



ABU DHABI GOVERNMENT PROCUREMENT

SUPPLIER REGISTRATION GUIDE FOR SUPPLIERS WITH NON - ABU DHABI DED LICENSE



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PURPOSE

This document is a user guide to enable Suppliers with Non-Abu Dhabi Department of Economic Development License to complete their registration to Department of Government Support through SAP Ariba.

Supplier Registration is performed using the SAP Ariba Supplier Lifecycle and Performance Management module and SAP Ariba Network. Suppliers must follow the process outlined in this document to register in the SAP Ariba system.

SUPPLIER CLASSIFICATION

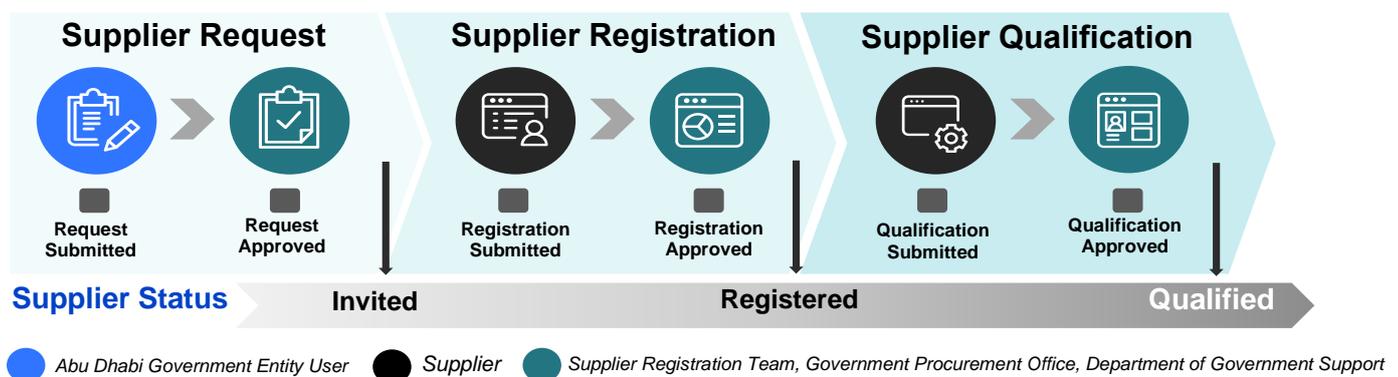
Suppliers are classified with their License:

- (1) Suppliers with Abu Dhabi Department of Economic Development (AD-DED) License
- (2) Suppliers with Non-Abu Dhabi Department of Economic Development (Non-ADDED) License

PROCESS OVERVIEW FOR SUPPLIERS WITH NON-ABU DHABI DED LICENSE

If the company does not have a valid Abu Dhabi DED License, suppliers should follow the process outlined below.

The process has 6 stages as shown below.



SUPPLIER REGISTRATION STATUSES

Invited	The supplier has been invited to register.
In Registration	The supplier has started the registration but in progress for completing the Registration Questionnaires.
Pending Approval	The supplier has submitted the Registration Questionnaires for approval.
Pending Resubmit	The approver has asked the supplier for more information as a condition of approving the registration.

Registration Denied	The supplier's registration has been denied
Registered	The supplier registration has been approved.

SUPPLIER QUALIFICATION STATUSES

Qualification not started	The supplier has been registered, but no qualification has been initiated.
Qualification Started	The qualification process has been initiated.
In Qualification	The supplier has started filling out the qualification questionnaire but has not yet submitted.
Pending Qualification Approval	The supplier has submitted the responses to the qualification questionnaire and it is in the approval process.
Qualification Rejected	The supplier's qualification has been rejected.
Qualified	The supplier's qualification has been approved.
Qualified for Some	The supplier has multiple qualifications with different commodity, region or department.
Pending Resubmission	The approver has asked the supplier for more information as a condition of approving the qualification.
Qualification Expired	The supplier's qualification has been expired.

A. STEPS ON HOW TO REGISTER TO SAP ARIBA

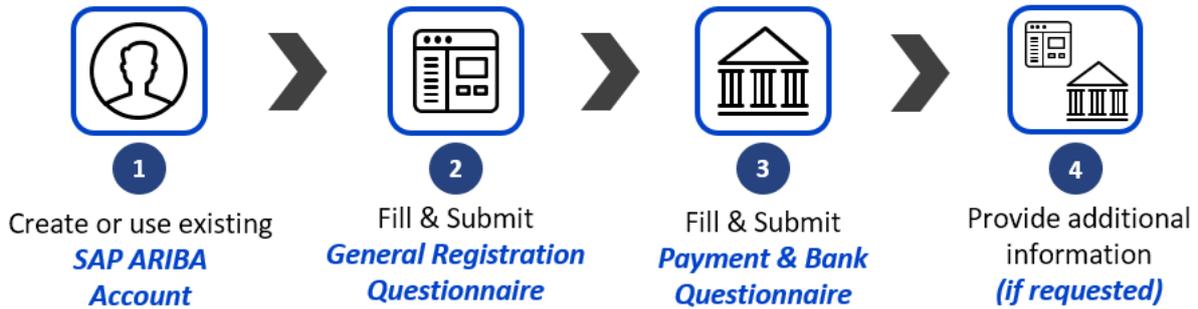
STEP 1. Supplier Request

Contact the Abu Dhabi Government Entity (ADGE) user

You need to request the Abu Dhabi Government Entity (ADGE) whom the supplier deals with in order to provide goods/services 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.

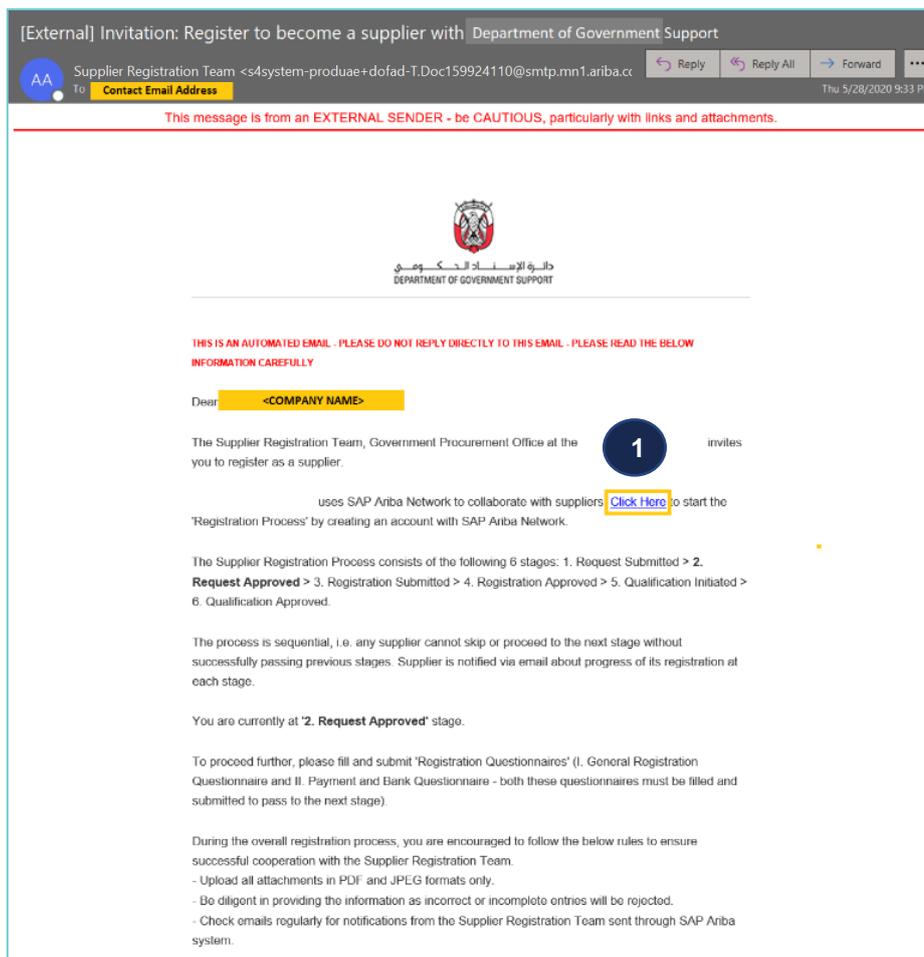
STEP 2. Supplier Registration



STEP 2.1. Create an Ariba Network account

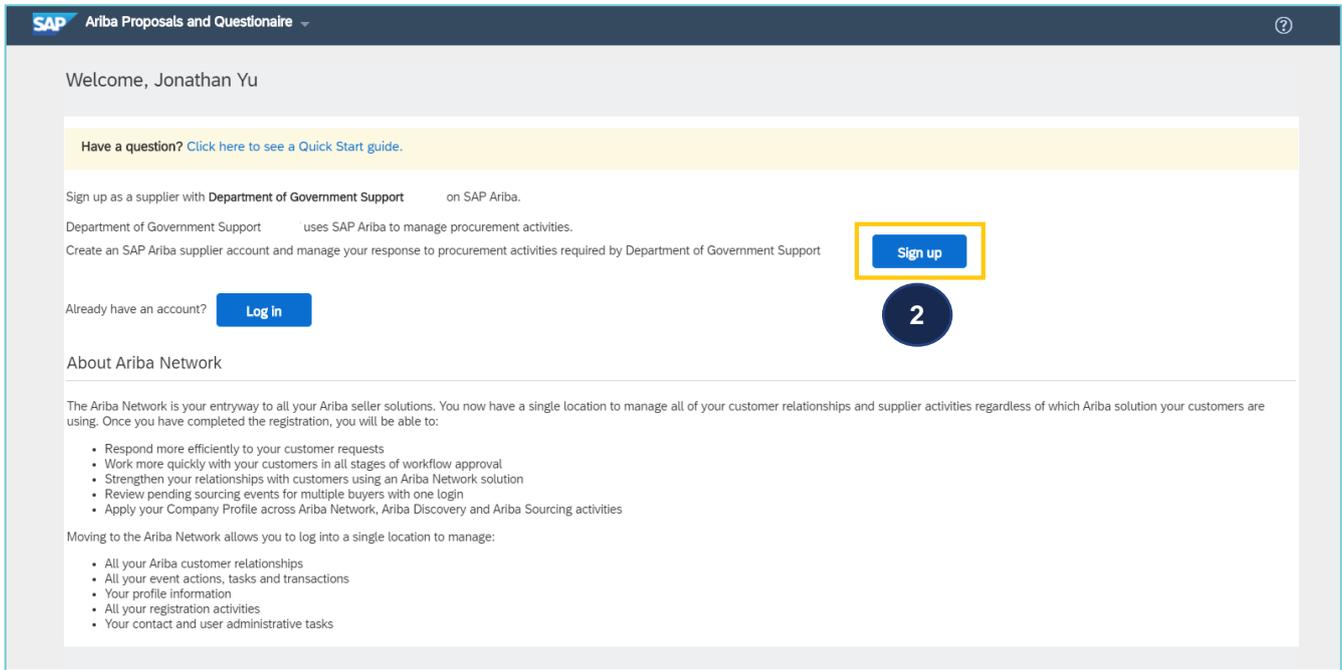
Once the Supplier Request raised by the Abu Dhabi Government Entity (ADGE) User on your behalf is approved, you receive the email with Subject **“Invitation: Register to become a supplier with Department of Government Support”** at the email address provided in the **Contact Person section** inviting you to proceed with the registration in SAP Ariba Network portal.

1. 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 Government Support.

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



Welcome, Jonathan Yu

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

Sign up as a supplier with **Department of Government Support** on SAP Ariba.

Department of Government Support uses SAP Ariba to manage procurement activities.

Create an SAP Ariba supplier account and manage your response to procurement activities required by Department of Government Support

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

Sign up

2

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

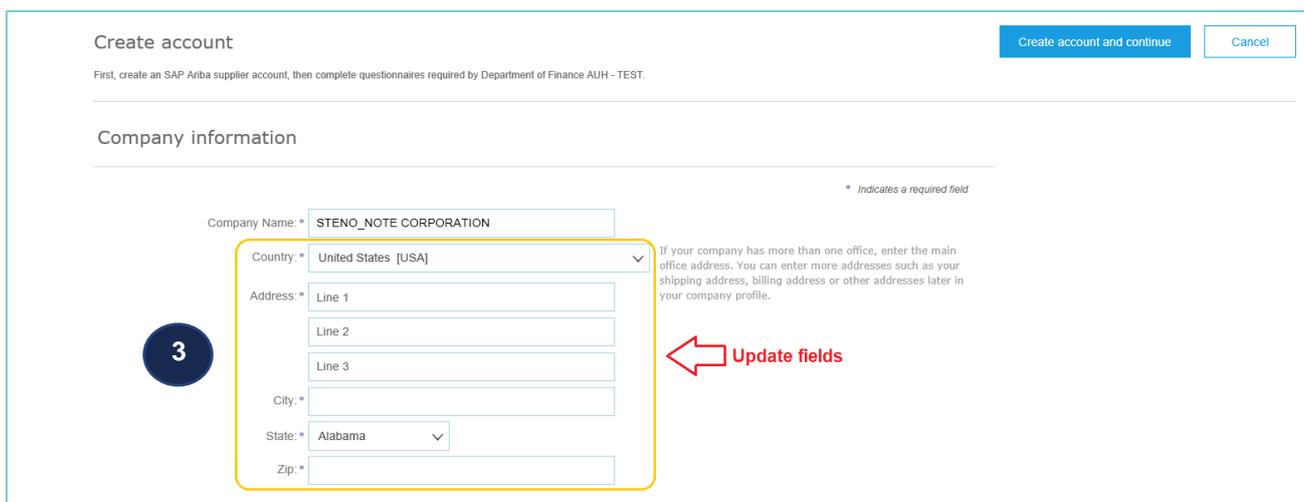
Moving to the Ariba Network allows you to log into a single location to manage:

- 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 Request form.

Company information

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



Create account

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

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

Company information

* Indicates a required field

Company Name:* STENO_NOTE CORPORATION

Country:* United States [USA]

Address:*
Line 1
Line 2
Line 3

City:*
State:* Alabama
Zip:*

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.

3

← 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: * [SAP Ariba Privacy Statement](#)

Email: * Use my email as my username

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

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

Language:

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

Email orders to: * 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 will 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.
- Populate Product and Service Categories and Ship-to or Service Locations.
 - Read and Agree to the Terms & Conditions of SAP Ariba by clicking on the check box.
 - Click **“Create account and continue”**.

Tell us more about your business

Product and Service Categories: * Add -or- Browse

Ship-to or Service Locations: * Add -or- Browse

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

DUNS Number: Enter the nine-digit number issued by Dun & Bradstreet. By default, DUNS number is appended with "-1" 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.

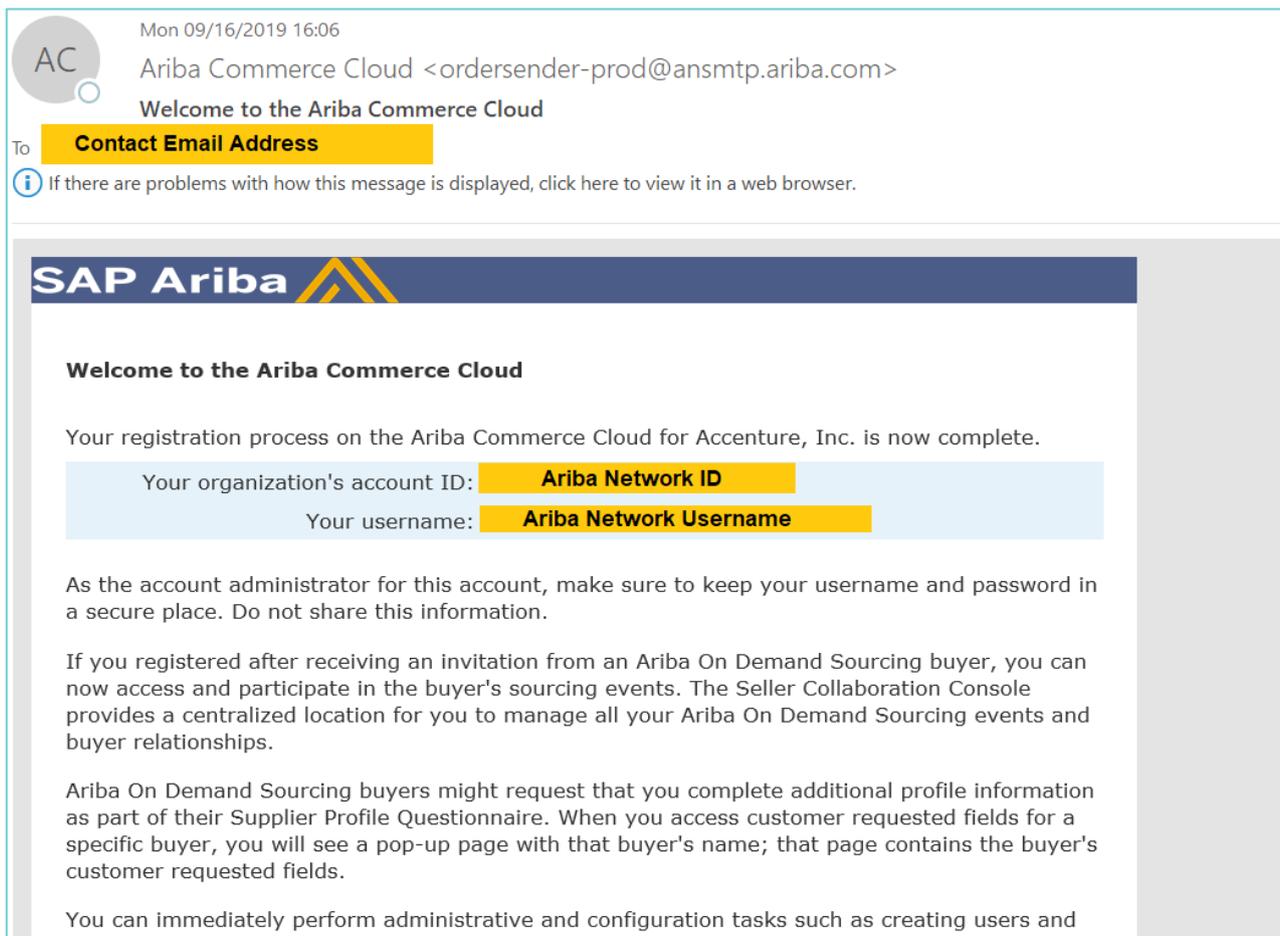
You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian 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.

I have read and agree to the Terms of Use

I have read and agree to the SAP Ariba Privacy Statement

Create account and continue
Cancel

Once the account is created, you will 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.

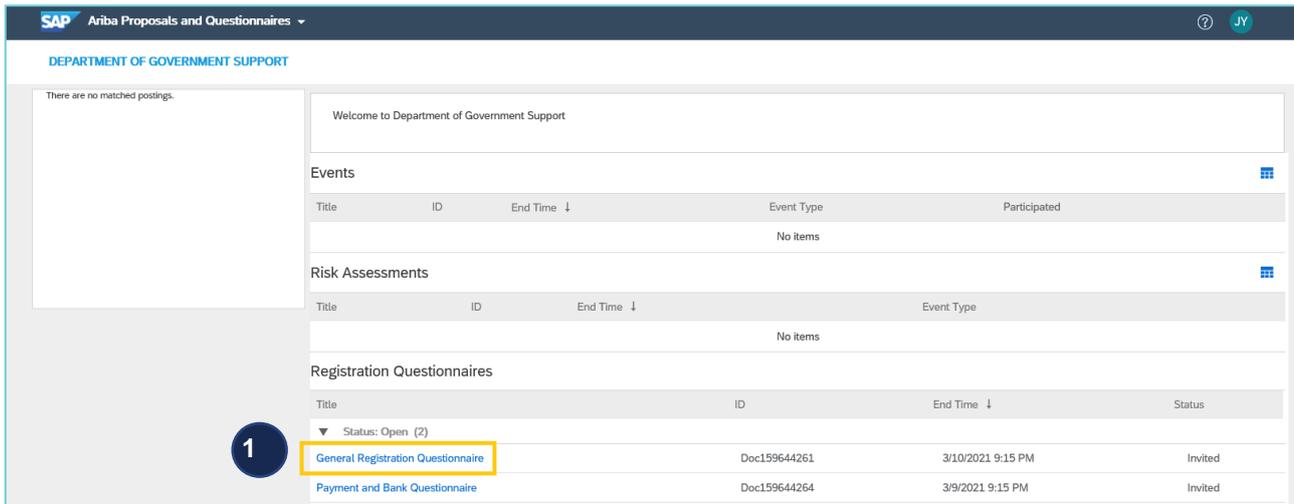


STEP 2.2. Respond to the Registration Questionnaires

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

STEP 2.2.1. Respond to General Supplier Registration Questionnaire

1. Click on the General Registration Questionnaire.



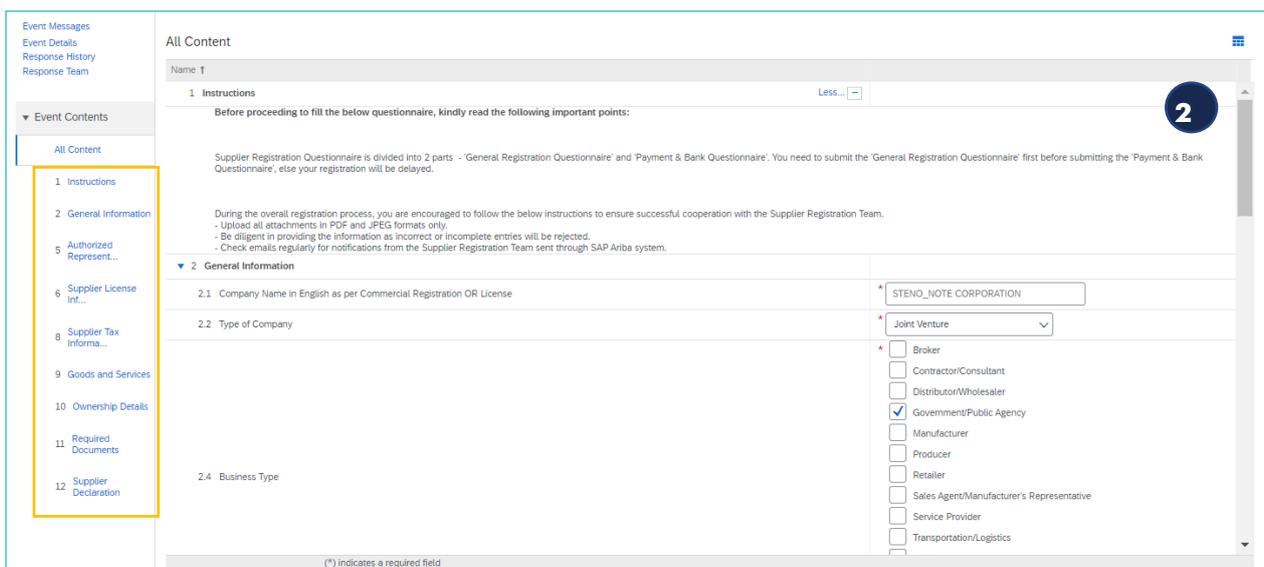
The screenshot shows the SAP Ariba Proposals and Questionnaires interface. The 'Registration Questionnaires' section is active, displaying a table with the following data:

Title	ID	End Time ↓	Status
General Registration Questionnaire	Doc159644261	3/10/2021 9:15 PM	Invited
Payment and Bank Questionnaire	Doc159644264	3/9/2021 9:15 PM	Invited

You are then redirected to the **General Registration Questionnaire** page.

2. Fill out all required questions.

Note: Click on the section name located at the left section of the page to fill out the form by section.



The screenshot shows the 'General Information' section of the questionnaire. The left-hand navigation menu is visible, with 'General Information' highlighted. The main content area shows the following fields:

- 2.1 Company Name in English as per Commercial Registration OR License: STENO_NOTE CORPORATION
- 2.2 Type of Company: Joint Venture
- 2.4 Business Type: Government/Public Agency (selected)

All Content	
Name ↑	
2.6 Do you have In-Country Value(ICV) Certification? If Yes, click on Details and provide the certificate information. <i>(For further information regarding the ADLC program, kindly visit https://idb.added.gov.ae/)</i>	Yes ▾ Details
2.7 ICV Score	88%

To add **Certificate** details on Question 3.6, please follow the steps below:

1. Click on **Details** beside the dropdown on question # 2.6.

2.6 Do you have In-Country Value(ICV) Certification? If Yes, click on Details and provide the certificate information. <i>(For further information regarding the ADLC program, kindly visit https://idb.added.gov.ae/)</i>	Yes ▾	Details 1
---	-------	------------------

2. Populate the required Certificate fields.
3. Click **OK** once complete.

2.6 Do you have In-Country Value(ICV) Certification? If Yes, click on Details and provide the certificat...

Enter details for **Certificate**. Enter the location of a file to add as an **Attachment**. To search for a [More](#)

Certificate Type: * In-Country Certificate 2

Issuer: * Abu Dhabi

Year of Publication: * 2010

Certificate Number: * 1829110

Certificate Location: * United Arab Emirates

Effective Date: * Mon, 6 Sep, 2010

Expiration Date: * Thu, 28 Oct, 2021

Attachment: *  Certificate.docx Delete

Browse...

Or drop file here

Description:

3 **OK** Cancel

2.8 Company Address	Street: <input type="text" value="12 Hamdan St."/> City: <input type="text" value="Abu Dhabi"/> State/Province/Region: <input type="text" value="AE"/> Postal Code: <input type="text" value="1728"/> Country/Region: <input type="text" value="United Arab Emirates"/>
2.9 Office Telephone Number format: +(Country Code)(Area Code)(Office Telephone Number)(space)(Extension)	<input type="text" value="+9715263849"/>
2.10 Company Email Address	<input type="text" value="steno_notecorporation@dgs.gov.ae"/>
2.11 Website	<input type="text" value="www.stenotecorporation.com"/>
2.12 Business Locations Do not select "All" or Regions "Asia Pacific". Please select specific country from the list by clicking the (>) beside the Region.	*AE [select]

To select country from **Business Locations**, please follow the step below:

1. Click **Select** beside the Business Locations

2.12 Business Locations Do not select "All" or Regions "Asia Pacific". Please select specific country from the list by clicking the (>) beside the Region.	*AE [select] 1
---	----------------

2. Click > beside the region to expand the list.

Choose Values for Region

Add to Currently Selected

Region

Description ↑	Region
<input type="checkbox"/> All	All
<input type="checkbox"/> Africa	AFR
<input type="checkbox"/> Antarctica	ATA
<input checked="" type="checkbox"/> Asia Pacific 2	APAC
<input type="checkbox"/> Central America	CEMER
<input type="checkbox"/> Europe	EMEA
<input type="checkbox"/> North America	NAMER
<input type="checkbox"/> Oceania	OCN
<input type="checkbox"/> South America	SA

3. Select the country from the list.
4. Click **Done**.

Choose Values for Region

Add to Currently Selected

Region

Description ↑	Region
<input type="checkbox"/> Taiwan, Province of China	TW
<input type="checkbox"/> Tajikistan	TJ
<input type="checkbox"/> Thailand	TH
<input type="checkbox"/> Timor-Leste	TLS
<input type="checkbox"/> Turkey	TR
<input type="checkbox"/> Turkmenistan	TM
<input checked="" type="checkbox"/> United Arab Emirates 3	AE
<input type="checkbox"/> Uzbekistan	UZ
<input type="checkbox"/> Viet Nam	VN
<input type="checkbox"/> Yemen	YE
<input type="checkbox"/> Central America	CEMER
<input type="checkbox"/> Europe	EMEA
<input type="checkbox"/> North America	NAMER

4

2.15 Do you have additional site address under the same license?	* No
3 Do you have Related Organizations?	* No
▼ 5 Authorized Representatives	
5.1 Contact Person	Add Contact Person (1)

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

1. Click on **Add an additional Contact Person**.
2. Once done, click on **Save**.

2 Save Cancel

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

All Content > 5.1 Contact Person

Contact Person (1)

Name ↑	
▼ Contact Person #1	Delete
Name	* Jonathan Yu
Position	* CEO
Office Telephone Number format: +(Country Code)(Area Code)(Office Telephone Number)(space)(Extension)	* +9715261777
Mobile Number format: +(Country Code)(Mobile Number)	* +9715261829
Contact Email	* jonathan.yu@dgs.gov.ae

Add an additional Contact Person
1
(*) indicates a required field

▼ 6 Supplier License Information	
6.1 Does your company have a Commercial Registration/License?	* Yes
6.2 Select the type of License	* DEPARTMENT OF ECONOMIC DEVELOPMENT LICENSE (OTHER EMIRATE)
6.4 Country in which the License has been issued	* United Arab Emirates
6.5 Emirate in which the License has been issued	* Ajman
6.6 License Number	* CN-718211
6.7 License Issue Date	* Mon, 3 Sep, 2018
6.8 License Expiry Date	* Fri, 23 Sep, 2022
6.10 Upload copy of the License or Valid Justification on Company letterhead in case of non applicability	* License.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.

▼ 8 Supplier Tax Information	
8.1 Does your company have Tax Registration Number?	* Yes
8.2 Tax Registration Number	* 6472827388
8.3 Country in which the Tax Registration Number has been issued	* United Arab Emirates
8.4 Upload Tax Registration Number Certificate or Valid Justification on Company letterhead in case of non applicability	* Tax Registration.docx Update file Delete file
▼ 9 Goods and Services	
9.1 Please download the UNSPSC Category file and review the category structure which will help you select the correct Level 2 category in the section 9.2 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.

9.2 Goods and Services Add Goods and Services (2)

1. Inside **Goods and Services** section, click on **Add an additional Goods and Services**.
2. Once done, click on **Save**.

2 **Save** Cancel

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

All Content > 9.2 Goods and Services

Goods and Services (2)

Name ↑	
Goods and Services #1 Delete	
Select the Category of Goods/Services *	Paper products (منتجات ورقية) ▾
Goods and Services #2 Delete	
Select the Category of Goods/Services *	Paper materials (مواد ورقية) ▾
Add an additional Goods and Services 1	(*) indicates a required field

10 Ownership Details Less... [-]

Please provide the name of Owners / Key Shareholders

10.1 Name of Primary Owner / Shareholder (in case of company, please provide name as per Commercial Registration/License) *	STENO CORPORATION
10.2 Other Owners / Key Shareholders Add Other Owners / Key Shareholders (0)	
11 Required Documents	
11.1 Upload Authorization Letter on Company Letterhead for the Person Authorized to provide Supplier Information for Registration *	Authorization Letter.docx ▾ Update file Delete file
11.2 Upload copy of Articles of Association / Partnership Agreement	Attach a file

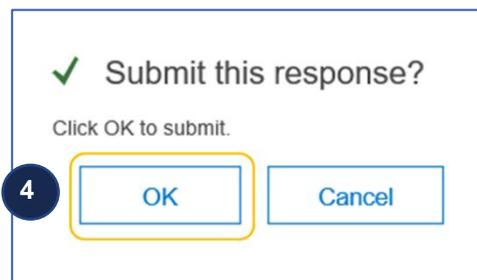
Please click on the **'Reference'** in question 12.1 to download and review the Supplier Declaration. **Please read the Supplier Declaration carefully.**

3. Click on **Submit Entire Response** button once completed.

12 Supplier Declaration

12.1 Please download and review the Supplier Declaration References ▾	
12.2 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	* Yes ▾
(b) accept and approve the terms of the Supplier Declaration on behalf of the Supplier.	
(*) indicates a required field	
Submit Entire Response Reload Last Bid Save draft Compose Message Excel Import	

4. Click on **OK** from the pop-up window to submit your response.

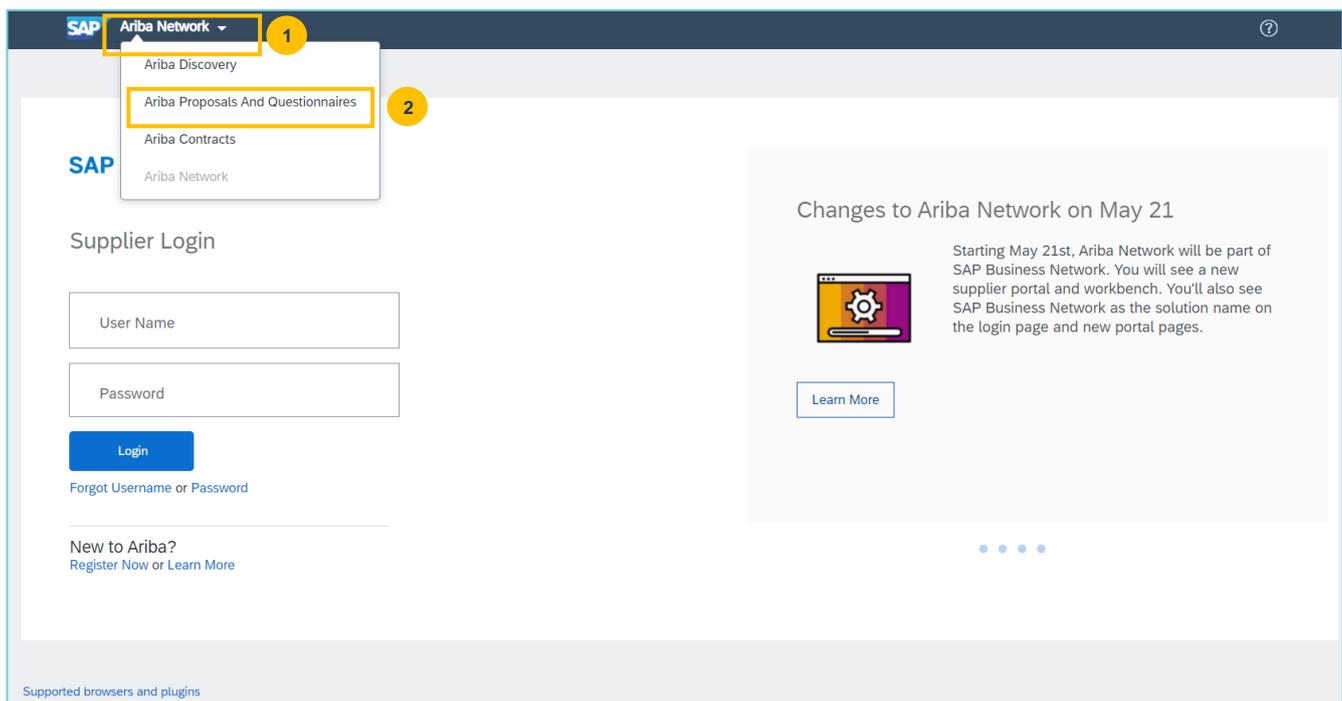


Note: System allows 'saving' the questionnaire. It is a good practice to save the questionnaire periodically when adding the details.

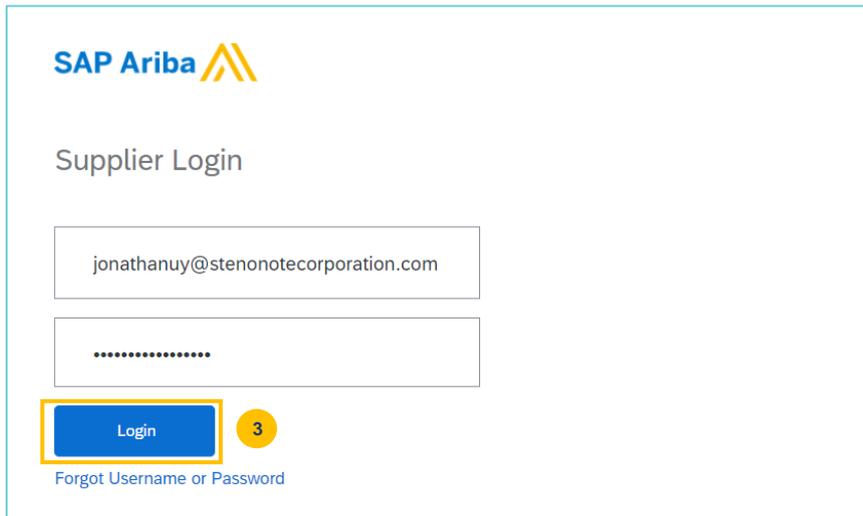
In case that you have been logged out from Ariba Supplier Network, please visit the below link.

<https://supplier.ariba.com>

1. Click on the dropdown picklist from **Ariba Network** menu.
2. Click **Ariba Proposals and Questionnaires**.



3. Input supplier credentials then click **Login**.

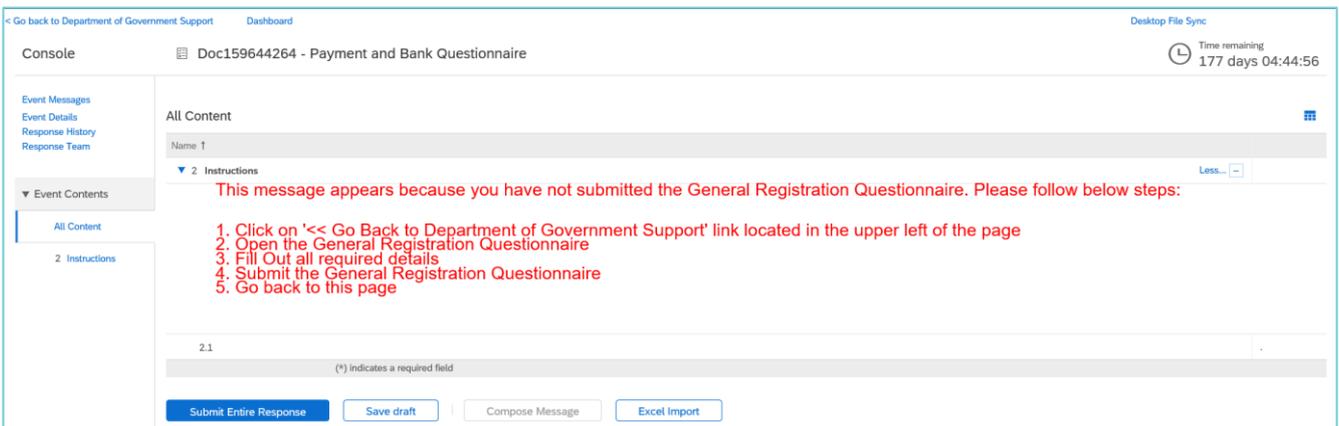


STEP 2.2.2. Respond to Payment and Bank Questionnaire

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

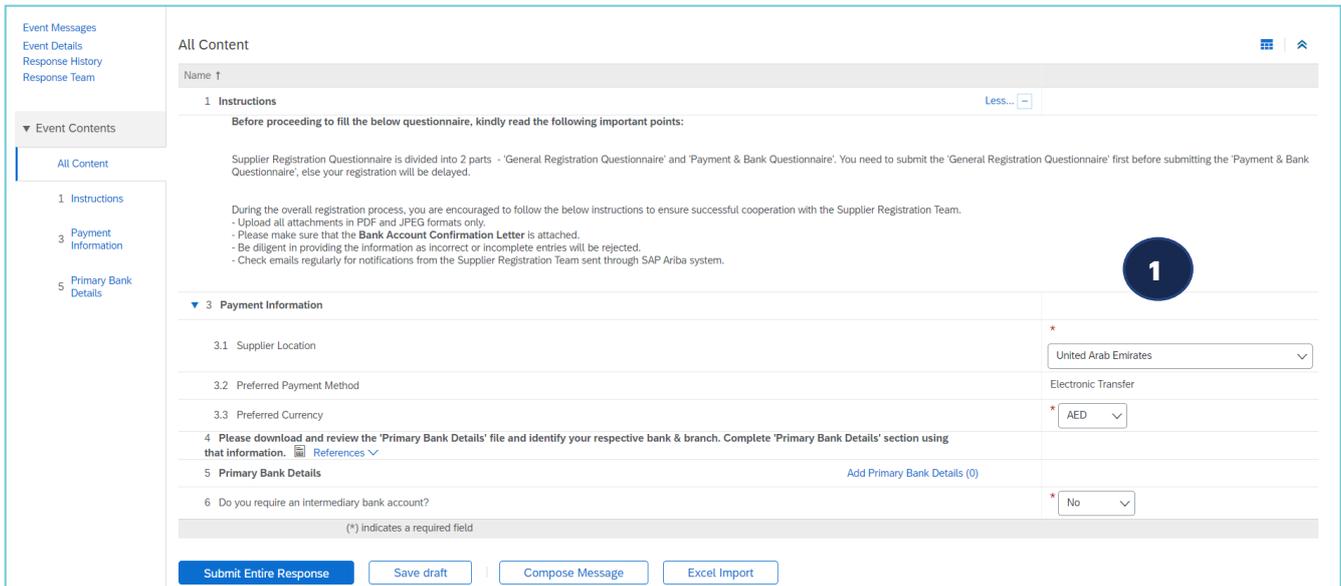
NOTE: Payment and Bank Questionnaire should be filled only after completion of General Supplier Registration Questionnaire else, your registration request gets delayed.

An error message will be displayed in Payment and Bank Questionnaire as shown below if the General Registration Questionnaire is not yet submitted.



Please enter the identified bank and branch information in the section below.

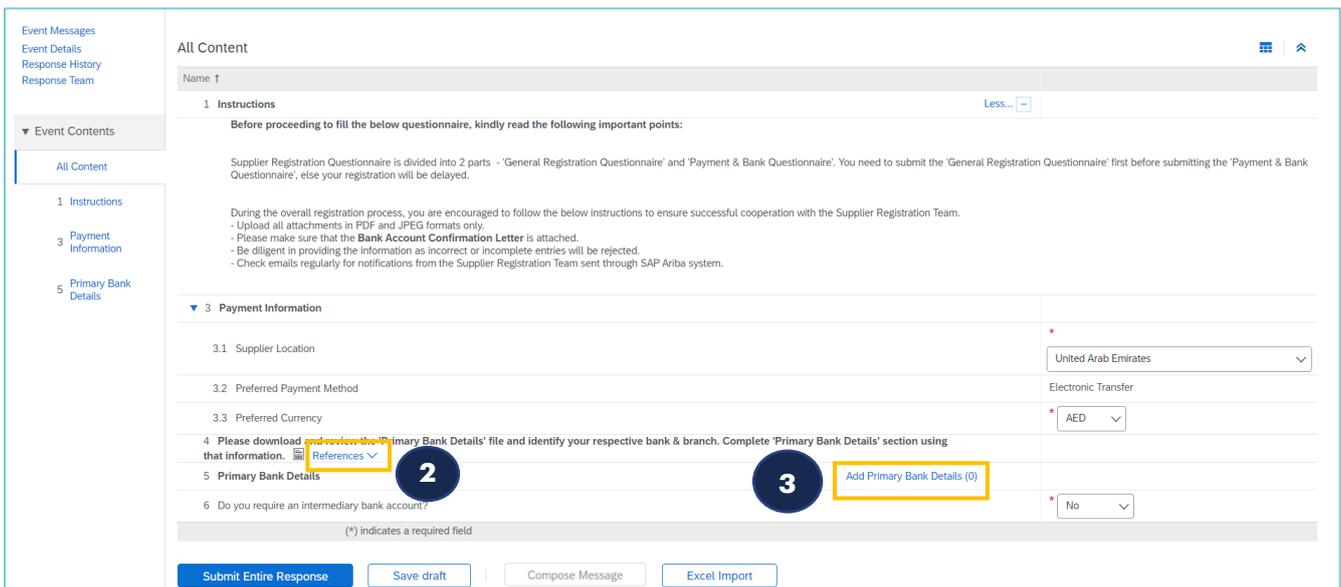
1. Fill out all required questions.



The screenshot shows a web form titled 'All Content'. On the left is a navigation menu with 'Event Contents' expanded to show 'All Content', '1 Instructions', '3 Payment Information', and '5 Primary Bank Details'. The main content area shows question 3, 'Payment Information', with sub-questions 3.1 to 3.3. Question 3.1 'Supplier Location' has a dropdown menu with 'United Arab Emirates' selected. A blue circle with the number '1' is placed over this dropdown. Below the form are buttons for 'Submit Entire Response', 'Save draft', 'Compose Message', and 'Excel Import'.

2. Please click on the **'Reference'** in question #4 to download and view the guide on filling out the Primary Bank Details.

3. Click on **Add Primary Bank Details**.



This screenshot is similar to the previous one but includes annotations. A blue circle with the number '2' highlights the 'References' link in question 4. Another blue circle with the number '3' highlights the 'Add Primary Bank Details (0)' button. The 'Supplier Location' dropdown is also visible. The same navigation menu and footer buttons are present.

4. You can select multiple Bank Accounts by clicking on **'Add an additional Primary Bank Account'** button.

5. Click on **Save** once done.

Click Save once done → **Save** Cancel

Clicking Save will only **save** your Repeatable Section answers. To **submit** your response, you will need to click Save and then click **Submit Entire Response** on the main screen. **5**

All Content > 5 Primary Bank Details

Primary Bank Details (1)

Name ↑

▼ Primary Bank Account #1 Delete Less.. [-]

NOTE: PLEASE USE CAPITAL LETTERS TO FILL IN THIS FORM

Bank Country <small>Do not select "All" or Regions "Asia Pacific". Please select specific bank country from the list by clicking the (>) beside the Region.</small>	⚡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	* 10923
Account Holder Name	* STENO_NOTE CORPORATION
Account Number	* 9871800002918
Swift / BIC Address	* ABDBAEXXX01
IBAN Number <small>(Please provide if applicable for your country)</small>	AED971029384861
Bank Account Confirmation Letter	Bank Confirmation Letter.docx Update file Delete file

4 **Add an additional Primary Bank Account** ← Click here to add more (*) indicates a required field

To add **Bank Country**, please follow the steps below:

1. Click **Select** beside the Bank Country

Bank Country
Do not select "All" or Regions "Asia Pacific". Please select specific bank country from the list by clicking the (>) beside the Region. ⚡(select a value) [select] **1**

2. Click > beside the region to expand the list.

Choose Values for Region

Add to Currently Selected

Region ▾ | Search

Description ↑	Region
<input type="checkbox"/> ▾ All	All
<input type="checkbox"/> ▶ Africa	AFR
<input type="checkbox"/> ▶ Antarctica	ATA
<input type="checkbox"/> ▶ Asia Pacific 2	APAC
<input type="checkbox"/> ▶ Central America	CEMER
<input type="checkbox"/> ▶ Europe	EMEA
<input type="checkbox"/> ▶ North America	NAMER
<input type="checkbox"/> ▶ Oceania	OCN
<input type="checkbox"/> ▶ South America	SA

Currently Selected

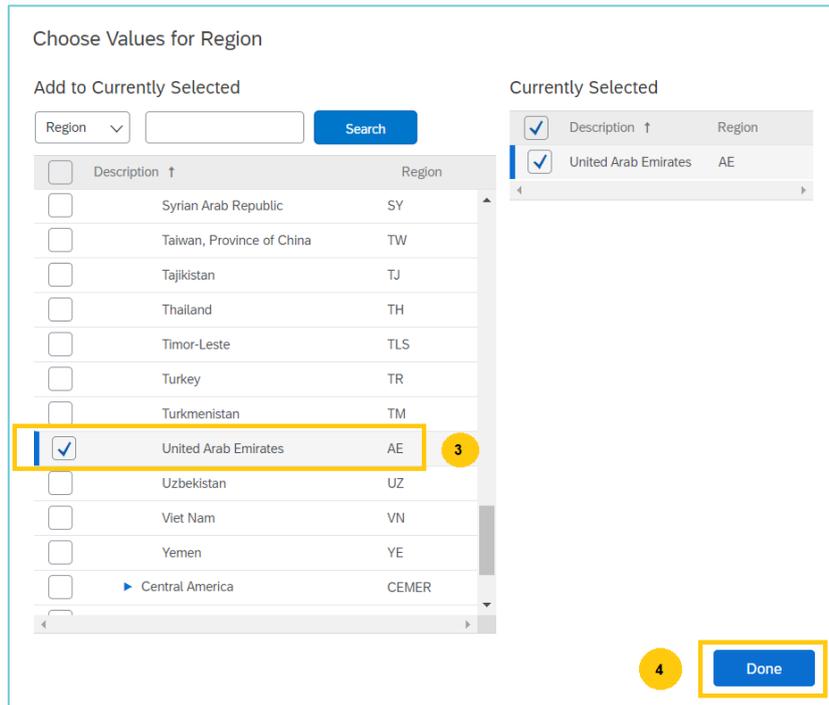
Description ↑ Region

No items

Done

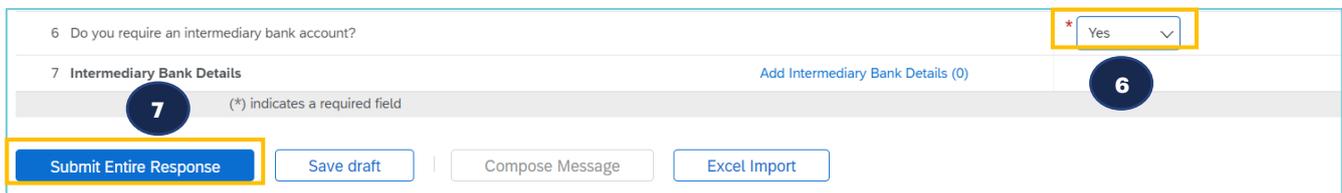
3. Select the country from the list.

4. Click **Done**.



6. 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.

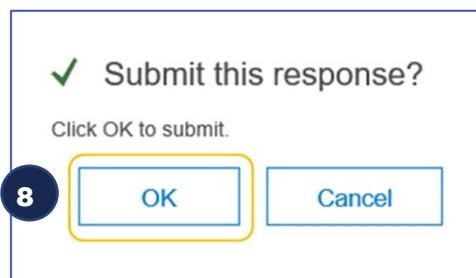
7. Click on **Submit Entire Response** button once completed.



8. Click on **OK** from the pop-up window to submit your response.

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

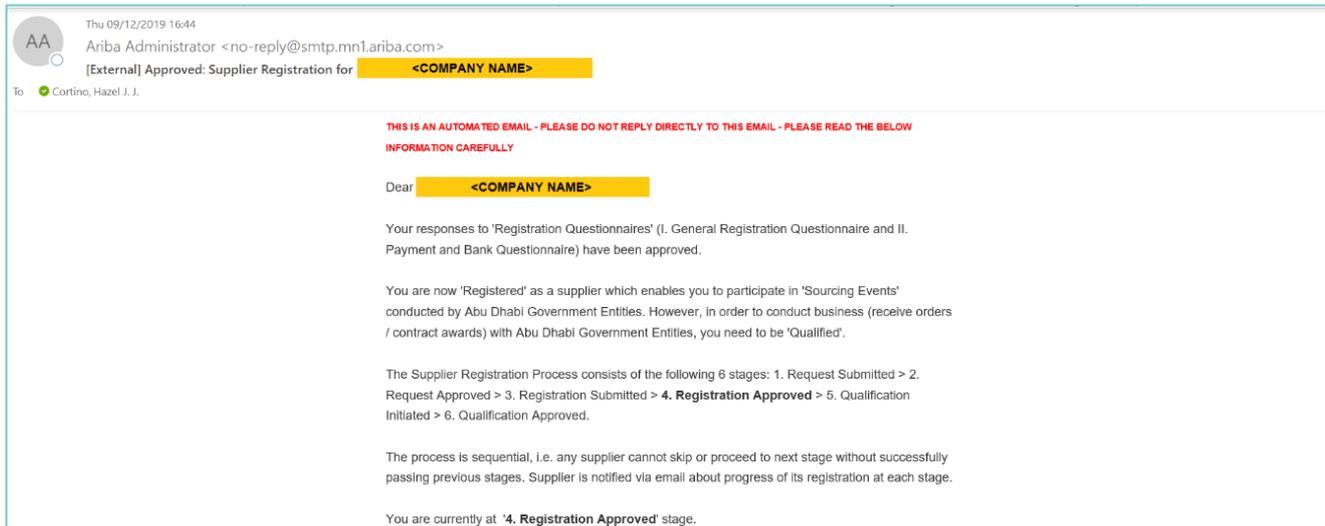
Reminders:



- You have 181 days for General Registration Questionnaire and 180 days for Payment and Bank Questionnaire to complete and submit these questionnaires. If you fail to do so within the given timeframe, 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.

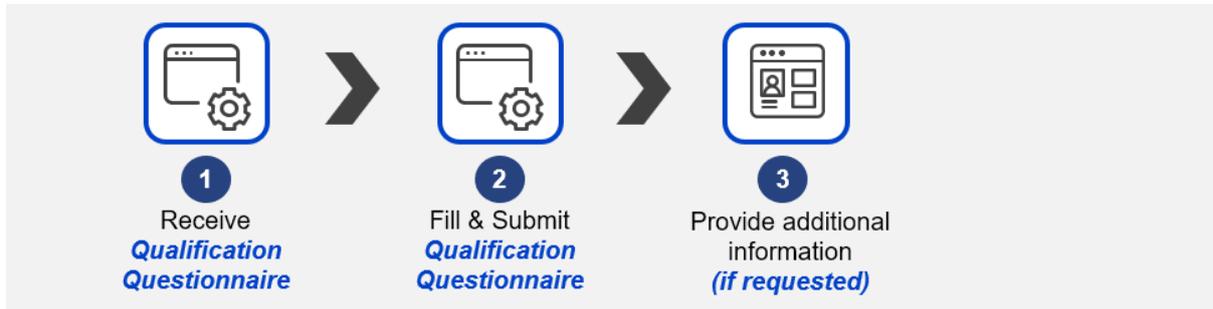
Once the “**General Registration Questionnaire**” and “**Payment and Bank Questionnaire**” are submitted, reviewed and approved, the contact person receives an email notification informing you that the Supplier Registration process is completed.



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/>. Once Registered, the Registration Questionnaires are open indefinitely.

DEPARTMENT OF GOVERNMENT SUPPORT				
There are no matched postings.				
Welcome to Department of Government Support!				
Events				
Title	ID	End Time ↓	Event Type	Participated
No items				
Risk Assessments				
Title	ID	End Time ↓	Event Type	
No items				
Registration Questionnaires				
Title	ID	End Time ↓	Status	
▼ Status: Open (2)				
General Registration Questionnaire	Doc167138568	5/16/6104 3:35 AM	Registered	
Payment and Bank Questionnaire	Doc167138571	5/4/6104 3:48 PM	Registered	

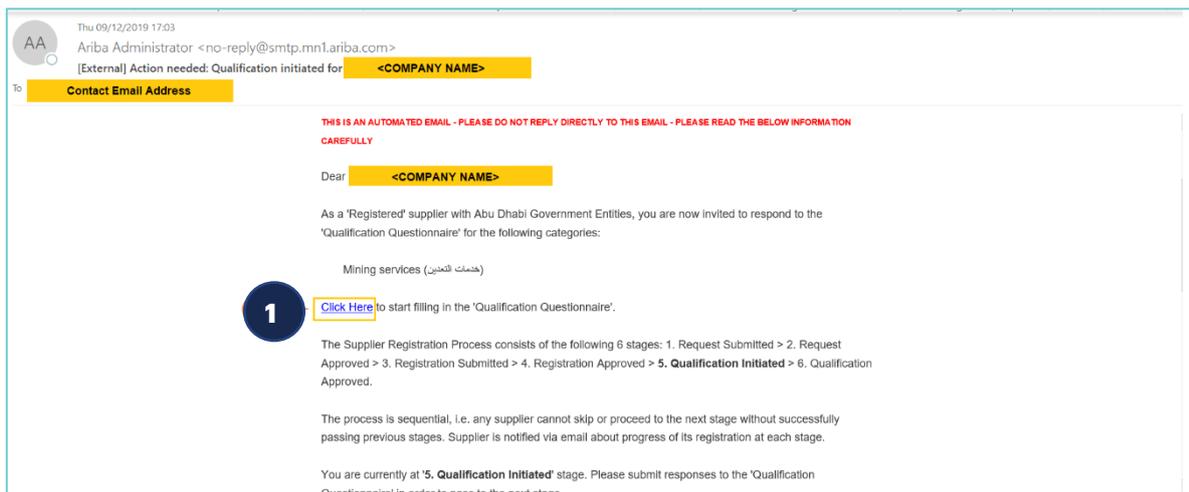
STEP 3. Supplier Qualification



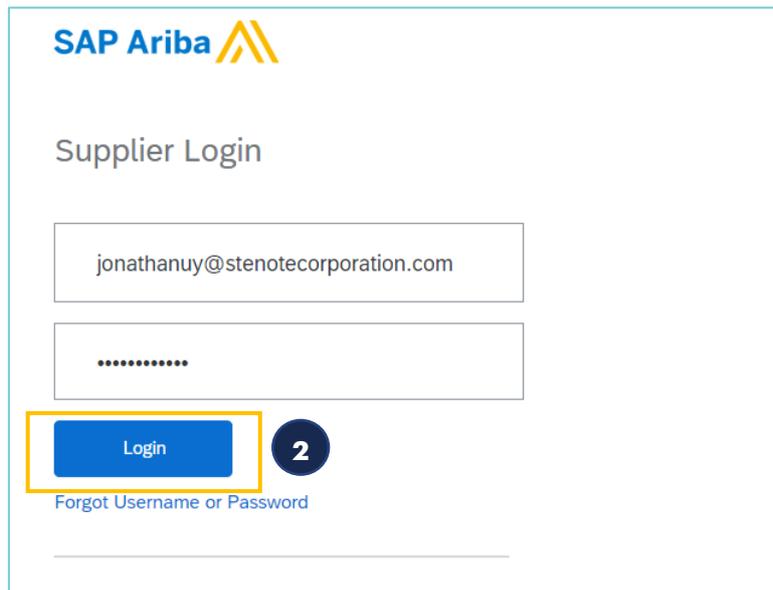
STEP 3.1. Respond to the Supplier Qualification

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

1. Click on “[Click Here](#)” in the email notification.

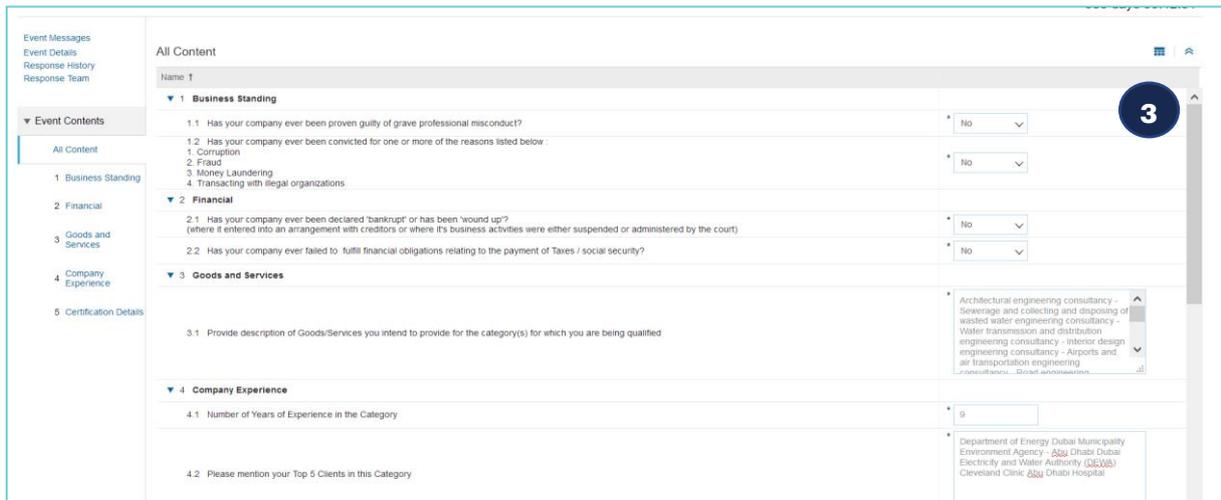


2. Input supplier credentials then click Login.



You are then redirected to the **Supplier Qualification Questionnaire** page.

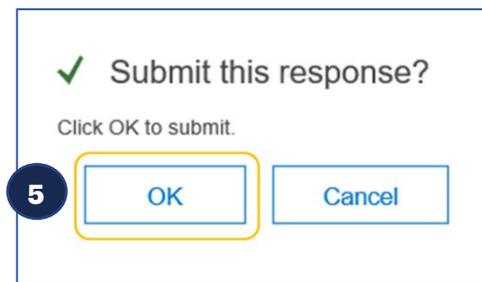
3. Fill out all required questions.



4. Once completed, click on **“Submit Entire Response”**.



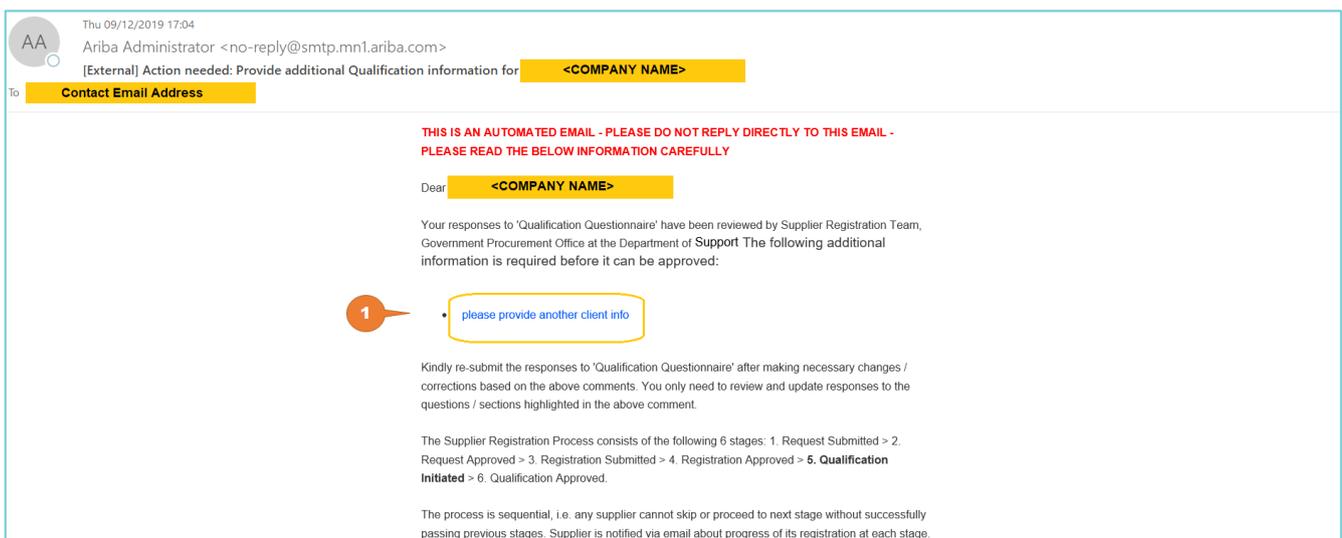
5. Click **OK** from the pop-up window to submit your response.



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/>.

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



Reminders:

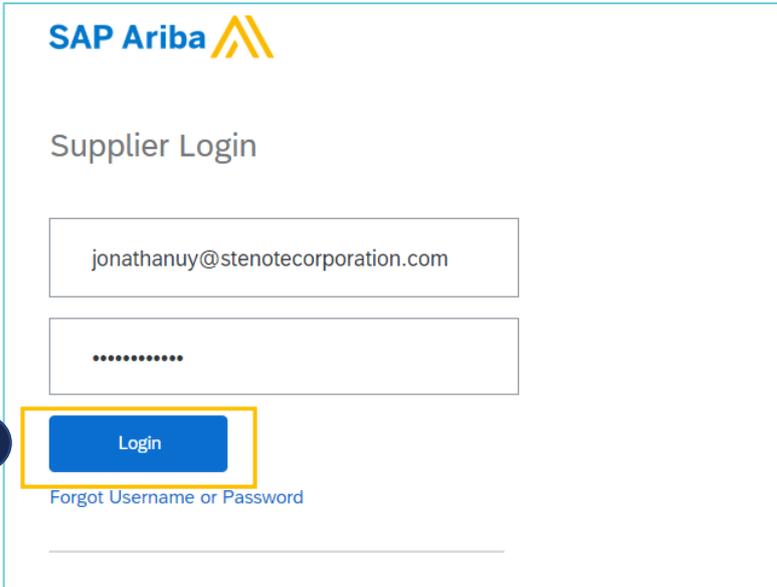
- Suppliers have 30 days to complete the qualification questionnaire.

B. REVISE/UPDATE SUPPLIER QUESTIONNAIRE RESPONSES

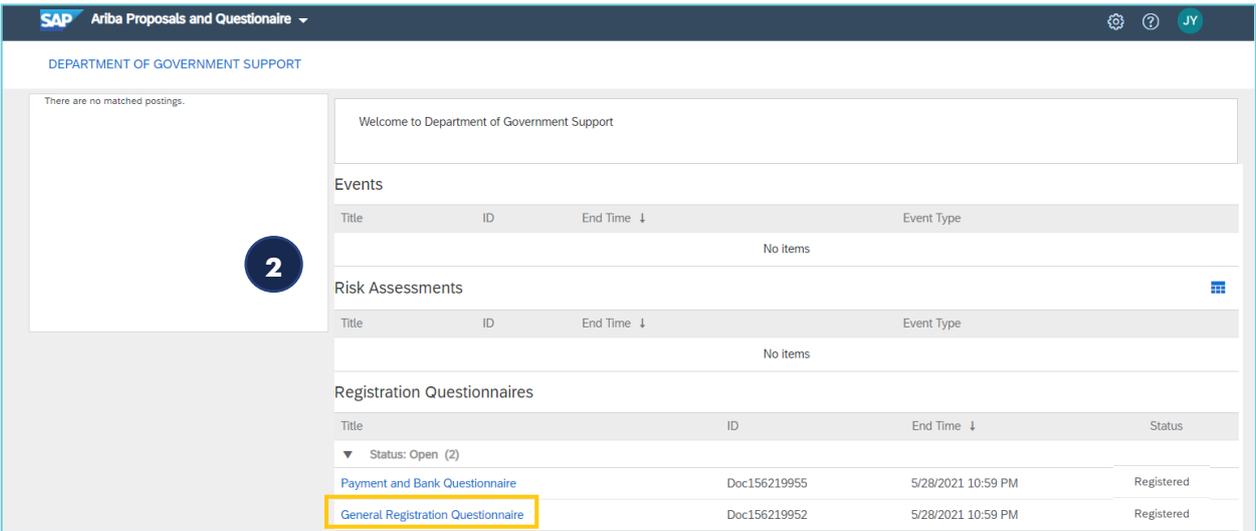
In some cases, you may need to revise or update your Supplier Questionnaire responses. You may also be asked to provide additional or supplementary information by the GPO Supplier Registration team. In such cases, follow the steps outlined below.

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

1. Input supplier credentials then click **Login**.

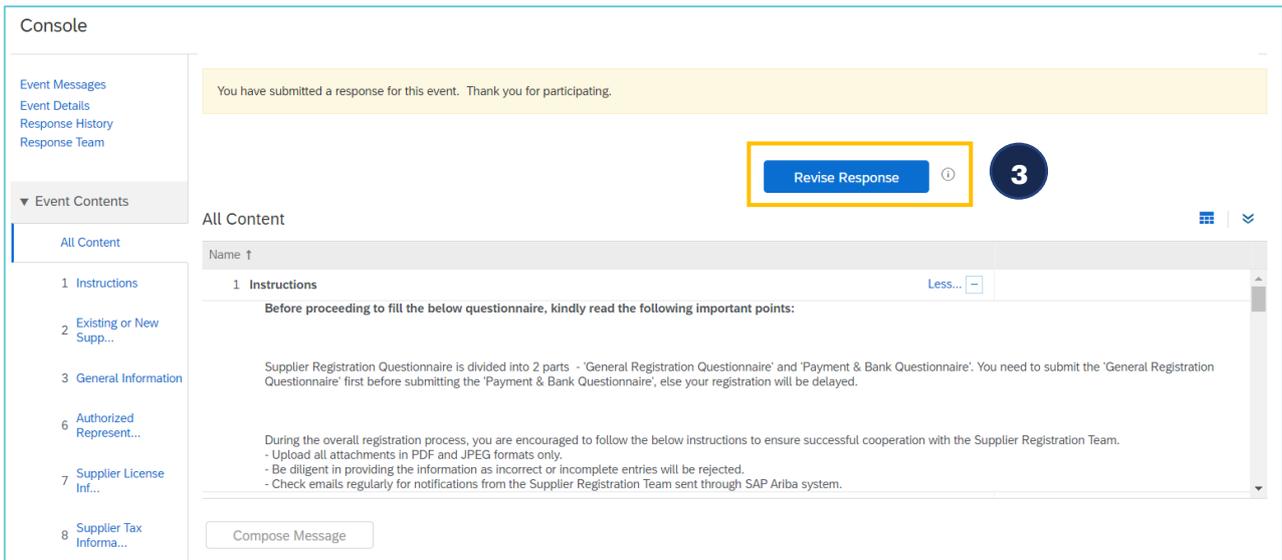


2. Click on the Registration Questionnaire in which the response to be revised is located.



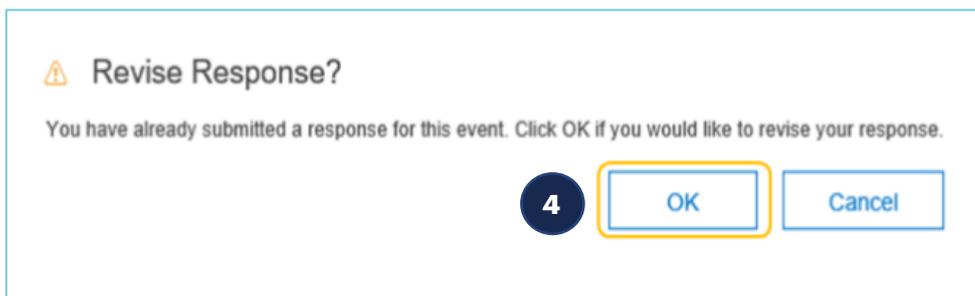
Title	ID	End Time ↓	Status
Payment and Bank Questionnaire	Doc156219955	5/28/2021 10:59 PM	Registered
General Registration Questionnaire	Doc156219952	5/28/2021 10:59 PM	Registered

3. Click **“Revise Response”**.



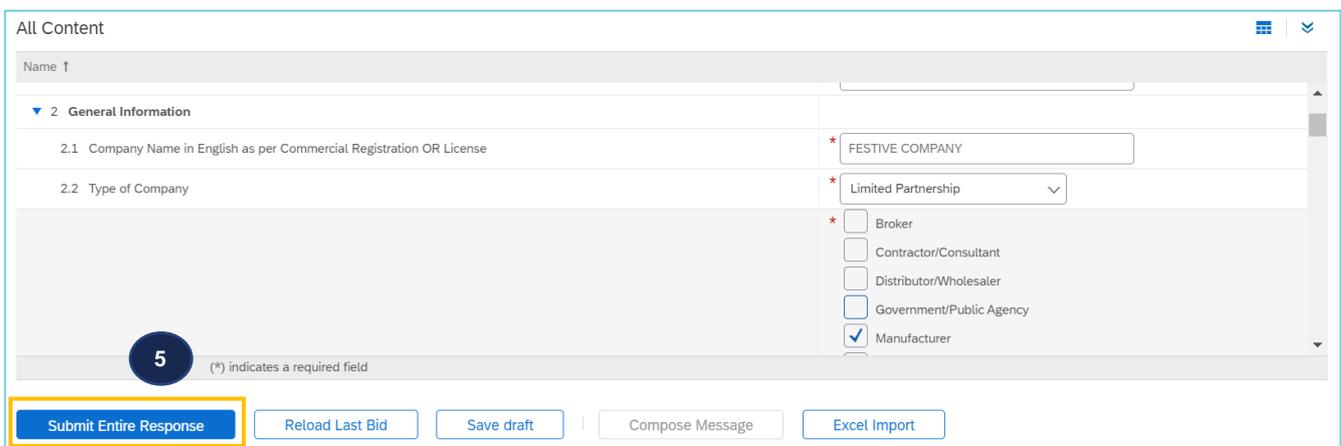
The screenshot shows the 'All Content' page in a web application. At the top, there is a yellow notification bar that reads: "You have submitted a response for this event. Thank you for participating." Below this, a blue button labeled "Revise Response" is highlighted with a yellow border and a blue circle containing the number 3. The main content area displays "1 Instructions" with a "Less..." link. The instructions text reads: "Before proceeding to fill the below questionnaire, kindly read the following important points: Supplier Registration Questionnaire is divided into 2 parts - 'General Registration Questionnaire' and 'Payment & Bank Questionnaire'. You need to submit the 'General Registration Questionnaire' first before submitting the 'Payment & Bank Questionnaire', else your registration will be delayed. During the overall registration process, you are encouraged to follow the below instructions 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 SAP Ariba system." A "Compose Message" button is visible at the bottom of the content area.

4. Click **“OK”** on the pop-up window.



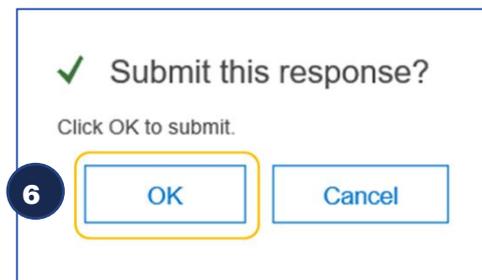
The screenshot shows a pop-up window titled "Revise Response?". The text inside reads: "You have already submitted a response for this event. Click OK if you would like to revise your response." At the bottom of the window, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a yellow border and a blue circle containing the number 4.

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

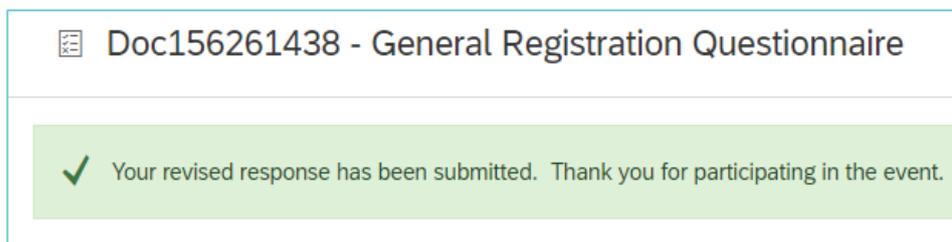


The screenshot shows the 'All Content' page with a form titled "2 General Information". The form has two main sections: "2.1 Company Name in English as per Commercial Registration OR License" with a text input field containing "FESTIVE COMPANY", and "2.2 Type of Company" with a dropdown menu set to "Limited Partnership" and a list of checkboxes: "Broker", "Contractor/Consultant", "Distributor/Wholesaler", "Government/Public Agency", and "Manufacturer" (which is checked). A blue circle with the number 5 is positioned over the "Submit Entire Response" button at the bottom left of the form. The button is highlighted with a yellow border. Other buttons at the bottom include "Reload Last Bid", "Save draft", "Compose Message", and "Excel Import". A note at the bottom left of the form states: "(*) indicates a required field".

6. Click **OK** from the pop-up window to submit your response.



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

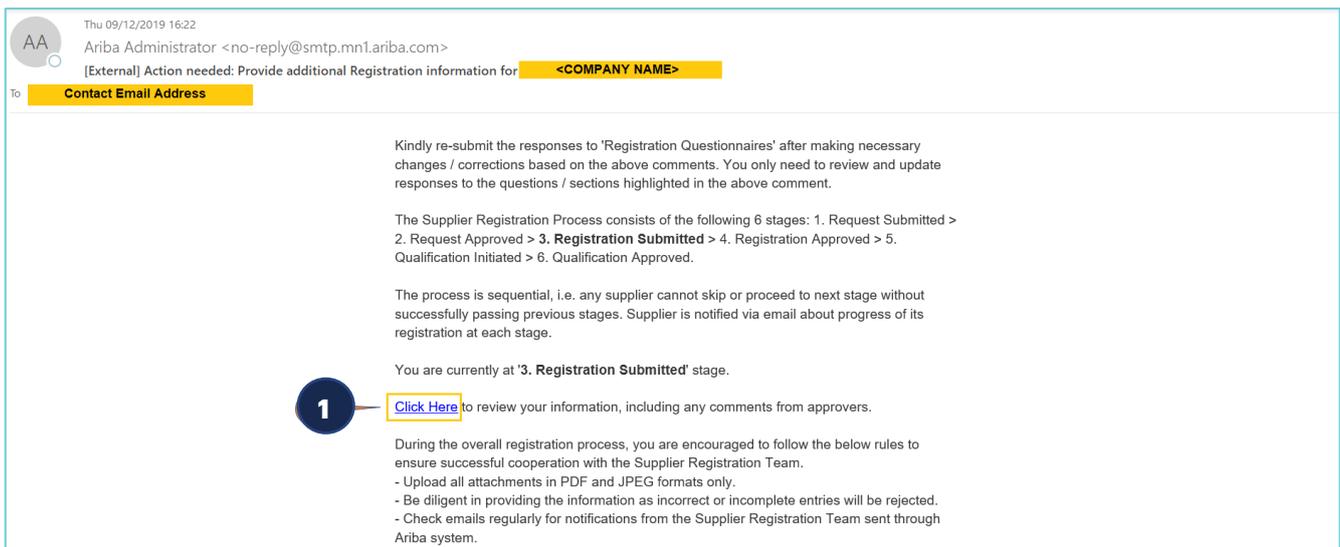


Once the revised Supplier Registration Questionnaire response is submitted, it undergoes another review and approval. A system-generated email is sent to notify you that the registration process is complete.

C. PROVIDING ADDITIONAL INFORMATION TO GPO SUPPLIER REGISTRATION TEAM

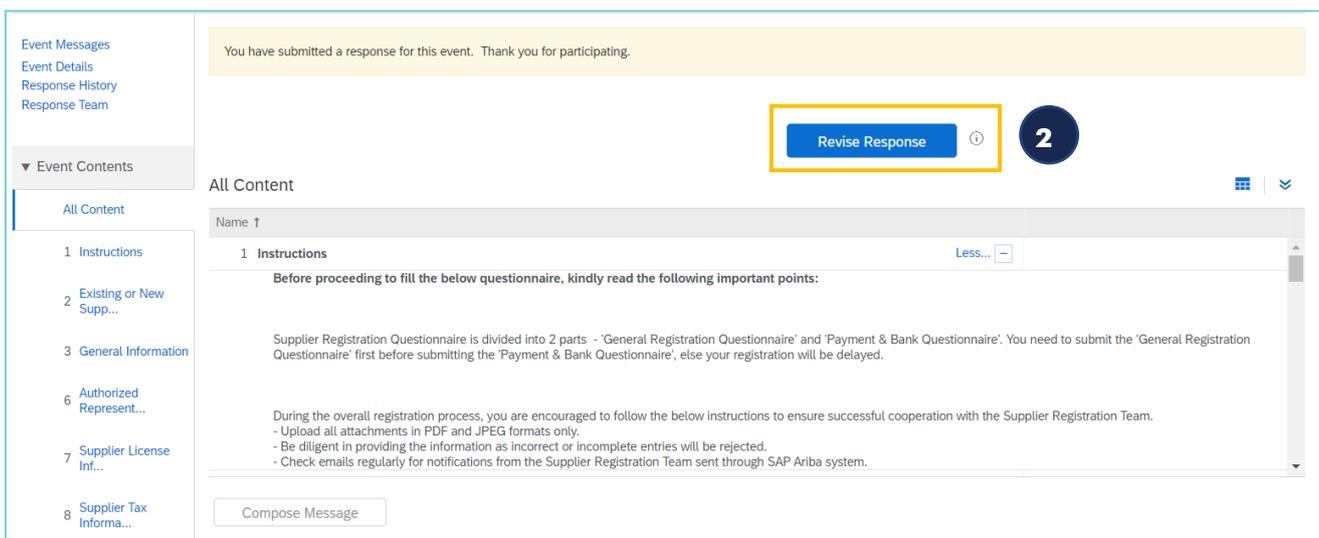
Should Supplier Registration team require additional information, you will be notified via a system-generated email.

1. Follow the **“Click Here”** link in the email.

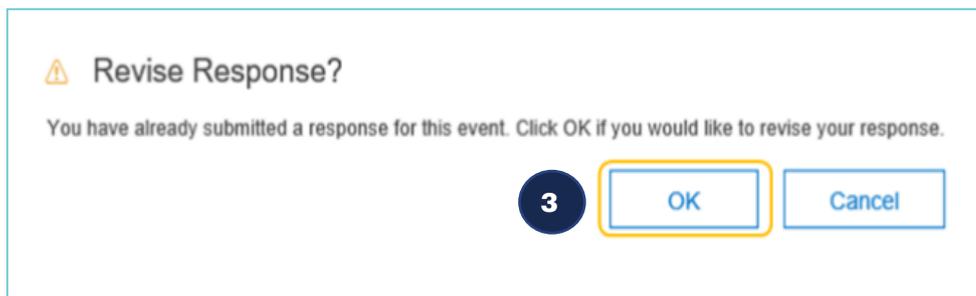


You will be directed to the Registration Questionnaire in which the approver requested for additional info.

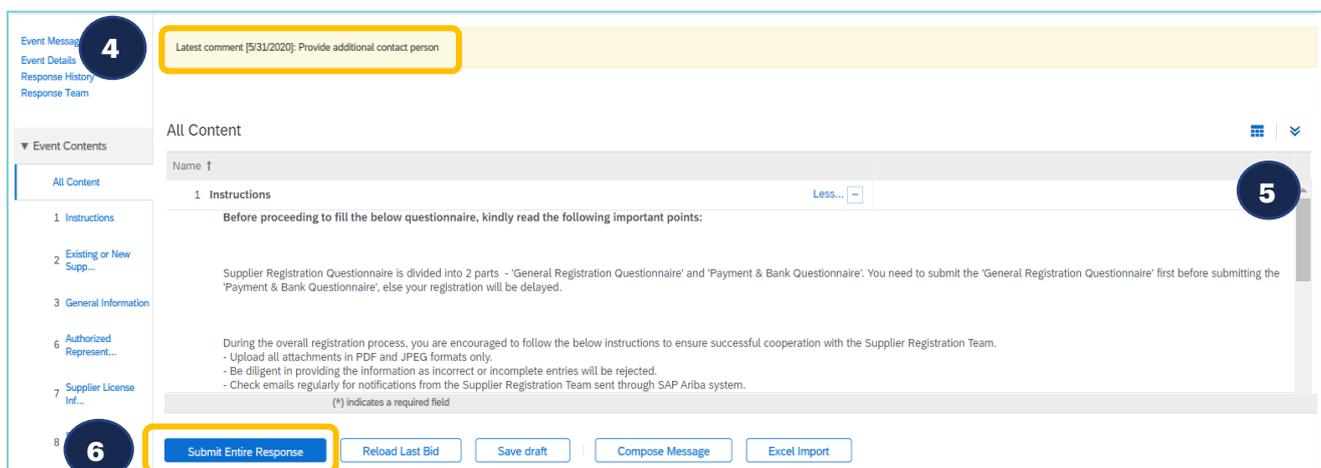
2. Click **“Revise Response”**.



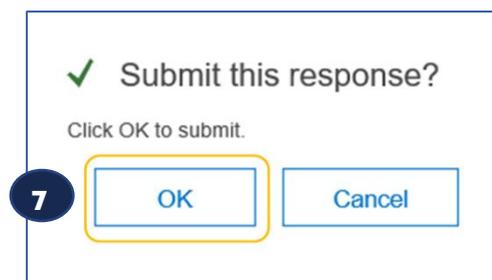
- Click **“OK”** from the pop-up window.



- You may also check the comment from Supplier Registration Team.
- Update the information specified in the comment from Supplier Registration team.
- Once all revisions are made, click **“Submit Entire Response”**.



- Click **OK** from the pop-up window to submit your response.



D. REQUIRED DOCUMENTS TO COMPLETE SUPPLIER REQUEST AND SUPPLIER REGISTRATION

Suppliers with Non-Abu Dhabi DED License

D.1 Supplier Request

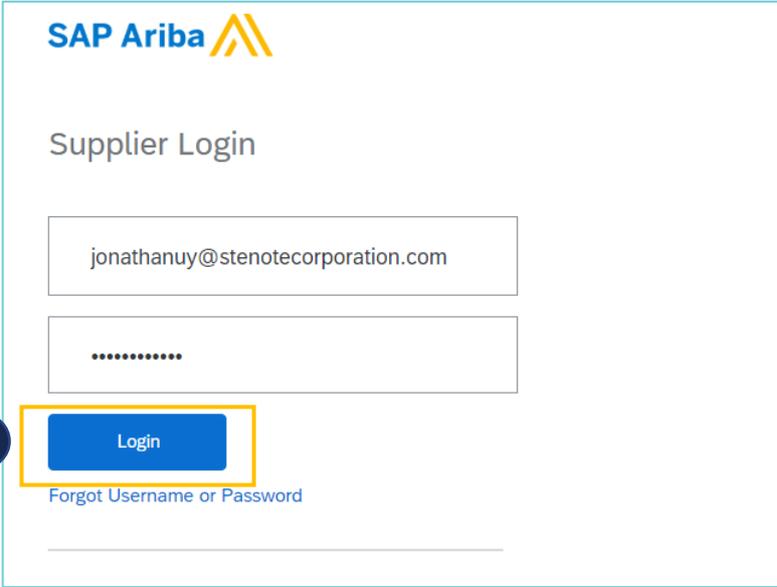
N/A

D.2 Supplier Registration

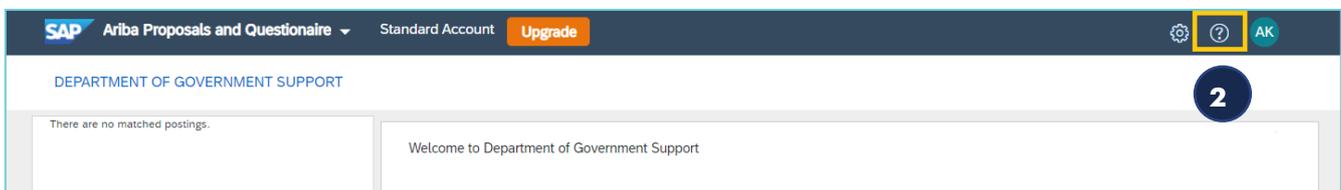
- Valid tax registration and/or business license and/or commercial certificate
- Copy of Articles of Association / Partnership Agreement
- Authorization Letter on Company Letterhead for the Person Authorized to provide Supplier Information for Registration
- Bank confirmation account letter issued from the bank

E. SAP ARIBA HELP CENTER – HOW TO RAISE A TICKET TO SAP ARIBA NETWORK SUPPORT

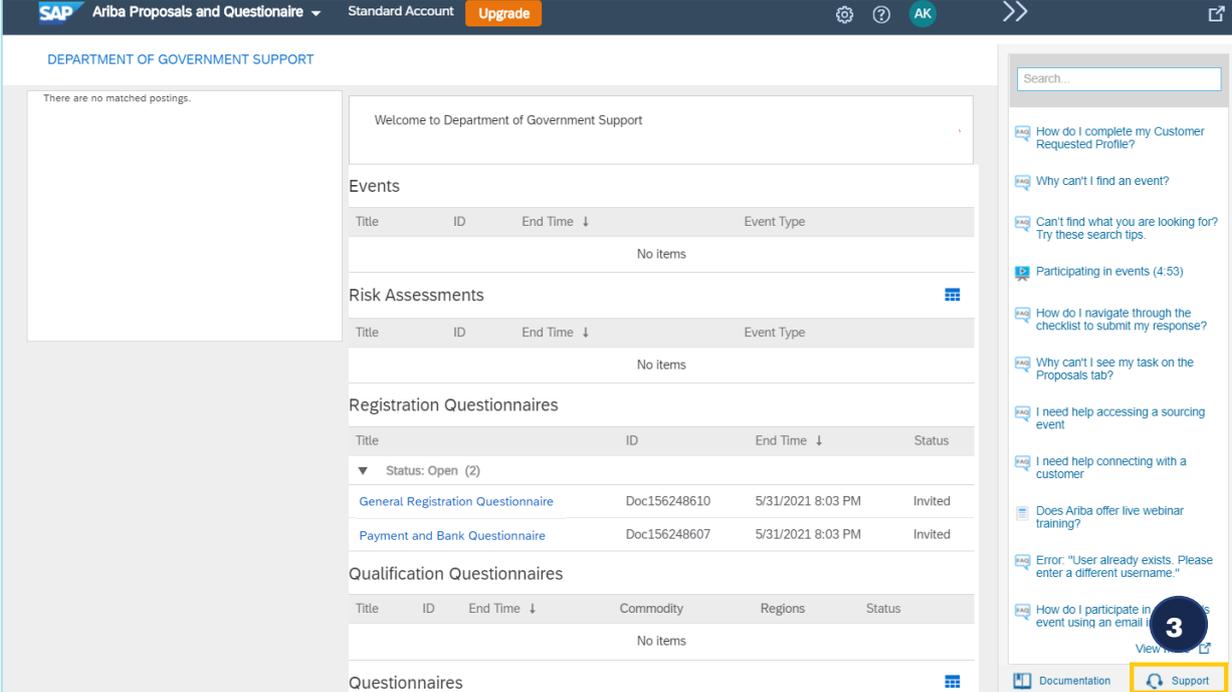
1. Enter supplier credentials then click **Login**.



2. On the top right side, click on “?” icon.

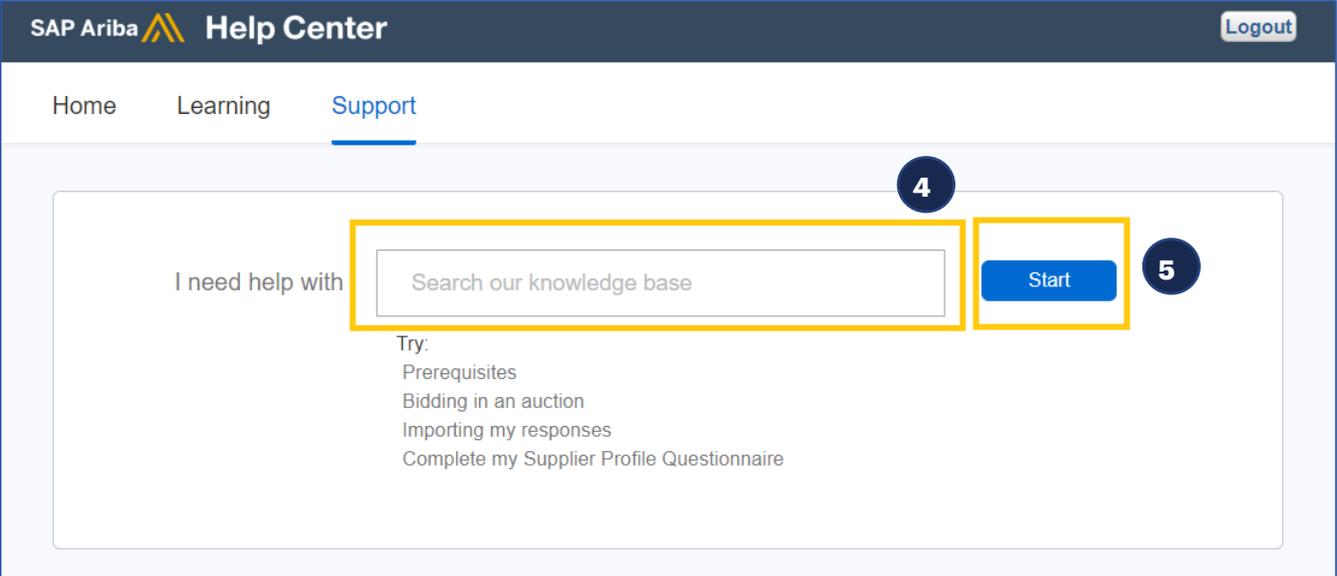


3. Click on **Support**.



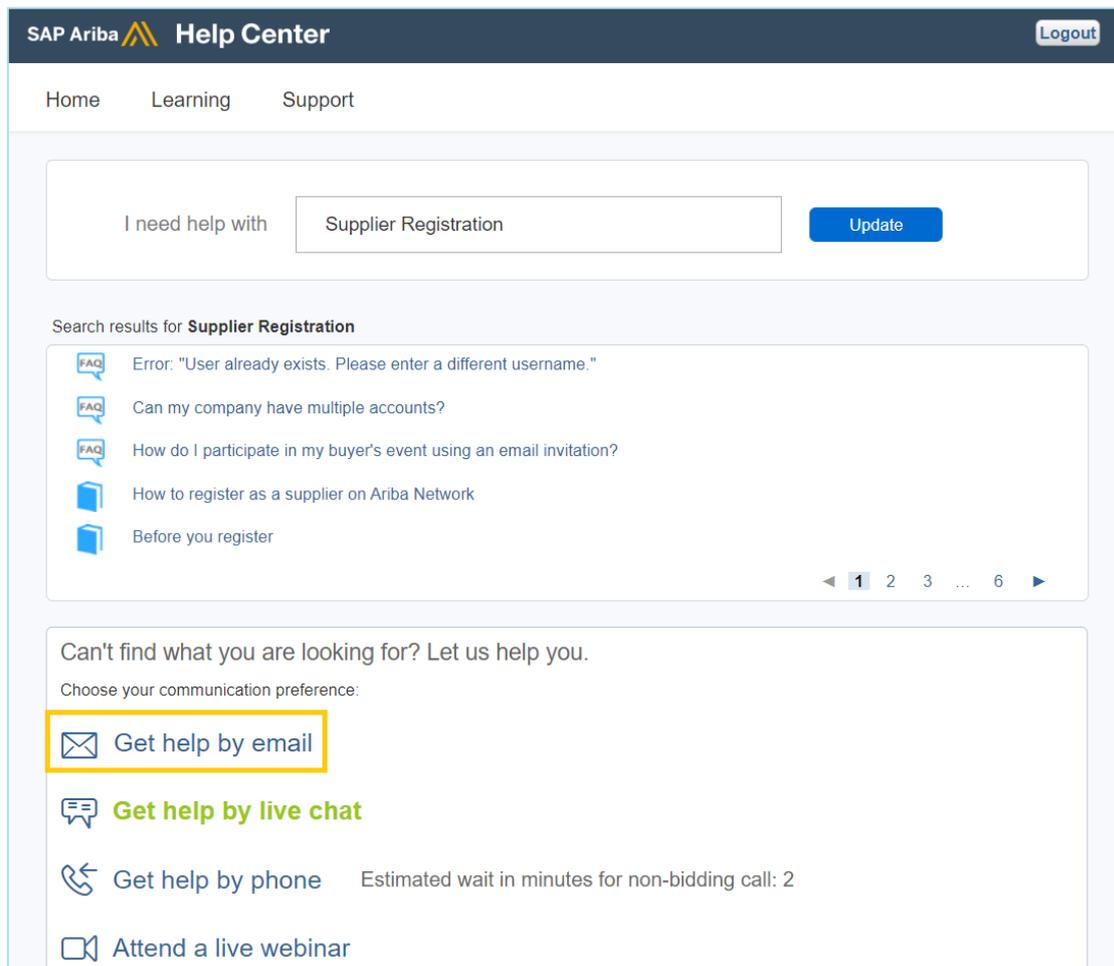
The screenshot shows the SAP Ariba Proposals and Questionnaire interface. The top navigation bar includes 'SAP Ariba Proposals and Questionnaire', 'Standard Account', and an 'Upgrade' button. The main content area is titled 'DEPARTMENT OF GOVERNMENT SUPPORT' and contains several sections: 'Events', 'Risk Assessments', 'Registration Questionnaires', and 'Qualification Questionnaires'. Each section has a table with columns for Title, ID, End Time, and Event Type. The 'Registration Questionnaires' section shows two items: 'General Registration Questionnaire' and 'Payment and Bank Questionnaire'. On the right side, there is a search box and a list of help topics, including 'How do I complete my Customer Requested Profile?' and 'Why can't I find an event?'. A 'Support' button is highlighted in the bottom right corner.

4. Write what you need help within the search box.
5. Click **"Start"**.



The screenshot shows the SAP Ariba Help Center interface. The top navigation bar includes 'SAP Ariba Help Center' and a 'Logout' button. The main content area has tabs for 'Home', 'Learning', and 'Support'. Below the tabs, there is a search box with the text 'I need help with' and 'Search our knowledge base'. The search box is highlighted with a yellow border and a circled '4'. To the right of the search box is a blue 'Start' button, which is also highlighted with a yellow border and a circled '5'. Below the search box, there is a list of suggested topics: 'Prerequisites', 'Bidding in an auction', 'Importing my responses', and 'Complete my Supplier Profile Questionnaire'.

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



The screenshot shows the SAP Ariba Help Center interface. At the top, there is a navigation bar with 'Home', 'Learning', and 'Support' links, and a 'Logout' button. Below the navigation bar, there is a search bar with the text 'I need help with' and a dropdown menu showing 'Supplier Registration'. To the right of the dropdown is an 'Update' button. Below the search bar, there is a section titled 'Search results for Supplier Registration'. This section contains a list of search results, each with an icon and a title:

- FAQ icon: Error: "User already exists. Please enter a different username."
- FAQ icon: Can my company have multiple accounts?
- FAQ icon: How do I participate in my buyer's event using an email invitation?
- Book icon: How to register as a supplier on Ariba Network
- Book icon: Before you register

 At the bottom right of the search results section, there are navigation arrows and page numbers: '< 1 2 3 ... 6 >'. Below the search results, there is a section titled 'Can't find what you are looking for? Let us help you.' This section contains a heading 'Choose your communication preference:' and four options:

- Get help by email**: This option is highlighted with a yellow box.
- Get help by live chat
- Get help by phone: Estimated wait in minutes for non-bidding call: 2
- 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.

6. Click “**Submit**” once done.

SAP Ariba Email Support

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

Problem Description

Short Description: *

Problem Type: *

Details: *

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

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

File Attachment 1: No file chosen

Document or Event No.:

Company that invited you:

Contact Information

First Name: *

Last Name: *

User ID:

Company: *

Email: *

Phone: * Extension:

Ariba Network ID: *

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

* I agree

* Required Fields

6

F. 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 Abu Dhabi Government 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 Abu Dhabi Government?

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 are able to 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 will 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 DGS 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. DGS, however, recommends you to have a new Ariba Network 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 DGS 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 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.

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 DGS 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 Government Support 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 Supplier Registration Team for assistance

Email: srs@dgs.gov.ae

