Aramco e-Marketplace Supplier Reference Guide

Aramco Asia

Nov 2020
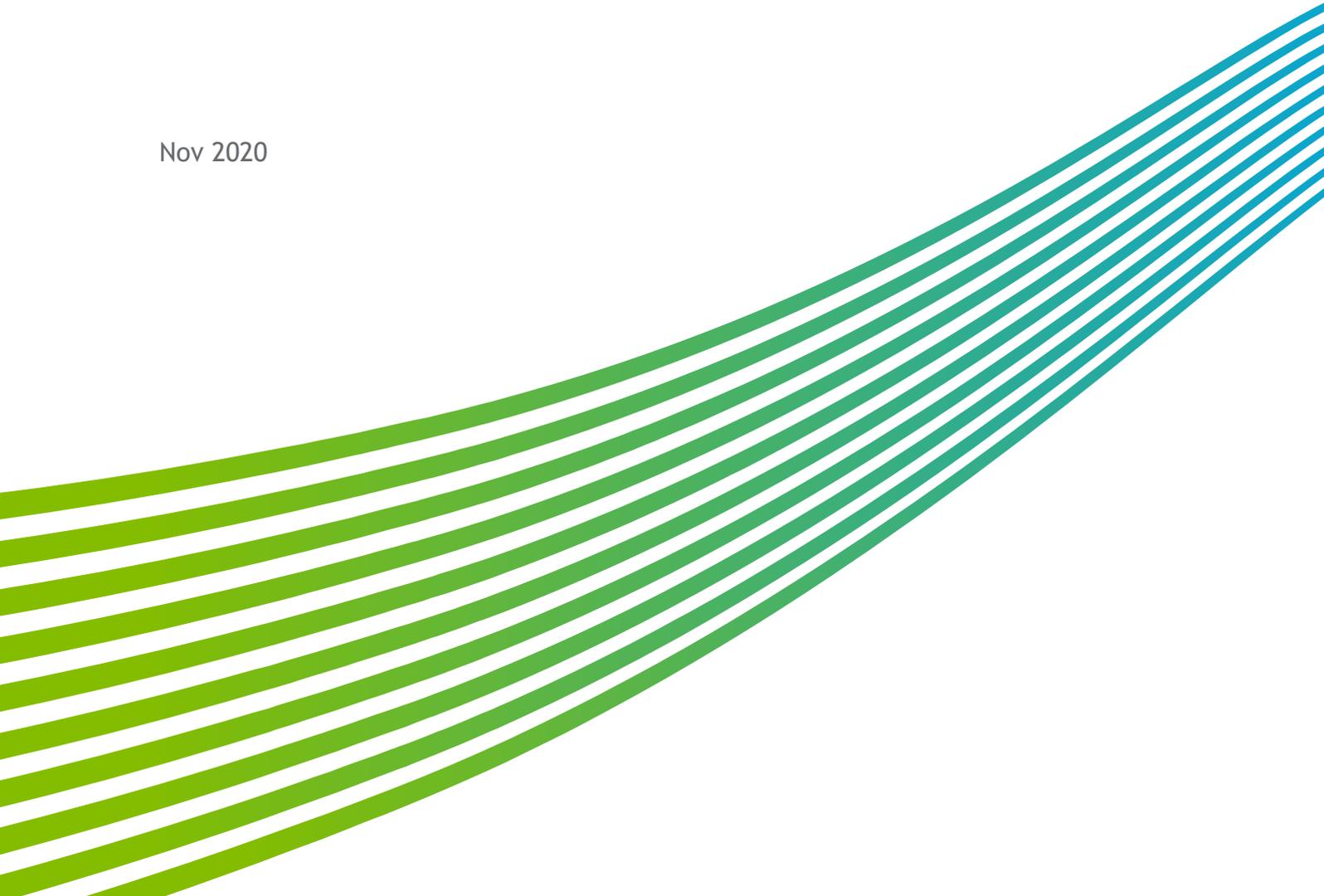
Table of Contents

What is the Aramco e-Marketplace?

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

What is 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. Please refer to the SAP Ariba network website for more information.

Who should register on the Aramco e-Marketplace?

All companies interested in supplying materials to Aramco are required to be registered on the Aramco e-Marketplace. There are different registration and qualification processes depending upon your company's location and the type of supplier (manufacturer, distributor, etc.).

Registration is by invitation only. Please see following sections for instructions on registering on the Aramco e-Marketplace.

Please note that application for, or acceptance of supplier registration does not guarantee any business with Aramco.

New Supplier Registration

Navigation screens below will guide you through the new supplier registration process.

Note, the steps below are for suppliers that do not have an existing Aramco Vendor ID.

1. Receive e-mail Invitation

   Supplier registration for new suppliers on the Aramco e-Marketplace is by invitation only. Once a Supplier is identified as a potential, an e-mail invitation is sent to start the registration process on the Aramco e-Marketplace. Below is an example of an invitation e-mail.

   Register as a supplier with Aramco e-Marketplace

   Hello!

   Angela Edwards has invited you to register to become a supplier with Aramco e-Marketplace. Start by creating an account with Ariba Network. It's free.

   Aramco e-Marketplace uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If ASC Test ALM already has an account with Ariba Network, sign in with your username and password.

   Click Here to create account now

   Note:
   Approved Aramco suppliers with existing vendor ID shall perform the following steps to activate their account on Aramco e-Marketplace.

   - Click the above link
   - If you have an existing Ariba Network Account, please select **Log in**
   - If you are new to the Ariba Network, please select **Sign up**
   - Fill in the requested information and then select **Create account and continue**
   - Verify basic information such as vendor ID, address, phone number etc.
   - Select **Submit entire response**, to activate your account
   - After that you will receive notification via email that the account is Registered

2. Click on the link received in the e-mail to see the following screen:

Welcome to the Ariba Network. **Aramco e-Marketplace** has invited you to a sourcing event.

New to the Ariba Network? Sign up to register your user account.   **Sign up**

Already have an account?   **Log in**

About Ariba Network

The Ariba Network is your entryway to all your Ariba seller solutions. You now have a single location to manage all of your customer relationships and supplier activities regardless of which Ariba solution your customers are using. Once you have completed the registration, you will be able to:

- Respond more efficiently to your customer requests
- Work more quickly with your customers in all stages of workflow approval
- Strengthen your relationships with customers using an Ariba Network solution
- Review pending sourcing events for multiple buyers with one login
- Apply your Company Profile across Ariba Network, Ariba Discovery and Ariba Sourcing activities

Moving to the Ariba Network allows you to log into a single location to manage:

- All your Ariba customer relationships
- All your event actions, tasks and transactions
- Your profile information
- All your registration activities
- Your contact and user administrative tasks

3. If an SAP Ariba network account already exists, use the existing user ID and password to log in. If not, click 'Sign up' to start the registration process. Complete the form as shown below and click 'Create account and continue'.

Password:*	••••••••••••••••••	Must contain a minimum 8 characters including letters and numbers.
	••••••••••••••••••	HABIBULLAH.SIDDIQUI
Language:	English ▾	The language used when Ariba sends you configurable notifications. This is different than your web b...
Email orders to:*	habibullah.siddiqui@aramco.com	Customers may send you orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

Tell us more about your business ▸

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration.
By clicking the Create account and continue button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian federation.

☑ I have read and agree to the Terms of Use
☑ I have read and agree to the SAP Ariba Privacy Statement

[Create account and continue]   [Cancel]

4. Once the information in the previous step is submitted, the Aramco Supplier Registration Questionnaire is displayed. An e-mail is also received confirming the SAP Ariba registration as shown below. This e-mails shows your organization's SAP Ariba account ID and username.

Welcome to the Ariba Commerce Cloud

Your registration process on the Ariba Commerce Cloud for ASC Test ALM is now complete.

Your organization's account ID: **AN01429195906**

Your username: **angela.mcfadden@aramcoservices.com**

As the account administrator for this account, make sure to keep your username and password in a secure place. Do not share this information.

If you registered after receiving an invitation from an Ariba On Demand Sourcing buyer, you can now access and participate in the buyer's sourcing events. The Seller Collaboration Console provides a centralized location for you to manage all your Ariba On Demand Sourcing events and buyer relationships.

5. 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

   Please refer to section 'Existing Aramco Suppliers' for details on accessing the Supplier Registration Questionnaire.

6. The next section discusses filling out and submitting the Supplier Registration Questionnaire.

Aramco Supplier Registration Questionnaire

Navigating the Supplier Questionnaire

The screenshot below shows the landing page for Aramco Supplier Registration Questionnaire. Instructions below explain how to navigate the questionnaire.
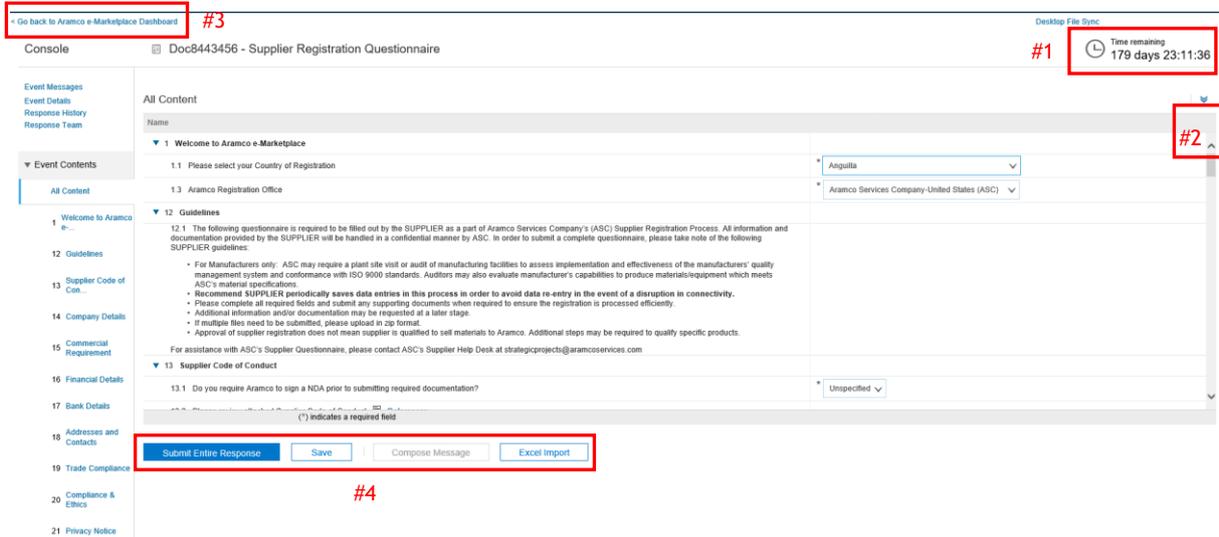
1. Questionnaire Timeframe: Suppliers have 180 days to complete their initial registration. If the application is not submitted before the end of the period, the questionnaire will be "Closed".

2. Click to maximize/minimize the questionnaire.

3. Click to go back to the main network page.

4. Supplier Action Tabs: Following three actions are available.

   a. Save – Save the questionnaire and resume later. Questionnaire should be saved periodically to avoid losing the completed information. Note, there is no auto-save feature.

   b. Excel Import – Export the questionnaire as an Excel file.

   c. Submit Entire Response – Submit the questionnaire for evaluation.

Supplier Registration Questionnaire Sections

The Supplier Questionnaire contains the following sections:

1. Welcome to Aramco e-Marketplace
2. Guidelines
3. Supplier Code of Conduct
4. Company Details
5. Commercial Requirement
6. Financial Details

7. Bank Details
8. Addresses & Contacts
9. Privacy Notice

Welcome to Aramco e-Marketplace

Once the supplier selects the appropriate country of registration, one of Aramco's affiliated offices will be assigned to handle the registration. Aramco offices are only allowed to assist with registration of suppliers located within their respective areas of responsibility.
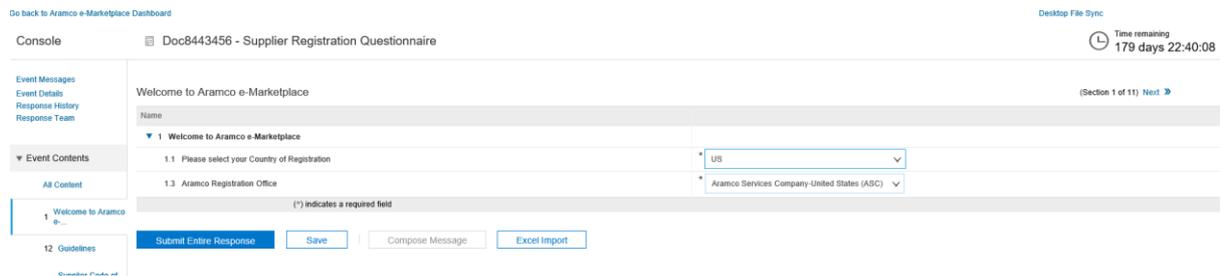
Guidelines Section

Please read through the general guidelines carefully before filling out the questionnaire. The guideline provides important information that will help in completing the Supplier Registration Questionnaire. Once read, the General Guidelines can be hidden by clicking the blue triangle on the left as shown below.
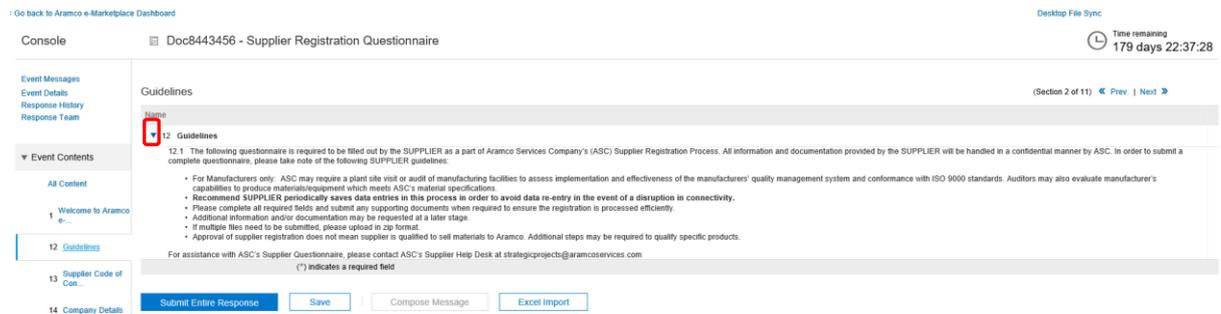
Aramco Supplier Code of Conduct Section

All registered suppliers are required to have an acknowledged Aramco Supplier Code of Conduct on file with Aramco prior to issuance of any Purchase Order or Contract. Please agree to the guidelines and policies as outlined in Aramco Supplier Code of Conduct.

Company Details

Fill in the company details including:

1. Supplier Type: Select the appropriate supplier type.

   a. Manufacturer Only – An organization that manufactures or assembles products at a facility owned and operated by the organization.

   b. Materials Vendor Only: An organization that sells products manufactured by another entity (Example: Distributor, Stockiest or Jobber).

2. Sourcing List: Select the product supplied from the product catalog. If the 9COM or 9CAT number is known, select 'ID' from the dropdown, enter the 9COM or 9CAT number and click search.

Commercial Requirement

Fill in required information. Attach audited financial statements for the past two years if required.

Financial Details

Provide annual sales revenue and tax ID if applicable.

*Note: Financial Details are only applicable for suppliers in China (including Hong Kong, Macau and Taiwan) and India.

Bank Details

Provide bank account number and other details if required.

Addresses and Contacts

Provide Sales Office address and Sales Person details along with any other facility address or contact person.

Privacy Notice

Review the privacy notice and select 'Yes' to proceed.
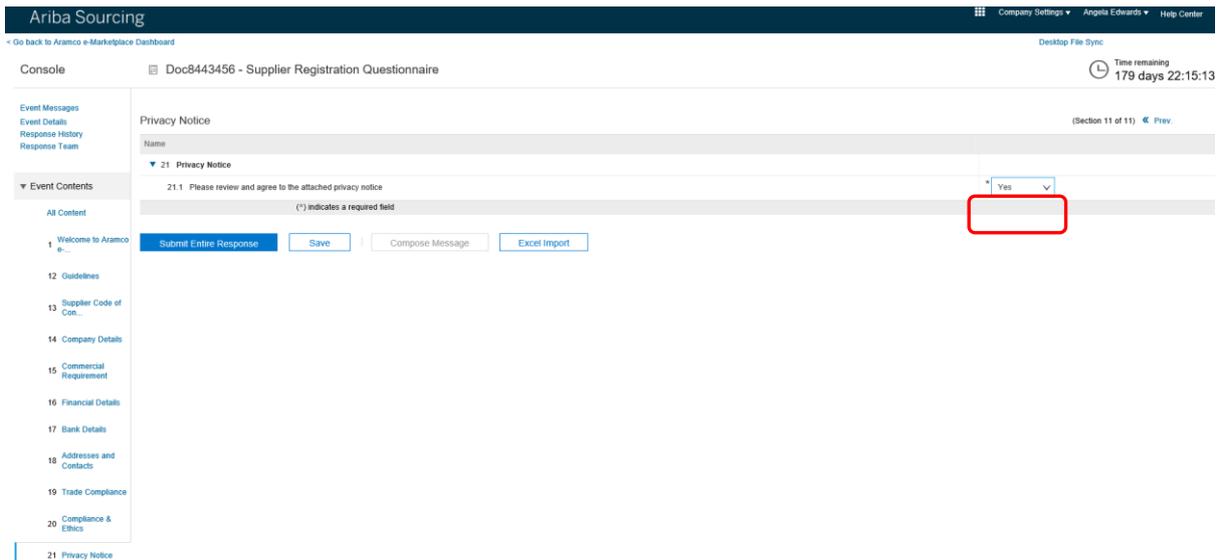
Submiting the Aramco Supplier Questionnaire

Once the questionnaire is completed, click on "Submit Entire Response" to submit the questionnaire for regional Aramco Registration Office's evaluation. The Supplier Questionnaire will be closed and the response will be submitted, as seen below.
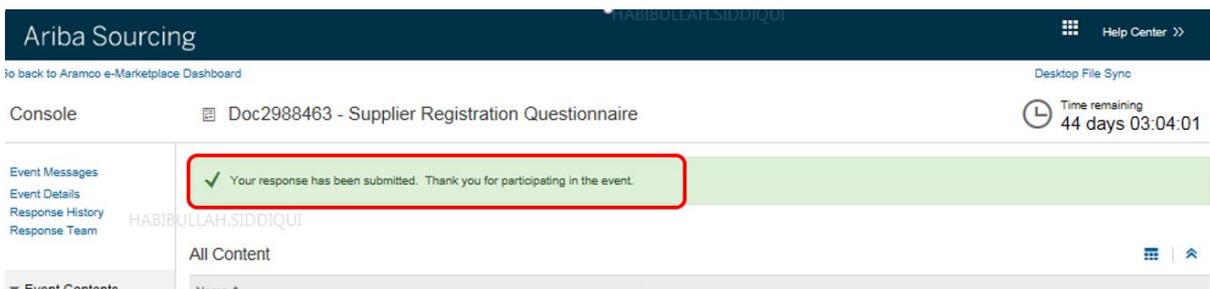
The following confirmation e-mail is received after submitting the questionnaire.

Closed Supplier Questionnaire

The Supplier Registration Questionnaire may be closed due to the following reasons:

1. Supplier submitted their questionnaire and it is pending Aramco Evaluation & Approval

2. Supplier did not complete and submit the questionnaire in the allowed timeframe period.

Suppliers who did not submit the questionnaire on time can re-access their questionnaire by emailing regional Aramco Registration Office and requesting a time extension. Note,

supplier will be granted a time extension only if they have gathered all missing requirements and are ready to upload and submit the questionnaire.

Returned Questionnaire for Additional Information

Incomplete questionnaires will be returned back to the Supplier either automatically or by an Aramco representative. The Supplier will receive the below email notification detailing the required additional information to be submitted.

Registration Notification

Suppliers will receive an e-mail informing the supplier about the registration decision once Aramco Evaluates the submitted questionnaire. Please note that application for, or acceptance of supplier registration does not guarantee any business.

Migrated Aramco Supplier Profiles

1. Previously approved Aramco suppliers have been migrated to the SAP Ariba network. Existing suppliers will receive the below invitation from SAP Ariba to access SAP Ariba and link their migrated Aramco profile to their newly created SAP Ariba Network ID.

2. Click on the link received in the e-mail to see the following screen:

Have a question? Click here to see a Quick Start guide.

Welcome to the Ariba Network. **Aramco e-Marketplace** has invited you to a sourcing event.

New to the Ariba Network? Sign up to register your user account.   **Sign up**

Already have an account?   **Log in**

About Ariba Network

The Ariba Network is your entryway to all your Ariba seller solutions. You now have a single location to manage all of your customer relationships and supplier activities regardless of which Ariba solution your customers are using. Once you have completed the registration, you will be able to:

• Respond more efficiently to your customer requests
• Work more quickly with your customers in all stages of workflow approval
• Strengthen your relationships with customers using an Ariba Network solution
• Review pending sourcing events for multiple buyers with one login
• Apply your Company Profile across Ariba Network, Ariba Discovery and Ariba Sourcing activities

Moving to the Ariba Network allows you to log into a single location to manage:

• All your Ariba customer relationships
• All your event actions, tasks and transactions
• Your profile information
• All your registration activities
• Your contact and user administrative tasks

3. If an SAP Ariba network account already exists, use the existing user ID and password to log in. If not, click 'Sign up' to start the registration process. Complete the form as shown below and click 'Create account and continue'.

4. Once the information in the previous step is submitted, the migrated Aramco Supplier Registration Questionnaire is displayed. An e-mail is also received confirming the SAP Ariba registration as shown below. This e-mail shows your organization's SAP Ariba account ID and username.

5. 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

   Please refer to section 'Existing Aramco Suppliers' for details on accessing the Supplier Registration Questionnaire.

6. Suppliers are required to review basic information (supplier name & vendor ID & plant ID, if applicable) and submit the questionnaire by clicking 'Submit Entire Response' to activate their account. Once the questionnaire is submitted, the migrated company profile is activated and the status of the request changes to "Registered".

7. A confirmation e-mail is received confirming registration on the Aramco e-Marketplace. Please note that application for, or acceptance of supplier registration does not guarantee any business.

> **Your request to add ASC SSPU TEST SUPPLER as a supplier was approved.**
>
> Your request from Sun, 16 Dec, 2018 to add ASC SSPU TEST SUPPLER as a supplier to Aramco e-Marketplace was approved. You will be notified when next steps require your attention.
>
> <u>Click Here</u> to review the new supplier information, including any comments from approvers.

8. Please follow the steps detailed below under "Existing Aramco Suppliers" for instructions on updating the company profile.

Existing Aramco Suppliers (Update Supplier Profile)

Existing supplier may access the Aramco e-Marketplace at the following link:

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

1. Use your existing user name and password to login.

2. After login, the page below is displayed. To access your company profile, click on the "Ariba Network" button and select "Ariba Proposals And Questionnaires".
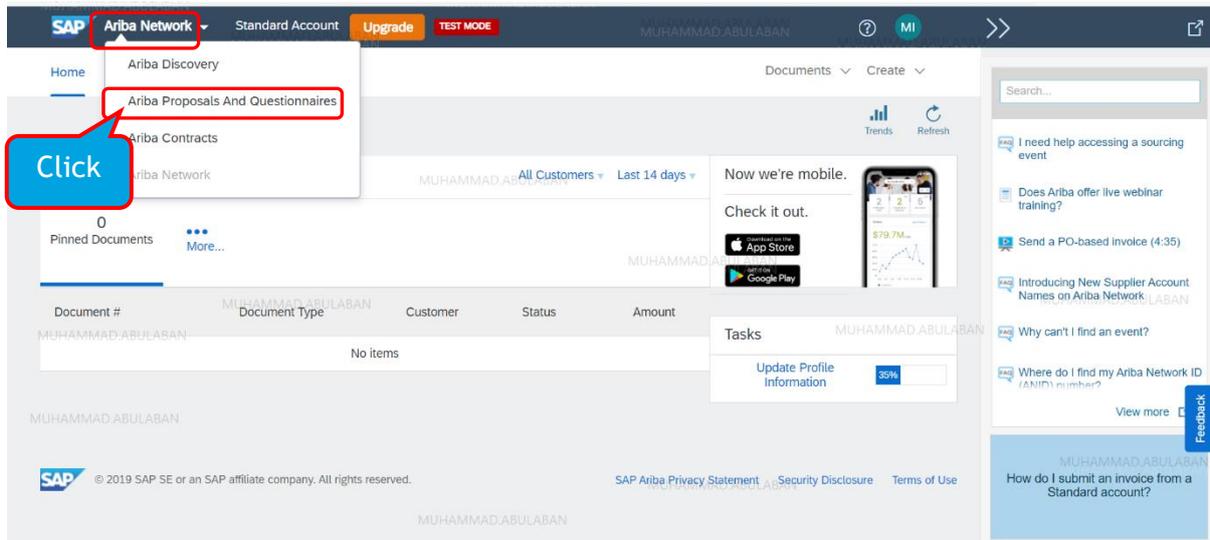
3. Click on "Supplier Registration Questionnaire" link to access the questionnaire.
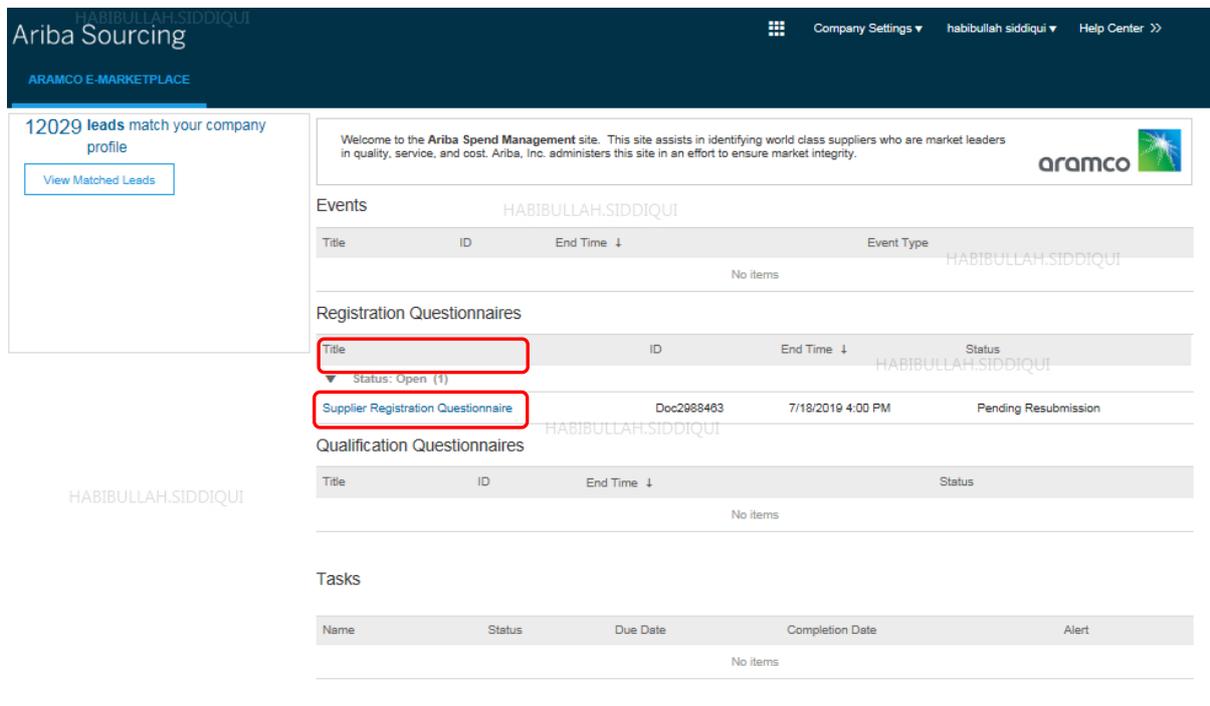
4. Click "Revise Response" to edit and update any section of the questionnaire.

5. After revising the questionnaire, submit the revised profile for Aramco approval.

SAP Ariba Support

SAP Ariba Training and Tutorials

Supplier that do not feel confident with SAP Ariba platform can access SAP Ariba training materials and tutorials online through SAP Ariba Network Portal. The standard training materials and tutorials aim to educate suppliers about SAP Ariba system specifically, but not about Aramco Registration Questionnaire. However, Aramco advises those Suppliers facing difficulty adapting to SAP Ariba to register for SAP Ariba training. SAP Ariba customer support team is also available to assist suppliers in training registration.
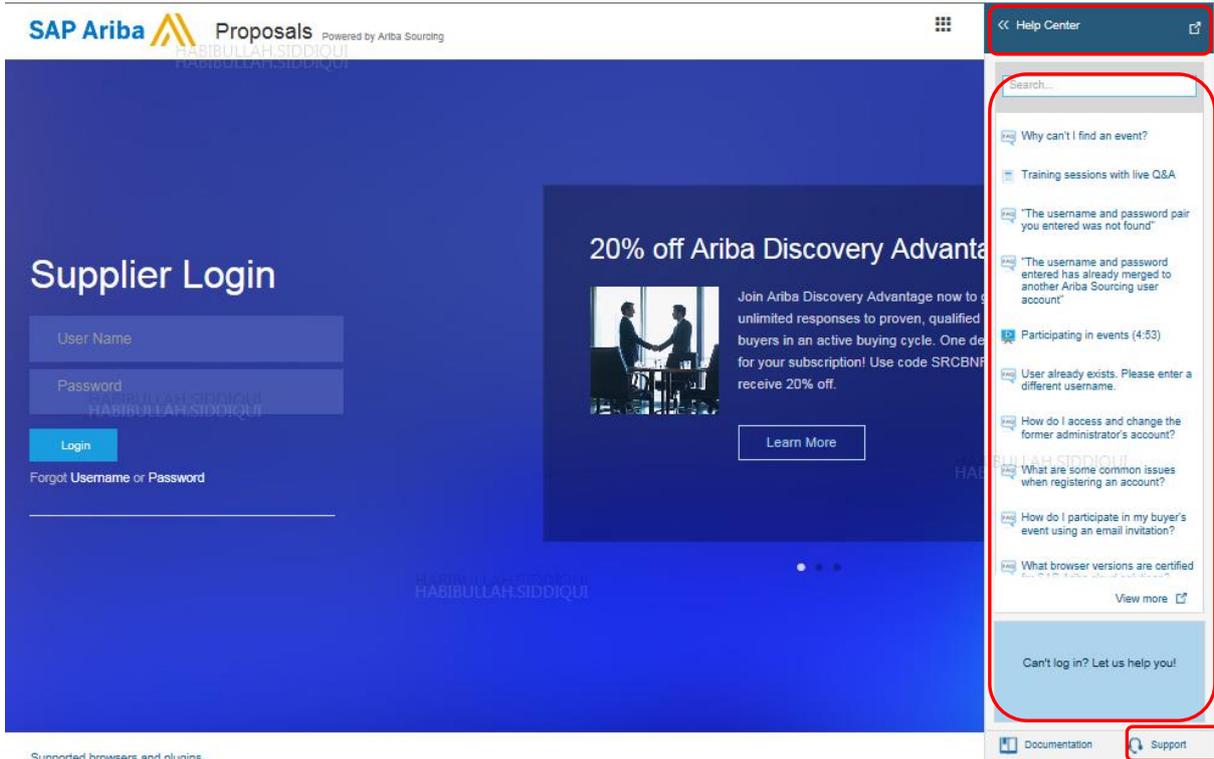
Live webinars are available on various topics on how to use the software. You only need to register and select the topic, as per your requirement.
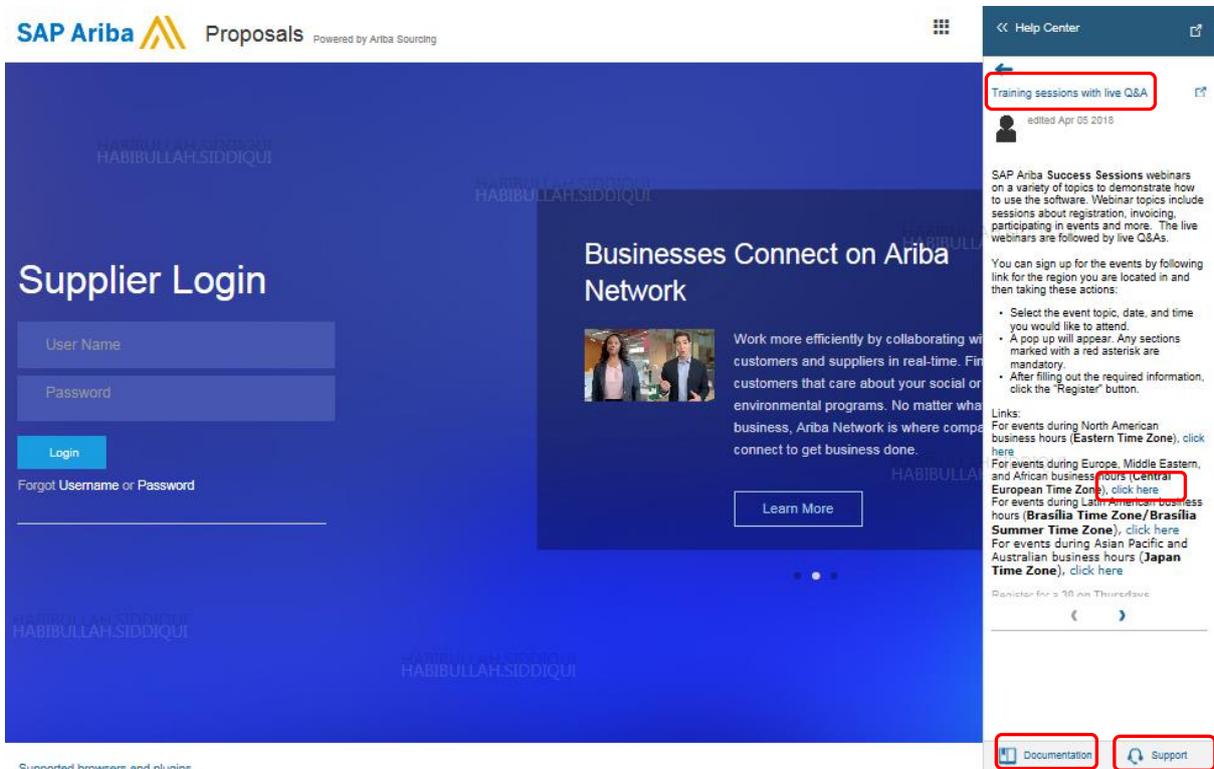
SAP Ariba also provides online video links to guide suppliers on how to access and use following topics:

- Having trouble logging in (forget password)
- Introduction to the dashboard
- Overview of Ariba Network
- Supplier Basics
- Add a new user
- Create a customer contact
- Create a catalog
- Change your account administrator

Online product documentation have technical support guidance, which can be access at: https://uex.ariba.com/auc/node/6033

AramcoHelp Desk

Seeking help for business support regarding Aramco Supplier Registration Questionnaire (unclear questions, link not working, expired timeline, and additional information), please contact regional Aramco Registration Office.

SAP Ariba Help Desk

Suppliers connected to the SAP Ariba network can receive technical support within the SAP Ariba network through filling and submitting an online form, or by emailing technical support.

SAP Ariba customer support is there to help suppliers with technical issues such as password reset, SAP Ariba basic training, navigation, etc. Click on "Support" link to contact SAP Ariba Support.

SAP Ariba Customer support is available by email or phone. Type "Support" in the search bar and the three options will appear:

- Get help by email
- Get help by phone
- Attend a live webinar
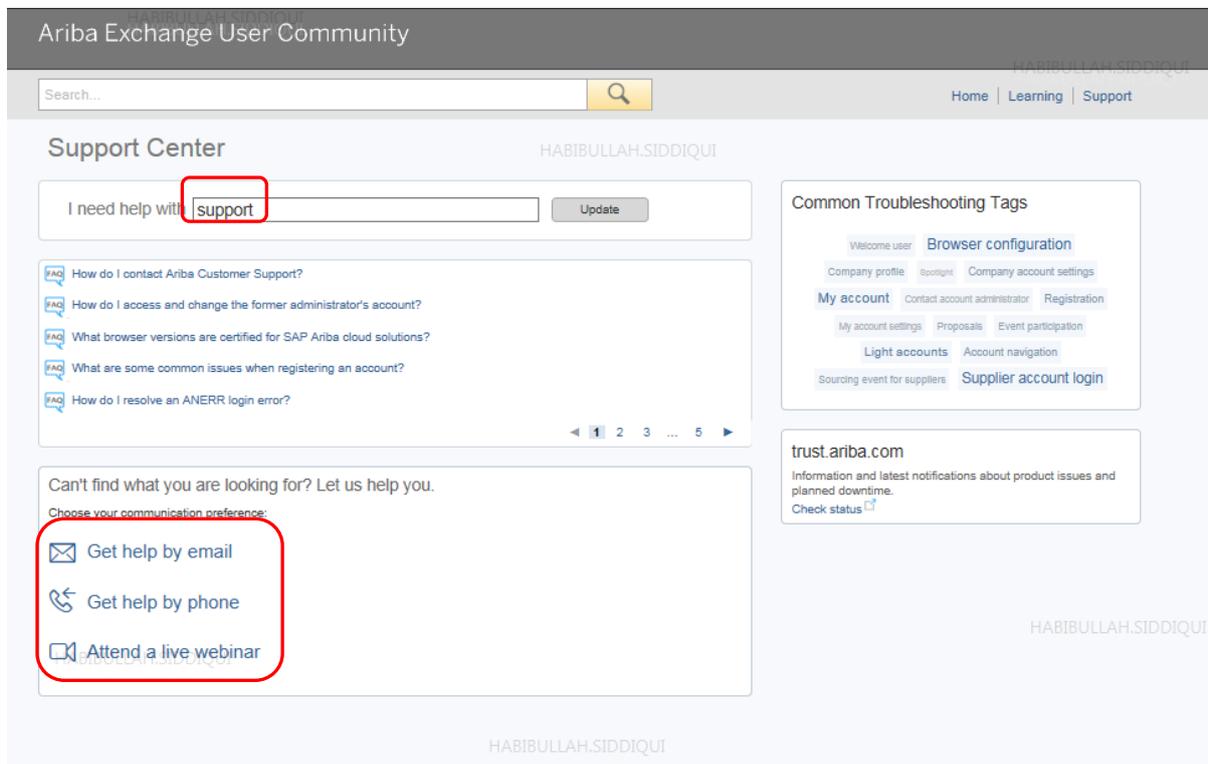
Support Scenarios

Below are some quick links to different supplier tutorial topics. You can access the full list of topics introduced by the learning center at:

https://uex.ariba.com/auc/learning-center

Introduction to the SAP Ariba Dashboard

Please refer link below for tutorials on accessing SAP Ariba Apps (Leads, Proposals, Contracts, and Orders & Invoices), inbox, outbox, catalog, account setting, change password, link user Id and company profile etc.

https://uex.ariba.com/auc/node/99973

Supplier Basics

This tutorial provides guidance on registration, password reset, dashboard, and how to link multiple accounts.

https://uex.ariba.com/auc/node/99957

Forgot Password

Here is the SAP Ariba provided video link if you forget the password.

https://uex.ariba.com/auc/node/100321

Adding NewUsers

The Primary Contact person for the Company/Supplier can invite multiple users from their organization to access the SAP Ariba Network Profile and Aramco SAP Ariba Profile. The Primary Contact person can also limit permissions of those users based on their roles in the organization. To learn more about how to add secondary users and assign different roles, please see the video below.

https://uex.ariba.com/auc/node/100348

*Remark: All the above captured images are for your reference only.

ABS SAP Ariba Privacy Notice

Aramco Far East (Beijing) Business Services Company (hereinafter referred to as "Aramco" or "we" or "us") is committed to complying with all applicable laws and regulations regarding personal information protection. This Privacy Notice is intended to inform you about your and Aramco's rights and obligations in relation to the personal information provided by you, and explicitly indicate the purposes, means and scope of collecting and using such personal information.

1.   Applicable Situations

This Privacy Notice applies when you use the Aramco e-Marketplace ("Site") or any other online service that links to or refers to this Notice. Once you click the "Agree" or "√" button beside this Privacy Notice and continue to input your information, you are deemed to expressly agree and accept the terms and conditions of this Privacy Notice.

2.   Information We Collect

When you use the Site, we may collect information about you ("Personal Data"), along with information about your business or company. The Personal Data we collect includes, but not limited to:

   (a)   Name;
   (b)   Contact details (such as, telephone numbers, email address, company registered address, etc.);
   (c)   Identification card number or passport number (if necessary);
   (d)   User login data;
   (e)   Job titles; curriculum vitae or similar experience/qualification information (diplomas, certificates, licenses etc.).

We may also collect information about your use of the Site. For example, we may collect

   (a)   Device information (e.g., your IP address or the settings of the device you use to access the Site); and,
   (b)   Usage information (such as how you are using the Site), and we collect this information, in part, through the use of technologies such as cookies and similar tracking technologies.

We may also receive information about you from publicly and commercially available sources, as permitted by law, which we may combine with other information we receive from or about you.

3.   Collection, Processing, Use & Storage of Your Personal Data

We collect Personal Data of users of the Site. We collect, process and use your Personal Data in connection with your use of the Site in providing you services and operating the Site such as:

   (a)   Registering you or your business to become a supplier;

(b)   Verifying the truthfulness of supplier information through submitted and publically available information about supplier;

(c)   Enabling you to contact us for partnership, supplier, or other business opportunities;

(d)   Business execution, including negotiation, entering into of agreements with customers, suppliers and managing relationships with such parties and as necessary and appropriate to operate the Site (e.g., fraud prevention, analysis and improvement of the Site);

(e)   Communicating to our customers, investors, prospective and existing employees;

(f)   Legal and/or regulatory compliance reasons including litigation and defense of claims.

We may also use your personal information as we believe is necessary or appropriate to protect, enforce, or defend the legal rights, privacy, safety, or property of the Site, its employees or agents, or other users and to comply with applicable law.

We will retain the Personal Data in the database for varying lengths of time depending on the type of data, applicable laws and Aramco's special record management requirements. We will remove or anonymize your Personal Data if there is no longer a legitimate need for retention.

4.   How We Might Share Your Personal Data

We may share your Personal Data with third parties where:

(a)   To fulfill your requests for products, services and information as otherwise necessary or appropriate to operate the Site;

(b)   To comply with applicable law, regulation, legal process, or governmental requests (e.g., assisting with detection of crime, regulatory reporting, litigation, or defending legal rights, property, etc.);

(c)   To respond to security threat or emergency;

(d)   We asked for your permission to share your Personal Data and you agreed;

(e)   Within our family of affiliated companies, such as with our parent company in Saudi Arabia and with its subsidiaries and corporate affiliates;

(f)   In the event of a reorganization, merger, divestment or other sale of some or all of our assets or stock, or in connection with a bankruptcy reorganization;

(g)   To get certain professional services from third parties, such as auditors, accountants, lawyers or other financial or professional advisers;

(h)   To verify or enforce our terms & conditions or other applicable policies;

(i)   To enforce or apply any agreements we have with you or otherwise to protect or defend our or our affiliates' or employees' rights, interests, safety, and security.

5.   Online Tracking

We and third parties that provide content or functionality on the Site may use cookies and similar tracking technologies to facilitate administration and navigation on the Site, to better understand and improve the Site, and to provide you with a customized online experience.

Cookies are small files that are placed on your computer when you visit a website. Cookies may be used to store a unique identification number tied to your computer or device so

that you can be recognized as the same user across one or more browsing sessions, and across one or more sites. Most browsers are initially set up to accept cookies. Your browser or device may offer settings that allow you to choose whether browser cookies are set and to delete them. For example, you may be able to configure your browser not to accept cookies or to notify you when a cookie is being sent. For more information about whether these settings are available, what they do, and how they work, visit your browser help material. Please be aware that some features of the services may not function properly or may be slower if you disable cookies.

For more information regarding our cookies policy, please refer to "Cookie Notice".

6. How We Protect and Handle Your Personal Data

We use reasonable commercially technical and organizational measures to protect personal information we process about you. However, please note that no data transmission over the Internet can be guaranteed to be completely secure. As a result, although we strive to protect your personal information and privacy, we cannot guarantee or warrant the security of any information you disclose or transmit to us online and cannot be responsible for theft, destruction, or inadvertent disclosure of your personal information.

7. International Data Transfers

Aramco group is using a centralized cybersecurity management system to monitor its global IT system and ensure its network security. Please be aware that information you provide to us or that we obtain as a result of your use of the Site may be accessed by our parent company or affiliates in other countries, such as Saudi Arabian Oil Company, etc. You consent that we are allowed to share your Personal Data with our parent company or affiliates. However, the purpose of such sharing is only limited to monitoring IT system, detecting cyberattack and ensuring cybersecurity. We will conduct necessary security assessment when transmitting your Personal Data overseas according to applicable laws and regulations.

8. Your Rights

Under applicable laws, you have certain rights in connection with your Personal Data held by Aramco. You may:

(a) Request access to your Personal Data;

(b) Request Aramco to specify or explain its policies and procedures in relation to your Personal Data handled by Aramco;

(c) Correct any Personal Data that is inaccurate, incomplete or out-of-date either by yourself, or request Aramco to do so;

(d) Restrict or object the processing of your Personal Data, provided however, objection or restriction of processing of your Personal Data may cause disqualification under certain circumstance;

(e) Withdraw, in whole or in part, your consent given previously; and

(f) Request the erasure of your Personal Data, subject to applicable record retention laws and Aramco internal record retention policy and procedure.

9.   Changes to this Privacy Notice

We may modify this Privacy Policy from time to time. Any changes to the Privacy Notice will become effective when the updated policy is posted on the Site. We recommend that you revisit this Privacy Notice periodically to ensure that you are aware of our current privacy practices, although we may also elect to notify you by e-mail or by posting something on some or all of the Site. Your continued use of the Site following the posting of changes will mean that you accept the Privacy Notice and any changes.

10.   Contact Us

The accuracy of your information is important to us. In many cases, you or an administrative contact for your business will be able to directly update or change your information by logging onto the Site. If you would like to exercise rights you have under local law to access, rectify, or delete your information, please contact us at the contact information below.

If you have any questions regarding this Privacy Notice, please contact: compliance@aramcoasia.com.