



دائرة المالية
DEPARTMENT OF FINANCE

ABU DHABI GOVERNMENT

Supplier Registration: 'Existing Supplier' User Guide



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1. Purpose

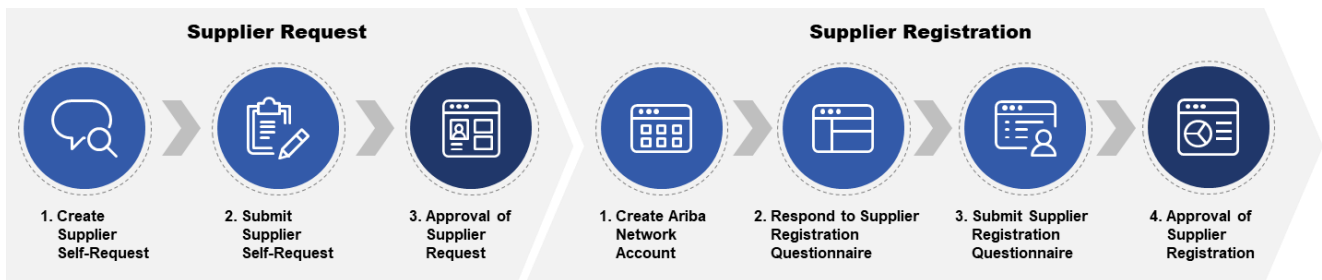
This document is a user guide to enable existing Abu Dhabi Government suppliers to complete their registration in SAP Ariba.

All existing suppliers who are already registered to iSupplier Portal and have an ADERP ID are required to re-register to SAP to be able to continue to provide goods and services to Abu Dhabi government entities.

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. Process Overview

If you are registered to the old system (ADERP iSupplier Portal), you should follow the process below, irrespective of from where you deliver the goods or services to Abu Dhabi Government entities.



Legend: ● Supplier ● GPO Supplier Registration

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

3. Supplier Request



Legend: ● Supplier ● GPO Supplier Registration

3.1: Create Supplier Self-Request

- **Access the Supplier Self-Request link:** <http://dofad.supplier.mn1.ariba.com/ad/selfRegistration> URL will be published on the website.
- **Supplier Self-Request Form will appear 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):** Yes
- **Enter the ADERP Registration Number:** 35678103

Supplier Self-Request Form

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

Yes No

*ADERP Registration Number

35678103

Enter the Supplier's General Information:

- **Company Name as per Commercial Registration OR License:** STENO_NOTE CORPORATION
– Please enter CAPITAL letters and numbers only. Allowed characters are spaces and . , - _
- **Country:** United Arab Emirates
- **Address:** Building 2
- **City:** Dubai
- **Zip Code:** 51278
– User can enter either PO Box or Zip Code
- **State:** Dubai
- **Office Telephone Number:** 2280361
- **Facsimile Number:** +9712280395
– optional field (Please enter valid Facsimile Number format: +(Country Code)(Fax Number))
- **Company Email Address:** info@steno.com
- **Website:** http://stenonote.com
– optional field (website format should be validated)
- **Business Locations:** United Arab Emirates
– multiple countries are allowed

General Information

*Company Name as per Commercial Registration OR License

STENO_NOTE CORPORATION

*Company Address

Country
United Arab Emirates

Address
Building 2

City
Dubai

Zip Code
51278

State
Dubai

*Office Telephone Number
2280361

Facsimile Number
+9712280395

*Company Email Address
info@steno.com

Website
http://stenonote.com

*Business Locations

Search Browse

+Add Q

United Arab Emirates x

Enter the Supplier Contact information:

- **Fist Name:** Jonathan
- **Last Name:** Yu
- **Position:** General Manager
– company position of the supplier contact
- **Office Telephone Number:**
2281672 Local 971
- **Mobile Number:** 051269634912
– only numbers are allowed
- **Contact Email Address:** <placeholder@email.com>
– website format should be validated

Contact Person

*First Name
Jonathan

*Last Name
Yu

*Position
General Manager

*Office Telephone Number
2281672 Local 971

*Mobile Number
051269634912

*Contact Email Address
[Redacted]

Enter the Supplier Commercial License and Tax Information:

- **License Number:** TS180275819
– only capital letter/numbers are allowed
- **Upload copy of the License**
- **Do your company have VAT / Tax Number?**
VAT / Tax Number: ED9100894972
– only capital letter/numbers are allowed
- **Upload VAT / Tax Certificate or Valid Justification on Company letterhead in case of non-applicability**

Supplier License and Tax Information

*License Number
TS180275819

*Upload copy of the License
Upload File Maximum attachments reached
VAT_Tax Certificate Test docx - 12.92 kb x

*Does your company have VAT / Tax Number?
 Yes No

VAT / Tax Number
ED9100894972

*Upload VAT / Tax Certificate or Valid Justification on Company letterhead in case of non applicability
Upload File Maximum attachments reached
VAT_Tax Certificate Test docx - 12.92 kb x

Enter Goods and Services and Additional Information:

- **Select the category of Goods/Service:**
– select Level 2 Category only (refer to below example)
- **Please select the entities you currently do business with:**
– only visible if the supplier has old registration in the ADERP iSupplier Portal
- **Attach your last PO and Invoice**
– only visible if the supplier has old registration in the ADERP iSupplier Portal

Goods and Services

*Select the category of Goods/Services
Search Browse
+Add
Paper materials (مواد ورقية) x Paper products (منتجات ورقية) x

Additional Information

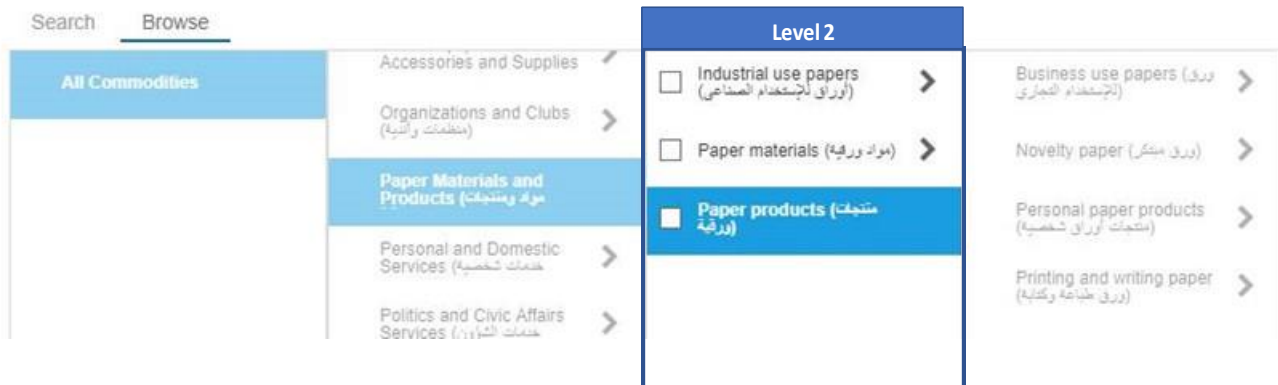
*Please select the entities you currently do business with
Search Browse
+Add
Department of Education and Knowledge x Abu Dhabi Vocational Education and Training x

*Please attach your last PO or Invoice
Upload File Maximum attachments reached
Supplier Registration docx - 12.88 kb x

*See below sample of Level 2 Category:

Goods and Services

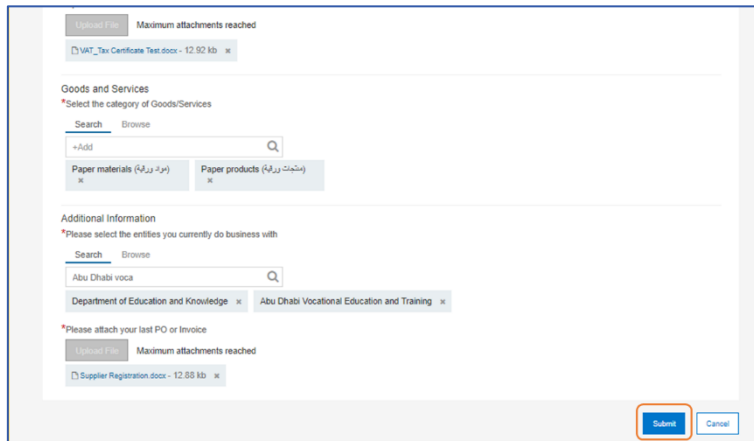
*Select the category of Goods/Services



3.2: Submit Supplier Self-Request

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

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



In the case of incomplete/incorrect fields, the system will trigger 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 will be displayed: "Your request for registration as a supplier with dofad-T is complete."

****dofad-T is the system identifier for Abu Dhabi Government**

You may close the browser once this page is displayed as refreshing the browser will result in a new request form being opened.

Your request for registration as a supplier with dofad-T is complete.

The dofad-T supplier management team will review your request details and make a decision on your request.
Decision will be sent to your email at zyra.mae.c.sales@accenture.com

Supplier Self-Request Form	
Are you already registered in the Abu Dhabi Government Resource Management System (ADERP iSupplier Portal)	Yes
ADERP Registration Number	35878103
General Information	
Company Name as per Commercial Registration OR License	STENO_NOTE CORPORATION
Address	Box No. 51278 Building 2 Dubai 51278 Dubai United Arab Emirates
Office Telephone Number	2280361
Facsimile Number	2280395
Company Email Address	info@steno.com
Website	http://steno.com
Business Locations	United Arab Emirates
Contact Person	
First Name	Jonathan
Last Name	Yu
Position	General Manager
Office Telephone Number	2281672 Local 971
Mobile Number	051289834912
Contact Email Address	zyra.mae.c.sales@accenture.com
Supplier License and Tax Information	
License Number	TS180275819
Upload copy of the License	
VAT / Tax Number	ED9100894972
Upload VAT / Tax Certificate	
Goods and Services	
Select the category of Goods/Services	Paper materials (مواد ورقية) Paper products (منتجات ورقية)
Additional Information	
Please select the entities you currently do business with	Department of Education and Knowledge Abu Dhabi Vocational Education and Training
Please attach your last PO or Invoice	

A system-generated email will be sent to the email address provided in the Supplier Contact Information section on SAP Ariba to notify you that your Supplier Self- Request Form has been received and is awaiting review and approval by the Government Procurement Office (GPO) Supplier Registration team.

AA Ariba Administrator <no-reply@smtp.mn1.ariba.com>
[External] Government of Abu Dhabi - TEST is reviewing your registration request

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

Hello STENO_NOTE CORPORATION,

Government of Abu Dhabi - TEST has received your registration request and will review it for approval. Their response will be emailed to [Supplier contact's email](#)

If you have any questions, please don't reply to this email but instead contact Government of Abu Dhabi - TEST directly.

This email has been sent to you on behalf of Government of Abu Dhabi - TEST by SAP Ariba.

4. Supplier Registration

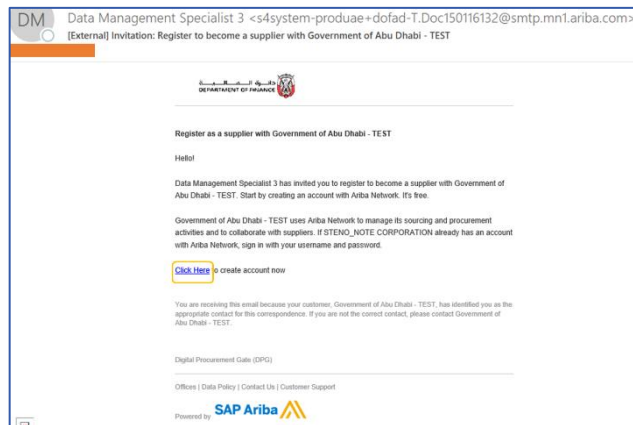


Legend: ● Supplier ● GPO Supplier Registration

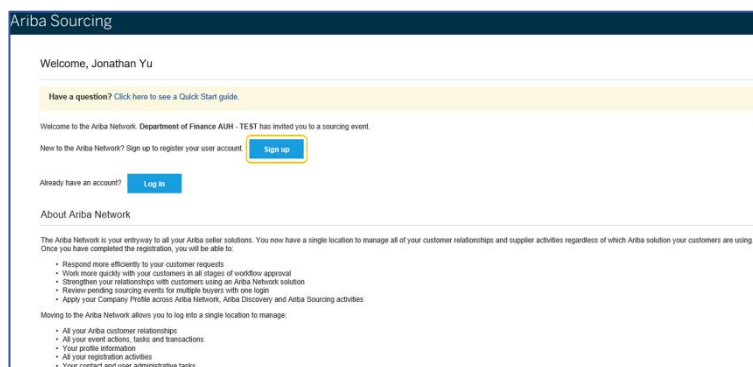
4.1: Create an Ariba Network account

Once your Supplier Self-Request Form is approved, you will receive an automated email at the email address provided in the Supplier Contact Information section inviting you to register in Ariba Network.

- On the registration email notification, follow the “Click Here” link

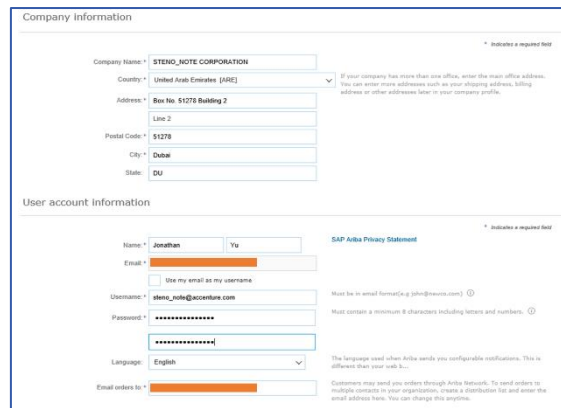


- Click “Sign up” to create an account.



*Suppliers with an existing Ariba cloud network account should click “Log in” and provide their credentials.

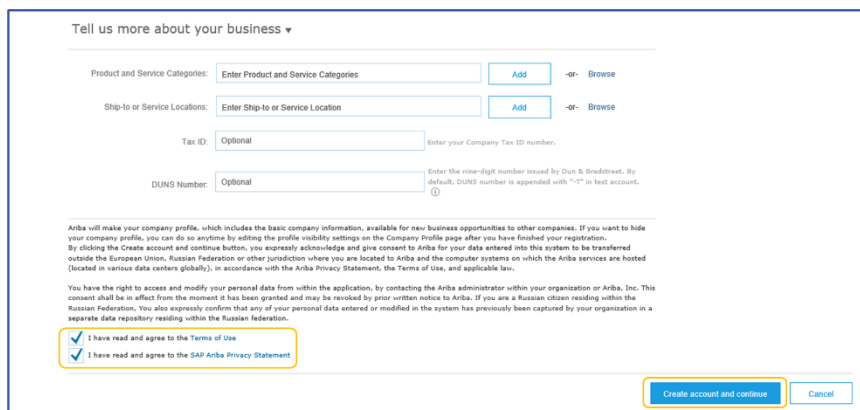
- Review the details and populate all required fields on the account creation form.



The screenshot shows a two-part form. The first part, 'Company information', includes fields for Company Name (STENO_NOTE CORPORATION), Country (United Arab Emirates [ARE]), Address (Riv No. 51278 Building 2), Postal Code (51278), City (Dubai), and State (DU). The second part, 'User account information', includes fields for Name (Jonathan Yu), Email (steno_note@accature.com), Username (steno_note@accature.com), Password, Language (English), and Email orders to. There are also checkboxes for 'I have read and agree to the Terms of Use' and 'I have read and agree to the SAP Ariba Privacy Statement'.

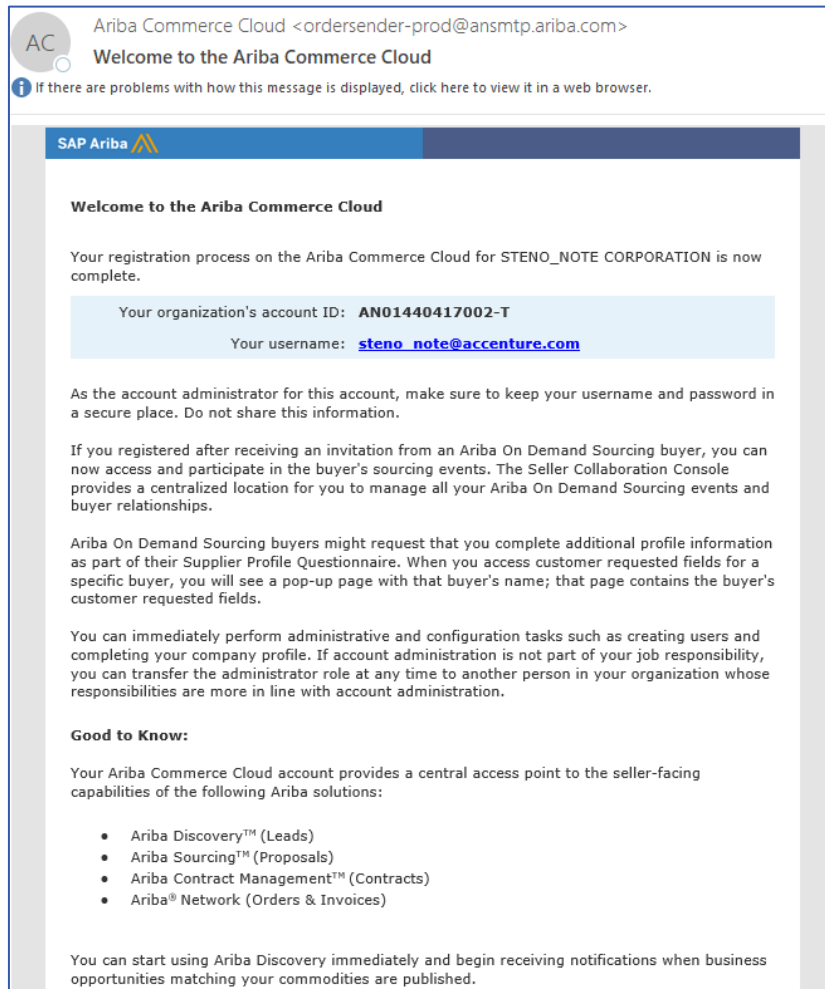
* “Company information” and “User account information” fields will be auto-populated with details from the supplier request form

- You have the option to provide product and service categories and ship-to or service location details in the “Tell us more about your business” section.
- Read and acknowledge the Terms & Conditions and Privacy Statement of SAP Ariba.
Click “Create account and continue”



This section is titled 'Tell us more about your business'. It contains several input fields: 'Product and Service Categories' with an 'Add' button and a '-or- Browse' link; 'Ship-to or Service Locations' with an 'Add' button and a '-or- Browse' link; 'Tax ID' with an 'Optional' label and a note to enter the company Tax ID number; and 'DUNS Number' with an 'Optional' label and a note to enter the nine-digit number issued by Dun & Bradstreet. Below these fields is a paragraph of text explaining that Ariba will make the company profile available for other companies and that the user is consenting to data transfer. At the bottom, there are two checked checkboxes: 'I have read and agree to the Terms of Use' and 'I have read and agree to the SAP Ariba Privacy Statement'. A 'Create account and continue' button is highlighted in yellow, along with a 'Cancel' button.

Once the account is created, you will receive an auto-generated email from Ariba Commerce Cloud confirming your registration and providing your Ariba Network account ID and username. This information is important as it will be required to log-in to Ariba Network for all future activities.



4.2: Respond to the Supplier Registration Questionnaire

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

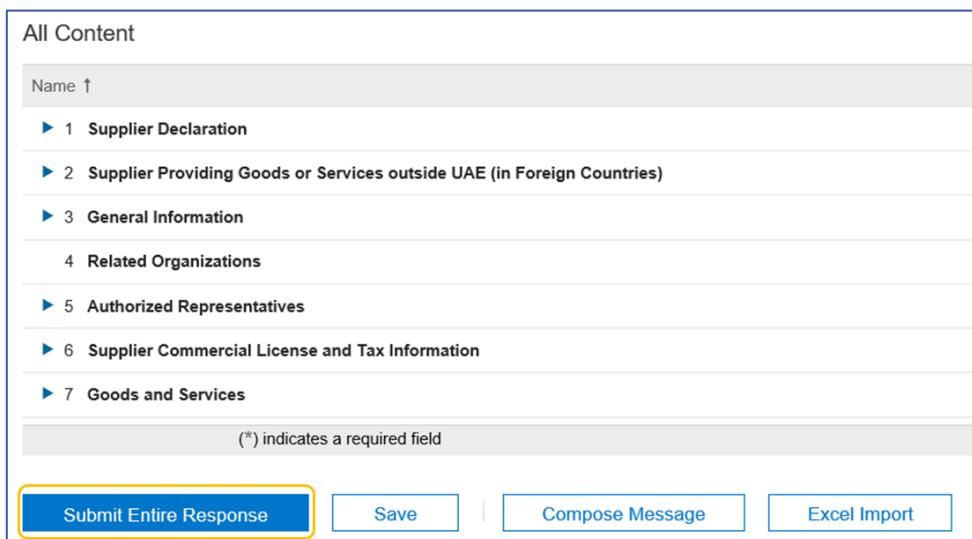
*Once you have begun the questionnaire, it is advisable to save the form periodically to avoid data loss.

Key notes:

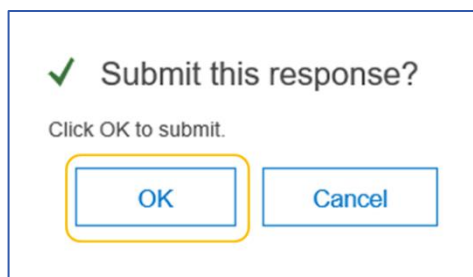
- You have 30 days to complete and submit the questionnaire. If you fail to do so within the given timeframe, suppliers must contact the GPO Supplier Registration team to request a new registration invite.
- You can enter either a PO Box or Zip code in the Zip Code field.
- If you wish to attach more than one document in a single field, you should compress or zip documents into a single file before uploading.

4.3: Submit Supplier Registration Questionnaire

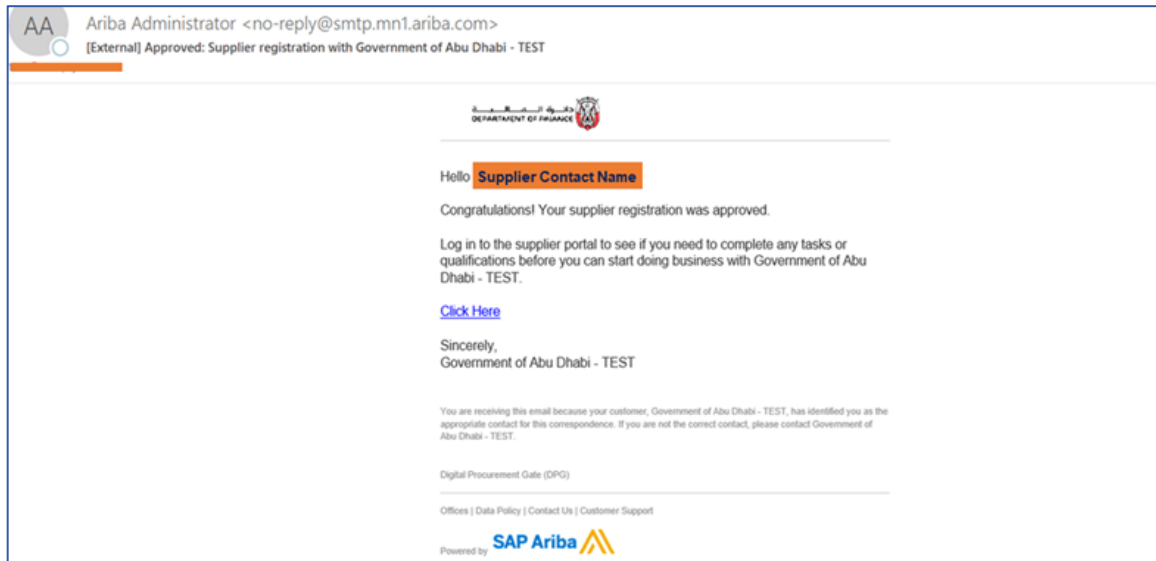
Once all required details are provided, click “Submit Entire Response”



- When prompted, Click “OK”



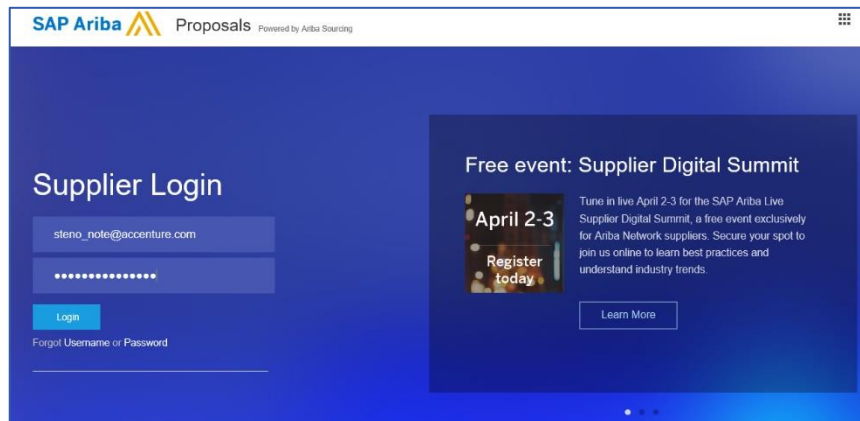
Once the “**General Supplier Registration Questionnaire**” and “**Payment and Bank Details Questionnaire**” are submitted, reviewed and approved, SAP Ariba system will auto-generate an email notification to the provided contact email informing you that the Supplier Registration process is complete.



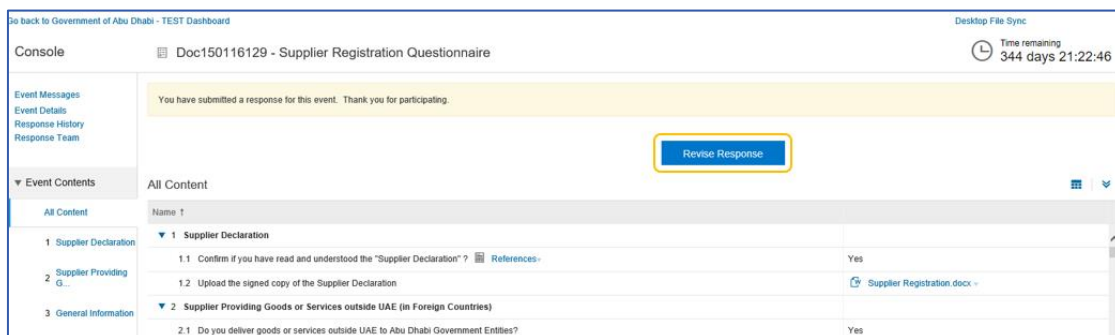
5. Revise/Update Supplier Questionnaire Responses

In some cases, you may need to revise or update your Supplier 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.

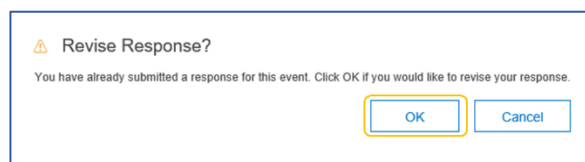
- Access Ariba Network site <<https://service.ariba.com/Sourcing.aw/>>
- Login to Ariba Network.
- Enter the registered user name and password > Click **“Login”**



- You will be directed to the Supplier Registration Questionnaire. Click **“Revise Response”**



A confirmation message will appear. Click **“OK”**



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

All Content

Name ↑

2.2 If "Yes" download the instruction file and confirm that you have understood the Attestation requirements * Yes

References-

▼ 3 General Information

3.1 Company Name as per Commercial Registration OR License STENO_NOTE CORPORATION

3.2 Year of Establishment/Incorporation * 1962

3.3 Total Number of Employees * 2500

3.4 Type of Company * Free Zone Company/Establishment

(*) indicates a required field

Submit Entire Response | Reload Last Bid | Save | Compose Message | Excel Import

- Click **“OK”**

✓ Submit this response?

Click OK to submit.

OK | Cancel

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

Doc150102519 - Supplier Registration Questionnaire

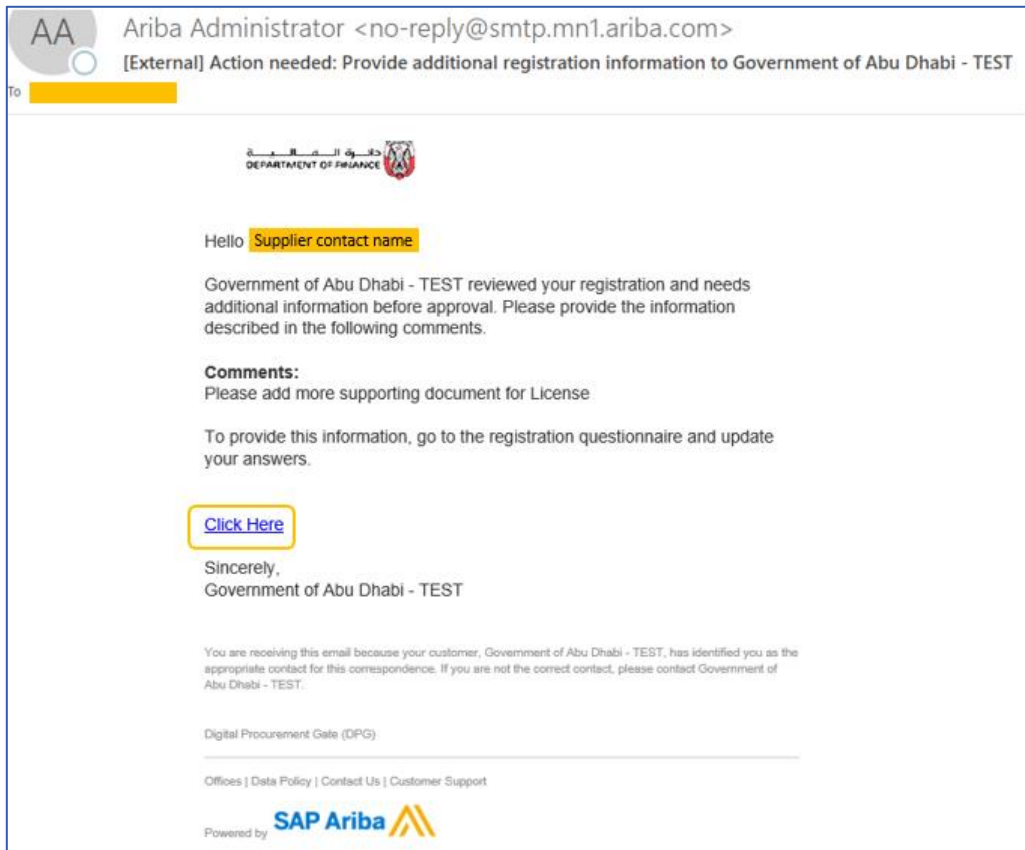
✓ Your revised response has been submitted. Thank you for participating in the event.

Once the revised response is submitted, it will undergo another review and approval. SAP Ariba will auto-generate an email notification to the provided contact email to inform you once the registration process is completed.

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 will be directed to Supplier Registration Questionnaire. Click “**Revise Response**”. A confirmation message will appear. Click “**OK**”
1. Update the information specified in the comment from GPO Supplier Registration team.
 2. Once all revisions are made, click “**Submit Entire Response**”

Once the revised response is submitted, it will undergo another review and approval. You will receive an auto-generated email notification to inform you when the Supplier Registration process is completed.

7. Required Documents to Complete Supplier Request and Supplier Registration:

7.1: Supplier Request:

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

7.2: Supplier Registration

7.2.1 Suppliers providing goods or services inside UAE

- Company Profile
- Request letter for new supplier registration (addressed to the government entity to be registered)
- Department of Economic Development License
- Bank confirmation account letter issued from the bank
- Valid passport and Emirates ID copy of the company's owner/organization partner and/or the person who has Power of Attorney
- Copy of Value Added Tax certificate
- Acknowledgement private sector compliance with contracting stipulation of government entities

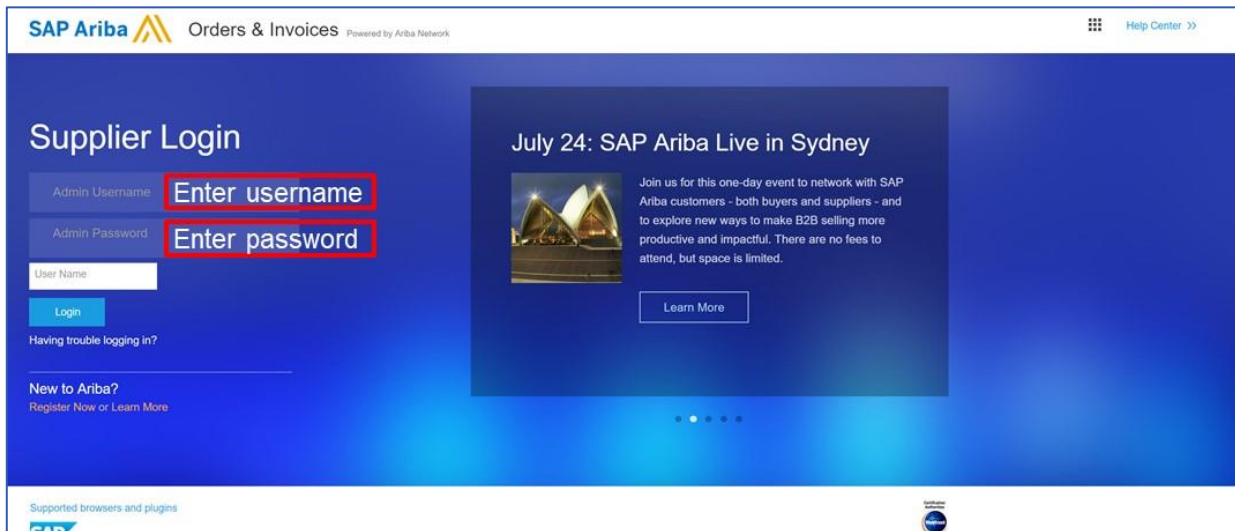
7.2.2 Suppliers providing goods or services ONLY outside UAE

- Valid tax registration and/or business license and/or commercial certificate
- Copy of valid Chamber of Commerce license
- Copy of Memorandum or Articles of Association
- Copy of Power of Attorney or authenticated signature of the person authorized to sign
- Bank confirmation account letter issued from the bank
- Company profile
- Request letter for new supplier registration addressed to the government entity to be registered

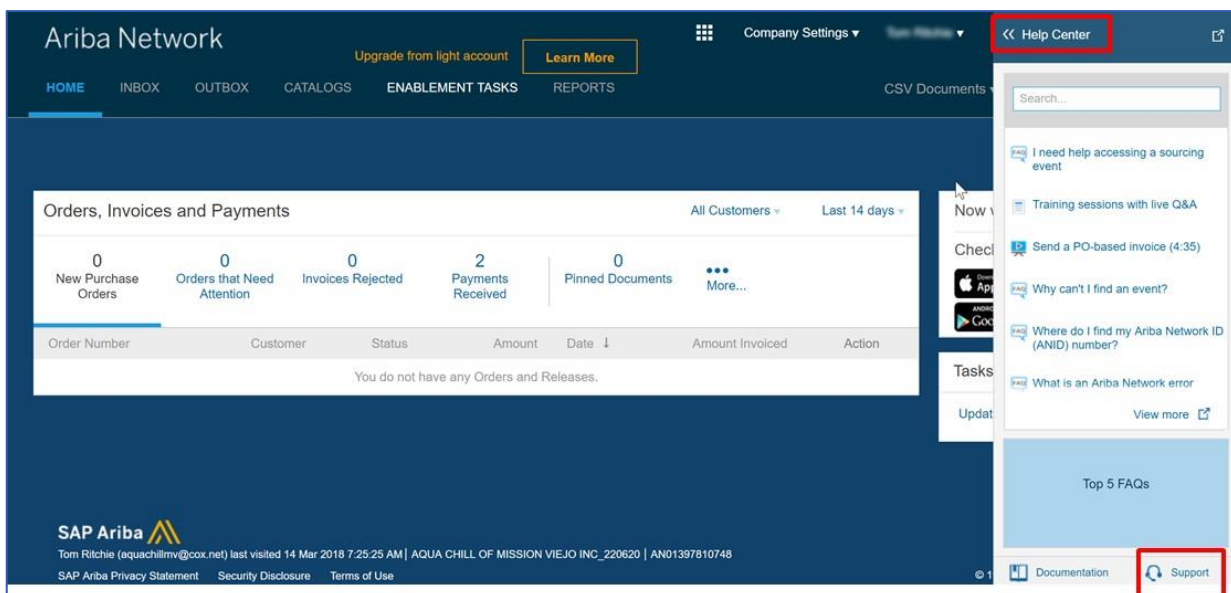
* Suppliers providing goods or services ONLY outside the UAE might be required to attest the first five documents in 7.2.2 depending on the category of goods/services provided and annual spend value. *Details of the same are provided in the Registration Form. Please adhere to these requirements.*

8. SAP Ariba Help Center – How to Raise a Ticket

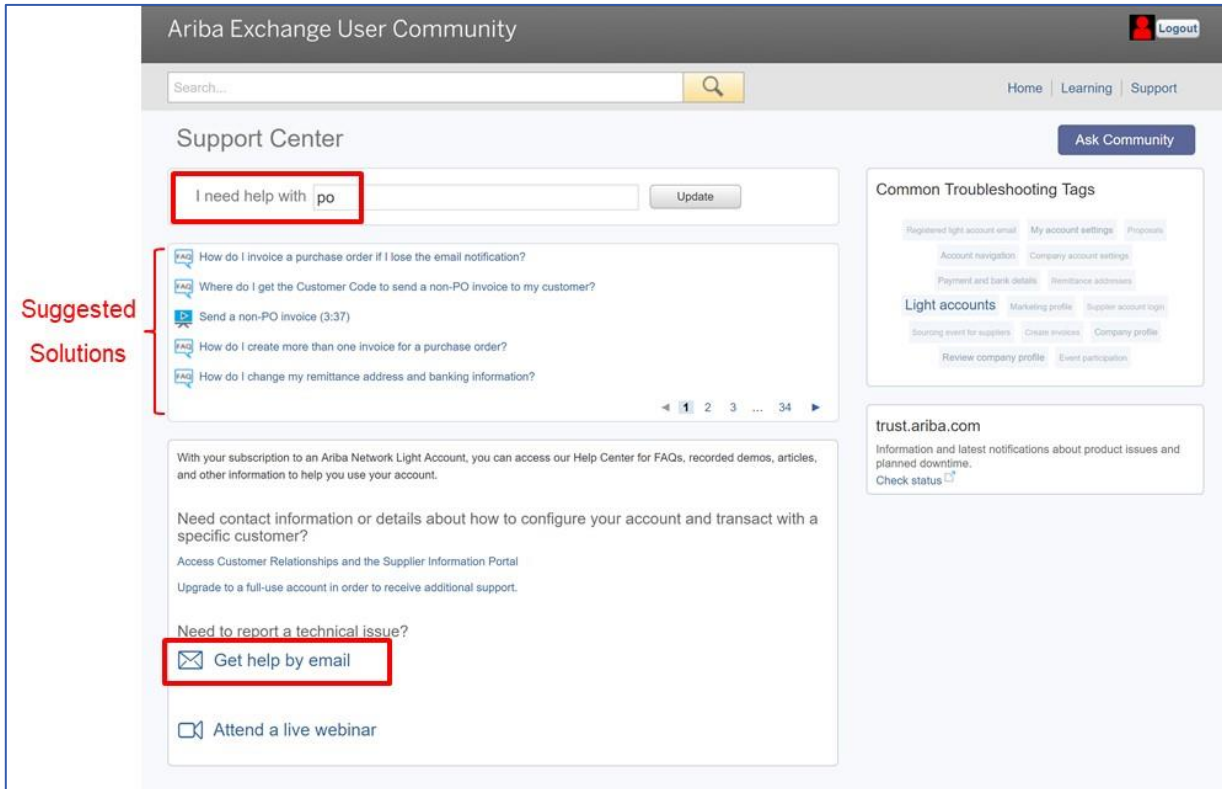
- 1- Go to supplier.ariba.com
- 2- Login in with your username and password



- 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



Ariba Exchange User Community

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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.

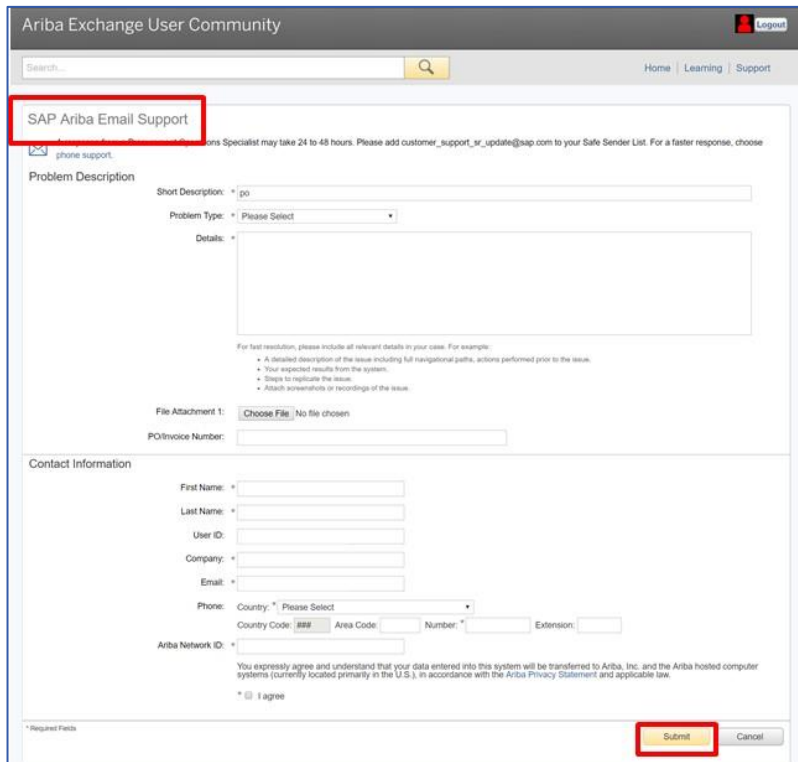
Need contact information or details about how to configure your account and transact with a specific customer?
Access Customer Relationships and the Supplier Information Portal
Upgrade to a full-use account in order to receive additional support.

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 will receive an email shortly to assist you with your issue.



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SAP Ariba Email Support

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

Problem Description

Short Description:

Problem Type:

Details:

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

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

File Attachment 1: No file chosen

PO/Invoice Number:

Contact Information

First Name:

Last Name:

User ID:

Company:

Email:

Phone: Country: Country Code: 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

* Required Fields

9. Frequently Asked Questions

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. **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.
6. **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.
7. **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 30 days after Supplier Request is approved.
8. **What if I missed to submit the Supplier Registration Questionnaires within 30 days?**
In case you have missed the 30 days window, please contact the GPO Supplier Registration team to resend the questionnaires.
9. **How do I know the status of my registration?**
Once all questionnaires are submitted, GPO Supplier Registration team and Government Accounts 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.
10. **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.
11. **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.
12. **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.

CONTACT US



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

Tel: 02/ 810 1430

Email: helpdesk@dof.abudhabi.ae

