RIYADH AIRPORTS COMPANY

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SAP ARIBA SUPPLIER LIFECYCLE AND PERFORMANCE

Supplier Training Guide

CONTENT

1. Introduction and Background
2. Self-Registration for Prospective Supplier
3. How to Complete Full Supplier Registration
   - SAP Business Network Profile Registration
   - Riyadh Airports Full Supplier profile Registration
   - Revise Response For Supplier Registration Questionnaire
4. How to Reset Username and Password
5. How to Get Help and Support

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INTRODUCTION AND BACKGROUND

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

INTRODUCTION TO THE SAP BUSINESS NETWORK

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) •Capability to mass download invoices for local archiving
Support	Online Help Center	•Support via phone, chat, or email •Direct access to enablement experts for onboarding assistance •Technical support for configuration and integration assistance •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

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SELF REGISTRATION FOR PROSPECTIVE SUPPLIER

SELF REGISTRATION PROCESS

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

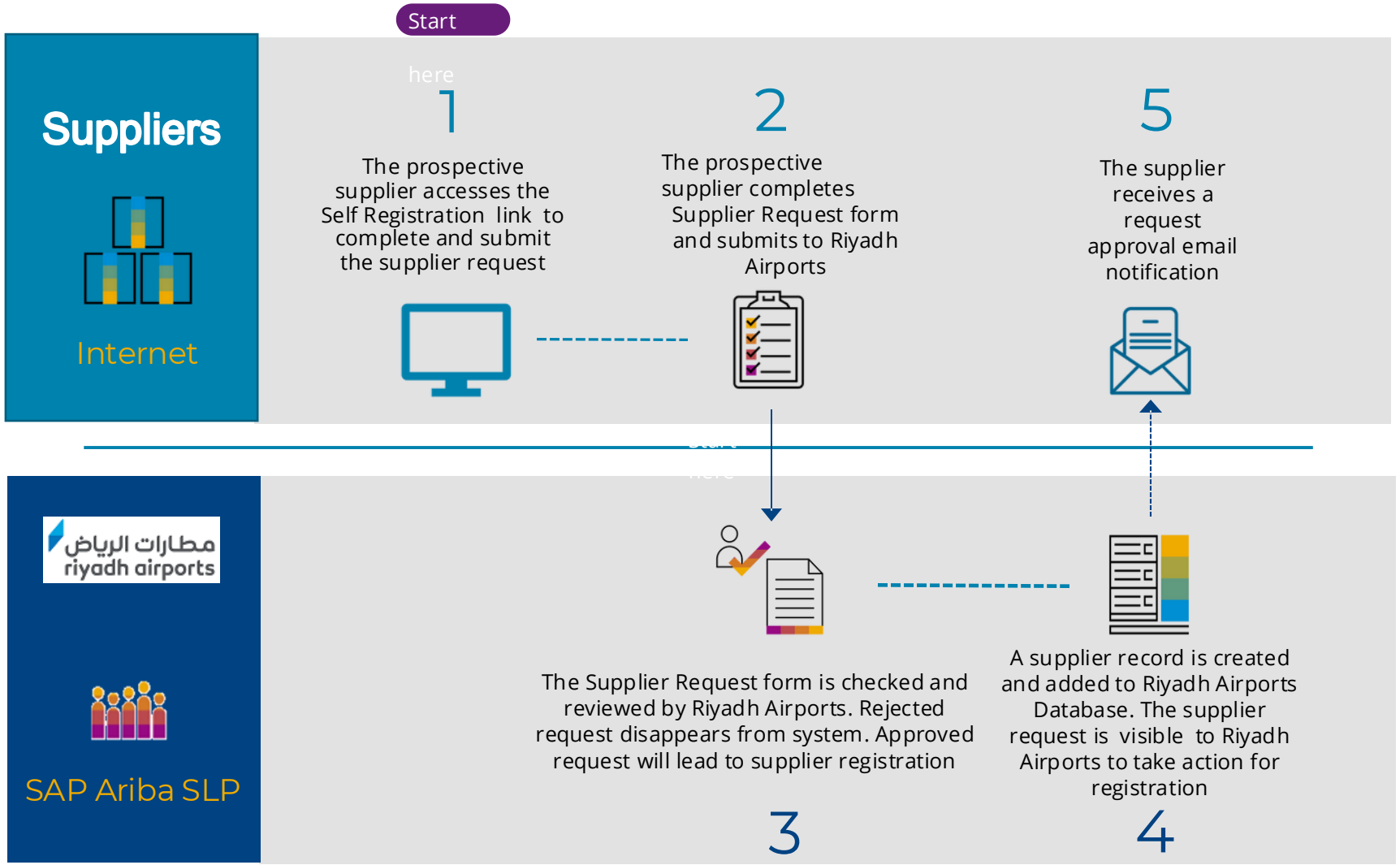
The prospective supplier accesses the Self Registration link through Riyadh Airports website.

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.

STEPS TO COMPLETE SELF REGISTRATION

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.

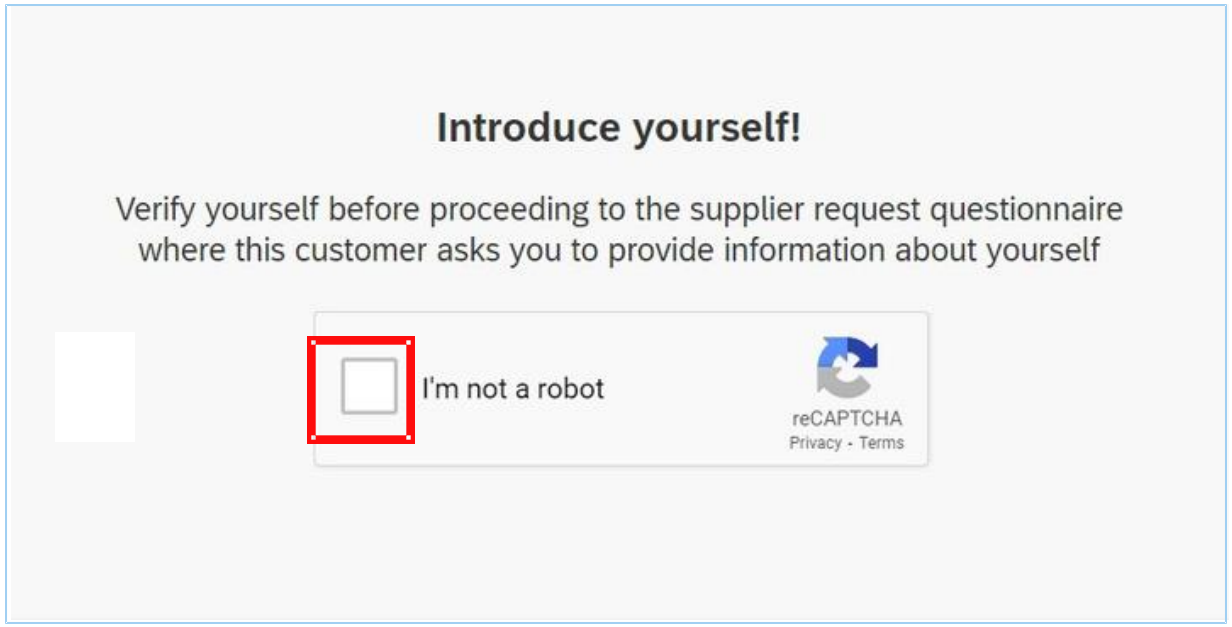
Riyadh Airports Company Self-Registration link:
http://744848691.sourcing.mn2.ariba.com/ad/selfRegistration

STEPS TO COMPLETE SELF REGISTRATION

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



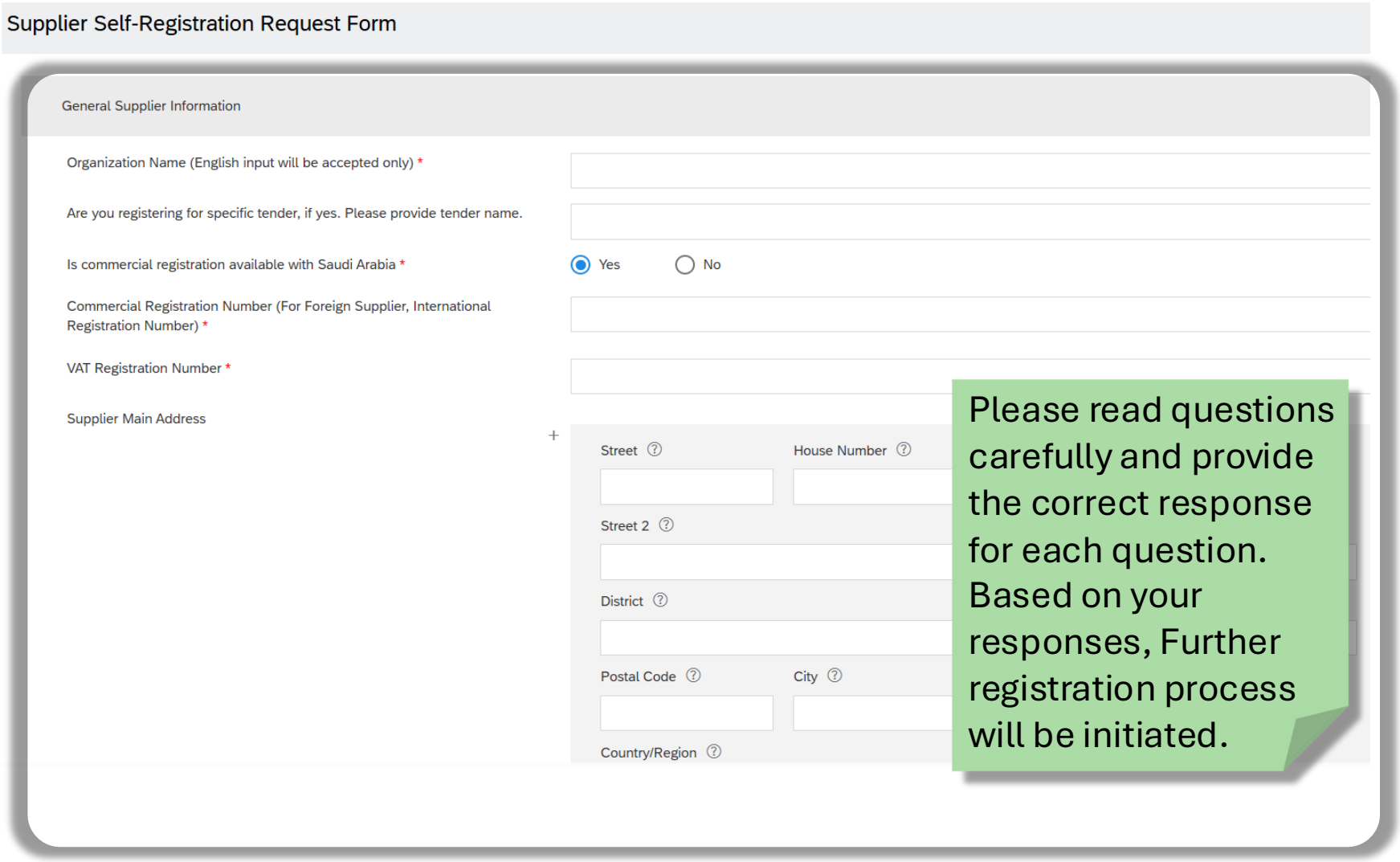
STEPS TO COMPLETE SELF REGISTRATION

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

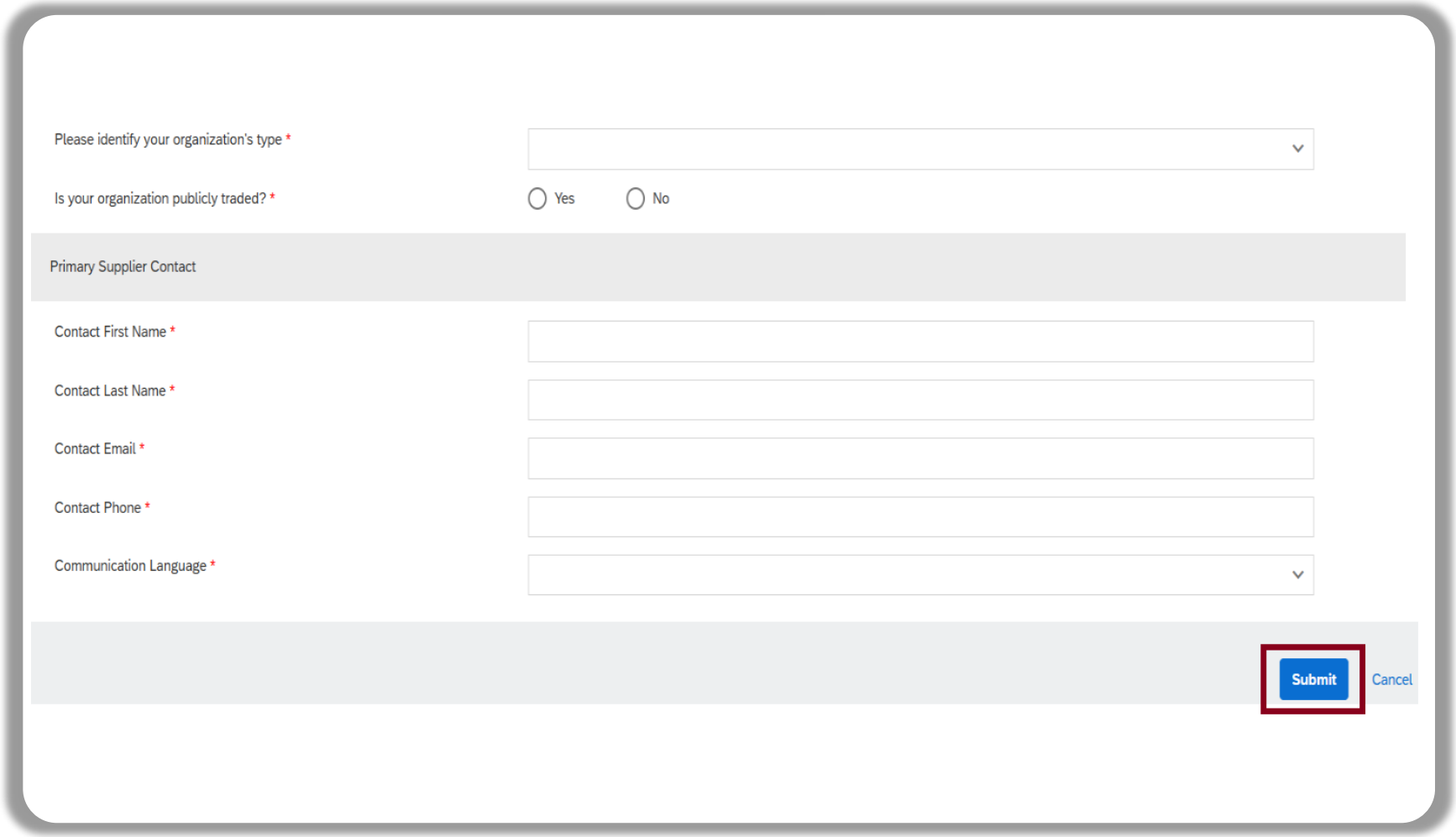
All fields marked with *are mandatory and must be completed.



STEPS TO COMPLETE SELF REGISTRATION

4. Submitting the supplier request form

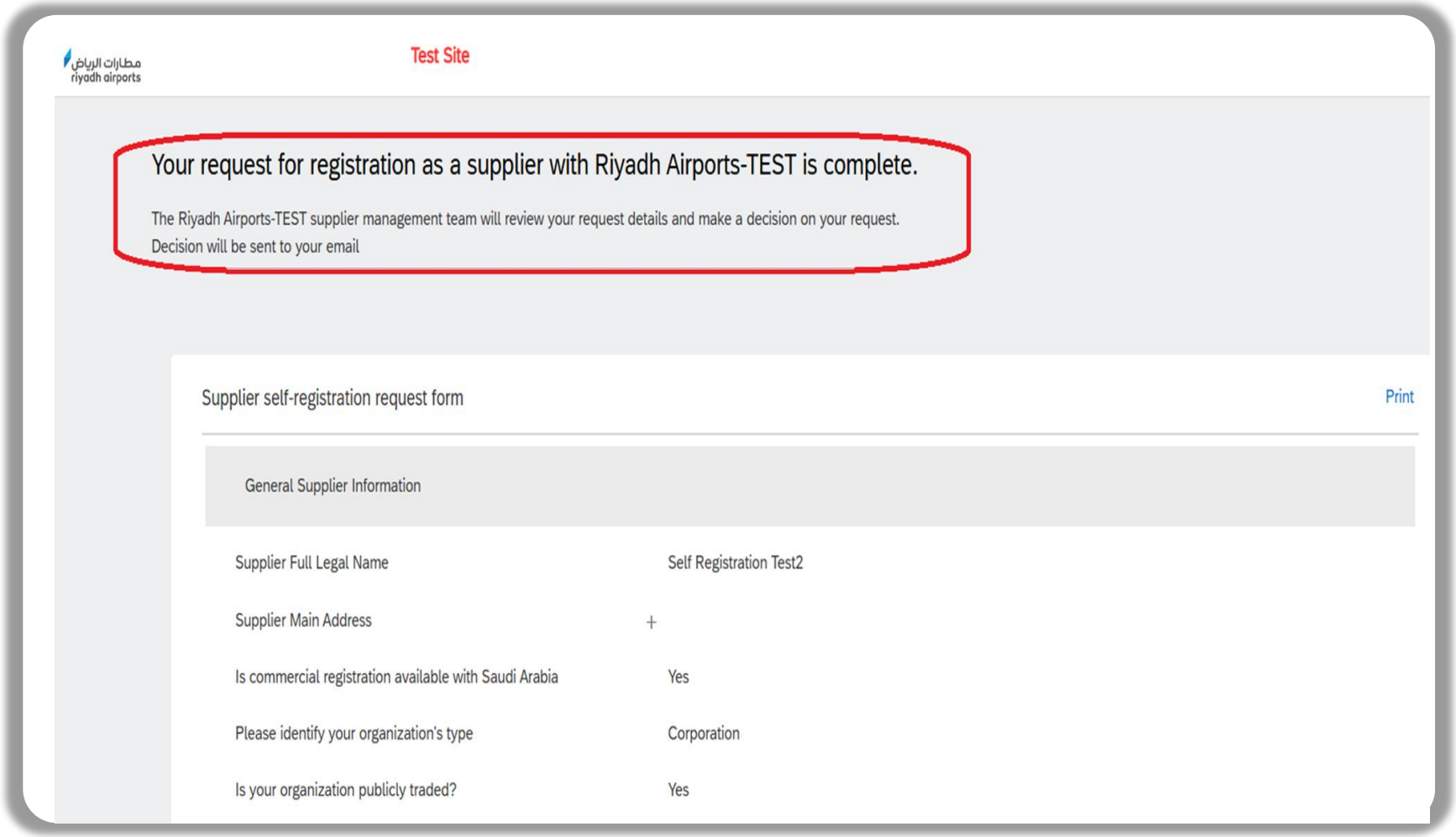
Once supplier Request Form is completed, click on the submit button at the bottom of the form



STEPS TO COMPLETE SELF REGISTRATION

5. Supplier Request form Submission message

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

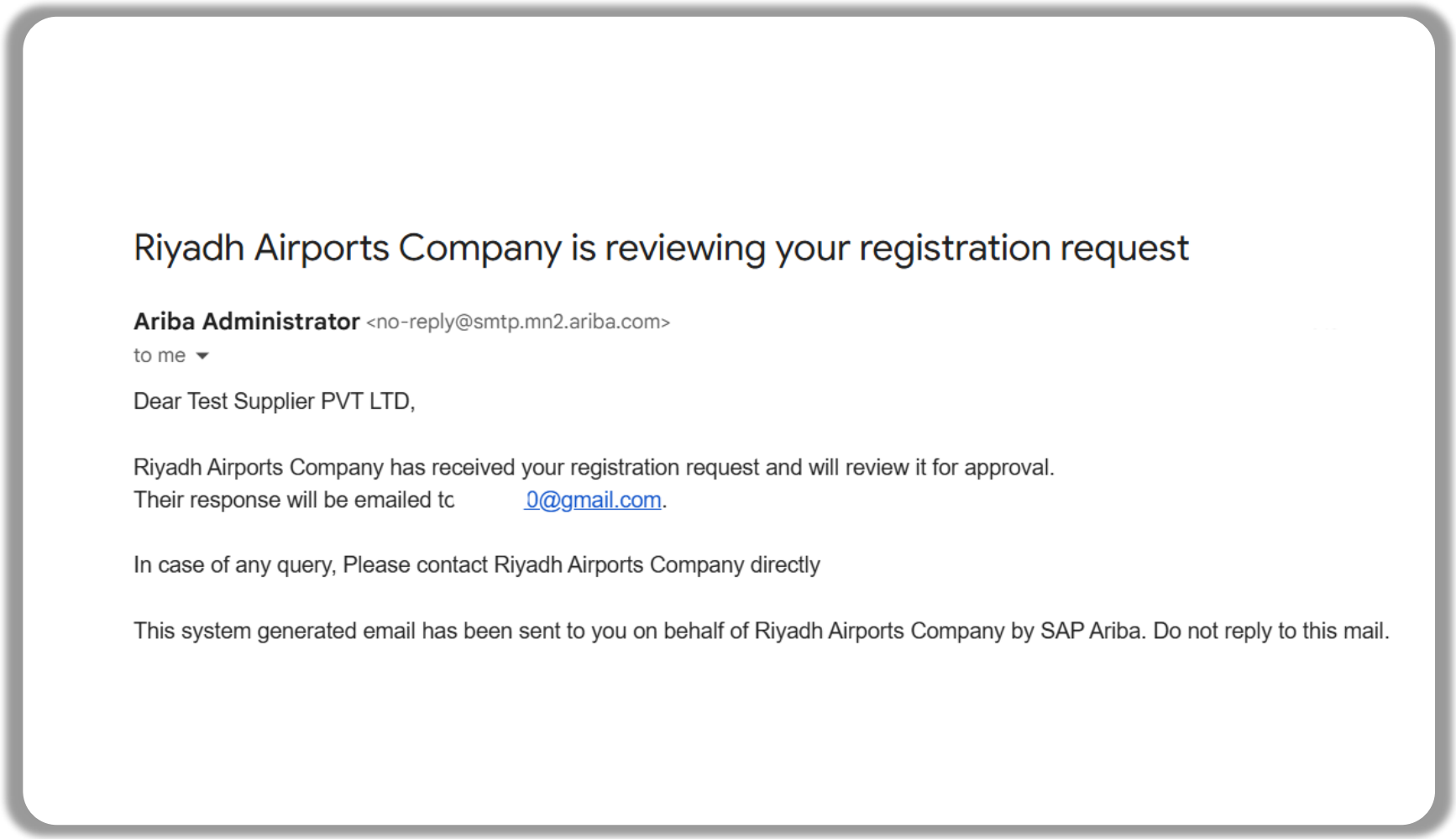


Email NOTIFICATION FOR SELF REGISTRATION

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 tc 0@gmail.com.

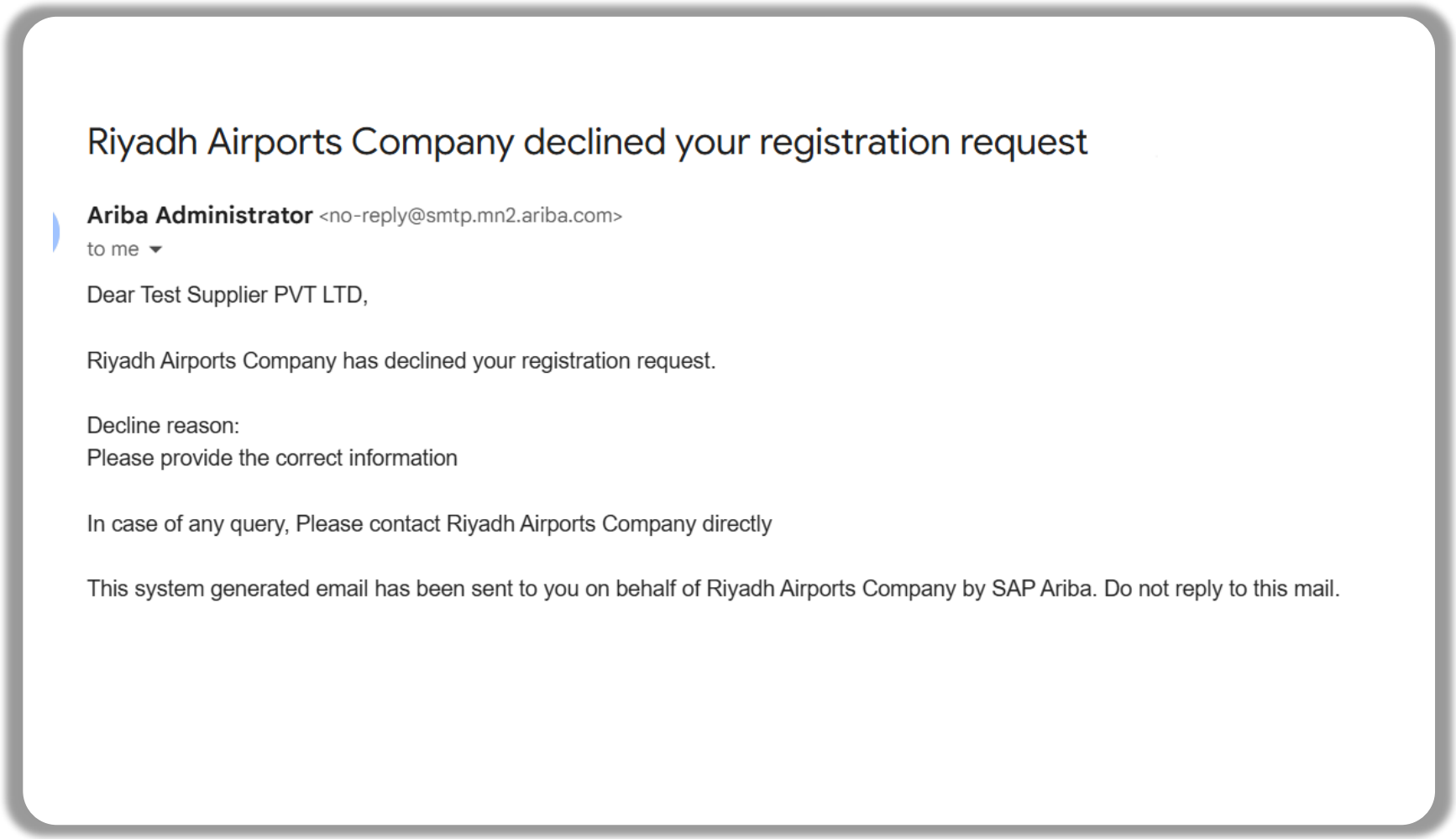
In case of any query, Please contact Riyadh Airports Company directly

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 FOR SELF REGISTRATION

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.

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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

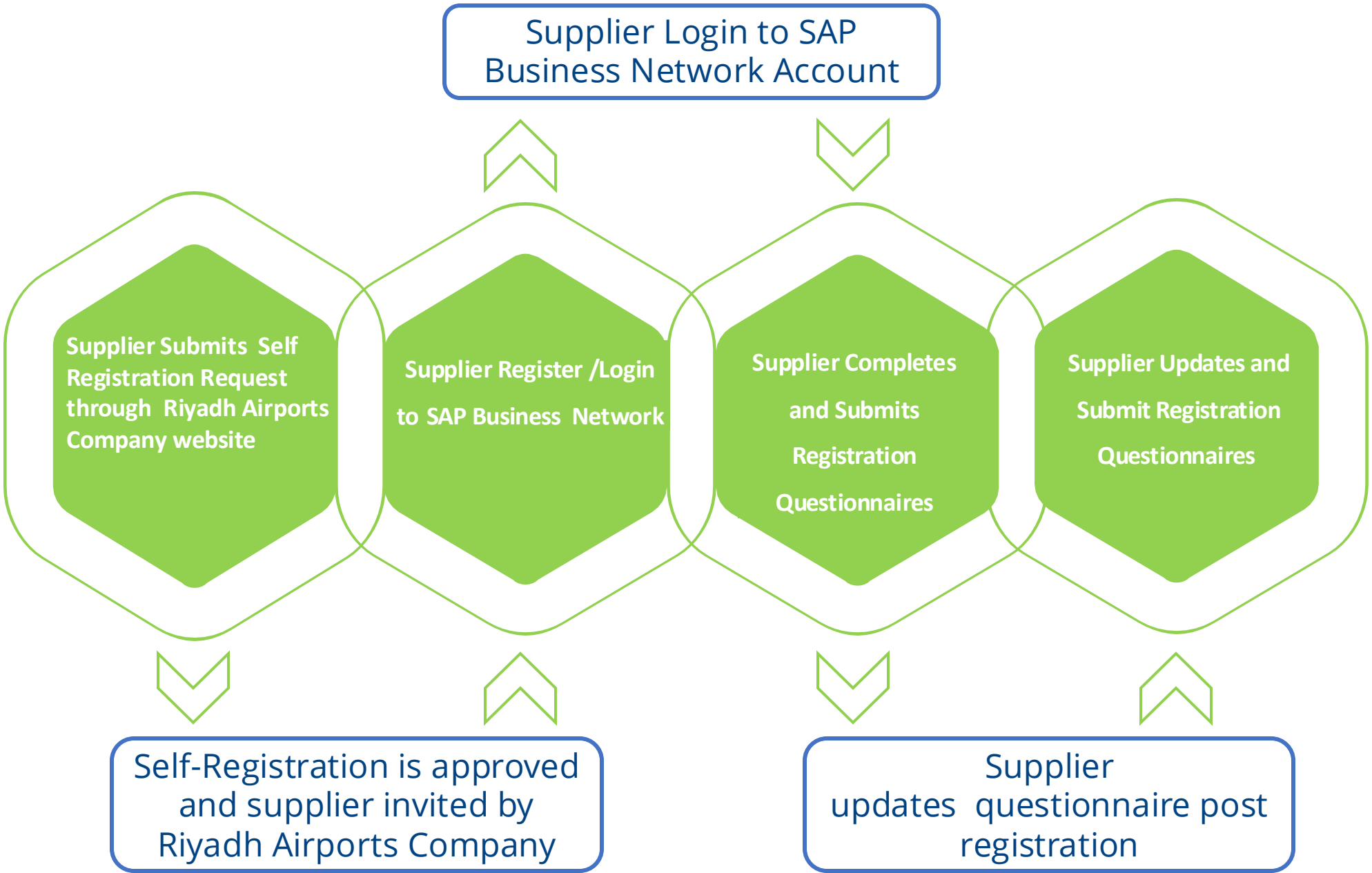
A

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

Suppliers

SAP Business Network

SAP Ariba SLP

1 Start

Riyadh Airports invites a supplier to register to become an approved registered vendor

2 The supplier receives invitation e-mails for full registration

3 Supplier creates a global SAP Business Network account. SAP manages the account .

4 The supplier access supplier registration questionnaire and complete and submitting the questionnaire

5 Suppliers registration response are validated, vetted and approved by Riyadh Airports

6 A supplier registration is approved, and the supplier is added to the registered vendor database

7 Registration approval email notification

OVERVIEW

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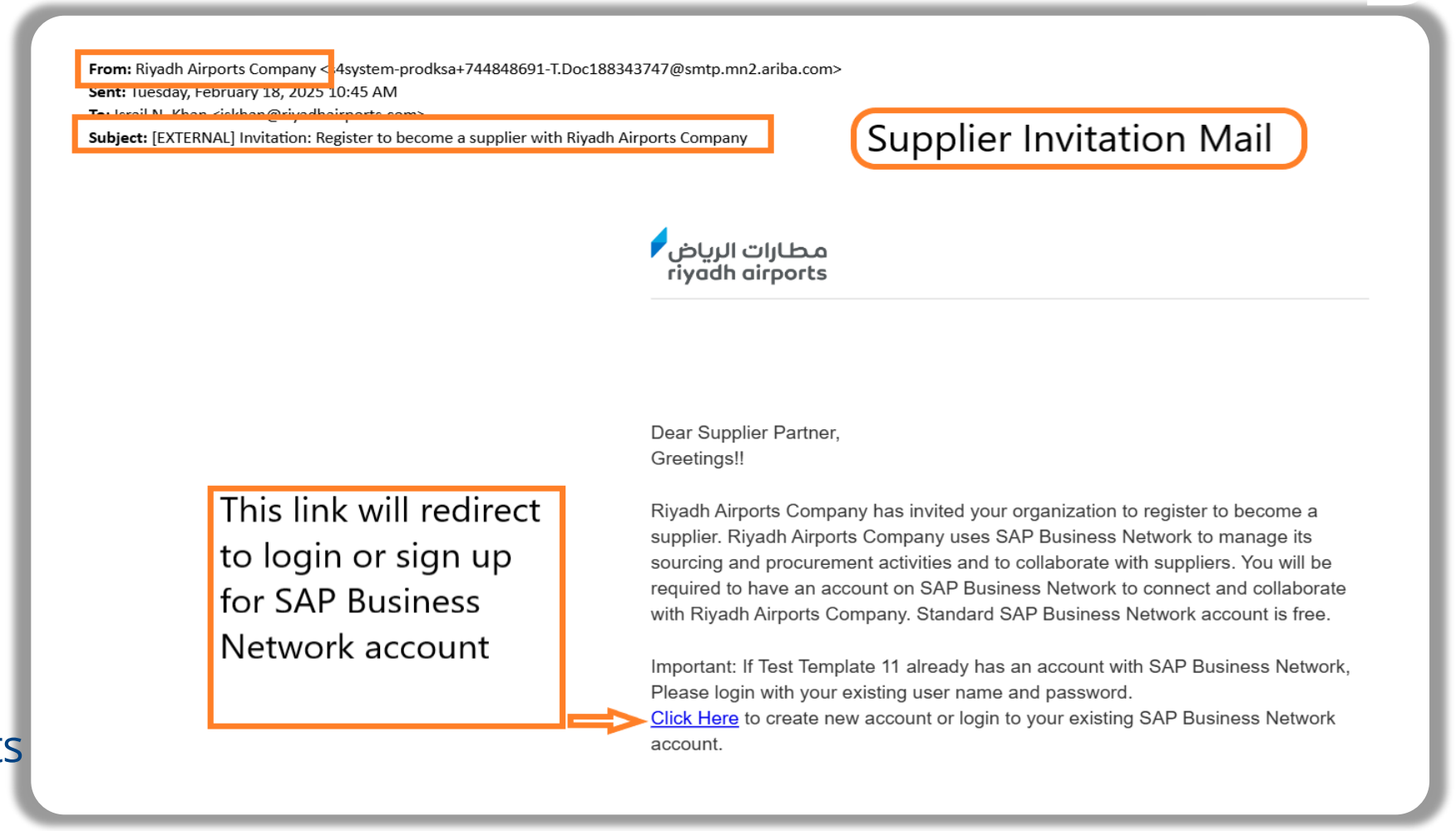
CREATING SAP BUSINESS NETWORK ACCOUNT

B

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

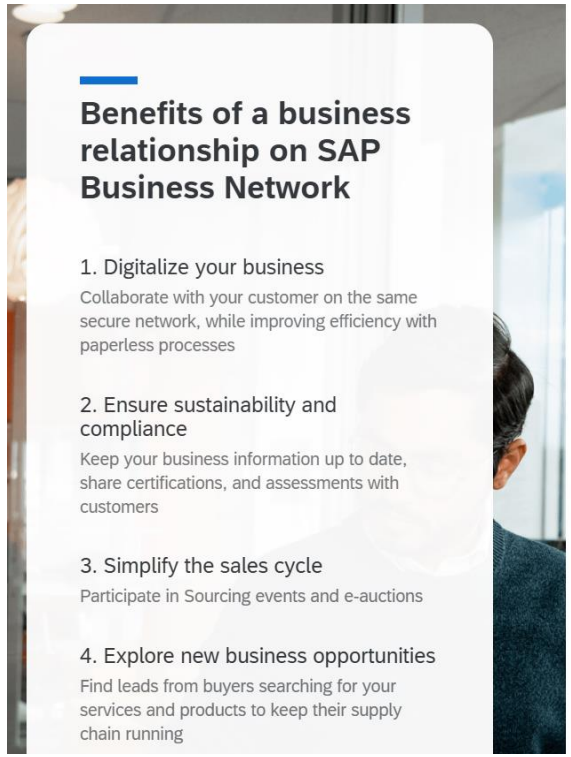


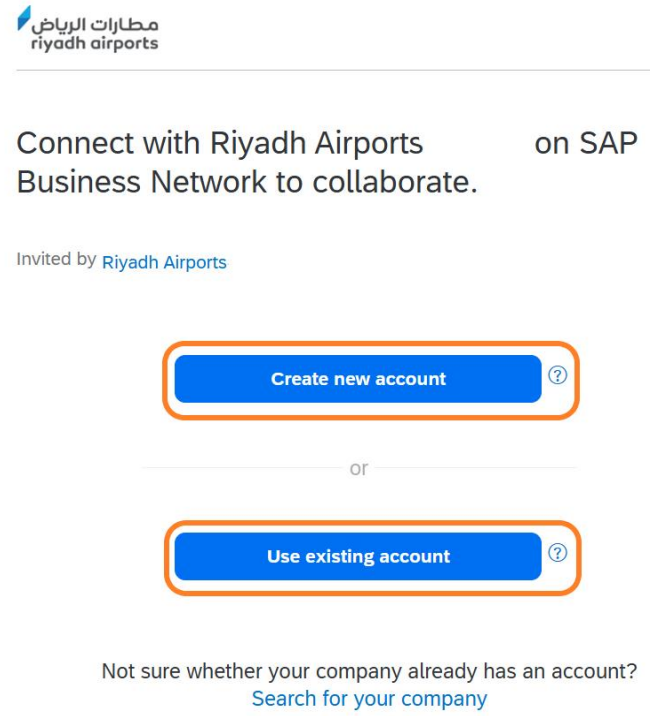
CREATING SAP BUSINESS NETWORK ACCOUNT

B

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.

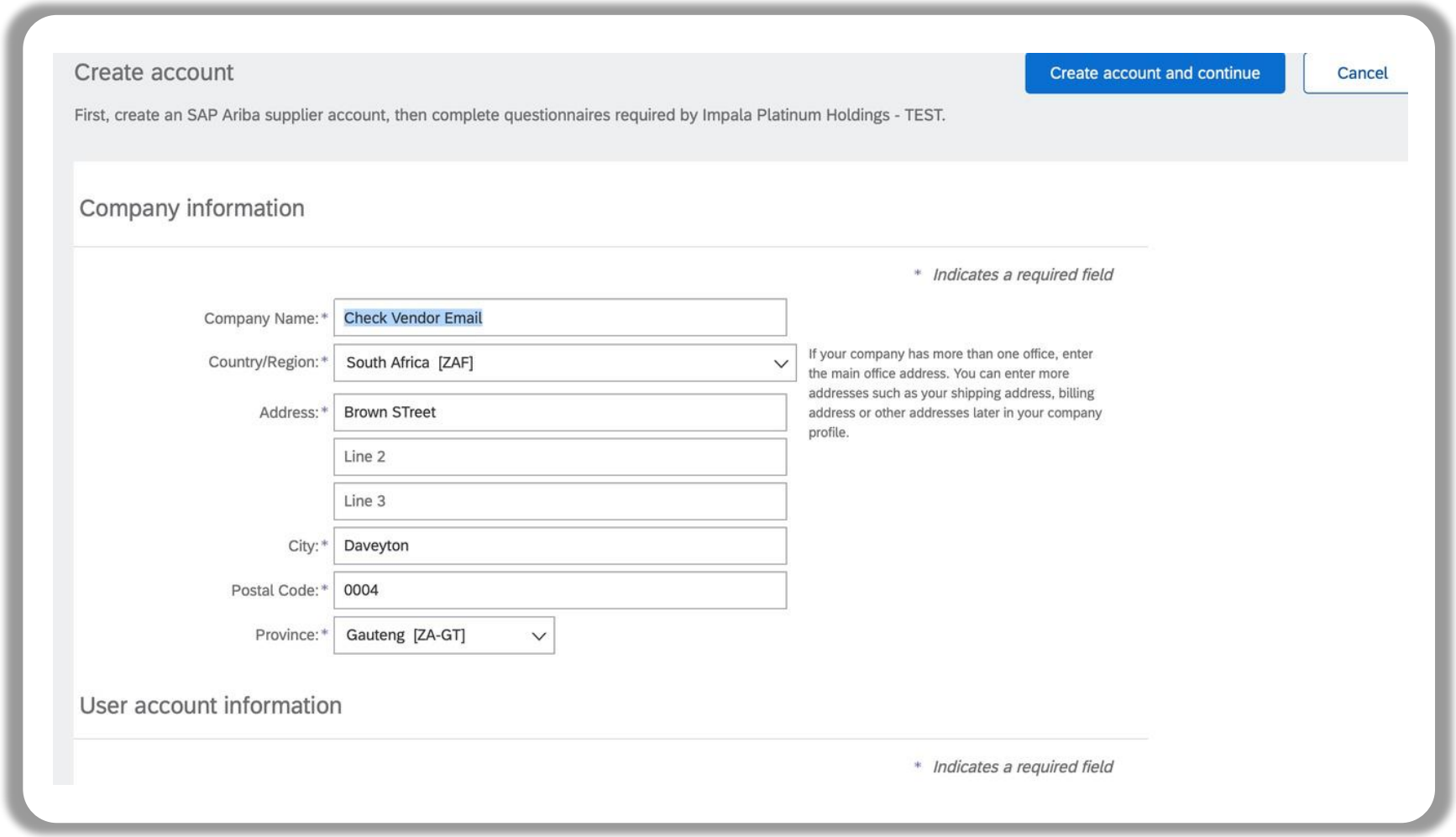




CREATING SAP BUSINESS NETWORK ACCOUNT

B

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

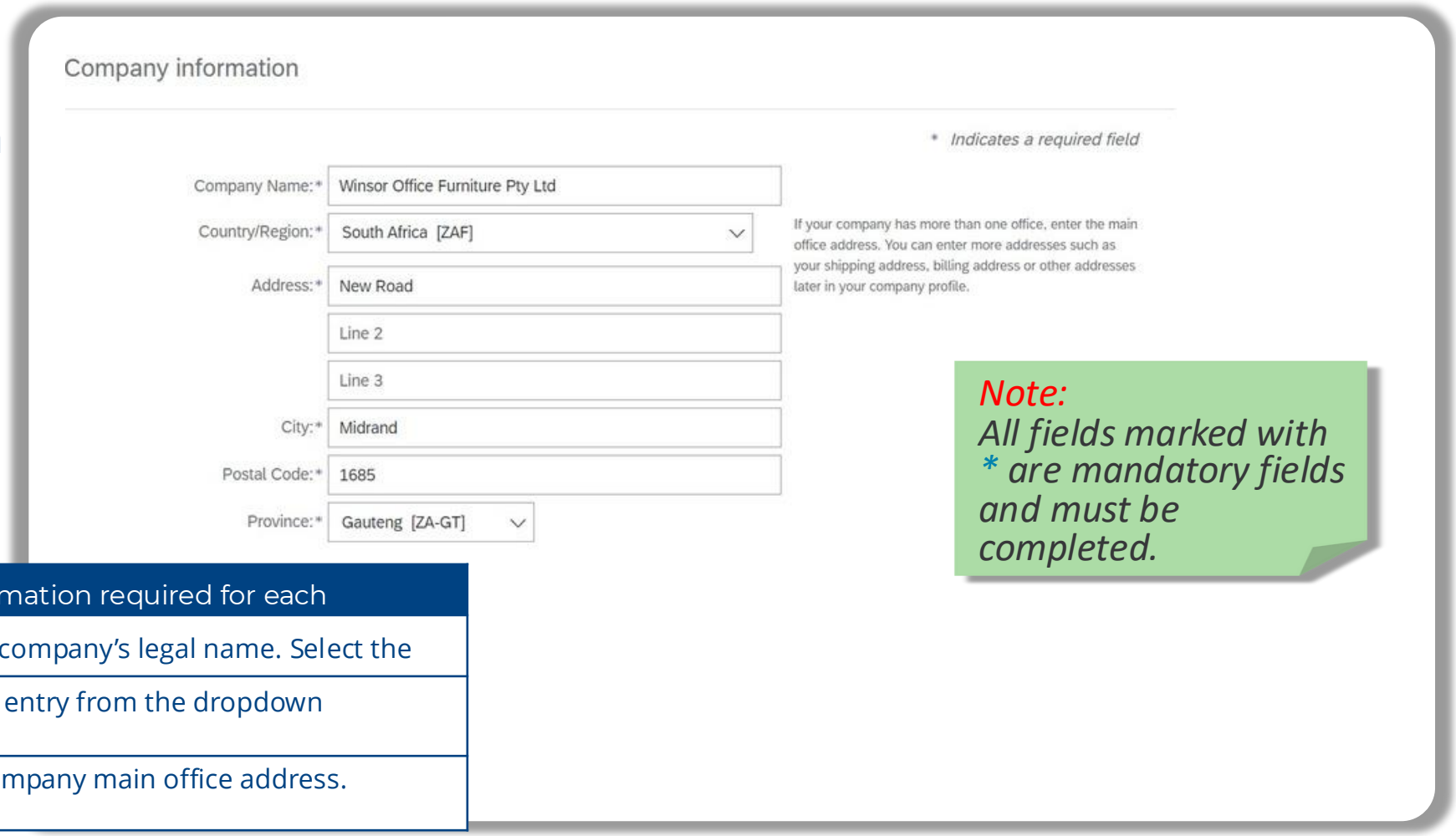


COMPLETING COMPANY INFORMATION FOR ACCOUNT

B

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.



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

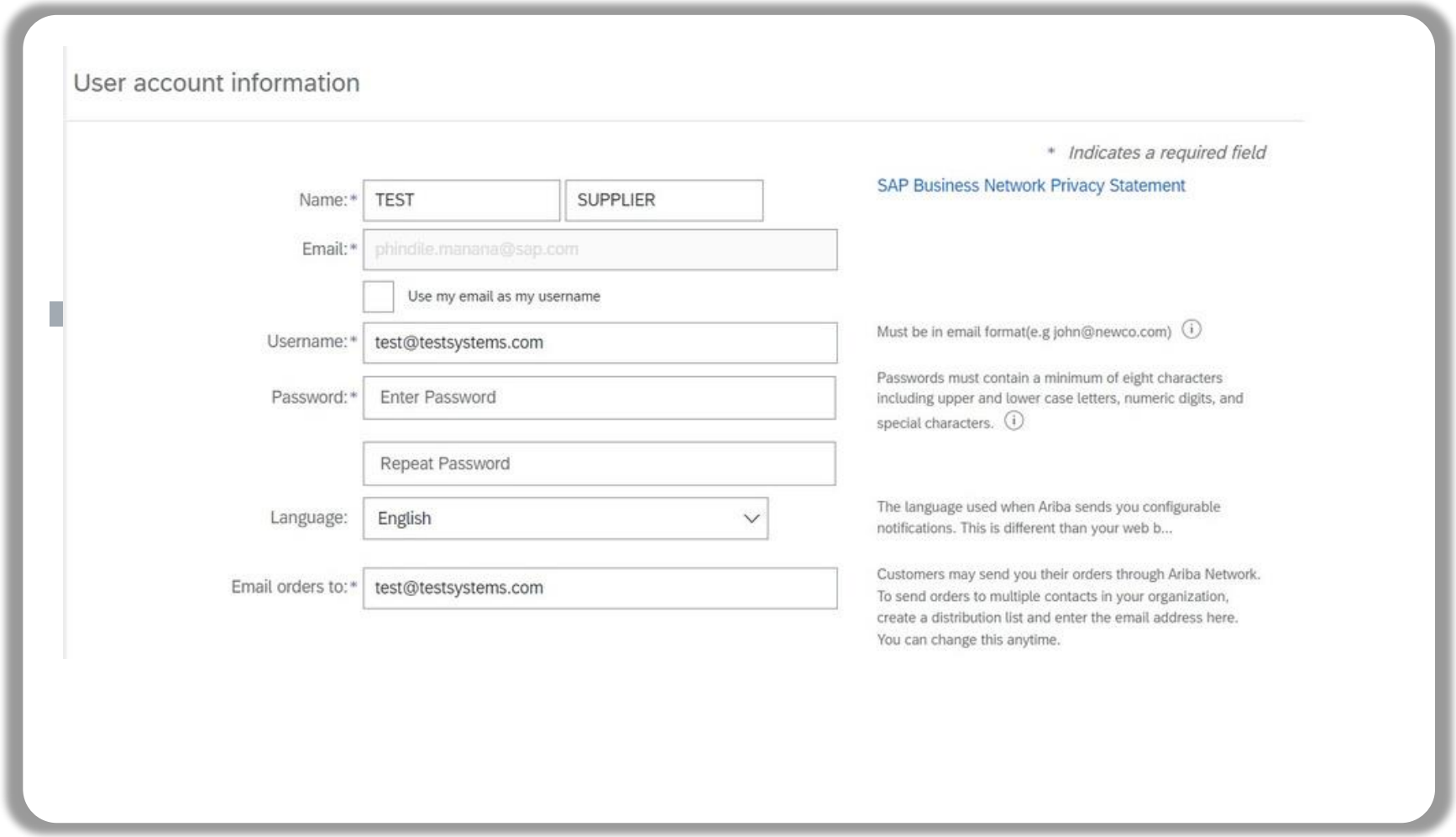
No.	Field	Information required for each
1.	Company Name	This is your company's legal name. Select the
2.	Country/Region	appropriate entry from the dropdown list.
3.	Address, City, Postal Code and Province	Enter the company main office address.

COMPLETING USER ACCOUNT INFORMATION FOR ACCOUNT

B

Complete the User account information

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



OVERVIEW

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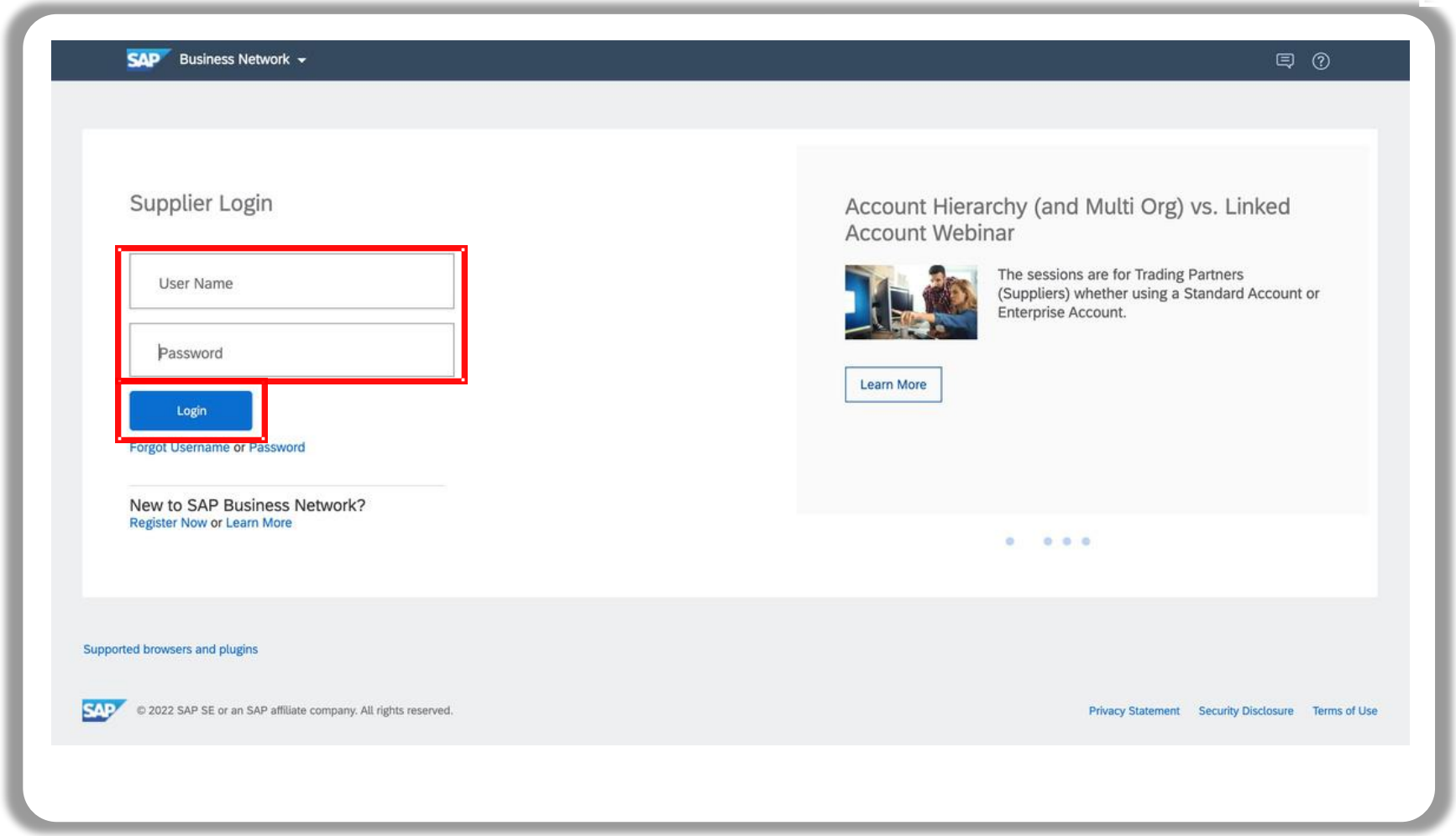
COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

C

Login to your SAP Business Network account

Enter your username password.

Click on “Login”.

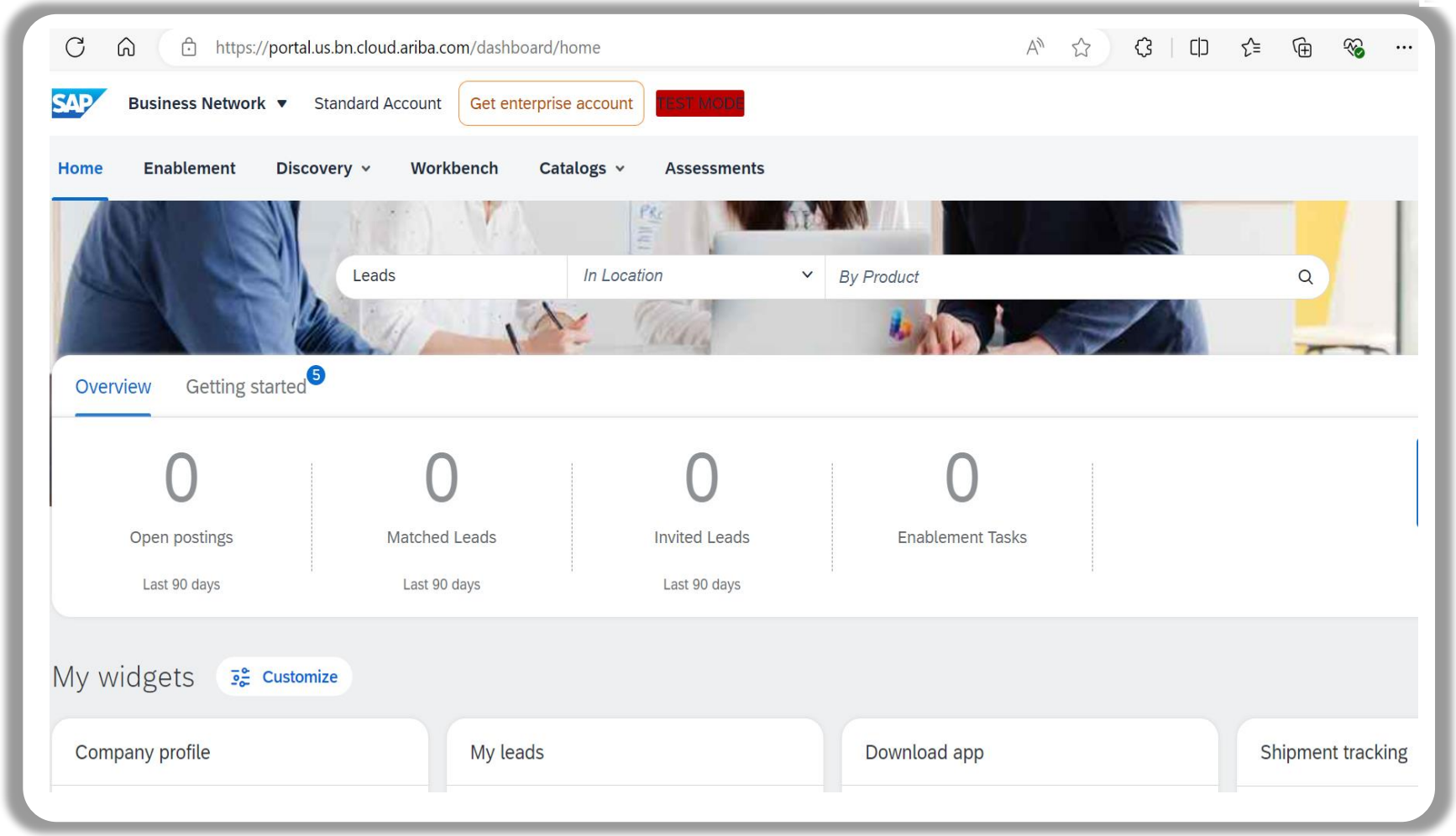


COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

C

Login to your SAP Business Network account

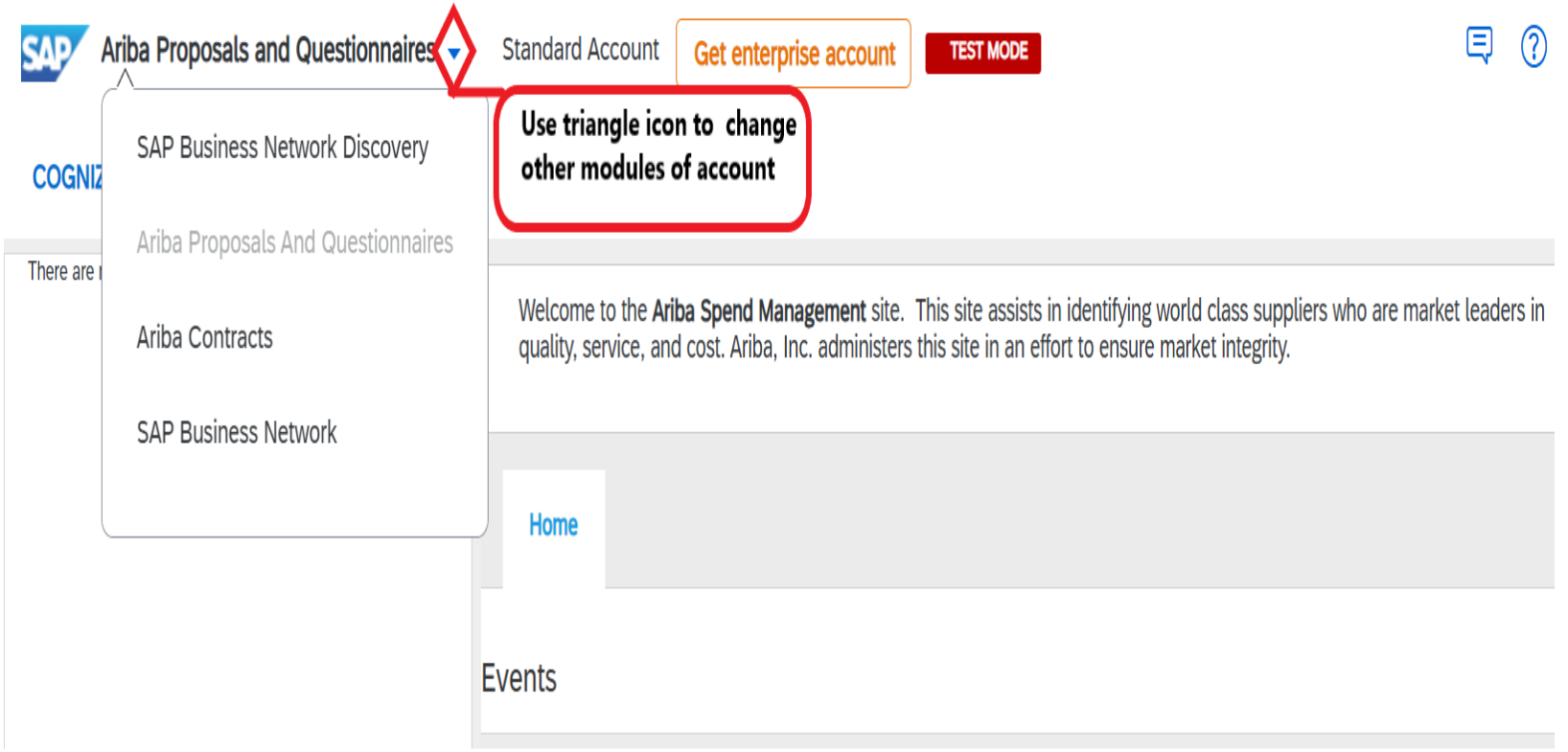
Successful login directs to the Business Network Home page as shown



COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

Accessing Supplier Registration Questionnaire in Business Network

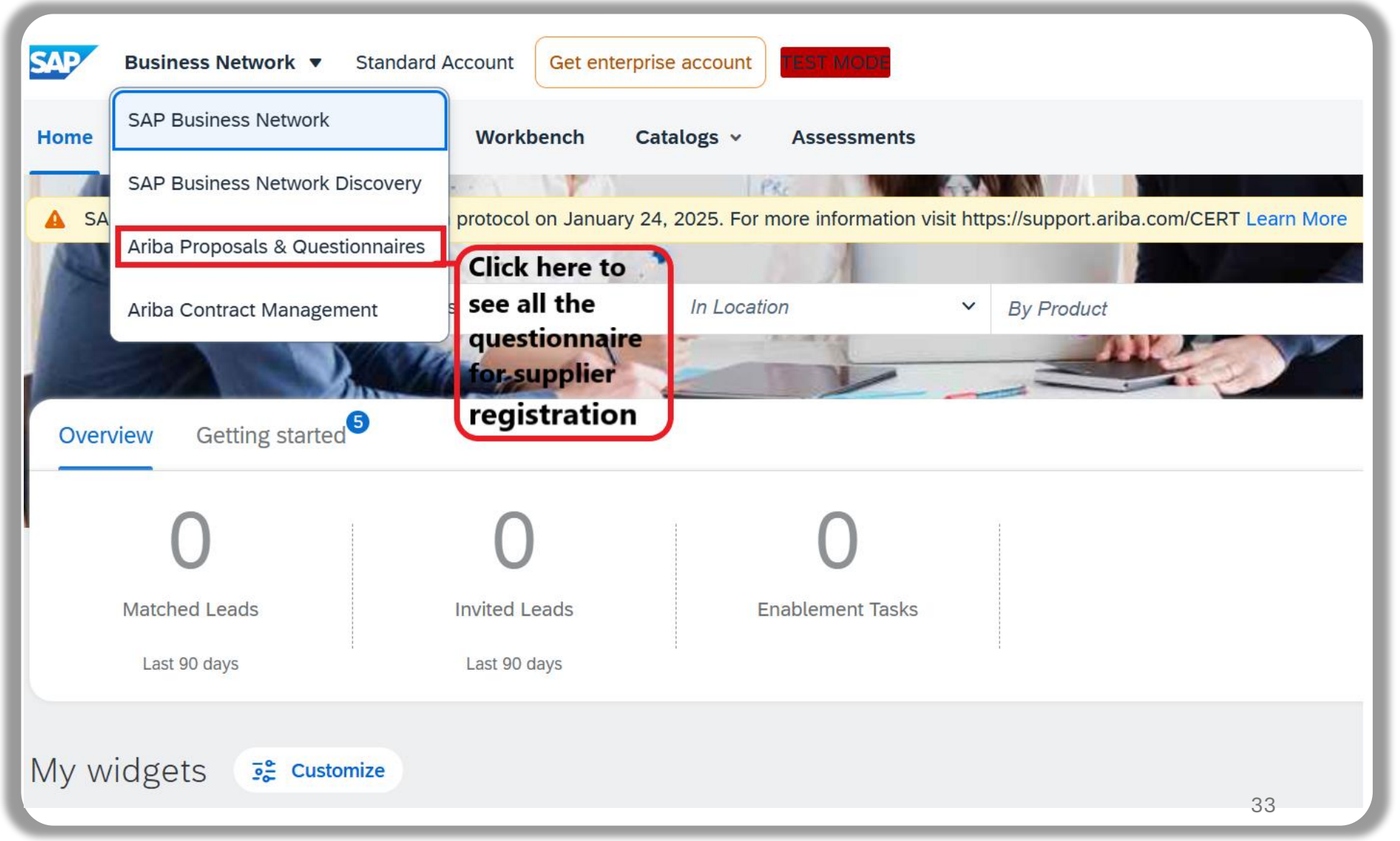
User can access questionnaire through “Ariba Proposals & Questionnaire” section



COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

Accessing Supplier Registration Questionnaire in Business Network

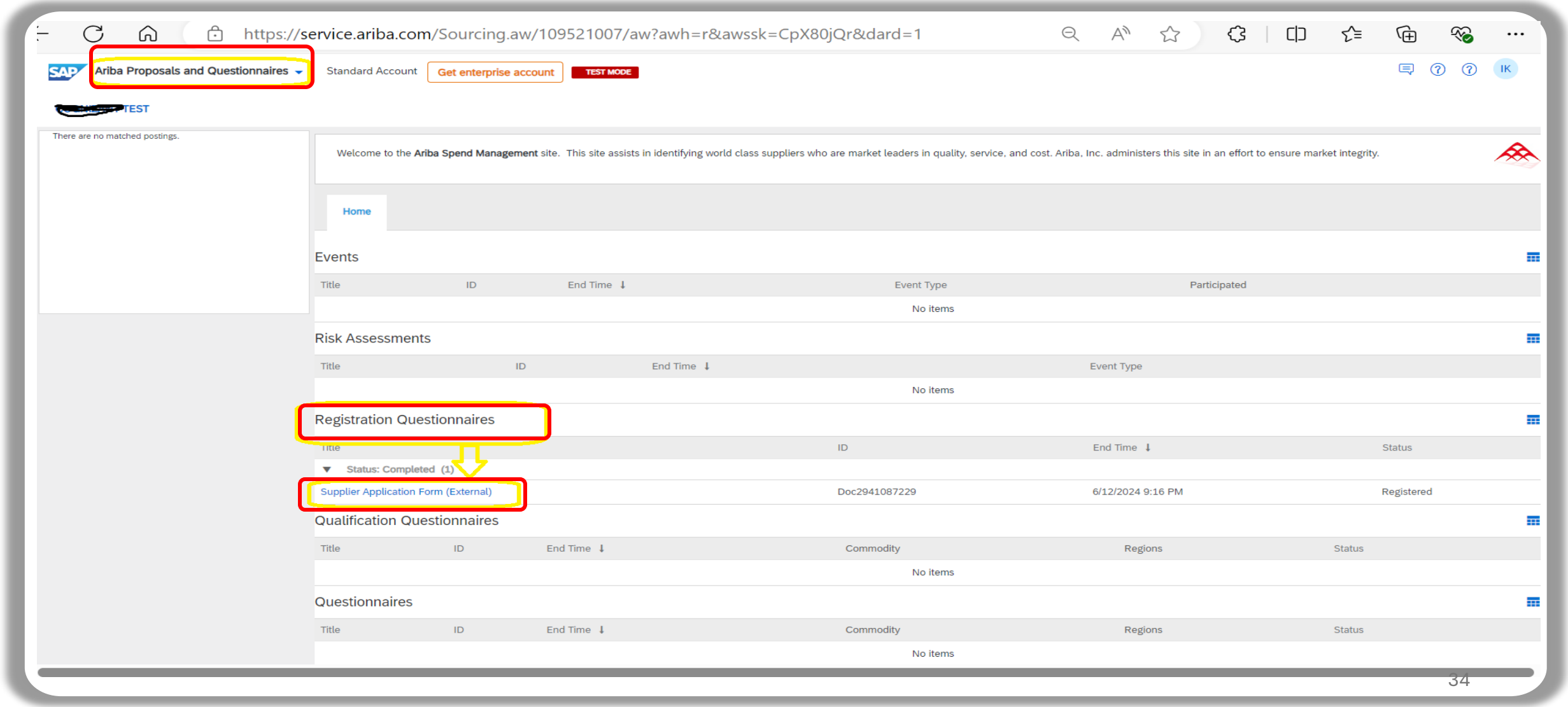
User can access questionnaire through “Ariba Proposals & Questionnaire” section



COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

C

Supplier Application Form under Registration Questionnaires

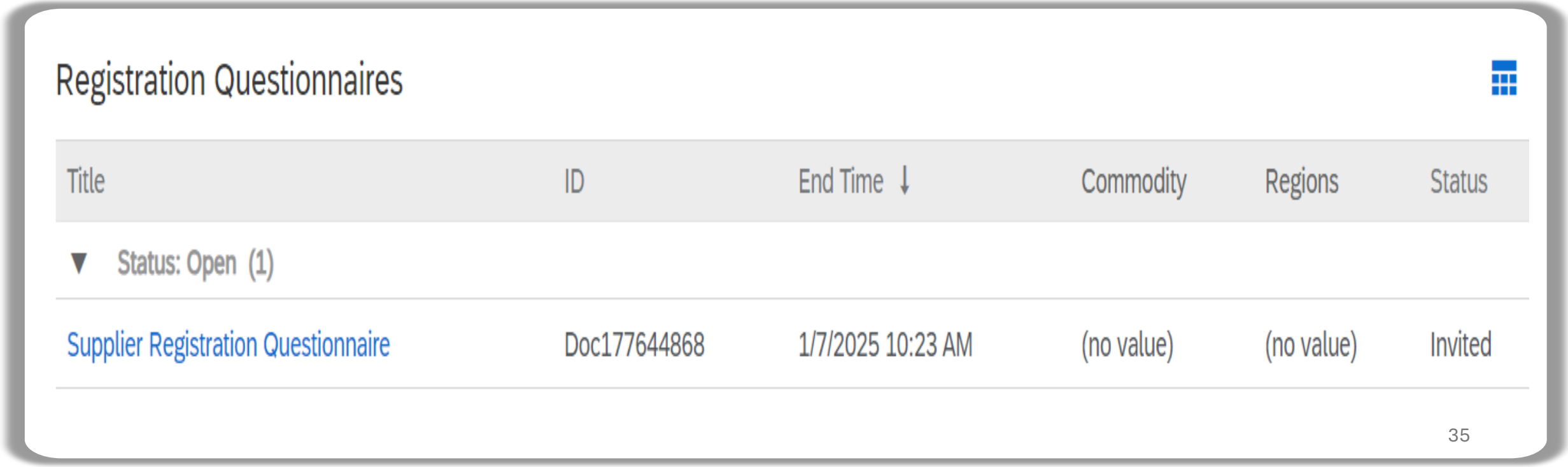


COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

C

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”



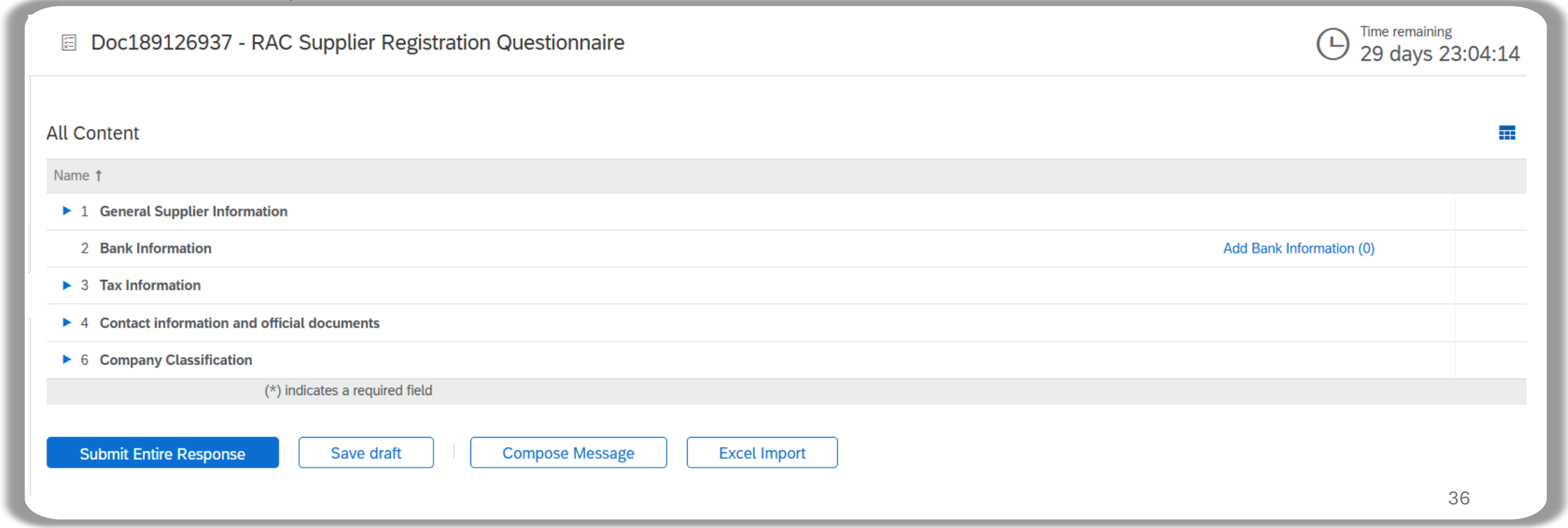
COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

C

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



COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

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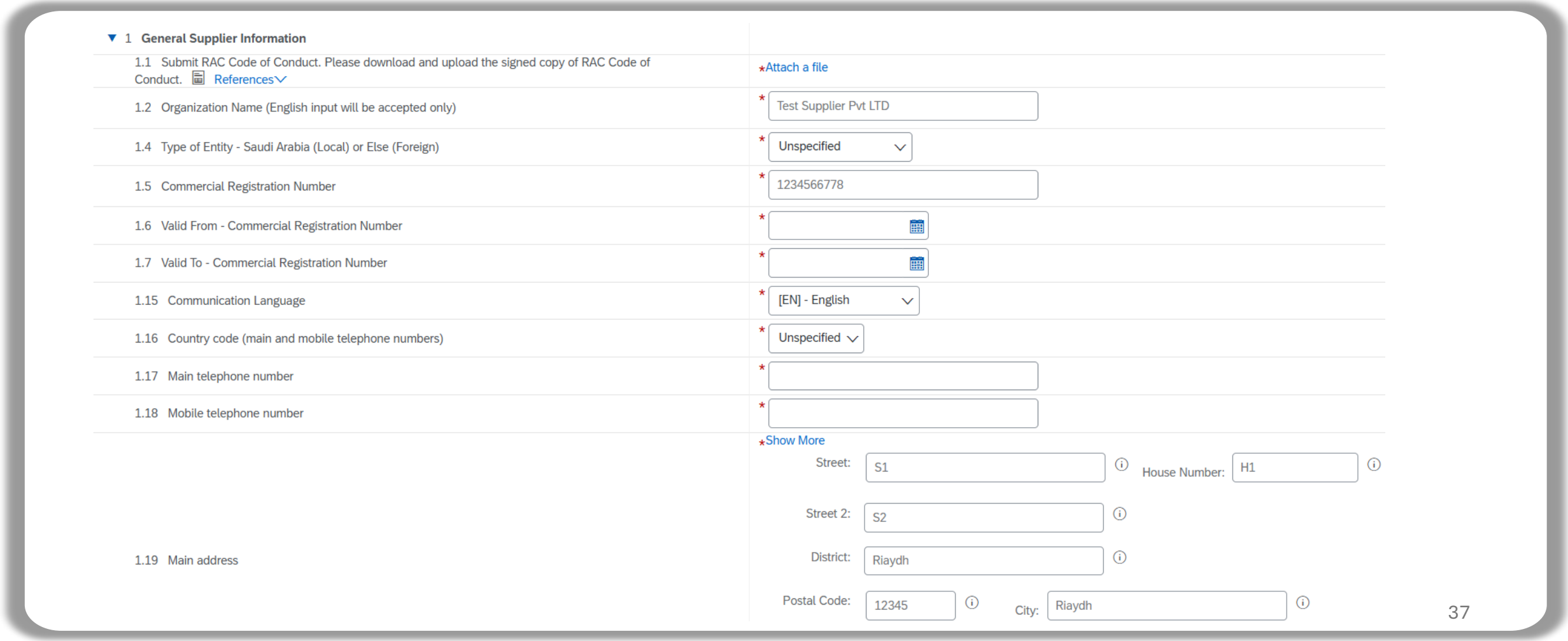
C

Supplier Registration Questionnaire

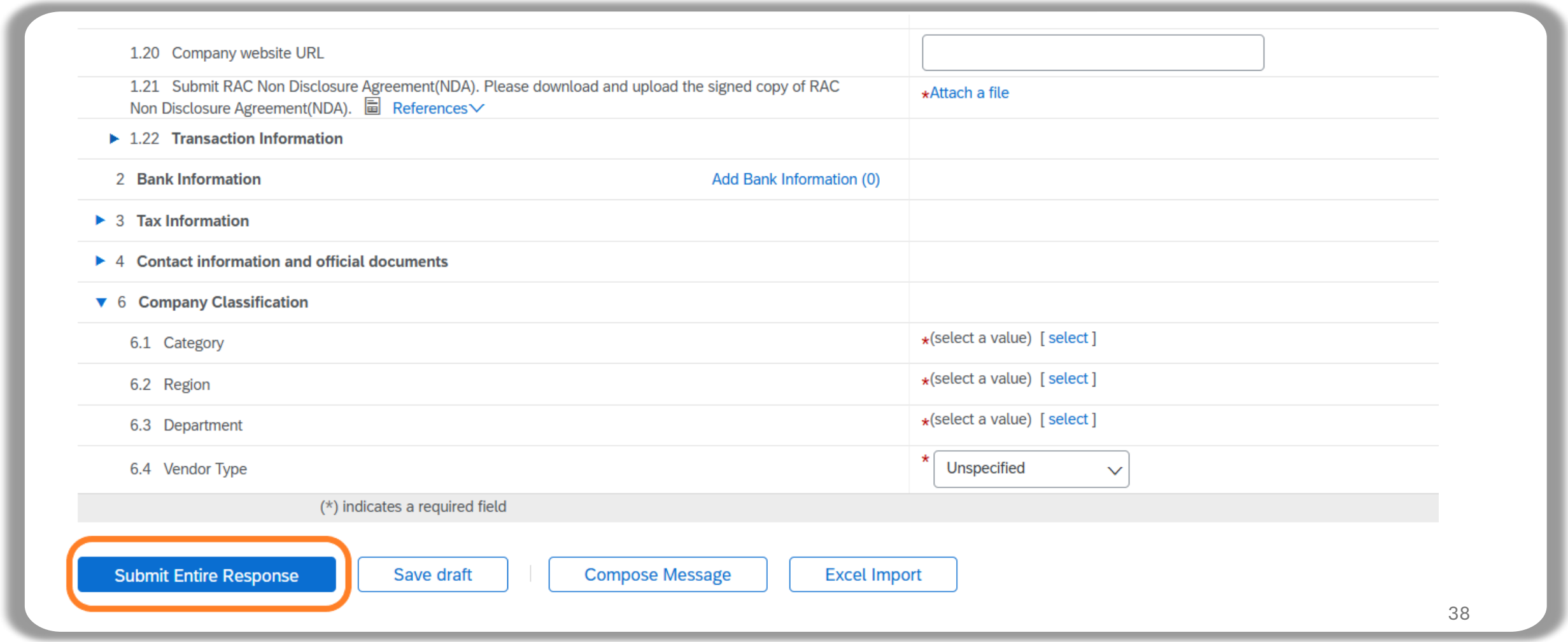
Questionnaire Form is designed with multiple sections that can be expanded or collapse using blue triangle



COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

Supplier Registration Questionnaire

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

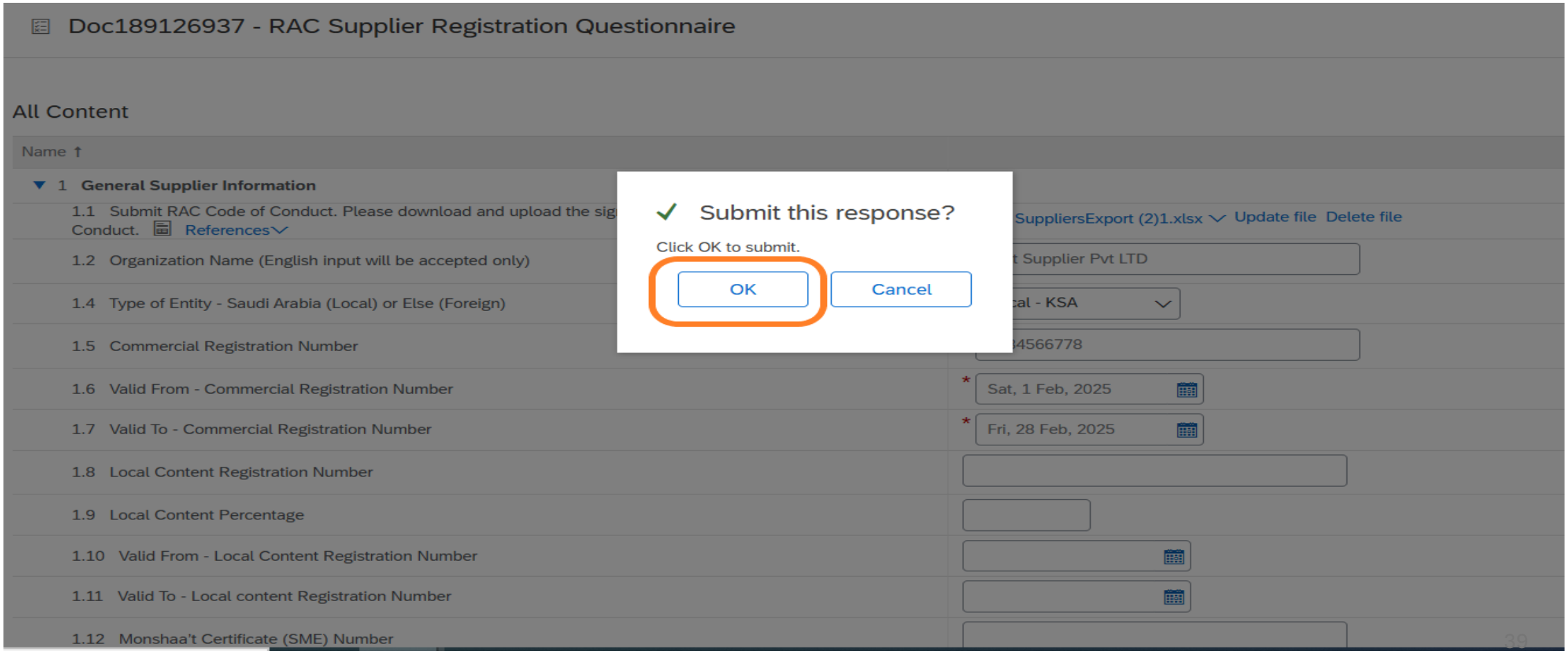


COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

Supplier Registration Questionnaire

C

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



COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

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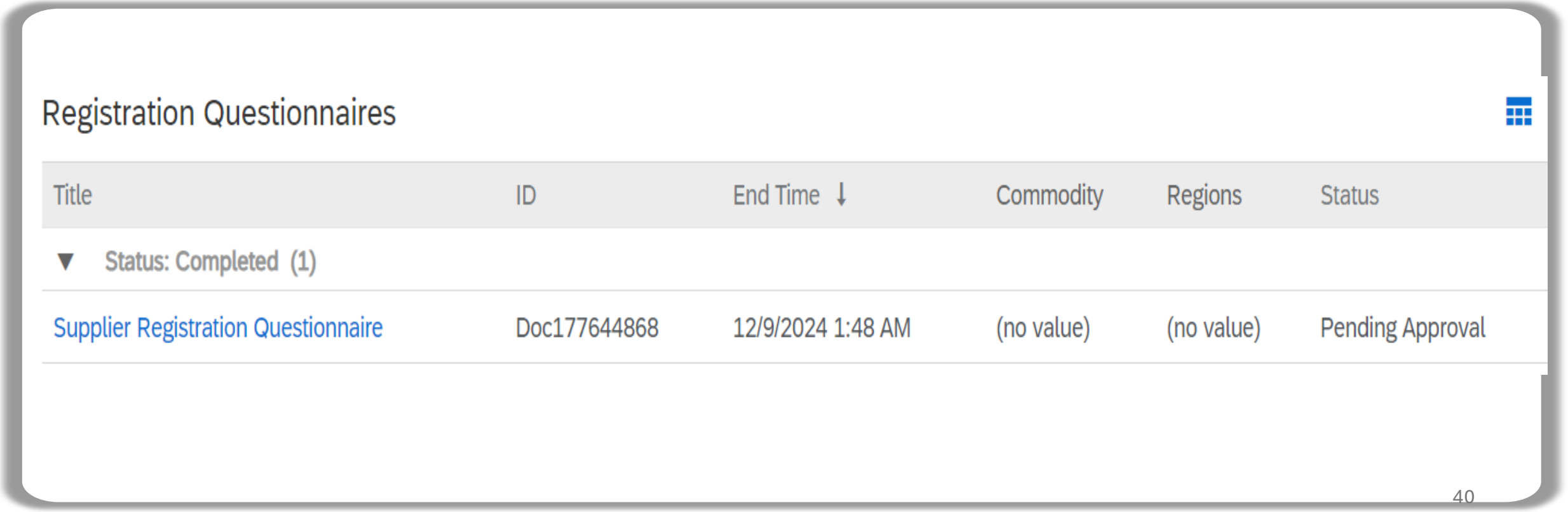
C

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



COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

Supplier Registration Questionnaire

C

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.

Approved: Supplier registration with Riyadh Airports Company Inbox ×

Ariba Administrator <no-reply@smtp.mn2.ariba.com> 5:07 PM (0 minutes ago)

to me

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Registration with Riyadh Airports Company.

Congratulations! Riyadh Airports Company has approved your supplier registration. Test Supplier Pvt LTD has now been included in the supplier database of Riyadh Airports Company.

You will be notified when next steps of the supplier onboarding process require your attention.

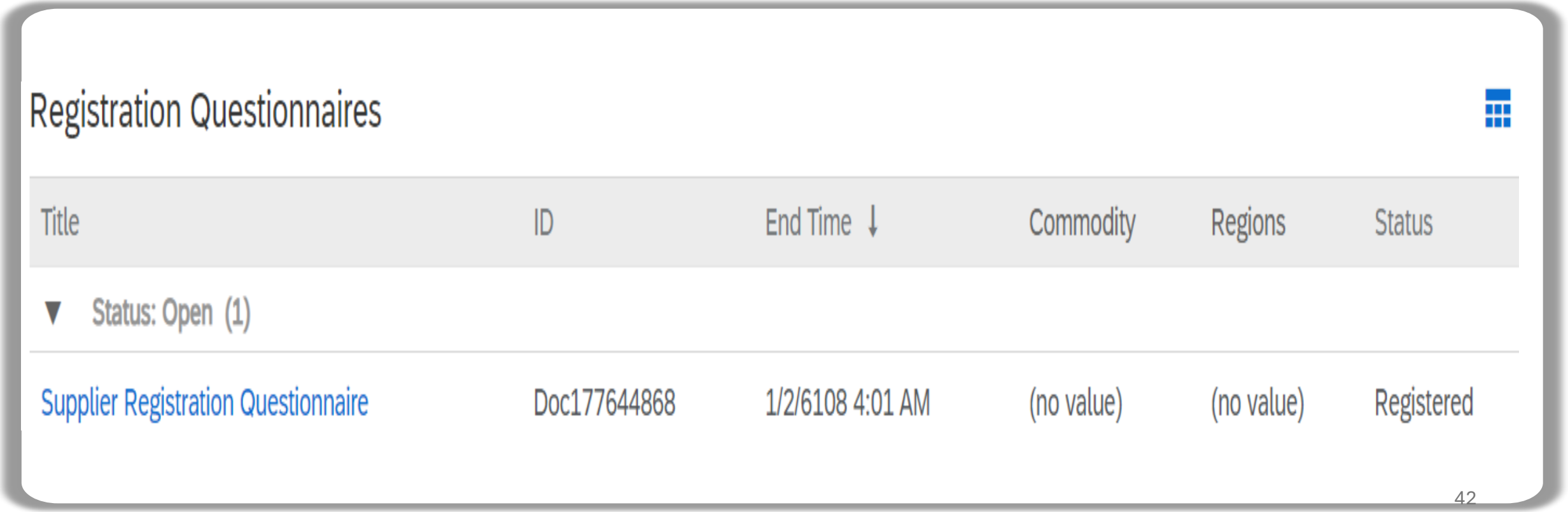
You are receiving this email because your customer, Riyadh Airports-TEST, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact Riyadh Airports-TEST.

COMPLETE SUPPLIER REGISTRATION QUESTIONNAIRE

C

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.



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**

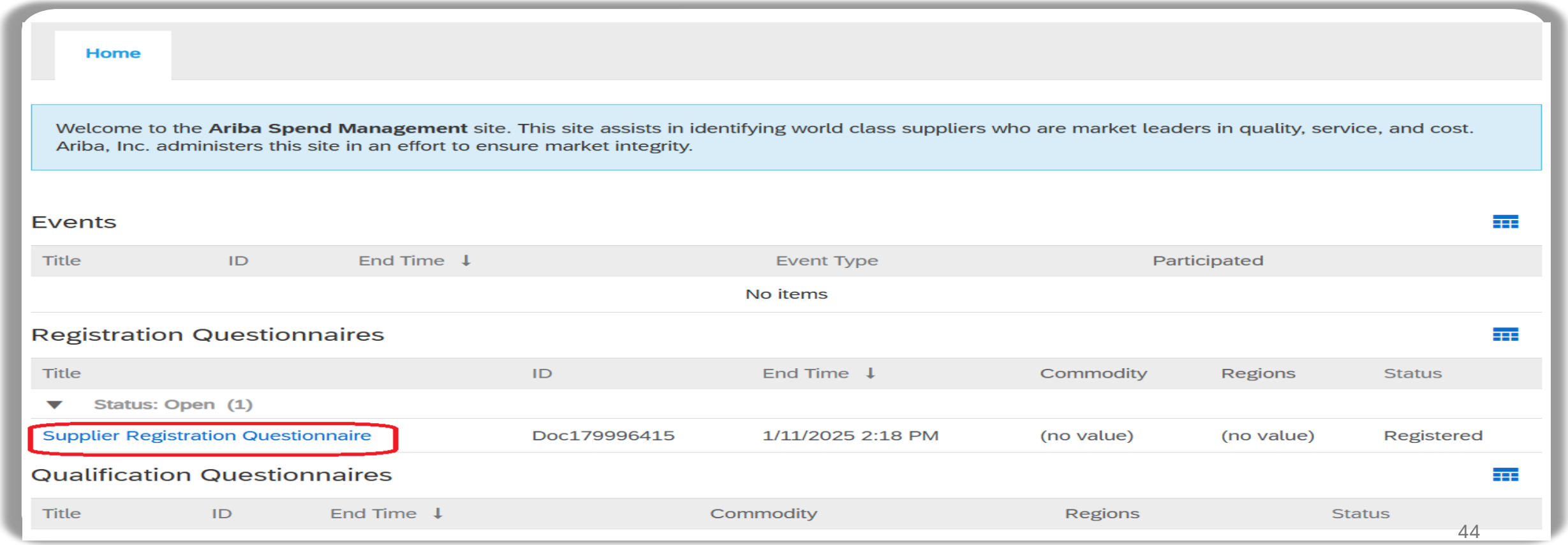
Revise Response for Supplier Registration Questionnaire

Revise Response Action

D

Supplier can change or revise the Supplier Registration Questionnaire response if is it 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

.



Revise Response for Supplier Registration Questionnaire

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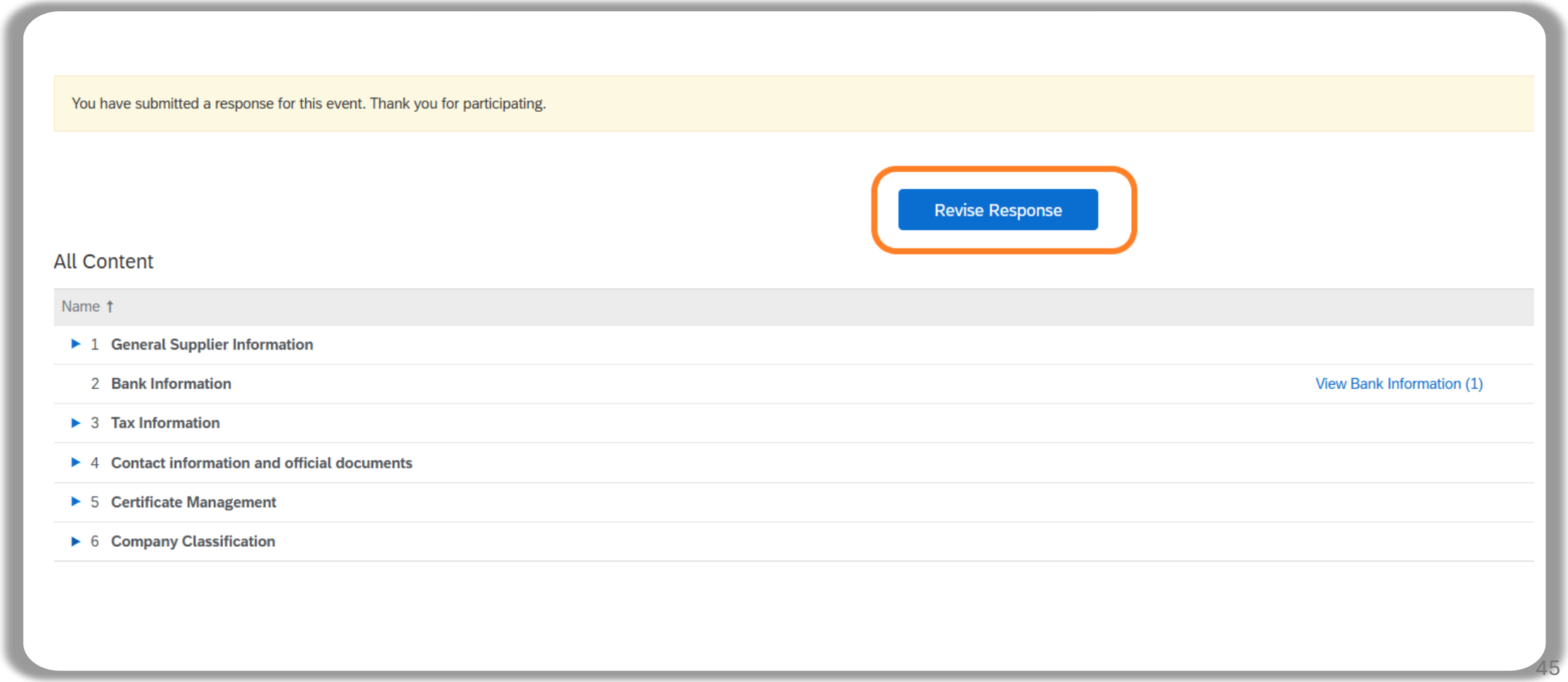
D

Revise Response Action

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



Revise Response for Supplier Registration Questionnaire

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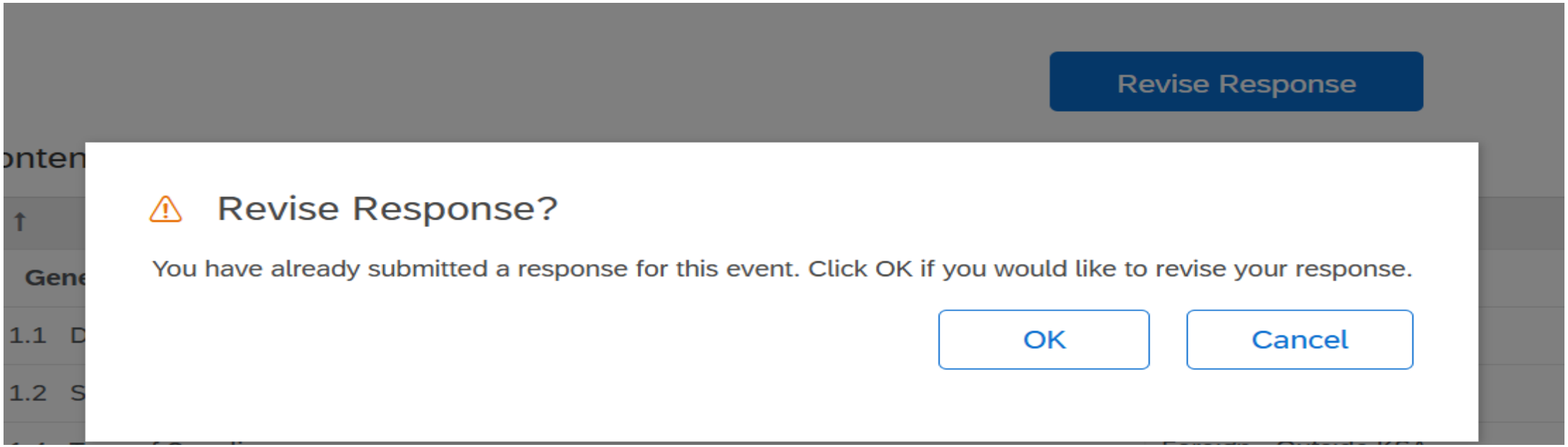
D

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.

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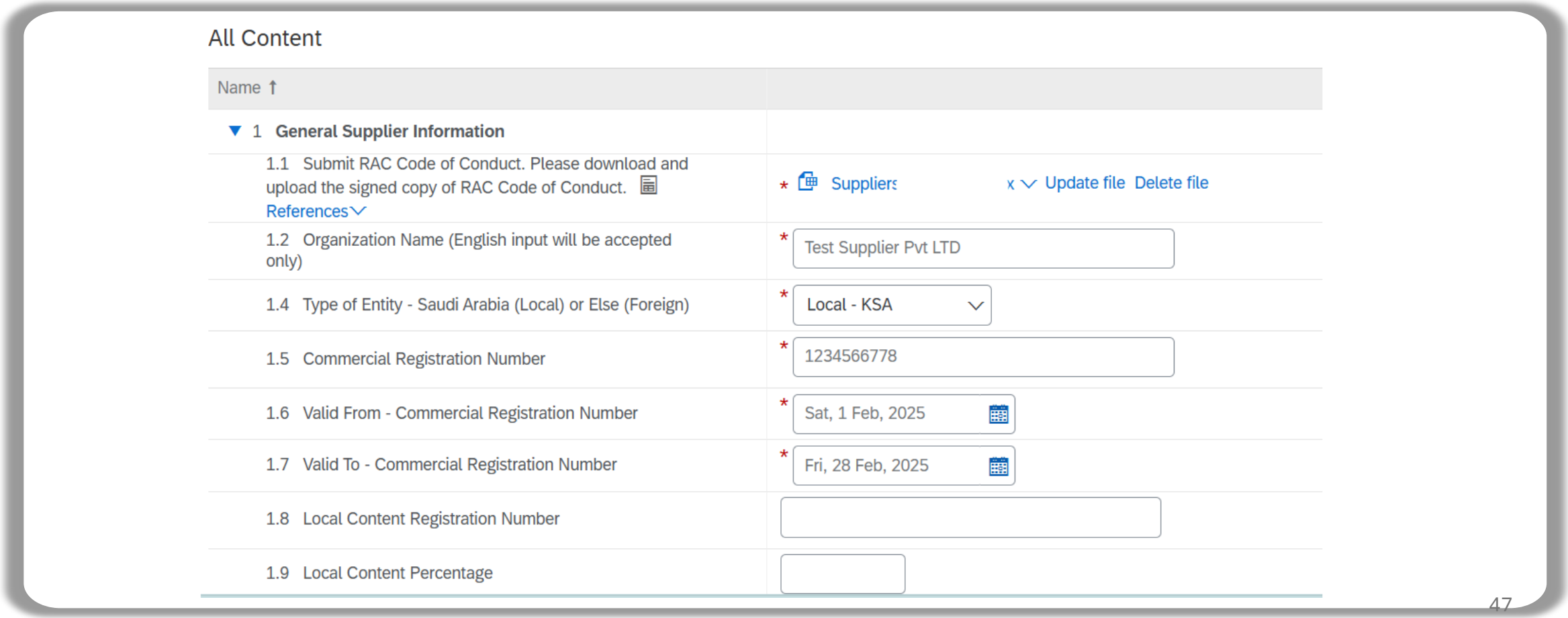

Revise Response for Supplier Registration Questionnaire

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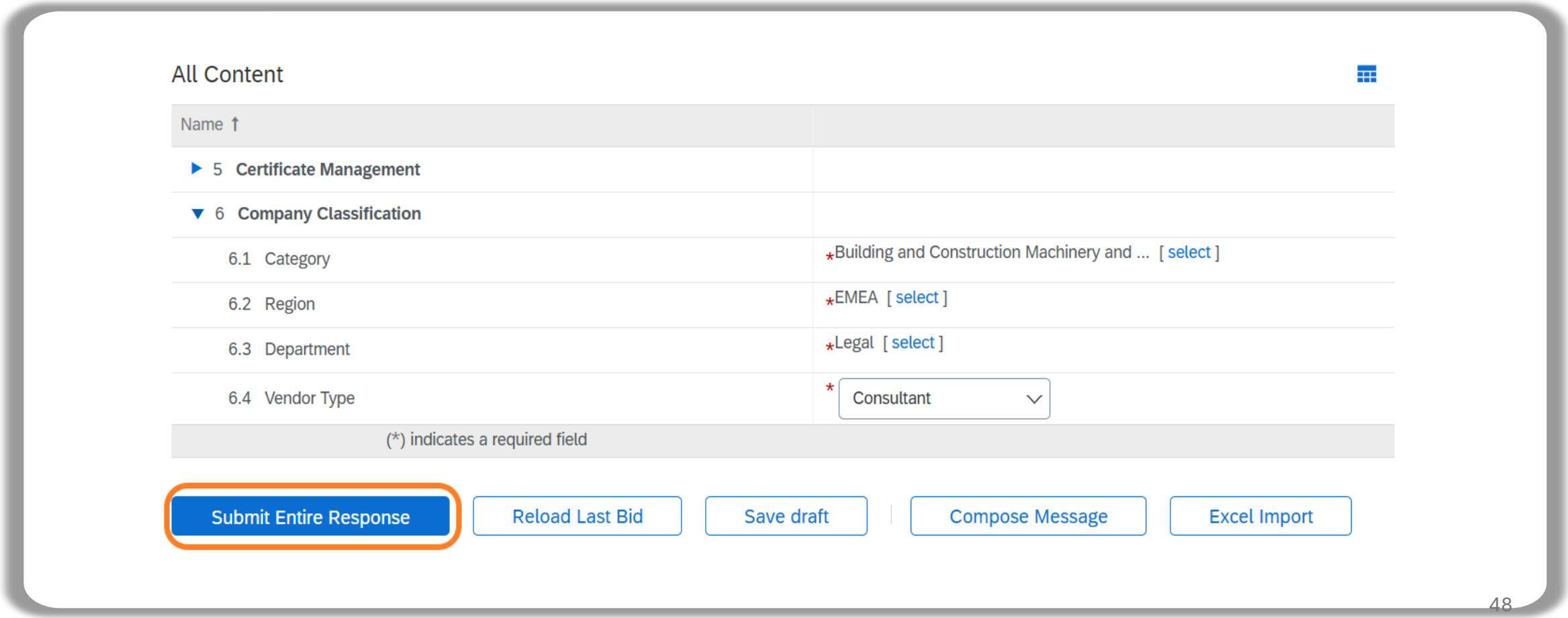
D

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

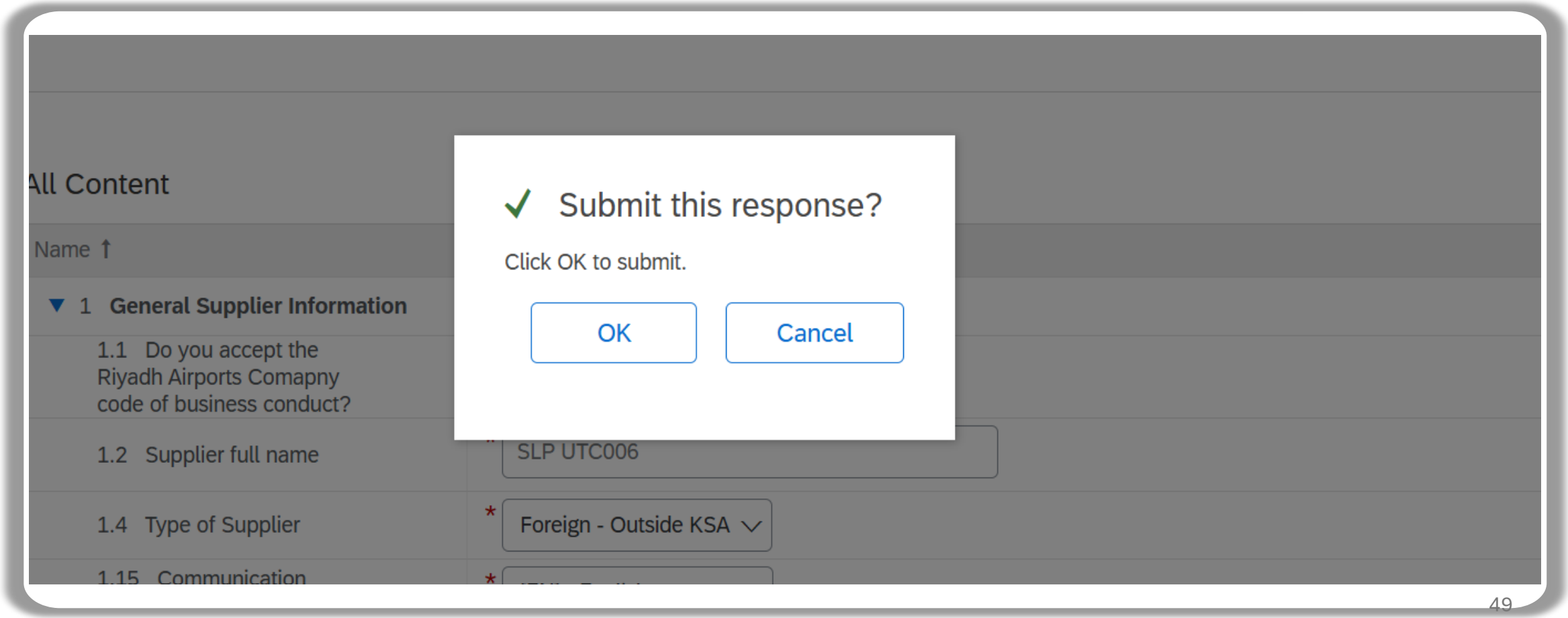


Revise Response for Supplier Registration Questionnaire

D

Revise Response Action

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



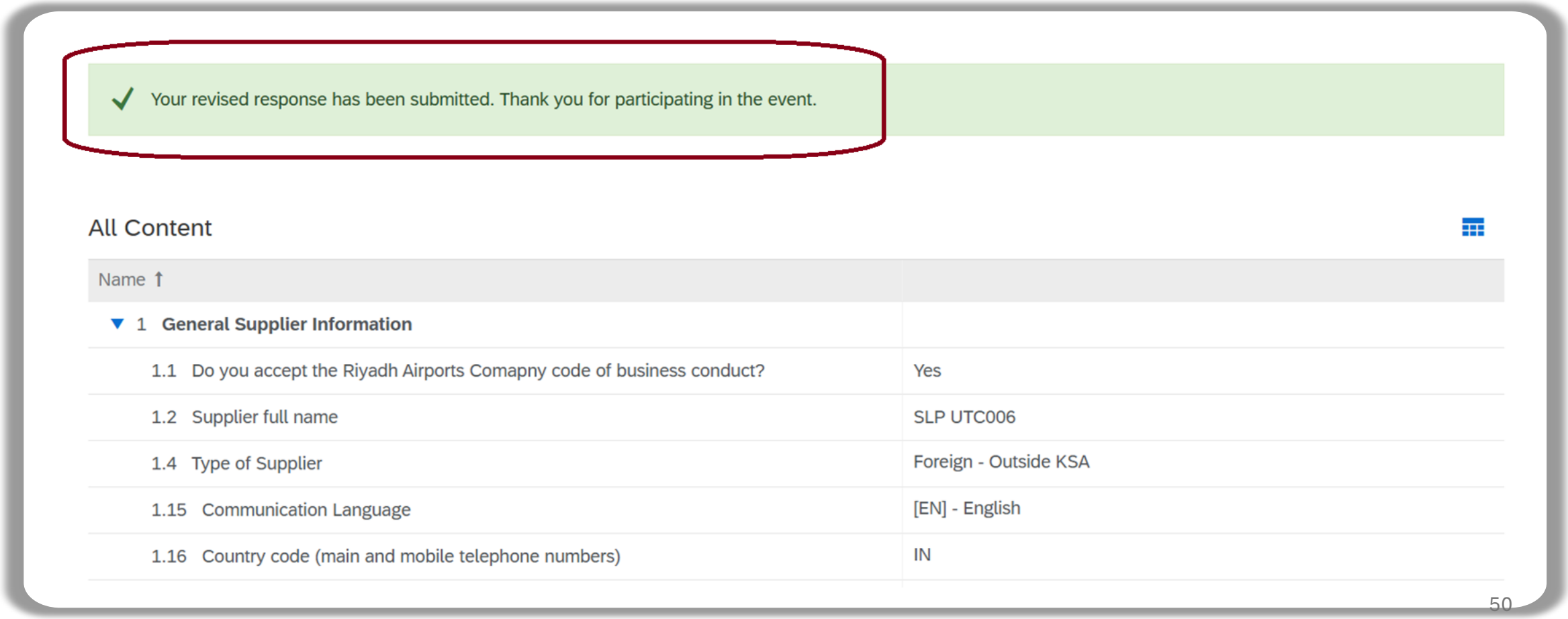
Revise Response for Supplier Registration Questionnaire

Revise Response Action

D

System will display below message for final submission.

.



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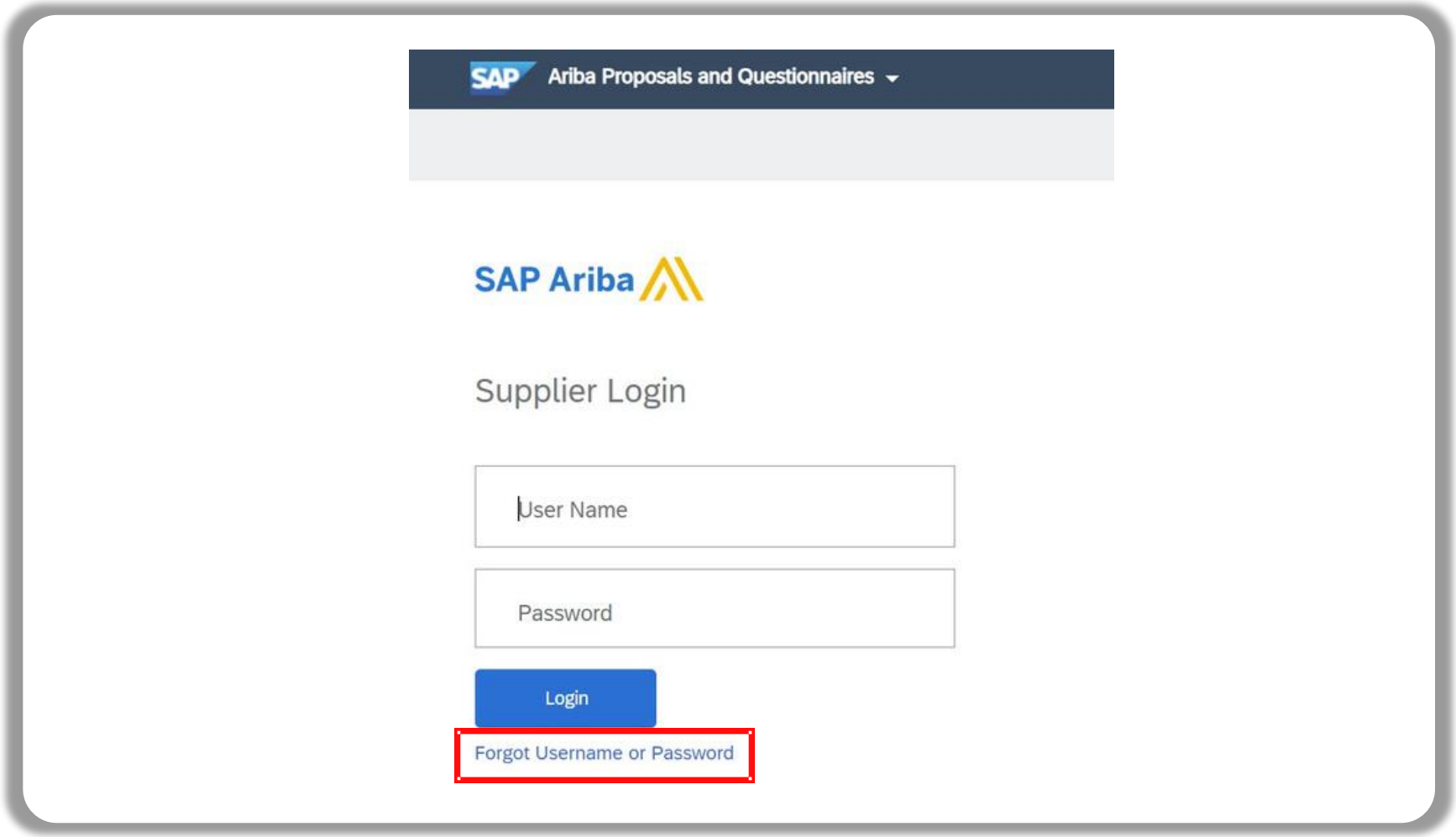
4

RESETTING USERNAME AND PASSWORD

RESETTING USERNAME AND PASSWORD

1. Access the SAP Ariba Supplier login screen directly via the link below: https://service.ariba.com/Sourcing.aw

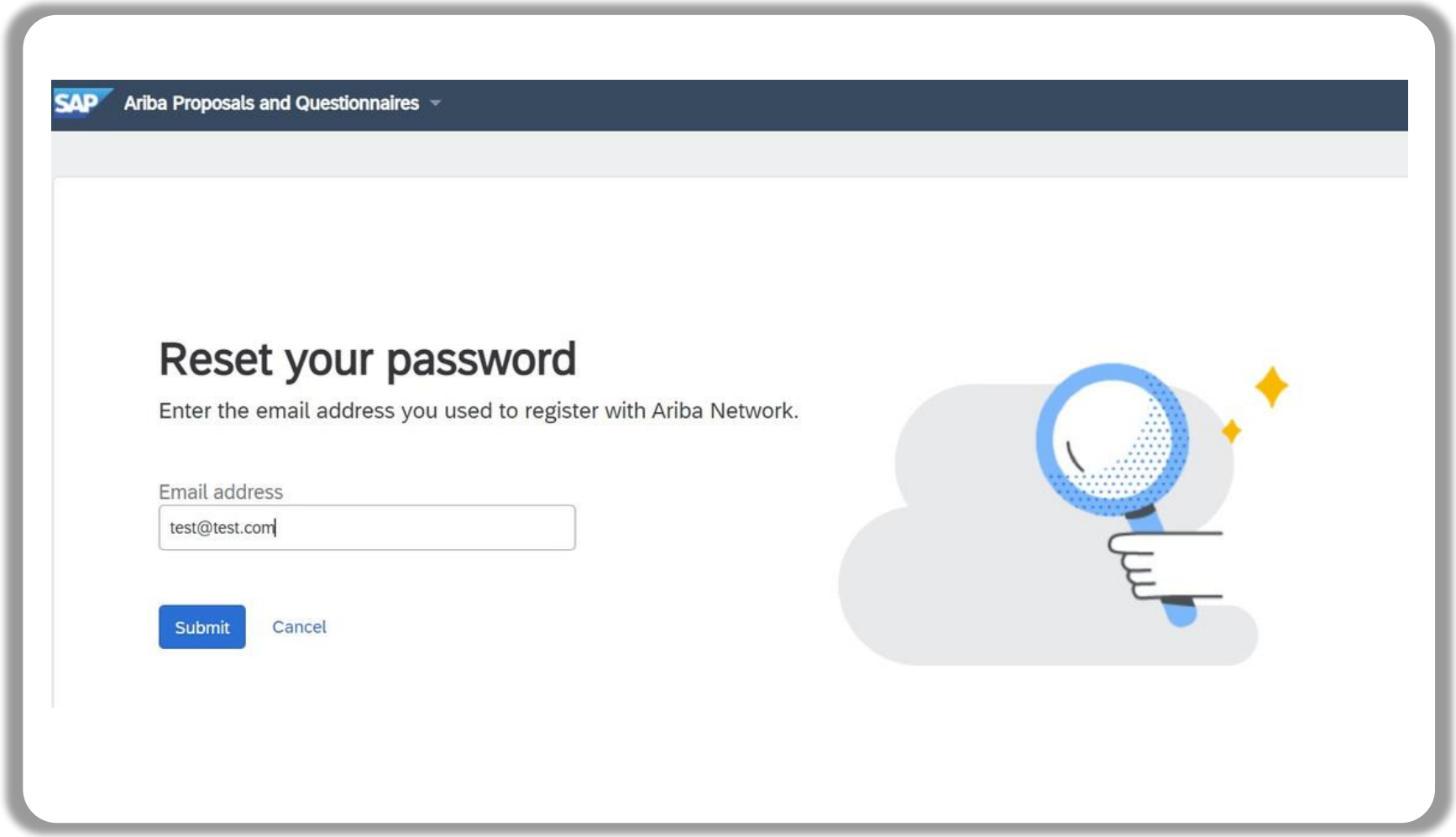
2. If you cannot remember your username or password, click on “Forgot username or Password”.



RESETTING USERNAME AND PASSWORD

3. The Reset your password screen will open.

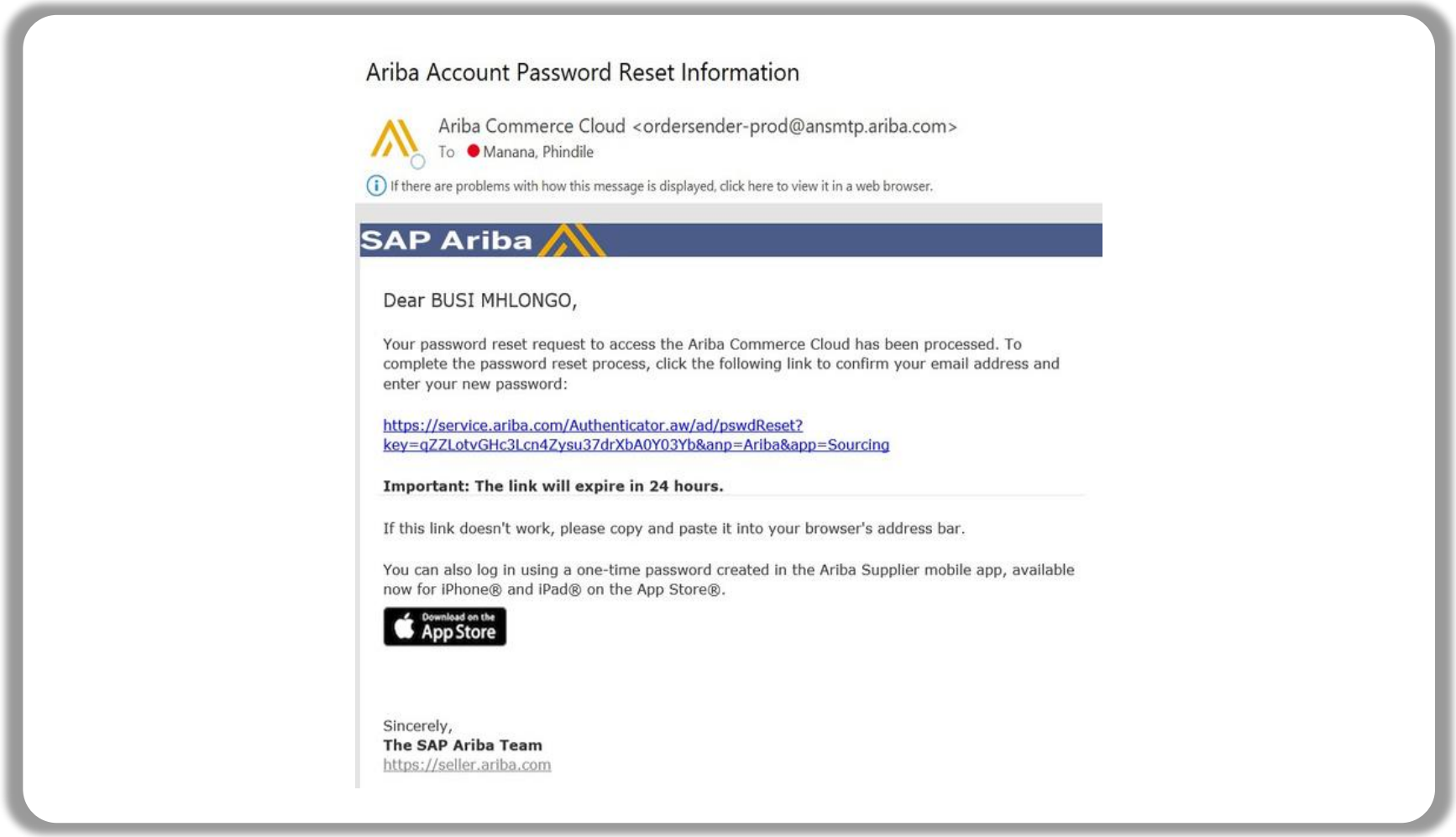
   Enter the e-mail address where your password reset confirmation e-mail must be sent. Click on “Submit”



RESETTING USERNAME AND PASSWORD

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=qZZLotvGHc3Lcn4Zysu37drXbA0Y03Yb&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.

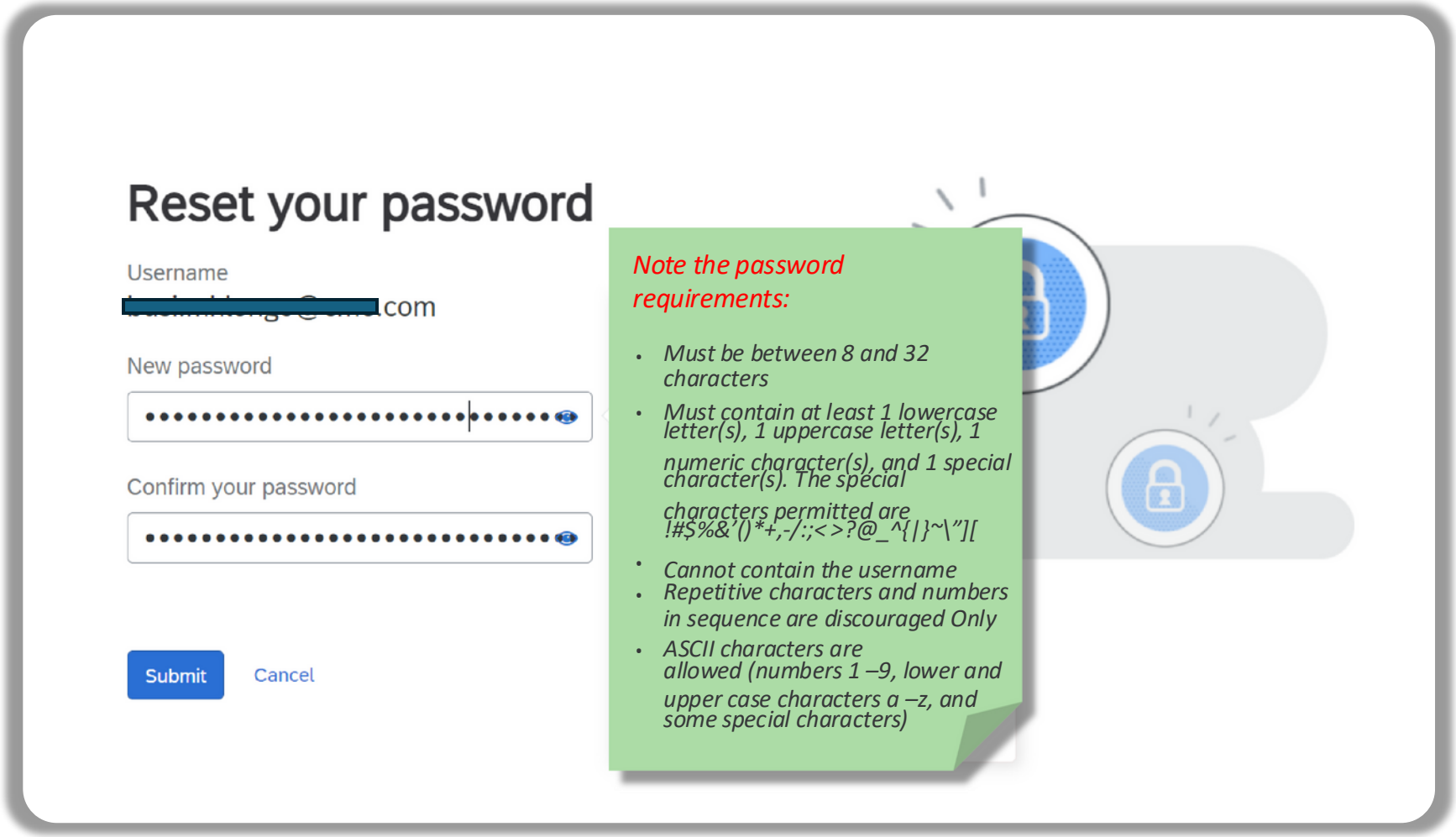
You can also log in using a one-time password created in the Ariba Supplier mobile app, available now for iPhone® and iPad® on the App Store®.

Download on the App Store

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

RESETTING USERNAME AND PASSWORD

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



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5

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**

RIYADH AIRPORTS COMPANY SUPPORT

A

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.

OVERVIEW

A **RIYADH AIRPORTS SAP ARIBA SUPPLIER SUPPORT**

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

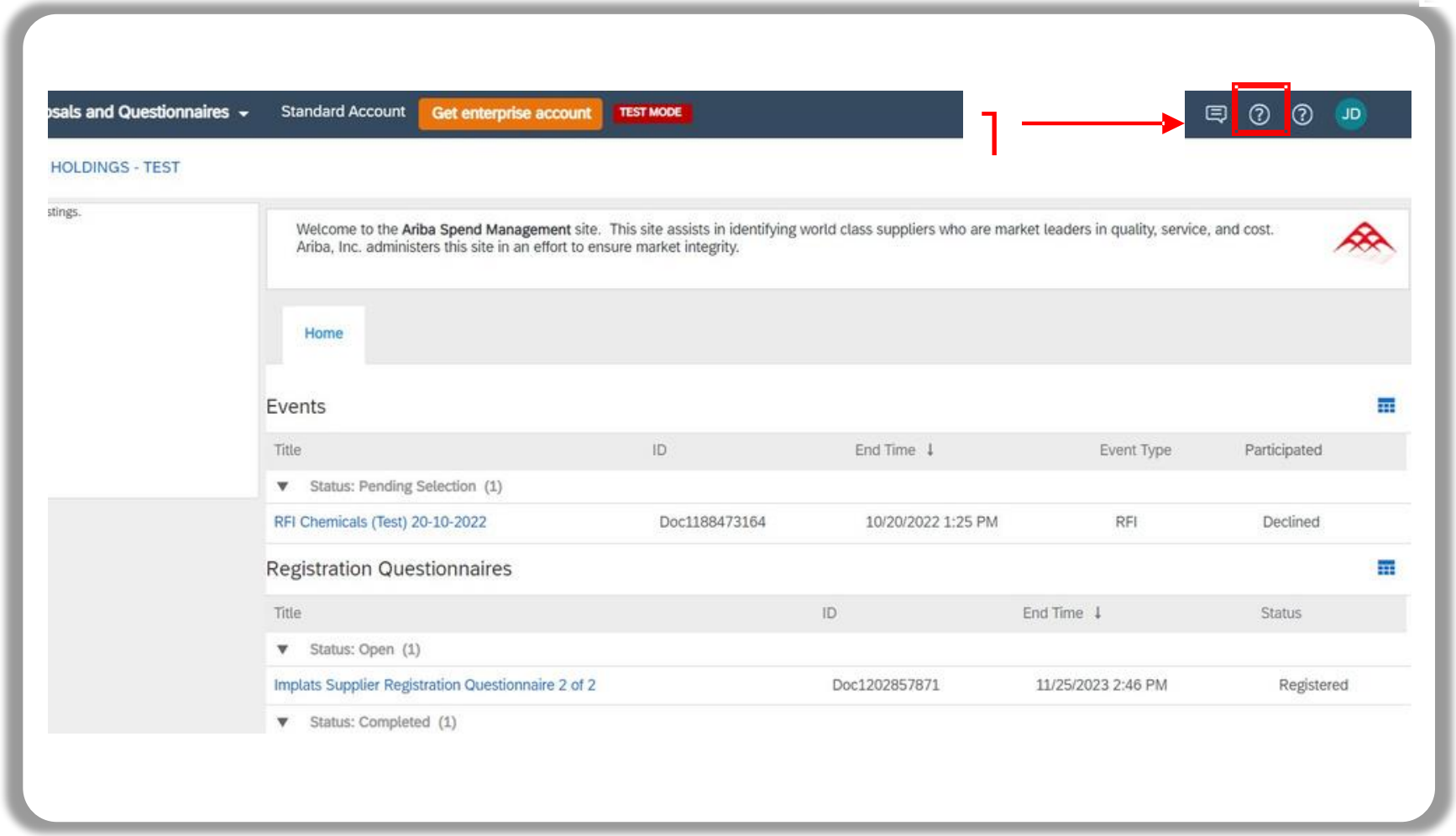
C **CONTACTING SAP ARIBA DIRECTLY –WITH NO USER CREDENTIALS**

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

B

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.

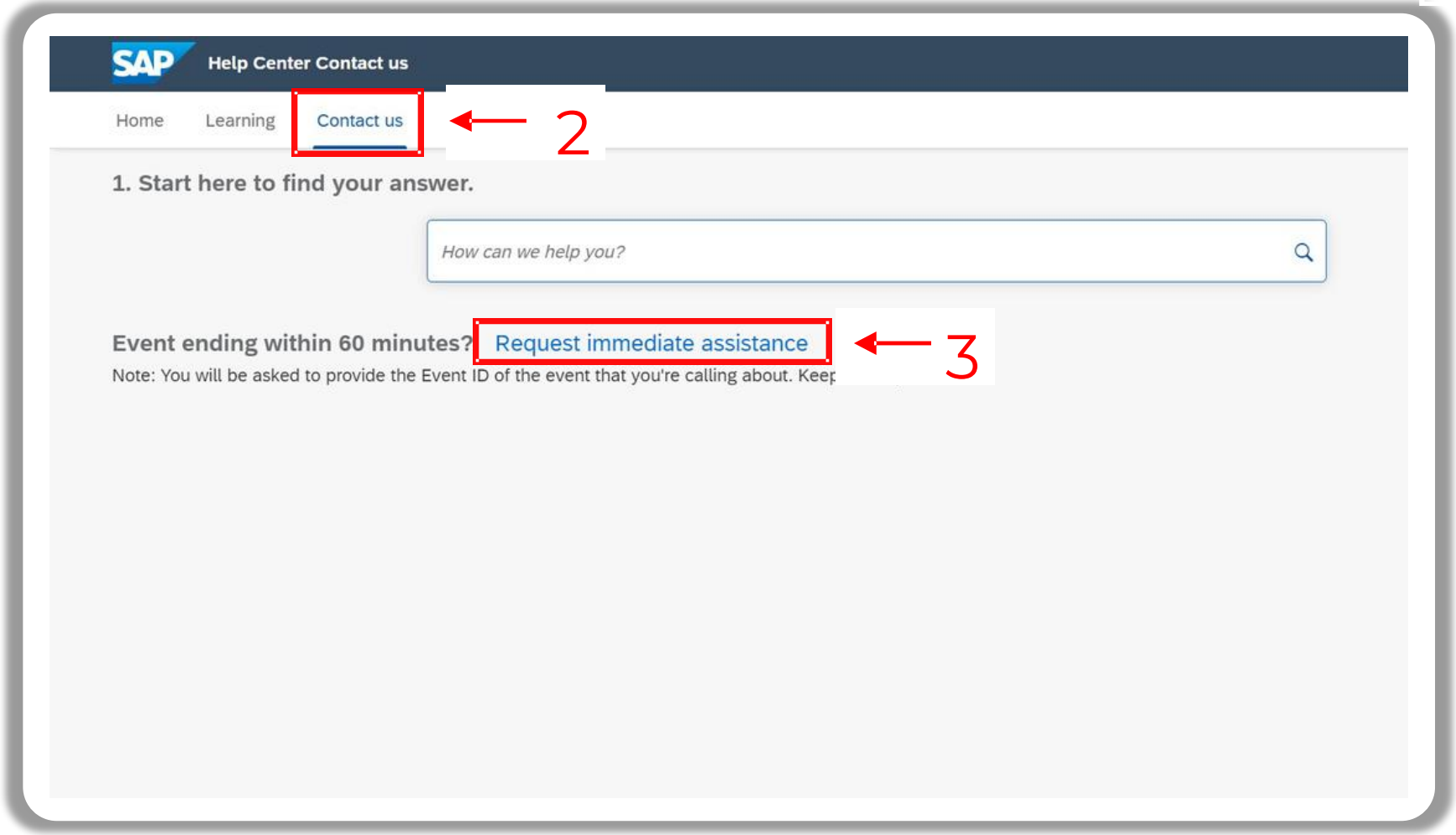


CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

B

You will then be redirected to the following screen

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

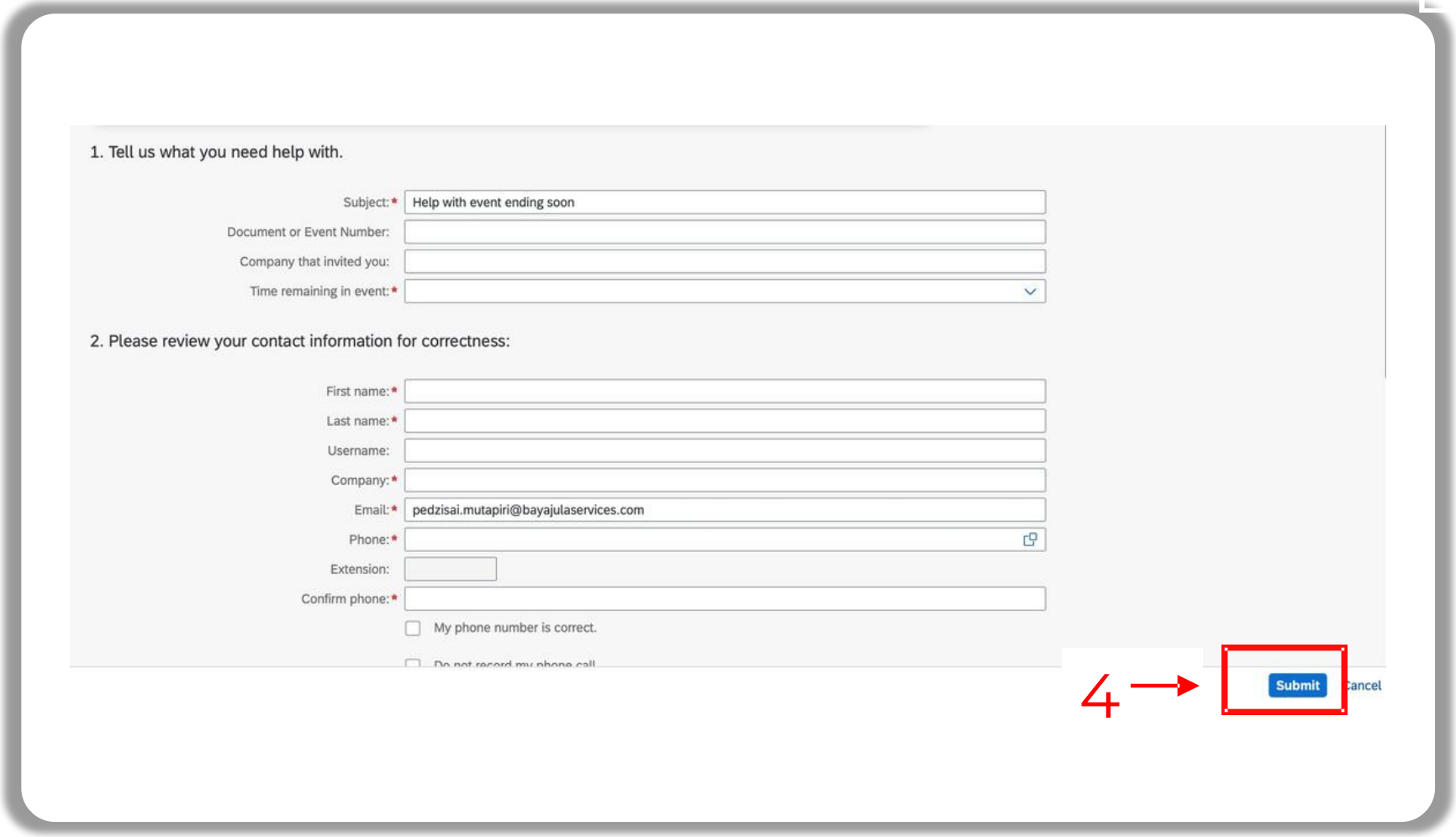


CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

B

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.



CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

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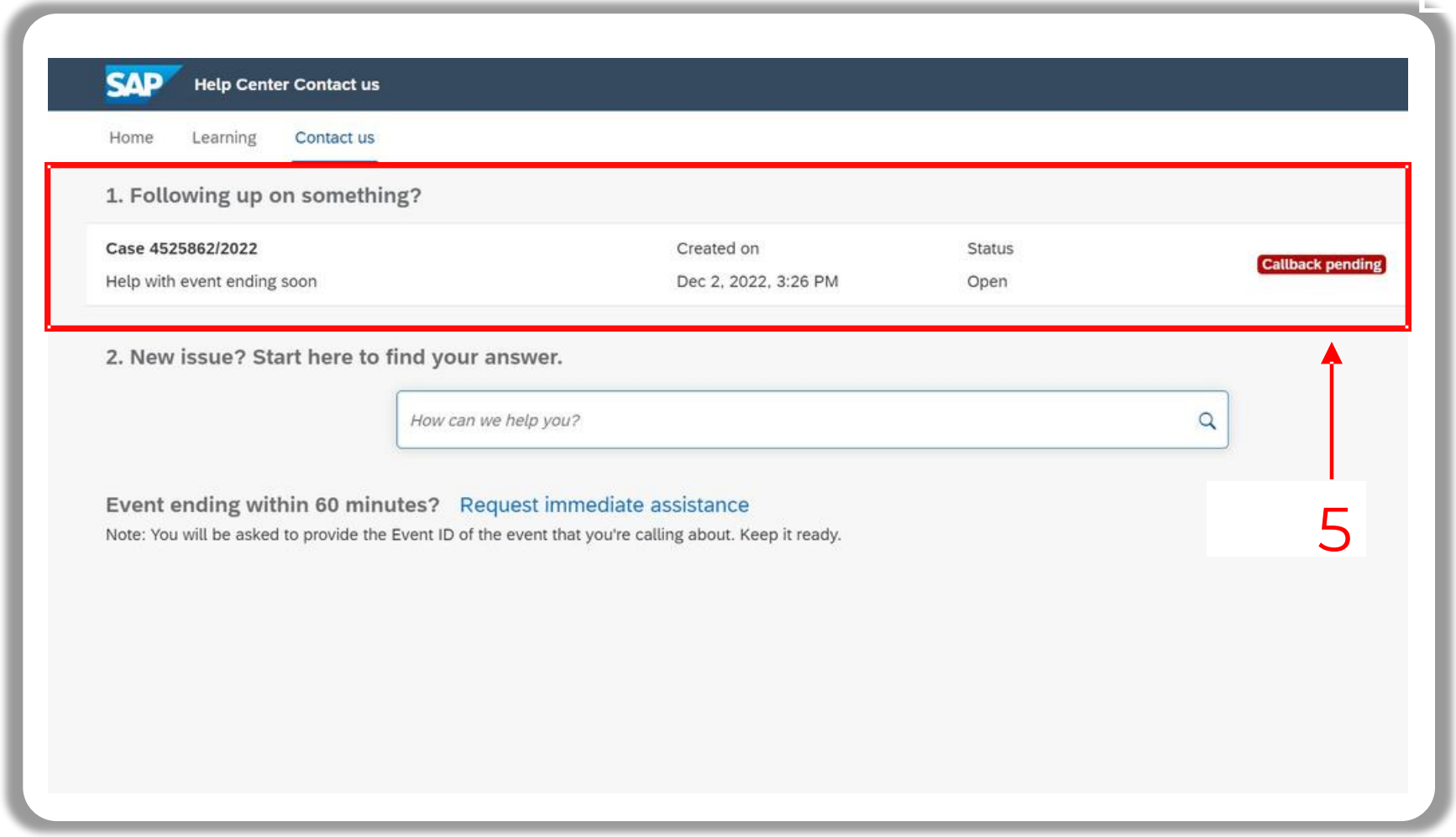
riyadh airports

B

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



OVERVIEW

A **RIYADH AIRPORTS SAP ARIBA SUPPLIER SUPPORT**

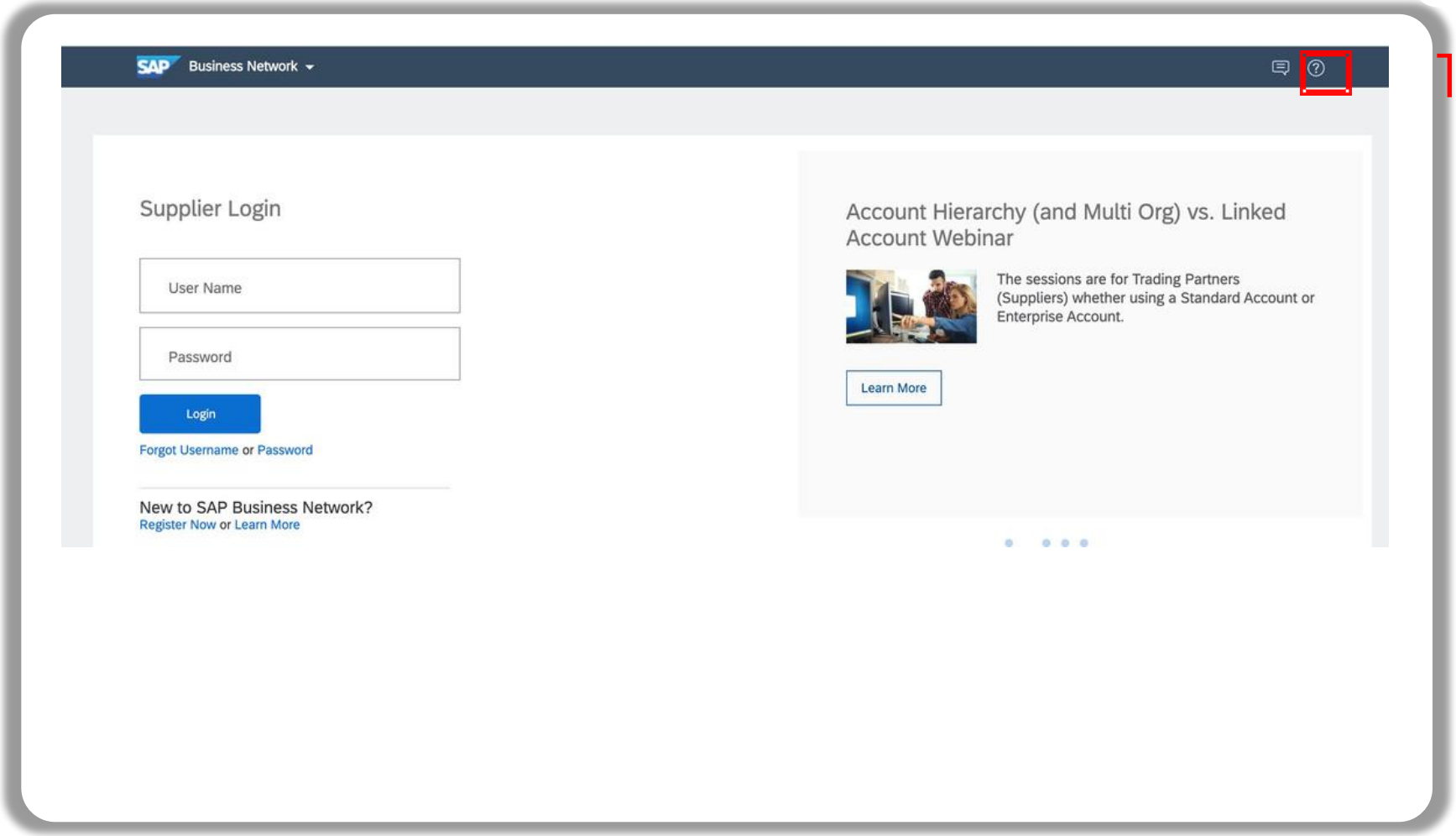
B **CONTACTING SAP ARIBA DIRECTLY –WITH USER CREDENTIALS**

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

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:

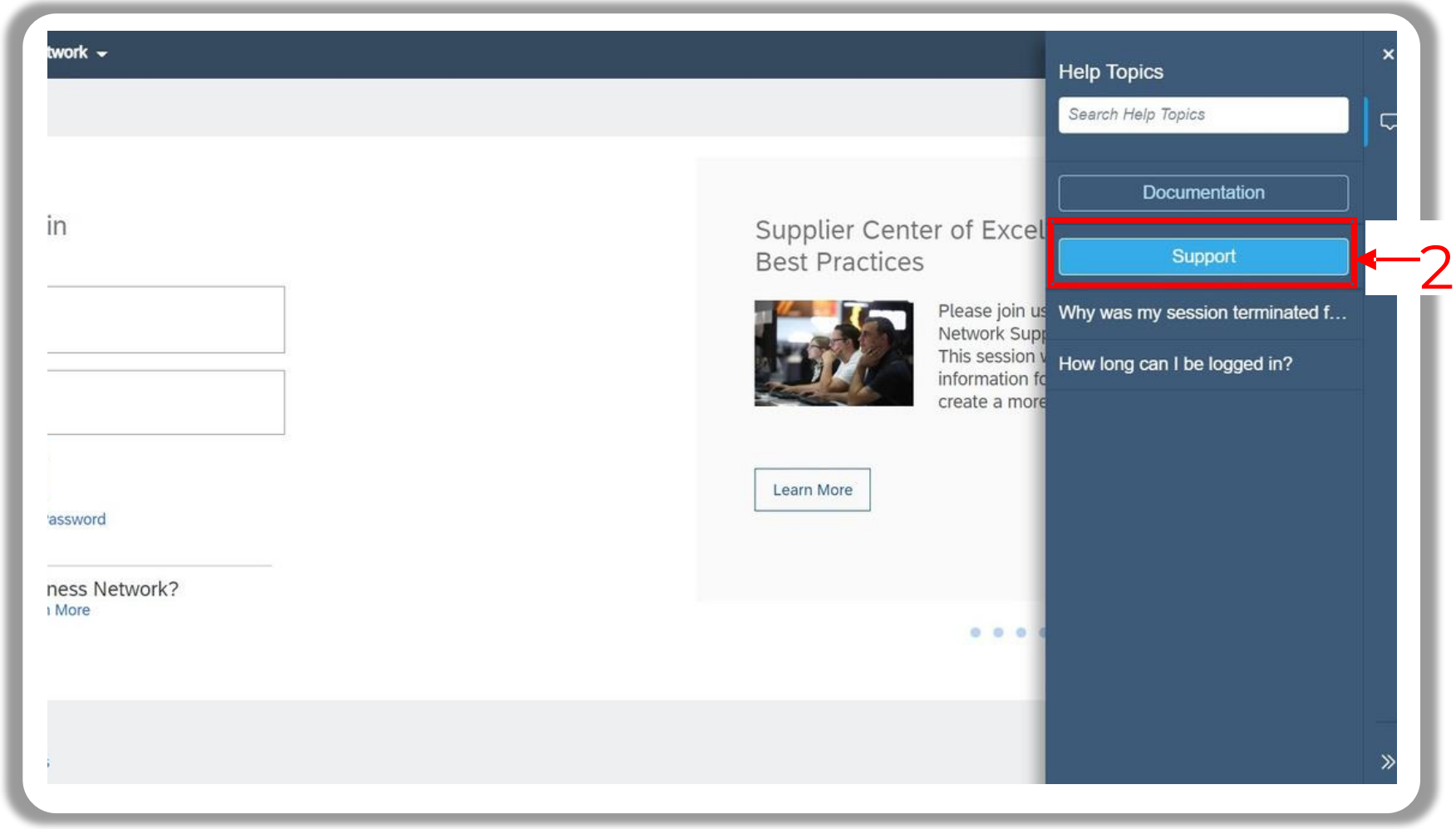
1. Access the SAP Business Network Supplier login page
   Then Click on the “?” Help icon



CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

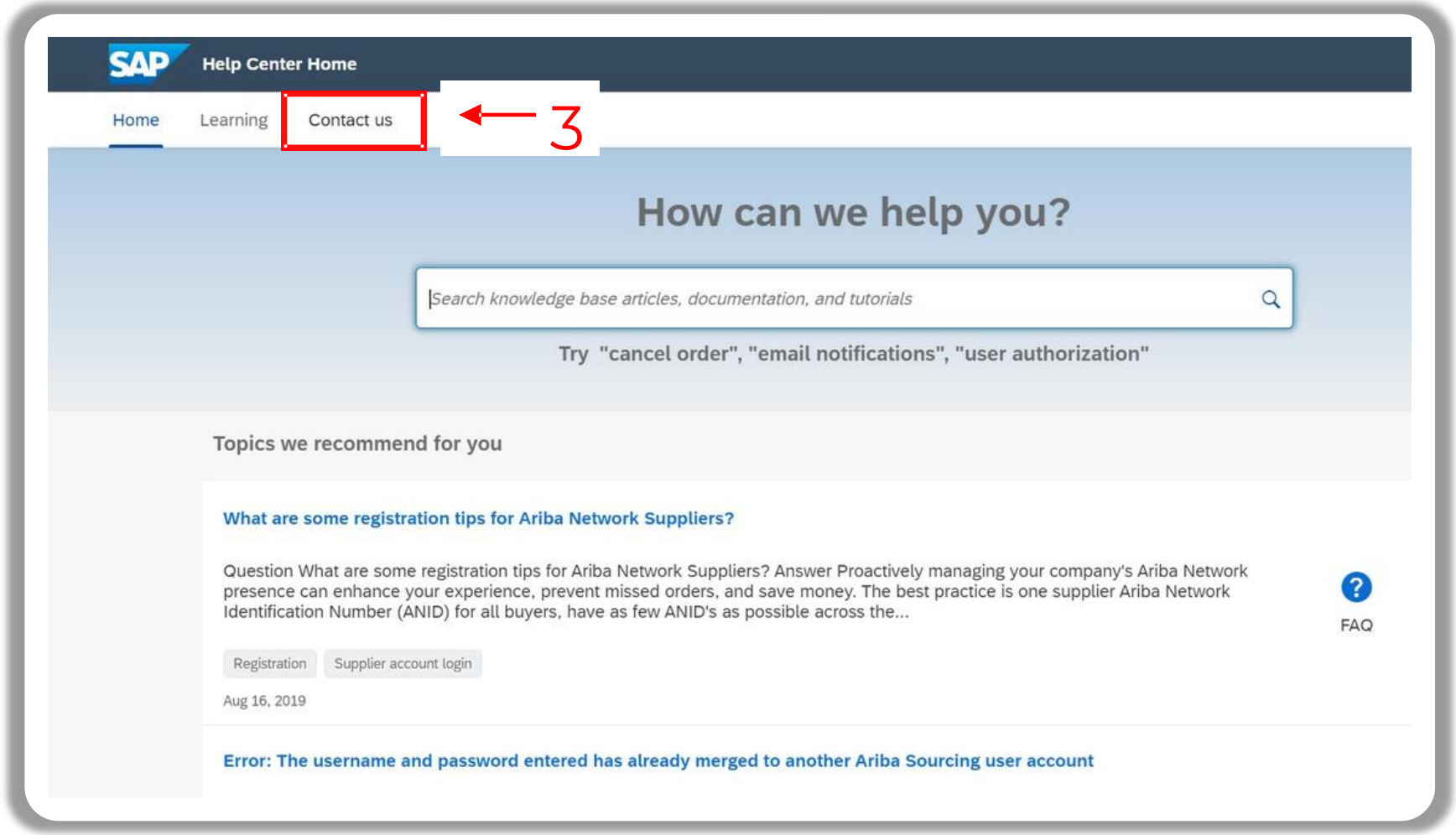
2. Click on “Support”



CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

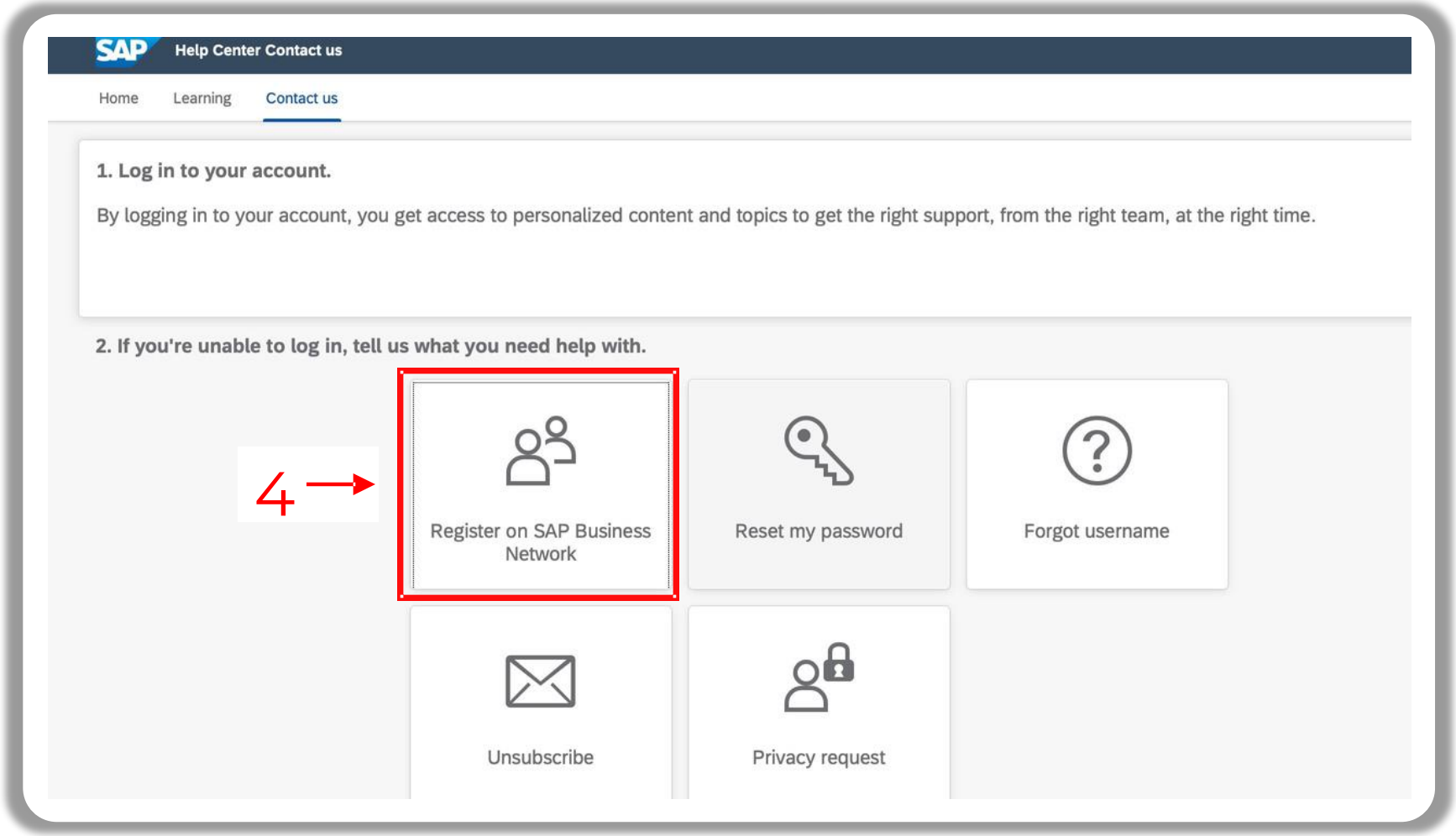
3. Click on “Contact us”



CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

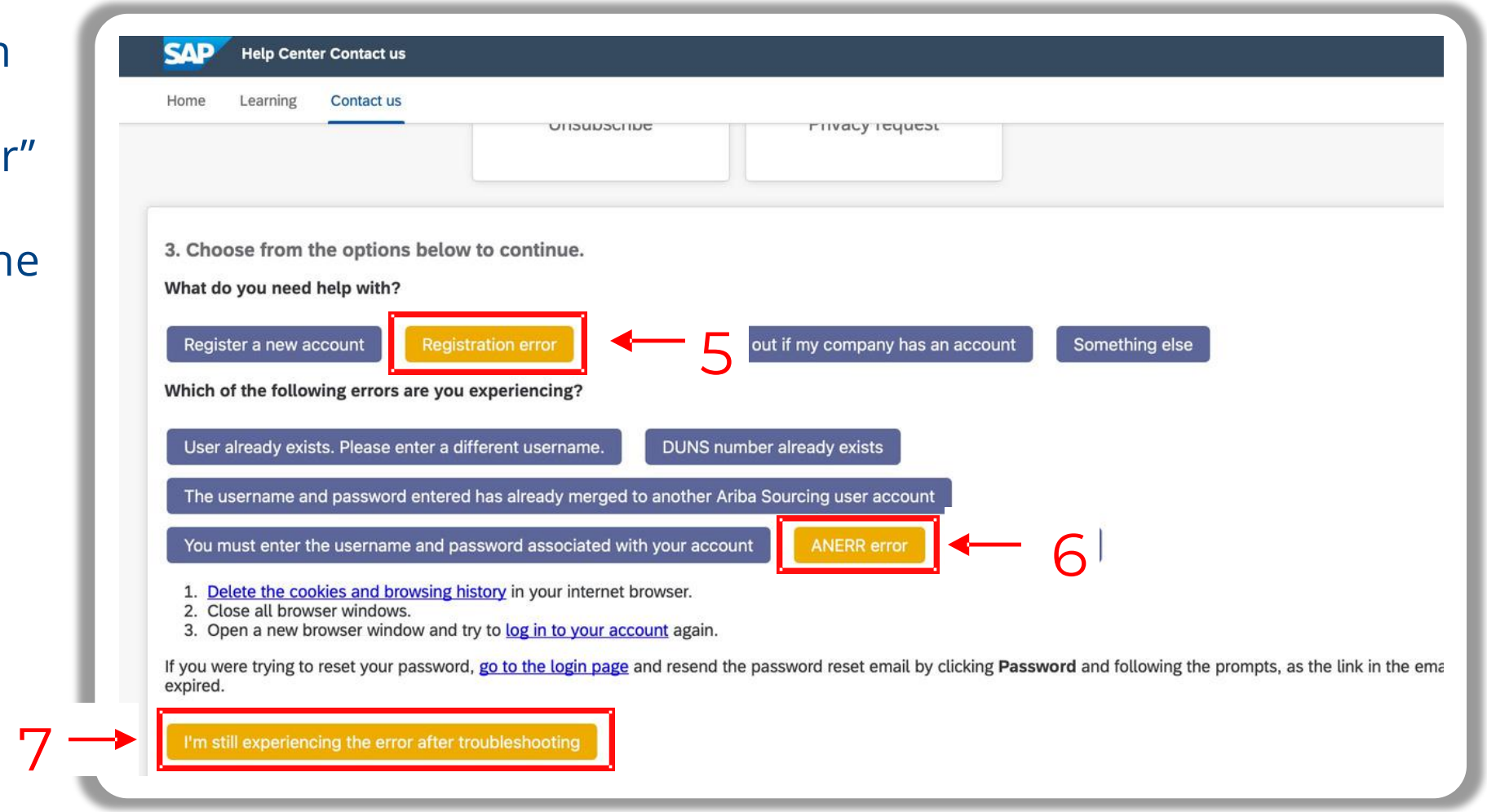
4. Click on “Register on SAP Business Network”



CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

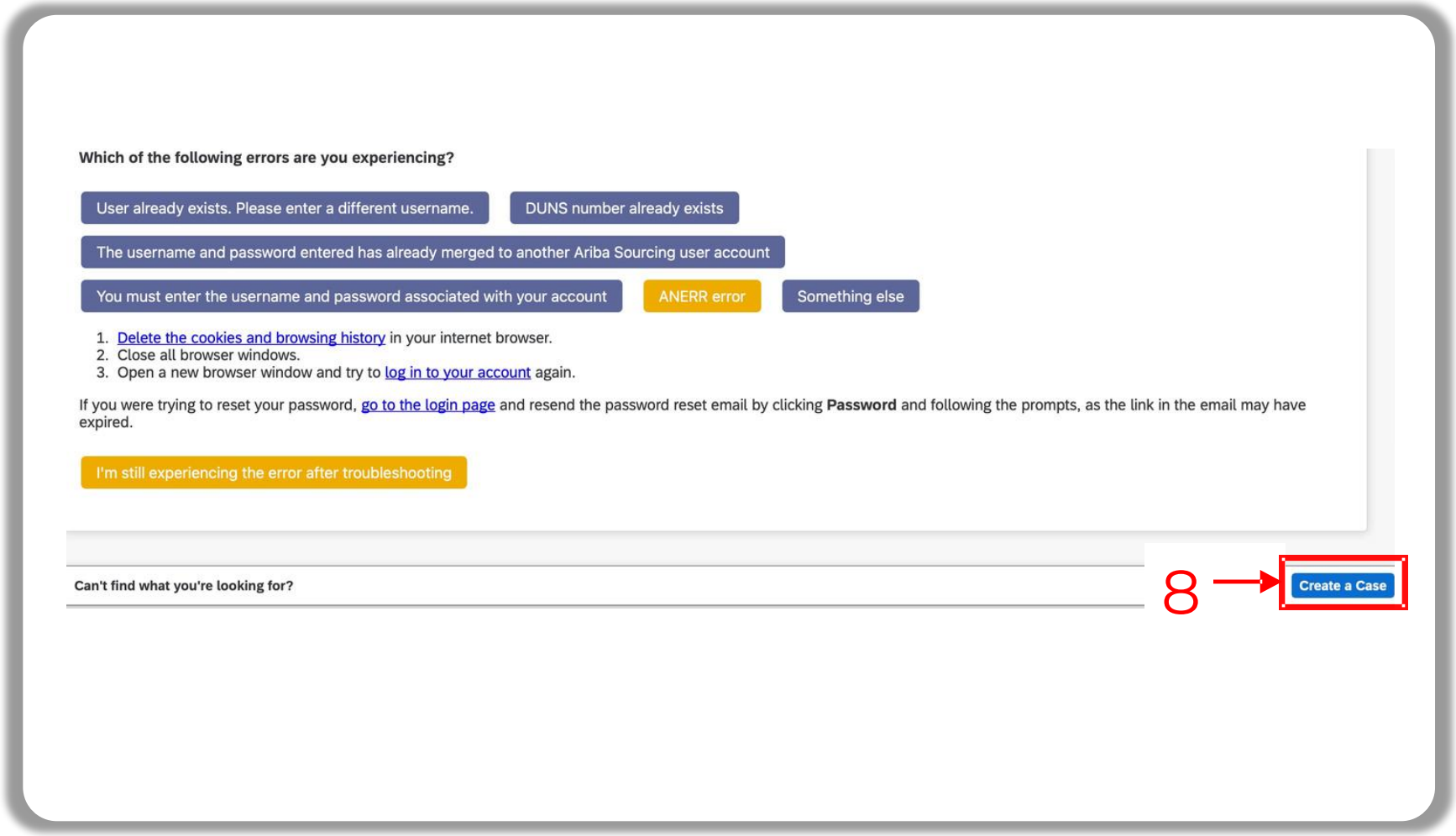
5. Click on “Registration error”
6. Click on “ANERR error”
7. Click on “I’m still experiencing the error after troubleshooting”



CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

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”



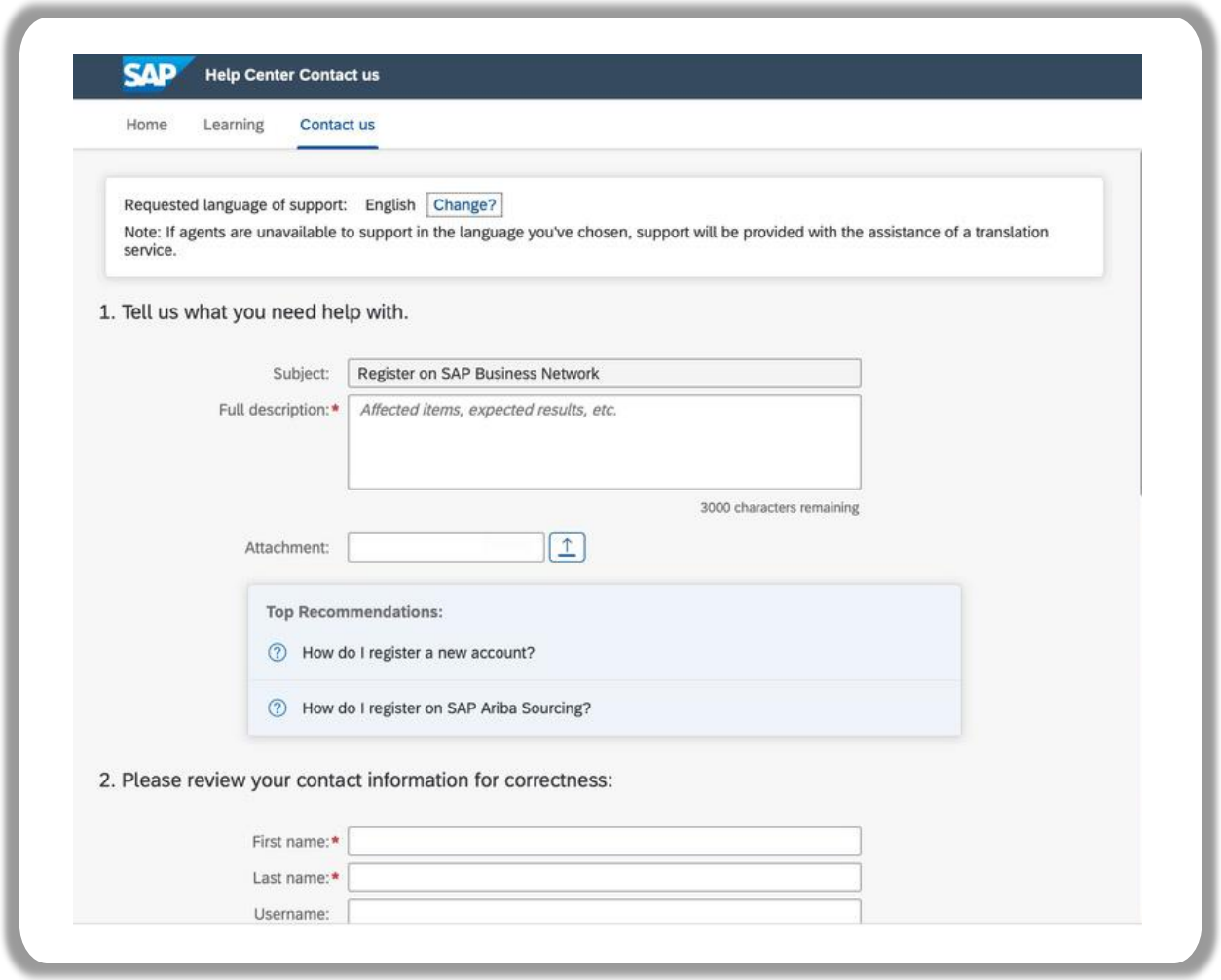
CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

C

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

To have you 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)



THANK YOU