Aramco e-Marketplace Supplier Reference Guide

Aramco Overseas Company

February 2019
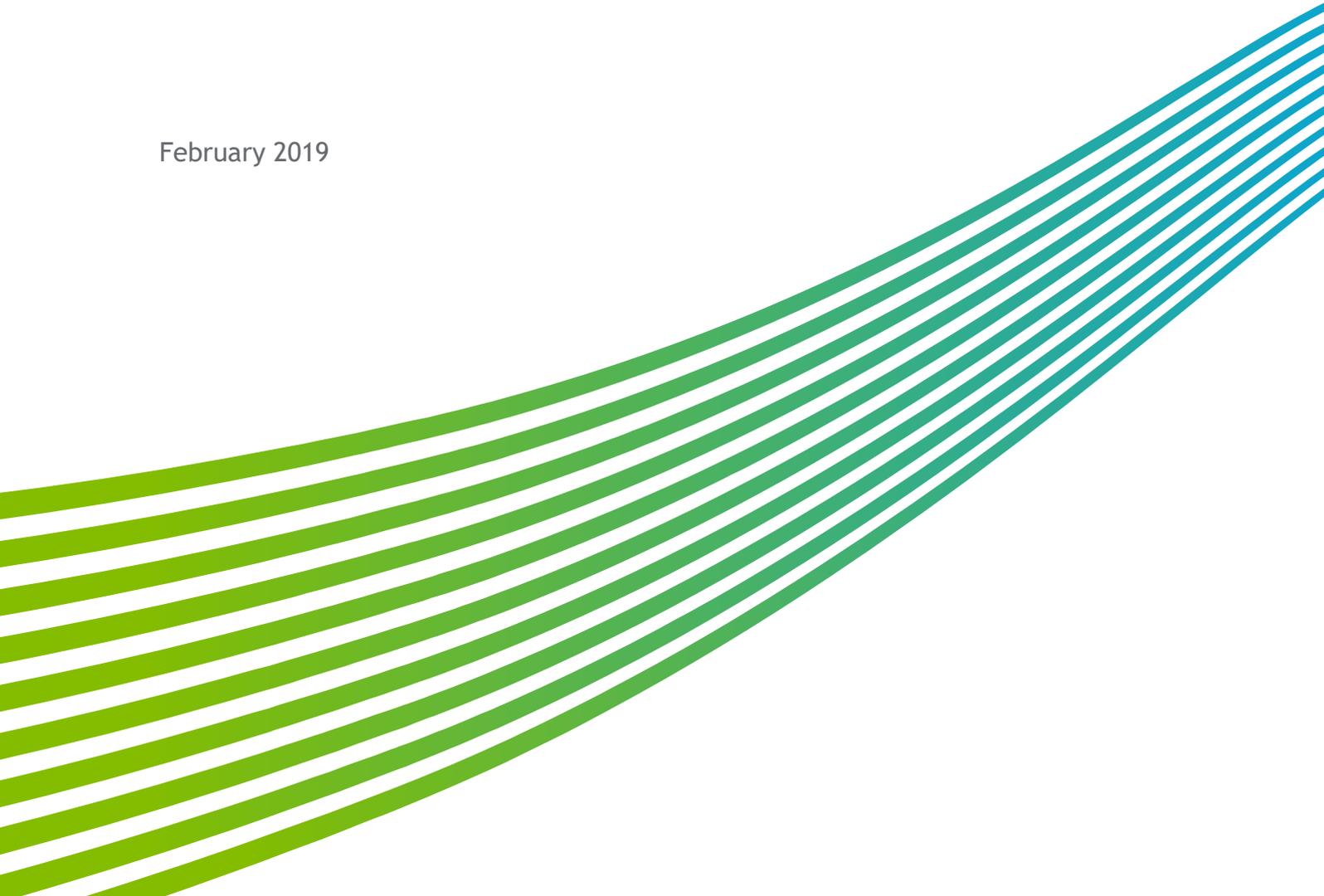
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What is the Aramco e-Marketplace?

The Aramco e-Marketplace is an SAP Ariba based tool for Supplier collaboration with Aramco Overseas Company. Suppliers may register, submit supplier questionnaires, update supplier profile (address, contacts, etc.), qualify materials to be supplied to Aramco and receive RFQs and submit proposals.

What is SAP Ariba Network?

SAP Ariba is a leading business to business e-commerce network and it is the gateway to access the Aramco e-Marketplace. Please refer to the SAP Ariba network website for more information.

Who should register on the Aramco e-Marketplace?

All companies interested in supplying materials to Aramco Overseas Company (AOC) are required to be registered on the Aramco e-Marketplace. There are different registration and qualification processes depending upon your company's location and the type of supplier (manufacturer, distributor, etc.).

Registration is by invite only. Please see following sections for instructions on registering on the Aramco e-Marketplace.

Please note that application for, or acceptance of supplier registration does not guarantee any business with AOC.

New Supplier Registration

Navigation screens below will guide you through the new supplier registration process.

Note that the steps below are for suppliers that do not have an existing AOC Vendor ID.

1. Receive e-mail Invitation

   Supplier registration for new suppliers on the Aramco e-Marketplace is by invitation only. Once a Supplier meets the current sourcing requirements, an e-mail invitation is sent to start the registration process on the Aramco e-Marketplace. Below is an example of this invitation e-mail.

Register as a supplier with Aramco e-Marketplace

Hello!

Antolova, Lenka has invited you to register to become a supplier with Aramco e-Marketplace. Start by creating an account with Ariba Network. It's free.

Aramco e-Marketplace uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If AOC TEST already has an account with Ariba Network, sign in with your username and password.

Click Here to create account now

Note:
Approved Aramco suppliers with existing vendor ID shall perform the following steps to activate their account on Aramco e-Marketplace.

- Click the above link
- Check the Privacy Statement
- If you have an existing Ariba Network Account, please select **Log in**
- If you are new to the Ariba Network, please select **Sign up**
- Fill in the requested information and then select **Create account and continue**
- Verify basic information such as vendor ID, Company Name, etc.
- Select **Submit entire response**, to activate your company account on Aramco e-Marketplace
- You will receive notification via email that the account is Registered
- The activation step will allow suppliers to receive RFQ/RFI via Aramco e-Marketplace in the future
- To update you company profile after activation, click on **Revise Response**

2. Click on the link received in the e-mail to see the following screen:

Have a question? Click here to see a Quick Start guide.

Welcome to the Ariba Network. **Aramco e-Marketplace** has invited you to a sourcing event.

New to the Ariba Network? Sign up to register your user account.   **Sign up**

Already have an account?   **Log in**

About Ariba Network

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

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

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

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

3. If an SAP Ariba network account already exists, use the existing user ID and password to log in.

   If not, click 'Sign up' to start the registration process. Complete the form as shown below and click 'Create account and continue'.

Ariba Sourcing

Create account

[Create account and continue]   [Cancel]

First, create an SAP Ariba supplier account, then complete questionnaires required by Aramco e-Marketplace.

HABIBULLAH.SIDDIQUI

Company information

* indicates a required field

Company Name:*	habib17July
Country:*	Saudi Arabia [SAU]
Address:*	khobar
	khobar2
City:*	Dammam
Postal Code:*	23456
State:	

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.

User account information

* indicates a required field

SAP Ariba Privacy Statement

Name:*	habibullah	siddiqui
Email:*	habibullah.siddiqui@aramco.com	
	Use my email as my username	
Username:*	habib17July@aramco.com	

Must be in email format(e.g john@newco.com)

Password:*	••••••••••••••••••	Must contain a minimum 8 characters including letters and numbers.
	••••••••••••••••••	HABIBULLAH.SIDDIQUI
Language:	English ⌄	The language used when Ariba sends you configurable notifications. This is different than your web b...
Email orders to:*	habibullah.siddiqui@aramco.com	Customers may send you orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

Tell us more about your business ▸

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]

4. Once the information in the previous step is submitted, the next page will display the AOC Supplier Registration Questionnaire. An e-mail is also received confirming the SAP Ariba registration as shown below. This e-mails shows your organization's SAP Ariba account ID and username.

Welcome to the Ariba Commerce Cloud

Your registration process on the Ariba Commerce Cloud for AOC Test is now complete.

Your organization's account ID: **AN01437391133**
Your username: **afroditi.grammenou@aramcooverseas.com**

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

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

5. Note that the **invitation link expires after the first login**. The following link may be used to access the SAP Ariba network for subsequent logins: https://service.ariba.com/Supplier.aw

Please refer to section 'Existing AOC Suppliers' for details on accessing the Supplier Registration Questionnaire.

6. The next section discusses filling out and submitting the Supplier Registration Questionnaire.

AOC Supplier Registration Questionnaire

Navigating the Supplier Questionnaire

The screenshot below shows the landing page for AOC's Supplier Registration Questionnaire. Instructions below explain how to navigate the questionnaire.
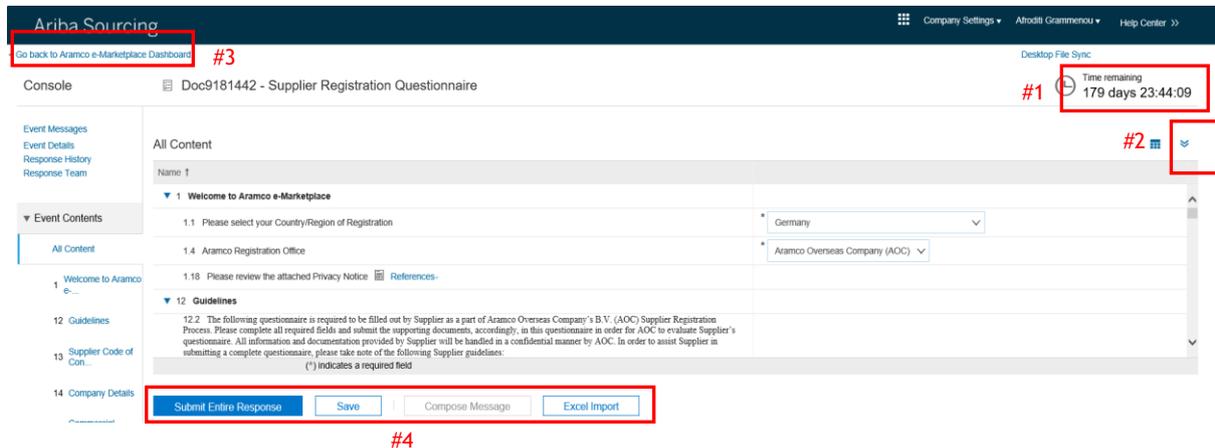
1. Questionnaire Timeframe: Suppliers have 180 days to complete their initial registration. If the application is not submitted before the end of the period, the questionnaire will be "Closed".

2. Click to maximize/minimize the questionnaire.

3. Click to go back to the main network page.

4. Supplier Action Tabs: Following four actions are available.

   a. Save – Save the questionnaire and resume later. Questionnaire should be saved periodically to avoid losing the completed information. Note, there is no auto-save feature.

   b. Compose Message feature – NOT AVAILABLE.

   c. Excel Import – Export the questionnaire as an Excel file.

   d. Submit Entire Response – Submit the questionnaire for evaluation to AOC SRM (Supplier Relationship Management group).

Supplier Registration Questionnaire Sections

The Supplier Questionnaire contains the following sections:

1. Welcome to Aramco e-Marketplace
2. Guidelines
3. Supplier Code of Conduct
4. Company Details
5. Commercial Requirement
6. Financial Details
7. Bank Details

8. Addresses & Contacts
9. Trade Compliance
10. Compliance & Ethics
11. Privacy Notice

Welcome to Aramco e-Marketplace

Once the supplier selects the appropriate country of registration, one of Aramco's affiliated offices will be assigned to handle the registration. Aramco offices are only allowed to assist with registration of suppliers located within their respective area of responsibility.

Privacy Notice and Guidelines Section

Please read through the Privacy Notice and the General Guidelines carefully before filling out the questionnaire. The General Guidelines provide important information that will help in completing the Supplier Registration Questionnaire. Once read, the Guidelines section can be hidden by clicking the blue triangle on the left as shown below.

AOC Supplier Code of Conduct Section

All registered suppliers are required to have an acknowledged AOC Supplier Code of Conduct on file with AOC prior to issuance of any Purchase Order or Contract. Please agree to the guidelines and policies as outlined in AOC's Supplier Code of Conduct.

All Content

Name ↑	
manufacturers' quality management system and compliance with ISO 9000 standards. AOC inspectors may also evaluate manufacturer's capabilities to produce materials/equipment which meets AOC's material specifications. • **Recommend** Supplier periodically saves data entries in this process in order to avoid data re-entry in the event of a disruption in connectivity. For assistance with AOC Supplier Questionnaire, please contact AOC's Supplier Relationship Management Group at srm@aramcooverseas.com	
▼ 13 **Supplier Code of Conduct**	
13.3 Please review, sign and upload the attached Supplier Code of Conduct 🖼 References▸	* 🔁 AOC SCOC REV 3 2019 A4.pdf ▸ Update file Delete file
13.13 Aramco Supplier Code of Conduct Signed Date	* Fri, 1 Mar, 2019 📅
▼ 14 **Company Details**	

Company Details

Fill in the company details including:

1. Supplier Type: Select the appropriate supplier type.

   a. Manufacturer Only – An organization that manufactures or assembles products at a facility owned and operated by the organization.

   b. Materials Vendor Only: An organization that sells products manufactured by another entity (Example: Distributor, Stockist or Jobber).

   c. Service Provider Only: An organization whose primary business is to perform standalone services, or perform services on existing products or property.

2. Sourcing List Materials: Select the product supplied from the product catalog. If the 9COM or 9CAT number is known, select 'ID' from the dropdown, enter the 9COM or 9CAT number and click search.

3. Sourcing List Services: Service providers should select products that start with 7 or 8 or 9

Commercial Requirement

Fill in required information. Attach audited financial statements for the past two years.

15 Commercial Requirement		
15.1 Commercial/Business/Company Registration Number	*	6754323
15.2 Commercial/Business/Company Registration Attachment	*	exports and sanctions.pdf • Update file Delete file
15.3 DUNS Number		
15.19 Do you have an Agent/Distributor in Saudi Arabia?	*	No

Financial Details

Provide VAT ID, if not applicable (exempted), please contact srm@aramcooverseas.com.

16 Financial Details		
16.3 VAT ID **Disclaimer**: Please add the Country Code to your VAT ID (ex: NLxxxxxxx or ATxxxxxxx)	*	
17 Bank Details		
17.1 Bank Name	*	
	*	Street:
		City: * HAMBURG

Bank Details

Provide Bank Address details, Bank Account details and attached signed copy of Bank details Confirmation.

17.11 Bank Address		State/Province/Region:	
		Postal Code: *	
		Country: *	Germany
17.15 Account Holder's Name	*	AOC TEST 3 BV	
17.20 Bank Account Number	*		
17.21 Currency	*	EUR	
17.23 Remittance Email	*		
17.25 Swift/BIC Code	*	AARBDE5W200	
17.27 Sort Code			
17.28 IBAN	*	DE	
17.31 Signed Bank details Confirmation	*	.pdf • Update file Delete file	

Addresses and Contacts

Provide Sales Office address and Sales Personnel along with any other facility address or contact person.

Trade Compliance

Answer the questions as applicable.

Compliance & Ethics

Answer the questions as applicable.

Privacy Notice

Review the privacy notice and select 'Yes' to proceed.

Submiting the AOC Supplier Questionnaire

Once the questionnaire is completed, click on "Submit Entire Response" to submit the questionnaire for AOC evaluation. The Supplier Questionnaire will be closed and the response will be submitted, as seen below.

The following confirmation e-mail is received after submitting the questionnaire.

AOC Test submitted registration info.

For your information, AOC Test submitted registration info to become a supplier with Aramco e-Marketplace. The information will be reviewed for approval of the registration. You will be notified when next steps require your attention.

Closed Supplier Questionnaire

The Supplier Registration Questionnaire may be closed due to the following reasons:

1. Supplier submitted their questionnaire and it is pending AOC Evaluation & Approval

2. Supplier did not complete and submit the questionnaire in the allowed timeframe period.

Suppliers who did not submit the questionnaire on time can re-access their questionnaire by emailing AOC Supplier Relationship Management team at srm@aramcooverseas.com and requesting a time extension. Note, supplier will be granted a time extension only if they have gathered all missing requirements and are ready to upload and submit the questionnaire.

Returned Questionnaire for Additional Information

Incomplete questionnaires will be returned back to the Supplier either automatically or by an AOC representative. The Supplier will receive the below email notification detailing the required additional information to be submitted.

Aramco e-Marketplace

Additional registration information needed.

Aramco e-Marketplace reviewed your registration information and needs the additional information described in the comments below.

Comments: //PO Box is missing in section 6.1

To provide the additional information that Aramco e-Marketplace needs, Click Here to go to the registration questionnaire.

You are receiving this email because your customer, Aramco e-Marketplace, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact Aramco e-Marketplace.

Registration Notification

Suppliers will receive an e-mail informing the supplier about the registration decision once AOC Evaluates the submitted questionnaire. Please note that application for, or acceptance of supplier registration does not guarantee any business.

Your request to add AOC TEST 2 as a supplier was approved.

Your request from Sun, 03 Mar, 2019 to add AOC TEST 2 as a supplier to Aramco e-Marketplace was approved. You will be notified when next steps require your attention.

Click Here to review the new supplier information, including any comments from approvers.

Migrated AOC Supplier Profiles

1. Previously approved AOC suppliers have been migrated to the SAP Ariba network. Existing suppliers will receive the below invitation from SAP Ariba to access SAP Ariba and link their migrated AOC profile to their newly created SAP Ariba Network ID.

    Register as a supplier with Aramco e-Marketplace

    Hello!

    Antolova, Lenka has invited you to register to become a supplier with Aramco e-Marketplace. Start by creating an account with Ariba Network. It's free.

    Aramco e-Marketplace uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If AOC TEST already has an account with Ariba Network, sign in with your username and password.

    Click Here to create account now

    Note:
    Approved Aramco suppliers with existing vendor ID shall perform the following steps to activate their account on Aramco e-Marketplace.

    - Click the above link
    - Check the Privacy Statement
    - If you have an existing Ariba Network Account, please select **Log in**
    - If you are new to the Ariba Network, please select **Sign up**
    - Fill in the requested information and then select **Create account and continue**
    - Verify basic information such as vendor ID, Company Name, etc.
    - Select **Submit entire response**, to activate your company account on Aramco e-Marketplace
    - You will receive notification via email that the account is Registered
    - The activation step will allow suppliers to receive RFQ/RFI via Aramco e-Marketplace in the future
    - To update you company profile after activation, click on **Revise Response**

2. Click on the link received in the e-mail to see the following screen:

    Have a question? Click here to see a Quick Start guide.

    Welcome to the Ariba Network. **Aramco e-Marketplace** has invited you to a sourcing event.

    New to the Ariba Network? Sign up to register your user account.   **Sign up**

    Already have an account?   **Log in**

    About Ariba Network

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

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

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

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

3. If an SAP Ariba network account already exists, use the existing user ID and password to log in. If not, click 'Sign up' to start the registration process. Complete the form as shown below and click 'Create account and continue'.

Ariba Sourcing

Create account   [Create account and continue] [Cancel]

First, create an SAP Ariba supplier account, then complete questionnaires required by Aramco e-Marketplace.

Company information

* indicates a required field

Field	Value
Company Name:*	habib17July
Country:*	Saudi Arabia [SAU]
Address:*	khobar
	khobar2
City:*	Dammam
Postal Code:*	23456
State:	

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.

User account information

* indicates a required field

Field	Value
Name:*	habibullah siddiqui
Email:*	habibullah.siddiqui@aramco.com
	☐ Use my email as my username
Username:*	habib17July@aramco.com
Password:*	●●●●●●●●●●●●●●●●
	●●●●●●●●●●●●●●●●
Language:	English
Email orders to:*	habibullah.siddiqui@aramco.com

SAP Ariba Privacy Statement

Must be in email format(e.g john@newco.com)

Must contain a minimum 8 characters including letters and numbers ⓘ

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

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.

Tell us more about your business ▸

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]

7. Once the information in the previous step is submitted, the migrated Aramco Supplier Registration Questionnaire is displayed. An e-mail is also received confirming the SAP Ariba registration as shown below. This e-mails shows your organization's SAP Ariba account ID and username.

Welcome to the Ariba Commerce Cloud

Your registration process on the Ariba Commerce Cloud for AOC Test is now complete.

Your organization's account ID:	**AN01437391133**
Your username:	**afroditi.grammenou@aramcooverseas.com**

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

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

8. Note, the invitation link expires after the first login. The following link may be used to access the SAP Ariba network for subsequent logins: https://service.ariba.com/Supplier.aw

   Please refer to section 'Existing AOC Suppliers' for details on accessing the Supplier Registration Questionnaire.

9. Suppliers are required to review basic information (supplier name & vendor ID) and submit the questionnaire by clicking 'Submit Entire Response' to activate their account. Once the questionnaire is submitted, the migrated company profile is activated and the status of the request changes to "Registered".

10. A confirmation e-mail is received confirming registration on the Aramco e-Marketplace. Please note that application for, or acceptance of supplier registration does not guarantee any business.

   Your request to add ASC SSPU TEST SUPPLER as a supplier was approved.

   Your request from Sun, 16 Dec, 2018 to add ASC SSPU TEST SUPPLER as a supplier to Aramco e-Marketplace was approved. You will be notified when next steps require your attention.

   Click Here to review the new supplier information, including any comments from approvers.

11. All migrated suppliers must complete a mandatory full update to their profile. Please follow the steps detailed below under "Existing AOC Suppliers" for instructions on updating the company profile.

Existing AOC Suppliers (Update Supplier Profile)

Existing supplier may access the Aramco e-Marketplace at the following link:

https://service.ariba.com/Supplier.aw

1. Use your existing user name and password to login.
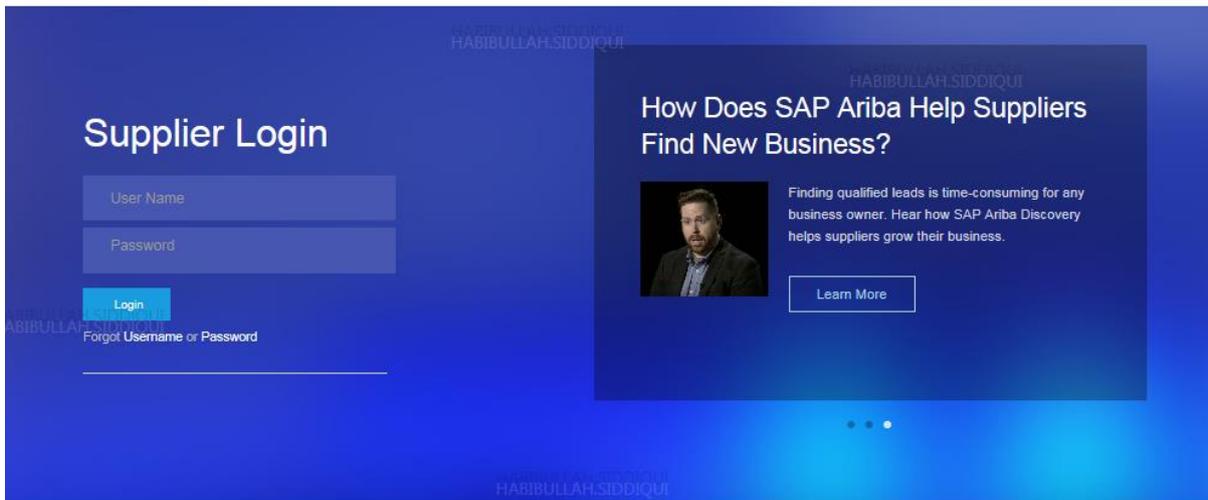
2. After login, the page below is displayed. To access your company profile, click on the "Apps" button and select "Proposals".
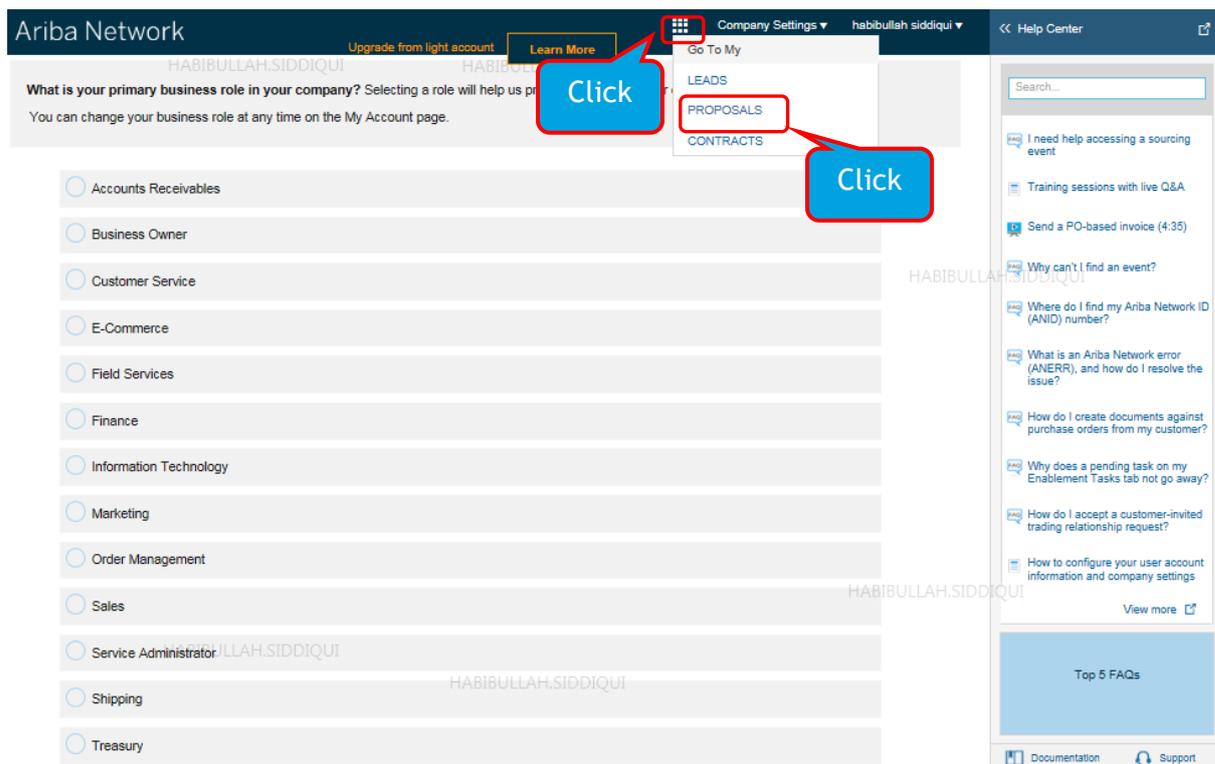
3. Note, if "Proposals" is not available in the "Apps" list, then you have already landed on the "Proposals" page.

4. Click on "Supplier Registration Questionnaire" link to access the questionnaire.

Ariba Sourcing

ARAMCO E-MARKETPLACE

Company Settings ▼   habibullah siddiqui ▼   Help Center »

12029 leads match your company profile

View Matched Leads

Welcome to the **Ariba Spend Management** site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

aramco

Events

Title	ID	End Time ↓	Event Type
		No items	

Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Supplier Registration Questionnaire	Doc2988463	7/18/2019 4:00 PM	Pending Resubmission

Qualification Questionnaires

Title	ID	End Time ↓	Status
		No items	

Tasks

Name	Status	Due Date	Completion Date	Alert
		No items		

5. Click "Revise Response" to edit and update any section of the questionnaire.

Ariba Sourcing

Company Settings ▼   habibullah siddiqui ▼

Go back to Aramco e-Marketplace Dashboard   Desktop File Sync

Console   📰 Doc2988463 - Supplier Registration Questionnaire

Time remaining
364 days 08:11:53

Event Messages
Event Details
Response History
Response Team

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

Revise Response

▼ Event Contents

All Content

1 General Guidelines

2 Supplier Code of Con...

3 Company Profile

4 In Kingdom Questionn...

6 Addresses and Contacts

7 Service Provider Que...

8 Ownership Questionnaire

9 Designated System Users

All Content

Name ↑
1 General Guidelines   Less... −

The following questionnaire is required to be filled out by SUPPLIER as a part of Saudi Aramco's Supplier Registration Process. Please complete all required fields and submit the supporting documents, accordingly, in this questionnaire in order for Saudi Aramco to evaluate SUPPLIER's questionnaire. All information and documentation provided by SUPPLIER will be handled in a confidential manner by Saudi Aramco. In order to assist SUPPLIER in submitting a complete questionnaire, please take note of the following SUPPLIER guidelines:

- All information to be provided shall be limited to the specific SUPPLIER Commercial Registration under evaluation.
- SUPPLIER's certifications must be valid for at least 30 days following registration submittal date. If expiration date is within 30 days, Saudi Aramco will defer SUPPLIER's registration until SUPPLIER submits updated certification document. Saudi Aramco will consider granting exceptions to the GOSI Certification.
- Any letter addressed to Saudi Aramco must be signed by an authorized company representative, certified with SUPPLIER business stamp, and authenticated by the appropriate Saudi Arabian regional Chamber of Commerce.
- For Manufacturers only: Manufacturers may require a plant site visit by Saudi Aramco inspectors to assess implementation and effectiveness of the manufacturers' quality management system and conformance with ISO 9000 standards. Saudi Aramco inspectors may also evaluate manufacturer's capabilities to produce materials/equipment which meets Saudi Aramco's material specifications.
- Recommend SUPPLIER periodically saves data entries in this process in order to avoid data re-entry in the event of a disruption in connectivity.

Compose Message

17

6. After revising the questionnaire, submit the revised profile for AOC approval.

SAP Ariba Support

SAP Ariba Training and Tutorials

Supplier that do not feel confident with SAP Ariba platform can access SAP Ariba training materials and tutorials online through SAP Ariba Network Portal. The standard training materials and tutorials aim to educate suppliers about SAP Ariba system specifically, but not about AOC Registration Questionnaire. However, AOC advises those Suppliers facing difficulty adapting to SAP Ariba to register for SAP Ariba training. SAP Ariba customer support team is also available to assist suppliers in training registration.
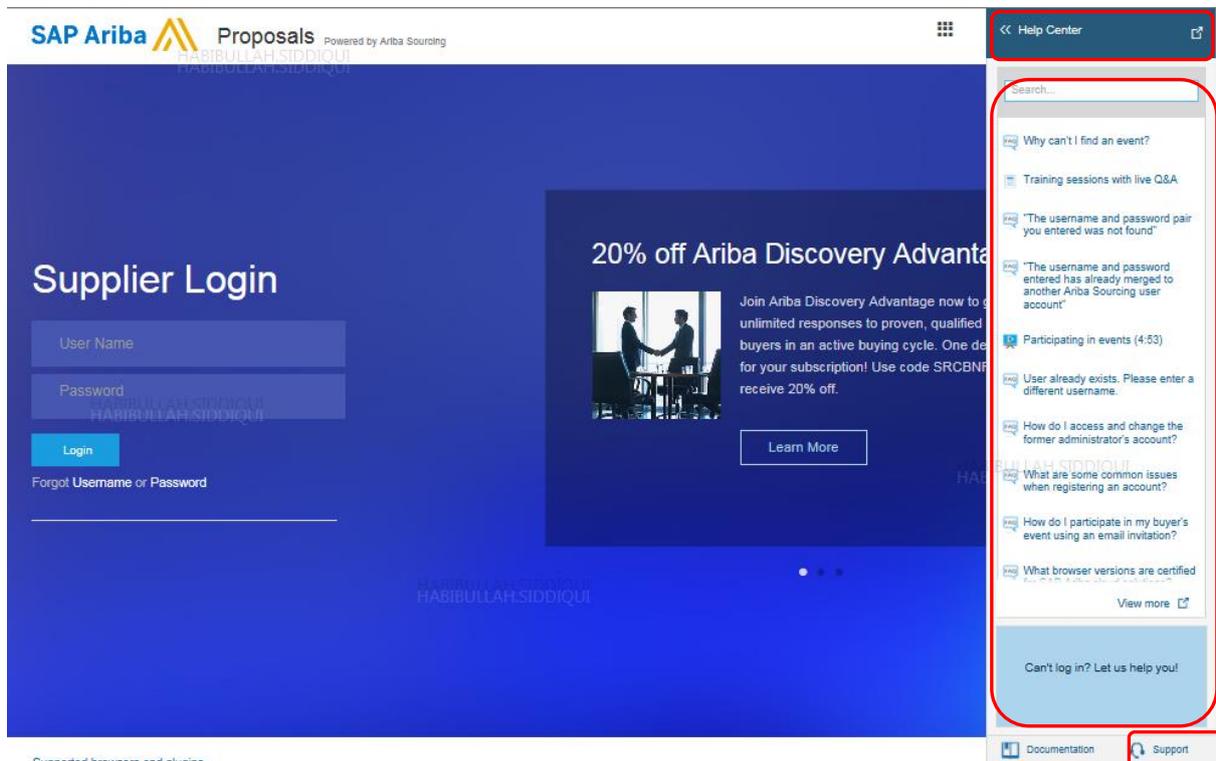
Live webinars are available on various topics on how to use the software. You only need to register and select the topic, as per your requirement.
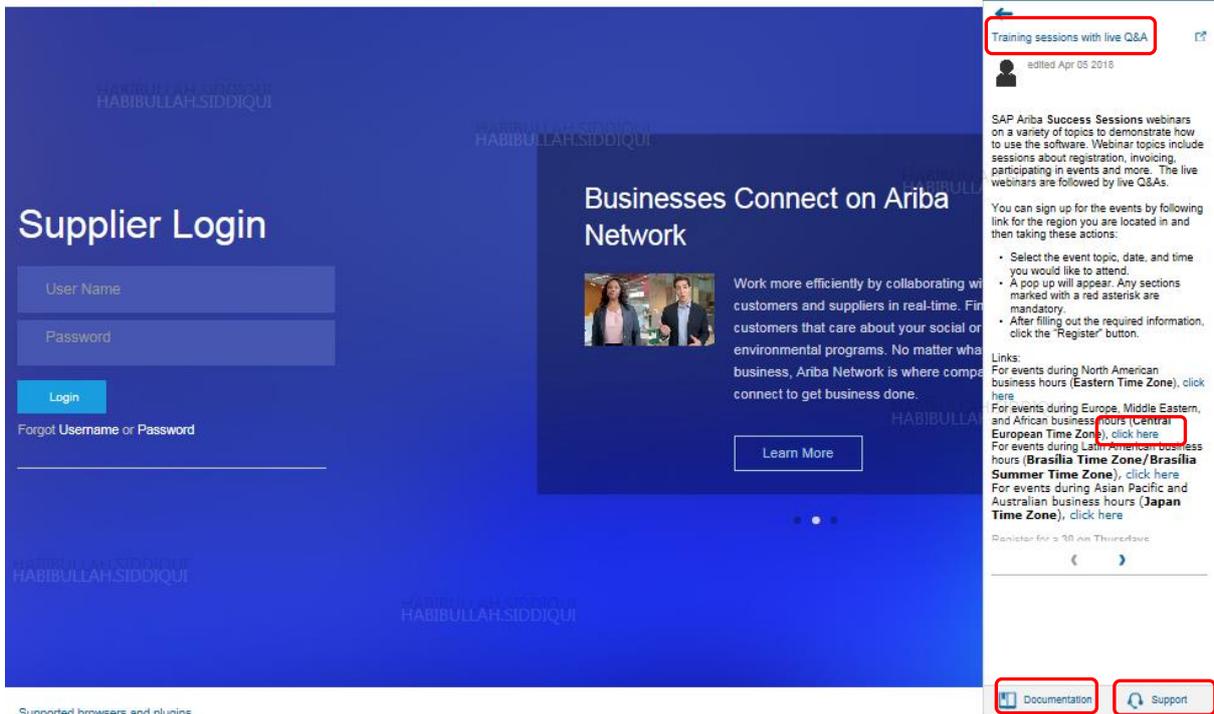
SAP Ariba also provides online video links to guide suppliers on how to access and use following topics:

- Having trouble logging in (forget password)
- Introduction to the dashboard
- Overview of Ariba Network
- Supplier Basics
- Add a new user
- Create a customer contact
- Create a catalog
- Change your account administrator

Online product documentation have technical support guidance, which can be access at: https://uex.ariba.com/auc/node/6033

AOC Help Desk

Seeking help for business support regarding AOC Supplier Registration Questionnaire (unclear questions, link not working, expired timeline, and additional information), please contact AOC Supplier Relationship Management Team at SRM@aramcooverseas.com.

SAP Ariba Help Desk

Suppliers connected to the SAP Ariba network can receive technical support within the SAP Ariba network through filling and submitting an online form, or by emailing technical support.

SAP Ariba customer support is there to help suppliers with technical issues such as password reset, SAP Ariba basic training, navigation, etc. Click on "Support" link to contact SAP Ariba Support.
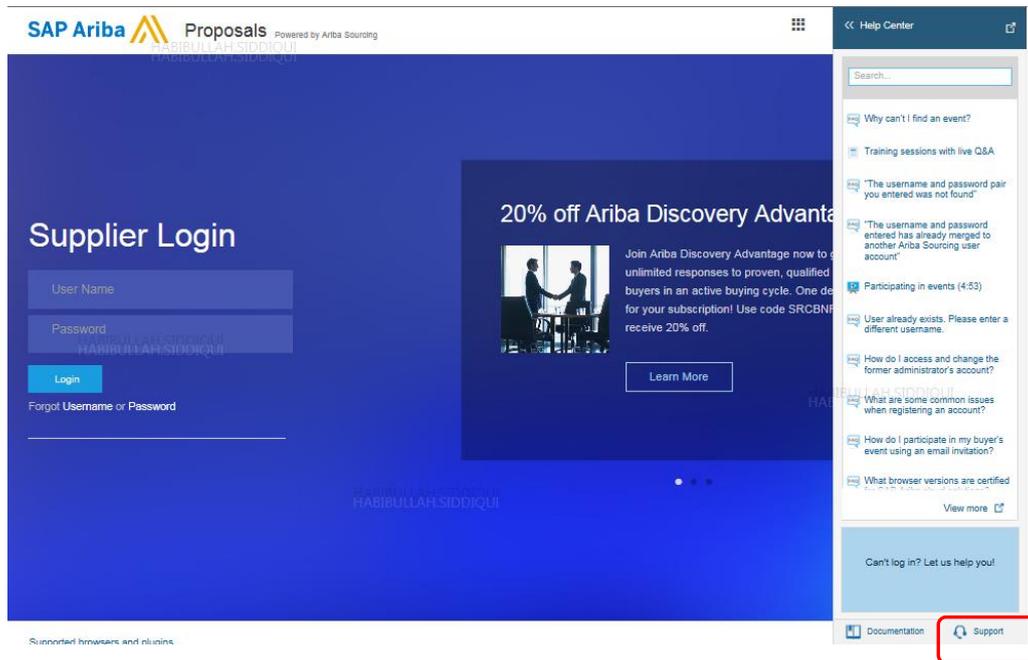
SAP Ariba Customer support is available by email or phone. Type "Support" in the search bar and the three options will appear:

- Get help by email
- Get help by phone
- Attend a live webinar

Support Scenarios

Below are some quick links to different supplier tutorial topics. You can access the full list of topics introduced by the learning center at:

https://uex.ariba.com/auc/learning-center

Introduction to the SAP Ariba Dashboard

Please refer link below for tutorials on accessing SAP Ariba Apps (Leads, Proposals, Contracts, and Orders & Invoices), inbox, outbox, catalog, account setting, change password, link user Id and company profile etc.

https://uex.ariba.com/auc/node/99973

Supplier Basics

This tutorial provides guidance on registration, password reset, dashboard, and how to link multiple accounts.

https://uex.ariba.com/auc/node/99957

Forgot Password

Here is the SAP Ariba provided video link if you forget the password.

https://uex.ariba.com/auc/node/100321

Adding Secondary Users

The Primary Contact person for the Company/Supplier can invite multiple users from their organization to access the SAP Ariba Network Profile and Aramco e-Marketplace. The Primary Contact person can also limit permissions of those users based on their roles in the organization. To learn more about how to add secondary users and assign different roles, please see the video below.

https://uex.ariba.com/auc/node/100348