



# **SUPPLIER REGISTRATION FREQUENTLY ASKED QUESTIONS**

## FREQUENTLY ASKED QUESTIONS

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1. Why can't I see the Supplier Administrator tab on the DGS Online Portal (ADERP) / Why can't I update profile in DGS Online Portal (ADERP)? ..... 2
2. How do I check my current Registration Status in SAP Ariba Network? ..... 2
3. How do I check my Status during the 'Request' stage in SAP Ariba?..... 3
4. How do I update registration information in SAP Ariba Network?..... 3
5. How do I add another Abu Dhabi Government Entity in SAP Ariba Network?..... 6
6. How do I add Bank Account Details in SAP Ariba?..... 8
7. How do I provide Additional / Accurate Information required in 'Registration Questionnaires' when asked by the Supplier Registration Team? .....12
8. How do I access Sourcing Events / Tenders / Invoices etc. in SAP Ariba?.....15
9. How do I Add / Remove a 'User Profile' for my supplier account in SAP Ariba & provide this 'User Profile' access to various Questionnaires? ..... 15
10. Why am I not receiving emails from SAP Ariba? .....20
11. Which Internet Protocol (IP) addresses (subnets) compose the Ariba Network and Ariba on-demand solutions for firewall validation? .....21
12. How to check if my Company already have an Existing Account on Ariba Network?..... 23
13. Can I keep using my current SAP Ariba Network account for registration with DGS?..... 28
14. How to request support from SAP Ariba Network via phone?..... 28

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

- I. Any updates to Supplier Profile must go through SAP Ariba; Supplier Administrator tab has been removed from the DGS Online portal (ADERP) and suppliers can no longer modify details on ADERP.
- II. Suppliers who have not yet registered to SAP Ariba Network should register at the earliest and use this opportunity to update the necessary information as well.
- III. Once supplier is registered and qualified in SAP Ariba, the information will be reflected in supplier's ADERP profile.
- IV. For further guidance or queries, please contact the Supplier Registration Team of the Department of Government Support via email [SRS@dgs.gov.ae](mailto:SRS@dgs.gov.ae).

## 2. How do I check my current Registration Status in SAP Ariba Network?

Please follow the below steps on how to check your current 'Registration Status' on SAP Ariba:

- I. Login to SAP Ariba Network Supplier 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 shown 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... <a href="#">View more</a>	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 profile is not yet created. As soon as Supplier Request is approved/denied, Supplier receives an email notification to proceed with creating an Ariba Network Account and complete registration questionnaires.

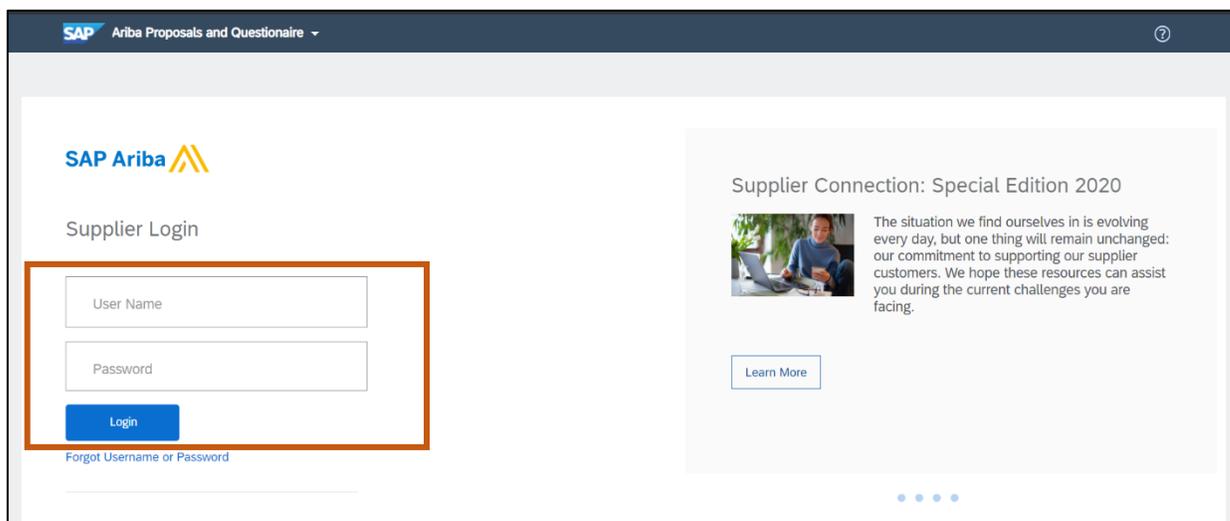
For more detailed information regarding the registration process, please go to <https://almaqtaa.gov.ae/web/dgs-site/becoming-a-registered-supplier>.

### 4. How do I update registration information in SAP Ariba Network?

**Important note: While updating information in the 'Payment and Bank 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 SAP Ariba Network:

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



- II. Please choose from 1. General Questionnaire & 2. Payment and Bank Questionnaire, to modify the details ('General questionnaire' taken here for illustration)

The screenshot shows the SAP Ariba Proposals and Questionnaire interface. The top navigation bar includes 'SAP Ariba Proposals and Questionnaire', 'Standard Account', 'Upgrade', and 'TEST MODE'. The main content area is titled 'DEPARTMENT OF GOVERNMENT SUPPORT - TEST'. It features a sidebar on the left with a message 'There are no matched postings.' and a main content area with a welcome message and three sections: 'Events', 'Risk Assessments', and 'Registration Questionnaires'. The 'Registration Questionnaires' section contains a table with the following data:

Title	ID	End Time ↓	Status
▼ Status: Open (2)			
Payment and Bank Questionnaire	Doc155530199	5/10/6103 10:41 PM	Registered
General Registration Questionnaire	Doc155530196	5/10/6103 10:41 PM	Registered

- III. Please note that the questionnaire must be in '**Open**' status in order to update the information. If not so, please contact Supplier Registration Team 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.

The screenshot shows the Ariba Sourcing interface. The top navigation bar includes 'Ariba Sourcing', 'Company Settings', and 'Hazel Cortino'. The main content area is titled 'Ariba Sourcing' and features a sidebar on the left with a message 'You have submitted a response for this event. Thank you for participating.' and a main content area with a 'Revise Response' button. The 'Revise Response' button is highlighted with a red box. Below the button, there is a section titled 'All Content' with a list of instructions:

- 1 Instructions

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.

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

The screenshot shows the Ariba Sourcing interface for a 'Department of Government Support - TEST Dashboard'. The main content area is titled 'All Content' and contains a form with several fields:

- 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. A file named 'Placeholder.docx' is uploaded.

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'.

- 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.

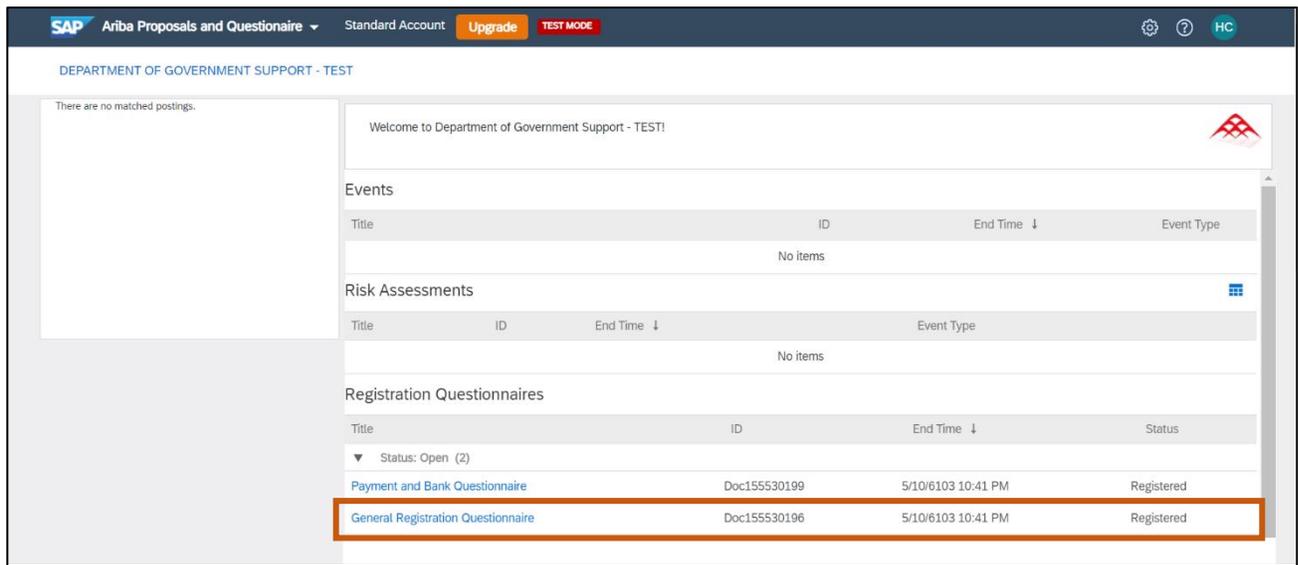
Your responses to the 'Registration Questionnaires' will be reviewed by the Supplier Registration Team. If the responses to the 'Registration Questionnaires' get approved, you will receive an email from Ariba confirming the same.

- VII. Once the Supplier Registration Team reviews and approves your request, you'll get another email notification confirming the same.
- VIII. For further guidance or queries, please contact the Supplier Registration Team of the Department of Government Support at [SRS@dgs.gov.ae](mailto:SRS@dgs.gov.ae).

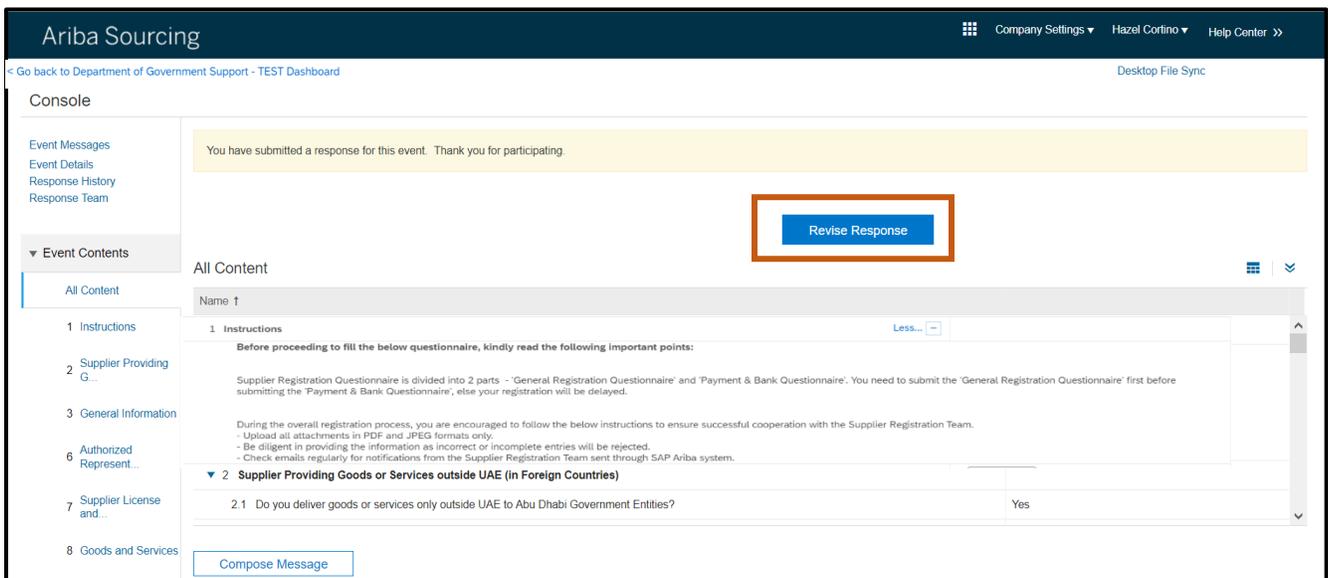
## 5. How do I add another Abu Dhabi Government Entity in SAP Ariba Network?

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

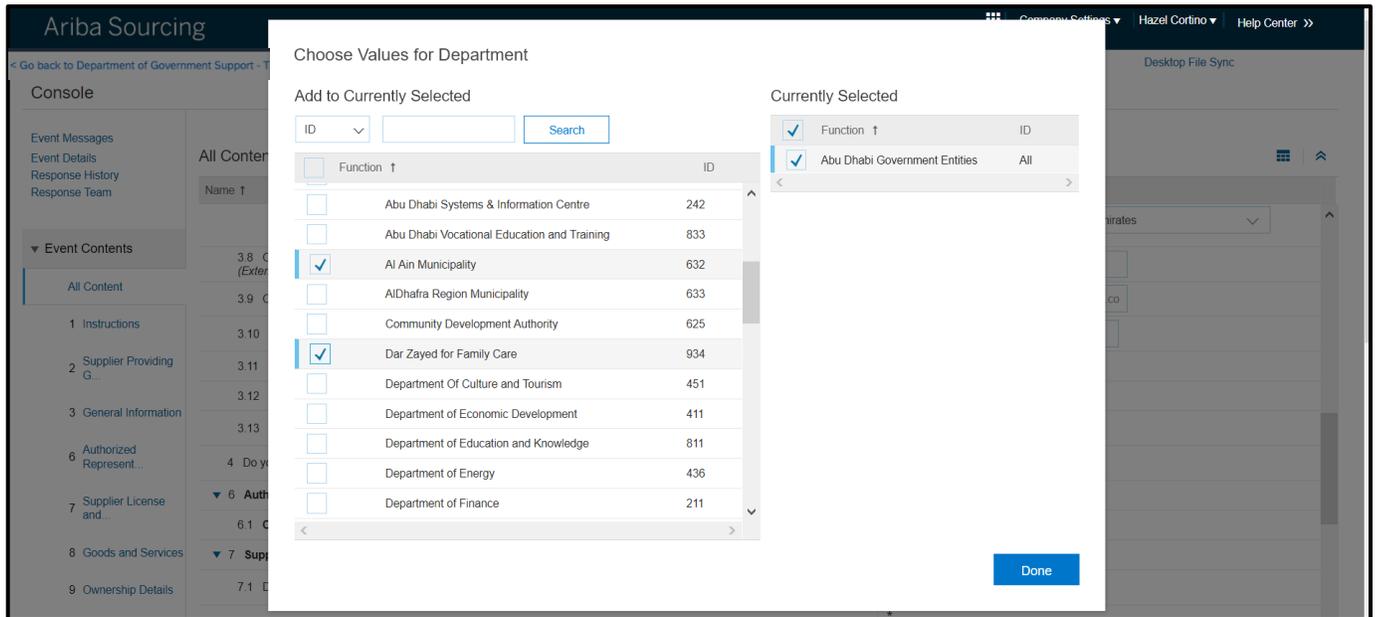
- I. Please log in to SAP Ariba Network Supplier Portal (<https://service.ariba.com/Sourcing.aw/>) using your Login & Password.
- II. Following page will open for you; Please choose the **'General Registration Questionnaire'** to modify the entity details



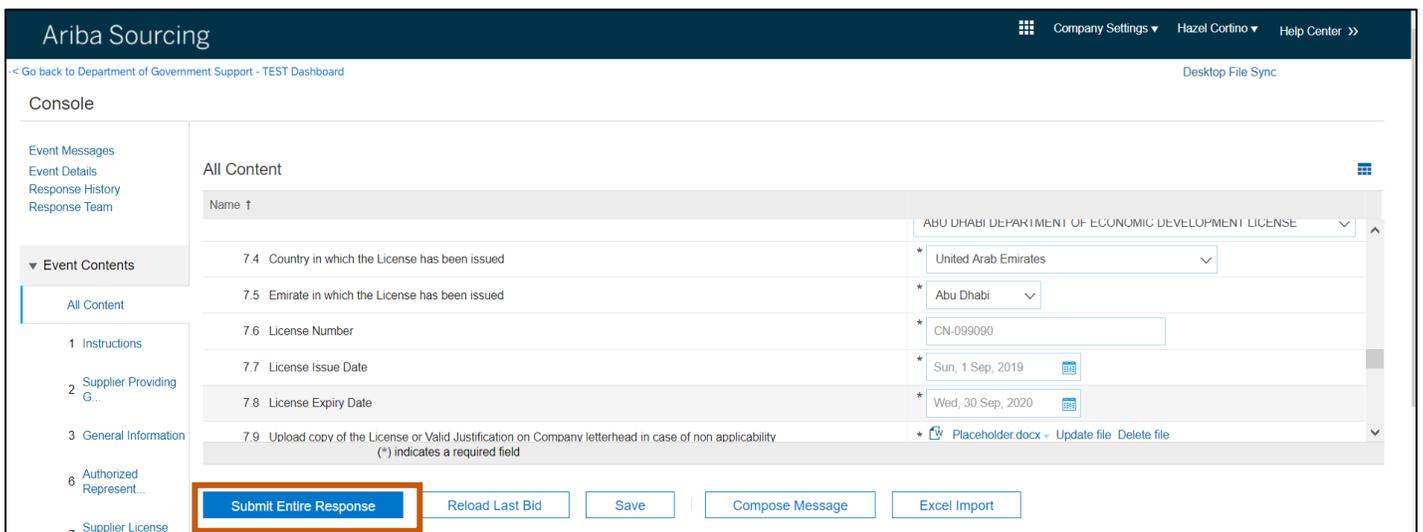
- III. Please make sure that the General questionnaire must be in 'Open' status in order to update the information. If not so, please contact helpdesk requesting to open the general questionnaire.
- IV. Following page will open for you; click on 'Revise Response' to update previously submitted responses



- V. Add/remove required entities in the question 'Register to Abu Dhabi Government Entities' within 'General Registration Questionnaire':



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



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

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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.

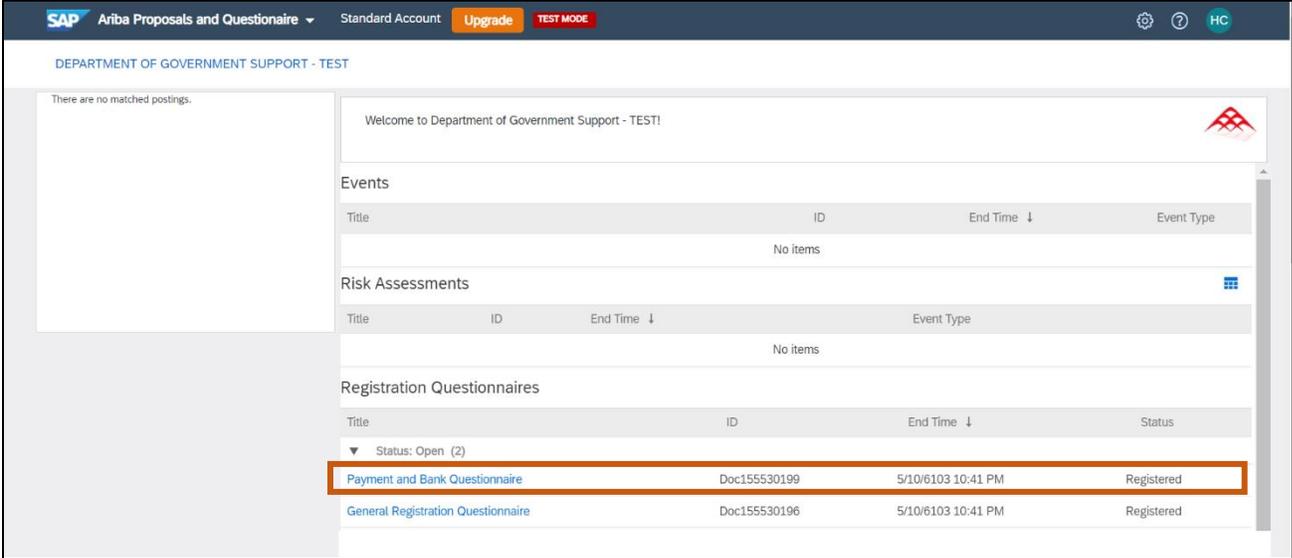
- VIII. Once the Supplier Registration Team reviews and approves your request, you'll get another email notification confirming the same.
- IX. For further guidance or queries, please contact the Supplier Registration Team of the Department of Government Support at [SRS@dgs.gov.ae](mailto:SRS@dgs.gov.ae).

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

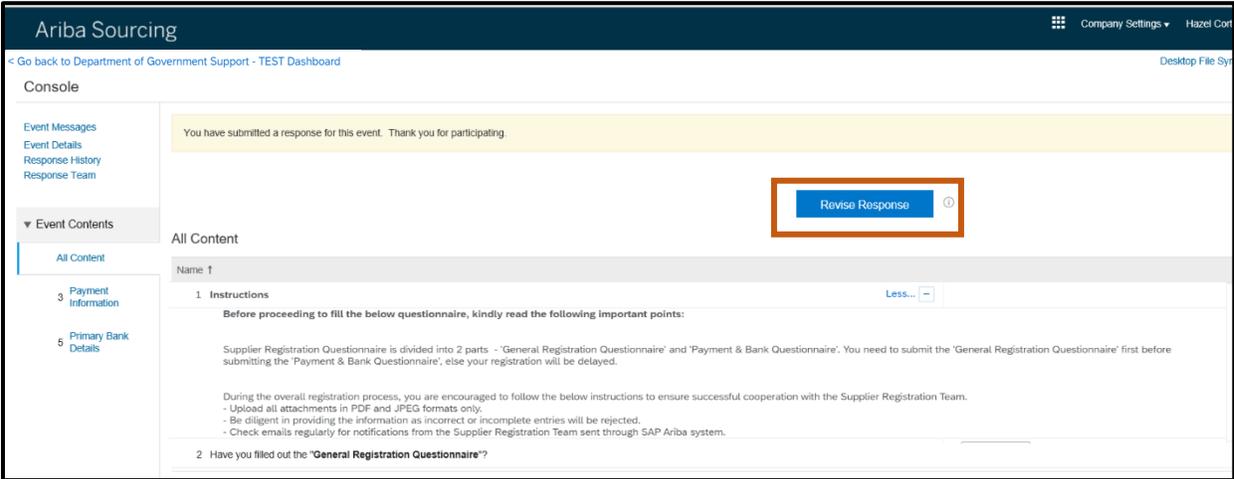
**Important note: While updating information in the 'Payment and Bank Questionnaire', please note that suppliers should not delete/modify approved bank details. This may have adverse effect for the supplier w.r.t invoicing and payment.**

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

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



- III. Please make sure that the 'Payment and Bank Questionnaire' must be in 'Open' status in order to update the information. If not so, please contact Supplier Registration Team requesting to open the Payment and Bank Questionnaire
- IV. Once you click on 'Payment and Bank Questionnaire', following page will open for you; click on 'Revise Response' to update previously submitted responses



V. Click on '**Add Primary Bank Details**'

The screenshot shows a web interface with a left sidebar containing navigation links: Event Messages, Event Details, Response History, Response Team, Event Contents, All Content, Payment Information, and Primary Bank Details. The main content area is titled 'All Content' and lists several sections: 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. (with a References icon), 5 Primary Bank Details (with a red box around the 'Add Primary Bank Details (1)' button), and 6 Do you require an intermediary bank account?. At the bottom, there are buttons for Submit Entire Response, Reload Last Bid, Save, Compose Message, and Excel Import. A note at the bottom states '(\*) indicates a required field'.

VI. Following page will open on your screen. To add more bank account, click on "**Add an additional Primary Bank Account**" as shown below. Complete the details of the added bank account and click on '**Save**' once completed.

The screenshot shows the 'Primary Bank Details (2)' page. At the top right, there are 'Save' and 'Cancel' buttons, with 'Save' highlighted by a red box. A yellow banner below the buttons reads: '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.' The page title is 'All Content > 5 Primary Bank Details' and the sub-header is 'Primary Bank Details (2)'. Below this is a table with columns for 'Name', 'Delete', and 'Bank Country'. The table has one row with a dropdown menu for 'Bank Country' showing '(select a value) [select]'. Below the table are input fields for 'Bank Name', 'Branch Name', 'Street', and 'City', each with a red asterisk indicating a required field. At the bottom left, there is a blue button labeled 'Add an additional Primary Bank Account' highlighted with a red box. At the bottom right, a note states '(\*) indicates a required field'.

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

**Ariba Sourcing** Company Settings Hazel Cortino Help Center

Go back to Department of Government Support - TEST Dashboard Desktop File Sync

**Console**

Event Messages  
Event Details  
Response History  
Response Team

**All Content**

Name ↑	
	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-099098
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

Submit Entire Response Reload Last Bid Save Compose Message Excel Import

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

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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.

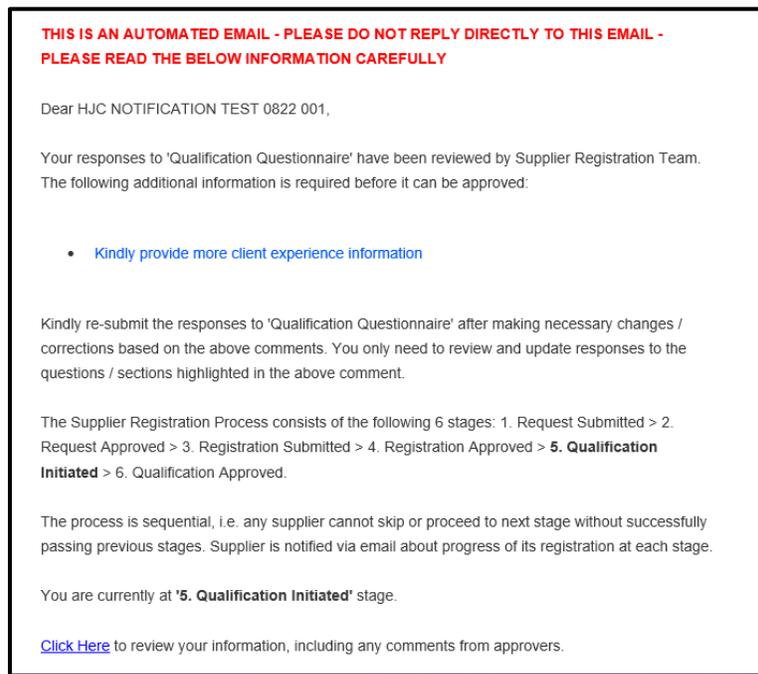
- IX. Once the Supplier Registration Team reviews and approves your request, you'll get another notification email confirming the same.
- X. For further guidance or queries, please contact the Supplier Registration Team of the Department of Government Support at [SRS@dgs.gov.ae](mailto:SRS@dgs.gov.ae).

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

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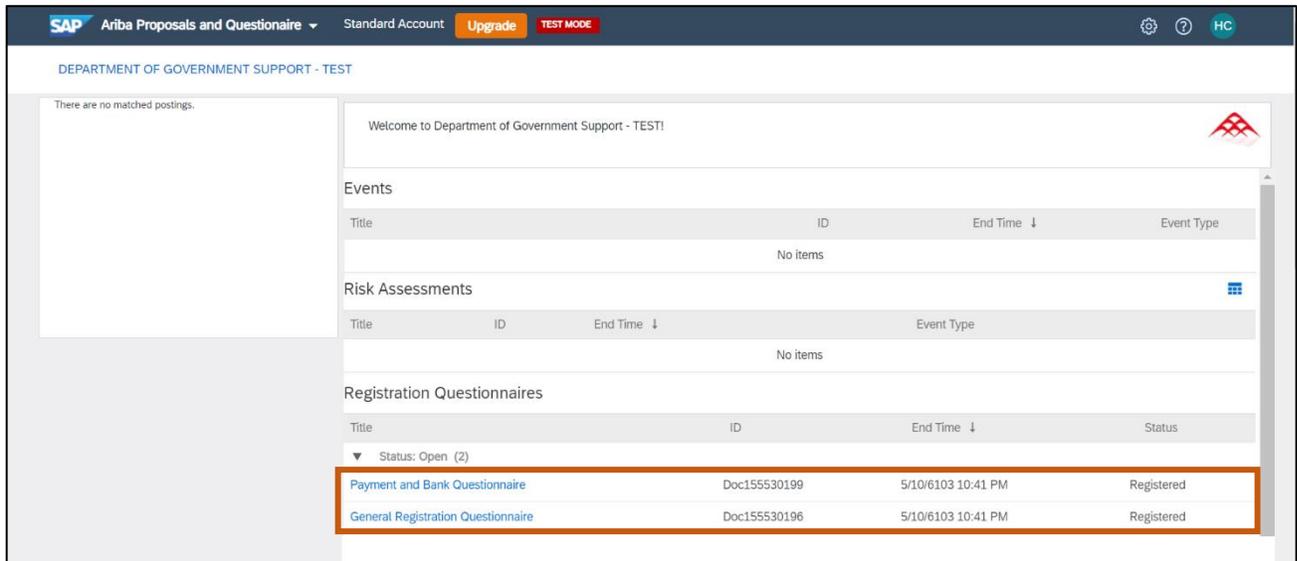
Please follow the mentioned procedure to provide 'additional/accurate information' when asked for the same:

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

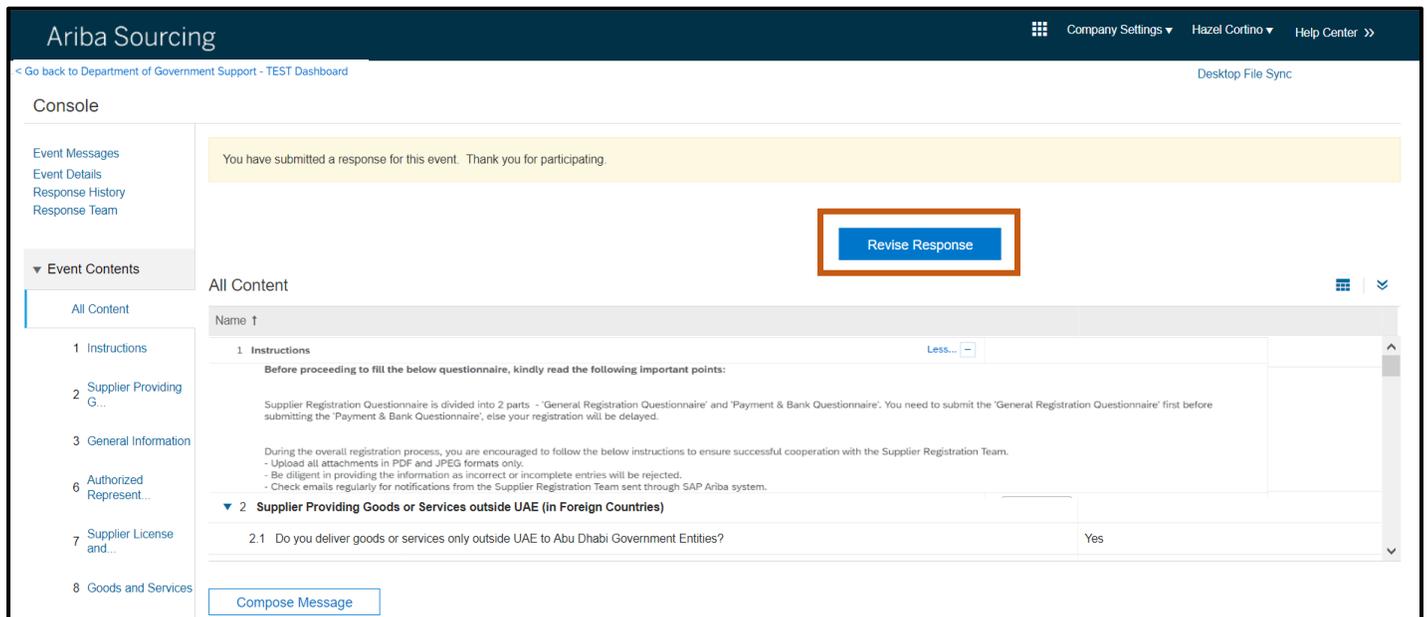


- II. If you receive the above email, please log into SAP ARIBA Network Supplier Portal (<https://service.ariba.com/Sourcing.aw/>) using your Login & Password. You can also follow the link provided in the email received.

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



- IV. Please note that the questionnaire must be in 'Open' status in order to update the information. If not so, please contact Supplier Registration Team 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



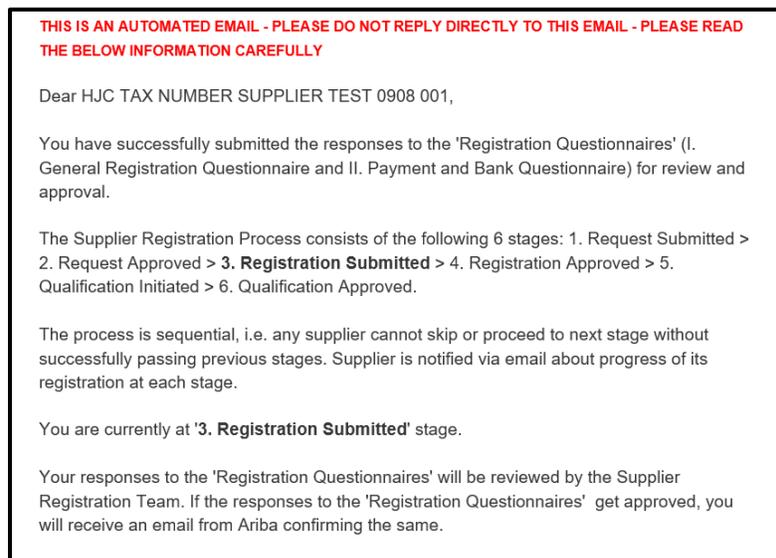
- VI. Once the responses are updated, please click on the **'Submit Entire Response'** at the bottom of the screen.

The screenshot shows the Ariba Sourcing interface for a license registration. The form is titled 'All Content' and contains 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-09909
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.

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



- VIII. Once the Supplier Registration Team reviews and approves your request, you'll get another notification email confirming the same.
- IX. For further guidance or queries, please contact the Supplier Registration Team of the Department of Government Support at [SRS@dgs.gov.ae](mailto:SRS@dgs.gov.ae)

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

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- I. Post it's Go Live on 21<sup>st</sup> April 2019, only Supplier Registration is currently functional in SAP ARIBA.

All Public Tenders published by the *Department of Government Support and associated entities (Abu Dhabi Digital Authority, Human Resource Authority, Abu Dhabi School of Government and Statistics Centre Abu Dhabi)* can be accessed through the Al Maqta'a Portal:  
<https://almaqtaa.gov.ae/web/dgs-site/participating-in-a-tender>.

Selected Suppliers for Limited Tenders published by these *Entities (Department of Government Support, Abu Dhabi Digital Authority, Human Resource Authority, Abu Dhabi School of Government and Statistics Centre Abu Dhabi)* shall receive an invitation email to participate in the events through [SAP Ariba Network Supplier Portal](#).

For all other entities, Tenders and Sourcing Events are still operational in ADERP and have not been changed in any manner. Please login to DGS Online Portal (ADERP) for these activities as you usually do.

- II. Invoices and POs are still operational in ADERP and have not been changed in any manner. Please login to DGS Online Portal (ADERP) for these activities as you usually do.
- III. For further guidance or queries, please contact the Supplier Registration Team of the Department of Government Support at [SRS@dgs.gov.ae](mailto:SRS@dgs.gov.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?

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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 SAP Ariba Network is, by default, the 'Administrative User Profile'. As required, he/she 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 SAP Ariba Network Supplier Portal (<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 menu is open, showing options: 'HJC TAX NUMBER SUPPLIER T... ANID: AN01465064504-T', 'Company Profile', 'Account Settings', 'Users' (highlighted with a red box), 'Notifications', 'View All', 'Sourcing & Contracts Settings', 'Sourcing & Contracts Notifications', and 'View All'. The main content area shows a message: 'You have submitted a response for this event. Thank you for participating.' and a 'Revise Response' button. Below this is a section for 'All Content' with a table containing instructions for the registration process.

- III. The 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 Ariba Sourcing 'Account Settings' page. The 'Users' tab is selected. The page title is 'Manage Users'. Below the title, there is a description: 'Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.' A table with columns: Username, Email Address, First Name, Last Name, Ariba Discovery Contact, Role Assigned, and Authorization Profiles Assigned. Below the table, there are buttons for 'Create User' and 'Export Contact Details'. The 'No items' message is displayed. Below the table, there is a section for 'Manage User Roles' with a description: '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.' A table with columns: Name and Actions. The 'Administrator' role is listed with a 'Details' link. Below the table, there is a 'Create Role' button. 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

Save Cancel

- 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						

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
------	---------

- 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 Cortin

### 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	<a href="#">Details</a>
Admin	<a href="#">Details</a> <a href="#">Edit</a> <a href="#">Delete</a>

- VIII. To give this user 'access to questionnaire'; select the respective questionnaire (1. General Registration Questionnaire or 2. Payment and 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*)

The screenshot shows the 'Ariba Sourcing' interface. The top navigation bar includes 'Company Settings' and 'Ha'. Below the header, there is a breadcrumb trail: '< Go back to Department of Government Support - TEST Dashboard'. The main content area is titled 'Console' and features a sidebar on the left with options: 'Event Messages', 'Event Details', 'Response History', and 'Response Team' (highlighted with a red box). The main area displays a yellow notification: 'You have submitted a response for this event. Thank you for participating.' Below this is a 'Revise Response' button. The 'All Content' section shows a table with one entry: '1 Instructions'. 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.'

- 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.

The screenshot shows the 'Response Team - Payment and Bank Questionnaire' page. A modal dialog box titled 'Add Team Members' is open in the center. The dialog has a table with two rows, both checked with blue checkmarks:

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

Below the table are 'OK' and 'Cancel' buttons. In the background, the 'Response Team' page shows a table with one row: 'Hazel Cortino' with email 'hazel.j.j.cortino@accenture.com'. The 'Add' button for this row is highlighted with a red box.

- 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.

The screenshot shows the 'Response Team - Payment and Bank Questionnaire' page after the team has been updated. The table now contains two rows, both highlighted with a red box:

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

The 'Add' button is visible at the bottom of the table. The 'OK' and 'Cancel' buttons are at the bottom right of the page.

- XI. For further guidance or queries, please contact the Supplier Registration Team of the Department of Government Support at [SRS@dgs.gov.ae](mailto:SRS@dgs.gov.ae)

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

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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?

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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](https://api.ariba.com): 216.109.110.0 to 216.109.111.255

[openapi.ariba.com](https://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/ARIBAI/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

## 12. How to check if my Company already have an Existing Account on Ariba Network?

There are 4 ways to check for 'Duplicate Account':

### a) Duplicate Account Check through Search

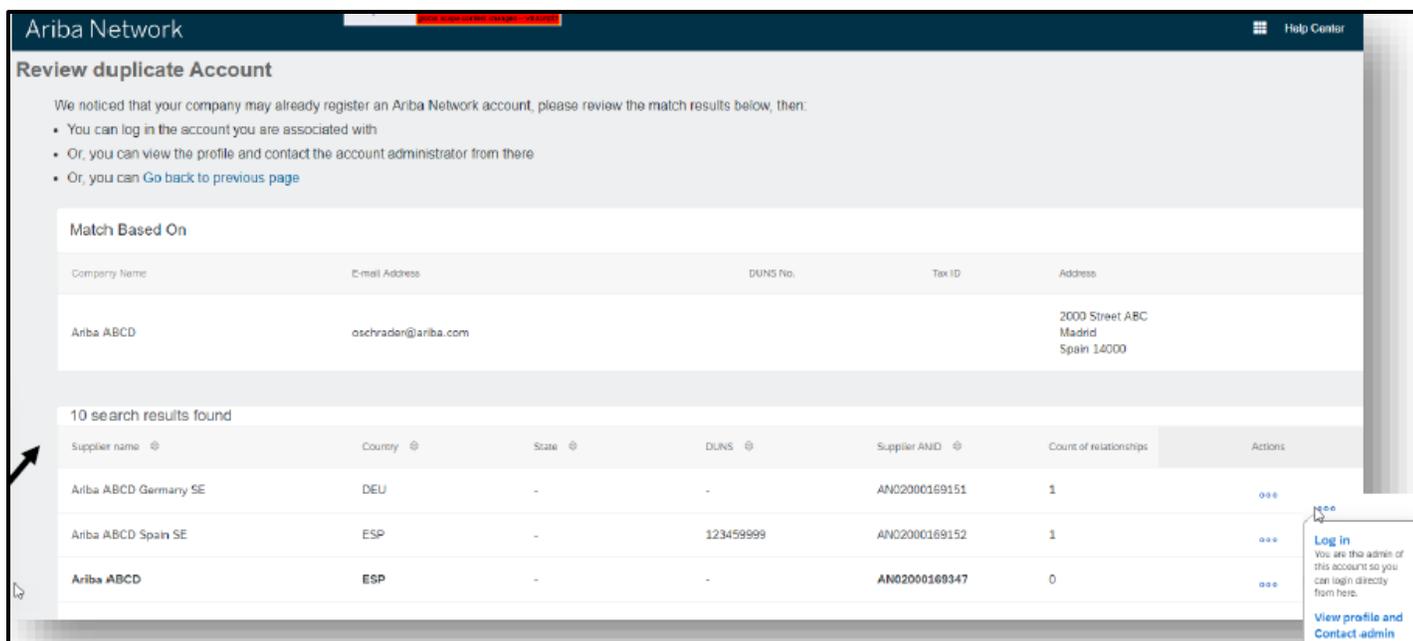
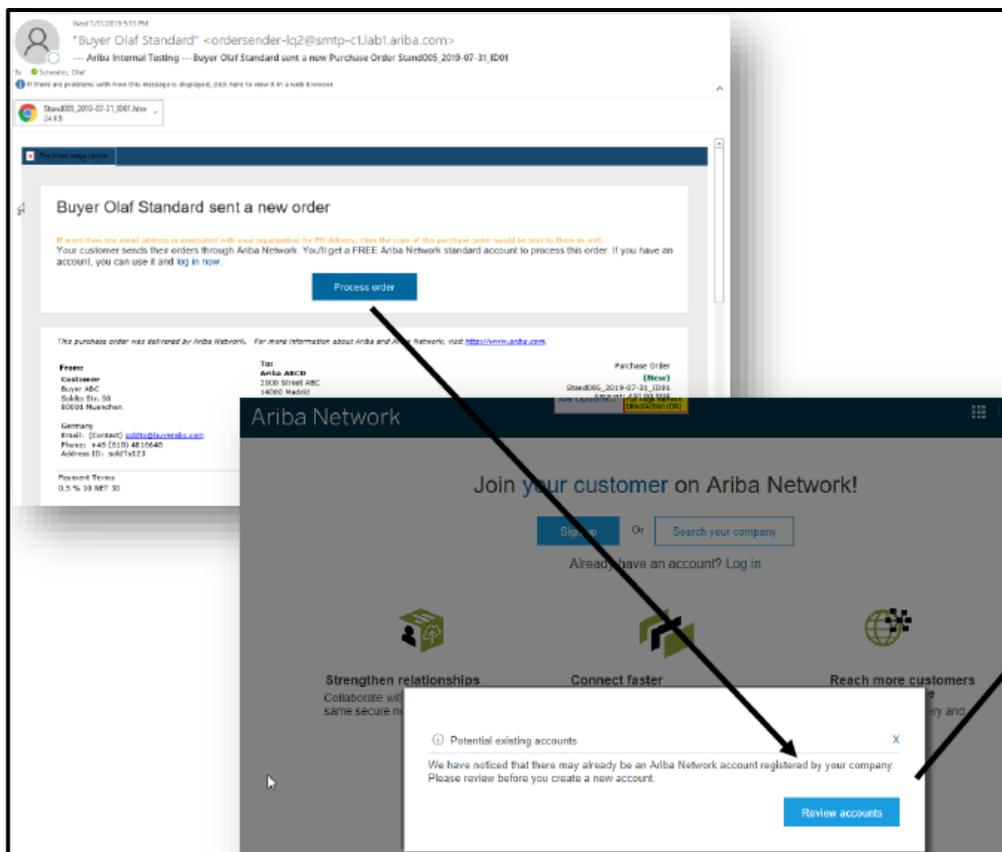
Suppliers may search for existing registered supplier accounts before registering for a new account. If an existing account is found that may represent their supplier entity (and they do not yet have their own user login), the user may view the account profile and contact the account admin (to request a user account).

The screenshot displays the SAP Ariba Supplier Login interface on the left and the Ariba Network search results on the right. The search results table is as follows:

Supplier name	Country	State	DUNS	Supplier ANID	Count of relationship	Actions
Ariba ABCD USA Inc.	USA	WI	-	AN02000143138	1	<a href="#">Login</a> You are the admin of this account so you can login directly.
Ariba ABCD Spain SE	ESP	-	123459999	AN02000169152	1	
Ariba ABCD France SE	FRA	-	-	AN02000076874	2	
Ariba ABCD Germany SE	DEU	-	-	AN02000169151	1	<a href="#">View profile and Contact admin</a>

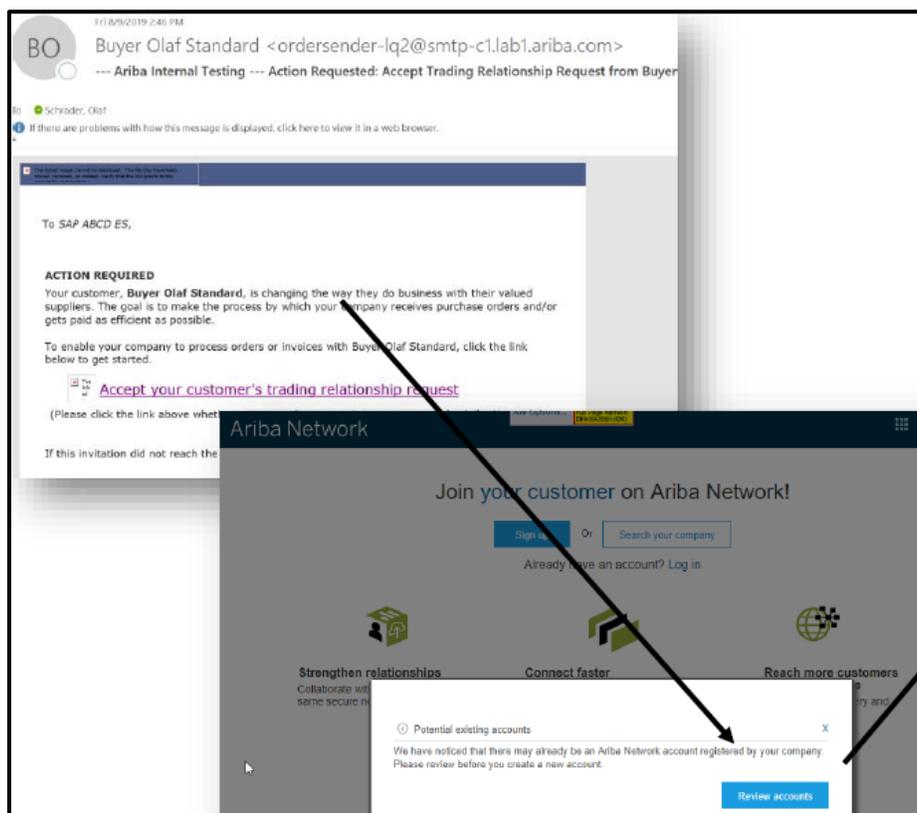
### b) Duplicate Account Check through document details during ad-hoc collaboration request

If a supplier receives a Purchase Order, a Sourcing invitation or any other ad-hoc collaboration request, and clicks the action link, then Ariba Network will now automatically run a duplicate check based on the supplier details from the document and display any matching accounts. If the supplier recognizes any of the accounts as their own, then they can directly login\*. Otherwise they can contact the account admin. [\*This requires the admin user for any non-sourcing related onboarding flows.]



### c) Duplicate Account Check through buyer invite matching

If a supplier receives a buyer invite, and clicks Accept, then Ariba Network will automatically run a duplicate check based on the supplier details from the buyer invite and display any matching accounts. If the supplier recognizes any of the accounts as their own, they may directly login\*. Otherwise they can contact the account admin. [\*This requires the admin user for any non-sourcing related onboarding flows.]



**Ariba Network** Help Center >>

## Review duplicate Account

We noticed that your company may already register an Ariba Network account, please review the match results below, then:

- You can log in the account you are associated with
- Or, you can view the profile and contact the account administrator from there
- Or, you can [Go back to previous page](#)

**Match Based On**

Company Name	E-mail Address	DUNS No.	Tax ID	Address
SAP ABCD ES				Madrid Spain

1 search results found

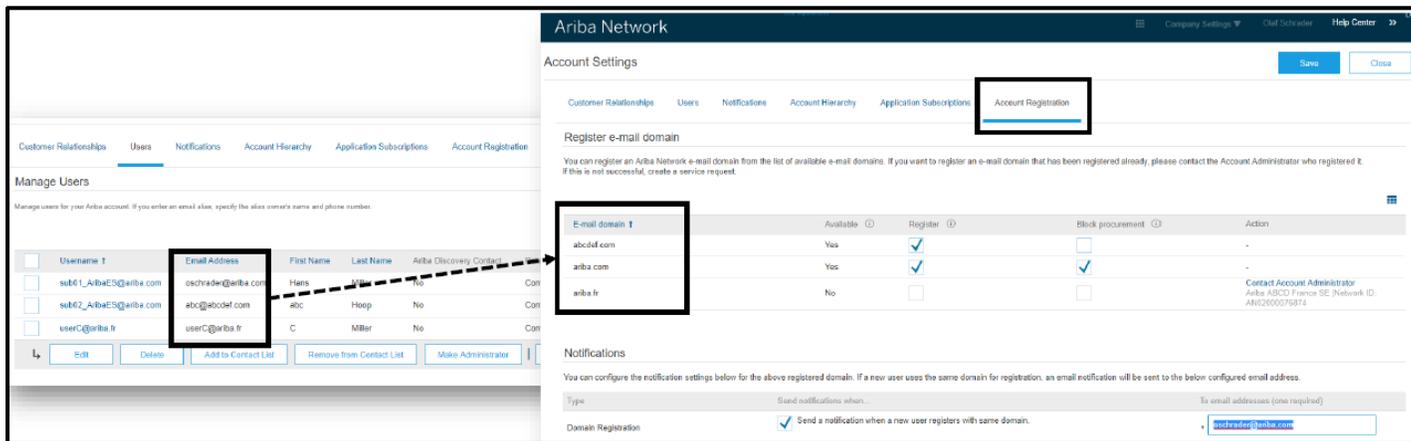
Supplier name	Country	State	DUNS	Supplier ANID	Count of relationships	Actions
SAP ABCD ES	ESP	-	-	AN02000170290	0	...

**Log in**  
You are the admin of this account so you can log in directly from here.

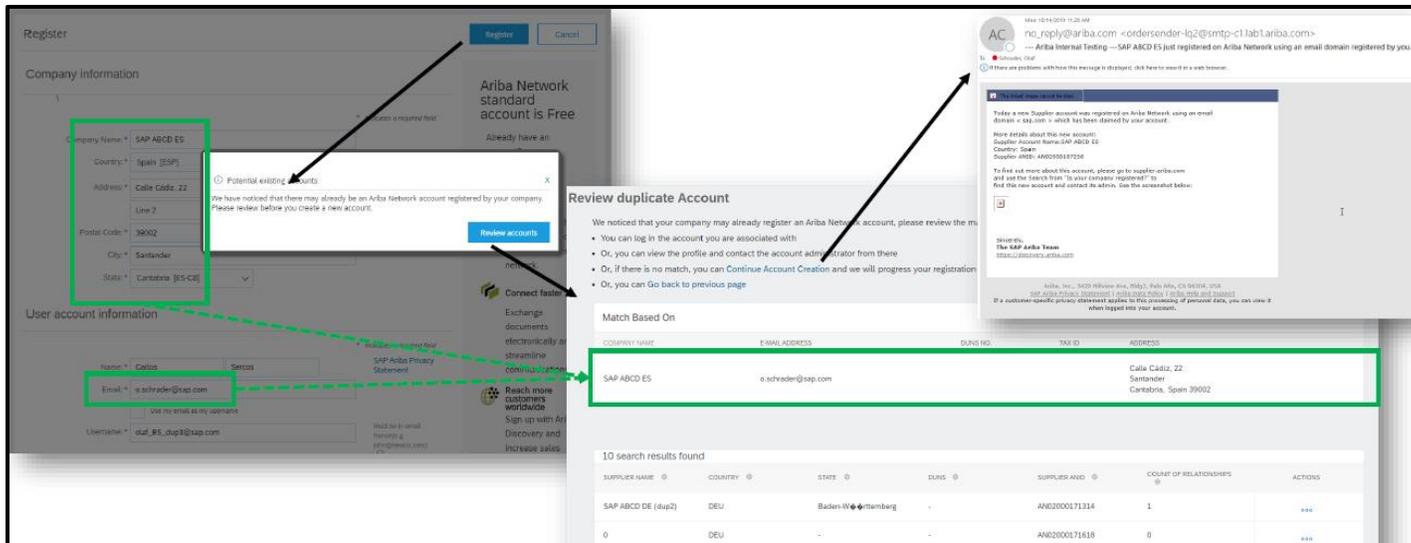
[View profile and Contact admin](#)

d) **Duplicate Account Check and notification through email domain registration (1)**

Suppliers may “register” email domains to receive notification if new accounts are created or if a new relationship is established using a registered email domain. Only email domains from validated user emails and non-public email domains can be registered by users with permission “ID Registration Access”.



If a new supplier registers a new account for which a matching registered email domain exists, then that matched account admin gets notified of the newly registered supplier account. The newly registered supplier can continue using the account; they are not blocked.



e) **Duplicate Account Check and notification through email domain registration, with blocking**

Suppliers can “register” email domains and can select if new account are blocked when created during procurement (fulfillment) relationship requests. If a supplier registers a new account using an email that matches a registered email domain with blocking option enabled, then that registration process is blocked, and the supplier must contact the admin of the supplier account associated with the registered email domain to resolve whether such new account is desirable or the supplier should become a sub-user in an existing account.

The screenshot shows the SAP user registration interface. On the left, the 'User account information' form is partially visible, with the email field containing 'o.schrader@sap.com'. A green box highlights this email address. A red dashed arrow points from this box to a warning message on the right. Below the warning, a 'Match Based On' table lists a duplicate account. Below that, a table shows '20 search results found' with columns for Supplier Name, Country, State, DUNS, Supplier AHD, and Count of Relationships. A blue 'Review Accounts' button is visible in the bottom right of the registration form.

**Review duplicate Account**

- Another account administrator has registered the domain @sap.com. Click here to contact the administrator
- You can log in into user accounts for which you have a user ID
- Or, you can contact the account administrator to obtain more information through the Actions column
- Or, you can Go Back

COMPANY NAME	E-MAIL ADDRESS	DUNS NO.	TAX ID	ADDRESS
SAP ABCD ES (dup)	o.schrader@sap.com			Calle Madrid Ciudad Real, Spain 10000

20 search results found

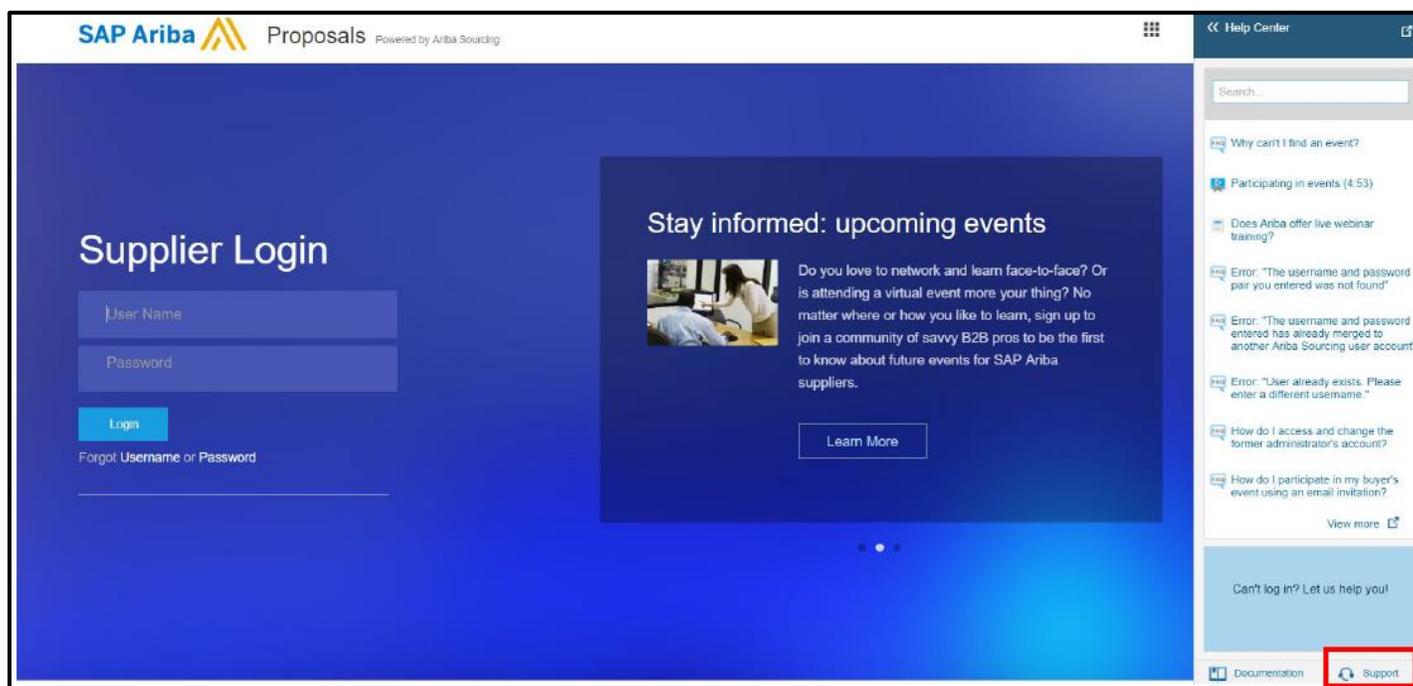
SUPPLIER NAME	COUNTRY	STATE	DUNS	SUPPLIER AHD	COUNT OF RELATIONSHIPS	ACTIONS
ACME BPS DL L02 (changed 07:11 -253PM CET - USA)	DEU	-	-	AN2000150258	1	...
Oil Inc	CAN	BC	-	AN2000151013	0	...
*****	CHN	-	-	AN2000151160	0	...

## 13. Can I keep using my current SAP Ariba Network account for registration with DGS?

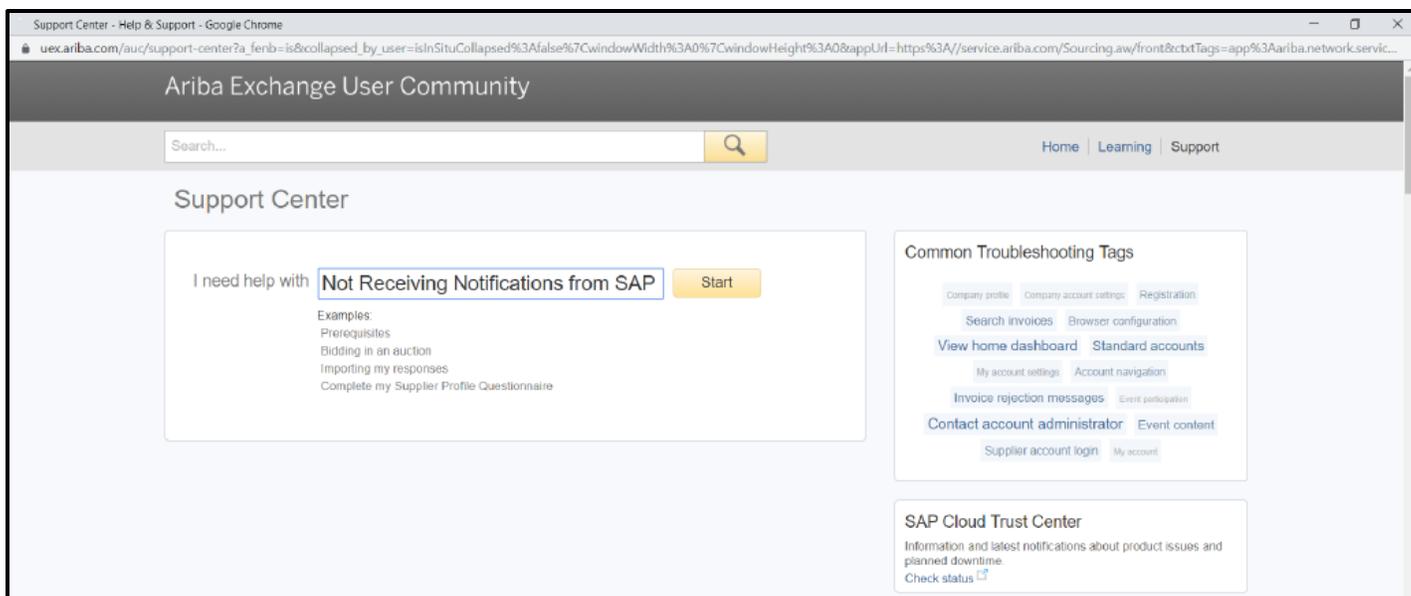
Suppliers are advised to create a new SAP Ariba Network 'Standard Account' to register with DGS. SAP Ariba Network 'Standard Account' is free, and suppliers don't incur any cost maintaining this account. However, if supplier has an existing Ariba Network 'Enterprise Account' and wishes to continue with the same, they can. The Supplier will be responsible for paying any incurred fees related to their SAP Ariba Network account.

## 14. How to request support from SAP Ariba Network via phone?

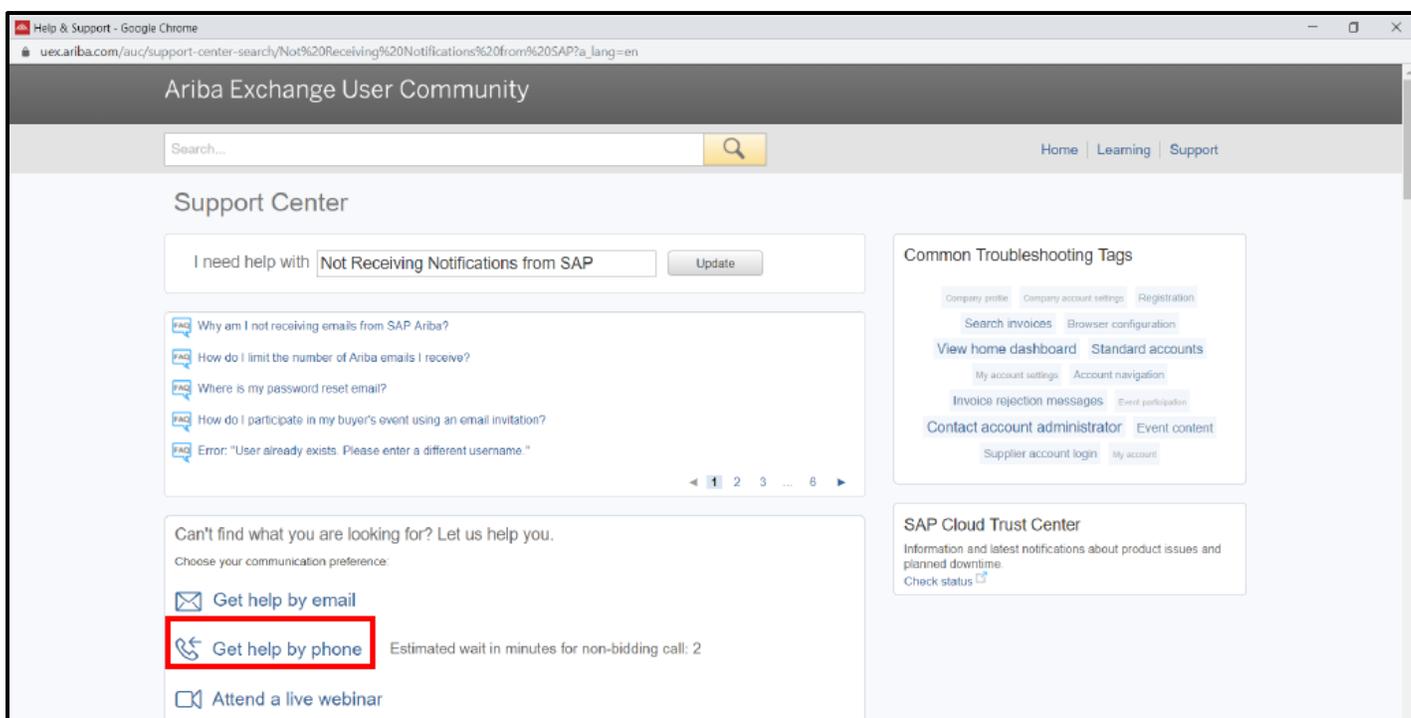
- I. Go to SAP Ariba Network Supplier Portal - <https://service.ariba.com/Sourcing.aw/>.
- II. Click on Support located at the right corner of the page.



- III. When the pop-up window appears, type in the "I need help with" box and click Start.



#### IV. Select Get help by phone.



#### V. Fill out all information and wait for SAP Ariba to call the supplier.

Help & Support - Google Chrome  
uex.ariba.com/auc/support-center/email-webform?channel=callme

### SAP Ariba Phone Support

 Provide the following information, and the next available specialist will call you.

#### Problem Description

Short Description: \*

Do you require assistance bidding in an event that closes within the next 60 minutes?  
 Yes  No

#### Contact Information

First Name: \*

Last Name: \*

Company: \*

Email: \*

Requested Language: English [Select a different language from the Home tab.](#)

Phone: \*  Extension:

Confirm Phone Number: \*

My phone number is correct.  
 Do not record this phone call.

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