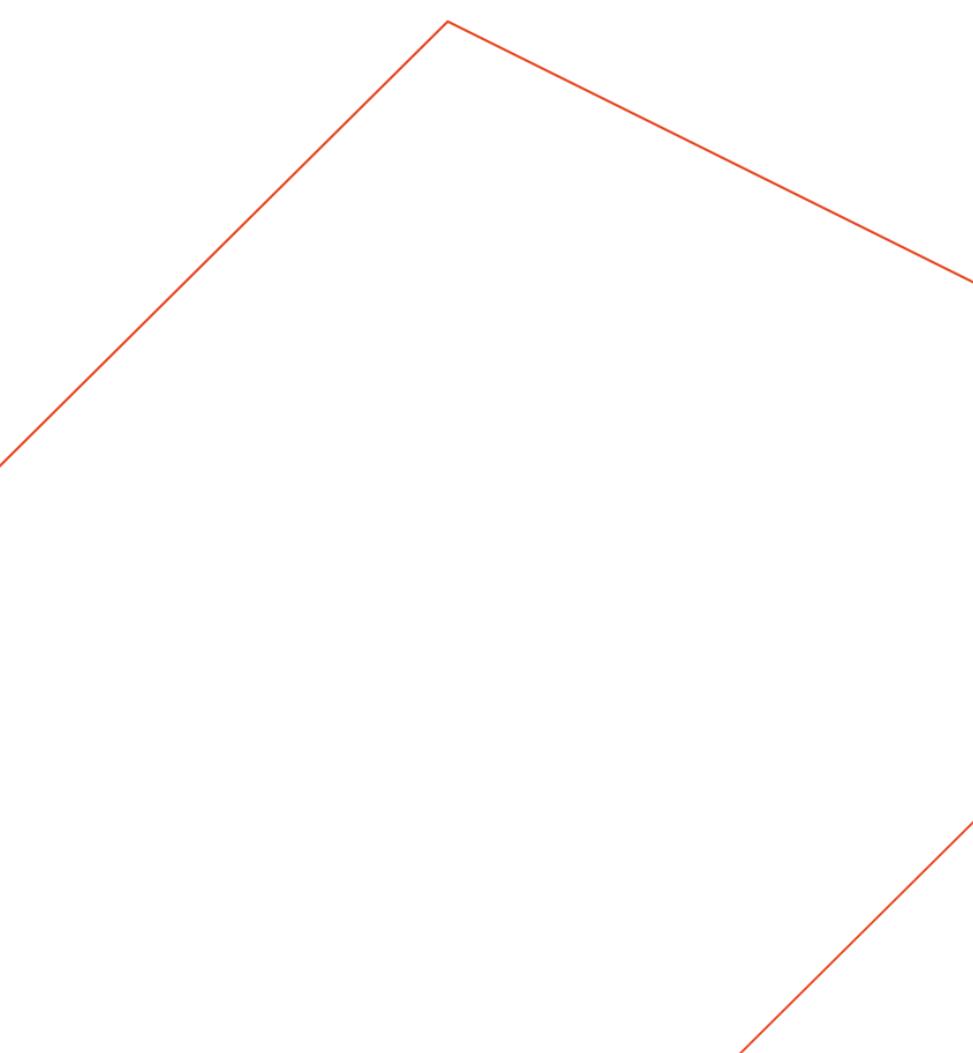




SAP Ariba

Supplier Onboarding Guidance

V2 May 2023



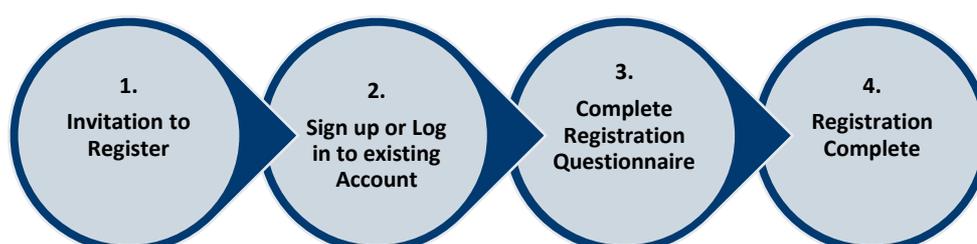
1.0 Introduction

Harbour Energy have implemented the SAP Ariba Supplier Lifecycle and Performance (SLP) solution for onboarding and managing suppliers. Suppliers will have access to a cloud-based self-serve portal via the SAP Business Network which allows suppliers to have control of their own data and trigger updates when required.

The solution provides many benefits to both Harbour Energy and suppliers including:

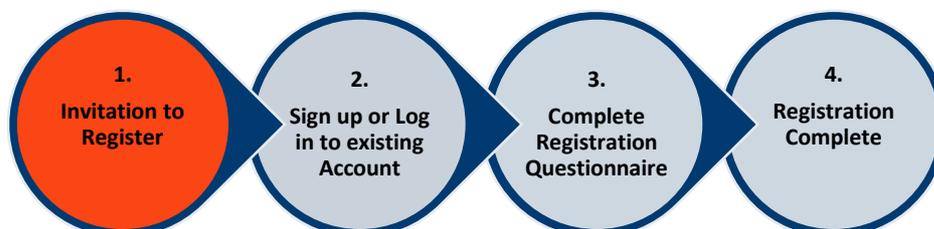
- ✓ **Reduced data inputting errors** → one single source of truth
- ✓ **Easy maintenance of data** → user friendly questionnaire to populate
- ✓ **Records are kept current** → supplier has immediate access to update information when required
- ✓ **Reduced e-mail traffic** → all requests and approvals are generated within the system
- ✓ **Reduced onboarding/set-up time** → a more streamlined process flow with integration to core Enterprise Management Systems, increasing speed of suppliers receiving Purchase Orders and on-time payments
- ✓ **Full audit trail** → audit log available, recording historic changes to the supplier record
- ✓ **Ensures a compliant supply base** → due diligence checks completed to ensure ethical and responsible sourcing within the supply network

There are four key steps in the Supplier Onboarding Process that must be followed to register as a supplier with Harbour Energy:



This guidance note will provide instructions on how to onboard as a supplier with Harbour Energy and how to make any future amendments to supplier information.

2.0 Invitation to Register



The supplier contact will receive an email invitation from a member of the Harbour Energy Ariba team, example pictured below. Please select the [Click Here](#) link in the invitation email to sign up for a SAP Business Network account or log in to an existing account. **Please ensure this is completed by the Ariba Account Administrator.** If the original Account Administrator is unavailable i.e. if they have left the company, please contact [SAP Ariba Support](#).

Register as a supplier with Harbour Energy - TEST

Hello

Harbour Energy - TEST have implemented the SAP Ariba Supplier Lifecycle and Performance (SLP) solution for onboarding and managing suppliers. Suppliers will have access to a cloud-based self-serve portal via the SAP Business Network which allows suppliers to have control of their own data and trigger updates when required.

The Harbour Energy - TEST Ariba Team have invited you to register as a supplier via the SAP Business Network and complete a Supplier Registration Questionnaire.

Completing the questionnaire ensures Harbour Energy - TEST hold correct supplier information, improving efficiencies in the procure to pay process.

If TEST260523 already has an account with SAP Business Network, please select Log in and enter your username and password.

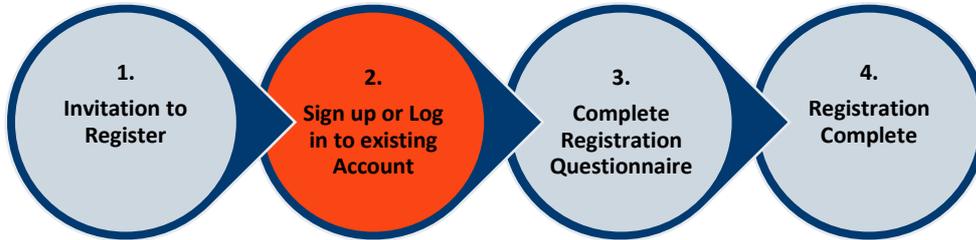
If TEST260523 does not have a SAP Business Network account, please select Sign Up and create an account with SAP Business Network. It's free.

Please find link to the Harbour Energy - TEST Supplier Onboarding Guidance Note to assist in completion.
[Vendor Relations | Harbour Energy](#)

Thank you for your cooperation. If you require any further support, please contact the Harbour Energy - TEST Ariba Team at aribaadmin@harbourenergy.com

[Click Here](#) to create account now

3.0 Sign up or Log in to an Existing Account



- 1** If your company has not previously registered with SAP Ariba and a new account is required, please select **Sign up**
- 2** If your company already has an existing account with SAP Ariba please select **Log in** and enter existing credentials. (**Skip to Section 5.0**)

Sign up as a supplier with **Harbour Energy - TEST** on SAP Ariba.

Harbour Energy - TEST uses SAP Ariba to manage procurement activities.

Create an SAP Ariba supplier account and manage your response to procurement activities required by Harbour Energy - TEST. **Sign up** **1**

Already have an account? **Log in** **2**

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:

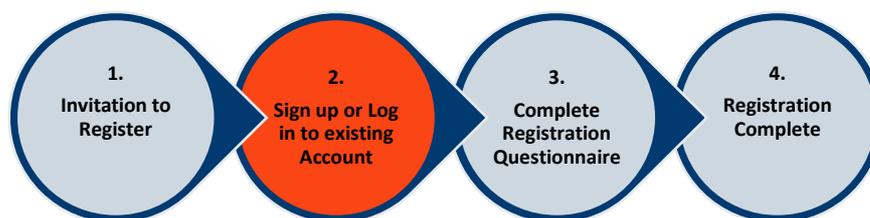
- Respond more efficiently to your customer requests
- Work more quickly with your customers in all stages of workflow approval
- Strengthen your relationships with customers using an Ariba Network solution
- Review pending sourcing events for multiple buyers with one login
- Apply your Company Profile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

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

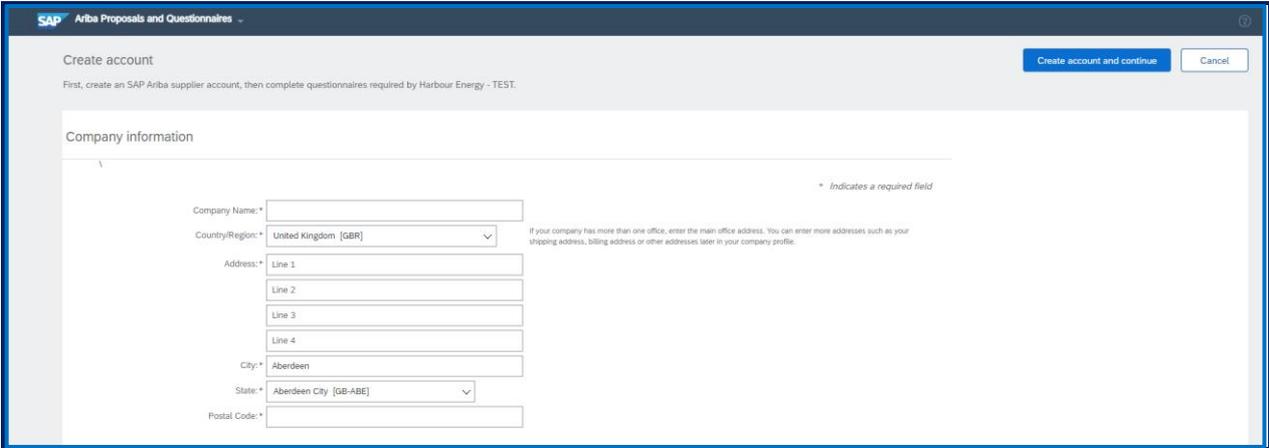
- All your Ariba customer relationships
- All your event actions, tasks and transactions
- Your profile information
- All your registration activities
- Your contact and user administrative tasks

Please note a SAP Business Network account is required to access and complete the Supplier Registration Questionnaire.

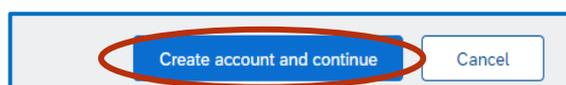
4.0 Account Creation – Your Company Information



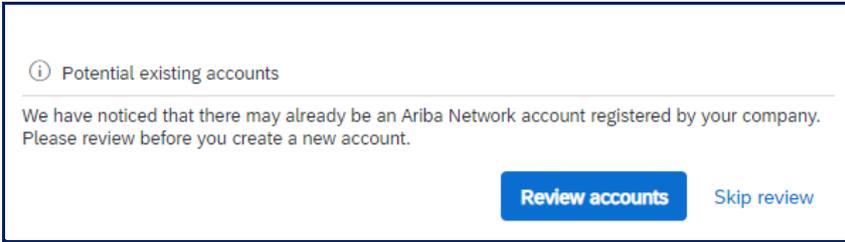
After clicking the **Sign up** link, the below screen will appear where your company information can be populated:



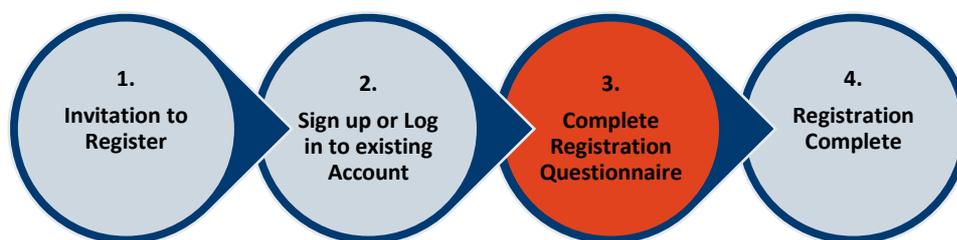
Once completed, select **Create Account and continue** to create a SAP Business Network Account.



You may receive the below alert, click **Skip review** to complete the Harbour Energy Supplier Registration Questionnaire. Alternatively, select **Review accounts** to firstly ensure a SAP Business Network Account has not already been created for your Company.



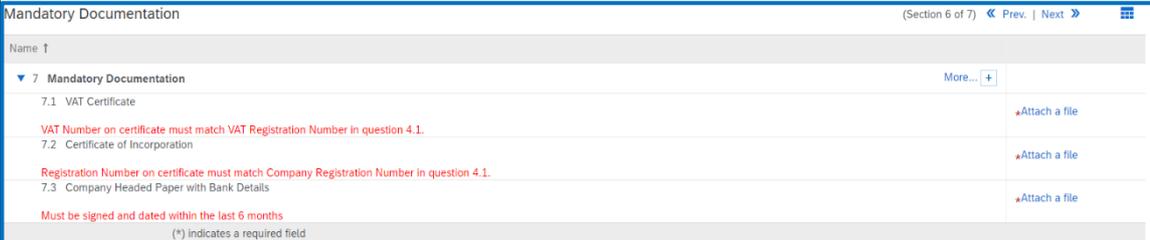
5.0 Complete Registration Questionnaire



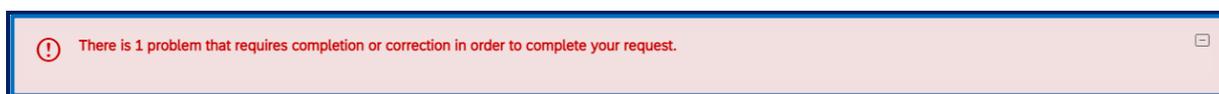
- The Harbour Energy Supplier Registration Questionnaire is split into nine sections. Please complete all sections:

- If assistance is required when completing the questionnaire, please see icon for further guidance:

- All fields with a red asterisk are mandatory i.e.

Section	Key Requirements
2.1	Full Legal Name must match the Certificate of Incorporation at section 7.2
2.2	Full Legal Name (cont.) can be used if name exceeds maximum character length
4.1	Tax Identification numbers must be valid and referenced within the documentation at section 7.1 and 7.2
6.0	<p>Banking Information – Currency, Bank Type and Account Holder Name must be populated.</p> <p>Depending on Bank Country either (1) IBAN or (2) Bank Key + Account Number must be completed as a minimum.</p> <p><i>Bank Key Examples</i></p> <ul style="list-style-type: none"> • <i>Canada – Please add “0” before the bank key (0+ Institution Number + Transit Number)</i> • <i>USA - Bank key will be your Routing number / ABA number</i> • <i>Norway, Denmark – Bank key will be your 4 digit Bank code</i> • <i>UK – Bank key will be your 6 digit Sort Code</i> <p>Banking Information must match the documentation at section 7.3.</p> <p>For audit purposes we strictly require the documentation at 7.3:</p> <ul style="list-style-type: none"> • On your Company Letter Headed Paper (not from your bank) • Signed and Dated within the last 6 months • In PDF format • Must include all bank account information referenced in Section 6
7	<p>Mandatory documentation is required in PDF format.</p> <p>If your company is not VAT Registered, please instead upload a letter advising of non-VAT Registered status.</p> 

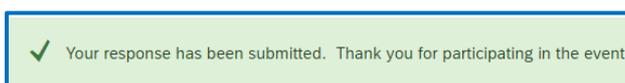
- If you are presented with this alert, you must complete all errors before you can submit your questionnaire. Please follow system prompts to resolve.



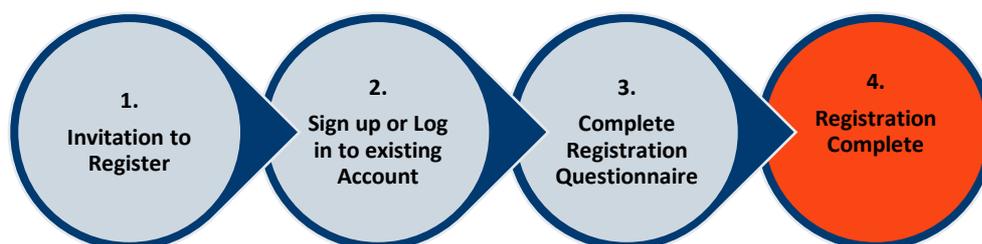
- Once you have completed the questionnaire, please select the **Submit Entire Response**



- You will receive an acknowledgement to let you know you have successfully submitted your questionnaire



6.0 Registration Completed – Next Steps



- Once the questionnaire has been submitted you will receive a confirmation e-mail from the system. The Harbour Energy team will review and approve or request additional information.
- You will receive an email notification if additional information is requested – example below. To update your profile, select the [Click Here](#) link in the email notification. Log in to your account, click Revise Response and review comments for the requested updates.

Harbour Energy - TEST reviewed your registration and needs additional information before approval. Please provide the information described in the following comments.

Comments:

Please input correct Tax Information at section 4.1.

To provide this information, go to the registration questionnaire and update your answers.

[Click Here](#)

Sincerely,
Harbour Energy - TEST

7.0 Frequently Asked Questions

➤ **We are already a Harbour Energy supplier - why do we need to complete the Supplier Registration Questionnaire?**

Harbour Energy consists of various legacy businesses each with differing supplier data. To ensure the most up to date supplier information is held on our new Enterprise Management System we require suppliers to submit a completed questionnaire. This will ensure there are no issues with entities named on Purchase Orders, contacts receiving communications, correct bank details etc.

➤ **Why can't I just send the information via email?**

Segregation of duties within our systems is key to reduce risk of fraud and errors. Harbour Energy procedure require suppliers to be in control of their own data submissions via the questionnaire on the SAP Business Network. This should reduce data inputting errors and allows suppliers to initiate any updates to their information accordingly.

➤ **How do I log in if I have forgotten my password?**

1. On the Supplier Login page, click **Password**.
2. Enter the email address that is registered to the account in the **Email Address** field and click **Submit**. SAP Ariba will send an email notification that contains instructions on how to reset your password to the email address you used to register your SAP Ariba account.
3. Click the link in the Password Reset notification email.
4. Enter and confirm your new password.
5. Click **Submit**.

➤ **I have locked my account - how can I log in?**

Multiple unsuccessful login attempts can result in the account being locked for security reasons. Please contact SAP Ariba Support to unlock [How do I contact SAP Business Network Customer Support as a supplier? \(ariba.com\)](#)

➤ **How do I log into our account if the account administrator has left the company?**

1. If the account administrator is still with your company, contact them by clicking **[user initials]** in the upper-right corner of the application and selecting **Contact Administrator**.
2. If the account administrator is no longer with your company, but you have access to the registered email:
 - Use the **Password** link on the login page to request a password reset.
 - Once you have access, you can reassign the administrator account to another user or change their user information to a different person.
3. If the account administrator is no longer with your company and there is no access to the email address on file, contact SAP Support. You will be required to provide the ANID number of the account, the listed administrator name, and email address.

➤ **How can I make any future updates to our company information?**

Once fully registered with Harbour Energy, subsequent changes to supplier information can be updated as and when required e.g., name change, tax number change, change of address, contact details etc. Harbour Energy will be automatically notified of any changes that are submitted then review and approve. Changes can be made via [SAP Ariba Supplier Login](#) using your existing credentials.

➤ **How do I contact SAP Ariba directly for support?**

SAP Ariba can be contacted by following the below links. SAP Ariba can assist with queries such as initial access issues to the SAP Business Network for further support from SAP Ariba please follow guidance here:

[How do I contact SAP Business Network Customer Support as a supplier? \(ariba.com\)](#)

[How do I use the Help Center and other support options? \(ariba.com\)](#)

➤ **How do I contact Harbour Energy Ariba team directly for support?**

The Harbour Energy Ariba team can be contacted via email at aribaadmin@harbourenergy.com for support or to arrange a follow up call. The team can support with any problems with Supplier Registration Questionnaire submissions such as inability to edit.

➤ **How can I ensure my questionnaire is approved first time?**

Common reasons for additional information requests include the below. Please ensure this guidance is followed as it is strictly required for audit purposes:

- Company Banking letter not signed and dated within the last 6 months
- Company Banking letter not on company headed paper
- Bank details not matching company banking letter
- VAT Certificate or Certificate of Incorporation not matching name
- Invalid VAT Registration Number – example for UK ensure it is active on [UK VAT Checker](#)
- Invalid Company Number – example for UK ensure number is active on [UK Companies House](#)
- Use of special characters