REGISTERED
VENDOR GUIDE

Contents

New Supplier Registration Guide

1. Introduction to ENEC Enterprise Vendor Profile Management Process

- Upon completion of the Vendor Registration Process, Vendors of ENEC Enterprise (a general term covering ENEC, Nawah, and BOC) can access and manage their profiles in SAP Ariba platform in a single online location for the following activities:

  - Work with ENEC, Nawah Energy Company and Barakah One Company
  - Update Vendor company profile
  - Login to your organization's profile
  - Review and update your organization's profile
  - Respond to a Request for Information (RFI)
  - Respond to a Request for Quotation (RFQ)
  - Access and View Purchase Orders (POs)
  - Upload Invoices for your Purchase Orders
  - Receive automated expiry reminders of trade related certificates; and
  - Receive communications from the Vendor Relationship Management team.

- As a registered Vendor, a SAP Ariba system generated email was sent to registered contacts with username and password.

- Kindly be reminded that being a registered Vendor with the ENEC Commercial Directory does not guarantee an invitation to participate in tender opportunities.

- In this Guide we will show you how to do the following:

  - Login to your organization's profile
  - Review and update your organization's profile
  - Respond to a Request for Information (RFI)
  - Respond to a Request for Quotation (RFQ)
  - Access and View Purchase Orders (POs)
  - Upload Invoices for your Purchase Orders

<u>Important Note:</u>

- Kindly be reminded that through the registration process the Vendor acknowledges and agrees that ENEC, Nawah and Barakah One Company shall have the right to select Vendors at its sole discretion and shall be under no obligation to provide any explanation or reasons for including or excluding any company.

- Registering does not guarantee an invitation to participate in tender opportunities.

- If a new branch/affiliate of Vendor organization with its own legal establishment and trade/commercial license is to engage with any of the subsidiaries of ENEC Enterprise please follow the instructions in the "New Vendor Registration Guide" in the link: https://www.enec.gov.ae/suppliers/new-supplier-registration/

- All SAP Ariba tutorial videos are available on ENEC website.

  Link: https://support.ariba.com/item/view/198281

- Upon receiving registration completion system generated email, download the Registered Vendor Guide for instructions how to login, access and view RFIs/RFQs/POs, uploading shipment notice and invoice.

  Link: https://www.enec.gov.ae/suppliers/registered-suppliers/

- For queries or assistance in vendor registration or profile management in SAP Ariba platform, email ENEC Supplier Relations supplier.relations@enec.gov.ae

- For queries or assistance in invoices and payment email FNA-Accounts Payable payables@nawah.ae

2. Vendor Record Management Prerequisites

2.1. Vendor Obligation

- It is the Vendor's responsibility to provide all required and valid organization details and documentation, and a **<u>hand signed</u>** scanned copy of the valid Non-Disclosure Undertaking (NDU) at registration and update the same at least once a year, to maintain its registration in the system to avoid any action that will be taken as a result of non-compliance with the applicable requirements. In application of our internal procedure, the failure to register due to incomplete or invalid documentation will result in their suspension.

- It is the Vendor's responsibility to ensure all provided details and documents contain the complete legal name of the company that is being registered as per the latest valid Trade / Commercial license. And any changes to the legal name of the Vendor organization after registration needs to be communicated to ENEC Enterprise SRM team through an official company letter with a notarized Power of Attorney (POA) of the letter's signatory.

- It is the Vendor's responsibility to ensure all provided bank and UAE tax related details are accurately entered as per the instructions in this document, and account name is as per the Vendor organization's latest valid Trade / Commercial license. And any changes to the registered bank details of the Vendor organization after registration needs to be communicated to ENEC Enterprise SRM team through an official company letter with a notarized Power of Attorney (POA) of the letter's signatory, and a bank letter with all details relating to the new bank account.

- It is the Vendor's responsibility to acknowledge by electronically accepting the ENEC Enterprise Code of Conduct that contains in a general sense all the elements in any form of relationship that ENEC Enterprise and its affiliates may have with its supply base. The Enterprise Code of Conduct is a mandatory requirement of our registration process, and the content is not negotiable as it is a general standard that we need all our Vendors to be aware of This Code of Conduct is **<u>not</u>** a Contract. It does not confer rights on any Vendor, nor does it impose obligations on ENEC. In case of a conflict between this Code of Conduct and the signed contractual agreement, the terms of the contract shall prevail. i.e.: the T&C of the contract takes precedence on these codes as it will be tailored specifically to the scope of work or material provision in the contact.

- It is the Vendor's responsibility to ensure all provided certificates and licenses are valid and have the complete legal name of the Vendor organization being registered as per the latest valid Trade / Commercial license, otherwise such document will not be considered for registration or other processes that succeed it.

- It is the Vendor's responsibility to uploaded valid licenses, documents, and certificates upon expiration or modification.

2.2. Vendor Organization Documents Needed when Updating Record

1. **Trade License and/or Commercial Certificate** - **no** alternative document is accepted

   - UAE based Companies – DED Trade License with an expiration date no less than 3 months from date of registration.

   - Overseas based Companies –

     o legal commercial registration in their home country from authorized governing body,

     o if document contains an expiration date, then it should be no less than 3 months from date of registration.

     o In case the submitted document is in a language other than English or Arabic, a legal translation to English along with the original **must** be attached.

   - UAE Free Zone Companies –

     o Abu Dhabi based companies need to provide a valid Abu Dhabi DED issued Dual Trade License

     o Other Emirates based companies need to provide license from the respective Free Zone Authority and completed Non-Abu Dhabi Free Zone Company Declaration (for Free Zone companies based in other Emirates).

2. **ENEC Enterprise Non-Disclosure Undertaking (NDU)**

   - The ENEC Enterprise NDU is a non-negotiable mandatory agreement signed by the Vendor organization authorized representative. This ensures that in any point in time before a contractual agreement is made that information related to ENEC Enterprise or any of its affiliates or its operation is not disclosed.

   - According to your organization's country / country of commercial license download the relevant NDU document. The ENEC NDU template is downloadable on ENEC Vendor Registration Page: https://www.enec.gov.ae/Vendors/new-Vendor-registration/

   - There are two versions of the NDU document:

     o Non-Disclosure Undertaking Form (for UAE Vendors)

     o Non-Disclosure Undertaking Form (for Non-UAE Vendors)

   Important Notes:

   - Fill the downloaded template with information pertaining to your organization as per the valid Trade/Commercial License

   - In the registration questionnaire upload a hand signed scanned PDF copy of a valid NDU **Digital / Electronic/Cropped Image Signature on the document is not acceptable.**

- Ensure that the signatory of the signed NDU is mentioned in the associated public notarized Power of Attorney (POA) document.

- It is the responsibility of the Vendor representative to ensure that when the NDU expires that the latest copy is downloaded from the ENEC website's Vendor page and uploaded in the Vendor organization's profile

- Irrelevant of past or existing contractual agreements with any of ENEC Enterprise entities, a valid signed copy of the ENEC NDU **must** be maintained during the Vendor organization's presence in the ENEC Enterprise Commercial Directory.

- In application of our internal procedures, the failure to provide and maintain a complete and valid NDU document within the Vendor profile will result in the temporarily suspension of the profile till a valid NDU document is uploaded. Temporary suspension does not prevent invoice payment, but prevents inclusion in RFQs, Tenders and Award.

3. **Public Notarized Power of Attorney (POA):**

- Irrelevant of the signatory's relationship or position in the Vendor's organization, a Power of Attorney (POA) confirms to ENEC Enterprise the identity of the person(s) to own the authority to sign legal and commercial documentation on behalf of the Vendor organization, such as the Non-Disclosure Undertaking (NDU), RFQ/Tender Offers, Purchase Orders, Invoices or changes to Vendor organization legal name and existing bank details.

- Purpose of POA is to safeguard Vendor organization and ENEC enterprise of fraudulent attempts within its capacity.

- For Sole Proprietorship organization where the owner is the self-authorized signatory, then an alternative document is the Certificate of Establishment that clearly mentions the responsibility of the owner as a signee to commercial, legal and financial documentation in relation to the organization.

- For any other type of organization, no alternative document is accepted for any other organization type.

- In case the submitted POA is in a language other than English or Arabic, a legal translation of the POA to English along with the original POA must be attached.

- Power of Attorney must be approved by the business's country of origin Court or Public Notary, and contains the following details:

  o Name of the organization as per the commercial registration or trade license

  o Signatory(ies) name of the and identification reference, such as passport number or personal identification number

  o Signatory(ies) scope of responsibility as a signatory

  o Signatory(ies) sample signature(s), and

  o Public Notary or Court House seal / stamp

4. **Bank Letter for Vendor Organization's Bank Account Details**

- The Bank Letter must be on your Bank's Letterhead with bank's official stamped containing the following information:

For UAE based Vendors	For Non UAE based Vendors
1. Bank Full Name	1. Bank Full Name
2. Bank Branch	2. Bank Branch
3. Bank Address	3. Bank Address
4. Account Number	4. Account Number
5. Account Full Name	5. Account Full Name
6. Bank Key/ABA Routing Number	6. Bank Key/ABA Routing Number
7. IBAN Number	7. SWIFT Code
8. SWIFT Code	

5. **UAE VAT Tax Registration Number (TRN) certificate** - *only for UAE based companies*

- UAE-based Vendors applicable for UAE Value Added Taxation (VAT) must attach the Tax Registration Number (TRN) certificate

6. **Company profile**

- A brief profile/brochure detailing product and/or services offered, experience, major projects undertaken, etc.

7. **ICV Certificate** – *only for UAE based companies upon availability*

- UAE-based Vendors applicable for UAE In Country Value (ICV) must attach the ICV certificate and enter the requested details relevant to the latest valid certificate.

8. **ISO Certificates 9001, 14001 and 45001** – *upon availability*

- ISO certification is a seal of approval from a third-party body that Vendor company is marked to withhold the standard quality and credibility by the International Organization for Standardization (ISO).

9. **Quality Assurance Manual** – *upon availability*

- The Quality Assurance Procedures Manual describes the responsibility, procedures and forms required to comply with applicable Quality Standards within the Vendor's organization, that contains details such as the four types of quality control are process control, acceptance sampling, control charts, and product quality control.

3. Login to Organization Profile

As a registered Vendor in the ENEC Enterprise Commercial Directory, the first step is to login to your organizations profile in SAP Ariba. Please follow the following steps:

1. Open web browser and navigate to **ENEC website → Vendors Tab → Vendor Registration → Registered Vendors**

2. Click on **Access the Vendor Portal** to access the Ariba Network:
   https://supplier.ariba.com
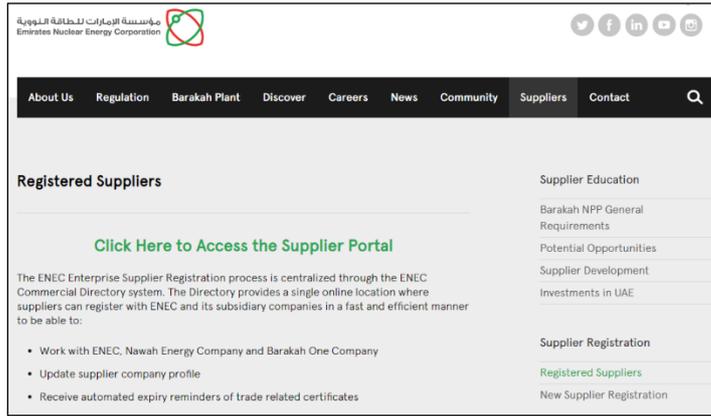
3. Enter the **Username and Password** –

Provide the Username and Password associated to your Ariba Network account
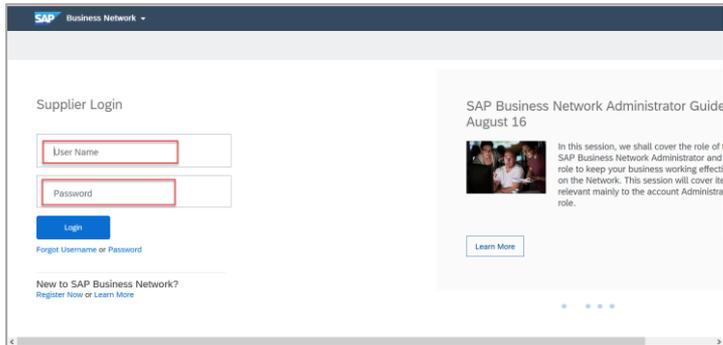
If you forgot the login **Username and/or Password,** then follow the below steps:

- Forgot **Username** - click on **Forgot Username** option in Log in page of Vendor's network and enter email address that was used for registration, or you received our organization's SAP system email notification in and follow the instructions on the screen.
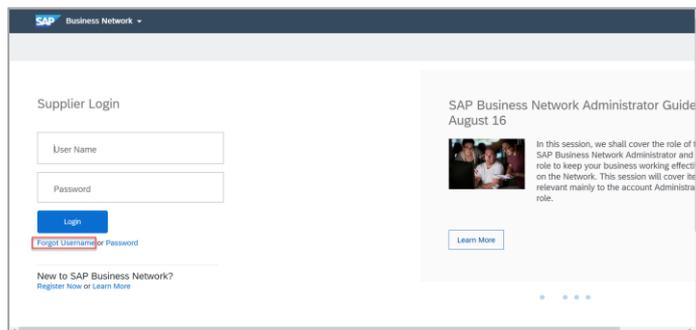
- You will receive a system generated email notification to your registered email address of your Ariba Network account with the username.
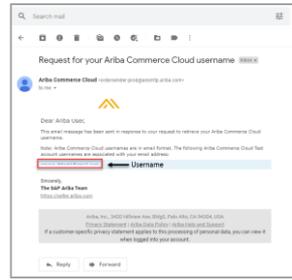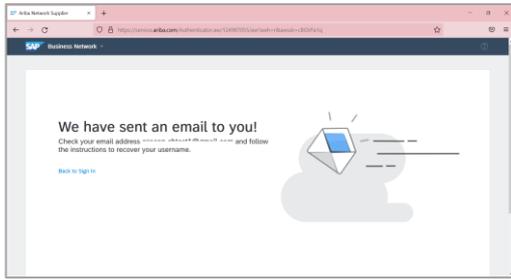
Return to the login page and re-attempt to login to your company's account with the username.

- Forgot **Password** - click on **Forgot Password** option in Log in page of Vendor's network and enter email address that was used for registration, or you received our organization's SAP system email notification in, and follow the instructions on the screen.
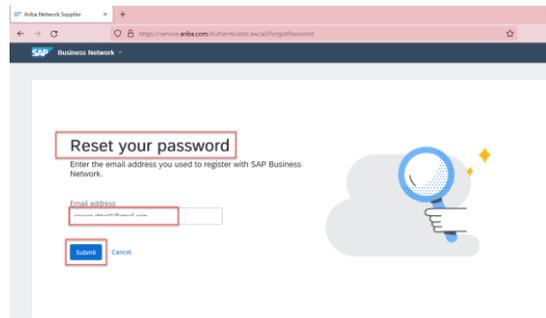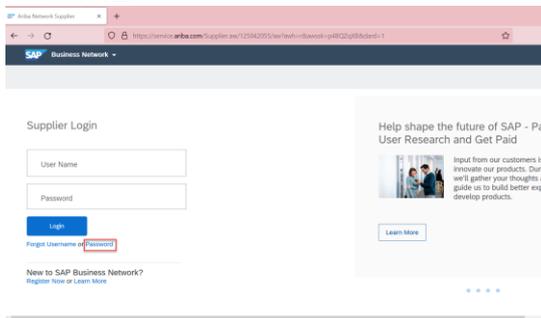
- You will receive a system generated email notification to your registered email address of your Ariba Network account with the Password link to reset.
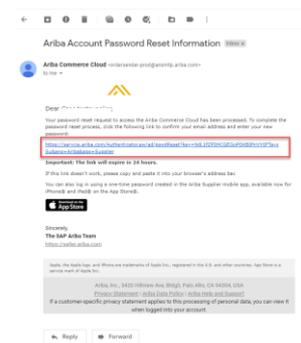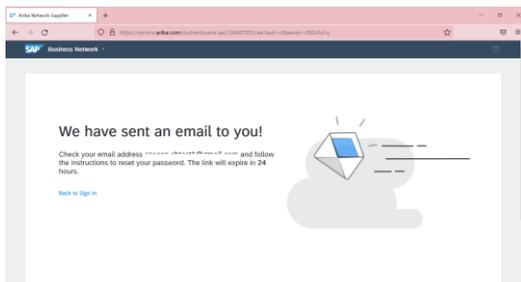
- Select the link and enter the New Password Once the Reset is done. Login again with the Username and New Password set up.
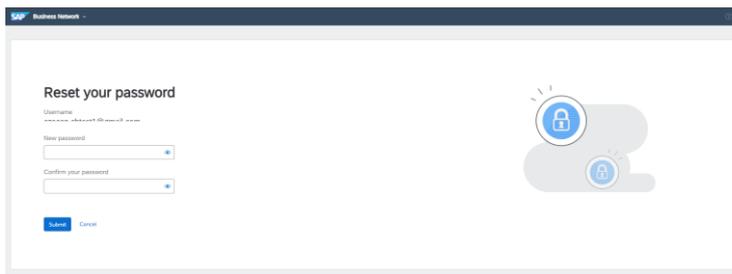
4. Update of Vendor Profile

- Vendor is free to modify any details deemed necessary in profile.

- However, in the event of a change in Vendor organization's (1) name, (2) ownership, (3) authorized signatory – POA or (4) bank account, then a formal letter signed by the authorized signatory is to be emailed to ENEC Supplier Relations supplier.relations@enec.gov.ae. Depending on the extent of the change and its impact on active agreements the team will advise on the appropriate steps.

- Vendor shall follow the same guidelines mentioned in the **New Vendor Registration Guide Section 5 "Vendor Registration Questionnaire"** to update organization details, licenses, bank account and certification, etc. ; Link: https://www.enec.gov.ae/doc/new-supplier-registration-guide-rev-1513072022-62d0055150613.pdf

- For new/renewed/updated documents, Vendor focal point needs to be uploaded as new documents in their designated fields, with the consideration that in case the submitted document is in a language other than English or Arabic, a legal translation to English along with the original document **must** be attached. Old/expired documents are retained and not removed.

5. Respond to a Request for Quotation (RFQ)

1. You will receive a system generated email notification that you are invited to respond to an RFQ as shown below.

2. Select log in to log into your account, and enter the Username and Password associated to your Ariba Network.
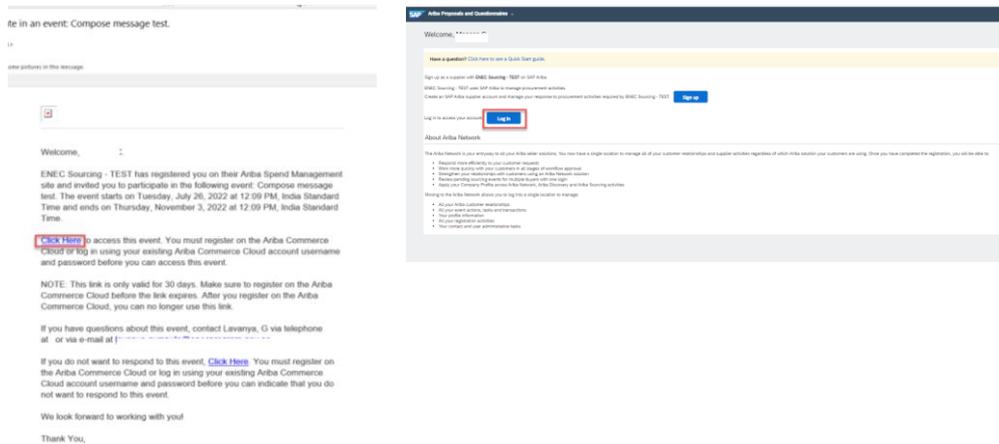
- In case you do not have Ariba Network the Click on sign up option to create a Supplier account in Ariba Network
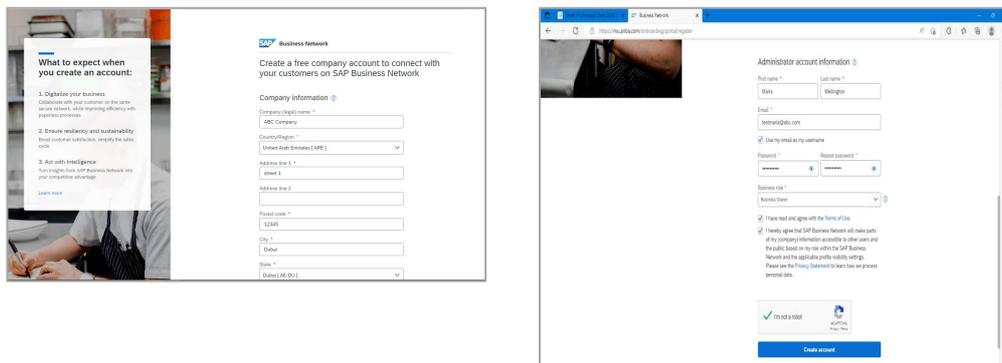
3. The screen will be routed to the RFQ, and select **Intend to Participate** to participate the event
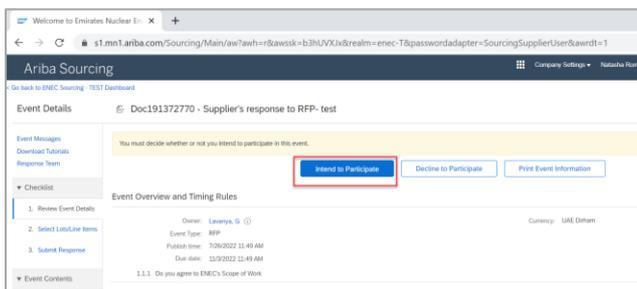
4. For Nawah related RFQs, the Prerequisites must be accepted/ rejected to participate in the Event.
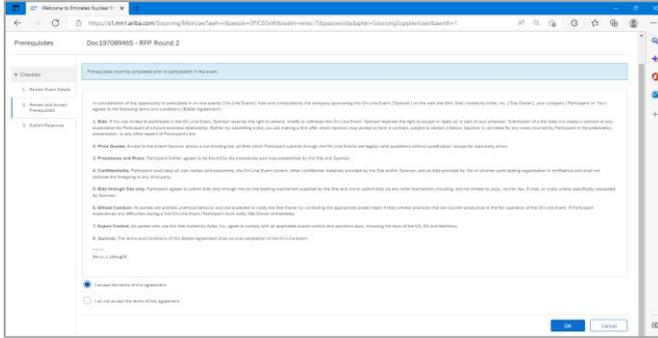
5. Choose the option **Select lots** to select the items for which you would like to quote price.
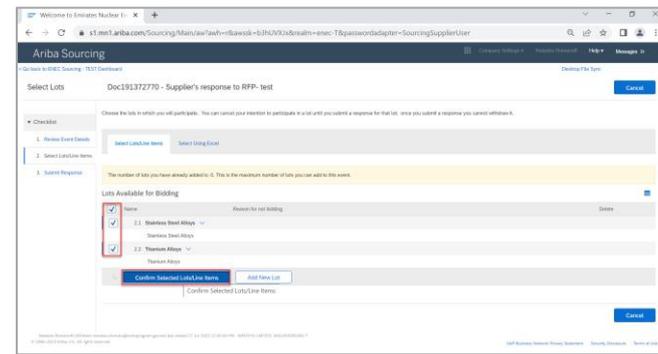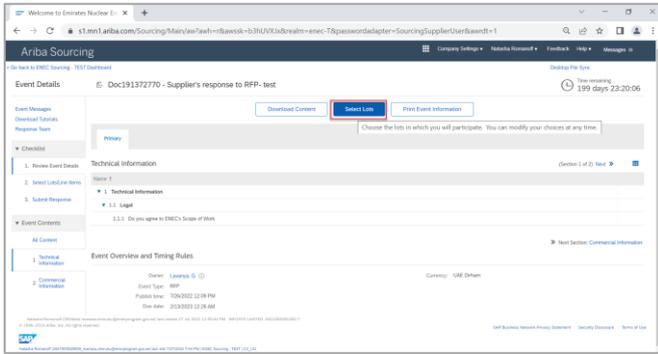
6. Enter all the information requested by the buyer in **All Contents** tab.
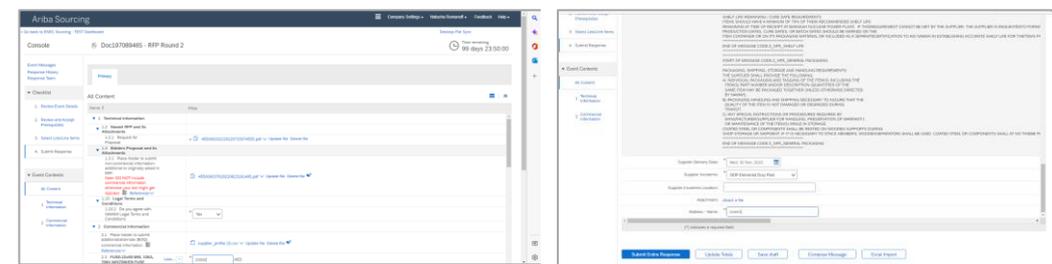
7. Additional BOQ for service-related RFP's:

Go to Commercial Section→ go to content "**Place holder to submit additional/alternate (BOQ) commercial Information** and click on **References**→ Select **BOQ Template for Vendors to be filled.xlsx** → Click on the downloaded file and make the necessary changes and save the file. Once the file has been saved, Click on **Attach a file** and select the relevant file and click on Ok.
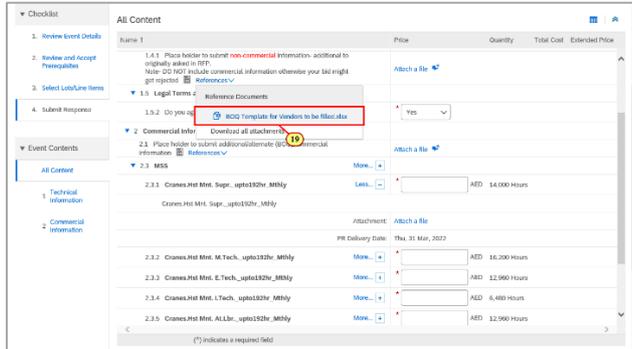
8. Bid Deviation comments for Materials RFP's:

Go to **Commercial Section**→At the Line item level→you can be able to add comments in case of any exceptions for that specific line items in the comments section as shown below.
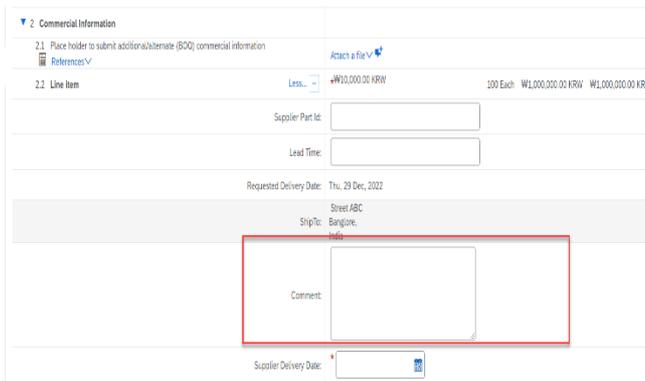
9. Click on **update totals** to check the extended price. This option would ensure to validate if any required information requested by buyer is by chance missed out by you.
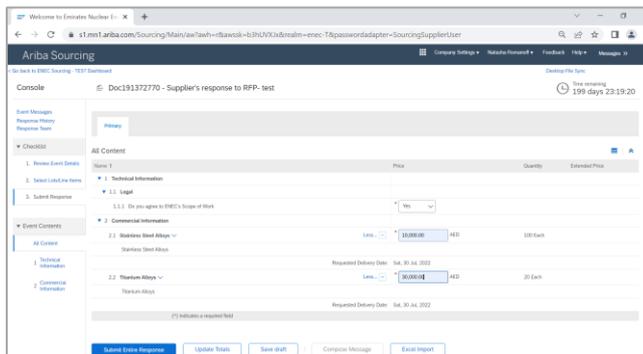
10. Once all the information is entered and ready to submit, Click on **Submit Entire Response** option
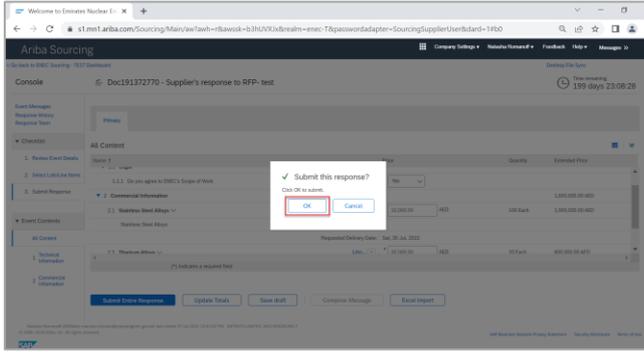
11. If you want to revise back the previous response submitted, you can use the option **Revise Response**

12. If you would like to provide alternative pricing to a different brand of the same item, you can opt for **Alternative Response** option.

    You can be able to provide alternative response by using **BOQ Template for Vendors to be filled.xlsx refer point 7.** Additional BOQ for service-related RFP's for more information.

6. Procure to pay process flow for ENEC/Nawah Customer:

The below screenshot captures the process of procure to pay scenario for ENEC/Nawah Customer.

6.1. Contingent Worker Self-Billing High Level Process Flow

For the Contingent worker we will follow the different process to create a procure to pay process. The below screenshot captures the process flow.

For the Contingent workers we will follow two different types processes.
1. Contingent worker expense/ Reimbursable claim - RMB
2. Contingent Worker Hiring/Onboarding - SAL

6.2.1 Contingent Worker Expense/Reimbursable Claim Process Flow
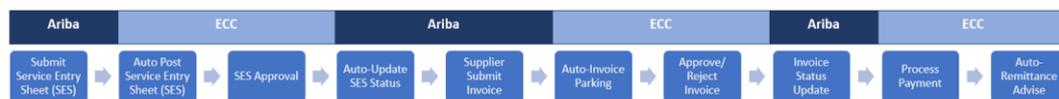
6.2.2 Contingent Worker Hiring/Onboarding High Level Process Flow

Next Step: Section 7 - Access and View Purchase Orders (POs)

7   Access and View Purchase Orders (POs)

Important Notes:

- As per above section 3, Primary contact person is already registered with SAP Ariba Network (ENEC/Nawah Organizations). Purchase Order will be sent to the same email which is entered by supplier in external registration questionnaire.
- If this is the first time to login to access the Purchase Order, then you need to login with the primary account holder login details.
- In case of any technical issues kindly contact the respective buyer and inform them of the issue with a screenshot of window you are accessing.

7.1   Accessing the Purchase Order for first time

1. Supplier Primary Contact Person will be receiving an email from ENEC/Nawah Organization regarding the respective Purchase Order.

2. Open the Purchase Order e-mail sent from ENEC/Nawah organization and click on "**Process order**" button.
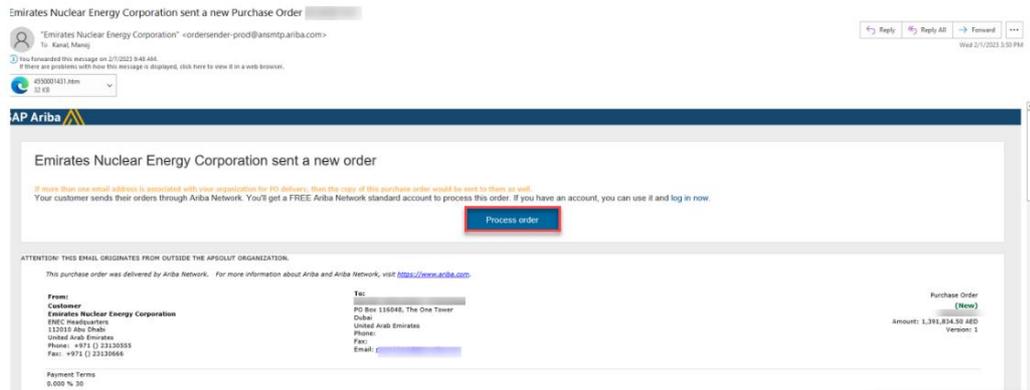
3. The page will be routed to Vendor network and will be asked to "Create new Account" if you are new to Ariba Network or "Use Existing Account" if you already have an existing account in Ariba network.
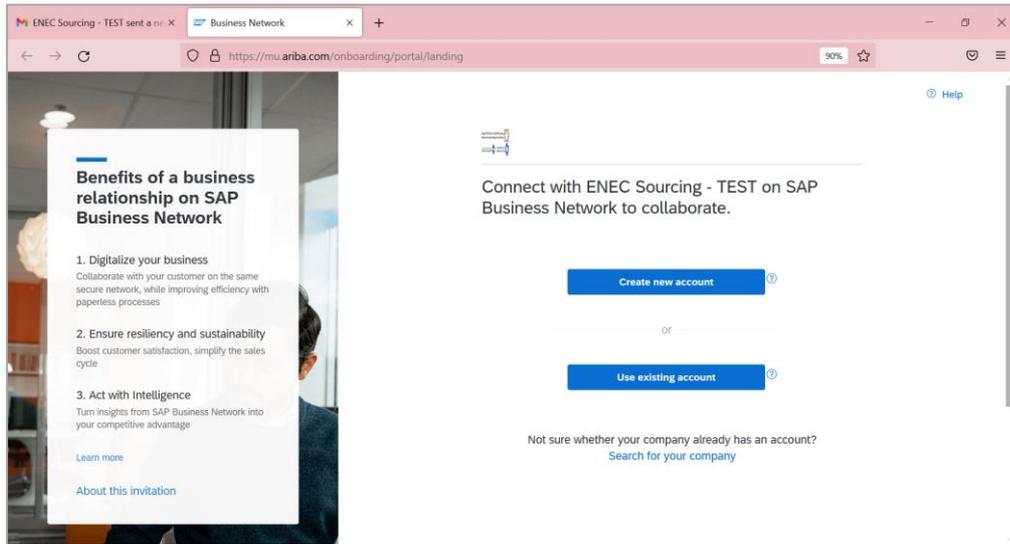
a. **New to Ariba Vendor network platform –**

- If you are new to Ariba Network, follow the below steps – opt for Create New Account to proceed in creating a new account in Vendor network and fill in all the mandatory information in the window and click on create account.
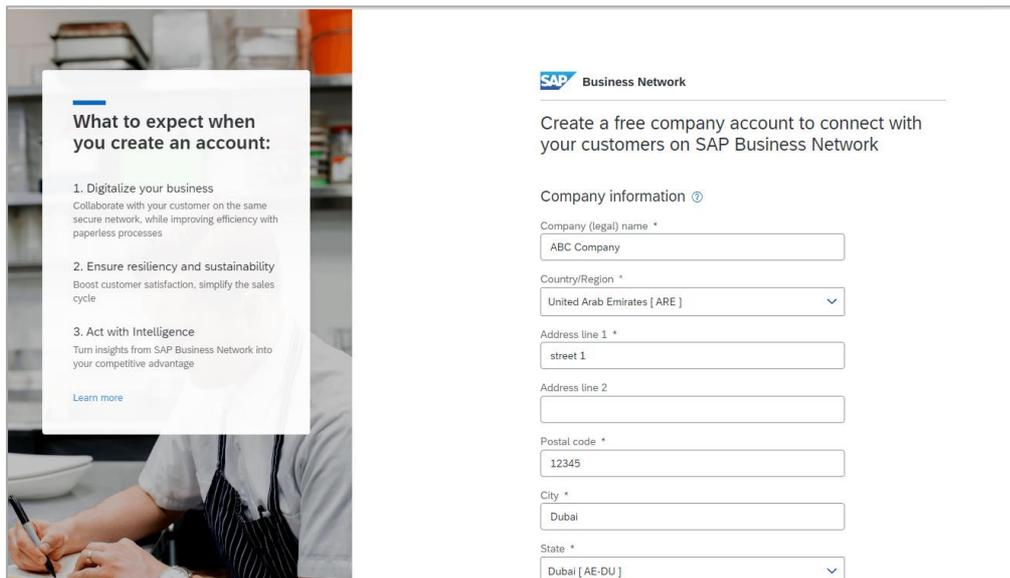
- Please note the Username and Password set up by you while creating the account, they must be used every time to log into Vendor's Ariba Network.

- Now you will have a new account created in Vendor's Ariba Network.

b. Already have an Ariba Vendor network platform –

- Click on Use Existing Account and log into the account using your existing login credentials. If you forgot login username or password, follow the instructions in section 1 of this document.
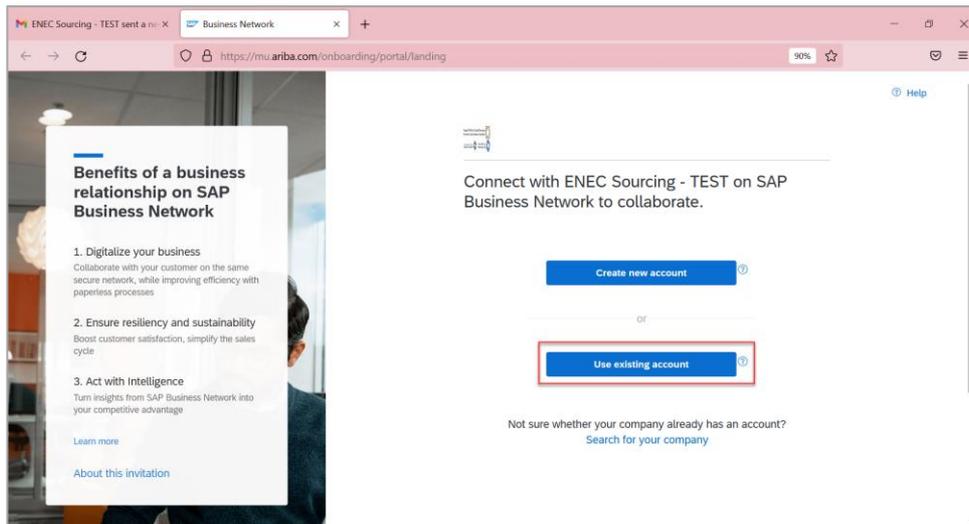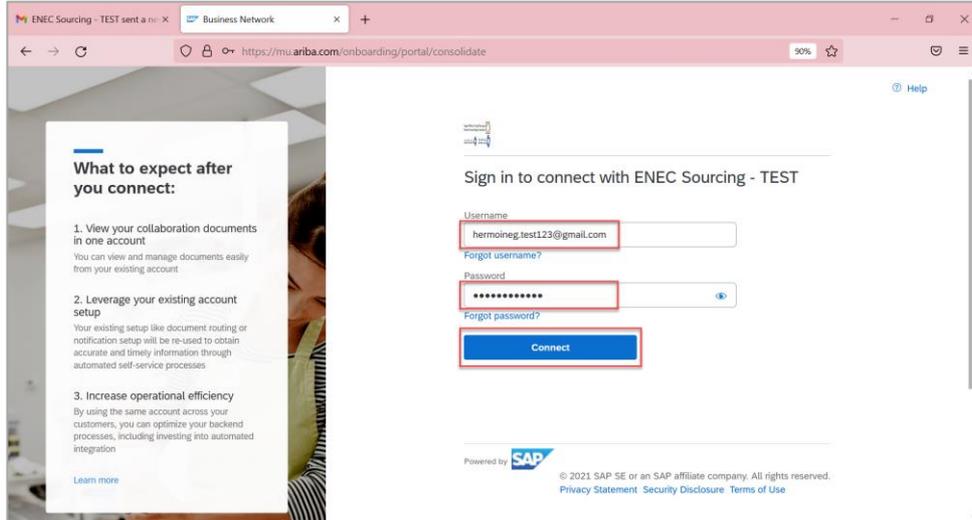
- Select your business role from the dropdown list and click Submit. The business role will be only required when you login for the first time to a new customer.
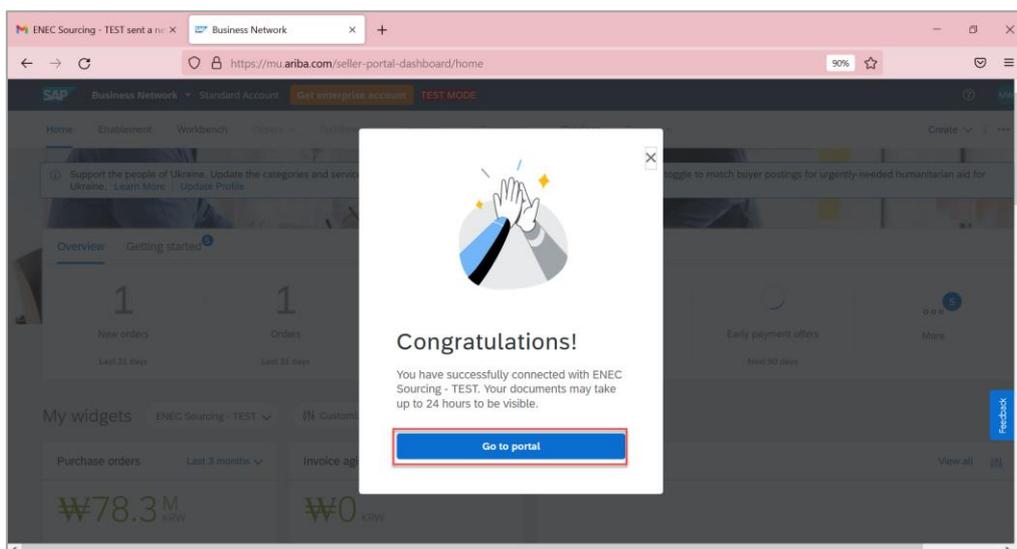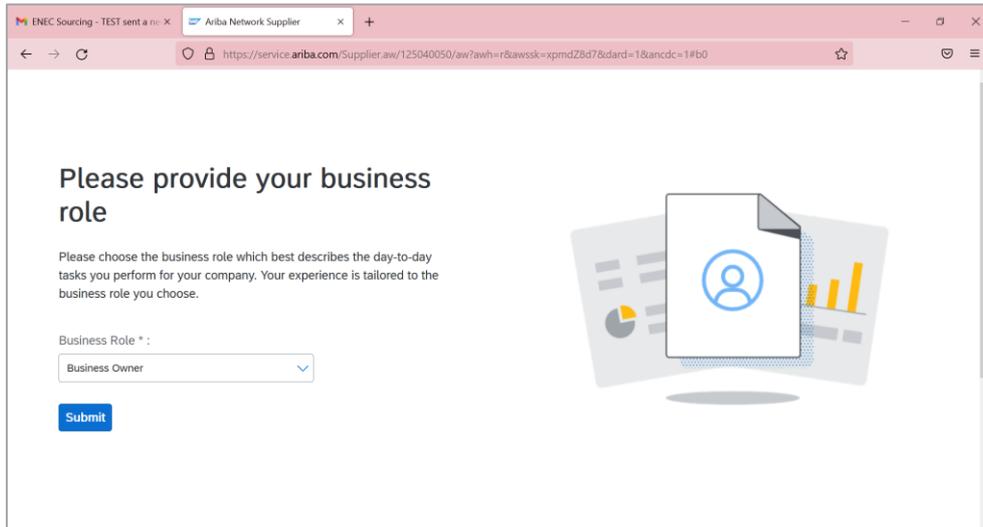
2. Upon login you will be able to view the Purchase Orders associated to ENEC/Nawah organization which has been accessed from e-mail notification will be visible in the Ariba network.

3. A system generated email is sent to the registered email address notifying you that a trading relationship request has been established with your buying Organization as shown below.
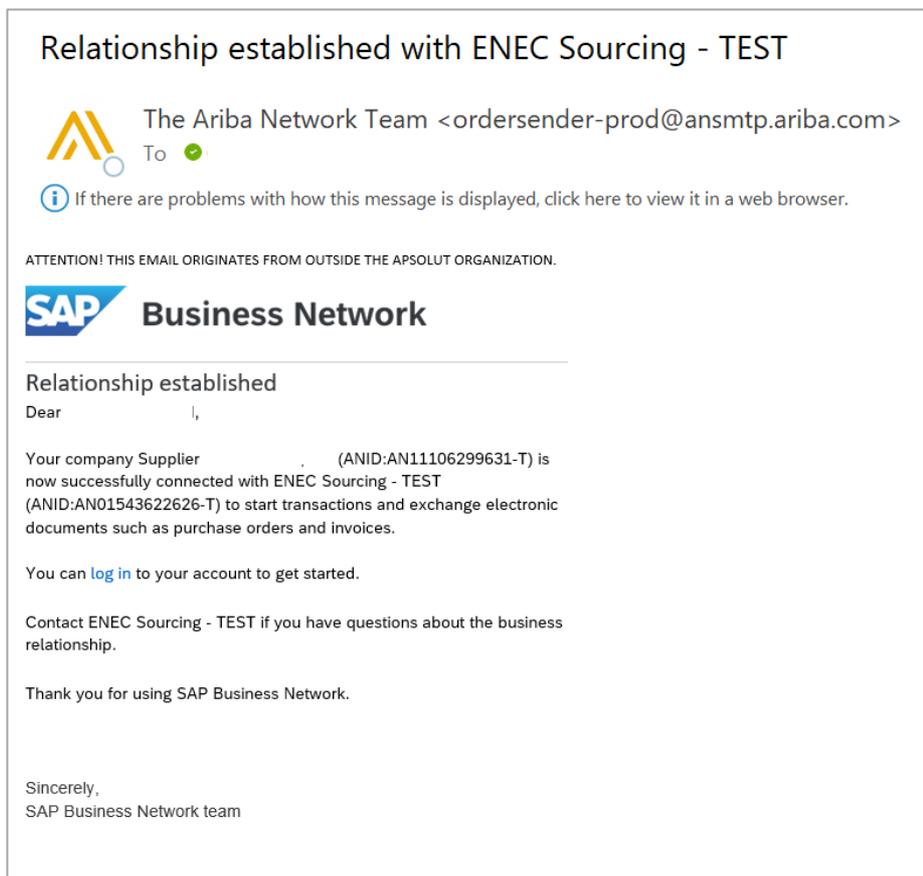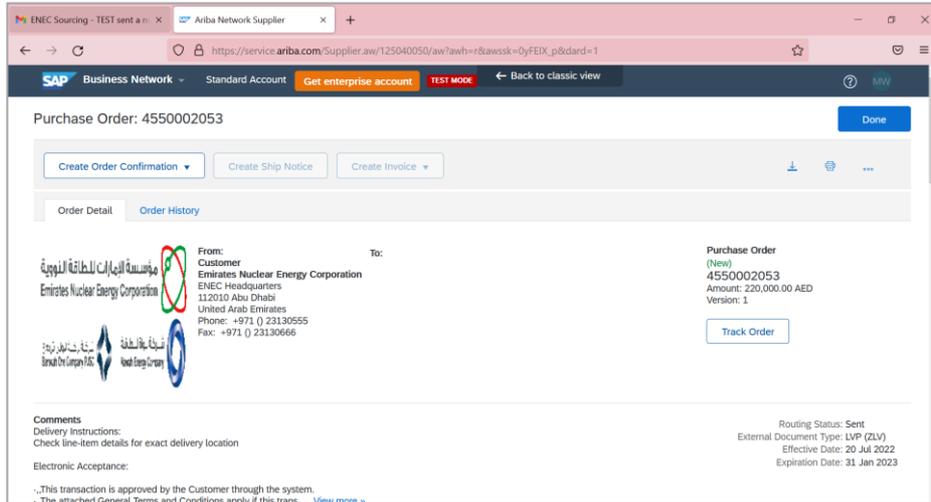
4. As the Purchase Order is accessed for the first time. You will receive a system generated email to the registered email address that the document sent is transferred to Username and Password provided by you.
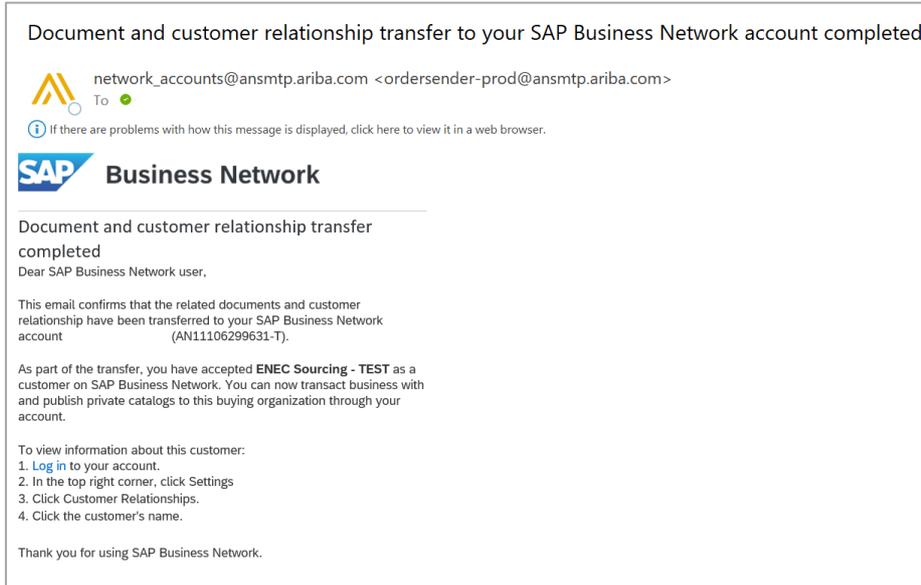
7.2 Accessing existing Purchase Orders in Vendor's Ariba Network

Important Notes:

- The Purchase Order is also accessible from the email address as well.

1. Click on Access the Supplier Portal to access the Ariba Network https://supplier.ariba.com , and login using your username and password. If you forgot login username or password, follow the instructions in section 1 of this document.
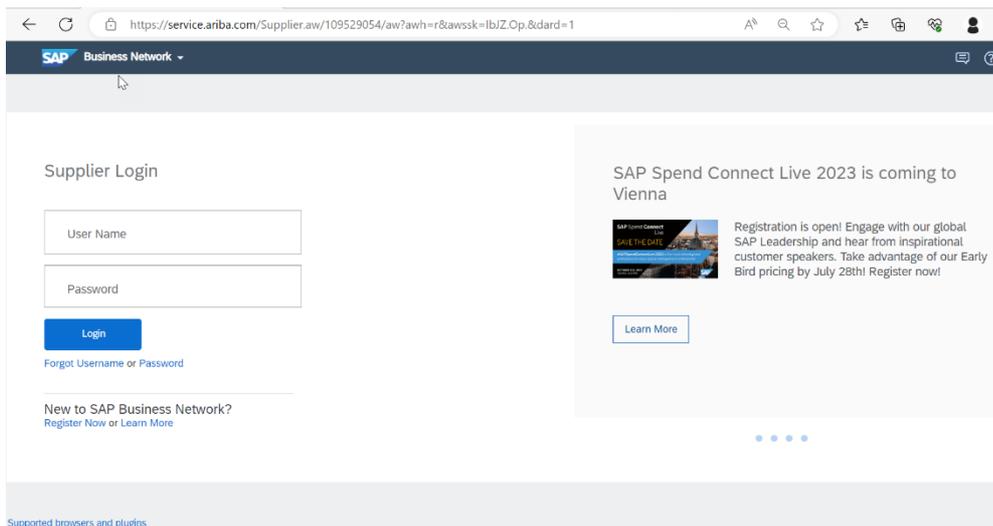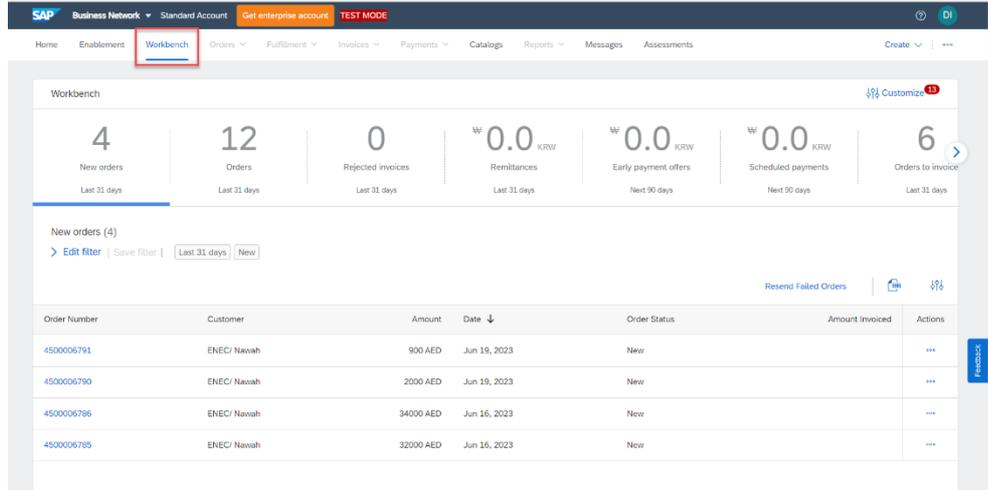
2. Access the Workbench according to the SAP Ariba Account (Standard/ Enterprise)

a. **For a Standard Account –**

- if your company has an SAP Ariba Standard Account then you will be routed to the Dashboard; this will be indicated at the top of the screen.
- Go to the Workbench tab and add the tile called orders for you to access the Purchase orders associated to the account.
- Upon completion of the above step the Purchase orders should be displayed as shown below
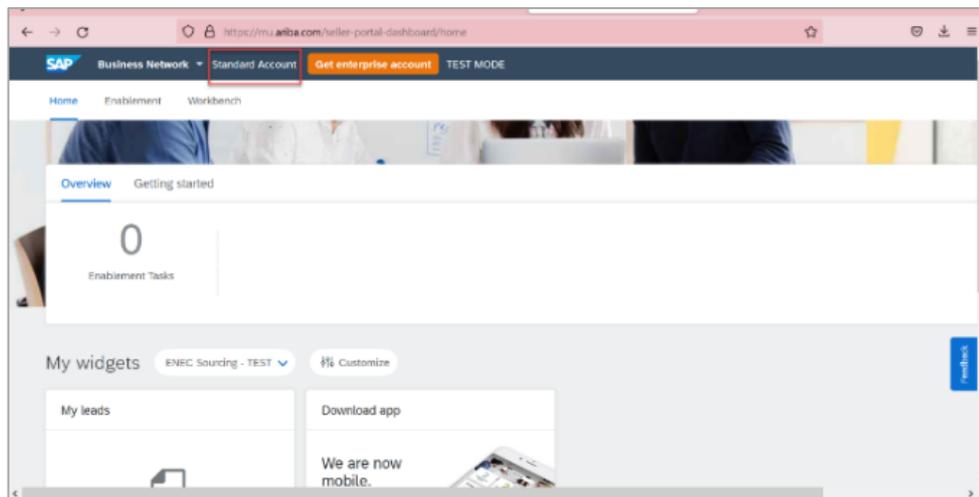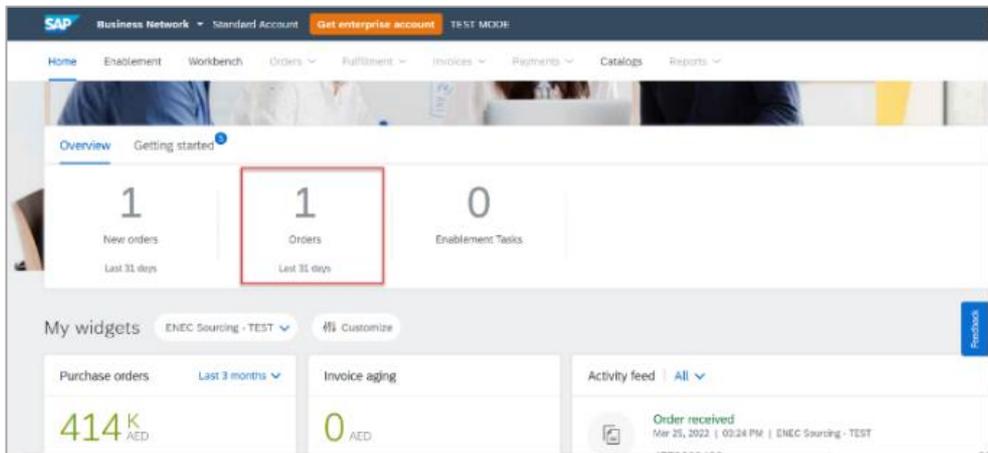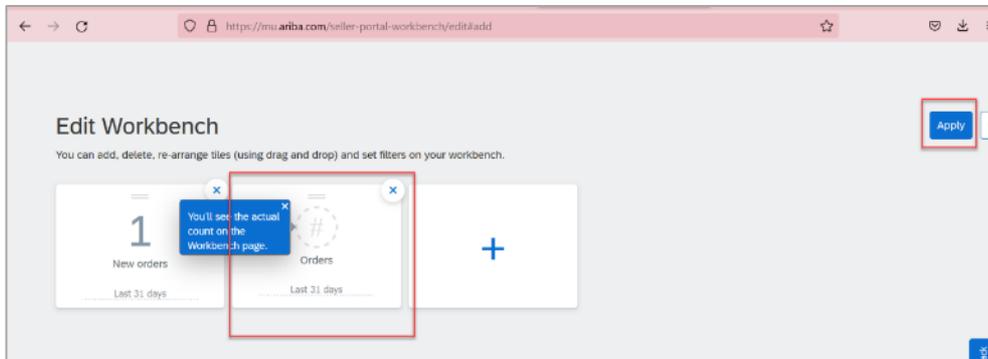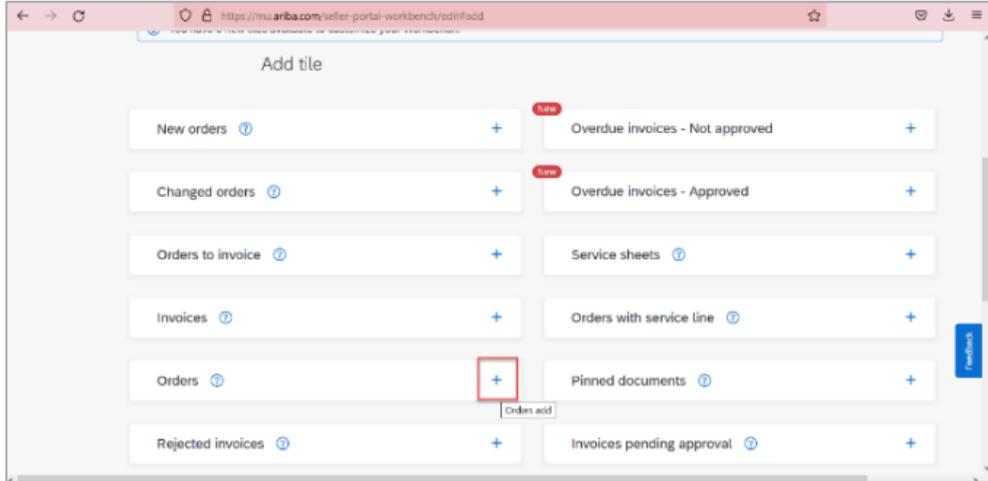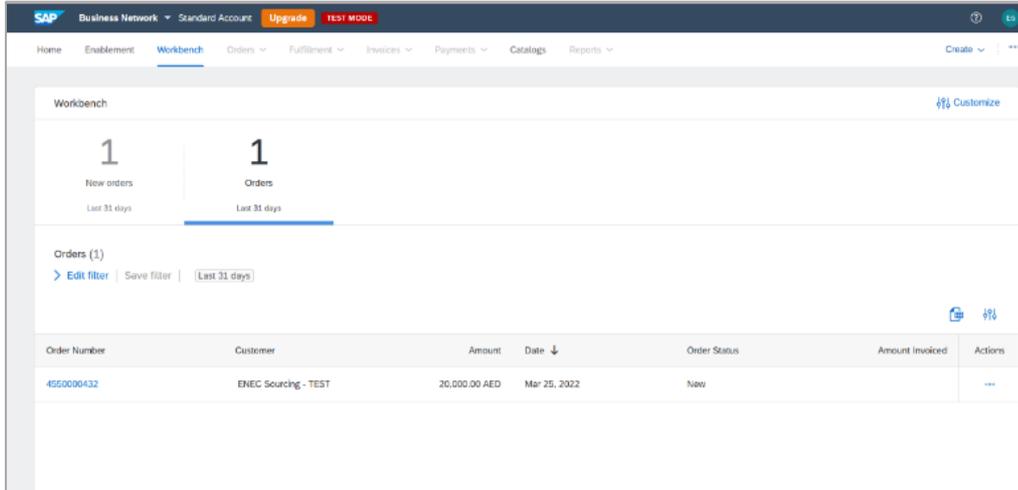
b. For an Enterprise Account –

- If the Vendor account is a paid SAP Ariba Enterprise Account, then the Vendor's account will indicate at the top as the Enterprise account.
- The list of Purchase Orders can be accessed from the Orders tab.

7.3   Accessing Contingent Worker Purchase Order

We can observe the difference for the contingent workers Purchase orders and normal purchase orders at the **line items level**.

 For normal Purchase orders we don't have any indications like **Invoicing is not possible for one or more-line items. Click on the line item's warning icon to find out why.**

Whereas for the contingent workers Purchase orders, we will have the indication pop-ups at **Invoicing is not possible for one or more-line items. Click on the line item's warning icon to find out why.**

For the contingent worker PO, we will have the PO the line-item description – **SAL** (salary) and **RMB** (reimbursement).

<u>Next Step:</u> Section 8 - Order Confirmation

8. Order Confirmation

Important Note:
- A system generated notification will be sent to the vendor's primary contact in SAP Ariba profile till the order confirmation described in this section is completed.
- Invoice creation functionality will **<u>only</u>** be enabled after the completion of order confirmation described in this section.

1. Click on Access the Vendor Portal to access the Ariba Network https://supplier.ariba.com , and login using your username and password. If you forgot login username or password, follow the instructions in Section 3 of this document.
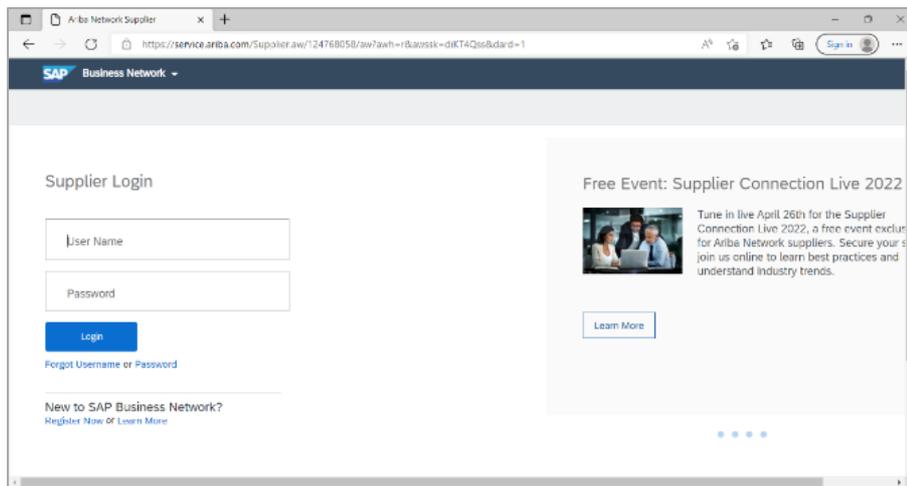
2. Access the Workbench according to the SAP Ariba Account following the instruction in Section 6 of this document.

3. Open the Purchase Order and acknowledge it as shown in below.
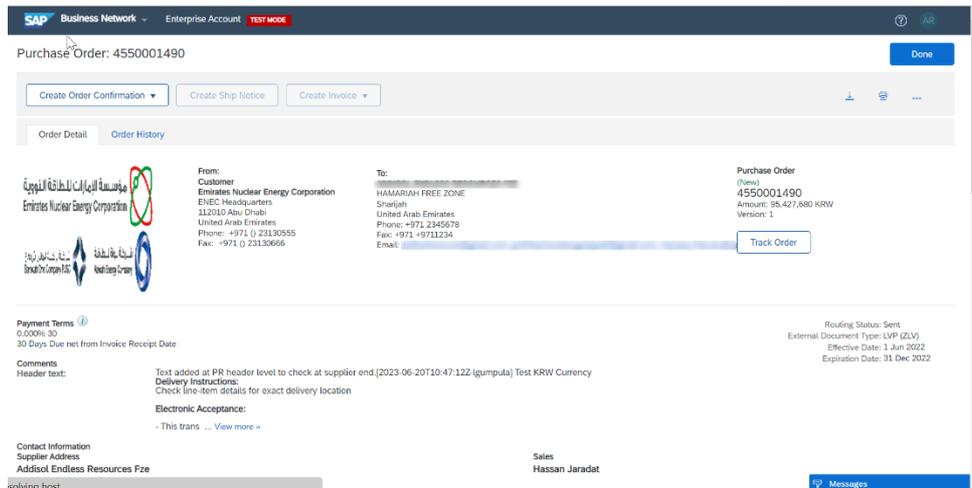
https://service.ariba.com/Supplier.aw/109565043/aw?awh=r&awssk=Ms.GSRAp&dard=1

Payment Terms
0.000% 30
30 Days Due net from Invoice Receipt Date

Routing Status: Sent
External Document Type: LVP (ZLV)
Effective Date: 1 Jun 2022
Expiration Date: 31 Dec 2022

Comments
Header text:
Text added at PR header level to check at supplier end.[2023-06-20T10:47:12Z-lgumpula] Test KRW Currency
Delivery Instructions:
Check line-item details for exact delivery location

Electronic Acceptance:

- This trans ... View more »

Contact Information
Supplier Address

HAMARIAH FREE ZONE
12345 Sharijah
United Arab Emirates
Email:
Phone: +971 () 072076098
Fax:
Address ID: 0010000792
Buyer ID: 0010000792

Sales
Hassan Jaradat

Other Information
Company Code: 2000
Purchase Group: 220
Purchase Organization: 2900
AribaOrderId: EP23485
Customer VAT/Tax ID: 100304502600003
Party Additional ID: 0010000792
Contract Reference Number: LVP

View less »

Attachments
PO-1028497.txt (application/x-tex; charset=UTF-8) 4550001490202306201005217.pdf (application/pdf; charset=UTF-8)

Check line-item details for exact delivery location.
Electronic Acceptance:
Electronic Acceptance: This transaction is approved by the Customer through the system. The attached General Terms and Conditions apply if this transaction is a Low Value Purchase Order. The terms and conditions of the referenced "Contract Reference Number" already agreed separately and signed by the Customer and the Supplier, apply if this transaction is a Purchase Order (Call off Purchase Order or Standard Purchase Order). By clicking Order Confirmation, the

---

https://service.ariba.com/Supplier.aw/109565043/aw?awh=r&awssk=Ms.GSRAp&dard=1

Check line-item details for exact delivery location.
Electronic Acceptance:
Electronic Acceptance: This transaction is approved by the Customer through the system. The attached General Terms and Conditions apply if this transaction is a Low Value Purchase Order. The terms and conditions of the referenced "Contract Reference Number" already agreed separately, and signed by the Customer and the Supplier, apply if this transaction is a Purchase Order (Call off Purchase Order or Standard Purchase Order). By clicking Order Confirmation, the Supplier approves this transaction through the system and further represents and warrants that the execution, delivery, and performance of this transaction is duly authorized and approved by a person who meets statutory or other binding approval to sign on behalf of the Supplier.

Ship All Items To	Bill To	Deliver To
ENEC Headquarters Masdar City, Abu Dhabi United Arab Emirates Phone: +971 () 23130555 Email: info@enec.gov.ae	Emirates Nuclear Energy Corporation ENEC Headquarters 112010 Abu Dhabi United Arab Emirates Phone: +971 () 23130555 Fax: +971 () 23130666	ENEC Head Office (Masdar)

Line Items   Show Item Details

Line #	No. Schedule Lines	Part # / Description	Type	Return	Qty (Unit)	Need By	Unit Price	Subtotal	
10	1		Material		10.000 (EA)	30 Jul 2023	9,542,768 KRW	95,427,680 KRW	Details
		Finance service -tax refund for 2021							

Order submitted on: Tuesday 20 Jun 2023 12:00 PM GMT+05:30
Received by Ariba Network on: Tuesday 20 Jun 2023 4:22 PM GMT+05:30
This Purchase Order was sent by ENEC/ Nawah AN015439272626-T and delivered by Ariba Network.

Sub-total: 95,427,680 KRW

Create Order Confirmation ▾   Create Ship Notice   Create Invoice ▾

Done

---

4. Confirm or Reject the Order once its order details have been validated.

SAP Business Network ⌄ Enterprise Account TEST MODE

Purchase Order: 4550001490   Done

Create Order Confirmation ▾   Create Ship Notice   Create Invoice ▾

Confirm Entire Order
Update Line Items
Reject Entire Order

From:	To:	Purchase Order
Customer Emirates Nuclear Energy Corporation ENEC Headquarters 112010 Abu Dhabi United Arab Emirates Phone: +971 () 23130555 Fax: +971 () 23130666	HAMARIAH FREE ZONE Sharijah United Arab Emirates Phone: +971 2345678 Fax: +971 +9711234 Email:	(New) 4550001490 Amount: 95,427,680 KRW Version: 1 Track Order

Payment Terms
0.000% 30
30 Days Due net from Invoice Receipt Date

Routing Status: Sent
External Document Type: LVP (ZLV)
Effective Date: 1 Jun 2022
Expiration Date: 31 Dec 2022

Comments
Header text:
Text added at PR header level to check at supplier end.[2023-06-20T10:47:12Z-lgumpula] Test KRW Currency
Delivery Instructions:
Check line-item details for exact delivery location

Electronic Acceptance:

- This trans ... View more »

Contact Information
Supplier Address Addisol Endless Resources Fze
HAMARIAH FREE ZONE
12345 Sharijah

Sales
Hassan Jaradat

5. Provide the Confirmation reference and Delivery Date and click Next. The Purchase Order Status is changed from New to Confirmed, and the Order Confirmation is updated in related documents.

6. Once the purchase order has been confirmed in the portal primary contact will receive an e-mail from Ariba Network that purchase order has been confirmed successfully

Important Note:

- The Order Confirmation reference number is limited to **only** 20-character limitation.
- Any supporting documents related to the Purchase Order can also be added as shown below.
- If this is a "**Changed order**" then it will be visible under the change order tile and order confirmation is mandatory for a changed purchase order.
- Below mentioned details **must** be done to the latest order version and attach any documents for the respective changed POs.

Important Note:

- If the PO is material then create ship notice button will be enabled once after order confirmation and also supplier can check during the order confirmation at line item level type which will be mentioned as Material or Service.
- To identify purchase order as "**Material**" please find the below screenshots.
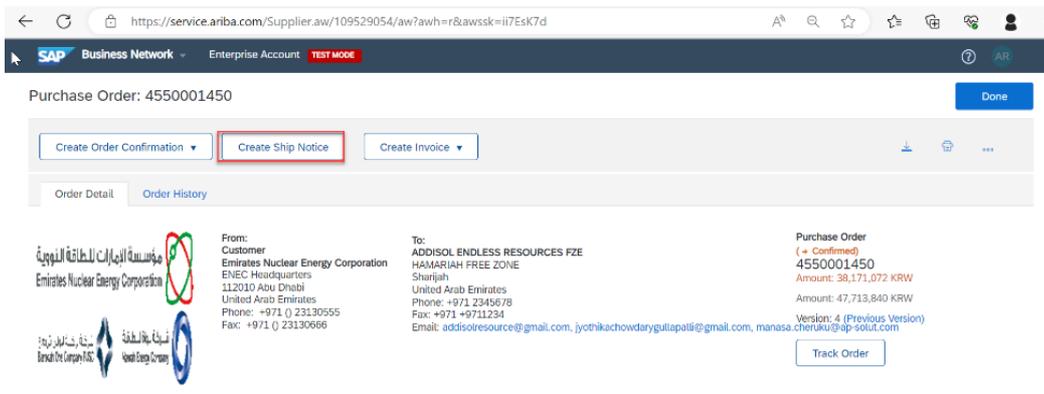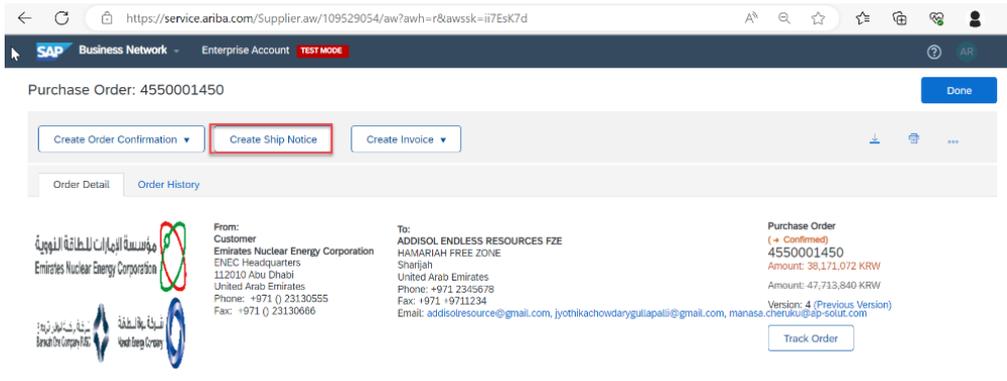
- To identify purchase order as "**Service**" please find the below screenshots.
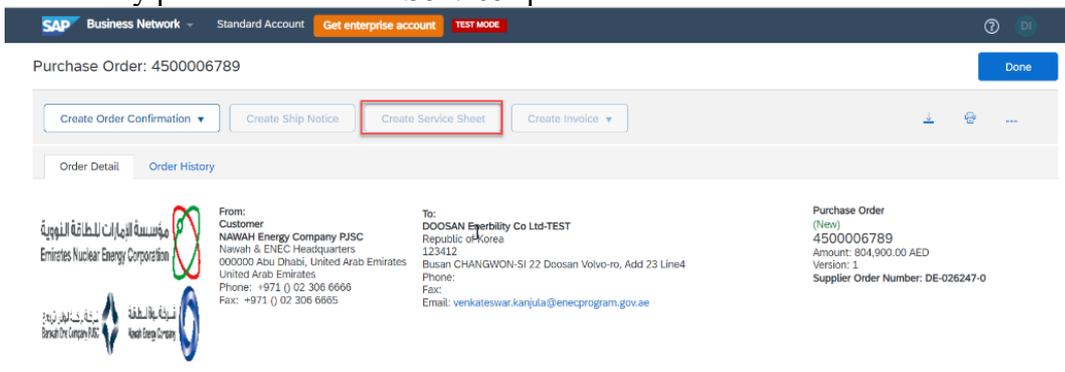
Line Items

Line #	No. Schedule Lines	Part # / Description	Type	Return	Qty (Unit)	Need By	Unit Price	Subtotal	
▼ 00010	1		Service			7 Jul 2023		804,900.00 AED	Details
		Third party inspector							
00010.10			Service		4,000.000 (EA)		180.00 AED	720,000.00 AED	Details
		Inspection Services_Inspector 2							
00010.20			Service		36.000 (EA)		300.00 AED	10,800.00 AED	Details
		Travelling To and Fro Abu Dhabi and Site							
00010.30			Service		390.000 (EA)		190.00 AED	74,100.00 AED	Details
		Accom Charges for Contractor's Person							

Order submitted on: Friday 16 Jun 2023 5:30 PM GMT+05:30
Received by Ariba Network on: Friday 16 Jun 2023 1:18 PM GMT+05:30
This Purchase Order was sent by ENEC/ Nawah AN01543622626-T and delivered by Ariba Network.

Service Sheet Required.

Sub-total: 804,900.00 AED

- Ship Notice is **not** mandatory after Order Confirmation and before invoice creation for material purchase order.
- Service Entry Sheet (SES) for service provision agreements is **mandatory** before invoice creation.

8.1 Order confirmation for contingent workers

- For order confirmation, Same process is followed for the contingent workers PO.

Next Step:

- Section 9 – (Optional) Ship Notice for Material Provision Agreements for material or non-material items

- Section 10- Service Entry Sheet (SES) for Service Provision Agreements

9. Creation of Ship Notice for Material or/and Non-Material Provision Agreements

Prerequisite:
- Ensure that Order confirmation (Section 7) has been completed.

Important Note:
- This action is **only** for Purchase Orders that are for the provision and delivery of material orders.
- Ship Notice reference has 21-character limitation. Please provide reference less than 21 characters.

- Upon receipt of the shipped order in our warehouse:

    a.   Good Received Notification (GRN) will be created in the system.

    b.   material inspection process is initiated,

    c.   once the inspection confirms conformity of the received item(s) to PO's material specification,

    d.   GRN process is completed, and vendor will be informed on the result of the inspection, and

    e.   vendor issues an invoice for **only** the accepted items.

1. Click on Access the Supplier Portal to access the Ariba Network https://supplier.ariba.com , and login using your username and password. If you forgot login username or password, follow the instructions in Section 3 of this document.
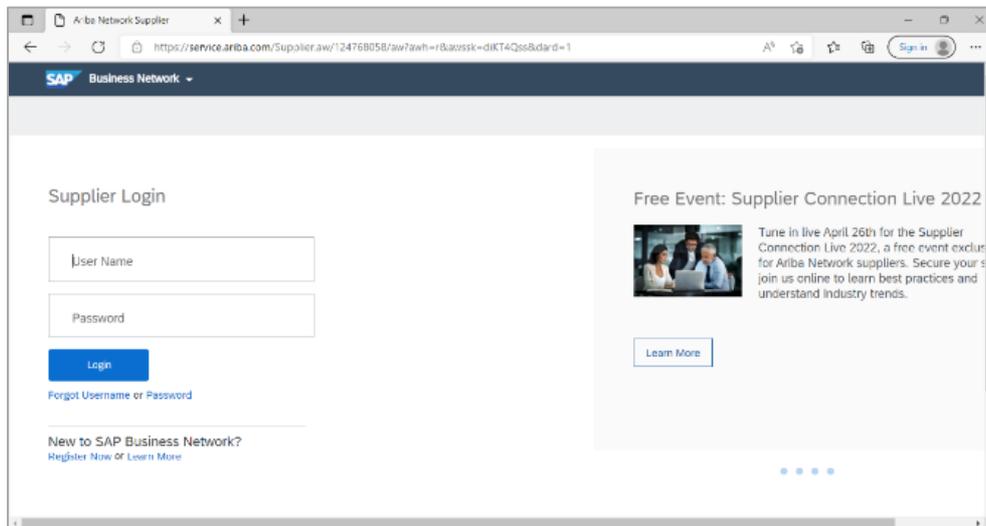
2. Access the Workbench according to the SAP Ariba Account following the instruction in Section 6 of this document.

3. Open the Purchase Order and click on **Create Ship Notice**, then enter the shipping details as shown below.

4. Enter shipping details and attach shipping documents, such as AWB or Bill of lading, or Batch details. In case the item is related to expiration of batch, kindly provide expiry date per batch ID, and click Next.

5.   Once the information is filled, click on Submit.

6.   Now the status of the Purchase order is changed from Confirmed to Shipped. A system generated notification will be sent to the Vendor's email to be notified in the Purchase Order where the status changes to received/partially received.

7. The Material Document/Receipt is also posted under related documents tab.

Next Step: Section 10 – Creation of SES for Purchase Orders

10. Service Entry Sheet (SES) for Service Provision Agreements

Prerequisite:

- Ensure that Order confirmation (Section 8) has been completed.

Important Note:

- The Create Invoice button will be grayed out even after the SES is submitted. Only when the status of the SES is changed from "Sent" to "Approve" the Create Invoice option will be available.

1. Click on Access the Supplier Portal to access the Ariba Network https://supplier.ariba.com , and login using your username and password. If you forgot login username or password, follow the instructions in Section 3 of this document.
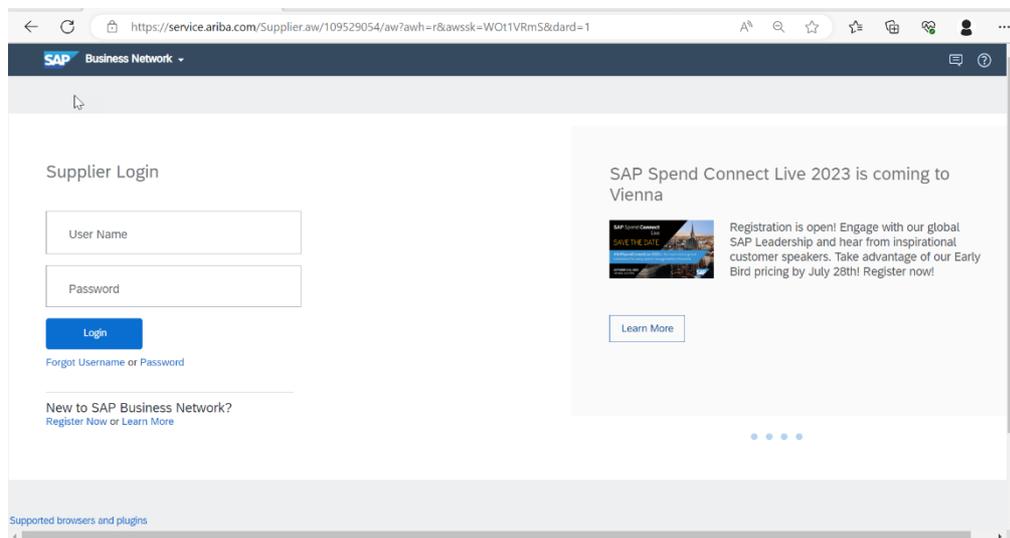
2. Access the Workbench according to the SAP Ariba Account following the instruction in Section 6 of this document.

3. Access the Purchase Order, and Click on "Create Service Sheet"
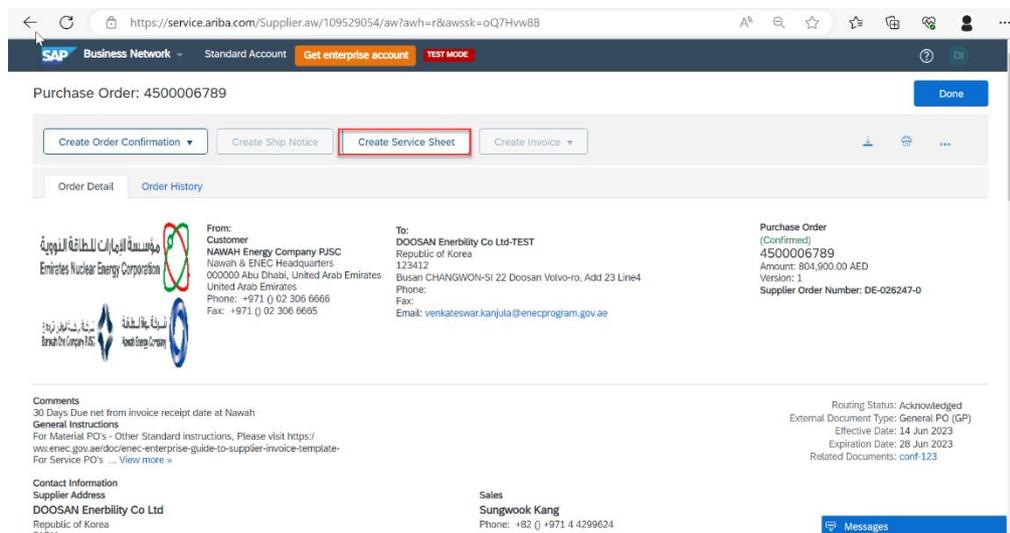
4. Enter the service entry reference number (**not** exceed 16-character, and **only** use uppercase letters and numerical), service details,
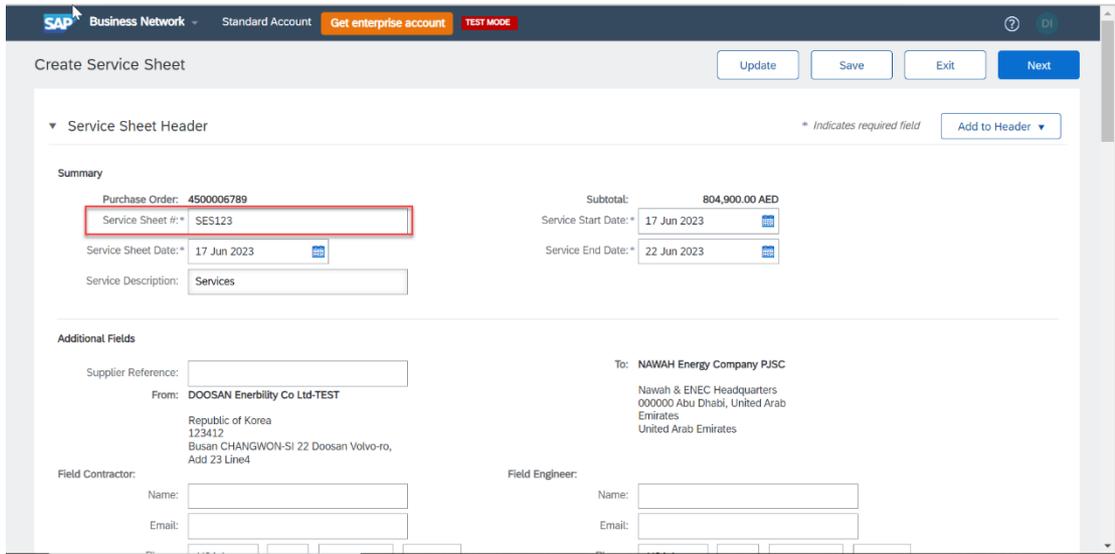
5. Provide Service Start date and Service End date at Header level, these dates **should** be within PO validity date.

   a. **Planned PO** : A Planned Service type of purchase order is one that has been created for a specific service and its specifications provided by buyer. The purchase order contains the description of the service, price, quantity and unit of measure in the PO item

   – all details of BOQ will be displayed accordingly.
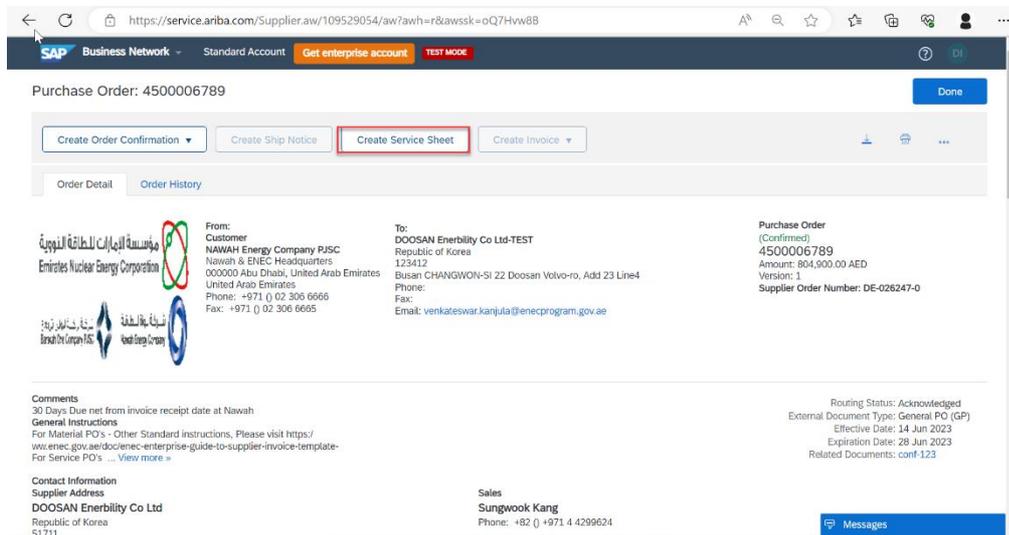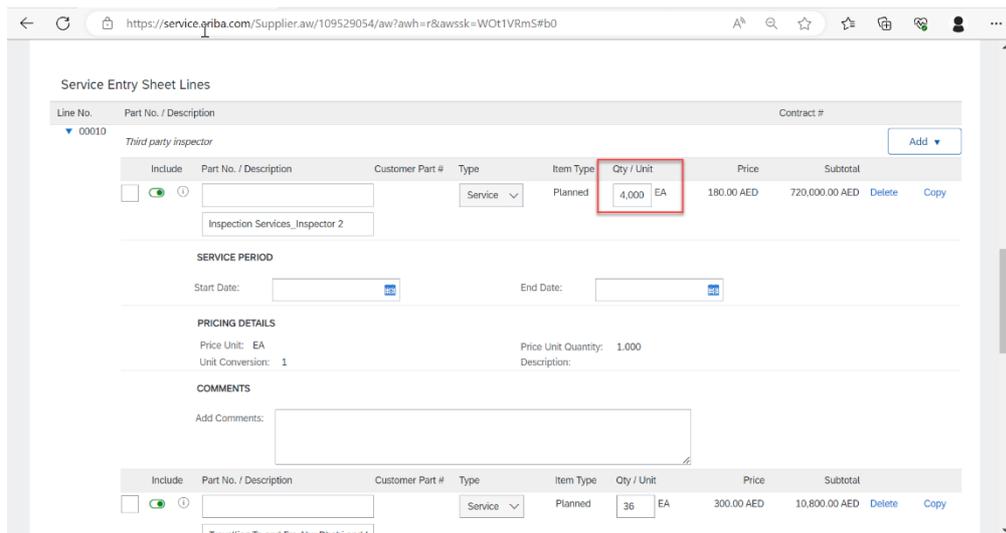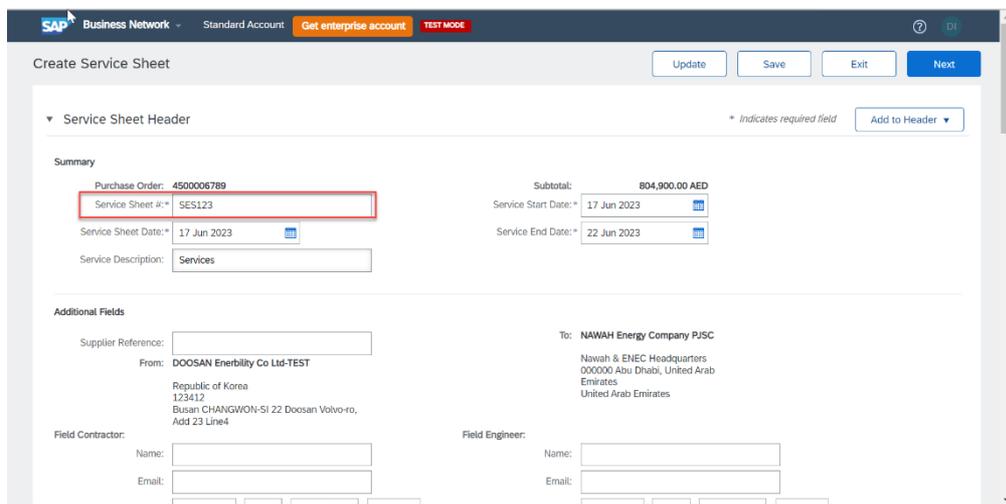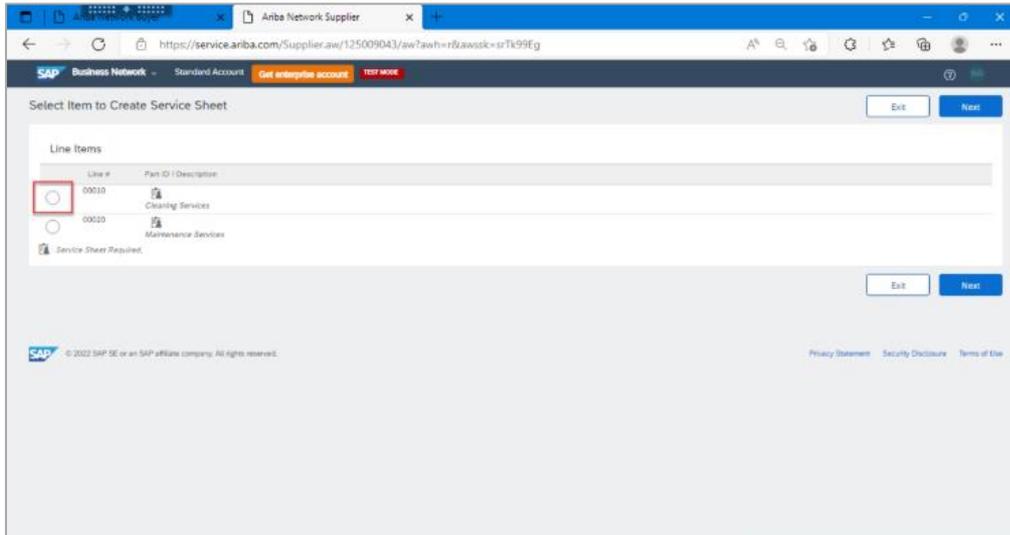
b. **Unplanned PO** – An unplanned Service type of Purchase order is one that has been created without any services mentioned However the Maximum amount and Expected amount is entered in Purchase order by buyer. The supplier will have to add services in the form of unplanned item in Service Entry sheet.

-details of BOQ will need to be entered by the vendor accordingly

- Item description should be added in the second box always during the creation of SES (not exceeding 40 characters), Quantity(it should not exceed more than 3 decimals) & unit of measure should be entered as C62 and unit prices must be taken as per PO details of the services rendered and click on update.
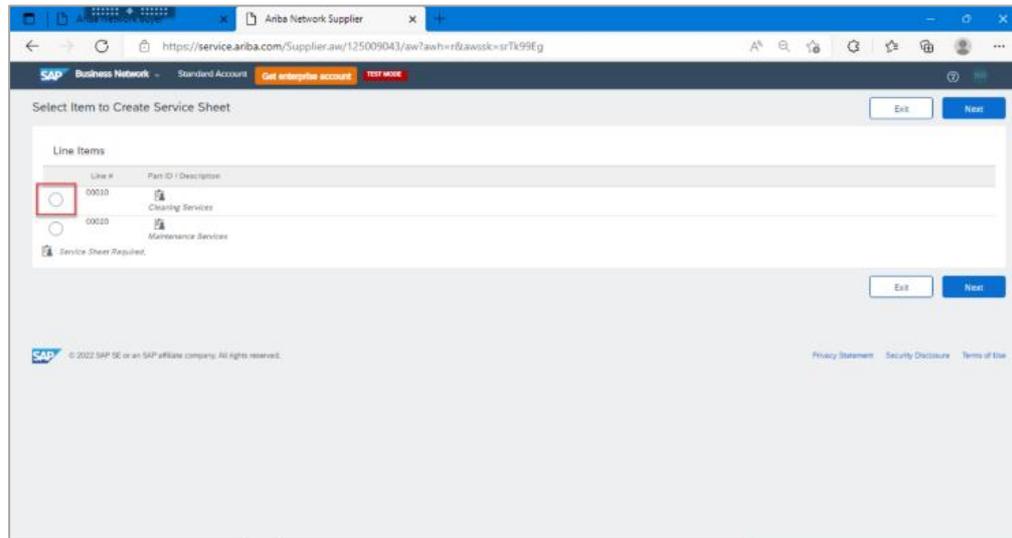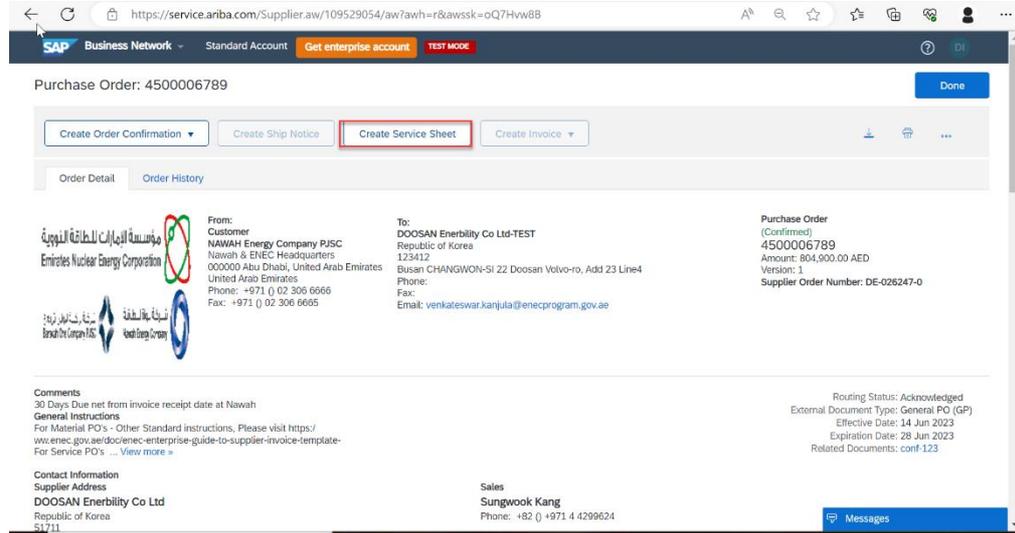
NOTE: Kindly enter the amount of Service without including the VAT Amount.

6. Attach the supporting documents such as service acceptance, delivery note or confirmation by the assigned personnel and enter the quantity for which you want to create SES.

Note:

As per standard system behavior, the attachment file name should not exceed 50 characters. These 50 characters are inclusive of file names with or without special characters and file name extensions. IF exceeded, **the extra characters are truncated,** and the attachment type is also affected.

Kindly don't use any special characters like "", (), +.

7. Review the information before submitting the SES

8. The status of the PO now changes from Confirmed to Serviced
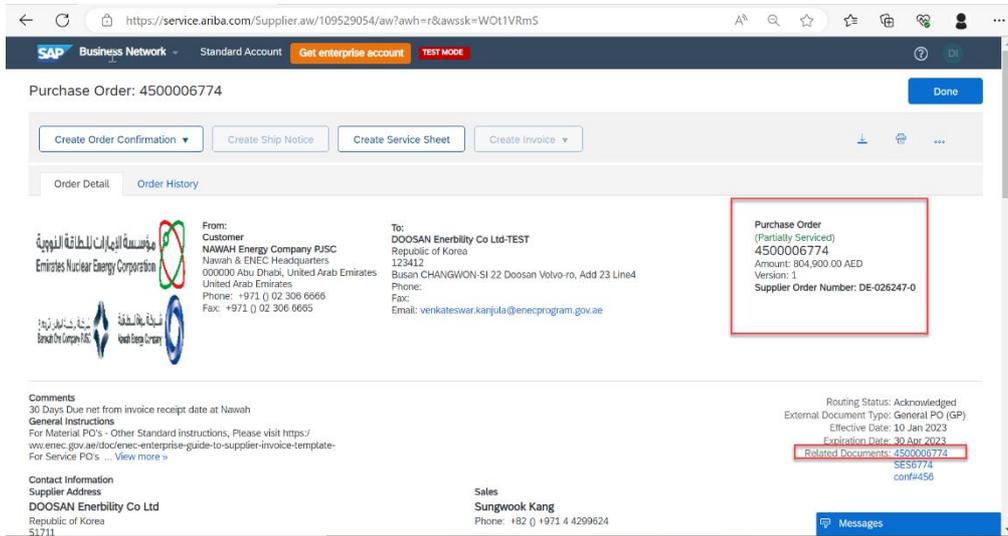
9. Please note the SES will be in sent status after submission. Now SES is sent for approval kindly contact the respective buyer regarding follow up of the approval of the SES until the SES is approved invoice button will not get enable for invoice creation.
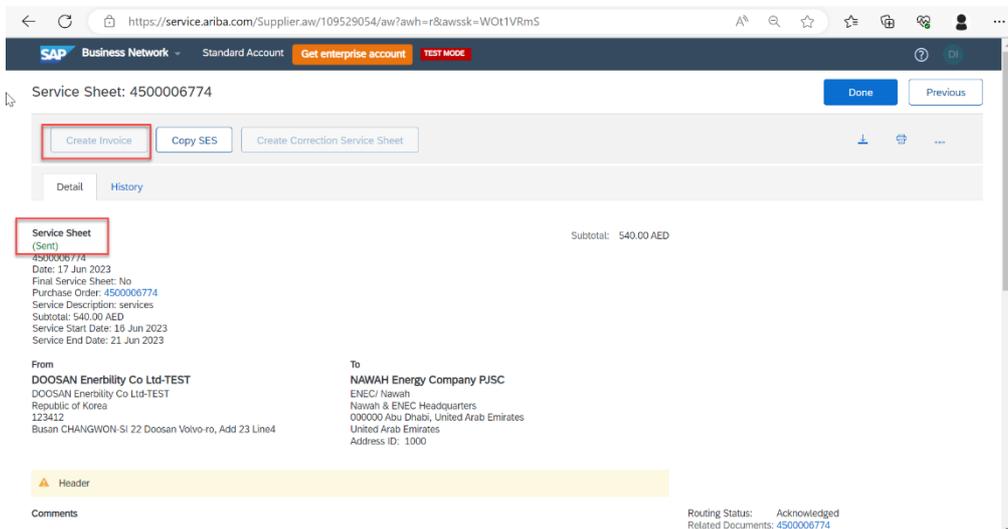
Process to find rejected SES by Supplier:

Suppliers can be able to find the Rejected SES in Ariba Network by clicking on Workbench→ Click on Customize→Select + → add a Service sheet tile for standard account or Select Fulfilment tab and click on Service Sheets from the dropdown list for Enterprise Account.
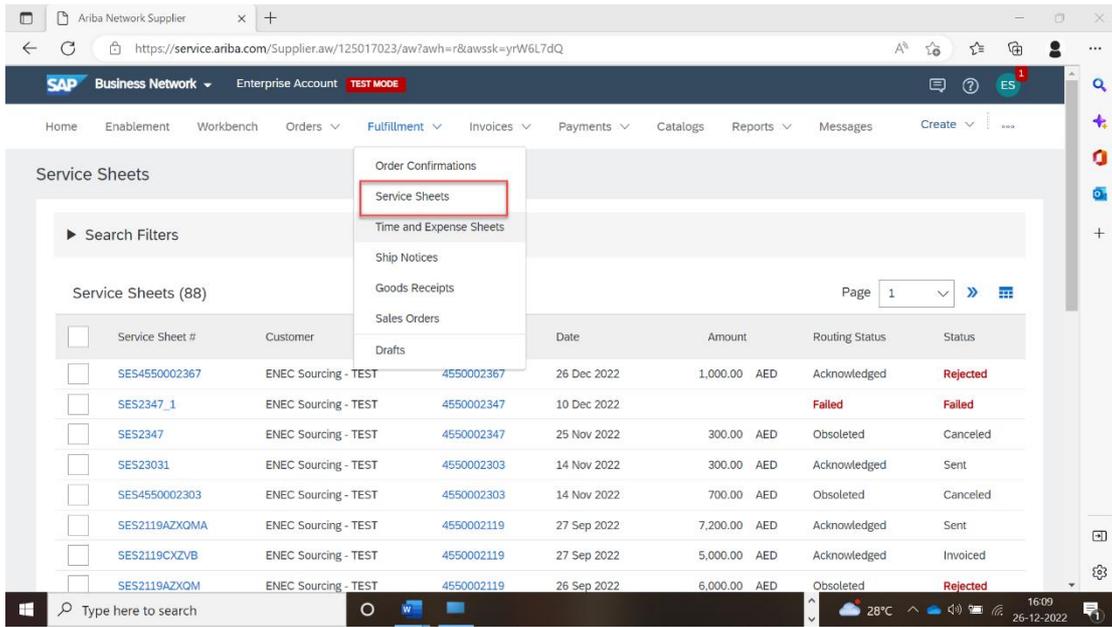
The rejection notes appear across the top of **Detail** and **History** tabs of the SES.
Suppliers can edit and resubmit the SES with the required changes.
The reason for Rejection can be either manually by customer or automatically by customer system rules.
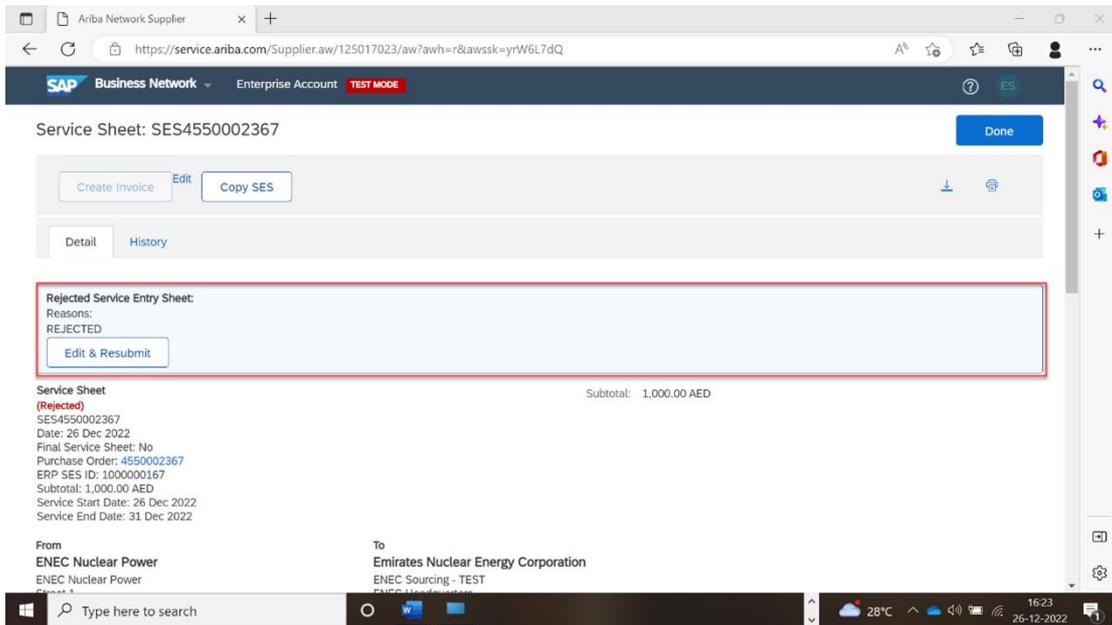
10.1 Service entry sheet for the Contingent Worker

For the contingent worker PO, we will have the PO the line-item description –
SAL (salary) and **RMB** (reimbursement).

For this PO, we will have a pop-up message at line-item level **Invoicing is not possible for one or more-line items. Click on the line item's warning icon to find out why.**

10.1.1 Service entry sheet for the Contingent Worker Expense/Reimbursable Claim

For PO which has the **SAL** (salary) in the line item description, we will have the Message at the type as **invoicing is not possible.**

In this case, the SES and invoice is not submitted by the supplier in the Ariba portal. Supplier can do the order confirmation in the Ariba portal. (**refer to section-8 for order confirmation**).

SES and Invoice is submitted the buyer at their end.

Once the Buyer submit the SES on behalf of supplier, we can see the updated SES that was submitted in the supplier portal at **Related documents** level.
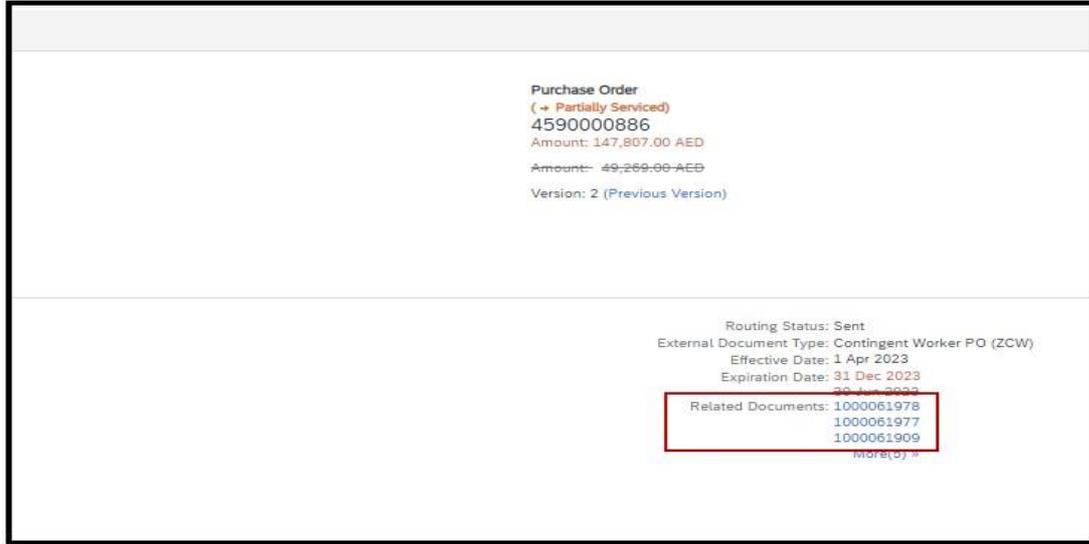
When you click on the respective number at related documents level, we can see the details regarding the SES that was submitted.

10.1.2 Service entry sheet for the Contingent Worker Hiring/Onboarding

For PO which has **RMB** in the line-item description, they can follow the same process such as to submit the SES in the Ariba portal by supplier.

Additional Note:

1. You can find the submitted SES by going to Fulfillment tab or click on the Service sheet tile in workbench. You can find the status as Approved on the left of SES once Buyer has verified and Approved your SES.
2. If your SES has been rejected, the rejection notes appear across the top of **Detail** and **History** tabs of the SES. Click on Edit/Resubmit SES after going through the comments in the rejection notes and follow these steps
   - Change the Reference Number of the SES.
   - Change the respective Quantity as per the rejection notes.
   - Resubmit the SES again after making the necessary changes.

Next Step: Section 11 - Upload Invoices for Purchase Orders

11. Upload Invoices of Purchase Orders

Prerequisites:
Kindly ensure that the below list of steps have been completed before initiating invoice upload:
1- Order confirmation (Section 7)
2- Shipment Notice (*if applicable*) – for Material and non-material POs (Section 8)
3- Service Entry Sheet – for Service POs (Section 9)

1. System generated notification of approved invoice:

   Once the invoice is submitted supplier will be notified with an e-mail notification message which shows either sent failed status of invoice.

   The supplier will have to enable the notifications in User Profile> Settings>notifications> Network

The supplier will have to check the Payment remittance related notification inorder to receive the email notification when the payment is made by the buyer.
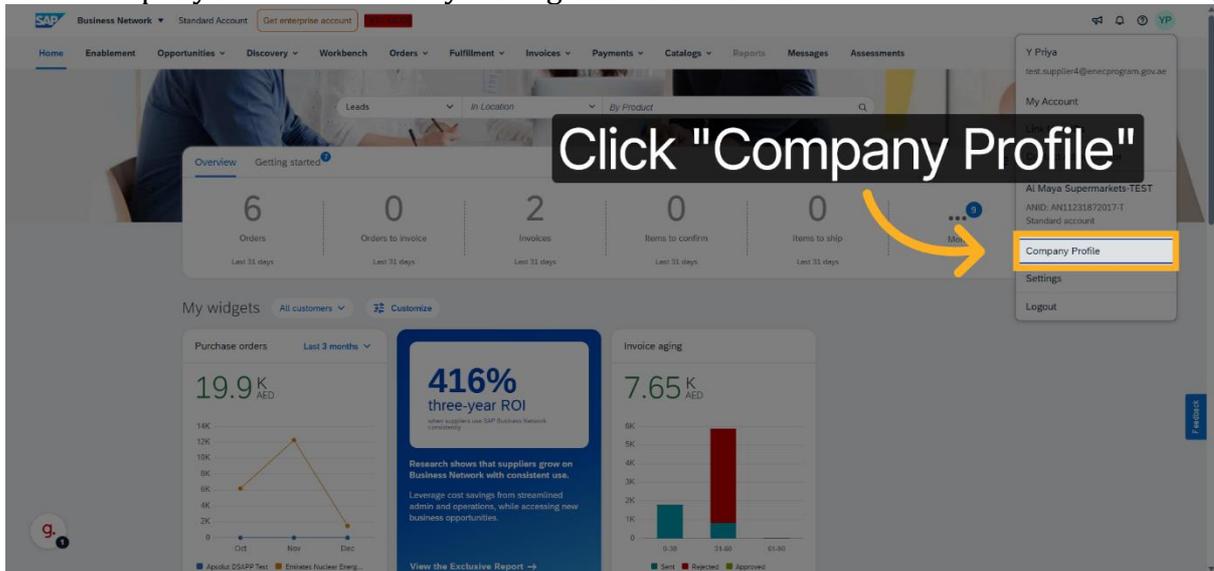

Important Note:

- After order confirmation and SES approval, the SES quantity cannot be editable.

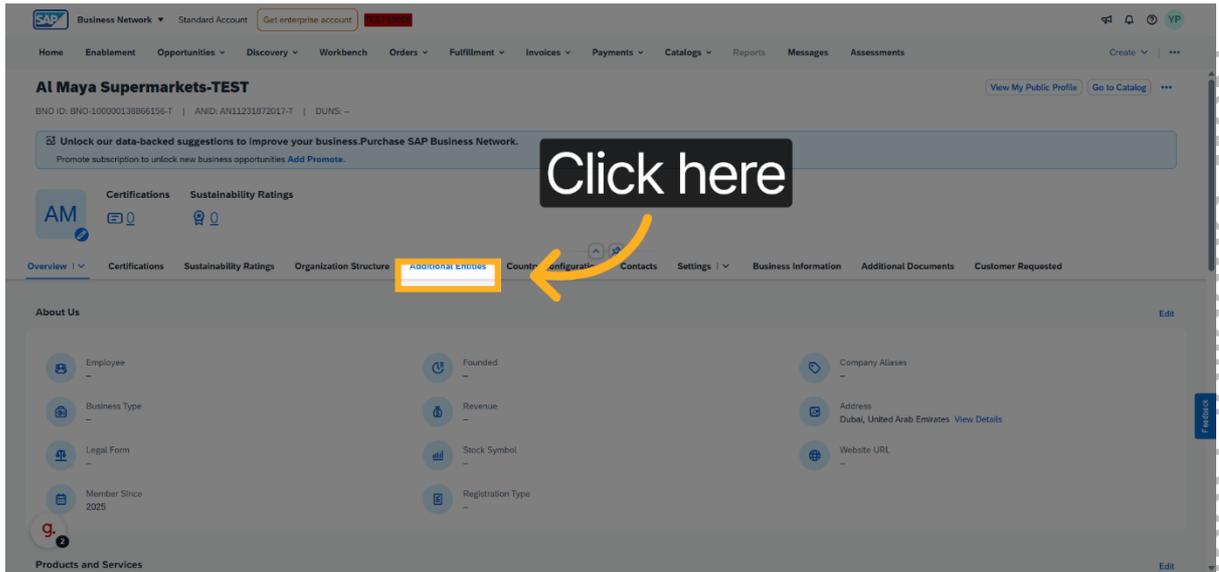## 11.1 Add Bank Information In Remittance Section

Click the user initials at top right corner to begin configuring your company profile.
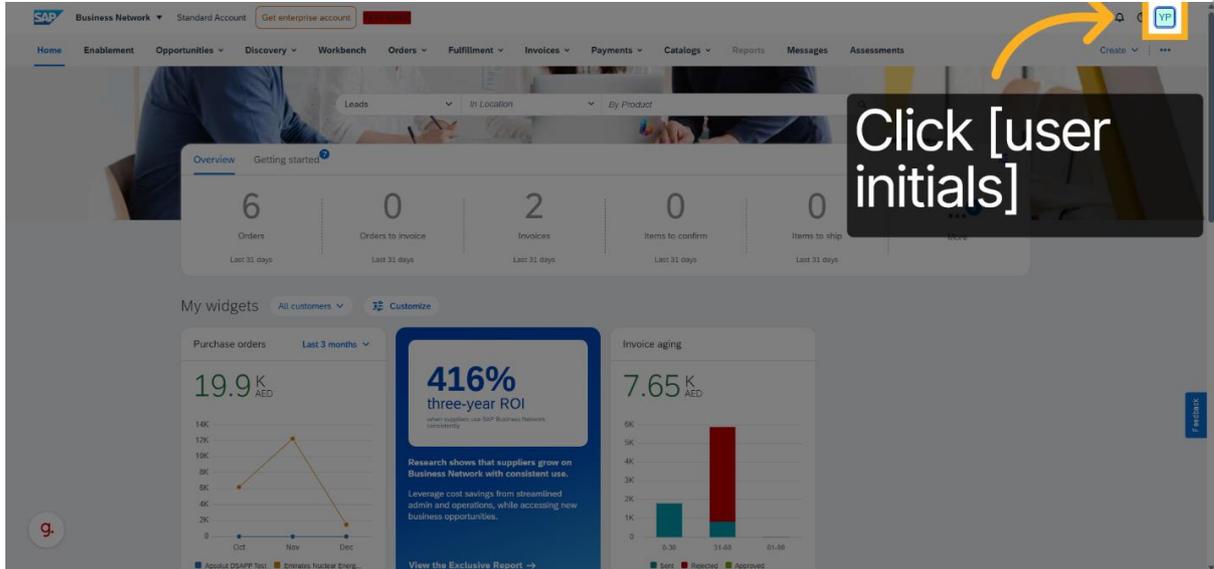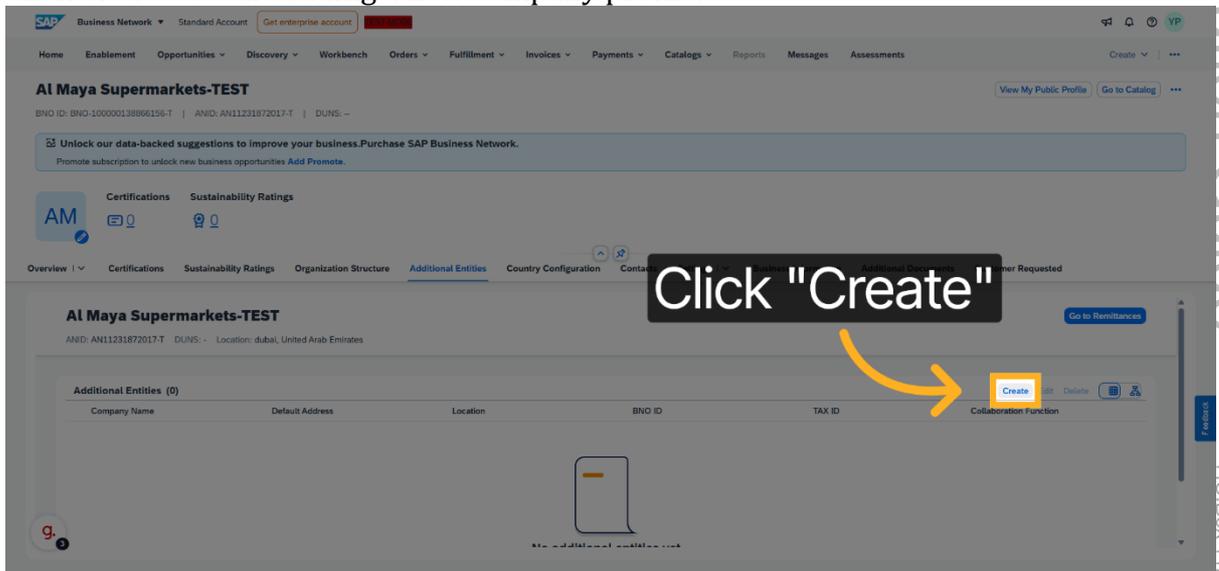

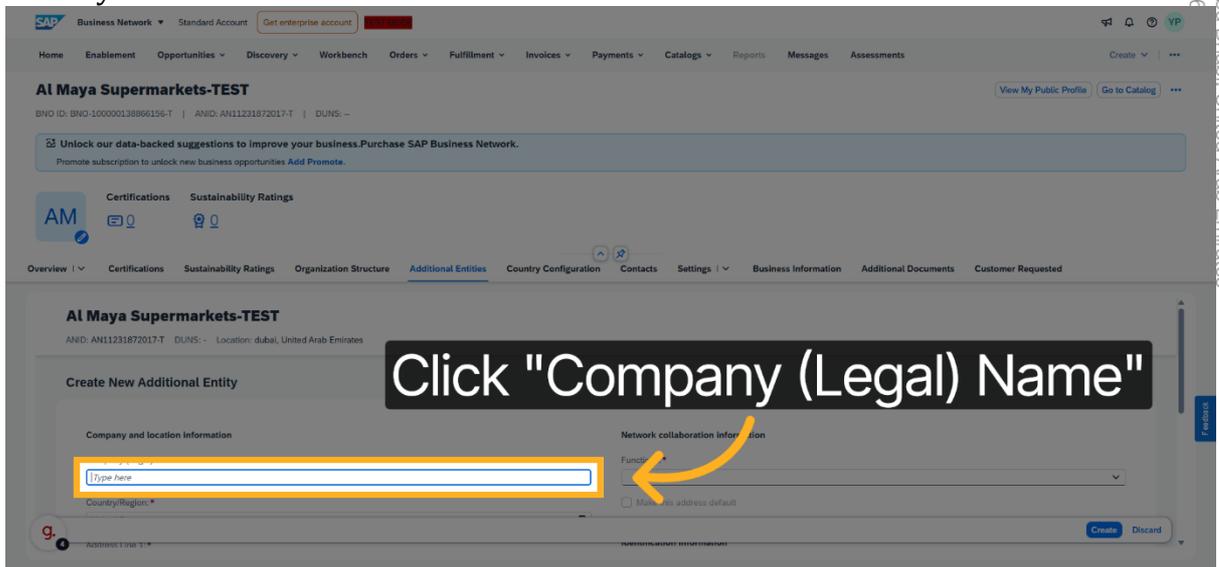Click Company Profile to access your organization's details.

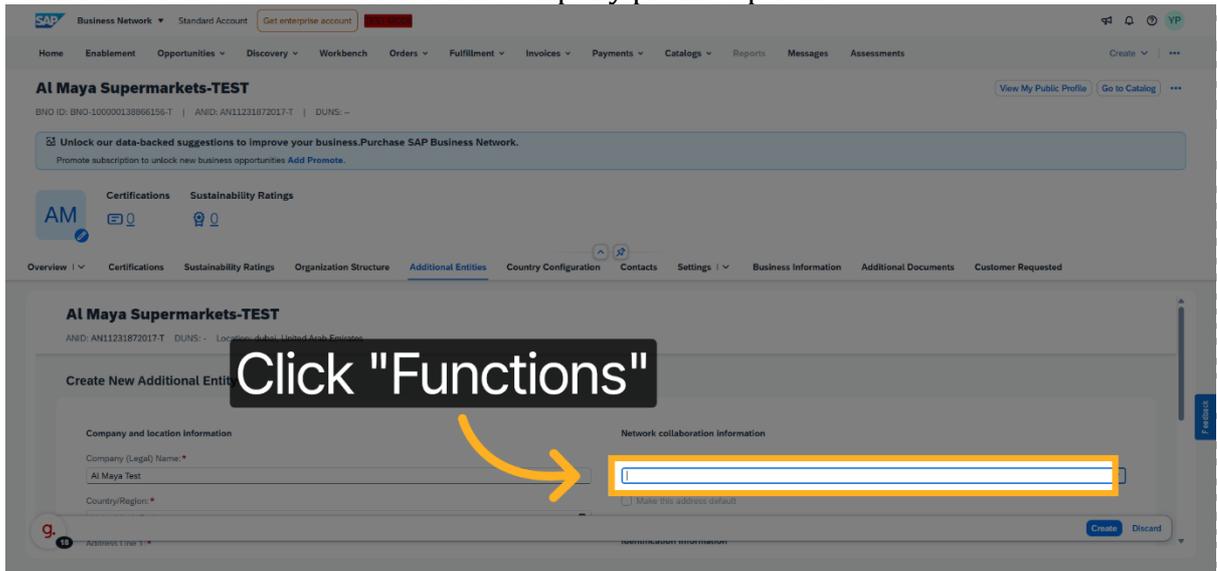Click here to open additional company profile options.

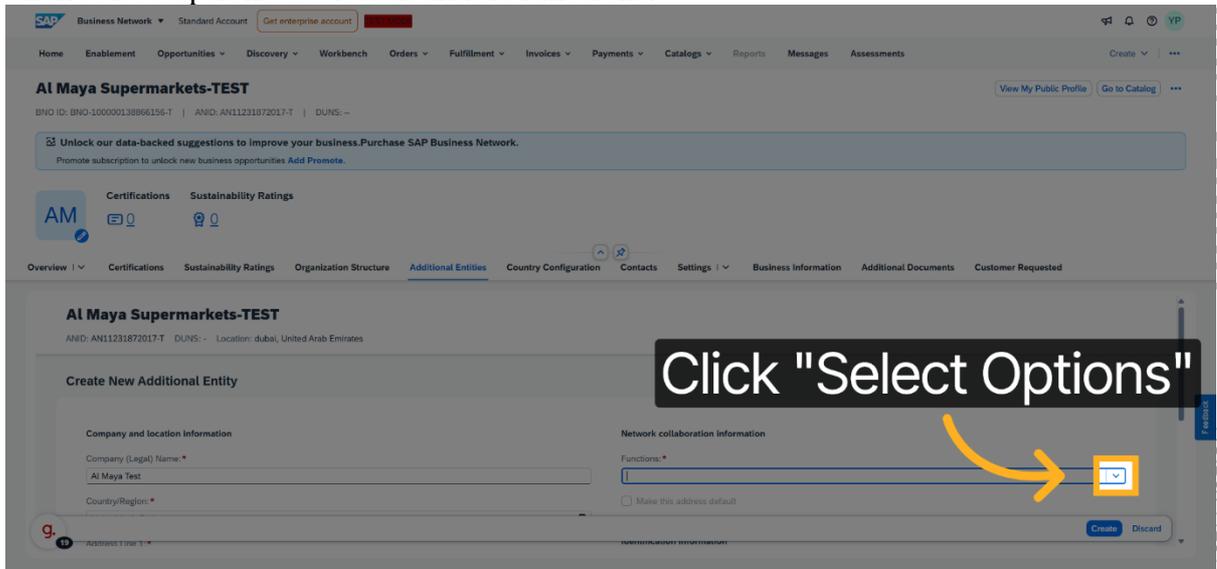Click Create to start adding a new company profile.

Fill the information like Company name, address of the company with state country etc.
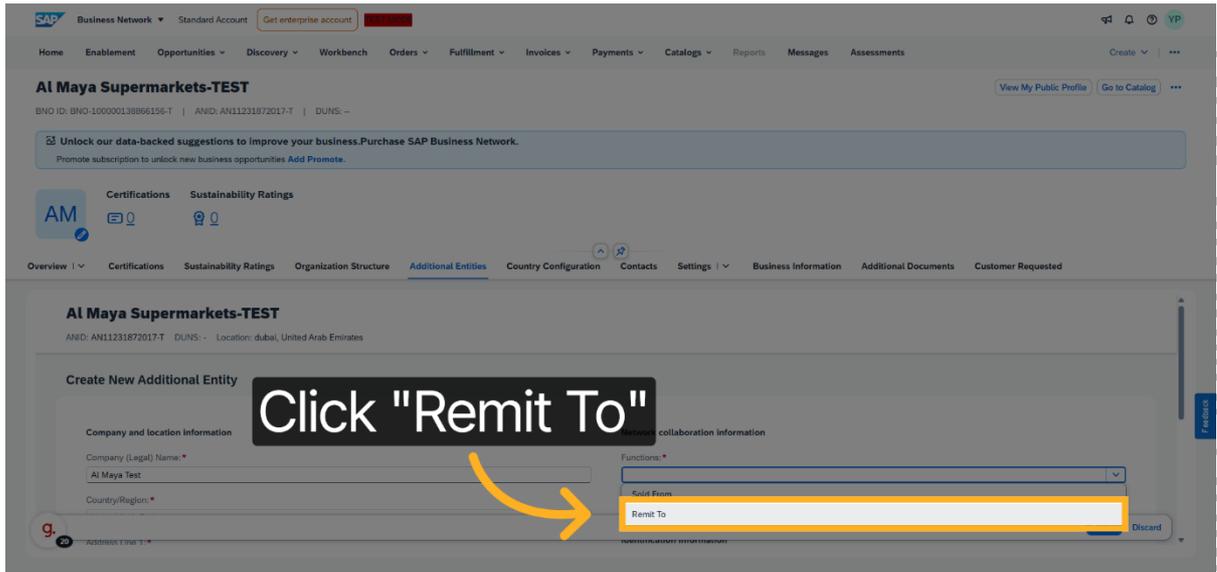
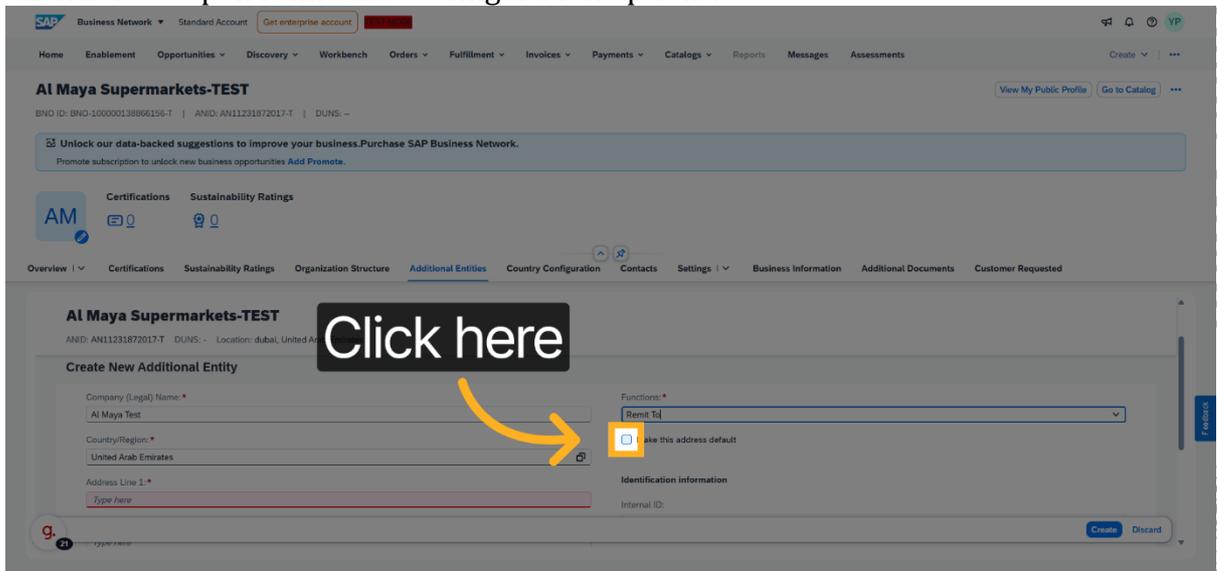Click Functions to access additional company profile options.

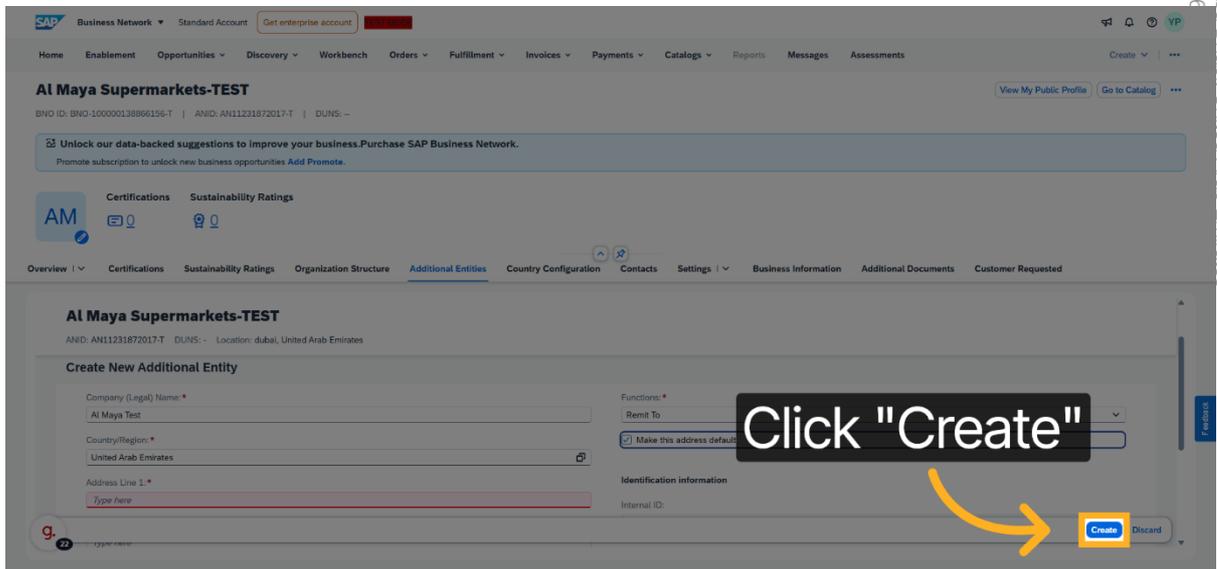Click Select Options to view available functions.

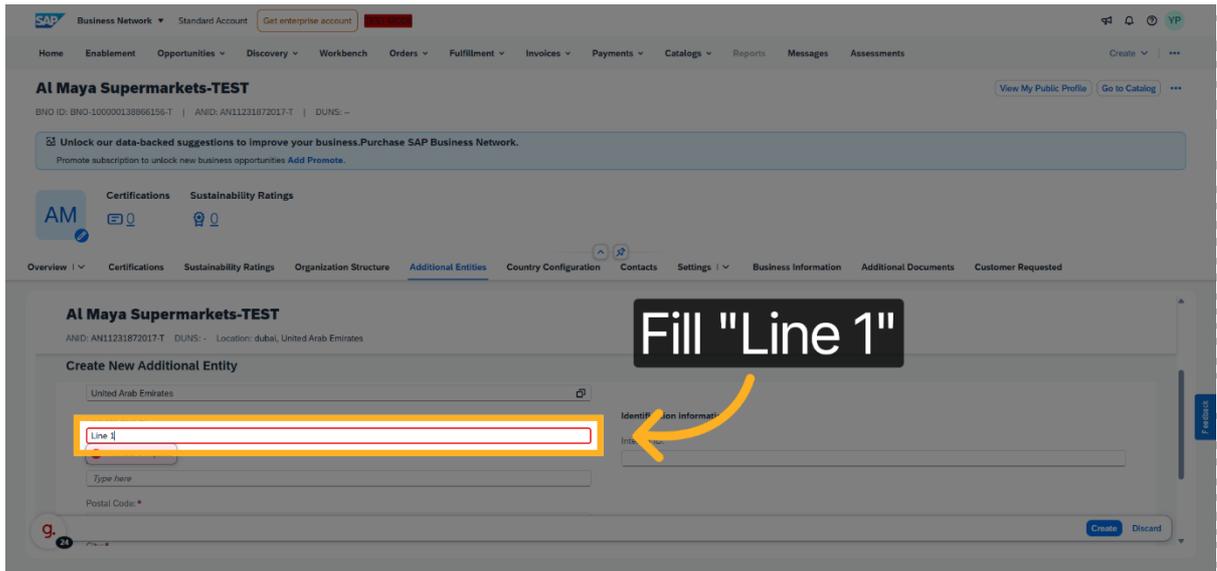Select Remit To configure remittance details.
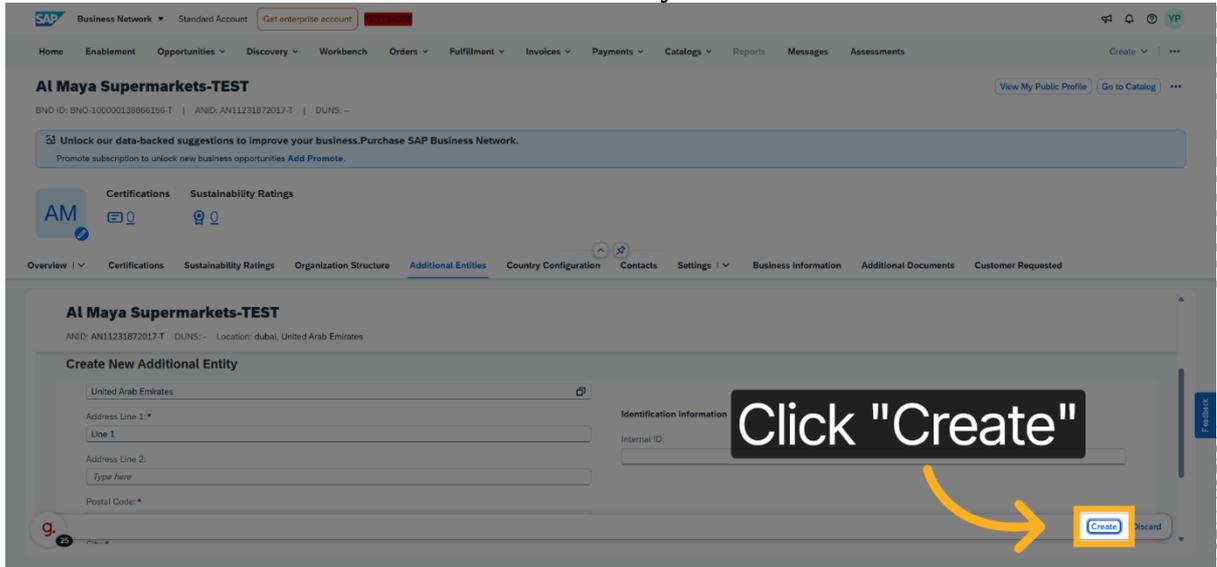
Click here to open remittance configuration options.

Click Create to add a new remittance address.
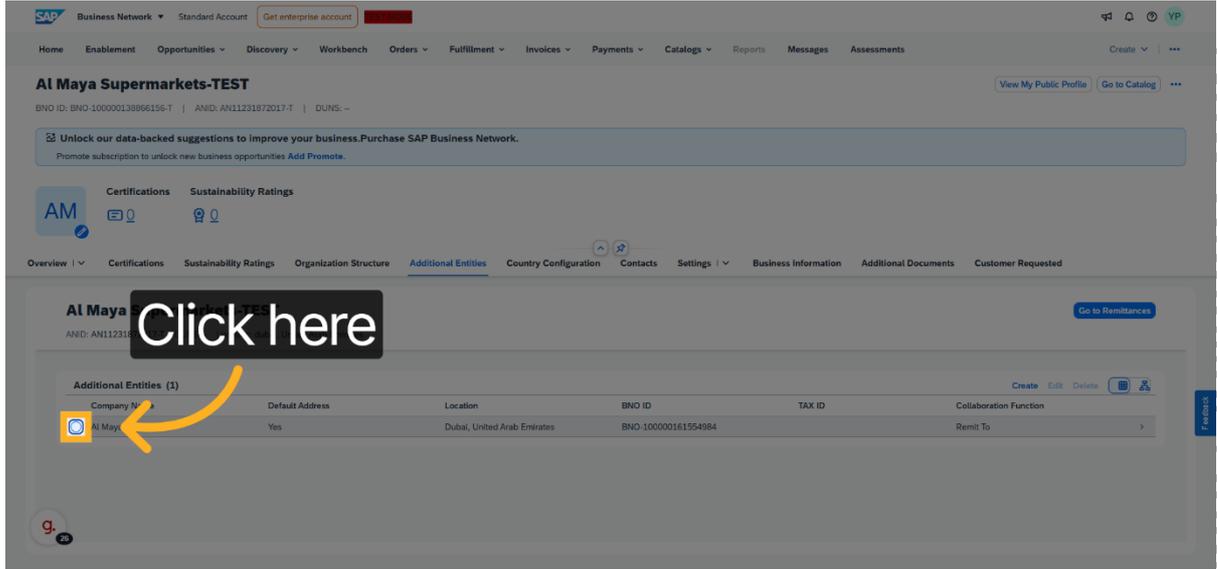
Click Create to save the remittance address entry.

Click here to access further remittance settings.

Click Go to Remittances to manage payment details.
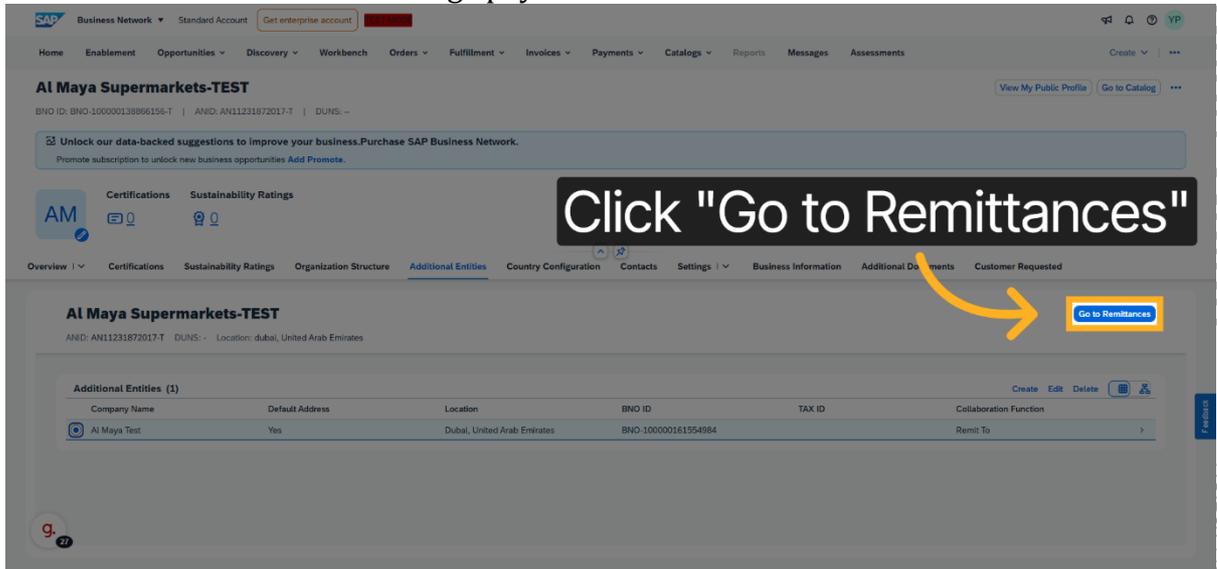
Switch to service.ariba.com to continue remittance configuration.
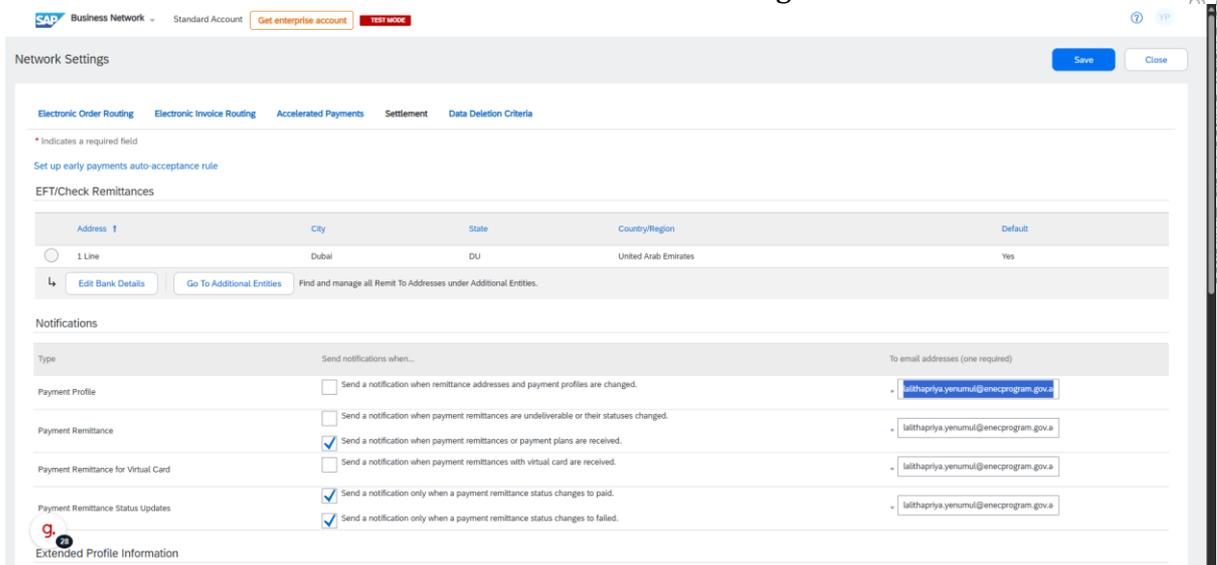
Click here to access remittance method options.

Click here to choose the payment method.

Click Select method to view available payment options.
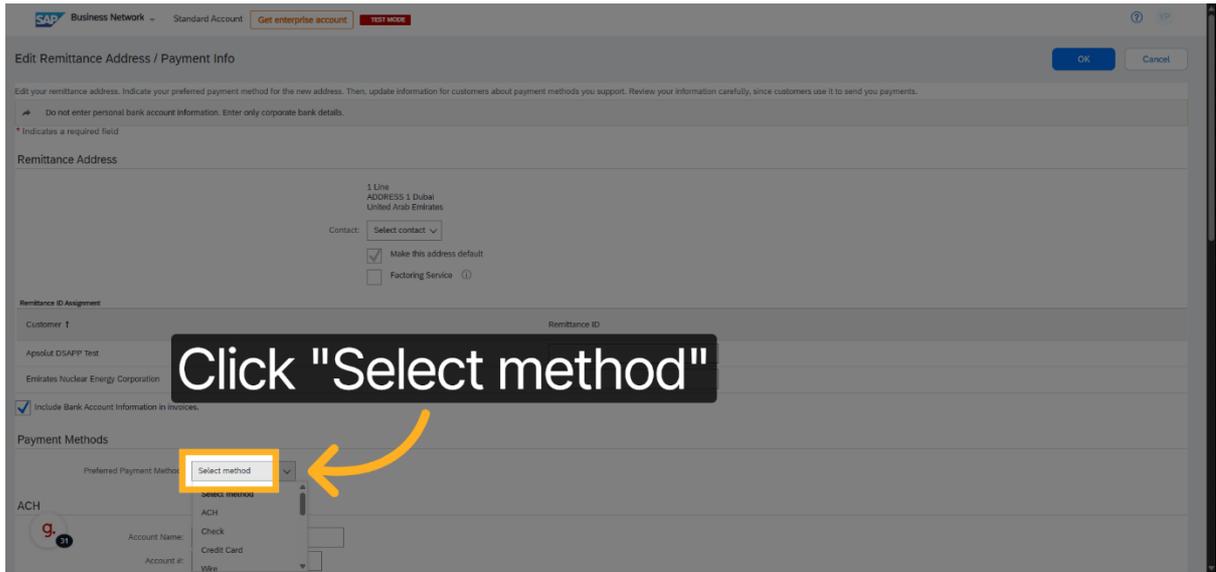
Select Wire as the payment method for remittance.
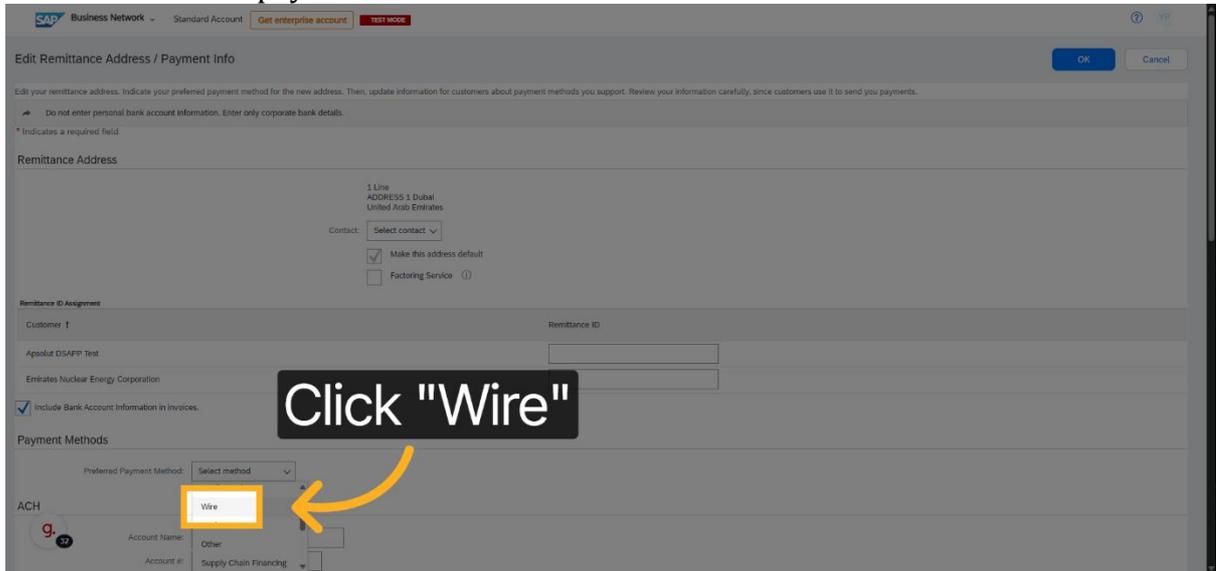
Maintain the Bank information under the Wire transfer section

Click Save to finalize and store all bank information in the remittance section.
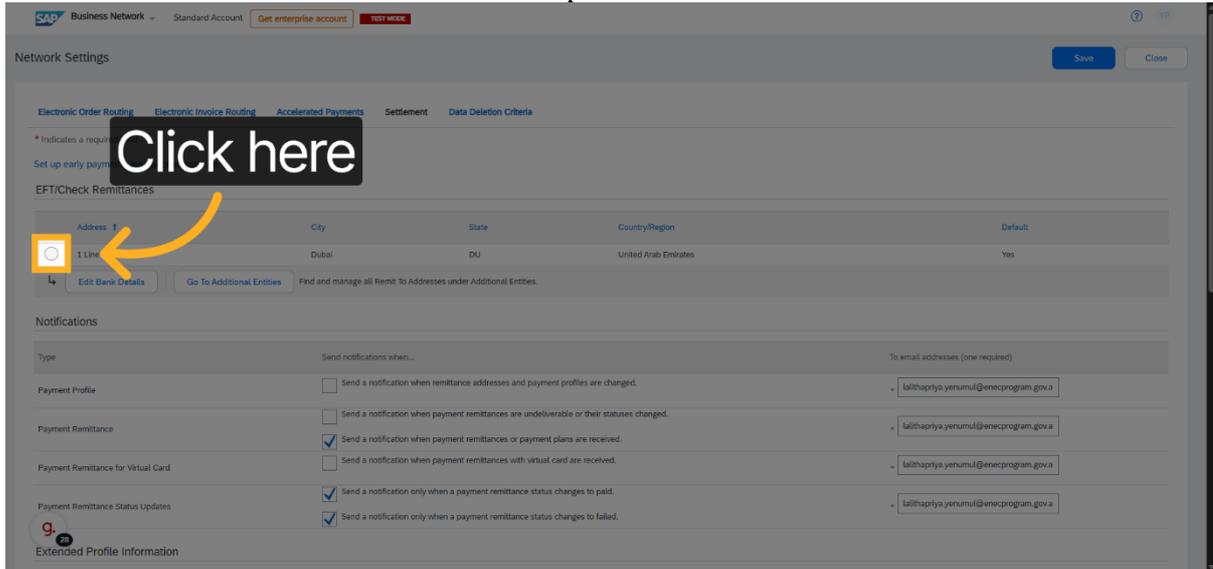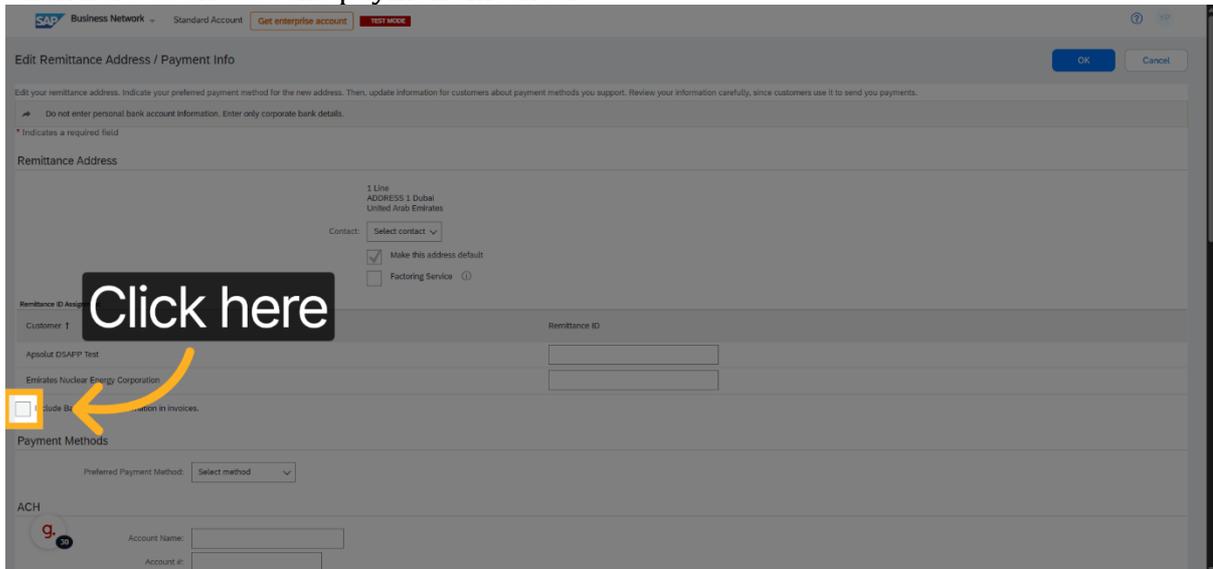

Navigate to the "Save" section

Note:

- Bank information that was maintained the remittance section should be same as the bank information that was maintained in the Registration section while registering with ENEC.
- While adding the bank number, kindly do not add any spaces or the special characters.

11.2 Non-UAE Based Suppliers Invoice Submission

2. Click on Access the Supplier Portal to access the Ariba Network https://supplier.ariba.com , and login using your username and password. If you forgot login username or password, follow the instructions in Section 3 of this document.
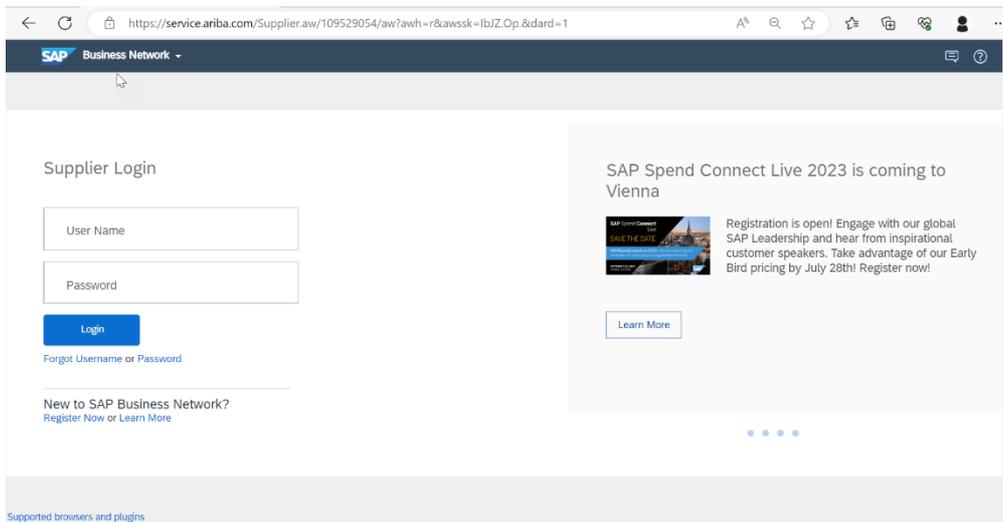
3. Access the Workbench according to the SAP Ariba Account following the instruction in Section 6 of this document.

4. Open the Purchase Order and click on **Create Invoice**, then enter the invoice reference number (**not** exceed 16-character), and invoice details.
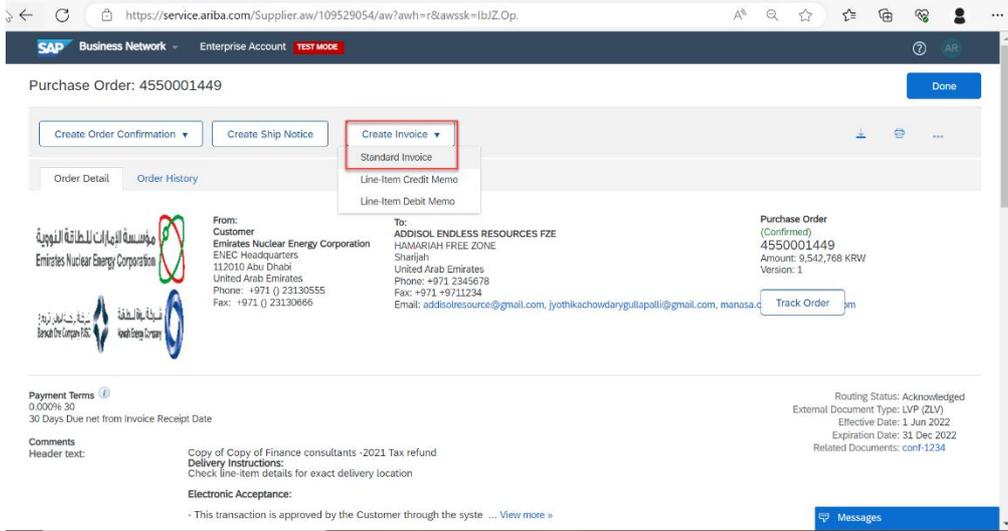
NOTE: Make sure that invoice number should be same as the number which is present in your invoice PDF Attachment that you are attaching in the SAP Ariba portal.
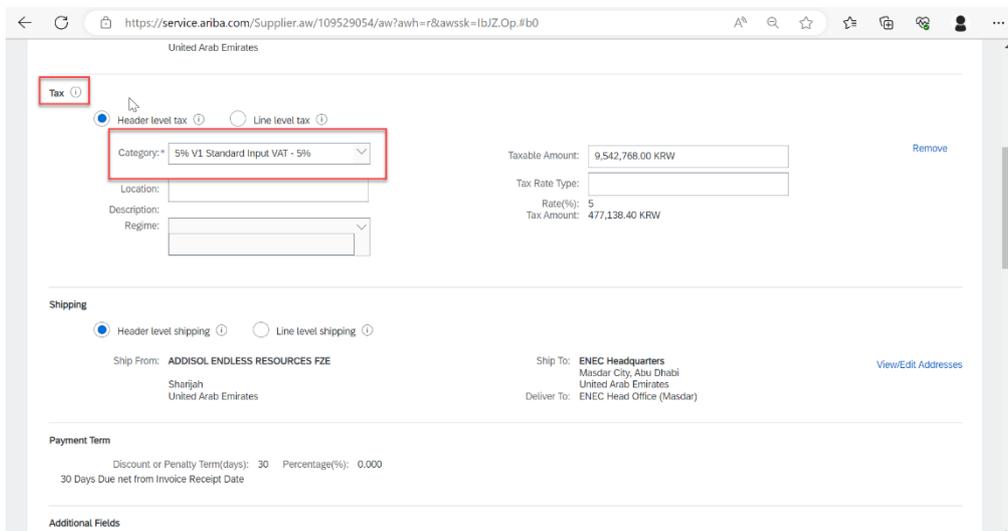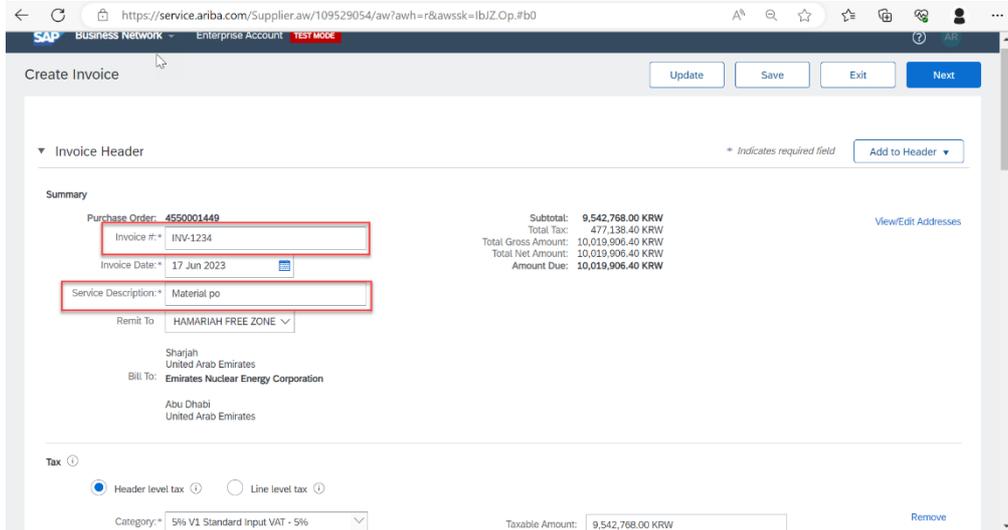
- For UAE Value Added Tax (VAT) related details please note the following:
  - o **Standard Input Tax – 5% (V1)** – UAE VAT registered vendors providing taxable goods and services
  - o **Self-Assessment Input Tax (S1)** – non-UAE (overseas) registered vendor not registered for UAE VAT.
  - o **Out of Scope (O0)** – non-UAE (overseas) out of scope supplies e.g. laundry, taxi fare, etc.
  - o **Intra GCC Input Tax (O1)** – Gulf Cooperation Council (GCC) country vendors who are not registered with FTA.
  - o **0% Input Tax (V0)** – UAE VAT registered vendors providing "0" VAT rated services as per UAE VAT law; e.g. education services, healthcare services, a residential building for human occupation etc.
  - o **Exempt from input Tax (E0)** – UAE vendors that exempted from the UAE VAT as per UAE VAT Act and Executive Regulations.

5. Attach invoice and relevant supporting documents (supplier invoice, SES acceptance, etc.)

Note: As per standard system behavior, the attachment file name should not exceed 50 characters. These 50 characters are inclusive of file names with or without special characters and file name extensions. IF exceeded, **the extra characters are truncated,** and the attachment type is also affected.

6. Provide the quantity that is received by buyer the received quantity will be mentioned in either delivery note ,Good's Receipt document or SES Document and then click on **Update**.

.

4. Click **Next** to verify the Invoice. The status of the invoice will change from partially received to **partially invoiced**
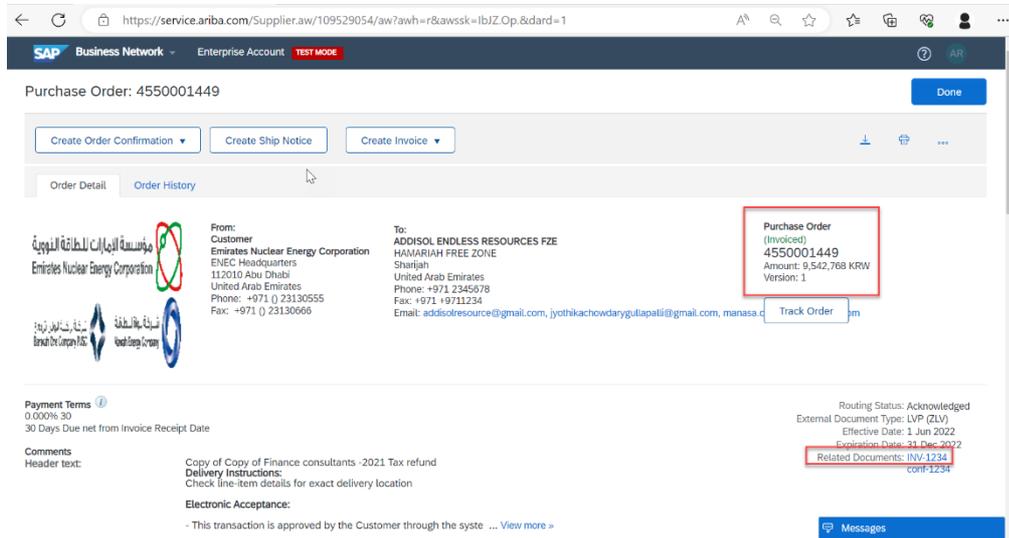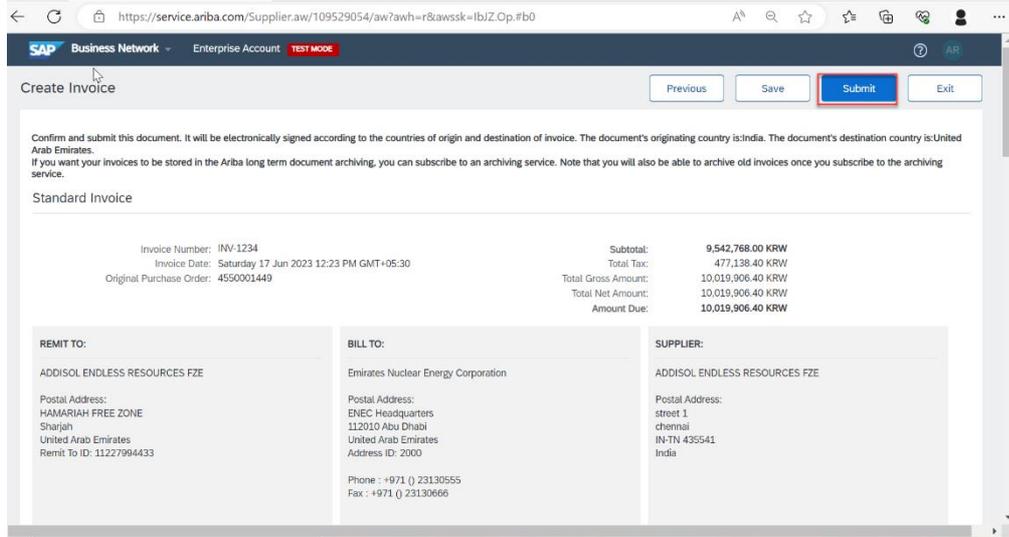
5. Once the supplier sends, he will receive the email notification as below the latest invoice status. The below invoice status shows as **sent** which means success that your invoice has been sent to customer for approval
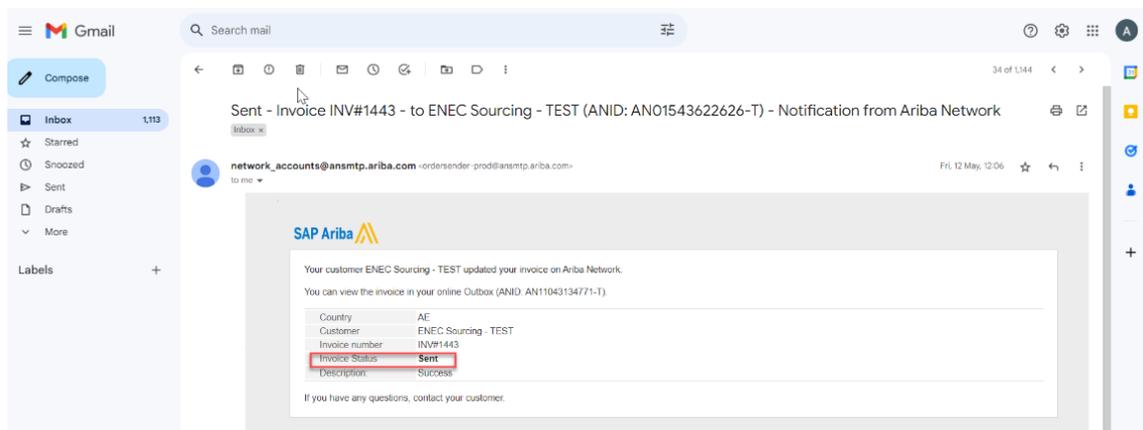
6. The below invoice status shows as **Failed** which means that your invoice has been failed and not sent to customer for approval then that invoice needs to be re-submitted again the SAP Ariba portal.
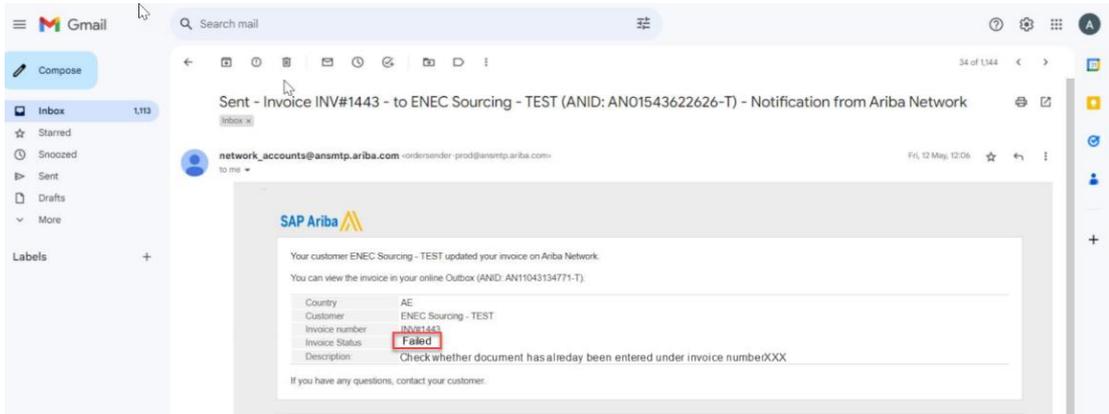
NOTE:

- If the error message "*You must be VAT registered to be able to issue an invoice containing taxes*" appears, then follow the below steps:

  1) Click the initials on the top right corner of Ariba Network home page.
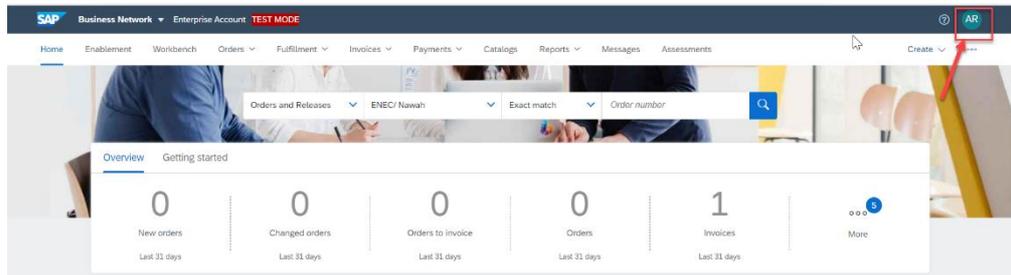
  2) Click Company Profile > Business tab.
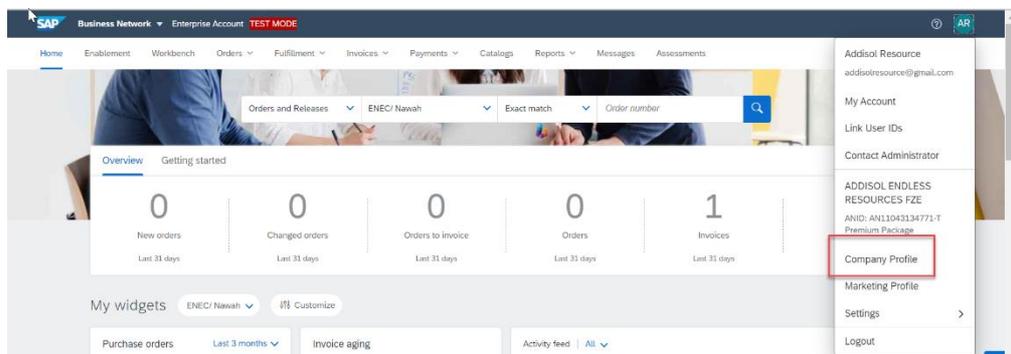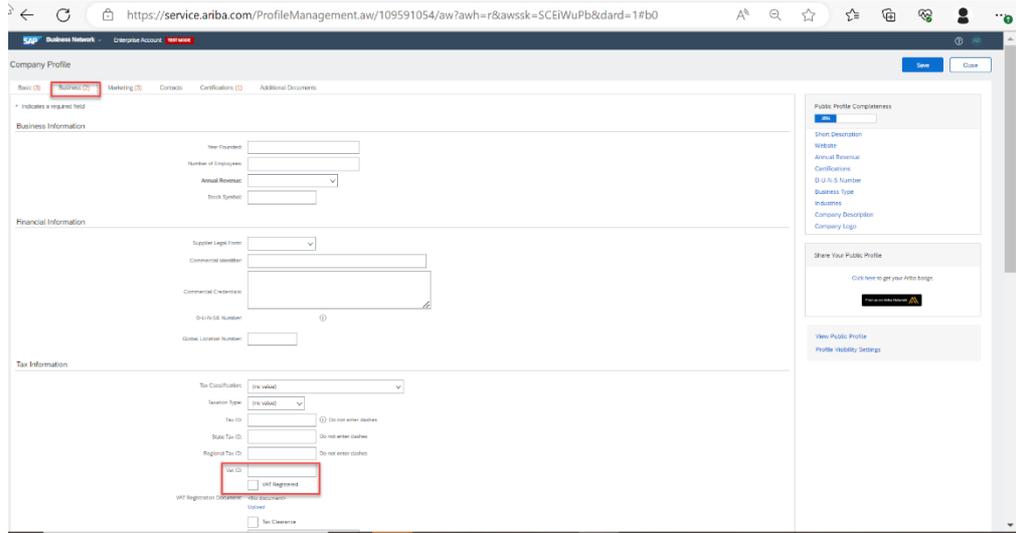
3) Input your ABN number into ABN Number and Vat ID fields.
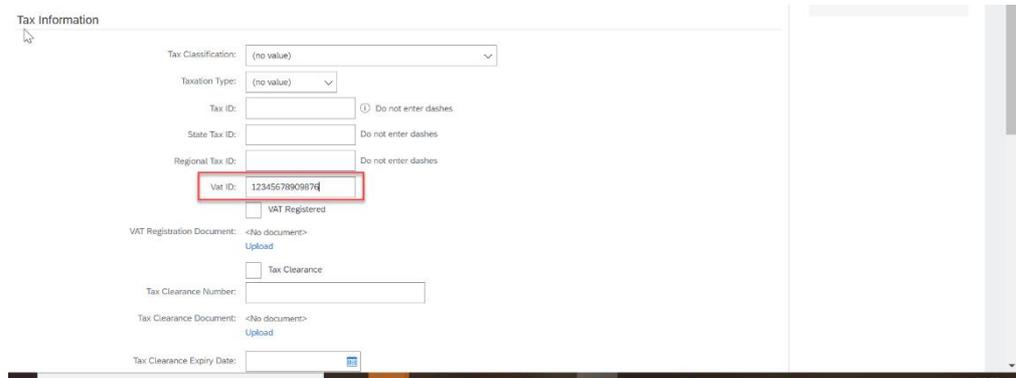
4) Tick the checkbox of VAT Registered.
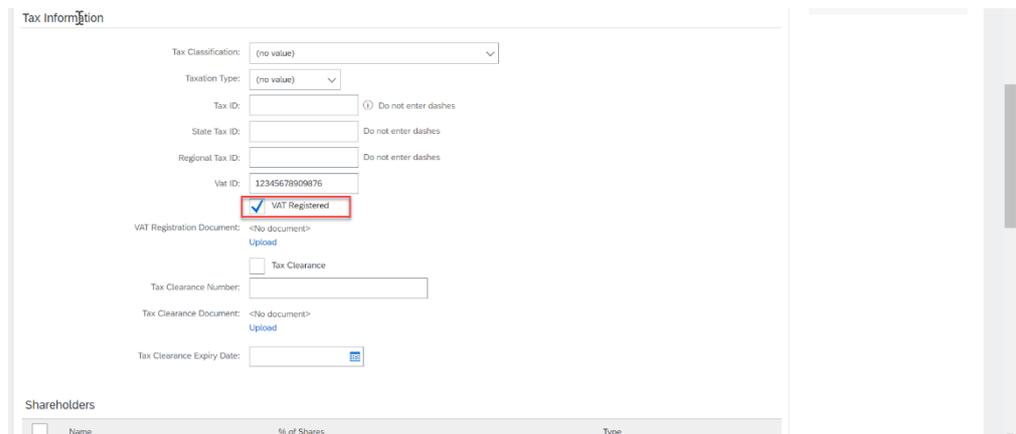
5) Click on Save.

11.3 UAE Based Supplier Invoice submission

1. Click on Access the Supplier Portal to access the Ariba Network https://supplier.ariba.com , and login using your username and password. If you forgot login username or password, follow the instructions in Section 3 of this document.

2. Access the Workbench according to the SAP Ariba Account following the instruction in Section 6 of this document.

3. Open the Purchase Order and click on **Create Invoice**, then enter the invoice reference number (**not** exceed 16-character), and invoice details.
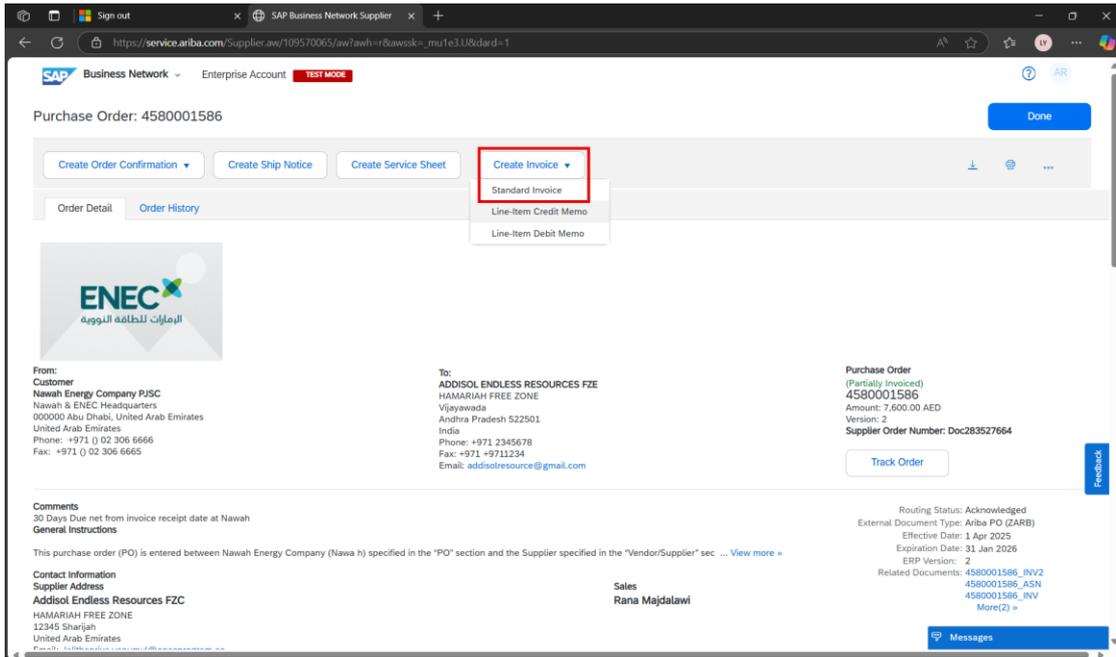
4. Fill all the Mandatory information like Invoice #, Invoice date and Service description.
   NOTE:
   - The enter the invoice reference number (Invoice #) **not** exceed 16-character
   - Invoice Date should not be the **Futured date**. Kindly maintain the date according to the invoice copy.
   - Service description : Kindly add the meaningful comments as this will considered while validating the invoice.
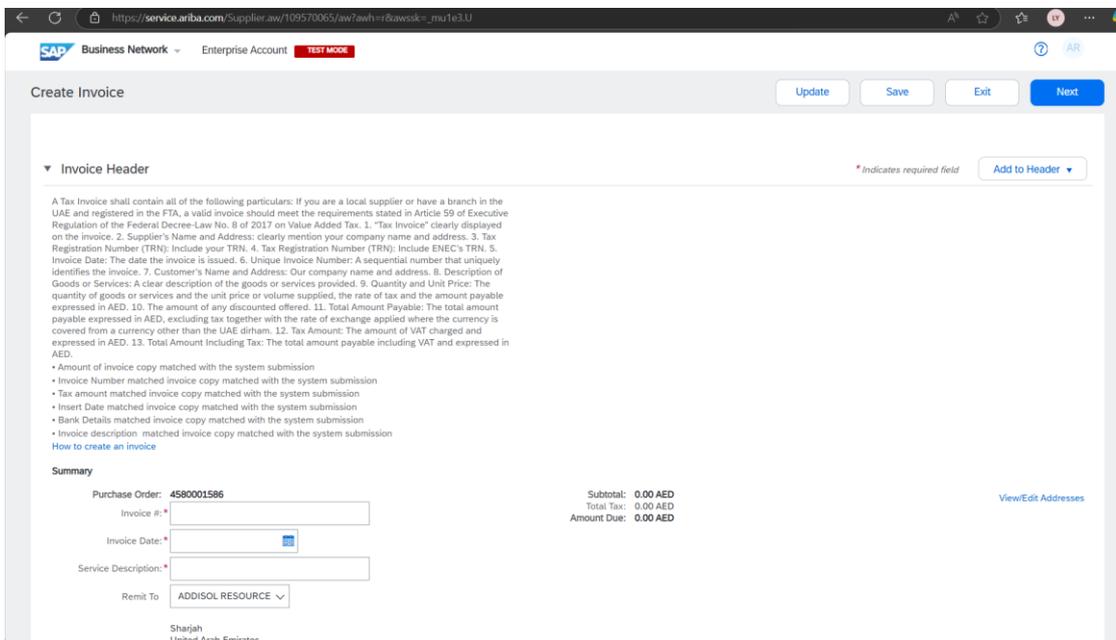
5. Scroll a Bit to line item details and add the Tax Invoice number same as the Invoice #

6. At line item level, to add the Tax details. To left , check the box. Click on Line item Actions→ Tax

7. From the Category drop down, choose the Tax category.
5% VAT : When you have VAT as 5% in the Invoice
0% VAT :When you have VAT as 5% in the Invoice

NOTE:

- When you have selected the VAT category as 0%. Kindly provide the Exempt Detail either as Zero rated or Exempt

8. Attach relevant support documents (delivery note, SES acceptance, etc.)

As per the UAE Mandate, for UAE supplier attaching the invoice copy is not required.

<u>Note:</u> As per standard system behavior, the attachment file name should not exceed 50 characters. These 50 characters are inclusive of file names with or without special characters and file name extensions. IF exceeded, **the extra characters are truncated,** and the attachment type is also affected.

9. Provide the quantity that is received by buyer the received quantity will be mentioned in either delivery note ,Good's Receipt document or SES Document and then click on **Update**.

.

10. Click **Next** to verify the Invoice. And Click on **Submit**

Process to find rejected Invoice by Supplier:
you can be able to find the rejected invoice in Ariba Network by going to Workbench and Invoices tab from the dropdown list for Standard Account or You can also click on Invoices tab on the top of Ariba Network in home screen for Enterprise Account.

You can also click on a Purchase order and click on Related Documents to open the created Invoices.
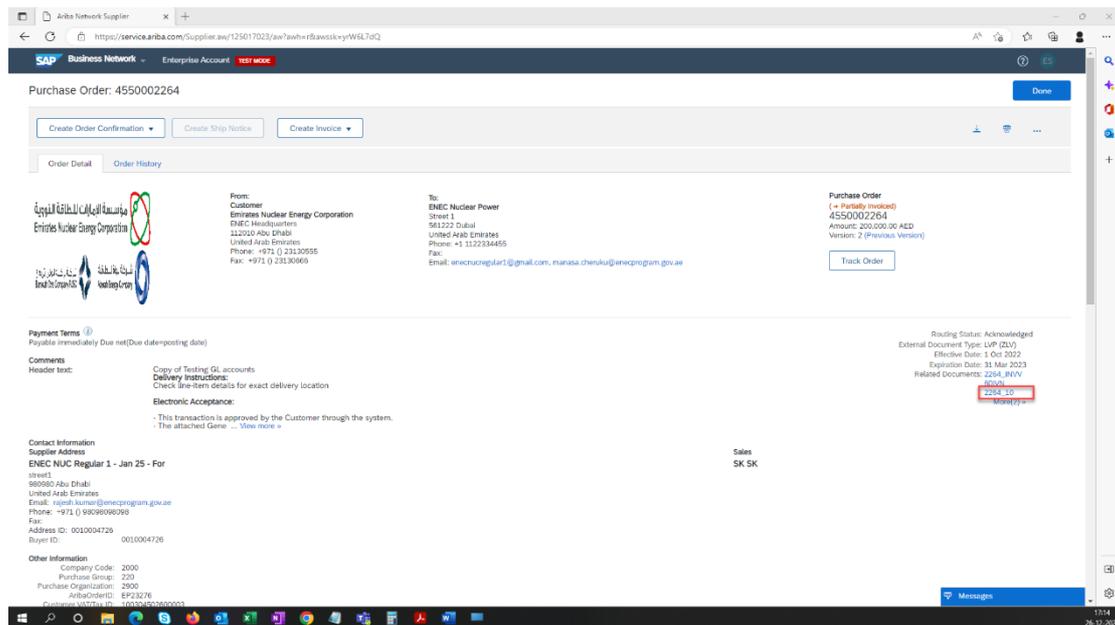
Click on the Invoice to open and check the status of the Invoice Submitted.
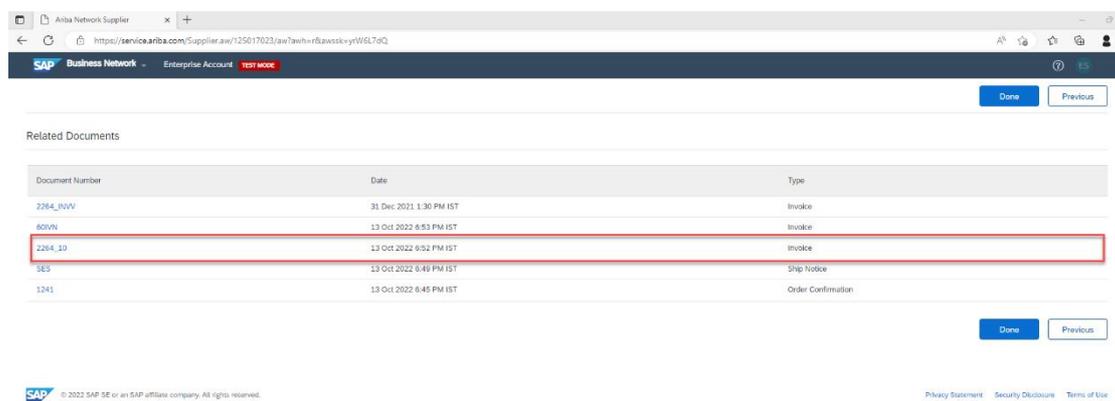
The rejection notes appear across the top of **Detail** and **History** tabs of the Invoice. Suppliers can edit and resubmit the Invoice with the required changes. The reason for Rejection can be either manually by customer or automatically by customer system rules.
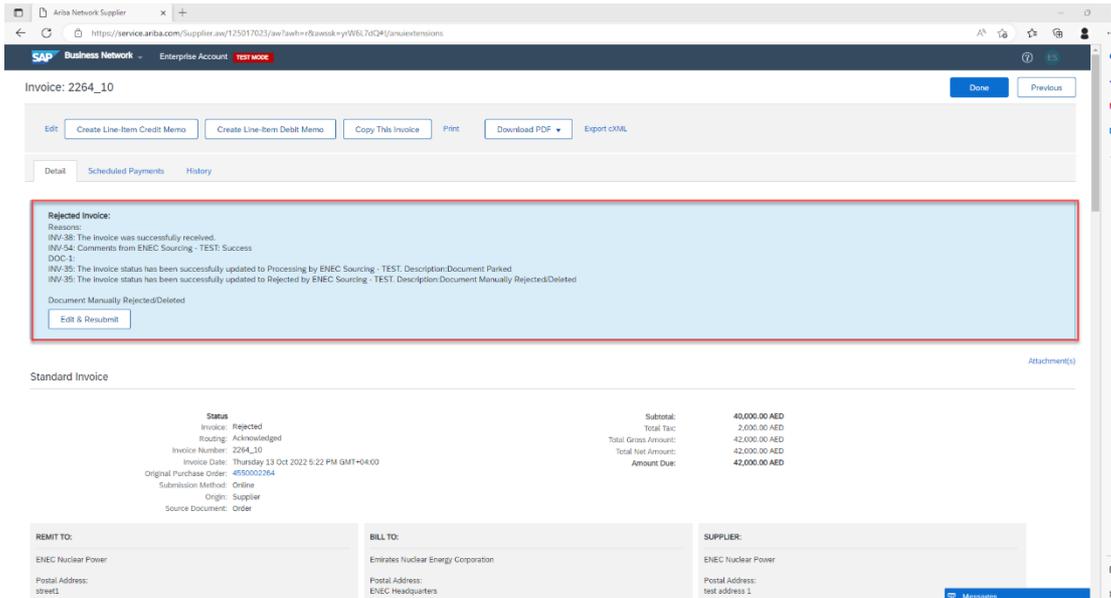
Process of how to edit & Resubmit the Rejected invoice:

After finding the invoice got rejected we can open the Invoice and note down the error that was given there.
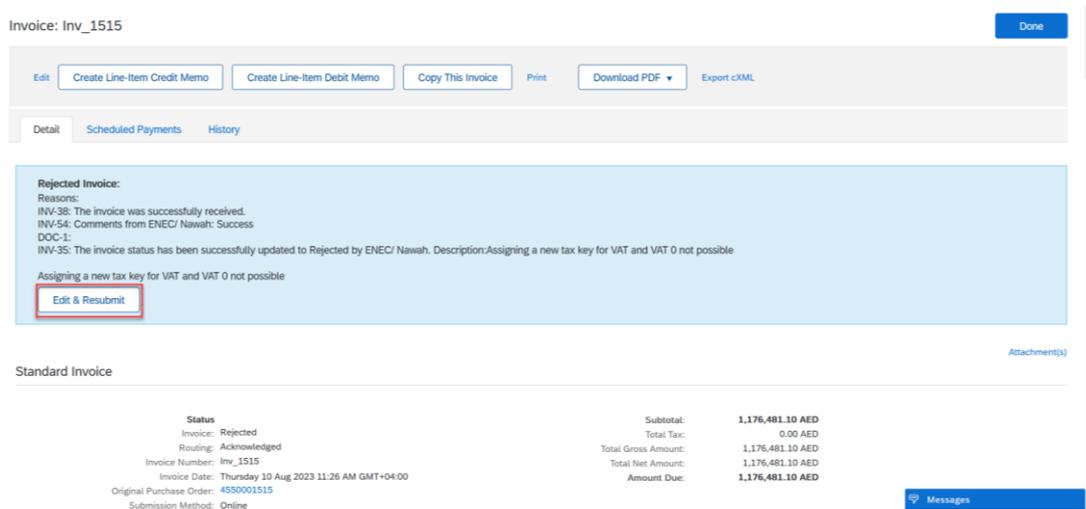
Now click on **Edit & Resubmit** button.

Give the Invoice number according to your tax invoice PDF.

Note:
When you are trying to resubmit the invoice, the invoice number must not match the Previous invoice number.

After editing the invoice Click on **Next** Button

Review the all the information and click on **Submit** button.

11.3 Upload Invoices for contingent workers.

11.3.1 Uploading the invoices for the Contingent Worker Expense/Reimbursable Claim - RMB

We will follow the same process for uploading the invoices (refer to section – 11).

11.1.2 Uploading the invoices for the Contingent Worker Hiring/Onboarding High Level – SAL

For this PO, we will have a pop-up message at line-item level **Invoicing is not possible for one or more-line items. Click on the line item's warning icon to find out why.**

Invoice is submitted the buyer at their end.

Once the Buyer submit the invoice on behalf of supplier, we can see the updated invoice that was submitted in the supplier portal at **Related documents** level.

When you click on the respective number at related documents level, we can see the details regarding the invoice that was submitted.

Additional Note:

1. You can find the submitted invoices by going to Invoices tab or click on the Purchase order to see the created invoices under related documents on the right. Once the Invoice has been approved and buyer has initiated the payment you will receive a remittance advice updated against the invoice or you will receive an email notification.
2. If your invoice has been rejected, the rejection notes appear across the top of **Detail** and **History** tabs of the Invoice. Click on Edit/Resubmit invoice after going through the comments in the rejection notes and follow these steps
   - Change the Reference Number of the invoice.
   - Change the respective Quantity/VAT as per the rejection notes
   - Resubmit the invoice again after making the necessary changes.

12. Links and Contact for Assistance

- All SAP Ariba tutorial videos are available on ENEC website.

  Link: https://support.ariba.com/item/view/198281

- Registered Vendor Guide for instructions how to login, access and view RFIs/RFQs/POs, uploading shipment notice and invoice is available in the link below.

  Link: https://www.enec.gov.ae/suppliers/registered-suppliers/

- For queries or assistance in vendor registration or profile management in SAP Ariba platform, email ENEC Supplier Relations supplier.relations@enec.gov.ae

- For queries or assistance in invoices and payment email FNA-Accounts Payable payables@nawah.ae

13. Issues you might face

If your organization has multiple contact persons registered in SLP, below are two cases which might occur at rare circumstances while accessing the Purchase Order for the first time

- **Issue 1:** Purchase Order has been sent to another contact from your organization, but you want the purchase order to be sent to primary contact person registered in SLP.

- **Issue 2:** Purchase order has been sent to Primary contact person from your organization, but you want the Purchase Order to be sent another contact person who is responsible in creating invoices.

Solution:
The Purchase Order email address which has been sent to wrong contact must forward the purchase order email notification to the right contact person. The right contact person should thereby process the order as per the below instructions. This solution is only applicable if the Purchase order is untouched and is in new status, and the Purchase Order is not accessed for the first time.

NOTE: Please make sure that purchase order e-mail should be forwarded to right contact person who has same ANID as the administrator ANID. The same ANID will be occurred when they create sub-user who have administrator access.

To forward the e-mail notification of purchase order to right person kindly follow below steps.

- Open the Purchase order e-mail which has been received by you from ENEC/Nawah organization.
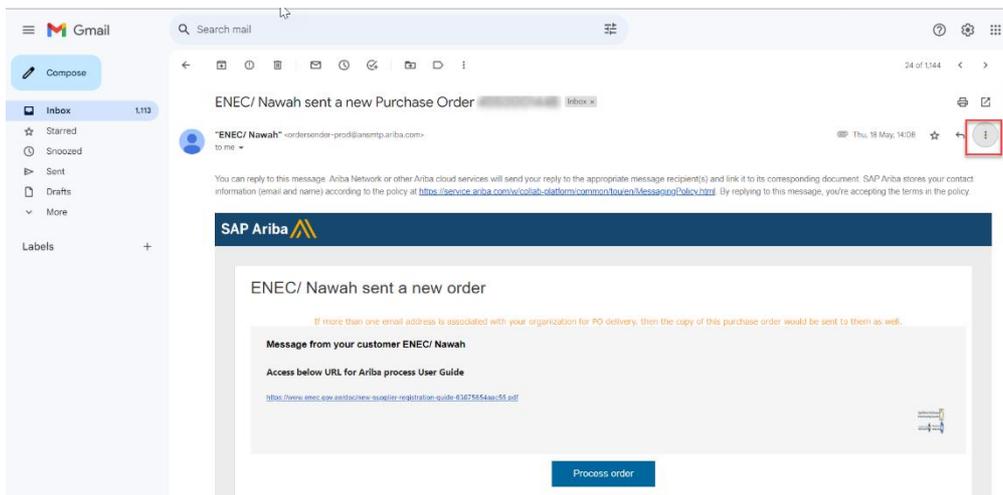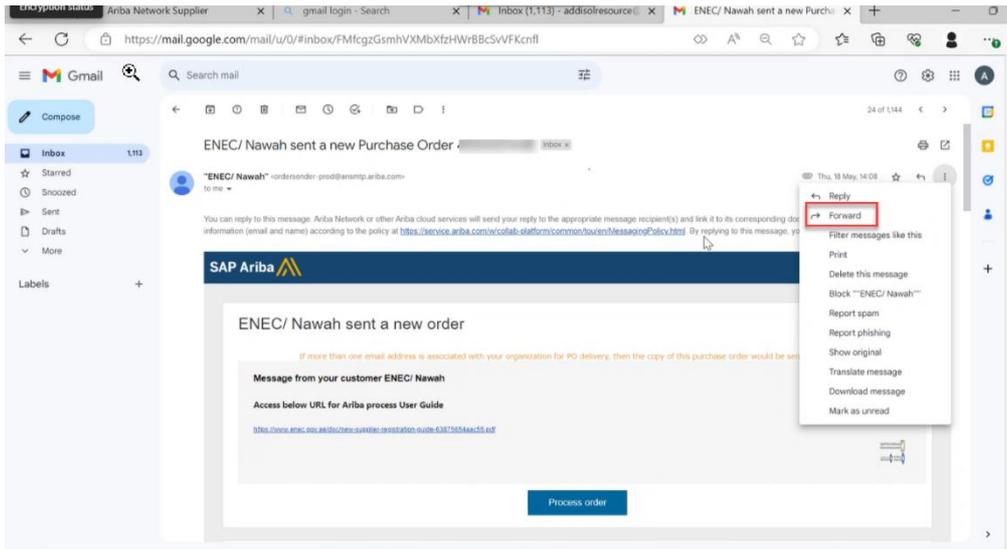
Enter the right person e-mail address and click on send as shown below.
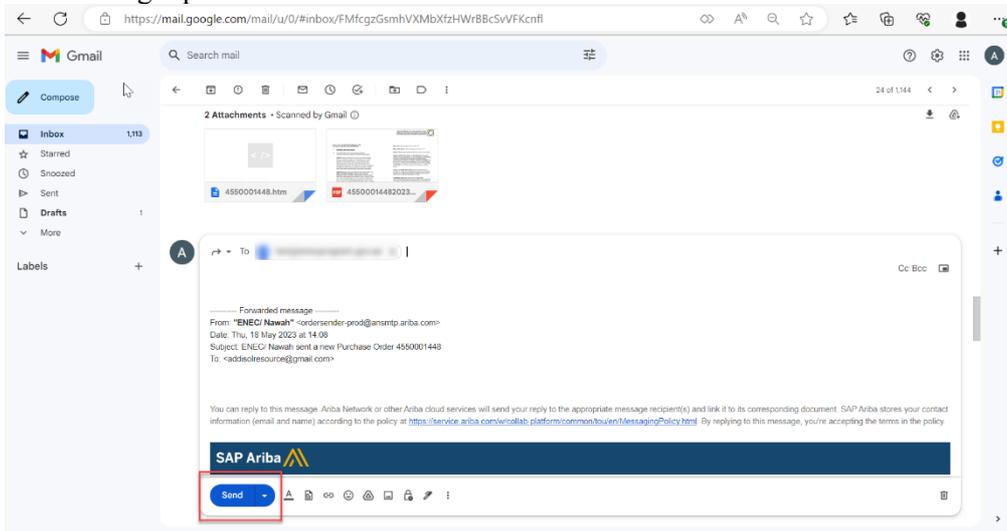
- **Issue 3:** If the Purchase Order has been sent to wrong contact person (who is not responsible in handling purchase orders) in the same organization and the Vendor has accessed the Purchase Order and a trading relationship request is built with the buying organization.

Solution:

The purchase order which is already processed by wrong contact person cannot be transferred to right contact person of the organization. Therefore, the decision lies with Vendor:

o If the Vendor is willing to continue creating the rest of the invoices for upcoming purchase orders in the same account, then he can continue to access purchase order with the wrong contact person's user credentials without losing previous documents created. However, this not a best practice approach and highly not recommended as it might cause severe compliance issue.

o The Vendor will have to contact the buying Organization to request a change in the email address and unlinking the TRR established for the previous account. The previous purchase order must be cancelled by the buying organization. Once the TRR has been unlinked and the same purchase order must be recreated by the buyer and is sent to the right email address.

- o The vendor can also have sub-suers and assign them specific role so that right contact person in the same organization can process the purchase order sent from ENEC/Nawah organization. To have sub-user for the same account please follow Issue 14.

- **Issue 4:** If the Purchase Order has been sent to a contact person who is no longer working in your organization/the email address is no longer in use/invalid and the purchase order is not accessed for the first time (TRR not established)

   Solution:
   Contact your buying organization to cancel the Purchase order sent to wrong contact person/invalid email address and create the same purchase order and push it to the right email address.

- **Issue 5:** If the Purchase Order has been sent to a contact person who earlier worked but recently left the organization

   Solution:
   To avoid such cases in the first place, you can create a parent-child account hierarchy in SAP Ariba, which is one parent account linked to any number of child accounts. This allows the parent account in the hierarchy to manage information not only for that account, but also for the child accounts in the hierarchy:
   To create an Account Hierarchy:
   1. In the upper-right corner of the application, click [user initials] > Settings and select Account Hierarchy.
   2. Click Link Accounts.
   3. Click Request link with other accounts

   If you select Request link with other accounts, you will then be prompted to complete additional information to find the correct account.
   1. Enter the Company Name, ANID, or DUNS Number to search for accounts, or click Recommended Accounts at the top.
   2. Click Review Profile To the right of any account in the search results.
   3. Click Link as My Child or Link as My Parent Depending on which applies.
   4. Enter a comment and click Send Request.

   The request will be sent to the account you identified and will need to be approved to be linked.

Issue 6: Cannot send invoices to [Customer]. Your relationship has been suspended or deleted.
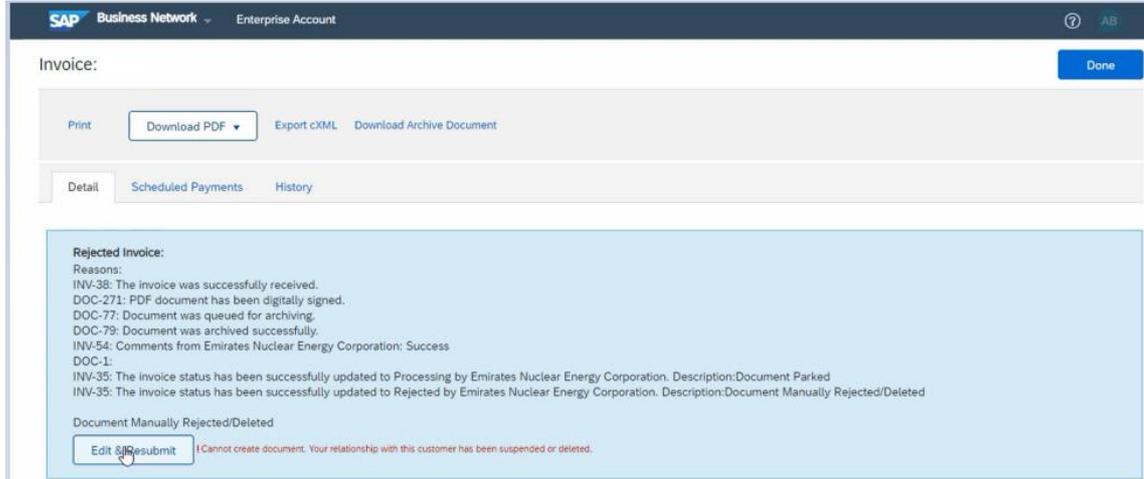
Cause: If your account is suspended due to unpaid Ariba bills, or the relationship with customer is deleted your customer, you will see the above error.

Solution:
1. Login to your account with administrator permissions.
2. Click on the [user initials] on the top right corner> Settings > Customer Relationships.
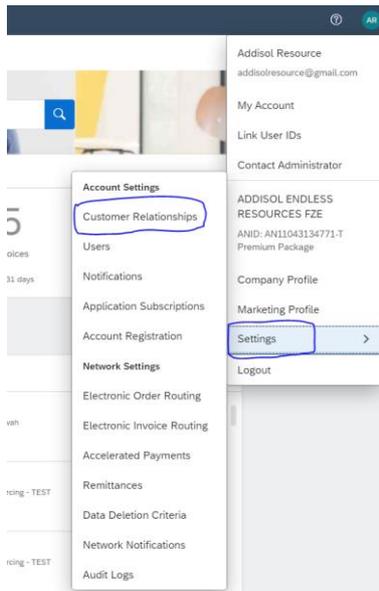
3. On the Current Relationships page, confirm if the customer's name is showing under pending, suspended tab.
4. If it's showing under pending tab, tick the checkbox of customer name, and click on Accept button to accept it.
5. If it's showing under suspended tab, go to Settings > Service Subscriptions > Open bills to check if any unpaid Ariba bills.

Issue 7: Error: "Security Access Violation" when trying to view a purchase order.

Cause/Error Message: Security Access Violation. You are not authorized to view this document.

Solution: The purchase order you are trying to access has been sent to a different Ariba Network account (ANID) than the one you are logging in to.

In order to be able to access this order successfully, review internally with your team which is the account you should use to access the documents sent by this customer.

Issue 8: If purchase order has an order status of Obsoleted?

Cause: f the purchase order has been changed by the customer you will see the obsoleted status.

Solution:

If your purchase order has a status of Obsoleted, that means your customer has likely created a new version of the order. To locate the new version, you can search by purchase order number. This will display all versions of the order. The version with an order status of Changed is the one you will have to work with.

If your customer has not sent you a new version of the order, then you should contact them.

Issue 9: How do I view my trading relationships?

Solution:

To view your trading relationships, follow these instructions:

1. In the upper-right corner of the application, click [user initials] > Settings and select Customer Relationships.
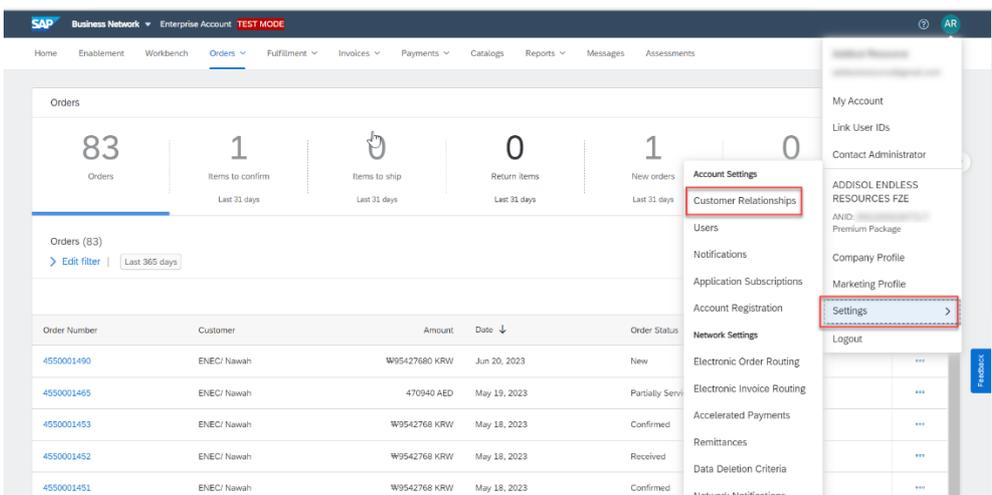
2. View your Current, Pending, and Rejected relationships under each corresponding heading.
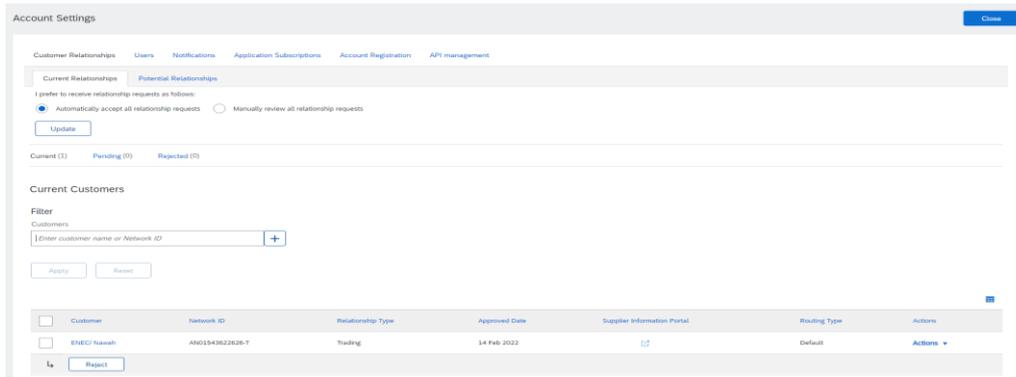
If you don't see the Customer Relationships option, it may be because:

Your customer has not sent the trading relationship request to your ANID. In order to establish a trading relationship with a customer.

You are a sub-user on your company's SAP Business Network account. Contact your account administrator to get the Customer Administration permission enabled to your sub-user role in order view Customer Relationships. The Customer Administration permission is located on the second page of Permissions.

Issue 10: When you are trying to accept a trading relationship or process a purchase order (PO) from a customer and getting this error "You do not have the necessary Trading Invitation Account Merge permission "when accepting the invite.
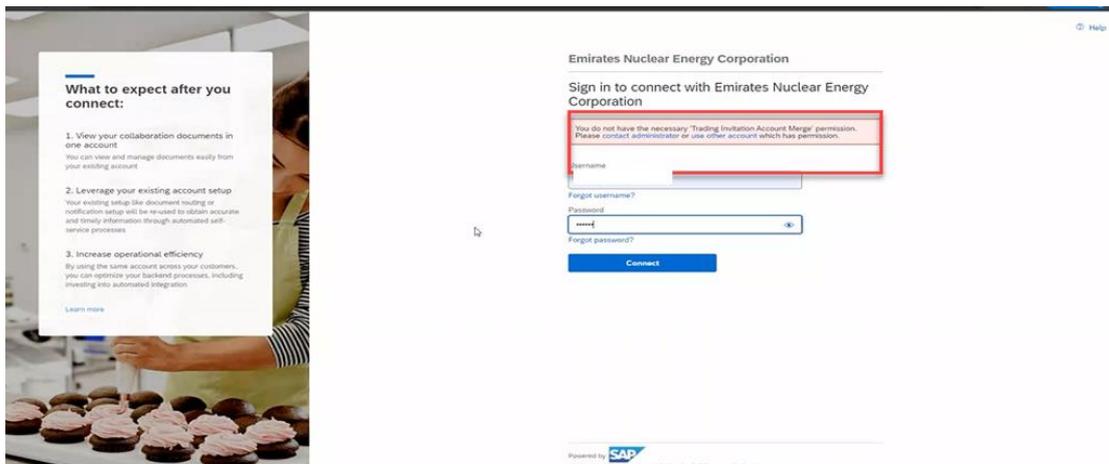
Cause: The account you are using to accept the relationship or PO is a sub user account which has not been given access to accept new relationship requests and orders from new buyers.

Solution:

Contact the Administrator of your account. Your Administrator will have to grant you the Trading Invitation Account Merge permission. This permission allows the assigned user to merge a trading related invitation into their existing SAP Business Network account when invited by a buyer.

If the Admin does not wish to grant you this permission, they will need to accept the request/PO themselves.

Issue 11: How do I contact the account administrator for my company?

Solution:

To view your account administrator's contact information, follow the below steps:

1. Sign in to your Ariba Network account.
2. In the top right corner of the page, click [user initials].
3. Click Contact Administrator.
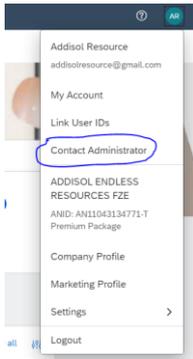
4. Details found under Account Administrator Information.
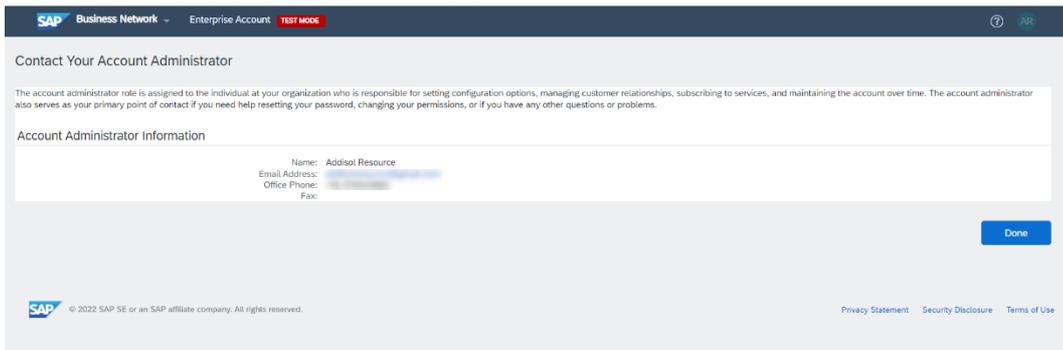
Issue 12: How do I change a sub user's permissions and the role assigned to a sub user?

Note: You must be the account administrator to change permissions of a sub user. Any user assigned to the role you update will be provided the permissions you select.

To change the permissions of a sub user:

1. In the upper-right corner of the application, click [user initials] > Settings and select Users.
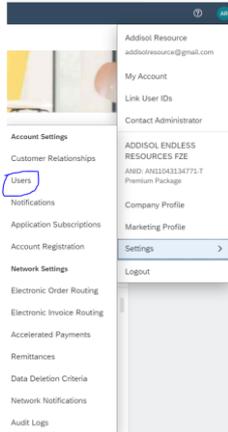
2. In Manage Roles, click the name of the Role Name you'd like to edit. You can see which users are assigned the role to the right of the Role Name.
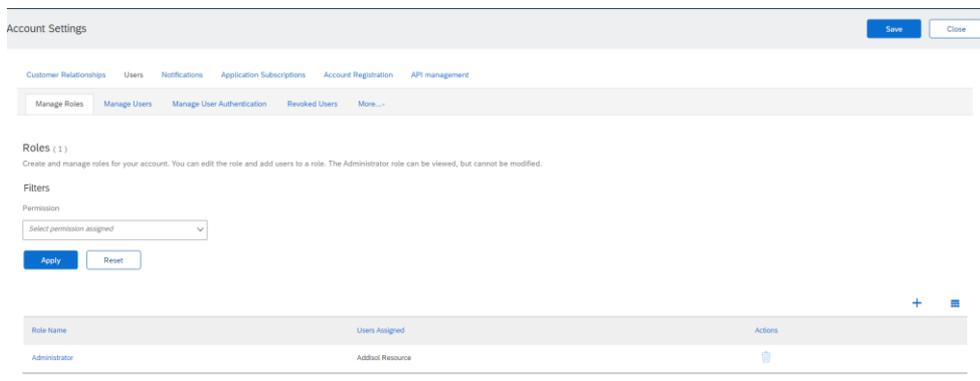
3. To view all permissions, select Show me all the available permissions. There may be five pages of permissions to choose from.
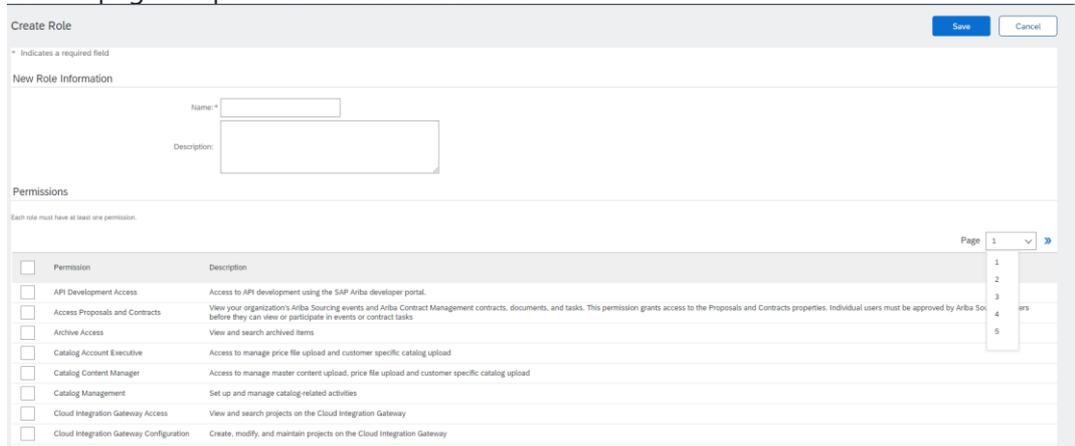
4. Select the box to the left of Permission to give full access.

5. Add or remove permissions by selecting the box to the left of each Permission.

6. Click Save.

To change the Role assigned to a user:

1. In the upper-right corner of the application, click [user initials] > Settings and select Users.
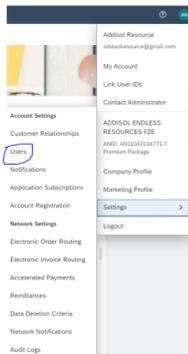
2. In Manage Roles, click the name of the Role Name you'd like to edit. You can see which users are assigned the role to the right of the Role Name.
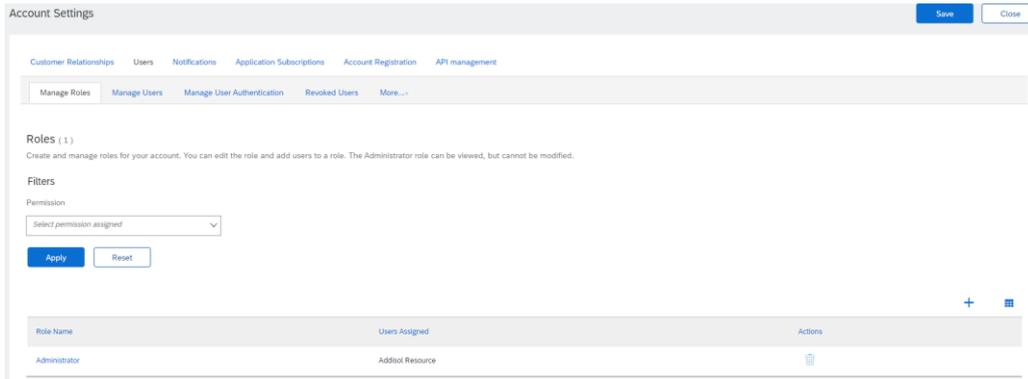
3. Under Assigned Users select the box to the left of the user you would like to remove.
4. Select Remove.
5. Click Save.

Issue 13: How can I create or edit permission role in SAP Business Network?

Solution:
Buyer administrators can define roles with a specific set of user permissions that determine what the assigned users can see or do in SAP Business Network.

In order to create a role, follow the steps below:

1. Sign into SAP Business Network
2. Click Administration > Users.
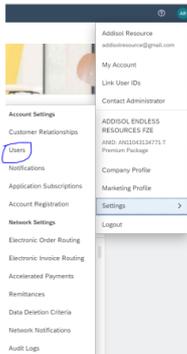
You'll be taken to the Manage roles tab.
1. Click the + sign to create a new role.
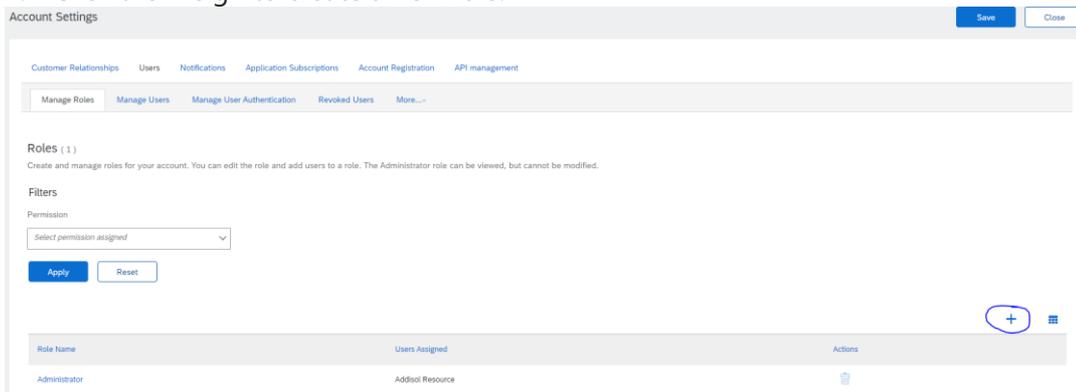
2. Enter a distinctive name for the role.

3. Enter a description to record your intentions for this role (optional)
4. Select one or more permissions for the new role.

5. Click Save

If you want to modify the permissions for a given role, you can click the role name in the same Manage roles tab.

Issue 14: How do I add new users to my company's SAP Business Network supplier account? How can I create a sub-user?

Solution:

If you are the account administrator, you can add users with the following steps:

To add users to the account, you must first create at least one role. You can assign multiple users to the same role or create a separate role for each user.

To create a role:

Follow Issue 13 to create role.
To create a user:

1. In the upper-right corner of the application, click [User Initials] > Settings and select Users.
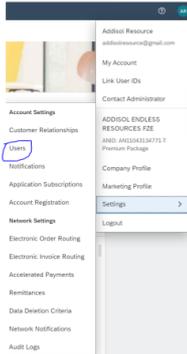
2. Click the Manage Users tab.

3. Click the + icon.
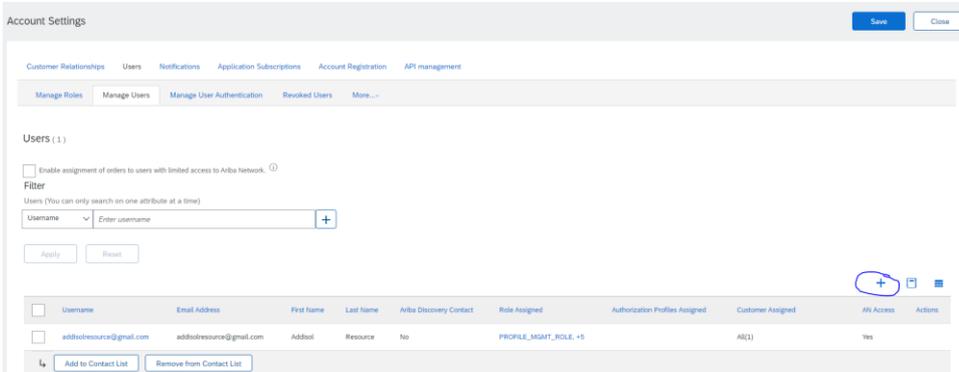
4. Enter the user's information (Username, Email Address, First Name, Last Name and Phone).

5. Select a role in the Role Assignment section.

6. Assign a customer (All customers or Select Customers).

7. Click Save.

After you create the user, the user receives an email with the username and a temporary password. The temporary password will be valid for 24 hours. The user must access the account and change the password when logging in for the first time.

If any sub users were created through a sourcing invitation they received from a buyer, you will need to approve them by following the directions below:

1. In the upper-right corner of the application, click [User Initials] > Settings and select Users.
2. Click Manage Unapproved Users.
3. Select the users to approve.

4. Click Approve.
5. Click Save.

Issue 15: How do I change the administrator user in my SAP Business Network supplier account?

<u>Resolution</u>

Depending on what access you have, use any of the following procedures to change your account's administrator:

You're the current administrator user and you'd like to transfer the administrator role to another user that already exists in the account

o   If you currently have the **Administrator** role assigned to your user, use the following procedure to transfer the administrator role to another existing user:

1. Click **[user initials]** in the upper-right corner of the application
2. Click **Settings > Users**
3. Click the **Manage Users** tab
4. To the right of the user you would like to transfer the account to, click **Actions > Make Administrator**

o   Since only one user can administer an account at a time, you must select a new role for your user.

1. Select a role for your own user and click **Assign**
2. Click **OK** to transfer the account administrator role

You have access to the previous administrator's account and you'd like to make yourself (or another employee) the administrator

o   Update the administrator account's details to reflect the new administrator's information:

1. Click **[user initials]** in the upper-right corner of the application, and select **My Account**
2. Update this page with the new administrator information. Remember to change the following:
   ▪ Username
   ▪ User's full name
   ▪ User email
   ▪ Contact information
3. Click **Save**

The previous account administrator left your company, but you have access to the email address associated with their user profile

o   Reset the account's password, then reassign the account using one of the previous methods:

1. On the Supplier Login page, click the **Password** link
2. Enter the email address associated with the previous administrator's user profile
3. Select **Submit**
4. SAP Business Network sends a password reset to the email address you entered
5. Follow the instructions in the email to reset the profile's password and sign in

o After you sign in, you can transfer the administrator role to an existing user or update the administrator user's info

Issue 16: How to receive email notifications for more than one person please find the below steps.

Solution:

Once a new purchase order or updated version of a purchase order arrives to your account, notifications follow the preferences listed under [user initials] > Settings > Electronic Order Routing.

When changed to email, up to five separate addresses can be added separated by commas. By default, all purchase order categories default to the entry listed for Catalog Orders without Attachments.

If more than five people need to receive the purchase order notifications, you have the following options:
- Forward the purchase order notifications to others in your company. Anyone who receives the email notification can use the action buttons to create order confirmations or invoices for the purchase order if they are users on the appropriate account.
- Configure an email distribution list to add to your order routing configuration. When your customer sends new purchase orders, all members of that distribution list will receive the purchase order through email, and any recipient can create order confirmations or invoices.

Issue 17: How to contact SAP for unsolved issues?

Solution:

1. Login to SAP Ariba Network(supplier.ariba.com)
2. Click the help button on the right top corner
3. Click support at top of the help menu
4. Click the contact us tab
5. Enter a brief description of your question or issue in the start here to find your answer field
6. Click search? icon

After searching, click on topic based on our recommendations or a button about your question/issue under the choose from the options below to continue section to learn more and get help. If you still need assistance after reviewing the steps provided:

1. In the options provided for what do you need help with? Click something else at the bottom.
2. A bar on the bottom of the screen will appear can't find what you're looking for? Click contact us on the right
3. Fill out the form with a s much detail as possible.
4. Click one last step in the bottom-right.
5. Select your contact method and click submit.

Issue 18: How to upgrade to an Enterprise account?

Solution:
You can upgrade to an Enterprise account at any time by taking the following steps:
1. Sign in to your Ariba Network Standard account.
2. Click Get enterprise account at the top of any page.
3. Compare the Standard and Enterprise account benefits.
4. Under Enterprise Account, click Upgrade.
5. Check the box to confirm you agree to the terms of the upgrade.
6. Click Upgrade.

Note: An account administrator or a sub-user that has the Premium Membership and Services Management permission can upgrade to an Enterprise account.

Additional Information:
When you upgrade your production account, your test account automatically upgrades to a full-use account as well. However, if you upgrade your test account, your production account isn't upgraded.

Tip: You might want to upgrade your test account first in order to explore the additional features before deciding to upgrade your production account.

Issue 18: What are Benefits of upgrading to Enterprise account?

Solution:
Upgrading to an Enterprise account offers the following benefits:

- Gain access to 24/7 online support with customer service representatives and access to SAP Ariba's global Help Center.
- Run reports to gain insight into your order history, document statuses, and customer transactions.
- Manage all your customer accounts and documents on a single dashboard and view all active and pending tasks.
- Collaborate on advanced business processes with your customers through contract invoicing, services invoicing, and inventory forecasting.

- Integrate your order fulfilment and invoicing systems using EDI or cXML to reduce cost and increase customer retention.

Issue 19: How do I downgrade my fully enabled account (Enterprise Account) to a standard account?

Solution:

1. In the upper-right corner of the application, click [user initials] > Convert to Standard Account.
2. Review the differences between Enterprise and Standard accounts and eligibility requirements.
3. If you'd like to continue with downgrading, click Check eligibility now.
4. Check the Status column to ensure your account is eligible for downgrade.
     - Perform the Action next to any criteria that did not pass eligibility.
     - Click Re-check eligibility now to ensure all actions have been taken.
   5.Once your account meets all criteria, click Convert now and confirm.

Issue 20: Can a standard account merge with an enterprise account?

Solution:
Standard accounts cannot be merged with Enterprise accounts due to their limited functionality.

Issue 21: Is there any special fee structure for suppliers who complete a large amount of documents for low amounts?

Solution:

- The Ariba Network enterprise account service is paid as per our Terms of Use that every customer agrees to during the registration. SAP Ariba was designed to determine the subscription level automatically, based on the transactions and number of documents.

- To avoid penalizing suppliers transacting high volumes of documents, suppliers transacting less than USD $250,000 in annual transaction volume will be assigned to the bronze level irrespective of annual document count. However, this does not affect the supplier's transaction fees.
- For customers who do not receive their bill in USD, a Subscription Overview for your region is available on our website with a section reviewing this threshold.

   Additional Information:

- Please note that an Enterprise account that has not reached the document count of 5 documents with 1 customer is called Premium account and is not a subject of a charge but provides all the functionalities of a bronze account.

Issue 22: Check whether document has already been entered under invoice number XXXXXX.
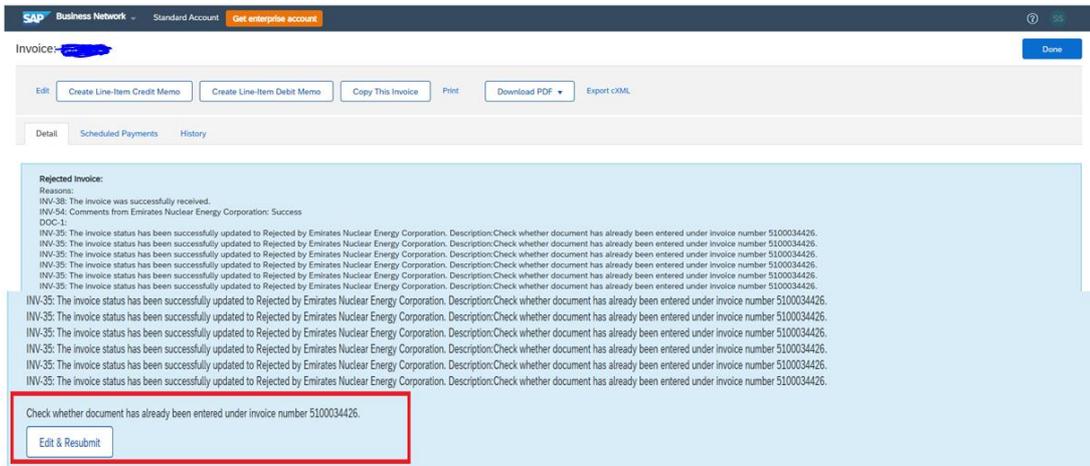
Solution: when you submit the invoice in the SAP Ariba Portal and get the above mentioned screenshot error that Invoice has been already created manually by Accounts payable team from the customer side, kindly ask Accounts payable team from customer side to reject the existing invoice and the invoice which is submitted by you will be parked in the system once AP(Accounts payable team)manually rejects the invoice form the system.so please do not edit&re-submit the invoice again into the system.

Issue 23: Invoice or credit memo # already exists.
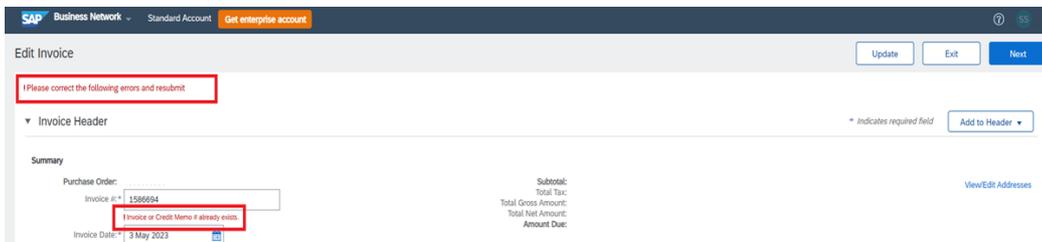
Solution: That means the invoice number has been already used in the system in the previous invoice so kindly amend the invoice number ending with A e.g**12345A** and amend the same in the invoice PDF copy that you are going to attach in the Invoice document.

Issue 24: Required field MENGE is missing in segment E1EDP01

Solution: In Ariba when you are doing partial invoicing kindly enter max up to 3 decimals for quantity field and 2 decimals for price field.

Issue 25: Unable to create order confirmation for purchase orders that exceed 1000 lines or are larger than 1MB are not allowed for this customer.

Solution: Ariba Network can display only 1000 lines in the PO and the line items can be viewed by downloading the cXML. For large purchase orders (more than 1,000-line items or above 1MB), you will not be able to create an order confirmation in the User Interface. If your customer allows it, you can create a CSV (Comma Separated Value) order confirmation.

Additional Information:
If your buyer does not allow CSV Order Confirmation, please contact them directly to ask that the PO is broken up into smaller parts so you can confirm it.

To find contact information for your customer, follow these 3 steps below to get to the customer details page and see Companywide Contact Information.
1. Click [your initials] > Company Settings in the top right-hand corner of your screen.
2. Select Customer Relationships.
3. In the Current tab of the Customer Relationships page, click the customer's name.

Issue 26: Invoice has been Rejected with the error message Purchasing document XXXX is not selectable.
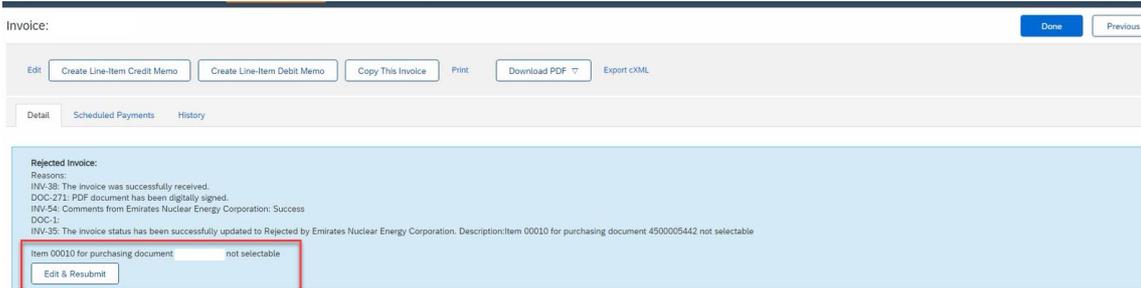
Root cause: A GR has not yet been created against the Purchase Order. Since this PO has the GR based IV indicator checked, the Invoice created for it has been rejected in ECC system with the Error message "Item 00XX of the Purchasing Document XXXX is not selectable".
The Rejected Error message is replicated back to Supplier's Ariba Network through the invoice status update job run in ECC system.

Resolution: Action is not required from the supplier side invoice will be automatically parked in the system once the Good's Receipt has been created from the customer end by the requester/end-user.

Issue 27: Unit1 not found in SES creation.
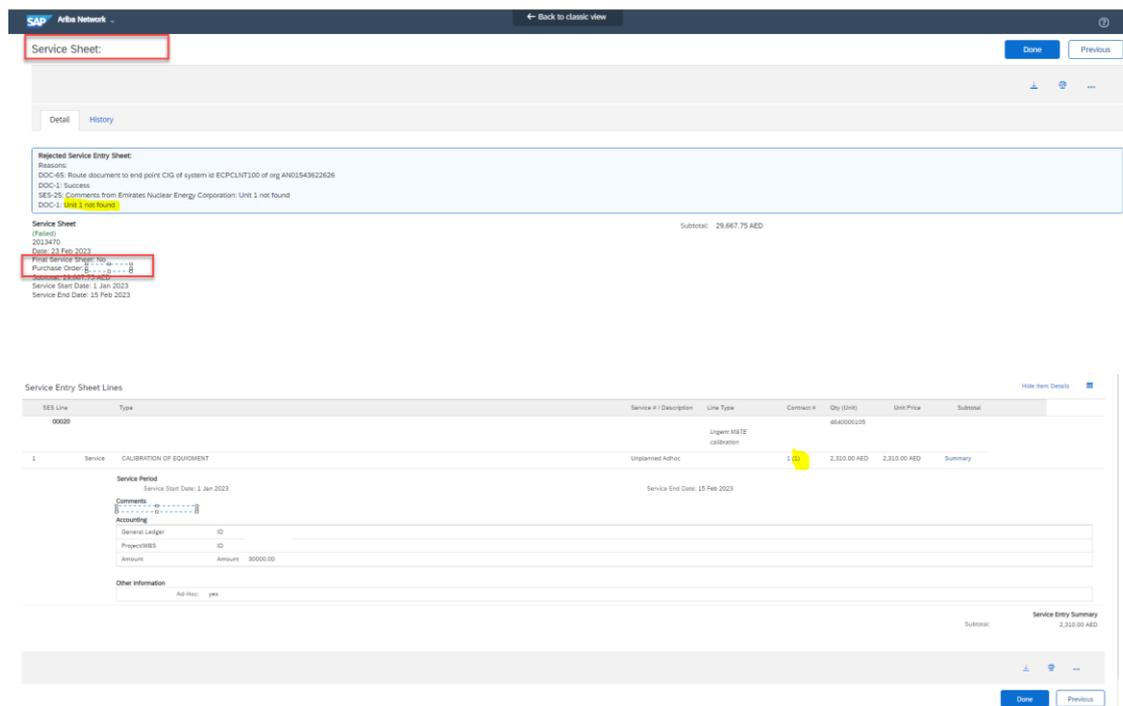
Solution: The highlighted are the where you will be entering the UOM after the quantity field. While you are entering details for unplanned service PO kindly enter the UOM as C62 please do not enter other UOM's.Incase if you enter the any other Unit of Measures system will automatically reject the SES after your submission.

Issue 28: Invoice got rejected due to posting period 002/202 is not open for account type K and G/L XXXXXX.

Solution: The Invoices which are submitted during every month end starting from 26ᵗʰ will be automatically rejected by the system because finance team will be closing the posting periods every month end. Action is not required from the supplier side invoice will be automatically parked in the system once the posting periods are opened during starting of next month.

Issue 29: If supplier has received any invoices regarding Enterprise account which is not valid for supplier they can raise dispute. Who should I contact for my SAP Ariba billing issue?

Solution:

In order to have a better experience with billing issues, we would like to recommend the following communication channels for each inquiry:

   A.   Dispute Tool

In case you have a valid dispute, please create a dispute using the dispute tool.?

Please review the valid dispute reasons since other reasons will be rejected.

   B.   Customer Support

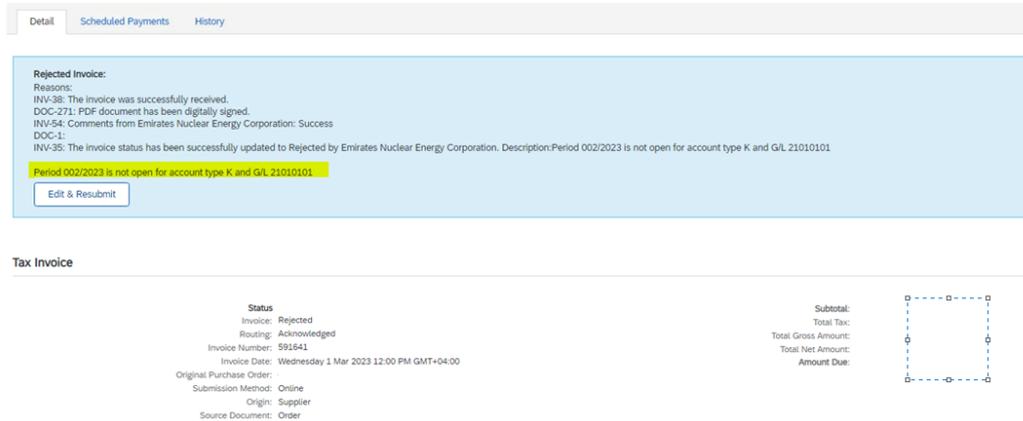For the following reasons you need to contact customer support:

- Suspended accounts
- Downgrades on accounts which apply
- Valid Disputes
   C.   Portal? Shared Mailbox

For the following reasons, you can review our portal Ariba Network Portal for Suppliers ?or you can reach the shared mailbox of our billing team and indicate your ANID or customer number in the subject.?

North America customers - Ariba-na_mh@sap.com

Europe, Middle East, and Africa - Ariba-emea_mh@sap.com

Asia Pacific and Japan - Ariba-apj_mh@sap.com

- Information of fees
- Payment methods
- Education to use the network
- Delayed invoices
- Ariba?s information
- Documents request (W9; VENDOR FORMS; BANK INFORMATION; TOU)
- Refund requests

If a case is created, it will be sent to the billing team and you will be contacted by a representative.

13. **Other Issues you may face:**

- Duplicate username: You can access your existing account or create a new user account with a unique username by deselecting the **Use my email as my username** box under the **Email** field. Your username does not need to match your email address.

- Duplicate D-U-N-S (Data Universal Numbering System) number: You can leave the **DUNS Number** field empty during registration or contact the administrator of the account that already uses the same number. You can also add your D-U-N-S number on the **Marketing** tab of your **Company Profile** after registration.

- Account already merged when registering with an existing account: This occurs when you try to link to a sourcing buyer with an account that is already used on the buyer's site. You can contact your buyer to find the linked account and deactivate any duplicate account(s). Alternatively, you can create a new account.

- Different username and password expected when registering with an existing account: This occurs when you try to link to a sourcing buyer with an account that is different from the accounts used by others in your company. You can try to find the existing account by contacting your colleagues and/or the buyer. Alternatively, you can create a new account.

- Duplicate Account Warning: "We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account.": An account very similar to other ones that were created in the past is being created. Ariba shows this warning message to try to prevent users from creating duplicate accounts.

- Error: "There has been an issue connecting to the Sourcing Server. Please try to connect to the service later.": If you experience this error repeatedly, there is a conflict between information in the registered account and in the sourcing buyer's site. Your buyer might have some of your account information stored in a different account. Contact Ariba Customer Support to review the possible conflicts.