

Aramco e-MarketPlace Frequently Asked Questions

Aramco Services Company

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What is the Aramco e-Marketplace?

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

What is the SAP Ariba network?

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

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

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

How do I access the SAP Ariba network and register?

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

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

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

Suppliers that are already registered on SAP Ariba network do not need to create another account to access the Aramco e-Marketplace as long as the same e-mail address provided to Aramco is being used.

Who should register on the Aramco e-Marketplace?

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

Note: Application for or acceptance of supplier registration request does not guarantee any business with Aramco Services Company. Being registered as a supplier only provides your company the opportunity, along with other registered sources, to respond to requests by Aramco Services Company for submitting proposals in accordance with established policies and procedures.

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

Supplier registration for new suppliers on the Aramco e-Marketplace is by invitation only. Once a Supplier is identified, an e-mail invitation is sent to start the registration process. Suppliers will need to obtain a username and password for SAP Ariba network to access the system.

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

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

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

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

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

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

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

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

Approved suppliers who fail to receive an Aramco e-Marketplace e-mail invitation should contact the Supplier Relations team at strategicprojects@aramcoservices.com to confirm the primary contact person information. The Supplier Relations team will be able to resend an invitation if the need arises.

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

Please contact the Supplier Relations team at strategicprojects@aramcoservices.com to confirm the designated user so an invitation could be extended to the correct contact.

What is the difference between 'Registered' and 'Qualified'?

'Registered' means you have an SAP Ariba network account, have submitted the supplier questionnaire and received an Aramco Services Company vendor ID. Registration does not mean you are qualified to provide materials and/or services to Aramco Services Company.

'Qualified' means your manufacturing plant is qualified to provide approved materials to Aramco. The qualification process includes collection of several documents as well as Technical and Quality audits of the manufacturing facilities.

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

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

How are materials provided by suppliers updated in the e-Marketplace?

The supplier registration questionnaire contains a "product catalog" section where suppliers are responsible to select the applicable 9COM/9CAT. Select 'ID' from the product catalog dropdown to search for a specific 9COM/9CAT.

The selected 9COM/9CAT has to be listed on the sourcing list or have prior approval from your Aramco Services Company primary business contact. The Supplier Relations team will review all selected products and approve based on requirements for these products.

What is a 9COM or 9CAT?

9COM: Aramco's material classification system that describes a commodity or a class of materials, but not a specific item.

9CAT: Specific items whose descriptions are maintained by Aramco in their catalogue.

Are separate Vendor IDs required for each location? (ex. Company has 5 locations and 5 products).

Aramco Services Company's supplier registration questionnaire is based on each sales office location. If the products are supplied from different sales offices, a separate supplier questionnaire shall be created for each location.

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

Aramco Services Company will issue a vendor ID for each sales office location.

Note: SAP Ariba network allows one designated user to manage multiple Ariba network IDs, which in return allows one designated user to manage multiple Aramco vendor IDs. Please refer to the SAP Ariba network website for tutorials on linking multiple Ariba network IDs to one primary user.


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

Aramco Services Company may extend the questionnaire time to suppliers that have gathered all requirements and are ready to submit their registration questionnaire for evaluation. Please contact the Supplier Relations team at strategicprojects@aramcoservices.com to request a time extension.

Why has my application been declined?

Aramco Services Company may decline supplier registrations for many reasons. Please contact the Supplier Relations team at strategicprojects@aramcoservices.com if you wish to discuss the reason(s) for rejection.

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

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

Are tutorials/learning documents available online?

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

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

Who can I direct Business related inquiries?

For Business related inquiries, please contact the Aramco Supplier Relations team at strategicprojects@aramcoservices.com.

Who can I direct technical issues with SAP Ariba network?

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

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

If SAP Ariba support is unable to resolve the issue, please contact the Aramco Supplier Relations Team at strategicprojects@aramcoservices.com.