



SUPPLIER REGISTRATION FREQUENTLY ASKED QUESTIONS

List of Frequently Asked Questions

1.	<i>Why can't I see the Supplier Administrator tab on the DOF Online Portal (ADERP) / Why can't I update profile in DOF Online Portal (ADERP)?</i>	2
2.	<i>How do I check my current Registration Status in SAP ARIBA?</i>	2
3.	<i>How do I check my Status during the 'Request' stage in SAP ARIBA?</i>	3
4.	<i>How do I update registration information in SAP ARIBA?</i>	3
5.	<i>How do I add another Abu Dhabi Government Entity in SAP ARIBA?</i>	6
6.	<i>How do I add Bank Account Details in SAP ARIBA?</i>	9
7.	<i>How do I provide Additional / Accurate Information required in 'Registration Questionnaires' when asked by the Supplier Registration Team?</i>	12
8.	<i>How do I access Sourcing Events / Tenders / Invoices etc. in SAP ARIBA?</i>	15
9.	<i>How do I Add / Remove a 'User Profile' for my supplier account in SAP ARIBA & provide this 'User Profile' access to various Questionnaires?</i>	15
10.	<i>Why am I not receiving emails from SAP Ariba?</i>	20
11.	<i>Which Internet Protocol (IP) addresses (subnets) compose the Ariba Network and Ariba on-demand solutions for firewall validation?</i>	21

1. Why can't I see the Supplier Administrator tab on the DOF Online Portal (ADERP) / Why can't I update profile in DOF Online Portal (ADERP)?

- I. Any updates to Supplier Profile must go through ARIBA; Supplier administrator tab has been removed from the DOF Online portal (ADERP) and suppliers cannot modify details on ADERP anymore
- II. Suppliers who have not yet registered on ARIBA network, should do so immediately and use this opportunity to update the necessary information as well
- III. Once supplier is registered and qualified in ARIBA, the information will be reflected in supplier's ADERP profile as well.
- IV. In case of questions please contact the Help Desk of the Department of Finance at 02 8101430 or helpdesk@dof.abudhabi.ae

2. How do I check my current Registration Status in SAP ARIBA?

Please follow the mentioned procedure to check your current 'Registration Status' on ARIBA:

- I. Login to SAP Ariba Network Portal → <https://service.ariba.com/Sourcing.aw/> → Go to section Registration Questionnaires or Qualification Questionnaires. You can see the status on the right side of the screen as indicated in the image below.

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		
Qualification Questionnaires					
Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (2)					
Supplier Qualification	Doc152203700	8/25/2019 10:49 AM	Comprehensive health serv... View more	AE United Arab Emirates	Qualified

3. How do I check my Status during the ‘Request’ stage in SAP ARIBA?

Suppliers cannot check the status of their ‘Supplier Request’ in SAP ARIBA as their ARIBA profile is not yet created. As soon as Supplier Request is approved/denied, Supplier will receive a notification email confirming the same.

4. How do I update registration information in SAP ARIBA?

While updating information in the ‘Bank & payment questionnaire’, please note that suppliers should not delete/modify approved bank details. This may have adverse effect for the supplier w.r.t invoicing and payment.

Please follow the mentioned procedure to update ‘Registration Information’ in ARIBA:

- I. Please log into ARIBA Supplier Page (<https://service.ariba.com/Sourcing.aw/>) using your Login & Password.
- II. Please choose from 1. General Questionnaire & 2. Payment & Bank Questionnaire, to modify the details (*‘General questionnaire’ taken here for illustration*)

The screenshot displays the Ariba Sourcing interface for the Government of Abu Dhabi. The page includes a header with the Ariba Sourcing logo and user information. The main content area contains a welcome message and instructions for registration. Below the instructions, there are three tables: 'Events', 'Risk Assessments', and 'Registration Questionnaires'. The 'Registration Questionnaires' table is highlighted with a red border and shows two rows: 'Payment and Bank Questionnaire' and 'General Registration Questionnaire', both with a status of 'Registered'.

Title	ID	End Time ↓	Status
▼ Status: Open (2)			
Payment and Bank Questionnaire	Doc152370378	10/1/6102 12:56 PM	Registered
General Registration Questionnaire	Doc152370375	10/1/6102 12:56 PM	Registered

- III. Please note that the questionnaire must be in ‘Open’ status in order to update the information. If not so, please contact helpdesk requesting to open the questionnaire.

- IV. Once you've chosen the appropriate questionnaire, following page will open for you; click on 'Revise Response' to update previously submitted responses

Ariba Sourcing

< Go back to Government of Abu Dhabi - TEST Dashboard

Desktop File Sync

Company Settings ▾ Hazel Cortino ▾ Help Center >>

Console

Event Messages
Event Details
Response History
Response Team

▼ Event Contents

All Content

Name 1

▼ 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. Incorrect 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? Yes

Compose Message

- V. Once the responses are updated, please click on the 'Submit Entire Response' at the bottom of the screen.

Ariba Sourcing

< Go back to Government of Abu Dhabi - TEST Dashboard

Desktop File Sync

Company Settings ▾ Hazel Cortino ▾ Help Center >>

Console

Event Messages
Event Details
Response History
Response Team

▼ Event Contents

All Content

Name 1

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 * CN-099090909090901231

7.7 License Issue Date * Sun, 1 Sep, 2019

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

(*) indicates a required field

Submit Entire Response

Reload Last Bid

Save

Compose Message

Excel Import

- VI. This completes the process. You will receive the following notification email once you've submitted the responses.

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

Dear HJC TAX NUMBER SUPPLIER TEST 0908 001,

You have successfully submitted the responses to the 'Registration Questionnaires' (I. General Registration Questionnaire and II. Payment and Bank Questionnaire) for review and approval.

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 '**3. Registration Submitted**' stage.

Your responses to the 'Registration Questionnaires' will be reviewed by the Supplier Registration Team. If the responses to the 'Registration Questionnaires' get approved, you will receive an email from Ariba confirming the same.

- VII. Once the Supplier Registration Team reviews and approves your request, you'll get another notification email confirming the same.

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

5. How do I add another Abu Dhabi Government Entity in SAP ARIBA?

Please follow the mentioned procedure to add another Abu Dhabi Government Entity:

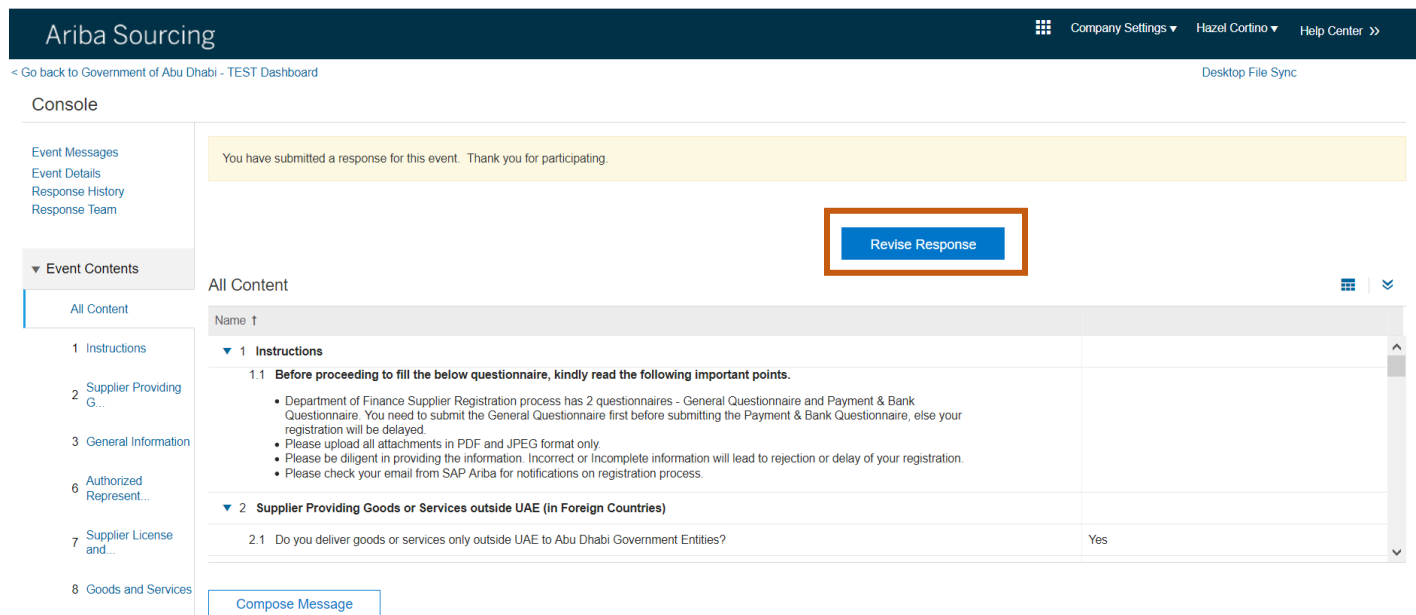
- I. Please log into ARIBA Supplier Page (<https://service.ariba.com/Sourcing.aw/>) using your Login & Password.
- II. Following page will open for you; Please choose the General Questionnaire to modify the entity details

The screenshot shows the Ariba Sourcing interface for the Government of Abu Dhabi. The page includes a header with 'Ariba Sourcing' and 'GOVERNMENT OF ABU DHABI - TEST'. The main content area contains a welcome message, instructions for registration, and three tables: Events, Risk Assessments, and Registration Questionnaires. The 'Registration Questionnaires' table has two rows, with the 'General Registration Questionnaire' row highlighted in orange.

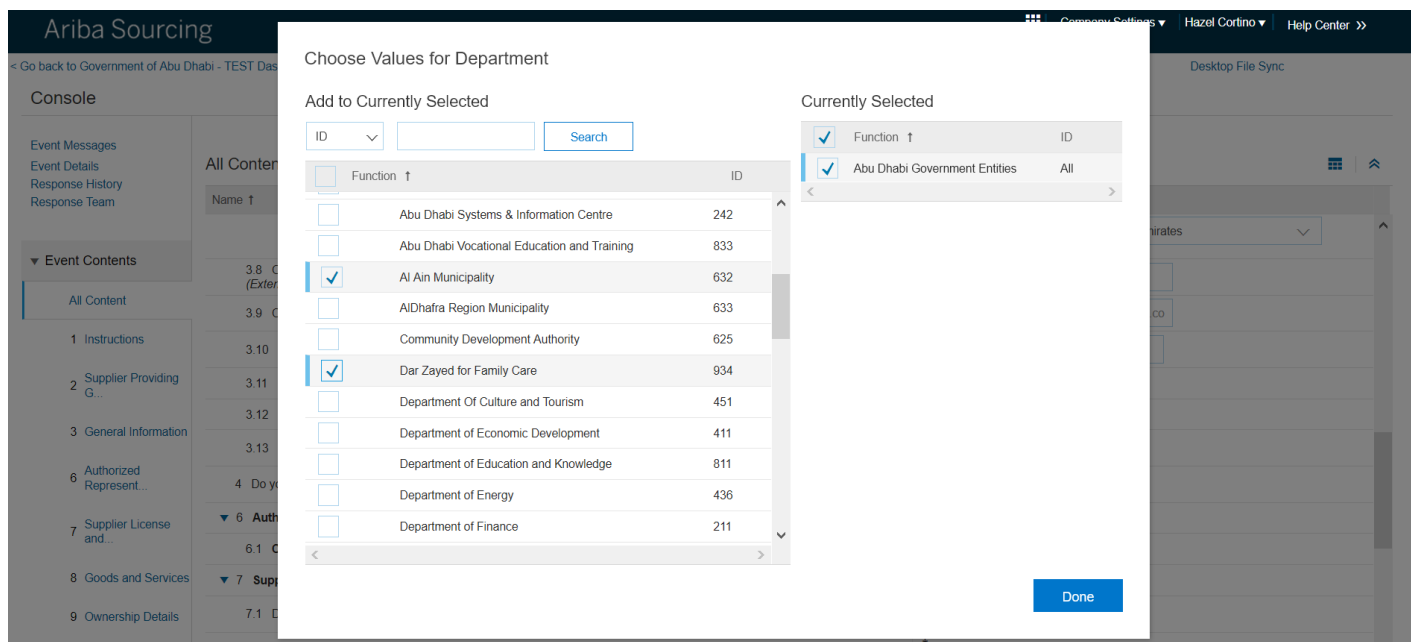
Title	ID	End Time ↓	Status
Payment and Bank Questionnaire	Doc152370378	10/16/102 12:56 PM	Registered
General Registration Questionnaire	Doc152370375	10/16/102 12:56 PM	Registered

- III. Please make sure that the General questionnaire must be in 'Open' status in order to update the information. If not so, please contact helpdesk requesting to open the general questionnaire.

IV. Following page will open for you; click on 'Revise Response' to update previously submitted responses



V. Add/remove required entities in the respective section within 'General Questionnaire':



VI. Once the responses are updated, please click on the 'Submit Entire Response' at the bottom of the screen.

The screenshot shows the 'All Content' form in the Ariba Sourcing system. The form is titled 'ABU DHABI DEPARTMENT OF ECONOMIC DEVELOPMENT LICENSE'. It contains several required fields (marked with an asterisk):

- 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: CN-0990909090901231
- 7.7 License Issue Date: Sun, 1 Sep, 2019
- 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 (with options to Update file or Delete file)

At the bottom of the form, there are several buttons: 'Submit Entire Response' (highlighted with a red box), 'Reload Last Bid', 'Save', 'Compose Message', and 'Excel Import'.

VII. This completes the process. You will receive the following notification email once you've submitted the responses.

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

Dear HJC TAX NUMBER SUPPLIER TEST 0908 001,

You have successfully submitted the responses to the 'Registration Questionnaires' (I. General Registration Questionnaire and II. Payment and Bank Questionnaire) for review and approval.

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 '**3. Registration Submitted**' stage.

Your responses to the 'Registration Questionnaires' will be reviewed by the Supplier Registration Team. If the responses to the 'Registration Questionnaires' get approved, you will receive an email from Ariba confirming the same.

VIII. Once the Supplier Registration Team reviews and approves your request, you'll get another notification email confirming the same.

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

6. How do I add Bank Account Details in SAP ARIBA?

Suppliers should not delete / modify approved Bank details in SAP ARIBA. This may have adverse effects for the supplier w.r.t invoicing and payments.

Please follow the mentioned procedure to add 'Bank account' details:

- I. Please log into ARIBA Supplier Page (<https://service.ariba.com/Sourcing.aw/>) using your Login & Password.
- II. Following page will open for you; Please choose 'Payment & Bank Questionnaire', to modify the bank account details

The screenshot displays the Ariba Sourcing interface for the Government of Abu Dhabi. The page includes a navigation bar with 'Ariba Sourcing' and 'GOVERNMENT OF ABU DHABI - TEST'. The main content area is divided into several sections:

- Welcome to Government of Abu Dhabi!**: A message stating that the registration process requires the completion of 2 separate questionnaires: 1. General Registration Questionnaire, and 2. Bank & Payment Details. It also mentions that once registration is approved, the user will receive another notification to complete the qualification questionnaire.
- Events**: A table with columns 'Title', 'ID', 'End Time', and 'Event Type'. It shows 'No items'.
- Risk Assessments**: A table with columns 'Title', 'ID', 'End Time', and 'Event Type'. It shows 'No items'.
- Registration Questionnaires**: A table with columns 'Title', 'ID', 'End Time', and 'Status'. It lists two questionnaires:

Title	ID	End Time	Status
Payment and Bank Questionnaire	Doc152370378	10/1/6102 12:56 PM	Registered
General Registration Questionnaire	Doc152370375	10/1/6102 12:56 PM	Registered
- Qualification Questionnaires**: A section that is currently empty.

- III. Please make sure that the 'Payment & Bank Questionnaire' must be in 'Open' status in order to update the information. If not so, please contact helpdesk requesting to open the Payment & Bank questionnaire

- IV. Once you click on 'Payment & Bank Questionnaire', following page will open for you; click on 'Revise Response' to update previously submitted responses

Ariba Sourcing Company Settings ▾ Hazel Con

< Go back to Government of Abu Dhabi - TEST Dashboard Desktop File Syr

Console

Event Messages
Event Details
Response History
Response Team

▼ Event Contents

All Content

3 Payment Information

5 Primary Bank Details

You have submitted a response for this event. Thank you for participating.

[Revise Response](#)

All Content

Name ↑

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"?

- V. Click on 'Add Primary Bank Details' to add 'Bank Details'

Event Messages
Event Details
Response History
Response Team

▼ Event Contents

All Content

3 Payment Information

5 Primary Bank Details

All Content

Name ↑

▼ 3 Payment Information

3.1 Preferred Payment Method

3.2 Preferred Currency

4 Please download and review the 'Primary Bank Details' file and identify your respective bank & branch. Complete 'Primary Bank Details' section using that information. [References](#)

5 Primary Bank Details [Add Primary Bank Details \(1\)](#)

6 Do you require an intermediary bank account?

(*) indicates a required field

[Submit Entire Response](#) [Reload Last Bid](#) [Save](#) [Compose Message](#) [Excel Import](#)

- VI. Following page will open on your screen. Complete the details of the bank account and click on 'Ok' once completed.

[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 ↑

Primary Bank Account #1	Delete
Bank Country	+AE [select]
Bank Name	* BANK 1
Branch Name	* BRANCH 102
Street	* AIRPORT RD.
City	* ABU DHABI
State/Province	* NA
Postal Code	* 2837834
Account Holder Name	* HJC TAX NUMBER SUPPLIER TEST 0908 (
Account Number	* 7827382329-09989
Swift / BIC Address	* 27837283723989

VII. Once the 'Bank Details' are updated, please click on the 'Submit Entire Response' at the bottom of the screen.

The screenshot shows the Ariba Sourcing interface. At the top, there is a navigation bar with 'Ariba Sourcing' on the left and 'Company Settings', 'Hazel Cortino', and 'Help Center' on the right. Below the navigation bar, there is a breadcrumb trail: '< Go back to Government of Abu Dhabi - TEST Dashboard' and 'Desktop File Sync'. The main content area is titled 'Console' and contains a sidebar on the left with a tree view of 'Event Contents'. The 'All Content' section is selected, showing a form with the following fields:

Name	Value
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	CN-0990909090901231
7.7 License Issue Date	Sun, 1 Sep, 2019
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 (* indicates a required field)	Placeholder.docx - Update file Delete file

At the bottom of the form, there are several buttons: 'Submit Entire Response' (highlighted with a red box), 'Reload Last Bid', 'Save', 'Compose Message', and 'Excel Import'.

VIII. This completes the process. You will receive the following notification email once you've submitted the responses.

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

Dear HJC TAX NUMBER SUPPLIER TEST 0908 001,

You have successfully submitted the responses to the 'Registration Questionnaires' (I. General Registration Questionnaire and II. Payment and Bank Questionnaire) for review and approval.

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 '**3. Registration Submitted**' stage.

Your responses to the 'Registration Questionnaires' will be reviewed by the Supplier Registration Team. If the responses to the 'Registration Questionnaires' get approved, you will receive an email from Ariba confirming the same.

IX. Once the Supplier Registration Team reviews and approves your request, you'll get another notification email confirming the same.

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

7. How do I provide Additional / Accurate Information required in 'Registration Questionnaires' when asked by the Supplier Registration Team?

Please follow the mentioned procedure to provide 'additional/accurate information' when asked for the same:

- I. You will receive an email from ARIBA (Sample shown below) highlighting the nature of 'Additional / accurate Information' required from you to complete the 'Supplier Registration'

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

Dear HJC NOTIFICATION TEST 0822 001,

Your responses to 'Qualification Questionnaire' have been reviewed by Supplier Registration Team. The following additional information is required before it can be approved:

- [Kindly provide more client experience information](#)

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.

You are currently at '**5. Qualification Initiated**' stage.

[Click Here](#) to review your information, including any comments from approvers.

- II. If you receive the above email, please log into ARIBA Supplier Page (<https://service.ariba.com/Sourcing.aw/>) using your Login & Password. You can also follow the link provided in the email received.

- III. Following page will open for you; Please choose the questionnaire between 1. General Questionnaire & 2. Payment & Bank Questionnaire, to modify the requested details (*'General questionnaire' taken here for illustration*)

Arriba Sourcing

GOVERNMENT OF ABU DHABI - TEST

There are no matched postings.

Welcome to Government of Abu Dhabi!

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			

Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Open (2)			
Payment and Bank Questionnaire	Doc152370378	10/1/6102 12:56 PM	Registered
General Registration Questionnaire	Doc152370375	10/1/6102 12:56 PM	Registered

- IV. Please note that the questionnaire must be in 'Open' status in order to update the information. If not so, please contact helpdesk requesting to open the questionnaire.
- V. Once you've chosen the appropriate questionnaire, following page will open for you; click on 'Revise Response' to update previously submitted responses

Arriba Sourcing

< Go back to Government of Abu Dhabi - TEST Dashboard

Desktop File Sync

Console

Event Messages
Event Details
Response History
Response Team

▼ Event Contents

All Content

You have submitted a response for this event. Thank you for participating.

Revise Response

Name ↑	
▼ 1 Instructions	
1.1 Before proceeding to fill the below questionnaire, kindly read the following important points.	
<ul style="list-style-type: none"> 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. Incorrect 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?	Yes

Compose Message

VI. Once the responses are updated, please click on the 'Submit Entire Response' at the bottom of the screen.

The screenshot shows the 'All Content' form in Ariba Sourcing. The form is titled 'All Content' and contains several fields for license information. The 'Submit Entire Response' button is highlighted with a red box.

Name 1	Value
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	CN-0990909090901231
7.7 License Issue Date	Sun, 1 Sep, 2019
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 (* indicates a required field)	Placeholder.docx Update file Delete file

Buttons at the bottom: **Submit Entire Response**, Reload Last Bid, Save, Compose Message, Excel Import.

VII. This completes the process. You will receive the following notification email once you've submitted the responses.

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

Dear HJC TAX NUMBER SUPPLIER TEST 0908 001,

You have successfully submitted the responses to the 'Registration Questionnaires' (I. General Registration Questionnaire and II. Payment and Bank Questionnaire) for review and approval.

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 '**3. Registration Submitted**' stage.

Your responses to the 'Registration Questionnaires' will be reviewed by the Supplier Registration Team. If the responses to the 'Registration Questionnaires' get approved, you will receive an email from Ariba confirming the same.

VIII. Once the Supplier Registration Team reviews and approves your request, you'll get another notification email confirming the same.

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

8. How do I access Sourcing Events / Tenders / Invoices etc. in SAP ARIBA?

- I. Post it's Go Live on 21st April 2019, only Supplier Registration is currently functional in SAP ARIBA. All other Sourcing & Procurement functionalities (such as tenders, invoices, POs etc.) are still operational in ADERP and have not been changed in any manner. Please login to DOF Online Portal (ADERP) for these activities as you usually do.
- II. In case of questions please contact the Help Desk of the Department of Finance at 02 8101430 or helpdesk@dof.abudhabi.ae

9. How do I Add / Remove a 'User Profile' for my supplier account in SAP ARIBA & provide this 'User Profile' access to various Questionnaires?

Supplier representative with 'Administrative User profile' can create/delete/modify other 'user profiles' and allocate users to the same. The first user account created in ARIBA network is, by default, the 'Administrative User Profile'. As required, he can also provide/restrict access to different questionnaire these profiles will have.

Please follow the mentioned procedure to 'add/remove/edit' Supplier User profile:

- I. Please log into ARIBA Supplier Page (<https://service.ariba.com/Sourcing.aw/>) using your Login & Password.

- II. Following page will open for you; Click on 'Company Setting' on top right corner; once the drop down comes, please click on 'Users' (as illustrated below)

The screenshot shows the Ariba Sourcing interface. At the top right, there is a 'Company Settings' dropdown menu. The 'Users' option is highlighted with a red box. The main content area shows a message: 'You have submitted a response for this event. Thank you for participating.' Below this is a 'Revise Response' button. The left sidebar contains navigation options like 'Event Messages', 'Event Details', 'Response History', and 'Response Team'. The 'Event Contents' section is expanded to show 'All Content', 'Payment Information', and 'Primary Bank Details'.

- III. Once clicked on 'Users', following page will open on your screen, which you can use to add/delete/edit User profile for your respective organization. Click on 'Create Role' as indicated

The screenshot shows the 'Account Settings' page in Ariba Sourcing. The 'Users' tab is selected. Below the 'Manage Users' section, there is a table with columns: Username, Email Address, First Name, Last Name, Ariba Discovery Contact, Role Assigned, and Authorization Profiles Assigned. The table is currently empty, showing 'No items'. Below the table are buttons for 'Create User' and 'Export Contact Details'. The 'Manage User Roles' section is also visible, with a 'Role' table containing one row: 'Administrator' with 'Details' as the action. A red box highlights the 'Create Role' button in the 'Role' table. At the bottom right, there are 'Save' and 'Close' buttons.

- IV. Input Name and select Permissions **as needed** by the organization with permission "Access Proposals and Contracts" is required for the user to be added in the response team of registration and qualification questionnaires. Click Save once done.

Ariba Sourcing Company Settings ▾ Jane Doe

Edit Role

Edit the details of this role. Each role must have at least one permission. Note that any changes are applied to all users with this role.

* Indicates a required field

Selected Role Information

Name:

Description:

Permissions

Each role must have at least one permission.
Upgrade your Ariba Network, standard account to an enterprise account to enable all permissions.

Permission	Description
<input type="checkbox"/> Contact Administration	Maintain information for account contact personnel
<input type="checkbox"/> Company Information	Review and update company profile information
<input type="checkbox"/> ID Registration Access	Register unique identifiers, like email domains
<input checked="" type="checkbox"/> Access Proposals and Contracts	View your organization's Ariba Sourcing events and Ariba Contract Management contracts, documents, and tasks. This permission grants access to the Proposals and Contracts properties. Individual users must be approved by Ariba Sourcing buyers before they can view or participate in events or contract tasks

- V. Once the role is created, it'll appear in the 'Role' section of the screen. Next task is to create the 'User Profile'. Click on 'Create User'.

Ariba Sourcing Company Settings ▾ Hazel Corlino

Account Settings

Users **Notifications** Application Subscriptions

Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned
No items						

Manage User Roles

Create and manage roles for your account. You can view or edit the details of a role. The Administrator role can be viewed, but cannot be modified.

Role

Name	Actions
------	---------

- VI. Complete the details of the user and assign previously created role to the user. Click on 'Done' at the bottom right corner of the screen once user profiles are finalized.

Ariba Sourcing Company Settings ▾ Hazel Cortino

Create User [Done](#) [Cancel](#)

Create a new user account and assign a role and if needed assign them to a business unit. Ariba will email a temporary password to the address provided for the new user account. The account information entered here will not be modifiable after you click Done. However, you can modify role assignments at any time.

New User Information

Username: * ⓘ

Email Address: *

First Name: *

Last Name: *

Do not allow the user to resend invoices to the buyer's account. ⓘ

Limited access ⓘ

Office Phone: Country: Area: Number:

Role Assignment

Name	Description
<input checked="" type="checkbox"/> Admin	

By entering this personal data, you acknowledge that you have authority to allow transfer of this personal data to Ariba for processing in the Ariba systems (hosted in various data centers globally) in accordance with the [SAP Ariba Privacy Statement](#), the service agreement between your company and Ariba, and applicable law, and, if applicable, that any personal data from Russian citizens has been stored by your organization in a separate data repository residing within the Russian federation.

[Done](#) [Cancel](#)

- VII. Click on 'Save' at the top right corner to save your changes. Now the additional 'User Profile' has been created.

Ariba Sourcing Company Settings ▾ Hazel Cortino

Account Settings [Save](#) [Close](#)

✓ Your profile has been successfully updated. ✕

[Users](#) [Notifications](#) [Application Subscriptions](#)

Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned
<input type="checkbox"/> hjctaxnumbertest2_0908_001@accenture.com	abhigyan.rajiv@accenture.com	Abhigyan	Rajiv	No	Admin	

[Edit](#) [Delete](#) [Make Administrator](#) | [Create User](#) [Export Contact Details](#)

Manage User Roles

Create and manage roles for your account. You can view or edit the details of a role. The Administrator role can be viewed, but cannot be modified.

Role

Name	Actions
Administrator	Details
Admin	Details Edit Delete

- VIII. To give this user 'access to questionnaire'; select the respective questionnaire (1. General Questionnaire or 2. Payment & Bank Questionnaire or both). Following page will open on your screen, please click on the 'Response team' button. (*Payment & Bank Questionnaire chosen here for illustration*)

Ariba Sourcing Company Settings ▾ Ha

< Go back to Government of Abu Dhabi - TEST Dashboard D

Console

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

Event Contents

- All Content
- 3 Payment Information
- 5 Primary Bank Details

You have submitted a response for this event. Thank you for participating.

[Revise Response](#) ⓘ

All Content

Name ↑
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.

- IX. Following page will open on your screen; please add the created 'User profile' by clicking on 'Add' and then selecting the profile you wish to add to the 'Response Team' of the respective questionnaire.

< Go back to Government of Abu Dhabi - TEST Dashboard Desktop File Sync

Response Team - Payment and Bank Questionnaire [OK](#) [Cancel](#)

Review the list of members from your organization who can participate in this event with you. You may add team members to this list as needed.

Name ↑	Email Address
Hazel Cortino	hazel.j.cortino@accenture.com
Add	

Add Team Members

<input checked="" type="checkbox"/>	Name ↑	Email Address
<input checked="" type="checkbox"/>	Abhigyan Rajiv	abhigyan.rajiv@accenture.com

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

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

- X. Once added, the new User Profile will appear in the 'Response Team' for the respective questionnaire. Click on 'Ok' to finalize the changes made.

Ariba Sourcing Company Settings ▾ Hazel Cortino Help Center >>

< Go back to Government of Abu Dhabi - TEST Dashboard Desktop File Sync

Response Team - Payment and Bank Questionnaire [OK](#) [Cancel](#)

Review the list of members from your organization who can participate in this event with you. You may add team members to this list as needed.

Name ↑	Email Address
Hazel Cortino	hazel.j.cortino@accenture.com
Abhigyan Rajiv	abhigyan.rajiv@accenture.com
Add	

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

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

10. Why am I not receiving emails from SAP Ariba?

If you are not receiving emails from SAP Ariba, there are a few probable causes:

1. The email addresses the emails are being sent to is incorrect.
2. Your email notification settings are not configured properly.
3. Your company's email server is blocking the emails from arriving.

For causes 1 and 2, please see:

- [How do I update the email address on my account?](#) or
- [How do I update my email notification preferences?](#)

Once you are able to confirm the email address on file is correct and your notifications are configured properly, you will need to contact your local IT department to resolve the issue related to your email server not allowing the emails to reach your inbox.

Your IT team will be able to whitelist the addresses below to ensure emails from SAP Ariba come through.

- Email domains **@ansmtp.ariba.com**, **@eusmtp.ariba.com** and **smtp.mn1.ariba.com**
- SAP Ariba's [IP address range](#) found in this linked article (refer the other pdf)

Once these have been whitelisted, emails from SAP Ariba should arrive.

Applies To:

- I. Ariba Network Collaborative Supply Chain
- II. Ariba Network
- III. SAP Ariba Contracts
- IV. SAP Ariba Discovery
- V. SAP Ariba Sourcing
- VI. SAP Ariba Start Sourcing
- VII. SAP Ariba Strategic Sourcing Suite

11. Which Internet Protocol (IP) addresses (subnets) compose the Ariba Network and Ariba on-demand solutions for firewall validation?

Ariba strongly encourages you to validate postings from Ariba Network using Hypertext Transport Protocol Secure (HTTPS) client certification of service.ariba.com, rather than hard-coding IP address access through firewalls.

Nonetheless, if an IP range is required, open the following range of IP addresses to support the full set of servers composing the Ariba Network. This list applies for Applicability Statement 2 (AS2) inbound traffic (from Ariba) to suppliers. The same IP range applies to Ariba on-demand solutions, such as Ariba Procure-to-Pay and Ariba Sourcing Pro. This also applies to the advanced security front door '-2' URL's.

US:

216.109.110.0 to 216.109.111.255
216.109.108.0 to 216.109.109.255
216.109.107.0 to 216.109.107.255
216.109.106.0 to 216.109.106.255
216.109.105.0 to 216.109.105.255
216.109.104.0 to 216.109.104.255

Europe:

216.109.103.0 to 216.109.103.255
194.39.129.0 to 194.39.129.255
194.39.128.0 to 194.39.128.255

Russia:

157.133.6.0 to 157.133.6.255
157.133.7.0 to 157.133.7.255
157.133.14.0 to 157.133.14.255

API Developer Portals:

api.ariba.com: 216.109.110.0 to 216.109.111.255
openapi.ariba.com: 157.133.208.1 to 157.133.208.255

If you have a stateful firewall, port is 443. If you are not using stateful firewall, you will also have to enable established connection

Additional Information

From the Ariba Network perspective, any company that receives HTTPS posts from the Ariba Network may require this information. Ariba Buyer customers should not require this data, unless they allow access via punch-in from the Ariba Network.

If you are required to add IP addresses to your email *white lists* to receive emails generated by the Ariba

Network or Ariba on-demand solutions, you can add the previously listed IP range.

The equivalent Classless Inter-Domain Routing (CIDR) notation for these IP addresses:

216.109.110.0/23
216.109.108.0/23
216.109.107.0/24
216.109.106.0/24
216.109.105.0/24
216.109.104.0/24
216.109.103.0/24
194.39.129.0/24
194.39.128.0/24
157.133.6.0/24
157.133.7.0/24
157.133.14.0/24

The same IP address range applies to the Early Access environment.

Verification of Ariba ownership of IP address range: <https://whois.arin.net/rest/org/ARIBA/nets>

Applies To

Ariba Network
SAP Ariba Buying and Invoicing
SAP Ariba Buying
SAP Ariba Contracts
SAP Ariba Invoice Management
SAP Ariba Sourcing
SAP Ariba Spend Analysis