



# RIYADH AIRPORTS COMPANY



# SAP ARIBA SUPPLIER LIFECYCLE AND PERFORMANCE

## Supplier Training Guide

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# INTRODUCTION AND BACKGROUND



- Riyadh Airports Company uses SAP Ariba to manage its supplier management processes across its operations.
- SAP Ariba solution automates all supplier management processes and suppliers' interaction with Riyadh Airport Company.
- SAP Ariba is used to exchange supplier onboarding documents and enables suppliers to self -register and maintain their supplier profile data.
- SAP Ariba is used to exchange electronic sourcing and contract documents, and enables Suppliers to self-register and maintain their supplier profile data
- This manual covers all the supplier transactions in the Supplier Management processes, which are managed on the SAP Ariba Supplier Lifecycle and Performance (SLP) system



**Business  
Network**

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SUPPLIER

The SAP Business Network connects suppliers with customers, enabling them to do business together

SAP Business Network is a virtual marketplace where companies can interact with suppliers, customers, and partners with streamlined communications and processes.

The Business Network offers various services such as procurement, supply chain management, and business-to-business transactions

Riyadh Airports uses the SAP Business Network to collaborate with suppliers, enabling effective sourcing of goods and services, supplier registration and contract management

# SAP Business Network Accounts Standard Account vs. Enterprise Account

- A Standard Account is free to use. Supplier may be invited via a trading relationship request or an interactive purchase order containing a registration link to connect Supplier to customer.
- An Enterprise account is a full-feature account created before the first transactions utilizing a TRR from your customer. It allows you to organize and filter documents in an easy workbench, run reports, publish electronic catalogs, and set up an integration (interface between your ERP and your SAP Business Network Account). This account type might be subjected to fees depending on the volumes transacted.

| Features                        | Standard Account                       | Enterprise Account  |
|---------------------------------|--|---|
| Access                          | Email notifications / Workbench        | Online dashboard / Workbench  |
| Documents types                 | All                                    | All   |
| Document status updates         | Yes                                    | Yes   |
| Legal Archive                   | Email notification and online download | •Long-term invoice archiving for global compliance (Regional restrictions apply)<br>•Capability to mass download invoices for local archiving   |
| Support                         | Online Help Center                     | •Support via phone, chat, or email<br>•Direct access to enablement experts for onboarding assistance<br>•Technical support for configuration and integration assistance<br>•Online educational training courses |
| Electronic Catalogs             | Yes, self-service                      | Yes, with assistance  |
| Integration                     | No                                     | Yes   |
| Reporting                       | No                                     | Yes   |
| Multiple customer relationships | Yes                                    | Yes   |
| Multiple users per account      | Yes                                    | Yes   |
| Access to Mobile App            | Yes                                    | Yes   |
| Access to Ariba Discovery       | Yes                                    | Yes   |
| Fees                            | No                                     | Fees may apply  |

## SELF REGISTRATION FOR PROSPECTIVE SUPPLIER



Self-Registration is a request that raised by supplier to show the interest to initiate supplier registration and onboarding with Riyadh Airports Company.

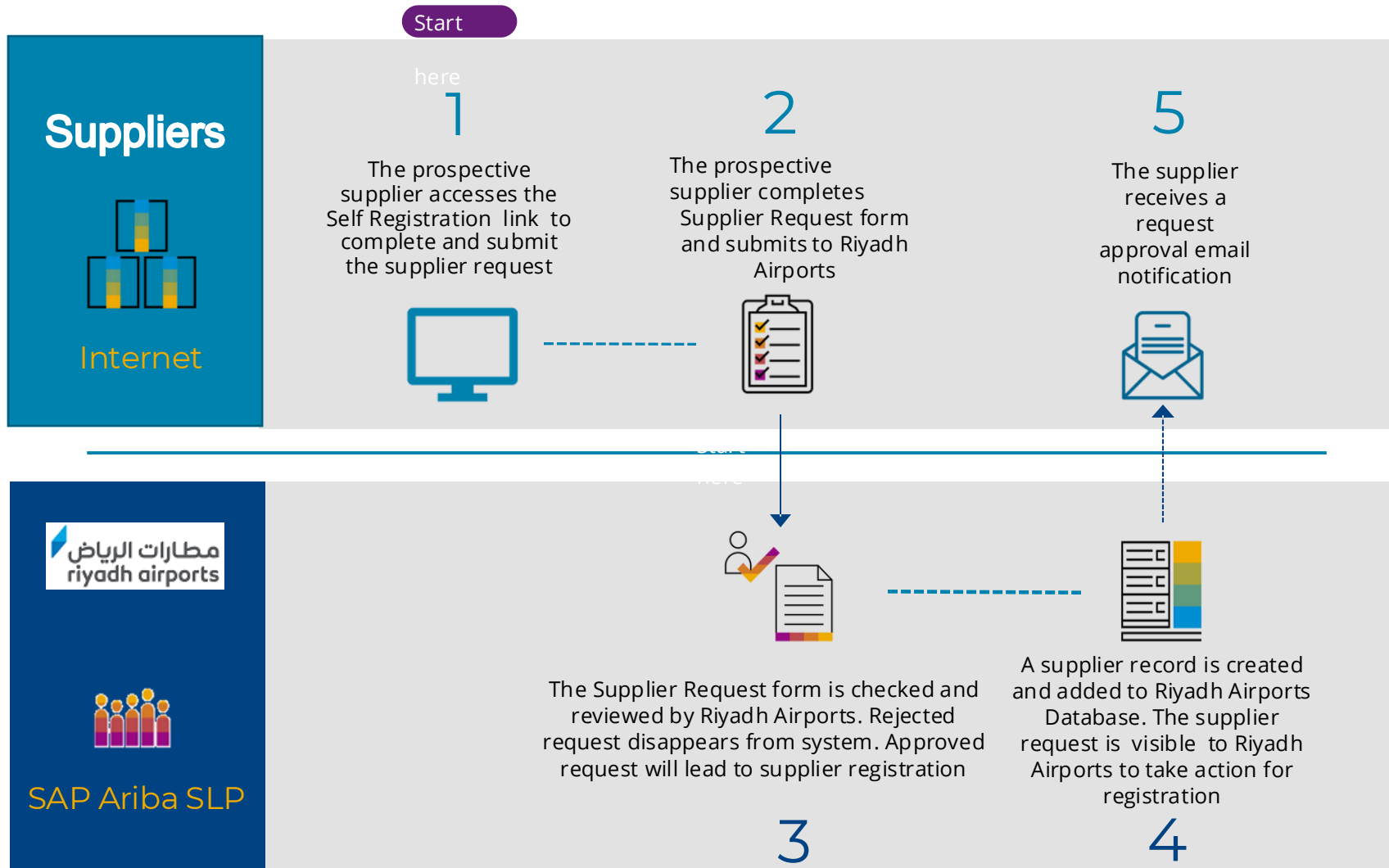
The prospective supplier accesses the Self Registration link through Riyadh Airports website.

Self-Registration link will open supplier request form.

Supplier needs to complete the request form with correct details. And submit the request form

Request form is reviewed by Riyadh Airports Company. If request is approved, the next onboarding process will start. If request is rejected, based on the rejection comments, Supplier needs to raise new request.

# SELF REGISTRATION PROCESS FLOW



## Disclaimer:

Completing a self-registration does not guarantee or create any expectation that a prospective supplier may be fully onboarded as a registered supplier, nor does this constitute an undertaking or commitment that Riyadh Airports will provide business opportunities in the future.

## 1. Accessing the Riyadh Airports Self Registration link

Riyadh Airports Company has unique link for supplier to initiate and submit the Self Registration.

To access self-registration link, Please visit Riyadh Airports Company website and under Business Opportunities, Click on Ariba Platform.


Riyadh Airports Company Self-Registration link:

<http://744848691.sourcing.mn2.ariba.com/ad/selfRegistration>

## 2. Completing the prospective supplier request form

Supplier will be directed to the Riyadh Airports SAP Ariba Supplier Request Page.

Before the page opens, please click on the reCAPTCHA "I'm not a robot" box as shown



The screenshot shows a web interface for self-registration. At the top, it says "Introduce yourself!". Below this, a message states: "Verify yourself before proceeding to the supplier request questionnaire where this customer asks you to provide information about yourself". In the center, there is a reCAPTCHA widget. The widget includes a small square icon on the left, a checkbox in the middle, and the text "I'm not a robot" to the right of the checkbox. To the right of the checkbox is the reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms". A red square box is drawn around the checkbox, indicating where the user should click.



## 3. Accessing and completing the supplier request form

Riyadh Airports" Supplier Request Page will open. Please complete the form by supplying the required information and uploading the necessary documentation.

**Note**  
All fields marked with \* are mandatory and must be completed.

### Supplier Self-Registration Request Form

General Supplier Information

Organization Name (English input will be accepted only) \*

Are you registering for specific tender, if yes. Please provide tender name.

Is commercial registration available with Saudi Arabia \*

☒ Yes ☐ No

Commercial Registration Number (For Foreign Supplier, International Registration Number) \*

VAT Registration Number \*

Supplier Main Address

+

Street ?

House Number ?

Street 2 ?

District ?

Postal Code ?

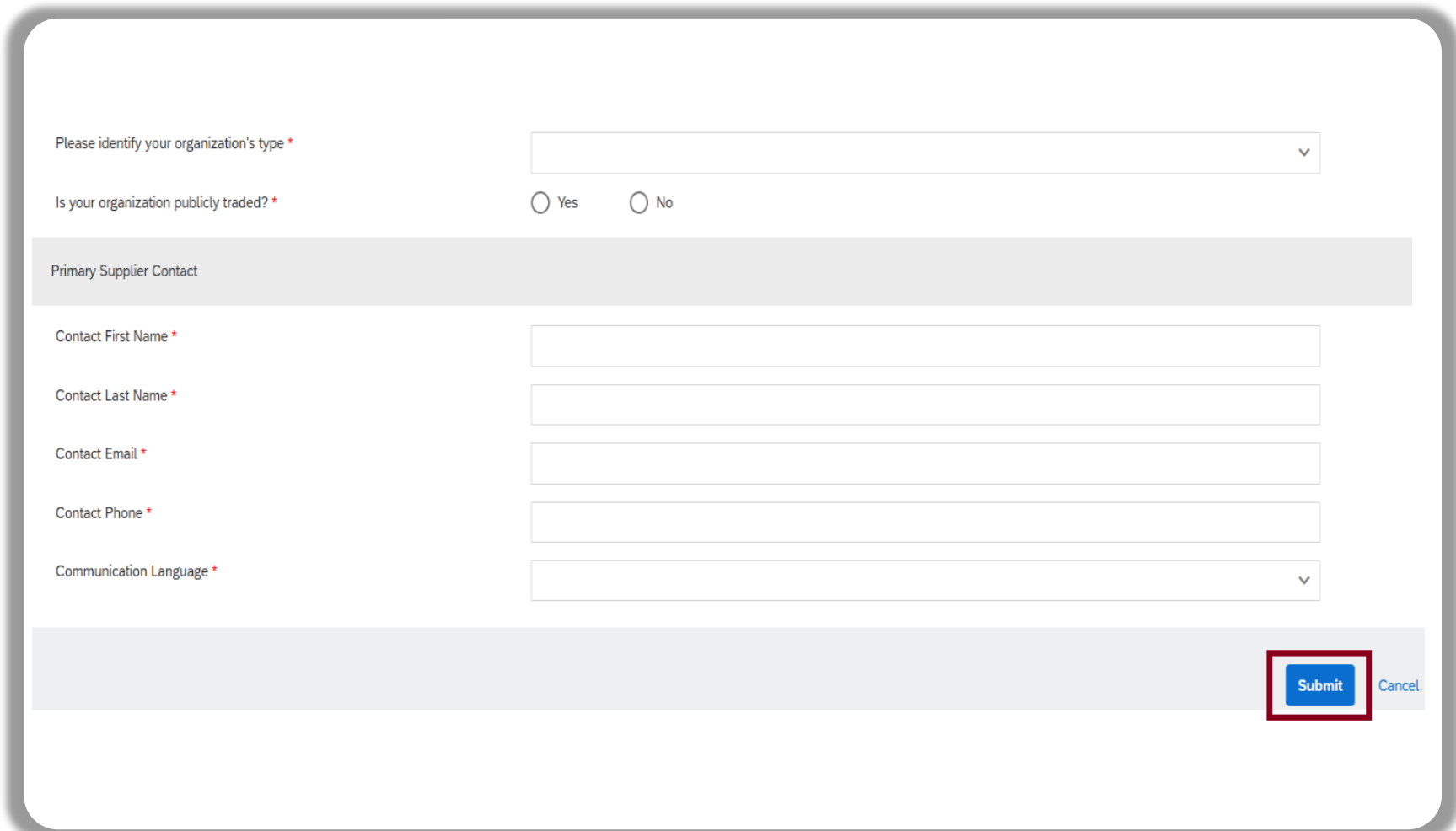
City ?

Country/Region ?

Please read questions carefully and provide the correct response for each question. Based on your responses, Further registration process will be initiated.

## 4. Submitting the supplier request form

Once supplier Request Form is completed, click on the submit button at the bottom of the form



Please identify your organization's type \*

Is your organization publicly traded? \*

Primary Supplier Contact

Contact First Name \*

Contact Last Name \*

Contact Email \*

Contact Phone \*

Communication Language \*

**Submit** Cancel

## 5. Supplier Request form Submission message

Once supplier Request Form is completed, and submitted successfully, Supplier will see the circled message on screen

The screenshot shows the 'Test Site' interface for Riyadh Airports. At the top, there is a header with the Riyadh Airports logo and the text 'Test Site'. Below the header, a message box with a red border contains the following text: 'Your request for registration as a supplier with Riyadh Airports-TEST is complete. The Riyadh Airports-TEST supplier management team will review your request details and make a decision on your request. Decision will be sent to your email'. Below this message, there is a section titled 'Supplier self-registration request form' with a 'Print' link on the right. The form contains a table with the following information:

| General Supplier Information                           |                         |
|--|-------------------------|
| Supplier Full Legal Name                               | Self Registration Test2 |
| Supplier Main Address                                  | +                       |
| Is commercial registration available with Saudi Arabia | Yes                     |
| Please identify your organization's type               | Corporation             |
| Is your organization publicly traded?                  | Yes                     |

## Email notification to supplier on request submission

The supplier will receive an e-mail confirming receipt of their registration request.

Riyadh Airport Company will review the request. If accepted, the supplier will receive a further notification and supplier will be added to Riyadh Airports' request database and Supplier Registration will be initiated

Riyadh Airports Company is reviewing your registration request

**Ariba Administrator** <no-reply@smtp.mn2.ariba.com>

to me ▼

Dear Test Supplier PVT LTD,

Riyadh Airports Company has received your registration request and will review it for approval.

Their response will be emailed to [0@gmail.com](mailto:0@gmail.com).

In case of any query, Please contact Riyadh Airports Company directly

This system generated email has been sent to you on behalf of Riyadh Airports Company by SAP Ariba. Do not reply to this mail.



## Email notification to supplier on request rejection

If the request is rejected, the supplier will be notified and reasons for the negative outcome provided by e-mail. The supplier may fix the identified issues and then submit a new supplier request.

### Riyadh Airports Company declined your registration request

**Ariba Administrator** <no-reply@smtp.mn2.ariba.com>  
to me ▼

Dear Test Supplier PVT LTD,

Riyadh Airports Company has declined your registration request.

Decline reason:  
Please provide the correct information

In case of any query, Please contact Riyadh Airports Company directly

This system generated email has been sent to you on behalf of Riyadh Airports Company by SAP Ariba. Do not reply to this mail.



## HOW TO COMPLETE FULL SUPPLIER REGISTRATION

# OVERVIEW

A

**ABOUT SUPPLIER REGISTRATION**

B

**CREATING A SAP BUSINESS  
NETWORK GLOBAL ACCOUNT**

C

**COMPLETING SUPPLIER  
REGISTRATION QUESTIONNAIRES**

D

**REVISE RESPONSE FOR SUPPLIER  
REGISTRATION QUESTIONNAIRES**

# ABOUT SUPPLIER REGISTRATION

A

## Supplier Registration

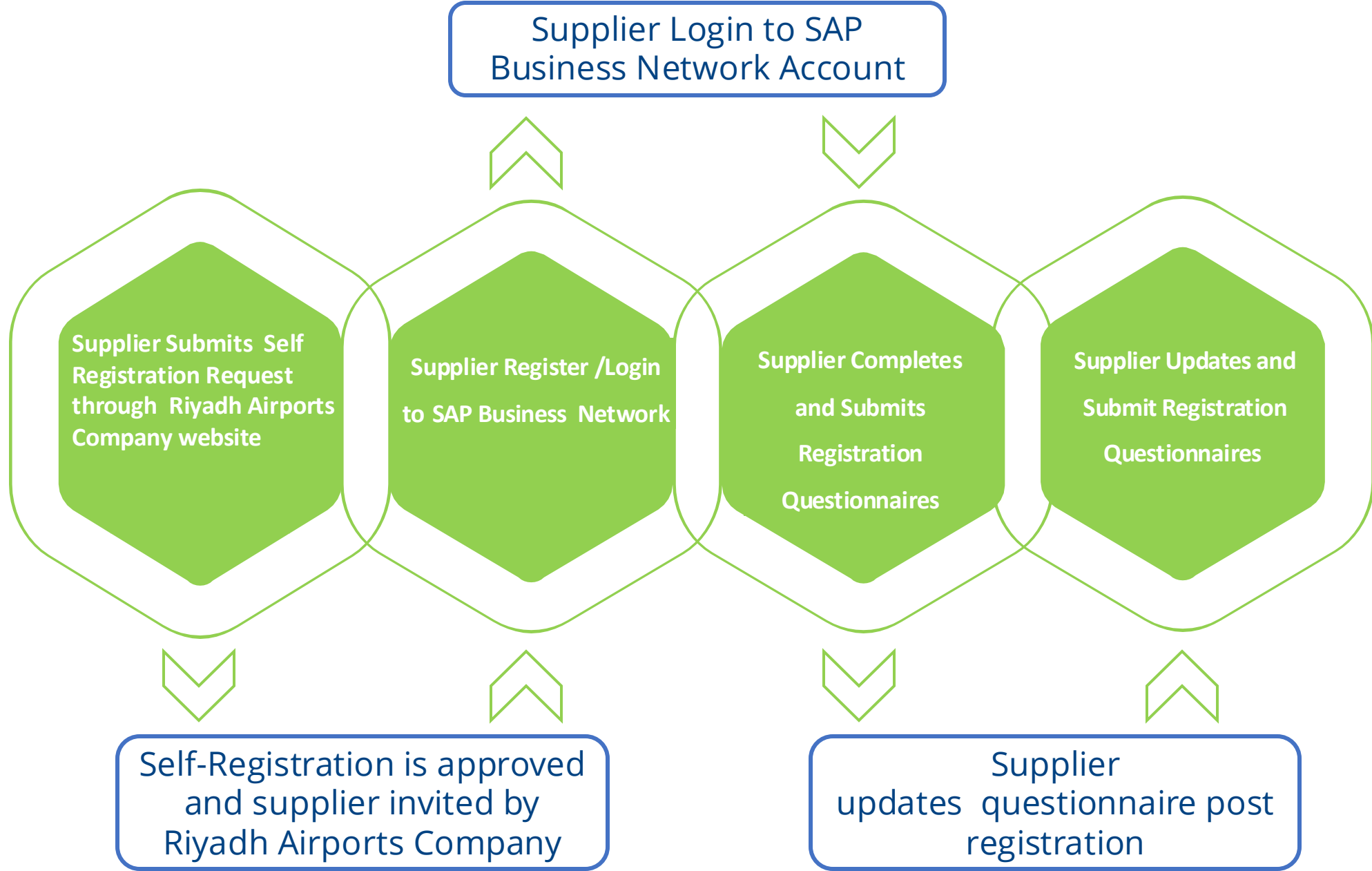
Suppliers remain in Riyadh Airports' database where they may be identified for supplier onboarding/ Registration or a specific sourcing opportunities and be invited to participate.

Business decide to make a supplier an approved fully registered vendor, the supplier will be invited to complete a further registration Questionnaire where additional onboarding Information will be requested from the supplier



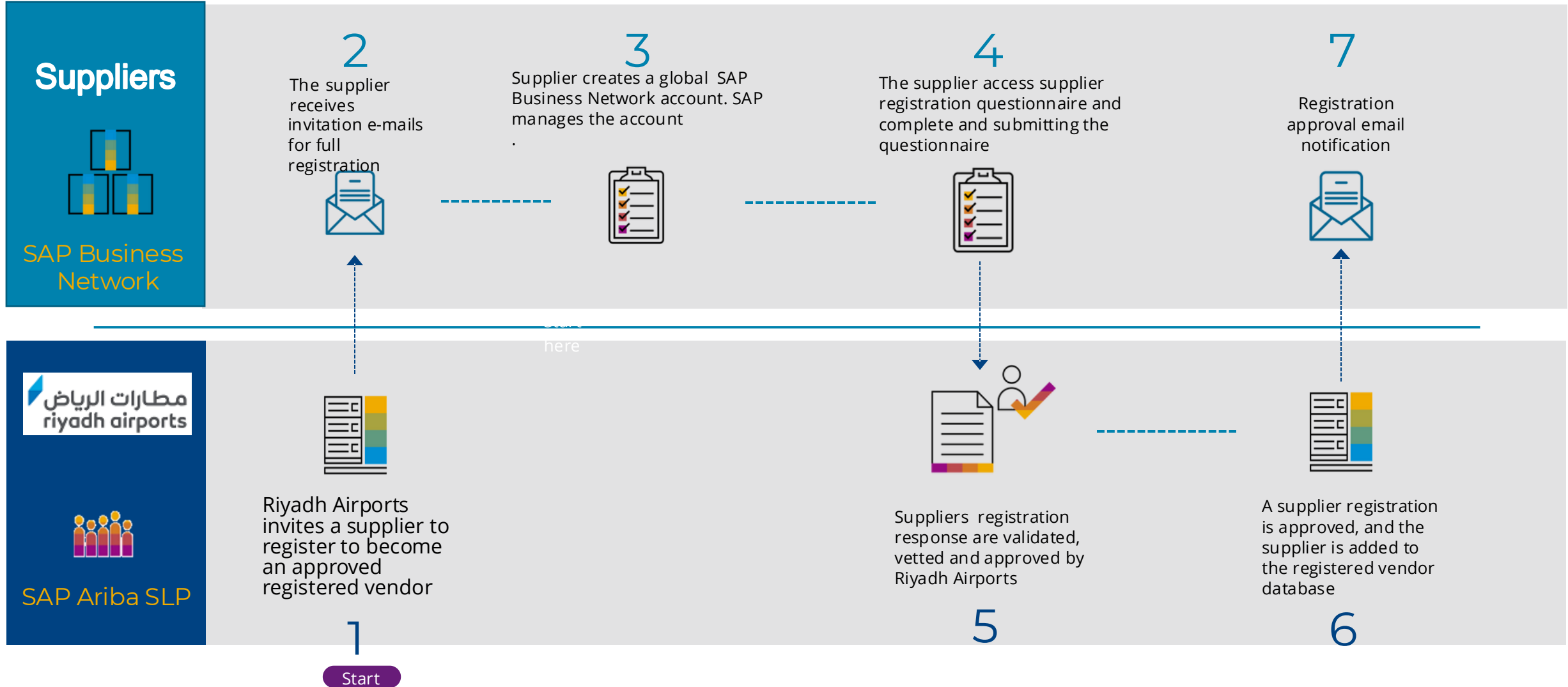


# SUPPLIER REGISTRATION FLOW



# REGISTRATION PROCESS STEPS

A



# OVERVIEW

**A ABOUT SUPPLIER REGISTRATION**

**B CREATING A SAP BUSINESS  
NETWORK GLOBAL ACCOUNT**

**C COMPLETING SUPPLIER  
REGISTRATION QUESTIONNAIRES**

**D REVISE RESPONSE FOR SUPPLIER  
REGISTRATION QUESTIONNAIRES**

Invitation to register to become a registered supplier

When a supplier request is approved by Riyadh Airports, Supplier may be invited by Riyadh Airports to register to become a fully registered supplier.

The supplier will receive invitation by e-mail with the Subject "Register to become Supplier with Riyadh Airports Company

**From:** Riyadh Airports Company <4system-prodksa+744848691-T.Doc188343747@smtp.mn2.ariba.com>  
**Sent:** Tuesday, February 18, 2025 10:45 AM  
**To:** Jeraal N. Khan, jkhan@riyadhairports.com>  
**Subject:** [EXTERNAL] Invitation: Register to become a supplier with Riyadh Airports Company

Supplier Invitation Mail



Dear Supplier Partner,  
Greetings!!

Riyadh Airports Company has invited your organization to register to become a supplier. Riyadh Airports Company uses SAP Business Network to manage its sourcing and procurement activities and to collaborate with suppliers. You will be required to have an account on SAP Business Network to connect and collaborate with Riyadh Airports Company. Standard SAP Business Network account is free.

Important: If Test Template 11 already has an account with SAP Business Network, Please login with your existing user name and password.  
[Click Here](#) to create new account or login to your existing SAP Business Network account.

This link will redirect to login or sign up for SAP Business Network account



Click on “create new account” to create a SAP Business Network global account.

**Note:**

Click on “Use existing a/c”  
To login to  
already existing SAP  
Business  
Network account  
using your username  
and  
password.

## Benefits of a business relationship on SAP Business Network

### 1. Digitalize your business

Collaborate with your customer on the same secure network, while improving efficiency with paperless processes

### 2. Ensure sustainability and compliance

Keep your business information up to date, share certifications, and assessments with customers

### 3. Simplify the sales cycle

Participate in Sourcing events and e-auctions

### 4. Explore new business opportunities

Find leads from buyers searching for your services and products to keep their supply chain running



Connect with Riyadh Airports on SAP Business Network to collaborate.

Invited by [Riyadh Airports](#)

Create new account



or

Use existing account



Not sure whether your company already has an account?  
[Search for your company](#)

The “Create Account” screen will be displayed where the supplier can create their SAP Business Network global account.

Create account

Create account and continue

Cancel

First, create an SAP Ariba supplier account, then complete questionnaires required by Impala Platinum Holdings - TEST.

---

Company information

Company Name: \*

Check Vendor Email

Country/Region: \*

South Africa [ZAF]

Address: \*

Brown STreet

Line 2

Line 3

City: \*

Daveyton

Postal Code: \*

0004

Province: \*

Gauteng [ZA-GT]

\* Indicates a required field

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



Complete the SAP Business Network global profile. Some of the supplier's details may be pre-populated from data supplied during the supplier request process.

Review and update information where required.

## Company information

\* Indicates a required field

Company Name:\* Winsor Office Furniture Pty Ltd

Country/Region:\* South Africa [ZAF] ▼

Address:\* New Road

Line 2

Line 3

City:\* Midrand

Postal Code:\* 1685

Province:\* Gauteng [ZA-GT] ▼

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.

**Note:**  
All fields marked with \* are mandatory fields and must be completed.

| No. | Field                                   | Information required for each                 |
|-----|---|---|
| 1.  | Company Name                            | This is your company's legal name. Select the |
| 2.  | Country/Region                          | appropriate entry from the dropdown list.     |
| 3.  | Address, City, Postal Code and Province | Enter the company main office address.        |

## Complete the User account information

### Note:

All fields marked with \* are mandatory fields and must be completed.

### User account information

\* Indicates a required field

[SAP Business Network Privacy Statement](#)

|                    |  |                                       |
|--------------------|--|---------------------------------------|
| Name: *            | <input type="text" value="TEST"/>                    | <input type="text" value="SUPPLIER"/> |
| Email: *           | <input type="text" value="phindile.manana@sap.com"/> |                                       |
|                    | <input type="checkbox"/> Use my email as my username |                                       |
| Username: *        | <input type="text" value="test@testsystems.com"/>    |                                       |
| Password: *        | <input type="password" value="Enter Password"/>      |                                       |
|                    | <input type="password" value="Repeat Password"/>     |                                       |
| Language:          | <input type="text" value="English"/>                 |                                       |
| Email orders to: * | <input type="text" value="test@testsystems.com"/>    |                                       |

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

Passwords must contain a minimum of eight characters including upper and lower case letters, numeric digits, and special characters. ⓘ

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

Customers may send you their 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.

# OVERVIEW

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**REVISE RESPONSE FOR SUPPLIER  
REGISTRATION QUESTIONNAIRES**

# COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

C

Login to your SAP  
Business Network  
account

Enter your username  
password.

Click on “Login”.

SAP Business Network

Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

New to SAP Business Network?  
[Register Now](#) or [Learn More](#)

Account Hierarchy (and Multi Org) vs. Linked Account Webinar

The sessions are for Trading Partners (Suppliers) whether using a Standard Account or Enterprise Account.

[Learn More](#)

Supported browsers and plugins

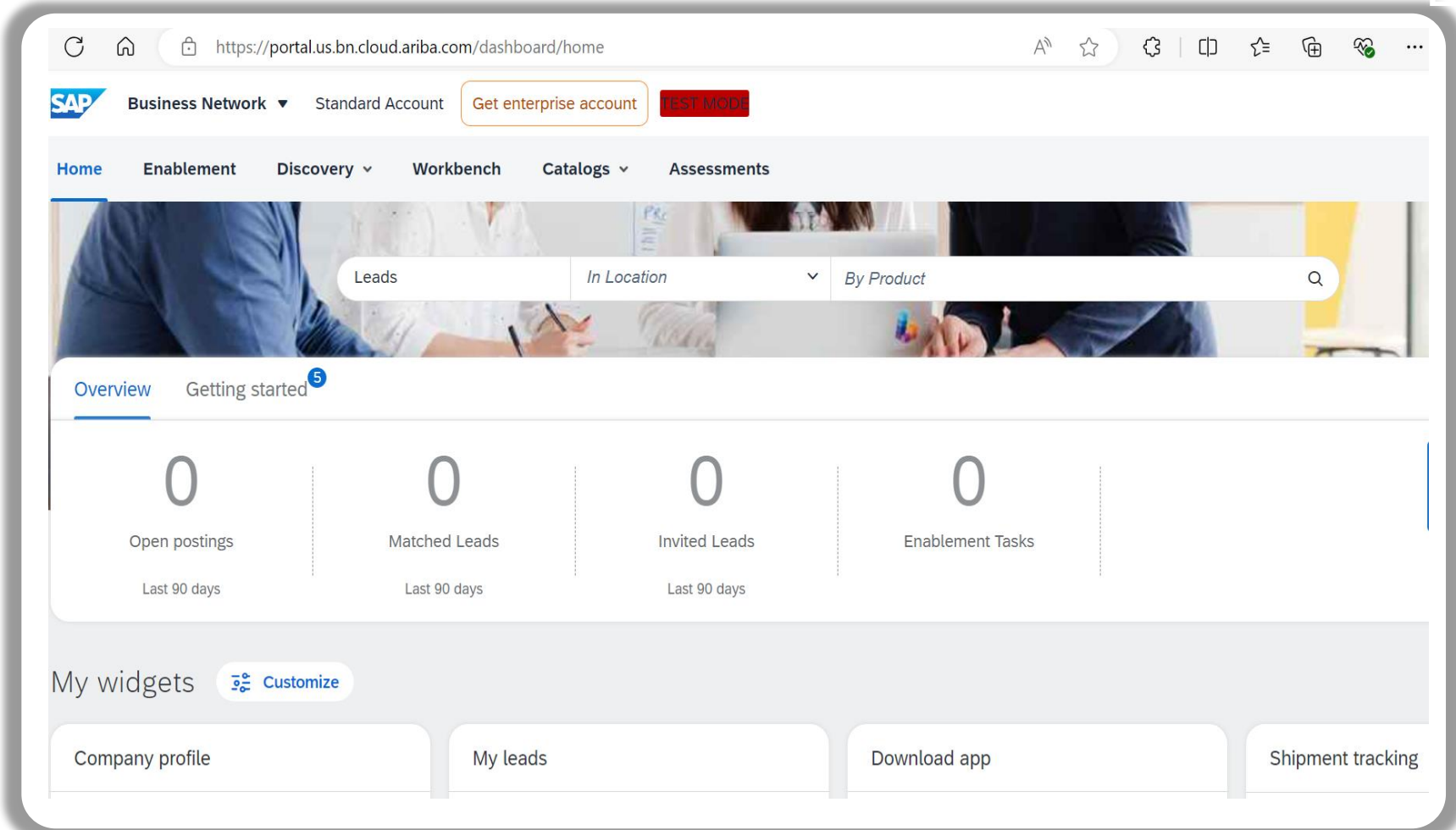
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# COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

Login to your SAP  
Business Network  
account

Successful login  
directs to the  
Business Network  
Home page as shown

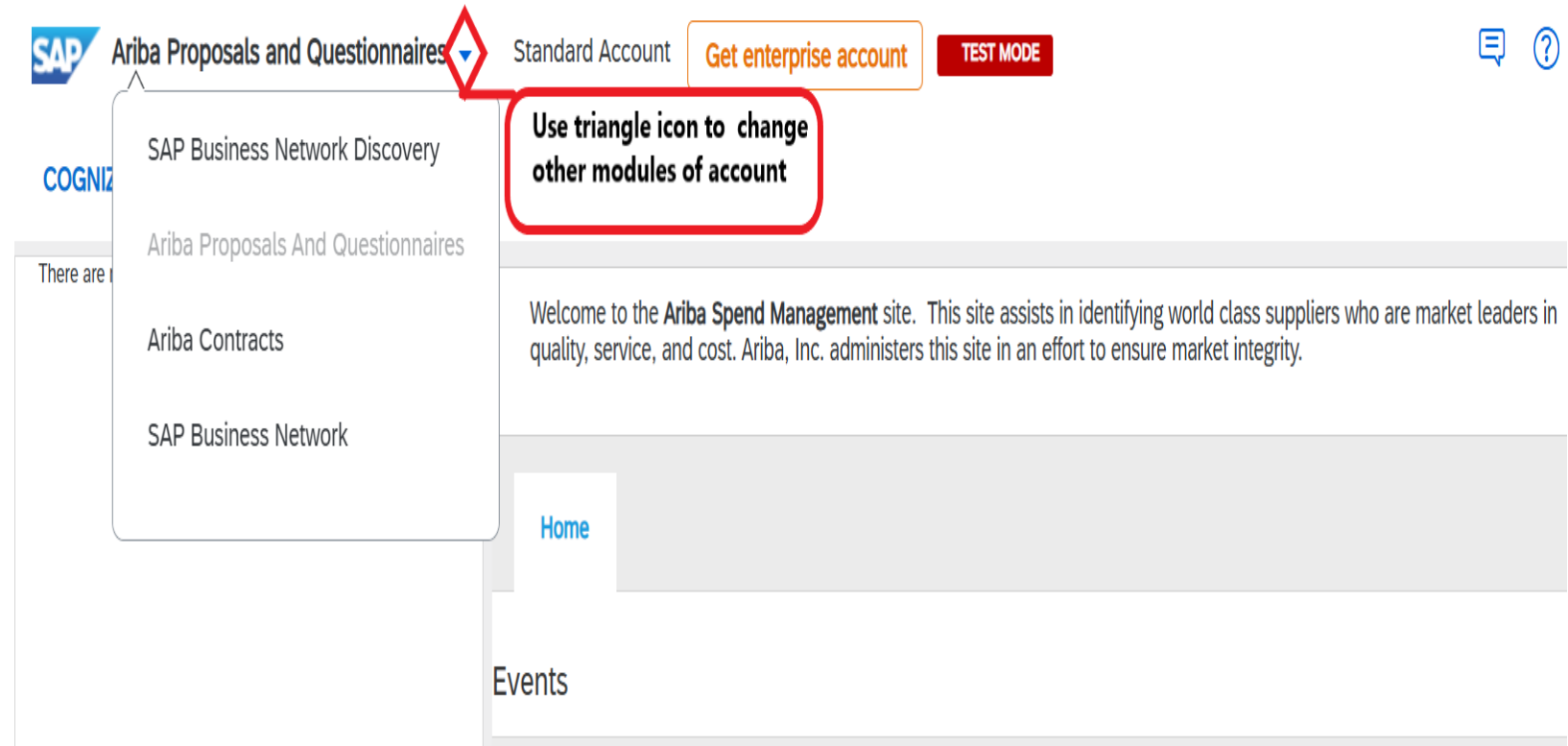


# COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

C

Accessing Supplier Registration Questionnaire in Business Network

User can access questionnaire through “Ariba Proposals & Questionnaire” section





# COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

C

## Accessing Supplier Registration Questionnaire in Business Network

User can access questionnaire through “Ariba Proposals & Questionnaire” section

The screenshot displays the SAP Business Network user interface. At the top, the header includes the SAP logo, 'Business Network', 'Standard Account', a 'Get enterprise account' button, and a 'TEST MODE' badge. Below the header, a navigation bar contains 'Home', 'Workbench', 'Catalogs', and 'Assessments'. A dropdown menu is open under 'Home', listing 'SAP Business Network', 'SAP Business Network Discovery', 'Ariba Proposals & Questionnaires' (highlighted with a red box), and 'Ariba Contract Management'. A red box with the text 'Click here to see all the questionnaire for supplier registration' points to the 'Ariba Proposals & Questionnaires' option. Below the navigation bar, a banner displays a message about a protocol on January 24, 2025, with a 'Learn More' link. The main content area shows three metrics: 'Matched Leads' (0), 'Invited Leads' (0), and 'Enablement Tasks' (0), all for the 'Last 90 days'. At the bottom, there is a 'My widgets' section with a 'Customize' button.

# COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

## Supplier Application Form under Registration Questionnaires

The screenshot displays the Ariba Spend Management website interface. The browser address bar shows the URL: <https://service.ariba.com/Sourcing.aw/109521007/aw?awh=r&awssk=CpX80jQr&dard=1>. The page header includes the SAP logo, a dropdown menu for "Ariba Proposals and Questionnaires", and buttons for "Standard Account", "Get enterprise account", and "TEST MODE".

The main content area is titled "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." Below this, there are sections for "Events", "Risk Assessments", "Registration Questionnaires", "Qualification Questionnaires", and "Questionnaires".

The "Registration Questionnaires" section is highlighted with a red box. It contains a table with the following data:

| Title                                | ID            | End Time ↓        | Status     |
|--------------------------------------|---------------|-------------------|------------|
| Supplier Application Form (External) | Doc2941087229 | 6/12/2024 9:16 PM | Registered |

The "Supplier Application Form (External)" entry is also highlighted with a red box. A yellow arrow points from the "Registration Questionnaires" section header to this entry.

The "Qualification Questionnaires" and "Questionnaires" sections are also visible, each with a table header and a "No items" message.

## Supplier Registration Questionnaire

Invited supplier receives the Supplier Registration Questionnaire and completes the questionnaire through SAP Ariba Business Network. Once supplier signup or login to Ariba Business Network, User can find questionnaire as shown below. Supplier Registration Questionnaire status would be “Invited”

### Registration Questionnaires



| Title                               | ID           | End Time ↓        | Commodity  | Regions    | Status  |
|-------------------------------------|--------------|-------------------|------------|------------|---------|
| ▼ Status: Open (1)                  |              |                   |            |            |         |
| Supplier Registration Questionnaire | Doc177644868 | 1/7/2025 10:23 AM | (no value) | (no value) | Invited |

# COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

## Supplier Registration Questionnaire

Supplier can see entire questionnaire as shown below. Supplier have to read the each question carefully and respond the same. After completing the questionnaire, Supplier can "Submit Entire Response" or Save draft

User can see the remaining time. Post that time document will be closed and no longer available for response

Doc189126937 - RAC Supplier Registration Questionnaire

Time remaining  
29 days 23:04:14

All Content

Name ↑

|  |  |
|--|--|
| ▶ 1 General Supplier Information               |  |
| 2 Bank Information                             | <a href="#">Add Bank Information (0)</a> |
| ▶ 3 Tax Information                            |  |
| ▶ 4 Contact information and official documents |  |
| ▶ 6 Company Classification                     |  |

(\*) indicates a required field

Submit Entire Response

Save draft

Compose Message


Excel Import

# COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

## Supplier Registration Questionnaire

Questionnaire Form is designed with multiple sections that can be expanded or collapse using blue triangle

### ▼ 1 General Supplier Information

1.1 Submit RAC Code of Conduct. Please download and upload the signed copy of RAC Code of Conduct.  [References](#)▼

★ [Attach a file](#)

1.2 Organization Name (English input will be accepted only)

★

1.4 Type of Entity - Saudi Arabia (Local) or Else (Foreign)

★  ▼

1.5 Commercial Registration Number

★

1.6 Valid From - Commercial Registration Number

★  

1.7 Valid To - Commercial Registration Number

★  

1.15 Communication Language

★  ▼

1.16 Country code (main and mobile telephone numbers)

★  ▼

1.17 Main telephone number

★

1.18 Mobile telephone number

★

★ [Show More](#)

Street:  ⓘ House Number:  ⓘ

Street 2:  ⓘ

District:  ⓘ


Postal Code:  ⓘ City:  ⓘ

1.19 Main address

# COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

## Supplier Registration Questionnaire

Once questionnaire is completed, User can click on “Submit Entire Response” button to submit the form

|  |  |
|--|--|
| 1.20 Company website URL   | <input type="text"/>                         |
| 1.21 Submit RAC Non Disclosure Agreement(NDA). Please download and upload the signed copy of RAC Non Disclosure Agreement(NDA).  <a href="#">References</a> ✓ | <a href="#">★Attach a file</a>               |
| ▶ 1.22 Transaction Information   |  |
| 2 Bank Information <a href="#">Add Bank Information (0)</a>  |  |
| ▶ 3 Tax Information  |  |
| ▶ 4 Contact information and official documents   |  |
| ▼ 6 Company Classification   |  |
| 6.1 Category   | ★(select a value) [ <a href="#">select</a> ] |
| 6.2 Region   | ★(select a value) [ <a href="#">select</a> ] |
| 6.3 Department   | ★(select a value) [ <a href="#">select</a> ] |
| 6.4 Vendor Type  | ★ <input type="text" value="Unspecified"/>   |

(\*) indicates a required field

[Submit Entire Response](#)[Save draft](#)[Compose Message](#)[Excel Import](#)



# COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

## Supplier Registration Questionnaire

Once user clicks on “Submit Entire Response” button, System will ask final confirmation. Click “OK” to proceed

Doc189126937 - RAC Supplier Registration Questionnaire

All Content

Name ↑

1 General Supplier Information

1.1 Submit RAC Code of Conduct. Please download and upload the sig  
Conduct. [References](#)

1.2 Organization Name (English input will be accepted only)

1.4 Type of Entity - Saudi Arabia (Local) or Else (Foreign)

1.5 Commercial Registration Number

1.6 Valid From - Commercial Registration Number

1.7 Valid To - Commercial Registration Number

1.8 Local Content Registration Number

1.9 Local Content Percentage

1.10 Valid From - Local Content Registration Number

1.11 Valid To - Local content Registration Number

1.12 Monshaa't Certificate (SME) Number

SuppliersExport (2)1.xlsx [Update file](#) [Delete file](#)

Supplier Pvt LTD

Local - KSA

4566778

Sat, 1 Feb, 2025

Fri, 28 Feb, 2025

Submit this response?

Click OK to submit.

OK

Cancel

# COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

## Supplier Registration Questionnaire

After successfully submitting the questionnaire, it will back to the Riyadh Airports' vendor management team for review and approve. Supplier can see the "Pending Approval" status in Ariba Business Network as shown below

### Registration Questionnaires



| Title                               | ID           | End Time ↓        | Commodity  | Regions    | Status           |
|-------------------------------------|--------------|-------------------|------------|------------|------------------|
| ▼ Status: Completed (1)             |              |                   |            |            |                  |
| Supplier Registration Questionnaire | Doc177644868 | 12/9/2024 1:48 AM | (no value) | (no value) | Pending Approval |

# COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

## Supplier Registration Questionnaire

Once Supplier Registration Questionnaire is reviewed and approved from Riyadh Airports, Supplier will receive the notification mailer as shown below. It confirms that supplier registration is completed.



# COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

## Supplier Registration Questionnaire

Supplier can see the “Registered” status of questionnaire in Ariba Business Network as show below once Supplier Registration Questionnaire is approved from Riyadh Airports.

### Registration Questionnaires

| Title                               | ID           | End Time ↓       | Commodity  | Regions    | Status     |
|-------------------------------------|--------------|------------------|------------|------------|------------|
| ▼ Status: Open (1)                  |              |                  |            |            |            |
| Supplier Registration Questionnaire | Doc177644868 | 1/2/6108 4:01 AM | (no value) | (no value) | Registered |

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REVISE RESPONSE FOR SUPPLIER  
REGISTRATION QUESTIONNAIRES

# Revise Response for Supplier Registration Questionnaire

## Revise Response Action

Supplier can change or revise the Supplier Registration Questionnaire response if it is asked by Riyadh Airports. To perform this, Supplier PoC login to in SAP Business Network account and access the already submitted questionnaire as show below once Supplier Registration

[Home](#)

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.

### Events

| Title    | ID | End Time ↓ | Event Type | Participated |
|----------|----|------------|------------|--------------|
| No items |    |            |            |              |

### Registration Questionnaires

| Title                               | ID           | End Time ↓        | Commodity  | Regions    | Status     |
|-------------------------------------|--------------|-------------------|------------|------------|------------|
| ▼ Status: Open (1)                  |              |                   |            |            |            |
| Supplier Registration Questionnaire | Doc179996415 | 1/11/2025 2:18 PM | (no value) | (no value) | Registered |

### Qualification Questionnaires

| Title | ID | End Time ↓ | Commodity | Regions | Status |
|-------|----|------------|-----------|---------|--------|
|-------|----|------------|-----------|---------|--------|



# Revise Response for Supplier Registration Questionnaire

## Revise Response Action

Once questionnaire is opened, Revise Response button will be visible as below.

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

Revise Response

### All Content

Name ↑

▶ 1 General Supplier Information

2 Bank Information

[View Bank Information \(1\)](#)

▶ 3 Tax Information

▶ 4 Contact information and official documents

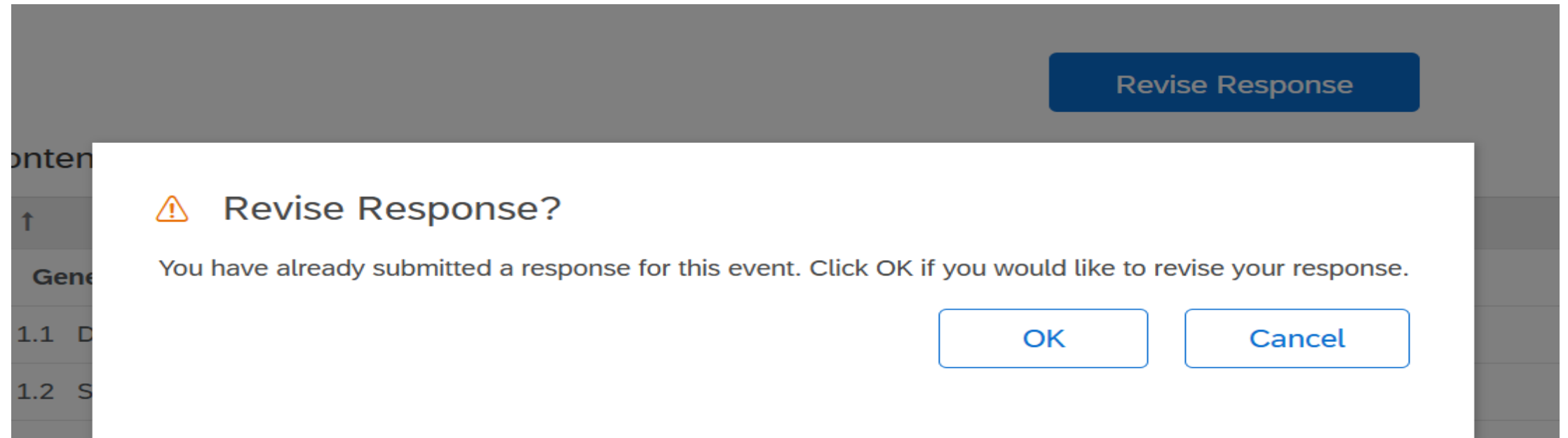
▶ 5 Certificate Management

▶ 6 Company Classification

# Revise Response for Supplier Registration Questionnaire

## Revise Response Action

Once questionnaire is opened, Revise Response button will be visible. On clicking the Revise Response button, It will ask confirmation to revise the response as shown below. Click “OK” to proceed.



# Revise Response for Supplier Registration Questionnaire

## Revise Response Action

After confirmation to revise the response, Supplier Registration Questionnaire is opened in Edit mode. Supplier user can perform the required changes in the questionnaire.

### All Content

| Name ↑  |  |
|---|--|
| ▼ 1 General Supplier Information  |  |
| 1.1 Submit RAC Code of Conduct. Please download and upload the signed copy of RAC Code of Conduct. <a href="#">References</a> ▼ | *  Suppliers <a href="#">x</a> <a href="#">Update file</a> <a href="#">Delete file</a> |
| 1.2 Organization Name (English input will be accepted only)   | * <input type="text" value="Test Supplier Pvt LTD"/>                                   |
| 1.4 Type of Entity - Saudi Arabia (Local) or Else (Foreign)   | * <input type="text" value="Local - KSA"/> ▼   |
| 1.5 Commercial Registration Number  | * <input type="text" value="1234566778"/>  |
| 1.6 Valid From - Commercial Registration Number   | * <input type="text" value="Sat, 1 Feb, 2025"/>  |
| 1.7 Valid To - Commercial Registration Number   | * <input type="text" value="Fri, 28 Feb, 2025"/>                                       |
| 1.8 Local Content Registration Number   | <input type="text"/>   |
| 1.9 Local Content Percentage  | <input type="text"/>   |

# Revise Response for Supplier Registration Questionnaire

## Revise Response Action

Once required changes are made, Supplier user can submit the revised response. It is advised to cross check the changes/revise response before final submission

All Content



| Name ↑                         |   |
|--------------------------------|---|
| ▶ 5 Certificate Management     |   |
| ▼ 6 Company Classification     |   |
| 6.1 Category                   | *Building and Construction Machinery and ... [ select ] |
| 6.2 Region                     | *EMEA [ select ]  |
| 6.3 Department                 | *Legal [ select ]                                       |
| 6.4 Vendor Type                | * <input type="text" value="Consultant"/> ▼             |
| (*) indicates a required field |   |

Submit Entire Response

Reload Last Bid

Save draft

Compose Message

Excel Import

# Revise Response for Supplier Registration Questionnaire

## Revise Response Action

System's final confirmation to submit the revise response. Click OK to submit.

The screenshot shows a web application interface for a supplier registration questionnaire. A modal dialog box is centered on the screen, asking for confirmation to submit the response. The dialog contains a green checkmark, the text 'Submit this response?', and a prompt 'Click OK to submit.' with two buttons: 'OK' and 'Cancel'. The background is a dimmed view of the questionnaire form. The form has a section titled 'General Supplier Information' with several questions. The first question is 'Do you accept the Riyadh Airports Company code of business conduct?'. The second question is 'Supplier full name' with the value 'SLP UTC006'. The fourth question is 'Type of Supplier' with a dropdown menu showing 'Foreign - Outside KSA'. The fifth question is 'Communication'.

All Content

Name ↑

▼ 1 General Supplier Information

1.1 Do you accept the Riyadh Airports Company code of business conduct?

1.2 Supplier full name SLP UTC006

1.4 Type of Supplier \* Foreign - Outside KSA ▼

1.15 Communication \*

✓ Submit this response?

Click OK to submit.

OK Cancel

# Revise Response for Supplier Registration Questionnaire

## Revise Response Action

System will display below message for final submission.

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

### All Content



Name ↑

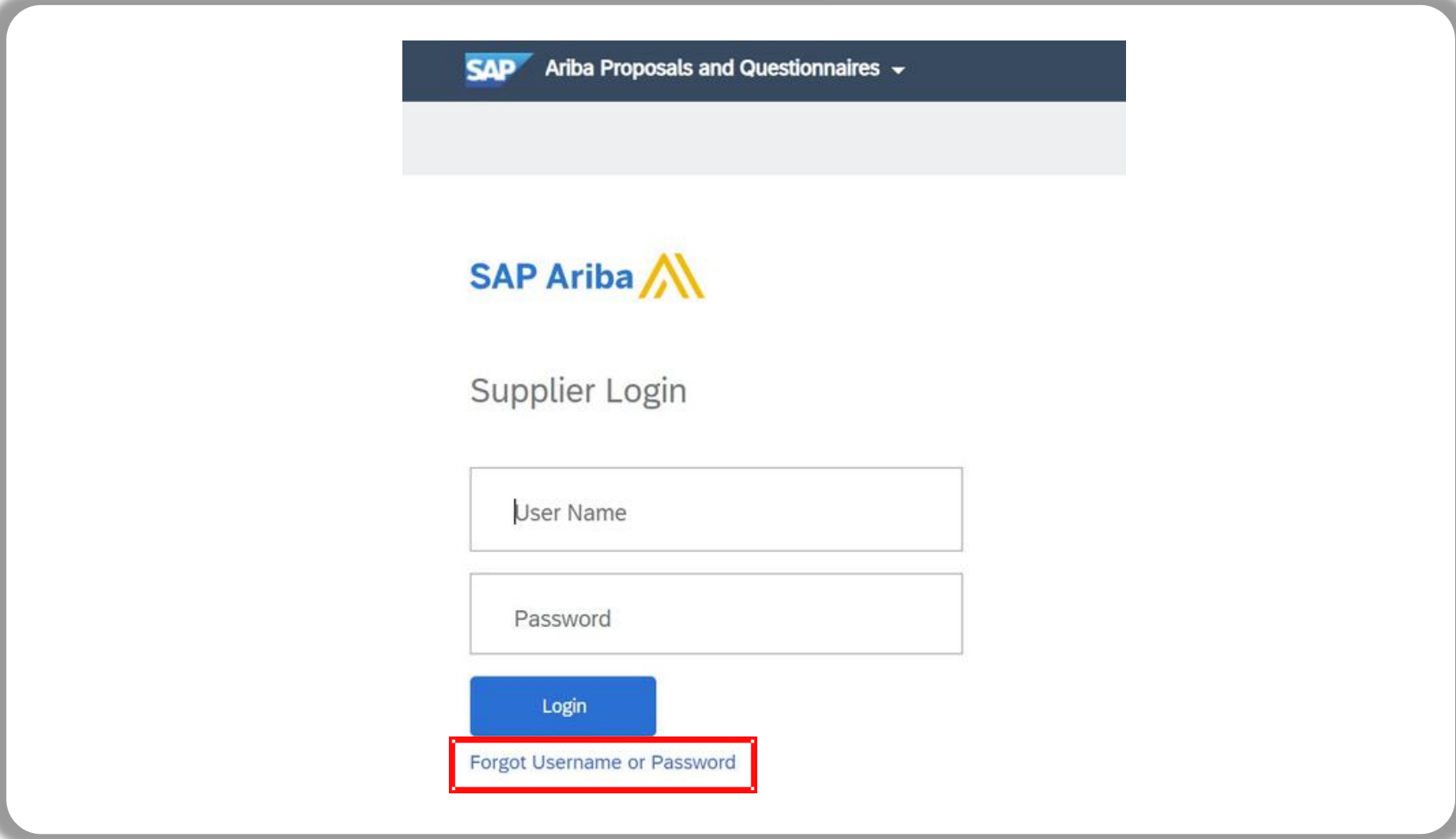
#### ▼ 1 General Supplier Information

|   |                       |
|---|-----------------------|
| 1.1 Do you accept the Riyadh Airports Company code of business conduct? | Yes                   |
| 1.2 Supplier full name  | SLP UTC006            |
| 1.4 Type of Supplier  | Foreign - Outside KSA |
| 1.15 Communication Language   | [EN] - English        |
| 1.16 Country code (main and mobile telephone numbers)                   | IN                    |



## RESETTING USERNAME AND PASSWORD

1. Access the SAP Ariba Supplier login screen directly via the link below:  
<https://service.ariba.com/Sourcing.aw>
2. If you cannot remember your username or password, click on "Forgot username or Password".



SAP Ariba Proposals and Questionnaires ▾

SAP Ariba

Supplier Login

User Name

Password

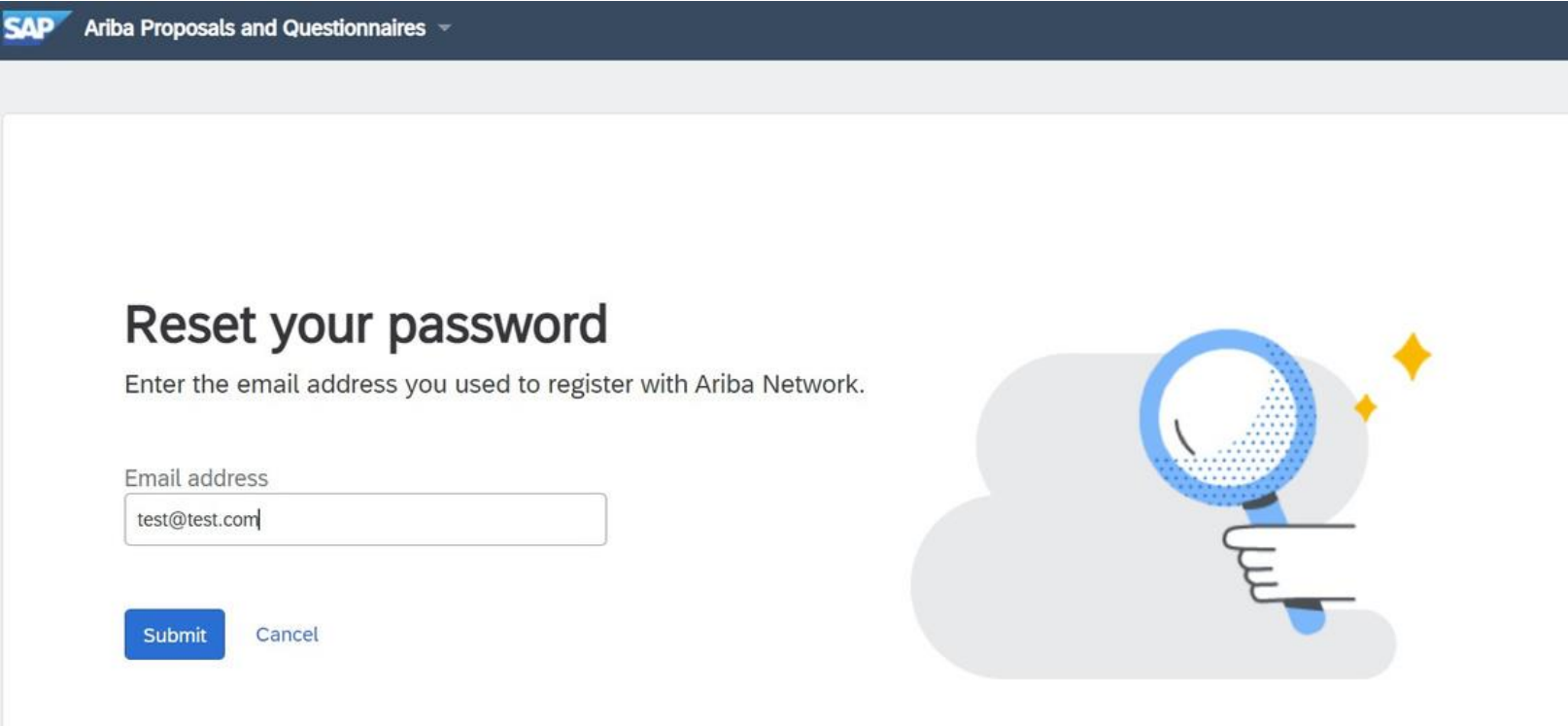
Login

Forgot Username or Password



3. The Reset your password screen will open.

Enter the e-mail address where your password reset confirmation e-mail must be sent. Click on "Submit"



**Reset your password**

Enter the email address you used to register with Ariba Network.

Email address

test@test.com

Submit Cancel

4. You will receive an e-mail containing a link to change your password.

Click on the link to reset your password.

## Ariba Account Password Reset Information



Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>

To ● Manana, Phindile



If there are problems with how this message is displayed, click here to view it in a web browser.

**SAP Ariba**



Dear BUSI MHLONGO,

Your password reset request to access the Ariba Commerce Cloud has been processed. To complete the password reset process, click the following link to confirm your email address and enter your new password:

<https://service.ariba.com/Authenticator.aw/ad/pswdReset?key=qZZL0tvGHc3Lcn4Zysu37drXbA0Y03Yb&anp=Ariba&app=Sourcing>

**Important: The link will expire in 24 hours.**

If this link doesn't work, please copy and paste it into your browser's address bar.

You can also log in using a one-time password created in the Ariba Supplier mobile app, available now for iPhone® and iPad® on the App Store®.



Sincerely,  
**The SAP Ariba Team**  
<https://seller.ariba.com>

5. Enter your desired password.
6. Confirm password by re-entering your new password.
7. Click "Submit".

## Reset your password

Username

XXXXXXXXXX@com

New password

.....

Confirm your password

.....

Submit

Cancel

### Note the password requirements:

- Must be between 8 and 32 characters
- Must contain at least 1 lowercase letter(s), 1 uppercase letter(s), 1 numeric character(s), and 1 special character(s). The special characters permitted are !#\$%&'()\*+,-./:;<>?@\_`{|}~\"[
- Cannot contain the username
- Repetitive characters and numbers in sequence are discouraged Only
- ASCII characters are allowed (numbers 1 –9, lower and upper case characters a –z, and some special characters)



## GETTING HELP

# OVERVIEW

**A** RIYADH AIRPORTS SAP ARIBA  
SUPPLIER SUPPORT

**B** CONTACTING SAP ARIBA  
DIRECTLY –WITH USER  
CREDENTIALS

**C** CONTACTING SAP ARIBA  
DIRECTLY –WITH NO USER  
CREDENTIALS

Use the contact details shown here to reach the VRM Team, Riyadh Airports Company, during Sunday to Thursday from 8:00 AM to 4:00 PM(KSA timezone) excluding all KSA public holidays.

Vendor Relationship Manager,  
Riyadh Airports Company

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Email [us:srm@riyadhairports.com](mailto:us:srm@riyadhairports.com)  
[www.riyadhairports.com](http://www.riyadhairports.com)

A

**RIYADH AIRPORTS SAP ARIBA  
SUPPLIER SUPPORT**

C

**CONTACTING SAP ARIBA  
DIRECTLY –WITH NO USER  
CREDENTIALS**

B

**CONTACTING SAP ARIBA  
DIRECTLY –WITH USER  
CREDENTIALS**

# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

To contact SAP Ariba Support directly, when you are already logged in follow these steps:

1. Login to the SAP Business Network, and from the Home page Click on the First “?” Help icon.

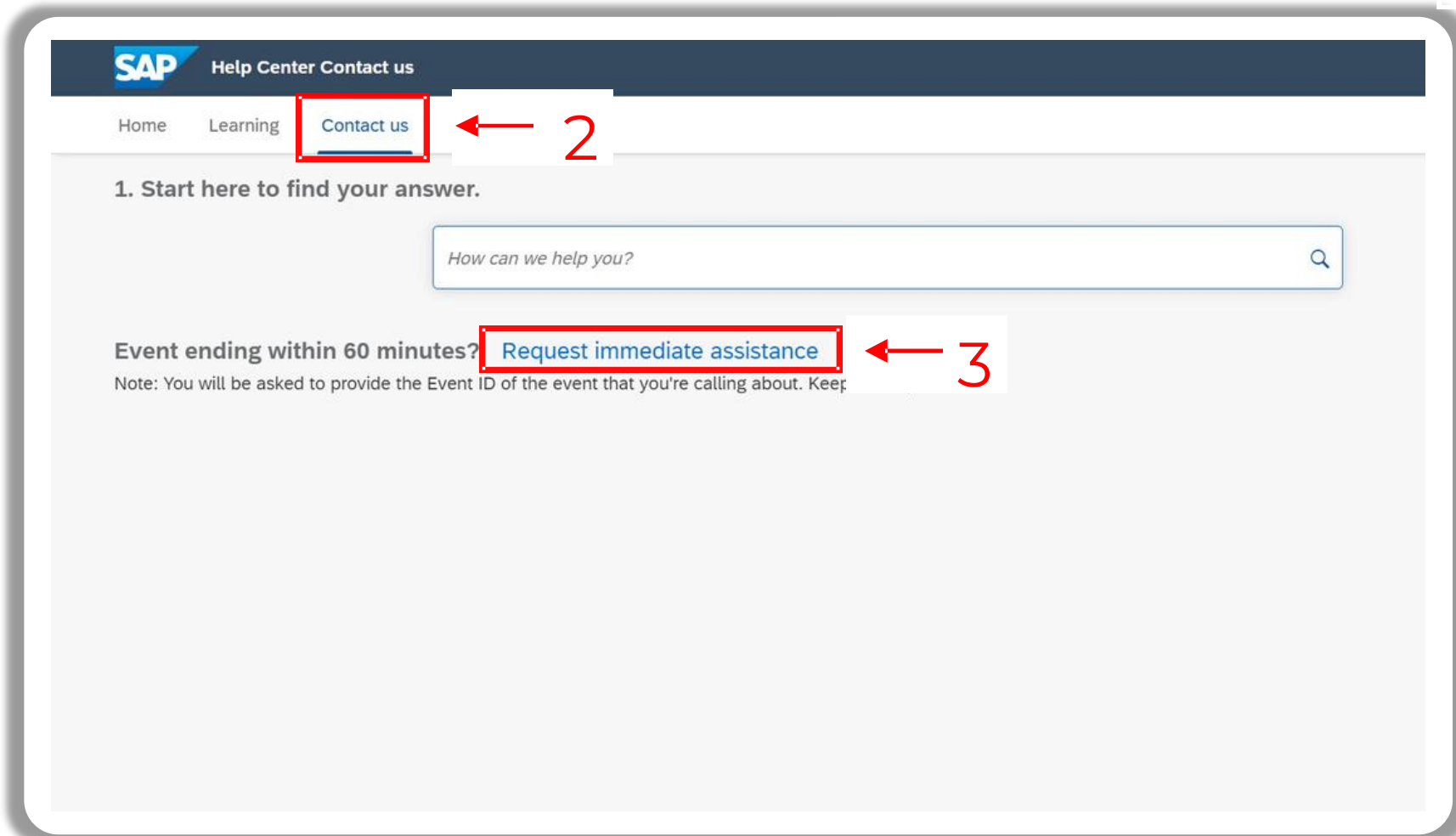
The screenshot shows the SAP Ariba Spend Management interface. At the top, there is a dark blue navigation bar with the following elements: 'Purchases and Questionnaires' (dropdown), 'Standard Account', 'Get enterprise account' (orange button), and 'TEST MODE' (red button). To the right of these buttons are three circular icons: a chat bubble, a question mark (highlighted with a red box and a red arrow), another question mark, and a user profile icon labeled 'JD'. Below the navigation bar, the main content area is titled 'HOLDINGS - TEST'. It features a welcome message, a 'Home' button, and two tables: 'Events' and 'Registration Questionnaires'. The 'Events' table has columns for Title, ID, End Time, Event Type, and Participated, with one entry for 'RFI Chemicals (Test) 20-10-2022'. The 'Registration Questionnaires' table has columns for Title, ID, End Time, and Status, with one entry for 'Implats Supplier Registration Questionnaire 2 of 2'.



# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

You will then be redirected to the following screen

2. Select "Contact Us"
3. Click on the "Request immediate assistance".



# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

Type in the details of you ticket to SAP Ariba support on the form provided.

4. Once you have completed filling in your required ticket fields, Click on the "Submit" button.

1. Tell us what you need help with.

Subject: \* Help with event ending soon

Document or Event Number:

Company that invited you:

Time remaining in event: \*

2. Please review your contact information for correctness:

First name: \*

Last name: \*

Username:

Company: \*

Email: \* pedzisai.mutapiri@bayajulaservices.com

Phone: \*

Extension:

Confirm phone: \*

☐ My phone number is correct.

☐ Do not record my phone call.

4 → **Submit** Cancel

# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

5. Once you have submitted your ticket you will see the following screen showing you the status of your ticket.

The screenshot displays the SAP Help Center 'Contact us' interface. A red rectangle highlights the first section, '1. Following up on something?', which contains a table with ticket details. The table has three columns: Case ID, Created on, and Status. The first row shows 'Case 4525862/2022', 'Created on Dec 2, 2022, 3:26 PM', and 'Status Open'. A red button labeled 'Callback pending' is located to the right of the status. Below this section is a search bar with the placeholder text 'How can we help you?'. At the bottom, there is a link 'Request immediate assistance' and a note about providing an Event ID.

| Case              | Created on           | Status |
|-------------------|----------------------|--------|
| Case 4525862/2022 | Dec 2, 2022, 3:26 PM | Open   |

Help with event ending soon

Callback pending

2. New issue? Start here to find your answer.

How can we help you?

Event ending within 60 minutes? [Request immediate assistance](#)

Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.

5

A

**RIYADH AIRPORTS SAP ARIBA  
SUPPLIER SUPPORT**

C

**CONTACTING SAP ARIBA  
DIRECTLY –WITH NO USER  
CREDENTIALS**

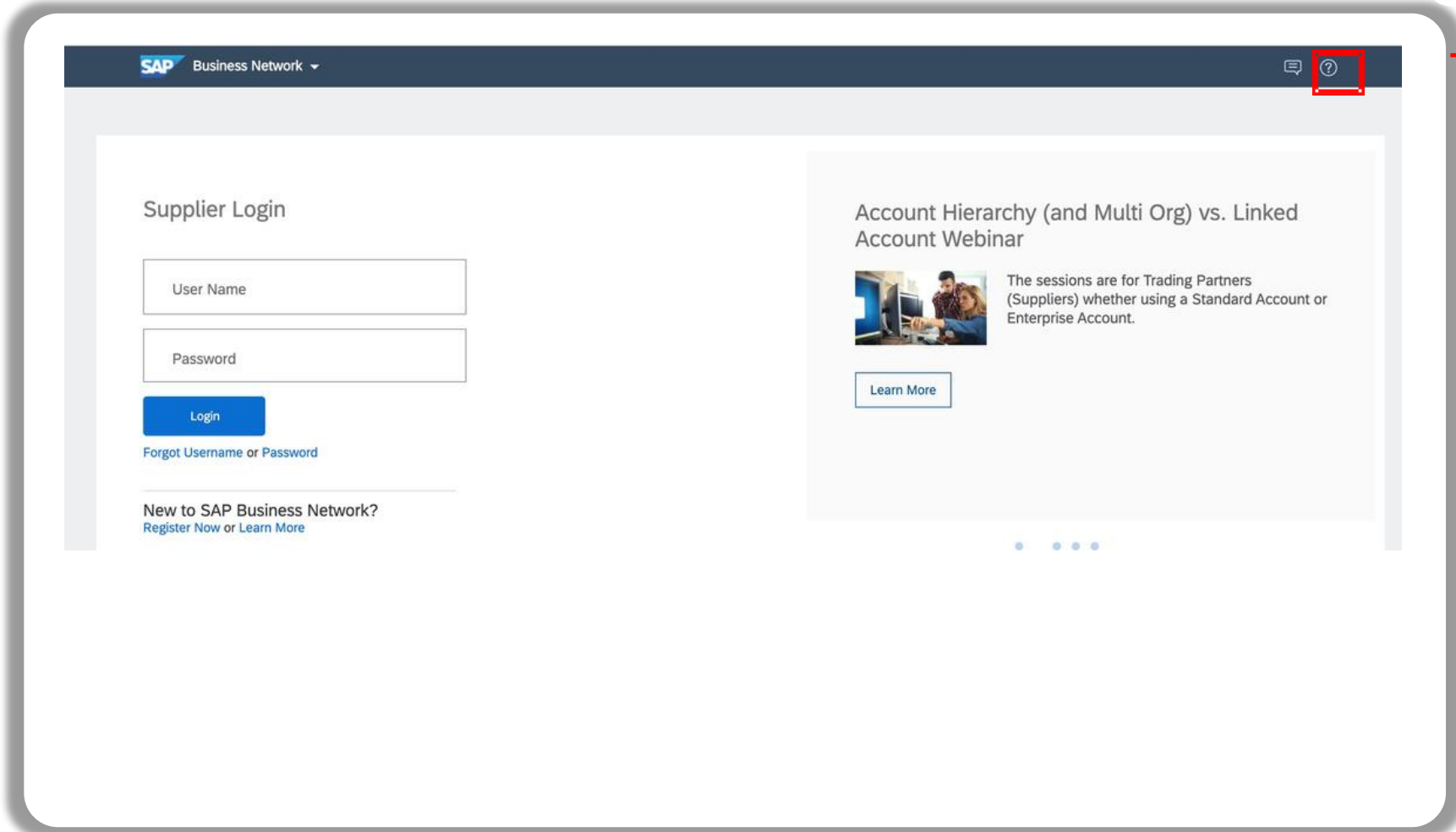
B

**CONTACTING SAP ARIBA  
DIRECTLY –WITH USER  
CREDENTIALS**

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

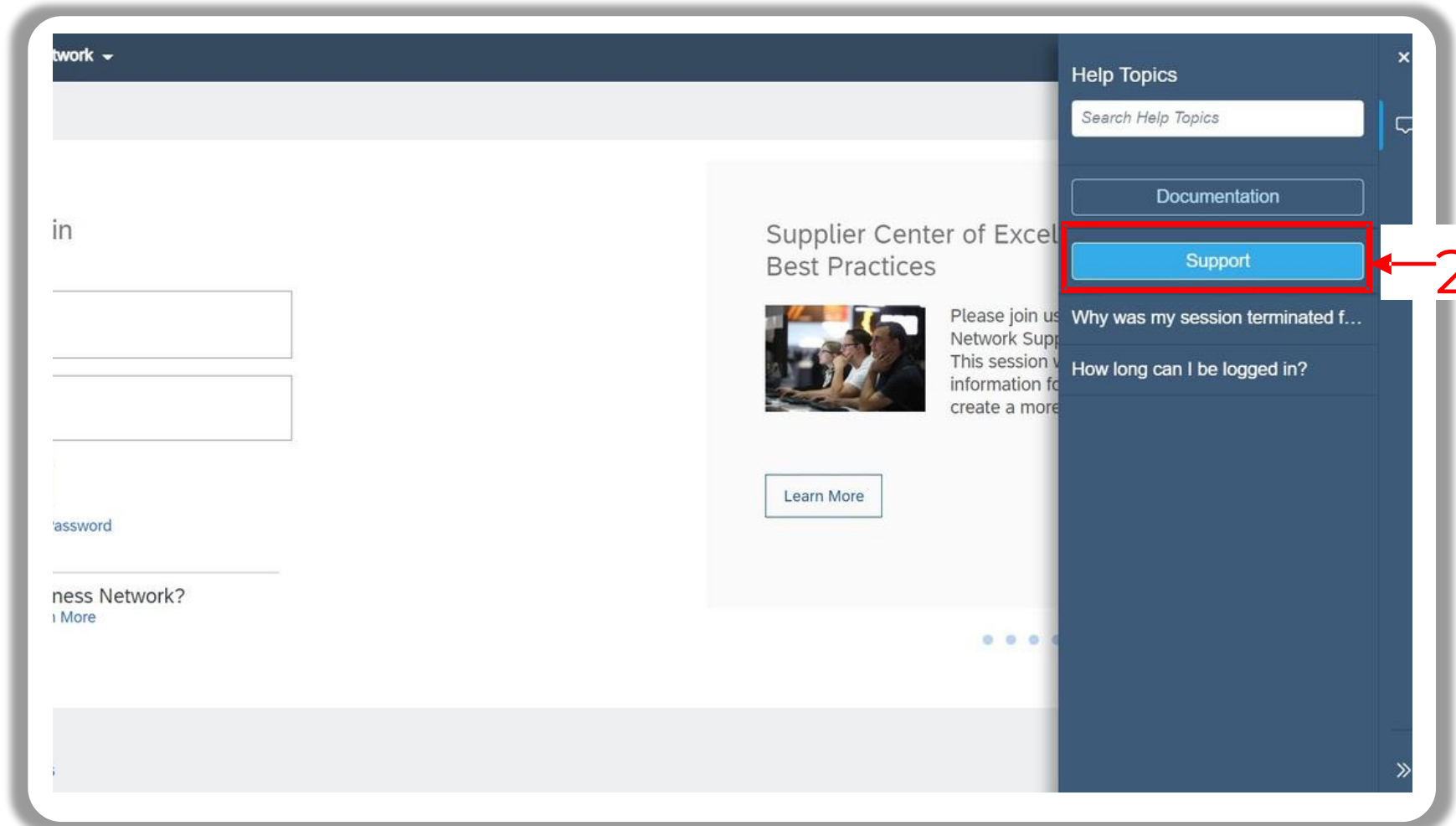
To contact SAP Ariba Support directly, when you do not have any login credentials to your account, follow these steps:

1. Access the SAP Business Network Supplier login page  
Then Click on the “?” Help icon



# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

## 2. Click on "Support"



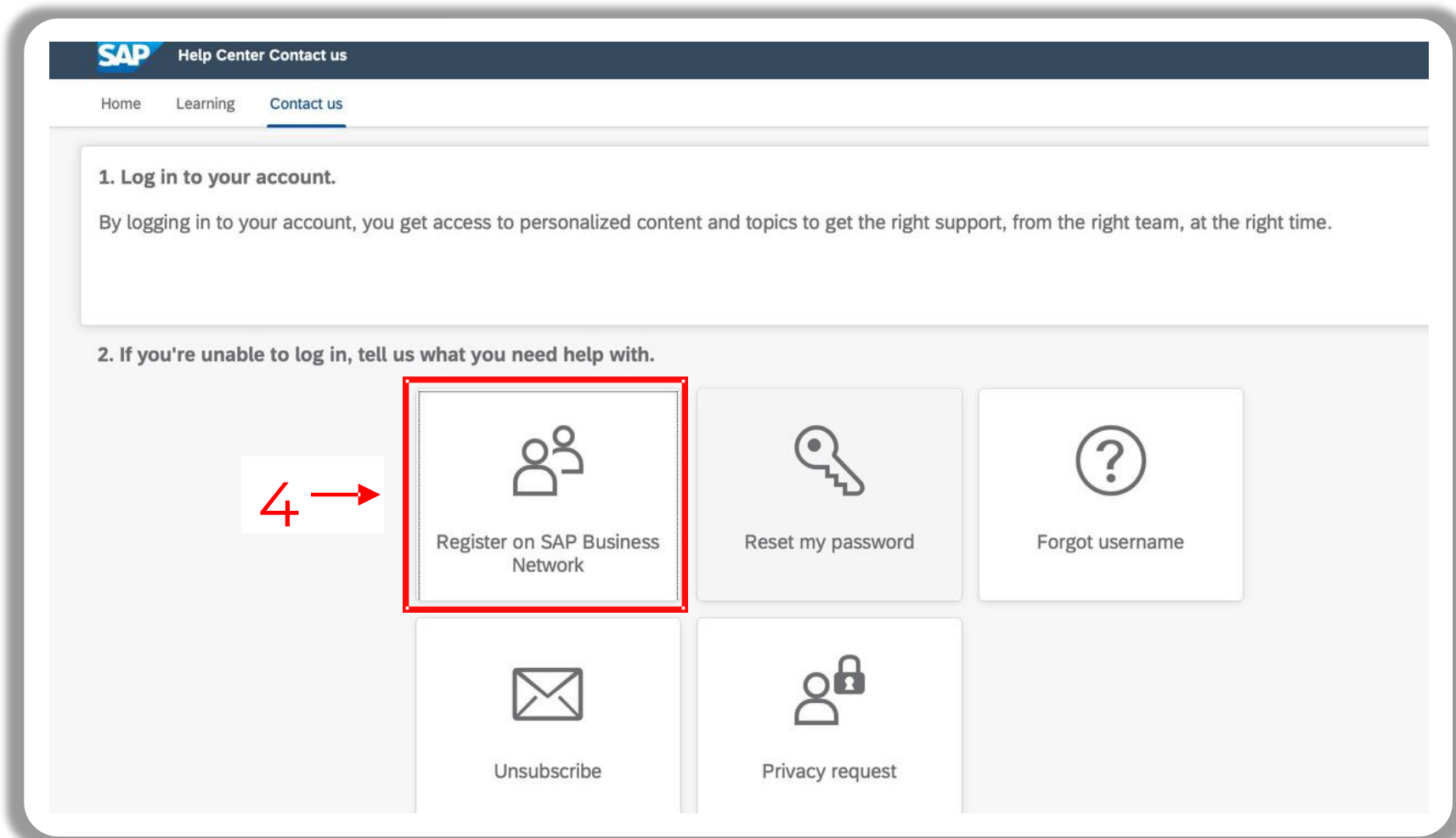
# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

## 3. Click on "Contact us"

The screenshot shows the SAP Help Center Home page. The navigation bar at the top includes the SAP logo and the text 'Help Center Home'. Below the navigation bar, there are three links: 'Home', 'Learning', and 'Contact us'. The 'Contact us' link is highlighted with a red rectangle, and a red arrow points to it with the number '3' next to it. Below the navigation bar, there is a large blue banner with the text 'How can we help you?'. Below the banner, there is a search bar with the placeholder text 'Search knowledge base articles, documentation, and tutorials'. Below the search bar, there is a text box with the text 'Try "cancel order", "email notifications", "user authorization"'. Below the text box, there is a section titled 'Topics we recommend for you'. Below this section, there is a card titled 'What are some registration tips for Ariba Network Suppliers?'. The card contains a question and an answer. The question is 'What are some registration tips for Ariba Network Suppliers?' and the answer is 'Proactively managing your company's Ariba Network presence can enhance your experience, prevent missed orders, and save money. The best practice is one supplier Ariba Network Identification Number (ANID) for all buyers, have as few ANID's as possible across the...'. Below the card, there are two buttons: 'Registration' and 'Supplier account login'. Below the buttons, there is a date 'Aug 16, 2019'. At the bottom of the page, there is an error message: 'Error: The username and password entered has already merged to another Ariba Sourcing user account'. On the right side of the page, there is a blue circle with a white question mark and the text 'FAQ'.

# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

## 4. Click on “Register on SAP Business Network”





# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

5. Click on "Registration error"
6. Click on "ANERR error"
7. Click on "I'm still experiencing the error after troubleshooting"

The screenshot shows the SAP Ariba Help Center 'Contact us' page. The page has a dark blue header with the SAP logo and 'Help Center Contact us'. Below the header are navigation links: 'Home', 'Learning', and 'Contact us' (which is active). There are also links for 'Unsubscribe' and 'Privacy request'. The main content area is titled '3. Choose from the options below to continue.' and asks 'What do you need help with?'. There are four buttons: 'Register a new account', 'Registration error' (highlighted with a red box and a red arrow labeled '5'), 'out if my company has an account', and 'Something else'. Below this, it asks 'Which of the following errors are you experiencing?'. There are five buttons: 'User already exists. Please enter a different username.', 'DUNS number already exists', 'The username and password entered has already merged to another Ariba Sourcing user account', 'You must enter the username and password associated with your account', and 'ANERR error' (highlighted with a red box and a red arrow labeled '6'). Below these buttons are three numbered steps: 1. Delete the cookies and browsing history in your internet browser. 2. Close all browser windows. 3. Open a new browser window and try to log in to your account again. At the bottom, there is a paragraph about password reset and a button 'I'm still experiencing the error after troubleshooting' (highlighted with a red box and a red arrow labeled '7').

# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

8. After clicking “I’m still experiencing the error”. You will see a pop up at the bottom of your screen. Click on “Create a Case”

Which of the following errors are you experiencing?

User already exists. Please enter a different username. DUNS number already exists

The username and password entered has already merged to another Ariba Sourcing user account

You must enter the username and password associated with your account ANERR error Something else

1. [Delete the cookies and browsing history](#) in your internet browser.
2. Close all browser windows.
3. Open a new browser window and try to [log in to your account](#) again.

If you were trying to reset your password, [go to the login page](#) and resend the password reset email by clicking **Password** and following the prompts, as the link in the email may have expired.

I'm still experiencing the error after troubleshooting

Can't find what you're looking for?

8 → Create a Case

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

## 9. Fill in the form and submit your SAP Ariba Support case ticket

To have your user Administrator changed by SAP Ariba, you are required to provide the following:

- ANID(Ariba Network Identification) number) of your supplier account. The Implats Helpdesk can assist with this number if you do not have it
- Previous administrator's full name
- Previous administrator's email address
- Name and email of a sub-user (if the account has sub-users)

The screenshot shows the SAP Help Center 'Contact us' page. At the top, there's a navigation bar with 'Home', 'Learning', and 'Contact us'. Below this, a section for 'Requested language of support' shows 'English' with a 'Change?' link. A note states: 'If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.' The main section is titled '1. Tell us what you need help with.' It contains a 'Subject' field with the text 'Register on SAP Business Network', a 'Full description' text area with the placeholder 'Affected items, expected results, etc.' and a '3000 characters remaining' indicator, and an 'Attachment' field with an upload icon. Below these is a 'Top Recommendations' box with two links: 'How do I register a new account?' and 'How do I register on SAP Ariba Sourcing?'. The final section is '2. Please review your contact information for correctness:', which includes fields for 'First name', 'Last name', and 'Username'.



# THANK YOU

