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1. Purpose

This document is a user guide to enable new suppliers of the Abu Dhabi Government to complete their registration in SAP Ariba.

Supplier Registration is performed using the SAP Ariba Supplier Lifecycle and Performance Management module together with Ariba Network. You must follow the process outlined below to register in the SAP Ariba system.

2. Supplier Category

Suppliers are categorized based on the location where they provide/intend to provide their goods or services to Abu Dhabi Government entities and not where they are located.

There are 2 categories of suppliers:

1- Suppliers who provide/intend to provide goods or services ‘inside’ the UAE
2- Suppliers who provide/intend to provide goods or services ‘ONLY outside’ the UAE

Identify the supplier category to which you belong and click the corresponding link to navigate to the registration process.

<table>
<thead>
<tr>
<th>Do you have an account in ADERP iSupplier Portal?</th>
<th>Do you deliver goods or services only outside UAE to Abu Dhabi Government entities?</th>
<th>How to Register in SAP Ariba</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
<td>Click here to register</td>
</tr>
<tr>
<td>No</td>
<td>Yes</td>
<td>Click here to register</td>
</tr>
</tbody>
</table>
3. Process Overview for Suppliers That Provide Goods or Services Inside UAE

If you provide/intend to provide goods or services to Abu Dhabi Government entities inside the UAE, you should follow the process outlined below.

The process is broken into two stages: Supplier Request and Supplier Registration.

### 3.1: Supplier Request

#### 3.1.1. Create Supplier Self-Request

- Access the Supplier Self-Request link: [http://dofad.supplier.mn1.ariba.com/ad/selfRegistration](http://dofad.supplier.mn1.ariba.com/ad/selfRegistration)
  URL will be published on the website.

- **Supplier Self-Request Form** will appear on the screen. Complete the form.
  The fields marked with asterisk (*) are mandatory.

  - Are you already registered in the Abu Dhabi Government Resource Management System (ADERP iSupplier Portal)? No
  - Do you provide goods or services to Abu Dhabi Government entities ONLY outside the UAE? No
Enter the Supplier’s General Information:

- **Company Name as per Commercial Registration OR License:** ZEE HOME INC
  - Please enter CAPITAL letters and numbers only. Allowed characters are spaces and . - _
- **Country:** United Arab Emirates
- **Address:** Building Y20, level 7
- **City:** Dubai
- **Zip Code:** 19126
  - User can enter either PO box or zip code
- **State:** Dubai
- **Office Telephone Number:** +9714313071 1125
- **Facsimile Number:** +9714313071
  - Optional field – format: +(Country Code)(Area Code)(Fax Number)
- **Company Email Address:** info@zeehome.com
- **Website:** www.zeehome.com
  - Optional field (website format should be validated)
- **Business Locations:** United Arab Emirates
  - Multiple countries are allowed

Enter the Supplier Contact Information:

- **First Name:** Roosevelt
- **Last Name:** Lamb
- **Position:** CEO
  - Company position of the supplier contact
- **Office Telephone Number:** +97149844672 5442
- **Mobile Number:** 05120
- **Contact Email Address:** <placeholder@email.com>
  - Website format should be validated

Enter the Supplier Commercial License and Tax Information:

- **License Number:** CA0001764819
  - Only capital letters/numbers are allowed
- **Upload copy of the License**
- **Does your company have Tax Registration Number?**
  - Yes
  - Tax Registration Number: 0988821675
  - Only capital letters/numbers are allowed
- **Upload Tax Registration or Valid Justification on Company letterhead in case of non-applicability**
Enter the Supplier’s Goods and Services and Additional Information:

- Select the category of Goods/Service:
  - Select Level 2 Category only

*Level 2 Category:

3.1.2 Submit the Supplier Self-Request

Once all required information is provided, click “Submit” at the bottom-right of the Supplier Request Form.

In case of incomplete/incorrect fields, the system will trigger an error and prompt you to populate the required fields. Once the error is corrected, resubmit the form.
Upon successful request submission, the following message will be displayed: “Your request for registration as a supplier with dofad-T is complete.”

**dofad-T is the system identifier for Abu Dhabi Government**

You may close the browser once this page is displayed as refreshing the browser will result in a new request form being opened.
A system-generated email will be sent to the primary contact person (provided in the Supplier Contact Information section) from SAP Ariba to notify you that your Supplier Self-Request Form has been received and is awaiting review and approval by the Government Procurement Office (GPO) Supplier Registration team.

3.2: Supplier Registration

3.2.1. Create an Ariba Network account

Once your Supplier Self-Request Form is approved, SAP Ariba will issue an automatic email to the primary contact person provided in the Supplier Contact Information section, inviting you to register in Ariba Network.

- On the registration email, follow the “Click Here” link
• Click “Sign up” to create an account.

*If you have an existing Ariba cloud network account, click “Log in” and provide your credentials.

• Review the details and populate all required fields on the account creation form.

* “Company information” and “User account information” fields will be auto-populated with details from the supplier request form

• You have the option to provide product and service categories and ship-to or service location details in the “Tell us more about your business” section.

• Read and acknowledge the Terms & Conditions and Privacy Statement of SAP Ariba. Click “Create account and continue”
Once the account is created, you will receive an auto-generated email from Ariba Commerce Cloud confirming your registration and providing your Ariba Network account ID and username. This information is important as it will be required to log in to Ariba Network for all future activities.
3.2.2. Respond to the Registration Questionnaire

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

*Once you have begun the questionnaire, it is advisable to save the form periodically to avoid data loss.

Key notes:

- You have 30 days to complete and submit the questionnaire. If you fail to do so within the given time frame, suppliers must contact the GPO Supplier Registration team to request a new registration invite.
- You can enter either a PO box or zip code in the Zip Code field.
- If you wish to attach more than one document in a single field, you should compress or zip documents into a single file before uploading.

3.2.3. Submit Response to Supplier Registration Questionnaire

- Click “Submit Entire Response”
- Click “OK”
Once the “General Supplier Registration Questionnaire” and “Payment and Bank Details Questionnaire” are submitted, reviewed and approved, a system-generated email will be sent to the supplier contact to notify you that the registration process is complete.

![Email Notification](image-url)
4. Process Overview for Suppliers That Provide/Intend to Provide Goods or Services ONLY Outside UAE

If you provide/intend to provide goods or services to Abu Dhabi Government entities ONLY outside the UAE, you should follow the process outlined below.

The process is broken into two stages: Supplier Request and Supplier Registration.

### 4.1: Supplier Request

**Contact the entity user**

You need to request the entity to which goods/services will be provided to create Supplier Request on your behalf in SAP Ariba. Once you receive an email notification that your Supplier Request Form is approved by the Government Procurement Office (GPO) Supplier Registration team, you can follow the Supplier Registration steps.

### 4.2: Supplier Registration

#### 4.2.1. Create an Ariba Network account

**Pre-requisite:** Fully approved Supplier Request.

Once your Supplier Request Form is approved, a system-generated email will be sent to the supplier contact, inviting you to register in Ariba Network.
• On the registration email notification, follow the “Click Here” link

![Image of email notification]

• Click “Sign up” to create an account.

![Image of sign up page]

*If you have an existing Ariba cloud network account, click “Log in” and provide your credentials

• Review the details and populate all required fields on the account creation form.

![Image of account creation form]

* “Company information” and “User account information” fields will be auto-populated with details from the supplier request form

• You have the option to provide product and service categories and ship-to or service location details in the “Tell us more about your business” section.
• Read and acknowledge the Terms & Conditions and Privacy Statement of SAP Ariba.

Click “Create account and continue”

Once the account is created, you will receive an auto-generated email from Ariba Commerce Cloud confirming your registration and providing your Ariba Network account ID and username. This information is important as it will be required to log in to Ariba Network for all future activities.

4.2.2 Respond to the Supplier Registration Questionnaire

Following Ariba Network account creation, you are required to complete the “General Supplier Registration Questionnaire” and “Payment and Bank Details Questionnaire”, providing all required details and documents.
*Once you have begun the questionnaire, it is advisable to save the form periodically to avoid data loss.

**Key notes:**

- You have 30 days to complete and submit the questionnaire. If you fail to do so within the given time frame, you must contact the GPO team to request a new registration invite.
- You can enter either a PO box or zip code in the Zip Code field.
- If you wish to attach more than one document in a single field, you should compress or zip documents into a single file before uploading.

### 4.2.3. Submit the Response to the Supplier Registration Questionnaire

- Once all required information is provided click “Submit Entire Response”

- Click “OK”

Once the “**General Supplier Registration Questionnaire**” and “**Payment and Bank Details Questionnaire**” are submitted, reviewed and approved, a system-generated email will be sent to notify you that the registration process is complete.
5. Revise/Update Supplier Questionnaire Responses

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

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

Enter the registered username and password > Click "Login"

![Image of Ariba Network login page]

- You will be directed to the Supplier Registration Questionnaire.
- Click “Revise Response”
A confirmation message will appear. Click “OK”

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

Click “OK”

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

Once the revised Supplier Registration Questionnaire response is submitted, it will undergo another review and approval. A system-generated email will be sent to notify you that the registration process is complete.
6. Providing additional information to GPO Supplier Registration Team

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

- Follow the “Click Here” link in the email.

- You will be directed to Supplier Registration Questionnaire. Click “Revise Response”. A Confirmation message will appear. Click “OK”

- Update the information specified in the comment from GPO.

- Once all revisions are made, click “Submit Entire Response”

Once the revised Supplier Registration Questionnaire response is submitted, it will undergo another review and approval. A system-generated email will be sent to notify you when the Supplier Registration process is completed.
7. Required Documents to Complete Supplier Request and Supplier Registration – Inside UAE:

Suppliers providing goods/services inside UAE

7.1 Supplier Request

- Commercial License
- Tax Registration Certificate/valid justification on company letterhead if not applicable

7.2 Supplier Registration

- Company profile
- Request letter for new supplier registration (addressed to the government entity to be registered)
- Department of Economic Development license
- Bank confirmation account letter issued from the bank
- Valid passport and Emirates ID copy of the company’s owner/organization partner and/or the person who has Power of Attorney
- Copy of Value Added Tax certificate
- Acknowledgement private sector compliance with contracting stipulation of government entities
8. Required Documents to complete Supplier Request and Supplier Registration – Only Outside UAE:

Suppliers providing goods/services ONLY outside UAE

8.1 Supplier Request
N/A

8.2 Supplier Registration
- Valid tax registration and/or business license and/or commercial certificate
- Copy of valid Chamber of Commerce license
- Copy of Memorandum or Articles of Association
- Copy of Power of Attorney or authenticated signature of the person authorized to sign
- Bank confirmation account letter issued from the bank
- Company profile
- Request letter for new supplier registration addressed to the government entity to be registered

* Suppliers providing goods or services ONLY outside the UAE might be required to attest the first five documents in 8.2 depending on the category of goods/services provided and annual spend value. Details of the same are provided in the Registration Form. Please adhere to these requirements.
9. SAP Ariba Help Center – How to Raise a Ticket

1- Go to supplier.aria.com
2- Login in with your username and password

3- On top right side, click on “Help Center”
4- Click on “Support”
5- Write what you need help with in the given box
6- If you can’t find what you are looking for, you can get help by email

If you chose to get help by email, you need to fill in all mandatory fields marked as “*” in below form then press submit. You will receive an email shortly to assist you with your issue.
10. Frequently Asked Questions (FAQs)

1. How do I know the status of my Supplier Request?
   You will see a confirmation page once the request is submitted to Abu Dhabi Government. You will also receive an email notification that the request has been sent to Abu Dhabi Government.

2. What happens next after I submit my Supplier Request?
   Your request goes to ADG supplier registration team for approval. Once the team approves your request, you will receive an email notification asking you to register on SAP Ariba Network.

3. Is it mandatory to open an SAP Ariba Network account for registering as a supplier with ADG?
   Yes, you can only access your registration questionnaires after creating an account in SAP Ariba Network. SAP Ariba Network is the new portal for suppliers.

4. Who will receive the email after my Supplier Request is approved?
   The contact person's email that was entered in the supplier request form will receive the email for registration. This user is the primary contact for the supplier registration.

5. What if the contact person who raised the Supplier Request is no longer working for my company?
   In this case, you must contact ADG supplier registration team to resend the registration invitation to the new contact person. The new contact will then receive the email for registration.

6. I already have an SAP Ariba Network account used for my other clients. Can I use the same account for Abu Dhabi Government?
   Yes, you can login with your existing SAP Ariba Network account. However, if you have an existing 'FULL' Ariba Network account with your other client, please immediately inquire with SAP Ariba if there would be an additional subscription fees on using the same account for Abu Dhabi Government.

7. Is there a timeline to submit the Supplier Registration Questionnaires?
   The registration has two questionnaires that you need to complete – “General Registration Questionnaire” and “Payment and Bank Details”. You must submit both these questionnaires within 30 days after Supplier Request is approved.

8. What if I missed to submit the Supplier Registration Questionnaires within 30 days?
   In case you have missed the 30 days window, please contact the GPO Supplier Registration team to resend the questionnaires.

9. How do I know the status of my registration?
   Once all questionnaires are submitted, GPO Supplier Registration team and Government Accounts team will review and approve your questionnaires' responses. You can see the status in the “Registration Questionnaires” section when you log into Ariba Network. You will also receive an email once your registration is approved.

10. Can I change my details in the Supplier Registration Questionnaire?
    Yes, you can change the details. However, please note that every change is subject for approval.

11. I received a request for qualification from GPO Supplier Registration team. What is the qualification process?
    Qualification process is the next stage after registration. In the qualification stage, the GPO Supplier Registration team verifies the supplier's experience in the categories they have registered for.

12. How do I know if my company is qualified or not for a certain category?
    You will receive an email from GPO Supplier Registration team confirming if you are qualified or not for that certain category.
CONTACT US

In case of any queries / clarification in the supplier registration process, contact the DOF support team for assistance

Tel: 02/ 810 1430
Email: helpdesk@dof.abudhabi.ae