



دائرة المالية  
DEPARTMENT OF FINANCE

# ABU DHABI GOVERNMENT

## Supplier Registration: 'New Supplier' User Guide



# TABLE OF CONTENTS

1. Purpose.....	3
2. Supplier Category .....	3
3. Process Overview for Suppliers That Provide Goods or Services Inside UAE .....	4
3.1: Supplier Request.....	4
3.1.1. Create Supplier Self-Request.....	4
3.1.2 Submit the Supplier Self- Request Form .....	6
3.2: Supplier Registration .....	8
3.2.1. Create an Ariba Network account.....	8
3.2.2. Respond to the Registration Questionnaire.....	11
3.3 Supplier Qualification.....	17
3.3.1. Respond to the Supplier Qualification .....	17
4. Process Overview for Suppliers That Provide/Intend to Provide Goods or Services ONLY Outside UAE .....	20
4.1: Supplier Request .....	20
4.2: Supplier Registration .....	20
4.2.1. Create an Ariba Network account.....	20
4.2.2 Respond to the Registration Questionnaire .....	23
5. Revise/Update Supplier Questionnaire Responses .....	29
6. Providing additional information to GPO Supplier Registration Team.....	31
7. Required Documents to Complete Supplier Request and Supplier Registration – Inside UAE: .....	32
Suppliers providing goods/services inside UAE .....	32
7.1 Supplier Request .....	32
7.2 Supplier Registration .....	32
8. Required Documents to complete Supplier Request and Supplier Registration – Only Outside UAE: .....	33
Suppliers providing goods/services ONLY outside UAE .....	33
8.1 Supplier Request .....	33
8.2 Supplier Registration .....	33
9. SAP Ariba Help Center – How to Raise a Ticket to Ariba Network Support .....	34
10. Frequently Asked Questions (FAQs) .....	36
CONTACT US.....	38

## 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

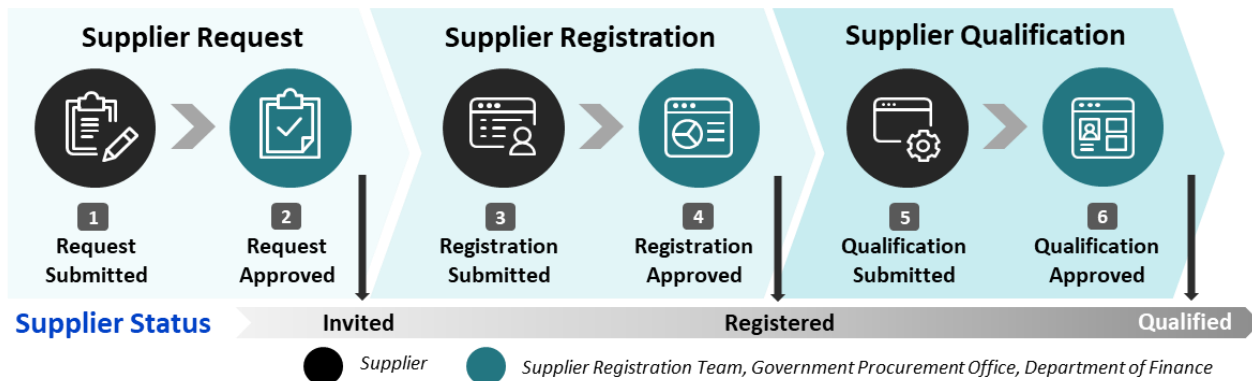
Identify the supplier category to which you belong and click the corresponding link to navigate to the registration process.

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	<a href="#">Click here to register</a>
No	Yes	<a href="#">Click here to register</a>

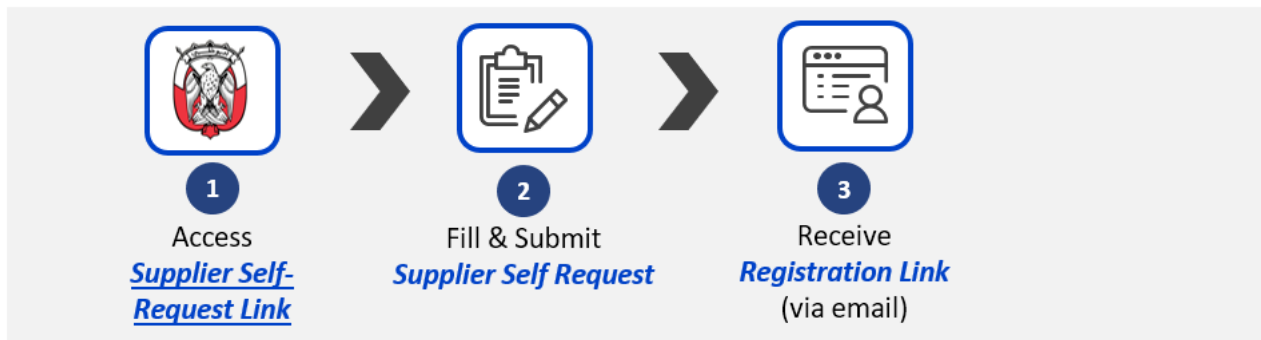
### 3. Process Overview for Suppliers That Provide Goods or Services Inside UAE

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.

- Are you already registered in the Abu Dhabi Government Resource Management System (ADERP iSupplier Portal)? No
- Do you provide goods or services to Abu Dhabi Government entities ONLY outside the UAE? No

Supplier Self-Request Form

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

☐ Yes ☒ No

\* Do you deliver goods or services only outside UAE to Abu Dhabi Government Entities?

☐ Yes ☒ No

### 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:

- **First 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:

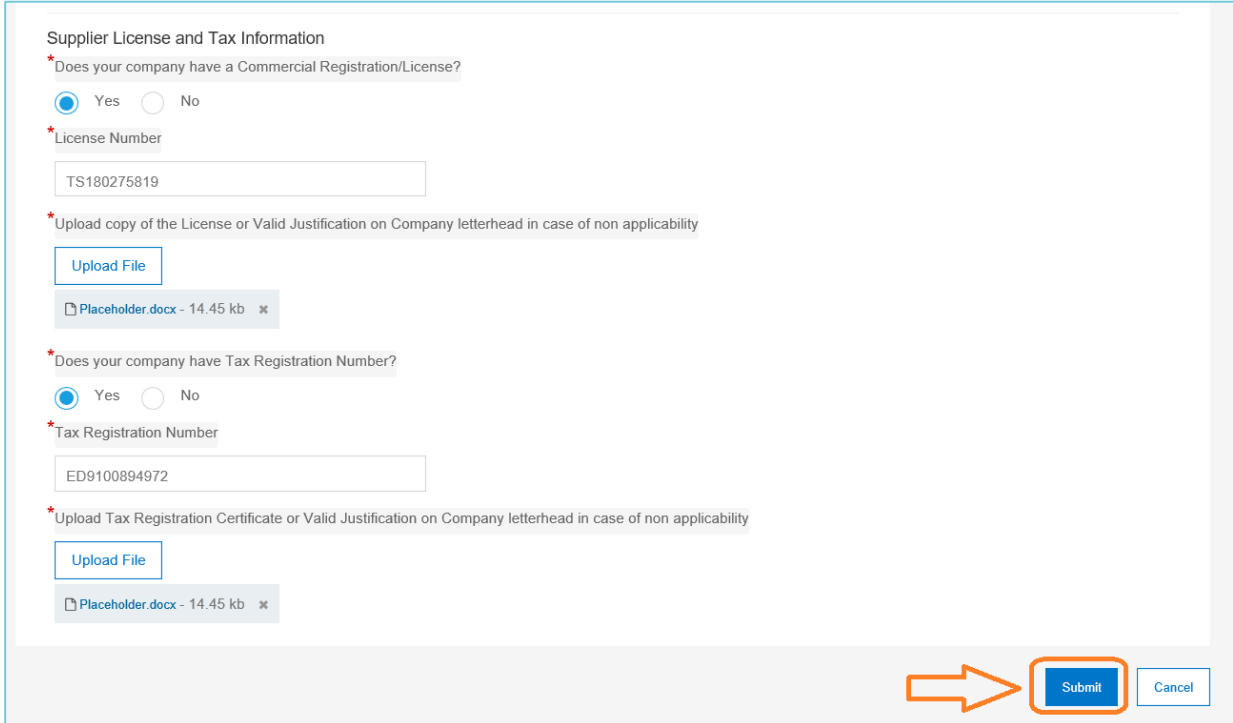
- **Does your company have a Commercial Registration/License?**  
**License Number:** TS180275819  
– Enter License Number in CAPITAL LETTERS.
- **Upload copy of the License or Valid Justification on Company letterhead in case of non applicability**
- **Does your company have Tax Registration Number?**  
**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  
  
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  
  
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 [redacted] is complete.

The Department of Finance [redacted] 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

<b>Supplier Self-Request Form</b>	
Are you already registered in the Abu Dhabi Government Resource Management System (ADERP iSupplier Portal)	Yes
<b>General Information</b>	
Company Name in English as per Commercial Registration OR License	STENO_NOTE CORPORATION
<b>Contact Person</b>	
First Name	Jonathan
Last Name	Yu
Mobile Number format: +(Country Code)(Mobile Number)	+971269634912
Contact Email Address	<b>Contact Email Address</b>
<b>Supplier License and Tax Information</b>	
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	<a href="#">Placeholder.docx - 14.45 kb</a>
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	<a href="#">Placeholder.docx - 14.45 kb</a>

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

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 [redacted],

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, [redacted] 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, [redacted] will 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](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](https://dof.abudhabi.ae/GeneralDoc/Supplier_Registration_Existing_Supplier_User_Guide.pdf)

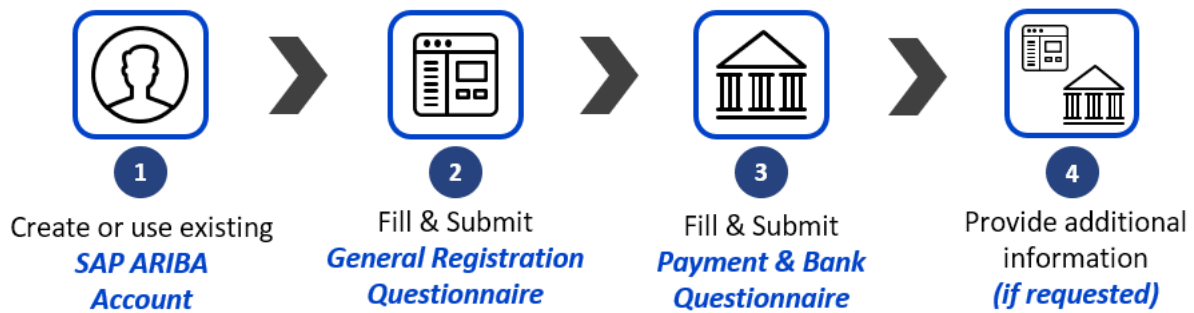
In case of questions please contact the Help Desk of the Department of Finance at 02 8101430 or [helpdesk@dof.abudhabi.ae](mailto:helpdesk@dof.abudhabi.ae)

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](#).



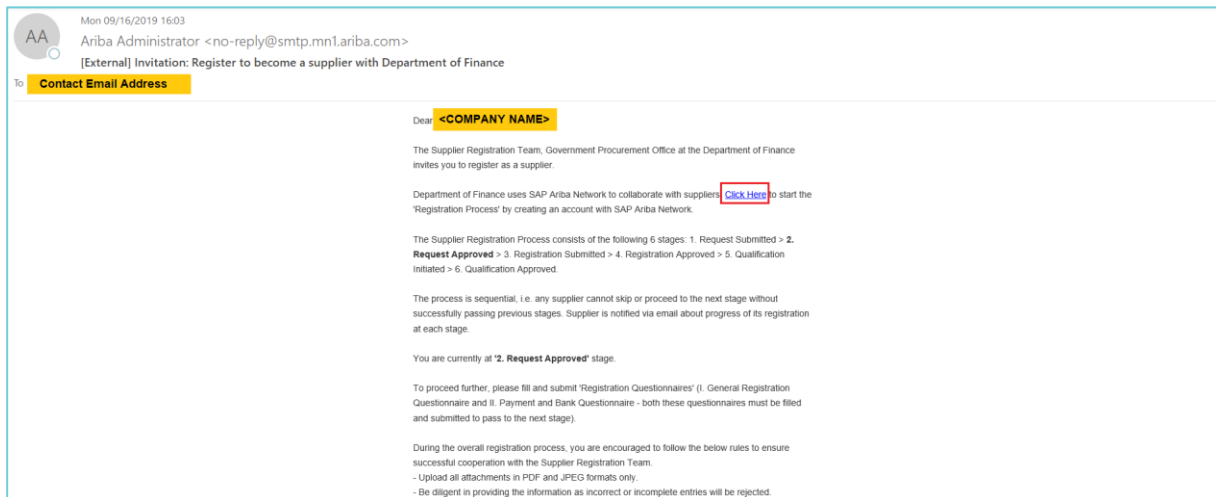
## 3.2: Supplier Registration



### 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.



**Ariba Sourcing**

Welcome, Jonathan Yu

Have a question? [Click here to see a Quick Start guide.](#)

Sign up as a supplier with **Department of Finance AUH - TEST** on SAP Ariba.

Department of Finance AUH - TEST uses SAP Ariba to manage procurement activities.

Create an SAP Ariba supplier account and manage your response to procurement activities required by Department of Finance AUH - TEST.

[Sign up](#)

Already have an account? [Log in](#)

**About Ariba Network**

The Ariba Network is your entryway to all your Ariba seller solutions. You now have a single location to manage all of your customer relationships and supplier activities regardless of which Ariba solution your customers are using. Once you have completed the registration, you will be able to:

- Respond more efficiently to your customer requests
- Work more quickly with your customers in all stages of workflow approval
- Strengthen your relationships with customers using an Ariba Network solution
- Review pending sourcing events for multiple buyers with one login
- Apply your Company Profile across Ariba Network, Ariba Discovery and Ariba Sourcing activities

Moving to the Ariba Network allows you to log into a single location to manage:

- All your Ariba customer relationships
- All your event actions, tasks and transactions
- Your profile information
- All your registration activities
- Your contact and user administrative tasks

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.

**Create account** [Create account and continue](#) [Cancel](#)

First, create an SAP Ariba supplier account, then complete questionnaires required by Department of Finance AUH - TEST.

**Company information**

\* Indicates a required field

Company Name: \* STENO\_NOTE CORPORATION

Country: \* United States [USA]   
 If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

Address: \*   
 Line 1   
 Line 2   
 Line 3

City: \*   
 State: \* Alabama   
 Zip: \*

[Update fields](#)

### User account information

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

### User account information

\* Indicates a required field

Name: \* Jonathan Yu [SAP Ariba Privacy Statement](#)

Email: \* hazel.j.j.cortino@accenture.com

☐ Use my email as my username

Username: \* jonathanyu@stenocorporation.com Must be in email format(e.g john@newco.com) ⓘ

Password: \*   
 Must contain a minimum 8 characters including letters and numbers. ⓘ

Language: English   
 The language used when Ariba sends you configurable notifications. This is different than your web b...

Email orders to: \* jonathanyu@stenocorporation.com   
 Customers may send you orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

#### 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.

### Tell us more about your business

1

Product and Service Categories: \* Enter Product and Service Categories [Add](#) -or- [Browse](#)

Ship-to or Service Locations: \* Enter Ship-to or Service Location [Add](#) -or- [Browse](#)

Tax ID: Optional Enter your nine-digit Company Tax ID number.

DUNS Number: Optional Enter the nine-digit number issued by Dun & Bradstreet. By default, DUNS number is appended with “-I” in test account. ⓘ

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration. By clicking the Create account and continue button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian federation.

2

☒ I have read and agree to the [Terms of Use](#)

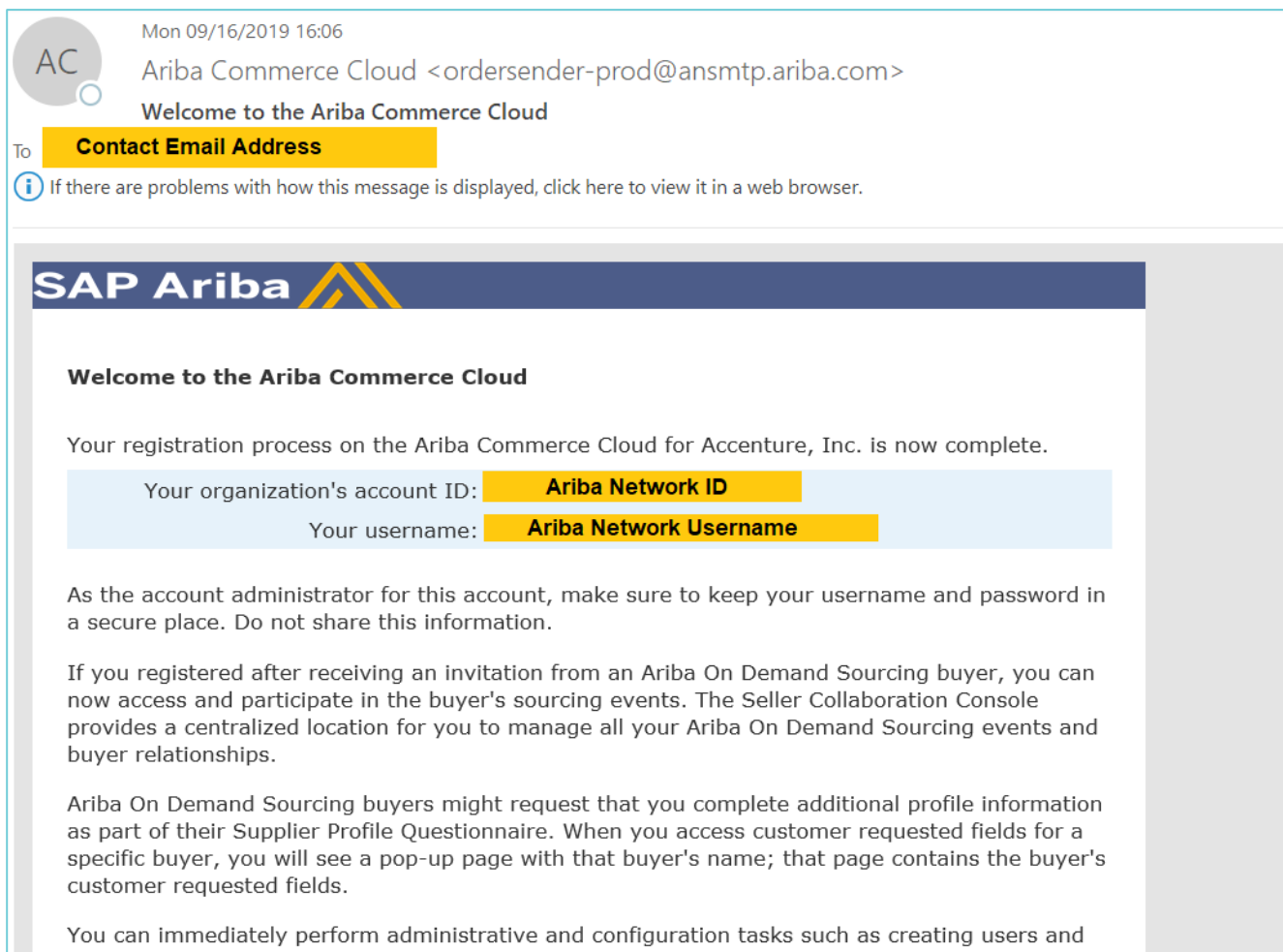
☒ I have read and agree to the [SAP Ariba Privacy Statement](#)

3

[Create account and continue](#) [Cancel](#)

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.




Mon 09/16/2019 16:06

AC  
Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>

**Welcome to the Ariba Commerce Cloud**

To **Contact Email Address**

 If there are problems with how this message is displayed, click here to view it in a web browser.

---

**SAP Ariba**

**Welcome to the Ariba Commerce Cloud**

Your registration process on the Ariba Commerce Cloud for Accenture, Inc. is now complete.

Your organization's account ID: **Ariba Network ID**

Your username: **Ariba Network Username**

As the account administrator for this account, make sure to keep your username and password in a secure place. Do not share this information.

If you registered after receiving an invitation from an Ariba On Demand Sourcing buyer, you can now access and participate in the buyer's sourcing events. The Seller Collaboration Console provides a centralized location for you to manage all your Ariba On Demand Sourcing events and buyer relationships.

Ariba On Demand Sourcing buyers might request that you complete additional profile information as part of their Supplier Profile Questionnaire. When you access customer requested fields for a specific buyer, you will see a pop-up page with that buyer's name; that page contains the buyer's customer requested fields.

You can immediately perform administrative and configuration tasks such as creating users and

### 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.

The screenshot shows the Ariba Sourcing interface for the Government of Abu Dhabi. The main content area displays a list of Registration Questionnaires. Two questionnaires are listed: 'Payment and Bank Questionnaire' and 'General Registration Questionnaire'. The 'General Registration Questionnaire' is highlighted with a yellow box and a red circle with the number 2, indicating it is the one to be selected.

Title	ID	End Time	Status
Payment and Bank Questionnaire	Doc151598336	1/18/2020 6:58 PM	Invited
General Registration Questionnaire	Doc151598333	1/18/2020 6:58 PM	Invited

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.

The screenshot shows the General Registration Questionnaire form. The form is divided into sections, with the 'General Information' section currently selected. The form contains various fields for company information, including company name, type, business type, and contact details. The 'General Information' section includes fields for company name, type, business type, and contact details. The 'Authorized Representatives' section includes fields for contact person, email, and phone number.

**General Information**

3.1 Company Name in English as per Commercial Registration OR License: HJC 12 ARTS 0909 004

3.2 Type of Company: Joint Venture

3.4 Business Type: Government/Public Agency

3.6 SME Status as defined by the United Arab Emirates Ministry of Economy (https://www.uaesme.ae/AboutSMEDefinition): Unspecified

**Authorized Representatives**

6.1 Contact Person: Add Contact Person (1)

6.2 Company Email Address: hjc12artu@acemture.com

6.3 Office Telephone Number format: +971783473812

6.4 Website: [Empty]

6.5 Business Locations: EGY [selected]

6.6 Register to Abu Dhabi Government Entities: x231 [selected]

6.7 Do you have additional site address under the same license?: No

6.8 Do you have Related Organizations?: No

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

Once done click OK → **OK** Cancel

Clicking OK will only **save** your Repeatable Section answers. To **submit** your response, you will need to click OK and then click **Submit Entire Response** on the main screen.

All Content > 7.2 Contact Person

Contact Person (1)

Name: 1

Contact Person #1	Delete
Name	John Smith
Position	Marketing Manager
Office Telephone Number format: +(Country Code)(Area Code)(Office Telephone Number)(space)(Extension)	+9719203981
Mobile Number format: +(Country Code)(Mobile Number)	+97192039810192
Contact Email	john.smith@steno.com

(\*) indicates a required field

**Add Contact Person** ← Click here to add more

7 Supplier License and Tax Information

7.1 Does your company have a Commercial Registration/License?	Yes
7.2 Select the type of License	ABU DHABI DEPARTMENT OF ECONOMIC DEVELOPMENT LICENSE
7.4 Country in which the License has been issued	United Arab Emirates
7.5 Emirate in which the License has been issued	Abu Dhabi
7.6 License Number	892397827311111
7.7 License Issue Date	Sat, 1 Sep, 2018
7.8 License Expiry Date	Wed, 30 Sep, 2020
7.9 Upload copy of the License or Valid Justification on Company letterhead in case of non applicability	Placeholder.docx - Update file Delete file
7.10 Does your company have Tax Registration Number?	Yes
7.11 Tax Registration Number	3453453454453
7.12 Country in which the Tax Registration Number has been issued	United Arab Emirates
7.13 Emirate in which the Tax Registration Number has been issued	Abu Dhabi
7.14 Upload Tax Registration Number Certificate or Valid Justification on Company letterhead in case of non applicability	Placeholder.docx - Update file Delete file

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

9 Goods and Services

9.1 Please download and review the **Abu Dhabi DED - UNSPSC Mapping file** for standardized UNSPSC Categories. Search for your licensed DED activities in the attached file and use respective UNSPSC categories in the below. [References](#)

9.2 Goods and Services [Add Goods and Services \(2\)](#)

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

Click OK once done → **OK** Cancel

Clicking OK will only **save** your Repeatable Section answers. To **submit** your response, you will need to click OK and then click **Submit Entire Response** on the main screen.

All Content > 9.2 Goods and Services

Goods and Services (2)

Name: 1

Goods and Services #1	Expand all   Collapse all   Delete
Select the Category of Goods/Services	Paper products (منتجات ورقية)
Goods and Services #2	Delete
Select the Category of Goods/Services	Packing supplies (معدات التغليف)

(\*) indicates a required field

**Add Goods and Services** ← Click here to add more

▼ 9 Ownership Details Less -

Please provide the name of Owners / Key Shareholders

9.1 Name of Primary Owner / Shareholder (in case of company, please provide name as per Commercial Registration/License) Jonathan Yu

9.2 Other Owners / Key Shareholders Add Other Owners / Key Shareholders (3)

▼ 10 Required Documents

10.1 Upload Authorization Letter on Company Letterhead for the Person Authorized to provide Supplier Information for Registration Placeholder.docx - Update file Delete file

10.2 Upload copy of Articles of Association / Partnership Agreement Attach a file

**Please read the 11.1 Supplier Declaration carefully.**

▼ 11 Supplier Declaration

11.1 Please download and review the Supplier Declaration [References](#)

11.2 Please confirm that you:

(a) warrant that you are duly authorised to accept the terms of the Supplier Declaration on behalf of the Supplier; and  
(b) accept and approve the terms of the Supplier Declaration on behalf of the Supplier:

11.3 Date of acceptance of the Supplier Declaration Thu, 19 Sep 2012

(\*) indicates a required field

[Submit Entire Response](#) [Save draft](#) [Compose Message](#) [Excel Import](#)

- 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.

✓ Submit this response?

Click OK to submit.

[OK](#) [Cancel](#)

### 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.

Console Doc151598336 - Payment and Bank Questionnaire Time remaining 179 days 20:15:42

Event Messages  
Event Details  
Response History  
Response Team

▼ Event Contents

All Content

3 Payment Information

5 Primary Bank Details

All Content

1 Dear Supplier,

Before proceeding to fill the below questionnaire, kindly read the following important points.

1. Department of Finance Supplier Registration process has 2 questionnaires - General Questionnaire and Payment & Bank Questionnaire. You need to submit the General Questionnaire first before submitting the Payment & Bank Questionnaire, else your registration will be delayed.

2. Please upload all attachments in PDF and JPEG format only.

3. Please be diligent in providing the information. Incorrect or Incomplete information will lead to rejection or delay of your registration.

4. Please check your email from SAP Ariba for notifications on registration process.

2 Have you filled out the "General Registration Questionnaire"?

Yes

▼ 3 Payment Information

3.1 Preferred Payment Method

Wire

3.2 Preferred Currency

AED

4 Please download and review the 'Primary Bank Details' file and identify your respective bank & branch. Complete 'Primary Bank Details' section using that information.

5 Primary Bank Details

Add Primary Bank Details (1)

6 Do you require an intermediary bank account?

No

(\*) indicates a required field

Submit Entire Response Save Compose Message Excel Import

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.

Click OK once done → OK Cancel

Clicking OK will only save your Repeatable Section answers. To submit your response, you will need to click OK and then click 'Submit Entire Response' on the main screen.

All Content > 5 Primary Bank Details

Primary Bank Details (1)

Name 1

▼ Primary Bank Account #1 Delete

Bank Country

AE [select]

Bank Name

ABU DHABI COMMERCIAL BANK

Branch Name

ABU DHABI KHALIFA CITY A

Street

87 KHALIFA ST

City

ABU DHABI

State/Province

ABU DHABI

Postal Code

10293

Account Holder Name

STENO\_NOTE CORPORATION

Account Number

98710009678

Swift / BIC Address

ADCBAAEAXXX

IBAN Number

AE919293838383

Bank Account Confirmation Letter

PROOF OF ACCOUNT.pdf - Update file Delete file

(\*) indicates a required field

Add Primary Bank Account ← Click here to add more

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"

✓ Submit this response?

Click OK to submit.

OK Cancel

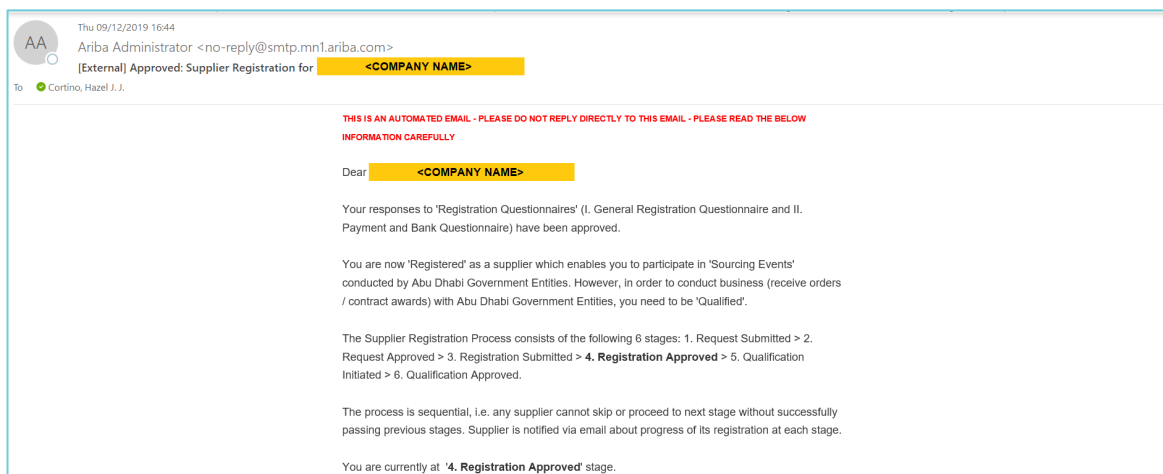


Note – System allows 'saving' the questionnaire intermittently. It is a good practice to save the questionnaire periodically when adding the details.

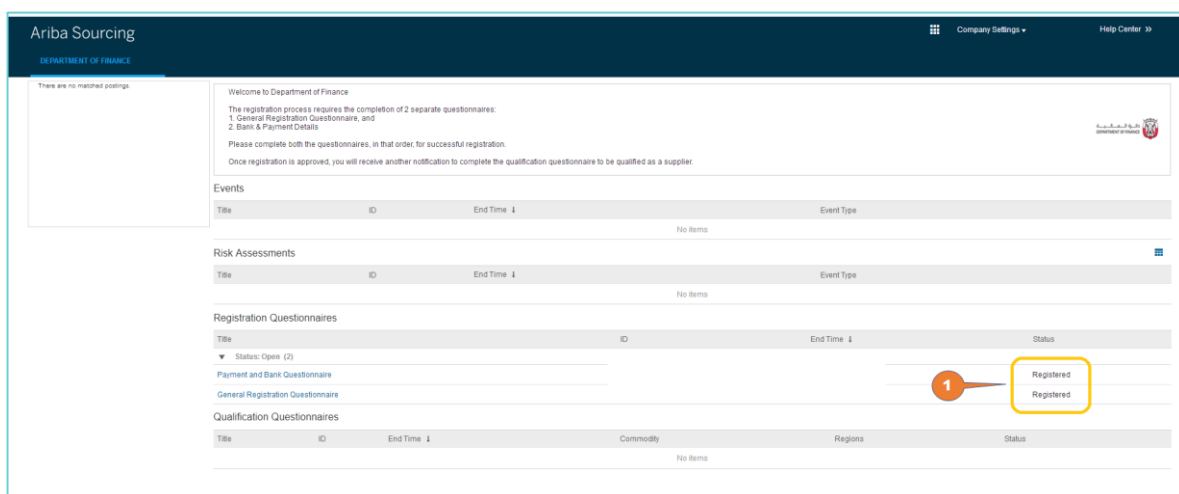
### Reminders:

- 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 .

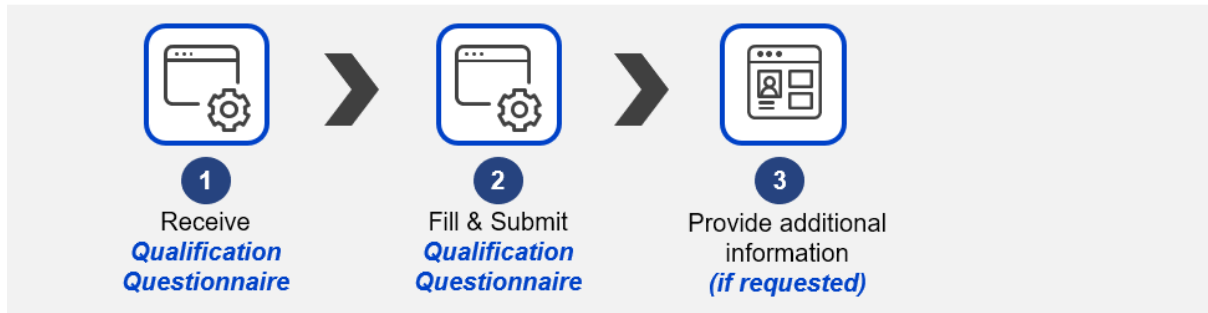
Once the “**General Registration Questionnaire**” and “**Payment and Bank Questionnaire**” are submitted, reviewed and approved, the contact person receives an email notification informing you that the Supplier Registration process is completed.



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.

AA Thu 09/12/2019 17:03  
Ariba Administrator <no-reply@smtp.mn1.ariba.com>  
[External] Action needed: Qualification initiated for <COMPANY NAME>

To: Contact Email Address

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

Dear <COMPANY NAME>

As a 'Registered' supplier with Abu Dhabi Government Entities, you are now invited to respond to the 'Qualification Questionnaire' for the following categories:

Mining services (خدمات التعدين)

1 [Click Here](#) to start filling in the 'Qualification Questionnaire'.

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 '5. Qualification Initiated' stage. Please submit responses to the 'Qualification Questionnaire' in order to proceed to the next stage.

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

Event Messages  
Event Details  
Response History  
Response Team

▼ Event Contents

All Content

1 Business Standing

2 Financial

3 Goods and Services

4 Company Experience

5 Certification Details

All Content

Name ↑

▼ 1 Business Standing

1.1 Has your company ever been proven guilty of grave professional misconduct?

1.2 Has your company ever been convicted for one or more of the reasons listed below:  
1. Corruption  
2. Fraud  
3. Money Laundering  
4. Transacting with illegal organizations

▼ 2 Financial

2.1 Has your company ever been declared 'bankrupt' or has been 'wound up'?  
(where it entered into an arrangement with creditors or where its business activities were either suspended or administered by the court)

2.2 Has your company ever failed to fulfill financial obligations relating to the payment of Taxes / social security?

▼ 3 Goods and Services

3.1 Provide description of Goods/Services you intend to provide for the category(s) for which you are being qualified

▼ 4 Company Experience

4.1 Number of Years of Experience in the Category

4.2 Please mention your Top 5 Clients in this Category

Architectural engineering consultancy -  
Sewerage and collecting and disposing of  
wastewater engineering consultancy -  
Water transmission and distribution  
engineering consultancy - Interior design  
engineering consultancy - Airports and  
air transportation engineering  
...  
Department of Energy Dubai Municipality  
Environment Agency - أبو Dhabi  
Electricity and Water Authority (DEWA)  
Cleveland Clinic أبو Dhabi Hospital

Once completed, click on “Submit Entire Response” or “Save draft”

Submit Entire Response

Save draft

Compose Message

Excel Import

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/>.

1

Registration Questionnaires					
Title	ID	End Time ↓	Status		
▼ Status: Open (2)					
Payment and Bank Questionnaire	Doc152210373	9/17/6102 3:59 PM	Registered		
General Registration Questionnaire	Doc152210370	9/17/6102 3:59 PM	Registered		

2

Qualification Questionnaires					
Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (2)					
Supplier Qualification	Doc152435782	9/12/2019 4:50 PM	Explosive materials (مواد متفجرة) <a href="#">View more</a>	BFA Burkina Faso	Qualified
Supplier Qualification	Doc152203700	8/25/2019 10:49 AM	Comprehensive health serv... <a href="#">View more</a>	AE United Arab Emirates	Qualified
▼ Status: Open (1)					
Supplier Qualification	Doc152203779	9/11/2020 5:04 PM	Mining services (خدمات التعدين) <a href="#">View more</a>	AE United Arab Emirates	Pending Resubmission

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.

AA

Thu 09/12/2019 17:04

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

[External] Action needed: Provide additional Qualification information for <COMPANY NAME>

To Contact Email Address

**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 'Qualification Questionnaire' have been reviewed by Supplier Registration Team, Government Procurement Office at the Department of Finance. The following additional information is required before it can be approved:

- 1 please provide another client info

Kindly re-submit the responses to 'Qualification Questionnaire' after making necessary changes / corrections based on the above comments. You only need to review and update responses to the questions / sections highlighted in the above comment.

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.

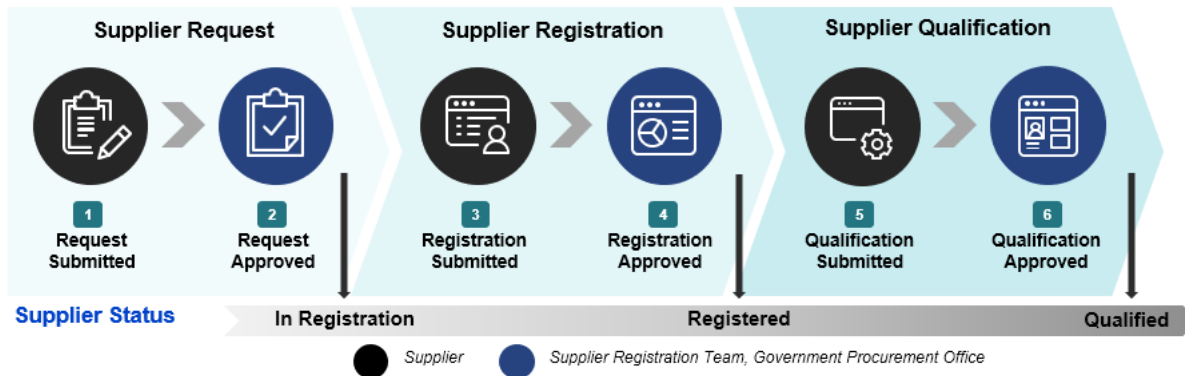
**Reminders:**

- 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.



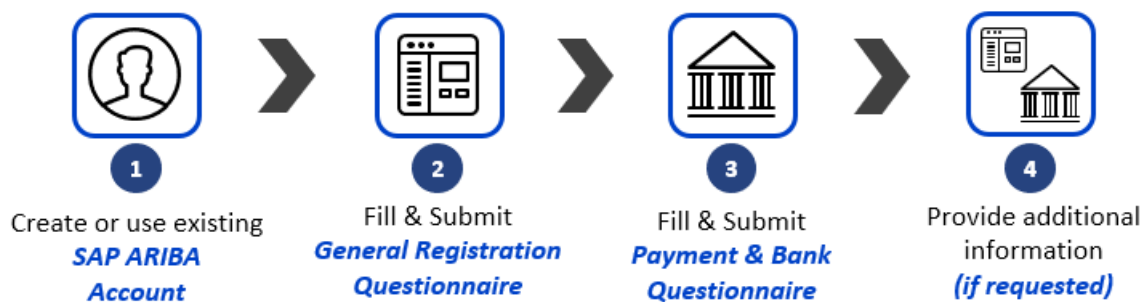
### 4.1: Supplier Request

#### 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

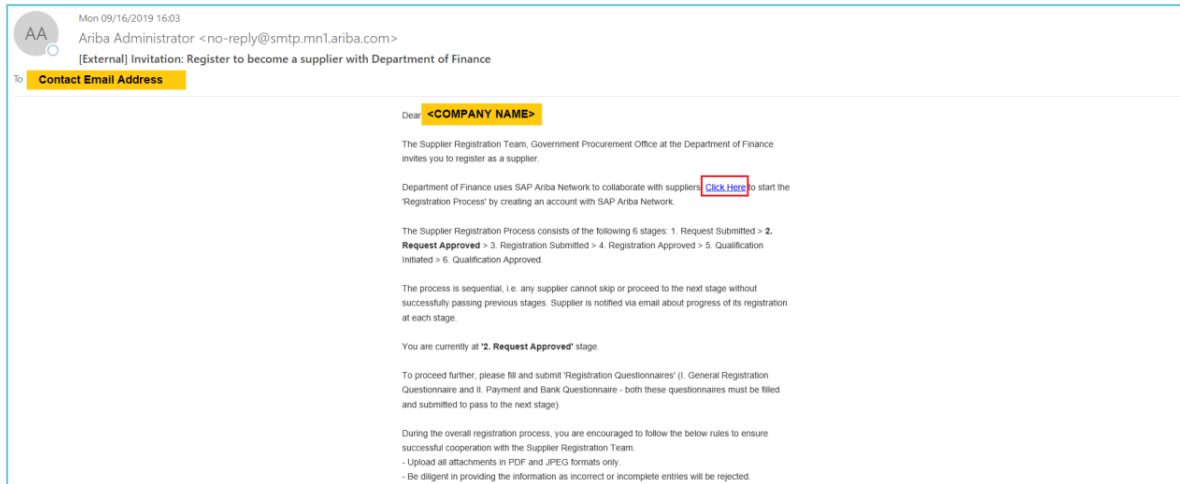


#### 4.2.1. Create an Ariba Network account

**Pre-requisite:** Fully approved Supplier Request.

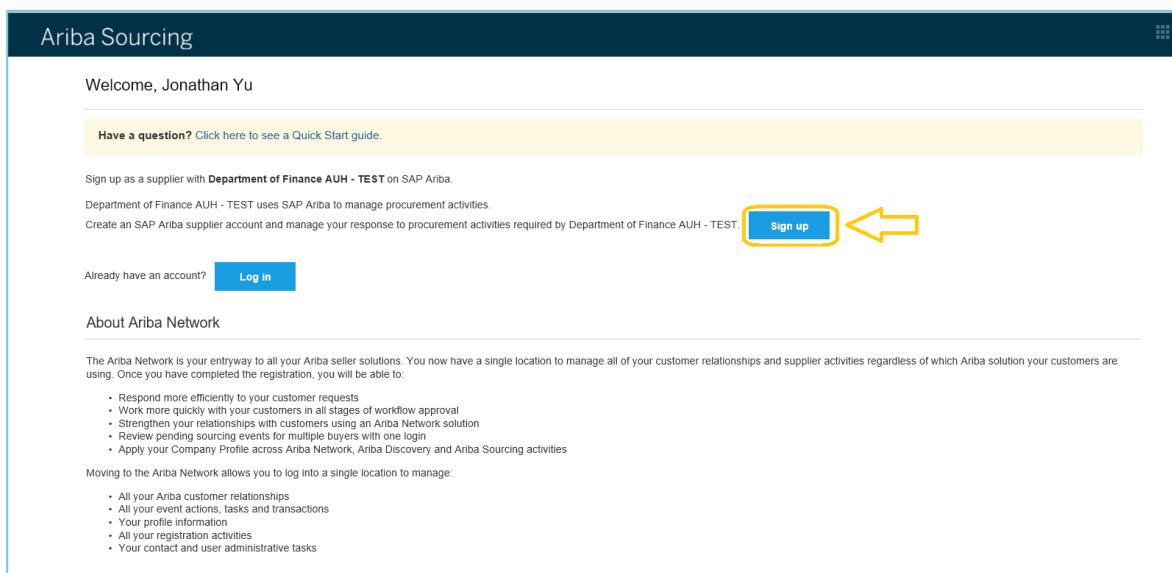
Once your Supplier Request Form is approved, a system-generated email is sent to the supplier contact, inviting you to register in Ariba Network.

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.

Create account Create account and continue Cancel

First, create an SAP Ariba supplier account, then complete questionnaires required by Department of Finance AUH - TEST.

### Company information

\* Indicates a required field

Company Name: \* STENO\_NOTE CORPORATION

Country: \* United States [USA] If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

Address: \*  
Line 1  
Line 2  
Line 3

City: \*

State: \* Alabama

Zip: \*

← Update fields

## User account information

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

### User account information

\* Indicates a required field

Name: \* Jonathan Yu SAP Ariba Privacy Statement

Email: \* hazel.j.j.cortino@accenture.com

☐ Use my email as my username

Username: \* jonathanyu@stenocorporation.com Must be in email format(e.g john@newco.com) ⓘ

Password: \*  
Must contain a minimum 8 characters including letters and numbers. ⓘ

Language: English The language used when Ariba sends you configurable notifications. This is different than your web b...

Email orders to: \* jonathanyu@stenocorporation.com Customers may send you orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

### 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”**.

Tell us more about your business

1

Product and Service Categories: \*  Enter Product and Service Categories  -or- Browse

Ship-to or Service Locations: \*  Enter Ship-to or Service Location  -or- Browse

Tax ID:  Optional Enter your nine-digit Company Tax ID number.

DUNS Number:  Optional Enter the nine-digit number issued by Dun & Bradstreet. By default, DUNS number is appended with “-IT” in test account. ⓘ

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration. By clicking the Create account and continue button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian Federation.

2

☒ I have read and agree to the Terms of Use

☒ I have read and agree to the SAP Ariba Privacy Statement

3

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.

Mon 09/16/2019 16:06

AC Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>

Welcome to the Ariba Commerce Cloud

To **Contact Email Address**

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

**SAP Ariba**

**Welcome to the Ariba Commerce Cloud**

Your registration process on the Ariba Commerce Cloud for Accenture, Inc. is now complete.

Your organization's account ID: **Ariba Network ID**

Your username: **Ariba Network Username**

As the account administrator for this account, make sure to keep your username and password in a secure place. Do not share this information.

If you registered after receiving an invitation from an Ariba On Demand Sourcing buyer, you can now access and participate in the buyer's sourcing events. The Seller Collaboration Console provides a centralized location for you to manage all your Ariba On Demand Sourcing events and buyer relationships.

Ariba On Demand Sourcing buyers might request that you complete additional profile information as part of their Supplier Profile Questionnaire. When you access customer requested fields for a specific buyer, you will see a pop-up page with that buyer's name; that page contains the buyer's customer requested fields.

You can immediately perform administrative and configuration tasks such as creating users and

## 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.

**Ariba Sourcing**  
GOVERNMENT OF ABU DHABI - TEST

There are no matched postings.

Welcome to  
The registration process requires the completion of 2 separate questionnaires:  
1. General Registration Questionnaire, and  
2. Bank & Payment Details  
Please complete both the questionnaires, in that order, for successful registration.  
Once registration is approved, you will receive another notification to complete the qualification questionnaire to be qualified as a supplier.

**Events**

Title	ID	End Time	Event Type
No items			

**Risk Assessments**

Title	ID	End Time	Event Type
No items			

**1 Registration Questionnaires**

Title	ID	End Time	Status
▼ Status: Open (2)			
Payment and Bank Questionnaire	Doc151598336	1/18/2020 6:58 PM	Invited
General Registration Questionnaire	Doc151598333	1/18/2020 6:58 PM	Invited

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.

**Event Messages**  
Event Details  
Response History  
Response Team

**Event Contents**

All Content

1 Instructions

2 Supplier Providing G.

3 General Information

6 Authorized Represent.

7 Supplier License and...

8 Goods and Services

9 Ownership Details

10 Required Documents

11 Supplier Declaration

**1 Instructions**

1.1 Before proceeding to fill the below questionnaire, kindly read the following important points.

- Department of Finance Supplier Registration process has 2 questionnaires - General Questionnaire and Payment & Bank Questionnaire. You need to submit the General Questionnaire first before submitting the Payment & Bank Questionnaire, else your registration will be delayed.
- Please upload all attachments in PDF and JPEG format only.
- Please be diligent in providing the information. Incomplete or incomplete information will lead to rejection or delay of your registration.
- Please check your email from SAP Ariba for notifications on registration process.

**2 Supplier Providing Goods or Services outside UAE (in Foreign Countries)**

2.1 Do you deliver goods or services only outside UAE to Abu Dhabi Government Entities?

No

**3 General Information**

3.1 Company Name in English as per Commercial Registration OR License

HUC 12 ARTS 0909 004

3.2 Type of Company

Joint Venture

Broker  
Contractor/Consultant  
Distributor/Wholesaler  
Government/Public Agency  
Manufacturer  
Producer  
Retailer  
Sales Agent/Manufacturer's Representative  
Service Provider  
Transportation/Logistics  
Utilities  
Value Added Reseller  
Other

3.6 SME Status as defined by the United Arab Emirates Ministry of Economy (<https://www.uaesme.ae/AboutSMEDefinition>)

Unspecified

**3.7 Company Address**

Street: 675 My Street  
City: Abu Dhabi  
State/Province/Region:  
Postal Code: 09787  
Country: United Arab Emirates

3.8 Office Telephone Number format: +(Country Code)(Area Code)(Office Telephone Number)(space)(Extension)

+971763473812

3.9 Company Email Address

hgc12arib@accenture.com

3.10 Website

3.11 Business Locations

EGY [selected]

3.12 Register to Abu Dhabi Government Entities

+231 [selected]

3.13 Do you have additional site address under the same license?

No

3.14 Do you have Related Organizations?

No

**6 Authorized Representatives**

6.1 Contact Person

Add Contact Person (1)

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

Once done click OK → **OK** Cancel

Clicking OK will only **save** your Repeatable Section answers. To **submit** your response, you will need to click OK and then click **Submit Entire Response** on the main screen.

All Content > 7.2 Contact Person

Contact Person (1)

Name	Delete
<b>Contact Person #1</b> Name: John Smith Position: Marketing Manager Office Telephone Number format: +(Country Code)(Area Code)(Office Telephone Number)(space)(Extension): +9719203981 Mobile Number format: +(Country Code)(Mobile Number): +97192039810192 Contact Email: john.smith@stenoocorp.com	

(\*) indicates a required field

**Add Contact Person** ← Click here to add more

7 Supplier License and Tax Information

7.1 Does your company have a Commercial Registration/License? Yes

7.2 Select the type of License ABU DHABI DEPARTMENT OF ECONOMIC DEVELOPMENT LICENSE

7.4 Country in which the License has been issued United Arab Emirates

7.5 Emirate in which the License has been issued Abu Dhabi

7.6 License Number 892397827311111

7.7 License Issue Date Sat, 1 Sep, 2018

7.8 License Expiry Date Wed, 30 Sep, 2020

7.9 Upload copy of the License or Valid Justification on Company letterhead in case of non applicability Placeholder.docx - Update file Delete file

7.10 Does your company have Tax Registration Number? Yes

7.11 Tax Registration Number 3453453454453

7.12 Country in which the Tax Registration Number has been issued United Arab Emirates

7.13 Emirate in which the Tax Registration Number has been issued Abu Dhabi

7.14 Upload Tax Registration Number Certificate or Valid Justification on Company letterhead in case of non applicability Placeholder.docx - Update file Delete file

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

9 Goods and Services

9.1 Please download and review the Abu Dhabi DED - UNSPSC Mapping file for standardized UNSPSC Categories. Search for your licensed DED activities in the attached file and use respective UNSPSC categories in the below. [References](#)

9.2 Goods and Services Add Goods and Services (2)

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

Click OK once done → **OK** Cancel

Clicking OK will only **save** your Repeatable Section answers. To **submit** your response, you will need to click OK and then click **Submit Entire Response** on the main screen.

All Content > 9.2 Goods and Services

Goods and Services (2)

Name	Expand all   Collapse all   Delete
<b>Goods and Services #1</b> Select the Category of Goods/Services: Paper products (منتجات ورقية)	
<b>Goods and Services #2</b> Select the Category of Goods/Services: Packing supplies (معدات التغليف)	

(\*) indicates a required field

**Add Goods and Services** ← Click here to add more

9 Ownership Details Less -

Please provide the name of Owners / Key Shareholders

9.1 Name of Primary Owner / Shareholder (in case of company, please provide name as per Commercial Registration/License) Jonathan Yu

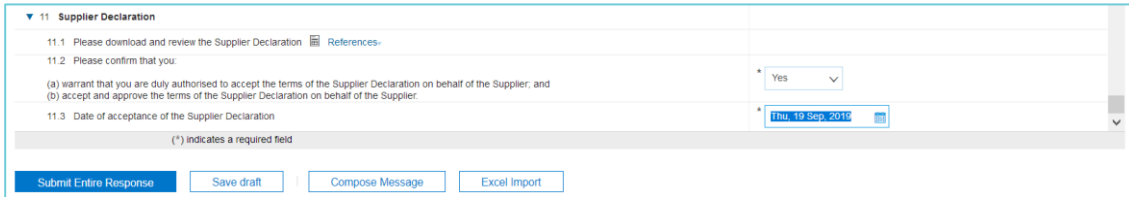
9.2 Other Owners / Key Shareholders Add Other Owners / Key Shareholders (0)

10 Required Documents

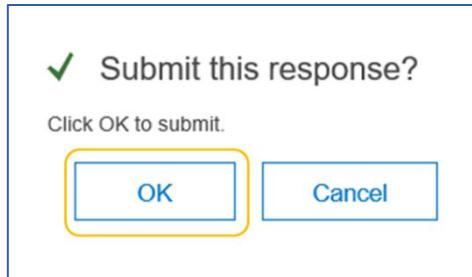
10.1 Upload Authorization Letter on Company Letterhead for the Person Authorized to provide Supplier Information for Registration Placeholder.docx - Update file Delete file

10.2 Upload copy of Articles of Association / Partnership Agreement Attach a file

Please read the 11.1 Supplier Declaration carefully.



When prompted, Click “OK”



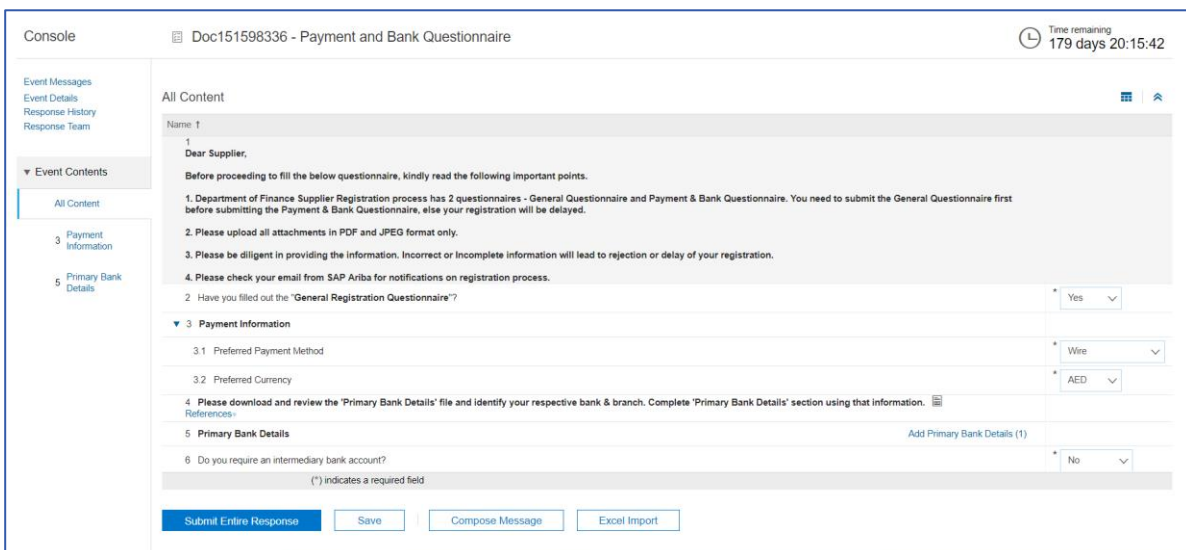
\*Once you have begun the questionnaire, it is advisable to save the form periodically to avoid data loss.

#### 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.

Click OK once done → **OK** Cancel

Clicking OK will only save your Repeatable Section answers. To submit your response, you will need to click OK and then click Submit Entire Response on the main screen.

All Content > 5 Primary Bank Details

Primary Bank Details (1)

Name 1	
Primary Bank Account #1	Delete
Bank Country	* AE [ select ]
Bank Name	* ABU DHABI COMMERCIAL BANK
Branch Name	* ABU DHABI ,KHALIFA CITY A
Street	* 87 KHALIFA ST.
City	* ABU DHABI
State/Province	* ABU DHABI
Postal Code	* 10293
Account Holder Name	* STENO_NOTE CORPORATION
Account Number	* 9871000678
Swift / BIC Address	* ADCBAEAXXX
IBAN Number	* AE1819293838383
Bank Account Confirmation Letter	* PROOF OF ACCOUNT.pdf - Update file Delete file

(\*) indicates a required field

**Add Primary Bank Account** ← Click here to add more

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**”

✓ Submit this response?

Click OK to submit.

**OK** Cancel

\*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.

AA

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.

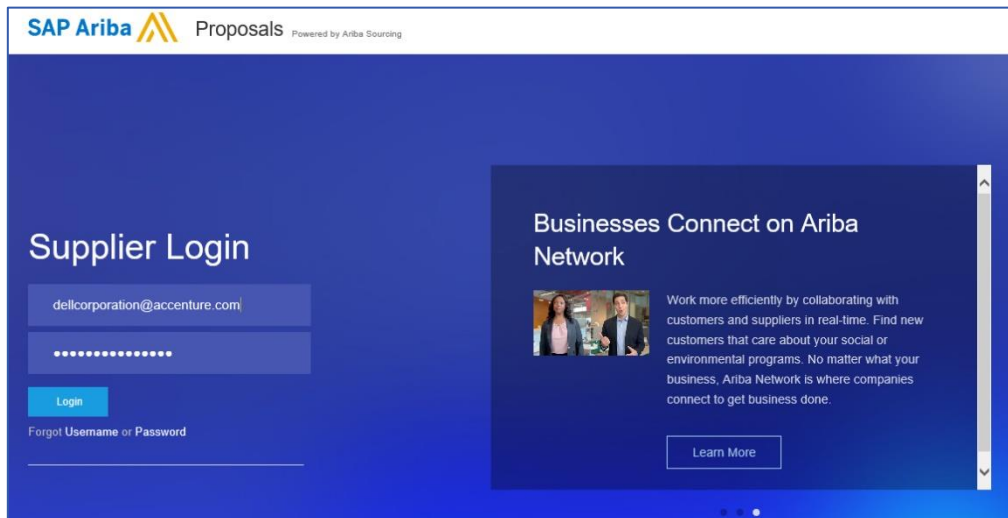
You are currently at '**4. Registration Approved**' stage.

## 5. Revise/Update Supplier Questionnaire Responses

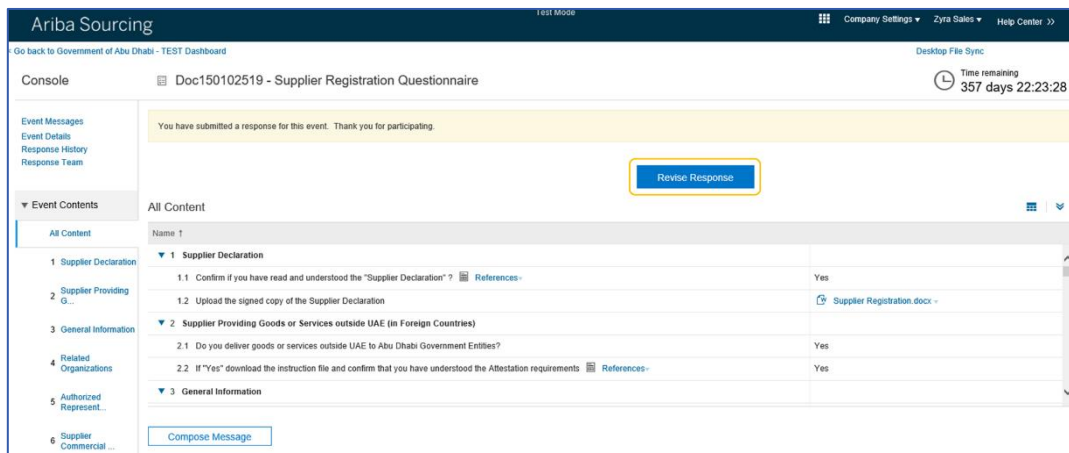
In some cases, you may need to revise or update your Supplier Registration Questionnaire responses. You may also be asked to provide additional or supplementary information by the GPO Supplier Registration team. In such cases, follow the steps outlined below.

- 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 Response?**  
 You have already submitted a response for this event. Click OK if you would like to revise your response.


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

Doc150102519 - Supplier Registration Questionnaire

Time remaining  
357 days 22:14:51

All Content

Name ↑

2.2 If “Yes” download the instruction file and confirm that you have understood the Attestation requirements 

References

\* Yes

▼ 3 General Information

3.1 Company Name as per Commercial Registration OR License

DELL CORPORATION

3.2 Year of Establishment/Incorporation

\* 1990

3.3 Total Number of Employees

\* 1000


3.4 Type of Company

\* Free Zone Company/Establishment

Other


(\*) indicates a required field

Click “OK”

 **Submit this response?**  
 Click OK to submit.

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

Doc150102519 - Supplier Registration Questionnaire

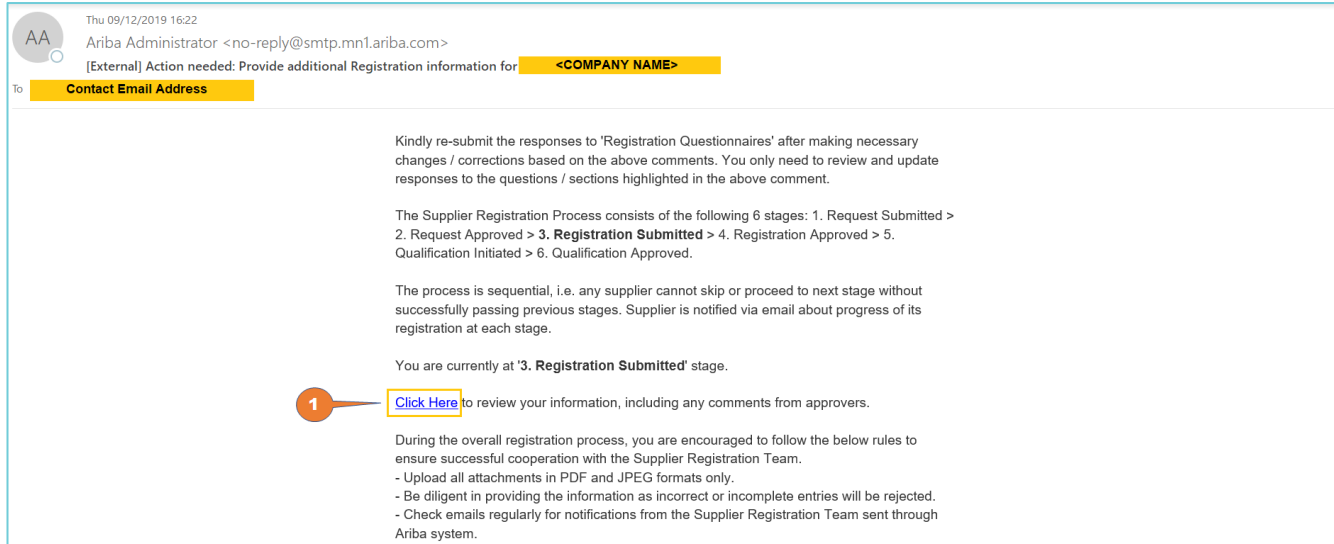
 Your revised response has been submitted. Thank you for participating in the event.

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

## 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

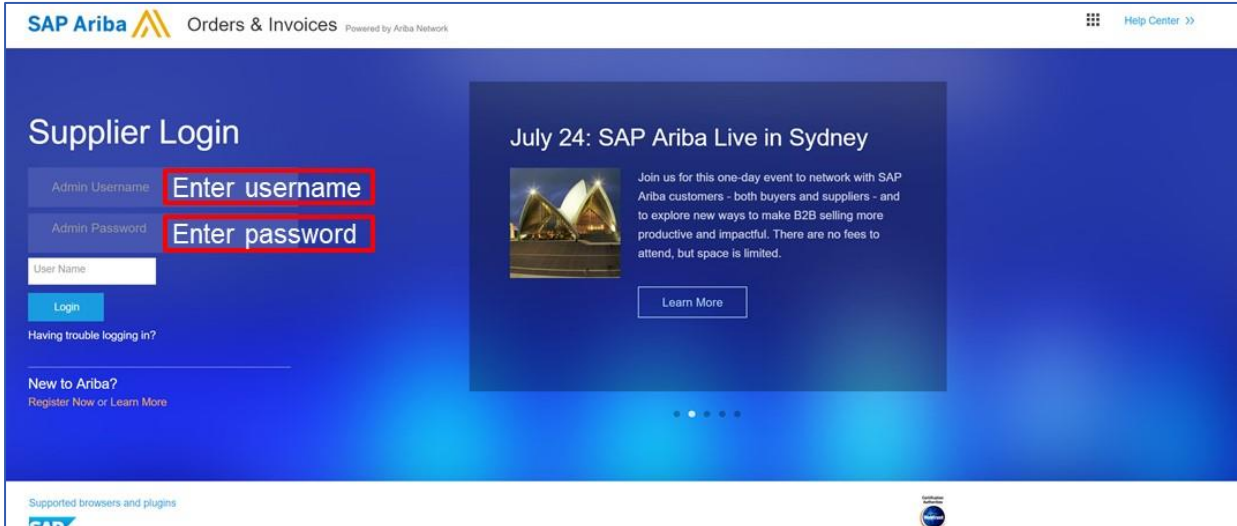
### 8.2 Supplier Registration

- 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

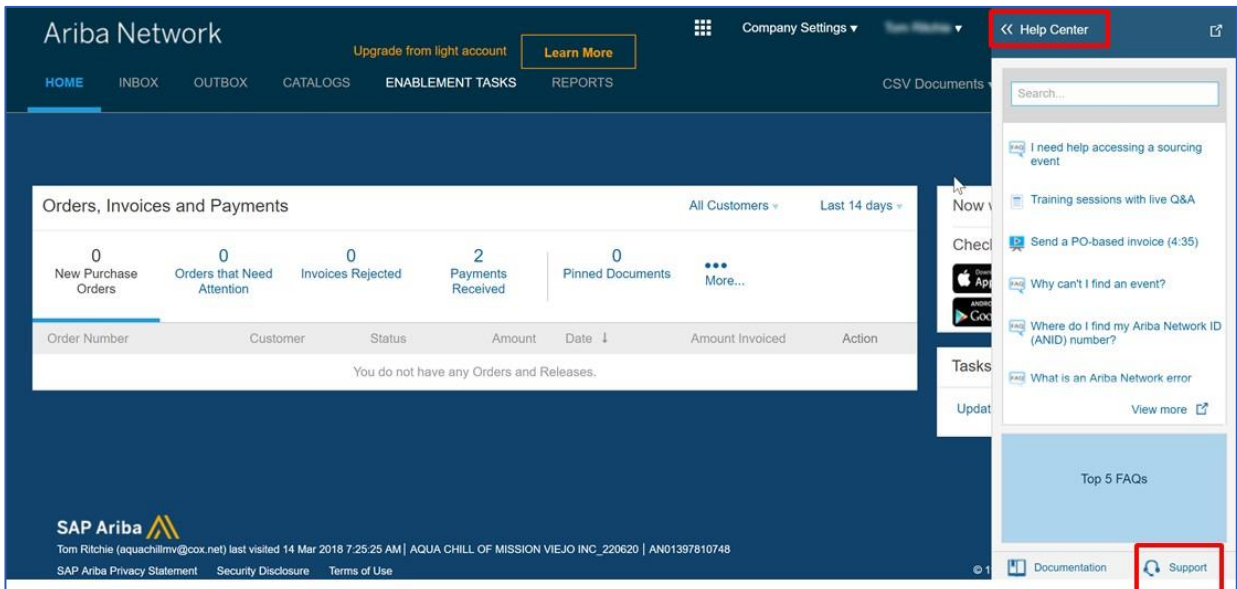
*\* Suppliers providing goods or services ONLY outside the UAE might be required to attest the first five documents in 8.2 depending on the category of goods/services provided and annual spend value. Details of the same are provided in the Registration Form. Please adhere to these requirements.*

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

- 1- Go to [supplier.ariba.com](https://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

**Ariba Exchange User Community**

Search...

Home | Learning | Support

**Support Center**

I need help with

**Suggested Solutions**

- How do I invoice a purchase order if I lose the email notification?
- Where do I get the Customer Code to send a non-PO invoice to my customer?
- Send a non-PO invoice (3:37)
- How do I create more than one invoice for a purchase order?
- How do I change my remittance address and banking information?

Common Troubleshooting Tags

- Registered light account email
- My account settings
- Proposals
- Account navigation
- Company account settings
- Payment and bank details
- Remittance addresses
- Light accounts
- Marketing profile
- Supplier account login
- Sourcing event for suppliers
- Create invoices
- Company profile
- Review company profile
- Event participation

**trust.ariba.com**  
Information and latest notifications about product issues and planned downtime.  
[Check status](#)

With your subscription to an Ariba Network Light Account, you can access our Help Center for FAQs, recorded demos, articles, and other information to help you use your account.

Need contact information or details about how to configure your account and transact with a specific customer?  
Access Customer Relationships and the Supplier Information Portal  
Upgrade to a full-use account in order to receive additional support.

Need to report a technical issue?

☒ Get help by email

☐ Attend a live webinar

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.

**SAP Ariba Email Support**

phone support. SAP Ariba Support Specialists may take 24 to 48 hours. Please add customer\_support\_sr\_update@sap.com to your Safe Sender List. For a faster response, choose

**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

PO/Invoice Number:

**Contact Information**

First Name:

Last Name:

User ID:

Company:

Email:

Phone: Country:  Area Code:  Number:  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

## 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](mailto:helpdesk@dof.abudhabi.ae)

