**
    The fields marked with asterisk (*) are mandatory.

Enter the Supplier's Company Name in English ONLY in the General Information Section:

- **Company Name in English as per Commercial Registration OR License:** STENO_NOTE CORPORATION
  - Please enter Company Name as per license in ENGLISH CAPITAL LETTERS only.

General Information

*Company Name in English as per Commercial Registration OR License

STENO_NOTE CORPORATION

Enter the Supplier Contact information:

- **Fist Name:** Jonathan
- **Last Name**: Yu
- **Mobile Number:** +971269634912
  - *format: +(Country Code)(Mobile Number)*
- **Contact Email Address:** <john.doe@companydomain.com>
  - email format should be validated

Contact Person

*First Name

Jonathan

*Last Name

Yu

*Mobile Number *format: +(Country Code)(Mobile Number)*

+971269634912

*Contact Email Address

Please take note of the Contact Email Address for notifications to complete the registration process. Make sure to input the responsible person when filling out the registration and qualification questionnaires.

It is a best practice to assign a group email id instead of an individual one. This allows other users in your organization access the notification emails if one user is unavailable.

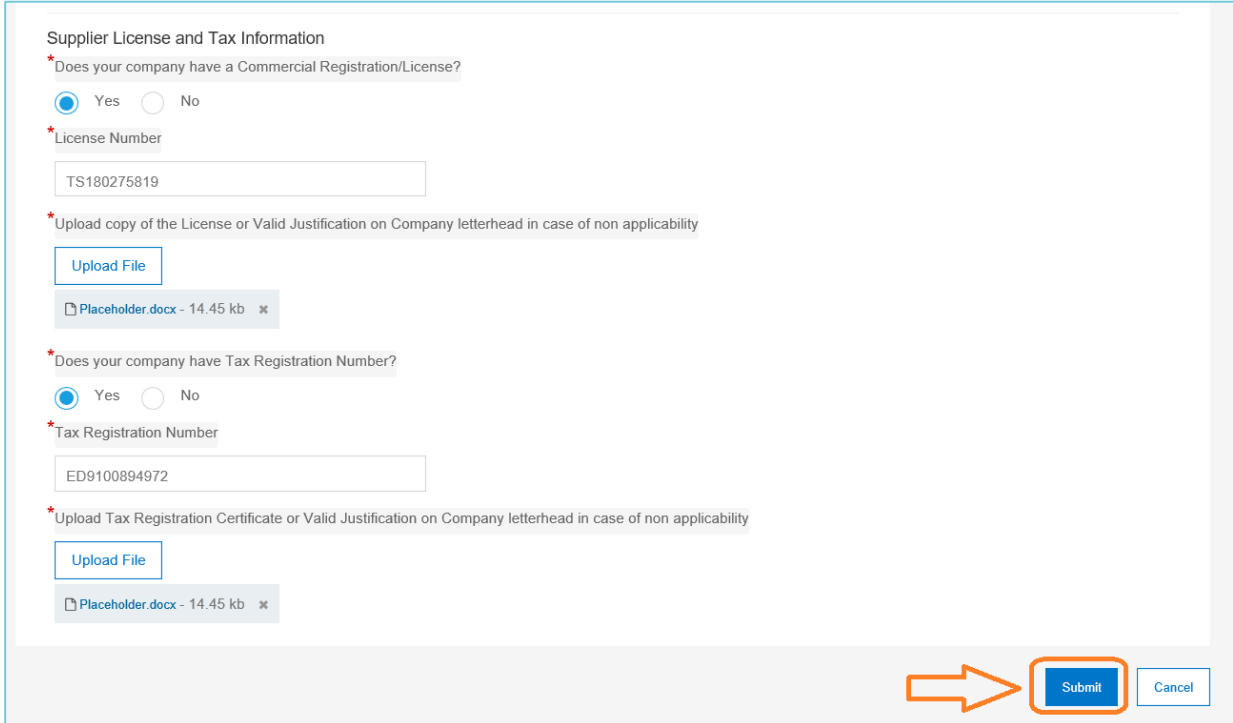**Enter the Supplier Commercial License and Tax Information:**

- **Does your company have a Commercial Registration/License?**

  License Number: TS180275819

  - Enter License Number in CAPITAL LETTERS.

- **Upload copy of the License or Valid Justification on Company letterhead in case of non applicability**

- **Does your company have Tax Registration Number?**

  Tax Registration Number: ED9100894972

  - Enter Tax Registration Number in CAPITAL LETTERS and numbers only.

- **Upload VAT / Tax Certificate or Valid Justification on Company letterhead in case of non applicability**

Supplier License and Tax Information

*Does your company have a Commercial Registration/License?

◉ Yes   ○ No

*License Number

TS180275819

*Upload copy of the License or Valid Justification on Company letterhead in case of non applicability

Upload File

📄 Placeholder.docx - 14.45 kb   ✕

*Does your company have Tax Registration Number?

◉ Yes   ○ No

*Tax Registration Number

ED9100894972

*Upload Tax Registration Certificate or Valid Justification on Company letterhead in case of non applicability

Upload File

📄 Placeholder.docx - 14.45 kb   ✕

3.1.2 Submit the Supplier Self- Request Form

Once all required information is provided, submit the Supplier Self-Request Form.

- Click "Submit" at the bottom-right of the form.

Supplier License and Tax Information

*Does your company have a Commercial Registration/License?

(●) Yes   ( ) No

*License Number

TS180275819

*Upload copy of the License or Valid Justification on Company letterhead in case of non applicability

Upload File

Placeholder.docx - 14.45 kb ✕

*Does your company have Tax Registration Number?

(●) Yes   ( ) No

*Tax Registration Number

ED9100894972

*Upload Tax Registration Certificate or Valid Justification on Company letterhead in case of non applicability

Upload File

Placeholder.docx - 14.45 kb ✕

Submit   Cancel

In the case of incomplete/incorrect fields, the system triggers an error and prompt you to populate the mandatory fields marked with a red asterisk (*). Once the error is corrected, resubmit the Supplier Self-Request Form.

Upon successful Supplier Self-Request Form submission, the following message is displayed –

"Your request for registration as a supplier with Department of Finance is complete."

You may close the browser once this page is displayed as refreshing the browser results in opening a new request form.

Your request for registration as a supplier with Department of Finance ▮▮▮▮ is complete.

The Department of Finance ▮▮▮▮ supplier management team will review your request details and make a decision on your request.

Decision will be sent to your email at **Contact Email Address**

Print

Supplier Self-Request Form

Are you already registered in the Abu Dhabi Government Resource Management System (ADERP iSupplier Portal)	Yes

General Information

Company Name in English as per Commercial Registration OR License	STENO_NOTE CORPORATION

Contact Person

First Name	Jonathan
Last Name	Yu
Mobile Number *format: +(Country Code)(Mobile Number)*	+971269634912
Contact Email Address	**Contact Email Address**

Supplier License and Tax Information

Does your company have a Commercial Registration/License?	Yes
License Number	TS180275819
Upload copy of the License or Valid Justification on Company letterhead in case of non applicability	🗋 Placeholder.docx - 14.45 kb
Does your company have Tax Registration Number?	Yes
Tax Registration Number	ED9100894972
Upload Tax Registration Certificate or Valid Justification on Company letterhead in case of non applicability	🗋 Placeholder.docx - 14.45 kb

A system-generated email is sent to the email address provided in the **Company Email Address** in the **Contact Person section** to notify you that the Supplier Self-Request Form has been received and is awaiting review and approval by the Supplier Registration team of Government Procurement Office (GPO) in Department of Finance.

Note: Only one request is required to be submitted for all Abu Dhabi Government Entities. Supplier must not submit multiple requests.

Wed 09/18/2019 15:47

AA Ariba Administrator <no-reply@smtp.mn1.ariba.com>
[External] Submitted: 'Registration Request' for **<COMPANY NAME>**

To **Contact Email Address**

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

THIS IS AN AUTOMATED EMAIL - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL - PLEASE READ THE BELOW INFORMATION CAREFULLY

Dear **<COMPANY NAME>**

Your 'Registration Request' has been submitted and is being reviewed by the Supplier Registration Team, Government Procurement Office at the Department of Finance.

The Supplier Registration Process consists of the following 6 stages: **1. Request Submitted** > 2. Request Approved > 3. Registration Submitted > 4. Registration Approved > 5. Qualification Initiated > 6. Qualification Approved.

The process is sequential, i.e. any supplier cannot skip or proceed to the next stage without successfully passing previous stages. Supplier is notified via email about progress of its registration at each stage.

You are currently at **'1. Request Submitted'** stage.

The Supplier Registration Team will review the request. If the request gets approved **Contact Email Address** will receive an email notification from SAP Ariba asking to create an account on Ariba Network and complete the Supplier Registration Questionnaires ((I. General Registration Questionnaire and II. Payment and Bank Questionnaire).

If the request gets rejected **Contact Email Address** receive an email notification from SAP Ariba explaining the reasons. In this case, you will have to raise a new 'Registration Request' with the necessary changes / corrections.

During the overall registration process, you are encouraged to follow the below rules to ensure successful cooperation with the Supplier Registration Team.
- Upload all attachments in PDF and JPEG formats only.
- Be diligent in providing the information as incorrect or incomplete entries will be rejected.
- Check emails regularly for notifications from the Supplier Registration Team sent through Ariba system.

You can also visit the below sources for general information about the registration process:
- Supplier Information Page of the Department of Finance - https://dof.abudhabi.ae/en/Services/Suppliers
- Supplier Registration Guide for 'New Suppliers' - https://dof.abudhabi.ae/GeneralDoc/Supplier_Registration_New_Supplier_User_Guide.pdf
- Supplier Registration Guide for 'Existing ADERP Suppliers' - https://dof.abudhabi.ae/GeneralDoc/Supplier_Registration_Existing_Supplier_User_Guide.pdf

In case of questions please contact the Help Desk of the Department of Finance at 02 8101430 or helpdesk@dof.abudhabi.ae.

Best regards,
Supplier Registration Team
Government Procurement Office
Department of Finance

Notification shows the stages of the registration process that supplier must complete. Ensure that the email address provided are correct before proceeding. For solutions on issues that supplier might encounter with the email notifications, check FAQ #5.

3.2: Supplier Registration
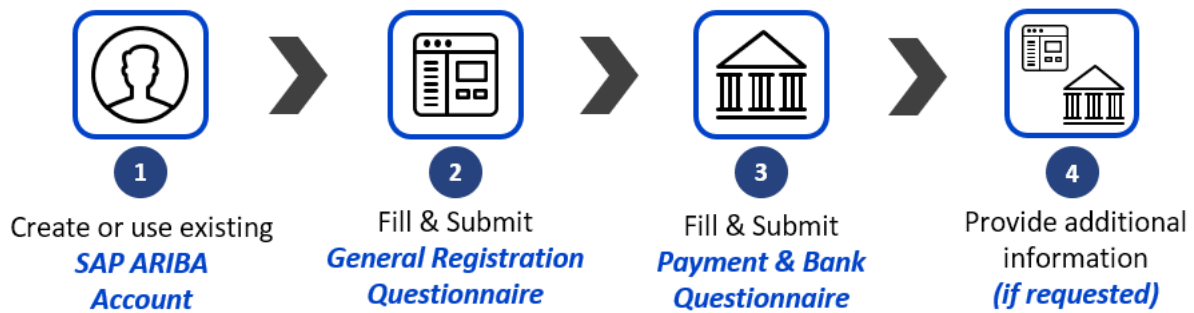
3.2.1. Create an Ariba Network account

Once your Supplier Self-Request Form is approved, you receive the email with Subject "**Invitation: Register to become a supplier with Department of Finance**" at the email address provided in the **Contact Person section** inviting you to proceed with the registration in SAP Ariba Network portal.

Once the email notification is received, follow the "Click Here" link.
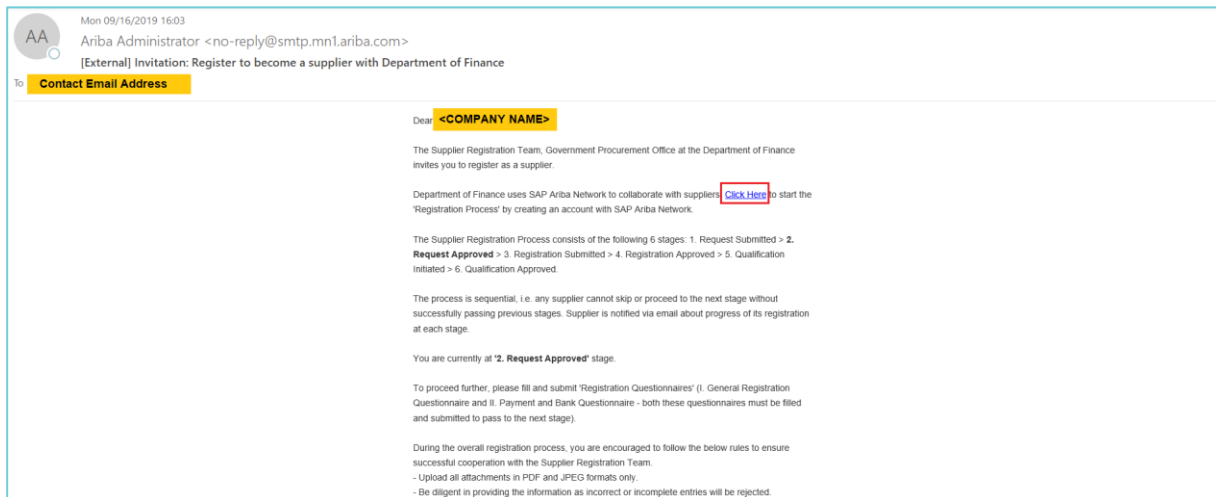
Please do not reply to the auto-generated emails. Replies to this email is not received by the Department of Finance.

Click "**Sign up**" to create an account or Login if supplier already have an existing account.

There are two sections in this page – **Company information** and **User account information**. The **Company information** contains the Company Name and Address. Company Name is pre-populated with the information from the Supplier Self-Request Form.

Company information

Update the Country, Address, City, State and Zip Code.

User account information

Input the SAP Ariba Network credentials in the user account information section.

Key Notes:

- Please take note of the **Username** and **Password** as this is your credentials to log into SAP Ariba Network Supplier Portal. The default username that you see is the Contact Email Address provided in the Supplier Self-Request Form.

- Email and Username are different fields and updating the Username to a new email will not update the email address of the account owner. You may update the email once account is created. For instructions, please check FAQ section.

- Product and Service Categories and Ship-to or Service Location details in the "Tell us more about your business" section is required.

- Read and acknowledge the Terms & Conditions and Privacy Statement of SAP Ariba.

Click "**Create account and continue**".

Once the account is created, you receive an auto-generated email from Ariba Commerce Cloud with subject "**Welcome to the Ariba Commerce Cloud**" containing your SAP Ariba Network ID and username.

3.2.2. Respond to the Registration Questionnaire

Following Ariba Network account creation, you are required to complete two Supplier Registration Questionnaires ("**General Registration Questionnaire**" and "**Payment and Bank Questionnaire**"), providing all required details and documents.

Note - "Payment and Bank Questionnaire" should be filled only after completion of "General Supplier Registration **Questionnaire**" else, your registration request gets delayed.

3.2.2.1: Respond to General Registration Questionnaire

Click on the General Registration Questionnaire as shown below.

You are redirected to the General Registration Questionnaire page. Fill out all required questions.

* Click on the section name located at the left section of the page to fill out the form by section. Fields with asterisks (*) are required.

To add multiple contact person, please follow the step below.

Please click on the 'Reference' in question 9.1 to download and view the list of all available Goods & Services to select from

In 9.2, select the identified Goods & Services. You can select multiple Goods & Services by clicking on 'Add Goods and Services' button.

Please read the 11.1 Supplier Declaration carefully.

- Click on **Submit Entire Response** button once completed. When prompted, Click "OK"

- Note – System allows 'saving' the questionnaire intermittently. It is a good practice to save the questionnaire periodically when adding the details.

3.2.2.2: Respond to Payment and Bank Questionnaire

Following submission of "**General Registration Questionnaire**", supplier has to provide the complete "**Payment and Bank Questionnaire** ".

"**Payment and Bank Questionnaire**" should be filled only after completion of "**General Supplier Registration Questionnaire**" else, your registration request gets delayed.

Please download the reference file for the bank branch information on #4 as guide on filling out the Primary Bank Details.

Please enter the identified bank and branch information in the section below. You can select multiple Bank Accounts by clicking on 'Add Primary Bank Account' button.

When finished entering the bank details, click "OK" to go the previous screen. If you wish to provide 'Intermediary Bank' details, please select 'yes' to question 6. System opens another question like question 5 to add 'Intermediary Bank' details.

Click 'OK' to submit the "**Payment and Bank Questionnaire**"

Note – System allows 'saving' the questionnaire intermittently. It is a good practice to save the questionnaire periodically when adding the details.

Reminders:

- You have 180 days to complete and submit the questionnaire. If you fail to do so within the given time frame, you must contact the GPO Supplier Registration team to request a new registration invite.

- You can enter either a PO box or zip code in the Zip Code field.

- If you wish to attach more than one document in a single field, compress or zip the documents then upload .

Once the "**General Registration Questionnaire**" and "**Payment and Bank Questionnaire**" are submitted, reviewed and approved, the contact person receives an email notification informing you that the Supplier Registration process is completed.
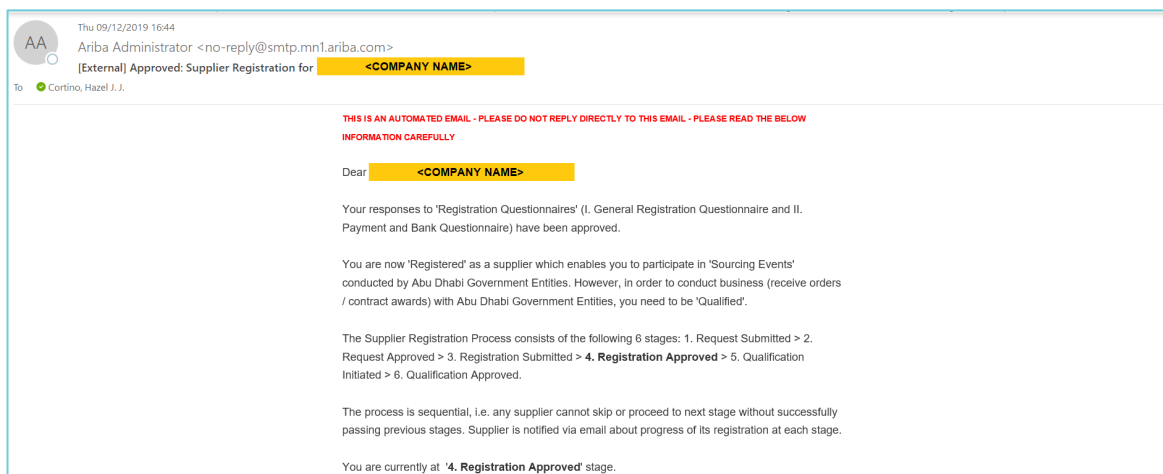
Registration Status can also be seen in the Registration Questionnaires section upon logging in to SAP Ariba Network Supplier Portal - https://service.ariba.com/Sourcing.aw/.
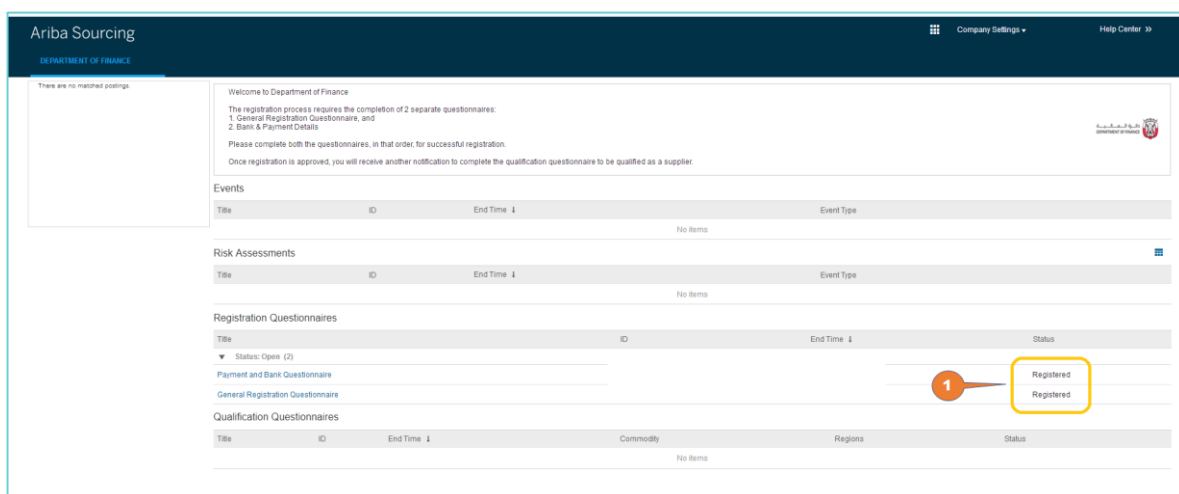
3.3 Supplier Qualification
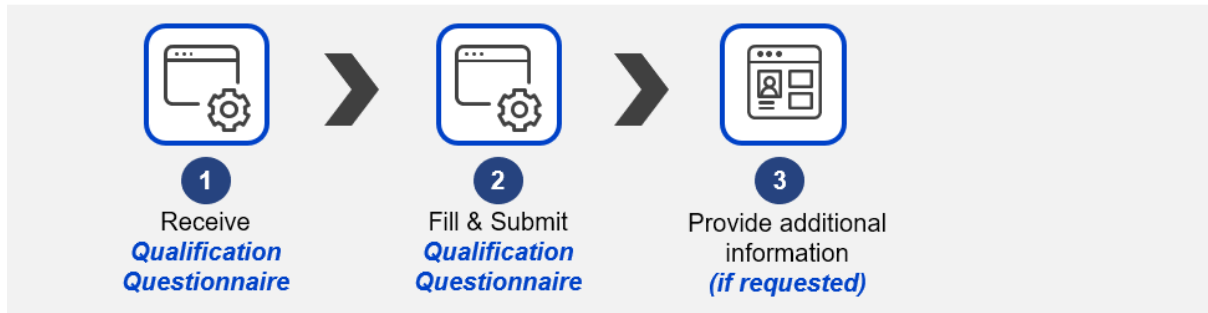
3.3.1. Respond to the Supplier Qualification

After the registration is approved, business user initiates a qualification process. Supplier contact receives a notification to respond to the qualification questionnaire.

Click on "Click Here" in the email notification and login using SAP Ariba Network account.

You are redirected to the Supplier Qualification page. Fill out all required questions.

Once completed, click on "**Submit Entire Response**" or "**Save draft**"

Qualification status can also be seen in the Qualification Questionnaires section upon logging in to SAP Ariba Network Supplier Portal - https://service.ariba.com/Sourcing.aw/.

If status is Pending Resubmission as shown above, system sends a notification regarding the details to be updated. Kindly address these details and submit the questionnaire.

Reminders:

- Suppliers have 30 days to complete the qualification questionnaire.

4. Process Overview for Suppliers That Provide/Intend to Provide Goods or Services ONLY Outside UAE

If you provide/intend to provide goods or services to Abu Dhabi Government entities ONLY outside the UAE, you should follow the process outlined below.

The process is broken into two stages: Supplier Request and Supplier Registration.
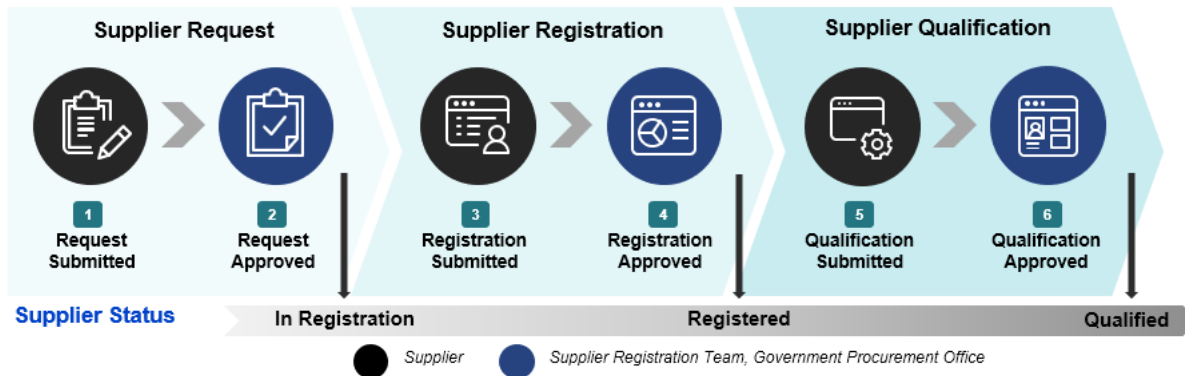
4.1: Supplier Request

Contact the entity user

You need to request the entity to which goods/services will be provided to create Supplier Request on your behalf in SAP Ariba.

Once you receive an email notification that your Supplier Request Form is approved by the Government Procurement Office (GPO) Supplier Registration team, you can follow the Supplier Registration steps.

4.2: Supplier Registration
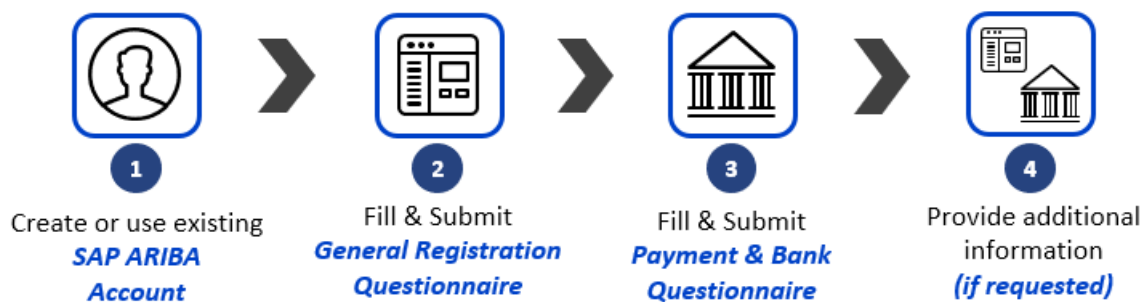
4.2.1. Create an Ariba Network account

Pre-requisite: Fully approved Supplier Request.

Once your Supplier Request Form is approved, a system-generated email is sent to the supplier contact, inviting you to register in Ariba Network.

Once the email notification is received, follow the "Click Here" link.
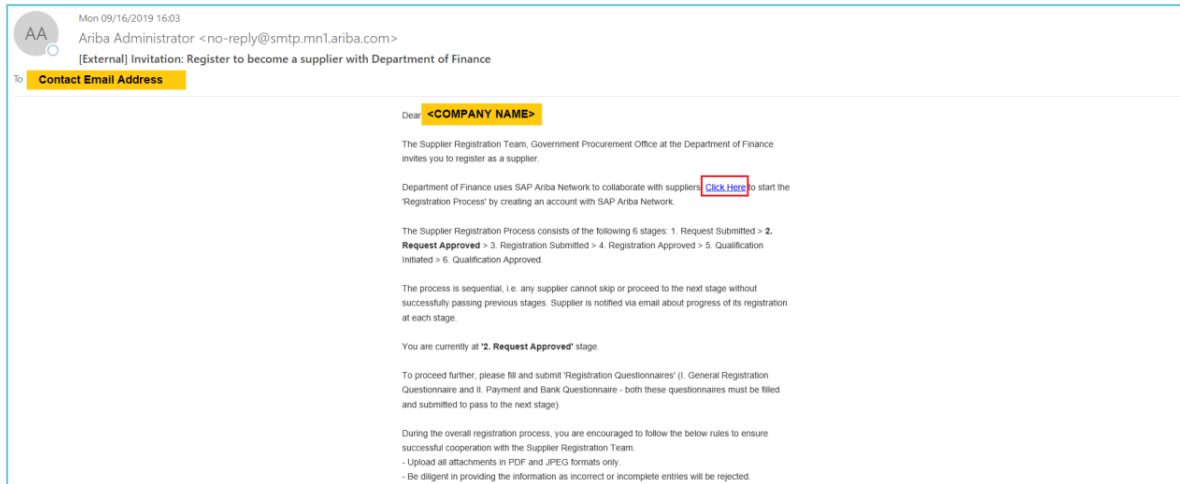
Please do not reply to the auto-generated emails. Reply to this email is not received by the Department of Finance.

Click "**Sign up**" to create an account or Login if supplier already have an existing account.
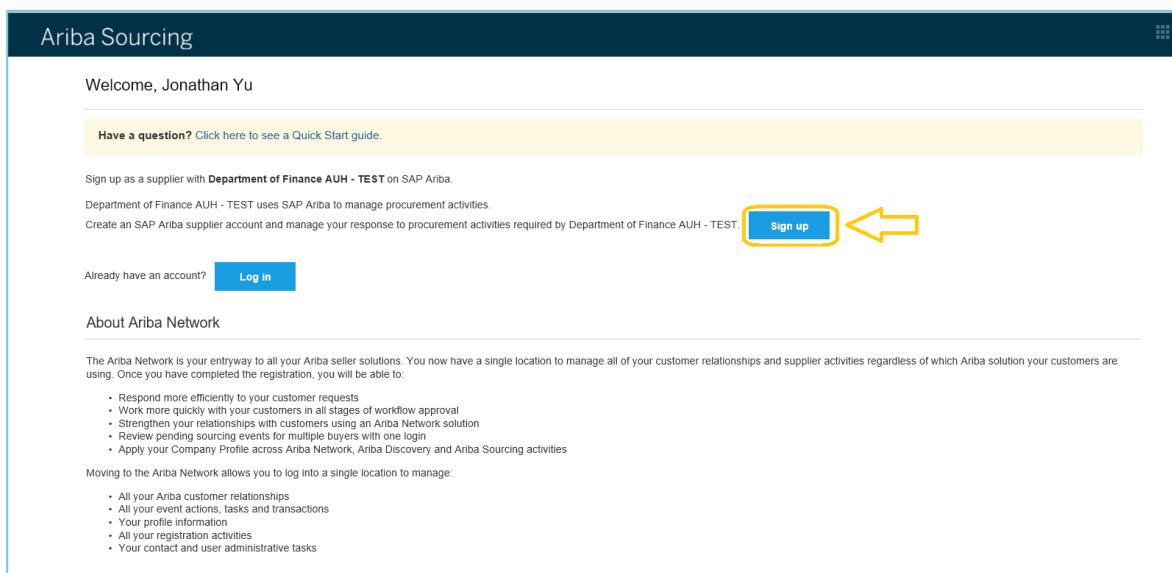
There are two sections in this page – **Company information** and **User account information**. The **Company information** contains the Company Name and Address. Company Name is pre-populated with the information from the Supplier Request form.

Company information

Update the Country, Address, City, State and Zip Code.

User account information

Input the SAP Ariba Network credentials in the user account information section.

Reminders:

- Please take note of the **Username** and **Password** as this is your credentials to log into SAP Ariba Network Supplier Portal. The default username that you see is the Contact Email Address provided in the Supplier Self-Request Form.

- Email and Username are different fields and updating the Username to a new email will not update the email address of the account owner. You may update the email once account is created. For instructions, please check FAQ section.

- Product and Service Categories and Ship-to or Service Location details in the "Tell us more about your business" section is required.

- Read and acknowledge the Terms & Conditions and Privacy Statement of SAP Ariba.

Click "**Create account and continue**".

Once the account is created, you receive an auto-generated email from Ariba Commerce Cloud with subject "**Welcome to the Ariba Commerce Cloud**" containing your SAP Ariba Network ID and username.

4.2.2 Respond to the Registration Questionnaire

Following Ariba Network account creation, you are required to complete two Supplier Registration Questionnaires ("**General Registration Questionnaire**" and "**Payment and Bank Questionnaire** "), providing all required details and documents.

4.2.2.1: Respond to General Registration Questionnaire

Click on the General Registration Questionnaire as shown below.

You are redirected to the General Registration Questionnaire page. Fill out all required questions.

* Click on the section name located at the left section of the page to fill out the form by section. Fields with asterisks (*) are required.

To add multiple contact person, please follow the step below.

Please click on the 'Reference' in question 9.1 to download and view the list of all available Goods & Services to select from

In 9.2, select the identified Goods & Services. You can select multiple Goods & Services by clicking on 'Add Goods and Services' button.

Please read the 11.1 Supplier Declaration carefully.

When prompted, Click "**OK**"

*Once you have begun the questionnaire, it is advisable to save the form periodically to avoid data loss.

4.2.2.2: Respond to Payment and Bank Questionnaire

Following submission of "**General Registration Questionnaire**", supplier has to provide the complete "**Payment and Bank Questionnaire**".

"Payment and Bank Questionnaire" should be filled only after completion of "**General Supplier Registration Questionnaire**" else, your registration request gets delayed.

Please download the reference file for the bank branch information on #4 as guide on filling out the Primary Bank Details.

Please enter the identified bank and branch information in the section below. You can select multiple Bank Accounts by clicking on 'Add Primary Bank Account' button.

When finished entering the bank details, click "OK" to go the previous screen.

If you wish to provide 'Intermediary Bank' details, please select 'yes' to question 6.

System opens another question like question 5 to add 'Intermediary Bank' details.

Click **'OK'** to submit the "**Payment and Bank Questionnaire**"

*Once you have begun the questionnaire, it is advisable to save the form periodically to avoid data loss.

Key notes:

- You have 180 days to complete and submit the questionnaire. If you fail to do so within the given timeframe, suppliers must contact the GPO Supplier Registration team to request a new registration invite.

- You can enter either a PO Box or Zip code in the Zip Code field.

- If you wish to attach more than one document in a single field, you should compress or zip documents into a single file before uploading.

Once the "**General Supplier Registration Questionnaire**" and "**Payment and Bank Questionnaire**" are submitted, reviewed and approved, SAP Ariba system auto-generates an email notification to the provided contact email informing you that the Supplier Registration process is complete.

Thu 09/12/2019 16:44

Ariba Administrator <no-reply@smtp.mn1.ariba.com>

[External] Approved: Supplier Registration for   <COMPANY NAME>

To   Cortino, Hazel J. J.

THIS IS AN AUTOMATED EMAIL - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL - PLEASE READ THE BELOW INFORMATION CAREFULLY

Dear   <COMPANY NAME>

Your responses to 'Registration Questionnaires' (I. General Registration Questionnaire and II. Payment and Bank Questionnaire) have been approved.

You are now 'Registered' as a supplier which enables you to participate in 'Sourcing Events' conducted by Abu Dhabi Government Entities. However, in order to conduct business (receive orders / contract awards) with Abu Dhabi Government Entities, you need to be 'Qualified'.

The Supplier Registration Process consists of the following 6 stages: 1. Request Submitted > 2. Request Approved > 3. Registration Submitted > **4. Registration Approved** > 5. Qualification Initiated > 6. Qualification Approved.

The process is sequential, i.e. any supplier cannot skip or proceed to next stage without successfully passing previous stages. Supplier is notified via email about progress of its registration at each stage.
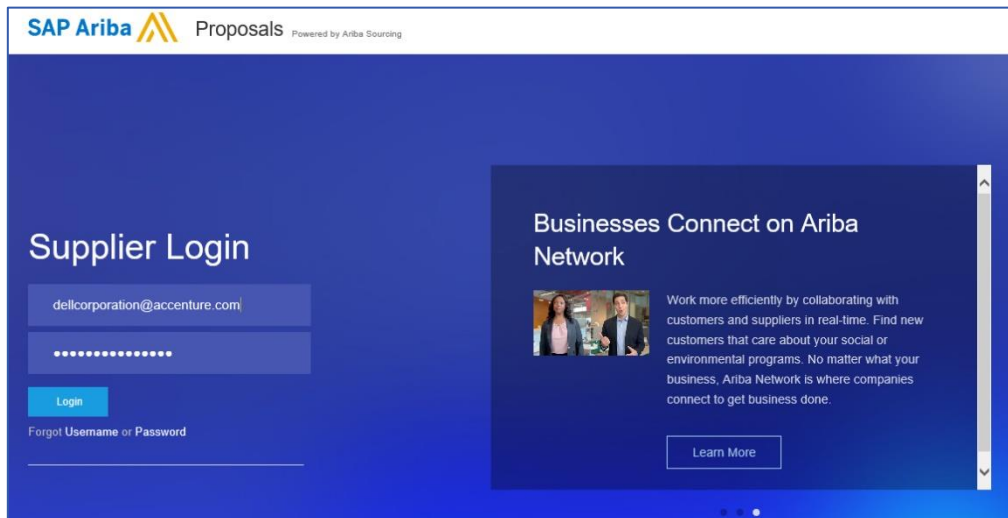
You are currently at '**4. Registration Approved**' stage.

5. Revise/Update Supplier Questionnaire Responses
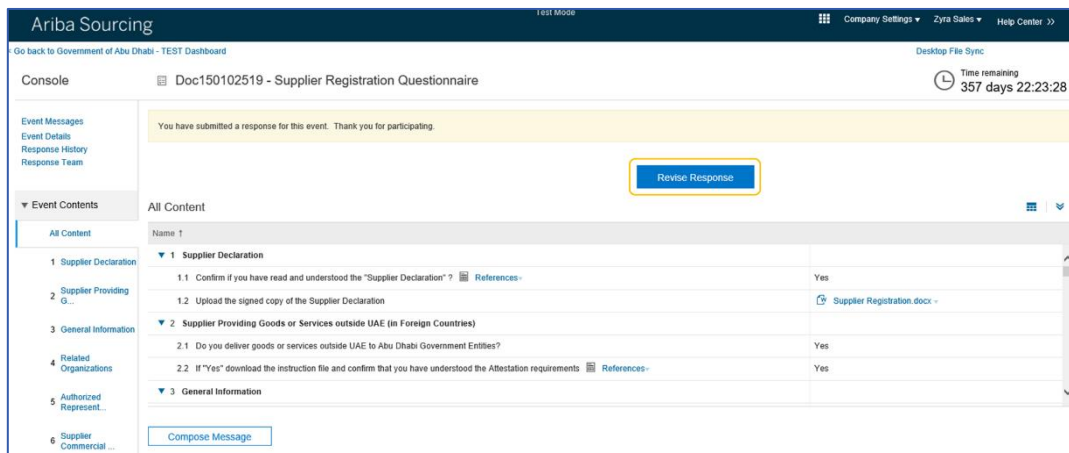
In some cases, you may need to revise or update your Supplier Registration Questionnaire responses. You may also be asked to provide additional or supplementary information by the GPO Supplier Registration team. In such cases, follow the steps outlined below.

• Access Ariba Network site <https://service.ariba.com/Sourcing.aw/>

• Login to Ariba Network.

Enter the registered username and password > Click "Login"

• You are re-directed to the Supplier Registration Questionnaire.

   Click **"Revise Response"**

A confirmation message appears. Click "OK"

Revise/update the necessary information. Once all revisions are made, click **"Submit Entire Response"**

Click "OK"

A confirmation message appears stating that the revised response has been submitted.

Once the revised Supplier Registration Questionnaire response is submitted, it undergoes another review and approval. A system-generated email is sent to notify you that the registration process is complete.

6. Providing additional information to GPO Supplier Registration Team

Should GPO Supplier Registration team require additional information, you will be notified via a system-generated email.

- Follow the "**Click Here**" link in the email.
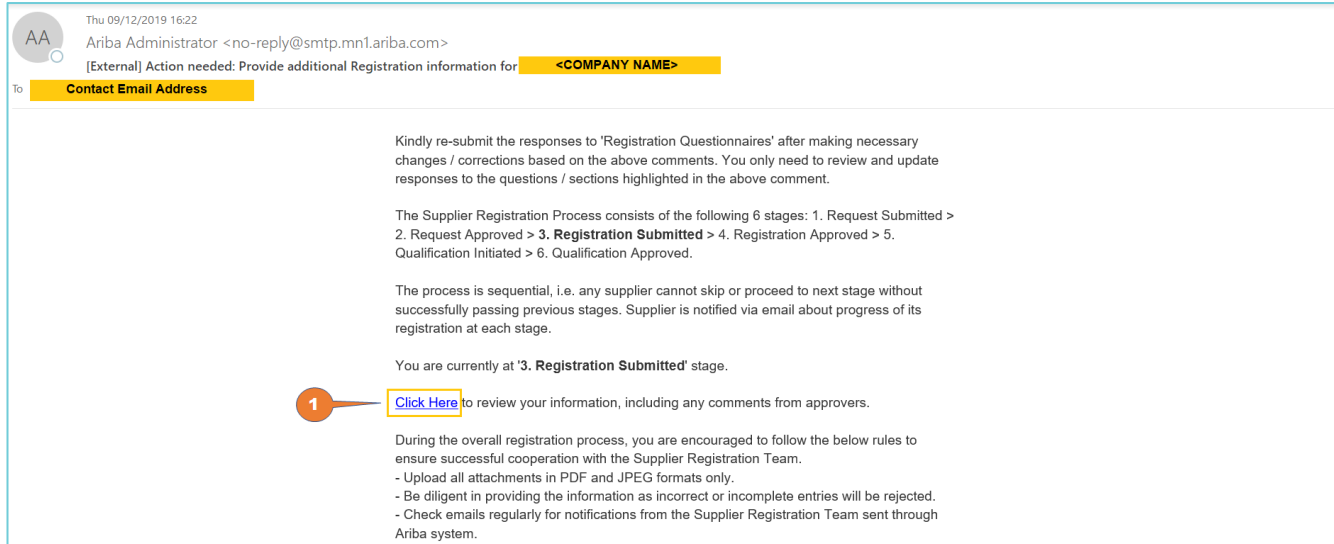
- You are directed to Supplier Registration Questionnaire. Click **"Revise Response"** A Confirmation message appears. Click "OK"

- Update the information specified in the comment from GPO.

- Once all revisions are made, click **"Submit Entire Response"**

Once the revised Supplier Registration Questionnaire response is submitted, it undergoes another review and approval. A system-generated email is sent to notify you when the Supplier Registration process is completed.

7. Required Documents to Complete Supplier Request and Supplier Registration – Inside UAE:

Suppliers providing goods/services inside UAE

7.1 Supplier Request

- Commercial License / Valid Justification on Company letterhead in case of non applicability
- Tax Registration Certificate / Valid Justification on Company letterhead in case of non applicability

7.2 Supplier Registration

- Department of Economic Development license
- Tax Registration Number Certificate
- Bank confirmation account letter issued from the bank
- Authorization Letter on Company Letterhead for the Person Authorized to provide Supplier Information for Registration

7. Required Documents to Complete Supplier Request and Supplier Registration

8. Required Documents to complete Supplier Request and Supplier Registration – Only Outside UAE:

Suppliers providing goods/services ONLY outside UAE

8.1 Supplier Request

N/A
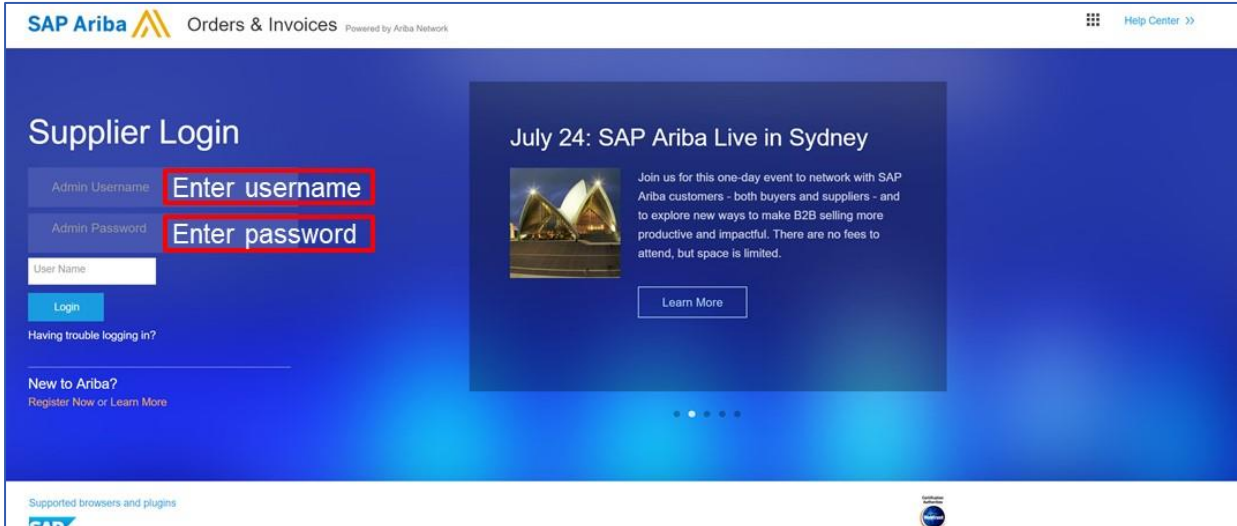
8.2 Supplier Registration

- Valid tax registration and/or business license and/or commercial certificate
- Copy of Articles of Association / Partnership Agreement
- Authorization Letter on Company Letterhead for the Person Authorized to provide Supplier Information for Registration
- Bank confirmation account letter issued from the bank
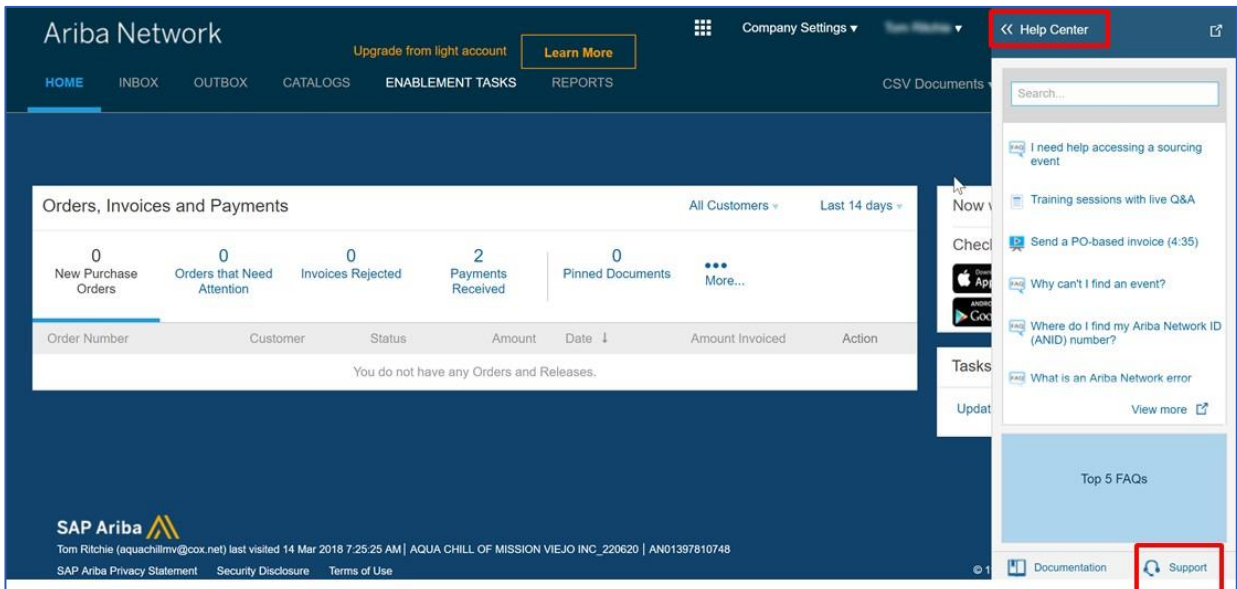
* Suppliers providing goods or services ONLY outside the UAE might be required to attest the first five documents in 8.2 depending on the category of goods/services provided and annual spend value. Details of the same are provided in the Registration Form. Please adhere to these requirements.

9. SAP Ariba Help Center – How to Raise a Ticket to Ariba Network Support

1- Go to supplier.ariba.com
2- Login in with your username and password

3- On top right side, click on "Help Center"
4- Click on "Support"

5- Write what you need help with in the given box

6- If you can't find what you are looking for, you can get help by email

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 receive an email shortly to assist you with your issue.

10. Frequently Asked Questions (FAQs)

1. **How do I know the status of my Supplier Request?**
    You will see a confirmation page once the request is submitted to Abu Dhabi Government. You will also receive an email notification that the request has been sent to Abu Dhabi Government.

2. **What happens next after I submit my Supplier Request?**
    Your request goes to ADG supplier registration team for approval. Once the team approves your request, you will receive an email notification asking you to register on SAP Ariba Network.

3. **Is it mandatory to open an SAP Ariba Network account for registering as a supplier with ADG?**
    Yes, you can only access your registration questionnaires after creating an account in SAP Ariba Network. SAP Ariba Network is the new portal for suppliers.

4. **Who will receive the email after my Supplier Request is approved?**
    The contact person's email that was entered in the supplier request form will receive the email for registration. This user is the primary contact for the supplier registration.

5. **Why am I not receiving email notifications from SAP Ariba?**
    If you are not receiving the emails from SAP Ariba, reasons could be (1) the email address that you provided in the supplier request is incorrect; (2) email notification settings are not configured properly; or (3) your company's email server is blocking the emails from external sources.

    To resolve these issues:
    For issue 1, please raise a new supplier request here.

    For issue 2, please see How do I change or update my email address or username? or How do I update my email notification preferences?. If you can confirm that the email address is correct and your notifications are configured properly, contact your local IT department to resolve the issue related to your email server not allowing the emails to reach your inbox.

    For issue 3, your IT team have to whitelist the addresses below to ensure that the emails from SAP Ariba is not being blocked – @smtp.mn1.ariba.com and @ansmtp.ariba.com. Until SAP Ariba domains are whitelisted in your organization, you will not be able to receive the notifications and will cause delay in the registration.

6. **What if the contact person who raised the Supplier Request is no longer working for my company?**
    In this case, you must contact ADG supplier registration team to resend the registration invitation to the new contact person. The new contact will then receive the email for registration.

7. **I already have an SAP Ariba Network account used for my other clients. Can I use the same account for Abu Dhabi Government?**
    Yes, you can login with your existing SAP Ariba Network account. However, if you have an existing 'FULL' Ariba Network account with your other client, please immediately inquire with SAP Ariba if there would be an additional subscription fees on using the same account for Abu Dhabi Government.

8. **Is there a timeline to submit the Supplier Registration Questionnaires?**
    The registration has two questionnaires that you need to complete – "General Registration Questionnaire" and "Payment and Bank Details". You must submit both these questionnaires within 180 days after Supplier Request is approved.

9. **What if I missed to submit the Supplier Registration Questionnaires within 180 days?**
    In case you have missed the 180 days window, please contact the GPO Supplier Registration team to resend the questionnaires.

10. **How do I know the status of my registration?**
    Once all questionnaires are submitted, GPO Supplier Registration team and Government Accounting team

will review and approve your questionnaires' responses. You can see the status in the "Registration Questionnaires" section when you log into Ariba Network. You will also receive an email once your registration is approved.

11. **Can I change my details in the Supplier Registration Questionnaire?**
Yes, you can change the details. However, please note that every change is subject for approval.

12. **I received a request for qualification from GPO Supplier Registration team. What is the qualification process?**
Qualification process is the next stage after registration. In the qualification stage, the GPO Supplier Registration team verifies the supplier's experience in the categories they have registered for.

13. **How do I know if my company is qualified or not for a certain category?**
You will receive an email from GPO Supplier Registration team confirming if you are qualified or not for that certain category.

14. **How can I update the contact person's email address on my SAP Ariba Network Account?**
Login to the SAP Ariba Network portal https://service.ariba.com/Sourcing.aw/. Click on the account name located in the upper right corner → My Account. Change the Email Address in the Account Information section. Confirm by clicking on the link in the email sent to the new email address.

15. **What do I do if the Revise Response button does not appear?**
If supplier has submitted their responses for review and approval, Revise Response button is disabled to allow the respective team to review the changes made. During this time, supplier won't be able to perform any further updates. Once review is completed and Registration team has completed processing the update request, supplier may again update the questionnaires as necessary. If urgent update needs to be done, contact helpdesk hotline immediately.

16. **I have completed the registration process but received a notification requesting for me to update certain questions in the Registration Questionnaires. How should I proceed?**
Department of Finance has system changes on the questionnaires which requires for the suppliers to re-enter some of the responses that were removed from these changes. Kindly update the required information as necessary for us to have the latest information of the suppliers.

CONTACT US

In case of any queries / clarification in the supplier registration process, contact the DOF support team for assistance

Tel: 02 810 1430

Email: helpdesk@dof.abudhabi.ae

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