

# SUPPLIER MANAGEMENT

FAQs

# I have a Ariba Network account for another customer. Can I use the same for ES?

- Yes. Supplier can use the same Ariba Network account to connect with multiple customers. However, this is limited to share the common profile.
- Each customer will have unique onboarding requirements, and suppliers needs to submit the registration questionnaire for each supplier.

# Whom to contact for support and help?

- If you need a technical assistance w.r.t. Ariba Network, you need to contact Ariba network support. You can click on the “Help Center” on the top right corner.
  - *Browse, search through the topics.*
  - *If the topic is not listed, please click on “Support Center” on the right panel*
  - *You can choose to get assistance by email or phone by providing your and issue details*
  
- If you have any questions on Emirates Steel supplier registration process you can contact the ES SM team over email or phone.

# I accepted the invitation to register as supplier. Created my Ariba Network Account. What next?

- Creation of Ariba Network account is completion of first step. You will receive a congratulatory email from Ariba network.
- Second step is to register with Emirates Steel. This requires you to login to your Ariba Network profile and submit the registration requirements for Emirates Steel

# I partially completed registration form. Now I would like to resume, how do I login again?

- Go to emirates steel supplier portal  
<https://www.emiratessteel.com/index.php/en/supplier-relations>)
- Click on the title Manage your Ariba profile.
- You will be taken to Ariba Network page, login with your Ariba Network credentials
- Click on the supplier registration questionnaire for Emirates Steel, complete the form and submit
- Once filled form is received by ES, vendor management team shall send confirmation after review

# My registration with Emirates Steel is complete and approved. Does it guarantee the business to me?

- No. Completion of registration means, you are qualified to do business with Emirates Steel. This makes you eligible get invited and participate in the RFP, Tender, auctions from Emirates Steel.

# I received an email from Ariba stating ES requested additional info on my registration. What do I need to do?

- Note the comments in the email for the missing information
- Get the information / documents ready
- Login to your Ariba Network account using the link provided in ES supplier portal (Manage my profile).
- Update the profile and submit
- resend the link for us to complete registration process.

# I am trying to complete the registration, but Ariba keeps showing error – phone number must be in international format?

- Yes, phone numbers must be submitted in the following format
  - *+[Country Code]-[Phone number]*
  - *A plus sign followed by your country code, then a hyphen, and then your phone number*
  - *No other formats are accepted.*



# How many bank accounts I can furnish?

- Maximum 5.
- If you are providing local bank details and your bank is not listed, then choose the option 'Yes' under the question - my bank is not listed. Then provide the correct swift code of your local bank.
- If you are providing Indian bank details – if your bank is listed, regardless of the IFSC code shown, please choose the same bank. If your bank is not listed, then choose the option 'Yes' under the question - my bank is not listed. Then provide the correct IFSC code of your Indian bank

# I did not receive the link :

- Check if listed under existing supplier batch
- Check for contact person maintained as SPOC in ARIBA
- Example :
  - *Sameel S Khazi Sameel S Khazi*
  - [khazi@spusht.com](mailto:khazi@spusht.com)
- (OR)
- Follow the link : Check in ARIBA for \*\*\*\*\*to create account
- You may suggest one primary contact if the e-mail ID mentioned is different from the primary contact for registration/update.

I received an email from ES that my supplier registration is rejected. Do I need to resubmit?


- No. You might not be qualified as per the ES supplier onboarding requirements. Hence no need to submit the profile again.

Ariba Contract Management  
 Abu Dhabi National Oil Company

Abu Dhabi National Oil Company Requested Profile  
 All required customer requested fields have been completed.  
[View customer requested fields](#)

8 leads match your company profile  
[View Matched Leads](#)

Abu Dhabi National Oil Company has requested additional information to complete the approval and is pending supplier action.



Ariba Contract Management  
 Company Settings | View Contacts | Help Center | Logout

[Save](#) [Close](#)

any profile. When company profiles are linked with the option to synchronize the child account profile with the parent account profile, you must be the account organization to edit the company profile.

Marketing | Contacts | Certifications | **Customer Requested** | Additional Documents

Public Profile Completeness  
[100%](#)

Share Your Public Profile  
[Click here to get your Ariba badge.](#)  
[Find us on an Ariba Network](#)

[View Public Profile](#)  
[Profile Visibility Settings](#)

Customer Requested Profile Information	
A.P. Motor - Maersk	Complete
Abu Dhabi National Oil Company	Incomplete