



دائرة الإسناد الحكومي  
DEPARTMENT OF GOVERNMENT SUPPORT

# ABU DHABI GOVERNMENT

## SUPPLIER REGISTRATION GUIDE FOR SUPPLIERS WITH ABU DHABI DED LICENSE





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## PURPOSE

In order to participate in Sourcing and Contract Processes of Abu Dhabi Government Entities, you must register in the SAP Ariba platform. Supplier Registration is performed using the SAP Ariba Supplier Lifecycle and Performance Management module and SAP Ariba Network.

This document guides the suppliers with Abu Dhabi Department of Economic Development License step by step in the registration process.

## SUPPLIER CLASSIFICATION

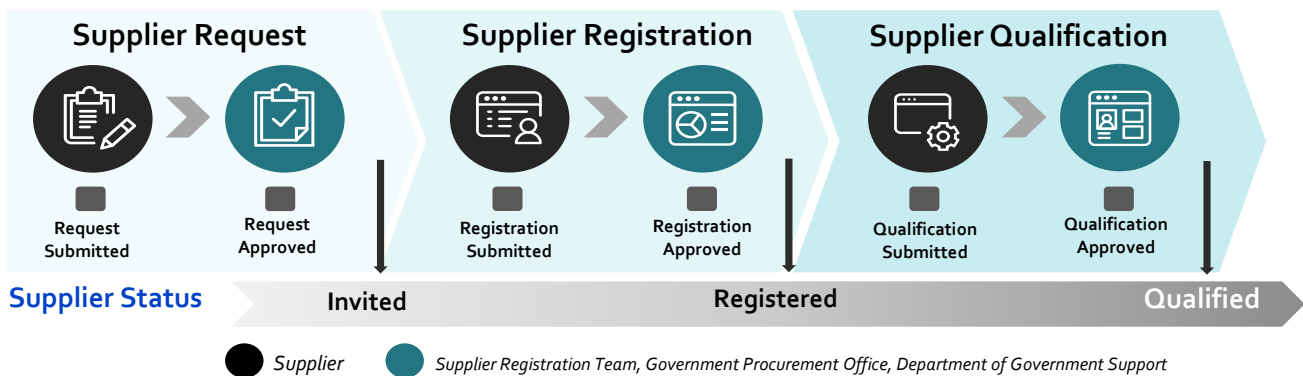
Suppliers are classified with their License:

- (1) Suppliers with Abu Dhabi Department of Economic Development (AD-DED) License
- (2) Suppliers with Non-Abu Dhabi Department of Economic Development (Non-ADDED) License

## PROCESS OVERVIEW FOR SUPPLIERS WITH ABU DHABI DED LICENSE

If the company has a valid Abu Dhabi DED License, suppliers should follow the process outlined below.

The process has 6 stages as shown below.



## SUPPLIER REGISTRATION STATUSES

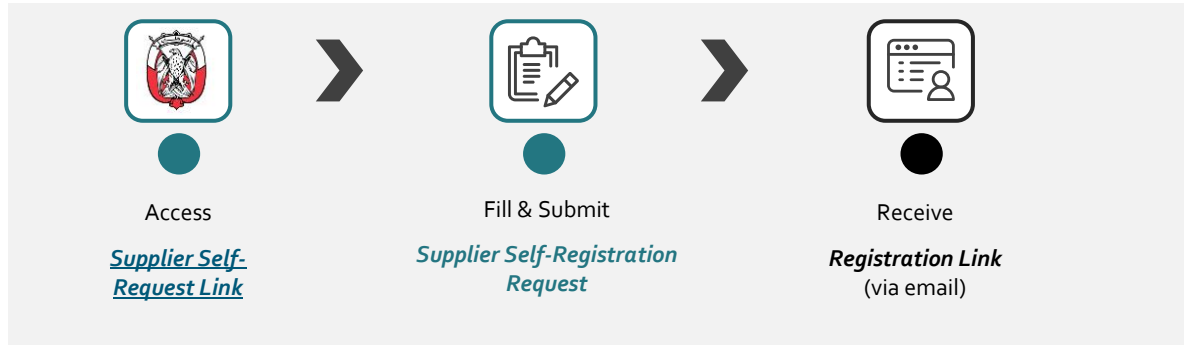
<b>Invited</b>	The supplier has been invited to register.
<b>In Registration</b>	The supplier has started the registration but in progress for completing the Registration Questionnaires.
<b>Pending Approval</b>	The supplier has submitted the Registration Questionnaires for approval.
<b>Pending Resubmit</b>	The approver has asked the supplier for more information as a condition of approving the registration.
<b>Registration Denied</b>	The supplier's registration has been denied
<b>Registered</b>	The supplier registration has been approved.

## SUPPLIER QUALIFICATION STATUSES

<b>Qualification not started</b>	The supplier has been registered, but no qualification has been initiated.
<b>Qualification Started</b>	The qualification process has been initiated.
<b>In Qualification</b>	The supplier has started filling out the qualification questionnaire but has not yet submitted.
<b>Pending Qualification Approval</b>	The supplier has submitted the responses to the qualification questionnaire and it is in the approval process.
<b>Qualification Rejected</b>	The supplier's qualification has been rejected.
<b>Qualified</b>	The supplier's qualification has been approved.
<b>Qualified for Some</b>	The supplier has multiple qualifications with different commodity, region or department.
<b>Pending Resubmission</b>	The approver has asked the supplier for more information as a condition of approving the qualification.
<b>Qualification Expired</b>	The supplier's qualification has been expired.

# A. STEPS ON HOW TO REGISTER TO SAP ARIBA

## STEP 1. Supplier Self-Registration Request



### STEP 1.1. Initiate Self-Registration Request

Please visit the below URL (**Al Maqta'a Portal**) and click on the Self-Registration Request Link. All information regarding supplier registration is published on this site.

<https://almaqtaa.gov.ae/web/dgs-site/becoming-a-registered-supplier>

Please click on the link below to access the webpage to raise "Self-Request"

SELF REGISTRATION REQUEST

Click on the SELF REGISTRATION REQUEST link.

**NOTE:** Only ONE request is required for registering to all Abu Dhabi Government Entities. Supplier must not submit multiple requests unless the previous request is rejected.



Test Site

Supplier Self-Registration Request Form

Before proceeding to fill the below questionnaire, kindly read the following important points:

The Supplier Registration Process consists of the following 6 stages:  
1. Request Submitted > 2. Request Approved > 3. Registration Submitted > 4. Registration Approved > 5. Qualification Approved > 6. Registration Completed

The process is sequential, i.e. any supplier cannot skip or proceed to the next stage without successfully passing the current stage. You will be notified via email about progress of its registration at each stage.

During the overall registration process, you are encouraged to follow the below instructions to ensure successful registration:  
1. Only suppliers with valid Abu Dhabi DED License should submit self-registration request. If company has Non-Abu Dhabi DED License, please contact the Supplier Registration Team.

- Upload all attachments in PDF and JPEG formats only.  
- Be diligent in providing the information as incorrect or incomplete entries will be rejected.  
- Check emails regularly for notifications from the Supplier Registration Team sent through the ARIDA system.

Do you have a valid Abu Dhabi Department of Economic Development (Abu Dhabi DED) License? \*  Yes  No

1. Only suppliers with valid Abu Dhabi DED License should submit self-registration request. If company has Non-Abu Dhabi DED License, please contact entity.

General Information

Company Name in English as per Abu Dhabi DED License \*

2. Please enter the exact Company Name in English as it appears in the Abu Dhabi DED license.

Contact Person

The email provided below is the recipient for all notifications of the registration. Please provide the contact email address that is accessible for assigned administrators.

First Name \*

Last Name \*

Office Telephone Number format: +(Country Code)(Area Code)(Office Telephone Number)(space)(Extension) \*

Mobile Number format: +(Country Code)(Mobile Number) \*

Contact Email Address \*

3. Provide contact person details. Please take note that the Contact Email Address receives all notifications, and this is required to complete the registration process. Make sure to provide the responsible person to fill out the registration and qualification questionnaires.

It is a best practice to assign a group email address instead of an individual one. This allows other users in the organization to access the notification emails if one user is unavailable.



Supplier License and Tax Information

Abu Dhabi DED License Number (E.g. CN-XXXXXX) \* CN-871033

Upload copy of the Abu Dhabi DED License \*   
 Upload File   
 29.44 kb License.pdf x

Does your company have Tax Registration Number? \*   
  Yes  No

Tax Registration Number \* ED3728339182

Upload Tax Registration Certificate or Valid Justification on Company letterhead in case of non applicability \*   
 Upload File   
 29.44 kb Tax Registration Copy.pdf x

**4**

**5**

Submit Cancel

4. Enter License Number and Tax Information as it appears in the Abu Dhabi DED license.

5. Once all required information is filled out, click Submit.

Your request for registration as a supplier with Department of Government Support is complete.

The Department of Government Support supplier management team will review your request details and make a decision on your request. Decision will be sent to your email at **Contact Email Address**.

Supplier self-registration request form

Before proceeding to fill the below questionnaire, kindly read the following important points:

The Supplier Registration Process consists of the following 6 stages:  
1. Request Submitted > 2. Request Approved > 3. Registration Submitted > 4. Registration Approved > 5. Qualification Initiated > 6. Qualification Approved.

The process is sequential, i.e. any supplier cannot skip or proceed to the next stage without successfully passing previous stages. Supplier is notified via email about progress of its registration at each stage.

During the overall registration process, you are encouraged to follow the below instructions to ensure successful cooperation with the Supplier Registration Team.

- Upload all attachments in PDF and JPEG formats only.
- Be diligent in providing the information as incorrect or incomplete entries will be rejected.
- Check emails regularly for notifications from the Supplier Registration Team sent through SAP Arriba system.

Do you have a valid Abu Dhabi Department of Economic Development (Abu Dhabi DED) License? Yes

General Information

Company Name in English as per Abu Dhabi DED License STENO\_NOTE CORPORATION

Contact Person

**The email provided below is the recipient for all notifications of the registration. Please provide the contact email address that is accessible for assigned administrators.**

First Name Jonathan

Last Name Yu

Office Telephone Number (format: +(Country Code)(Area Code)(Office Telephone Number)(space)(Extension) +971244534914

Mobile Number (format: +(Country Code)(Mobile Number) +971269634912

Contact Email Address **Contact Email Address**

Supplier License and Tax Information

Abu Dhabi DED License Number (E.g. CN XXXXXX) CN 871033

Upload copy of the Abu Dhabi DED License   
 12.89 kb License.docx

Does your company have Tax Registration Number? Yes

Tax Registration Number ED3728339182

Upload Tax Registration Certificate or Valid Justification on Company letterhead in case of non applicability   
 12.89 kb Tax Registration.docx

After clicking on Submit, the screen with confirmation of the submitted request appears for review.

Please do not submit another request unless your previous request is rejected.



A system-generated acknowledgment email is sent to the email address provided in the **Company Email Address** in the **Contact Person section** to notify you that the Supplier Self-Registration Request has been received and is awaiting review and approval by the Supplier Registration Team of Government Procurement Office (GPO), Department of Government Support.

AA Wed 09/18/2019 15:47  
Ariba Administrator <no-reply@smtp.mn1.ariba.com>  
[External] Submitted: 'Registration Request' for <COMPANY NAME>  
To: Contact Email Address

---

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

---

THIS IS AN AUTOMATED EMAIL - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL - PLEASE READ THE BELOW INFORMATION CAREFULLY

Dear <COMPANY NAME>

Your 'Registration Request' has been submitted and is being reviewed by the Supplier Registration Team, Government Procurement Office at the Department of Government Support

The Supplier Registration Process consists of the following 6 stages: 1. Request Submitted > 2. Request Approved > 3. Registration Submitted > 4. Registration Approved > 5. Qualification Initiated > 6. Qualification Approved.

The process is sequential, i.e. any supplier cannot skip or proceed to the next stage without successfully passing previous stages. Supplier is notified via email about progress of its registration at each stage.

You are currently at '1. Request Submitted' stage.

The Supplier Registration Team will review the request. If the request gets approved, Contact Email Address will receive an email notification from SAP Ariba asking to create an account on Ariba Network and complete the Supplier Registration Questionnaires (I. General Registration Questionnaire and II. Payment and Bank Questionnaire).

If the request gets rejected, Contact Email Address will receive an email notification from SAP Ariba explaining the reasons. In this case, you will have to raise a new 'Registration Request' with the necessary changes / corrections.

During the overall registration process, you are encouraged to follow the below rules to ensure successful cooperation with the Supplier Registration Team.

- Upload all attachments in PDF and JPEG formats only.
- Be diligent in providing the information as incorrect or incomplete entries will be rejected.
- Check emails regularly for notifications from the Supplier Registration Team sent through Ariba system.

You can visit the below sources for general information about the registration process:

- Supplier Information Page of the Department of Government Support - TEST - <https://almagtaa.gov.ae/web/dps-site/becoming-a-registered-supplier>
- Supplier Registration Guide for 'New Suppliers' - [https://almagtaa.gov.ae/documents/35040/200926/Supplier\\_Registration\\_New\\_Supplier\\_User\\_Guide.pdf?fb722722-2191-745e-988b-336e3e9a0ade?i=1580494294527](https://almagtaa.gov.ae/documents/35040/200926/Supplier_Registration_New_Supplier_User_Guide.pdf?fb722722-2191-745e-988b-336e3e9a0ade?i=1580494294527)
- Supplier Registration Guide for 'Existing ADERP Suppliers' - [https://almagtaa.gov.ae/documents/35040/200926/Supplier\\_Registration\\_Existing\\_Supplier\\_User\\_Guide.pdf?fb14992b-4e53-ba0f-e502-b1006c53ac67?i=1580494314621](https://almagtaa.gov.ae/documents/35040/200926/Supplier_Registration_Existing_Supplier_User_Guide.pdf?fb14992b-4e53-ba0f-e502-b1006c53ac67?i=1580494314621)

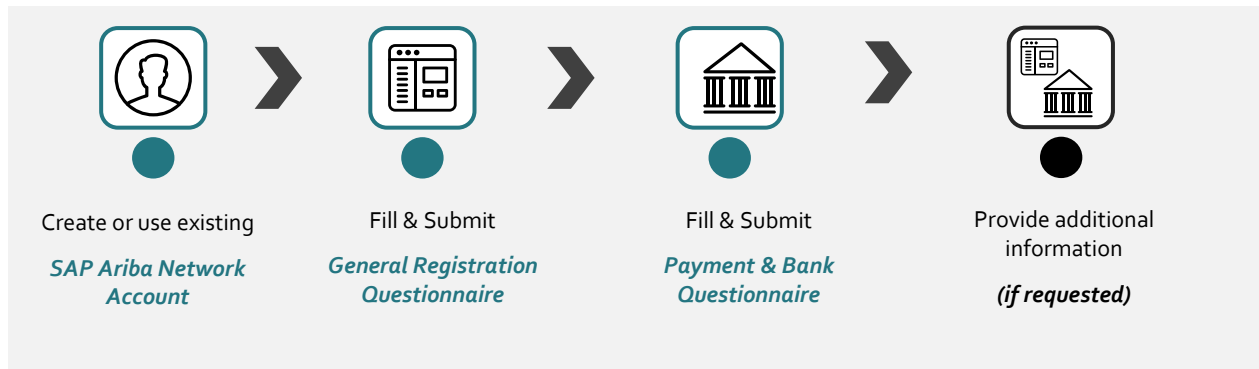
For further guidance or queries, please contact us at [srs@dps.gov.ae](mailto:srs@dps.gov.ae)

Best regards,  
Supplier Registration Team  
Government Procurement Office

Notification shows the stages of the registration process that supplier must complete. Ensure that the email address provided are correct before proceeding. For solutions on issues that supplier might encounter with the email notifications, check [FAQ #5](#).



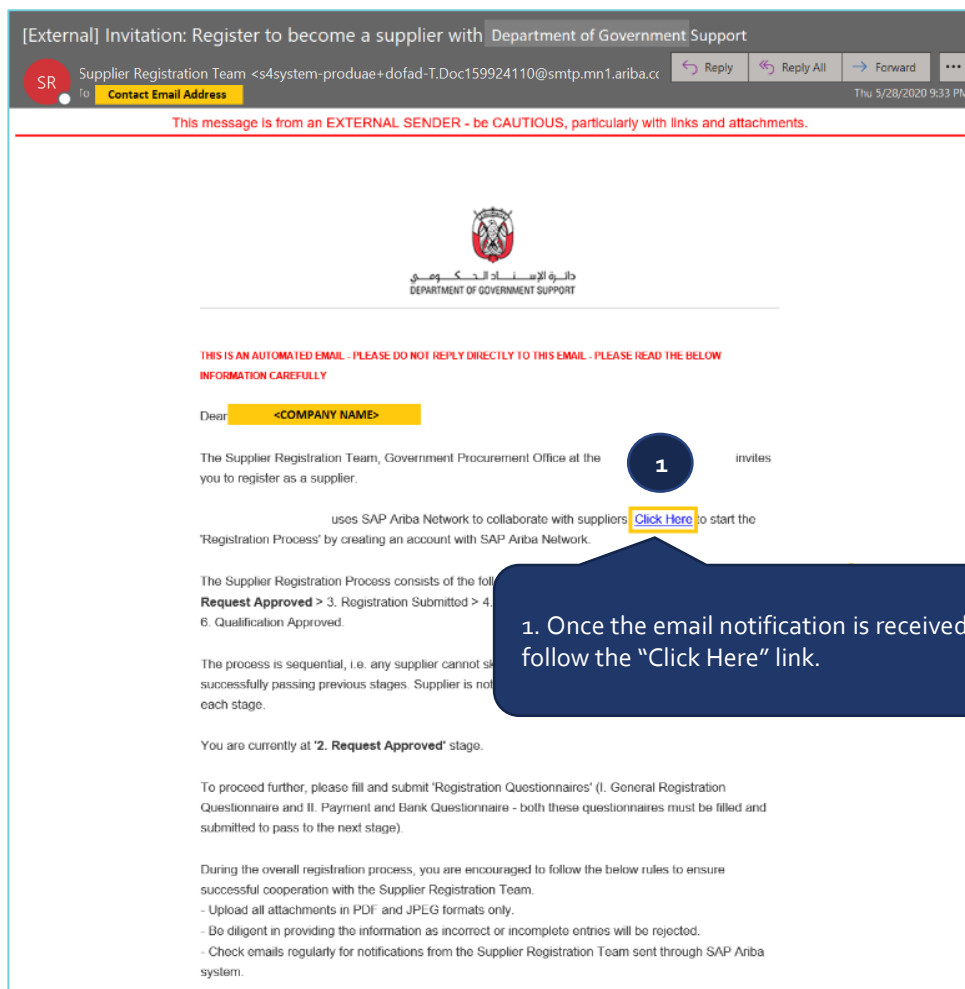
## STEP 2. Supplier Registration



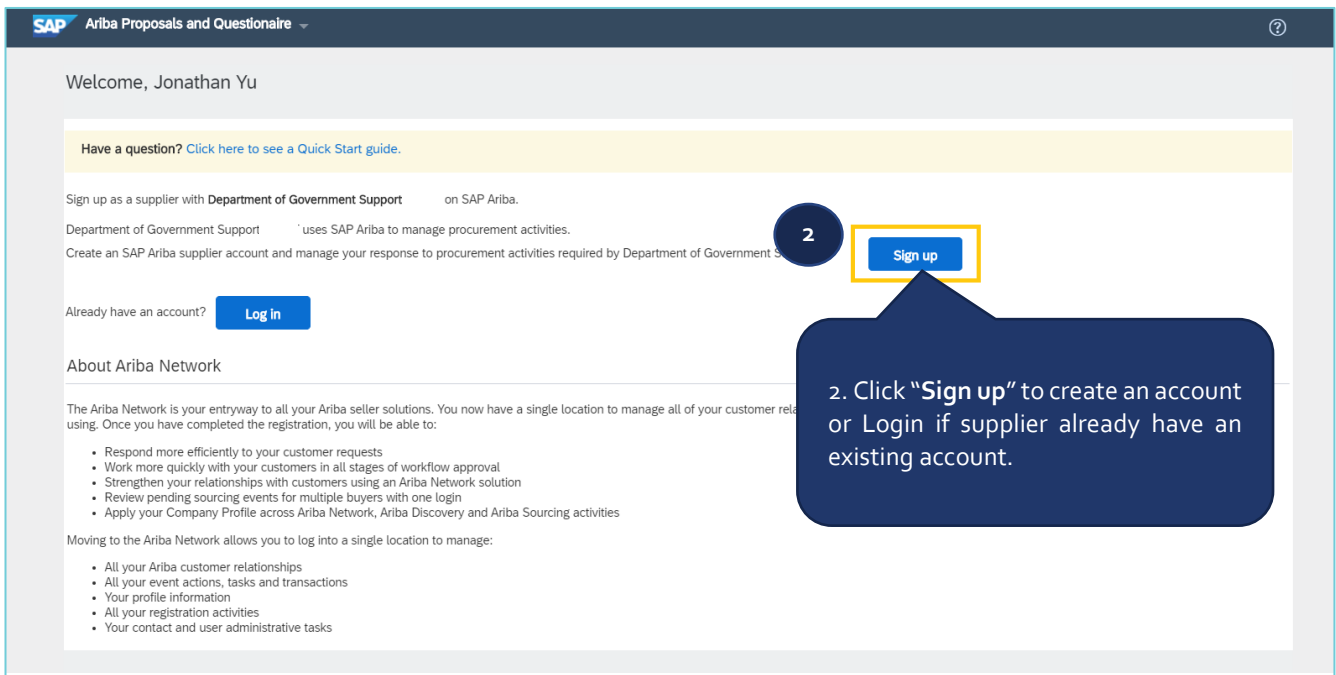
### STEP 2.1. Create an Ariba Network Account

Once your Supplier Self-Registration Request is approved, you receive the email with Subject "Invitation: Register to become a supplier with Department of Government Support" at the email address provided in the **Contact Person section** inviting you to proceed with the registration in SAP Ariba Network portal.

Once the email notification is received, follow the "[Click Here](#)" link.



Please do not reply to the auto-generated emails. Replies to this email is not received by the Department of Government Support.



Welcome, Jonathan Yu

Have a question? [Click here to see a Quick Start guide.](#)

Sign up as a supplier with **Department of Government Support** on SAP Ariba.

Department of Government Support uses SAP Ariba to manage procurement activities.

Create an SAP Ariba supplier account and manage your response to procurement activities required by Department of Government Support.

Already have an account? [Log in](#)

**2** [Sign up](#)

**2. Click "Sign up" to create an account or Login if supplier already have an existing account.**

### 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 using. Once you have completed the registration, you will be able to:

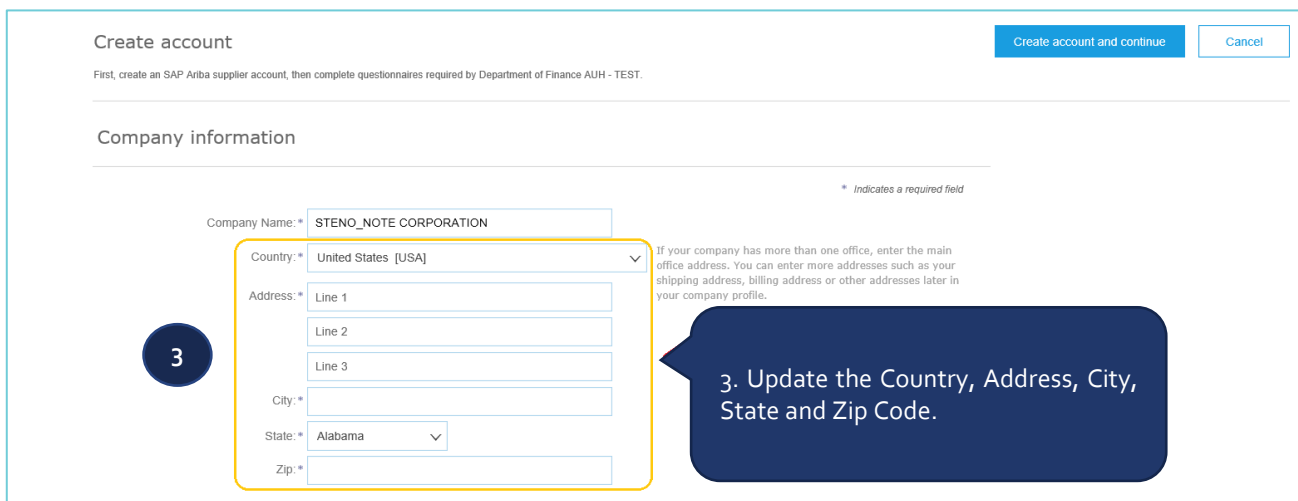
- Respond more efficiently to your customer requests
- Work more quickly with your customers in all stages of workflow approval
- Strengthen your relationships with customers using an Ariba Network solution
- Review pending sourcing events for multiple buyers with one login
- Apply your Company Profile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

There are two sections in this page – **Company information** and **User account information**. The **Company information** contains the Company Name and Address. Company Name is pre-populated with the information from the Supplier Self-Request Form.

### Company information



Create account [Create account and continue](#) [Cancel](#)

First, create an SAP Ariba supplier account, then complete questionnaires required by Department of Finance ALUH - TEST.

### Company information

\* Indicates a required field

Company Name: \*

Country: \*

Address: \*

City: \*

State: \*

Zip: \*

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

**3**

**3. Update the Country, Address, City, State and Zip Code.**

## User account information

### User account information

\* Indicates a required field

Name: \* Jonathan Yu [SAP Ariba Privacy Statement](#)

Email: \* hazel.j.j.cortino@accenture.com

Use my email as my username

Username: \* jonathanyu@stenocorporation.com

Password: \*

Language: English v

Email orders to: \* jonathanyu@stenocorporation.com

**4** 4. Input the SAP Ariba Network credentials in the user account information section.

The language used when Ariba sends you configurable notifications. This is different than your web b...

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.

### Key Notes:

- Please take note of the **Username** and **Password** as this is your credentials to log into SAP Ariba Network Supplier Portal. The default username that you see is the Contact Email Address provided in the Supplier Self-Request Form.
- Email and Username are different fields and updating the Username to a new email will not update the email address of the account owner. You may update the email once account is created. For instructions, please check [FAQ](#) section.
- Product and Service Categories and Ship-to or Service Location details in the “Tell us more about your business” section is required.
- Read and acknowledge the Terms & Conditions and Privacy Statement of SAP Ariba.

### Tell us more about your business

**5** 5. Populate Product and Service Categories and Ship-to or Service Locations.

Product and Service Categories: \*

Ship-to or Service Locations: \*

Tax ID: Optional  Enter your nine-digit tax ID.

DUNS Number: Optional  Enter the nine-digit DUNS number. The DUNS number is appended with “-1” in test account. ⓘ

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 is not transferred to a separate data repository residing within the Russian Federation.

**6** 6. Read and Agree to the Terms & Conditions of SAP Ariba by clicking on the check box.

I have read and agree to the Terms of Use

I have read and agree to the SAP Ariba Privacy Statement

**7** 7. Click “Create account and continue”.

Once the account is created, you receive an auto-generated email from Ariba Commerce Cloud with subject **"Welcome to the Ariba Commerce Cloud"** containing your SAP Ariba Network ID and username.


AC

Mon 09/16/2019 16:06

Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>

**Welcome to the Ariba Commerce Cloud**

To **Contact Email Address**

 If there are problems with how this message is displayed, click here to view it in a web browser.

**SAP Ariba**

**Welcome to the Ariba Commerce Cloud**

Your registration process on the Ariba Commerce Cloud for Accenture, Inc. is now complete.

Your organization's account ID: **Ariba Network ID**

Your username: **Ariba Network Username**

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.

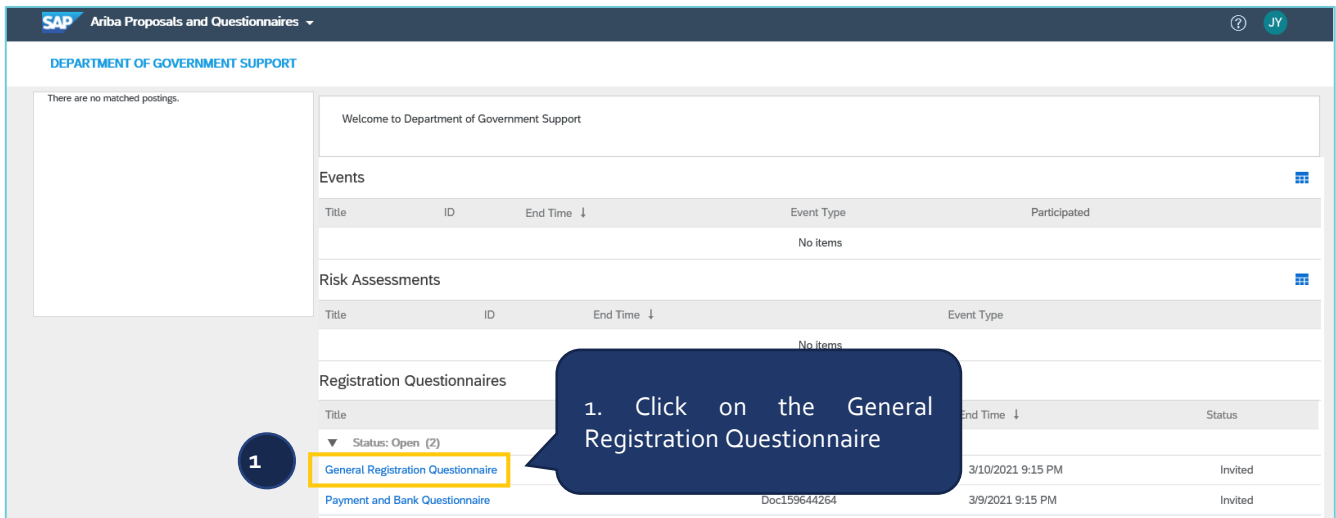
Ariba On Demand Sourcing buyers might request that you complete additional profile information as part of their Supplier Profile Questionnaire. When you access customer requested fields for a specific buyer, you will see a pop-up page with that buyer's name; that page contains the buyer's customer requested fields.

You can immediately perform administrative and configuration tasks such as creating users and

## STEP 2.2. Respond to the Registration Questionnaires

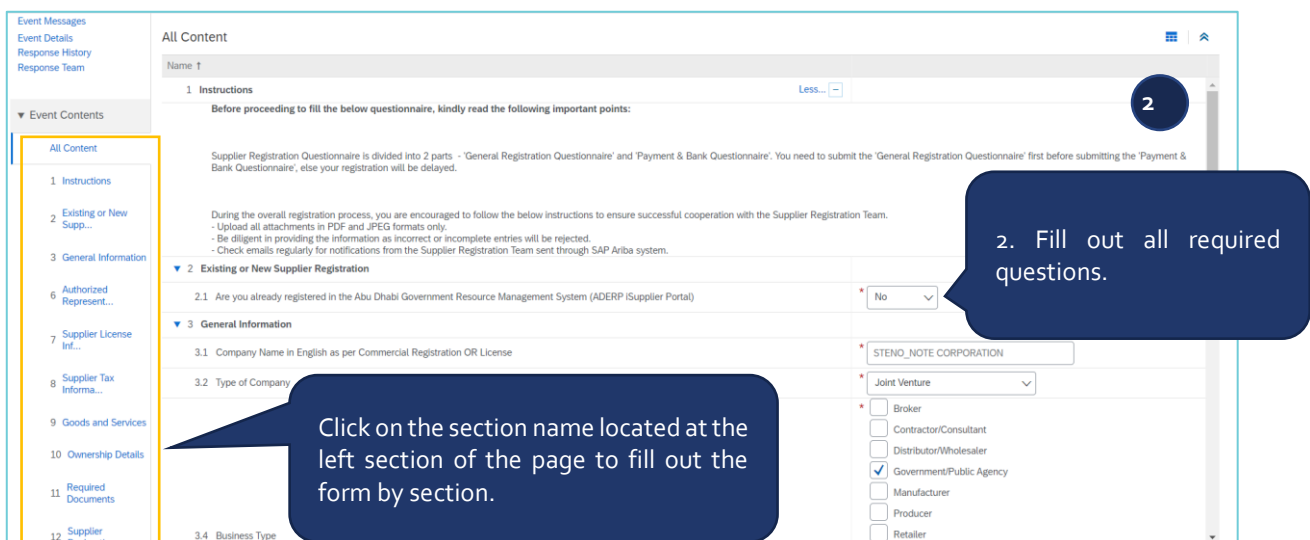
Following Ariba Network account creation, you are required to complete two Supplier Registration Questionnaires ("General Supplier Registration Questionnaire" and "Payment and Bank Questionnaire"), providing all required details and documents.

## STEP 2.2.1. Respond to General Supplier Registration Questionnaire



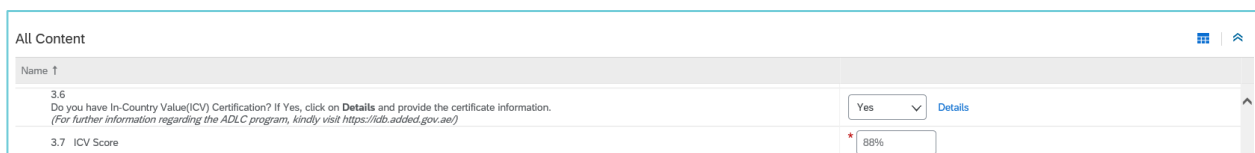
1. Click on the General Registration Questionnaire

You are redirected to the **General Registration Questionnaire** page.



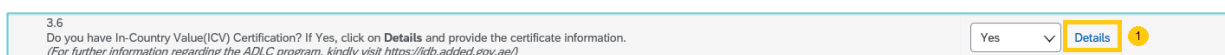
2. Fill out all required questions.

Click on the section name located at the left section of the page to fill out the form by section.



To add **Certificate** details on Question 3.6, please follow the steps below:

1. Click on **Details** beside the dropdown on question # 3.6.



1

2. Populate the required Certificate fields.



3. Click **OK** once complete.

3.6 Do you have In-Country Value(ICV) Certification? If Yes, click on Details and provide the certificat...

Enter details for **Certificate**. Enter the location of a file to add as an **Attachment**. To search for a [More](#)

Certificate Type: \* In-Country Certificate

Issuer: \* Abu Dhabi

Year of Publication: \* 2010

Certificate Number: \* 1829110

Certificate Location: \* United Arab Emirates

Effective Date: \* Mon, 6 Sep, 2010

Expiration Date: \* Thu, 28 Oct, 2021

Attachment: \* Certificate.docx Delete

Browse...

Or drop file here

Description:

**OK** Cancel

3.8 Company Address

Street: 12 Hamdan St.

City: \* Abu Dhabi

State/Province/Region: AE

Postal Code: \* 1728

Country: \* United Arab Emirates

3.9 Office Telephone Number format: +(Country Code)(Area Code)(Office Telephone Number)(space)(Extension) \* +9715263849

3.10 Company Email Address \* steno\_notecorporation@dgs.gov.ae

3.11 Website www.stenotcorporation.com

3.13 Business Locations \*AE [select]  
Do not select "All" or Regions "Asia Pacific". Please select specific country from the list by clicking the (>) beside the Region.

To select country from **Business Locations**, please follow the steps below:

1. Click **Select** beside the Business Locations

3.13 Business Locations  
Do not select "All" or Regions "Asia Pacific". Please select specific country from the list by clicking the (>) beside the Region. \*AE [select]

2. Click > beside the region to expand the list.

Choose Values for Region

Add to Currently Selected

Region  Search

Description ↑	Region
<input type="checkbox"/> All	All
<input type="checkbox"/> Africa	AFR
<input type="checkbox"/> Antarctica	ATA
<input checked="" type="checkbox"/> Asia Pacific	APAC
<input type="checkbox"/> Central America	CEMER
<input type="checkbox"/> Europe	EMEA
<input type="checkbox"/> North America	NAMER
<input type="checkbox"/> Oceania	OCN
<input type="checkbox"/> South America	SA

Currently Selected

Description ↑	Region
No items	

Done

3. Select the country from the list.  
4. Click Done.

Choose Values for Region

Add to Currently Selected

Region  Search

Description ↑	Region
<input type="checkbox"/> Taiwan, Province of China	TW
<input type="checkbox"/> Tajikistan	TJ
<input type="checkbox"/> Thailand	TH
<input type="checkbox"/> Timor-Leste	TLS
<input type="checkbox"/> Turkey	TR
<input type="checkbox"/> Turkmenistan	TM
<input checked="" type="checkbox"/> United Arab Emirates	AE
<input type="checkbox"/> Uzbekistan	UZ
<input type="checkbox"/> Viet Nam	VN
<input type="checkbox"/> Yemen	YE
<input type="checkbox"/> Central America	CEMER
<input type="checkbox"/> Europe	EMEA
<input type="checkbox"/> North America	NAMER

Currently Selected

Description ↑	Region
<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/> United Arab Emirates	AE

Done

All Content

Name ↑	
3.15 Register to Abu Dhabi Government Entities	*Abu Dhabi Government Entities [select]
3.16 Do you have additional site address under the same license?	* No
4 Do you have Related Organizations?	* No
6 Authorized Representatives	
6.1 Contact Person	Add Contact Person (1)



To add multiple contact person, please follow the step below.

Once done click Save Save Cancel

Clicking Save will only save your Repeatable Section answers. To submit your response, you will need to click Save and then click **Submit Entire Response** on the main screen.

All Content > 6.1 Contact Person

Contact Person (1)

Name ↑	
▼ Contact Person #1	Delete
Name	* <input type="text" value="John Smith"/>
Position	* <input type="text" value="Marketing Manager"/>
Office Telephone Number format: +(Country Code)(Area Code)(Office Telephone Number)(space)(Extension)	* <input type="text" value="+9719203981"/>
Mobile Number format: +(Country Code)(Mobile Number)	* <input type="text" value="+97192039810192"/>
Contact Email	* <input type="text" value="john.smith@stenocorp.com"/>

Add an additional Contact Person

← Click here to add more

(\*) Indicates a required field

All Content

Name ↑

▼ 7 Supplier License Information

7.1 Does your company have a Commercial Registration/License?	* Yes
7.2 Select the type of License	* ABU DHABI DEPARTMENT OF ECONOMIC DEVELOPMENT LICENSE
7.4 Country in which the License has been issued	* United Arab Emirates
7.5 Emirate in which the License has been issued	* Abu Dhabi
7.6 License Number	* CN-871033
7.7 License Issue Date	* Mon, 7 May, 2018
7.8 License Expiry Date	* Fri, 27 May, 2022
7.10 Upload copy of the License or Valid Justification on Company letterhead in case of non applicability	*  License.docx  Update file  Delete file

All Content

Name ↑

▼ 8 MSME (Micro, Small and Medium Enterprises)

8.1 Are you an MSME as defined by Abu Dhabi Department of Economic Development? (for more information please visit <a href="https://almagtaa.gov.ae/web/dgs-site/msme">https://almagtaa.gov.ae/web/dgs-site/msme</a> )	* Yes
8.2 Sector in which your company operates	*
8.3 Number of employees in your company	*
8.6 Annual Revenues (AED) of your company	*
8.9 MSME Status: <b>MICRO</b>	
8.13 Are you an Emirati entrepreneur (only applicable for companies which are 100% owned by U.A.E. nationals)? (for more information please visit <a href="https://almagtaa.gov.ae/web/dgs-site/msme">https://almagtaa.gov.ae/web/dgs-site/msme</a> )	*
8.14 Are you a Startup Organization as defined by Abu Dhabi Department of Economic Development (the start-up status is indicated by License issued by Abu Dhabi Department of Economic Development)? (for more information please visit <a href="https://almagtaa.gov.ae/web/dgs-site/msme">https://almagtaa.gov.ae/web/dgs-site/msme</a> )	*
8.15 Are you part of Abu Dhabi Lancer program – licensed by Abu Dhabi Department of Economic Development? (for more information please visit <a href="https://almagtaa.gov.ae/web/dgs-site/abu-dhabi-lancers">https://almagtaa.gov.ae/web/dgs-site/abu-dhabi-lancers</a> )	*

In MSME section, you may be classified as Micro, Small or Medium enterprise depending on the combination of response on Sector, Number of employees and Annual Revenues.

▼ 9 Supplier Tax Information

9.1 Does your company have Tax Registration Number?	* Yes
9.2 Tax Registration Number	* 6472827388
9.3 Country in which the Tax Registration Number has been issued	* United Arab Emirates
9.4 Upload Tax Registration Number Certificate or Valid Justification	*  Tax Registration.docx  Update file  Delete file

▼ 10 Goods and Services

10.1 Please download the UNSPSC category file and review the categories	
10.2 <span style="border: 1px solid black; padding: 2px;">References</span>	
10.2 Goods and Services	<span style="border: 1px solid black; padding: 2px;">Add Goods and Services (2)</span>

Please click on the 'Reference' in question 10.1 to download and view the list of all available Goods & Services to select from.





In 10.2, select the identified Goods & Services. You can select multiple Goods & Services by clicking on 'Add Goods and Services' button.

Once done click Save → **Save** Cancel

Clicking Save will only **save** your Repeatable Section answers. To **submit** your response, you will need to click Save and then click **Submit Entire Response** on the main screen.

All Content > 10.2 Goods and Services

Goods and Services (2)

Name ↑	
Goods and Services #1	Delete
Select the Category of Goods/Services	* Paper materials (مواد ورقية)
Goods and Services #2	Delete
Select the Category of Goods/Services	* Paper products (منتجات ورقية)

**Add an additional Goods and Services** ← Click here to add more (\*) indicates a required field

11 Ownership Details Less...

Please provide the name of Owners / Key Shareholders

11.1 Name of Primary Owner / Shareholder (in case of company, please provide name as per Commercial Registration/License) \* STENO CORPORATION

11.2 Other Owners / Key Shareholders Add Other Owners / Key Shareholders (0)

12 Required Documents

12.1 Upload Authorization Letter on Company Letterhead for the Person Authorized to provide Supplier Information for Registration \* Authorization Letter.docx Update file Delete file

12.2 Upload copy of Articles of Association / Partnership Agreement Attach a file

13 Supplier Declaration

13.1 Please download and review the Supplier Declaration **References**

13.2 Please confirm that you:

(a) warrant that you are duly authorised to accept the terms of the Supplier Declaration on behalf of the Supplier.

(b) accept and approve the terms of the Supplier Declaration on behalf of the Supplier.

(\*) indicates a required field

**3** **Submit Entire Response** Save draft Compose Message Excel Import

Please click on the 'Reference' in question 12.1 to download and review the Supplier Declaration. Please read the Supplier Declaration carefully.

3. Click on Submit Entire Response button once completed.

Note – System allows 'saving' the questionnaire. It is a good practice to save the questionnaire periodically when adding the details.

✓ Submit this response?

Click OK to submit.

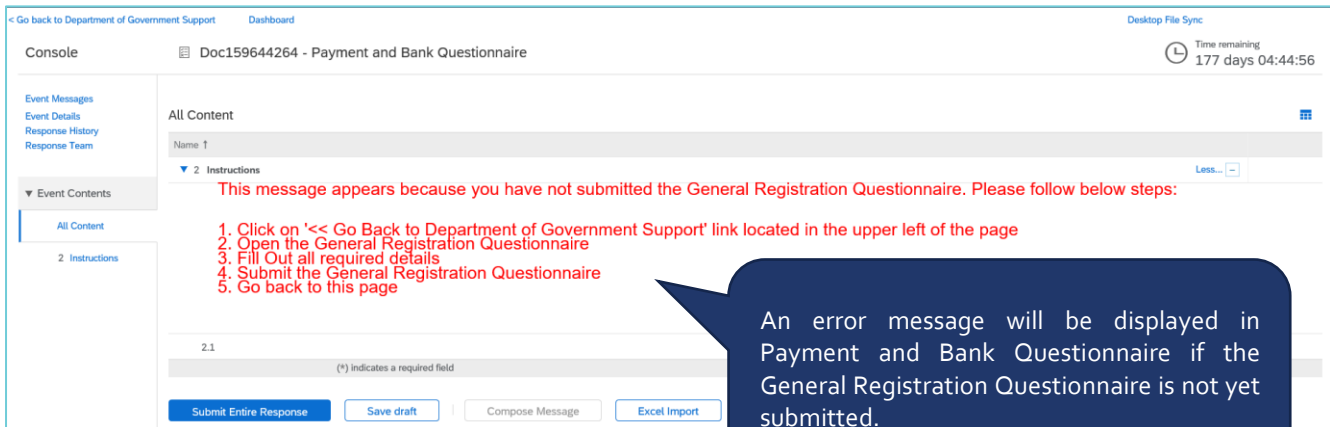
**4** **OK**

4. Click OK when prompted.

## STEP 2.2.2. Respond to Payment and Bank Questionnaire

Following submission of "General Supplier Registration Questionnaire", supplier has to provide the complete "Payment and Bank Questionnaire".

**NOTE: Payment and Bank Questionnaire should be filled only after completion of General Supplier Registration Questionnaire else, your registration request gets delayed.**



Go back to Department of Government Support | Dashboard | Desktop File Sync | Time remaining: 177 days 04:44:56

Console | Doc159644264 - Payment and Bank Questionnaire

Event Messages | Event Details | Response History | Response Team

Event Contents

- All Content
- 2 Instructions

All Content

Name 1

2 Instructions

This message appears because you have not submitted the General Registration Questionnaire. Please follow below steps:

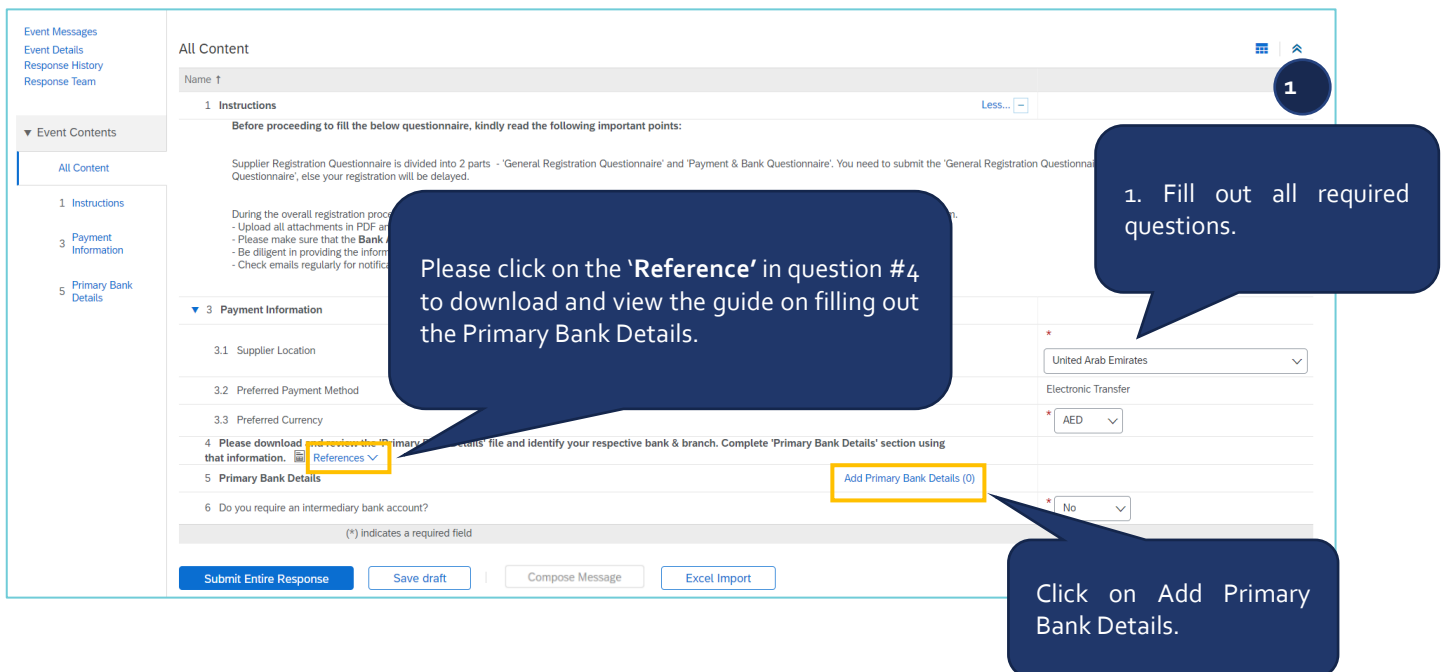
1. Click on '<< Go Back to Department of Government Support' link located in the upper left of the page
2. Open the General Registration Questionnaire
3. Fill Out all required details
4. Submit the General Registration Questionnaire
5. Go back to this page

2.1

(\*) indicates a required field

Submit Entire Response | Save draft | Compose Message | Excel Import

An error message will be displayed in Payment and Bank Questionnaire if the General Registration Questionnaire is not yet submitted.



Event Messages | Event Details | Response History | Response Team

Event Contents

- All Content
- 1 Instructions
- 3 Payment Information
- 5 Primary Bank Details

All Content

Name 1

1 Instructions

Before proceeding to fill the below questionnaire, kindly read the following important points:

Supplier Registration Questionnaire is divided into 2 parts - 'General Registration Questionnaire' and 'Payment & Bank Questionnaire'. You need to submit the 'General Registration Questionnaire', else your registration will be delayed.

During the overall registration process:

- Upload all attachments in PDF format
- Please make sure that the Bank details are correct
- Be diligent in providing the information
- Check emails regularly for notifications

3 Payment Information

3.1 Supplier Location

3.2 Preferred Payment Method

3.3 Preferred Currency

4 Please download and review the 'Primary Bank Details' file and identify your respective bank & branch. Complete 'Primary Bank Details' section using that information. [References](#)

5 Primary Bank Details

6 Do you require an intermediary bank account?

(\*) indicates a required field

Submit Entire Response | Save draft | Compose Message | Excel Import

1. Fill out all required questions.

Please click on the 'Reference' in question #4 to download and view the guide on filling out the Primary Bank Details.

Click on Add Primary Bank Details.

Please enter the identified bank and branch information in the section below. You can select multiple Bank Accounts by clicking on 'Add Primary Bank Account' button.

Click Save once done → **Save** Cancel

Clicking Save will only **save** your Repeatable Section answers. To **submit** your response, you will need to click Save and then click **Submit Entire Response** on the main screen.

All Content > 5 Primary Bank Details

**Primary Bank Details (1)**

Name ↑

▼ Primary Bank Account #1 Delete Less...

**NOTE: PLEASE USE CAPITAL LETTERS TO FILL IN THIS FORM**

Bank Country \*AE [ select ]  
Do not select "All" or Regions "Asia Pacific". Please select specific bank country from the list by clicking the (>) beside the Region.

Bank Name \* ABU DHABI COMMERCIAL BANK

Branch Name \* ABU DHABI KHALIFA CITY A

Street \* 87 KHALIFA ST.

City \* ABU DHABI

State/Province \* ABU DHABI

Postal Code \* 10923

Account Holder Name \* STENO\_NOTE CORPORATION

Account Number \* 9871800002918

Swift / BIC Address \* ABDBAE0XXX1

IBAN Number *(Please provide if applicable for your country)* AED971029384881

Bank Account Confirmation Letter \* Bank Confirmation Letter.docx Update file Delete file

**Add an additional Primary Bank Account** ← Click here to add more (\*) indicates a required field

To add **Bank Country**, please follow the steps below:

1. Click **Select** beside the Bank Country

Bank Country \*(select a value) [ select ] 1  
Do not select "All" or Regions "Asia Pacific". Please select specific bank country from the list by clicking the (>) beside the Region.

2. Click > beside the region to expand the list.

**Choose Values for Region**

Add to Currently Selected Currently Selected

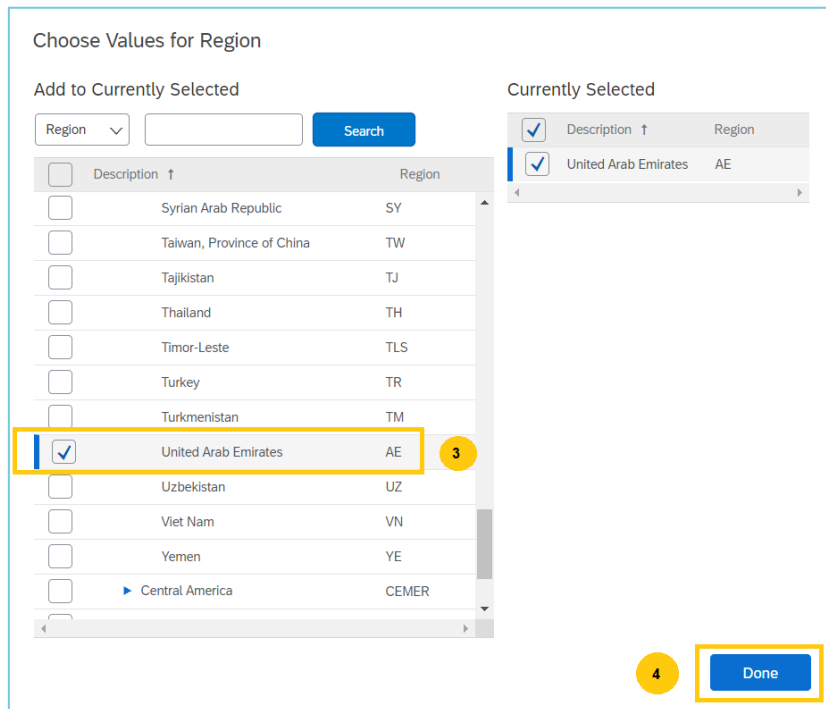
Region ▾ |  Search

<input type="checkbox"/>	Description ↑	Region
<input type="checkbox"/>	▼ All	All
<input type="checkbox"/>	▶ Africa	AFR
<input type="checkbox"/>	▶ Antarctica	ATA
<input type="checkbox"/>	▶ <b>Asia Pacific</b>	APAC
<input type="checkbox"/>	▶ Central America	CEMER
<input type="checkbox"/>	▶ Europe	EMEA
<input type="checkbox"/>	▶ North America	NAMER
<input type="checkbox"/>	▶ Oceania	OCN
<input type="checkbox"/>	▶ South America	SA

**Done**

3. Select the country from the list.

4. Click **Done**.



Choose Values for Region

Add to Currently Selected

Region  Search

<input type="checkbox"/>	Description ↑	Region
<input type="checkbox"/>	Syrian Arab Republic	SY
<input type="checkbox"/>	Taiwan, Province of China	TW
<input type="checkbox"/>	Tajikistan	TJ
<input type="checkbox"/>	Thailand	TH
<input type="checkbox"/>	Timor-Leste	TLS
<input type="checkbox"/>	Turkey	TR
<input type="checkbox"/>	Turkmenistan	TM
<input checked="" type="checkbox"/>	United Arab Emirates	AE
<input type="checkbox"/>	Uzbekistan	UZ
<input type="checkbox"/>	Viet Nam	VN
<input type="checkbox"/>	Yemen	YE
<input type="checkbox"/>	▶ Central America	CEMER

Currently Selected

<input checked="" type="checkbox"/>	Description ↑	Region
<input checked="" type="checkbox"/>	United Arab Emirates	AE

Done

If you wish to provide 'Intermediary Bank' details, please select 'yes' to question 6. System opens another question like question 5 to add 'Intermediary Bank' details.



2. Click on **Submit Entire Response** button once completed.



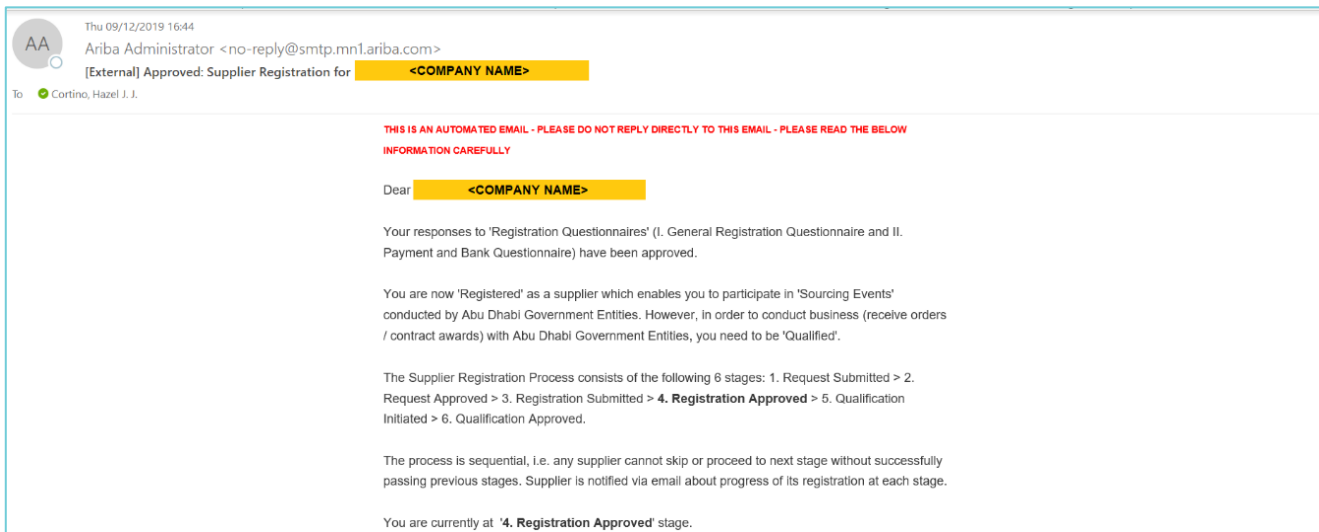
3. Click OK when prompted.

Note – System allows 'saving' the questionnaire intermittently. It is a good practice to save the questionnaire periodically when adding the details.

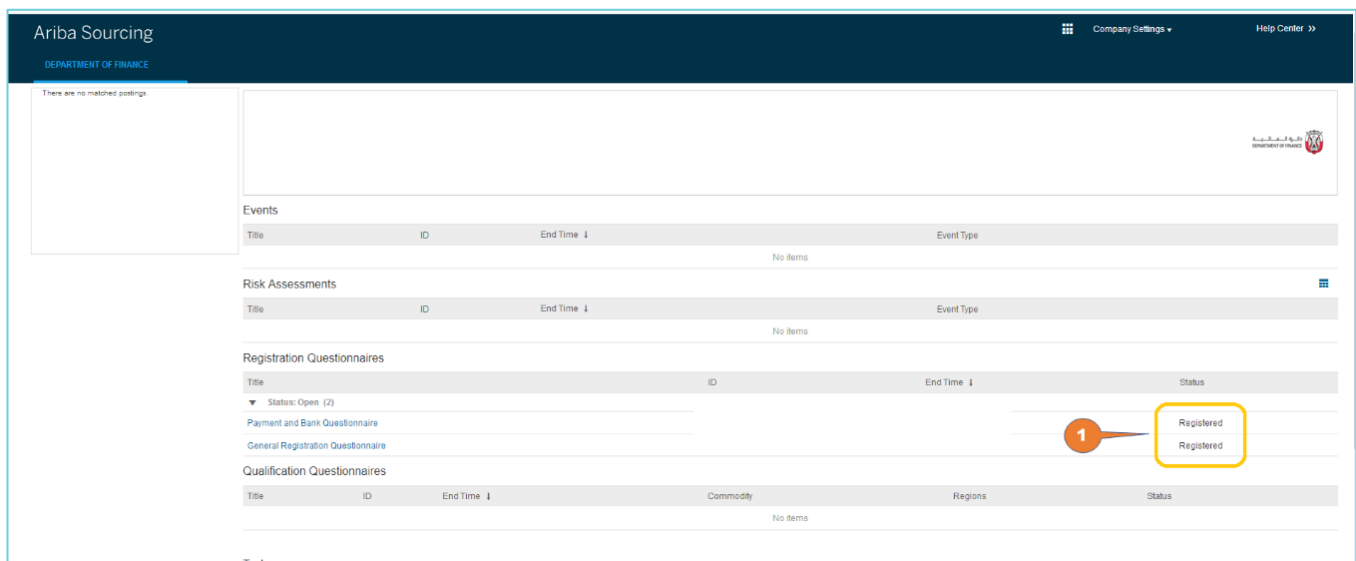
**Reminders:**

- You have 181 days for General Registration Questionnaire and 180 days for Payment and Bank Questionnaire to complete and submit these questionnaires. If you fail to do so within the given timeframe, you must contact the GPO Supplier Registration team to request a new registration invite.
- You can enter either a PO Box or Zip code in the Zip Code field.
- If you wish to attach more than one document in a single field, compress or zip the documents then upload.

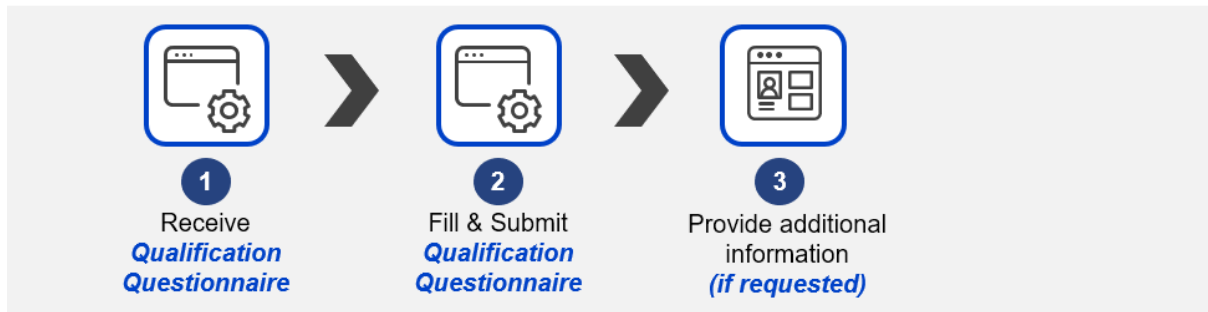
Once the “**General Registration Questionnaire**” and “**Payment and Bank Questionnaire**” are submitted, reviewed and approved, the contact person receives an email notification informing you that the Supplier Registration process is completed.



Registration Status can also be seen in the Registration Questionnaires section upon logging in to SAP Ariba Network Supplier Portal - <https://service.ariba.com/Sourcing.aw/>. Once Registered, the Registration Questionnaires are open indefinitely.



## STEP 3. Supplier Qualification



### STEP 3.1. Respond to the Supplier Qualification

After the registration is approved, business user initiates a qualification process. Supplier contact receives a notification to respond to the qualification questionnaire.

Thu 09/12/2019 17:03  
Ariba Administrator <no-reply@smtp.mn1.ariba.com>  
[External] Action needed: Qualification initiated for <COMPANY NAME>  
To: Contact Email Address

3. Fill out all required questions.

Supplier Login

jonathanuy@stenotecorporation.com

.....

2 Login

2. Input supplier credentials then click Login.

1.1 Has your company ever been proven guilty of grave professional misconduct? No

1.2 Has your company ever been convicted for one or more of the reasons listed below: No

2.1 Has your company ever been declared "bankrupt" or has been "wound up"? (where it entered into an arrangement with creditors or where its business activities were either suspended or administered by the court) No

2.2 Has your company ever failed to fulfill financial obligations relating to the payment of Taxes / social security? No

3.1 Provide description of Goods/Services you intend to provide for the category(s) for which you are being qualified

4.1 Number of Years of Experience in the Category 9

4.2 Please mention your Top 5 Clients in this Category

Department of Energy Dubai Municipality  
Environment Agency - ڨڨڨ Dubai  
Electricity and Water Authority (DEWA)  
Cleveland Clinic ڨڨڨ Dhabhi Hospital

You are redirected to the **Supplier Qualification Questionnaire** page.

4 **Submit Entire Response** Save draft Cancel Import

3. Once completed, click on "Submit Entire Response".

5 **Submit this response?**  
Click OK to submit.

OK

5. Click OK when prompted.

Qualification status can also be seen in the Qualification Questionnaires section upon logging in to SAP Ariba Network Supplier Portal - <https://service.ariba.com/Sourcing.aw/>.

1

Registration Questionnaires						
Title	ID	End Time ↓			Status	
▼ Status: Open (2)						
Payment and Bank Questionnaire	Doc152210373	9/17/6102 3:59 PM			Registered	
General Registration Questionnaire	Doc152210370	9/17/6102 3:59 PM			Registered	
Qualification Questionnaires						
Title	ID	End Time ↓	Commodity	Regions	Status	
▼ Status: Completed (2)						
Supplier Qualification	Doc152435782	9/12/2019 4:50 PM	Explosive materials (المواد... <a href="#">View more</a> )	BFA Burkina Faso	Qualified	
Supplier Qualification	Doc152203700	8/25/2019 10:49 AM	Comprehensive health serv... <a href="#">View more</a>	AE United Arab Emirates	Qualified	
▼ Status: Open (1)						
Supplier Qualification	Doc152203779	9/11/2020 5:04 PM	Mining services (الخدمات... <a href="#">View more</a> )	AE United Arab Emirates	Pending Resubmission	

2



If status is Pending Resubmission as shown above, system sends a notification regarding the details to be updated. Kindly address these details and submit the questionnaire.

AA Thu 09/12/2019 17:04  
Ariba Administrator <no-reply@smtp.mn1.ariba.com>  
[External] Action needed: Provide additional Qualification information for <COMPANY NAME>  
to Contact Email Address

**THIS IS AN AUTOMATED EMAIL - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL - PLEASE READ THE BELOW INFORMATION CAREFULLY**

Dear <COMPANY NAME>

Your responses to 'Qualification Questionnaire' have been reviewed by Supplier Registration Team, Government Procurement Office at the Department of Support. The following additional information is required before it can be approved:

- 1. please provide another client info

Kindly re-submit the responses to 'Qualification Questionnaire' after making necessary changes / corrections based on the above comments. You only need to review and update responses to the questions / sections highlighted in the above comment.

The Supplier Registration Process consists of the following 6 stages: 1. Request Submitted > 2. Request Approved > 3. Registration Submitted > 4. Registration Approved > 5. **Qualification Initiated** > 6. Qualification Approved.

The process is sequential, i.e. any supplier cannot skip or proceed to next stage without successfully passing previous stages. Supplier is notified via email about progress of its registration at each stage.

#### Reminders:

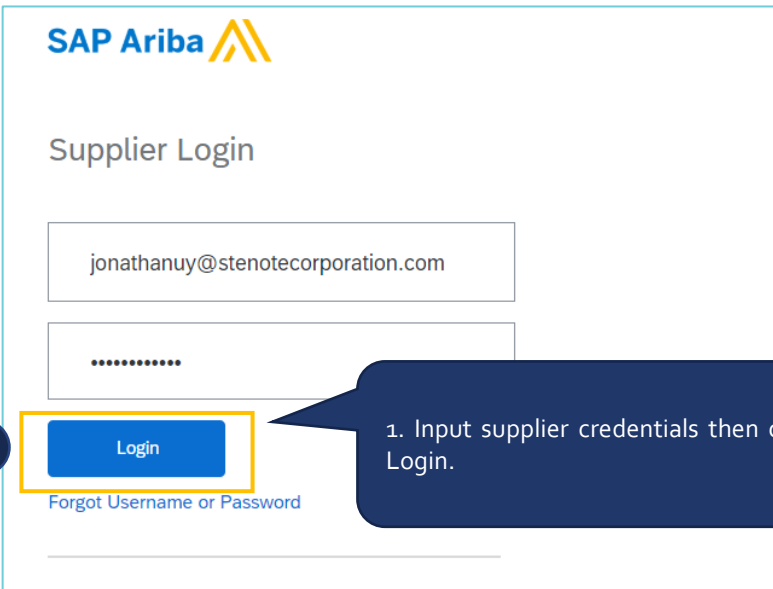
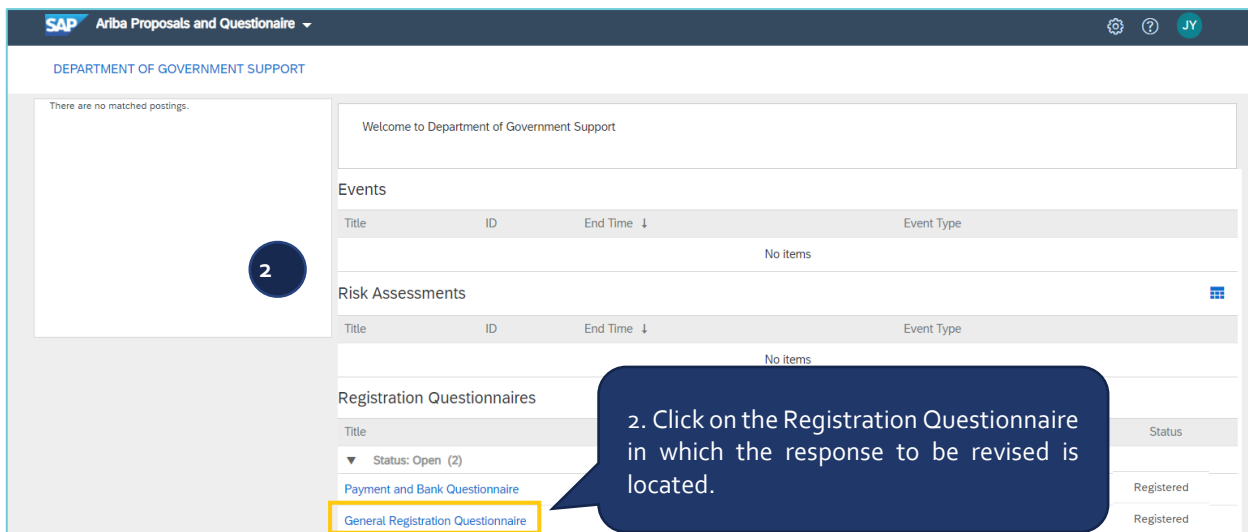
- Suppliers have 30 days to complete the qualification questionnaire.



## B. REVISE/UPDATE SUPPLIER QUESTIONNAIRE RESPONSES

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

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



**Console**

Event Messages  
Event Details  
Response History  
Response Team

▼ Event Contents

All Content

1 Instructions  
2 Existing or New Supp...  
3 General Information  
6 Authorized Represent...  
7 Supplier License Inf...  
8 Supplier Tax Informa...

You have submitted a response for this event. Thank you for participating.

**3. Click "Revise Response".**

Revise Response

3

Name ↑

1 Instructions Less...

Before proceeding to fill the below questionnaire, kindly read the following important points:

Supplier Registration Questionnaire is divided into 2 parts - 'General Registration Questionnaire' and 'Payment & Bank Questionnaire'. You need to submit the 'General Registration Questionnaire' first before submitting the 'Payment & Bank Questionnaire', else your registration will be delayed.

During the overall registration process, you are encouraged to follow the below instructions to ensure successful cooperation with the Supplier Registration Team.

- Upload all attachments in PDF and JPEG formats only.
- Be diligent in providing the information as incorrect or incomplete entries will be rejected.
- Check emails regularly for notifications from the Supplier Registration Team sent through SAP Ariba system.

Compose Message

**Revise Response?**

You have already submitted a response for this event. Click OK if you would like to revise your response.

**4**

OK

**4. Click "OK".**

All Content

Name ↑

▼ 3 General Information

3.1 Company Name in English as per Commercial Registration OR License \* REGULAR LLC **5**

3.2 Type of Company \* Branch/Representative Offices

- Broker
- Contractor/Consultant
- Distributor/Wholesaler
- Government/Public Agency
- Manufacturer
- Producer
- Retailer
- Sales Agent/Manufacturer's Representative
- Service Provider
- Transportation/Logistics

3.4 Business Type

(\*) indicates a required field

**5. Revise/update the necessary information.**

**6**

Submit Entire Response

Reload L... Cancel Import

**6. Once all revisions are made, click "Submit Entire Response".**

**Submit this response?**

Click OK to submit.

**7**

OK

**7. Click OK when prompted.**



Doc156261438 - General Registration Questionnaire

✓ Your revised response has been submitted. Thank you for participating in the event.

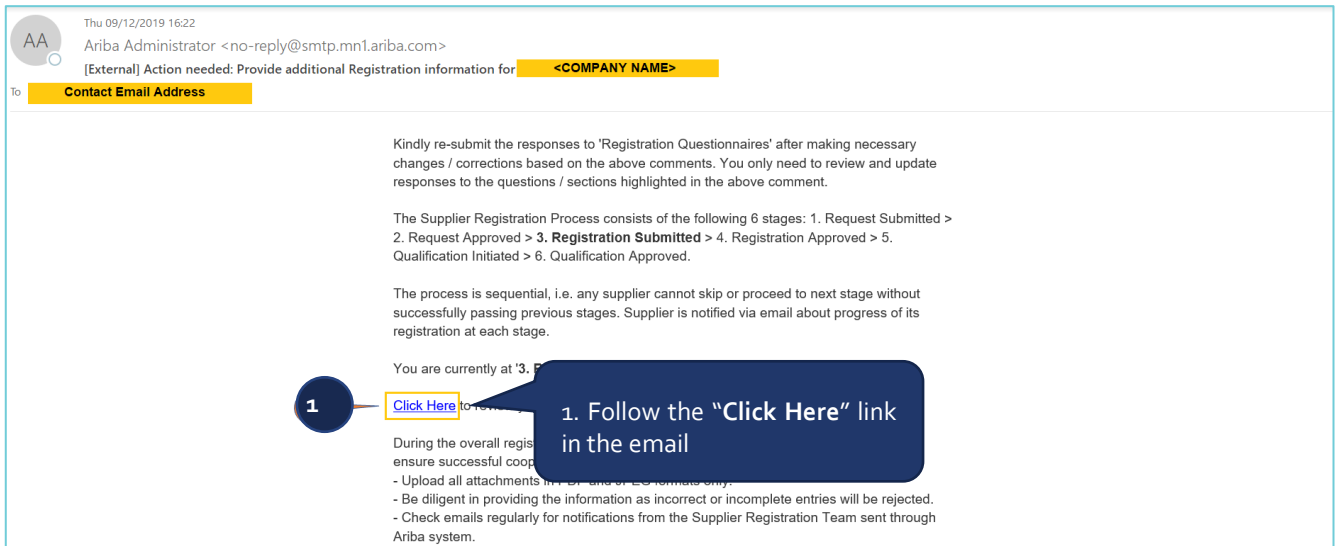
A confirmation message will appear stating that the revised response has been submitted

Once the revised Supplier Registration Questionnaire response is submitted, it undergoes another review and approval. A system-generated email is sent to notify you that the registration process is complete.

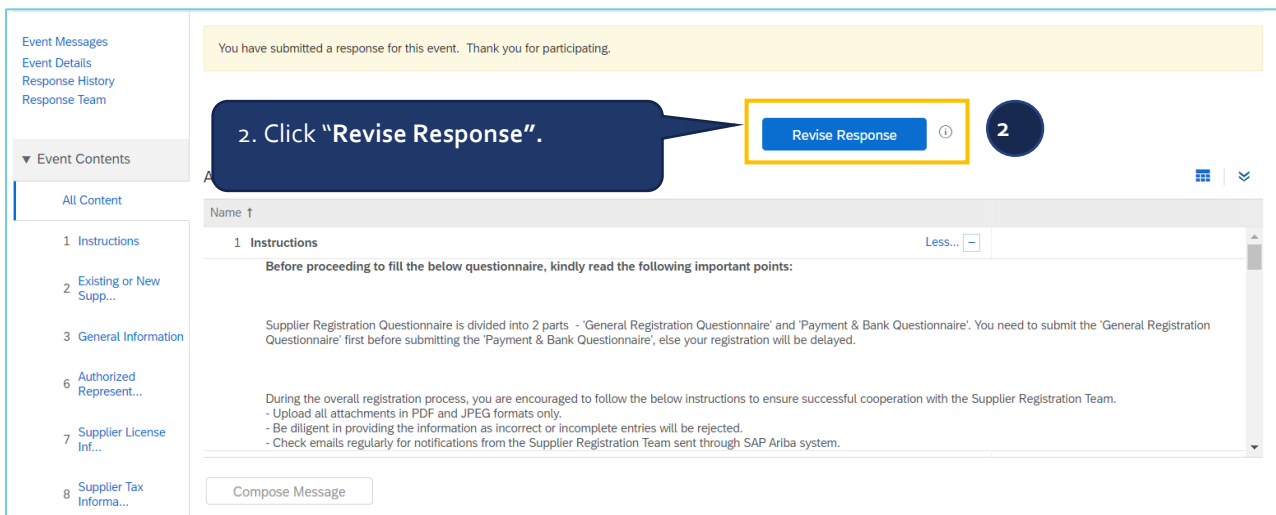


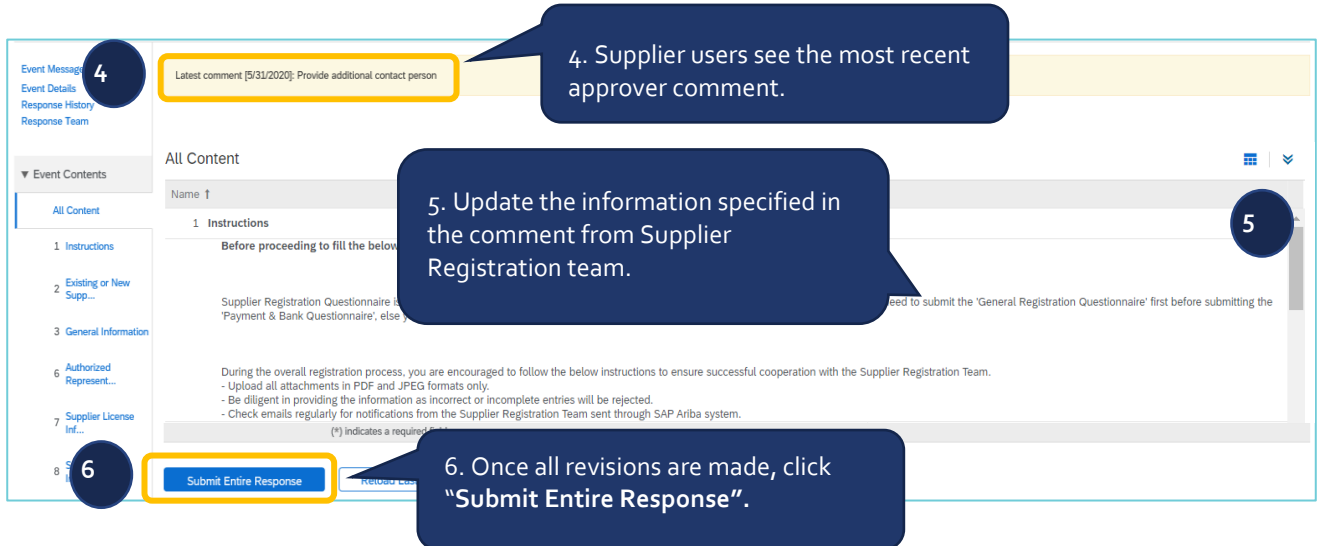
## C. PROVIDING ADDITIONAL INFORMATION TO GPO SUPPLIER REGISTRATION TEAM

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



You will be directed to the Registration Questionnaire in which the approver requested for additional info.





4. Latest comment [5/31/2020]: Provide additional contact person

4. Supplier users see the most recent approver comment.

5. Update the information specified in the comment from Supplier Registration team.

6. Submit Entire Response

6. Once all revisions are made, click "Submit Entire Response".



7. Submit this response?  
Click OK to submit.

7. Click OK when prompted.



## D. REQUIRED DOCUMENTS TO COMPLETE SUPPLIER REQUEST AND SUPPLIER REGISTRATION

### Suppliers with Abu Dhabi DED License

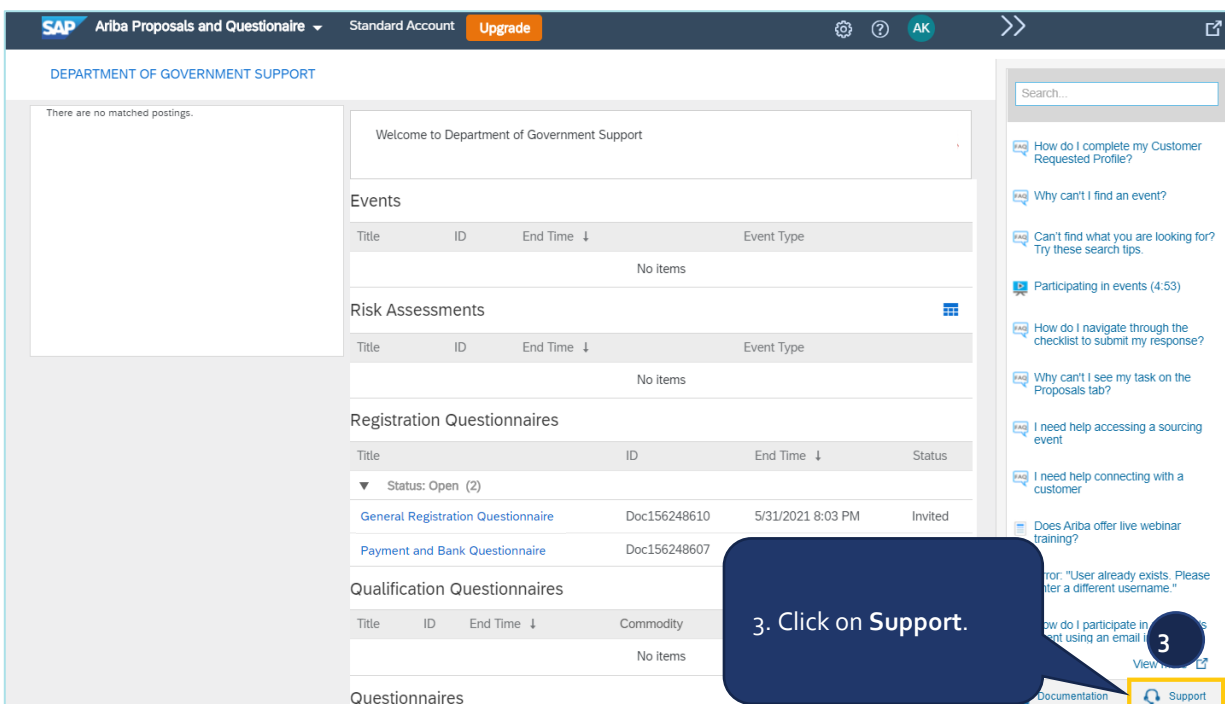
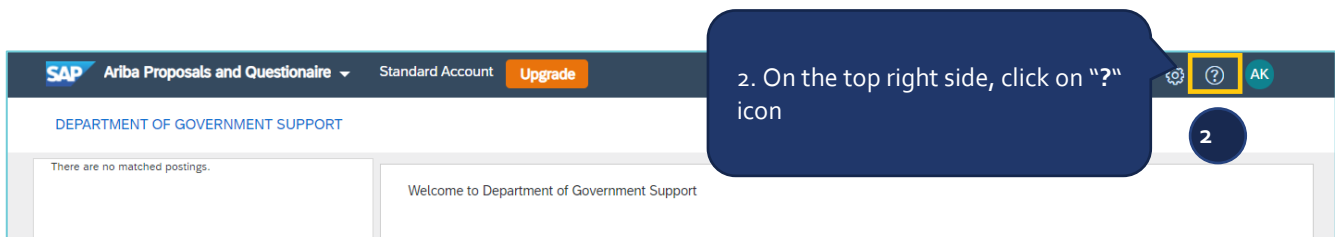
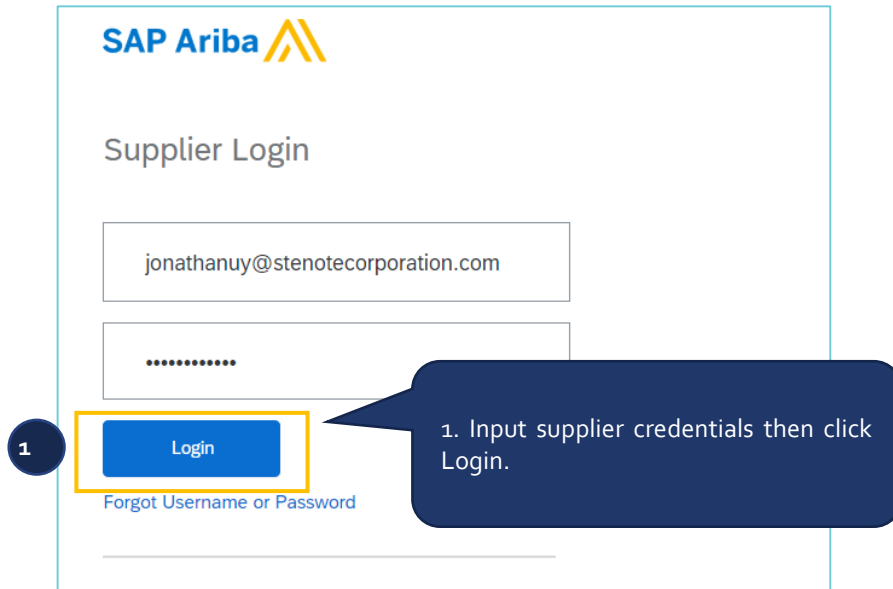
#### D.1 Supplier Request


- Abu Dhabi DED License
- Tax Registration Certificate / Valid Justification on Company letterhead in case of non applicability

#### D.2 Supplier Registration

- Department of Economic Development license
- Tax Registration Number Certificate
- Bank confirmation account letter issued from the bank
- Authorization Letter on Company Letterhead for the Person Authorized to provide Supplier Information for Registration

# E. SAP ARIBA HELP CENTER – HOW TO RAISE A TICKET TO SAP ARIBA NETWORK SUPPORT



SAP Ariba  Help Center Logout

Home Learning Support


I need help with  Start

Try:

- Prerequisites
- Bidding in an auction
- Importing my responses
- Complete my Supplier Profile Questionnaire

4. Write what you need help within the search box.






5. Click "Start".

SAP Ariba  Help Center Logout

Home Learning Support





I need help with  Update

Search results for **Supplier Registration**

-  Error: "User already exists. Please enter a different username."
-  Can my company have multiple accounts?
-  How do I participate in my buyer's event using an email invitation?
-  How to register as a supplier on Ariba Network
-  Before you register

Can't find what you are looking for? Let us help you.

Choose your communication preference:

-  **Get help by email**
-  **Get help by live chat**
-  Get help by phone Estimated wait in minutes for non-bidding call: 2
-  Attend a live webinar

If you can't find what you are looking for, you can get help by email.





### SAP Ariba Email Support

Please add customer\_support\_sr\_update@sap.com to your Safe Sender List. For a faster response, choose chat support or phone support.

#### Problem Description

Short Description: \*

Problem Type: \*

Details: \*

For fast resolution, please include all relevant details in your case. For example:

- A detailed description of the issue including full navigational paths, actions performed prior to the issue.
- Your expected results from the system.
- Steps to replicate the issue.
- Attach screenshots or recordings of the issue.

File Attachment 1:  No file chosen

Document or Event No.:

Company that invited you:

#### Contact Information

First Name: \*

Last Name: \*

User ID:

Company: \*

Email: \*

Phone: \*  Extension:

Ariba Network ID: \*

You expressly agree and understand that your data enters and the Ariba hosted computer systems (currently located in the United States) and is subject to the Ariba Privacy Statement and applicable law.

I agree

\* Required Fields

If you chose to get help by email, you need to fill in all mandatory fields marked as "\*" in below form then press submit. You will receive an email shortly to assist you with your issue.

Click "Submit" once done.

## F. FREQUENTLY ASKED QUESTIONS (FAQS)

### 1. How do I know the status of my Supplier Request?

You will see a confirmation page once the request is submitted to Abu Dhabi Government. You will also receive an email notification that the request has been sent to Supplier Registration Team.

### 2. What happens next after I submit my Supplier Request?

Your request goes to supplier registration team for approval. Once the team approves your request, you will receive an email notification asking you to register on SAP Ariba Network.

### 3. Is it mandatory to open an SAP Ariba Network account for registering as a supplier with Abu Dhabi Government?

Yes, you can only access your registration questionnaires after creating an account in SAP Ariba Network. SAP Ariba Network is the new portal for suppliers.

### 4. Who will receive the email after my Supplier Request is approved?

The contact person's email that was entered in the supplier request form will receive the email for registration. This user is the primary contact for the supplier registration.

### 5. Why am I not receiving email notifications from SAP Ariba?

If you are not receiving the emails from SAP Ariba, reasons could be (1) the email address that you provided in the supplier request is incorrect; (2) email notification settings are not configured properly; or (3) your company's email server is blocking the emails from external sources.

To resolve these issues:

For issue 1, please raise a new supplier request [here](#).

For issue 2, please see [How do I change or update my email address or username?](#) or [How do I update my email notification preferences?](#). If you can confirm that the email address is correct and your notifications are configured properly, contact your local IT department to resolve the issue related to your email server not allowing the emails to reach your inbox.

For issue 3, your IT team have to whitelist the addresses below to ensure that the emails from SAP Ariba is not being blocked – [@smtp.mn1.ariba.com](#) and [@ansmtp.ariba.com](#). Until SAP Ariba domains are whitelisted in your organization, you will not be able to receive the notifications and will cause delay in the registration.

### 6. What if the contact person who raised the Supplier Request is no longer working for my company?

In this case, you must contact Abu Dhabi Government supplier registration team to resend the registration invitation to the new contact person. The new contact will then receive the email for registration.

### 7. I already have an SAP Ariba Network account used for my other clients. Can I use the same account for Abu Dhabi Government?

Yes, you can login with your existing SAP Ariba Network account. However, if you have an existing 'FULL' Ariba Network account with your other client, please immediately inquire with SAP Ariba if there would be an additional subscription fees on using the same account for Abu Dhabi Government. [DGS, however, recommends you to have a new Ariba Network account for Abu Dhabi Government.](#)

### 8. Is there a timeline to submit the Supplier Registration Questionnaires?

The registration has two questionnaires that you need to complete – “General Registration Questionnaire” and “Payment and Bank Details”. You must submit both these questionnaires within 180 days after Supplier Request is approved.

### 9. What if I missed to submit the Supplier Registration Questionnaires within 180 days?

In case you have missed the 180 days window, please contact the GPO Supplier Registration team to resend the questionnaires.

**10. How do I know the status of my registration?**

Once all questionnaires are submitted, GPO Supplier Registration team and Government Accounts team will review and approve your questionnaires' responses. You can see the status in the "Registration Questionnaires" section when you log into Ariba Network. You will also receive an email once your registration is approved.

**11. Can I change my details in the Supplier Registration Questionnaire?**

Yes, you can change the details. However, please note that every change is subject for approval.

**12. I received a request for qualification from GPO Supplier Registration team. What is the qualification process?**

Qualification process is the next stage after registration. In the qualification stage, the DGS Supplier Registration team verifies the supplier's experience in the categories they have registered for.

**13. How do I know if my company is qualified or not for a certain category?**

You will receive an email from GPO Supplier Registration team confirming if you are qualified or not for that certain category.

**14. How can I update the contact person's email address on my SAP Ariba Network Account?**

Login to the SAP Ariba Network portal <https://service.ariba.com/Sourcing.aw/>. Click on the account name located in the upper right corner → My Account. Change the Email Address in the Account Information section. Confirm by clicking on the link in the email sent to the new email address.

**15. What do I do if the Revise Response button does not appear?**

If supplier has submitted their responses for review and approval, Revise Response button is disabled to allow the respective team to review the changes made. During this time, supplier won't be able to perform any further updates. Once review is completed and Registration team has completed processing the update request, supplier may again update the questionnaires as necessary. If urgent update needs to be done, contact helpdesk hotline immediately.

**16. I have completed the registration process but received a notification requesting for me to update certain questions in the Registration Questionnaires. How should I proceed?**

Department of Government Support has system changes on the questionnaires which requires for the suppliers to re-enter some of the responses that were removed from these changes. Kindly update the required information as necessary for us to have the latest information of the suppliers.



# CONTACT US



In case of any queries / clarification in the supplier registration process, contact the Supplier Registration Team for assistance.

**Email:** [srs@dgs.gov.ae](mailto:srs@dgs.gov.ae)

