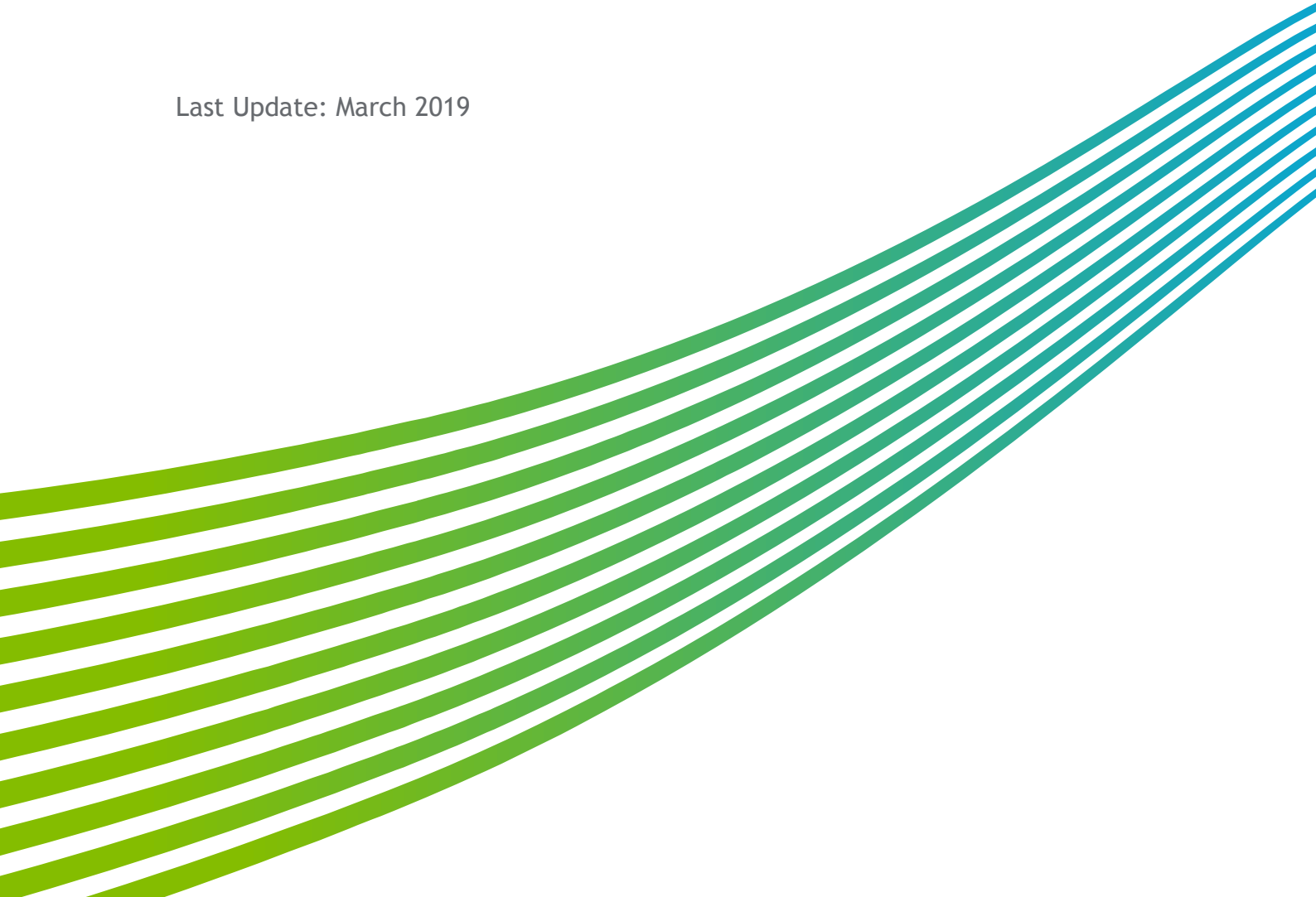# Aramco e-MarketPlace Frequently Asked Questions

Last Update: March 2019

What is the Aramco e-Marketplace?

The Aramco e-Marketplace is a SAP Ariba based tool for Supplier collaboration with Aramco. Suppliers may register, submit supplier questionnaires, update supplier profile (address, contacts, etc.), and qualify materials to be supplied to Aramco.

What is the SAP Ariba network?

SAP Ariba is a leading business to business e-commerce network and it is the gateway to access the Aramco e-Marketplace.

Is there a fee associated with registering on the SAP Ariba network?

There are no associated fees for registering on the SAP Ariba network.

How do I access the SAP Ariba network and register?

The SAP Ariba network may be accessed at the following link:

https://service.ariba.com/Supplier.aw

If I am already registered on the SAP Ariba network, do I need to create another account?

Suppliers that are already registered on SAP Ariba network may use their existing SAP Ariba User ID & Password. Please provide the email address linked to your SAP Ariba account to your regional Aramco Registration Office for sendinig the invitation.

Who should register on the Aramco e-Marketplace?

Companies that will supply goods & services to Aramco are required to register on the Aramco e-Marketplace.

Note: Application and acceptance of supplier registration request does not guarantee any business with Aramco.

I am a new supplier. How do I register on the Aramco e-Marketplace?

Supplier registration for new suppliers on the Aramco e-Marketplace is by invitation only. Once a supplier is identified, an e-mail invitation is sent to start the registration

process. The supplier will need to obtain a username and password for SAP Ariba network to access the system.

Note: The invitation link expires after the first login. The following link may be used to access the SAP Ariba network for subsequent logins.

https://service.ariba.com/Supplier.aw

Note: Being a 'Registered' supplier does not mean you are qualified to provide materials and/or services to Aramco.

I am already an approved supplier for Aramco. Do I have to register again on the Aramco e-Marketplace?

Approved suppliers with exisiting Aramco vendor IDs will be migrated to Aramco e-Marketplace. Designated user of the company shall receive an e-mail invitation to sign up on SAP Ariba network and access the Aramco e-Marketplace to register their account. This involves reviewing the basic information such as Company Name, Vendor ID and Plant Ids (if applicable) and clicking on the 'Submit entire response' button. This will allow suppliers to receive RFQs in future.

Note: The invitation link expires after the first login. The following link may be used to access the SAP Ariba network for subsequent logins.

https://service.ariba.com/Supplier.aw

I am an approved supplier but have not recieved an e-mail invitation for registration. How do I request an invitation?

Approved suppliers who fail to receive an Aramco e-Marketplace e-mail invitation should contact regional Aramco Registration Office to confirm the primary contact person information.

The invitation was sent to the wrong user. How can I access the Aramco e-Marketplace?

Please contact your regional Aramco Registration Office to confirm the designated user so an invitation could be extended to the correct contact.

I am already an approved supplier, do I still need to update my profile?

Aramco requires their suppliers to maintain their profiles on the Aramco e-Marketplace. If any information has changed, suppliers are responsible to update their profiles with the latest information.

How does a supplier select material(s) in Aramco e-Marketplace?

The supplier registration questionniare contains a "(Either 14.9 or 18.3.1.1)" section where suppliers are responsible to select the applicable materials. Select 'ID' from the product catalog dropdown to search for a specifc material.

The selected material has to be listed on the sourcing list or have prior approval from your regional Aramco Registration Office. Regional Aramco Registration Office will review all selected products and approve based on requirements for these products.

Will suppliers with multiple sales locations have to maintain one vendor ID or multiple vendor IDs?

Aramco will issue a vendor ID for each sales office location and the supplier will be required to maintain Aramco e-Marketplace account for each sales office / Vendor ID.

The time for answering the questionnaire is over, the status is now closed. Can I extend the timeline?

Aramco may extend the questionnaire time to suppliers that have gathered all requirements and are ready to submit their registration questionnaire for evaluation. Please contact your regional Aramco Registration Office to request a time extension.

Why has my application been declined?

Aramco may decline supplier registrations for many reasons. Please contact your regional Aramco Registration Office if you wish to discuss the reason(s) for rejection.

I cannot find the supplier registration questionnaire for Aramco e-marketplace after logging in to the SAP Ariba network.

Once you login to the SAP Ariba network, click on the ▦ icon towards the top right and select 'Proposals' from the dropdown. Please refer to the Supplier Reference Guide if you need further assistance with screen navigation.

Are tutorials/learning documents available online?

Yes, there are tutorials and learing documents available online on the SAP Ariba website. They may be accessed at the following link:

https://uex.ariba.com/auc/learning-center?a_lang=en

Who can I direct Business related inquiries?

For Business related inquiries, Please contact your regional Aramco Registration Office .

Who can I direct technical issues with SAP Ariba network?

Technical issues regarding SAP Ariba network will be handled by the SAP Ariba technical support. Please use link below to access the Support center and contact SAP Ariba support by e-mail, live chat or toll free number:

https://uex.ariba.com/auc/support-center?a_lang=en

If SAP Ariba support is unable to resolve the issue, Please contact your regional Aramco Registration Office.

Disclaimer:

Please be reminded that this document is only prepared for assisting you in completing the registration process. In no event shall Aramco be liable for any direct, indirect, incidental or consequential losses to you or any third party (including but not limited to loss of profits, loss of information data, destruction of property, etc.) resulting from the use of the contents of this document or the inability to access the site of SAP Ariba.