

A Supplier Onboarding Reference Guide



Introduction

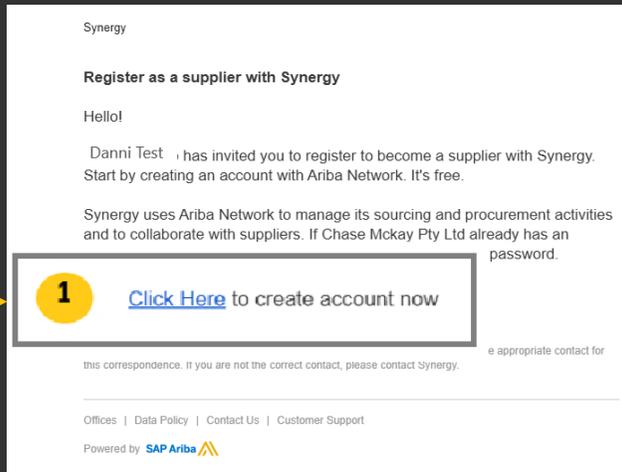
Welcome to the Synergy's Ariba Supplier Onboarding Reference Guide.

This guide will take you through 3 primary phases in becoming a registered supplier with Synergy and how to maintain your information in Ariba SLP and get support

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How to connect with Synergy

SAP Ariba connection



1. Click on link

Synergy will initiate a registration invite to establish a connection and commence the onboarding process

For first time users the first person who accepts the invitation will become by default the System Administrator for your Ariba account

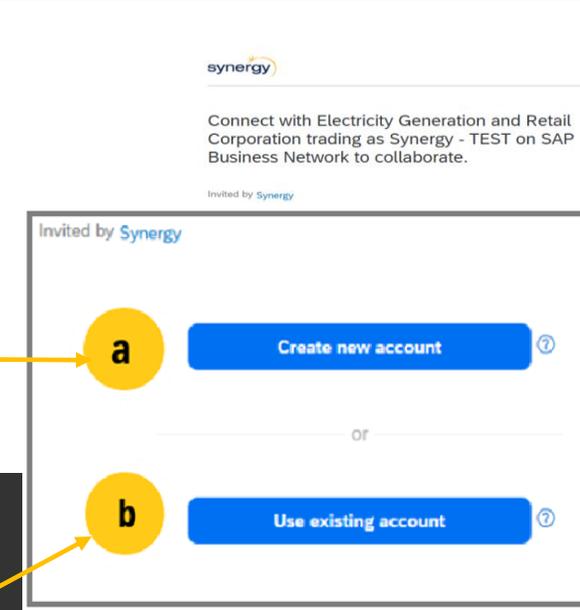
2. Connect



a

Option A: Create New Account

When to Use: Select this option if your business does not already have an Ariba account.



b

Option B: Use Existing Account

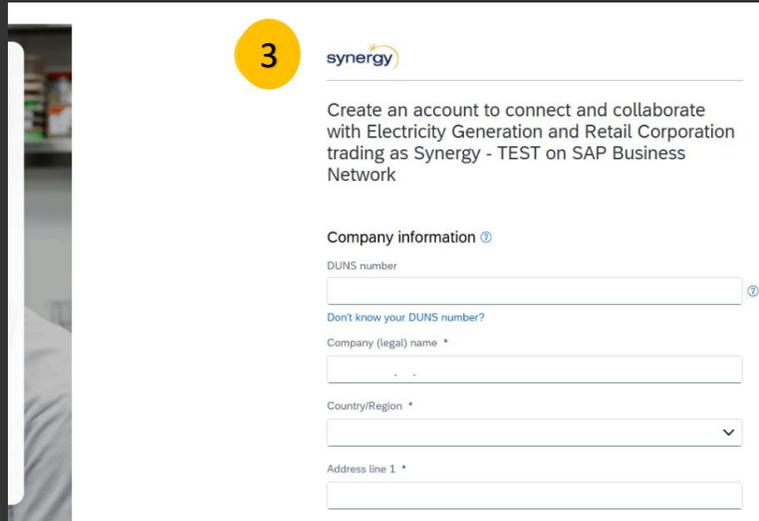
When to Use: Select this option if you already have an existing Ariba account and user login credentials.

Synergy Connection additional note: where Synergy has already established a connection with your business (identified by a unique Ariba Network Identifier number (ANID)), **Option A** can be used only on a Synergy invite link. This will add you as a new user to your existing Ariba account. **Note** that your System Administrator will still need to approve you as a new user and ensure you have the suitable permissions assigned to your role.

How to connect with Synergy

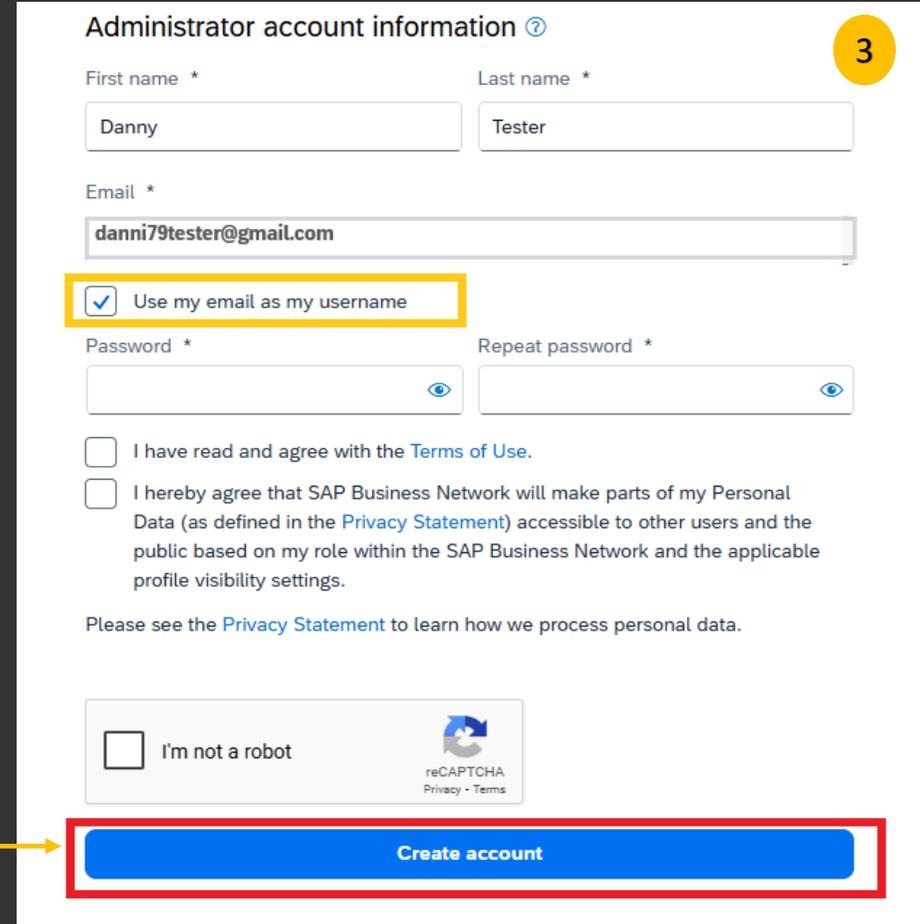
.....SAP Ariba creating a new account

3. Complete User Registration Information



Note: *If the check box is checked, your email will be used as your username by default*

Click Create Account



How to connect with Synergy

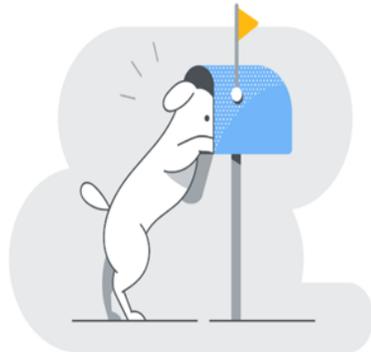
SAP Ariba creating a new account

4

Please confirm your email address

Check your email at talsoto137@gmail.com and follow the steps in the email to confirm your email address in the next 72 hours.

> If you did not receive the email:



Almost done! *but not quite step.* Choose your option

Almost done! We just need a little bit more information.

Please provide the information below and you will be discovered by more customers looking for companies like yours.

Product and Service Categories
 or [Browse](#)

Ship-to or Service Locations
 or [Browse](#)



6

Connected

5

Action Required: Confirm your email Inbox x

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

Business Network

Confirm your email

Dear Danny,

Thank you for joining SAP Business Network. To finish signing up, you just need to confirm that we have the correct email.

[Confirm email](#)

Link expires: Saturday, Mar 08, 2025, 03:43 PM PST

If the link expired, login to proposals.seller.ariba.com and click "Resend". You will then receive another confirmation email.

If you are unable to access the page, copy the link below and paste it into your web browser:
<https://service.ariba.com/Authenticator.aw/ad/confirmEmail?key=sz8JZqGqJ9pVEHAdGELCCdWgFLk28fS&anp=Ariba&app=Sourcing>

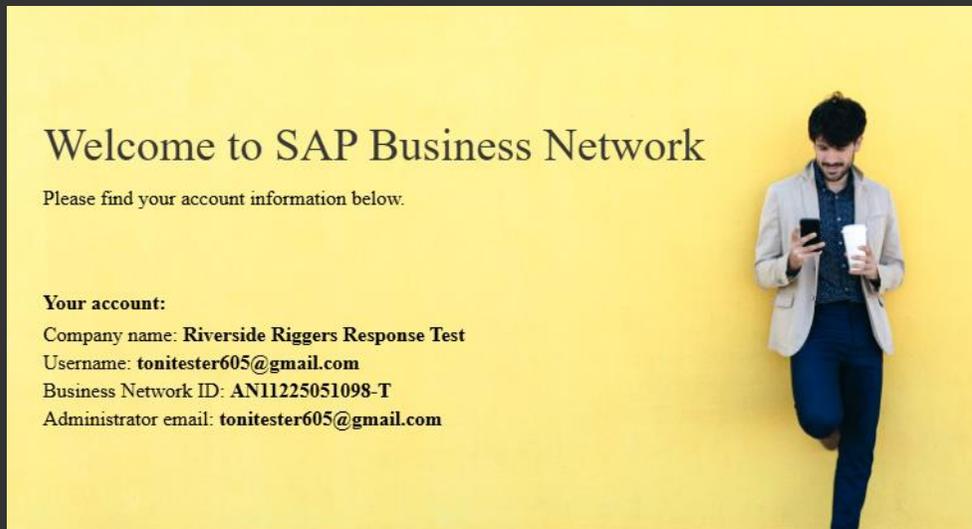
Sincerely, SAP Business Network team

Your Connection Details

SAP Business Network Email Confirmation

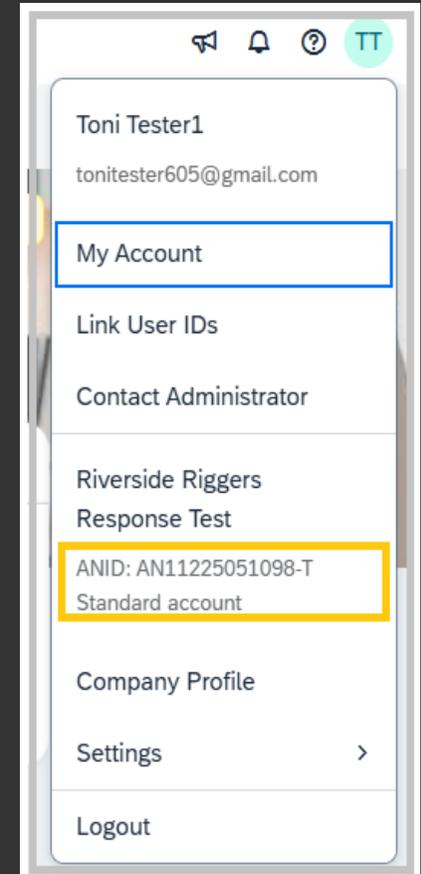
A Email ANID confirmation

SAP will send a confirmation of your account details, including your status if you are the account administrator. The ANID (Ariba Network ID) in Ariba SLP is used as a unique account identifier and can be used to verify a connection between buyer and seller.



B Ariba Account ANID

Another way to check your ANID is through your account's user initial menu, which is always featured in the top right corner of your screen, even when you switch between Ariba sites. This menu displays the initials of your name. By clicking on it, you'll see various options, including a view of your ANID number.



Completing the Registration

Supplier Registration Questionnaire

The screenshot shows the SAP Ariba Proposals and Questionnaires interface. A yellow dashed box highlights the top navigation bar. A yellow circle with the number '1' is positioned near the bottom left of the main content area. A red box highlights the 'Supplier Registration Questionnaire' link in the table. A yellow arrow points from a 'Click link' button to this link.

Title	Status
▼ Status: Open (1)	
Supplier Registration Questionnaire	Invited

Now that you are connected with Synergy and completed the initial user registration; you will then be directed to the Ariba Proposals and Questionnaires site. This section within the Ariba modules contains questionnaires for supplier onboarding, certificate management and if applicable, Health & Safety questionnaire and other sourcing-related activities

Click link

Completing the Registration

Supplier Registration Questionnaire

2 Doc5055563190 - Supplier Registration Questionnaire Time remaining 363 days 23:51:48

Event Messages
Event Details
Response History
Response Team

Event Contents

- All Content
- 2 Company Details
- 3 Bank Information

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

2.7 Supplier Acceptance

2.7.1 General Acceptance

By indicating your acceptance, the supplier agrees to the following:

1. Accurate company and business information has been provided; 2. If any of the company and business information contained here changes, I will update the information in Ariba in a timely manner.

2.7.2 Supplier Code of Conduct

Synergy's Supplier Code of Conduct sets our minimum expectations of suppliers providing goods and services to Synergy.

Please acknowledge that you have read and agree to adhere to the standards and principles set out in Synergy's Supplier Code of Conduct (refer to attached Reference Document).

References

3 Bank Information

Add Bank Information (0)

Complete the registration questionnaire, ensuring all mandatory fields marked with an asterisk (*) are filled out. Include any required supporting documentation

Scroll down the questionnaire to add bank information

Note: Bank Information (0) indicates the number of accounts added. In this example, no accounts have been added yet

Click on Link

Completing the Registration

Supplier Registration Questionnaire

3 Adding New Bank Account(s)

Click Button

Complete bank information details

Note: You have the option to include additional bank accounts

Note: File Requirement (*) Include a copy of your bank details on your business letterhead. Ensure it is authorised with a signature

5

Completing the Registration

Supplier Registration Questionnaire

Doc5055563190 - Supplier Registration Questionnaire

All Content

Name f

2.3.4 Resident Status * Resident

2.3.5 Tax Exemptions (if applicable): If the supplier has been granted an exemption by the Australian Taxation Office for the purposes of withholding tax, please attach evidence of the exemption. Attach a file

2.4 Contact Details

2.4.1 Primary Contact Details

2.4.1.1 Contact Name * Danni

2.4.1.2 Contact Phone * 862827641

2.4.1.3 Mobile Number * 862827641

2.4.1.4 Contact Email * vulcan44@gmail.com

2.4.2 Suppliers' Ariba Administrator Contact Details

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

7 ✓ Submit this response?
Click OK to submit.

OK Cancel

Click Ok

Registration Questionnaire Complete

Click Submit

Once your bank account is added as the last step you can submit when ready.

Synergy will review the submitted information for approval or request for additional information

Completing Insurance Questionnaires

Insurance Certificate Questionnaire

You will receive an email invitation for insurances Synergy require. Click on the invite link, login, and complete each insurance request. Attach the required certificate document, and then click "Submit Entire Response" followed by "OK" to finalise your submission.

Click on link

Synergy

Hello Toni Tester1,

Please fill out the listed questionnaires and return them by the specified dates. These questionnaires are necessary to complete the Certificates Process Flow process. Thank you for taking the time to respond to each one.

Process Overview
Process: Certificates
Category:
Region: All
Business unit:
Material: Not applicable
Process owner: Terese Alofipo
Message:

Questionnaire Overview

Name		Respond By
Motor Vehicle Insurance Certificate Questionnaire	Toni Tester1	8 April 2025 21:38
Insurance Certificates Questionnaire	Toni Tester1	8 April 2025 21:39

Login

The screenshot shows the SAP Ariba Proposals and Questionnaires interface. The 'Questionnaires' table is highlighted with a yellow box and contains the following data:

Title	Status
Insurance Certificates Questionnaire	Invited
Motor Vehicle Insurance Certificates Questionnaire	Invited

Below the table, a blue button labeled 'Submit Entire Response' is highlighted with a red box. To the right, a green box contains the text 'Insurance Questionnaire(s) Complete'.

○..... Minimum Insurance Requirements

To become an accredited supplier to Synergy you must maintain and provide evidence of insurance cover for the following minimum insurance types:

- 1. **Public and Products Liability** Insurance covering liability for loss of or damage to property and death of or injury to any person in an amount of not less than \$20,000,000 in respect of each and every claim (or \$20,000,000 in the aggregate for Products Liability). This policy must provide for liability arising out of the use of unregistered vehicles, covering liability for loss of or damage to property and death of or injury to any person (other than liability required to be insured under workers compensation insurance).*
- 2. **Workers Compensation** Insurance (including industrial disease) as required by law with a common law limit of \$50 million in respect of any number of persons and arising out of the one event (or Employer's Liability Insurance as required by law if applicable for Eastern States suppliers only).*

In addition to and subject to providing professional services or advice and/or services to any of Synergy's operational sites:

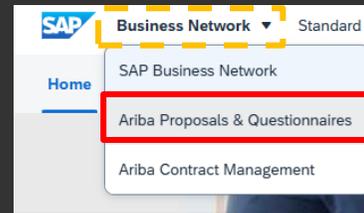
- 3. **Motor Vehicle** Insurance covering all vehicles, plant and equipment (whether owned, hired or leased) used in connection with the services for third party liability of not less than \$20,000,000 in respect of each and every claim. All motor vehicles where required by Legislative Requirements must carry compulsory third party insurance.*
- 4. **Professional Indemnity** insurance covering liability arising from any act, error or omission arising out of or in connection with the professional activities and duties, with a limit of liability of not less than \$5,000,000 per claim and in the aggregate. Evidence to be provided must be in the form of a Certificate of Currency from your insurer or appointed insurance broker. It is the responsibility of all suppliers to provide current Certificates of Currency to Synergy.*

Maintaining Your Information

○..... How to Update Your Information in Ariba SLP

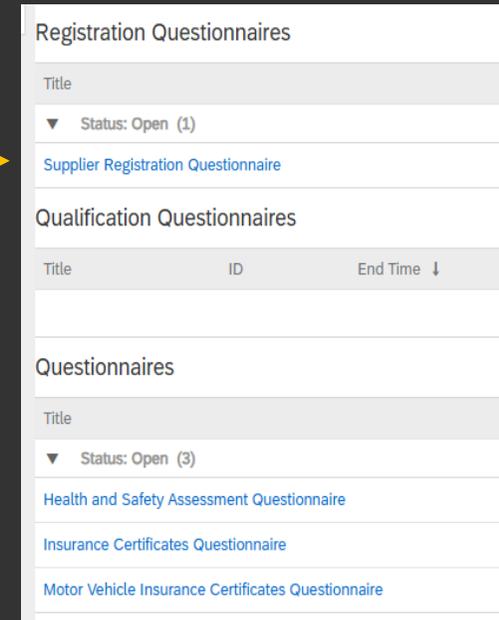
To update any aspect of your company information i.e contacts, address or insurances ,simply login to your Ariba account via <https://service.ariba.com/>. It's best not to refer to old invite link Synergy may have sent previously as these are only designed to be used once. You can save the login address to your favourites for quick reference in the future.

1. Select Supplier
2. Enter login details
3. Switch from SAP Business Network to Ariba Proposal & Questionnaire
4. Select Synergy (if more than one customer is linked to your account)
5. Click on the relevant questionnaire link
6. Click on Revise Response
7. Update
8. Select 'Submit Entire Response'
9. Select 'Ok' to submit update to Synergy



A **Update Registration:** →
To change your business information i.e. contacts, address or bank account

B **Update Insurance:** →
To submit renewed certificates



Getting Support

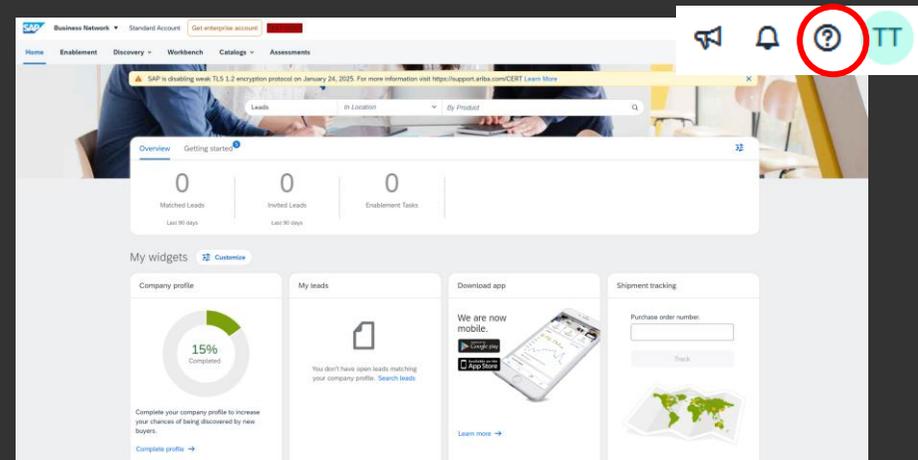
○ Support Options

Within your account you can find different Ariba support resources using the Help Center feature, via the 'question mark' symbol.

Guides and Tutorials: Step-by-step instructions on how to use different features of the Ariba Network

FAQs: Answers to common questions

Submit a Support Request: If you need personalised assistance, you can submit a support request directly through the Help Center. Provide detailed information about your issue to get the most accurate help



Website support:

SAP Ariba Help Center <https://support.ariba.com/help>

Phone Support:

<https://support.sap.com/en/contact-us/phone.html>

Synergy profile assistance – Vendor Support Team

Vendor.support@synergy.net.au